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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan Williams
Prif Weithredwr – Chief Executive

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD MAWRTH 21 HYDREF 2025 10.00 o'r gloch	TUESDAY 21 OCTOBER 2025 10.00 am
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

Plaid Cymru/The Party of Wales

Neville Evans, Carwyn E Jones, Dyfed Wyn Jones, Gary Pritchard, Alun Roberts, Nicola Roberts, Robin Wyn Williams

Y Grŵp Annibynnol/The Independent Group

Dafydd Roberts, (*sedd wag/vacant seat*)

COPI ER GWYBODAETH / COPY FOR INFORMATION

I Aelodau'r Cyngor Sir / To the Members of the County Council

Bydd aelod sydd ddim ar y Pwyllgor Gwaith yn cael gwahoddiad i'r cyfarfod i siarad (ond nid i bleidleisio) os ydy o/hi wedi gofyn am gael rhoddi eitem ar y rhaglen dan Reolau Gweithdrefn y Pwyllgor Gwaith. Efallai bydd y Pwyllgor Gwaith yn ystyried ceisiadau gan aelodau sydd ddim ar y Pwyllgor Gwaith i siarad ar faterion eraill.

A non-Executive member will be invited to the meeting and may speak (but not vote) during the meeting, if he/she has requested the item to be placed on the agenda under the Executive Procedure Rules. Requests by non-Executive members to speak on other matters may be considered at the discretion of The Executive.

Please note that meetings of the Committee are streamed for live and subsequent broadcast on the Council's website. The Authority is a Data Controller under the Data Protection Act and data collected during this live stream will be retained in accordance with the Authority's published policy.

A G E N D A

1. APOLOGIES

2 DECLARATION OF INTEREST

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

3 URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

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

4 MINUTES (Pages 1 - 14)

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

- 23 September 2025
- 2 October 2025 (Extraordinary)

5 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 15 - 24)

To submit the report of the Head of Democratic Services.

6 COMPLAINTS AND WHISTLEBLOWING 04/2024 - 03/2025 (Pages 25 - 64)

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

7 OUTCOME OF THE STATUTORY CONSULTATION ON THE PROPOSAL TO: "RELOCATE YSGOL UWCHRADD CAERGYBI LEARNERS TO A NEW SCHOOL BUILDING FOR 11-18 YEAR OLDS" (Pages 65 - 100)

To submit the report of the Director of Education, Skills and Young People.

8 EXCLUSION OF THE PRESS AND PUBLIC (Pages 101 - 102)

To consider adopting the following: -

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

**9 STRATEGIC OUTLINE CASE - RELOCATE YSGOL UWCHRADD CAERGYBI
LEARNERS TO A NEW SCHOOL BUILDING FOR 11–18-YEAR-OLD
LEARNERS (Pages 103 - 210)**

To submit the report of the Director of Education, Skills and Young People.

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THE EXECUTIVE

Minutes of the meeting held in the Committee Room and virtually on Zoom on 23 September, 2025

- PRESENT:** Councillor Gary Pritchard (Leader) (Chair)
- Councillors Neville Evans, Carwyn Jones, Dyfed Wyn Jones, Alun Roberts, Nicola Roberts, Robin Williams.
- IN ATTENDANCE:** Deputy Chief Executive
Director of Function (Resources)/Section 151 Officer
Director of Function (Council Business)/Monitoring Officer
Director of Education, Skills, and Young People
Director of Social Services
Head of Regulation and Economic Development (for item 15)
Head of Democracy
Head of Profession (HR) and Transformation (for items 7 & 8)
Corporate Planning, Performance and Programme Manager (GP) (for items 7 & 8)
Senior Project Development Officer (AE) (for item 15)
Committee Officer (ATH)
(Webcasting Officer)(FT)
- APOLOGIES:** Mr Dylan Williams (Chief Executive)
- ALSO PRESENT:** Councillors Non Dafydd, Jeff Evans (Chair of the Corporate Scrutiny Committee), Glyn Haynes, Derek Owen, Bethan H. Owen (Accountancy Services Manager), Anwen Davies (Scrutiny Manager)
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1. APOLOGIES

The apology for absence was submitted and was noted as documented above.

2. DECLARATION OF INTEREST

No declaration of interest was received.

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

None to report.

4. MINUTES

The minutes of the previous meeting of the Executive held on 17 July 2025 were presented for confirmation.

It was resolved that the minutes of the previous meeting of the Executive held on 17 July 2025 be confirmed as correct.

5. THE EXECUTIVE'S FORWARD WORK PROGRAMME

The report of the Head of Democracy incorporating the Executive's Forward Work Programme for the period from October, 2025 to May, 2026 was presented for confirmation.

The Head of Democracy updated the Executive on new additions to the Forward Work Programme as follows –

- 21 October 2025 meeting – Complaints and Whistleblowing Annual Report 2024/25 and DWP Connect to Work Programme – Collaboration Agreement.
- 25 November 2025 meeting – Council Tax Base 2026/27 and Draft Revenue Budget for 2026/27 (subject to Welsh Government's budget setting timetable)
- 16 December 2025 meeting – Treasury Management Mid-Year Review 2025/26 and Housing Rents and Service Charges 2026/27
- 27 January 2026 meeting – Capital Strategy, Community based non-residential social care services – fees and charges, Local Authority residential homes – setting the standard charge for 2026/27, Independent sector care home fees 2026/27 and Ysgol Uwchradd Caergybi .
- 24 February 2026 meeting - Treasury Management Strategy Statement 2026/27, Fees and Charges for 2026/27, MTFP and Budget 2026/27 and Capital Budget 2026/27.
- 24 March 2026 meeting - HRA Business Plan 2026-2056.

It was resolved to confirm the Executive's updated Forward Work Programme for the period October 2025 to May 2026 with the changes outlined at the meeting.

6. SELF-ASSESSMENT AND PERFORMANCE REPORTING

The report of the Director of Function (Council Business)/Monitoring recommending an amendment to the Council's Constitution to merge the Annual Self-Assessment Report and the Annual Performance Report into a single integrated document was presented for consideration. The proposed change would designate the Executive as responsible for the merged report.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the report noting that the publication of both an Annual Self-Assessment report and an Annual Wellbeing Report are statutory requirements under the Local Government and Elections (Wales) Act 2021 and The Well-being of Future Generations Act 2015 respectively. Although the two reports derive from different legislation, they contain common ground relying on similar data and analysis to demonstrate compliance with two different sets of statutory requirements. To reduce duplication and to ensure the Council's resources are used as efficiently and effectively as possible, it is proposed that the two reports be merged under the title Annual Self-Assessment and Performance (Wellbeing) Report and the Constitution amended to reflect that the merged report shall be an Executive function. The merged report would remain subject to scrutiny by the Corporate Scrutiny Committee and oversight by the Governance and Audit Committee under its statutory terms of reference .

The Executive welcomed the proposal as a practical and positive step that supports the efficient use of resources while maintaining scrutiny and accountability and noted that the statutory guidance that accompanies the Local Government and Elections (Wales) Act 2021 and The Well-being of Future Generations Act 2015 encourages integrated reporting where possible.

It was resolved to make the following recommendations to Full Council –

- That it approves the constitutional changes required to reflect the merging of the Annual Self-Assessment Report and the Annual Performance (Wellbeing) Report into a single integrated document called the Annual Self-Assessment and Performance (Wellbeing) Report.
- That it approves changes to the Constitution to reflect that the merged report referred to above shall be a function of the Executive.
- That it authorises the Monitoring Officer to make the constitutional changes required to implement paragraphs 1 and 2 above.

7. DRAFT SELF-ASSESSMENT 2024/25

The report of the Head of Profession (HR) and Transformation incorporating the draft Self-Assessment for 2024/25 was presented for the Executive's consideration. The self-assessment is a statutory annual exercise that evaluates how well the Council has performed, its use of resources and its governance arrangements.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the report as the culmination of several months' work, drawing on a broad evidence base to assess how effectively the Council is delivering services, utilising its resources and maintaining sound governance. During 2024 the Council reviewed and refined its self-assessment approach to further streamline and strengthen the process. Working collaboratively across services, the template was revised to focus on four key areas aligned with the Wellbeing of Future Generations Act – Service Planning and Performance, Workforce Planning, Financial Planning and Governance including Risk, Audit, Procurement and Contract Management. Each service was asked to evaluate its performance against updated criteria and was subsequently challenged on its findings through service review meetings. The resulting self-assessment summarises the Council's overall performance for 2024/25 and highlights both strengths and areas identified as opportunities for improvement.

The Chair emphasised that self-assessment is an ongoing process in the Council with portfolio members actively engaged within their respective areas. A statutory Panel Performance assessment, required once in each election cycle, is scheduled for the end of the year, with the self-assessment forming a significant part of that review. He noted that the challenge process within the self-assessment has been rigorous and thorough and is used constructively to drive improvement.

It was also noted that external feedback from partners, stakeholders and regulators such as Care Inspectorate Wales reports on social services, is an important element of the self-assessment providing clear and robust evidence to support the findings.

It was resolved to adopt the document presented as a “working draft” and to invite further consideration of its content by the Governance and Audit Committee at its meeting on 30 September 2025.

8. SCORECARD MONITORING – QUARTER 1 2025/26

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard report for Quarter 1 2025/26 was presented for the Executive's consideration.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the report which showed that 90% of the indicators with targets monitored during the quarter performed well against those targets and were rated Green or Yellow. The scorecard has been reviewed for 2025/26 with adjustments made including the introduction of new KPIs. He highlighted that Housing Indicator 03 – the average number of days taken to re-let units of accommodation (excluding DTLs) had been revised to exclude

new properties, bringing it into line with other regional housing providers' practice. The target has been adjusted to 51 days to ensure it remains realistic but still challenging. Councillor Carwyn Jones referred to the Corporate Scrutiny Committee's meeting on 17 September where the scorecard report was extensively discussed and underperforming indicators challenged.

Councillor Jeff Evans, Chair of the Corporate Scrutiny Committee reported back from the committee's 17 September meeting confirming that the committee had welcomed the overall strong performance at the end of the first quarter. The committee had sought assurance regarding the five underperforming indicators relating to housing, domestic waste recycling and timeliness of FOI responses. Further clarification was requested on the achievability of improvements in these areas. Particular attention was given to the ongoing underperformance in re-letting void properties and delivery of disabled facilities grants and pupil attendance in both primary and secondary sectors was discussed. Following assurances, the committee had resolved to note the Corporate Scorecard report for Q1 2025/26 including the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future and to recommend it along with the proposed mitigating measures, to the Executive.

The Chair thanked Councillor Jeff Evans for the feedback and the scrutiny committee's comprehensive review. He confirmed that the Executive is aware of the challenges in re-letting void properties and that a task and finish group had been commissioned to examine the issue. While the trend is improving, continued efforts will be made to meet the target. He also noted an upcoming meeting with the Welsh Government's Deputy First Minister and Cabinet Secretary for Climate Change to discuss recycling issues and targets, noting that few authorities in Wales have met Welsh Government's 70% recycling goal. All members were encouraged to report any information regarding empty properties in their area to the Deputy Leader and Portfolio Member for Housing for prompt investigation and action.

The Executive welcomed the report and positive overall performance. In noting that KPI 10 under Social Care and Wellbeing relating to Leisure Centre visits was marginally below target, possibly due to good weather conditions at the time, Executive members highlighted that KPI 12 measuring the number of people participating in Môn Actif activities had exceeded its target and was considered a more accurate reflection of public engagement and participation in leisure activity. Councillor Neville Evans, Portfolio Member for Leisure, Tourism and Maritime explained that while KPI 10 is a statutory measure, the Council also tracks Môn Actif activities. He reported that 6,000 children had been engaged with Môn Actif at Sioe Môn and 588 participated in Swim Safe lessons on Anglesey's beaches.

The Chair added that representations have been made to Welsh Government requesting that KPI 10 be reviewed to include Môn Actif community based activities. He reiterated that the scorecard serves as a key source of evidence for the self-assessment and a tool for challenging performance across portfolios, influencing how evidence is collected, reported and used to drive improvement.

It was resolved to note the areas which the Leadership Team and relevant service are exploring and investigating to manage and secure improvements into the future. These are in relation to Housing (re-letting of void properties and delivery of Disabled Facilities Grants), Climate Change (domestic waste recycling), Whole Council Health (FOI responses within timescale).

9. REVENUE BUDGET MONITORING – QUARTER 1 2025/26

The report of the Director of Function (Resources)/Section 151 Officer which set out the financial performance of the Council's services at the end of Quarter 1 to 30 June 2025 was presented for the Executive's attention.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Housing and Finance presented the report which forecasted an end of year underspend on the revenue budget of £1,551k (0.79%). He cautioned that projecting the end of year outcome this early on is difficult as the position can change significantly as the year progresses due to factors such as demand for services, particularly children's care placements, additional grant funding, unforeseen one-off expenditure, vacant posts, pay awards and the funding of increased NI contribution costs.

The Director of Function (Resources)/Section 151 Officer confirmed that pay awards for both teaching and non-teaching staff are now known and will be reflected in Quarter 2 figures. Welsh Government has confirmed partial grant funding to support increased teachers' pay costs which will be included in next year's settlement. He highlighted that despite a £2m increase in the annual budget, overspending in Children's services remains a concern and is a challenge across local authorities currently. On the income side, fees from planning and building regulation applications have fallen but are offset by higher than expected income levels in Leisure and Highways. Core Council Tax income is forecast to exceed the budget by £514k, though this may change during the year as exemptions are applied. The Council Tax premium budget is expected to produce a surplus of £333k following changes to business rates eligibility rules for self-catering accommodation. This has led to a number of properties reverting to Council Tax and becoming liable for the second homes premium. Appeals against this reclassification are anticipated. The early financial outlook is positive and if the forecast underspend is realised, it will strengthen the Council's balances and provide more options in planning for the 2026/27 budget.

The Chair noted that the Executive is mindful of the factors that can affect the year end position. For example, an earmarked reserve has been established to mitigate the risk of Council Tax repayments due to successful appeals. While rising costs in children's care placements are outside the Council's control, the Cartrefi Clyd programme continues to expand allowing children to be cared for within their own communities, supporting their education and wellbeing while offering a more cost effective alternative to out of county placements.

It was resolved –

- **To note the position set out in Appendices A, B and C to the report in respect of the Authority's financial performance to date and expected outturn for 2025/26.**
- **To note the summary of contingency budgets for 2025/26 detailed in Appendix CH.**
- **To note the monitoring of agency and consultancy costs for 2025/26 in Appendices D and DD.**

10. CAPITAL BUDGET MONITORING – QUARTER 1 2025/26

The report of the Director of Function (Resources)/Section 151 Officer which set out the financial performance of the capital budget at the end of Quarter 1 of the 2025/26 financial year was presented for the Executive's consideration.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Housing and Finance presented the report noting that in March 2025, the Council approved a capital programme of £23.7m for non-housing services and £20.594m for the Housing Revenue Account (HRA) for the 2025/26 financial year. In July 2025, the Executive approved £2.529m of capital slippage to be brought forward from 2024/25 bringing the capital programme for non-housing services to £25.929m and £20.894m for the HRA. Since the budget setting process, additional schemes, primarily grant funded, have been added to the programme along with adjustments to funding totalling £9.363m. This brings the overall capital budget for 2025/26 to

£56.186m. Councillor Robin Williams reported that as of 30 June 2025, £7.168m of the budget had been spent with a further £723k committed resulting in a total of £7.891m (14%). Quarter 1 is typically quiet with a number of capital schemes weighted towards the latter part of the financial year.

The Director of Function (Resources)/Section 151 Officer confirmed that the underspent projects are funded by the Council, ensuring there is no risk of loss of funding.

It was resolved –

- **To note the progress of expenditure and receipts against the capital budget 2025/26 at Quarter 1.**
- **To approve the additional schemes, amounting to £9.363m to the capital programme and amendments to funding as per Appendix C to the report, which will result in a revised capital budget of £56.186m for 2025/26.**

11. HOUSING REVENUE ACCOUNT BUDGET MONITORING – QUARTER 1 2025/26

The report of the Director of Function (Resources)/Section 151 Officer which set out the financial performance of the Housing Revenue Account for the period from 1 April to 30 June 2025 was presented for the Executive's consideration.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Housing and Finance presented the report noting that the revenue budget was set with a budgeted surplus of £6,291k. The gross capital budget for 2025/26 is £23,029k. Grant funding of £6,990k reduces the net budget to £16,038k. The combination of both the revenue budget and adjusted capital budget gave a planned budget deficit of £9,747k, of which £6,820k is to be funded from the HRA reserve, with the balance of £2,927k to be funded by external borrowing. The HRA revenue budget at the end of the first quarter has underachieved by £177k compared to the profiled budget. Capital expenditure is forecasted to be on budget at the year-end as is grant income. The forecast deficit combining both revenue and capital is now £9,558k which is £189k less than the budget.

Councillor Alun Roberts, Portfolio Member for Adult Services and Community Safety highlighted the collaborative efforts between Housing and Social Services in developing accommodation for vulnerable individuals, particularly adults with special/learning needs. This initiative forms part of the broader strategy to modernise services for adults with learning disabilities and to promote opportunities to enable them lead full, independent lives within their own communities.

It was resolved to note the following –

- **The position set out in respect of the financial performance of the Housing Revenue Account (HRA) for Quarter 1 2025/26.**
- **The forecast outturn for 2025/26.**

12. MEDIUM TERM FINANCIAL PLAN 2026/27-2028/29

The report of the Director of Function (Resources)/Section 151 Officer incorporating the Medium Term Financial Plan (MTFP) for 2026/27 to 2028/29 was presented for the Executive's consideration. The Plan sets out the Council's budget strategy over the next three year period including the assumptions which will be taken forward to the annual budget setting process.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Finance and Housing presented the Plan which sets out the Council's likely resource requirements for the next three financial years and outlines how the Council plans to balance the resource requirements with the funding available. The MTFP takes account of all known changes that are required to be built into the 2026/27 base budget and makes assumptions on the main factors that impact the Council's revenue budget – pay costs, pensions, general inflation, Welsh Government funding, demographic and demand pressures.

The Director of Function (Resources)/Section 151 Officer provided context on the wider UK economic outlook noting that although the Council's central funding comes from the Welsh Government, the UK government provides Welsh Government with its entire funding. Consequently, the state of the UK economy and budgetary decisions have a direct impact on both Welsh Government and local government funding. The timing of the Senedd elections is also impacting on the local government settlement. Welsh Government's Cabinet Secretary for Finance has announced that the 2026/27 budget will be based on the 2025/26 allocation adjusted for inflation estimated at around 2%. A reserve of £400m will be held back for allocation by the new Government. However the actual funding which the Council eventually receives may be lower depending on the distribution formula.

The Section 151 Officer expanded on the national and local budget pressures facing the Council over the term of the Plan as detailed in section 5 of the report. By considering all these issues alongside the Council's income prospects (section 6) and applying the assumptions set out in appendix 2 to the report, it is possible to estimate the revenue budget for the three years to 2028/29 (Table 8 refers). The estimated net revenue budget reflects a 11.2% increase over this period. Under the most likely scenario, an additional £12.63m will be required in 2026/27 to address the inflationary pressures of providing the current service and to meet demand pressures. Assuming a 2% increase in AEF of £4.98m and a 5% rise in Council Tax (2.853m), a budget gap of £4.796m remains. When factoring in the £2.46m of reserves used to balance the previous year's budget, the shortfall increases to £7.256m. Services are reviewing their budgets to identify potential savings and political pressure is being applied to the Welsh Government through the WLGA to reconsider its proposed 2% only funding increase.

The Council retains the option to use general balances and reserves to help address the projected shortfall in 2026/27. However, this is a short-term measure and does not eliminate the need to resolve the funding gap in the long-term. The MTFP highlights the fact that the Council is currently facing its most challenging financial position and difficult decisions will be required to set a balanced budget in 2026/27 and beyond. As in previous years, a combination of budget savings, above inflation Council Tax increase and careful use of reserves will be necessary to achieve a balanced budget. Regarding schools, the Section 151 Officer noted that while schools overall are in a generally stable financial position, school balances are declining and an increasing number of schools are at risk of entering a critical state in the short to medium term.

The Chair confirmed that representations are being made to Welsh Government via the WLGA urging a reconsideration of its approach to next year's budget. The proposed 2% cap on the increase in funding is likely to pose significant challenges for all councils in Wales. He emphasised that every effort is being made to secure a fairer financial settlement for Anglesey. The Chair also highlighted that the Council is required to set a balanced budget within a very tight timeframe, reinforcing the challenge of the task ahead.

It was resolved to note the contents of the Medium Term Financial Plan 2026/27 to 2028/29 and to approve the assumptions made therein.

13. PETITION REQUEST FOR A COMMUNITY REVIEW OF PENTRAETH COMMUNITY COUNCIL

The report of the Head of Democracy in response to a petition request for a community review of Pentraeth Community Council was presented for the Executive's consideration.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the report noting that on 28 July, 2025 members of the electorate in the Pentraeth community submitted a valid petition request calling for the Council to initiate a section 31 community governance review of their community council. The petition cited a loss of confidence in the council due to alleged persistent failings, poor judgement and lack of transparency in local governance and representation. The petition also called for the suspension of any co-option or electoral appointments to the community council until the review had taken place. In response, Officers wrote back to the petition organiser to clarify that election and co-option procedures had been properly followed and that the County Council had no lawful authority to intervene in the matter. Despite two recent opportunities to call for an election, no requests were received, and therefore four vacancies have been processed through co-option and a further three vacancies will also be processed this way.

Councillor Carwyn Jones explained that the purpose of a community review is to assess whether current community ward boundaries remain suitable in light of population changes or any other developments. Ideally such a review should precede an electoral review by the Local Democracy and Boundary Commission for Wales. Such a review by the Commission will be undertaken in Anglesey between September 2027 and July 2028. The Council plans to conduct an island wide section 31 community review before the next local government elections in May 2027, beginning the process by the end of 2025. To ensure efficient use of public funds and staffing resources, it is recommended that the Pentraeth review is conducted as part of the wider island review.

In response to a request by the Executive, the Head of Democracy clarified that a section 31 community review considers the arrangements for representation on community councils including the number of council members. The review may also examine how wards are arranged, including the number of wards and their boundaries. These reviews are conducted to ensure that electoral arrangements remain appropriate ahead of a local government election and to account for any other changes within the community. Regarding the timescale, the Head of Democracy explained that the process involves four main stages – initial publicity, initial investigations and consultation, draft proposals and consultation on those proposals and final recommendations. The first two stages are scheduled to take place between December 2025 and April, 2026 with the remaining stages planned between June 2026 and December 2026. The process will be paused for the Senedd elections in May 2026 and input from the Boundary Commission will also be sought.

Responding to a request for assurance that a community wide review is considered a routine event, and that due to the specific request, the Pentraeth review will be prioritised as part of the process, the Head of Democracy confirmed that conducting a community review is a statutory requirement under the Local Government Act 2013. New guidelines have since been published in 2022 and will be followed in the review process. The Council has been informed that the Boundary Commission for Wales will be undertaking a boundary review in 2027 when the local government elections will be held. It was the Council's intention to conduct a community review ahead of those elections. Given the request for a review of Pentraeth it will be included in those arrangements subject to the Executive's approval.

It was resolved –

- To agree to conduct a section 31 Community Review of Pentraeth Community Council in accordance with a petition request by members of the electorate.
- To conduct the review as part of an Island wide section 31 community review.

14. EXCLUSION OF THE PRESS AND PUBLIC

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

15. PURCHASE OF FORMER PEBOC SITE, LLANGEFNI

The report of the Head of Regulation and Economic Development setting out the key factors in relation to the proposed purchase of the former Peboc site in Llangefni was presented for the Executive's consideration. The report detailed the rationale for the proposed acquisition, the approach to acquisition and the cost and funding implications.

Councillor Gary Pritchard, Leader and Portfolio Member for Economic Development presented the report noting that the proposal is that the Council use capital funding provided by Anglesey Freeport to acquire the former Peboc site and carry out site clearance, preparation and access provision. The objective is that undertaking these pre-development works, combined with Freeport Tax incentives, will serve to attract private sector investment.

The Head of Regulation and Economic Development reported that local, regional and national policy is consistent that there is a need to facilitate provision of high quality business space to foster growth, aid innovation and provide high quality jobs. Anglesey and Llangefni in particular, needs jobs and investment. Peboc is designated as a safeguarded employment site and has been recognised by Welsh Government as an Enterprise Zone. The Council's policy is to bring brownfield land back into economic use; the redevelopment of Peboc is in line with policy and reduces the need for the Council to release greenfield land for development. Peboc is also part of the Central Anglesey Tax site which means it benefits from both seed capital funding and Freeport Tax incentives which improves the viability of the site to the private sector. There is a clear rationale for its acquisition to address site issues, leverage investment in an area in need, and meet an evidenced and growing need for business floorspace to complement significant upcoming economic development opportunities. The report outlines work undertaken to date to facilitate site development including planning consent, the strategy for acquiring the site, subject to Executive approval, and the considerations involved.

The Executive expressed support for the proposal, recognising it as a valuable opportunity to bring a long disused site back into productive use to provide much needed employment in this part of Anglesey. It was noted that the proposal aligns with one of the Council's primary strategic objectives to stimulate economic and community regeneration and support the economy and local businesses to grow and prosper.

The Director of Function (Resources)/Section 151 Officer confirmed the receipt of a report by the Council's insurers and provided members with a summary of its main findings.

It was resolved –

- To approve the principle of the purchase of the former Peboc site using seed capital funding provided by Anglesey Freeport.

- To delegate the authority to the Chief Executive alongside the Section 151 Officer to execute the purchase of the Peboc site once negotiation has concluded. (The current owners have provisionally accepted an offer).
- To delegate the authority to the Chief Executive alongside the Section 151 Officer to negotiate and pay the compensation payments to existing users.

Councillor Robin Williams
Chair

DRAFT

THE EXECUTIVE

Minutes of the Extraordinary meeting held on 2 October 2025

PRESENT: Councillor Gary Pritchard

Councillors Neville Evans, Carwyn Jones, Dyfed W Jones,
Alun Roberts, Dafydd Roberts, Nicola Roberts, Robin Williams.

IN ATTENDANCE: Chief Executive,
Deputy Chief Executive,
Director of Function (Council Business)/Monitoring Officer,
Head of Regulation & Economic Development,
Head of Democracy,
Accountancy Services Manager (BHO),
Lead Case Officer – Major Projects (IWJ),
Committee Officer (MEH),
Webcasting Committee Services Officer (FT).

APOLOGIES: Director of Social Services,
Director of Education, Skills and Young People.

ALSO PRESENT: Councillors Glyn Haynes, Kenneth P Hughes, John Ifan Jones,
Robert Ll Jones, Jackie Lewis, Derek Owen, Llio Angharad Owen,
Dylan Rees, Dafydd Rhys Thomas, Ieuan Williams, Sonia
Williams.

Mr Gary Soloman and Ms Leticia Mandra – Burgess Salmon
Solicitors (in respect of item 6)

1 APOLOGIES

None received.

2 DECLARATION OF INTEREST

No declaration of interest received.

3 URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

None to report.

4 BUILDING CONTROL IMPROVEMENT NOTICE RESPONSE

The report of the Head of Regulation and Economic Development outlining the building control improvement notice response was presented for the Executive's consideration.

The Leader of the Council said that notification was received in April 2025 by Welsh Ministers that an investigation had been instigated after they received an allegation that there had been a contravention of the Operational Standards Rules (Wales) 2024. An urgent internal investigation was undertaken to establish the veracity of the allegation and immediate steps were undertaken by the Council which was highlighted within the report.

The Portfolio Member for Planning, Public Protection and Climate Change said that it is important that the Council has acknowledged the weaknesses that has occurred and the recommendations within the report have already been addressed before receiving advice from the Inspectorate and improvements have been undertaken to improve the service.

Councillor Carwyn Jones said that a comprehensive response has been made to the building control improvement notice. He ascertained as to whether the work undertaken by the Building Control Team was compliant with the relevant standards in the previous years and what assurance can be given there are no other issues that may arise in the future as to the safety of buildings.

The Chief Executive responded that there were changes within the Operational Standards Rules and the Council had not responded within the required timeframe. The staff within the Building Control Team are experience and have the required knowledge as regards to building control legislation and that training is now been afforded to ensure full compliance with the new standards.

The Head of Regulation and Economic Development said that the capacity of the Building Control Team has been temporarily strengthened to ensure that the team has the skills and competency. An experience Officer has conducted a review of historic building control applications between October 2024 and March 2025 and no issues have been raised as regards to the decisions taken on building control applications. He further said that he is confident that the correct decisions have been undertaken and that the Team is working effectively and complies with statutory compliance.

The Leader of the Council ascertained whether there is a training and workforce plan is in place as regards to this service.

The Head of Regulation and Economic Development responded that the trainees and the Technical Support Officer within the service has commenced a training programme to ensure that they are able to attain the necessary skills and qualifications to undertake the work in compliance with the new legislation.

The Chief Executive said that it has been recognised, on a national level, that there is a lack of expertise and skills within the building control area. Due changes to the legislation, Welsh Government will need to invest further to create a professional workforce. Local Authorities afford the trainees training, but these staff sometimes leave the authority and there is a continued process of having to train new staff. He expressed that the retention of staff is important to comply with legislation.

It was RESOLVED :-

- to endorse the Council's response to Welsh Ministers in relation to a Building Control Improvement Notice.
- with the prior agreement of the Council Chair, to exclude the right of the Scrutiny Committee to call-in this decision. Delaying the decision to allow a call-in period by the Scrutiny Committee would be detrimental as the Council is required to respond to Welsh Government by the 14th October, 2025 to demonstrate how it is complying with the Notice.

5 EXCLUSION OF THE PRESS AND PUBLIC

It was **RESOLVED** to adopt the following:-

“Under Section 100(A)(4) of the Local Government Act 1972, to exclude the press and public from the meeting during the discussion on the following item on the grounds that it may involve the disclosure of exempt information pursuant to paragraph 16 of Schedule 12A of the said. Act. Namely information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.”

6 POSSIBLE LEGAL CHALLENGE TO THE DECISION TO GRANT PLANNING PERMISSION TO THE ALAW MÔN SOLAR FARM (DEVELOPMENT OF NATIONAL SIGNIFICANCE)

The report of the Head of Regulation and Economic Development regarding the possible legal challenge to the decision to grant planning permission to the Alaw Môn Solar Farm was presented for the Executive's consideration.

The Leader of the Council said that the full Isle of Anglesey County Council meeting held on 25 September 2025 considered that a Legal Challenge should be undertaken to the decision by Welsh Government to approve the planning permission to the Alaw Môn Solar Farm. He noted that the Council challenged the decision to permit the application as the Council expressed concerns throughout the planning process.

The Head of Regulation and Economic Development said that considerable work has been undertaken as to whether there is a prospect of challenging the decision. The Council has reviewed the Opinion of Specialist Counsel on the merits of submitting a legal challenge in the High Court. Counsel considers that there is a strong prospect of successfully challenging the grant of permission.

It was **RESOLVED** to :-

- instruct Officers to proceed with a challenge to the granting of DNS application (Ref. DNS-3274702) by the Welsh Ministers under s.288 of the Town and Country Planning Act (s.288(4) and s.284(3)(aa) TCPA 1990);
- authorise release of funding to pursue this challenge within the authority afforded them in the 2025/2026 Council Budget and subject to the ongoing monitoring and support of the Director of Function (Resources)/Section 151 Officer;

- with prior agreement of the Council Chair, to exclude the right of the Scrutiny Committee to call-in this decision. Delaying the decision to allow a call-in period by the Scrutiny Committee would be detrimental as the legal challenge must be made to the High Court by no later than 7 October, 2025.

**COUNCILLOR GARY PRITCHARD
CHAIR**

Isle of Anglesey County Council

Report to:	The Executive
Date:	21 October 2025
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Gary Pritchard
Head of Service / Director:	Lynn Ball, Director of Function – Council Business / Monitoring Officer
Report Author:	Dyfan Sion, Head of Democratic Services
Local Members:	Not applicable

A – Recommendation/s and reason/s

In accordance with its Constitution, the Council is required to publish a forward work programme and to update it regularly. The Executive's Forward Work Programme is published each month to enable both members of the Council and the public to see what key decisions are likely to be taken over the coming months.

The Executive is requested to:

confirm the attached updated work programme which covers **November 2025 – June 2026**;

identify any matters for specific input and consultation with the Council's Scrutiny Committees;

note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.

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

-

C – Why is this a decision for the Executive?

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

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

Yes.

D – Is this decision within the budget approved by the Council?
Not applicable.

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	

E	Who did you consult?	What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	The forward work programme is discussed monthly at Leadership Team meetings.
2	Finance / Section 151 (mandatory)	See above.
3	Legal / Monitoring Officer (mandatory)	See above.
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	

E	Who did you consult?	What did they say?
8	Scrutiny	Under normal circumstances, monthly joint discussions take place on the work programmes of the Executive and the two Scrutiny Committees in order to ensure alignment.
9	Local Members	Not relevant

F - Appendices:

The Executive's Forward Work Programme: November 2025 – June 2026.

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

Isle of Anglesey County Council

The Executive's Forward Work Programme

Period: November 2025 – June 2026

This forward work programme lists all the decisions that the Executive intends to take and what business the scrutiny committees will be considering as well as when those matters will be discussed. It also lists any recommendations the Executive intends to make regarding decisions which must be made by the full Council.

Page 18

Executive decisions may be taken by the Executive as a collective body or by individual members of the Executive acting under delegated powers.

The forward work programme is reviewed on a regular basis and monthly updates are published. The fact that a decision has not been included in the forward work programme does not prevent urgent or unforeseen matters being considered.

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

Last updated on 10 October 2025

November 2025

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
25.11.25 meeting	The Executive's forward work programme	Cllr Gary Pritchard	
	Terms of Reference of the Governance and Audit Committee / Approval of Final Accounts	Cllr Carwyn Jones	Full Council 9.12.25
	Corporate Scorecard – Quarter 2, 2025/26	Cllr Carwyn Jones	Corporate Scrutiny Committee – 18.11.25
	Self-Assessment, Performance and Wellbeing Report 2024/25	Cllr Carwyn Jones	Corporate Scrutiny Committee 18.11.25
	Revenue Budget Monitoring – Quarter 2, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel 6.11.25
	Capital Budget Monitoring – Quarter 2, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel 6.11.25
	Housing Revenue Account Budget Monitoring – Quarter 2, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel 6.11.25
	Council Tax Base 2026/27	Cllr Robin Williams	
	Draft Revenue Budget 2026/27	Cllr Robin Williams	Resources Scrutiny Panel 6.11.25 Corporate Scrutiny Committee 18.11.25
	Digital Education Strategic Plan	Cllr Dafydd Roberts	Partnership and Regeneration Scrutiny Committee 13.11.25
	DWP Connect to Work Programme – Collaboration Agreement	Cllr Gary Pritchard	
	Ambition North Wales grant offers	Cllr Gary Pritchard	

December 2025

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
16.12.25 meeting	The Executive's forward work programme	Cllr Gary Pritchard	
	Treasury Management mid-year review 2025/26	Cllr Robin Williams	Full Council 5.3.26
	Housing rents and service charges 2026/27	Cllr Robin Williams	

January 2026

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
27.1.26 January 2025 meeting	The Executive's forward work programme	Cllr Gary Pritchard	
	Capital Strategy	Cllr Robin Williams	Full Council 5.3.26
	Community based non-residential social care services – fees and charges 2026/27	Cllr Alun Roberts	
	Local authority residential homes for older people – setting the standard charge for 2026/27	Cllr Alun Roberts	
	Independent sector care home fees for 2026/27	Cllr Alun Roberts	
	Ysgol Uwchradd Caergybi – objections and final decision report	Cllr Dafydd Roberts	Corporate Scrutiny Committee - 21.1.26

February 2026

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
24.2.26 meeting	The Executive's forward work programme	Cllr Gary Pritchard	
	Revenue Budget Monitoring – Quarter 3, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel 12.2.26
	Capital Budget Monitoring – Quarter 3, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel 12.2.26
	Housing Revenue Account Budget Monitoring – Quarter 3, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel 12.2.26
	Treasury Management Strategy Statement 2026/27	Cllr Robin Williams	Full Council 5.3.26
	Fees and charges 2026/27	Cllr Robin Williams	
	Medium term Financial Strategy and Budget 2026/27	Cllr Robin Williams	Resources Scrutiny Panel 12.2.26 Corporate Scrutiny Committee 18.2.26 Full Council 5.3.26
	Capital Budget 2026/27	Cllr Robin Williams	Resources Scrutiny Panel 12.2.26 Corporate Scrutiny Committee 18.2.26 Full Council 5.3.26
	Alcohol and regulated entertainment policy statement	Cllr Nicola Roberts	Full Council 5.3.26

March 2026

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
24.3.26 meeting	The Executive's forward work programme	Cllr Gary Pritchard	
	Corporate Scorecard – Quarter 3, 2025/26	Cllr Carwyn Jones	Corporate Scrutiny Committee 18.3.26
	Housing Revenue Account Business Plan 2026-2056	Cllr Robin Williams	Corporate Scrutiny Committee 18.3.26

April 2026

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
28.4.26 meeting	The Executive's forward work programme	Cllr Gary Pritchard	

May 2026

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
May 2026 meeting	The Executive's forward work programme	Cllr Gary Pritchard	

June 2026

Date of meeting or, if the decision is delegated, publication date	The matter to be considered	Portfolio Member	Date to scrutiny and / or full Council (if relevant)
June 2026 meeting	The Executive's forward work programme	Cllr Gary Pritchard	
	Corporate Scorecard – Quarter 4, 2025/26	Cllr Carwyn Jones	Corporate Scrutiny Committee
	Revenue Budget Monitoring – Quarter 4, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel
	Capital Budget Monitoring – Quarter 4, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel
	Housing Revenue Account Budget Monitoring – Quarter 4, 2025/26	Cllr Robin Williams	Resources Scrutiny Panel

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Isle of Anglesey County Council

Report to:	Executive
Date:	21/10/2025
Subject:	Complaints and Whistleblowing 04/2024 – 03/2025
Portfolio holder(s):	
Head of service / director:	Director of Function (Council Business)/Monitoring Officer
Report author:	Director of Function (Council Business)/Monitoring Officer
Local members:	All

A – Recommendation(s) and reasons

Recommendations

(a) To implement, as soon as possible:

- the introduction of the Power BI dashboard for Heads of Service and Directors, in relation to complaints about their service
- training for complaints officers, and their deputies, on customer care and equalities/diversity
- updated guidance note on effective complaints handling.

(b) Having considered the Annual Letter from the Public Services Ombudsman (PSOW) for 2024/2025, to require that current performance data on service complaints become a standing item in the routine meetings between Heads of Service/Directors and their Executive lead (Portfolio Holder).

(c) To instruct the Monitoring Officer to remind services of the requirement to:

- action any recommendations from the PSOW, and report completion to the PSOW, within the timeframe set
- routinely record any lessons learnt from complaints, identifying any patterns and implementing suitable mitigation measures

(d) To instruct the Monitoring Officer to respond to the PSOW's Annual Letter 2024/202, as required in the penultimate paragraph of the said Letter.

Reasons

Introduction

Complaints may provide valuable information about the performance of the Council's services, including the opinions of service users. This data may be used, where possible

and appropriate, to improve service delivery. The link to the Corporate Complaints Policy is [here](#).

The primary purpose of this report is to provide information on service complaints for the period 01/04/2024 – 31/03/2025.

This report also includes limited information on whistleblowing disclosures made during that period. The link to the Whistleblowing Policy and Guidance is [here](#).

Some information is also provided on code of conduct complaints. These are reported quarterly to the Standards Committee and formally at the ordinary meetings of the Committee. The links to these reports for the relevant period are below.

[Quarter 1, 2 and 3](#)

[Quarter 4](#)

Appendix 4 contains a summary of Code of Conduct complaints and whistleblowing.

Social Services complaints follow a different statutory procedure, namely the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014, and are considered by the Corporate Scrutiny Committee. For anyone wishing to obtain further information the relevant report will be received by the Social Services Scrutiny Panel in November 2025 and then published on the Council's website.

Complaints about the Council's use of the Welsh language are not included in this report but are reported annually in the Welsh Language Standards Annual Report, which is published on the Council's website. The report is considered annually by the Partnership and Regeneration Scrutiny Committee. Any Welsh language complaints are also discussed by the Welsh Language and Equality Steering Group, and complaints data is also reported as part of the corporate scorecard and annual delivery document. For anyone wishing to obtain further information the link to the most recent Welsh Language Standards Annual Report is [here](#)

1. The Public Services Ombudsman for Wales

The Public Services Ombudsman for Wales (PSOW) may consider service related complaints from the public. The PSOW's powers for this fall under the Public Services Ombudsman (Wales) Act 2019.

To trigger an investigation, the PSOW must be satisfied that a complainant has pursued the local complaints procedure. The PSOW aims to complete investigations within 12 months of receipt of a complaint.

In addition to investigatory powers, the PSOW also offers guidance and support. For example, a model Complaints Handling Policy, issued under Section 38 of the Public Service Ombudsman (Wales) Act 2019. The Model policy provisions have been used to develop the Council's Complaints Policy. This was most recently revised in 2024.

2. What Constitutes a Complaint?

2.1 The PSOW defines a complaint as:

- An expression of dissatisfaction or concern **and**
- Written or spoken or made by any other communication method **and**
- Made by one or more members of the public **and**
- **About a public provider's action or lack of action or the standard of service provided and**
- Something that needs a response.

Note:

Request for Service – *It should be noted that a complaint is to be distinguished from an initial 'request for service.'* A request for service is not a complaint (e.g. a request for service may be a request to repair a faulty street light or missed bin collection). A complaint would only arise should the request for service not be properly addressed.

2.2 Stage 1 Complaints

The best way to deal with a complaint is as soon as possible after it has arisen; preferably at the first point of contact. Where this is possible, the relevant service area is expected to respond to the complaint by no later than **ten working days of receipt of the complaint.**

Stage 2 Complaints

A Stage 2 investigation is conducted if a complainant has not received a response at Stage 1, or they are dissatisfied with the response they have received.

The complainant should receive a response to **a Stage 2 investigation within twenty working days**. This may take longer if there are complex issues involved, or several service areas are required to contribute to the response. In such instances, the complainant must be kept informed of the reason/s for any delay and estimated time for response.

If a complainant remains dissatisfied with the outcome of a Stage 2 investigation, they may refer the matter to the PSOW. Relevant information, enabling a complainant to refer the matter to the PSOW, is

provided in all Stage 2 responses. There is no internal right of review or appeal.

2.3 How Complaints are Received

Most complaints are received via email (161) followed by face-to-face (7) and via post (3). The intention is to encourage complainants to use the Corporate Records Management (CRM) system, rather than email. Complainants do not have to create an account to lodge a complaint (but will be encouraged to do so) and may also submit a complaint as a guest user.

2.4 Corporate Complaints Statistics

Appendix 1 sets out the complaints data. However, the following points are noted:

- 171 complaints across all services, including Stage 1 and Stage 2
- 56 upheld (33.3%)
- 112 not upheld (66.7%)
- 152 responses on time (88.9%)
- 19 late responses (11.1%)

2.5

Complaints by Service

Environment/Public Protection

Total Complaints: 11 (6.4% of all complaints)

Stage 1: 10 complaints

Stage 2: 1 complaint

Upheld: 4 complaints (36.4% upheld rate)

Not Upheld: 7 complaints (63.6%)

Discontinued: 0 complaints

On-Time Responses: 10 complaints (90.9%)

Late Responses: 1 complaint (9.1%)

Highways & Property

Total Complaints: 49 (28.5% of all complaints)

Stage 1: 38 complaints

Stage 2: 11 complaints

Upheld: 8 complaints (16.7% upheld rate)

Not Upheld: 40 complaints (83.3%)

Discontinued: 1 complaint

On-Time Responses: 42 complaints (85.7%)

Late Responses: 7 complaints (14.3%)

Housing

Total Complaints: 47 (27.3% of all complaints)

Stage 1: 40 complaints

Stage 2: 7 complaints

Upheld: 25 complaints (54.3% upheld)

Not Upheld: 21 complaints (45.7%)

Discontinued: 1 complaint

On-Time Responses: 43 complaints (91.5%)

Late Responses: 4 complaints (8.5%)

Learning

Total Complaints: 13 (7.6% of all complaints)

Stage 1: 12 complaints

Stage 2: 1 complaint

Upheld: 0 complaints (0.0% upheld rate)

Not Upheld: 13 complaints (100%)

Discontinued: 0 complaints

On-Time Responses: 10 complaints (76.9%)

Late Responses: 3 complaints (23.1%)

Leisure

Total Complaints: 15 (8.8% of all complaints)

Stage 1: 15 complaints

Stage 2: 0 complaints

Upheld: 14 complaints (93.3% upheld rate)

Not Upheld: 1 complaint (6.7%)

Discontinued: 0 complaints

On-Time Responses: 15 complaints (100.0%)

Late Responses: 0 complaints (0%)

Planning

Total Complaints: 4 (2.4% of all complaints)

Stage 1: 2 complaints

Stage 2: 2 complaints

Upheld: 0 complaints (0% upheld rate)

Not Upheld: 4 complaint (100%)

Discontinued: 0 complaints

On-Time Responses: 4 complaint (100%)

Late Responses: 0 complaints (0%)

Resources

Total Complaints: 20 (11.6% of all complaints)

Stage 1: 14 complaints

Stage 2: 6 complaints

Upheld: 4 complaints (21.1% upheld rate)

Not Upheld: 15 complaints (78.9%)

Discontinued: 1 complaint

On-Time Responses: 17 complaints (85%)

Late Responses: 3 complaints (15%)

Waste

Total Complaints: 12 (7.0% of all complaints)

Stage 1: 10 complaints

Stage 2: 2 complaints

Upheld: 1 complaint (8.3% upheld rate)

Not Upheld: 11 complaints (91.7%)

Discontinued: 0 complaints

On-Time Responses: 11 complaints (91.7%)

Late Responses: 1 complaint (8.3%)

Corporate Complaints by Stage	Number
Stage 1	141
Stage 2	30
Total	171

2.6 Analysis of Internal Complaints Data

This is attached at **Appendix 2**

3. Complaints Submitted to the PSOW

3.1 The PSOW's Annual Letter 2024/2025 is at **Appendix 3**.

During 2024/2025 the PSOW's office experienced record levels of complaints, with 3,547 properly made complaints during the year. This was 10% higher than the previous year, and 43% higher than 2019/2020. There are also notable shifts in subject areas, with housing complaints rising nationally (19% vs 15% in 2019/2020). This rise in PSOW Housing complaints is also evident within the Council's internal complaints statistics too.

Despite this national rise in complaints received by the PSOW, this Council was the subject of 0.32 complaints per 1,000 residents compared to the Wales average of 0.41 per 1,000.

3.2 Volume of Complaints against Isle of Anglesey County Council 2023/2024 and 2024/2025

Performance Trends	2023/24	2024/25	Change
PSOW Complaints	38*	22*	- 42%

This data shows a decline in the volume of complaints over the relevant periods. It may be recalled that, during 2023/2024, 24% of complaints related to the Council's handling of complaints themselves, and suggests improvement in complaints resolution at a local level; avoiding escalation to the PSOW.

3.3 Outcomes of Complaints to the PSOW

Of the twenty-two complaints received by the PSOW, the outcomes were as follows:-

Outcome	2023/2024	2024/2025
Decision not to investigate	34% (14 cases)	40% (8 cases)
Premature complaints	32% (13 cases)	30% (6 cases)
Matter out of jurisdiction	10% (4 cases)	25% (5 cases)
Early resolution (intervention)	24% (10 cases)	5% (1 case)
Investigations	0	0

* The apparent discrepancy between the numbers of complaints received, and complaints closed is explained by the following extract from the PSOW's Annual Letter:-

"2023/2024

We received 38 complaints about Isle of Anglesey County Council in 2023/24 and closed 41 – some complaints were carried over from the previous year.

2024/2025

We received 22 complaints about Isle of Anglesey County Council and closed 20 – some complaints were carried over from previous year."

3.4 Intervention by the PSOW

Intervention by the PSOW refers to those complaints which have been assessed, and where the PSOW considers that early resolution may be possible without investigation. Inevitably, this also implies that a council may have done more at the Stage 2 to resolve the matter internally and avoid escalation to the PSOW.

In 2023/2024 there was an intervention rate of 24% (10 cases). In 2024/2025 the intervention rate was 5% (1 case). This against a Wales average of 13% intervention. This suggests:-

- more effective internal complaints resolution;
- improved case management at the initial stages of a complaint;
- revision of the Council's Complaints Policy and complaints officers undertaking training with the PSOW

are likely to have resulted in this improvement.

3.5 Categories of Complaints

Service Area changes	2023/2024	2024/2025
Complaints handling	24% (9 cases)	5% (1case)
Resources	16% (6 cases)	23% (5 cases)
Housing	8% (3 cases)	18% (4 cases)
Planning and Building control	16% (6 cases)	9% (2 cases)
Leisure	3% (1 case)	9% (2 cases)
Environmental Health	Zero	5% (1 case)
Education	3% (1 case)	Zero
Licensing	3% (1 case)	Zero

HWP	3% (1 case)	5% (1 case)
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There has been a notable shift in complaint categories, with housing complaints more than doubling, which aligns with the national trend identified in PSOW thematic reports.

Resources complaints to the PSOW have also increased, potentially indicating service pressures.

Complaints handling was one of the highest categories of complaint in 2023/2024 with 24% of the total. In 2024/2025 complaints handling was one of the lowest complaint categories with 5% share.

The Council has demonstrated improvement over 2024/2025 in its complaints management, achieving reductions in both the volume of complaints and PSOW intervention rates.

4. Learning from Complaints in 2024/2025

4.1 The Council's Complaints Policy places an emphasis on learning from mistakes and using the information to improve services.

Lessons learnt are currently recorded on the complaints database but not all services record complaints consistently.

4.2 The most significant lessons for 2024/2025 are:

4.2.1 The importance of considering equalities issues. During 2024/2025 the PSOW made recommendations based on a vulnerable resident's experience of navigating the Council's procedures and requested the Council prepare and publish an 'easy read' document highlighting the requirement to pay Council Tax on time and what to do about accruing arrears. Equalities are a major focus for the PSOW. In her 2024/2025 Annual Report the PSOW states:

'...Among the key themes and learning points highlighted in the report is the lack of reasonable adjustments for individuals with disabilities, such as learning disabilities, severe mobility issues, or autism and dyslexia. The Report also notes challenges arising from poor communication with people who have language needs or sensory loss...Additionally, the (thematic – Equality Matters 2025) report raises concerns about public bodies failing to align service delivery policies with their legal duties under equality and human rights legislation. (PSOW Annual report 2024/2025)

There is a need to refresh equalities training for complaints officers and to raise awareness of the Council's [Equalities Policy](#) and the availability of advice from the Equalities Officer.

- 4.2.2** The need for service areas to identify recurring issues, themes and make improvements where possible. For example, the rise in complaints in Housing, which coincides with the national rise in Housing (including 54.3% upheld) matters referred to by the PSOW.
- 4.2.3** That procedures are interpreted consistently and well understood by all complaints officers. The PSOW training to the Council's complaints officers, in 2024, highlighted a misunderstanding by some in the interpretation of what constituted a complaint, which has been compounded by the fact that the Council has had four corporate complaints officers in the last three years and has still been unable to make a permanent appointment. This training resulted in amendments to the Council's Complaints Policy and a subsequent consultation response, provided by the Council to the PSOW, followed by a meeting with the PSOW's office, has resulted in agreement to produce further national draft advice and guidance.
- 4.2.4** To engage more with the PSOW and especially to ensure that the PSOW is included in any correspondence with complainants regarding the implementation of PSOW recommendations, as failure to do so in two cases (involving six recommendations) during 2024/2025 has led to recommendations which were actioned, being recorded as non-compliance.
- 4.2.5** Although internal training and testing has taken place, further training is now taking place on the new complaints CRM. Once completed, with the system embedded, further training is to take place on equalities and customer care.

5. Looking Forward – 2025/2026

- 5.1** As referred to above, the Council undertook training with the PSOW in 2024 and the Council's Complaints Policy was updated.

This section outlines the actions that we are/will be taking in 2025/2026 to improve the Council's handling of service complaints.

- 5.2** When the CRM goes live, all Directors and Heads of Service will have access to a dashboard on PowerBI which will allow them to access information whenever they like about the status of their services' complaints.

The development and introduction of the CRM is for the purpose of improving the Council's oversight and management of complaints; day to day operations by the service complaints officers and oversight by their Directors and Heads of Service.

- 5.3** The Interim Corporate Complaints Officer, together with the Training and Development Manager, are arranging training on customer care to raise awareness of best practice in effective complaints handling. Further training is also being arranged on equality and diversity.

5.4 The Interim Corporate Complaints Officer is updating a guidance note for complaints officers in order to further underline the principle of a well understood and consistently applied process of claims handling.

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

None. Reporting to the Executive is a requirement in the PSOW's Annual Letter 2024/2025.

C – Why is this a decision for the Executive?

It is a requirement by the PSOW

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

N/A

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

N/A. The funding required to implement some of the recommendations is already within budget.

Dd – Assessment of potential impacts (if relevant)

1. How does this decision affect our long-term needs as an island?

Reducing the number of complaints, and improving our complaints handling, will improve the experience of our customers, enable officers to focus on their core areas of responsibility and improve the reputation of the Council.

2. Is this a decision that is anticipated to prevent future costs/dependencies on the Council? If so, how?

Yes, because fewer complaints and better complaints handling will avoid duplication of work and the cost involved in officer time devoted to dealing with complaints, carrying out investigations and corresponding with the PSOW.

3. Have we collaborated with other organisations to come to this decision? If so, with whom?

Yes, the PSOW.

4. Have the citizens of Anglesey played a part in drafting this way forward, including those directly affected by the decision? Explain how.

The experiences of customers in dealing with complaints has directly affected some of the recommendations in the report.

5. Note any potential impact this decision would have on the protected groups under the Equality Act 2010.

Yes. One of the recommendations is training for complaints officers in relation to equality and diversity. This is also a national theme in the PSOW's thematic work in 2024/2025.

6. If this is a strategic decision, note any potential impacts the decision would have on those experiencing socio-economic disadvantage.

N/A

7. Please note any potential effects that this decision would have on opportunities for people to use Welsh and not treat the language less favourably than English.

There are no anticipated effects as the interaction between the recommendations and the Council's customers will remain fully bilingual.

E – Who did you consult with and what were their comments?

1. Chief Executive / Leadership Team (mandatory)	Circulated to the Chief Executive and the Leadership Team on 15/09/2025 and any material feedback has been included into this Report.
2. Finance / 151 Officer	Part of the Leadership Team
3. Legal / Monitoring Officer (mandatory)	Author of the report
4. HR	All part of the Heads of Service consultation on the draft report
5. Property	
6. IT	
7. Procurement	
8. Scrutiny	No
9. Local members	No

F – Appendices

Appendix 1 : Summary of Complaint by Service for 2024-2025
Appendix 2 : Analysis of Internal Complaints Data
Appendix 3 : PSOW's Annual Letter 2024/2025
Appendix 4 : Summary of Code of Conduct Complaints and Whistleblowing

Ff – Background papers (contact the report author for more information)

All directly relevant background papers are provided in the Appendices above.

Appendix 1

Summary of Complaints by Service for 2024 – 2025

Service	No. of Stage 1 complaints	No. of Stage 2 complaints	No. upheld	Complaints not upheld	Complaints discontinued	Responded to on time	Late responses (within 3 months)	No of responses (over 3 months)
	Council Business							
Council Business	-	-	-	-	-	-	-	
	Highways, Waste & Property							
Highways & Property	38	11	8	40	1	42	7	
Waste	10	2	1	11		11	1	
	Housing							
Housing	40	7	25	21	1	43	4	
	Learning							
Learning (excludes schools)	12	1		13		10	3	
	Regulation & Economic							
Economic Development/ Maritime								
Leisure	15		14	1		15		
Planning	2	2		4		4		
Env/Public Protection	10	1	4	7		10	1	
	Resources							
Resources	14	6	4	15	1	17	3	
	Transformation							
Cyswllt Môn	-	-	-	-	-		-	
H R	-	-	-	-	-		-	
Totals	141	30	56	112	3	152	19	

Environment/Public Protection

- 15 complaints, compared to 10 in 2023/2024, representing 8.7% of the total service complaints in 2024/2025.
- 14 of the 15 complaints responded to on time.
- Although the numbers of complaints were few, 5 of the 15 complaints were escalated to Stage 2. This suggests that Stage 1 claims handling could be more effective.
- Nevertheless, only 2 complaints were upheld.

Highways & Property

- The highest number of complaints at 49, compared with 19 in 2023/2024, representing 28.5% of the total number of complaints in 2024/2025.
- Given the increase in the number of complaints, from one year to the next, suggests that the Service should review the reasons for this and whether there are any adaptations which may be made to systems/processes/capacity/training to reduce complaints in 2025/2026. However, this may be because of funding/staffing issues over which limited mitigations may be available.
- It should be noted that only 8 complaints were upheld (16.7%) but also that few complaints have been recorded in Q1 and Q2 of 2024/2025, which suggests that the number of complaints may be higher than recorded.

Housing

- 47 complaints, compared with 113 in 2023/2024, representing 27.3% of the total service complaints in 2024/2025. This is a marked improvement, albeit from a low base, with performance in 2023/2024 being attributed to the implementation of a new IT system.
- However, 45 of the 47 complaints in 2024/2025 were logged for Quarters 3 and 4. It is unlikely that only 2 complaints were made in Quarters 1 and 2 combined. It is therefore reasonable to assume that the annual number of complaints for Housing may be significantly higher.
- The Housing Service needs to validate its data for 2024/2025 and consider reviewing the reasons for the high number of complaints upheld. 54.3% of the complaints logged during 2024/2025 were upheld. The Service should identify the primary causes of the complaints and devise a plan to improve these areas, where possible.

Learning

- 13 complaints, compared to 6 in 2023/2024, representing 7.6% of the total service complaints in 2024/2025.
- 12 out of 13 complaints resolved at Stage 1, which suggests effective complaints handling.
- None of the complaints upheld yet none escalated to Stage 2.
- However, the only issue relates to the slowest response times with 23.1% late responses. It should be noted that complaints in this field can be complex, and the absence of Stage 2 complaints suggests the complaints were dealt with effectively.

Leisure

- 15 complaints, compared to 29 in 2023/2024, representing 8.7% of the total service complaints in 2024/2025.
- All complaints responded to on time.
- All complaints resolved at Stage 1. This suggests good customer care skills in a largely front facing service. However, the number of complaints upheld is high at 93%, with only one complaint not upheld. This may be a result of the nature of the Service and the immediacy of the complaints made. However, it may be a training need, to ensure that complaints are not being confused with requests for service.

Planning

- 4 complaint, compared to 25 in 2023/2024, representing 0.6% of the total service complaints in 2024/2025.
- 2 complaints resolved at Stage 1, and 2 complaints resolved at Stage 2.
- None of the 4 complaints were upheld, and all complaints were responded to on time.
- High level of performance raising no concerns.

Resources

- 20 complaints, compared to 56 in 2023/2024, representing 11.6% of the total service complaints in 2024/2025. This demonstrates marked improvement.
- 14 complaints resolved at Stage 1 with 6 escalating to Stage 2. This is relatively high at 30% of the total number of complaints. This suggests that Stage 1 complaints handling could be more effective, but this is a broad service, and complaints often span more than one service area, leading to delay and complexity.
- 4 out of 20 complaints upheld.

Waste

- 12 complaints, compared to 21 in 2023/2024, representing 7% of the total service complaints in 2024/2025.
- 10 out of 12 complaints resolved at Stage 1, which suggests effective complaints handling.
- Only 1 complaint upheld.
- 11 out of 12 complaints received responses on time.
- High level of performance raising no concerns.

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Ask for: Communications



01656 641150



Caseinfo@ombudsman.wales

Date: 14 August 2025

PERSONAL & CONFIDENTIAL

Councillor Gary Pritchard
Isle of Anglesey County Council

By email only

garypritchard@anglesey.gov.uk
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Dear Councillor Gary Pritchard

Annual Letter 2024-25

Role of PSOW

As you know, our role as the Public Services Ombudsman for Wales is to consider complaints about public services, to investigate alleged breaches of the councillor Code of Conduct, to set standards for complaints handling by public bodies and to drive improvement in complaints handling and learning from complaints. We also undertake investigations into public services on own initiative.

Purpose of letter

Through this letter, we want to give you an update on our work, share key trends in complaints about local government in Wales and highlight any particular issues for your organisation, together with actions I would like your organisation to take.

Complaints about public services

This letter, as always, coincides with the publication of our Annual Report. Again, we saw an increase in the number of people contacting us about public services. Since 2019-20, the volume of new complaints about public services reaching our office has increased by 44%.

We also closed a record number of complaints about public services – 5% more than last year. This year, we intervened (found that something has gone wrong, and recommended how to put things right) in 18% of complaints that we closed. Positively, this year we resolved many more complaints early on. 87% of our interventions this year involved Early Resolution, compared to 70% in 2023-24.

Page 1 of 14

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.

We understand that people who come to us want their complaints resolved as quickly as possible and we are committed to dealing with them in a timely manner.

Overall, we assessed incoming complaints, or intervened with an Early Resolution, within an average of 4 weeks; well within our target of 6 weeks. We have also reduced the time it takes us to complete an average investigation, from 64 weeks in 2023-24, to 53 weeks this year.

During 2024-25, we received 1,337 complaints about local councils - an increase of 20% on the previous year and 54% more than in 2019-20.

The main complaint subjects accounting for this increase related to social services, environment and environmental health, and housing. However, we also saw a welcome drop in complaints about complaint handling.

We intervened in 13% of local council complaints that we closed – a similar proportion to recent years.

We received 22 complaints about Isle of Anglesey County Council and closed 20 – some complaints were carried over from the previous year. Isle of Anglesey County Council's intervention rate was 5%. Of note, 18% of the complaints received about Isle of Anglesey County Council were in relation to Housing, an increase from 8% in 2023-24. You can find detailed information on complaints about your organisation that we handled this year can be found in the appendices.

In 2024-25, we made 4 recommendations to your organisation. To ensure that our investigations and reports drive improvement, we follow up compliance with the recommendations agreed with your organisation. In 2024-25, 6 recommendations were due. 0% of the recommendations due was complied within the timescale agreed. Recommendations and timescales for complying with recommendations are always agreed with the public body concerned before being finalised, and we therefore expect organisations to comply within the timescales agreed.

Our Code of Conduct work

Our role is to investigate allegations that councillors have breached their Code of Conduct. Where an investigation finds evidence to support the complaint on a matter which is serious enough to require a referral in the public interest, these cases are referred either to the local Standards Committee or to the Adjudication Panel for Wales for consideration.

In 2024-25, we received 4% less new Code of Conduct complaints than the previous year. 60% of these complaints related to members of Town and Community Councils. We continue to see that over a half of these complaints (56% this year) tends to relate to promotion of equality and respect.

We made 15 referrals to Standards Committees or the Adjudication Panel for Wales (compared to 21 last year). We are grateful to your Monitoring Officer for their positive engagement with my office over the last year. We will continue to engage with them on matters relating to the ethical standards framework, including Local Resolution Procedures this year.

Independent Review

As you will be aware, last year, it was brought to our attention that a member of staff who had been the Team Leader of our Code of Conduct Team had been making inappropriate and unacceptable social media posts of a political nature.

In view of the seriousness of the matter, we commissioned Dr Melissa McCullough to conduct an independent review of our Code of Conduct work. [Dr McCullough's Report](#), published in September 2024, found that, "in general terms, the PSOW's Code of Conduct processes and delegations are robust in terms of safeguarding fairness and impartiality. They are systematic, well documented and supplemented with appropriate guidance and the reasoning for decisions is required to be recorded and explained as applicable."

While the findings overall were very positive, the review report included a number of recommendations and lessons learned, to "augment the existing safeguards for ensuring the fairness and impartiality of the processes and would clarify the related guidance as applicable."

Following this, the Senedd's Finance Committee published its report on the [Review into the operations, processes and investigations carried out by the Public Services Ombudsman for Wales](#). The Committee made further recommendations to us in its report. The details of all the recommendations and lessons learned and the actions we have taken in response can be found in our Annual Report.

To provide additional assurance, Dr McCullough undertook further independent assessment of how we implemented the recommendations and lessons learned, as set out in her 2024 Independent Review Report. This [assessment](#) concluded that:

- all recommendations and lessons learned were fully accepted by us and have been fully implemented
- we demonstrated a comprehensive, thoughtful and consultative approach to the implementation
- the pace of implementation has been impressive
- a separate quality assurance review confirmed the robustness of our process.

Supporting improvement of public services

We continued our work on supporting improvement in public services.

During 2024-25, we concluded our second wider own initiative investigation which looked into unpaid carers' needs assessments in Wales. We considered whether 4 local councils – Caerphilly, Ceredigion, Flintshire and Neath Port Talbot - undertook carers' assessments in line with their statutory obligations.

We published the report on this investigation in October 2024. We found that only 2.8% of people in those council areas who identified as carers had received a needs assessment. In addition, only 1.5% had received a proper support plan following their assessment. Many carers were also not aware of their rights with regard to assessments and support services that might be available to them.

We identified some areas of good practice by the councils we investigated. However, we also made several recommendations including to:

- improve recording practices
- improve how information is shared with carers
- offer staff refresher training on carers' rights
- collaborate better with the healthcare sector.

We invited the other local councils in Wales to make similar improvements.

As we did in the case of our first own initiative investigation, we have been actively monitoring how organisations' have been complying with our recommendations.

We are planning to review compliance with the recommendations and any other impacts of the report in October 2025.

Currently 54 organisations across Wales operate our model complaints policy. This includes all local councils, all health boards and now most housing associations - representing about 85% of the complaints which we receive.

Our offer of free complaints handling training has remained popular and we provided a further 52 training sessions to public bodies across Wales during the year. This brings the total to 550 training sessions and 10,000 people, since 2020.

We have continued our work to publish complaints statistics, gathered from public bodies, with data published twice a year. We expect to publish the data on complaints handled by local councils in Wales during 2024-25 in the Autumn. This data allows us to see information with greater context – for example, during 2024-25 5.18% of complaints made to local councils went on to be referred to us.

Finally, this year we also published 2 thematic reports, which included as case studies complaints about local councils:

- 'Living in Disrepair' (November 2024): a thematic report about housing disrepair and damp and mould complaints.
- 'Equality Matters' (January 2025): a thematic report on inclusion and accessibility across public services.

These reports include general recommendations for public service providers, drawing on lessons learned from our casework.

Action we would like your organisation to take

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

- Present this Annual Letter to the Cabinet and to the Governance and Audit Committee at the next available opportunity and notify me of when these meetings will take place.
- Consider the data in this letter, alongside your own data, to understand more about your performance on complaints, including any patterns or trends and your organisation's compliance with recommendations made by my office.
- Inform me of the outcome of the organisation's considerations and proposed actions on the above matters at the earliest opportunity.

I would like to thank you, and your officers, for your continued openness and engagement with my office. Our information shows that local authorities are looking into more complaints than ever before and are using information from complaints to deliver better outcomes for the people of Wales.

Yours sincerely

Michelle Morris

Michelle Morris
Public Services Ombudsman

Cc. Dylan Williams, Chief Executive, Isle of Anglesey County Council
Lynn Ball, Monitoring Officer, Isle of Anglesey County Council
Gary O'Reilly, PSOW Contact Officer, Isle of Anglesey County Council

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2024-25. These complaints are contextualised by the population of each authority.

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

Appendix C shows intervention rates for all Local Authorities in 2024-25. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix D shows outcomes of the complaints which PSOW closed for the Local Authority in 2024-25. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix E shows the compliance performance of each Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Local Authority in 2024-25. This table shows both the number, and the proportion that each outcome represents for the Local Authority.

Appendix G shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area in 2024-25. This table shows both the number, and the proportion that each outcome represents for each Town or Community Council.

Appendix A – Complaints received (overview)

	MAL			CODE			Total		
Local Authority	Complaints Received	Population	Received per 1,000 residents	Complaints Received	Population	Received per 1,000 residents	Complaints Received	Population	Received per 1,000 residents
Blaenau Gwent County Borough Council	14	67356	0.21	1	67356	0.01	15	67356	0.22
Bridgend County Borough Council	58	146743	0.40	10	146743	0.07	68	146743	0.46
Caerphilly County Borough Council	78	176437	0.44	3	176437	0.02	81	176437	0.46
Cardiff Council*	219	383536	0.57	4	383536	0.01	223	383536	0.58
Carmarthenshire County Council	86	190083	0.45	14	190083	0.07	100	190083	0.53
Ceredigion County Council	47	73050	0.64	0	73050	0.00	47	73050	0.64
Conwy County Borough Council	29	114410	0.25	9	114410	0.08	38	114410	0.33
Cyngor Gwynedd	46	119173	0.39	2	119173	0.02	48	119173	0.40
Denbighshire County Council	98	97156	1.01	7	97156	0.07	105	97156	1.08
Flintshire County Council	61	155812	0.39	3	155812	0.02	64	155812	0.41
Isle of Anglesey County Council	22	69291	0.32	2	69291	0.03	24	69291	0.35
Merthyr Tydfil County Borough Council	17	58593	0.29	3	58593	0.05	20	58593	0.34
Monmouthshire County Council	19	94572	0.20	9	94572	0.10	28	94572	0.30
Neath Port Talbot Council	48	142898	0.34	1	142898	0.01	49	142898	0.34
Newport City Council	61	163628	0.37	1	163628	0.01	62	163628	0.38
Pembrokeshire County Council	47	125006	0.38	6	125006	0.05	53	125006	0.42
Powys County Council	55	134439	0.41	24	134439	0.18	79	134439	0.59
Rhondda Cynon Taf County Borough Council	62	241178	0.26	3	241178	0.01	65	241178	0.27
Swansea Council	113	246742	0.46	6	246742	0.02	119	246742	0.48
Torfaen County Borough Council	20	93419	0.21	4	93419	0.04	24	93419	0.26
Vale of Glamorgan Council	61	134733	0.45	3	134733	0.02	64	134733	0.48
Wrexham County Borough Council	76	136149	0.56	11	136149	0.08	87	136149	0.64
Total	1337	3164404	0.41	126	3164404	0.04	1463	3164404	0.45

Appendix B – Complaints received (by organisation)

Isle of Anglesey County Council	Complaints Received	% Share
Adult Social Services	2	9%
Benefits Administration	0	
Children's Social Services	2	9%
Community Facilities, Recreation and Leisure	2	9%
Complaints Handling	1	5%
Covid19	0	
Education	0	
Environment and Environmental Health	1	5%
Finance and Taxation	5	23%
Health	0	
Housing	4	18%
Licencing	0	
Planning and Building Control	2	9%
Roads and Transport	1	5%
Self Funding Care Provider	0	
Various Other	2	9%
Total	22	

Appendix C – Cases with PSOW intervention (overview)

Local authority	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	0	12	0%
Bridgend County Borough Council	6	57	11%
Caerphilly County Borough Council	11	79	14%
Cardiff Council*	37	190	19%
Carmarthenshire County Council	11	86	13%
Ceredigion County Council	11	45	24%
Conwy County Borough Council	5	29	17%
Denbighshire County Council**	6	98	6%
Flintshire County Council	7	61	11%
Cyngor Gwynedd	3	44	7%
Isle of Anglesey County Council	1	20	5%
Merthyr Tydfil County Borough Council	1	15	7%
Monmouthshire County Council	1	16	6%
Neath Port Talbot Council	5	45	11%
Newport City Council	6	62	10%
Pembrokeshire County Council	8	47	17%
Powys County Council	8	51	16%
Rhondda Cynon Taf County Borough Council	6	60	10%
Swansea Council	12	109	11%
Torfaen County Borough Council	0	18	0%
Vale of Glamorgan Council	12	63	19%
Wrexham County Borough Council	7	72	10%
Total	164	1279	13%

Appendix D – Complaint outcomes (by organisation) (* denotes intervention)

Isle of Anglesey County Council	Complaint Outcomes	% Share
Complaint investigation discontinued (with early resolution at assessment stages)*	0	
Complaint investigation discontinued (without settlement)	0	
Decision not to investigate complaint	8	40%
Early resolution*	1	5%
Matter out of jurisdiction	5	25%
Non-public interest report issued: complaint not upheld	0	
Non-public interest report issued: complaint upheld*	0	
Non-public interest report issued: complaint upheld with early resolution at assessment stage*	0	
Premature	6	30%
Public interest report issued: complaint upheld*	0	
Public Interest report issued: complaint upheld with early resolution at assessment stage*	0	
Special Interest Report*	0	
Voluntary settlement*	0	
Total	20	

Appendix E – Compliance performance comparison

Local Authority	Number of recommendations made on complaints closed in 2024-25	Number of recommendations falling due in 2024-25	% of recommendations, complied with in line with agreed target date
Blaenau Gwent County Borough Council	0	0	n/a
Bridgend County Borough Council	15	18	28%
Caerphilly County Borough Council	24	24	50%
Cardiff Council*	97	96	56%
Carmarthenshire County Council	29	27	67%
Ceredigion County Council	24	24	63%
Conwy County Borough Council	14	14	71%
Denbighshire County Council**	10	8	50%
Flintshire County Council	20	22	91%
Cyngor Gwynedd	9	9	89%
Isle of Anglesey County Council	4	6	0%
Merthyr Tydfil County Borough Council	2	4	0%
Monmouthshire County Council	2	2	0%
Neath Port Talbot Council	11	8	75%
Newport City Council	12	11	27%
Pembrokeshire County Council	20	18	61%
Powys County Council	21	23	22%
Rhondda Cynon Taf County Borough Council	11	10	20%
Swansea Council	25	24	33%
Torfaen County Borough Council	0	0	n/a
Vale of Glamorgan Council	30	31	55%
Wrexham County Borough Council	19	16	75%

Appendix F - Code of Conduct Complaints Closed (* denotes investigation)

Isle of Anglesey County Council	Code of Conduct Complaints Closed
Cc not acted on	0
Code of Conduct leaflet sent/link to website provided	0
Complaint taken over telephone – awaiting signature	0
Complaint Withdrawn	0
Discontinued. Not in the public interest to pursue*	0
Duplicate complaint with no new evidence	0
Information provided	0
No action necessary*	0
No declaration rec'd – Withdrawn	0
No evidence of Breach*	0
No prima facie evidence of breach	2
Not in the public interest to investigate	0
Out of Jurisdiction - signposted	0
Premature - referred for local resolution	0
Referred to Adjudication Panel*	0
Referred to Standards Committee*	1
Withdrawn	0
Total	3

Appendix G - Town / Community Council Code of Complaints

	Decision not to investigate Code		Investigations					
	Not in the public interest to investigate	No prima facie evidence of breach	Discontinued. Not in the public interest to pursue	No action necessary	No evidence of Breach	Referred to Adjudication Panel	Referred to Standards Committee	Total
Isle of Anglesey County Council								
Aberffraw Community Council	0	0	0	0	0	0	0	0
Amlwch Town Council	0	1	0	0	0	0	0	1
Beaumaris Town Council	0	0	0	0	0	0	0	0
Bodedern Community Council	0	0	0	0	0	0	0	0
Bodffordd Community Council	0	0	0	0	0	0	0	0
Bodorgan Community Council	0	0	0	0	0	0	0	0
Bryngwran Community Council	0	0	0	0	0	0	0	0
Cwm Cadnant Community Council	0	0	0	0	0	0	0	0
Cylch-y-Garn Community Council	0	0	0	0	0	0	0	0
Holyhead Town Council	0	0	0	0	0	0	0	0
Llanbadrig Community Council	0	0	0	0	0	0	0	0
Llanddaniel Fab Community Council	0	0	0	0	0	0	0	0
Llanddona Community Council	0	0	0	0	0	0	0	0
Llanddyfnan Community Council	0	0	0	0	0	0	0	0
Llaneilian Community Council	0	0	0	0	0	0	0	0
Llanerchymedd Community Council	0	0	0	0	0	0	0	0
Llaneugrad Community Council	0	0	0	0	0	0	0	0
Llanfachraeth Community Council	0	0	0	0	0	0	0	0
Llanfaelog Community Council	0	0	0	0	0	0	0	0
Llanfaethlu Community Council	0	0	0	0	0	0	0	0
Llanfair Mathafarn Eithaf Community Council	1	1	0	0	0	0	0	2

Llanfair yn Neubwll Community Council	0	0	0	0	0	0	0	0
Llanfairpwll Community Council	0	0	0	0	0	0	0	0
Llanfihangellesceifiog Community Council	0	0	0	0	0	0	0	0
Llangefni Town Council	0	0	0	0	0	0	0	0
Llangoed and Penmon Community Council	0	0	0	0	0	0	0	0
Llangristiolus Community Council	0	0	0	0	0	0	0	0
Llanidan Community Council	0	0	0	0	0	0	0	0
Mechell Community Council	0	0	0	0	0	0	0	0
Menai Bridge Town Council	0	0	0	0	0	0	0	0
Moelfre Community Council	0	0	0	0	0	0	0	0
Penmynydd and Star Community Council	0	0	0	0	0	0	0	0
Pentraeth Community Council	0	0	0	0	0	0	0	0
Rhoscolyn Community Council	0	0	0	0	0	0	0	0
Rhosybol Community Council	0	0	0	0	0	0	0	0
Rhosyr Community Council	0	0	0	0	0	0	0	0
Trearddur Community Council	0	1	0	0	0	0	0	1
Tref Alaw Community Council	0	0	0	0	0	0	0	0
Trewalchmai Community Council	0	0	0	0	0	0	0	0
Valley Community Council	0	1	0	0	0	0	0	1

APPENDIX 4

1. Code of Conduct Complaints

Any complaint against an elected member must be based on an alleged breach, or breaches, of the [Members' Code of Conduct](#), with the PSOW exercising 'first sift' jurisdiction (i.e. assessing merit) before deciding if, and how, to proceed.

During 2024/2025, 4 code of conduct complaints were received by the PSOW against county councillors, with 2 closed after initial assessment, and without investigation.

A complaint against 1 county councillor continues to be investigated by the PSOW and the other was concluded by the Standards Committee, but fell into the year 2025/2026, therefore not relevant to the timeframe of this report.

For the sake of completeness, complaints about the elected members of town and community councils, in relation to the same Code of Conduct, are also reported twice a year to the County Council's Standards Committee. Owing to restrictions imposed by the PSOW, only very limited information about such complaints is formally reported to the County Council's Standards Committee twice a year. Please see following links:-

[Quarter 1, 2 and 3](#)
[Quarter 4](#)

2. Whistleblowing

The Council's [Whistleblowing Policy and local Guidance](#) document were devised to support employees to raise those concerns, which fall within the ambit of the Policy, without fear of victimisation or discrimination. Whistleblowing is the popular term used when a member of staff (it includes contractors but does not relate to the public or elected members) raise concerns about fraud, criminality, danger, or serious risk that might threaten the public, their co-workers or the Council's reputation. The relevant legislation here is the Public Interest Disclosure Act 1998, which is a piece of employment legislation designed specifically to protect employees and contractors from adverse treatment by their employers.

Council staff undertook a development session on whistleblowing via the Policy Portal during Quarter 1, 2025/2026. Compliance rates will be included in next year's annual report.

Owing to the sensitivities involved, the level of information provided in this report has been agreed by the Leadership Team in line with the Council's legal obligation to protect whistleblowers from detriment in the workplace. Accordingly, only limited information will ever be disclosed.

	Date Raised	Type of Disclosure* /Reported to	Nature of concern	Investigated	Outcome	Lessons Learned	Results fed back to the Whistleblower
1	14/03/2025 *	Level 1 / MO	Allegations of political interference in an extant prosecution	Yes, discussions with whistleblowers and relevant parties as well as a review of records	Informal resolution by Chair of Standards Committee / Monitoring Officer	Training module developed for senior officers on Member and Officer Relationships: Roles and Responsibilities	Yes, final update to the four whistleblowers at one-to-one meetings with the Monitoring Officer on 04/06/2025
2	14/03/2025 *	Level 1 / HoS Regulation & Economic Development	Concerns in Building Control regarding compliance, competence, capacity and staff well-being	Yes, and formally reported to the Executive on 02/10/2025. The link to the Report is here	Response to Improvement Notice approved by the Executive on 02/10/2025	Improve training, supervision and support for the relevant team as detailed in Annex A to the Executive report.	Yes on 19/09/2025

* Footnote – Dates verified. Dates of reporting coincidental.

Isle of Anglesey County Council

Report to:	The Executive
Date:	21 October 2025
Subject:	Report on the outcome of the statutory consultation on the proposal to: “Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds.
Portfolio holder(s):	Councillor Dafydd Roberts
Head of service / director:	Aaron C. Evans Director of Education, Skills and Young People
Report author:	Gwyndaf Parry gwyndafparry@ynysmon.llyw.cymru Carol Sorahan carolsorahan@ynysmon.llyw.cymru
Local members:	Councillor Glyn Haynes Councillor Robert Llewelyn Jones Councillor Jeff M. Evans Councillor Pip O'Neill Councillor Trefor Lloyd Hughes Councillor Keith Roberts Councillor Dafydd Rhys Thomas Councillor Gwilym O. Jones Councillor Ken Taylor Councillor John I. Jones Councillor Arfon Wyn Councillor Douglas M. Fowlie Councillor Neville Evans

A – Recommendation(s) and reasons

Recommendation

1. To approve the proposal (following the report on the outcome of the statutory consultation held on the proposal) to **“Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11–18-year-olds”**.
2. To authorise officers to publish a statutory notice in respect of the proposal.

Reasons

After considering all the feedback as summarised in accordance with the school organisation code (11/2018) in section 5 of the consultation report (appendix 1), the Council concludes that the most appropriate response is to build a new school building for Ysgol Uwchradd Caergybi.

Feedback from the majority of stakeholders (79%) agrees with the proposal and the Council has also responded to any issues raised by stakeholders in section 5 in the consultation report (appendix 1).

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

As highlighted in the consultation document section 6 presented to stakeholders the following options were considered and rejected.

<https://www.anglesey.gov.wales/documents/Docs-en/Have-your-say/Ysgol-Uwchradd-Caergybi/YUC-statutory-consultation.pdf?nocache=1>

Other options considered	Main reasons for rejection
1. Retain the status quo – Leave Ysgol Uwchradd Caergybi (YUC) as it is.	Does not address the condition of the school especially Reinforced Autoclaved Aerated Concrete (RAAC).
2. Federate Ysgol Uwchradd Caergybi, with Ysgol Cybi.	Does not address the condition of the school especially RAAC.
3. Close Ysgol Uwchradd Caergybi and transfer learners to the other secondary schools on Anglesey.	No secondary school in the island's largest town. Not enough surplus places in the other secondary schools to accommodate all the YUC learners.
4. Federate Ysgol Uwchradd Caergybi, with Ysgol Uwchradd Bodedern.	Does not address the condition of the school especially RAAC.
5. Refurbish the current Ysgol Uwchradd Caergybi school building.	More disruption to learners' education. It would address the condition of the building for 30 years compared to 60 years for the proposal.
6. One new multi-site school (2 sites – current site of Ysgol Uwchradd Caergybi after refurbishment and Ysgol Cybi).	More disruption to learners' education. It would address the condition of the building for 30 years compared to 60 years for the proposal.
7. Build one new secondary school instead of Ysgol Uwchradd Caergybi and Ysgol Uwchradd Bodedern for 11–18-year-olds.	This option has the highest Capital Cost. There could be potential additional travelling time for learners dependent on the location. It could also be more difficult for learners to participate in extracurricular activities, or for the school to be used as a community resource. A School with a capacity of 1,750 learners may be considered too large for Anglesey by some stakeholders.
8. Review the school and service provision at Ysgol Uwchradd Caergybi looking at examples such as, clustering schools, using the schools as community hubs to accommodate/ support community services e.g., health, childcare facilities, family and adult learning, community education, sport, recreation, social activity. Co-locating local services within	Does not address the condition of the school especially RAAC. Possibility of additional child safeguarding issues, with other services sharing the school site.

schools to offset the costs of maintaining the school.	
--	--

C – Why is this a decision for the Executive?

The Executive is responsible for school organisation matters, in accordance with the Council's Constitution.

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

It is in line with the Modernising Learning Communities and Developing the Welsh Language Strategy (adopted by the Executive in July 2023).

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

The proposed cost is estimated at £66million, the majority of which will be funded through a [Mutual Investment Model](#).

The Council's contribution (estimate) towards annual service cost for 25 years (MIM) from the date of opening the new school building (September 2030) is estimated to be £1,238,218 which is considered affordable. This will need to be budgeted for from 2030/31 onwards.

There will also be some costs (£5.163m) which are not eligible to be funded through the Mutual Investment Model and will be treated as a Capital scheme. The Welsh Government grant intervention rate for these costs is 65%. The remaining 35% (£1.8m) will be funded from Capital Receipts from the sale of the existing site, and through unsupported borrowing. The annual repayments have been calculated using the annuity method, meaning the amount which would be repaid would be lower in the initial loan period and will be higher during the latter stages of the loan period.

It is estimated that the annual repayments will start at £60,324 from 2028/29 onwards, which also need to be budgeted for.

Dd – Assessment of potential impacts (if relevant)

1. How does this decision affect our long-term needs as an island?

This potential decision will ensure the long-term sustainability of secondary education in the Holyhead area and ensure that there are sufficient school places to meet the needs now and into the future. It will also ensure that new school buildings are fit for purpose and meet BREEAM standards and the standards of the Welsh Government's Modernisation of Learning Communities programme.

2. Is this a decision that is anticipated to prevent future costs/dependencies on the Council? If so, how?

Yes, as follows:

The Council would avoid having to pay the current and projected maintenance cost of almost £29 million (2024) in the old building.

As the project will be funded out through the Mutual Investment Model (MIM) the proposal could lead to savings in the central repairs and maintenance budget for the next 25 years.

3. Have we collaborated with other organisations to come to this decision? If so, with whom?

A statutory consultation on the proposal was held 5 June 2025-17 July 2025 and the following stakeholders were consulted:

- Staff (Teaching and Ancillary) of Ysgol Uwchradd Caergybi
- Governors and Parents/Guardians of Ysgol Uwchradd Caergybi
- Headteachers and Chair of Governors of Primary Schools in the catchment area
- Local Elected Members
- Local Member of Parliament
- Local Senedd Member
- Regional Senedd Members
- Welsh Government-Sustainable Communities for Learning
- Estyn
- Police and Crime Commissioner
- Welsh Language Commissioner
- Grŵp Llandrillo Menai
- MEDR-Commission for Tertiary Education and Research
- Neighbouring Local Authority
- Local Town and Community Councils
- Teaching and staff trade unions representing Ysgol Uwchradd Caergybi
- Canolfan Addysg Y Bont
- Church in Wales
- Catholic Diocesan Authority

4. Have the citizens of Anglesey played a part in drafting this way forward, including those directly affected by the decision? Explain how.

Yes. The Council from 5 June 2025 to 17 July 2025 held a statutory consultation process in respect of the following proposal to:

“Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”.

The purpose of the statutory consultation was to seek the views of stakeholders/ interested parties on the proposal.

The Council received a total of 1,023 responses to the statutory consultation via the on-line response form. The following table provides a further breakdown.

Respondent category	Percentage	Response total
Learner / pupil	32.3%	329
School governor	1.2%	12
Staff	6.6%	67
Parent / guardian	22.5%	229
Elected member	1.2%	12
Town and community councillor	0.6%	6
Local resident	42.1%	429
Other*(e.g. former pupil) or did not specify	3.4%	35

Some stakeholders responded in more than one capacity e.g. responded as a parent/guardian and a school governor, which has been recorded as one response in the overall total of 1023.

5. Note any potential impact this decision would have on the protected groups under the Equality Act 2010.

The Authority will ensure equal opportunities for all pupils and staff regardless of their ability and background. See the Impact Assessment for more information.

[Impact assessment YUC - 130525.docx](#)

6. If this is a strategic decision, note any potential impacts the decision would have on those experiencing socio-economic disadvantage.

See the Impact Assessment for more information.

[Impact assessment YUC - 130525.docx](#)

7. Please note any potential effects that this decision would have on opportunities for people to use Welsh and not treat the language less favourably than English.

It is anticipated that the proposal will have a positive impact on the Welsh language.

[Impact assessment YUC - 130525.docx](#)

E – Who did you consult with and what were their comments?

1. Chief Executive / Leadership Team (mandatory)	Incorporated in this report.
2. Finance / 151 Officer	Incorporated in this report.
3. Legal / Monitoring Officer (mandatory)	Incorporated in this report.
4. HR	Any HR issues arising from the recommendations should be dealt with in accordance with other recognised HR and HR processes.
5. Property	Property officers have been estimating the potential costs of the project and would continue to be a key part of the team moving forward.
6. IT	If the proposal is approved and the potential project is approved, business cases would be prepared in accordance with the Welsh Government's Sustainable Learning Communities guidelines. Potential expenditure on "Furniture, Fittings and Equipment / Information Technology" is projected to be in line with the Welsh Government's cost benchmark in that guidance.
7. Procurement	If the proposal is approved, then further discussions would be required in terms of funding via the Mutual Investment Method (MIM).
8. Scrutiny	The Chair of the Corporate Scrutiny Committee will report back verbally from the Committee meeting held on 15 October 2025.
9. Local members	No comment.

F – Appendices

Appendix 1 - Ysgol Uwchradd Caergybi consultation report.

Ff – Background papers (contact the report author for more information)

- Ysgol Uwchradd Caergybi Statutory Consultation documents
<https://www.anglesey.gov.wales/en/Have-your-say/Consultations/Previous-consultations/Statutory-consultation-Ysgol-Uwchradd-Caergybi.aspx>
- School Organisation Code (11/2018)
[school-organisation-code-second-edition.pdf](#)
- IACC's Modernising Learning Communities and Developing the Welsh Language Strategy (July 2023)
[Modernising Learning Communities.pdf](#)

- Strategic Outline Programme – Rolling Programme
[Strategic Outline Programme \(SOP\) – Rolling Programme](#)



CONSULTATION REPORT

SCHOOL MODERNISATION

**Outcome of the consultation held between
5 June 2025 to 17 July 2025**

On the proposal to:

Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds

October 2025

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

CONTENTS

1. INTRODUCTION.....	3
2. DISTRIBUTION OF THE CONSULTATION REPORT	3
3. THE PROPOSAL.....	4
3.1 The New Ysgol Uwchradd Caergybi' s Proposed Details	4
3.2 Proposed Design.....	4
4. CONSULTATION ARRANGEMENTS.....	6
4.1 Methodology	6
4.2 Consultation Meetings.....	7
5. RESPONSES AND COMMENTS.....	8
5.1 Summary of responses from the on-line response form.....	8
5.2 On-line response form replies	8
5.2.1. Question -Do you agree with the proposal to “Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”? Yes/ No? ...	9
5.2.2. Question -Do you wish to make comments regarding the proposal to: “Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”.....	9
5.2.3. Question -Do you wish to suggest other reasonable alternatives that addresses the key challenges that Ysgol Uwchradd Caergybi faces?	12
5.3 Summary of a response received by email.....	14
5.4 Estyn's Response	15
5.4.1. Council's response.....	15
5.5 Summary of response from learners	17
5.5.1. Learners' session at Ysgol Uwchradd Caergybi 2 July 2025	17
5.5.2. Virtual learners' session with primary schools 8 July 2025	20
6. CONCLUSION.....	23
6.1 Confirmation whether to implement the original proposal (wholly or partly).....	23
6.2 Recommendation to the Executive	23
7. ESTYN REPORT	25

1. INTRODUCTION

The Isle of Anglesey County Council (the Council) has a statutory duty to secure sufficient and suitable places for children within the county's schools.

The Council has a responsibility under the School Organisation Code (011/2018) to consult with stakeholders when considering school reorganisation proposals that meet a specific criterion.

The Council from 5 June 2025 to 17 July 2025 held a statutory consultation process in respect of the following proposal to:

“Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”.

The purpose of undertaking a statutory consultation was to seek the views of stakeholders/interested parties on the proposal.

This consultation report now represents the Council's responsibilities in line with the School Organisation Code (011/2018) to produce a report to inform stakeholders/interested parties of the outcome of the statutory consultation by means of:

- Summarising each of the issues raised by stakeholders/interested parties;
- Responding to the issues by means of clarification, amendment to the proposal, or rejection to the concerns with supporting reasons;
- Setting out Estyn's view on the proposal in full with the Council's response;
- Express the views of children and young people affected by the proposal.

2. DISTRIBUTION OF THE CONSULTATION REPORT

The consultation report was published on the Council's website www.anglesey.gov.uk and the following stakeholders / interested parties were informed directly of the publication of the consultation report.

- Staff (Teaching and Ancillary) of Ysgol Uwchradd Caergybi
- Governors and Parents/Guardians of Ysgol Uwchradd Caergybi
- Headteachers and Chair of Governors of Primary Schools in the catchment area
- Local Elected Members
- Local Member of Parliament
- Local Senedd Member
- Regional Senedd Members
- Welsh Government-Sustainable Communities for Learning
- Estyn
- Police and Crime Commissioner
- Welsh Language Commissioner
- Grŵp Llandrillo Menai
- MEDR-Commission for Tertiary Education and Research
- Neighbouring Local Authority
- Local Town and Community Councils
- Teaching and staff trade unions representing Ysgol Uwchradd Caergybi
- Canolfan Addysg Y Bont
- Church in Wales

- Catholic Diocesan Authority

3. THE PROPOSAL

The Council consulted on the proposal to:

“Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”.

3.1 The New Ysgol Uwchradd Caergybi’s Proposed Details

The new Ysgol Uwchradd Caergybi’s proposed details are noted below:

Age range	11-18 years.
Total Places for learners	900 (750 years 7-11 and 150 years 12 -13).
Admission number per academic year	150 (based on year 7-11 only).
Location	Land near Holyhead Leisure Centre, contingent upon successful land acquisition.
Category	Community.
Language Category	T 3 -Transitional Welsh medium. The school is transitioning towards category 3 by September 2029.
Proposed facilities	Sustainable Communities for learning facility to realise the new Curriculum for Wales (CfW).
Anticipated Project Cost	Approximately £66m - with £60.7m to be delivered through the Mutual Investment Model (Welsh Government contributing 81% towards the Annual Service Charge through the Sustainable Communities for Learning programme / the Council contributing 19%), with the remaining £5.2m financed through the Council’s capital (35%) and the Welsh Government (65%) Sustainable Communities for Learning .

3.2 Proposed Design

In accordance with the Welsh Government document - Area Guidelines for Schools in Wales Building Guidance, (WG51809) – issued March 2025, it is proposed that the school design for the new Ysgol Uwchradd Caergybi shall include:

APPENDIX 1

Rooms/Areas	Examples
Teaching rooms	Design and Technology Art, Music and Drama and Science Laboratories
Learning Resource Areas	Additional Learning Needs (ALN) and a Library
Staff Administration	Headteacher's Office, Community and other office, Staff Work Rooms
Storage (Teaching)	Instrument stores, PE Stores
Storage (non-teaching)	ALN Appliances, lockers, cleaner's store
Dining Social Areas	Dining Area, Social and sandwich area
Catering Facilities	Kitchen and servery area
Other	Toilets and Pupil Changing Rooms & showers

The Council would provide appropriate help and support for pupils with Additional Learning Needs (ALN). Should parents/guardians with pupils' who are registered ALN have any questions regarding the support offered, individual meetings can be arranged with the Additional Learning Needs Manager, Email: ffionellis2@ynysmon.llyw.cymru telephone 01286 679007.

4. CONSULTATION ARRANGEMENTS

The Council's Executive in its meeting held on the 22 May 2025 authorised officers to conduct a statutory consultation in line with the requirements set out in the School Organisation Code (011/2018).

4.1 Methodology

The Consultation was held between 5 June 2025-17 July 2025. During this period stakeholders / interested parties were invited to express their views on the proposal to:

Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds.

The consultation document <https://www.anglesey.gov.wales/en/Have-your-say/Consultations/Previous-consultations/Statutory-consultation-Ysgol-Uwchradd-Caergybi.aspx> and impact assessment [Impact assessment YUC - 130525.docx](#)

were made available to all the stakeholders and interested parties listed in section 2.

The consultation document and impact assessment were also published on the Council's website.

The Council raised awareness of the consultation via the Council's social media networks and by displaying posters with QR codes at the local public spaces e.g. library.

An Easy Read version of the consultation document and response form was also produced and was available on the Council website.

Consultees were also advised of the following opportunities to respond to the consultation proposal or ask questions by:

- Sending an email to angleseyschools@anglesey.gov.uk or
- Completing the online response form or
- Completing a paper response form and posting back to the Programme Manager (Schools Modernisation), Human Resource and Transformation Service, Council Offices, Llangefni, LL77 7TW

Hard copies of the consultation document or alternative formats were also available on request.

4.2 Consultation Meetings

The following meetings/sessions were held to present the consultation documents and explain the consultation process to Learners, Staff, Governors, Parents/Guardians and all other interested parties who attended.

Attendees were advised of the importance of responding to the consultation as described in section 4.1 as no formal minutes were taken at the consultation meetings.

A workshop facilitated by the School and Council staff was also held with Ysgol Uwchradd Caergybi school council and other learners in person as well as a virtual Teams session with the primary school councils in the catchment area.

The consultation process with Children and Young People was carried out in accordance with the School Organisation Code 011/2018.

Date	School/Location	Stakeholders	Time
2 July 2025	Ysgol Uwchradd Caergybi	Ysgol Uwchradd Caergybi School Council and other learners	2:00pm-3:00pm
2 July 2025	Ysgol Uwchradd Caergybi	Staff and Governors	4:00 pm – 5:00 pm
2 July 2025	Ysgol Uwchradd Caergybi	Parents/ Guardians	5:30 pm - 6:30 pm
8 July 2025	Virtual teams session	Catchment area Primary School Councils	10:00am-11:00am

5. RESPONSES AND COMMENTS

The following section summarises all the responses and comments received by stakeholders to the statutory consultation. Responses were received on -line (response form), and on email.

5.1 Summary of responses from the on-line response form

The Council received a total of 1,023 responses to the statutory consultation via the on-line response form. The following table provides a further breakdown.

Respondent category	Percentage	Response total
Learner / pupil	32.3%	329
School governor	1.2%	12
Staff	6.6%	67
Parent / guardian	22.5%	229
Elected member	1.2%	12
Town and community councillor	0.6%	6
Local resident	42.1%	429
Other (e.g. former pupil) or did not specify	3.4%	35

Some stakeholders responded in more than one capacity e.g. responded as a parent/guardian and a school governor which has been recorded as one response in the overall total of 1023.

No responses were received on the paper response form.

5.2 On-line response form replies

This section provides stakeholders responses to the three questions asked in relation to the proposal.

A further question relating to the Welsh Language was also asked as follows:

We would like to know your views on the effects that the proposal would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

What effects do you think there are? How can positive effects on the Welsh language be increased, or negative effects reduced?

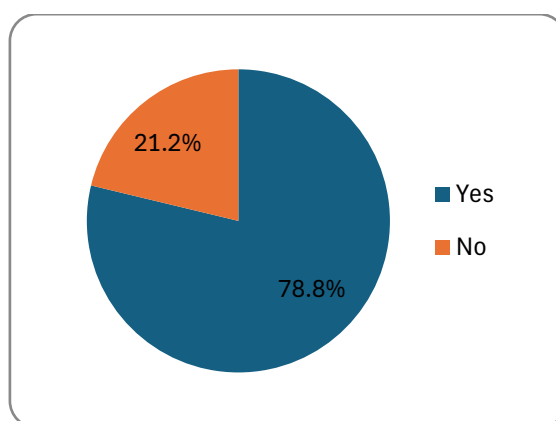
Feedback received in response to this question is available in the updated impact assessment [Impact assessment YUC - 130525.docx](#)

5.2.1. **Question** -Do you agree with the proposal to “Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”? Yes/ No?

The table below indicates that 79 % of stakeholders who replied to this question on the online response form agree with the proposal with 21% not agreeing to the proposal. 58 of the stakeholder responses did not answer this question.

Answer choice	Response percent	Response numbers
Yes	79%	760
No	21%	205
No reply		58

The graph below indicates the answer choice of stakeholders who responded to this question.



5.2.2. **Question** -Do you wish to make comments regarding the proposal to: “Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds”.

In accordance with the School Organisation Code (011/2018) the table below summarises the issues raised by the stakeholders together with the Council’s response by means of clarification, amendment of the proposal or rejection of concerns with supporting reasons.

Summary of issues raised by stakeholders	Council's response
Around half of the stakeholders who replied no to the proposal, indicated that the proposed site near the leisure centre was too far	A detailed options appraisal has been completed of potential sites in Holyhead area, and the site near the leisure centre is the only site meeting the requirements. The site has not been confirmed and there may be additional travelling times and costs.

from the current site and the town centre. Here are comments that reflect the issues raised: • The proposed location is out of the way for many pupils • Much too far out for children to walk to school	However, it is anticipated that some transport costs may well be reduced because those learners who wish to access Welsh-medium, fully bilingual provision should be able to remain within their school catchment area and not be transported to the nearest Welsh-medium secondary school. Furthermore, other learners may decide to remain within their catchment area because of having access to a new school building and modern resources. The Council has a duty to provide travel assistance in accordance with the Learner Travel (Wales) Measure 2008. The Council provides free school transport for full time secondary school learners residing 3 miles or more from the school in whose catchment area they reside (except for 6th form learners / further education students). Further information available from the school transport policy: https://www.anglesey.gov.wales/en/Residents/Schools-and-learning/School-transport/School-Transport-Policy.aspx The Sustainable Communities for Learning programme is linked to the Active Travel (Wales) Act 2013. The Act sets a clear ambition to improve walking and cycling routes to help us satisfy our environmental and health objectives. If the proposal is accepted, active travel plans will be reviewed and prepared in accordance with the Act for the new Ysgol Uwchradd Caergybi building once the new site is confirmed.
A minority of stakeholders suggested updating the current building / rebuilding on the current site.	The Council has already considered and discounted refurbishing the current building as an option as highlighted in the consultation document. The current site area would not meet the Welsh Government - Area Guidelines for Schools in Wales Building Guidance (WG51809). The current school site area is 27,000m² and the Gross Site Area required for new school without playing fields is 31,625m². A further appraisal of rebuilding on the current site is available below in 5.2.3.
Very few commented about the high cost of the proposed new school building.	The proposed cost is estimated at £66million, the majority of which will be funded through a mutual investment model Mutual Investment Model.

APPENDIX 1

	The Council's contribution (estimate) towards annual service cost for 25 years (MIM) is £1,238,218 which is considered affordable.
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5.2.3. **Question**-Do you wish to suggest other reasonable alternatives that addresses the key challenges that Ysgol Uwchradd Caergybi faces?

In accordance with the School Organisation Code (011/2018) stakeholders were given an opportunity to make representations regarding the alternatives identified by the Council as well as the main proposal.

Stakeholders were also given the opportunity to suggest other alternatives which would address the key challenges Ysgol Uwchradd Caergybi faces which the Council is seeking to address.

Many of the stakeholders in response to this question suggested refurbishing the current building / rebuilding on the current site. The Council has already considered and discounted refurbishing the current building as an option as highlighted in the consultation document.

The Council has further considered rebuilding from new on the current site and has rejected this option with reasons in the table below.

Additional option for consideration	Main reasons for rejection
Rebuilding from new on current site	Site • The current site area would not meet the Welsh Government's- Area Guidelines for Schools in Wales- Building Guidance (WG51809). • The current school site area is 27,000m². Gross Site Area required for new school without playing fields is 31,625m².
	Cost • Estimated Demolition Costs for phased demolition and disposal of material off site is £1,307,040. • Estimated cost of new Site Construction and Development as demolition proceeds is £60,697,000. • Total Cost of Option is therefore £62,004,040 (as compared to £66.million for the new site).
	Challenges • A phased demolition and reconstruction programme would be required over a 5-6 year period. • Large number of learners would need to be taught remotely or relocated to other buildings for very long periods. • Impact on learners, staff and all users during the period. • Huge impact during demolition regarding noise and dust impacting all site users and nearby residents. • Huge impact during construction regarding noise and dust impacting all site users and nearby residents. • Minimal external play and social areas available over the construction period potentially impacting pupil's wellbeing.

APPENDIX 1

	• Impact on the availability of on-site staff and visitor parking over the construction period. • Limited available area on site for contractor's compound for welfare facilities and material storage. • Likely disruption to services during demolition / re-construction. • Most of the new building would likely need to be a 4 storey structure creating possible accessibility issues. • Limited available space for any temporary classroom accommodation on site during construction.
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5.3 Summary of a response received by email

Stakeholder/ interested party	Summary of their response	Council's response
RhAG /Parents for Welsh Medium Education	RhAG noted that they “appreciate the challenges the school has faced recently regarding the buildings, and it is good to see that there has been a positive response in order to see the learning community receiving suitable buildings”. Most of the response relates to the school transitioning over the next 4 years to a category 3 Welsh-medium school. It calls on the Council to ensure that increasing Welsh language education opportunities is a central consideration of this proposal.	Response noted. The Council explained in the consultation document (5.4.8) that the change of language category is independent of the proposal. The Welsh in Education Strategic Plan (WESP) is the key strategic driver for developing Welsh language education locally. Appropriate measures as in place to support Ysgol Uwchradd Caergybi (YUC) to become a category 3 Welsh-medium school with an agreed timeframe. This proposal does not impact / impair those measures. The points raised by RhAG will be given consideration as part of the YUC language category transition plan.

5.4 Estyn's Response

In accordance with the School Organisation code (011/2018) Estyn's response to the consultation is set out in full in section 7. (The bold letters have been inserted by the Council).

Under the terms of the School Standards and Organisation (Wales) Act 2013 and its associated Code, proposers are required to send consultation documents to Estyn. However, Estyn is not a body which is required to act in accordance with the Code, and the Act places no statutory requirements on Estyn in respect of school organisation matters. Therefore, as a body being consulted, Estyn will provide their opinion only on the overall merits of school organisation proposals.

5.4.1 Council's response

The Council wishes to clarify /respond to some matters identified within Estyn's response as follows:

Estyn's response	Council's response
The school will be built near Holyhead Leisure Centre, and it appears that the scheme will cost £66 million, with 65% of the cost being a contribution from Welsh Government and 35% being a contribution from the Council.	The cost of the proposal at present, depending on the outcome, is estimated to be £65.9m if delivered as a MIM scheme; it is proposed that this will be part funded by the Sustainable Communities for Learning programme. Welsh Government invites Councils to use the Mutual Investment Model (MIM) to fund new build projects of significant value. Mutual Investment Model The Welsh Government intervention rate for funding Sustainable Communities for Learning MIM projects is 81%, with the remaining 19% funded by the Council. Most of the expenditure associated with the new building is likely to be eligible to be delivered and funded using the Mutual Investment Model. Any costs not eligible to be funded via MIM, would be funded as Capital expenditure. The Welsh Government intervention rate for capital costs is 65%, with the remaining 35% funded by the council.
If the proposal is implemented, it appears that the current leadership and management structure may need to be reviewed. If it is on a larger site, more site management is likely to be required. It is not clear from the proposal if the leadership team will receive support and guidance from the local authority to	The Council confirms that the leadership team will receive support and guidance to manage the new site.

APPENDIX 1

ensure that best practices in leadership and management are adopted.	
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5.5 Summary of response from learners

In this section feedback from the learners' sessions at Ysgol Uwchradd Caergybi and the virtual Teams session held with the primary schools is provided.

Both sessions/ consultation process with learners was carried out in accordance with Section 3.5 of the School Organisation Code 011/2018.

Officers explained that the Council are responsible for schools on Anglesey and that the Council has the ambition of ensuring that all our children and young people, despite their background and circumstances, achieve their full potential, enabling all learners to develop towards the four purposes of the curriculum to be:

- Ambitious, capable learners,
- Venturous, creative contributors,
- Principled, knowledgeable citizens,
- Healthy, confident individuals.

Learners were reminded of Article 12: The United Nations Convention on the Rights of the Child i.e. 'Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account'.

It was explained that the information they submitted will be transferred to a report and presented to Councillors as part of the Statutory Consultation who will then decide on the way forward.

5.5.1. Learners' session at Ysgol Uwchradd Caergybi 2 July 2025

Council officers visited Ysgol Uwchradd Caergybi, to find out their views on the proposal. Over 30 learners representing the school attended the session.

Learners were asked to provide their comments based around the questions included in the consultation document:

Their **summarised** responses are noted **below in their own words.**

	Questions discussed	Responses
1.	Do you agree with the proposal to "Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds"?	All pupils that attended the session agreed with the proposal. However, whilst in agreement with the proposal, some said: • It might be difficult for pupils who walk to school to get access to transport to go to the new location as its going to be outside the town centre. • May be challenging for those with physical disabilities to get there. Council's response The Council has a duty to provide travel assistance in accordance with the Learner Travel (Wales) Measure 2008. The Council provides free school transport for full

		time secondary school learners residing 3 miles or more from the school in whose catchment area they reside (except for 6th form learners / further education students). Further information available from the school transport policy: https://www.anglesey.gov.wales/en/Residents/Schools-and-learning/School-transport/School-Transport-Policy.aspx The Sustainable Communities for Learning programme is linked to the Active Travel (Wales) Act 2013. The Act sets a clear ambition to improve walking and cycling routes to help us satisfy our environmental and health objectives. If the proposal is accepted, active travel plans will be reviewed and prepared in accordance with the Act for the new Ysgol Uwchradd Caergybi building once a new site is confirmed. The Council will provide appropriate assistance and support for the learners with Additional Learning Needs (ALN) and a disability. Individual needs of ALN and disabled learners will be assessed at the time of transferring to any school.
2.	Do you wish to make comments regarding the proposal?	Learners gave their comments as well as, what they would like in the new school building. Summary of comments • The situation with RAAC has affected learners education. The new school will be a better environment for pupils to learn in, and I think that the money won't be wasted. • As the new school building is proposed to be next to the leisure centre, then we can use the facilities there as well. • More focus on after school clubs and community involvement at the new site. Could rent /charge for the hall use. • The structure of the school will be more secure and safe, helping learners feel more comfortable in their school environment. • I think it is better if the current building was renovated and stayed where it is. Summary of what they would like in the new school building • More outside space and would like a canopy for outside learning. Would like a football and rugby pitch as well. • A large common room for students and social activities.
3.	Do you wish to suggest other reasonable alternatives that addresses the key challenges that Ysgol Uwchradd Caergybi faces?	

		• A room / area where we could always go for support to make students feel confident and secure in themselves and their education (Like Ystafell Pawb in YUC) • Basic first aid training taught to all students and teachers. • Would like a theatre and professional stage with props and costumes. • More accessible for pupils with disabilities. • Better parking at the new site. • Revision rooms /quiet spaces/library for GCSE. • More information on how to access college, what GCSE's you need etc. Or more help on how to study at university and giving support on how to get a place there. • Lockers for students. • More subject options available for Years 12-13. • Cleaner, more hygienic environment to learn in. • Additional resources (e.g. sensory room) for those with additional needs. • Having solar panels will be good. Council's response All the comments have been noted and included in the overall response to the consultation. Their summary of what they would like within a new school will be considered when appropriate at later time.
4.	We would like to know your views on the effects that the proposal would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English. • What effects do you think there would be? • How can positive effects be increased, or negative effects be mitigated?	• More Welsh lessons and less English lessons, so we become fluent in Welsh earlier. • More Welsh language lessons in the new school building as I feel the Welsh language is currently limited in our school. • Hire more Welsh teachers and add more Welsh lessons with more Welsh focus. • All staff to be bilingual • I think the Welsh language should be used more often in all lessons and outside of lessons as children are speaking less and less Welsh. • Improve the amount of Welsh speaking and teaching in the school • Have Welsh signs across the new school • Have Welsh posters around the school Council's response Ysgol Uwchradd Caergybi is on a journey to transition to a Welsh-medium secondary school, irrespective of the proposal to relocate learners to a new school building. However, the responses are noted and will be included in the updated impact assessment going forward.

5.5.2. Virtual learners' session with primary schools 8 July 2025

Council officers held a virtual session over TEAMS with the school council from six schools in the Ysgol Uwchradd Caergybi catchment area namely:

- Ysgol Cybi
- Ysgol Kingsland
- Ysgol Llanfawr
- Ysgol Rhosneigr
- Ysgol Santes Fair
- Ysgol Y Tywyn

Learners were given an age appropriate PowerPoint presentation about the proposal. They were asked to give their opinions comments on the proposal as follows:

Their summarised responses are noted below **in their own words**.

	Questions discussed	Responses
1.	What do you think about getting a new building? Agree/ Disagree?	All six schools agreed that a new school building is required and made the following observations as well: • An excellent idea. It is going to help with costs and eco issues. • Good idea to have a new school. But it must be ensured that there is access for everyone because YUC building is not suitable now. • Good idea to have a new school building as the current school has a lot of problems.
2.	Is there anything else you want to say about the plan to move YUC children to a new school building?	Learners gave their comments as well as what they would like in the new school building. Summary of comments • Like the idea of a new school but some reservations about the location • Would like a sensory room in the new school building • Would like to see a wildlife park/play area on the old school site. • Would like a garden/ forest garden on the new site. • Give the school a new name rather than YUC, naming it after someone historically famous/significant from Holyhead. • New school building – give it Welsh language branding to encourage use of the language.
3.	Do you want to suggest other ideas that can help YUC?	
4.	Will the changes help children use the Welsh language more or less? If less, what would help to use the language more?	

	Questions asked	Council response
	Where will the school location be?	The proposed (although not yet confirmed) site is near the current Holyhead Leisure centre. A detailed options appraisal has been completed of potential sites in Holyhead area, this is the only site meeting the requirements.
	Can we use the sports centre?	If the school is built near the leisure centre, then there would be discussions regarding using their facilities as part of the plan.
	If the new school uses the Leisure Centre wouldn't that limit the use by the public/primary schools?	Discussions will need to take place to make the best use of the leisure centre for all concerned to make sure that no one is disadvantaged.
	How long will it take to build the school?	The whole project (when a new school building opens) will take up until September 2030.
	How much will the building cost?	Estimated costs are £66 million.
	How will pupils go from the town to the new school? Will you need a bus?	The Council has a duty to provide travel assistance in accordance with the Learner Travel (Wales) Measure 2008. The Council provides free school transport for full time secondary school learners residing 3 miles or more from the school in whose catchment area they reside (except for 6th form learners / further education students). Further information available from the school transport policy: https://www.anglesey.gov.wales/en/Residents/Schools-and-learning/School-transport/School-Transport-Policy.aspx
	Will there be enough bike / scooter racks there, for the pupils who want to go by bike instead of walking/bus?	The Sustainable Communities for Learning programme is linked to the Active Travel (Wales) Act 2013. The Act sets a clear ambition to improve walking and cycling routes to help us satisfy our environmental and health objectives. If the proposal is accepted, active travel plans will be reviewed and prepared in accordance with the Act for the new Ysgol Uwchradd Caergybi building once a new site is confirmed.
	Are 900 places enough? more children will want to come to a new school	The Council has made its calculations based on future learner number projections and have also considered birth rates as per 2021 census. It is important to note

APPENDIX 1

		that projections are difficult as some learners attend the schools from other catchment areas.
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6. CONCLUSION

The proposal consulted on was to Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds.

In accordance with the School Organisation Code (011/2018) this section explains the proposal assessment, how the assessment differs from any earlier assessment (if at all), assessment of any other reasonable alternatives and confirmation whether to implement the original proposal (wholly or partly).

6.1 Confirmation whether to implement the original proposal (wholly or partly)

After considering all the feedback as summarised in accordance with the school organisation code (11/2018) in section 5 above, the Council concludes that the most appropriate response is to build a new school building for Ysgol Uwchradd Caergybi (the original proposal).

Feedback from the majority of stakeholders (79%) to responded to the on-line response form agrees with the proposal and the Council has responded to the summary of issues raised by those who replied “no “in section 5.

6.2 Recommendation to the Executive

After considering the responses from all stakeholders, the Council is of the opinion that its further assessment of the proposal “To Relocate Ysgol Uwchradd Caergybi learners to a new school building for 11-18 year olds” does not differ from the initial assessment made. In this respect the Council confirms the most appropriate response is to ask the Executive for the authority to publish a statutory notice to proceed with the proposal.

The benefits of the proposal are:

- A new school building with latest technology and learning resources, suitable for the latest and most modern methods of teaching and learning, should have a positive effect on staff and learner wellbeing and experience.
- Well-designed and thoughtfully developed school grounds enrich opportunities to learn and play. Connection and contact with nature create more positive emotions and feelings of vitality, and less negative emotions; it also offers a release from mental fatigue, and the ability to concentrate for longer.
- Having purpose-built community resources in the new school building and access to modern facilities would be expected to attract increased community use. The proposal would enable the Council and the potential new school to be a Community Focused School, building strong partnerships with families, engaging with the wider community and collaborating effectively with other sectors and services. This would be in line with Welsh Government’s latest guidance. By being a Community Focused School, the new location can also act as a community hub to help support and encourage Welsh speaking in the wider community.
- As there could be a new school building, the Council would avoid having to conduct work to address the current and projected future maintenance cost of almost £29

million (2024) on the current building.

- The proposal would lead to a saving in the central repairs & maintenance budget for the next 25 years (if the scheme is delivered via the Mutual Investment Model (MIM))
- It would address those urgent current mitigations taken in 2023/24 due to Reinforced Autoclave Aerated Concrete (RAAC) in 30% of the school building because of changes to UK Government guidance in August 2023.
- The potential new school site would have its own playing fields on the same site as the school building.
- Surplus places at Ysgol Uwchradd Caergybi would be reduced.
- Increased likelihood that learners will remain within their catchment area because of having access to a new school building and modern resources.
- No additional transport costs are foreseen to the Council associated with the proposal.
- The new school building will be net zero carbon, with broader biodiversity enhancement opportunities on the proposed site.

7. ESTYN REPORT

Estyn has considered the educational aspects of the proposal and has produced the following response to the information provided by the proposer.

Estyn's response to the proposal to relocate Ysgol Uwchradd Caergybi learners to a new school building for 11–18-year pupils.

This report was prepared by His Majesty's Inspectors of Education and Training in Wales.

Under the terms of the School Standards and Organisation (Wales) Act 2013 and its associated Code, proposers are required to send consultation documents to Estyn. However, Estyn is not a body which is required to act in accordance with the Code, and the Act places no statutory requirements on Estyn in respect of school organisation matters. Therefore, as a body being consulted, Estyn will provide their opinion only on the overall merits of school organisation proposals. **Estyn has considered the educational aspects of the proposal and has produced the following response to the information provided by the proposer.**

The proposal is to relocate learners at Ysgol Uwchradd Caergybi to a new school building for 11–18-year-old pupils.

Summary / Conclusion

Estyn considers that the proposal is at least likely to improve the standard of educational provision and outcomes for pupils in the area.

Description and benefits

The local authority has outlined a clear rationale for its proposal, namely, to relocate learners at Ysgol Uwchradd Caergybi to a new school building for 11–18-year-old pupils by 2030. If the proposal is approved, the school will be built on land near Holyhead Leisure Centre, subject to successful land acquisition.

It appears that Ysgol Uwchradd Caergybi's current building is in poor condition (Grade C according to the Welsh Government's building condition categorisation scale), with £29 million worth of repairs required, along with significant accessibility issues. Currently, it appears that there are 29% surplus places and a lack of suitable playing fields for learners. It also appears that the school in its current form is very energy-reliant and is one of the top ten for carbon emissions among the Council's assets.

The local authority provides an appropriate description of the proposal, which includes an expected timetable for the statutory procedures. It proposes to build a new school for 900 pupils, with 750 pupils in Years 7 to 11, in addition to 150 spaces for post-16 provision. **The school will be built near Holyhead Leisure Centre, and it appears that the scheme will cost £66 million, with 65% of the cost being a contribution from Welsh Government and 35% being a contribution from the Council.**

The proposer identifies the expected advantages and disadvantages clearly and fairly, compared to the status quo. One of the main advantages is that it would address the current emergency mitigation work completed in 2023-2024 due to Reinforced

Autoclave Aerated Concrete (RAAC) being present in 30% of the school's current building. The proposal is also likely to lead to a saving in the central repair and maintenance budget for the next 25 years. The proposer states that the new school building will be net zero carbon and that the current and projected maintenance cost of the current building is almost £29 million.

It appears that the new building would have a wealth of state-of-the-art resources, science and technology laboratories suitable for the latest teaching methods. It is likely that this, in turn, would have a strong effect on learners' well-being and outcomes. It is also proposed that the new school site would have its own playing fields, which will provide valuable opportunities to foster learners' well-being, physical skills and learning continuously. It will be modern, accessible to all learners and it is noted that there will also be offices and spaces to meet the needs of staff and learners. A multi-use games area (MUGA) is likely to be available to learners, which will encourage participation in sports and leisure purposefully.

Another advantage is the increased likelihood that learners will stay within their catchment area as a result of having access to a new school building, larger class sizes and modern resources to support their well-being and learning. There will be no additional transport cost associated with the proposal and, currently, learners between the ages of 16 and 18 travel for extended periods during the school day as some subjects are taught by alternative providers. The proposer outlines the expectation of having purpose-built community resources within the new school building and access to modern facilities to attract more community use. As a result, it appears that the proposal would enable the Council and the proposed new school to be a community-focused school, fostering strong partnerships with families, providing meaningful opportunities to engage with the wider community and cooperate effectively with other sectors and services. The new setting could also serve as a community hub to help support and encourage people and learners to use the Welsh language in the wider community.

It appears that there are a few disadvantages to the proposal along with associated risks, and clear and achievable measures to mitigate these are described in response to the proposal. It is likely that there will be some uncertainty for learners and staff. The proposer outlines openly that, as a result of reduced capacity, fewer staff will be required. Continuous communication with staff and unions will need to be ensured to keep them fully informed of developments. The proposer also identifies the need to bring learners together into a new site in a sensitive and careful manner to ensure continuity in their teaching and learning. In terms of well-being, care and health, pupils who are already used to the new building may find it difficult to move to a new school. In addition, if the distance is greater than the current distance for some learners, this may have a detrimental effect on attendance rates. There may also be delays in terms of the funding and construction of the new school and the possibility of opposition to the new build from residents, environmental groups or other stakeholders. Another disadvantage seems to be if the number of applications exceeds the school's capacity, there may be more admission appeals. In terms of the likely financial challenges, it appears that there will be an additional cost of approximately £26,000 through the school's delegated budget.

The local authority has considered five alternative options, identifying a clear rationale for not selecting them. It appears that relocating learners at Ysgol Uwchradd Caergybi is the preferred option to address the key drivers for change and the key challenges for Ysgol Uwchradd Caergybi. The proposer has given appropriate consideration to the impact of the changes on pupils' travel arrangements and on the accessibility of provision. The current situation is that 42.5% of learners who live in the catchment area attend other schools on the island or in Gwynedd. It is anticipated that transport costs may decrease because those learners who wish to access Welsh-medium, fully bilingual provision will not need to be transported out of their school catchment area to the nearest Welsh-medium secondary school. Free transport is provided for full-time secondary school learners who live 3 miles or more from the school in whose catchment area they reside, with the exception of sixth-form learners. If the proposal is accepted, it is anticipated that active travel plans will be prepared in line with the Act for the new Ysgol Uwchradd Caergybi building.

The local authority has demonstrated the effect of the proposal on surplus places appropriately. Since September 2024, the number of learners who attend the school from outside the catchment area is low at Ysgol Uwchradd Caergybi (4.5% of learners). The proposer outlines clearly the projections for the next five years in terms of surplus places, which may potentially reach 37.4% by September 2029. The projections confirm that the number of learners at Ysgol Uwchradd Caergybi is expected to decline. The authority also estimates that around 80 learners may also attend the school as a result of the construction of new houses. It is likely that should all housing provision be realised, there would still be sufficient places at the new Ysgol Uwchradd Caergybi building.

The proposal also gives appropriate consideration to the effect of the proposal on Welsh-medium provision within the local authority. The proposer states that the proposal would protect and promote the Welsh language within Ysgol Uwchradd Caergybi and its catchment area, as eight of the nine primary schools in the catchment area have been designated as Welsh-medium. The proposer states that the proposal would lead to encouraging learners to stay within their catchment area to receive a fully bilingual education rather than attending an alternative neighbouring secondary school. It is anticipated that learners will no longer need to travel to a nearby Welsh-medium secondary school when the new building opens in 2030. It is likely that any new staff recruited would be Welsh speakers, in line with the Welsh language policy and would be trained through the medium of Welsh. The proposer theorises further by stating that when learners leave the school, they will be fully bilingual which, in turn, will contribute purposefully to preserving the Welsh language within their communities. It is also proposed that it will provide opportunities for learners to use the Welsh language during after-school activities, in addition to the childcare and pre-school breakfast clubs.

Ysgol Uwchradd Caergybi is currently categorised as a school that teaches through the school is in this transitional category and has begun the ambitious process of transferring to category 3 within a five-year plan, which is Welsh as the main language of teaching. The proposer states clearly that the change of category separate to this proposal but, if the proposal is agreed, it appears that it will increase the provision of Welsh-medium education over time.

The local authority has given appropriate consideration to the financial implications of the proposal. It appears that the estimated cost is £65.9 million and that this will be funded partly by the Sustainable Communities for Learning programme. However, the current and projected maintenance costs at the current building are almost £29 million. It is assumed that the sale of Ysgol Uwchradd Caergybi will release capital receipts towards the cost of constructing the new school building. It is proposed that there will be no additional transport costs, and, in addition, there will be a saving of approximately £45,798 against the central Repair and Maintenance budget for the next 25 years. However, the proposer anticipates an additional cost of £26,000 through the school's delegated budget.

Another potential financial challenge outline in the proposal is that if the scheme were to be delivered through the Mutual Investment Model (MIM), the Council's contribution (estimated at 17%) towards the Annual Service Charge would result in an additional revenue cost of approximately £1.3 million per annum for the Council to fund for years 1-25 and approximately £94,000 to £141,000 for years 26-60. The delegated schools budget requirement is likely to increase by approximately £26,000 per annum if the proposal is implemented. In terms of short-term transitional costs that will need to be funded, the proposer states that these could include an additional one-off cost to release a member of the school's senior leadership team prior to the opening of the new school building. There are also likely to be premises costs for the closed building until it has been disposed of. It is estimated that the transitional cost will be around £8,000 per annum from 2025-26 – 2027-28, around £19,000 in 2028-29, around £177,000 in 2029-30 when the new school building opens, and around £115,000 per annum from 2030-31 until the existing school property is transferred from the Council's ownership.

Educational aspects of the proposal

The authority considers the effect of the proposal on the quality and standards of educational usefully. The proposer states that the new school would meet the 'Sustainable Community' standards and would be an inspirational learning environment for learners. It is also likely that the new school would be designed to deliver Curriculum for Wales purposefully. It appears that the existing school has limited outdoor learning environments to promote learners' independent learning. Standards are expected to at least be maintained or improved in the new building. A new school building could likely provide additional specialist modern resources and outdoor green spaces to meet the needs of the curriculum and enrich provision and learners' experiences. In line with their arrangements with other schools in the authority, it appears that the new school will receive the usual challenge and support in terms of teaching, learning and leadership.

In terms of well-being and attitudes to learning, the proposal states that the new school environment, together with dedicated outdoor green spaces, would be likely to improve the physical and emotional well-being of learners, in addition to improving staff's well-being.

It is likely that there will be no significant change in provision and arrangements for care, support and guidance for pupils. The Estyn report in February 2025 stated in part, 'There is a strong culture of safeguarding at the school. Many pupils feel safe, and nearly all know where to go for support if needed.'

If the proposal is implemented, it appears that the current leadership and management structure may need to be reviewed. If it is on a larger site, more site management is likely to be required. It is not clear from the proposal if the leadership team will receive support and guidance from the local authority to ensure that best practices in leadership and management are adopted.

A useful description is provided of the effect of the proposal on the community and on vulnerable groups, including children with additional learning needs (ALN). It appears that the proposal would lead to a change in the learning environment of Ysgol Uwchradd Caergybi so that disabled learners and staff are able to have full access to the whole of the proposed building. However, it is acknowledged that the change could be more challenging for some learners with ALN, but the proposer states that it will endeavour to ensure as little disruption as possible and support learners during the transition to the new provision. It is also noted that the authority will seek advice from specific teams to identify and implement relevant strategies to ease the transition. The proposal highlights that a needs assessment would be undertaken to identify the level and type of support needed to facilitate the transition process for learners with additional learning needs. It is likely that any learners with additional learning needs who currently attend Ysgol Uwchradd Caergybi would continue to receive the level of support needed to meet their individual educational needs in the new school building.

DDIM I'W GYHOEDDI NOT FOR PUBLICATION

Moderneiddio Ysgolion – Cyflwyno'r Achos Amlinellol Strategol ar gyfer adeilad newydd i Ysgol Uwchradd Caergybi i Lywodraeth Cymru
School modernisation - Presenting the Strategic Outline Case for a new school building for Ysgol Uwchradd Caergybi to Welsh Government

PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

Paragraff 14 Atodlen 12A Deddf Llywodraeth Leol 1972 Paragraph 14 Schedule 12A Local Government Act 1972	
Y PRAWF – THE TEST	
Mae yna fudd i'r cyhoedd wrth ddatgan oherwydd: Mae moderneiddio stoc ysgolion ar Ynys Môn yn bwysig i drigolion Ynys Môn er mwyn sicrhau fod holl ysgolion yr Ynys yn addas at y pwrpas. <i>There is a public interest in disclosure as:</i> <i>Modernising the school estate on Anglesey is important to Anglesey residents in order to ensure that all school buildings are fit for purpose.</i>	Y budd i'r cyhoedd wrth beidio datgelu yw: Gall yr wybodaeth sy'n ymwneud â materion ariannol roi'r Cyngor dan anfantais pan mae'n dod i osod contractau ac ati ar gyfer gwaith i'r dyfodol. <i>The public interest in not disclosing is:</i> <i>Information relating to financial issues could put the Council at a commercial disadvantage when it comes to awarding contracts etc. for future work.</i>
Argymhelliad -Yn rhinwedd Paragraff 14 Atodlen 12A Deddf Llywodraeth Leol 1972 -Gwybodaeth yn ymwneud â materion ariannol neu fasnachol unigolyn penodol. (Gan gynnwys yr awdurdod sy'n dal y wybodaeth honno). Mae budd y cyhoedd wrth gadw'r eithriad yn fwy o bwys na budd y cyhoedd wrth ddatgelu'r wybodaeth. Recommendation - By Virtue of Paragraph 14 Schedule 12A Local Government Act 1972 -Information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining the exemption outweighs the public interest in disclosing the information.	

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