



**CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL**

**GŴYS A RHAGLEN**

**SUMMONS AND AGENDA**

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for an

**CYFARFOD ARBENNIG  
O GYNGOR SIR  
YNYS MÔN**

**EXTRAORDINARY MEETING  
OF THE ISLE OF ANGLESEY  
COUNTY COUNCIL**

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on

**DYDD IAU  
26 HYDREF 2023**

**THURSDAY  
26 OCTOBER 2023**

**→ am 2:00 o'r gloch ←**

**→ at 2:00 pm ←**

**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. MINUTES**

To submit for confirmation, the draft minutes of the meeting of the County Council held on 12 September 2023.

### **2. DECLARATION OF INTEREST**

To receive any declaration of interest from a Member or Officer in respect of any item of business.

### **3. TO RECEIVE ANY ANNOUNCEMENTS FROM THE CHAIRPERSON, LEADER OF THE COUNCIL OR THE CHIEF EXECUTIVE**

### **4. NOTICE OF MOTION PURSUANT TO RULE 4.1.13.1 OF THE CONSTITUTION**

**To submit the following Notice of Motion by Councillor Nicola Roberts: -**

*'I am presenting this notice of motion in order to call on the UK Government to safeguard the water quality of Anglesey and the whole of Wales.*

*During the last few months we have seen many examples of sea water being effected by dirty water which affects the residents of the Island, the tourism sector and wildlife. I attended an event with some of my fellow Councillors over the Summer in order to show our support to their request for more intervention from the Government to safeguard the quality of our water.*

*Awful figures from Welsh Water confirm that there are over 20256 hours where waste water is discharged freely into our waters. This high number of hours shows that this way of discharging waste water is used as a regular occurrence rather than used in emergencies only. The effects of climate change is likely to make the situation worse.*

*Local resolution is not possible as the release of sewage in one County would have a geographical effect on our neighbours in other Counties. A solution is therefore needed from the Government. I am pleading with you to support my request to send a letter through the Leader to the UK Government for quick intervention.'*

### **5. PRESENTATION OF PETITIONS**

To receive any petition in accordance with Paragraph 4.1.11 of the Constitution.

### **6. TO APPOINT A CO-OPTED INDEPENDENT MEMBER TO THE STANDARDS COMMITTEE**

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

7. **ANNUAL TREASURY MANAGEMENT REVIEW FOR 2022/23**

To submit a report by the Director of Function (Resources)/Section 151 Officer, as presented to the Executive on 24 October 2023.

8. **ANNUAL DIRECTOR'S REPORT ON THE EFFECTIVENESS OF SOCIAL SERVICES 2022/23**

To submit a report by the Director of Social Services.

9. **ANNUAL PERFORMANCE / WELLBEING REPORT 2022/23**

To submit a report by the Head of Profession – HR and Transformation, as presented to the Executive on 26 September 2023.

10. **PUBLIC PARTICIPATION STRATEGY 2023-28**

To submit a report by the Head of Profession – HR and Transformation, as presented to the Executive on 24 October 2023.

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**ISLE OF ANGLESEY COUNTY COUNCIL**

**Minutes of the hybrid meeting held on 12 September 2023**

- PRESENT:** Councillor Margaret Murley Roberts (Chair)  
Councillor Glyn Haynes (Vice-Chair)
- Councillors Geraint Bebb, Non Dafydd, Paul Ellis, Jeff M Evans, Neville Evans, Douglas Massie Fowlie, T LI Hughes MBE, Llinos Medi, A M Jones, Carwyn Jones, Dyfed Wyn Jones, G O Jones, John Ifan Jones, R LI Jones, Jackie Lewis, Euryn Morris, Pip O'Neill, Llio Angharad Owen, Gary Pritchard, Dylan Rees, Alun Roberts, Dafydd Roberts, Keith Roberts, Nicola Roberts, Ken Taylor, Dafydd Rhys Thomas, Robin Williams, Sonia Williams, Alwen Pennant Watkin, Arfon Wyn and Liz Wood
- IN ATTENDANCE:** Chief Executive,  
Deputy Chief Executive,  
Director of Function (Council Business)/Monitoring Officer,  
Director of Function (Resources)/Section 151 Officer,  
Director of Social Services,  
Head of Housing Services,  
Head of Profession (Human Resources) and Transformation,  
Head of Adults' Services,  
Head o Regulation and Economic Development,  
Head of Democracy,  
Senior Manager (Secondary Sector) (AE),  
Scrutiny Manager (AD),  
Solicitor (Corporate Governance & Contracts) (MY),  
Service Strategy & Business Manager (Highways) (GP),  
Supporting Families Unit Manager (BHJ) (for item 5 only),  
Committee Officer (MEH).
- ALSO PRESENT:** Mr Dilwyn Evans (Chair of the Governance & Audit Committee) (for item 11 only);  
Mr John R Jones (Chair of the Standards Committee) (for item 12 only).
- APOLOGIES:** Councillor Derek Owen

**1. MINUTES**

The minutes of the following meetings of the County Council were confirmed as correct:-

- 23 May, 2023 (Ordinary Meeting) – 10.30 a.m.
- 23 May, 2023 (Annual Meeting) – 2.00 p.m.

## **2. DECLARATION OF INTEREST**

Councillor Margaret M Roberts declared a personal and prejudicial interest in respect of Item 10 – Appointment of a County Councillor to the Standards Committee and left the meeting during discussion and voting thereon.

## **3. TO RECEIVE ANY ANNOUNCEMENTS FROM THE CHAIRPERSON, LEADER OF THE COUNCIL OR THE CHIEF EXECUTIVE**

The Chair made the following announcements:-

- Congratulations extended to all the Young Farmers Members of Anglesey who competed at the Royal Welsh Show in Builth Wells.
- Congratulations was also extended to those who exhibited their stock and produce at the Royal Welsh Show and to Mr Richard Roberts from Emyr Evans Agricultural machinery company for receiving a prize for long service to the company.
- Congratulations extended to everyone from the Island who took part in the National Eisteddfod at Pen Llyn in August and especially to Côr Ieuenctid Môn Youth Choir, led by Mrs Mari Pritchard, who won 3 of the Eisteddfod's Choir competitions.
- Congratulations extended to those with links to Anglesey who were honoured to the 'Gorsedd y Beirdd' (Bards) this year.
- Congratulations extended to Ms Alison Cairns from Llannerch-y-medd who won the Welsh Learner of the Year at the Eisteddfod.
- The Chair referred to the successful Anglesey Show held yet again this year. She thanked the organisers of the Agricultural Society and everyone who supported the show. The Chair also thanked everyone who were part of the arrangements of the County Council's pavilion at the Show.
- The Chair referred that Anglesey has recently been accepted as an official member of the Worldwide Age Friendly Community Network of the World Health Organisation. As a new member of the network, the Island is part of a world-wide movement which tries to create communities where everyone can look forward to ageing well in them. She wished to thank the Welsh Government and the Wales' Older People's Commissioner Team for the support during the journey; Anglesey Older People's Forum; Councillor Gwilym Jones the Council's Age Friendly Champion and the Council Staff and Partners for their hard work.
- Congratulations extended to the Anglesey Fostering Team who have won two awards from the British Fostering Network. Two of Authority's foster carers won the Kinship Carers prize whiles the Fostering Team won the prize for the Social Workers Team.
- Congratulations extended to Mrs Mary Davies, from Brynsiecyn who has been awarded the MBE for her services as a 'call-taker' with British Telecom and the Emergency Services (999).
- Congratulations extended to the Archives Services staff, under the leadership of Ms Kelly Parry, on their recent success. The team have worked extremely hard for a

recent assessment and have ensured that they keep their status as Accredited Archives.

- Congratulations extended to all the young people who have been successful in their examinations this year. The Chair wished to thank the teachers and staff in the schools for supporting the young people on their educational journey.

\* \* \* \*

Condolences were extended Mrs Sharon Warnes, an Independent Member of the Standards Committee and Governance and Audit Committee, who lost her husband recently.

Condolences were extended to the former Councillor John Griffith who has lost his wife recently.

Condolences were extended to Mr Arwel Owen, the Head of Adults' Services on the loss of his father recently.

Condolences were also extended to any Member of the County Council or Staff who had suffered a bereavement.

Members and Officers stood as silent tribute.

#### **4. PRESENTATION OF PETITIONS**

None received.

#### **5. CHILDCARE SUFFICIENCY ASSESSMENT**

The report of the Director of Social Services as submitted to the Executive on 27 June, 2023 was presented for the Council's acceptance.

The Leader of the Council said that the Childcare Sufficiency Assessment is a statutory requirement which sets out the key objectives which will help support the growth and retention of childcare providers on the Island thereby ensuring a sustainable childcare sector offering foundational development opportunities for children whilst supporting parents/carers to work. She wished to thank the staff and the Service's partners involved with childcare provision on Anglesey.

**It was unanimously RESOLVED to accept the Childcare Sufficiency Assessment document 2022, the Childcare Sufficiency Action Plan and the accompanying annual progress report as part of the Policy Framework (paragraph 3.2.2.1.1 of the Constitution) and then to Welsh Government.**

#### **6. CORPORATE SELF-ASSESSMENT 2023**

The report of the Head of Profession (Human Resources) and Transformation was presented for the Council's acceptance.

The Portfolio Member for Corporate and Customer Experience said that the report is the second self-assessment undertaken by the Council following the adoption of its first in September, 2022 in accordance with the requirements of the Local Government and

Elections (Wales) Act 2021. The report evidences the output of the Council's corporate planning and performance management framework and is the end of a process that brings together several different aspects.

**It was unanimously RESOLVED :-**

- **To agree to the adaptations suggested by the Governance & Audit Committee and to authorise Officers to amend the final draft version of the Corporate Self-Assessment 2023;**
- **To formally adopt the Corporate Self-Assessment 2023;**
- **To agree that it is sent to the following list of recipients within the period of four weeks following this meeting as is required under the Local Government and Elections (Wales) Act 2021:-**
  - **The Auditor General for Wales;**
  - **His Majesty's Chief Inspector of Education and Training in Wales, and**
  - **The Welsh Ministers**

## **7. EXTENDING THE TERMS OF REFERENCE OF THE DEMOCRATIC SERVICES COMMITTEE**

The report of the Director of Function (Council Business)/Monitoring Officer as submitted to the Democratic Services Committee on 28 June, 2023 and the Executive on 18 July, 2023 was presented for the Council's acceptance.

The Portfolio Member for Corporate and Customer Experience said that some matters which may lead to constitutional changes being approved by the full Council require a detailed discussion of the options, benefits and disadvantages before a decision is made. The current arrangement does not offer an opportunity for such changes to be explored in detail and this level of granularity is not possible at full Council. It is proposed that in these circumstances the Democratic Services Committee undertakes the work on behalf of the Council and that it also formulates responses to consultations involving constitutional matters. Other options include setting up a separate task and finish group for each piece of work or establishing a standing sub-committee of the Council. However, given that the Democratic Services Committee is a statutory requirement and is already established, is a politically balanced committee and the proposal would sit well with its statutory role, it is considered that amending its terms of reference to incorporate the proposal is the most pragmatic and effective solution. Not all constitutional changes will require consideration or debate by the Democratic Services Committee; it will be limited to instances where a discussion or a local choice decision is needed or to agree a response to any consultation on matters affecting the Council's Constitution. The decision on whether the Committee will review a particular matter will be made by the Monitoring Officer in agreement with the Committee's Chair. The Democratic Services Committee will only have power to make recommendations to Council on these matters having no legal power itself to make such changes.

**It was unanimously RESOLVED that the terms of reference of the Democratic Services Committee be extended to include the proposal as set out in the report, and that subsequent amendments be made to the Council's Constitution as a result of the change.**



## **8. AREA OF OUTSTANDING NATURAL BEAUTY MANAGEMENT PLAN (AONB) – FINAL DRAFT**

The report of the Head of Regulation and Economic Development as submitted to the Executive on 18 July, 2023 was presented for the Council's acceptance.

The Portfolio Member for Leisure, Tourism and Maritime outlined the background and statutory requirements on local authorities which administer AONBs including the preparation, publication and review every five years of management plans for their areas. The AONB Management Plan is a cross cutting document and aligns fully with the new Council Plan and its six strategic objectives which it will help deliver. The Management Plan also aligns with the Council's Destination Plan. It is also integral to the people, communities and businesses within the AONB which as well as being an area of outstanding natural beauty and special qualities is also a dynamic and working landscape. He noted that there are 5 key themes within the Management Plan for 2023-2028 which are enhancing countryside and coastal character; tackling the nature crisis; the AONB as a place for enjoyment and learning; vibrant communities in a working landscape and managing the AONB in a changing climate. He further said that the Management Plan has been through the consultation process and to the relevant Scrutiny Committee.

Councillor Robert LI Jones said that whilst welcoming the Area of Outstanding Natural Beauty Management Plan, it important that local communities needs to be protected within the AONB with housing been built and the felling of trees within AONB areas.

**It was unanimously RESOLVED to approve the new Area of Outstanding Beauty Management Plan for 2023 – 2028.**

## **9. ADOPTION OF DRAFT PETITIONS SCHEME**

The report of the Director of Function (Council Business)/Monitoring Officer as submitted to the Executive on 18 July, 2023 was presented for the Council's acceptance.

The Portfolio Member for Corporate and Customer Experience said that Section 42 of the Local Government and Elections (Wales) Act 2021 places a duty on principal councils to make and publish a Petitions Scheme. This scheme is in addition to, rather than a replacement for, the current arrangements in the Council Procedure Rules which enable elected members to submit petitions at Council meetings. The Scheme as set out in Enclosure 1 to the report meets the new statutory requirements but also includes elements which are a matter of local choice. Those were discussed with the Leadership Team, Heads of Services, and other relevant officers and with the Political Group Leaders. Valid petitions will be published on the Council's website but electronic petitions will also be populated on the Council's website using the Modern.Gov software which supports the committee system. The scheme sets out the process for submitting petitions to the Council and how they will be dealt with and notes the circumstances in which petitions will not be accepted. The scheme will be operated and managed by Democratic Services and with the agreement of the Council, will be reviewed by the Democratic Services Committee after it has been operational for 12 months.

It was unanimously **RESOLVED:-**

- **To adopt the Draft Petition Scheme;**
- **To authorise the Monitoring Officer to amend the Council's Constitution to incorporate the Scheme;**

- To delegate to the Monitoring Officer the authority to make minor changes to the Scheme to ensure its smooth operation, with any material changes to be authorised only by the full Council;
- To authorise the Head of Democracy to implement the Scheme as soon as possible and to ensure reasonable steps are taken to promote its availability to the public;
- To request that the Head of Democracy provide a report to the Democratic Services Committee on the operation of the Scheme as soon as possible after 12 months from the date of its implementation.

#### **10. APPOINTMENT OF A COUNTY COUNCILLOR TO THE STANDARDS COMMITTEE**

The report of the Director of Function (Council Business)/Monitoring Officer was presented for the Council's acceptance.

The Portfolio Member for Corporate and Customer Experience said that a vacant seat has arisen on the Standards Committee following the resignation of one of the County Councillors. He noted that the process for appointing an elected member of the County Council on the Standards Committee is by a full Council decision. In accordance with the legislative requirements for the Standards Committee it is not a committee that attracts political balance; no more than one member of the Executive may represent the elected members; the Leader of the Council may not be a member of the Standards Committee.

The Leader of the Council proposed that Councillor Margaret M Roberts be appointed as a County Councillor representative on the Standards Committee. Councillor Nicola Roberts seconded the proposal.

Councillor Jeff Evans expressed that he was disappointed that the Standards Committee is not politically balanced as he considered that it would give openness and transparency if the Committee was politically balance.

**It was RESOLVED to appoint Councillor Margaret Murley Roberts as an elected member of the County Council on the Standards Committee.**

*(Councillors Paul Ellis, Jeff Evans, Douglas Fowlie, Aled M Jones, R LI Jones, Liz Wood abstained from voting)*

#### **11. ANNUAL REPORT OF THE GOVERNANCE & AUDIT COMMITTEE 2022-23 - CHAIR'S REPORT**

The report of the Head of Function (Resources)/Section 151 Officer as submitted to the Governance and Audit Committee on 29 June, 2023 was presented for the Council's acceptance.

The Annual Report of the Governance and Audit Committee for 2022/2023 was presented by Mr Dilwyn Evans, Chair of the Governance and Audit Committee.

The Chair of the Governance and Audit Committee said that the Committee is a key component of the Council's governance framework. Its function is to provide an independent and high-level resource to support good governance and strong public financial management. He noted that the Annual Report documents refer as to how the Committee has discharged its responsibilities in 2022/2023 for the purpose of reporting to those charged with governance i.e. the County Council. The Governance and Audit

Committee role seeks assurance that internal control systems of the Council are working and risks are effectively managed, rather than the actual scrutiny of activities.

**It was unanimously RESOLVED to approve the Annual Report of the Governance and Audit Committee for 2022/2023.**

## **12. ANNUAL REPORT OF THE STANDARDS COMMITTEE**

The report of the Director of Function (Council Business)/Monitoring Officer as submitted to the to the Standards Committee on 14 June, 2023 was presented for the Council's acceptance.

The Annual Report of the Standards Committee was presented by Mr John R Jones, Chair of the Standards Committee.

Mr Jones said that this is the second Annual Report of the Standards Committee to the County Council, made under the requirements of the Local Government and Elections (Wales) Act 2021. He further said that the report outlines the duties introduced by the Act and the work the Standards Committee has undertaken to address the main provisions of the Act. Mr Jones said that a new duty has been placed on Group Leaders to take reasonable steps to promote and maintain high standards of conduct by members of their groups. The Standards Committee has a new duty to monitor how Group Leaders are complying with their new responsibility and consider how it is ensuring it satisfies the requirement to provide advice and training to Group Leaders. Mr Jones further said that the report also outlines the work of the Committee has undertaken in accordance with its responsibilities in 2022/2023 and the Work Programme for 2023/2024 was submitted for the Council's approval.

**It was RESOLVED:-**

- **To approve the Annual Report of the Standards Committee;**
- **To approve the Standards Committee's Work Programme for 2023/24, whilst accepting that some additional matters may be included, in accordance with demand.**

*(Councillors Paul Ellis, Douglas Fowlie, Aled M Jones and Liz Wood abstained from voting)*

## **13. OVERVIEW AND SCRUTINY ANNUAL REPORT 2022/23**

The report of the Chairs of the Corporate Scrutiny Committee and Partnership and Regeneration Scrutiny Committee was presented for the Council's acceptance.

Councillor Dylan Rees, Chair of the Partnership and Regeneration Scrutiny Committee and Councillor Robert Ll Jones, Chair of the Corporate Scrutiny Committee (up to May 2023) gave an overview of the work undertaken by the two scrutiny committees between May 2022 and May 2023.

Councillor Dylan Rees said that the Chairs of both Scrutiny Committee's led on developing the Forward Work Programmes which is approved at every meeting of the Scrutiny Committees. He further said that the impact and added value of scrutiny activity is contributing to the Council's corporate priorities through support and challenge. Reference was made to the need to appoint a Scrutiny Champion. The role of the Scrutiny Champion is an important role in promoting the overview and scrutiny function both within the Council

and also with external partners of the Authority and its appointment should alternate between the two scrutiny committee chairs.

It was unanimously **RESOLVED** :-

- **To approve the Overview and Scrutiny Annual Report 2022/2023;**
- **To note the continued progress made in implementing the Scrutiny journey and the impact this is having on practice;**
- **To appoint the Chair of the Partnership and Regeneration Scrutiny Committee as the Scrutiny Champion for the period May 2023 to May 2024.**

The meeting concluded at 3.15 pm

**COUNCILLOR MARGARET M ROBERTS  
CHAIR**

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>MEETING:</b>	County Council
<b>DATE:</b>	26 October 2023
<b>TITLE OF REPORT :</b>	To Appoint a Co-opted Independent Member to the Standards Committee
<b>REPORT BY :</b>	Standards Committee Selection Panel
<b>CONTACT OFFICER :</b>	Lynn Ball Director of Function (Council Business) / Monitoring Officer <a href="mailto:lbxc@ynysmon.llyw.cymru">lbxc@ynysmon.llyw.cymru</a> 01248 752586
<b>PURPOSE OF REPORT :</b>	To Ratify the Recommendation of the Standards Committee Selection Panel

## **BACKGROUND**

1. Under Part III of the Local Government Act 2000 (as amended by the Local Government Act 2006) the Council must have a Standards Committee consisting of no more than nine members, the majority of whom must be independent members of the public.
2. The Standards Committee currently consists of five independent members (including one casual vacancy), two community councillors and two county councillors.
3. Independent members must be appointed by Council on the recommendation of the Standards Committee Selection Panel. The Standards Committee currently has one casual vacancy.

## **CASUAL VACANCY FOR AN INDEPENDENT MEMBER OF THE STANDARDS COMMITTEE**

4. Statutory Regulations require that the independent members of Standards Committee be appointed by Council, but only after compliance with a statutory selection process. To conduct this recruitment and selection process the County Council has delegated its authority to the Standards Committee Selection Panel; which consists of one independent member of the public, one community councillor and three county councillors (subject to political balance).
5. The current members of the Panel are Councillor Aled Morris Jones; Councillor Dylan Rees (Chair); Councillor Margaret Murley Roberts; Councillor Gordon Warren from Amlwch Town Council; and Dr Teleri Mair Jones as the independent member.
6. In the meeting of the Standards Committee Selection Panel on 6 June 2023, the Panel approved the recruitment process and the vacancy was advertised on the Council's website and social networks (from 19/6/2023 until 7/7/2023) the Bangor and Anglesey Mail (on 21/6/2023) and the Daily Post (on 24/6/2023).

6. The advertisement closed at 5pm on 7 July and the applications received were considered by the Standards Committee Selection Panel in a shortlisting process which took place on 25 July.
7. Shortlisted candidates were interviewed by the Standards Committee Selection Panel on 26 September and 3 October 2023, when the Panel agreed to nominate **Mr Trefor Owen** to be appointed to the role of independent member of the Standards Committee, subject to satisfactory references; which have since been received and assessed by the Chair of the Standards Committee Selection Panel.

## **RECOMMENDATIONS**

To accept the recommendations of the Standards Committee Selection Panel as follows:-

1. to appoint **Mr Trefor Owen** as co-opted independent member of the Standards Committee with immediate effect;
2. in the event that a casual vacancy for an independent member of the Standards Committee arises during the next twelve months, to automatically appoint **Mr Brace Griffiths** to this role without need for a further recruitment process, provided always that this candidate remains eligible for the role, and subject to satisfactory references being received prior to the appointment; and
3. in the event that a second casual vacancy for an independent member of the Standards Committee arises during the next twelve months, or should Mr Brace Griffiths be unable, to automatically appoint **Mr David Abbott** to this role without need for a further recruitment process, provided always that this candidate remains eligible for the role, and subject to satisfactory references being received prior to the appointment.

## ISLE OF ANGLESEY COUNTY COUNCIL

<b>REPORT TO:</b>	<b>COUNTY COUNCIL</b>
<b>DATE:</b>	<b>26 OCTOBER 2023</b>
<b>SUBJECT:</b>	<b>ANNUAL TREASURY MANAGEMENT REVIEW FOR 2022/23</b>
<b>PORTFOLIO HOLDER(S):</b>	<b>COUNCILLOR R WILLIAMS</b>
<b>LEAD OFFICER(S):</b>	<b>R MARC JONES</b>
<b>CONTACT OFFICER(S):</b>	<b>JEMMA ROBINSON (EXT. 2675)</b>

### **Nature and reason for reporting**

To comply with regulations issued under the Local Government Act 2003 and with the Council's Treasury Management Scheme of Delegation for 2022/23 (Appendix 8 of the Treasury Management Strategy Statement 2022/23). In accordance with the Scheme of Delegation, this report was scrutinised by the Governance & Audit Committee on 21 September 2023 and forwarded to the Executive Committee without comments on 24 October 2023. The Executive Committee resolved to forward the report to the full Council without any further comment.

## **1. Introduction**

The Council is required by regulations issued under the Local Government Act 2003 to produce an annual treasury management review of activities and the actual prudential and treasury indicators for 2022/23. This report meets the requirements of both the CIPFA Code of Practice on Treasury Management (the Code) and the CIPFA Prudential Code for Capital Finance in Local Authorities (the Prudential Code).

During 2022/23, the minimum reporting requirements were that the full Council should receive the following reports:-

- an annual treasury strategy in advance of the year (received on 10 March 2022);
- a mid-year treasury update report (received on 09 March 2023);
- an annual review following the year describing the activity compared to the strategy (this report).

The regulatory environment places responsibility on Members for the review and scrutiny of treasury management policy and activities. This report is, therefore, important in that respect as it provides details of the outturn position for treasury activities and highlights compliance with the Council's policies previously approved by Members.

This Council confirms that it has complied with the requirement under the Code to give prior scrutiny to all of the above treasury management reports by the Governance & Audit Committee before they were reported to the full Council. Member training on treasury management issues was undertaken on 14 September 2022 in order to support members' scrutiny role.

The Section 151 Officer confirms that borrowing was only taken out for capital purposes and the statutory borrowing limit (the authorised limit) was not breached.

Furthermore, the report sets out to the following outcomes in the financial year 2022/23:-

- External factors – including a review on the economy, the interest rate performance during the year and the impact of Covid 19;
- Internal factors – including the performance of capital expenditure, the impact on the reserves and cash balances, risk appetite to investments, the borrowing taken by the Council and the impact on the Capital Financing Requirement (CFR);

- The Treasury Management Strategy in 2022/23 – including the debt management of the council, the implementation on the new MRP policy, and the councils borrowing and investments during the year;
- Controlling Treasury Management – What are the Prudential Indicators and how are they measured;
- Comparison in Prudential Indicators – A comparison on the actual Prudential Indicators compared to the forecast at the beginning of the year;
- Looking forward to 2023/24 and beyond; and
- Conclusion.

## 2. A Review of the Year – External Factors

**2.1 Interest Rates** – By March 2022, Bank Rate had finished at 0.75%. Bank Rate increased steadily throughout 2022/23, starting at 0.75% and finishing at 4.25%.

**2.2 The Economy – United Kingdom** - Against a backdrop of stubborn inflationary pressures, the easing of Covid restrictions in most developed economies, the Russian invasion of Ukraine, and a range of different UK Government policies, it is no surprise that UK interest rates have been volatile right across the curve, from Bank Rate through to 50-year gilt yields, for all of 2022/23.

Q2 of 2022 saw UK GDP deliver growth of +0.1% q/q, but this was quickly reversed in the third quarter, albeit some of the fall in GDP can be placed at the foot of the extra Bank Holiday in the wake of the Queen's passing. Q4 GDP was positive at 0.1% q/q. Most recently, January saw a 0.3% m/m increase in GDP as the number of strikes reduced compared to December. In addition, the resilience in activity at the end of 2022 was, in part, due to a 1.3% q/q rise in real household disposable incomes. A big part of that reflected the £5.7bn payments received by households from the government under the Energy Bills Support Scheme.

Nevertheless, CPI inflation picked up to what should be a peak reading of 11.1% in October, although hopes for significant falls from this level will very much rest on the movements in the gas and electricity markets, as well as the supply-side factors impacting food prices. On balance, most commentators expect the CPI measure of inflation to drop back towards 4% by the end of 2023. As of February 2023, CPI was 10.4%.

The UK unemployment rate fell through 2022 to a 48-year low of 3.6%, and this despite a net migration increase of c500k. The fact remains, however, that with many economic participants registered as long-term sick, the UK labour force shrunk by c500k in the year to June. Without an increase in the labour force participation rate, it is hard to see how the UK economy will be able to grow its way to prosperity, and with average wage increases running at over 6% the MPC will be concerned that wage inflation will prove just as sticky as major supply-side shocks to food (up 18.3% y/y in February 2023) and energy that have endured since Russia's invasion of Ukraine on 22 February 2022.

In the interim, following a Conservative Party leadership contest, Liz Truss became Prime Minister for a tumultuous seven weeks that ran through September and October. Put simply, the markets did not like the unfunded tax-cutting and heavy spending policies put forward by her Chancellor, Kwasi Kwarteng, and their reign lasted barely seven weeks before being replaced by Prime Minister Rishi Sunak and Chancellor Jeremy Hunt. Their Autumn Statement of the 17th of November gave rise to a net £55bn fiscal tightening, although much of the "heavy lifting" has been left for the next Parliament to deliver. However, the markets liked what they heard, and UK gilt yields have reversed the increases seen under the previous tenants of No10/11 Downing Street, although they remain elevated in line with developed economies generally.



As noted above, GDP has been tepid throughout 2022/23, although the most recent composite Purchasing Manager Indices for the UK, US, EZ and China have all surprised to the upside, registering survey scores just above 50 (below suggests economies are contracting, and above suggests expansion). Whether that means a shallow recession, or worse, will be avoided is still unclear. Ultimately, the MPC will want to see material evidence of a reduction in inflationary pressures and a loosening in labour markets. Realistically, that is an unlikely outcome without unemployment rising and wage settlements falling from their current levels. At present, the bigger rise in employment kept the ILO unemployment rate unchanged at 3.7% in January. Also, while the number of job vacancies fell for the ninth consecutive month in February, they remained around 40% above pre-pandemic levels.

Our economic analysts, Capital Economics, expect real GDP to contract by around 0.2% q/q in Q1 and forecast a recession this year involving a 1.0% peak-to-trough fall in real GDP. The £ has remained resilient of late, recovering from a record low of \$1.035, on the Monday following the Truss government's "fiscal event", to \$1.23. Notwithstanding the £'s better run of late, 2023 is likely to see a housing correction of some magnitude as fixed-rate mortgages have moved above 4.5% and affordability has been squeezed despite proposed Stamp Duty cuts remaining in place.

### 3. A Review of the Year – Internal Factors

**3.1 Capital Expenditure and financing 2022/23** - The Council undertakes capital expenditure on long-term assets. These activities may either be:-

- Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc.), which has no resultant impact on the Council's borrowing need; or
- Financed from borrowing: If insufficient financing is available, or a decision is taken not to apply resources, the capital expenditure will give rise to a borrowing need.

The actual capital expenditure forms one of the required prudential indicators. The table below shows the actual capital expenditure and how this was financed.

	<b>2022/23 Estimate (£'m)</b>	<b>2022/23 Actual (£'m)</b>
General Fund capital expenditure	40	30
HRA capital expenditure	15	11
<b>Total capital expenditure</b>	<b>55</b>	<b>41</b>
General Fund financed in year by Grants & Contributions	19	19
HRA financed in year by Grants & Contributions	3	4
General Fund financed in year by Council Resources	8	3
HRA financed in year by Council Resources	10	7
<b>General Fund capital expenditure financed by borrowing</b>	<b>13</b>	<b>8</b>
<b>HRA capital expenditure financed by borrowing</b>	<b>2</b>	<b>0</b>

The main reason for the underspend was the large underspend against the projects listed below:-

Scheme	Underspend £'m	Comment
Refurbishment of school buildings	1.186	In the latter part of 2022/23, the Authority was awarded £1.189m of additional grant funding for school capital maintenance works. The grant funding was used to fund capital expenditure on education buildings in 2022/23, replacing funding from the Authority's own resources. The funding saved by the Authority from this grant will now be used to fund school capital works in 2023/24
Free School Meals	0.600	In the latter part of 2022/23, the Authority was awarded £0.832m of additional grant funding for schools in relation to the preparation of the free school meals roll out. The grant funding was used to fund locally determined capital schemes in 2022/23, replacing funding from the Authority's own resources. There was also £0.013m of expenditure that the Authority deemed to be revenue in nature, although eligible as per the terms of the grant, therefore £0.013m of this funding was transferred to revenue, leaving the capital budget to be £0.819m. The funding saved by the Authority from this grant will now be used to fund free school meals preparation works in 2023/24
Community Focussed Schools (CFS) Grant	0.451	<p>In 2022/23, the Authority was awarded £0.476m of grant funding to support small and medium scale practical projects to open schools outside the traditional hours, specifically to safely adapt and effectively open schools outside traditional hours, to enable community use of the existing facilities. There was minimal expenditure in 2022/23 and due to the timing of the funding, the scheme was expected to underspend as per previous monitoring reports.</p> <p>The grant funding was used to fund locally determined capital schemes in 2022/23, replacing funding from the Authority's own resources. There was also £0.025m of expenditure that the Authority deemed to be revenue in nature, although eligible as per the terms of the grant, therefore £0.025m of this funding was transferred to revenue, leaving the capital budget to be £0.451m. The funding saved by the Authority from this grant will now be used to fund CFS projects in 2023/24</p>
Additional Learning Needs (ALN) Grant	0.436	<p>In 2022/23, the Authority was awarded £0.476m of grant funding to support learners with ALN. There was minimal expenditure in 2022/23 and due to the timing of the funding, the scheme was expected to underspend as per previous monitoring reports.</p> <p>The grant funding was used to fund locally determined capital schemes in 2022/23, replacing funding from the Authority's own resources. The funding saved by the Authority from this grant will now be used to fund ALN projects in 2023/24</p>

<b>Scheme</b>	<b>Underspend £'m</b>	<b>Comment</b>
Disabled Access Education Building	0.145	This is due to disabled adaptations being completed in all secondary schools except one. The remaining secondary school is on hold pending the outcome of feasibility studies. Works to primary schools are completed as and when required. Though substantial investment has been undertaken, further work maybe required in the future to address the needs of individuals not yet known to us and therefore the underspend is required to be slipped to 2023/24.
Various Flood schemes	1.198	Some schemes are ongoing and span across different financial years. Others have seen delays and time extensions for completion agreed by Welsh Government to carry forward the funding and other schemes have completed.
Local Transport Fund – Infrastructure enhancements	0.416	Due to the nature of the works and lead time on delivery of infrastructure, time extension has been secured until June 2023.
Maritime Infrastructure	0.178	Work in Amlwch is being prioritised and, while background work has begun and consultants have been appointed, the full budget is still required, and the majority of the work will take place in 2023/24
Visitor Infrastructure	0.199	As per previous monitoring reports, this scheme was expected to slip, with the majority of the works anticipated to take place in 2023/24.
Sustainable Communities for Learning – Band B	1.191	Experienced a delay of 18 weeks due to extremely wet ground conditions. Additional drainage works have had to be carried out. Trench excavations and concrete foundations have commenced. Awaiting confirmation of cost increases due to delay, drainage works, poor ground conditions and deeper concrete foundations.
Disabled Facilities Grant	0.466	There has been a slowing down of referrals coming through from Social Services, as a hangover from the pandemic, coupled with a lack of contractors. There were more approvals but with a smaller pool of contractors, the jobs are not being turned around as quickly. This issue is being addressed in the forthcoming financial year.
Residential Site for Gypsies & Travellers	0.491	The initial tender prices received exceeded the funding available. Work is ongoing to redesign the scheme to reduce the costs to match the available funding.
Capital works to existing assets	0.476	The remaining budget has been committed to works that span 22/23 and 23/24. Works include substantial investment at Holyhead and Amlwch Leisure Centres.

Scheme	Underspend £'m	Comment
Upgrade Public Conveniences	0.361	The service is in the process of developing a public conveniences improvement plan which will give a better idea of the capital requirements in the next financial year. It is also envisaged that further grant funding for capital works to public conveniences may be forthcoming in the next financial year, and part of this budget could again be used as match funding if the opportunity arises.
Vehicles	0.510	A plan is being put in place to deliver electric vehicle charging points in the compound, however, they have not yet been finalised and, until finalisation is achieved, orders for electric vehicles have been postponed. Other vehicles have been ordered before year end, however, due to the lead time in delivery, they will be received post year end and so the budget will be required to slip to financial year 2023/24.
Integrated Care Fund (ICF)	0.694	£0.852m was claimed through the ICF in the prior year and through displaced funding, for the projects to slip into 2022/23 to be completed. Some of the projects will continue in 2023/24 and it has been agreed with the regional team that the funding can be carried forward to fund completion in 2023/24.

**3.2 Reserves and Cash balances** - the Council's cash balances comprise revenue and capital resources and cash flow monies. The Council's core cash resources comprised as follows:-

Usable Reserves and Provisions	Draft 31-Mar-23 £'m	Final 31-Mar-22 £'m
Council fund general reserve	13.967	12.278
Earmarked reserves	19.637	23.181
Housing Revenue Account (HRA) reserve	12.107	12.333
School reserves	6.716	7.827
Capital receipts Reserves	1.908	2.381
Capital Grant Unapplied	0.407	0.000
<b>Total Usable Reserves</b>	<b>54.742</b>	<b>58.000</b>
<b>Provisions</b>	<b>5.037</b>	<b>4.915</b>
<b>Total Usable Reserves and Provisions</b>	<b>59.779</b>	<b>62.915</b>

**3.3 Externalisation of borrowing** – The Council’s underlying need to borrow for capital expenditure is termed the Capital Financing Requirement (CFR). This figure is a gauge of the Council’s debt position. The CFR results from the capital activity of the Council and the resources utilised to pay for the capital spend. It represents the 2022/23 capital expenditure financed by borrowing, and prior years’ capital expenditure funded by borrowing which has not yet been paid for by revenue or other resources. Part of the Council’s treasury activities is to address the funding requirements for this borrowing need. Depending on the capital expenditure programme, the Treasury Service organises the Council’s cash position to ensure sufficient cash is available to meet the capital plans and cash flow requirements. This may be sourced through borrowing from external bodies (such as the Government, through the Public Works Loan Board (PWLB) or the money markets) or utilising temporary cash resources within the Council. There was no externalisation of borrowing in 2022/23 financial year.

**3.3.1 Gross borrowing and the CFR** - In order to ensure that borrowing levels are prudent over the medium term and only for a capital purpose, the Council should ensure that its gross external borrowing does not, except in the short term, exceed the total of the capital financing requirement in the preceding year plus the estimates of any additional capital financing requirement for the current and next two financial years. This essentially means that the Council is not borrowing to support revenue expenditure.

The internal borrowing strategy has now been implemented over the last few years. The gross borrowing of £123.8m at 31 March 2023 is less than the forecast CFR for the following two years.

	Actual 2022/23 £'m	Estimated 2023/24 £'m	Estimated 2024/25 £'m
Capital Financing Requirement	144.1	173.9	202.7

**3.3.2 Internal borrowing** - is when over the medium term, the investment rates are expected to continue to be below long-term borrowing rates. This means that value for money considerations would indicate that value could best be obtained by avoiding new external borrowing and by using internal cash balances to finance new capital expenditure, or to replace maturing external debt. This would maximise short term savings. The Internal borrowing figure is the difference between the CFR and the Gross Borrowing Position. As can be seen in the table below, at the beginning of the year the internal borrowing position was £12.5m. There were no new PWLB loans in the year and £2.285m principal repayments, with an interest free loan of £1.123m received in the year (as per 3.4 and 3.5 below). This has resulted in the Internal borrowing position at 31 March 2023 now being £20.3m:

	31 March 2022 Actual £'m	31 March 2023 Actual £'m
Gross borrowing position	125.3	123.8
CFR	137.8	144.1
(Underfunding) / overfunding of CFR	(12.5)	(20.3)

**3.4 Other Borrowing-** During the year, the Council did not enter into any other short-term borrowings. An interest free loan of £1.123m was received during 2022/23 to fund capital expenditure on energy saving projects and will be repaid in annual instalments.

**3.5 Debt Repayments** – There were three PWLB loans that matured during the year. £1m matured 19 August 2022. The loan was originally taken in July 2007 at an interest rate of 5.35%. £1.0m matured 16 January 2023. The loan was originally taken in May 1995 at an interest rate of 8.5%. £0.285m matured 31 March 2023. The loan was originally taken in May 1995 at an interest rate of 8.5%. There are no short term borrowings outstanding.

**3.6 Investments** – The expected investment strategy was to keep to shorter term deposits (up to 364 days) although the ability to invest out to longer periods was retained. Cash balances were expected to be up to £65m, ranging between £38m and £65m. The interest budget of £5k that was set for 2022/23 was based on the previous year's interest received, taking into account the low interest rates, limited investments in other Local Authorities and the fact investment returns remained at close to zero at the time of producing the interest receivable budget for 2022/23. However, with interest rates rising to above what was anticipated at the time of producing the 2022/23 budget and hence providing more opportunities for investment of surplus cash, average balances of £55.8m returned £0.863m at an average interest rate of 1.55%.

Investment returns picked up throughout the course of 2022/23 as central banks, including the Bank of England, realised that inflationary pressures were not transitory, and that tighter monetary policy was called for. Starting April at 0.75%, Bank Rate moved up in stepped increases of either 0.25% or 0.5%, reaching 4.25% by the end of the financial year, with the potential for a further one or two increases in 2023/24.

Part of the Council's deposits were held in no notice deposit accounts which pay interest at rates near the prevailing base rate, £11.521m at 1.25% on 31 March 2023 (31 March 2022 £38.616m at 0.05%). There were four other short-term investments as at 31 March 2023 - £30.0m at an interest rate of 3.96% (£7.5m at 0.77% as at 31 March 2022). All investments were for under 1 year.

On 22 July 2022 a £7.5m investment with Goldman Sachs (that was outstanding as at 31 March 2022) matured, and was reinvested on the same date. Details of all new investments in the year with their respective interest rates, are detailed in the table below:

Counter Party	Start Date	End Date	Interest Rate %	Amount £
National Westminster Bank	11/04/2022	11/10/2022	1.30	10,000,000
Santander	10/05/2022	10/11/2022	1.47	7,500,000
Nationwide Building Society	17/05/2022	17/08/2022	0.97	7,500,000
Goldman Sachs	22/07/2022	22/12/2022	2.18	7,500,000
Nationwide Building Society	17/08/2022	17/11/2022	1.87	7,500,000
National Westminster Bank	11/10/2022	11/01/2023	2.70	10,000,000
Wrexham County Borough Council	25/10/2022	25/04/2023	3.80	5,000,000
Santander	10/11/2022	10/02/2023	3.24	7,500,000
Nationwide Building Society	17/11/2022	17/02/2023	3.03	7,500,000
Cornwall Council	25/11/2022	27/02/2023	3.06	5,000,000
Goldman Sachs	22/12/2022	22/06/2023	3.83	7,500,000
National Westminster Bank	11/01/2023	11/07/2023	4.10	10,000,000
Santander	10/02/2023	10/05/2023	4.00	7,500,000
Cornwall Council	27/02/2023	24/03/2023	3.90	5,000,000

**3.7 Treasury Position at 31 March 2023** – The Council’s debt and investment position is organised by the Treasury Management Service in order to ensure adequate liquidity for revenue and capital activities, security for investments and to manage risks within all treasury management activities. Procedures and controls to achieve these objectives are well established both through Member reporting detailed in the summary, and through officer activity in accordance with the Treasury Management Strategy 2022/23. The upper limits for fixed rate and variable rate exposures were not breached during the year. The borrowing and investment figures for the Council as at the end of the 2021/22 and 2022/23 financial years are as follows: -

	31 MARCH 2022			31 MARCH 2023		
	£'m	Average Rate (%)	Average Maturity (years)	£'m	Average Rate (%)	Average Maturity (years)
Debt PWLB	121.9	4.58	29.58	119.6	4.54	29.15
Debt Non-PWLB	3.4	0	4.03	4.2	0	3.73
<b>Total</b>	<b>125.3</b>			<b>123.8</b>		
CFR	137.8			144.1		
Over / (under) borrowed	(12.5)			(20.3)		
Fixed term investments (all < 1 year, managed in house and fixed rate)	7.500	0.765		30.000	3.96	
No notice investments (all managed in house)	38.616	0.05		11.521	1.25	
Total Investments	46.116	0.17		41.521	3.21	

Borrowing is further broken down by maturity as:-

	31 MARCH 2022		31 MARCH 2023	
	£'m	% of total	£'m	% of total
Total borrowing	125.3	100	123.8	100
Under 12 months	2.7	2.2	2.3	1.9
1 – 3 years	3.4	2.7	3.3	2.7
4 – 6 years	4.5	3.6	5.6	4.5
7 – 10 years	4.9	3.9	3.8	3.1
10 years and above	109.8	87.6	108.8	87.8

There have been no new borrowings taken out in the year (long or short term), with an interest free loan being received in the year as per 3.4 above. Debt repayments have been as described in point 3.5 above. Therefore, the movement in the categories above are simply as per the loan maturity dates.

#### 4. The Council’s Treasury Management Strategy in 2022/23

**4.1 Debt rescheduling** - No rescheduling was done during the year as the average 1% differential between PWLB new borrowing rates and premature repayment rates made rescheduling unviable.

- 4.2 Borrowing in advance of need** – During the year, the Council did not borrow more than, or in advance of its needs, purely to profit from the investment of the extra sums borrowed.
- 4.3 Investment Policy** – the Council's investment policy is governed by Welsh Government investment guidance, which has been implemented in the annual Treasury Management Strategy Statement approved by the Council on 10 March 2022. This policy sets out the approach for choosing investment counterparties and is based on credit ratings provided by the three main credit rating agencies, supplemented by additional market data (such as rating outlooks, credit default swaps, bank share prices etc.). The investment activity during the year conformed to the approved strategy and the Council had no liquidity difficulties. When the Council invests its surplus cash, the most important aspect of the investment is security, followed by liquidity and then the yield. This essentially means that the main priority is the safety of the cash, followed by how readily available the cash is should the Council require it followed by the percentage interest rate return that the Council will receive for the investment. The strategy on investing surplus cash would be to borrow short term with other Local Authorities to maximize returns in a secure way.
- 4.4 Borrowing strategy and control of interest rate risk** - During 2022/23, the Council maintained an under-borrowed position. This meant that the capital borrowing need, (the Capital Financing Requirement), was not fully funded with loan debt, as cash supporting the Council's reserves, balances and cash flow was used as an interim measure. This strategy was prudent as investment returns were very low and minimising counterparty risk on placing investments also needed to be considered.
- 4.5 MRP Policy** – In 2022/23 the Council implemented its new MRP policy after seeking advice from its Treasury advisor. The new policy is a more prudent measure with the MRP charge reflecting more closely the change in asset values. The new policy can be seen in Appendix 6 of the Treasury Management Strategy Statement 2023/24 that was approved by full Council on 09 March 2023.

## 5. Controlling Treasury Management

The following Prudential indicators are contained in Appendix 11 of the Treasury Management Strategy Statement. See below a brief explanation of what the indicators are and how they are calculated. Section 6 of this report analyses the differences between the Actual and the forecast Prudential Indicators for 2022/23.

- **Capital expenditure – Estimates of Capital Expenditure** - This is the forecast Capital Expenditure from 2022/23 to 2025/26 and is based on the Capital Programme for 2022/23 and the Capital Strategy for 2023/24.
- **The Council's borrowing need (the Capital Financing Requirement)** - Another prudential indicator is the Council's Capital Financing Requirement (CFR). The CFR is simply the total historic outstanding capital expenditure which has not yet been paid for from either revenue or capital resources. It is essentially a measure of the Council's underlying borrowing need. Any capital expenditure above, which has not immediately been paid for through a revenue or capital resource, will increase the CFR. The CFR does not increase indefinitely, as the minimum revenue provision (MRP) is a statutory annual revenue charge which broadly reduces the borrowing need in line with each asset's life, and so charges the economic consumption of capital assets as they are used.
- **Prudence - Gross Debt and the CFR** - The Council needs to ensure that its gross debt does not, except in the short term, exceed the total of the CFR in the preceding year plus the estimates of any additional CFR for 2022/23 and the following two financial years. This allows some flexibility for limited early borrowing for future years but ensures that borrowing is not undertaken for revenue purposes.



- **External Debt - The authorised limit for external debt** - A further key prudential indicator represents a control on the maximum level of borrowing. This represents a limit beyond which external debt is prohibited, and this limit needs to be set or revised by the full Council. It reflects the level of external debt which, while not desired, could be afforded in the short term, but is not sustainable in the longer term. This is the statutory limit determined under section 3 (1) of the Local Government Act 2003. The Government retains an option to control either the total of all councils' plans, or those of a specific council, although this power has not yet been exercised. The S151 Officer reports that the Council complied with this prudential indicator in the current year and does not envisage difficulties for the future. This view takes into account current commitments, existing plans, and the proposals in the budget report. The Authorised Limit is set annually in the Treasury Management Strategy Statement and is approved by full Council.
- **The operational boundary** - This is the limit beyond which external debt is not normally expected to exceed. In most cases, this would be a similar figure to the CFR, but may be lower or higher depending on the levels of actual debt and the ability to fund under-borrowing by other cash resources. Periods where the actual position is either below or over the boundary are acceptable subject to the authorised limit not being breached. The Operational Limit is set annually in the Treasury Management Strategy Statement and is approved by full Council.
- **Affordability - Ratio of financing costs to net revenue stream** - This indicator identifies the trend in the cost of capital (borrowing and other long term obligation costs net of investment income) against the net revenue stream.

## 6. Prudential Indicators Actual vs Expected

- 6.1 During 2022/23, the Council complied with its legislative and regulatory requirements. The key data for actual prudential and treasury indicators detailing the impact of capital expenditure activities during the year, with comparators, are as follows:-

Data for actual prudential and treasury indicators	2021/22 Actual £'m	2022/23 Original £'m	2022/23 Actual £'m
<b>Capital expenditure</b>			
• Non-HRA	23.734	17.177	29.510
• HRA	9.723	18.784	11.180
• <b>Total</b>	<b>33.457</b>	<b>35.961</b>	<b>40.690</b>
<b>Total Capital Financing Requirement:</b>			
• Non-HRA	99.387	107.867	105.824
• HRA	38.415	43.646	38.287
• <b>Total</b>	<b>137.802</b>	<b>151.513</b>	<b>144.111</b>
<b>Gross borrowing</b>	124.348	144.335	123.800
<b>External debt</b>	124.348	144.335	123.800
<b>Investments</b>			
• Longer than 1 year	0	0	0
• Under 1 year	46.116	15.000	41.522
• <b>Total</b>	<b>46.116</b>	<b>15.000</b>	<b>41.522</b>
Financing costs as a proportion of net revenue stream – CF	4.50%	4.40%	2.78%
Financing costs as a proportion of net revenue stream – HRA	9.12%	13.40%	7.18%

**6.2** The first Prudential Indicator in the above table is the Capital Expenditure. The forecast Capital Expenditure at the time of producing the Prudential indicators for 2022/23 was £35.961m. However, the actual expenditure was £40.690m. The prudential indicator was based on the capital budget approved for 2022/23 (£35.961m). However, this budget does not include any slippage amounts from the previous year and also that fact that throughout the year, additional schemes are added to the capital programme, hence why the non-HRA capital expenditure is higher than was what originally budgeted for. Please refer to paragraph 3.1 in this report for the final non-HRA capital budget compared with the actual expenditure and the reasons for the actual underspend against budget. The HRA capital expenditure is significantly underspent, mainly due to unforeseen works, planning delays, tender issues and/or difficulties in obtaining external agency approval for certain aspects of a scheme.

**6.3** The second Prudential indicator in the above table in the Capital Financing Requirement. The Council's underlying borrowing need (CFR) is not allowed to rise indefinitely. Statutory controls are in place to ensure that capital assets are broadly charged to revenue over the life of the asset. The Council is required to make an annual revenue charge called the Minimum Revenue Provision, MRP, to reduce the CFR. This is, effectively, a repayment of the borrowing need. This differs from the treasury management arrangements which ensure that cash is available to meet capital commitments. External debt can also be borrowed or repaid at any time, but this does not change the CFR. The total CFR can also be reduced by: -

- the application of additional capital financing resources (such as unapplied capital receipts); or
- charging more than the statutory revenue charge (MRP) each year through a Voluntary Revenue Provision (VRP).

The forecast CFR at the time of producing the Prudential indicators for 2022/23 was £151.513m. However, the actual CFR was significantly lower at £144.111m. The reduction in the HRA CFR is due to the underspend against the HRA budget, meaning there was no borrowing in 2022/23 for HRA. One of the reasons for the reduced Non-HRA CFR was the reduced amount of Unsupported Borrowing needed in relation to the Sustainable Communities for Learning programme in 2022/23. The expenditure was mainly funded by grant, hence reducing the need for borrowing. Another reason was that additional grants were awarded during the year to subsidise other funding sources such as Supported Borrowing. This meant less Supported Borrowing was needed and therefore reducing the CFR figure. However, in future years, this subsidised funding source will be used to fund the Capital Expenditure in 2023/24 and will increase the CFR.

**6.4** The Authorised Borrowing Limit (£185m) and the Operational Boundary (£180m) were not breached during the year, with the amount of External debt peaking at £125.273m only.

**6.5** The Financing costs as a proportion of net revenue stream for the General Fund (2.78%) was below the anticipated total (4.40%) which is due to financing costs being lower, attributed to both the change in MRP calculation, resulting in a lower MRP charge and additional interest earned being higher than expected than when the prudential indicator for 22/23 was produced. The Financing costs as a proportion of net revenue stream for the HRA (7.18%) was lower than the anticipated total (13.40%) which is due to the financing costs being significantly lower than expected at the time of producing the proposed indicator for 2022/23 (attributed to both the change in MRP calculation, resulting in a lower MRP charge and reduced borrowing requirements). The underspend on HRA reduced the amount of Revenue contributions needed to fund the capital programme in 2022/23 from £10.1m to £7.4m.

## 7. Looking forward to 2023/24 and beyond

- 7.1 On 09 March 2023 the full Council approved the Treasury Management Strategy Statement for 2023/24. The Strategy Statement was based on the Capital Strategy, and it is forecast that the Council will need to borrow an additional £26.1m in 2023/24 for the General Fund and HRA, a total of £30.7m in 2024/25 and a further total of £21.4m in 2025/26 to fund its Capital Programme, noting that the majority of the borrowings forecast to fund the HRA capital programme. This additional borrowing will affect the Minimum Revenue Provision (MRP) being charged to fund the capital financing costs. In 2023/24 the forecast MRP is £1.6m, in 2024/25 £2.0m and £2.1m in 2025/26.
- 7.2 On 06 April 2023 the Isle of Anglesey County Council invested £5m with Nationwide Building Society with an interest rate of 4.17%. The investment matured on 06 July 2023 and was rolled over for a further 6 months with an interest rate of 5.47%.
- 7.3 On 25 April 2023 a £5m investment with Wrexham County Borough Council matured and was rolled over for a further 6 months with an interest rate of 4.3%
- 7.4 On 10 May 2023 a £7.5m investment with Santander matured and was rolled over for a further 6 months with an interest rate of 4.76%.
- 7.5 On 22 June 2023 a £7.5m investment with Goldman Sachs matured and was rolled over for a further 6 months with an interest rate of 5.52%.
- 7.6 On 11 July 2023 a £10m investment with NatWest matured and was rolled over for a further 6 months with an interest rate of 5.88%.
- 7.7 To date, there have been no principal repayments of PWLB borrowing by the Isle of Anglesey County Council. There is £1.854m due to be repaid later in the 2023/24 financial year.
- 7.8 The interest receivable budget of £1.424m that was set for 2023/24 was based on the increase in interest rates, hence providing more opportunities for investment of surplus cash. Interest received to quarter 1 of 2023/24 was £379k and is anticipated that the interest receivable budget can be met in 2023/24.
- 7.9 The latest interest rate forecast from Link Group (as at 18 July 2023) can be seen in the table below.

Interest Rate Forecasts								
Bank Rate	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Link	5.50%	5.50%	5.50%	5.25%	4.75%	4.25%	3.75%	3.25%

## 8. Conclusion

The Council's Treasury Management performance during the year was in line with the strategy of low risk, low return investments and a planned approach to borrowing designed to minimise interest charges.

The performance against the Prudential Indicators set by the Council show that the Council's Treasury Management activities are being undertaken in a controlled way which ensure the financial security of the Council and do not place the Council at any significant financial risk in terms of unaffordable or excessive borrowing.

The Council's Treasury Management Strategy and its performance against the strategy take into account the external economic factors and it is constantly reviewed to ensure that it is the most appropriate strategy moving forward.

## **RECOMMENDATIONS**

The Committee is recommended to:-

- (i)** Note that the outturn figures in this report will remain provisional until the audit of the 2022/23 Statement of Accounts is completed and signed off; any resulting significant adjustments to the figures included in this report will be reported as appropriate;
- (ii)** Note the provisional 2022/23 prudential and treasury indicators in this report;
- (iii)** Consider the annual treasury management report for 2022/23

### **Background papers:**

Treasury Management Strategy Statement 2022/23  
Prudential and Treasury Indicators 2022/23  
Treasury Management Mid-Year Review Report 2022/23  
Capital Outturn Report 2022/23

**R MARC JONES**  
**DIRECTOR OF FUNCTION (RESOURCES) & SECTION 151 OFFICER**

<b>Isle of Anglesey County Council</b>	
Report to:	<b>Full Council</b>
Date:	<b>26<sup>th</sup> October 2023</b>
Subject:	<b>Annual Director's Report on the Effectiveness of Social Services 2022/23</b>
Portfolio Holder(s):	<b>Councillor Gary Pritchard- Children &amp; Families Services Councillor Alun Roberts – Adult Services</b>
Head of Service / Director:	<b>Fôn Roberts, Director of Social Services &amp; Head of Children and Families Services, and Arwel Owen, Head of Adults Services.</b>
Report Author: Tel: E-mail:	<b>Fon Roberts, Director of Social Services  Emma Edwards, Business Manager 01248 751887 Emmaedwards@ynysmon.gov.uk</b>
Local Members:	<b>Relevant to all Members</b>

**A –Recommendation/s and reason/s**

This paper presents the Annual Director of Social Service's Report on the effectiveness of Social Services 2022/23 to members of the Full Council, as required under the Social Care and Wellbeing (Wales) Act 2014.

The purpose of the report is to promote awareness and accountability for the performance and progress made over the past year in delivering Social Services within Anglesey County Council, as well as including areas identified for improvement for the forthcoming year.

It is recommended that:

- 1) Members of Council take the opportunity to study the report and its content, ensuring that it is a true reflection of our Social Services over the past 12 months;
- 2) Accept the Report, in order that it can be shared with the public on the Council Website.

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

Please note that the report is a statutory requirement for the Director of Social Services, and therefore it is a mandatory requirement.

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

N/A – Full Council

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

Yes.

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

Yes.

**Dd – Assessing the potential impact (if relevant):**

1	How does this decision impact on our long term needs as an Island?	The report addresses a number of current and future projects that will support the council in its work to safeguard Anglesey citizens in line with the Council's objectives.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	There is a specific chapter heading in relation to financial accountability towards the end of the report.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	We have addressed and commented on our partnership working throughout the report.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	We have included the feedback from Anglesey Citizens throughout the Report.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	N/A
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	N/A
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the	N/A – Report will be available in both Welsh & English.

**Dd – Assessing the potential impact (if relevant):**

	Welsh language no less favourably than the English language.	
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<b>E – Who did you consult?</b>		<b>What did they say?</b>
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Approved, 25 <sup>th</sup> July 2023
2	Finance / Section 151 (mandatory)	As above.
3	Legal / Monitoring Officer (mandatory)	As above.
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	Approved, 18 <sup>th</sup> October 2023
9	Local Members	The Report is shared with the Full Council.

**F - Appendices:**

Copy of Report:

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

Previous reports can be found on the Council Website.

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CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

# Annual Report 2022-23

## Director's Report on the effectiveness of Social Services

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This document provides a summary of our annual self-assessment. We believe it outlines some of our key achievements in the past year, as well as highlighting the challenges that need to be addressed in the coming year.

We welcome any comment on the format and content of this report in order to assist our improvement journey.



## Who we Helped & Support (2022/23)

**3,615**  
Contact with Adults

**4,698**  
contact with Children & their families

**909**  
of adults receiving information, advice & assistance

**1,311**  
of adults receiving a Care & Support Plan

**419**  
children receiving a Care & Support Plan

**186**  
individual Looked After Children

**270**  
WCCIS Users

**433**  
Carers Assessed during the year

**63**  
Foster Carers in **37** Homes

**1,213**  
individual Children on the Child Protection Register (55 at year end, 50 average no of children on register throughout the year)

**67**  
of Young Carers supported by Action for Children



# About our Social Services 2022-23

Total Social Services Budget

# £42,698,963



We employ

# 701

people across both Services



Children & Families Service Budget is

# £12,331,572



# 85%

of our employees speak  
Welsh (L3 or above)



# Director's Introduction & Summary of Performance

Welcome to my fourth report as the Director of Social Services at Ynys Mon County Council.

I am incredibly proud to report a number of successes during the year. Within the report you will read our staff and teams excelling in their line of work, some of which gained national recognition. I am incredibly proud of all our staff who work tirelessly to help the most vulnerable people of Ynys Mon, especially during this period of increased demand on our services and challenges to our budgets.

In terms of inspection activity during the year, Social Services welcomed the Care Inspectorate Wales to Ynys Mon in October 2022 to carry out their Performance Evaluation Review and I am pleased to report that we received a positive report, with some areas for further improvement recognised. Further details on the inspection outcomes for the year can be found in section 'How People are Shaping Our Services' of this report.

In terms of looking forward the Council we have published our **Council Plan for 2023-2028** ([copy can be read by clicking on the link to council website](#)), which outlines the council's vision as **"Creating an Anglesey that is healthy and prosperous where people can thrive"**. We recognize the need to continue to work collaboratively to deliver the vision and 6 corporate objectives. The annual report next year will link our performance to the six strategic objectives.

**Fôn Roberts**, Director of Social Services & Head of Children & Families Service



**Fôn Roberts**, Director of Social Services & Head of Children & Families Services



**Arwel Wyn Owen**, Head of Adult Services

# How are People Shaping our Services

Wellbeing is the key to all our work – putting the individual central to everything we do working with individuals, families and carers, communities and other professionals to ensure improved outcomes for all. We continue to strive towards excellence, despite challenging external factors. Our key values, as set out in our new Council Plan are:

As with previous reports, this document will update readers on our journey against the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) - **Wellbeing, People (voice and control), Partnership, and Integration and Prevention.**

We have worked closely with our governing body colleagues at **Care Inspectorate Wales (CIW)**, Elected Members, partner organisations as well as the community to ensure the wellbeing and safety of the citizens of Anglesey. As mentioned CIW carried out an Performance Evaluation review of Adults and Children’s and Families Services, in October 2022. A copy of Inspection findings can be read by clicking on <https://careinspectorate.wales/>. In summary, here are Some of the key findings from the report:



Respect



Honesty



Collaborate



Champion the Council and the Island

Strengths	Areas for improvement
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<p>IOACC demonstrates a strong enthusiasm and readiness to work with partners. We (CIW) heard examples of successful joint working with partners at a strategic level with plans then implemented on an operational level for the benefit of people. We saw good examples of joint working on an operational level...</p> <p>We (CIW) heard a consistent, positive message from the workforce regarding the quality of leadership and the culture across children and adult services. Feedback included managers being visible, approachable, providing regular and dependable support, with access and opportunities for professional development.</p> <p>We (CIW) recognise the political and corporate support that IOACC social services department has received since 2016. In light of the financial challenges, it should be ensured that the support continues in order to further drive improvements across children’s and adult services.</p> <p>IOACC’s commitment to provide a Welsh language service is positive. IACC’s demonstrates its commitment through its Strategic Equality Plan for 2020-2024. We saw consistent and encouraging evidence that people were receiving the “Active Offer” to speak Welsh, and peoples wishes were taken into account with regard to language choice.</p> <p>There is a clear vision for the local authority to be a “trauma informed island”. The programme of a trauma informed approach has already been shared with most schools in the local authority, with specific plans to expand knowledge across more services such as youth services and fostering services. This is to be commended as it will ensure consistency in working and communicating with children.</p>	<p>Practice should be strengthened to demonstrate that supervisors give time for staff to reflect on the progress they are making with people, and to demonstrate further the additional support and direction given to staff based on their experience</p> <p>Like most local authorities across Wales IOACC is also experiencing serious challenges in this respect. We saw a significant impact on people because of a lack of domiciliary care services, and the available capacity in nursing / care homes due to staffing.</p> <p>The local authority must continue to prioritise its improvement in practice relating to safeguarding in adult services, the quality and completeness of work undertaken, including record keeping in order to comply with the Wales Safeguarding procedures (WSP).</p> <p>The local authority must continue to build on the good work already occurring in the completion of assessments and care and support planning to ensure the voices of people and what matters to them is consistently represented.</p> <p>The local authority should ensure records are consistently completed to evidence people are aware of the core decisions being made about them.</p>
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We have now drafted a work programme to address the areas of concern and will review progress on a regular basis.

**Complaints, positive and negative comments** - Listening to those who use our service is a key part of our improvement work. A total of 172 positive comments were logged about Social Services during the year, some of which have been included within this report. There were 31 official complaints logged during the year and 56 negative comments / concerns logged which is a decrease from the previous year.

**Safeguarding** remains everybody's responsibility within the Council and a key priority for us. **The Strategic Corporate Safeguarding Board** provides leadership and governance to the organisation's corporate safeguarding arrangements.



## Mwy Na Geiriau

Reflecting the linguistic needs of our population on the Island we ensure that we respond to the individual's linguistic needs in line with the Welsh Language Standards and Mwy na Geiriau. Staff are supported to develop their Welsh language skills, through a variety of various options, from courses to 'lunch time chat sessions'.

80% of our Adult Services staff speak Welsh at Level 3-5, and 88% of our Children & Families staff speak Welsh at Level 3-5. The set levels take into consideration listening, reading, speaking and writing skills. The levels range from 0 indicating no skills to 5 which is fluent in the language.

# Key Achievements

- Over the last year we have seen an increase in the number and complexity of safeguarding reports across Children and Families Services and Adult Services. Our performance shows that we have overall, maintained performance and practice quality.
- Practitioners across Children and Families Services have continued to receive training in trauma informed practice, and we will also be embarking on a transformative programme of training in the Anglesey model of intervention 'Cryfder ar y Cyd'.
- Support has been provided to practitioners regarding implementation and compliance with Wales Safeguarding Procedures through internal learning circles so that staff not only refresh their understanding of the changes but also discuss with their peers

the implications for practice. We maintained a focus on responding effectively to learning identified from internal and external evaluations of practice: and our quality improvement work is a key enabler in improving outcomes for individuals.

- We have sustained progress in terms of our arrangements regarding Deprivation of Liberty Safeguards (DoLS): maintaining the quality and quantity of work delivered to date and the number of cases. The UK government has paused the implementation of Liberty Protection Safeguards. However, we will maintain a focus on preparing the workforce and being ready for when implementation is back on the national agenda. In the meantime, we will continue to strengthen the current DoLS system and continue to protect

and promote the human rights of those people who lack mental capacity

- During the year we have reviewed and updated our **Workforce Strategy 2023-2027** (LINK to document on council website) which reflects our plans and vision for our Social Services Workforce.

During World **Social Work Day** held on the 21st March 2023, we celebrated our profession by promoting and sharing our experiences across the council, and expressing our thanks to the Social Work staff we have in the service. We took the opportunity to Showcase some of our staff please refer to the YouTube video link <https://www.youtube.com/watch?v=ZHG9exgKOhI>



Following our work with our regional partners on the updated Population Needs Assessment (PNA) in 2022, we have continued to work across the North Wales Regions in order to complete the Market Stability Report (MSA). The development of the local and regional reports will help us in shaping our services and market in future. The Further details along with copies of the documentation can be found on the following link: <https://www.anglesey.gov.wales/en/browse/Residents/Adult-social-care/>

Our Council launched a **Towards Net Zero Plan** in March 2022 following declaring a climate emergency back in 2020. The Towards Net Zero Plan 2022-2025 will provide a co-ordinated Council response to climate change whilst promoting a cultural shift to ensure that services minimise all greenhouse gas emissions as far as possible. As a service we have identified a lead officer and are currently working with corporate colleagues to consider options for further developments to assist in reaching this aim.



O'r chwith i'r dde: Deilydd portffolio Plant a Theuluoedd a Gwasanaethau Ieuenctid Ynys Môn, y Cynghorydd Gary Pritchard, Arweinydd Cyngor Ynys Môn - Y Cynghorydd Llinos Medi, Cyfarwyddwr Gwasanaethau Cymdeithasol Ynys Môn - Fôn Roberts a Rachel Williams - Rheolwr Gwasanaeth, gyda Gwobr Plant Mewn Gofal 2022.

## People – Voice and Control

During the year we have merged our **Teulu Môn** and the Adults Single Point of Contact team together, **creating one point of access across Social Services on Ynys Môn**. The revised Teulu Môn team now consists of staff with expertise in both services areas which will ensure a more robust provision. The work is ongoing to ensure a more streamline referral process from our external partners, and this work is progressing through the Community Resource Teams (CRTs) pathway.

A revised **Learning Disabilities Day Opportunities Strategy** is underway which will look at re-modelling of current services. In September 2022 funding was secured through the Learning Disability Transformation Board to appoint an external consultant to outline current opportunities, explore, and develop access to the wider Community Hubs, encourage integration, update information, guidance and eliminate duplication within services and communities, as well as exploring community transport solutions.

The **Cartrefi Clyd** initiative was awarded the **2022 Children in Care Award** at the Children and Young People Now 2022 Awards for its success in providing looked after children with safe, caring and nurturing homes. The Award recognises the contribution made by a local authority or care provider to improve outcomes for looked-after children or young people, whether in residential care, foster care or other types of placement.

Launched in 2020, each of the four County Council's Cartrefi Clyd properties provides a home for up to six children. They are staffed by a small team of care workers, ensuring continuity of care for the children living there. The fifth Cartrefi Clyd home, provides short breaks for children with additional needs.

Anglesey Council Leader, Councillor Llinos Medi said, *"The initiative emphasises the importance of giving children individual time and attention which helps them to foster valuable relationships and ensure that they receive positive life experiences which supports them to develop into emotionally healthy adults."*

Anglesey's Director of Social Services, Fôn Roberts, explained, *"This service is provided in regular houses in local communities where other families live; and like other families, it's a home where children live together, with 24-hour care and support from our excellent carers."*

# maethu cymru | foster wales

Môn Anglesey

As at the end of March 2023, Maethu Cymru Môn (MCM) Ynys Môn Fostering Service had a total of 66 foster families, made up of:

- 38 mainstream fostering households
- 28 connected persons fostering households,

During the past year, we are pleased to confirm that we have continued to recruit, assess, approve, and provide training and support to Ynys Môn foster carers during the post pandemic period. During 2022/23 we approved:

- 3 mainstream (general) fostering households, with a further three imminently due at panel early in the next financial year.
- 11 connected persons (family and friends) households
- 4 Special Guardianship Order (SGO) were also granted by the courts in this and were approved at the Fostering and Permanence Panel.



Building on our progress noted last year, we have also continued to support and retain our Foster Carers within the Service by engaging to a much greater extent with our Foster Carers on children/young people activities. An example of this is the Foster Carers participation in the Foster Care Fortnight recruiting drive whereby they took part

and walked the Coastal Path as families to raise awareness for the need to recruit Foster Carers. This paved the way for a weekly activity programme of both fun activities and recruiting events throughout the year.

In October Maethu Cymru Môn worked with Ysgol Gyfun Llangefni to provide a 'Star Awards' 'fun day' followed by a formal award ceremony where each child was given an award and recognition for their achievements during 2022 - 23.

Our staff and foster carers and our children/young people took part in outdoor activities that included climbing, confidence course, orienteering, mountain biking and culminated in a grand finale - a raft race on the Menai Straits.

### What difference did we make?

**65%** The percentage of adults who completed a period of reablement and have no package of care and support 6 months later

**87%** of Children’s assessments are completed within time.

### What our People say?

“Just wanted to thank you for encouraging me to apply for Disability Living Allowance [...] Helps a lot.”

“(Resilient Families Team worker) gained the [child’s] trust and supported all of us through a very difficult time. She supported [child] with police interview, schooling and SALT referrals. She has bought out all [child’s] lovely qualities and provided us with reassurance we needed as a family. We couldn’t have got to this point without [worker]. All domestic violence has stopped, the household is much calmer and [child] is a very different person from 12 months ago.”

### Priorities for 2023/24

Work underway in order to identify opportunities for greater community integration for our adults with learning disabilities on Anglesey.

Open our fifth Catref Clyd on the Island, which will focus on respite provision.

# Prevention

We recognize that **unpaid Carers** are working tirelessly throughout our community, and are under increased pressure to maintain their caring role. The pressure is increased due to the limited respite and/or day opportunities options. We have continued to work in partnership with **Carers Outreach and Action for Children** who support young carers and unpaid carers to continue through the use of the Regional integrated fund (RIF).

We are currently in. This initial scoping will be completed by summer 2023 and will underpin the review of the Day Service Strategy. The service specification for external opportunities needs to be reviewed, agreed and framework agreement implemented once the Day Service Strategy has been reviewed in light of the above scoping project.

**Direct Payments** promote choice; voice, control and flexibility by enabling and empowering individuals to meet their well-being outcomes as agreed in the Individual Assessment. The main objective is for individuals to be able to remain as independent, with or without support, to live in their own homes, be fully involved in family and community life, and to engage in work, education and leisure when and where possible in order to live the life they want to lead.

At the end of March 2023, we currently had 238 clients under Direct Payments, the same as at the end of March 2022. Although the number of clients has stayed the same as the previous year, the projected savings compared to commissioned services has increased by £30,029.59.

As an Authority we are committed to further increasing the Direct Payments on Anglesey. We aim to increase the number of Direct Payments clients and to recruit more Personal Assistants and this can be evidenced by significantly increasing the Direct Payments hourly rate and the Personal Assistant hourly wage.



### Trauma Informed:

*Being a trauma informed Community isn't a bolt-on, an intervention or something a few do.*

*It's a culture. It's our approach. It's everyone. From the teacher to lunch time staff, social worker, foster carer, local Police Officer, but to model this approach we have to have equipped staff/ individuals with the tools to enable them to respond to every child's needs and the community."*



We are leading the way in becoming a Trauma informed island, and during the year we have promoted and worked tirelessly to improve our support in this area. Including:

## 1 Therapeutic Conversations, Connection & Learning in the Outdoors's utilising the Youth Support Grant

**A Therapeutic Residential weekend** was arranged as a pilot approach and 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, and building Self-esteem and confidence, improving Relationships & Connection, as well as getting young people outdoor and learning new skills.

All young people participated and developed their relationship with staff. We also organised a showcase event following the weekend for the young people and their families. We are currently developing this to be an ongoing offer of support of provision for young people who are supported by Children & Family Services.



## 2 Professional Development - Trauma Informed Approach:

- Children & Family Service and Education Services Senior Managers/Team Leaders from a range of services, Elected Members and key partners attended a 3-hour session on the strategies to support a community approach for trauma recovery and a trauma informed Island. This has shaped the strategy and implementation plan going forward as well as individuals requesting to do the 11-day Diploma. 45 attended.
- A further 2 Diploma courses has been facilitated online / in person with over 54 local authority staff, foster carers, schools completing the Diploma. We have the first youth service team in Wales who have completed the course and are embedding and modelling the practise.
- A Reflective Space and TIS Supervision model has been developed across the authority to ensure all staff / individuals wo have completed the Diploma are accessing the support and effective practise model. This is to build capacity, quality assurance whilst having time to develop sustainable model going forward. Over 70 are accessing this offer every term.
- All of our part time youth workers (40) have completed the universal Trauma Informed School professional development.



## What difference did we make?

**98%** 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.

Carers Outreach have supported **528 carers**, in order for them to continue to offer care for individuals with mental health conditions, older people, and people with dementia.

Action for Children have supported **33 young carers** throughout the year.

## What our People say?

All the staff showed professionalism, empathy and humour when dealing with my mother and were a great help to myself whilst caring for her

“Helped my son learn about his feelings, helped me learn to coping strategies and helped us develop as a family. I’ve had lots of help, resources and have been able to develop skills and my son has too”

## Priorities for 2023/24

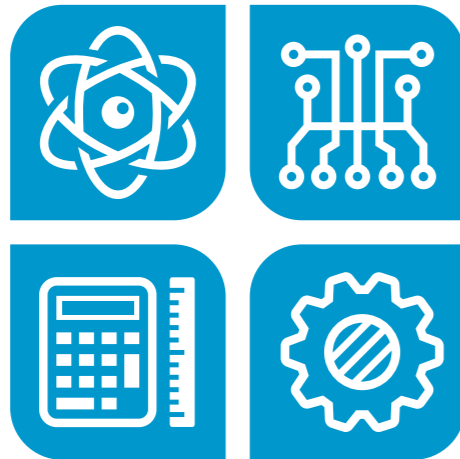
Progress reviewing and re-commissioning our Day Care provision for Adults with Learning Disabilities, with the aim of strengthening community opportunities across the Island.

Continue to progress and lead the way with our Trauma Informed Island Work by offering further training to internal and external organisations and partners across Anglesey.

# Well-being

- A Working Project Group has been established to prepare a **Supported Accommodation Review** within the Learning Disability service. We are working with Housing Association, with the aim of identifying a pipeline of purpose built housing options to help modernise and deliver services in more cost effective manner in the near future.
- Furthermore, work on our third **Extra Care Development** in **Aethwy Ward** has been progressing, with both Architects & Quantity Surveyor appointed. Draft Plans are been prepared and are currently being considered. Site clearance will start, subject to statutory planning application which will be applied for in late 2023, with a view of commencing building in Autumn 2024.
- During the year we have been reviewing our Youth Service Provision, to modernize and improv our offering. Some of our achievements include:
  - The **Youth Service** via the Safer Street Grant are currently piloting a weekly drop in “**Youth Café**” using the facilities of a local business Cuffin Café in Holyhead. The aim of the project is to re-engage and connect with young people 14+ who do not attend the universal youth club. The youth café offers a safe base with a team of youth workers to support /key partners offering sessions with food and drink offered to all. The café has been successful with up to 40 young people aged 14-18 engaging weekly.
  - We have recently completed work on young people’s participation and voice, over 400 young people form the 5 Area Youth Club Hubs attended an outdoor **activity day at Canolfan Conway** and completed a survey on “*Have your say on the future of the youth service*”. We are in the process of completing the key findings report but to date they include accessibility, having a safe based, a range of activities to offer throughout the week and access to an emotional available adult.
  - An average of 750 young people attend our 18 clubs every week during the school term, we have been flexible in relation to changing the opening times to support the warm spaces approach and this have been successful with more young people accessing and receiving food.
  - We will be opening an additional Youth Club for young people 11-18 in Llangefni from September onwards, this was following consultation with partners, young people, and staff. The weekly evening session will provide a safe base to offer a range of youth and engagement activities. We will be working with Canolfan Ysgol y Bont to target young people to attend. This is part of our equity and diversity youth grant plan.
- We have organised two residential outdoor sessions for over 80 vulnerable and targeted young people who attend both our school sessions and clubs. We are currently piloting a similar approach with 20 children who are looked after and their foster carers.
- 82 learners attend our LGBTQ+ weekly group across the 5 Secondary schools.

- During the year we have revised and reviewed our **Educational Support for our Looked After Children**. We have prioritised the following in order to strengthen our support:
- We have quality assured all the **Personal Educational Plans** (PEPs) for our children who are looked after with a clear plan in relation to next steps. The new Education dashboard is in place with key indicators for progress and success.
- We have developed guidance for schools/education establishments on gathering evidence for the Family Courts. This has been successful and welcomed by schools/staff. It ensures consistency, quality of information and also a trauma informed lens.
- We have appointed a Virtual School Headteacher who is a service manager whose role is integrated across both the Education Service and Children and Families Services. The Wellbeing and Inclusion Officers are currently supporting 55 of our children who are open to Social Worker Teams 1-6. All of the team have or are in the process of completing the **Trauma Informed Schools Diploma** to ensure consistency of approach within the schools. The focus has been very much on building family engagement and communication, health and wellbeing support / provision.



### What difference did we make?

**92%** The percentage of adult protection enquiries completed within statutory timescales

**93.83%** The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations

### What our People say?

“Thank you for all the help and support that you have given to us throughout [service user’s] healthcare challenges and through the CHC assessment process. From the time we first spoke, when you came out so quickly to see her, onto the trigger checklist assessment ... and through to today’s MDT/DST assessment meeting, you have been an absolute STAR!!!, guiding us through a very complex process and sharing all of your knowledge and expertise so graciously, responsively and patiently with us. It’s been a real privilege and a pleasure to work through all of this with you.”

“Social Worker was very empathetic towards mother while not avoiding difficult conversations which were needed to safeguard the child.... Social worker always presents as fair and balanced, respecting the parent while ensuring the risk to the child remains the focus of the meeting”

### Priorities for 2023/24

To complete the Supported Living Accommodation review, which will allow us an improved understanding of the need and options available, and aid the decision making process.

Complete the modernization and restructure of our Youth Service Provision

# Partnerships

Partnership working is a key to many of our activities. Working in partnership allows us to access and utilise the skills, knowledge and experience of others to develop a collective response and to pool resources and allowing us to produce responses and services to the community we serve.

We continue to deliver on our **integration agenda** with health and third sector partners within our **Community Resource Teams (CRTs)** at three designated sites on the island. We have progressed with the All Wales Digital rollout of the WCCIS integration work during the year, and BCUHB have piloted the use of WCCIS within their Community Resource Teams as part of our local SiMon project. The aim will be to extend access to other allied health professionals and to ensure that we have timely data and to improve the flow of information across the services and to manage

demand which will benefit service users experience.

Our **Community Hubs** continue to promote opportunities within our local Community. **Canolfan Glanhwfa** (Centre) is a great example of a Community Hub located within a historic town building, Moreia Chapel. In a short time, the new Hub has developed into a focal point for community services and activities supporting individuals of all ages. As a result of the huge success to date, work has already begun to develop the Centre's next steps.

**Anglesey's Dementia Active** service ensures that people living with Dementia have opportunities to enjoy activities that promote health and wellbeing. As well as supporting the individuals living with Dementia, the service also **supports unpaid carers**. We have received extremely positive feedback from attendees stating that the groups provide



Picture above: Formal opening of Canolfan Glanhwfa - by Jane Hutt MS Minister for Social Justice, and other guests.

enormous pleasure for many of the individuals.

Anglesey County Council has submitted an application on behalf of the whole Island to become a member of the **World Health Organization's Network of Age-Friendly Communities**. Becoming a member of the network will demonstrate that the County is committed to

breaking down the barriers associated with ageing well and cementing Anglesey's status as an Age Friendly Island. The application was presented to Helena Herklots (Older People's Commissioner for Wales) during the **Anglesey Age Friendly Conference** recently, and we expect a formal response late summer 2023.



Photo above highlighting various Dementia Active activities held throughout the year.



Picture Above Attendees at the Anglesey Age Friendly Conference, held at M-Sparc, Gaerwen.



Picture above: Council Leader Llinos Medi and Helena Herklots, Older People's Commissioner for Wales.

**The Gwynedd and Anglesey Youth Justice Service (YJT) Team** has achieved positive results in the 3 Key Criminal Justice Performance areas for Youth Justice in Wales; First Tim Entrants Rates numbers remain low (30 for the 12 months to December 2022) and below regional and National comparisons, our Custody use in 2022-23 was 0 (we have had no custody cases since 2020). More pleasing is our reoffending rate performance, for the first time in recent years our rates have fallen below the regional and national average comparison.

Our **4 Welfare Indicators** show variable performance over the last 12 months, in places reflecting the excellent support we receive from our partner services within both local authorities and the wider partnership. **However, Education, Training and Employment (ETE)** performance continues to show signs of being adversely affected by Covid-19, disruptions within schools and limited employment and training opportunities persist and have resulted in

poor **offer** and **attendance** figures. **Accommodation** support continues to benefit greatly from our relationships with housing departments and children's services with the added influence from our seconded North Wales Housing Officer performance figures have remained good throughout the year.

Substance Misuse Assessment and Treatment target performance has been good to very good, the service benefits from close association and partnership working with the Gwynedd and Mon Young Persons Substance Misuse Team 'Be di'r Sgor' which is based within the service.

Our **Psychology-based Resilience Interventions for children in the Justice System**, is in constant development in 22-23 we moved into our second Doctor of Philosophy (PhD) Study programme, the trial project will now include YJSs from across the region and our colleagues in the rest of Wales contributing toward a comparative cohort. The study has garnered significant

interest National academic bodies, Ministry of Justice (MOJ) and Youth Justice Board, with Welsh Government following our progress closely.

We have continued to consolidate our excellent partnership working arrangements with our **Housing Services** colleagues during 2022/23. **Preventing homelessness** by ensuring it is rare, brief and unrepeatable are the key aims and objectives of the IoACC's **Housing Support Programme Strategy**. As the main designated provider of housing support for people with mental health needs, our provision has also contributed towards:

- Mitigating the impact and preventing homelessness
- Supporting people to live independently.
- Providing tailored and targeted support to enable vulnerable people to live independently in their own homes across all tenures.



### What difference did we make?

**16.74%** 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

**14.35%** The percentage of referrals of children that are re-referrals within 12 months ]

### What our People say?

"It is a delight for me to see mum's face light up with slight recognition when they both (home carers) start chatting to her, and they seem to manage to get her to have a giggle regularly... I can honestly say that these two ladies have made my life as the unpaid "carer" so much easier over the last few years,

"My child now has the help he needs in school and this has led to a complete change in his attitude"

### Priorities for 2023/24

We will prioritise further development of our Web Pages for our Age Friendly Community, as well as raising awareness via our Age Friendly Hubs.

To expand out training flat offer to our Care Leavers

# How We Do What We Do

## A Our Workforce, and how we Support their Professional Roles

The Social Services has excellent links and works very closely with the Workforce Development Unit who manages the **Social Care Wales Workforce Development Programme (SCWWDP)** grant to provide Training and Development opportunities for Social Services and the wider Social Care Partnership on Anglesey.

National, Regional and Local priorities are taken into account when planning development opportunities for the workforce and every opportunity is taken to work in partnership with our neighbouring Local Authorities, NHS and other Agencies in order to deliver on the plan. Key supported priority areas are as noted within the **Social Care Wales Annual Circular**.

### Priority Areas and Key Challenges/Successes are noted below:

- **E-Learning platform – Learning Pool** The use of the E-Learning platform and the modules offered has continued to be promoted as one of the key methods of learning as was demonstrated by the 481 (social care specific) module completions.
- **Student Placements and Trainee Opportunities** We have continued to work in partnership with Bangor University and host Social Work students on the MA Social Work course. A variety of placements have been found across the services.

We continued to support Newly Qualified Practitioners through their First Three Years in Practice which includes the Consolidation Programme, Porth Agored. 4 members of staff have successfully completed the Porth Agored programme during 2022/23. A total of 11 practitioners are currently registered onto the programme.

We have again supported 3 Social Worker trainee placements this year and without this investment we would have been in a very different place in terms of Social Work vacancies. We are very proud of Occupational Therapy and Social Work students and wish to congratulate those who have recently passed.

- **Foster Carers** A full programme of training events were arranged, with approximately 13 courses arranged in addition to a number of joint partnership sessions being held with a neighbouring Authority. Flexible access to

training continued to work very successfully with accessibility to specifically targeted modules being made available with a total of 55 modules being allocated. Foster carers have also been given access to the IOACC e-learning platform and can access relevant e-learning modules and are encouraged to book onto training via our online booking system aka Foster Carers Learning Hub.

- **Supporting Registration** Specific sessions to support staff with registration were successfully offered online in addition to the development of an AWIF support programme which consisted of numerous workshops covering the content for workbooks (Values and Principles; Health & Wellbeing; Professional Practice and Health & Safety).

- **Professional Qualifications** As part of the Authority's Workforce Planning strategy, staff have

been encouraged and sponsored to undertake additional qualifications.

1 social worker has recently registered on the Approved Mental Health Practitioner's course.

1 practitioner has successfully completed the Team Manager's Development Programme (TMDP) and 3 new practitioners have registered on the TMDP programme. In total we have 6 registered on the TMDP programme due to complete the course this year.

In addition to this, 5 practitioners have recently completed the Best Interest Assessor training with a further 7 practitioners due to complete the qualification this year.

14 members of staff are undertaking the CertHE in Social Care practice through the Open University.

- **Safeguarding** In addition to the usual provision of General Safeguarding sessions offered to the Social Care Workforce,

a range of additional specialist courses have also been promoted.

- **Mwy na Geiriau** The Welsh Language Training programme is available to staff who wish to learn, improve or develop confidence in their Welsh Language abilities. A range of Welsh Language Development resources have been offered over the past year; including residential 'Learn Welsh' courses; weekly lessons; online self-study and confidence building sessions. A Welsh Language Awareness workshop was arranged for the Social Work Students and Occupational Trainees as part of their induction which included a presentation and opportunity for everyone to share experiences and reflect.

A new page has been created on our Learning Pool to assist in promoting and to showcase all the options available to all staff and partnership members.

The "Mwy na Geiriau" e-learning module is now mandatory for all social care staff.



## Our Financial Resources and How We Plan For the Future

Financial planning remains a serious challenge for the Council under continued and prolonged financial pressures. Meeting statutory demand within existing resources is providing difficult.

The Children and Families Service have overspent by £965k in 2022-23, the service have worked tirelessly to maintain the level of Children Being Looked After. The overspend was mainly attributable, but not limited to;

The Looked After Children's (LAC) budget was overspent by £1,331k at outturn, which was mainly due to out-of-county placements £822k. All other areas are also overspending, with the exception of non-standard placements (£113k underspend).

Adult services are reporting a break-even position in 2022-23, this is after applying £(966k) from the Social Services pressures reserves and £(249k) one off grants. The year end position excluding the above would have

been an overspend of £1,215k. The net overspend relates to, but is not limited to the following;

Provider unit has underspent by £(387k), the majority of this underspend relates to homecare, and is a direct result of vacant posts.

The Council has effective and well-managed budget setting and financial planning processes in place, and elected members are fully involved in the cyclical programme of planning, and the scrutiny of budget setting and monitoring.

The table below outlines the financial accounts for Social Services in 2022/23:

	Budget £	Actual £	Variance £
<b>CHILDREN and FAMILIES SERVICES</b>	12,331,572	12,296,501	964,929
<b>ADULT SERVICES</b>			
OLDER PEOPLE	10,208,294	10,089,512	-118,782
PHYSICAL DISABILITIES	2,350,479	2,451,636	101,157
LEARNING DISABILITIES	7,465,319	7,830,275	364,956
MENTAL HEALTH	2,439,488	2,725,682	286,194
SUPPORT SERVICES	1,475,172	1,284,518	-190,654
<b>PROVIDER UNIT (MÔN CARE/ OTHER SERVICES)</b>	6,428,639	5,985,768	-442,871
<b>TOTAL</b>	<b>30,367,391</b>	<b>30,367,391</b>	<b>0</b>

## Partnership Working, Politica and Corporate Leadership, Governance and Accountability

**Political governance** within the Council has continued to be robust during the past 12 months. This has been during a period of considerable change due to local elections and the establishment of a new administration and a revised operational leadership team. This has allowed for clear and consistent support for both Adults and Children & Families Services and measured scrutiny of progress.

**The Executive** is the key decision-making body and consists of the Leader, two deputy Leaders and eight Portfolio Holders. The Leader has adopted the portfolio for economic development under the new administration but continues to have an overarching view of organizational matters. She has delegated the Portfolios for Social Services (Children & Adults) to two elected members. Both politically oversee our 'improvements' and how we have dealt with the challenges of dealing with the pressures

identified as part of our role in dealing with the cost-of-living pressures and increase in demand. This growing effectiveness is evidenced in the way in which the most vulnerable amongst us were again prioritised for support during the financial year and is reflected in the reports received by the Care Inspectorate Wales annually.

**The Panel of Elected Members** which was established after the elections of May 2022 to scrutinise, challenge and support the Service Development Plan for Children & Families Services, continues its work in a hybrid manner and has seen a continuation in the standard of work provided by the staff in caring for our most vulnerable. The agenda which has been has been re-established over the past twelve months and operates in a more remote manner oversees both Children's and Adults social care agenda. The membership of the panel is

drawn from across the political groups, and continues to provide the opportunity for the Members to enhance their knowledge and understanding of the work undertaken by the department, leading to better scrutiny.

The **Corporate Parenting Panel**, which is chaired by our Chief Executive, and members include Elected Members, partners and other colleagues, and is responsible for the shared responsibility across the Council to ensure that children and young people in our care or leaving care are supported to thrive; they are 'our children'. During the year the Panel has been reviewing its Corporate Parenting Strategy 2023-28, and this will be published during the summer.

We have arranged six **Leadership Walkabouts** for 2023-24, to replace the previous Laming visits, (3 Children and Families, and 3 Adults Services), which will allow for further understanding

and insight into our work for our elected members for them to be better informed to support decision making.

**Ynys Môn Social Services are committed to partnership working** on both a local, sub regional, regional and national basis. This has been recognised as a strength in recent external inspection reports in the past and it continues to be an area for us to build on. Both Children & Families and Adults Services remain actively involved in the All Wales and the North Wales agendas to improve the delivery of social services through a collaborative approach.

**Governance arrangements** as has been the case over the past few years continue to be in place through the North Wales Social Services Improvement Collaborative (NWSSIC) and the Regional Partnership Board. This partnership ethos can be further evidenced through the

collaboration of the Council's Social Services with BCUHB via the Integrated Delivery Board (IDB). The purpose of the IDB continues to be ensuring that the health and care needs of the people of the Ynys Môn will be better served by the improved integration of services between health and local authority services.

The Council's Corporate Planning and Performance Management Framework is embedded into its annual governance arrangements. This framework has been adopted to ensure a continuous improvement mind-set is embedded within the work of the Council's services and the expectations of the recent **Local Government & Elections Act (Wales) 2021** are met. It also aids the monitoring of issues which could arise prior to under-performance which would impact on service delivery to the citizen. This is undertaken on a quarterly basis via a corporate scorecard and the work of two corporate transformation programme boards (re-established under

the new administration). Performance against national and local indicators have continued to perform well during the year and this provides assurance that our operating model is applicable and current. Whilst this is a positive reflection on the standard of service provided by both the Adult Services and Children & Families Service during 2022/23, there will be a need to revise and prioritise locally the most relevant Key Performance Indicators (KPIs) based on the new Welsh Government Social Services direction so as to ensure that the KPI data is readily available to extract for timely analysis of performance via the embedded framework during 2023/24.



BWRDD PARTNERIAETH RHANBARTHOL  
**GOGLEDD CYMRU**  
NORTH WALES  
REGIONAL PARTNERSHIP BOARD







CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

### Social Services

Isle of Anglesey County Council, Council Offices, Llangefni, Isle of Anglesey, LL77 7TW

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

### Contact:

Tel: 01248 751887

E-mail: [EmmaEdwards@ynysmon.llyw.cym](mailto:EmmaEdwards@ynysmon.llyw.cym)

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[!\[\]\(cf531ed27e91483460120fcc057b3901\_img.jpg\) Flying Start](#) [!\[\]\(34fde9b7c74442c0438f550a41236260\_img.jpg\) Anglesey Childcare and Play](#) [!\[\]\(f3ffd03e145adb5d0f6f54d9f4fb82fd\_img.jpg\) Healthy schools](#) [!\[\]\(1512695720264d2aab11e6ec2cb67c0e\_img.jpg\) Pre-schools](#)

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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
Report to:	Isle of Anglesey County Council
Date:	26 <sup>th</sup> October 2023
Subject:	Annual Performance / Wellbeing Report 2022/23
Portfolio Holder(s):	Councillor Carwyn E Jones
Head of Service / Director:	Carys Edwards
Report Author:	Gethin Morgan
Tel:	01248 752111
E-mail:	<a href="mailto:GethinMorgan@anglesey.gov.uk">GethinMorgan@anglesey.gov.uk</a>
Local Members:	n/a

<b>A –Recommendation/s and reason/s</b>
<ol style="list-style-type: none"> <li>1. In accordance with the constitution, the Council is required to draw up and publish an Annual Performance / Wellbeing Report. This document is a document that analyzes performance over the previous financial year against the improvements and priorities outlined by the Council.</li> <li>2. This paper outlines our Performance /Wellbeing Report which looks back over the Council's performance for 2022/23.</li> <li>3. It is an update on the council's progress against the Transitional Plan 2022-23.</li> <li>4. The Council is asked to:               <ul style="list-style-type: none"> <li>• <b>agree the content of the 2022/23 Annual Performance / Wellbeing Report and adopt it as a fair and complete reflection of the Authority's work over that period</b></li> </ul> </li> </ol>

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

<b>C – Why is this a decision for the Executive?</b>
n/a

<b>CH – Is this decision consistent with policy approved by the full Council?</b>
Yes

<b>D – Is this decision within the budget approved by the Council?</b>
Yes

**E – Impact on our Future Generations(if relevant)**

1	How does this decision impact on our long term needs as an Island?	<p>The Annual Performance Report gives a snapshot of the work undertaken by the Council over the last financial year as well as the KPI performance against the Council’s Transitional Plan 2022/23 and the Council Plan.</p> <p>All 3 wellbeing objectives listed in the Council Plan consider the long term needs of the Island</p> <ol style="list-style-type: none"> <li>1. Ensure that the people of Anglesey can thrive and realise their longterm potential</li> <li>2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible</li> <li>3. Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment</li> </ol>
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	N/A as it’s a report on work that has been undertaken
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	N/A
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	Anglesey residents were consulted before the drafting of the Council Plan in 2017.

5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	N/A
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	N/A
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	N/A

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Senior Leadership Team (SLT)</b> (mandatory)	This was considered by the Leadership Team and their comments are reflected in the report
2	<b>Finance / Section 151</b> (mandatory)	Comments are reflected in the report
3	<b>Legal / Monitoring Officer</b> (mandatory)	Comments are reflected in the report
4	<b>Human Resources (HR)</b>	
5	<b>Property</b>	
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Procurement</b>	
8	<b>Scrutiny</b>	Was considered by Corporate Scrutiny on the 19/9. The Committee Chairman will feedback in this meeting.
9	<b>Local Members</b>	

<b>F - Appendices:</b>
Annual Performance / Wellbeing Report 2022/23

<b>FF - Background papers (please contact the author of the Report for any further information):</b>
<ul style="list-style-type: none"> <li>• Transitional Plan 2022-23</li> <li>• Council Plan 2017-22</li> <li>• Annual Performance / Wellbeing Report 2021/22</li> </ul>



# Annual Performance / Wellbeing Report 2022/23

**Prepared by** – Transformation Service

**Publication date** – October 2023

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

## Introduction

Welcome to the Annual Performance Report for the year 2022/23, an overview of the work undertaken by the Council over the past year in collaboration with our resilient community. As Council Leader and Chief Executive, we are proud to present a year of notable achievements that have contributed to several improvements on our island.

Throughout the year, we've navigated challenges brought about by the cost of living crisis with a spirit of unity and support. Our community has illustrated the strength of togetherness, extending helping hands to neighbours and fellow residents alike in times of need.

This report captures the endeavours that have shaped our progress, from re-energising the local economy and embedding positive economic change to sustainable initiatives and maintained and modernised critical community services across the island. We also enabled the visitor and hospitality sector to capitalise on the Island's increased popularity whilst protecting our assets and communities. Our shared commitment to growth and development is evident in each project we've undertaken.

Looking forward the path ahead holds promise and potential. The newly launched Council Plan for 2023-2028 will provide a focal point for all our future decision-making; a framework to plan and drive forward priorities; shape annual spending; monitor performance and progress made. The plan was created with input from residents, businesses, stakeholders, and partners. At its core is our desire to continue to work with them to ensure the best possible services, improve the quality of life for all and create opportunities for future generations.

In conclusion, we extend our gratitude to our dedicated staff for their hard work and commitment over the past year. To our community, your resilience and compassion fuel our shared journey toward progress. This report stands as a testament to what Anglesey can achieve when we work hand in hand.



**Llinos Medi**  
Council Leader

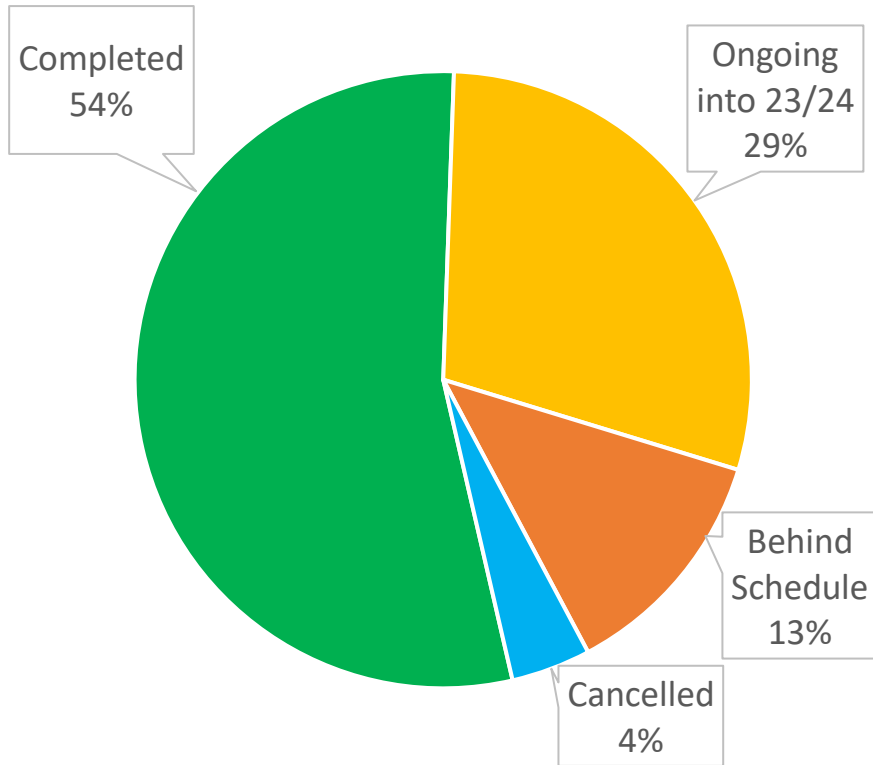


**Dylan Williams**  
Chief Executive

# Key Highlights

Some of the key highlights for this year's performance can be found below. For information on how we monitor performance visit [www.anglesey.gov.wales/en/Council/Performance/Council-Plan/Performance-management.aspx](http://www.anglesey.gov.wales/en/Council/Performance/Council-Plan/Performance-management.aspx)

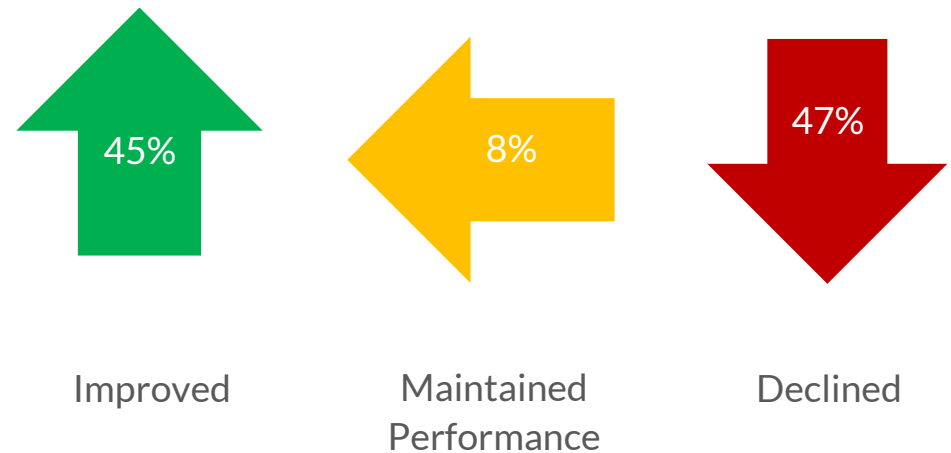
## Progress against the Transitional Plan



## Key Performance Indicators Results 2022/23



## Key Performance Indicators Year on Year Performance





## Development against the work streams of the Transitional Plan

Updates against each key priority for the Transitional Plan activities that were completed are discussed in this next section of the report.

Progress reports against the key actions undertaken on our current work plan can be found below:

### A. Re-energising the local economy and embedding positive economic change

Key Actions	What we did in 2022/23	RAG
<p>1. Construct 6 new business units on the <b>Bryn Cefni Business Park (Tregarnedd), Llangefni</b> and prepare an additional 6 plots for sale on the open market.</p> <p>Construct 7 new business units at <b>Penrhos in Holyhead</b> (in collaboration with the Welsh Government)</p>	<p>Constructed and let 6 new business units on the Bryn Cefni Business Park in Llangefni.</p> <p>Constructed additional 7 business units at Penrhos, Holyhead, but slight delay in completion due to changes in statutory safety obligations.</p>	
<p>2. Strengthen the role of <b>Holyhead and the Port</b> as a key International ‘Gateway’ by working with partners to deliver a range of projects, including:</p> <ol style="list-style-type: none"> <li>a. Repair of the Breakwater</li> <li>b. Development of the Port including land reclamation</li> <li>c. Holyhead Hydrogen Hub</li> <li>d. Station improvements</li> </ol>	<p>We strengthened the role of Holyhead and the Port as a key International ‘Gateway’ by collaborating with partners to deliver a range of projects throughout the year. We influenced the process to secure £20m in funding March 2023 from the UK Government to repair the Holyhead Breakwater.</p> <p>Anglesey's initial Freeport bid has been successful. The bid was jointly developed through an equal partnership between the Isle of Anglesey County Council and Stena Line. Work is ongoing to prepare an Outline Business Case.</p> <p>Securing Freeport status for the Island has the potential to deliver real, transformational change in communities across Anglesey and North Wales.</p>	

Key Actions	What we did in 2022/23	RAG
	<p>Planning permission for the Holyhead Hydrogen Hub has been approved. The first of its kind in Wales, the Hub will be constructed by Menter Môn, working alongside the Council. The development is currently at construction phase and is expected to be in operation by 2025.</p> <p>The Council secured £2.9m from the European Union and Welsh Government, through Visit Wales, to deliver a package of tourism improvement schemes in Holyhead, including:</p> <ul style="list-style-type: none"> <li>• improved visitor signage and wayfinding</li> <li>• Roman Fort area enhancement as a key heritage attraction</li> <li>• refurbishment of Swift Square visitor public conveniences</li> <li>• improvements to visitor facilities at Holyhead Breakwater Country Park</li> <li>• match-funding a number of Holy Island Landscape Partnership improvement schemes</li> </ul> <p>See Point 8 also.</p>	
<p>3. Deliver projects identified in the <b>North Anglesey Economic Regeneration</b> Action Plan, including:</p> <ol style="list-style-type: none"> <li>a. North Anglesey Small Business and Community Grant fund</li> <li>b. <b>Amlwch Port</b> Signage Strategy</li> <li>c. Concept proposal for parkland on Cymdeithas (formerly Anglesey Charitable Trust Land at <b>Amlwch Port</b>)</li> <li>d. Continue to pursue opportunities for new business unit provision</li> </ol>	<p>The North Anglesey Economic Regeneration Action Plan has successfully delivered £50,000 in small funding grants to 12 organisations from North Anglesey.</p> <p>A Signage Strategy to improve the signage at Amlwch Port has been completed with a view to installing new infrastructure in 2023-24.</p> <p>£50,000 funding from the Anglesey Enterprise Zone was secured to develop plans for business units at Stryd Mona, Amlwch. Planning permission will be sought in 2023/24.</p> <p>A parkland proposal, in close collaboration with the Cymdeithas, has been prepared in preparation for public consultation in 2023</p>	

Key Actions	What we did in 2022/23	RAG
e. New MonCF North Anglesey hub in <b>Amlwch</b> town centre	Welsh Government Transforming Towns urban regeneration and NDA socio-economic grants were used to open a MônCF North Anglesey hub in Amlwch town centre in June 2022.	Yellow
4. Support the delivery of the <b>North Wales Growth Deal</b> (Covid recovery prospectus) to support the priority areas to help our economy to recover in the short term	The Council has supported the delivery of the <b>North Wales Growth Deal</b> (Covid recovery prospectus) to support the recovery of the local economy: Some of the projects undertaken include: <ul style="list-style-type: none"> <li>• Holyhead Gateway</li> <li>• Cydnerth (Morlais), Holyhead</li> <li>• Low Carbon Energy Centre of Excellence (Egni), a Low Carbon Energy Centre of Excellence at Bangor University and M-Sparc</li> <li>• Glynllifon Rural Economy Hub, Gwynedd</li> <li>• Parc Bryn Cegin, Gwynedd</li> <li>• Trawsfynydd Small or Advanced Modular Reactors, Gwynedd</li> </ul>	Yellow
5. Establish a new <b>Port Health Authority</b> to undertake new border control responsibilities and checks	The Council's plans to establish a new Port Health Authority were delayed until 2023/24 following an announcement by the UK Government to delay the introduction of new border checks. The Council continued to engage with Welsh Government and other stakeholders to ensure local arrangements will be robust and affordable.  Further discussions by the Cabinet Office to be held regarding the Border Targeted Operating Model (BTOM) with final publication earmarked towards the end of Summer 2023.	Blue
6. Continue to deliver on a green, sustainable recovery and enhancing the vitality and viability of <b>Town Centres</b> <ol style="list-style-type: none"> <li>a. Undertake an audit of Anglesey town centres to identify potential improvements</li> </ol>	Public Wifi & footfall counters have been installed in Llangefni, Menai Bridge, Porth Amlwch, Rhosneigr, Traeth Bychan.  The Council addressed empty and problematic buildings by securing £250,000 in the Processing and Marketing Grant Scheme (PMG) funding as well as applying for other funding opportunities from Cadw. PMG supported	Green



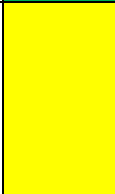

Key Actions	What we did in 2022/23	RAG
<ul style="list-style-type: none"> <li>b. Address empty and problematic buildings</li> <li>c. Develop and deliver landscape and tree planting projects</li> </ul>	<p>facilities at Canolfan Glanhwfa and Hwb Mencap, Llangefni have been opened.</p> <p>The Council developed and delivered landscape and tree planting projects during the year, including work on 20 Ynys Cybi Landscape Partnership funded schemes. £25,000 was also secured from Welsh Government and used to support new allotments in Llanfairpwll and the upgrading of existing ones in Holyhead.</p>	
<p>7. Continue to progress the <b>Energy Island Programme</b></p> <ul style="list-style-type: none"> <li>a. Engage and influence the development of a potential new nuclear power station at Wylfa</li> <li>b. Work with major project developers to ensure their proposals deliver local benefits, and mitigate negative impact</li> <li>c. Review and update the programmes purpose and objectives to be more aligned with UK Government and Welsh Government's climate and energy policy, requirements, and commitments</li> </ul>	<p>The Energy Island Programme (EIP) continued to engage with developers to advice and influence energy development proposals throughout the year. This is to ensure a sustainable form of development with impacts removed and benefits maximised.</p> <p>Effective engagement continued with all the developers and stakeholders to advise and influence on sustainable forms of development including fully participating in the statutory consenting process both where the Council is the Local Planning Authority and Local Host Authority. Engagement has included the following projects:</p> <ul style="list-style-type: none"> <li>• Potential new nuclear at Wylfa</li> <li>• Morlais Tidal Array Demonstration Zone</li> <li>• Fferm Solar Traffwll</li> <li>• Holyhead Hydrogen Hub</li> <li>• Fferm Solar Porth Wen</li> <li>• Awel y Mor Wind Farm</li> <li>• Mon Solar Farm</li> <li>• Carrog Battery Energy Storage System</li> <li>• Mona and Morgan Wind Farms</li> <li>• Decommissioning of the Wylfa Magnox Power Station</li> <li>• Alaw Mon Solar Farm</li> </ul>	

Key Actions	What we did in 2022/23	RAG
	<p>With regards to a potential new nuclear development at the allocated Wylfa site, the EIP has continued to engage with UK Government, Great British Nuclear (GBN) and Welsh Government.</p> <p>The EIP has continued to work with developers to ensure that their proposals deliver local benefits in alignment with the Councils adopted Community Benefit Contribution Strategy.</p> <p>A review of the EIP was undertaken towards the end of 2021. The review confirmed that a refreshed EIP has never been more important or relevant to enable projects and opportunities to be maximised, realign priorities, respect the uniqueness of the Island environment and to drive economic growth on the Island.</p> <p>The EIP has and is continuing to support with the successful Freeport status bid.</p>	
<p>8. Develop and pursue UK Government <b>Levelling Up and Community Renewal Funding support</b></p>	<p>A major funding bid that will help reverse the decline of Holyhead town centre and spark its regeneration was approved by the UK Government.</p> <p>The 'Holyhead: A culture and heritage driven transformation' bid will help increase pride of place for residents. It will help transform the town by securing £22.5m of investment, including £17m from the Levelling Up Fund, and deliver more than £54m in benefits to the local community.</p> <p>The programme includes an exciting package of projects to -</p> <ul style="list-style-type: none"> <li>• increase employment</li> <li>• improve the town centre offer and visitor experience;</li> <li>• increase footfall and spending;</li> <li>• provide modern floor space to meet business needs and increase access to the arts, culture and leisure.</li> </ul>	

Key Actions	What we did in 2022/23	RAG
9. Work with <b>local businesses</b> to empower and enable them to exploit opportunities provided by Council contracts through a revised procurement process	The Council worked and continues to work with local businesses to empower and enable them to exploit opportunities provided by Council contracts. The work is undertaken through Sell2Wales and Meet the Buyer notices of possibilities and opportunities on Anglesey are promoted.	Orange
10. Continue to deliver <b>Welsh Government grants</b> to businesses	No new Welsh Government business grants were announced during the year.  New grants are anticipated in 2023/24 including UK-SPF funded small business grants and new 'enterprising communities' grants under WG-funded Arfor 2 scheme.	Yellow

**B. Enabling the visitor and hospitality sector to capitalise on the Island's increased popularity whilst protecting our assets and communities**

Key Actions	What we did in 2022/23	RAG
1. Preparing new <b>Destination and AONB (Area of Outstanding Natural Beauty)</b> Management Plans	Drafts of the Destination Management Plan and AONB Management Plan were developed during the year. The final drafts will be presented to the Executive during 2023/24.	Yellow

<p>2. Investing to improve the quality and enjoyment of the <b>Breakwater Country Park, Dingle</b> and <b>maritime infrastructure</b> for the benefit of local residents and visitors</p>	<p>A new modern visitor centre was opened at Holyhead’s award-winning Breakwater Country Park as part of an all-Wales scheme to create and improve key visitor facilities. The new centre forms part of a wider investment programme to improve the visitor appeal and experience in Holyhead, which is seeing a record number of cruise ship visits in 2023 with more planned in 2024.</p> <p>Pupils at Ysgol Gyfun Llangefni planted 500 oak trees at the Dingle Local Nature reserve. to raise awareness of the importance of tree planting to combat the climate change emergency. It is also hoped that the pupils will develop a sense of ownership of the Dingle, ensuring that the trees and the nature reserve in general are respected in the future. Improvements have also been made to the Dingle boardwalks as well as further plans for improvement into 2023/24.</p>	
<p>3. Welcoming <b>40+ cruise ship</b> visits to Anglesey / North Wales safely during Season 2022</p>	<p>42 Cruise Ships were welcomed during the 2022 season with visitors from all over the world visiting the island and the wider North West Wales region.</p>	
<p>4. Delivering small scale visitor infrastructure improvements at popular locations to improve <b>local residents and visitors experiences</b>, as well as positively influence visitor behaviour</p>	<p>The Capital funding secured for this project has been deferred to 2023/24, due to the need for a review and assessment of the current needs of the Service, in order to make full use of the funding.</p>	
<p>5. Establishing an <b>Anglesey Leisure Cycling &amp; Active Travel</b> programme of works</p>	<p>Authorities in Wales are required to produce maps of walking and cycling networks in their local area, known as Active Travel Network Maps (ATNMs). These maps are designed to show two main things:</p> <ol style="list-style-type: none"> <li>1. Existing routes – those current walking and cycling routes</li> <li>2. Future routes – new routes that the local authority proposes to create in the future</li> </ol>	

	<p>Our ATNM was approved by the Welsh Government in August 2022 and it sets out the aspirations that the Council has in place for improving local active travel routes at the following eight settlements on the island:</p> <ul style="list-style-type: none"> <li>• Llangefni</li> <li>• Llanfairpwll</li> <li>• Valley</li> <li>• Benllech</li> <li>• Menai Bridge</li> <li>• Amlwch</li> <li>• Holyhead</li> <li>• Gaerwen</li> </ul>	
<p>6. Changing the way we work with residents and communities by raising awareness and buy in to <b>Place Shaping</b> as a means of enhancing community resilience</p>	<p>The Place Shaping Programme continues to be delivered by the Council in partnership with Medrwn Môn.</p> <p>The programme works with local communities to create comprehensive asset maps and to date has established 7 community-based Alliances to work with statutory bodies to prioritise where spending should be targeted to identified community needs.</p> <p>Alliances bring together community groups, individuals, volunteers, town and community councils, local businesses and anyone interested in working together to make the areas that they live and work in more independent and resilient.</p>	



## C. Maintaining and modernising critical community services such as Care and Education across the island

Key Actions	What we did in 2022/23	RAG
<p>1. Ensure we reduce the requirement for <b>emergency and temporary accommodation</b> units by <b>sourcing permanent homes</b> for individuals who currently reside in temporary accommodation</p>	<p>The Council continues to be committed to ensuring that everybody has a place to call home.</p> <p>During 2022/23, around 130 people were moved into private or social housing from emergency and temporary accommodation units during the year.</p>	<p>Green</p>
<p>2. Prepare and adopt a <b>Climate Change Plan</b> to protect future generations and communities</p>	<p>The Isle of Anglesey County Council declared a climate emergency in September 2020 making a commitment to become carbon neutral by 2030.</p> <p>Consequently, the council have agreed a 'Towards Net Zero Plan 2022 to 2025' which outlines its commitment to the climate emergency and how it intends to transform to become a net zero organisation.</p> <p>The implementation of the plan during the year is overseen by the Corporate Programme Board.</p>	<p>Green</p>
<p>3. Building <b>83 new energy efficient homes</b> with A energy performance ratings in line with our Low Carbon Strategy to meet local demand and ensure individuals within communities have opportunities to have affordable home across a wide range of tenures to meet their housing need</p>	<p>38 new energy efficient homes with A energy performance ratings have recently been built by the Council. The old school sites at Maes yr Ysgol, Holyhead, Ysgol Llaingoch, Holyhead and Ysgol Llanfachraeth have been transformed into new and modern social housing.</p> <p>The properties have been allocated to eligible tenants using the common housing policy and Tai Teg affordable housing register, both of which give priority to residents local to the area.</p> <p>Construction is also underway for 10 new properties at Lôn Lwyd in Pentraeth and 6 new properties on the old Beaumaris Social Club site.</p>	<p>Yellow</p>

Key Actions	What we did in 2022/23	RAG
	<p>Plans for new housing are in operation at the following locations –</p> <ul style="list-style-type: none"> <li>• The old Ysgol Niwbwrch site in Newborough (14 homes)</li> <li>• The old Ysgol Thomas Ellis site in Holyhead (15 homes), Kings Road in Holyhead (7 homes)</li> <li>• The old Plas Penlan site in Llangefni (12 homes)</li> <li>• Gwel y Llan in Llandegfan (25 homes).</li> </ul>	
<p>4. Further develop <b>Cartrefi Clyd</b> on Anglesey in <b>Rhosybol, Holyhead and Llangristiolus</b> with a view of offering respite and <b>Day Care service for children with a disability</b></p>	<p>The Cartrefi Clyd initiative emphasises the importance of giving children individual time and attention. This helps to foster valuable relationships and ensure that the children receive positive life experiences that enable them to develop into emotionally healthy adults.</p> <p>These positive life experiences also helps the children to become part of their local community and ensures they can access services like any other child.</p> <p>The Cartrefi Clyd initiative has been awarded the 2022 Children in Care Award at the Children and Young People Now 2022 Awards for its success in providing looked after children with safe, caring and nurturing homes.</p> <p>The Children in Care Award recognises the contribution made by a local authority or care provider to improve outcomes for looked-after children or young people, whether in residential care, foster care or other types of placement.</p>	
<p>5. Progress a new <b>Extra Care facility</b> in the South of the island</p>	<p>A site on Council owned land near Tyddyn Mostyn, Menai Bridge has been identified as the best location to develop an extra care provision in the South of the Island.</p> <p>This scheme will help address the need for extra care facilities in the area by providing approx. 40 apartments with the potential to include 15 registered specialist residential care rooms, as well as space to locate a Community Resource Team which includes health and social care staff to serve the south of the Island.</p>	

Key Actions	What we did in 2022/23	RAG
	<p>During the year site investigations have been undertaken and the Council are currently preparing planning documents.</p> <p>A planning application is expected during 2023/24.</p>	Green
6. Review and re-commission <b>Day Care provision for Adults with Learning Disabilities</b>	<p>Work is underway to formalize the community provision through a consistent contractual approach and to strengthen community opportunities across the Island.</p> <p>We have developed and implemented some inhouse day opportunities within our communities and clients have been attending these new opportunities. Further work is planned for 2023/24.</p>	Amber
7. Review and re-commission <b>Supported Living provision for Adults with Learning Disabilities</b>	<p>A review of the supported living provision is currently being undertaken; however, it remains in the early stages of the project. Further work is planned for 2023/24.</p>	Amber
8. Progressing <b>new primary school facilities in Llangefni</b>	<p>A new site for Ysgol Corn Hir was opened in April 2023.</p> <p>The £10m project contracted to Wynne Construction features the latest facilities and resources in a modern design will well equipped classrooms and outdoor areas for play and learning.</p> <p>An official ground breaking ceremony was held in January 2023 to mark the start of work to build a new Net Zero Carbon extension at Ysgol y Graig, Llangefni.</p> <p>The cost of the new Foundation Phase unit will be in the region of £10.5 million.</p> <p>Both these projects will increase the capacity in the Llangefni area to meet the increased demand for primary education. The projects are part funded by the Welsh Government's Sustainable Communities for Learning Programme.</p>	Green

Green = Completed, Yellow = On Track, Amber = Has fallen behind timescales, but identified mitigating actions mean that it could catch up, Red = Failure against schedule. Requires Programme Board or Leadership Team guidance regarding the way forward

## Performance Monitoring Results

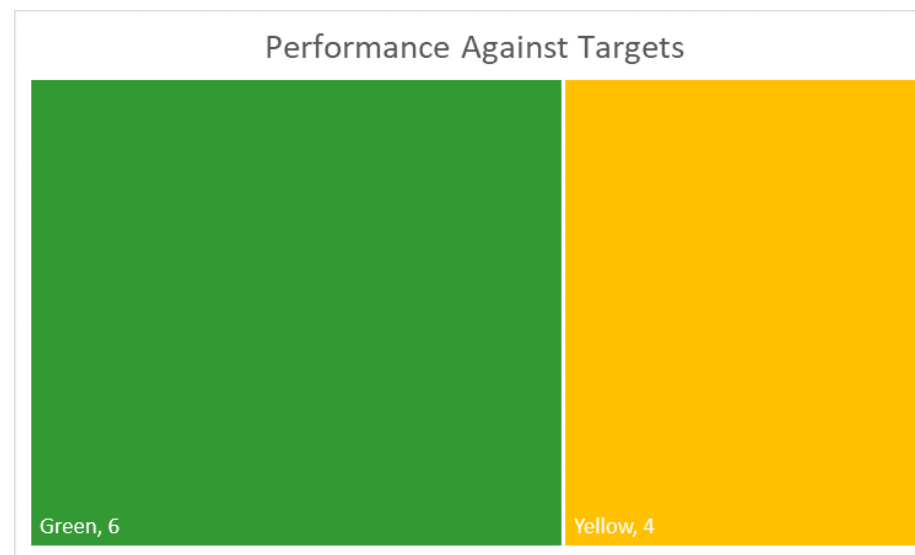
The performance monitoring of KPIs continue to be aligned to the Councils' three wellbeing strategic objectives as are the outputs of the work related above:

- Wellbeing Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
- Wellbeing Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
- Wellbeing Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

Analysis of the performance for each Wellbeing Objective can be viewed below -

### Wellbeing Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential

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, all performed well with all indicators being either green or yellow against their targets.



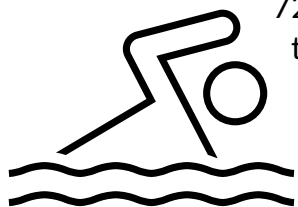
**Some examples of the good performance seen during the year include:**

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.



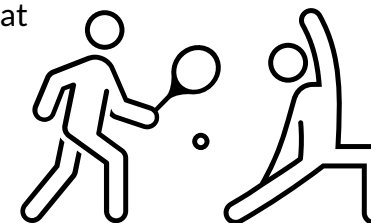
80 properties have been brought back into use against a target of 50 (indicator 11). Once again, the use of the Council Tax Premium has proved fruitful here and it's positive that there are 80 less empty properties within our communities.

Number of empty homes brought back into use



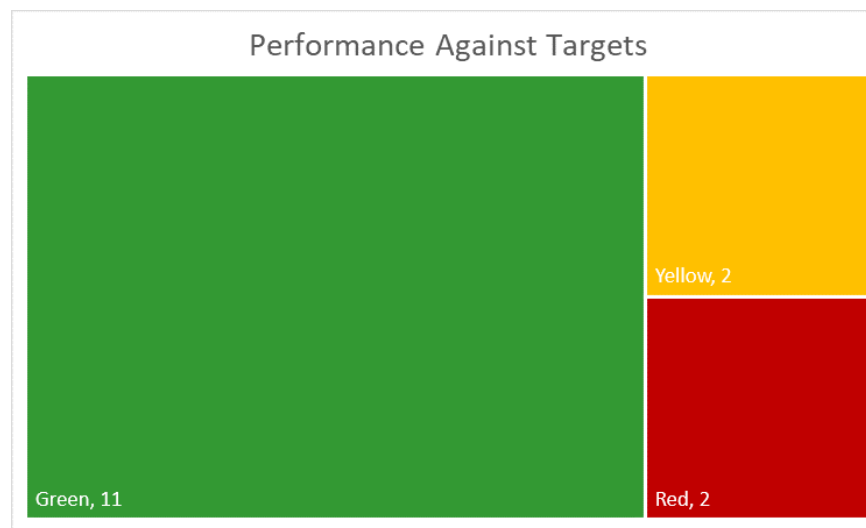
72% of clients attending the NERS programme completed the course and 78% believed that the programme has made a positive impact on their health.

There were 514k visits to Leisure Centres during the year, an increase of 151k on 2021/22 and the highest total since pre-Covid levels. This demonstrates that the improved facilities and activities available to residents are desirable in an ever-increasing competitive industry.



## Wellbeing Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible

Performance against the indicators for **Wellbeing Objective 2** demonstrate good performance once again. 11 indicators (73%) are Green whilst 2 indicators (13%) are Yellow against their targets for the year.

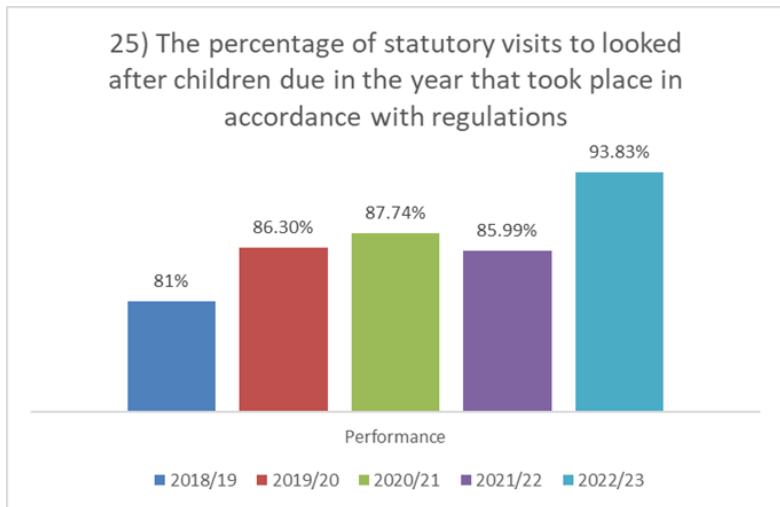


Some examples of the good performance seen during the year include:

The Adult Services indicators are all Green against targets.

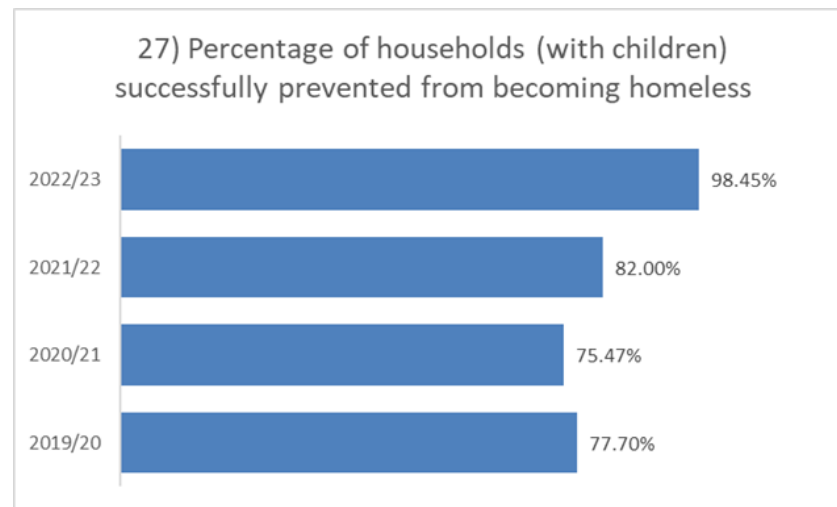


All but one of the Children and Families Service indicators (indicators 20 – 25) are above or within 5% of targets for the year. The number of statutory visits to looked after children was a particularly good performance at 93.83% compared to previous years

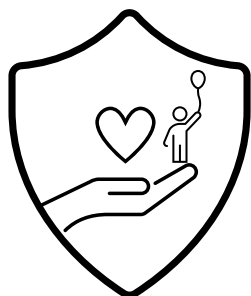


KPI	Performance	RAG
20) Percentage of child assessments completed in time	86.75%	Yellow
21) Percentage of children in care who had to move 3 or more times	6.15%	Green
22) The percentage of referrals of children that are re-referrals within 12 months	14.35%	Green
24) The percentage of referrals during the year on which a decision was made within 1 working day	98.31%	Green
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	93.83%	Green

The Homelessness indicators (Indicators 26 + 27) for the Housing Service have also demonstrated good performance with both green against targets. The targeted funding for homelessness has made a great difference where 98.45% of households with children were prevented this year compared to previous performance



We do however note that two indicators have underperformed during the year against wellbeing objective 2, with both being red against targets.



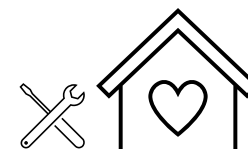
The average length of time for all children who were on the CPR during the year, and who were de-registered during the year – is Red with a performance of 303 days against a target of 270 days.

The performance is a decline on the 287 days seen at the end of Q3, although it is a slight improvement on the 318 days reported at the end of 2021/22.

This indicator calculates those children who have been removed from the child protection register within the last twelve months on a rolling basis. An alternative indicator to measure the average length of time for all children spent on the child protection register (CPR) demonstrates a healthy performance of 166 days. The monitoring of this indicator will improve the performance against indicator 23 into the future and will ensure that the children on the

CPR are only on it for the necessary time to make a decision.

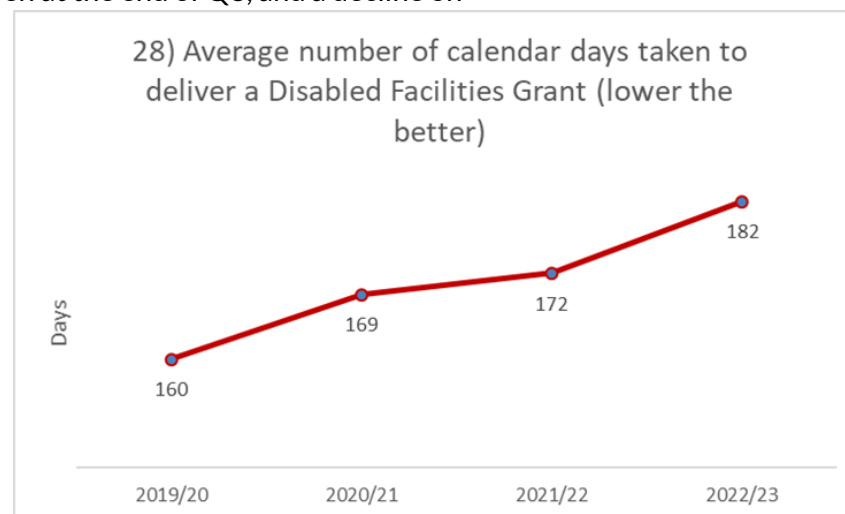
The average number of calendar days taken to deliver a Disabled Facilities Grant – is Red with a performance of 193 days against a target of 170 days. This performance is a decline on the 182 days seen at the end of Q3, and a decline on previous year’s performances.



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.

To mitigate this underperformance the DFG Policy is to be reviewed which will include drawing up a service level agreement and agreeing key performance indicators for the delivery of DFG adaptations into the future.

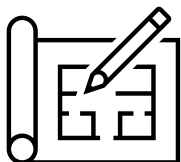




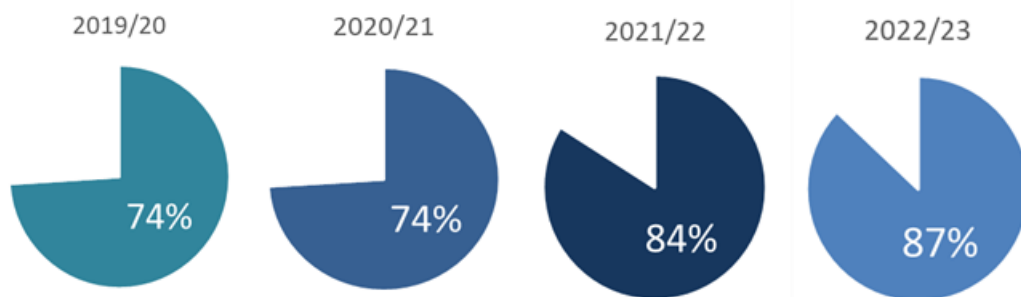
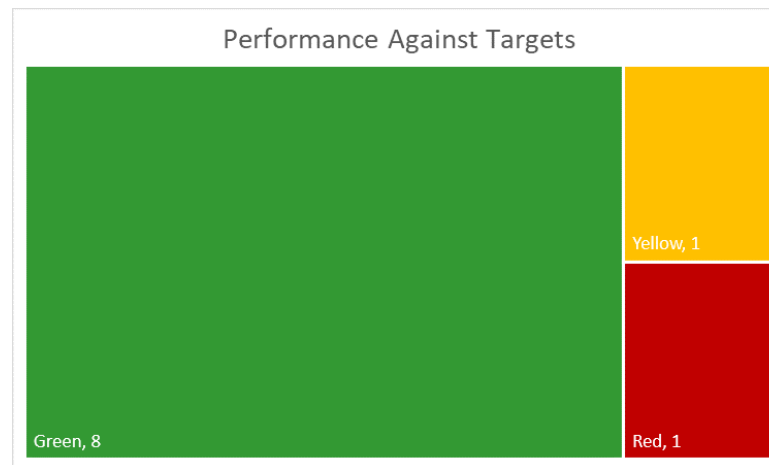
## Wellbeing Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

Performance against the indicators for **Wellbeing Objective 3** has also been good at 90% above or within 5% of their targets for the year.

The indicators that have performed well in the year include:



Planning applications determined within timescale which was Green against target at 91%. This is also the best performance for this indicator in the last four years (79% in 2021/22, 79% in 2020/21 and 90% in 2019/20).

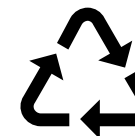


The percentage of planning enforcement cases investigated within 84 days

The percentage of planning enforcement cases investigated within 84 days has also demonstrated an improved performance (87%) compared to previous years (84% in 2021/22, 74% in 2020/21 and 74% in 2019/20). This is encouraging and demonstrates that improvements implemented by the Regulation and Economic Development service staff are making a difference to performance.

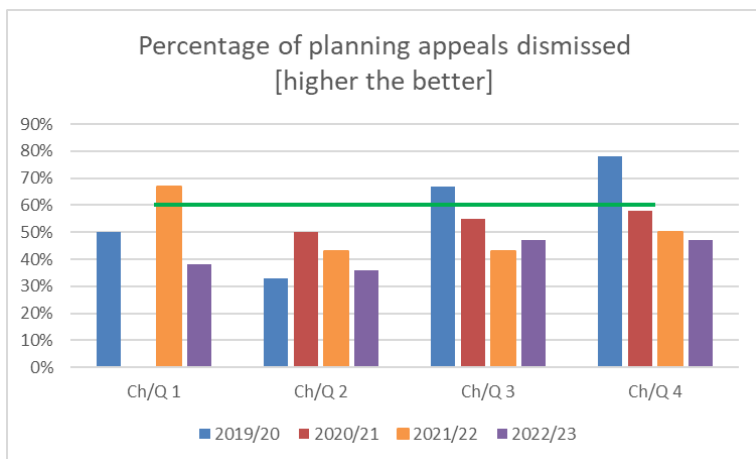
KPI	Performance	RAG
31) Percentage of streets that are clean	96%	Green
32) Percentage of waste reused, recycled or composted	63.47%	Yellow
33) Average number of working days taken to clear fly-tipping incidents	1	Green
34) Kilograms of residual waste generated per person	207kg	Green

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 year were clean of any waste and this was the best performance of the last four years (95.5% in 2021/22, 92% in 2020/21 and 93.79% in 2019/20).



The three highways indicators related to the Islands' A, B and C road condition surveys (indicators 38 – 40) are Green against targets and have improved compared to 2021/22. The largest improvement can be seen in the condition of our A roads where only 2.6% were of a poor condition in 2022/23 compared to 3% in 2020/21 and 4.6% in 2019/20. The additional funding received, a combination of both capital funding and a Welsh Government grant, was a contributing factor to the improvements.

KPI	Performance	RAG
38) Percentage of A roads in poor condition (annual)	2.6%	Green
39) Percentage of B roads in poor condition (annual)	2.6%	Green
40) Percentage of C roads in poor condition (annual)	7.6%	Green



The only indicator underperformed against target for the year was the percentage of planning appeals dismissed with a performance of 47% against a target of 65%. This is a slight decline on the performance demonstrated in 2021/22 (50%).

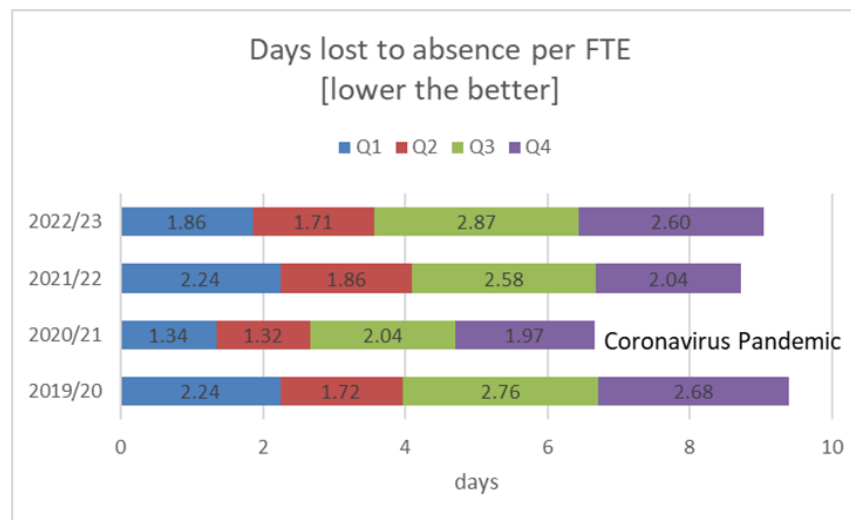
This indicator relates to a small number of planning appeals, the number of which can fluctuate greatly from one quarter to the next. Three of the five appeals during Q4 were dismissed resulting in a total of nine out of the nineteen appeals being dismissed for the year.

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.

## Corporate Health Indicators

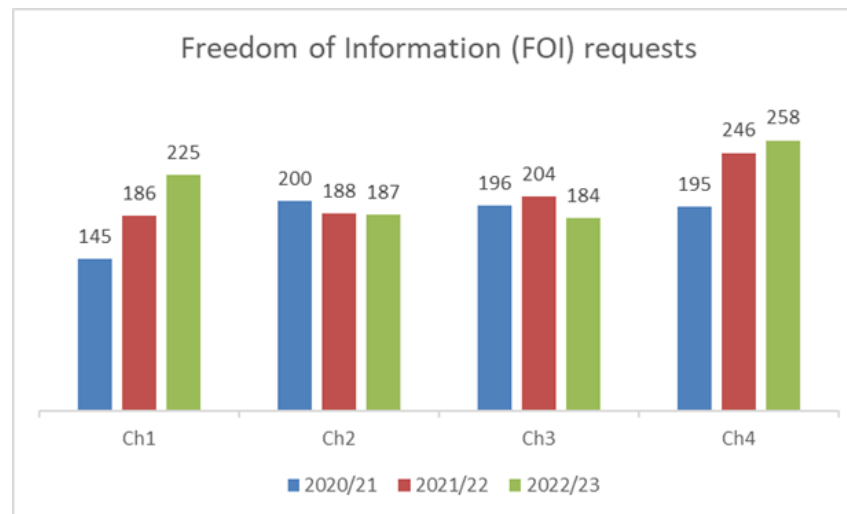
When analysing the corporate health indicators (People / Financial / Customer related) for the year, it is encouraging to note that the majority (80%) of the indicators monitored performed well against targets (Green or Yellow RAG). Some of the highlights are noted below.

- The Council is yellow against its **staff attendance** KPI with 9.15 days lost to absence per FTE against a target of 8.75 days lost to absence per FTE. This compares favourably against previous years monitored (except for 2020/21). This is encouraging and demonstrates the commitment of staff.
- The indicators monitored within the Customer Service section did not highlight any great cause for concern with the indicators performing well against targets on the whole.



- The total % of **written responses to complaints within 15 days (Social Services)** was Red with a performance of 70% against a target of 80%. This indicator is known and recognised to be challenging due to the complicated nature of the complaints and the multi-agency responses often required. 19 of the 27 complaints received were discussed with the complainant within 5 working days, and 6 of the 8 late written responses were agreed with the complainant in advance of being identified late as noted in the complaint protocol. The overall performance of 70% is however a slight improvement on the 66% as seen at the end of 2021/22.

- The % of FOI requests responded to within timescale demonstrates that 72% of the responses were within timescale against a target of 80%. The challenge from 2023/24 onwards is that the target is set to increase to at least 90%. Further work is required to identify the types of requests that are late, why there is an increase in requests and where responses can be improved so that the Council are in a better position to achieve the target.



- The financial management section forecasts an underspend of £1.212m for the year ending 31 March 2023. This result is welcomed and improves the Council’s financial position. The net underspend has contributed to an increase in the Council’s General Balances with an underlying available sum of £10.2m, which is £1.4m above the minimum recommended value moving forward (5% of the 202324 net revenue budget). The outturn financial position shows a continued demand for services however, particularly in Social Care and Homelessness. Given the current cost of living crisis it is anticipated that these pressures will remain in 2023/24.
- The forecast underspend on the Capital Programme 2022/23 is £13.477m, with this being slippage into the 2023/24 Capital Programme.
- The revenue and capital accounts are considered by the Finance Scrutiny Panel where any underspends are scrutinised thoroughly before a progress report is presented to the Corporate Scrutiny Committee on a quarterly basis.

The overall performance within this section demonstrates that reasonable assurance can be provided 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.

## Cost of Living response

When the Council agreed on the Transitional Plan back in December 2021, we were in a worldwide pandemic. The Transitional Plan provided the operational parameters for officers to deliver key strategic objectives during the island's immediate post-pandemic recovery period.

Little did we know that the cost of living for all would increase significantly and the annual rate of inflation reached 11% in October 2022. There are many reasons for the increases, however the result is that everyday essentials like food and household bills have increased more quickly than the average household income. This in turn has led to many families and individuals struggling to cope with the additional financial pressures and has resulted in an increased demand on Council services.

The Welsh Government provided grant funding to allow the Council to provide help to local residents experiencing difficulties arising from the cost of living crisis. The fund could be used to provide direct grant support to local residents, to fund the purchase of equipment which would lower costs faced by residents over the winter period or to provide funding to local organisations who were also providing support to local residents. A sum of £585,000 was provided by Welsh Government and, in addition, any underspend from the Cost of Living national scheme could be added to the grant funding received. This gave a total funding pot of £735,000.

Listed below are just some of the things that the Council supported during the year:

- **22,500 people** received additional funding of £150
- Armed Forces Veterans received additional funding through the SAAFA
- **290 Households** who were moving out of emergency accommodation were supported
- **327 residents and households** who were assessed as facing financial hardship by the Anglesey CAB and J.E.O'Toole Centre received additional funding
- **369 Energy efficiency packs** were distributed through the Warm Spaces programme to reduce energy consumption
- **3,500 people** attended one of the 420 Warm Spaces Sessions throughout our communities
- Anglesey Food Bank received additional funding to cover salary costs due to the increase in demand
- The Samaritans were provided additional funding to help people experiencing mental health issues
- **400 households** received Christmas food vouchers which they could spend at their local shops
- Financial support was provided to Kidney Care Wales and the MS Society for residents with severe medical conditions who faced increased heating / electricity costs
- Funding was provided to Ynys Môn Homelessness, Cynefin, Wallich Clifford and Medrwn Môn who provide essential services to residents as part of the Housing Support grant
- 2 local oil companies received funding to assist residents struggling to afford oil to heat their homes
- Funding was provided to Menter Môn to provide nutritious food made locally and made available in local community freezers – in total around **4150 meals** were distributed to 10 local community freezers during 2022/23
- Funding support was provided to foster parents towards fuel or food
- Anglesey Good Food project (Bwyd Da Môn) received funding to provide a subsidy to around **110 residents**

## Overall Performance

The Council has demonstrated good progress and commitment in various domains over the past year. Notable achievements include:

- the successful construction and letting of business units at Bryn Cefni Business Park;
- the efforts to strengthen Holyhead and the Port as an international gateway;
- securing funding for the transformation of Holyhead town center through the Levelling Up Fund;
- a modern visitor centre at the Breakwater Country Park;
- tree planting initiatives at the Dingle Local Nature reserve which contributes to combatting climate change and fosters a sense of environmental stewardship among our youth;
- improving existing and future walking and cycling routes through the Active Travel Network Map (ATNM);
- the Place Shaping Programme's collaboration with Medrwn Môn showcases a community-driven approach to creating independent and resilient areas;
- the Cartrefi Clyd initiative was awarded the 2022 Children in Care Award at the Children and Young People Now 2022 Awards;
- around 130 people were moved into private or social housing from emergency and temporary accommodation units during the year;
- 38 new energy efficient homes with A energy performance ratings were built by the Council;
- the opening of the new Ysgol Corn Hir site and the development of a net zero carbon extension at Ysgol y Graig.

The Scorecard results also demonstrate good performance with 71% of the indicators being green against targets and an additional 20% being within 5% of their targets for the year. Despite this healthy performance we also acknowledge that further work is required and in particular with regards to the indicators that were Amber or Red for the year as well as the indicators that demonstrated a year on year decline (47%) on performance. There will be efforts made over the forthcoming year to improve the underperforming indicators as well as improving and maintaining the good performance. These efforts will continue to be monitored on a quarterly basis through the Corporate Scorecard Report that will be overseen by the Leadership Team and scrutinised by the Executive and Corporate Scrutiny Committees throughout the year.

Looking ahead, the new Council Plan for 2023-2028 will look to build upon the good work that was undertaken in the implementation of the previous Council and Transformation Plans. The new plan was developed using the views of local people, partners, political priorities and the Welsh Government's Well-being of Future Generations (Wales) Act.

The work has identified the following six strategic objectives that the Council will look to develop over the next 5 years -



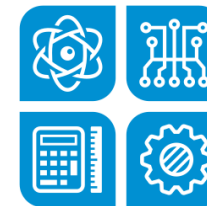
### The Welsh Language

Increasing opportunities to learn and use the language



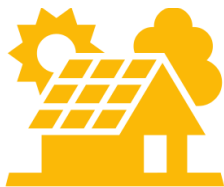
### Social Care and Wellbeing

Providing the right support at the right time



### Education

Ensuring an effective provision for today and for future generations



### Housing

Ensuring that everyone has the right to call somewhere home



### Economy

Promoting opportunities to develop the island's economy



### Climate Change

Responding to the crisis, tackling change and working towards becoming a net zero organisation by 2030

The Annual Delivery Document details the work that the Council will be undertaking during 2023/24 to achieve the ambitious aspirations set in the Council Plan 2023-2028. This will be undertaken and delivered in a collaborative manner whilst also acknowledging that the Council's day-to-day activities will also be realised.

All front line and support staff will be integral to its successful delivery and will use the council's values to develop and guide the vision, strategic plans and services.



Parch /  
Respect

We are respectful and considerate towards others regardless of our differences



Gonestrwydd /  
Honesty

We are committed to high standards of conduct and integrity



Cydwethio /  
Collaborate

We work best as a team, with our communities and partners to deliver the best outcomes for the people of Anglesey.



Hyrwyddo'r  
Cyngor a'r Ynys /  
Champion the  
Council and the  
Island

We create a sense of pride in working for the council and present a positive image of the Council on the Island.

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<b>The Isle of Anglesey County Council</b>	
Report to:	Anglesey Council
Date:	26 October 2023
Subject:	Participation Strategy
Portfolio Holder(s):	Councillor Carwyn Jones
Director / Head of Service:	Carys Edwards
Report Author:	Gethin Morgan
Tel:	01248 752111
Email:	<a href="mailto:GethinMorgan@ynysmon.llyw.cymru">GethinMorgan@ynysmon.llyw.cymru</a>
Local Member:	Not applicable

A – Recommendation / Recommendations and Reason / Reasons
<p><b>1.1</b> Under the Local Government and Elections (Wales) Act 2021, local authorities in Wales must release a Participation Strategy which notes how local people will be encouraged to take part in the Council’s decision-making process.</p> <p><b>1.2</b> This Strategy outlines Anglesey County Council’s aim to encourage people to take part in the Council’s business and decision-making process, and to build on the success that the Council has achieved in engaging with residents as recognised by Audit Wales in their review of governance in determining changes where they note – "The Council has clear procedures that encourage stakeholders to be involved in decision-making processes and is actively reinforcing its engagement arrangements"</p> <p><b>1.3</b> In this strategy, we have sought to explain how our participation objectives will make a real difference to how we engage with the people of Anglesey.</p> <p><b>1.4</b> This strategy is a living document and will be regularly reviewed and updated and will build on our successes to date entrenching the expectation of the above act together with the expectation of the well-being and future generations act further. It is expected that the strategy will change over time as good practice continues to be developed and further technological advances are made.</p> <p><b>1.5</b> The report describes the consultation exercise that was held with Council officers from 31 July until 27 August, which is a four-week period.</p> <p><b>1.6</b> Its purpose was to collect stakeholders’ opinions on the Public Participation Strategy so that the feedback would contribute to the Strategy.</p> <p><b>1.7</b> See the conclusions from the consultation:</p> <ul style="list-style-type: none"> <li>• There were 84 responses to the online consultation of which 28 were complete.</li> <li>• 65% of respondents responded through the medium of English, while 35% responded through the medium of Welsh.</li> <li>• The survey results were as follows –</li> <li>• 96.4% of respondents agreed with the ways of participating recognised in the strategy.</li> <li>• 92.9% of respondents agreed with the different ways individuals can participate..</li> </ul>

- 92.9% of respondents agreed with the intention of providing feedback to those taking part in any participation.
- A very high percentage of respondents agreed with the content of the Strategy which shows support for the Strategy and the intention to review it regularly.

**1.8** It is recommended that the Council:

- 1.8.1** Adopts the Public Participation Strategy, that it is a live document, and it will be reviewed and updated regularly and will continue to build on our success thus far.
- 1.8.2** Authorise the Head of HR and Transformation Profession in consultation with the Portfolio Holder - Corporate and Customer Experience to prepare the final document in line with the corporate format before uploading the document on the Council's website.

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

Not applicable

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

The Public Participation Strategy will be part of the Council's Constitution, and therefore the approval of the strategy will be a matter for the full Council. The draft Public Participation Strategy was presented to the Executive for its opinion before being presented to the full Council on 26 October 2023.

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

Yes

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

Yes

**Dd – Assessing the possible effects (if relevant):**

1	How does this decision impact on our long term needs as an Island?	The Public Participation Strategy outlines the response to the Council's consultation process which shows the opinions of stakeholders on the draft Strategy.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-	The draft Strategy includes a number of ways in which Anglesey residents currently participate in the Council's decisions.
3	Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom?	Yes. The Council has worked with external organisations as noted in the Public Participation Strategy. Note some of them

		below: Medrwn Môn, Tenants Forum, Older People's Forum, Leisure Users Forum, School Councils, local radio.
4	Have Anglesey citizens played a part in drafting this way forward, including those citizens that would be directly affected by the decision? Explain how.	The participation that Anglesey residents have in the Council's decisions is noted in the Public Participation Strategy.
5	Note any possible effects this decision will have on the groups that are protected under the 2010 Equalities Act.	The Public Participation Strategy encourages residents from all backgrounds on Anglesey to contribute to the Councils decisions. Therefore, it will not have a negative effect on the groups protected under the 2010 Equalities Act.
6	Is this a strategic decision, note any possible effects that the decision would have on those who experience socio-economic disadvantage.	Putting the Strategy in place would lead to including more people on Anglesey in the Council's decisions, including those that cannot afford to be online and the benefits that come with that.
7	Note any possible effects that this decision would have on opportunities for people to use the Welsh language, and not to treat the Welsh language less favourably than English.	The Public Participation Strategy encourages Anglesey residents, whatever their linguistic background, to contribute to the Council's decisions. Therefore, it will not have a negative effect on opportunities for people to use the Welsh language and not to treat the Welsh language less favourably than English.

E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Their comments have been incorporated in the report
2	Finance / Section 151 (mandatory)	Their comments have been incorporated in the report
3	Legal / Monitoring Officer (mandatory)	Their comments have been incorporated in the report
4	Human Resources (HR)	Their comments have been incorporated in the report
5	Property	Not applicable
6	Information Technology (IT)	Not applicable
7	Procurement	Not applicable
8	Scrutiny	To be reviewed by the Partnership and Regeneration Scrutiny Committee at its meeting on October 17, 2023.
9	Local Members	Not applicable as this Strategy is for Anglesey

F - Appendices:
A. Public Participation Strategy

Ff – Background papers (contact the author of the Report for more information):

Local Government and Elections (Wales) Act 2021



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

# PUBLIC PARTICIPATION STRATEGY 2023 – 2028

Version 0.8

DRAFT

## Foreword



As the re-elected Council Leader, I am proud to introduce Anglesey Council's public participation strategy. The strategy outlines our diverse approaches to public participation and focuses on how our communities get involved in the decision-making processes to work alongside us in shaping our communities.

As a Council, we are here to serve our residents and stakeholders. We know that policies and changes have an impact on our residents' lives, and the lives of their friends and family. We actively encourage you and will support you to get involved and have your say because everyone deserves the opportunity to contribute and be empowered to take part in the decision-making journey.

**Councillor Llinos Medi**

**Leader - Isle of Anglesey County Council**

## Introduction

The Isle of Anglesey County Council is committed to working with its residents, communities, organisations, trade unions and stakeholders, to encourage active participation in the Local Government decision-making processes.

Under the Local Government and Elections (Wales) Act 2021, local authorities in Wales must publish a Participation Strategy which notes the ways that local people are encouraged to participate in the Council's decision-making process.

This Strategy outlines the Isle of Anglesey County Council's aim of encouraging people to participate in the Council's business and decision-making process and to build on the success the Council has had in participating with residents. In this strategy, we have attempted to explain how our objectives in terms of participation will make a genuine difference to the way we engage with people of Ynys Môn. This strategy is a live document and will be reviewed and updated regularly and will build on our successes to date.

It is expected that the strategy will change over time as good practices continue to be developed and as further technological advances are made.

The Council Plan 2023-2028 was adopted by the full Council in March 2023 and this Strategy reflects the Values contained in the Plan. The Public Participation Strategy outlines the many ways in which the Council engages and **collaborates** with stakeholders treating them with **respect** and being **honest** with them. This will help **promote the Council and the island**.

## 1. Participation

### 1.1 What is public participation and why is it important?

Public participation describes any form of communication or involvement with our communities and stakeholders in problem solving or decision-making processes.

The National Principles of Public Engagement in Wales, produced in 2011 under the guidance of the Participation Cymru Advisory Panel and reviewed and republished in 2022, uses the following working definitions:

#### Engagement

An active and participative process by which people can influence and shape policy and services that includes a wide range of different methods and techniques (including consultation, participation, and co-production and involvement).

An example of this is how we engage in communities through our Place Shaping agenda. The Council in partnership with Medrwn Môn continues to drive to create community led alliances. These alliances bring together community groups, individuals, volunteers, town and community councils, local businesses and anyone interested in working together to make the areas that they live and work in more independent and resilient.

#### Consultation

A formal process by which policy makers and service providers ask for the views of interested groups and individuals on specific policies, actions, or interventions.

An example of this is the consultation on the Modernising Learning Communities and Welsh Development Strategy. Meetings with pupils in the County's primary, secondary and special schools were held to seek the pupils' view which will be included in the report on the Strategy. This in turn could affect the decisions made regarding Learning matters in the future.

## **Participation**

People being actively involved with policy makers and service planners from an early stage of policy and service planning and review, to shape and influence the outcomes and decisions. For example, a survey was conducted between 29<sup>th</sup> July to the 26<sup>th</sup> of August 2022 regarding making improvements to the 2023/24 Green Waste Subscription service by asking questions about customers experience when subscribing. The survey received **3,246** responses

## **Co-production**

When people who provide and deliver services, and people who access and receive services, share power and responsibility, and work together for mutual benefit in equal, reciprocal, and caring relationships. It enables people to access relevant and meaningful support when they need it, services to be effective and make a positive difference in people's lives, and people, services, and communities to become more effective agents of change.

## **Involvement**

This requires organisations to be open to influence from citizens and stakeholders, moving to a culture of 'working with' rather than 'doing to'. In contrast to consultation, involvement approaches work with people at earlier stages, such as helping to identify issues and potential solutions, and being supported to remain involved right throughout design, implementation, and evaluation processes.

These may be issues that interest or impact on our communities or their friends and family and in turn, this involvement helps us make decisions based off their thoughts and feelings.

For the Council to make the best decisions possible for current and future generations, and for our policies and decisions to positively influence our communities and stakeholders lives or the lives of their friends and family we need to:

- Inform and involve through engagement activities
- Listen and consult by asking the relevant questions at the most opportune time
- Empower and delegate by supporting stakeholders to take responsibility
- Co-produce and deliver services by sharing decision making and maintaining relations

To be pragmatic in our approach, we propose to involve and engage everybody to the point where they can be involved to show that we are listening to feedback. The Council may not always go forward with the public's preferred option but when we don't, we need to be clear and transparent, and explain why not. Engagement and / or consultation does not mean that we agree with every comment expressed. The Council must always act within restrictions such as the law and financial restrictions.

This will provide the methodology so that residents can tell us what they think and have an opportunity to influence how decisions are made. Information provided will be analysed and brought to the attention of our decision-making committees where relevant.

We don't want to stop there though, we want to actively engage with people on matters that we and you feel are important, this will help us gather as much information as possible to shape our ideas and plans so that our citizens and stakeholders are at the forefront of any decision we make, empowering us all to make decisions together.

### **1.2 Statutory and non-statutory differentiation**

The difference between a statutory and non-statutory consultation is that statutory means it must be done by statute or by law. Non-statutory does not have to be done by law and so is voluntary and the Council can choose to undertake voluntary consultations as well.



As a Council, and as noted above, we follow the National Principles for Public Participation<sup>1</sup> which provide guidance to encourage good quality, consistent engagement activity with service users and the general public.

The benefits of involving our communities are clear and **we believe that decisions made with community involvement are more durable and last longer if there is real citizen buy-in.**

## 2. Decisions

### 2.1 Current way of working

The Isle of Anglesey County Council operates a joint Engagement and Consultation Board with third sector representatives. The Board aims to establish a consistent, fit for purpose and effective approach to engagement and public consultations across the Council's services so that the public's needs are met in the most efficient and effective manner as possible.

The Board sets out the processes the Council has put in place to ensure we meet the requirements to 'embed and deliver a culture of partnership with the public and third sector organisations. To build this culture of partnership and for the public to have confidence in the Council's commitment to encourage and act on their views'.

The Board aims to support staff and senior officers to ensure that we are achieving maximum participation across all activities, which help us make better and fully informed decisions. The Board members work to realise the above through a collective commitment to:

- improve the quality of services,
- make better use of resources and
- meet the needs of communities more effectively.

The Council currently allows for public participation in many ways – these are outlined in Table 1.

### 2.2 How the Council works

The Council's various committees are outlined in Diagram 1

The Council is composed of 35 elected Councillors who represent 14 electoral divisions. Councillors are democratically accountable to residents of their electoral division. The overriding duty of Councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them. All Councillors meet as the Council. Meetings of the Council are normally open to the public. Here Councillors decide the Council's overall policies and set the budget each year.

The Executive is the part of the Council which is responsible for taking most of the major decisions. The Executive is made up of a Leader, who is appointed by the Council, and up to 8 other Councillors appointed by the Leader. The business to be considered by the Executive, Scrutiny Committees and the Council is published in the forward work programme. Meetings of the Executive, Scrutiny Committees, the Council and other Committees are open for the public to attend except where personal or confidential matters are being discussed, as defined by the law. The Executive must make decisions which are in line with the Council's overall policies and budget. If it wishes to decide on a matter which is outside the budget or policy framework, this must be referred to the Council as a whole.

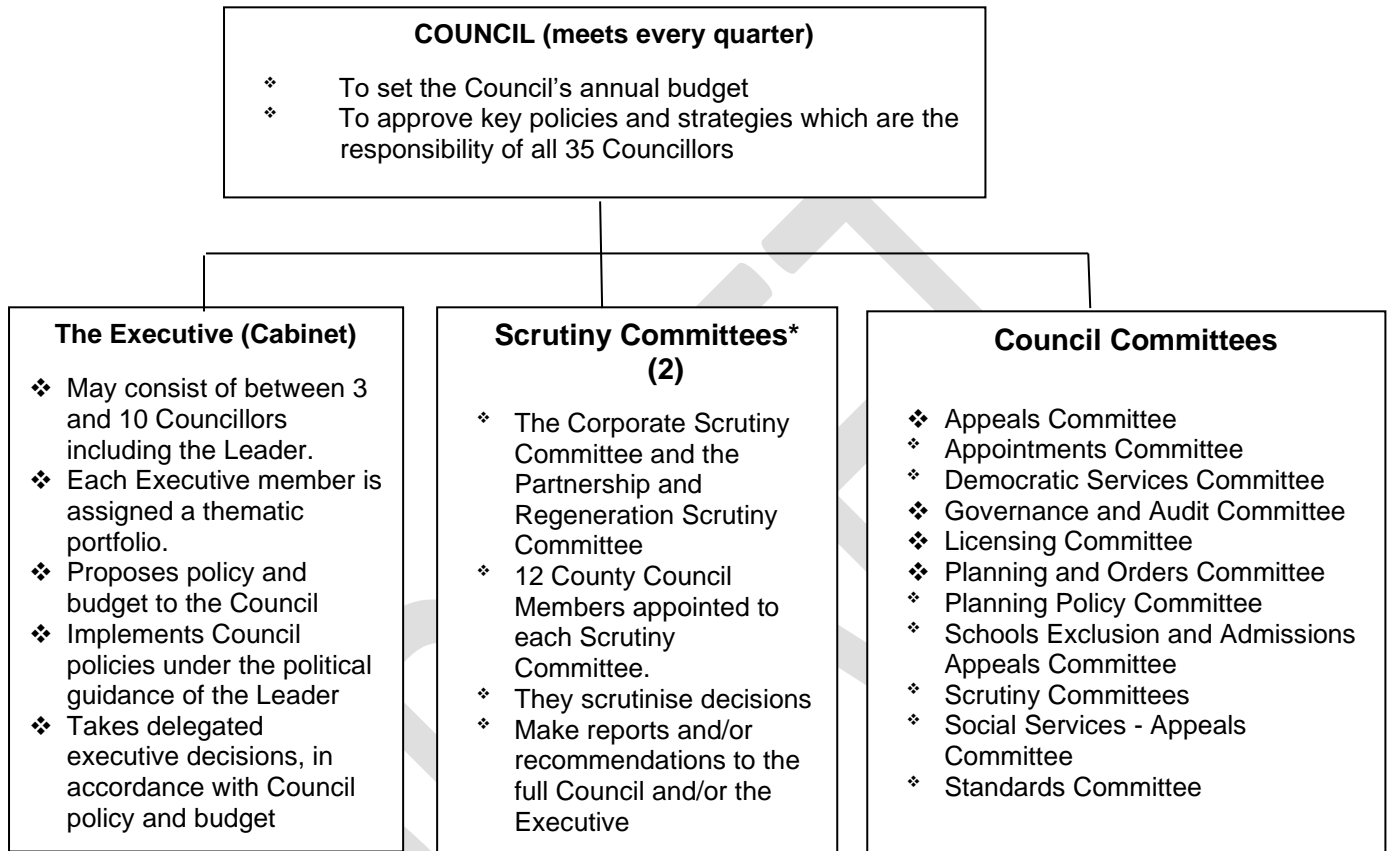
<sup>1</sup> <https://wcva.cymru/wp-content/uploads/2020/11/National-Principles-for-Public-Engagement-Egwyddorion-Cenedlaethol-ar-gyfer-Ymgysylltu-ar-Cyhoedd.pdf>

The Council's Constitution<sup>2</sup> explains how the Council makes decisions and who is responsible for those decisions. The Constitution is at the heart of the local authority's business as it identifies the responsibilities within the local authority, and where the Council works with others.

The Council provides numerous services for Anglesey residents e.g. education, social care, libraries and leisure facilities to name only a few. Further information on the services the Isle of Anglesey County Council provides can be found at:

<https://www.anglesey.gov.wales/en/Residents/Residents.aspx>

**Diagram 1 – The Council's decision making structure**



\*Parent Governor and Church representatives are invited to attend Scrutiny Committee meetings where the Authority's education functions are to be discussed and shall be entitled to speak and vote on such matters only.

Additionally, the Partnership and Regeneration Committee may not include any person with the exception of an Executive Member, in respect of its crime and disorder functions.

\*Each Scrutiny Committee may recommend that the Council appoint additional non-voting co-optees to each Scrutiny Committee.

Within their terms of reference, Scrutiny Committees will:

- review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- make reports and/or recommendations to the full Council and/or the Executive and/or any Joint or Area Committee in connection with the discharge of any functions;
- consider any matter affecting the area or its inhabitants;
- exercise the right to call-in, for reconsideration, decisions (within its remit) made but not yet implemented by the Executive and/or any Area Committees; and
- carry out reviews of the functions within its area of activity and report via the Executive to the Council.

For more information on the Isle of Anglesey County Council's Constitution, please follow this link <https://www.anglesey.gov.wales/en/Council/The-Constitution/Isle-of-Anglesey-County-Council-Constitution.aspx>

<sup>2</sup> For more information on the Isle of Anglesey County Council's Constitution, please follow this link <https://www.anglesey.gov.wales/en/Council/The-Constitution/Isle-of-Anglesey-County-Council-Constitution.aspx>

## 2.3 Performance

As shown in Diagram 1, the Council has two Scrutiny Committees namely:

- Corporate Scrutiny Committee and the
- Partnership and Regeneration Scrutiny Committee

The work of the Corporate Scrutiny Committee will focus on providing assurance about the performance/provision of all services, ensuring that the Council achieves its corporate objectives and service objectives (as outlined in its Corporate Business Plan, Annual Budget, Budget and Policy Framework, Performance Management Framework, Corporate Policies or successor plans and policies) and to support and make recommendations for permanent improvement. In addition, it will scrutinise the performance of services under the needs of the Wales Programme for Improvement.

The Partnership and Regeneration Scrutiny Committee will scrutinise service performance under the needs of the Wales Programme for Improvement.

In accordance with Part 2 of the Council Constitution, the Council Scrutiny Committees:

- review and scrutinise the decisions and the performance of the Executive and/or Council's Committees and Officers in relation to individual decisions and over a period of time;
- review the Council's performance scrutiny in relation to its policy objectives, performance targets and/or special service areas;
- to question members of the Executive and/or Committees and Chief Officers about their decisions and performance, whether generally relative to service plans and targets over a period of time, or in relation to particular decisions, plans or projects;
- make recommendations to the Executive and/or an appropriate Committee and/or Council arising from the results of the scrutiny process;
- review and scrutinise the performance of other public bodies in the area and invite reports from them by asking them to address the Scrutiny Committee and local people to talk about their activities and performance; and
- question and collect evidence from any other person (with their consent).

In addition, when Service Reviews are undertaken the Services are expected to solicit public opinion on the performance of the relevant service.

### **The Executive**

The Council's Executive at its public meetings, gives Anglesey residents the opportunity to have their say on and challenge the Corporate Scoreboard, the Council's Plan for the year and on the Council's Performance Report. This will happen on a quarterly basis.

### 3. Methods

#### 3.1 How and when you can get involved

The Council offers many ways to get involved in our engagement and consultation activities that it runs in partnership either with third sector organisations or solely community organised.

You can contact us through the formal engagement and consultation processes. Consultations generally only last a specific period. However, we welcome feedback in any format at any time through committees, group activities or independently via email, through petitions or through your local Elected Council Member or a community council.

Listed below is the work that has been done to establish a baseline of ways in which Anglesey residents participate in the Council's decisions. Table 1 below lists several formal and informal ways residents participate in Council decisions:

**Table 1**

Category	Comment	Link
Elected Members (Councillors)	Anglesey has 14 wards with 35 Elected Members (Councillors) that are there to represent their constituents. To find your local Elected Member to raise a concern/ comment visit:	<a href="https://democracy.anglesey.gov.wales/mgMemberIndex.aspx?LLL=0">https://democracy.anglesey.gov.wales/mgMemberIndex.aspx?LLL=0</a>
Town and Community Councils	Town and Community Councils act in the interest of the whole community by making decisions and recommendations, consulting, and listening to the residents to understand their needs, their wishes and their concerns. They usually meet once a month. To contact your local town and community council to raise concerns /comments visit:	<a href="https://democracy.anglesey.gov.wales/mgParishCouncilDetailsList.aspx?LLL=0">https://democracy.anglesey.gov.wales/mgParishCouncilDetailsList.aspx?LLL=0</a>
Committees	People can look through the Council committee structure and see agendas, minutes and reports for committee and sub-committee meetings by visiting;	<a href="https://democracy.anglesey.gov.wales/ieDochHome.aspx?Categories=-13004&amp;bcr=1&amp;LLL=0">https://democracy.anglesey.gov.wales/ieDochHome.aspx?Categories=-13004&amp;bcr=1&amp;LLL=0</a>
Scrutiny Committees	The Local Authority structure includes two Scrutiny Committees, and their role is to provide positive challenge to services to maintain high service delivery standards and to ensure improved efficiency and effectiveness. Meetings of the Committees are held regularly throughout the municipal year and there are several ways in which the public can get involved in Scrutiny: suggesting a topic for review attending meetings of the Scrutiny Committees as observers making a request to speak on a particular subject at one of the Committee meetings – please refer to the Public Speaking at Scrutiny Committee Meetings Protocol for further information and guidance:	<a href="https://democracy.anglesey.gov.wales/mgCommitteeDetails.aspx?ID=153&amp;LLL=0">https://democracy.anglesey.gov.wales/mgCommitteeDetails.aspx?ID=153&amp;LLL=0</a>

	<p><a href="https://www.gov.uk/guidance/public-speaking-at-scrutiny-committees">Public speaking at Scrutiny Committees (gov.wales)</a>          taking part in scrutiny investigations upon invitation by a scrutiny review panel          submitting written evidence relevant to a scrutiny inquiry when invited to do so. To find out more and view our current committees and an archive of previous ones visit;</p>	
Consultations	<p>Consultations are undertaken to gather people's feedback on specific topics. To give views on current consultations people can participate by visiting here;</p>	<p><a href="https://www.anglesey.gov.wales/en/browse/Get-involved/Consultations/Current-consultations/">https://www.anglesey.gov.wales/en/browse/Get-involved/Consultations/Current-consultations/</a></p>
Engagements	<p>People's views and priorities are gathered and collected by services via a tiered approach. To give views on current engagements people can participate by visiting here;</p>	<p><a href="https://www.anglesey.gov.wales/en/browse/Get-involved/Consultations/Current-consultations/">https://www.anglesey.gov.wales/en/browse/Get-involved/Consultations/Current-consultations/</a></p>
Voting and Elections	<p>People can participate and vote in the Elections through postal vote, proxy vote and in person in the nearest polling station. This is in keeping with legal expectations. For information on elections and how to register, please access the following page:</p>	<p><a href="https://www.anglesey.gov.wales/en/Council/Council.aspx#as?folderIds=2864,3416">https://www.anglesey.gov.wales/en/Council/Council.aspx#as?folderIds=2864,3416</a></p>
Compliments, comments and complaints	<p>The Council has an online form and a paper form that enables people to raise a compliment, comment or complaint formally or informally. Access to such form can be gained from:</p>	<p><a href="https://www.anglesey.gov.wales/en/Get-involved/Get-involved.aspx">https://www.anglesey.gov.wales/en/Get-involved/Get-involved.aspx</a></p>
Tenants forum	<p>The Council actively encourage tenant's participation. The four different ways tenants can get involved are listed below:</p> <p>The Sheltered Housing Forums are twice a year – June and December normally. The aim of this forum is to increase the knowledge of Housing and Housing related information for Sheltered Housing tenants. The Council provide free transport, food and refreshments for the day.</p> <p>Targeted Task &amp; Finish Groups used to gather tenants' views to improve future services.</p> <p>The Environmental Group is made up of tenants and supported by the Tenant Participation Team. The group will assess each application form received and decide whether they are eligible for the Environmental and Community improvement Fund. Meeting months; between April – October (around 3 – 4 informal meetings)</p> <p>The Publications Group is made up of tenants and supported by the Tenant Participation Team. The</p>	<p>To get involved, contact the Tenant Participation Team via telephone 01248 752983 email, <a href="mailto:tenants@anglesey.gov.wales">tenants@anglesey.gov.wales</a> or Facebook message on the Tai Môn Housing page.</p>

	aim of the group is to ensure that all documents produced by Housing Services are in a format that is easily understood and tenant friendly	
Social enterprises	<p>In partnership with the Council, Medrwn Môn offer several ways to actively participate, the two main ways to engage at the moment are:</p> <p>Third Sector Network: This is a forum for community groups and third sector organisations. Network meetings are held every quarter (normally theme or topic based) and groups and organisations are encouraged to have discussions, provide comments and feedback on the topic/theme and plan future sessions. Information and feedback from the sessions are collated and sent in as responses to consultations, to other forums and to policy makers.</p> <p>Generally, as an Organisation, Medrwn Môn invites people to interact by social media, by email or phone, through its information bus, at events &amp; meetings, or face to face.</p>	<p>For more information contact Lyndsey Campbell-Williams  <a href="mailto:Lyndsey@medrwnmon.org">Lyndsey@medrwnmon.org</a></p>
Place Shaping	<p>Place Shaping: this is a community-based forum and invites people to tell us how they live and work in their communities. The evidence is used to identify wellbeing priorities for each area and to identify themes that are common across the Island.</p> <p>There are two elements to the programme:</p> <ol style="list-style-type: none"> <li>1. Community mapping: communities are invited to engage with us in any way they feel comfortable (through face-to-face conversations, focus groups, voting boxes, visual methods and pictures, surveys (online and paper) etc)</li> <li>2. Community Alliances: Alliances are set up in each area and meet periodically to discuss their chosen priorities. Alliances invite people to take part either by attending their meetings, joining task and finish groups, through surveys, on social media or by talking to members of the Alliance face to face.</li> </ol>	<p>Susan Jones  Executive Manager (Leadership Team)  <a href="mailto:Susanjones4@ynysmon.gov.wales">Susanjones4@ynysmon.gov.wales</a></p>
Anglesey's Older People Council and Forums	<p>The purpose of the Older People Council is to represent the views of older people in Ynys Môn on issues affecting their health, social care and wellbeing. Working with Welsh Local Government Association, local authorities, the voluntary and private sectors and older people, to further develop policies. The Older People's Council aims;</p> <ul style="list-style-type: none"> <li>To be a voice for Older People on Anglesey</li> <li>To appreciate Older People</li> <li>To work with Older People</li> </ul>	<p>Seiriol Edwards,  Strategy Co-ordinator for Older People and Carers  <a href="mailto:seirioledwards@ynysmon.gov.wales">seirioledwards@ynysmon.gov.wales</a></p>

	<p>To listen to Older People</p> <p>To support Older People</p> <p>To provide opportunities for Older People</p> <p>4 meetings per year to take place at an appropriate date following the Anglesey Forum for Older People.</p>	
Anglesey Older People's Forum	<p>The Older People's Forums strengthen the voices of older people and strengthen older people's rights at the same time. Forums create the spaces where older women and men can meet, share and discuss their experiences and bring their voices together, as well as creating an interface where older people can engage directly with decision-makers. Such spaces also enable older people to learn how to communicate and amplify their voices; access information and guidance related to their rights and entitlements. Older People forum takes place quarterly and are open for members of the public to attend.</p>	<p>Seiriol Edwards, Strategy Co-ordinator for Older People and Carers <a href="mailto:seirioledwards@ynysmon.gov.wales">seirioledwards@ynysmon.gov.wales</a></p>
Leisure Users Forum	<p>The Leisure Users Forum is held twice a year to share experience of using the centre and present any proposed changes. Participants are encouraged to actively attend to give their views.</p>	<p><a href="mailto:MairEluned@ynysmon.gov.wales">MairEluned@ynysmon.gov.wales</a></p>
Leisure customer Survey	<p>Two surveys a year are sent out to collect feedback from customers to gather information from customers to improve services in the future.</p>	<p><a href="mailto:OwainJones@ynysmon.gov.wales">OwainJones@ynysmon.gov.wales</a></p>
Youth Forum	<p>The plan is to develop an authority wide children and young people's participation strategy, with a clear action plan that includes the re-establishment of a Children &amp; Young People's Multi-Agency group and specific groups of young people.</p>	<p><a href="mailto:GeralltRoberts@ynysmon.gov.wales">GeralltRoberts@ynysmon.gov.wales</a></p>
Mon Actif	<p>Mon Actif's social media and email is the most common method of customer feedback. Customers can leave feedback and ask questions on these platforms.</p>	<p><a href="mailto:monactif@ynysmon.gov.wales">monactif@ynysmon.gov.wales</a></p>
Local Nature Partnership	<p>The Ynys Môn Local Nature Partnership (LNP) / Partneriaeth Natur Leol Ynys Môn is an independent network of individuals, groups, and organisations who live or work on the Island who are interested in nature. The LNP is open to anyone who would like to be more involved in nature conservation on Anglesey and who would like to stay up-to-date on relevant projects, events, and funding opportunities. Members participate through a newsletter, giving advice as an expert in a conservation field, get a project funded, and/or attend partnership meetings (currently bi-yearly). Soon, we also hope to have social media accounts for members to interact with further.</p>	<p><a href="mailto:AuroraHood@ynysmon.gov.wales">AuroraHood@ynysmon.gov.wales</a></p>

Anglesey Tourism Association (ATA)	Tourism businesses related to the ATA are able to contribute their views in the quarterly meetings	Michael Thomas <a href="mailto:MichaelThomas@ynysmon.gov.wales">MichaelThomas@ynysmon.gov.wales</a>
Joint Advisory Committee (JAC)	The Joint Advisory Committee usually meet twice a year and will advise the local authority, and other bodies, on the appropriate steps in order to support the management of the AONB.	Alun M Owen <a href="mailto:AlunOwen@anglesey.gov.wales">AlunOwen@anglesey.gov.wales</a>
Amlwch Port User Group	The Amlwch Port User Group participate through twice a year meetings for advisory perspective only in order to facilitate a two-way communication between the Harbour Authority (IACC) and users/other stakeholders which have an interest in the port.	For further details contact Iwan Huws <a href="mailto:Iwanhuws@anglesey.gov.wales">Iwanhuws@anglesey.gov.wales</a>
Beaumaris and Menai Bridge Port Users Group	The Beaumaris and Menai Bridge Port User Group participate through twice a year meetings for advisory perspective only in order to facilitate a two-way communication between the Harbour Authority (IACC) and users/other stakeholders which have an interest in the port.	For further details contact Iwan Huws <a href="mailto:Iwanhuws@anglesey.gov.wales">Iwanhuws@anglesey.gov.wales</a>
Cruise Wales	Cruise Wales is a partnership between Welsh Government create an excellent cruise offer for cruise passengers visiting Wales. Anglesey Council continue to attract new cruise lines and we are working on improving the infrastructure at Holyhead port. Anglesey tourism team have recently organized and created the Holyhead Sailing Partnership, which has met once, and will meet again at the end of October they are able to contribute their views.	Michael Thomas <a href="mailto:MichaelThomas@ynysmon.gov.wales">MichaelThomas@ynysmon.gov.wales</a> Elaine Thomas <a href="mailto:Elaine.Thomas4@gov.wales">Elaine.Thomas4@gov.wales</a> and Suzanne Thomas <a href="mailto:Suzanne.Thomas@gov.wales">Suzanne.Thomas@gov.wales</a>
Energy Island Strategic Forum	Key Stakeholders and energy developers showing interest to develop the island attend the forum and pass comments in the quarterly meetings. It should be noted that attendance is by invitation only.	<a href="mailto:AngharadCrump@ynysmon.llyw.cymru">AngharadCrump@ynysmon.llyw.cymru</a>
School Councils	Each school on Anglesey has a school council that are organised within the schools. The Council use school councils in order to engage on the Council's plan and other important matters. In addition to school councils, each Secondary schools have two pupils that sit on the governing bodies.	
Local radio	Môn FM Council news and information is shared with the public through Môn FM	<a href="http://www.monfm.co.uk">www.monfm.co.uk</a>
Social media platforms	Facebook / Twitter / Instagram etc Items on the Newsroom page of the Council's website are usually placed on social media platforms that the Council uses	Link to Newsroom page: <a href="#">Newsroom (gov.wales)</a>



<p>The Executive's Forward Work Programme</p>	<p>The Executive's forward work programme enables both Members of the Council and the public to see what key decisions are likely to be taken by the Executive over the coming months. Executive decisions may be taken by the Executive acting as a collective body or by individual members of the Executive acting under delegated powers. The forward work programme includes information on the decisions sought, who will make the decisions and who the lead Officers and Portfolio Holders are for each item. It should be noted, however, that the work programme is a flexible document as not all items requiring a decision will be known that far in advance and some timescales may need to be altered to reflect new priorities etc. The list of items included is therefore reviewed regularly and updates are published monthly.</p>	<p><a href="https://www.anglesey.gov.wales/documents/Docs-en/Council/Democracy/Executive-Forward-Work-Programme/Executive-Forward-Work-Programme.pdf">https://www.anglesey.gov.wales/documents/Docs-en/Council/Democracy/Executive-Forward-Work-Programme/Executive-Forward-Work-Programme.pdf</a></p>
<p>Records of decisions</p>	<p>Recent decisions taken by the following can be seen by the public:</p> <ul style="list-style-type: none"> <li>• The Council's decision-making bodies</li> <li>• Council Leaders using delegated powers</li> <li>• The Planning and Orders Committee</li> <li>• Portfolio Holders, officers and the Council Leader</li> </ul>	<p><a href="https://democracy.anglesey.gov.wales/mgDelegatedDecisions.aspx?&amp;DR=18%2f05%2f2023-01%2f06%2f2023&amp;RP=0&amp;K=0&amp;DM=0&amp;HD=0&amp;DS=2&amp;Next=true&amp;META=mgdelegateddecisions&amp;V=0&amp;LLL=0">https://democracy.anglesey.gov.wales/mgDelegatedDecisions.aspx?&amp;DR=18%2f05%2f2023-01%2f06%2f2023&amp;RP=0&amp;K=0&amp;DM=0&amp;HD=0&amp;DS=2&amp;Next=true&amp;META=mgdelegateddecisions&amp;V=0&amp;LLL=0</a></p>

### 3.2 Tools and Digital Access

Many participants can be contacted and can easily participate through online tools such as targeted interactions via topic related databases together with social media. However, the way we endeavour to cater for hard to reach and digitally excluded participants is outlined below in the Non-Digital Communication section. Each activity will be reviewed to ensure that the correct tools are in place to ensure as many people as possible are able to take part and participate if they wish to do so.

### 3.3 Who can get involved

Public participation is open to all our residents/communities and stakeholders (those that have an interest or stake in an issue). This includes all those who live, work, play in or visit the area and covers all age groups from young children to older adults and does not differentiate against any of our protected groups.

You can take part as individuals, within groups, such as community groups, town and community councils or government and professional bodies and on behalf of or with 3<sup>rd</sup> sector organisations and trade unions.

Whilst we aim to open all public participation to all stakeholders, sometimes this is not practicable due to the varying yet sometime quiet specific topics being discussed. e.g., voting in local and general elections for example have an age limit of 16 years and over, which legally must be adhered to.

When planning for public participation, we aim to ensure that we are reaching the right people. This is done through stakeholder mapping to make sure we get to all the groups we need to. This can often be dependent on topic, location, and age group or demographic. However, this doesn't always mean that these consultations and engagements will be closed off to other groups or individuals.

We aim to make it clear who can participate and aim to listen to all views and opinions.

### **3.4 How we will promote awareness**

Building and maintaining close relationships with 3<sup>rd</sup> sector organisations is a priority for the Council. We aim to promote awareness of our consultation and engagement activities through active involvement with our 3<sup>rd</sup> sector groups and their partnerships within community groups, with individuals and active members of our community.

We have a section dedicated to current and previous engagement activities on our website [www.anglesey.gov.wales/consultations](http://www.anglesey.gov.wales/consultations) and aim to promote wider via social media and through our partnerships when activities are live.

Technology has advanced significantly recently, and the Covid-19 pandemic has enabled more people to become digitally active/connected. We aim to explore and further develop new digital tools and ways of working e.g. hybrid / virtual meetings to reach a greater audience and encourage wider accessibility

### **3.5 Communication without digital resources**

Not everyone has access to a computer or the internet. All our engagement exercises must consider how to engage with non-digital users as a matter of priority. Examples of this are in-person discussions, telephone discussions and provision of paper copies of relevant documents. Paper copies of engagement / consultation documents can be made available to stakeholders through Cyswllt Môn.

### **3.6 Accessibility**

We are committed to ensuring that all residents in Ynys Môn can access information and have an equal opportunity to share their views. As such we need to specifically consider the following demographics and how best to engage with them. Some examples are set out below:

### **3.7 People with Disabilities**

When we publish information or create a piece of online engagement, we need to consider how people can access it. People with visual impairments may require documents in large print or use a screen reader to access information and engage. We need to consider how documents, web pages, surveys etc will be read out on a screen reader. An example of this is using a correct hierarchical heading structure or providing alternative text to images. People with hearing impairments may need subtitles on any video content. Some people may also require information in an easy read format. An easy read document uses plain language and simple sentences to accurately portray what may be in a full document.

### **3.8 Children and Young People**

We have a duty to children and young people to ensure that we are reaching out to them in a way that encourages their participation and as outlined in the Statutory Guidance for the Well-being of Future Generations (Wales) Act 2015 – Annex B. Recognising the Children and Young People’s National Participation Standards as a framework for participation; we will continue to facilitate opportunities for participation with younger people and ensure that we educate and advocate for their right under Article 12 of the UNCRC.

Children's Rights - Children’s Commissioner for Wales ([childcomwales.org.uk](http://childcomwales.org.uk))

Once re-started after the Covid lockdown, IoACC’s Youth Forum will act as a platform for children and young people’s views across Ynys Môn. We will represent those views to local and national decision-making bodies. We will ensure that appropriate feedback is provided through a range of channels that will include reports, presentations and on social media outlets. We will continue to develop and embed children and young people’s participation into all aspects of planning, delivering, and reviewing services that directly have an impact on children and young people.

### **3.9 Improvement opportunity 1**

**Improve the ways children and young people participate in and influence our decisions**

#### **3.10 Efficiency**

It is important to avoid consultation and engagement overload. Often people give up their free time and travel distances to attend engagement events. We, or our public services partners may already have relevant data from previous engagement or surveys. We may also be able to utilise data and information collected from continuous engagement.

#### **3.11 Methods of Engagement**

##### **Continuous Engagement**

We will continuously engage with residents in Ynys Môn through meeting with stakeholder groups and having direct conversations with those who use our services. We are developing a digital engagement platform to assist with the continuation and collection of these conversations.

It is important that the public are aware of how the Council works and the decisions that are being taken at any given time.

The Communication team promotes awareness of Council activities via social media and press releases which are shared with news outlets. All press releases are also available on the Council website.

The Council’s website is reviewed regularly with an aim to improve sections relevant to information for members of the public.

Details of forthcoming Council meetings are publicised via social media, and forward work plans are published in a timely manner to ensure that members of the public are aware of items for consideration at forthcoming meetings. Members of the public can attend Council meetings online. Council and Cabinet meetings are broadcasted, and available electronically

for 6 months after the meeting. There is a mechanism for local people to feed into the Scrutiny process, this is published on the Council's website. Details of forthcoming agenda items are also published on the Council's website.

Ynys Môn County Council's Executive is notified of all petitions received by Council Members of the public can present their application or objection to a Council Member, details of which are available on the Council's website.

### **3.12 Specific Engagement**

We want people to have a strong voice and be able to effectively influence our decision making, especially when we make changes to services or develop new policies. We frequently consult with the people of Ynys Môn. Current examples can be seen on the consultations page of our website:

<http://www.anglesey.gov.wales/en/browse/Get-involved/Consultations/Current-consultations/>

We also use other various means as detailed below:

- Online surveys
- Engagement Events
- Roadshows
- Focus Groups
- Forums

During Covid-19 some forms of engagement were more challenging. We will investigate the feasibility of setting up in-person focus groups across the county with an emphasis on utilising existing groups that are known and utilised by residents.

### **3.13 Impact Assessments**

When we make plans to create a new policy or change the way we do things we must consider the impact this will have on our citizens, including those who have protected characteristics. An Impact Assessment (IA) brings together the relevant legislations and sets out how we will take due regard, (give appropriate weight), to making decisions.

When we conduct an IA:

- We are considering relevant evidence to understand the likely or actual effects of policies or practices on those who are vulnerable within our communities, including those who are experiencing socio-economic disadvantage.
- We are thinking about where we might be able to reduce negative impacts.
- We are identifying missed opportunities and capitalising on positive impacts.
- We are considering the rights of the child.

As mentioned above, the Council's engagement with its residents is good. However, IoACC continuously needs to explore and further develop ways to improve engagement with its residents, either by traditional or digital means.

### 3.14 Improvement opportunity 2

#### Improve ways of receiving and incorporating feedback using traditional and digital tools available

### 3.15 Contact your local Councillor

You can find your local councillor to discuss issues within your ward from the following list of all the County Councillors. Their contact details are available on the Council website here:

<https://democracy.anglesey.gov.wales/mgMemberIndex.aspx?bcr=1&LLL=0>

You can also use the above link if you're not sure who your councillor is, you can search online using the above link or contact the Council who can provide this information to you.

### 3.16 Getting involved with Scrutiny

The Council's Scrutiny Committees are interested to hear the views of the island's population and find out what causes concern to the people that we serve.

There are several ways in which you, as a member of the public, can get involved in Scrutiny:

- by suggesting a topic for review
- by attending meetings as observers
- by making an application to speak on a particular subject at one of the Committee meetings – see the [Public Speaking at Scrutiny Committee Meetings Protocol](#)
- by taking part in scrutiny investigations upon invitation by a scrutiny review panel
- by submitting written evidence relevant to a scrutiny inquiry when invited to do so

If you wish to suggest a topic for review, then download a Word or PDF copy of the suggestion form and send it back to the Scrutiny Team via post:

Scrutiny, Council Business, Isle of Anglesey County Council, Llangefni LL77 7TW.

or fill in our [online form](#)

#### Contact Scrutiny

Scrutiny  
Council Business  
Isle of Anglesey County Council  
Council Offices  
Llangefni  
Anglesey  
LL77 7TW

Email: [Scrutiny@anglesey.gov.wales](mailto:Scrutiny@anglesey.gov.wales)

### 3.17 Attend and take part in a meeting

Any resident of Isle of Anglesey can attend any meeting of the Council and observe the proceedings and debate taking place. Meetings are held in the Council Chamber at the Council Buildings in Llangefni which has a public viewing gallery. Recently, remote attendance at

Council meetings has been introduced so even if you are unable to attend the meeting in person, there may be opportunity for you to participate remotely.

The location, date and start time of meetings are available on the agenda produced for the meeting which is available to download from the Council website.

Any person attending the meeting may be excluded from proceedings where an agenda item has been classified as exempt. Exempt items are usually where sensitive or confidential information may be discussed and is only available to those able to vote on the matter.

### **3.18 Add an item to an agenda for discussion**

There are two ways that a member of the public can encourage a committee to consider an item and have it added to the agenda of a future meeting.

- Any member of the public can contact the chair of a committee and request that they add an item to the forward work programme for future discussion
- Attend a meeting of the relevant committee and request at the meeting under the item forward work programmes that an item is added for future consideration.

### **3.19 Submit a question to Council**

Members of the public are entitled to ask a question of any Member of the Executive at a meeting of full Council. Questions are limited to one question per individual or organisation and will be asked in the order notice of them was received unless the chairman of the Council wishes to group certain questions together. The total time allotted to public questions at a Council meeting should be limited to 15 minutes.

A question may only be asked if notice has been given by delivering it in writing or by email to the Head of Democratic Services no later than midday three working days before the day of the meeting. Each person submitting a question must provide their name and address.

A question may be rejected if:

- The question is not about a matter for which the Council has responsibility, or which affects the County
- Is defamatory, frivolous or offensive
- Is substantially the same as a question which has been put at a meeting of the Council in the past six months
- Requires the disclosure of confidential or exempt information

The Chairman will invite the questioner to put the question to the relevant Councillor. If a questioner who has submitted a written question is unable to be present, they may ask the chair to put the question to the councillor on their behalf. The chairman may ask the question, indicate that a written reply will be provided by the councillor, or as the questioner is not present decide that the question will not be dealt with.

A questioner may ask one supplementary question without notice to the Councillor which may arise directly out of the original question or the reply.

Any question which cannot be dealt with during the meeting, either due to lack of time or non-attendance of the relevant councillor, will be dealt with by a written response.

### **3.20 Submit views to select committees**

Under the Local Government Act (Wales) 2011, any member of the public can attend one of the 2 Scrutiny Committees held by the Council and submit their views on a particular item on the agenda. The Committee must give full consideration to the views submitted by a member of the public under these arrangements. Further information on scrutiny is available on the Council website here.

### **3.21 How to become a Councillor**

The next Local Government Elections will be held in May 2027. This section provides you with information on how to stand for election and what is expected of you should you be elected as a Councillor for the Isle of Anglesey County Council.

### **3.22 Standing as a candidate**

A candidate for election must complete a set of nomination papers that must be signed by the candidate in the presence of a witness who must attest the signature. You then need to win a majority of the votes cast at the ballot box if there is a contest for the seat. The number of votes you need to win depends on the electoral division in which you choose to stand for election. Some electoral divisions are two or three member divisions.

Nomination packs will be available early in 2027. If you would like to register your interest, please contact Electoral Services on 01248 750057.

If you are thinking of standing as a candidate for a particular political party, then you should first get in touch with that party's local organisation. If you plan to stand for election as an independent Councillor, contact us and we will be pleased to give you more information.

Councillors receive a salary which is determined annually by the Independent Remuneration Panel for Wales and can also claim travel and subsistence costs (subsistence is paid for 'out of county' meals and accommodation only) when undertaking official duties. Councillors can also claim towards the costs of care and personal assistance in order for them to carry out their approved duties.

The Welsh Government has approved funding for a pilot scheme to fund reasonable adjustments and support for disabled candidates seeking election to the Local Government elections. Further information can be found here.

Further information on allowances can be viewed by clicking on the following link:

[Independent Remuneration Panel for Wales | GOV.WALES](#)

### **3.23 What happens if elected?**

The Council is composed of 35 Councillors who are elected every five years. Councillors are democratically accountable to residents of their electoral division. The overriding duty of councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them.

Councillors are entitled to a basic salary. Further information on payments can be obtained from the Independent Remuneration Panel for Wales (IRPW, link above). A copy of the determinations for 2022-23 can also be found on the IRPW website.

Councillors are also entitled to travel allowances and those with caring responsibilities can also receive reimbursement of costs of care.

Once elected Councillors are expected to attend various training and development sessions during their term of office. An induction session is provided for all new and returning Councillors during the first 12 months in office with further training provided on an ongoing basis through member development events.

Councillors are expected to attend meetings and committees and are bound to observe the provisions of the Councillor's Code of Conduct.

As local representatives, councillors have responsibilities towards their constituents and local organisations. These responsibilities and duties often depend on what the councillor wants to achieve and how much time is available and may include: attending governing body meetings of schools within their ward, attending meetings of local organisations such as tenants' associations, bodies affecting the wider community, raising issues on behalf of members of the public, holding surgeries for residents to raise issues and meeting with individual residents in their own homes.

### **3.24 How much time does it take up?**

If you are in employment and intend to stand as a candidate, you may wish to ask your employer what provisions they may have in place to allow you to attend to Council business. It is estimated that on average, councillors spend the equivalent of three to four days a week on council business. Obviously, there are some councillors who spend more time than this - and some less.

There is a link to the Welsh Local Government Association which has been produced in association with local authorities and is a useful guide for prospective candidates:

[BE A COUNCILLOR. BE THE CHANGE.](#)

### **3.25 Councillor facilities and support**

The Democratic Services Unit administers meetings of the Council and provides a dedicated support service, providing advice on the law and practice of meetings to Councillors, officers and the public and assistance to all Councillors with queries and admin related requests.

Councillors, once elected, will be provided with a tablet device, laptop and an @anglesey.gov.wales email address which must be used when conducting Council business. All Council meetings are paperless and it is recommended that all candidates are able to use IT confidently or are willing to undertake training.

The Council is a bilingual Authority and, as a Councillor, you will be able to operate in your chosen language, be that Welsh or English, and interpretation facilities are available at all Council meetings to facilitate this. Welsh language training is also available for any Councillors wishing to learn the language.

### **3.26 The benefits to Councillors of using social media to communicate with local people**

Social media has become a powerful tool for Councillors, helping them to engage with communities, raise awareness of community issues, events, or Council initiatives and to seek views and receive feedback.

Social media has changed how politics works, it makes politicians and public institutions more accessible, allows individuals to have their voices heard and helps share ideas or promote campaigns.



By using social media Councillors can:-

- Learn about local issues, and concerns within their ward.
- Find the latest news and publications from the County Council, other local authorities, the Welsh Government and organisations such as the Welsh Local Government Association.
- Promote their role and what you do on a day-to-day basis.
- Social media is instant, you can share information quickly and gain opinions of your constituents.

Many Councillors already use social media. However as a Councillor, there are additional things to consider when using it, including the Code of Conduct and managing expectation.

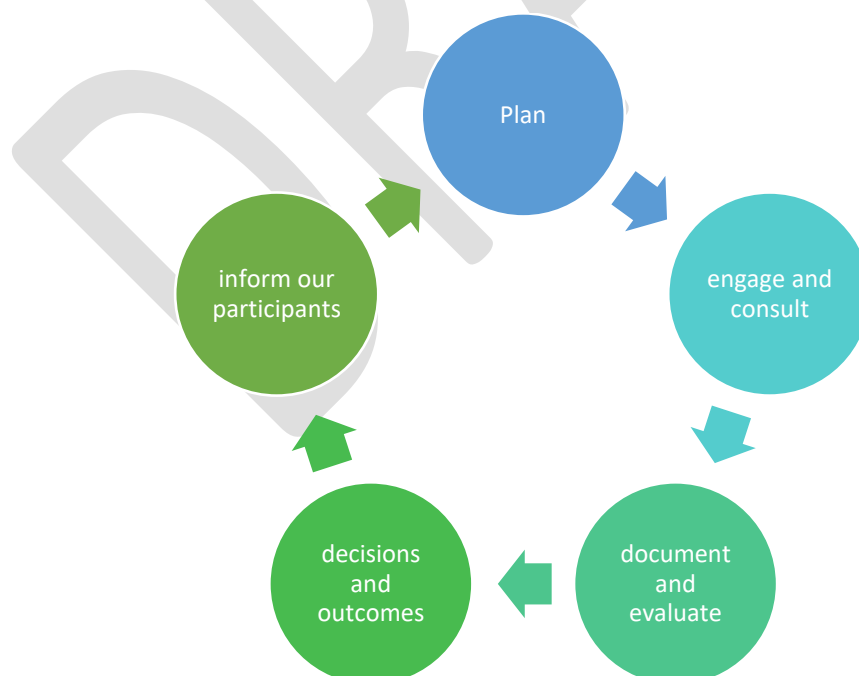
Once elected, Councillors are invited to attend an induction session on using social media and the Council also has an e-learning module available. Each Councillor will be personally responsible for the content they publish and they must abide by the Code of Conduct when posting information as the Code of Conduct applies to online and social media content, and by referring online to their role as Councillor, they will be deemed to be acting in their 'official capacity' and the Code will apply.

The Welsh Local Government Association has provided free guidance for Councillors along with some tips and advice in terms of handling on-line abuse.

[WLGA Information on Social Media and Online Abuse](#)

## 4. Evaluation

### 4.1 Analysis and feedback



For any public participation to be successful, it is essential that we feedback to those who took part. We recognise that this can be challenging and are looking at options to develop this

further and ensure we can make this process easier for both Council staff and communities to access and receive feedback.

Once the participation activities are over, we will keep you informed and involved through letting you know the outcomes or to involve you, either by e-mail, letter, face to face discussion or other means, in further participation on the same subject area, if you choose to be kept involved.

We value your input and knowledge, so it is important to ensure that we take every voice and comment into consideration. This will be done by reference to your input in summary documents or reports on the participation.

Every engagement and consultation is different, therefore timelines will vary. However, we are dedicated to providing feedback to all of our participants following public participation activities, either individually or collectively. This will be done in a way determined by the lead officer, such as:

- Informing participants verbally / via email / telephone
- Reports of the responses and decisions circulated to participants
- Analysis summary on corporate website within our consultation pages
- Exploring the opportunities of using online tools.

#### **4.2 Your privacy**

Information on how we use information, retention periods and your rights can be found within our privacy notice on our website, <https://www.anglesey.gov.wales/en/Council/Data-protection-and-FOI/Data-Protection-Policy-and-privacy-notice.aspx>

#### **4.3 Work that will need to be prioritised over the forthcoming period:**

1. Improve the ways children and young people participate in and influence our decisions
2. Improve ways of receiving and incorporating feedback using traditional and digital tools available

**Consider ways of measuring success or lack of success of participation or developing a participation dashboard.**