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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan J. Williams
Prif Weithredwr – Chief Executive
CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGFNI
Ynys Môn - Anglesey
LL77 7TW

Ffôn / tel (01248) 752500
Ffacs / fax (01248) 750839

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD MAWRTH, 17 MEDI 2024 am 2:00 y. p.	TUESDAY, 17 SEPTEMBER 2024 at 2.00 pm
YSTAFELL BWYLLGOR, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL DRWY ZOOM	COMMITTEE ROOM, COUNCIL OFFICES AND VIRTUALLY VIA ZOOM
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

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

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Ieuan Williams

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

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

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

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

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A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 10)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 13 June 2024.

3 MONITORING PERFORMANCE:CORPORATE SCORECARD Q1 2024/25 (Pages 11 - 24)

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

4 ANNUAL PERFORMANCE REPORT 2023/24 (Pages 25 - 56)

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

5 FORWARD WORK PROGRAMME (Pages 57 - 64)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held on 13 June 2024 in the Committee Room and on Zoom

PRESENT: Councillor Douglas Fowle (Chair)
Councillor Dyfed Wyn Jones (Vice-Chair)

Councillors Geraint Bebb, Aled M. Jones, R. Llewelyn Jones, Jackie Lewis, Llio A. Owen, Keith Roberts, Ieuan Williams, Sonia Williams, Alwen Watkin, Arfon Wyn.

Co-opted Member: Mr John Tierney (The Catholic Church)

Portfolio Members

Councillors Llinos Medi (Leader and Portfolio Member for Economic Development), Gary Pritchard (Deputy Leader and Portfolio Member for Housing, Children and Youth Services), Robin Williams (Deputy Leader and Portfolio Member for Finance), Neville Evans (Portfolio Member for Leisure, Tourism and Maritime), Carwyn Jones (Portfolio Member for Corporate Business and Customer Experience), Dafydd Roberts (Portfolio Member for Education and the Welsh Language), Nicola Roberts (Portfolio Member for Planning, Public Protection and Climate Change), Dafydd Rhys Thomas (Portfolio Member for Highways, Waste and Property).

IN ATTENDANCE: Chief Executive
Deputy Chief Executive
Director of Function (Resources)/Section 151 Officer
Director of Function (Council Business)/Monitoring Officer
Director of Social Services
Head of Democracy (DS)
Head of Profession (HR) and Transformation (CE)
Corporate Planning Programme and Performance Manager (GP)
Chief Property and Asset Officer (MH)
Scrutiny Manager (AGD)
Committee Officer (ATH)
Webcasting Officer (FT)

APOLOGIES: Wenda Owen (Co-opted Member - The Church in Wales), Gillian Thompson (Co-opted Member – Parent Governor in the Primary Schools Sector) Councillor Alun Roberts (Portfolio Member for Adults' Services and Community Safety).

ALSO PRESENT: Scrutiny Officer (EA)

1 DECLARATION OF INTEREST

Councillor Jackie Lewis declared a personal interest only when item 5 was discussed on account of her employment with Menter Môn to which reference is made in the Delivery Document.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meetings of the Corporate Scrutiny Committee held on 27 February, 2024, 12 March, 2024 and 21 May 2024 (election of Chair and Vice-Chair) were presented and were confirmed as correct.

3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q4 2023/24

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 4 2023/24 was presented for the Committee's consideration. The scorecard report portrays the 2023/24 end of year position against the Council's well-being objectives.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience as the best performing Q4 scorecard report since the scorecard was introduced as a performance management tool with 92% of the performance indicators performing above or within a 5% tolerance of their targets for the year. He referred to specific instances of notable performances including within Adults' Services, Children and Families' Services and Homelessness Service where the performance had met or exceeded the targets for the year. Other examples of good performance were to be found in relation to the percentage of pupils assessed in Welsh at the end of the Foundation Phase (100%), the number of properties brought back into use (71 against a target of 50) and the NERS programme where 81% of the clients attending the programme felt that it had benefited their health. Planning and Waste Management indicators had also achieved their targets. The report highlights some remaining challenges with regard to FOI processing and responses, the percentage of Year 11 leavers who are classed as NEET and the average number of days taken to deliver a Disabled Facilities Grant (DFG) where targets had not been met. These areas will be monitored by the Leadership Team to ensure improvements into the future.

The Committee thanked Officers and staff for their contribution towards a positive end of year scorecard report and Members noted the examples of standout performances during the year. In scrutinising the report the following were points of discussion by the Committee –

- The underperformance of Indicator 3 (NEET) which at 4% was below target and represented a decline on the performance of the previous two years. Questions were asked about the context to the indicator, the reasons for the missed target as well as the mitigation measures in place to halt the decline and improve the performance in this area.
- The arrangements for bringing positive influence to bear on those indicators where the current performance is on target but where the trend is downwards.
- The performance of indicator 09 (the percentage of FOI requests responded to within timescale) which at 80% was 10% off target. Suggestions were made regarding possible approaches to be taken to improve performance by way of focusing on proactive disclosure, clarity and accessibility, communication and feedback and handling basic requests efficiently, and two publications were cited as sources of information/case studies which could be looked at to improve the way FOI requests are addressed and to clear the backlog.

- The continued underperformance of indicator 28 (delivery of DFGs) and whether performance is being impacted by the unavailability of contractors and budget constraints. Questions were also asked about engagement and communication with business organisations and the publicity given to opportunities for being included on the list of contractors for adaptations work and whether the process is open to smaller as well as large contractors.
- The excellent performance of waste management indicators 31- 34 was noted and that 97.5% of the streets surveyed were clean of any waste, and fly tipping incidents continued to be cleared within a day. Appreciation of the work of the street cleaning and waste collection/recycling services was expressed with a request that the Committee's thanks be conveyed to the relevant staff. Reference was also made in the context of waste management to the poor condition of many recycling boxes and wheelie bins with some being damaged with jagged edges which could lead to accident or injury and a suggestion was made about renewing waste receptacles for Anglesey households.
- The increase with regard to 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 (indicator 18) and the consequent pressure on the service. Questions were asked about the arrangements in place to manage the pressures from the perspective of staff and budgets.
- The increased demand and pressures on some service areas above others and how these are considered as part of the Council's performance management arrangements.
- The forecasted underspend of £1.740m on the 2023/24 budget and the extent to which this underspend will assist the Council in the 2024/25 financial year.

Officers responded to the points raised as follows –

- That the NEETs indicator was published by Careers Wales after taking a snapshot of school leavers who were NEET as of 31 October 2023 and were Year 11 leavers in July 2023. Of the 645 Year 11 leavers, 26 were identified as NEET with 10 of those young people on a Careers Wales course and 16 presenting as not ready for education because of personal and/or medical reasons. The Authority has a strong understanding of the number of Year 11 leavers not in education, training or employment and a robust system to monitor all NEET young people aged 16-18. The work of the Engagement and Progression Co-ordinator and her team of outreach advisors has had a positive influence on the figures and is encouraging. The focus is on early identification of young people who are NEET ahead of Careers Wales's snapshot publication coupled with timely intervention which is supported by early intervention panels to whose attention young people who are NEET are brought.
- That seasonal factors can influence performance reporting on a quarterly basis e.g. indicator 32 (the percentage of waste reused, recycled, or composted) where the Q4 performance is Green but the trend is down on Q3 which covers the winter months and is traditionally a better performing period for waste recycling because of the nature of the waste generated during this period especially at Christmas. The corporate scorecard contents and format are being reviewed for 2024/25 which might result in trends being measured against annual targets rather than quarterly via the downward/upward arrow to provide a clearer picture of the direction of travel.

The Committee requested that it be provided with the performance statistics against annual targets to enable it to better compare year on year trends.

- That last year 854 FOI requests were reported to the Governance and Audit Committee with just shy of 5,000 questions within those requests. Whilst there has been a gradual increase in the number of requests since the legislation was introduced, for 2023/24 the increase in the number of FOI requests to 1,002 and in the number of questions to 6,300

is significant. Some services are the subject of many more FOI requests than others because they have an impact on people's lives and these need to be targeted which approach the Governance and Audit Committee has endorsed. Mitigating actions being taken include the upscaling of the Corporate Information and Complaints Officer post which is currently being advertised with interim arrangements in place to collect the relevant data in the meantime, along with the development of the CRM. Whilst the focus of the CRM project currently is the complaints process, when resources allow work will begin on FOIs the aim being to create a dashboard available to each Information Manager i.e. Directors and Heads of Service, so that they will be able to access on a daily basis a scorecard which will show requests, timescales, progress, and late responses. The dashboard will be agreed by the Leadership Team who will be in possession of all the data and can identify any pinch points. Capacity has been considered as the work of collating information and drafting responses currently falls to officers within the services and is in addition to their day-to-day duties. Proactive disclosure of information is something the Council has been undertaking with services on the recommendation of the Governance and Audit Committee and involves analysing requests, identifying common themes, and assessing whether data that meets those information needs can be published routinely. Whilst proactive disclosure does not stop FOI submissions, it may help in reducing the number of requests by directing people to information that is accessible by other means.

- That a shortage of contractors has been one of the main factors in the underperformance of indicator 28 (timely delivery of DFGs) be that the undertaking of smaller repair jobs or major adaptations work. The Housing Service has reviewed the procurement framework and has engaged with local contractors leading to an expansion of the list of contractors the service works with from 7 to 14 for minor works and from 8 to 14 for major works which it is hoped will help expedite the delivery of DFG funded work and improve performance. Early indications for the first quarter of 2024/25 are that the number of days taken to deliver DFGs has reduced from that recorded at Q4 2023/24. The Corporate Planning Programme and Performance Manager advised with regard to the approach to engagement with businesses and contractors that that is a matter which the Housing Service would be able to report upon separately.
- That the Council is currently engaged with WRAP Cymru with regard to analysing the waste and recycling approach and performance with a view to making further improvements which will set the direction for the Council's future plans. Whilst the point made about the hazards of damaged waste/recycling containers is noted, current budgetary constraints mean that providing every household with new containers is not possible. The Council is however committed to repairing/replacing broken waste and recycling containers upon request in line with the waste collection policy. The Council's waste collection and street cleaning service is undertaken under contract by Biffa and the Committee's thanks should be directed to its staff.
- That Care Inspectorate Wales sets standards for staffing ratios in care homes to ensure that there is enough staff to meet the needs of a care home's residents. The data shows that the number of people entering and leaving residential care has increased significantly since the pandemic with more people entering care but for shorter periods than has previously been the case which impacts the performance figure. Appropriate staffing levels are in place to respond to those needs.
- That with regard to managing the demand and resource pressures on services, consideration in being given to taking a more integrated approach to budgets and efficiencies which takes account of demographic changes and the socio-economic conditions on the Island including local variations. Levels of demand are routinely considered in discussions about performance with Heads of Service as maintaining performance can sometimes be challenging due to the demand factor. Illustrating changes in demand and trends in its documentation is something the Council has

recognised it needs to do more clearly and is an element that will be incorporated in the new 2024/25 scorecard which will aim to show how demand levels change and how that in turn influences both short-term performance and long-term trends in key areas such as homelessness, adults' care, and education.

- That the projected underspend of £1.740m on the 2023/24 budget means that the Council's general balances will increase by that amount. The Director of Function (Resources) /Section 151 provided an overview of the Council's current general balances position which having taken account of movements in and out of the balances stands at approximately £11m which is available to the Council to mitigate risks. The Section 151 Officer advised that the Council's balances which it is recommended be maintained at 5% of the net revenue budget, will provide the Council with more scope/options when setting the 2025/26 budget which is expected to be challenging and could be used to balance the budget if necessary. Whilst it is recognised that drawing on general balances to address a budget gap is not a long-term solution to a funding shortfall, the balances help strengthen the Council's financial position and its ability to deal with funding challenges in the short-term.

Having reviewed the Corporate Scorecard for Q4 2023/24 and having noted the responses of Officers to the points of discussion raised it was resolved –

- **To note the Corporate Scorecard report for Q4 2023/24 including the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future in relation to FOI requests responded to within timescale, the percentage of Year 11 leavers who are NEET and the average number of days taken to deliver a DFG.**
- **To recommend the scorecard report and mitigating measures outlined therein to the Executive.**

Additional actions –

- **The Committee to be provided with the performance statistics against annual targets to enable it to compare year on year trends.**
- **To ask the Chief Executive on behalf of the Committee to write to the Chief Executive and Area Manager of Biffa to convey the Committee's appreciation and thanks for the work carried out on Anglesey by Biffa's street cleaning and waste collection staff.**

4 ANNUAL CORPORATE SELF-ASSESSMENT 2023/24

The report of the Head of Profession (HR) and Transformation incorporating the Council's annual self-assessment report for 2023/24 was presented for the Committee's consideration.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience as the third self-assessment report produced by the Council under the Local Government and Elections Act 2021. The report provides an evidential basis of how the Council has performed over the year using its available resources whilst managing and mitigating associated risks. Of the seven key areas which are the focus of the self-assessment, four areas (service planning, financial planning, workforce planning and performance management) are assessed as exceeding expectations while three areas (asset management, procurement and contract management, and risk and audit management) are assessed as meeting expectations. Additionally, the report identifies several areas as presenting opportunities for improvement and monitoring throughout 2024/25.

In considering the report, the following were points of discussion by the Committee –

- The action plan and timescales to ensure continued improvement with regard to asset management which is an area assessed as meeting expectations (yellow).
- Whether assurances can be given that the three key areas assessed as meeting expectations will continue to improve.
- With regard to procurement and contract management, clarification of the specialist law contract at a value of £3m was requested.

Officers responded to the points raised as follows –

- That a new Asset Management Strategic Plan for 2024 to 2029 was approved by the Council in May 2024 which focuses on four key priority areas in relation to the suitability of the Council's assets, the sustainability of its assets, collaboration in planning and managing assets as a corporate resource, and asset planning that is data driven. These identify numerous steps to be taken to improve the Council's asset management arrangements. Implementation of the Plan which spans the medium term, is in its infancy and timescales for the identified actions are being determined with the priority being to establish a sound asset information database which will drive subsequent actions in the other priority areas.
- That an external procurement specialist has been engaged to look at the Council's current procurement arrangements and its readiness for the significant changes to be introduced to public sector procurement in October 2024 by the new Procurement Act which will also apply in Wales. They have developed a two-year action plan for improvements focused on creating a new procurement strategy and its integration into service plans, governance, and the incorporation of the new regulations within the Council's Constitution, the creation of a procurement handbook for staff, definition of roles and responsibilities, the structure and skillset of the Procurement team, data collection and performance reporting of procurement activity. The external procurement specialist has also been re-engaged to provide support in delivering the action plan.
- That risk management which is currently located within the Internal Audit Service includes arrangements for reviewing corporate and service risk registers and ensuring they are kept up to date as well as regular reporting to the Governance and Audit Committee by the Head of Audit and Risk. The Risk Manager post is currently vacant following the departure of the post holder to another post in the Council and the vacancy has provided an opportunity to review where the risk management responsibility sits within the Council structure.

The Chief Executive advised that integrating budget review work, demand monitoring and performance management with the Council's risk management processes as a naturally occurring part of day-to-day operational activity is essential as circumstances can change rapidly as a result of legislation or funding conditions. Integrating those processes will require further work but will pay dividend in better and more timely decision making.

The Committee requested that it be provided in six months' time with the action plans for the three key areas assessed as meeting expectations to see the extent of progress made and that the Corporate Self-Assessment for 2024/25 demonstrate how the actions taken have brought those three key areas to a position where they too exceed expectations.

The Chief Executive in acknowledging the importance of the Committee's receiving assurance that progress is being made advised that the Council will in the second half of 2025 be subject to a panel performance assessment whereby an independent panel arranged by the Council will assess the extent to which the Council is meeting performance requirements. The corporate assessment work as well as subsequent progress updates will provide important evidence to the panel that the Council is committed to improving performance on an ongoing basis.

- That the procurement activity in relation to the specialist law contract refers to legal work commissioned with regard to large scale, complex strategic developments such as the Anglesey Freeport or Wylfa Newydd which require specialist input over and above the capacity/expertise of the Council's legal services. Such specialist service is procured in line with the Welsh Government procurement framework but if the required specialism is unavailable under the Framework, the Council will procure the work externally which the client service would undertake supported by the Council's legal services. In response to a question by a member of the Committee about the availability of information about the work commissioned and details of the costs incurred the Director of Function (Council Business)/Monitoring Officer confirmed that that information is available and is provided as part of the service challenge process. A Member can request access to the information which would then be considered under FOI provisions as it is likely to include sensitive commercial information pertaining to the companies commissioned. In response to further questions about the justification for the £3m cost, the Director of Function (Council Business)/Monitoring Officer advised that the Council would unlikely be able to recruit expert legal professionals on a permanent basis on the basis of public sector pay rates and that commissioning external legal support to meet specific specialist requirements represents the best way forward.

Having scrutinised the documentation, the Corporate Scrutiny Committee resolved to endorse the Annual Corporate Self-Assessment 2024 for further consideration by the Executive.

Additional actions –

- **The Committee to be updated in six months on the progress made on actions in relation to the three key areas assessed as meeting expectations (as opposed to exceeding expectations).**
- **The Corporate Self-Assessment report for 2024/25 to show how the actions taken have helped those three key areas exceed expectations.**
- **That information about the work commissioned and costs incurred in relation to external legal fees be made available to Councillor A.M. Jones as an FOI request and a copy provided to the Committee's members.**

5 ANNUAL DELIVERY DOCUMENT 2024/25

The report of the Head of Profession (HR) and Transformation incorporating the Annual Delivery Document for 2024/25 was presented for the Committee's consideration.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience as setting out the Council's key work streams for 2024/25 which will contribute towards achieving the strategic objectives of the Council Plan 2023-2028.

In considering the contents of the Annual Delivery Document, the following were points of discussion by the Committee –

- The ways in which the proposed Delivery Document aligns with the Council Plan.
- The rationale for setting a target of immersing 96 pupils with little or no Welsh skills through language centres.
- Given the extension of voting rights to 16-year-olds in Senedd and local elections in Wales and the Council's commitment to ensuring that there are opportunities for children and young people's voices to be heard, the ways in which the Council proposes to better engage young people in local democracy and use their vote, and whether schools should be educating young people about the different forms, tiers, and evolution of democracy.
- The risks and challenges in seeking to achieve the priorities set for 2024/25.

- Whether the commitment to develop thirty new homes is sufficiently ambitious.
- How the Council proposes to reach and influence communities with regard to its climate change ambitions.
- The publicity given to the Anglesey Local Development Plan Delivery Agreement document and the extent of its distribution/circulation for public awareness.
- In light of the magnitude and strategic importance of nuclear development to the Island's economy and wider afield, it was suggested and supported by Committee that a specific and separate line of reference to Wylfa be included under the Delivery Document's economic commitments. Likewise it was suggested and supported by Committee that a specific reference to the Council's commitment to engaging with the business sector be also included in the same section of the Document.

Officers responded to the points raised as follows –

- That the Delivery Document has been crafted to align with the strategic priorities of the Council Plan and sets out the activities which the Council will undertake in 2024/25 and how those reflect what the Council has committed to achieve by 2028 in the Council Plan. The Council's performance will be reviewed at the end of 2024/25 to assess the extent to which it has achieved its objectives for the year and how those have contributed towards realising the priorities of the Council Plan.
- That the Director of the Education, Skills, and Young People would be asked to clarify the basis of the target for immersing 96 pupils with little or no Welsh skills through language centres and the information circulated to the Committee's members.
- That there is within the Council an officer post whose responsibilities include promoting and highlighting the importance of voting among 16-year-olds and a work programme has been developed to support those endeavours chiefly through current networks and through collaboration with the colleges and school sixth form classes. With regard to teaching about democracy in schools, the Assistant Chief Executive advised that the Children and Young People' Forum has been re-established and that he would convey the message to the Learning Service.
- That many of the work streams set out in the Delivery Document are dependent for their achievement on external grant funding which in some instances is as yet unconfirmed. This is a risk and will be subject to continued monitoring throughout the year and may necessitate some adaptation of the document in line with circumstances.
- That the target of developing thirty new homes is achievable from the perspective of the Council's capacity, land availability and resources but is unlikely to be enough in terms of meeting local housing needs and homelessness. It is essential that the Council and others continue to develop new homes otherwise the gap between demand and provision will widen and the Council will face increasing homelessness pressures.
- That the Local Development Plan Delivery Agreement is currently the subject of a six-week consultation and will inform the process of preparing a new Local Development Plan for Anglesey. The consultation has been undertaken in the same way as all other Council consultations and has been scrutinised by the Consultation and Engagement Board. The Chief Executive recommended that the question be referred to the Planning Policy Committee so that Members can consider whether the public is sufficiently aware of planning policy and its significance and how they can have a say in its development and whether a plan is required within communities. It was further confirmed that copies of the Anglesey Local Development Plan Delivery Agreement have been distributed to Anglesey libraries and other public locations although information about the exact number of copies made available was not immediately to hand. It is not Council policy to print and circulate paper copies unless requested.

- That the Council has committed to becoming a net zero organisation by 2030 and has established challenging targets to reduce its carbon emissions. In terms of what is happening at community level the Council is progressing household waste recycling rates, flood mitigation work, active travel routes as well as preparing to implement a programme to install EV charging points across the Island. Responding to the climate change crisis with limited resources is a significant challenge and while the immediate focus is on the Council itself, as much support as possible is being given to safeguarding communities via Council projects, processes, and systems.

Having scrutinised the documentation, the Corporate Scrutiny Committee resolved to endorse the Annual Delivery Document 2024/25 to the Executive with the recommendation that the document include specific and separate reference to Wylfa under the economic commitments section as well as a reference to the Council's commitment to engaging with the business sector.

Additional actions –

- **To ask the Director of the Education, Skills, and Young People to clarify the basis of the target for immersing 96 pupils with little or no Welsh skills through language centres and circulate the response to the Committee's members.**
- **That the publicity afforded the Anglesey Local Development Plan Delivery Agreement document and public awareness of the document be referred to the Planning Policy Committee for consideration. The Chief Executive to confirm the number of copies produced and distributed.**

6 SCRUTINY TASK AND FINISH GROUP: LETTING OF COUNCIL ACCOMMODATION (KPI 29) – FINAL REPORT

The report of the Scrutiny Task and Finish Group of the Corporate Scrutiny Committee established to examine the performance of indicator 29 (the average number of calendar days taken to let a lettable unit of accommodation excluding Difficult to Let units) with a view to improving the performance was presented for the Committee's consideration.

The report and Panel findings were presented by Councillor Ieuan Williams, Chair of the Panel who provided an overview of the scope, methodology and objectives of the Panel along with its conclusions and recommendations as detailed in Appendix 1 to the report. The Panel had made four recommendations to the Executive as a means of improving the local performance against Key Performance Indicator 29. Councillor Ieuan Williams also referred to the lessons learnt from the task and finish project including whether a group of this nature undertaking a time limited exercise is the most effective way of investigating performance. Suggestions were made regarding possible alternative mechanisms for improving productivity and performance.

The Committee thanked both the Panel for its time and work, the Officers who reported to the Panel and those who supported the Panel in conducting its business.

The Chief Executive added his thanks for the work undertaken and recommended a minor amendment to the wording of recommendation (1) to include reference to the year to which the performance target would apply to the effect that *the local performance target for KPI 29 for 2025/26 be set at 35 calendar days to relet lettable units of accommodation (excluding difficult to let units).*

It was resolved –

- **To approve the final report of the Scrutiny Task and Finish Group together with its key findings and 4 individual recommendations as detailed in Appendix 1 to the report with the amendment to the wording of recommendation (1) as outlined.**
- **To agree that the final report be submitted for approval by the Executive.**

7 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme for 2024/25 was presented for consideration.

It was resolved to agree the current version of the Forward Work Programme for 2024/25 as presented.

**Councillor Douglas Fowlie
Chair**

DRAFT

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny
Date:	17 September 2024
Subject:	Scorecard Monitoring Report - Quarter 1 (2024/25)
Purpose of Report:	To challenge performance
Scrutiny Chair:	Councillor Douglas Fowlie
Portfolio Holder(s):	Councillor Carwyn E Jones, Portfolio Holder for Transformation
Head of Service:	Carys Edwards
Report Author:	Gwyndaf Parry
Tel:	01248 752111
Email:	GwyndafParry@ynysmon.llyw.cymru
Local Members:	n/a

1 - Recommendation/s	
1.1	This is the new scorecard for the 2024/25 financial year. It portrays the Council’s performance against the strategic objectives outlined in the Council Plan.
1.2	The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include: <ul style="list-style-type: none"> • The Children and Families indicators are all green against their targets • 29 schools designated as eco-schools • All Housing indicators are green against target • The Planning indicators (Economy 4 & 5) are green and are performing better than targets
1.3	The Committee is requested to scrutinise the scorecard and note the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.
1.4	These are recommended as follows: <ul style="list-style-type: none"> 1.4.1 Freedom of Information (FOI) requests responded to within timescale; 1.4.2 The percentage of high risk businesses that have been inspected in accordance with the food hygiene standards 1.4.3 Continue to work with Services to ensure new KPIs are reported on from Q2 onwards, to enable better understanding of performance trends.
1.5	The committee is asked to recommend the mitigation measure outlined above to the Executive

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

- 4.1. 94% of the Authority's performance indicators with targets monitored performed well, which is a positive report at the end of Quarter 1. What assurance can be given that the remaining 2 indicators will improve?
- 4.2. Do the financial challenges facing local government create a risk to the Council's good performance into the future. How do we mitigate this risk?
- 4.3. The report highlights that the number of high-risk food hygiene checks that were due to take place during Q1 was 9% below target and scored red. What measures are in place to ensure the service reaches the 80% target during the year?
- 4.4. The indicator on responding to Freedom of Information requests is Amber, and the report explains that there is some reduction in capacity to handle tasks within services due to the need to make savings. Is there a plan to try to improve the response time?
- 4.5. There is no data against all indicators, and the report recommends working with Services to ensure they can be reported from Q2 onwards. How will this be achieved and is there a priority list?

5 – Background / Context

5.1 Our Council Plan for 2023-2028 identifies the local needs and wellbeing priorities and sets out our aims and objectives for the next five years.

5.2 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs) in delivering the Council's day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.

5.3 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

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

n/a

7 – Financial Implications

The end of Q1 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 1

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

- Council Plan 2023-2028

Corporate Scorecard 2024/25

Quarter 1 report

Prepared by – Transformation Service

Publication date: September 2024

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

1. Introduction

1.1 The Council Plan 2023-28 identifies six strategic objectives and sets out the key actions and commitments for the next five years.



Welsh Language



Social Care and Wellbeing



Education



Housing



Economy



Climate Change



Council Plan 2023 to 2028

1.2 This scorecard monitoring report for 2024/25 is used to monitor the performance of our Key Performance Indicators (KPIs) in delivering the council's day to day activities that underpin the delivery of the Council Plan.

1.3 A number of KPIs are new, many currently do not have targets and are there to set a baseline, with some data not available until end of the year. Trends will however be monitored from Q 2 during 2024/25 with the aim of setting targets in 2025/26.

1.4 It provides the evidence to enable the Council to monitor its performance and to be data informed when identifying any mitigating actions agreed by the Leadership Team to drive and secure performance improvements into the future.

1.5 The results within the scorecard are all cumulative and as such a trend column will be made available from Q2 to inform the performance trends from quarter to quarter.

1.6 The RAG status for each section of the scorecard, with the exception of financial management which is done from a professional opinion perspective, can be found below:

- Red - more than 10% below target and/or needing significant intervention
- Amber - between 5% & 10% below target and/or requiring some intervention
- Yellow - within 5% of target
- Green - on or above target

2. Overview

2.1 The majority (94%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG).

2.2 Only two indicators are currently Red or Amber against targets. They are:

2.2.1 Economy - 07) Percentage of high-risk businesses subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation – RED – 71%, Target – 80%

22 of the 31 inspections due during Q1 were inspected. The service will ensure that the target of 80% will be achieved during the year by monitoring staff availability to undertake the inspections and redeploying other work if necessary. While catching up on the inspections, the service will prioritise the businesses that have the highest risk to the public in the first instance.

2.2.2 Whole Council Health - 12) % of FOI requests responded to within timescale – AMBER – 83%, Target – 90%

There was a total of 247 FOI requests during Q1 with 205 of them responded to within timescale. The Council remain committed to increasing the response rate for FOIs, however due to the need to make savings, some reduction in capacity to deal with tasks within the services ensures that the target of 90% remains a difficult one.

2.3 Some examples of the good performance seen during the quarter include:

2.3.1 95% of adults received advice and assistance from the information, advice and assistance service and have not contacted the service in the following 6 months

2.3.2 All the Children and Families Service indicators (Social Care and Wellbeing indicators 6 – 10) are Green against targets.

2.3.3 29 Schools are designated as Eco-Schools on the island

2.3.4 All indicators currently being monitored in the Housing objective are Green against targets

2.3.5 The planning indicators with targets (Economy indicators 4 and 5) are both Green and outperforming targets for the quarter

2.3.6 The waste management indicators reported (Climate Change 4-5) are Green against target

3. Welsh Language



	Q1	Q1 Target	Q1 RAG	Q1 Comments
01) The percentage of jobs advertised by the Council as Welsh level 4 or 5				Data available in Q3
02) The number of officers receiving Welsh language training	43			
03) The number of complaints suggesting a failure to comply with the Welsh Language Standards	2			
04) The number of complaints that were subject to a statutory investigation by the Welsh Language Commissioner	0			
05) The percentage of visits to Welsh language interface of our main website	8%			
06) The percentage of Welsh language responses to official consultations	15%			
07) The percentage of followers following the Welsh side of the Council's main social media accounts	23%			
08) The number of businesses receiving support as part of the ARFOR programme	15			
09) The percentage of year 11 pupils studying Welsh [first language]	68.46%	69.30%	Yellow	

4. Social Care and Wellbeing



	Q1	Q1 Target	Q1 RAG	Q1 Comments
01) Number of adults in receipt of Direct Payments	212	224	Yellow	
02) The percentage of adult protection enquiries completed within statutory timescales	89.36%	90%	Yellow	
03) The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service in the following 6 months	94.95%	85%	Green	
04) Number of older people (aged 65 or over) whom the authority supports in care homes, as at 31 March	289	352	Green	
05) The percentage of carers of adults who received an assessment or review in their own right during the year following a request	94.30%	93%	Green	
06) The average length of time for all children who remain on the Child Protection Register as at end of quarter	142	270	Green	
07) Children Re-Registered on the Child Protection Register within 12 Months of previous removal from the register	0	15	Green	
08) The percentage of referrals of children that are re-referrals within 12 months	7.50%	15%	Green	
09) The percentage of statutory visits to children on the Child Protection Register due in the year that took place in accordance to regulations	94.12%	90%	Green	
10) The percentage of Initial Pathway Plans due in the year that took place within timescales	100%	85%	Green	
11) Number of visits to leisure centers	130704	115000	Green	
12) Percentage of NERS clients who completed the exercise programme				Data available in Q3

5. Education



	Q1	Q1 Target	Q1 RAG	Q1 Comments
01) Percentage of pupil attendance in primary schools (termly)	91.98%			
02) Percentage of pupil attendance in secondary schools (termly)	87.10%			
03) Percentage of Year 11 leavers not in Education, Training or Employment [NEET]				
04) Percentage of Quality Indicators (with targets) achieved by the library service				
05) Number of schools in Estyn Follow up / Statutory Category	1			
06) Number of schools with the Eco-schools status	29			2 Secondary Schools and 27 Primary Schools
07) Môn Actif - Number of children undertaking swimming lessons throughout the year	1847	1900	Yellow	
08) Number of children and young people excluded permanently from school	14			2023/24 result
09) Number / proportion of schools with a financial recovery plan	6			

6. Housing



	Q1	Q1 Target	Q1 RAG	Q1 Comments
01) Landlord Services: Average number of days to complete Responsive Maintenance repairs				Data not available due to reporting issues in the system. Data should be available for Q2 reporting.
02) Percentage of tenants satisfied with Responsive Maintenance repairs	88%	85%	Green	
03) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	26	35	Green	
04) Average number of calendar days taken to deliver a Small and Minor Disabled Facilities Grant - Adaptions (<£36k)	185	185	Green	
05) Average number of calendar days taken to deliver a Major Disabled Facilities Grant - Adaptions (>£36k)	-	211		No major adaptions in Q1
06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes.	22	11	Green	
07) The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the permanent accommodation	3.02	3.1	Green	
08) Number of empty private properties brought back into use through our Empty Homes interventions	16	12	Green	
09) Percentage of households successfully prevented from becoming homeless	92.60%	85%	Green	
10) Number of homelessness applications for assistance (section 62 assessments)	185	-		
11) Number of Households currently placed in Emergency and Temporary Accommodation	85	-		

7. Economy



	Q1	Q1 Target	Q1 RAG	Q1 Comments
01) % of economic and development / regeneration grant funding received and implemented	38%			
02) Percentage of council business units let	86%			
03) Total number of customers with annual mooring contract	179			
04) Percentage of all planning applications determined in time	97%	90%	Green	
05) Percentage of planning enforcement cases investigated within 84 days	97%	80%	Green	
06) Number of planning appeals allowed (as a % of overall planning applications)	1%			
07) Percentage of high-risk businesses subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	71%	80%	Red	22 of the 31 inspections due during Q1 were inspected. The service will ensure that the target of 80% will be achieved during the year.
08) Percentage of food establishments that meet food hygiene standards	98%	95%	Green	

8. Climate Change



	Q1	Q1 Target	Q1 RAG	Q1 Comments
01) Total carbon emissions from council buildings (tCO2e)				Data available in Q4
02) Percentage of domestic waste reused, recycled, or composted				The full data for Q1 is not yet available
03) Percentage of waste reused, recycled, or composted from Council buildings	48.28%			
04) Percentage of streets that are clean	96.60%	96%	Green	
05) Average number of working days taken to clear fly-tipping incidents	0.04	1	Green	
06) Percentage of A roads in poor condition (annual)				Data available in Q3
07) Percentage of B roads in poor condition (annual)				Data available in Q3
08) Percentage of C roads in poor condition (annual)				Data available in Q3
09) Total carbon emissions from council fleet (tCO2e)	162			
10) Proportion of low carbon (electric) vehicles within the council fleet	12%			
11) Number of Council operated electric vehicle chargers	49			

9. Whole Council Health

	RAG	Budget	Actual	Variance (%)	Forecasted Actual	Forecasted Variance (%)
01) Forecasted end of year outturn (Revenue)	Yellow	£179,738,000			£180,418,000	0.38%
02) Forecasted end of year outturn (Capital)		£69,361,000			£68,659,000	-1.01%
03) Income v Targets (excluding grants)	Green	-£4,088,676	-£4,522,447	10.61%		
04) Forecasted general balances at end of year					-£10,991,950	
05) Cost of borrowing - % of budgeted revenue expenditure	Green	2.62%			2.62%	
06) No of Services forecast to overspend by over 5% of their budget			1			
07) % of Council Tax collected (for last 3 years)	Yellow		97.6%			
08) % of Sundry Debtors collected (for last 3 years)	Yellow		93.2%			

	Q1	Q1 Target	Q1 RAG	Q1 Comments
09) Total number of complaints upheld / partially upheld	7	12	Green	6 Corporate and 1 Social Services
10) Total % of written responses to complaints within 20 days (Corporate)	83%	80%	Green	5 of the 6 complaints responded to within 20 days
11) Total % of written responses to complaints within 15 days (Social Services)	100%	80%	Green	
12) % of FOI requests responded to within timescale	83%	90%	Amber	247 FOIAs requested in Q1
13) Proportion of queries dealt with and closed by Cyswllt Môn (not forwarded to Services)	50%			
14) Number of staff authority wide staff, including teachers and school based staff (FTE)	2406			
15) Sickness absence - average working days/shifts lost	2.09	2.13	Green	
16) Short Term sickness - average working days/shifts lost per FTE	0.93			
17) Long Term sickness - average working days/shifts lost per FTE	1.16			
18) Local Authority employees leaving (%) (Turnover)				Data available in Q4
19) % of posts advertised and filled during first round of advertising				Data available in Q3

10. Conclusion and Recommendations

- 10.1 The performance of 94% of the performance indicators performing above target or within 5% tolerance of their targets for the quarter is positive.
- 10.2 It demonstrates that services are operating in line with the values and general principles of the Council.
- 10.3 **Recommendation – that the Leadership Team manage, investigate and secure improvements into the future for the following KPIs:**
 - 10.3.1 Economy - 07) Percentage of high-risk businesses subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation;
 - 10.3.2 Whole Council Health - 12) % of FOI requests responded to within timescale
 - 10.3.3 Work with Services to ensure KPIs which do not have data against for Q1 can be reported on from Q2 onwards to enable better understanding of performance and trends.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	17/09/2024
Subject:	Annual Performance Report 23/24
Purpose of Report:	Annual Report
Scrutiny Chair:	Cllr Douglas Fowlie
Portfolio Holder(s):	Cllr Carwyn E Jones
Head of Service:	Carys Edwards
Report Author:	Gwyndaf Parry
Tel:	01248 752111
Email:	GwyndafParry@anglesey.gov.wales
Local Members:	n/a

1. Recommendation/s
<p>The Committee is asked to recommend that the Council:</p> <ul style="list-style-type: none"> agree the content of the 2023/24 Performance Report as a fair and complete reflection of the Authority's work over that period and to adopt it.

2. – Link to Council Plan / Other Corporate Priorities
<p>The Annual Performance Report has been drafted to inform its reader of the Council's performance during that year.</p> <p>The report provides an update on the Council's performance, including, summarizing:</p> <ul style="list-style-type: none"> Annual Delivery Document 2023/24 Scorecard Report 2023/24

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

<ul style="list-style-type: none"> • Involvement <p>[focus on wellbeing]</p> <p>3.6 The potential impacts the decision would have on:</p> <ul style="list-style-type: none"> • protected groups under the Equality Act 2010 • those experiencing socio-economic disadvantage in their lives (when making strategic decisions) • opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language <p>[focus on equality and the Welsh language]</p>
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4. - Key Scrutiny Questions

- 4.1. The report presents a year of notable achievements which have contributed to a number of improvements on our Island. What arrangements are in place to promote and share these achievements across the Organisation and beyond?
- 4.2. Using information from the 2023/24 Annual Performance Report, which specific performance areas should be prioritised on the basis of risk during 2024/25?
- 4.3. The report mentions the main reason for the delay to the launch of the Digital Tenant Portal was additional IT upgrade work required by the Housing team. What other factors (if any) contributed to this delay and what communication updates were provided to tenants informing them of the delay to the portal launch?
- 4.4. The report highlights the installation of new landing pontoons at Porth Amlwch and St George's Pier were postponed. What reasons contributed toward this decision?
- 4.5. The cost-of-living crisis has created a significant financial challenge for the Council. How is this challenge reflected within the Annual Performance Report?

5. – Background / Context

- 5.1. 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.
- 5.2. This paper outlines our Performance / Wellbeing Report which looks back over the Council's performance for 2023/24.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

n/a

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

n/a

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

n/a

7 – Financial Implications

The financial implications of achievement against objectives can be viewed in the Council's statement of accounts for 2023/24.

8 – Appendices:

Appendix A – Annual Performance Report 2023/24

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

- Council Plan 2023-2028
- Annual Delivery Document 2023/24



Annual Performance and Wellbeing Report 2023/24

Prepared by – Transformation Service

Publication date – September 2024

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

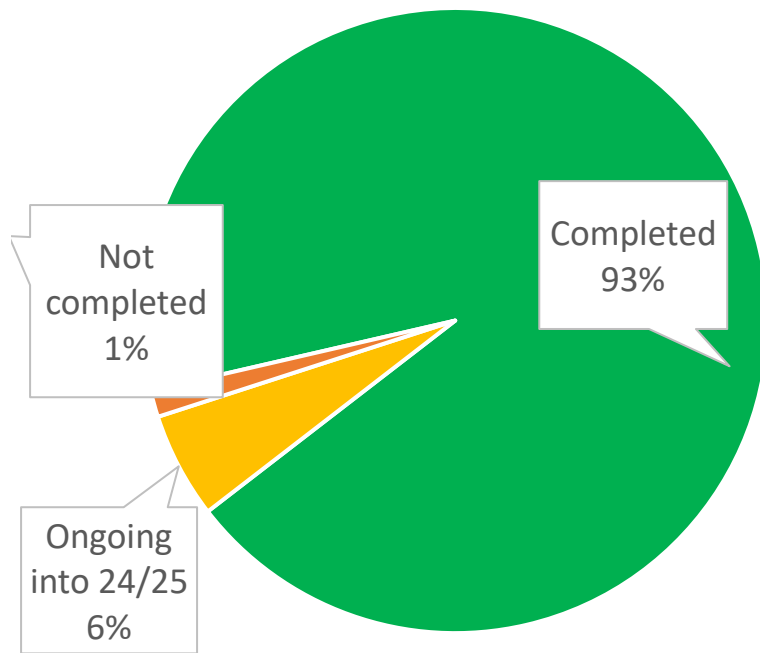
Introduction

The Annual Performance and Wellbeing Report for the year 2023/24 provides an overview of the work undertaken by the Council over the past year in collaboration with our resilient community.

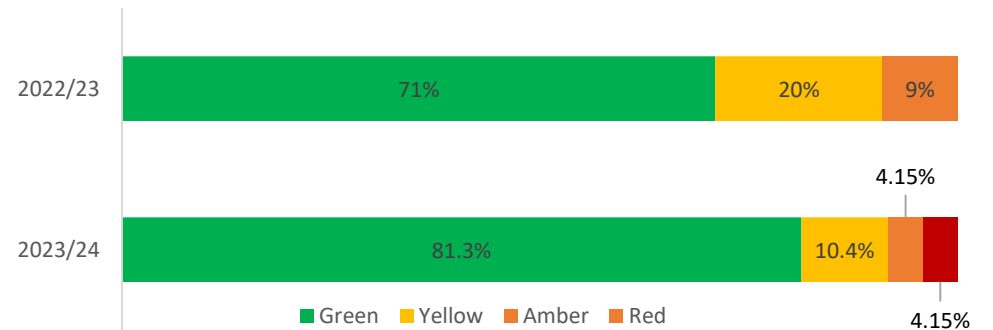
The report presents a year of notable achievements that have contributed to several improvements on our island and provides a firm foundation to support the Council Plan despite the economic challenges ahead.

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

Progress against the Annual Delivery Document



Key Performance Indicators Results 2022/23 and 2023/24



Development against the Council’s six strategic objectives

Updates against each key priority for the Council Plan activities for 2023/24 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:



Welsh Language

Key Actions	Update	Status
<p>a) Implement a Welsh in Education Strategic Plan (WESP) work plan, taking an integrated approach and reporting on its delivery</p>	<p>Over this year, schools have received the support of the Learning Service, the language centres, the Language Charter and GwE to ensure provision of standard that reflects school categories and the needs of the county’s children.</p> <p>Ysgol Uwchradd Caergybi declared it’s intention to move towards a Welsh medium school (category 3) by 2029 and a WESP project board has been established to support the school.</p> <p>A progress report on WESP was discussed by the Partnership and Regeneration Scrutiny Committee in June 2024.</p>	Planned 23/24 work completed
<p>b) Working together to promote the OgiOgi app as a useful resource to help parents and carers improve their confidence and use more Welsh with their children</p>	<p>A Marketing Officer post employed by Menter Môn and funded until December 2024 has been appointed during the year. Promotional work is underway.</p> <p>The OgiOgi app offers a treasure trove of information with more than 400 useful links to local and national resources - including information on pregnancy, health, services, rights, welfare, and leisure opportunities. It also includes a section on child development and guidance on the benefits of bilingualism and using Welsh from birth. There’s also plenty of fun activities for children and parents to enjoy.</p>	Planned 23/24 work completed

Key Actions	Update	Status
<p>c) Ensure that more opportunities to speak Welsh are available to staff and work with Bangor University to pilot the ARFer programme, which seeks to change language practices to enable colleagues who can speak Welsh (but who have developed the habit of using English) to use more Welsh at work</p>	<p>3 Welsh classes for staff being held at entry, foundation and intermediate level since September 2023.</p> <p>The university did not require the Council to pilot ARFer during the year, but the Council did collaborate with the university to offer more practice opportunities for higher level learners.</p>	<p>Planned 23/24 work completed</p>
<p>d) Ensure, by way of an annual assessment and secret shopper surveys, that we comply with the Welsh language standards</p>	<p>The Corporate Management Team assessed the Services' compliance with Welsh language duties during the year. There was general assurance that services meet the requirements of the standards and our language policy. This is mainly due to our officers' Welsh language ability and a high level of awareness of the requirements as well as the secret shopper exercise results undertaken during the year.</p> <p>Some challenges were identified, specifically difficulties in recruiting qualified officers to posts of a specialist nature. There are also challenges of outsourcing services to companies that do not understand the bilingual nature of the Council's work. Collaborating with private companies, which primarily provide technical expertise, often involves significant extra effort from Council officers to make sure services work bilingually.</p> <p>Further information on the Council's compliance with the Welsh Language Standards can be found in the annual report.</p>	<p>Planned 23/24 work completed</p>

Key Actions	Update	Status
<p>e) Work with the Anglesey Language Forum to provide community based Welsh classes and identify sources to fund community activities</p>	<p>Ensuring that the Welsh language remains integral to the island's identity, culture and heritage remains at the forefront of Fforwm Iaith Ynys Môn's work.</p> <p>One of the forum's key responsibilities is keeping a strategic overview of Welsh in education, and this year has also seen the forum establish thematic subgroups to ensure that its targets were achieved collaboratively. The targets are: 'The Welsh language in the workplace', 'Family and language transfer', 'Community and young people', 'Education' and 'Infrastructure and legacy'. Resources were pooled together to enrich the work already taking place, and to add value. Further information can be found here.</p>	<p>Planned 23/24 work completed</p>
<p>f) Promote Welsh lessons amongst parents, newcomers and refugees and ensure that materials for learning the Welsh language are available on our website</p>	<p>Welcome packs for new arrivals and refugees have been distributed throughout Ynys Môn communities during the year.</p> <p>Updated information on the Welsh language on Anglesey including how and where to learn Welsh, Welsh in education, Welsh in business, place names and other useful information can be found on the Council Website.</p>	<p>Planned 23/24 work completed</p>
<p>g) Provide resources for Schools and Placements on Caru Iaith</p>	<p>The Caru Iaith intranet resources for schools and placements have been updated in line with the Curriculum for Wales requirements for the year.</p>	<p>Planned 23/24 work completed</p>
<p>h) Libraries will work with teaching and learning providers to offer opportunities to residents to learn and develop Welsh language skills in their communities</p>	<p>The Council, working in partnership with Grŵp Llandrillo Menai, have –</p> <ul style="list-style-type: none"> • identified the Welsh learning needs within the community • undertook a meet the buyer event for potential providers • established a framework to sub-contract providers to undertake the courses • Updated the various ways to learn Welsh in the community on the learnwelsh.cymru website <p>Plan to be implemented in September 2024</p>	<p>Planned 23/24 work completed</p>

Key Actions	Update	Status
i) Establish and deliver the new Arfor Enterprising Communities grant on Anglesey, and ensure sufficient capacity for effective delivery	14 applications have been approved with a total of grants worth £550,000 awarded.	Planned 23/24 work completed
j) Participate in regional Arfor 2 schemes and programmes and maximise the benefits for Anglesey.	4 projects on Anglesey have been approved through the Challenge Fund and implemented including some from M-Sparc and the Haia company.	Planned 23/24 work completed



Key Actions	Update	Status
a) Undertake a public consultation on the future of Day Opportunities on the island with the aim to strengthen community opportunities by working and integrating with our Community Hubs	<p>Following a public consultation with users and discussion by the Partnership and Regeneration Scrutiny Committee, the Executive resolved to approve the recommendation of the report as follows –</p> <p>To integrate service users within the community and respond to the aspirations of people who attend activities to provide better outcomes. Continue to transform and modernise the way Day Services are provided with an emphasis on utilising community buildings. As the use of Morswyn has reduced, to bring the existing service to an end. Declare the property surplus to requirements and invite expressions of interest from other departments. If no use is identified, dispose of the property, and transfer the receipts to the Adults’ Services Department. Ensure that there are transitional measures for users and ensure transitional adaptation of the service for users. Ensure also that resources/facilities within the community are appropriate and meet the needs of individuals.</p>	Complete
b) Map all activities and improve local data intelligence to tackle poverty on the island focusing on food and fuel poverty as well as reducing homelessness and debt	<p>Activities and data have been used to build a Cost of Living Dashboard which is available to staff and Councillors. This data is used to help make better informed decisions and is updated regularly.</p> <p>A publicly available webpage on the cost of living has been updated on the Council website which includes information on organisations that can help individuals and families, funding that is available towards household costs and benefits, support with childcare, information on homelessness, support for mental health and wellbeing, and much more.</p>	Planned 23/24 work completed

Key Actions	Update	Status
<p>c) Launch the implementation of the Right Door Strategy by developing and expanding the early hub arrangements as a live referral process working in a multi-disciplinary forum</p>	<p>Work has progressed in implementing the Right Door Strategy during 2023/24. The early intervention hub meets twice a week to ensure that referrals are discussed, and arrangements put in place for individuals.</p> <p>A new process for children with autism or waiting for an official diagnosis for autism has also been put in place to streamline decisions and interventions.</p>	<p>Planned 23/24 work completed</p>
<p>d) Develop opportunities for people with mental health needs</p>	<p>A programme of intervention activities for individuals with a mental health diagnosis was successfully run throughout the year. A partnership with Oriel Môn was established where individuals undertook a series of art classes over a six-week period and the artwork they produced was exhibited for all visitors to view.</p>	<p>Planned 23/24 work completed</p>
<p>e) Increasing participation by enhancing the service offer within the Integrated Community Hubs including developing and delivering training that focuses on integration and accessibility</p>	<p>A dementia centre was established in the Canolfan Glanhwfa Centre, Llangefni.</p> <p>Accessibility and integration training sessions have been held at community hubs across the island.</p> <p>A session with the Dementia Bus that allows people to experience the sensory journey of how it may feel to live with dementia, was provided to increase awareness of dementia and ensure that there is better support in the community.</p>	<p>Planned 23/24 work completed</p>
<p>f) Increase opportunities for public engagement with the Local Authority through the Older People's and Local forums so that individuals can positively influence policies and service delivery</p>	<p>Older people's forum, which are recognised as an effective means of ensuring the voices of older people are heard, met regularly over the year within local community forums as well as the island wide forum.</p> <p>A number of events for people over the age of 50 were also held throughout the year, including two open days in Holyhead and Llangefni to increase participation and awareness.</p>	<p>Planned 23/24 work completed</p>

Key Actions	Update	Status
g) Establish and Develop an Age Friendly Network and become members of the World Health Organisation (WHO) Age friendly Global Network	Anglesey has been accepted as an official member of the World Health Organisation's Global Network of Age-Friendly Communities. The Network includes over 1,400 communities in 51 countries across the world. As a new member of the network, Anglesey becomes part of a worldwide movement which is working to create communities where everyone there can look forward to ageing well.	Planned 23/24 work completed
h) Review the options available for modernising external supported living services and work with housing providers to secure suitable accommodation options	A review of the options available for modernising external supported living services has been undertaken. Discussions with external providers and families have taken place, although this work took longer than initially thought due to a reduction in the funding available and the need to review provision with some external providers.	Work continues in the Annual Delivery Document for 24/25
i) Open our third Cartref Clyd (Small Group Homes) provision	A third Cartref Clyd was opened in Rhosybol in August 2023	Completed
j) Work towards becoming a Trauma informed Island by ensuring the accreditation of 5 schools as Trauma Informed Schools (TIS)	Many activities have taken place with regards to the Trauma Informed Island over the year. Over 150 staff attended training sessions with Dr Coral Harper on Trauma SPF funding was utilised to allow Anglesey to become the first authority in the UK to run a course on trauma specifically for foster parents. Further training for school-based staff as well as school governors	Planned 23/24 work completed

Key Actions	Update	Status
<p>k) Invest £1m in our leisure centre buildings and manage the installation of a new 3G pitch at Ysgol Uwchradd Bodedern</p>	<p>Improvement works in excess of £1m has been spent on Anglesey leisure centre buildings throughout the year. Some of the spend include –</p> <ul style="list-style-type: none"> • A 3G pitch at Ysgol Uwchradd Bodedern • A newly laid floor in the main hall, repair work to the squash courts, new windows, roof repair and improvements to the changing rooms at Holyhead Leisure Centre. • Extensive work has taken place at Amlwch Leisure Centre with investment of up to £600,000 on various projects including a new disabled wet changing room, new toilets, new automatic doors, new windows, roof work and new flooring including a new floor in the sports hall. • New LED floodlights on the Plas Arthur 3G pitch, including an addition of two new columns to increase cover. • Various repairs and maintenance at David Hughes Leisure Centre 	<p>Planned 23/24 work completed</p>
<p>l) Provide free swimming opportunities for young carers and work towards increasing the number of children having swimming lessons, whilst maintaining 500,000 visits to our leisure centres annually</p>	<p>There were 515,000 visits to undertake physical activities in the leisure centres throughout 2023/24.</p> <p>Of those visits, close to 1900 children and young people received swimming lessons by MônActif staff.</p>	<p>Planned 23/24 work completed</p>



Key Actions	Update	Status
<p>a) Ensure that the Curriculum for Wales is in place in all schools and that systems have been developed to measure the impact of work relating to well-being, inclusion and welfare on children, young people and the workforce.</p>	<p>The Curriculum for Wales is being followed in all school settings.</p> <p>There are sufficient systems in place to ensure that learners wellbeing and inclusion are key priorities for the Council. Data for all are regularly monitored by the Learning service and Education Scrutiny Panel as well as regular updates to the Partnership and Regeneration Scrutiny Committee on progress.</p> <p>A Health and Wellbeing event was organised for school staff at Ysgol Corn Hir with around 70 staff attending the event. A similar event is planned for 24/25.</p>	<p>Planned actions for 23/24 completed</p>
<p>b) Ensure that all schools are able to offer free school meals to all primary pupils as part of the Welsh Government’s scheme to provide free school meals to all primary school children</p>	<p>All primary schools are providing free school meals to pupils.</p> <p>Ysgol Gynradd Bodffordd received a new mobile unit for the transfer of a classroom from the main building. This will allow the old classroom to be used as a canteen and enable the school to cater for more pupils at a time.</p>	<p>Planned actions for 23/24 completed</p>
<p>c) Strengthen integrated collaboration arrangements with services / external agencies to offer support and guidance to the children, young people and youth of Anglesey, in an inclusive and innovative manner</p>	<p>The Council strengthened relationships and collaborations internal and external services throughout the year.</p> <p>Some of the work regarding Trauma Informed Island has been updated in j above.</p> <p>Collaborative work with schools and the youth service have been strengthened to identify and work with potential NEET students earlier. The Additional Learning Needs and Inclusion (ADYaCh) team continue to implement the ALN Inclusion Strategy working collaboratively with many external specialists including Betsi Cadwaladr University and SNAP Cymru.</p> <p>Work continues to further strengthen the support that our children and young people require.</p>	<p>Planned actions for 23/24 completed</p>

Key Actions	Update	Status
d) Provide opportunities to develop leadership across the Island, in collaboration with GwE	<p>Many opportunities were provided with GwE during the year with, including the leadership development programme for teaching staff and governors' development with school governors.</p> <p>Following a national decision that regional consortium, including GwE are to cease in 24/25, there will not be further opportunities to develop leadership with GwE. Alternative arrangements will be developed to replace what was offered by GwE.</p>	Planned actions for 23/24 completed
e) Deliver the plan to attract teaching assistants to the profession, including working with the college and providing local training opportunities	The Council has established a new recruitment process within Education in respect to attracting teaching assistants to the profession from college settings.	Planned actions for 23/24 completed
f) Implement the Adult Community Education Service Delivery Plan	<p>The Council, working in partnership with Grŵp Llandrillo Menai, have –</p> <ul style="list-style-type: none"> • identified the learning needs within the community • undertook a meet the buyer event for potential providers • established a framework to sub-contract providers to undertake the courses 	Planned actions for 23/24 completed
g) Consult and adopt the new strategy for Modernising Learning Communities and Developing the Welsh language and implement the associated work programme	<p>Modernising Learning Communities and Developing the Welsh language Strategy agreed and programme is being implemented accordingly.</p>	Planned actions for 23/24 completed
h) Investigate methods of modernising and developing post-16 provision and learning opportunities in order to set a direction and adopt a post-16 strategy	Work is underway to investigate and develop post-16 provision in line with the Modernising Learning Communities and Developing the Welsh Language Strategy.	Planned actions for 23/24 completed

Key Actions	Update	Status
i) Increase the number of schools that are able to run the SHEP Scheme (School Holiday Enrichment Programme) during the summer holidays	There are now 6 schools in place to run the School Holiday Enrichment Programme (SHEP) during the summer holidays	Planned actions for 23/24 completed
j) Adopt and begin to deliver a new strategy for the provision of Library Services	A draft strategy has been prepared for the provision of Library Services. The draft is due to be discussed by the committees during 2024/25	Ongoing into 24/25
k) Ensure that our children and young people are given opportunities to voice their opinions during the year when the Council engages and consults on different issues relating to education	An Anglesey Children and Young People forum has been established with two representatives from each school being invited to each forum. One forum has taken place with presentations and discussions on the Draft Poverty Strategy, Draft Equality Plan and the consultation on the draft budget for 24/25.	Planned actions for 23/24 completed
l) Review and align the Archives and Oriel Môn Strategy to support the continued retention of our accreditation status	Both strategies were aligned to support the continued retention of the accreditation status	Planned actions for 23/24 completed



Housing

Key Actions	Update	Status
a) Continue to develop plans for an Extra Care Housing Development at Tyddyn Mostyn, Menai Bridge	<p>Development work for a new Extra Care Housing Development has progressed well in the year.</p> <p>The Outline Business Case (OBC) was submitted to the Welsh Government.</p> <p>A pre-planning application is scheduled to be undertaken in early 2024/25.</p>	Planned work for 23/24 completed
b) Ensure that any new build developments are built through Modern Methods of Construction to a minimum A rated Energy Performance Certificate	<p>All new build developments comply with the Modern Methods of Construction, including the newly built estate at Llys Llwydiarth, Pentraeth.</p>	Planned work for 23/24 completed
c) Contribute to implementing the Council's Local Housing Strategy by developing 30 new homes and purchasing 15 former Council Houses	<p>18 former Council Houses have been purchased during 2023/24 and work has been undertaken or is in the process of being undertaken to add them to the available stock.</p> <p>10 new units at Llys Llwydiarth, Pentraeth have been completed and have tenants in place. Work has started on the old Ysgol Niwbwrch site where 14 new units are planned. 10 units have been bought at Parc y Coed, Llangefni. 8 units are in the process of being constructed at Garreglwyd, Holyhead.</p>	Planned work for 23/24 completed

Key Actions	Update	Status
<p>d) Make use of the Council Tax Premium to facilitate the restoration of 70 empty homes, aid up to 20 first time buyers entering the property market, and provide support to local households seeking rental affordability on the open market within their communities</p>	<p>The Council Tax Premium assisted in the restoration of 71 empty homes in the year.</p> <p>18 grants were provided to Anglesey first time buyers during 2023/24, as well as an additional 8 residents who bought with the help of a shared equity agreement with Tai Teg.</p>	<p>Planned work for 23/24 completed</p>
<p>e) Utilise data gathered in the 2022 Stock Condition Survey to identify the future investment required to ensure that Council Housing Stock can meet the new Welsh Housing Quality Standards</p>	<p>Following the appointment of a specialist company, the Council have commenced work to establish individual Target Energy Pathways (TEPs) for all housing stock. This work is expected to be completed in 2024/25.</p> <p>The technical specifications for the required work have been agreed and the tender documents are expected to be live on Sell2Wales by the end of Quarter 2 2024/25.</p>	<p>Planned work for 23/24 completed</p>
<p>f) Launch our new Digital tenants portal in order to improve means of contact for our tenants</p>	<p>The Digital Tenants Portal is nearing completion but has not been launched. The main reason for the delay is due to additional IT upgrades that the Housing team needed to complete prior to launching the portal. This work is now complete and the project slips into 2024/25 work with the aim of launching the portal during the first half of the year.</p>	<p>Not completed</p>
<p>g) Prepare for the digital switchover in 2025 by assessing our Council Housing Stock door entry systems and re-modelling our hard wired telecare solutions to be portable solutions which are based on individual needs</p>	<p>Work to upgrade the Telecare stock has started with around 900 units purchased from the new provider, Chiptech.</p> <p>BT announced that the Digital Switchover will now not happen until January 2027, and therefore the Council are ahead of schedule and have time to ensure that the new systems are working as they should.</p>	<p>Planned work for 23/24 completed</p>

Key Actions	Update	Status
<p>h) Prepare, adopt and implement a new Empty Homes Strategy for 2023-2028</p>	<p>A new Empty Homes Strategy was agreed by the Executive during 2023/24. The purpose of the Empty Homes Strategic Plan is to ensure that the number of empty properties are kept to a minimum and to encourage owners to bring them back into use.</p>	<p>Completed</p>
<p>i) Work in partnership with the UK and Welsh Governments to support people coming to live on Anglesey as a result of asylum through implementing the WLGA Asylum Dispersal Toolkit</p>	<p>The Council continues to work in partnership with the UK and Welsh Governments to support people coming to live on Anglesey because of asylum. The number of asylum applications were none for much of the year, however the Council have received a small number of applications during the final quarter of the year.</p>	<p>Planned work for 23/24 completed</p>

Key Actions	Update	Status
a) Complete additional business units in Llangefni and Holyhead as well as secure full planning consents on proposals to build business units in Amlwch.	The Llangefni and Holyhead business units have been completed and have tenants in place or are available to rent. Full planning consents to build business units at Amlwch are also in place.	Planned 23/24 work completed
b) Undertake consultation on the new Town Centre Strategy and Place Making Plans for the five Anglesey towns, and secure funding to deliver improvements to our Town Centres	The new Town Centre Improvement Strategy was agreed with the Executive in September 2023 following a public consultation. Two posts have been filled to help create plans for the town centres as well as access funding for the developments.	Planned 23/24 work completed
c) Provide NDA grants to the north of Anglesey as well as working in collaboration with partners to progress the development of Urban Parkland	Full planning consents for the creation of business units in Amlwch have been agreed. A full planning application for the urban parkland development with Cymdeithas Amlwch has been submitted. NDA community grants have been distributed in the north of Anglesey during the year. Further information on the North Anglesey Economic Regeneration can be found on the council website .	Planned 23/24 work completed
d) Work with Stena, the UK and Welsh Governments and the North Wales Ambition Board to ensure investment opportunities for Holyhead Port	The Council continue to work with the North Wales Ambition Board, Stena, UK and Welsh Governments to seek investment opportunities for Holyhead Port. Funding towards the restoration of the Holyhead Breakwater has been secured. The Outline Business Case and Full Business Case are in development for submission in 24/25.	Planned 23/24 work completed

Key Actions	Update	Status
<p>e) Collaborate with key stakeholders to establish a secure customs zone at Holyhead and other sites on Anglesey</p>	<p>Anglesey Council and Stena Line secured Freeport status in 2023 have submitted an Outline Business Case (OBC) for Anglesey Freeport, a transformative project poised to stimulate economic growth and create numerous job opportunities across Anglesey and North Wales.</p> <p>The OBC, submitted to both the UK and Welsh Governments, contains extensive details of how Anglesey Freeport plans to operate, as well as defining the specified tax and initial customs locations which will lie within the Freeport boundary.</p> <p>Further information on the Freeport, including updates on the works carried at at Prosperity Park (former Anglesey Aluminium site) can be found on the Anglesey Freeport website.</p>	Planned 23/24 work completed
<p>f) Collaborate and influence North Wales' Growth Programmes to ensure the best possible local benefits</p>	<p>The Council continue to be a member of various Programme Boards within the NWEAB to influence the projects delivered on Anglesey maximise opportunities and benefits.</p>	Planned 23/24 work completed
<p>g) Successfully implement the UK Government Levelling Up Fund (LUF), and the Shared Prosperity Fund (SPF)</p>	<p>The Council have a delivery team in place for the programme.</p> <p>The programme consists of the development of vacant properties in Holyhead, transformation of the beach frontages on Newry Beach, expansion of the Empire Complex, expansion of the Ucheldre Arts Centre, the transformation of St Cybi's and Eglwys y Bedd, visitor improvements at Holyhead Breakwater Country Park and the refurbishment of town centre properties. Further information on the developments and updates on progress can be found on the Council website.</p> <p>The UK Shared Prosperity Fund (UKSPF) is part of the UK government's Levelling Up agenda and will provide a total of £16.1 million of funding for local investment by March 2025 on Anglesey.</p> <p>Isle of Anglesey County Council, with the help of local partners, selected 25 projects from across Anglesey to receive funding from Anglesey's allocation of the UKSPF. Further information is available on the Council website.</p>	Planned 23/24 work completed

Key Actions	Update	Status
<p>h) Ensure that the road network is safe to use and maintained</p>	<p>Anglesey's roads remained well maintained during 23/24. All three indicators relating to the road condition were Green against target –</p> <ol style="list-style-type: none"> 1. Percentage of A roads in poor condition - 2.7% 2. Percentage of B roads in poor condition - 2.3% 3. Percentage of C roads in poor condition - 7.5% 	<p>Planned 23/24 work completed</p>
<p>i) Manage the Council's maritime and countryside assets safely and effectively including the management of Ynys Llanddwyn, Dingle Local Nature Reserve and the Holyhead Breakwater County Park.</p>	<p>Work continues to ensure that the Council's maritime and countryside assets are safely managed. Some of the work undertaken during 23/24 includes –</p> <ul style="list-style-type: none"> • Maintenance and identifying maintenance work at Amlwch Port, St George's Pier and Beaumaris Pier, • Reviewing the fees and charges of the maritime moorings, boat registrations and launchings • A new wardens office was opened at the Breakwater County Park • Tree surveys were undertaken in the Dingle and unsafe trees removed • Plans and funding put in place to upgrade the existing boardwalk in the Dingle during 2024/25 	<p>Planned 23/24 work completed</p>
<p>j) Install new landing pontoons at Amlwch Port and St George's Pier as well as improve footpaths, cycling facilities, recycling facilities, EV charging points, and access and signage throughout the island.</p>	<p>SPF funding was secured and work has started to improve 5 circular coastal trails, cycle facilities and more.</p> <p>The installation of new landing pontoons at Amlwch Port and St Georges Pier were delayed and funding has been carried forward into 2024/25.</p>	<p>Some work completed but work continues into 24/25</p>

Key Actions	Update	Status
<p>k) Adopt and deliver a new AONB Management Plan, and Destination Plan, in consultation with partners and residents</p>	<p>A new AONB Management Plan was successfully launched during the year. The AONB Management Plan's purpose is to evaluate and determine the special qualities of the AONB, and identifies what actions are required to make sure these qualities are conserved and enhanced for future generations.</p> <p>A Destination Management Plan was also launched in the year. This plan seeks to enhance a spirit of collaboration and holistic thinking to develop an offer which enhances these key qualities and delivers economic and social benefits to the local communities.</p>	Completed
<p>l) Follow Welsh Government guidelines and change 30mph zones to 20mph zones and consult with specific communities (exempted from the 20mph rule) to introduce 20mph areas in populated areas (built up)</p>	<p>20mph zones were all identified and changed in respect to Welsh Government guidelines</p>	Completed
<p>m) Deliver tourism infrastructure improvements as part of the Brilliant Basics 2 Funding Programme</p>	<p>The Anglesey Brilliant Basics project which improved public conveniences at Benllech, Porth Swtan, Trearddur Bay and Porth Dafarch was completed during 23/24.</p>	Completed
<p>n) Welcome 50 cruise ships to the island and work with the Welsh Government on Cruise Ship on-shore activities</p>	<p>43 Cruise Ships successfully docked at Holyhead Port in 2023 and a further 62 have docked so far in 2024 season and on-shore activities have been arranged to welcome visitors.</p>	Completed

Key Actions	Update	Status
<p>o) Increase the monitoring of council owned car parks and streets to encourage good visitor behaviours with regards to car parking</p>	<p>There has been an increased monitoring of Council owned car parks and streets throughout 23/24. No reports of serious issues and good behaviour by the vast majority of visitors.</p>	<p>Completed</p>
<p>p) Implement the Menai Strait Code of Conduct to ensure adequate and effective management of the Menai Strait</p>	<p>A review of the maritime team was undertaken, and an improvement plan has been developed to implement and effectively manage the Menai Strait Code of Conduct. The improvement plan will be discussed by the Executive in 2024/25</p>	<p>Delayed due to the review of the maritime team. Work continuing into 24/25</p>

Key Actions	Update	Status
<p>a) Invest in our buildings to improve energy efficiency, reduce energy use, and reduce the Councils carbon emissions</p>	<p>The Council has continued to implement its ReFit programme to install energy efficiency measures with development of the Car Solar Port Continuing.</p> <p>To continue investment in our assets, the Council has been awarded £14M in Low Carbon Heat grant to invest in air source heat pumps, energy performance measures and infrastructure upgrades in 27 locations across the Island.</p>	<p>Planned work for 23/24 completed</p>
<p>b) Deliver our fleet transformation plan by increasing the number of electric vehicles in our fleet and increase their use when delivering our services</p>	<p>Our EV fleet expanded by 22 vehicles during the year, increasing its size to 10% of the overall fleet.</p> <p>The EV fleet were used by council staff to cover 120,466 miles during 2023/24, consequently reducing the carbon emissions as a result due to a reduction in the use of the petrol, diesel and LPG fleet.</p>	<p>Planned work for 23/24 completed</p>
<p>c) Change how we work to reduce our energy use and carbon emissions e.g. by moving to cloud based IT solutions</p>	<p>Much work was undertaken to modernise our IT systems and databases during the year. Hardware, including laptops and servers, were upgraded to newer and more efficient equipment.</p> <p>The Council also moved 3 large IT databases to cloud technology. The move will help reduce the onsite carbon emissions as well as increasing efficiency and resilience for the three systems.</p> <p>Further work to move more systems to cloud based technology was also started during 2023/24 and are due for completion in 2024/25.</p>	<p>Planned work for 23/24 completed</p>
<p>d) Work towards the Welsh Government target of 70% recycling by 2025</p>	<p>The Council achieved 64.67% recycling rate during 2023/24, the highest rate for several years. Work continues towards meeting the 70% recycling target by 2025.</p>	<p>Planned work for 23/24 completed</p>

Key Actions	Update	Status
<p>e) Seek to establish a Circular Economy Strategy in partnership with Menter Môn to contribute to improve recycling rates and waste reduction across Ynys Môn</p>	<p>£600k of Circular Economy grant funding was secured from the Welsh Government during the year. The plan is to work with Menter Môn to establish re use 'trwsio' locations on the Island during 2024/25.</p>	<p>Planned work for 23/24 completed.</p>
<p>f) Enable sustainable travel by implementing active travel plans at Lôn Graig to Lôn Refail, Llanfairpwll, and other smaller improvements to the active travel network</p>	<p>With the support of a grant from the main Active Travel application by the Welsh Government, work was carried out to improve active travel provision in Holyhead and Trearddur Bay to enhance infrastructure for walkers and cyclists and to raise awareness of active travel between the two settlements.</p> <p>Through the active travel program and financial support of £1.74m from the Welsh Government and Transport for Wales, the Council continues to invest in infrastructure improvements to encourage low-carbon local travel. With the main scheme from Holyhead to Trearddur Bay nearing completion, the improvements included the creation of a new multi-use path by widening the existing width, new crossings, and the installation of signage to raise awareness of active travel in the area.</p> <p>Through the core grant, minor improvement work was completed in Amlwch, Malltraeth, and Valley to improve safety for all users through a mix of improvements in the settlements, including: improving the surface of the path, enhancing crossings, new signage where appropriate, remarking the road, and renewing the public domain, particularly in Malltraeth.</p> <p>In addition to the on-ground work, further efforts were made on preliminary development studies in the area from Porth Amlwch to Amlwch, Benllech, and Pont Marquis to Newborough, where public consultations were held during the year. Detailed designs in Llanfairpwll also continued, and studies were initiated in the areas of Gaerwen - Llanddaniel and Llanfihangel yn Nhowyn - Valley.</p>	<p>Planned work for 23/24 completed</p>

Key Actions	Update	Status
<p>g) Utilise Welsh Government funding and continue to implement the Charging Point Plan by installing EV charging points at various locations</p>	<p>Rapid electrical vehicle (EV) charging points installed by the county council are proving popular with residents and visitors.</p> <p>During the last 12 months they have been used nearly 5,000 times – providing enough charge for 390,768 miles of travel - the equivalent of travelling around the Earth 15 times. This has prevented 75 tonnes of carbon from being released into the atmosphere.</p> <p>A map with the locations of all Anglesey EV charge points can be viewed on the ZapMap website and an updated list of Council owned EV charging points can be found on the Council website.</p>	<p>Planned work for 23/24 completed</p>
<p>h) Continue with the work of maintaining the public path network and coastal path</p>	<p>The council continues to implement the Rights of Way Improvement Plan, as well as working together with Natural Resources Wales, The National Trust and local Community Councils to maintain the public and coastal paths to as high a standard as possible.</p>	<p>Planned work for 23/24 completed</p>
<p>i) Deliver projects to enhance biodiversity and tree cover across Ynys Môn and map out suitable areas for the replanting of trees</p>	<p>Projects to enhance biodiversity have continued across the island with projects underway to improve wildlife pools in the Breakwater County Park, new nature and habitat developments. Tree planting projects have also resulted in 2000 trees being planted in Holyhead, Bodorgan, Benllech and Aberffraw.</p>	<p>Planned work for 23/24 completed</p>
<p>j) Develop a ‘Local flood risk management’ strategy to identify & prioritise long-term interventions across Ynys Mon.</p>	<p>The Local Flood Risk Management Strategy is now in final draft form and will follow the Council's public consultation process in Q2 2024/25 followed by the Council's adoption process. It is currently anticipated that full adoption of the strategy will be completed by April 2025.</p>	<p>Planned work for 23/24 completed</p>
<p>k) Deliver small-scale flood management schemes across the island and develop funding proposals for large flood risk interventions</p>	<p>2 small scale schemes were delivered in Bull Bay and Maes Cyttir, Holyhead during the year. The design has been agreed on a further four small scale schemes at Llansadwrn, Trearddur Bay, Bodffordd and Kings Road, Holyhead.</p> <p>The design and development on two large schemes at Menai Bridge and Llanfairpwll continues, with studies continuing in four other locations that may require a large scale schemes.</p>	<p>Planned work for 23/24 completed</p>

Key Actions	Update	Status
l) Establish an internal policy team to support and prepare the Local Development Plan	A Planning Policy Team have been recruited and are now in post for the Council. A draft Delivery Agreement has been prepared which will contribute towards the creation of a new Local Development Plan.	Planned work for 23/24 completed
m) Engage with developers of major energy projects and other stakeholders to promote opportunities for transformational socio-economic benefits for the island, adopting the proximity principle and ensuring community benefits and local ownership	The Council continue to engage with developers and key stakeholders on major energy project. <ul style="list-style-type: none"> • Discussions with the UK Government previous to and following their purchase of the Wylfa site as well as Great British Nuclear • Engagement with many interested key stakeholders including the Department for Energy Security and Net Zero (DESNZ), M-Sparc, Bangor University, Coleg Menai, Menter Môn and more • Numerous Energy Island Forums with presentations from Great British Nuclear on energy developments and Stena on the Freeport Status • Numerous representations at events in London (Nuclear Week, Wales innovation week) and Cardiff (Nuclear Energy and the Welsh Economy) 	Planned work for 23/24 completed
n) Fully participate in the statutory consenting processes for any low carbon energy projects	During this year the Council has participated fully through the Energy Island programme and has managed its responsibilities in relation to the statutory consenting process. This includes work on: <ul style="list-style-type: none"> • Holyhead Hydrogen Hub • Morlais • Traffwll Solar Farm • Carrog Battery Energy Storage System • Planning matters in relation to the Freeport Sites • Morgan and Mona Wind farms 	Planned work for 23/24 completed

Overall KPI Performance

92% of the Corporate Scorecard performance indicators are performing above target or within 5% tolerance of their targets for the year. This is the best performing scorecard report since its introduction.

The Council's year on year performance for all comparable indicators (35 in total) demonstrates that 20 (57%) have improved during the year, 13 (37%) have declined and 2 (6%) have maintained on their performance levels.

Overall 89% of the indicators that are used to monitor the Wellbeing Objectives were Green against target for the year.

The scorecard report highlights some of the good performance some of these highlights include:

- The Welsh Language in Schools indicators
 - The Môn Actif Leisure Centre and NERS indicators;
 - The number of empty homes brought back into use;
 - The Adult Services indicators;
 - The Children and Families Service indicators;
 - The homelessness indicators;
 - The Waste Management indicators,
 - The Highways indicators; and
 - The Planning indicators
- 5.5 The report also highlights certain areas that are underperforming against targets.

The report also highlights three areas that underperformed against set targets. These were discussed by the Corporate Scrutiny Committee and The Executive and improvement will be led and monitored by the Leadership Team. The indicators are:

1. Percentage of Freedom of Information (FOI) requests responded to within timescale;
2. The percentage of year 11 leavers who are NEET; and
3. The average number of days to deliver Disabled Facilities Grant (DFG)

Further information, including all indicators, can be found in the [Q4 Scorecard for 2023/24](#).

Corporate Self-Assessment

As part of the Local Government and Election (Wales) Act 2021 monitoring the performance of all local authorities based on a self-assessment was set out.

Each Service (of which Anglesey County Council has 9) was asked to complete a self-evaluation - scoring their performance on identified areas deemed important as to measure the general performance of services. They were asked to evaluate their performance against one of the 5 criteria and were thereafter challenged as to their findings by a group of officers and elected members known as the Service Review process:

The overall assessment following the Service Review process identified the following ratings:

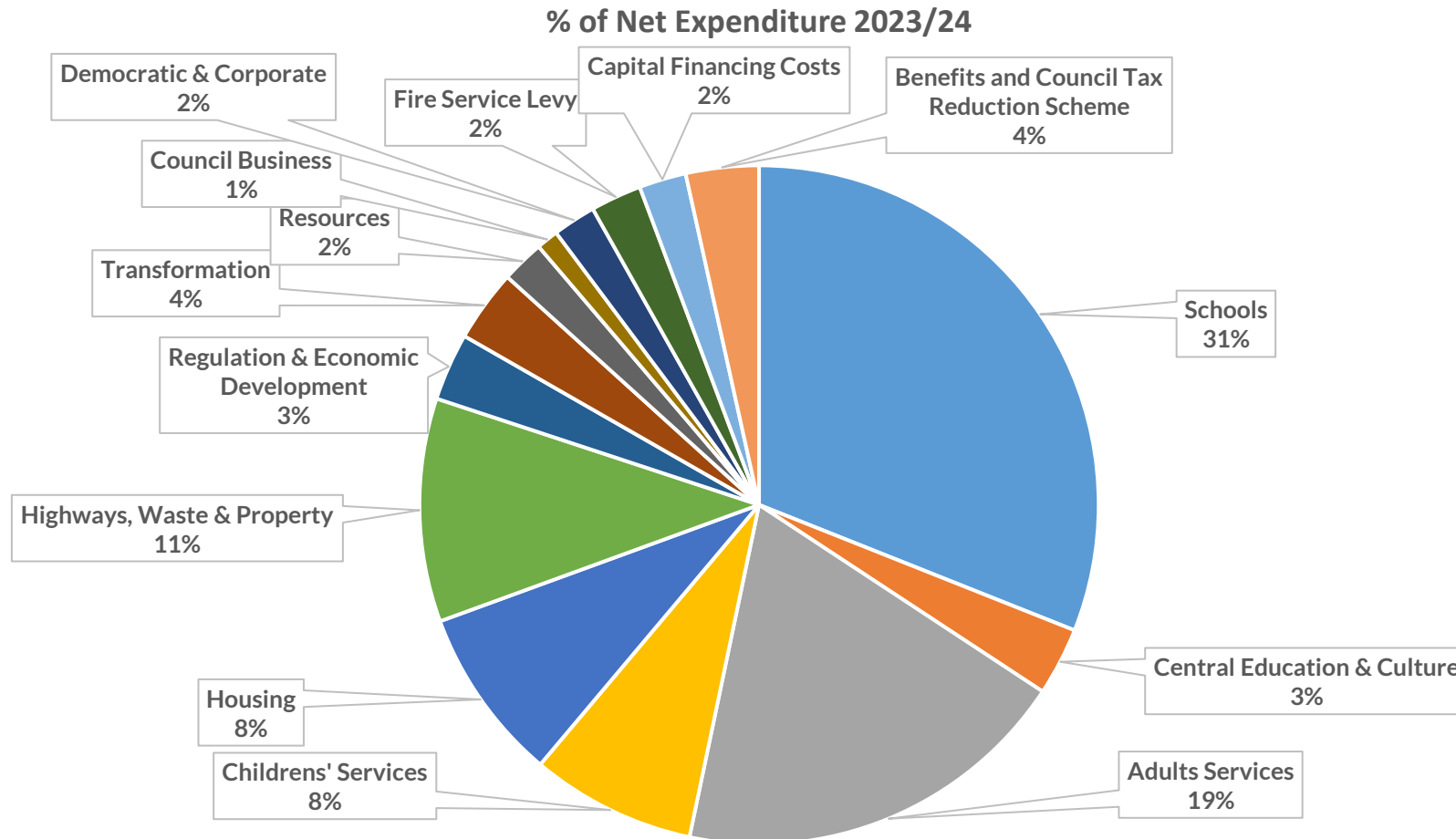
Identified Area	Performance Rating
Service Planning	Exceeds Expectations
Financial Planning	Exceeds Expectations
Workforce Planning	Exceeds Expectations
Asset Management	Meets Expectations
Procurement & Contract Management	Meets Expectations
Risk & Audit Management	Meets Expectations
Performance Management	Exceeds Expectations



Further information on the [Corporate Self-Assessment](#)

Financial Revenue Outturn 2023/24

The revenue outturn split per Service for the financial year ending 31st March 2024, including the Housing Revenue Account (HRA), can be found in the chart below:



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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	17 th September, 2024
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2024/25
Scrutiny Chair:	Cllr Douglas Fowle
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Director of Function (Council Business) / Monitoring Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	07971167198
Email:	AnwenDavies@ynysmon.llyw.cymru
Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s
The Committee is requested to: R1 agree the current version of the forward work programme for 2024/25 R2 note progress thus far in implementing the forward work programme.

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

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

3.6 The potential impacts the decision would have on:

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

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

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

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

1.2 Basic principles of good work programming²

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

2. Local context

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

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

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

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

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

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

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

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

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2024/25 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.³

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

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

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

6.1 Potential impacts on protected groups under the Equality Act 2010

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

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

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

7 – Financial Implications

Not applicable.

8 – Appendices:

³ Meeting of the Corporate Scrutiny Committee convened on 13th June, 2024

Corporate Scrutiny Committee Forward Work Programme 2024/25

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

Anwen Davies, Scrutiny Manager, Isle of Anglesey, Council Offices, Llangefni. LL77 7TW

ITEMS SCHEDULED FOR SCRUTINY → MAY, 2024 – APRIL, 2025
[Version dated 05/09/24v1]

Note for Stakeholders and the Public:

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

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

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

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
May, 2024 (21/05/24)	May, 2024 (21/05/24)
Election of Chair: 2024/25	Election of Chair: 2024/25
Election of Vice-chair: 2024/25	Election of Vice-chair: 2024/25
June, 2024 (13/06/24) – Q4	June, 2024 (19/06/24) – Education / Welsh Language
Performance Monitoring: Corporate Scorecard Qtr4: 2023/24	Welsh Language: <ul style="list-style-type: none"> • Annual Report on the Welsh Standards: 2023/24 • Welsh in Education Strategic Plan: 2023/24 → Measure Progress
Annual Delivery Plan: 2024/25	
Draft Corporate Self-Assessment 2024	Nomination of Committee Member on the Finance Scrutiny Panel
Scrutiny Review of Performance Indicator 29: Letting of Council Housing – final report	
Item for Information: Ambition North Wales Qtr 4: 2023/24 Progress Report	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
No meeting scheduled	July, 2024 (10/07/24) – Emergency Services
	North Wales Fire & Rescue Service
	Welsh Ambulance Services Trust
	Gwynedd & Ynys Môn Public Services Board Annual Report: 2023/24
	Committee Forward Work Programme for 2024/25
September, 2024 (17/09/24) – Q1	September, 2024 (12/09/24) – Tackling Poverty

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Performance Monitoring: Corporate Scorecard Q1: 2024/25	Ynys Môn Citizens Advice
North Wales Corporate Joint Committee (to be confirmed)	Medrwn Môn
Annual Performance Report: 2023/24	Communities for Work Plus Programme
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
October, 2024 (16/10/24)	October, 2024 (15/10/24) – Education & Sustainable Community Development
Regional Emergency Planning Service Annual Report: 2023/24	GwE Annual Report for the Isle of Anglesey: 2023/24
Annual Report North Wales Regional Partnership Board (Part 9): 2023/24	Education Scrutiny Panel Progress Report
Procurement Strategic Plan	Menter Môn
Care Inspectorate for Wales: Adults' Services Improvement Check Letter (to be confirmed)	
Item for Information: Ambition North Wales: <ul style="list-style-type: none"> • Annual Report: 2023/24 • Qtr 1: 2024/25 Progress Report 	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
	November, 2024 (13/11/24) - Health
	Betsi Cadwaladr University Health Board
	Audit Wales: Urgent and Emergency Care: Flow out of Hospital – North Wales Region
November, 2024 (19/11/24) - Q2	November, 2024 (20/11/24) – Crime and Disorder
Monitoring Performance: Corporate Scorecard Q2: 2024/25	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2023/24
Môn Actif Strategic Plan	Ynys Môn Levelling Up Programme – Measure Progress
Local Housing Market Assessment 2024	Modernising Adults' Services Strategic Plan
Finance Scrutiny Panel Progress Report	Ynys Môn Free Port (to be confirmed)
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
January, 2025 (15/01/25) – 2025/26 Budget (morning)	January, 2025 (14/01/25)
2025/26 Budget Setting (Revenue Budget) – initial budget proposals	Corporate Safeguarding
Finance Scrutiny Panel Progress Report	Ynys Môn Levelling Up Programme – Measure Progress

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
	North Wales Police & Crime Commissioner / North Wales Police
	Committee Forward Work Programme for 2024/25
January, 2025 (15/01/25) (afternoon)	
Corporate Self-Assessment – 6 month update on progress	
Item for Information: Ambition North Wales Qtr 2: 2024/25 Progress Report	
Committee Forward Work Programme for 2024/25	
February, 2025 (19/02/25) – 2025/26 Budget	
Final Draft Budget Proposals for 2025/26 – revenue & capital	February, 2025 (12/02/25) - Education
Finance Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
	Gwynedd and Ynys Môn Additional Learning Needs & Inclusion Partnership
	Annual Report on Equalities: 2023/24
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
March, 2025 (11/03/25) - Q3	
Monitoring Performance: Corporate Scorecard Q3: 2024/25	March, 2025 (12/03/25)
Housing Revenue Account Business Plan: 2025/2055	Natural Resources Wales
Flood Risk Management Strategic Plan (to be confirmed)	Towards Net Zero Strategic Plan
Item for Information - Ambition North Wales Qtr 3: 2024/25 Progress Report	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
April, 2025 (10/04/25)	
	April, 2025 (09/04/25)
	Public Services Board – governance arrangements / scrutiny of delivery of the Wellbeing Plan
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
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Census 2021	North Wales Police & Crime Commissioner / North Wales Police
Modernisation of Learning Communities and Strengthen the Welsh Language Programme	North Wales Fire & Rescue Service
Tree Strategic Plan	Welsh Ambulance Services NHS Trust
Service Asset Management Plan 2024/34 – Smallholdings Estate	Scrutiny of Partnerships
Ambition North Wales Qtr4: 2024/25: Progress Report	Gypsy and Traveller Accommodation Action Plan
	Gwynedd & Ynys Môn Public Services Board – Annual Report 2024/25 (June, 2025)
	Communities for Work Plus Programme: Annual Report 2024/25 (June-July, 2025)
	Improving Reliability and Resilience across the Menai Straits
	Impact of Tourism on Anglesey Local Communities (resolution of the Partnership and Regeneration Scrutiny Committee, 21/06/2023)
	Ynys Môn Local Development Plan (full agreement)
	Scrutiny of Partnerships – annual review (March 2026)