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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan J. Williams
Prif Weithredwr – Chief Executive
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| RHYBUDD O GYFARFOD | NOTICE OF MEETING |
|---|---|
| PWYLLGOR SGRIWTINI CORFFORAETHOL | CORPORATE SCRUTINY COMMITTEE |
| DYDD MAWRTH, 14 MAWRTH, 2023 am 2:00 y. p. | TUESDAY, 14 MARCH 2023 at 2.00 pm |
| YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL DRWY ZOOM | COMMITTEE ROOM 1, COUNCIL OFFICES AND VIRTUALLY VIA ZOOM |
| Swyddog Pwyllgor | Ann Holmes 01248 752518 Committee Officer |

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Geraint Bebb, Neville Evans, Dyfed Wyn Jones (***Vice-Chair***), Jackie Lewis, Llio A. Owen, Alwen Watkin, Arfon Wyn

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Dafydd Roberts

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Douglas M. Fowlie, Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)
R. Llewelyn Jones (***Chair***)

AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)

Mr John Tierney (Yr Eglwys Gatholig / The Catholic Church),
Gwag/Vacant (Yr Eglwys yng Nghymru/The Church in Wales)
Gwag/Vacant (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor- Primary Schools Sector)
Llio Johnson (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent Governor- Secondary Schools Sector and ALN)

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 any Member or Officer in respect of any item of business.

2 PERFORMANCE MONITORING: CORPORATE SCORECARD Q3 2022/23 (Pages 1 - 14)

To present the report of the Head of Profession (HR) and Transformation.

3 HOUSING REVENUE ACCOUNT BUSINESS PLAN 2023-2053 (Pages 15 - 46)

To present the report of the Head of Housing Services.

4 PROGRESS MONITORING: SOCIAL SERVICES PROGRESS REPORT (Pages 47 - 54)

To present the report of the Director of Social Services.

5 FORWARD WORK PROGRAMME (Pages 55 - 62)

To present the report of the Scrutiny Manager.

| ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u> | |
|--|--|
| Committee: | CORPORATE SCRUTINY |
| Date: | 14 MARCH 2022 |
| Subject: | SCORECARD MONITORING REPORT - QUARTER 3 (2022/23) |
| Purpose of Report: | TO CHALLENGE PERFORMANCE |
| Scrutiny Chair: | COUNCILLOR ROBERT LL JONES |
| Portfolio Holder(s): | COUNCILLOR ROBIN W WILLIAMS |
| Head of Service: | CARYS EDWARDS |
| Report Author: | GETHIN MORGAN |
| Tel: | 01248 752111 |
| Email: | GethinMorgan@anglesey.gov.uk |
| Local Members: | n/a |

| 1 - Recommendation/s | |
|----------------------|---|
| 1.1 | This is the third scorecard report of 2022/23. It portrays the position of the Council against its wellbeing objectives. |
| 1.2 | The report highlights some of the positive stories with respect to the quarter 3 performance. Some of these highlights include: <ul style="list-style-type: none"> 1.2.1 The percentage of households (with children) prevented from becoming homeless 1.2.2 The Adult Services indicators all being above target for the quarter 1.2.3 The planning applications determined within timescale 1.2.4 The percentage of NERS clients whose health have improved as a result of the scheme |
| 1.3 | This is a positive story at the end of Q3 and is the best performing third quarter against the performance management section targets since the existence of the scorecard report. |
| 1.4 | The Committee is requested to scrutinize the scorecard and note the areas of improvement together with the areas which the Leadership Team are managing to secure further improvements into the future. |

| 2 – Link to Council Plan / Other Corporate Priorities |
|---|
| Used as part of the monitoring of the Council Plan |

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities **[focus on customer/citizen]**

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**

3.3 A look at any risks **[focus on risk]**

3.4 Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. The Council's performance at the end of Q3 is positive throughout. What arrangements are in place to recognize the successes?
2. What progress monitoring arrangements are in place for the performance indicators that are under performing at the end of Q3?
3. The Council's performance against the attendance at work performance indicator is Amber at the end of Quarter 3. How does this compare with the Council's previous performance?
4. What arrangements are in place to ensure alignment between the new Council Plan 2023-28 and the Corporate Scorecard? What changes will need to be introduced?

5 – Background / Context

5.1 The Isle of Anglesey County Council have arrangements put in place, arrangements 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.

5.2 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 operational from April 2023.

5.3 This scorecard monitoring report is used to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities.

5.4 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.

5.5 The scorecard (appendix 1) portrays the current end of Q3 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during November.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

n/a

7 – Financial Implications

The end of Q3 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 3

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

- 2022/23 Scorecard Monitoring Report - Quarter 2 (as presented to, and accepted by the Executive Committee in November 2022).

SCORECARD MONITORING REPORT – QUARTER 3 (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 operational from April 2023.
- 1.3 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs). It consists of a combination of locally and nationally set indicators. It highlights how we are delivering the Councils' day to day activities. It provides the intelligence which enables a proactive approach to be adopted regarding 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 Q3 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during March 2023.

2. CONTEXT

- 2.1 The performance monitoring KPIs are aligned to the Councils' current three wellbeing objectives. They have been consulted upon with residents, partners and local businesses and following agreement with the Isle of Anglesey County Council on the 9th March, they will remain in place for the next 5 years aligned to the new Council Plan 2023-28. The wellbeing objectives are:
 - 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 is not 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).
- 2.3 Any targets within the report are reviewed annually and are agreed upon with each service, including differing quarterly targets where required based on historical performance and trends.

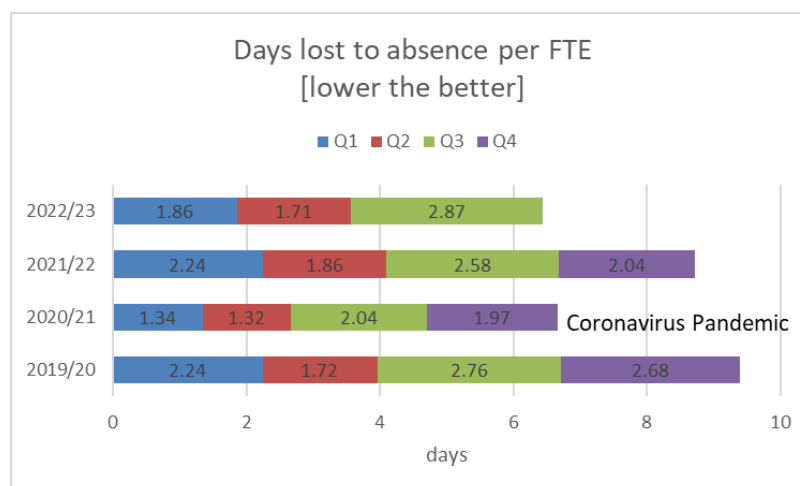
- 2.4 The results within the scorecard are all cumulative and as such the trends column will inform the performance trends from quarter to quarter throughout the year.
- 2.5 The RAG status for each section of the scorecard, with the exception of financial management which is done from a professional opinion perspective, can be found below:
- 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

3. CORPORATE HEALTH PERFORMANCE

- 3.1 The majority (75%) 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 Q3 the Council's attendance KPI is now Amber against its target. 6.51 days have been lost to absence per FTE in the period against a target of 6.19 days lost to absence per FTE.

The performance during the period of October to December is a decline on the performance of the last three years for the same period (as indicated in green on the graph below). However, coronavirus related absences have been included in the Q3 absence data for the first time as it is no longer viewed as an exception. Excluding the coronavirus data would have resulted in a performance of 6.31 days absence per FTE and being yellow against target.

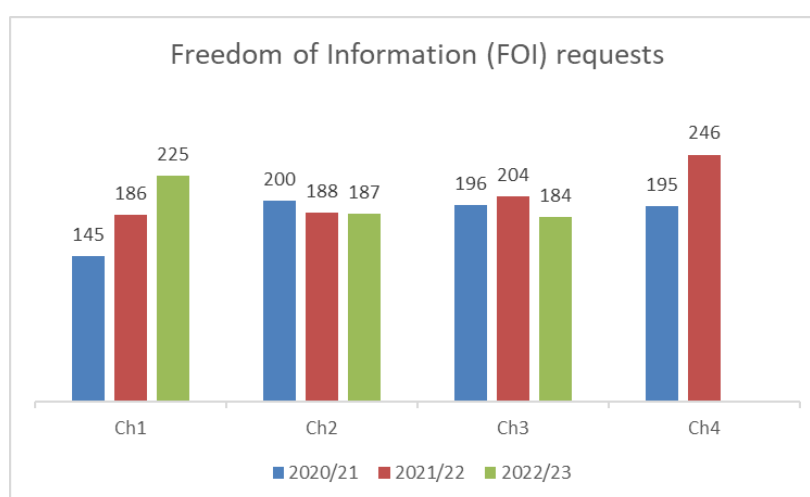
Despite its inclusion, it remains a better performance overall at this stage of the reporting year compared to 2021/22, which excluded coronavirus related absence, and also the pre coronavirus performance from 2019/20. This is encouraging and demonstrates the will of the staff to be present in order to delivery for our residents.



3.2.1 The indicators currently monitored within the Customer Service section do not highlight any cause for concern with the indicators continuing to perform well against targets. The exceptions are indicators 04b and indicator 09.

3.2.1.1 Indicator 04b which is known and recognised to be challenging due to the complicated nature of the complaints and the multi-agency response often required. The total % of written responses to complaints within 15 days (Social Services) is Red with a performance of 68% against a target of 80%. 16 of the 22 complaints received were discussed with the complainant within 5 working days, and 5 of the 6 late written responses were agreed with the complainant in advance of being identified late as noted in the complaint protocol.

3.2.1.2 It is acknowledged that further work is needed with regards to indicator 09 – the % of FOI requests responded to within timescale – which demonstrates that 71% of the responses were within timescale against a target of 80%. This performance is similar to the performance demonstrated in the Q2 scorecard report.



3.3 The financial management section currently projects an underspend of £1.970m for the year ending 31 March 2023.

3.4 The main financial areas of concern relate to:-

3.4.1 There are significant underlying overspends which are of concern and difficult to manage as they are demand led statutory services. Adult Services is expected to overspend by £613k but this masks significant underlying overspends which are currently funded by grant and the social care pressures reserve for 2022/23. Without these sources of funding the service would be overspent by more than £3m. Children's services is expected to overspend by £996k mainly due to out-of-County placements and other services for Looked after Children. Both social care services have had significant budget increases in more recent years but the demand continues to increase. The Cartrefi Clyd (Small Group Homes)

models that the Children and Families Service are implementing will help alleviate some of these pressures.

- 3.4.2 The cost of living crisis will ultimately result in an increase in the demand for Council services (Homelessness, Debt Advice, Mental Health Support, Children and Families 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.
- 3.5 Although the overall position for services is a forecasted small overspend, the underlying position is masked by the use of reserves and the receipt of one off grants and by temporary factors such as vacant posts and income exceeding targets and these factors may not appear in 2023/24. Without these items it is likely that service budgets would be significantly overspent in 2022/23.
- 3.6 The forecast underspend on the Capital Programme 2022/23 is £15.223m, with this being potential slippage into the 2023/24 Capital Programme. The funding for this slippage will also slip into 2023/24 and this has been factored into the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2023/24.
- 3.7 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q3', the 'Capital Budget Monitoring for Q3' and the 'Housing Revenue Account Budget Monitoring for Q3' reports which were discussed in The Executive meeting on the 2nd March.
- 3.8 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
 - 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 Q3 it is encouraging to note that the majority (91%) of the performance indicators are performing above target or within 5% tolerance of their targets. Three indicators have underperformed against their targets during Q3 and are highlighted on the scorecard as being Red or Amber.

- 4.2 Indicators related to our wellbeing **Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, are performing well with all indicators being either green or yellow against their targets.
- 4.3 Some examples of the good performance within this objective seen during the quarter include:
- 4.3.1 100% of pupils have been assessed in Welsh at the end of the Foundation Phase (indicator 4). This is encouraging and meets the expectations from the council's Welsh in Education Strategic Plan.
 - 4.3.2 61 properties have been brought back into use against a target of 25 (indicator 11). Once again the use of the Council Tax Premium has proved fruitful here and it's positive that there are 61 less empty properties within our communities.
 - 4.3.3 80% of clients attending the NERS programme believed that the programme has made a positive impact on their health (indicator 10).
- 4.4 Indicators for wellbeing **Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible are also performing well against their targets with two indicators being Amber.
- 4.5 Examples of good performance in those indicators performing well include:
- 4.5.1 The Adult Services indicators (Indicators 16 to 19) are all Green against targets once again for the third quarter in a row.
 - 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 third quarter in a row.
- 4.6 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 AMBER with a performance of 287 days against a target of 270 days.
- The performance is an improvement on the 312 seen at the end of Q2 and is now only 17 days away from target. This is encouraging and demonstrates that the mitigation measures identified previously are having an impact and performance is improving.
- 4.7 Indicator 28 – The average number of calendar days taken to deliver a Disabled Facilities Grant – is Amber with a performance of 182 days against a target of 170 days.
- This performance is a decline on the 173 days seen at the end of Q2, however it is an improvement on the 188 days reported at the end of Q3 2021/22.
- The reasons for the decline in performance for this indicator include:
- Difficulties in gaining access to some properties due to client's concerns and anxieties following the coronavirus pandemic.

- Difficulties finding contractors to undertake the work. Currently there are only 6 contractors on the Island that install the adaptations.

It's likely that the target days will need to be increased in 2023/24 as a result of these difficulties. The DFG Policy will be reviewed during Q1 2023/24 which will include drawing up a service level agreement and agreeing key performance indicators for the delivery of DFG adaptations.

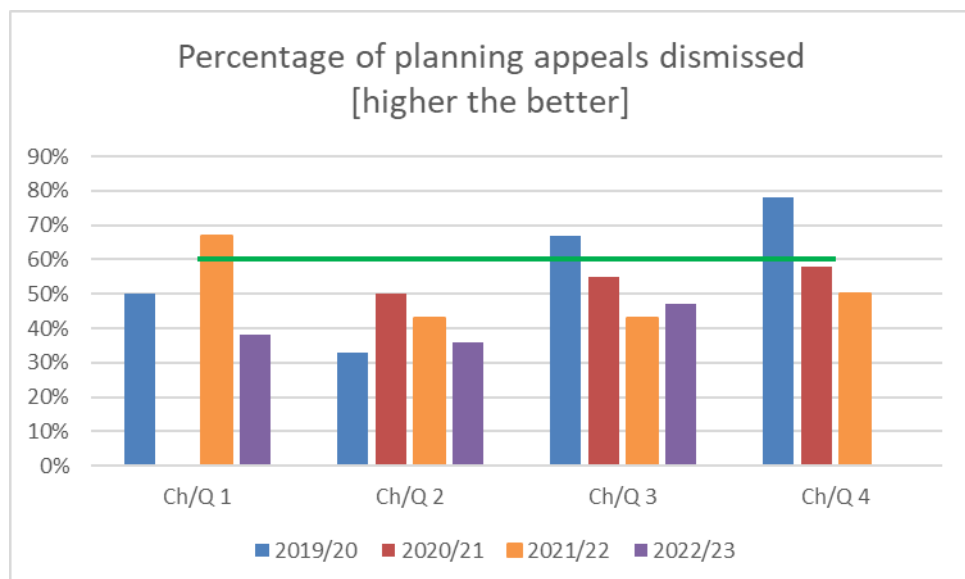
4.8 The performance of indicators to monitor our wellbeing **Objective 3** where we work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment has also been good at 80% above targets.

4.9 The indicators that have performed well in the quarter include:

- 4.9.1 A number of waste management indicators (Indicator 31, 33 and 34) are Green against targets during the year. 96% of our streets surveyed in the quarter were clean of any waste.
- 4.9.2 Planning applications determined within timescale improved during the quarter and is now green against target for the first time since Q3 2019/20. This is encouraging and due to the hard work and the improvements implemented by the Regulation and Economic Development service staff.

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

- 4.10.1 Indicator 36 – the percentage of planning appeals dismissed – with a performance of 47% against a target of 65%. This is an improvement on the 32% during Q2 and a slight improvement on the same period during 2021/22 where 43% 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. Two of the three appeals during the quarter were dismissed resulting in a total of six out of the thirteen appeals being dismissed for the year to date.

The Council continues to ensure that planning decisions are 'robust' and well-founded, however the Council has no influence over an appeal decision. We will continue to monitor appeal decisions on similar applications to identify if a pattern is developing that would require a different interpretation of our policies.

4.10.2 In conclusion, from a performance management perspective, the scorecard demonstrates continued improvement with 91% of the performance indicators performing above target or within 5% tolerance of their targets.

4.10.3 Whilst this is to be celebrated it is also important to note that of those indicators 35% are seeing a declining trend quarter upon quarter. This trend should be acknowledged by all related services and every effort made to ensure the declining trend doesn't continue into Q4.

5. RECOMMENDATIONS

5.1 The report highlights some of the positive stories with respect to the quarter 3 performance. Some of these highlights include:

- The percentage of households (with children) prevented from becoming homeless
- The Adult Services indicators all being above target for the quarter
- The planning applications determined within timescale
- The percentage of NERS clients whose health have improved as a result of the scheme

5.2 **This is a positive story at the end of Q3 and is the best performing third quarter against the performance management section targets since the existence of the scorecard report.**

5.3 The Committee is requested to scrutinise the scorecard and note the areas of improvement together with the areas which the Leadership Team are managing to secure further improvements into the future.

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

| Rheoli Perfformiad / Performance Management | CAG / RAG | Tuedd / Trend | Canlyniad / Actual | Targed / Target | Targed BI / Yr Target | 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) (Q3) | | | 91% | | | - | - |
| 2) Percentage of pupil attendance in secondary schools (termly) (Q3) | | | 86% | | | - | - |
| 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) | Gwyrdd / Green | ↑ | 100% | 100% | 100% | - | - |
| 5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Q3) | Gwyrdd / Green | → | 68% | 67.5% | 67.5% | 68% | 65% |
| 6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q4) | | | | | | - | - |
| 7) Number of visits to leisure centres | Melyn / Yellow | ↓ | 392k | 400k | 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 | Gwyrdd / Green | ↑ | 71% | 50% | 50% | 47.5% | - |
| 10) Percentage of NERS clients whose health had improved on completion of the exercise programme | Gwyrdd / Green | ↓ | 80% | 80% | 80% | 84% | - |
| 11) Number of empty private properties brought back into use | Gwyrdd / Green | ↑ | 61 | 25 | 50 | 91 | 94 |
| 12) Number of new homes created as a result of bringing empty properties back into use | Gwyrdd / Green | → | 1 | 1 | 3 | 1 | 9 |
| 13) Landlord Services: Average number of days to complete repairs | Gwyrdd / Green | ↓ | 13.46 | 18 | 18 | 13.89 | 8.1 |
| 14) Percentage of tenants satisfied with responsive repairs (annual) (Q4) | | | | | | - | - |
| Amcan 2 - Cefnogi oedolion a theuluoedd bregus er mwyn eu cadw'n ddiogel, yn iach ac mor annibynnol â phosibl | | | | | | | |
| 15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q4) | | | | | | - | - |
| 16) The percentage of adult protection enquiries completed within statutory timescales | Gwyrdd / Green | ↑ | 91.34% | 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 | ↑ | 64.41% | 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 | ↓ | 17.11 | 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 | ↑ | 98.60% | 93% | 93% | 96.10% | 98.20% |
| 20) Percentage of child assessments completed in time | Melyn / Yellow | ↓ | 88% | 90% | 90% | 87.15% | 86.87% |
| 21) Percentage of children in care who had to move 3 or more times | Gwyrdd / Green | ↑ | 6.72% | 7.50% | 10% | 9.79% | 12.34% |
| 22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator] | Gwyrdd / Green | ↑ | 15% | 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) | Ambr / Amber | ↑ | 287 | 270 | 270 | 318 | 258 |
| 24) The percentage of referrals during the year on which a decision was made within 1 working day | Gwyrdd / Green | ↓ | 98.35% | 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 | Gwyrdd / Green | ↑ | 91.71% | 90% | 90% | 85.99% | 87.74% |
| 26) Percentage of households successfully prevented from becoming homeless | Gwyrdd / Green | ↓ | 88.24% | 80% | 80% | 80.95% | 74.74% |
| 27) Percentage of households (with children) successfully prevented from becoming homeless | Gwyrdd / Green | ↑ | 97% | 85% | 85% | 92.00% | 75.47% |
| 28) Average number of calendar days taken to deliver a Disabled Facilities Grant | Ambr / Amber | ↓ | 182 | 170 | 170 | 172.3 | 169 |
| 29) The average number of calendar days to let lettable units of accommodation (excluding DTLs) | Gwyrdd / Green | ↓ | 34.8 | 40 | 40 | 28.7 | 45.6 |
| 30) Landlord Services: Percentage of rent lost due to properties being empty | Melyn / Yellow | ↓ | 1.85% | 1.70% | 1.70% | 1.66% | 1.98% |
| Amcan 3 - Gweithio gyda'n cymunedau er mwyn sicrhau eu bod yn gallu ymdopi'n effeithiol â newid a datblygiadau tra'n gwarchod ein hamgylchedd naturiol | | | | | | | |
| 31) Percentage of streets that are clean | Gwyrdd / Green | ↑ | 96% | 95% | 95% | 95.50% | 92.00% |
| 32) Percentage of waste reused, recycled or composted | Melyn / Yellow | ↓ | 63.9% | 64% | 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 | ↑ | 155kg | 165kg | 220kg | 223kg | 214kg |
| 35) Percentage of all planning applications determined in time | Gwyrdd / Green | ↑ | 90% | 90% | 90% | 79% | 79% |
| 36) Percentage of planning appeals dismissed | Coch / Red | ↑ | 47% | 65% | 65% | 50% | 58% |
| 37) Percentage of planning enforcement cases investigated within 84 days | Gwyrdd / Green | ↓ | 87% | 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% | 2.80% | 3.80% |
| 40) Percentage of C roads in poor condition (annual) | Gwyrdd / Green | ↑ | 7.6% | 9% | 9% | 8.20% | 8.50% |
| 41) Council fleet approx. consumption of fossil fuels (tCO2e) | | | 381.15 | | | 486.85 | 385 |
| 42) The number of miles travelled by the Council fleet (miles) | | | 1,278,994 | | | 1,524,961 | 1,254,419 |
| 43) The number of miles travelled by the Council Gray/Employee fleet (miles) | | | 676,360 | | | 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 | | | | | | | |

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2022/23

| | CAG / RAG | Tuedd / Trend | Canlyniad / Actual | Targed / Target | Canlyniad 21/22 Result | Canlyniad 20/21 Result |
|---|----------------|---------------|--------------------|-----------------|------------------------|------------------------|
| Gofal Cwsmer / Customer Service | | | | | | |
| Starter Gofal Cwsmer / Customer Service Charter | | | | | | |
| 01) No of Complaints received (excluding Social Services) | Gwyrdd / Green | ↑ | 30 | 55 | 55 | 43 |
| 02) No of Stage 2 Complaints received for Social Services | | | 3 | - | 9 | 6 |
| 03) Total number of complaints upheld / partially upheld | | | 10 | - | 20 | 8 |
| 04) Total % of written responses to complaints within 20 days (Corporate) | Gwyrdd / Green | ↓ | 86% | 80% | 80% | 88% |
| 05) Total % of written responses to complaints within 15 days (Social Services) | Coch / Red | ↓ | 68% | 80% | 66% | 75% |
| 06) Number of Stage 1 Complaints for Social Services | | ↓ | 22 | - | 41 | 24 |
| 07) Number of concerns (excluding Social Services) | | ↑ | 249 | - | 189 | 104 |
| 08) Number of Compliments | | ↑ | 396 | - | 658 | 662 |
| 09) % of FOI requests responded to within timescale | Coch / Red | ↓ | 71% | 80% | 79% | 79.4% |
| Newid Cyfrwng Digidol / Digital Service Shift | | | | | | |
| 10) No of Registered Users on AppMôn / Website | | ↑ | 57.5k | - | 51k | 33.5k |
| 11) No of reports received by AppMôn / Website | | ↓ | 30k | - | 66k | 58k |
| 12) No of web payments | | ↓ | 15k | - | 21k | 18.5k |
| 13) No of telephone payments | | ↓ | 6k | - | 11k | 7k |
| 14) No of 'followers' of IOACC Social Media | | ↑ | 99k | - | 92k | 42k |
| 15) No of visitors to the Council Website | | ↓ | 224k | - | 634k | 1.03M |

| | CAG / RAG | Tuedd / Trend | Canlyniad / Actual | Targed / Target | Canlyniad 21/22 Result | Canlyniad 20/21 Result |
|---|--------------|---------------|--------------------|-----------------|------------------------|------------------------|
| Rheoli Pobl / People Management | | | | | | |
| 01) Number of staff authority wide, including teachers and school based staff (FTE) | | | 2267 | - | 2202 | 2180 |
| 02) Sickness absence - average working days/shifts lost | Ambr / Amber | ↓ | 6.54 | 6.19 | 8.73 | 6.68 |
| 03) Short Term sickness - average working days/shifts lost per FTE | | | 3.2 | - | 3.70 | 1.94 |
| 04) Long Term sickness - average working days/shifts lost per FTE | | | 3.31 | - | 5.03 | 4.74 |
| 05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4) | | | - | - | 10% | 6% |

| | CAG / RAG | Tuedd / Trend | Cyllideb / Budget | Canlyniad / Actual | Amrywiant / Variance (%) | Rhagolygon o'r Gwariant / Forcasted Actual | Amrywiant a Ragwelir / Forcasted Variance (%) |
|---|----------------|---------------|-------------------|--------------------|--------------------------|--|---|
| Rheolaeth Ariannol / Financial Management | | | | | | | |
| 01) Budget v Actuals | Gwyrdd / Green | ↓ | £109,024,000 | £107,510,000 | -1.39% | | |
| 02) Forecasted end of year outturn (Revenue) | Gwyrdd / Green | ↑ | £158,367,000 | | | £156,786,000 | -1.00% |
| 03) Forecasted end of year outturn (Capital) | | ↓ | £39,256,000 | | | £28,924,000 | -26.32% |
| 04) Income v Targets (excluding grants) | Gwyrdd / Green | ↓ | -£9,638,068 | -£10,906,375 | 13.16% | | |
| 05) Amount borrowed | | ↑ | £12,052,000 | | | £5,570,000 | -53.78% |
| 06) Cost of borrowing | | ↑ | £4,152,796 | | | £4,028,065 | -3.00% |
| 07) % of Council Tax collected (for last 3 years) | Melyn / Yellow | ↓ | | 97.8% | | | |
| 08) % of Business Rates collected (for last 3 years) | Gwyrdd / Green | ↑ | | 99.2% | | | |
| 09) % Housing Rent collected (for the last 3 years) | Melyn / Yellow | ⇒ | | 100.1% | | | |
| 10) % Housing Rent collected excl benefit payments (for the last 3 years) | Melyn / Yellow | ⇒ | | 100.4% | | | |

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| ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u> | |
|--|---|
| Committee: | Corporate Scrutiny Committee |
| Date: | 14 th of March 2023 |
| Subject: | Housing Revenue Account Business Plan 2023 -2053 |
| Purpose of Report: | Approval Required |
| Scrutiny Chair: | Councillor Robert Llewelyn Jones |
| Portfolio Holder(s): | |
| Head of Service: | Ned Michael |
| Report Author: | Ned Michael Head of Housing Services |
| Tel: | 01248 752200 |
| Email: | nedmichael@anglesey.gov.uk |
| Local Members: | Relevant to all elected members |

| 1 - Recommendation/s |
|--|
| R1. Approve the Housing Revenue Account (HRA) Business Plan 2023 -2053 to be presented to the Executive Committee for approval. |

| 2 – Link to Council Plan / Other Corporate Priorities |
|--|
| The HRA Business Plan (Appendix 1) contributes to all the fundamental themes within the Council's Corporate Plan. The main contribution is to the themes of Transforming Older Adult Social Care, Increasing our Housing Options and Reducing Poverty and Regenerating our Communities and Developing the Economy. |

| 3 – Guiding Principles for Scrutiny Members |
|---|
| To assist Members when scrutinising the topic:- |
| 3.1 Impact the matter has on individuals and communities [focus on customer/citizen] |
| 3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value] |
| 3.3 A look at any risks [focus on risk] |
| 3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality] |
| 3.5 Looking at plans and proposals from a perspective of: |

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. How does the proposed strategy enable the Authority to realise the strategic priorities in the Council Plan for 2023/28?
2. The Business Plan for the Housing Revenue Account discusses an expansion programme to further increase the Local Authority's housing stock. How affordable is this strategy in the current climate?
3. To what extent does the Housing Revenue Account Business Plan seek to address the supply of adequate accommodation for vulnerable adults and families?
4. The Business Plan is dependent on capacity in the Housing Service to identify and move plans forward and also among private sector developers and contractors to work with the Council to build new housing. How much risk is it to ensure adequate capacity and what mitigation measures are in place?

5 – Background / Context

As per the requirement from Welsh Government we are required to submit our application for our Major Repairs Allowance (MRA) together with our 30 year Housing Revenue Account (HRA) Business Plan by the 31st of March in order to secure our annual MRA of £2.688m for 2023-24.

Attached is the draft 30 year HRA Business Plan which once approved will undergo Corporate formatting to include photographs of some of our achievements over the last 12 months.

I therefore recommend that the Executive approve:-

R1. The Housing Revenue Account (HRA) Business Plan 2023-2053 to be submitted to Welsh Government.

1.0 Background

1.1 This Report and Business Plan has been prepared in conjunction with Officers from Housing and Finance Services, the Business Plan forms the primary tool for financial planning of the delivery and management of the Council's housing stock.

In particular, the Business Plan demonstrates:-

- how the Council brings all its stock to Welsh Housing Quality Standards – whilst there will remain to be some properties that are classified as ‘acceptable fails’;
- how the Council intends to maintain and work towards the new WHQS and
- the investment needed to finance our new council house development programme.

1.2 The Council, through its HRA, owns and manages 3,938 properties and 675 garages, across the Island. Throughout the period of this Business Plan we will see an increase in excess of 25% in our housing stock to over 5000 properties in order to meet the increasing local housing need. Currently we have over 900 people on the Social Housing waiting list which includes an unprecedent 85 households in temporary accommodation on the Island.

1.3 The HRA continues to be ring-fenced for the Council’s Landlord functions which relate to the Council’s housing stock. The ring-fencing of the account means that the Council may not subsidise council housing from the general fund.

2.0 Welsh Housing Quality Standard (WHQS)

2.1 The Council has achieved WHQS since 2012, we were the second Authority in Wales to achieve this standard.

The Welsh Housing Quality Standard states that all households should have the opportunity to live in good quality homes that are:

- In a good state of repair.
- Safe and secure.
- Adequately heated, fuel efficient and well insulated.
- Contain up-to-date kitchens and bathrooms.
- Well managed.
- Located in attractive and safe environments.
- As far as possible suit the specific requirements of the household, (e.g. specific disabilities).

2.2 We will be fully committed to meeting the new WHQS shortly to be agreed by Welsh Government and during 2022/23 carried out a stock condition survey on all of our housing stock, gaining access to 88% of the properties in order to ascertain our current baseline in preparation towards meeting the new standards.

3.0 Capital Programme 2023-2024

3.1 Capital programme has been estimated at £9.7 million has been included within the Business Plan. This includes provision for external works, fire risk works, asbestos, disabled adaptations and energy efficiency works. The budget also allows for achieving full WHQS compliance by targeting acceptable fails, environmentals.

3.2 Energy and Decarbonisation Work

We continue to engage with the District Network Operator (DNO) for permission to install multiple Solar PV systems on a number of our properties. We intend to continue with this programme during 2023/24 and £1.0m has been earmarked in the budget to target a further 250 installations which would contribute positively towards both energy efficiency and carbon reduction targets. Following acceptance of the survey we will conduct an evaluation and investment planning exercise to evaluate energy performance, carbon reduction targets and Energy Pathway compliance in anticipation of WHQS 2023 expectations.

3.3 A provision of £6.963 million has been included within the revenue budget for repairs and maintenance works (responsive repairs)

3.4 In addition £8.749 million has been budgeted for in 2023-24 for the development programme of new Council housing and acquisition of former council housing on the Island. The Business Plan assumes a development programme of 45 units in 2023-2024 and throughout the period of the Business Plan.

4.0 Financial Model and Assumptions

4.1 The HRA Business Plan must be supported by a 30 year financial model which is submitted to Welsh Government.

The Business Plan is accompanied by a sensitivity analysis, which demonstrates the robustness of the plan. These are based on key assumptions and parameters set by Welsh Government, and predict the resources available and required to maintain WHQS, the capacity for the new build programme, and aims to provide assurances on the long term sustainability and financial viability of the HRA.

4.2 On the 17th November 2022 the Welsh Government confirmed that as the CPI for September 2022 was 10.1% which falls outside the range of 0% to 3% and therefore means current annual rent uplift of CPI + 1% did not apply, the Minister with responsibility for Climate Change would determine the appropriate change for Social Housing Rents for 2023/24.

The Minister determined that the maximum annual rent uplift across the whole of the stock would be up to 6.5%.

Whilst 6.5% would be the maximum increase allowable, it was expected that the Authority's decision on rent increase must equally consider the needs of landlords and affordability of rents for tenants.

4.3 The business plan has been stress tested to take account of the risks both individually and together and that the business plan remains viable over the 30 years period of the plan.

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| 6 – Equality Impact Assessment [including impacts on the Welsh Language] |
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| 6.1 Potential impacts on protected groups under the Equality Act 2010 |
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| 6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions) |
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| 6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language |
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| 7 – Financial Implications |
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| The business plan contains the revenue and capital budget for the Housing Revenue Account and demonstrates financial viability for the 30 year period. |
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| 8 – Appendices: |
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| Housing Revenue Account Business Plan 2023 -2053 |
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| 9 - Background papers (please contact the author of the Report for any further information): |
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Foreword

It is appreciated that Anglesey is a safe place and that the majority of residents feel safe and are very satisfied with their home. There is a strong community ethos in rural areas, villages and towns, with the rate of loneliness being amongst the lowest in Wales.

The Council remains fully committed to work with Welsh Government and partners to react to the local housing challenges.

Introduction

The aim of the Housing Revenue Account Business Plan, which will be referred to in the document as the HRA, is to plan ahead to ensure that a financially viable plan is in place for the Council Housing stock.

The HRA finances all of the Council's operations in its role as registered social landlord which includes maximising rental income collection in order to finance the day to day maintenance, planned improvement works, estate management whilst maximising Tenant Participation to influence our priorities.

The HRA has a Council Housing Development Team which is responsible for increasing our housing stock in order to contribute towards meeting the need for affordable housing with varying tenures across the Island.

The Council will continue to maintain a statutory, ring fenced HRA and account for income and expenditure on council housing separately from Council Fund income and expenditure.

This Business Plan confirms the Council's commitment to

- maintaining Welsh Housing Quality Standards,
- delivering our development programme for new build Council homes,
- tackling areas where performance and service outcomes need to be improved, driving further service improvement for our tenants,

- delivering services for our tenants which offer value for money, during a period of unprecedented financial hardship, ensuring that there is adequate provision to best mitigate the effects of the cost of living crisis on local communities, by giving them the tools to help themselves rather than creating a dependency culture, and
- increasing accountability through increased engagement with staff, the Senior Leadership Team, Elected Members and key stakeholders.

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

Our Vision is:

“Ensuring that everyone has the right to call somewhere home”

Quality, Affordable and Accessible Homes

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

- being customer focused and accountable
- providing value for money
- working in partnership
- being innovative in our approach

Our Priorities will be:

- Continue to invest in our current homes in order to meet WHQS phase II
- Build new energy efficient homes with ‘A’ energy performance ratings to meet the recognised housing need
- Reduce the requirement for emergency accommodation units by providing permanent homes for individuals who currently reside in such accommodation

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

Further information on all aspects of this plan is available from the Head of Housing Services, Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey, LL77 7TW. E-mail Housing@anglesey.gov.uk

Our areas of responsibilities are:

- Council Housing – including maintenance, allocations, building new properties , Anti-social behavior
- Council’s Housing Revenue Account, rent collection
- Welfare Rights and Financial Inclusion
- Planned Maintenance Works for continuous improvement of our properties

- Homelessness
- Housing Support Grant
- Social Housing Register
- Affordable Housing – including new developments with Housing Associations, Help to Buy Scheme
- Empty Homes in the private sector
- Disabled Facilities Grant
- Tackling Poverty
- Gypsy & Travellers
- Plan to re-locate vulnerable refugees – Ukranian, Syrian and Afghan families

National and local context

The Council Corporate Plan provides a framework for all services to work and has housing as a prominent enabler of achieving this. This document also provides a framework for services to work together to achieve a common goal.

Below this document are many Strategies which feed into and facilitate achieving the above Plan.

Joint Local Development Plan Gwynedd and Mon 2011-26

The Joint Local Development Plan for Gwynedd and Mon was adopted in July 2017. This is a development strategy for a period of 15 years for the land use which focuses on sustainable development. This document steers the development of new housing on the Island, as well as other uses. This Plan is currently under review.

Ynys Mon's Welsh Language Promotion Strategy

The vision for the [Welsh Language Promotion Strategy](#) is that:

- Residents able to afford to live and set up homes in their local communities
- A shared sense of involvement and pride amongst residents in our vibrant, truly bilingual community
- The Welsh language prioritised in local economic development, housing and planning schemes

Well Being of Future Generation Act

The Future Generations Commissioner describes housing as the corner stone of the wellbeing of individuals, families and communities.

The Well-being of Future Generations Act gives us the ambition, permission and legal obligation to improve our social, cultural, environmental and economic well-being and requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.

The Well-Being of Future Generations (Wales) Act 2015, places a duty on public bodies to seek to achieve the well-being goals and objectives in everything they do.

Decarbonisation

The Environment (Wales) act 2016 places a duty on Governments to reduce carbon emissions, in Wales this is set to be at least 80% by 2050. The report commissioned in 2019 Better Homes, Better Wales, Better World July, 2019 gives 7 recommendations for WG to lead on which states that

‘Wales has some of the oldest and least thermally efficient housing stock in the UK and Europe. 32% of the Welsh housing stock was built before 1919, when there were no construction standards in terms of thermal performance. Just 10% of Welsh homes were built in the last 18 years, during which time energy performance requirements have changed dramatically.’

Welsh Government’s recent Plan “Prosperity for All: A Low Carbon Wales has a whole chapter on buildings based on all tenures and that residential buildings is the highest emissions sources as a Welsh total.

The Council have previously declared a climate emergency and our work within this area will form part of the decarbonisation agenda.

Re-imagining social building in Wales Modern Methods of Construction Strategy for Social Housing, February 2020

A Strategy which set outs the expectations relating to the production of homes built using Modern Methods of Construction which encourages complimenting traditional construction methods with new technologies and approaches.

Renting Homes (Wales) Act 2016

This Act aims to make it simpler to rent a home and protect tenants’ rights. In general, the Act replaces all current tenancies and licences with just two types of occupation contract; secure or standard. At present it is anticipated that all new and existing tenancy agreements will need to be re-issued. The Act also creates new rights for victims of domestic abuse, for people in shared houses and for tenants needing repairs to be carried out.

Welsh Government Race Equality Action Plan

Welsh Government has acknowledged that urgent action is needed in promoting a vision for Wales where everyone is treated as an equal citizen and as a Council we have contributed to the consultation document which will lead to the implementation of a Race Equality Action Plan. Our Housing Strategy will promote the overall aim of ‘ensuring that all members of our Society are able to live in decent and affordable homes which meet the diversity of people’s needs’.

North Wales Population Assessment

The North Wales Population Assessment is a review of the care and support needs of the population in North Wales, including the support needs of carers. It was produced by the six North Wales Councils and Betsi Cadwaladr University Health Board (BCUHB) supported by

Public Health Wales, to meet the requirements of the Social Services and Wellbeing Act (Wales) 2014 (the act).

Housing Need and how this will be addressed through new development

Information provided in this section sets out the housing need data for the Island, and is correct as of March 2022.

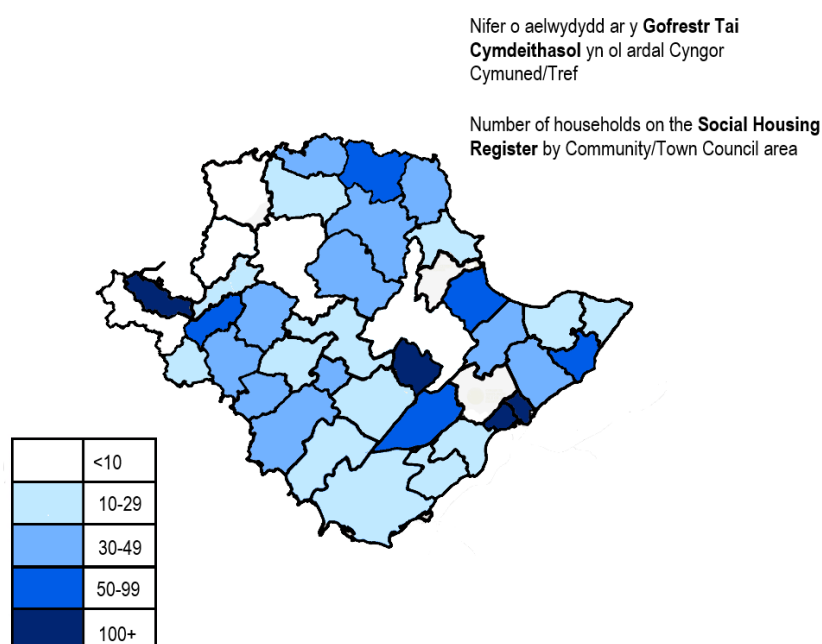
Social Housing Register Information:

There are currently 908 applicants on the Social Housing Register with the majority requiring 1 and 2 bedroomed general needs and older person's properties.

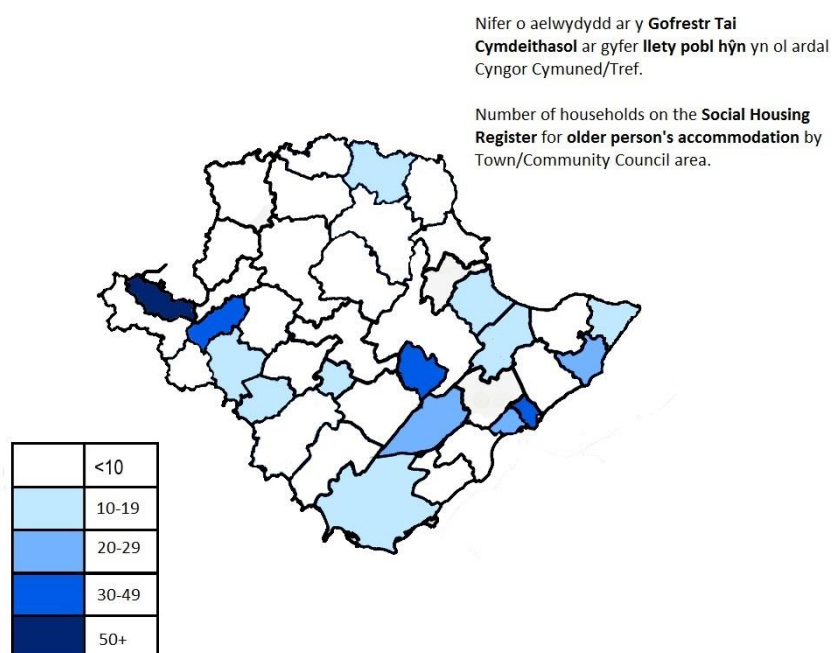
Table 1: Social Housing Register Waiting List by type and number of bedrooms required

| | 1 bed | 2 bed | 3 bed | 4+ bed | Total |
|------------------------------|-------|-------|-------|--------|-------|
| General Needs | 381 | 210 | 100 | 59 | 750 |
| Older Person's Accommodation | 124 | 30 | 4 | 0 | 158 |
| TOTAL | 505 | 240 | 104 | 59 | 908 |
| % | 56% | 26% | 11% | 7% | |

The demand for social housing can be seen in the map below, with demand being highest in Caerdybi, Llangefni, Menai Bridge, Llanfairpwll, Amlwch, Valley, Llanfair ME, Llanfihangel Ysgeifiog and Beaumaris. Please note that some applicants are on the waiting lists of more than one area.



The demand for older person's social rented accommodation can be seen in the map below. It appears that the demand for older person's accommodation such as bungalows and age designated flats is also highest in Caergybi, Llangefni, Menai Bridge and Valley.



Existing Social Housing Stock Information:

The table below shows the current social housing stock information for the Island, including general needs, extra care, older person's accommodation and supported accommodation.

Table 2; Current Social Housing Stock by Registered Social Landlord:

| | 1 bed | 2 bed | 3 bed | 4 bed | 5 bed | 6 bed | 7 bed | 8 bed | TOTAL |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Isle of Anglesey County Council | 751 | 1414 | 1678 | 80 | 12 | 3 | 0 | 0 | 3938 |
| Grwp Cynefin | 131 | 217 | 224 | 19 | 3 | 1 | 0 | 1 | 596 |
| Clwyd Alyn | 108 | 140 | 82 | 12 | 0 | 0 | 0 | 0 | 342 |
| North Wales Housing | 23 | 75 | 60 | 6 | 1 | 0 | 0 | 0 | 165 |
| TOTAL | 1000 | 1809 | 2046 | 108 | 16 | 4 | 0 | 1 | 4984 |
| % | 20.1% | 36.3% | 41.1% | 2.2% | 0.3% | 0.1% | 0.0% | 0.0% | |

The Social Housing Grant (SHG) programme is the main capital grant provided by Welsh Government for the provision of affordable housing. It is used to fund housing schemes that meet local housing need and priorities as identified by the Local Authority (LA).

Isle of Anglesey has the following indicative Social Housing Grant budget, which is shared between the Council as a Stock Retaining Authority and it's RSL Partners (Clwyd Alyn, North Wales Housing and Grŵp Cynefin).

Table 3 below outlines the SHG provision provided for Anglesey Community Housing landlords

| 2022/23 | 2023/24 | 2024/25 | TOTAL |
|----------------|----------------|----------------|--------------------|
| £8,013,632 | £8,814,995 | £8,414,313 | £25,242,940 |

The Social Housing Grant Budget has been fully allocated over the **next three years**, and it is anticipated that it will fund a total of **380 additional new affordable homes** on the Island (52 LA and 328 RSL homes). In addition the Local Authority is planning to build an Extra Care Older Person facility for up to **40** residents.

There are an additional **99** dwellings being built / planning stage, by the local authority which is being funded by the HRA rather than the Social Housing Grant.

TACKLING POVERTY AND SUPPORTING TENANTS WITH THE COST OF LIVING CRISIS

Housing Services are leading on tackling poverty and cost of living efforts for Anglesey residents, regardless of tenure. Tackling poverty delivery is undertaken by our internal Welfare Rights Team and Financial Inclusion Team alongside our commissioned service to CAB Ynys Mon.

Covid-19 recovery planning was underway when we were informed by Welsh and National Government that we were to face a cost of living crisis.

As a stock retaining local authority landlord in Wales, we have pledged to ensure no evictions from social housing should tenants in financial difficulty engage with our housing officers.

Financial Inclusion

The Financial Inclusion team consists of a Senior Financial Inclusion Officer, 2 x Financial Inclusion Officers working within Housing by providing financial support, budgeting advice and affordability advice to Council and private tenants to develop their financial capability. Their aim is to increase the ability of the tenants to successfully manage their money, minimise financial risk and provide access to affordable financial services to help them sustain their tenancy. Whilst working within the communities, the officers take the opportunity to raise awareness on the effects of Universal Credit, fuel and food poverty.

Canolfan J.E. O'Toole Centre

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

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

During 2023-24, our Corporate tackling poverty strategy will be reviewed. This review will ensure our tackling poverty efforts continue to address Covid-19 recovery and the ongoing cost of living crisis.

Some of our other current and future poverty-related activities includes;

- Continuing with our warm spaces plans. This has been highly effective on some of our most off-grid housing estates
- Continuing with our vision to develop more community growing spaces.
- Utilising our communal spaces to continue delivering on events and sessions which are attributed to supporting tenant wellbeing and tackling cost of living challenges.



Our O'Toole and Financial Inclusion Team at a recent Holyhead Cost of Living event

Rental Income

The Housing Services relies on its rental income to ensure business continuity by preserving the revenue streams. In order to do this it is important to maximise the rental income to provide the best possible services to tenants and Anglesey residents.

The Housing Services Department currently manages 3938 dwellings which amounts to an estimated rental income of £20.9m and 675 garages for a total estimated to £323k of income.

Annual Rent Increase

On the 17th November 2022 the Welsh Government confirmed that as the CPI for September 2022 was 10.1% which falls outside the range of 0% to 3% and therefore means current annual rent uplift of CPI + 1% does not apply, the Minister with responsibility for Climate Change would determine the appropriate change for Social Housing Rents for 2023/24.

The Minister determined that the total maximum annual rent uplift across the whole of the stock would be up to 6.5%.

Whilst 6.5% would be the maximum increase allowable, it was expected that the Authority's decision on rent increase must consider the needs of landlords and affordability of rents for tenants equally.

As the Welsh Government decided to suspend the Target Rent Bands again for the financial year 2023/24, the decision was taken to provide an increase to all tenants up to the annual threshold amount of 5% to apportion the increase fairly and limit the individual increase per tenant. By applying this increase, we will generate approximately £998k of additional annual rental income.

Currently 2714 of the Council's tenants (70%) will face no additional hardship as a consequence of the proposed rent increase and service charges, as they are in receipt of full or part Housing Benefit or in receipt of Universal Credit. Tenants who are not in receipt of housing benefit will have to meet the rent and service charges, unless of course they become eligible for benefit, following the increase.

In addition, the Council has decided to set aside a 'Rent Support Scheme' fund for the provision of supporting tenants paying rent in full and who may be in financial difficulty as a result of the increase.

Households considered to be in need of assistance with their rent will be able to apply or be referred to the scheme.

Using the 51 week collection, the proposed rent increase for 2023/24 will be an average weekly increase of £4.97. This will increase the average weekly rent from £99.58 to £104.55.

Table 4 below provides an overview on our housing stock profile

| Types of Dwellings | Total | Percentage of Stock | Average Rent 2023/24 |
|---------------------------|--------------|----------------------------|-----------------------------|
| Bedsits | 8 | 0.20% | £76.48 |
| 1 Bed | 743 | 18.87% | £91.03 |
| 2 Bed | 1410 | 35.81% | £101.70 |
| 3 Bed | 1675 | 42.53% | £112.16 |
| 4/5 Bed | 95 | 2.41% | £121.15 |
| Intermediate Rents | 7 | 0.18% | £110.96 |
| Total | 3938 | 100% | |

Rent and Service Charges Consultation

During the 3rd quarter of 2023/24 financial year, we will carry out a full consultation with our tenants and staff to have their views on rent and service charges setting.

By being transparent and involving tenants, leaseholders, staff and elected members from the start of the process will ensure that an understanding on how we set rents and how the income derived will be/is to be invested.

The consultation will be done via different methods of communication through face to face, letters, website and social media. This will provide reassurance to our tenants as well as build trust whereby decisions are made fairly.

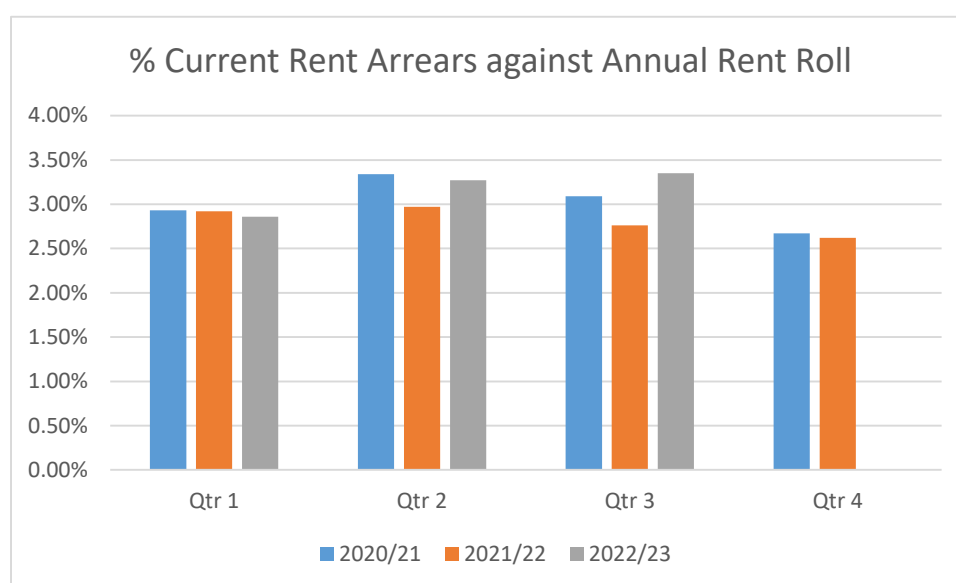
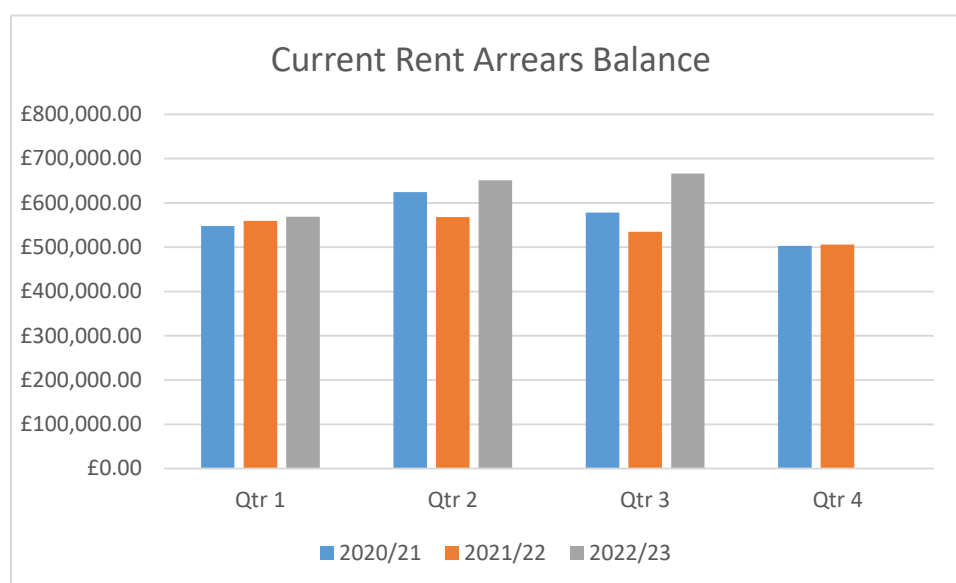
Rent Arrears

As at 29th January 2023 the total rent collected as a percentage of the total collectible is 99.47% and the total current tenant arrears is £651K (3.26%) with the former tenant arrears amounting to £275k (1.38%).

The rental void loss percentage as at 29th January 2023 stood at 1.84% (£300k).

The arrears have been increasing over this financial year, several factors are taken into consideration, the rise in cost of living and impact on tenants, gradual increase in Universal Credit claims and staffing shortages, the income recovery team have been down two officers from June 2022 with other staff allocated additional duties in implementing the changes to Renting Homes Wales Act 2016.

Since December 2022 there is a full team of 6 officers and one senior officer. The officer patches have also been updated to allow better efficiency



In comparison with other Local Authorities, Isle of Anglesey County Council's Arrears are recorded as the lowest at the end of Qtr1 and Qtr2 (2022/23).

Arrears Profile

The profile of the number of arrears cases in each band has changed in recent months with the number of cases over £1000 increasing significantly. The limitations on taking possession proceedings earlier on in the pandemic and more recently due to changes in legislation in Renting Homes Wales has meant that the number of cases rising into the £2k and £3k band has also increased.

Table 5 below provides an overview on the number of households that are in a particular level of arrears.

| | 2022 -2023 | | | |
|------------------|------------|------|------|------|
| | Qtr1 | Qtr2 | Qtr3 | Qtr4 |
| <= £0 | 2064 | 1818 | 2089 | |
| >0 - £499.99 | 1406 | 1611 | 926 | |
| £500 - £999.99 | 209 | 230 | 224 | |
| £1000 - £1999.99 | 115 | 135 | 159 | |
| £2000 - £2999.99 | 33 | 27 | 29* | |
| £3000 - £3999.99 | 5 | 10 | 11 | |
| £4000- £4999.99 | 0 | 0 | 0 | |
| £5000+ | 1 | 1 | 2* | |
| Total in Arrears | 1769 | 2014 | 1351 | |

Payment Profile

The number of Universal Credit claims have increased with tenants being furloughed, seeing a reduction in hours or losing work. The total number of UC claimants has doubled since the start of the pandemic, resulting in an increase in arrears due to the five week delay in receiving the first payment. The number of UC claims continue to gradually increase and will continue to do so until UC migration is fully implemented by 2024.

| | 2022 -2023 | | | |
|--------------------|------------|-------|-------|-------|
| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 |
| Number of HB Cases | 1640 | 1601 | 1552 | |

| | | | | |
|------------------------------|------|------|------|--|
| Number of UC Cases | 1190 | 1241 | 1258 | |
| Number of APA's | 440 | 511 | 551 | |
| No. of UC Cases with Arrears | 841 | 958 | 781 | |
| No. of HB Cases with Arrears | 344 | 368 | 251 | |

Legal Proceedings & Evictions

Possession proceedings had changed following the introduction of the Coronavirus Act 2020, extending Notice periods for up to 6 months. Although the Act came to an end on 25th March 2022, the impact on an increased number of cases with higher debt has remained. In addition, proceedings have been on hold since Dec'22 due to implementing the Renting Homes Wales Act.

Welsh Government requested that Local Authority's sign up to a pledge of 'No evictions into homelessness'. Evictions have always been a last resort so the impact of this is likely to be minimal. There have been no evictions in the last two financial years.

Looking Ahead

- The arrears team will continue to provide support around Universal Credit to reduce the impact on tenants.
- We will continue to make full use of the Mobyssoft software in tackling rent arrears and its reporting tool to identify trends. This will enable officers to intervene with cases at a much earlier stages to avoid higher cases of arrears.
- Regular meetings with Senior Management to discuss high end and complex cases to find further solutions.
- The Senior Arrears Officer will continue to meet monthly with other North Wales RSL's and LA's income teams to share performance, discuss and share working practices.
- Maximise tenants income by taking advantage of all the support funds available, such as DHP, DAF, poverty funds, etc and improving household financial resilience.
- We are attending & contributing to the bi-monthly meetings with other Local Authorities throughout Wales on rent arrears. These meetings are being chaired by Welsh Government where performance indicators are provided by each LA to compare and discuss good practices or any concerns.
- Although it may be difficult for officers to take a 'balanced' approach in tackling rent arrears, the emphasis by Welsh Government to adopt the principle of not evicting into homelessness for Social Tenants will make it easier for officers to ensure that the right support is given to the tenant rather than taking the approach to evict.

Financial Inclusion

Tackling the effects of welfare reform and more recently, the Cost of Living crisis, remains to be a high priority for the Head of Housing and on a Corporate level and is shown in how we have prepared and invested in key areas to mitigate the impact.

We have a Senior Financial Inclusion Officer and two Financial Inclusion Officers working within Housing by providing financial support, budgeting advice and affordability advice to Council and private tenants to develop their financial capability. Their aim is to increase the ability of the tenants to successfully manage their money, minimise financial risk and provide access to affordable financial services to help them sustain their tenancy.

The introduction of further government initiatives and support packages, along with pre-existing support and provision in areas of food banks, fuel poverty, DHP's and DAF funds provides more tools for the officers to deal with any future referrals.

TENANTS PARTICIPATION AND ENGAGEMENT

Digital Tenants Portal (DTS) - Work on the Digital Tenants Portal is ongoing. By January 2023, we should be in a position to be testing the portal with a small group of tenants throughout the month. Any learning or issues identified will be resolved prior to the full roll out.

Online housing application - Our online housing application development is underway and in partnership with Corporate IT. The ambition is that the housing application will be embedded onto our new Corporate CRM to which will interface with Orchard, thus allowing housing applicants to apply online. This, in turn, will also reduce phone call traffic and reduce the use of paper.

Re-commencing face to face tenants participation

We have successfully completed 10 clean-up days this year. Clean-up days will re-commence from April 2023;

Completed areas:

- Llanfaes
- Ffordd Beibio a Nimrod Walk, Holyhead
- Ffordd Lligwy & Tyn Coed, Moelfre
- Maes Geraint, Betws Geraint & Bron Ffinnan, Pentraeth
- Pencraig & Bro Tudur, Llangefni
- Bryngwynt, Well Street & Brickpool, Amlwch
- Waterside, Holyhead
- Maes Llewelyn & Min y Mor, Aberffraw
- Tre Ifan & Cae Ifan, Caergeiliog
- Maes Meurig, Gwalchmai

These events are a great way of engaging with tenants as it gives us the opportunity to discuss and raise awareness of Tenant Participation opportunities. Share information about Renting Homes Wales Act and any other engagement or consultation that's currently underway.

Who attends these events?

TP Officer, Waste Management Officer for the area, Rent Officer, Estate Management Officer, PCSO, Elected Members, Maintenance Operatives with a box van to transport and support tenants with large items and the Energy Wardens to support tenants with anything financial.

Our aim for 2023-24 is to;

- consult and complete our Local Tenants Participation Strategy
- Continue with our efforts to support tenants that are struggling due to the Cost of Living crisis
- Develop more community growing spaces within our estates
- Achieve our annual tenants participation action plan

STAR survey

The survey was carried out between November and December 2021. Paper self-completion questionnaires were distributed to every household, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records, plus a text invitation and reminder to all mobiles. The survey was incentivised with a free prize draw. At the time of writing the 2022 Housing Revenue Account Business plan, the following detailed information was not available.

In total 1,511 tenants took part in the survey, which represented a 40% response rate (error margin +/- 2.0%). Almost a third of the total number of responses was collected online (467). Please note that the survey results were weighted by age and stock type to ensure that they were representative of the tenant population on the main demographic and geographic characteristics.

Overall tenant satisfaction with Isle of Anglesey County Council's services had fallen by a statistically significant margin from 88% in 2019 to 85% in 2021, including a 6% fall in the proportion that were 'very' satisfied.

This pattern is not unusual, however, with many landlords experiencing similar falls when compared to before the COVID pandemic. Indeed, the benchmark median across all landlords in North Wales was 82%, and on average only 77% for Welsh local authorities.

The biggest changes in satisfaction were in the ratings for the home, repairs and maintenance and neighbourhood, being those aspects most liable to pandemic disruption.

It was positive to find a significant improvement in trust amongst tenants compared to 2019 (83%, up from 77%), with the proportion that actively disagreed remaining very small (7%).

The most influential demographic trait in virtually all tenant surveys is age, so it is no surprise that the most satisfied tenants overall were those of retirement age (87% satisfied), whilst the lowest rating was 75% amongst 35 - 49 year olds. This meant that tenants in sheltered accommodation were the most satisfied (94%), following by OAP designated housing (88%) and general needs (82%).

The majority of tenants were satisfied with the quality of their home (82%), although satisfaction had fallen by a statistically significant 4% since 2019.

However, other post-pandemic surveys conducted by ARP Research in recent months have demonstrated similar reductions in this score, so despite the four-point fall the Council's result continues to compare favourably to other local authorities (benchmark 75%), and on par with North Wales as a whole.

A greater proportion of respondents were satisfied with the safety and security of their home (90%) and was nine points above the median of 81% amongst other Welsh local authorities.

Both the quality and safety/security of the home were key drivers of overall satisfaction.

Most respondents were satisfied that the Council was easy to deal with (81%), a core STAR survey question that is known as a 'customer effort' score, for which the benchmark median amongst ARP Research clients in Wales is 82%. This was another key driver of overall satisfaction.

Tenants were equally positive about both having a say in how services are managed and their opportunities to take part in decision making (65% v 64%), with only 13% - 12% respectively being actively dissatisfied. These scores were considerably higher than the average achieved by other Welsh local authorities, both being in the top quartile.

The Council's satisfaction scores are high compared to both regionally, and against other local authorities across Wales. The pandemic appears to have reset many of the baselines for tenant satisfaction, with few landlords returning to pre-pandemic levels.

[Survey of tenants and residents \(STAR\) \(gov.wales\)](https://gov.wales/star)

For our 2023 STAR survey, we aim to commission a provider to deliver on this and are at the stage of attracting quotes. Our aim is to deliver during the Summer of 2023.

Capital Investment Programme

Planned Maintenance Programme for 2023-24

The Planned Maintenance Programme for 2023/24 shown in the Table 1 below which is valued at £9.7 million (excluding new developments) earmarks the capital resources which have been incorporated in the Business Plan. The programme is underpinned by independently collected stock condition data and will contribute towards our Housing Management Strategy and the Corporate Asset Management Strategy.

Table 6 - This Public Sector Investment Programme forms part of the Corporate Capital Plan for 2023/24.

| Public Sector Investment Programme | 2023/24 (£ '000) |
|--|-----------------------------|
| Internal WHQS Works and Asbestos | 1,700 |
| Commitments on current contracts & Traditional Planned Maintenance Programme | 4,450 |
| Fire Risk Management | 400 |
| Central Heating Works | 1,250 |
| Environmental Works | 500 |
| Energy/Decarbonisation Works | 1,000 |
| Public Sector Adaptations | 400 |
| | 9,700 |
| Financing | 2023/24 (£ '000) |
| Major Repairs Allowance | 2,688 |
| Revenue Contribution | 5,990 |
| WG Optimised Retrofit Programme | 872 |
| WG Grant Fire Risk | 150 |
| | 9,700 |

Internal Investment Plan

The budget allocates the sum of £1.7m in order to tackle WHQS refusals, capital elements upgraded at change of tenancy and for the continued replacement of kitchens, bathrooms and re-wiring systems as they reach the end of their life cycles.

This above budget allocates £500k towards a contract awarded for the replacement of 80 kitchens which did not form part of the original core WHQS programme.

Traditional Programme External Planned Maintenance

The total budget allocated for traditional Planned Maintenance work is £4.45m which includes carried forward commitment on schemes currently on site or awarded during 2022/23.

During 2023/24 we will continue to target improving the energy efficiency of our homes in the following locations:

- Maes Cynfor, Cemaes Bay Phase 1: Completion of works commenced during 2022/23
- Maes Cynfor, Cemaes Bay Phase 2
- 55-62 Tyddyn To, Menai Bridge, Erw Hywel, Llandegfan and Joint Houses, Brynteg
- Morrison Crescent, Holyhead

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

Home improvements in all the schemes mentioned above will significantly improve the comfort and appearance of the homes and, where applicable, make them more affordable to heat. Our Traditional Planned Maintenance contracts focus on improving the external fabric of dwellings and will continue to form the basis of our capital investment plans moving forward.

Fire Risk Management

To ensure continued compliance with the Regulatory Fire Reform Order 2005 we have allocated the sum of £400k towards upgrading and/or renewal of fire-fighting equipment and fire detection systems to comply with fire risk assessments.

Investment plans for 2023/24 allows for completing the retrospective installation of fire suppression systems in 2 of our medium rise blocks, namely Glan Cefni, Llangefni and Maes y Coed, Menai Bridge. Successful completion of this proposal will ensure that our 4 medium rise tower blocks benefit from sprinkler fire protection systems.

In addition, we will work towards establishing and commencing a 3 year programme of replacement 1 hour fire doors during 2023/24.

Central Heating Works

During 2023/24 we have allocated a budget of £1.25m to replace approximately 500 natural gas boilers which are at least 15 years old in accordance with Business Plan expected life cycles.

Energy and Decarbonisation Work

We continue to engage with the District Network Operator (DNO) for permission to install multiple Solar PV systems on a number of estates. Regretfully, due to network capacity issues, obtaining DNO permission to install systems is not straightforward

We intend to continue with this programme during 2023/24 and £1.0m has been earmarked in the budget to target a further 250 installations which would contribute positively towards both energy efficiency and carbon reduction targets.

Environmental Works

The WHQS Environmental Standard requires homes to be located in “attractive and safe environments to which residents can relate and in which they can be proud to live.”

A total of £500k is allocated towards environmental improvements in 2023/24. A significant proportion of this budget will be utilised to continue with the programmed demolition of

garages which are no longer viable to maintain. This programme will deliver environmental improvements in connection with parking, improving safety and generally improving the visual appearance of specific areas. In addition, the budget will be utilised for targeted estate improvements and upgrading treatment plants owned and operated by Housing Services.

Adaptation Work in the Public Sector

The budget includes a sum of £400k for major adaptation works for the disabled. Typical examples of work include installing stair lifts, level access showers, ramps and extensions

WHQS Compliance and WHQS 2023 / Decarbonisation

We are satisfied that all properties, wherever practically possible, meet WHQS standards apart from those that are refused or those who meet the acceptable fail criteria. Improvement work on properties previously the subject of tenant refusals are done automatically at change of tenancy. We can only consider noting an acceptable fail if the cost of the work to rectify is impractical from an economic perspective.

During 2022/23 Housing Services appointed Savills to undertake a full Stock Condition Survey in order to fully inform decision making as part of annual HRA Business Planning. The survey includes for:

- Collecting stock condition data
- Assessment of properties against WHQS including draft WHQS 2 expectations
- Energy rating survey
- Housing Health and Safety Rating System
- Financial forecasting in connection with repairs, improvements and programmed renewals

The survey will provide independent verification whether or not we continue to meet original WHQS's.

From a carbon reduction and energy efficiency perspective the Energy Rating Survey to collect current RdSAP 10 data will provide a strong foundation for investment planning and future compliance with proposed WHQS 2023 targets. After a period of careful review we expect to adopt full survey findings, conclusions and financial implications during Q4 2022/23.

Following acceptance of the survey we will use Savills' comprehensive survey, improvement option evaluation and investment planning methodology to evaluate energy efficiency, carbon reduction targets and Energy Pathway compliance. This is a PAS 2035 compliant process that identifies, prioritises and evaluates improvement measures.

On completion of the above we will establish longer term expenditure programmes to address WHQS 2023 targets in connection with energy efficiency and decarbonisation.

Financing Capital Work planned for 2023/24

Our Capital Investment Programme is partly funded by Welsh Government and we receive an annual **Major Repairs Allowance (MRA)** which contributes towards reaching and maintaining WHQS. During 2022/23 we received MRA in the sum of £2.67 million towards financing our capital investment programme.

During 2022/23 Housing Services were awarded £393k Welsh Government funding from the Medium and High Rise Residential Building Remediation Capital Grant Fund. The work

involving Compartmentation and Fire Suppression Systems at all 4 of our medium rise tower blocks continues on site and we expect that funding in the sum of £150k will be carried forward to 2023/24.

The budget also includes Optimised Retrofit Programme 3 funding in the sum of £872k which represents half of our provisional award for 2023/24 and 2024/25.

The remainder of the £9.7m budget will be funded by revenue income.

Procurement and Community Benefits

Major contracts procured by Housing include Targeted Recruitment & Training, Wider Community Benefits and Supply Chain Opportunities.

Key elements include:

- Training and recruitment
- Local supply chain opportunities
- Wider community benefits linked with the local area
- Completion of Value Wales Community Benefit Measurement Tool on contract completion

All capital tender opportunities are advertised via the sell2wales procurement portal. The Housing Services vision is to ensure that local contractors and supply chains are given every opportunity to compete for annual and framework capital contracts. Awarding local will contribute towards reducing the carbon footprint of our investment plans whilst promoting job creation and retention.

Other Investment Opportunities – Increasing Housing Supply

Modern method of construction in social housing

The majority of the houses will be built using Modern Methods of Construction (MMC) as defined by the Welsh Government (WG) in its social house building strategy 'Re-imagining social house building in Wales'. This means that most of the new stock will be built using timber or other sustainable materials with a view to reducing the use of more traditional 'brick and block' methods which contain a high level of embodied carbon. MMC systems can include the following:

- Timber frame construction
- Passivhaus standard construction (highly insulated timber frame structures)
- Modular construction

IoACC have made full advantage of WGs recent Innovative Housing Grant Programme to construct new houses using the Passivhaus standard. This ensures a continuous shell of insulation throughout the building and ensures that there are no thermal bridges that contribute to heat loss. Heat is also re-circulated through the property using a mechanical ventilation heat recovery (MVHR) system which reduces heat-loss and optimises the use of naturally occurring heat in the property. The following diagram shows some of the basic principles used in the construction method.

The IoACC are currently building 30 Passivhaus standard new homes in Holyhead.

The images below show the Llaingoch estate in Holyhead being built, the first picture shows the panelised timber frame elements that were constructed off-site being lifted into place

before being fixed together. The second picture shows the same block of 4 flats in an advanced state.



STAFFING (INFOGRAPHIC)

| | |
|---------------|----|
| Female | 91 |
| Male | 77 |
| | |
| <25 | 17 |
| 26-34 | 44 |
| 35-44 | 39 |
| 45-54 | 34 |
| 55-64 | 32 |
| 65+ | 2 |

Our workforce development plan is in place and focuses on continuing to improve skills and knowledge within the department. An analysis to be undertaken on succession planning for staff who will retire within the next 5-10 Years. The plan also focuses on staff who are keen to aspire into Management roles.

We have identified that circa. 36 officers are 60 Years of age or will be 60 within the next 5 Years. Whilst the National retirement age is 67 Years, as a department, it is important we agree on succession planning.

We have one Community Housing Apprentice approaching the end of Year one and an advertisement for a new apprentice is underway.

Hybrid working is fully embedded. Most officers work from our offices 3 days per week. A small % work full time from the office.

Chartered Institute of Housing – two staff members have successfully completed the Chartered Institute of Housing qualifications and two other staff members have commenced the qualification in October 2022.

Corporate Responsibilities

We have Corporate responsibilities which include Safeguarding, Data Governance, Performance Management, Welsh Language, Business Continuity, Managing Staff Absences, Emergency Planning and Health & Safety. All of these aspects are frequently reviewed.

Staffing challenges within Community Housing

Persistent staff challenges throughout the last 3 Years have now been resolved. We have successfully recruited for our Assistant Welfare Rights Officer role (this has taken 3 Years) and we are almost up to full staffing compliment.

Our Housing Support team have faced some recruitment challenges due to contracts being short term.

During this Year, x 4 customer services officers have moved onto pastures new. Given this, our emphasis has been on recruiting and training new officers.

Staffing challenges within Technical Services

Since restructuring the Technical Services and the Housing Maintenance Unit in 2016 we have faced increasing difficulties in recruiting and retaining electrical and heating engineers. At one stage during 2022/23 we had 6 vacancies for these certified posts. It was apparent and evidenced that salary rates were more competitive in the private sector and in Housing Associations operating in North Wales. During 2022, in order to ensure that we are able to deliver and maintain essential and statutory services, existing salary bands were reviewed in consultation with HR and Finance.

As a result of the above, following review of job descriptions, subsequent evaluation and consultation with staff, electrical and heating engineers together with trade supervisors have been re-evaluated resulting in a higher salary. We are confident that this step will enable us to address obstacles with these filling empty posts.

In addition, our commitment to giving apprenticeship opportunities has proved very valuable and during 2023 we hope that 3 apprentices engaged during the launch of the scheme will successfully complete their courses and move into full time employment with the HMU.

Moving forward, Housing Services recognise that the staffing structure for delivery of capital investment will require review during 2023 in order to address WHQS 2 together with zero carbon targets and expectations.

FINANCIAL POSITION

Five Year Capital Programme

| | 2023.24 | 2024.25 | 2025.26 | 2026.27 | 2027.28 |
|---|---------------|---------------|---------------|---------------|---------------|
| | £000 | £000 | £000 | £000 | £000 |
| CAPITAL EXPENDITURE | | | | | |
| Welsh Housing Quality Standard Improvements | 9,700 | 10,185 | 10,490 | 10,805 | 11,129 |
| Development Schemes & Acquisitions | 8,749 | 19,450 | 16,234 | 10,026 | 10,326 |
| Other | 0 | 510 | 0 | 0 | 0 |
| Total Expenditure | 18,449 | 30,145 | 26,724 | 20,830 | 21,455 |
| FINANCING | | | | | |
| External Borrowing | 0 | 17,250 | 18,000 | 13,000 | 14,500 |
| Major Repairs Allowance | 2,688 | 2,688 | 2,688 | 2,688 | 2,688 |
| Revenue Contributions | 14,761 | 8,207 | 6,036 | 5,142 | 4,267 |
| Other Capital Grants | 1,000 | 2,000 | 0 | 0 | 0 |
| Total Financing | 18,449 | 30,145 | 26,724 | 20,830 | 21,455 |

Five Year Revenue Budget

| | 2023.24 | 2024.25 | 2025.26 | 2026.27 | 2027.28 |
|--|---------------|---------------|---------------|---------------|---------------|
| | £000 | £000 | £000 | £000 | £000 |
| INCOME AND EXPENDITURE ACCOUNT | | | | | |
| Income | | | | | |
| Dwelling Rents | 21,051 | 21,806 | 23,345 | 24,031 | 25,022 |
| Voids | -358 | -371 | -397 | -409 | -425 |
| Net Rents | 20,693 | 21,435 | 22,948 | 23,623 | 24,597 |
| Non Dwelling Rents | 247 | 254 | 262 | 270 | 278 |
| Charges for services and facilities (net of voids) | 196 | 200 | 204 | 208 | 212 |
| Contribution towards expenditure | 116 | 116 | 116 | 116 | 116 |
| Other Income | 214 | 218 | 223 | 227 | 232 |
| Expenditure | | | | | |
| Repairs and maintenance | -6,963 | -7,212 | -7,573 | -7,948 | -8,276 |
| Supervision and management | -4,174 | -4,257 | -4,343 | -4,429 | -4,518 |
| (Increase)/decrease in provision for bad debts | -316 | -305 | -327 | -312 | -325 |
| Debt management costs | -19 | -24 | -34 | -43 | -51 |
| Net cost of services | 9,994 | 10,425 | 11,476 | 11,711 | 12,265 |
| Interest payable, including amortisation of premiums and discounts | -4,412 | -5,743 | -7,283 | -8,808 | -10,295 |
| HRA investment income | -23 | -47 | -46 | -46 | -46 |
| Surplus / (deficit) for the year | 5,559 | 4,634 | 4,146 | 2,857 | 1,924 |
| STATEMENT OF MOVEMENT ON THE HOUSING REVENUE ACCOUNT BALANCE | | | | | |
| Surplus / (deficit) for the year on the HRA Income and Expenditure Account | 5,559 | 4,634 | 4,146 | 2,857 | 1,924 |
| Capital Expenditure funded by the HRA | -14,761 | -5,057 | -3,536 | -3,142 | -1,767 |
| Increase / (decrease) in the HRA balance for the year | -9,201 | -422 | 610 | -286 | 157 |
| Housing Revenue Account balance Brought Forward | 10,146 | 945 | 522 | 1,133 | 847 |
| Housing Revenue Account balance Carried Forward | 945 | 522 | 1,133 | 847 | 1,004 |

Underlying Financial Assumptions

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

- Inflation is calculated using the Government's target rate of 2% per annum.
- It is assumed that expenditure on maintenance and new construction will increase by 1% above the inflation target each year.
- It is anticipated that rents will increase 1% above inflation per annum
- The provision for bad debts is forecast to be 1.5% in 2023/24 to take into account increases in utility costs and the roll out of Universal Credit, reducing by 0.1% every 2 years until the level returns to the 0.6% level attained prior to the introduction of Universal Credit.
- Losses due to voids are expected to be 1.7% per annum.
- The capital plan is based on the latest Stock Condition Survey, with component replacements being carried out as per schedule of component life cycles. A new stock condition survey is currently being produced.
- It is assumed that a development programme of new build and acquisitions of former council houses will continue. From 2024/25 45 units are expected to be delivered (30 new build and 15 acquisitions) each year. There will be an additional 50 unit extra care housing scheme (plus 14 residential units) being developed at a cost of £17m completing 2025/26.
- The plan allows for maximum borrowing of 6.5 times income.
- Other than the capital grants awarded during 2023/24 and the receipt of a grant from ICF towards the extra care facility in 2025/26 is assumed that the HRA will fully fund the development programme for the duration of plan.
- The interest rate on credit balances is assumed to be 0.5% per annum. New borrowing is assumed to be over 50 years at an interest rate of 4.2%.
- It is assumed that debts will not be re-paid early
- Other income includes feed in tariff income (National Grid), commission from selling insurance, sewerage charges and recoverable repairs.

Treasury Management Policy

The Council has adopted a one-pool approach for loans which means that the costs of borrowing are averaged between the general fund and HRA in proportion to their respective capital financing requirement

Photographs below – these will be combined into the main report once it has been approved and sent to the graphic designer



A Housing run warm space in Bro'r Ysgol, Bodedern





New estate opening day – Erw'r Lon yr Ysgol, Llanfachraeth



Llaingoch housing development, new estate completed July 2022- Holyhead

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| ISLE OF ANGLESEY COUNTY COUNCIL | |
|---|--|
| Committee: | Corporate Scrutiny Committee |
| Date: | 14 th March 2023 |
| Subject: | Social Services Progress Report |
| Purpose of Report: | Confirm progress and improvements made to date in Social Services. |
| Scrutiny Chair: | Robert Llewelyn Jones |
| Portfolio Holder(s): | Councillor Gary Pritchard- Children & Families Services Councillor Alun Roberts – Adult Services |
| Head of Service: | Fon Roberts, Director of Social Services, and Head of Children & Families Services Arwel Wyn Owen, Head of Adults Services |
| Report Author: Tel: Email: | Emma Edwards Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk |
| Local Members: | Relevant to all Members |

1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

- **Confirm that it is satisfied with the pace of progress and improvements made to date in Social Services.**
- **Recommend to the Executive that progress and pace of improvements in Social Services are adequate.**
- **This report is produced twice a year which covers the Improvements made in Social Services, the requirement for this report originated following the damning CIW report in 2016 in relation to the Children and Families Services. Following a more positive report following the recent Performance and Evaluation Inspection from CIW it is suggested that there is no longer a need for this report, as the Director will continue to prepare his Annual Director of Social Services Report, which is a statutory requirement, and report on the progress of the Services to the Social Services Scrutiny Panel will continue to come from that panel. Therefore we respectfully request that the Panel consider this to be the last improvement report.**

2 – Link to Council Plan / Other Corporate Priorities

Yes linked to the YM Council Plan 2017-22 - Objective 1, 2 and 3.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [**focus on risk**]

Risks are managed and reviewed on a regular basis within both Adults Services and Children and Families Services, both with our Corporate Insurance Officer as well as internal and external inspectors, and seeks to give members reassurance of the improvements made.

3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

This report seeks to reassure Members of the Scrutiny Committee that we have developed and Quality Assurance process, which has been recognised by CIW Performance Evaluation review inspection.

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

1. The progress report discusses the receipt of a positive report from Care Inspectorate Wales. What arrangements are in place to monitor progress against areas that need attention?
2. What work streams will be a priority for the Social Services Scrutiny Panel over the next period?
3. To what extent does the Scrutiny Committee support the intention not to report progress on Social Services improvements to this Committee hereafter but rather to receive reports on the work of the Social Services Scrutiny Panel.

5 – Background / Context

Social Services Highlights:

1. Care Inspectorate Wales Performance Evaluation Report

We were pleased to receive a positive report in December 2022 from Care Inspectorate Wales, which summarises findings from their inspection of Anglesey Adults and Children and Families services which took place in October 2022.

The inspection was conducted to review the local authority's performance in exercising its social services duties and functions in line with legislation, on behalf of Welsh Ministers. This inspection focused on the effectiveness of local authority services and arrangements to help and protect people. The report reflected positively in respect of safeguarding vulnerable children & young people, partnership working, leadership, workforce strategy as well as a commitment to providing a Welsh language service.

The report outlined our strengths and areas for improvement across both services, and as a result we have established an internal working group consisting of the Director, Head of Adult Services, Senior Managers, who are meeting bi-weekly to address the areas for improvement identified. This will be shared in future updates.

The full report can be found below on the Care Inspectorate Wales Website.

2. Capacity and Staffing

The recruitment of staff continues to be challenging within our residential care home staff, Catrefi Clyd staff and domiciliary care workers. The pattern faced is reflected across Wales, and not unique to Anglesey. We continue to bring these difficulties to the attention of Welsh Government Officials and other stakeholders, but we are well aware of the challenges facing employers currently.

We continue to work closely with Coleg Menai to try and attract younger persons into the Service, and with our HR colleagues to try innovative recruitment ideas and marketing. We are also looking at different marketing methods with our Human Resources colleagues and plan to launch our new Workforce Development Plan in April 2023.

3. Service Development Plans

Following the Care Inspectorate Wales Inspection both Children and Families Services and Adults Services are now producing new Service Development Plans. Those plans will be endorsed by the Social Services Scrutiny Panel and they together with the Executive and Corporate Scrutiny will seek assurances on the progress of both plans.

Children & Families Services

1. Catref Clyd Rhosybol

The Authority is currently in the process of registering its fourth Catref Clyd. This service will provide a warm and nurturing environment and will be registered for up to three children which will enable children and young people who are from Anglesey to continue to receive

care on the Island and to continue to attend mainstream schooling. This service will reduce the need for children / young people to be placed out of county.

2. “Looked After Children and Care Leaver Strategy”

The Authority’s Corporate Parenting Panel continues to make positive progress following the internal audit report of 2020. Terms of reference was developed and implemented in 2021. Furthermore a “Looked After Children and Care Leavers strategy” has been developed and is anticipated to be presented to the Corporate Parenting Panel for endorsement later in March 2023.

3. Youth Service

We are currently in the process of reviewing our Youth Services team, this has involved talking to staff, stakeholder and more importantly the young people who access the service and those who do not access the services. This has been a very busy period and an update on progress of this work will be completed by January 2024 (will be completed in two stages).

4. Glanllyn – Connection & Learning in the Outdoors’s...



A Therapeutic Residential weekend was arranged in January 2023 for 13 of our young people aged between 13-16 across Ynys Môn who are either Looked After or with a Care and Support plan to visit Glanllyn Isaf, Bala. We worked with Yr Urdd to develop a bespoke learning package, the element of outdoor activities facilitated by the Outdoor Team with the support and supervision by a range of staff within Children & Family Services.

The overall aim of the residential was to support our young people and their Social Worker/Support Staff working with

and alongside to:

- Build resilience and inspire learning
- Improving behaviour
- Self-esteem and confidence
- Relationships & Connection
- getting young people outdoors
- learning new skills
- have fun

All young people participated and developed their confidence, self-esteem and voice whilst taking part in a number of challenging activities. We are currently organising a showcase event for February 15th for the young people and their families in order to reflect on the weekend so we can developing a programme of offer with clear guidance to make this a

sustained and ongoing offer of support and provision within the service. We have received Initial feedback by young people and staff include:

Young People:

- *"Best time ever"*
- *"Fun"*
- *"I managed ok, I am really proud of myself"*
- *"It was good that we didn't know each other – we had to make new friends."*

Staff

- *"This has given me a better insight into their behaviours at home and what I need to focus on ..."*
- *"They are not just a child on my case load – I can now tell you what they like, what makes them laugh and their ideas for the future."*
- *"WAW, an emotional roller coaster to see them develop from arriving on the Friday to going home on the Sunday afternoon."*

Adults Services

1. Supported Housing Provision for Adults with a Learning Disability

Review of supported housing schemes have been undertaken internally to identify future needs and to consider suitable housing for the future. One new scheme is set to be delivered in May 2023 and further developments are expected in 2024. It is our intention to have a pipeline of developments which will help modernise the shape of the service and help support individuals in the community.

2. Community Resource Teams (CRTs) Developments

We have progressed with the WCCIS integration work during the year, and Betsi Cadwaladr University Health Board have rolled out the use of WCCIS within their Community Resource Teams. The aim will be to extend access to other health professionals and to ensure that we have clean information to improve the flow of information across services and to manage demand which will benefit service users experience

3. Service Manager – Older People and Mental Health

We are pleased to report that we have recruited to this position recently. The successful candidate had been covering the position on an interim basis and has been successful in the recruitment process, and is therefore already taken up the new role which has additional responsibility for Adult Mental Health.

4. Holyhead 50+ Open Day – Press Release

The third in a series of 50+ Open Days event within Mon Actif Anglesey's Leisure Centres, following two successful Open Days in Amlwch and Beaumaris last year. The Open Day offered the chance to have a go at a variety of leisure activities for free including Pickleball, Walking Netball, Group Exercise and an Arts and Craft Activity. There was also the opportunity to visit fourteen information stalls from organisations including Medrwn Môn, Reengage, Carers Outreach Service, Tai Mon, the Library Service and many more.

NHS Wales were also present, giving participants the chance to receive their flu jabs.

Information stalls were arranged following feedback from Age Friendly Anglesey engagement work which identified a need by individuals and organisations/charities for more opportunities to share and receive information and advice face to face and in the community.

Over 55 people attended the event, with the majority remaining for the full day. The event had a very positive response, with many appreciating the information stalls and expressing an interest in registering for ongoing classes. Feedback received:

"Carry on with more events like these"; "we enjoyed very much."

The next 50+ Open Day will be held within the next few months at Plas Arthur Leisure Centre, Llangefni with plans to make the series one that repeats annually.

Pictures from the event:





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| 6 – Equality Impact Assessment [including impacts on the Welsh Language] |
| 6.1 Potential impacts on protected groups under the Equality Act 2010 |
| EIA are carried out on all formal projects, in line with the Social Care and Well being Wales Act. |
| 6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions) |
| All our services are based on the well-being of the people of Anglesey. |
| 6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language |
| All our Services are offered and available through the medium of Welsh. |
| 7 – Financial Implications |
| Not Relevant. |
| 8 – Appendices: |
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| Not relevant. |
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| 9 - Background papers (please contact the author of the Report for any further information): |
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| None |
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| ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u> | |
|--|---|
| Committee: | Corporate Scrutiny Committee |
| Date: | 14 th March, 2023 |
| Subject: | Corporate Scrutiny Committee Forward Work Programme |
| Purpose of Report: | Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2022/23 |
| Scrutiny Chair: | Cllr Robert Llewelyn Jones |
| Portfolio Holder(s): | Not applicable |
| Head of Service: | Lynn Ball, Director of Function (Council Business) / Monitoring Officer |
| Report Author: | Anwen Davies, Scrutiny Manager |
| Tel: | 07971167198 |
| Email: | AnwenDavies@ynysmon.gov.uk |
| Local Members: | Applicable to all Scrutiny Members |

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| 1 - Recommendation/s |
|--|
| <p>The Committee is requested to:</p> <p>R1 agree the current version of the forward work programme for 2022/23</p> <p>R2 note progress thus far in implementing the forward work programme.</p> |

| 2 – Link to Council Plan / Other Corporate Priorities |
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| <p>Effective work programming is the foundation of effective local government scrutiny. Our Scrutiny rolling forward work programmes are aligned with the corporate priorities of the Council and corporate transformation programmes – ensuring the role of Member scrutiny makes a tangible contribution to the Council's improvement priorities.</p> |

| 3 – Guiding Principles for Scrutiny Members |
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| <p>To assist Members when scrutinising the topic:-</p> <p>3.1 Impact the matter has on individuals and communities [focus on customer/citizen]</p> <p>3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p>3.3 A look at any risks [focus on risk]</p> <p>3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]</p> <p>3.5 Looking at plans and proposals from a perspective of:</p> <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement <p>[focus on wellbeing]</p> |

3.6 The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions**5 – Background / Context****1. Background**

1.1 Effective work programming is the bedrock of an effective local government scrutiny function¹. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:

- Challenge around prioritising work streams
- Need for a member-led approach and interface with officers.

1.2 Basic principles of good work programming²

- Work programming should not be a “start-stop” process
- Complementary work programmes for separate scrutiny committees
- Balance between different methods of work
- An effective process for reporting / escalating issues to the Executive
- Input and views of internal stakeholders
- Close working with the Executive
- Links with the Annual Scrutiny Report (evaluation and improvement tool).

2. Local context

2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Strategic Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:

- Strategic aspects
- Citizen / other stakeholder engagement and outcomes
- Priorities of the Council Plan and transformation projects
- Risks and the work of inspection and regulation
- Matters on the forward work programme of the Executive.

¹ A Cuning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

² A Cuning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

Outcome: rolling work programmes for scrutiny committees which are aligned with corporate priorities.

2.2 Committee chairs lead on developing the forward work programmes and are submitted to the monthly Scrutiny Chairs and Vice-chairs Forum and for approval at each ordinary meeting of the scrutiny committees. The Forum is considered an important vehicle to oversee these programmes and jointly negotiate priorities.

2.3 **“Whole council” approach to Scrutiny:** our work programmes provide a strong foundation for our improvement programme, ensuring the role that Scrutiny plays in the Authority’s governance arrangements:

- i. Supports robust and effective decision-making
- ii. Makes a tangible contribution to the Council’s improvement priorities
- iii. Continues to evolve.

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2022/23 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.³

3.2 Where appropriate, items may be added to the Committee’s forward work programme during the municipal year. Requests for additional matters to be considered for inclusion on the work programme can be submitted via the Members Request Form for an item to be considered for Scrutiny. Requests are initially considered by the Scrutiny Chairs and Vice-chairs Forum, using the following criteria:

- the Council’s strategic objectives and priorities (as outlined in the Council Plan)
- the ability of the Committee to have influence and/or add value on the subject (A Scrutiny Test of Significance Form will be completed).

6 – Equality Impact Assessment [including impacts on the Welsh Language]

6.1 Potential impacts on protected groups under the Equality Act 2010

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

Not applicable for this overarching issue but will be considered as an integral part of preparing for specific proposals to be submitted for consideration by the Committee.

7 – Financial Implications

Not applicable.

8 – Appendices:

³ Meeting of the Corporate Scrutiny Committee convened on 28th February, 2023

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| Corporate Scrutiny Committee Forward Work Programme 2022/23 |
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| 9 - Background papers (please contact the author of the Report for any further information): |
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| Anwen Davies, Scrutiny Manager, Isle of Anglesey, Council Offices, Llangefni. LL77 7TW |
|--|

ITEMS SCHEDULED FOR SCRUTINY → MAY, 2022 – APRIL, 2023
[Version dated 08/03/23]

Note for Stakeholders and the Public:

A [Protocol for Public Speaking at Scrutiny Committees](#) has been published by the Council.

Should you wish to speak on any specific item at a Scrutiny Committee then you should register your interest by submitting a written request using the form available as soon as possible and at least 3 clear working days prior to the specific Committee meeting. You can access information about the meeting and which items being discussed by reading this Forward Work Programme. Contact the Scrutiny Manager if you have any queries

[\[AnwenDavies@ynysmon.gov.uk\]](mailto:AnwenDavies@ynysmon.gov.uk)

| CORPORATE SCRUTINY COMMITTEE | PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE |
|--|---|
| May, 2022 (31/05/22) | May, 2022 (31/05/22) |
| Election of Chair: 2022/23 | Election of Chair: 2022/23 |
| Election of Vice-chair: 2022/23 | Election of Vice-chair: 2022/23 |
| June, 2022 (20/06/22) | June, 2022 (21/06/22) |
| Performance Monitoring: Corporate Scorecard Qtr4: 2021/22 | Annual Report on the Welsh Standards: 2021/22 |
| Nomination of Scrutiny Members to Serve on Panels and Boards | Nomination of Scrutiny Members to Serve on Panels and Boards |
| | North Wales Economic Ambition Board Qtr 4: 2021/22 Progress Report |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |
| September, 2022 (26/09/22) – Q1 | September, 2022 (26/09/22) |
| Performance Monitoring: Corporate Scorecard Q1: 2022/23 | Market Stability Report (Social Care) |
| Progress Monitoring: Social Services Improvement Plan / Social Services Scrutiny Panel Progress Report | Education Scrutiny Panel Progress Report |
| Finance Scrutiny Panel Progress Report | Gwynedd & Ynys Môn Public Services Board Annual Report: 2021/22 |
| Nomination of Committee Member on the Waste Steering Group with WRAP Cymru | |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |
| October, 2022 (19/10/22) | October, 2022 (18/10/22) |
| Poverty and Cost of Living Challenges | Estyn Inspection of the Local Education Authority <ul style="list-style-type: none"> • Post Inspection Action Plan • Feedback from the Education Scrutiny Panel |
| Annual Performance Report: 2021/22 | Arfor Programme |
| | Regional Emergency Planning Service Annual Report: 2021/22 |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |

| CORPORATE SCRUTINY COMMITTEE | PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE |
|--|--|
| November, 2022 (22/11/22) - Q2 | November, 2022 (23/11/22) – Crime and Disorder |
| Monitoring Performance: Corporate Scorecard Q2: 2022/23 | Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2021/22 |
| Population Data: Census 2021 | Annual Report North Wales Regional Partnership Board (Part 9): 2021/22 |
| Isle of Anglesey Local Authority Report on the 2022 School Sport Survey: Sport Wales | North Wales Economic Ambition Board: <ul style="list-style-type: none"> North Wales Economic Ambition Board Annual Report: 2021/22 North Wales Economic Ambition Board Qtr 1: 2022/23 Progress Reports |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |
| January, 2023 (19/01/23) – 2023/24 Budget (morning) | January, 2023 (17/01/23) |
| 2023/24 Budget Setting (Revenue Budget) – initial budget proposals | Corporate Safeguarding |
| Finance Scrutiny Panel Progress Report | Gwynedd & Ynys Môn Wellbeing Plan: 2023/28 – statutory consultee |
| Council Plan: 2023-2028 | North Wales Economic Ambition Board Qtr 2: 2022/23 Progress Reports |
| | |
| | Committee Forward Work Programme for 2022/23 |
| January, 2023 (19/01/23) (afternoon) | |
| CIW Inspection: Post Performance Evaluation Inspection Action Plan (October, 2022) | |
| Committee Forward Work Programme for 2022/23 | |
| February, 2023 (28/02/23) – 2023/24 Budget | February, 2023 (07/02/23) - Education |
| Final Draft Budget Proposals for 2023/24 – revenue & capital | GwE Annual Report for the Isle of Anglesey: 2021/22 |
| Finance Scrutiny Panel Progress Report | Education Scrutiny Panel Progress Report |
| Council Plan 2023/2028 | |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |
| March, 2023 (14/03/23) - Q3 | March, 2023 (15/03/23) |
| Monitoring Performance: Corporate Scorecard Q3: 2022/23 | Annual Report on Equalities: 2021/22 |
| Progress Monitoring: Social Services Improvement Plan / Social Services Scrutiny Panel Progress Report | Update – for information: <ul style="list-style-type: none"> North Wales Economic Ambition Board Qtr 3: 2022/23 Progress Report |
| Housing Revenue Account Business Plan: 2023/24 | Ynys Môn Levelling Up Programme |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |

| CORPORATE SCRUTINY COMMITTEE | PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE |
|---|--|
| April, 2023 (19/04/23) | April, 2023 (19/04/23) |
| Looked After Children and Young People Strategy | Public Services Board – governance arrangements / scrutiny of delivery of the Wellbeing Plan (to be confirmed) |
| | Anglesey Town Centres Improvement Strategy |
| Committee Forward Work Programme for 2022/23 | Committee Forward Work Programme for 2022/23 |

Items to be scheduled:

| Corporate Scrutiny Committee | Partnership and Regeneration Scrutiny Committee |
|--|--|
| Service Asset Management Policy 2021/31 – Smallholdings Estate | Betsi Cadwaladr University Health Board – Clinical Services Strategy |
| Highways Asset Management Plan | North Wales Police & Crime Commissioner |
| Corporate Asset Management Polisi 2021/26 | North Wales Fire & Rescue Service |
| Census 2021 | Welsh Ambulance Services NHS Trust |
| Area of Outstanding Natural Beauty Management Plan | Medrwn Môn |
| | Scrutiny of Partnerships |
| | Transformation of Learning Disabilities Day Opportunities |
| | Gypsy and Traveller Accommodation Needs Assessment |
| | North Wales Economic Ambition Board Annual Report: 2021/22 |
| | Gwynedd & Ynys Môn Public Services Board – Annual Report 2022/23 |
| | Destination Management Plan |

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