

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

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

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

RHYBUDD O GYFARFOD	NOTICE OF MEETING	
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE	
DYDD MERCHER 10 MEHEFIN 2026 am 2:00 y. p.	WEDNESDAY, 10 JUNE 2026 at 2.00 pm	
YSTAFELL BWYLLGOR, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL AR ZOOM	COMMITTEE ROOM, COUNCIL OFFICES AND VIRTUALLY ON ZOOM	
Swyddog Pwyllgor	Ann Holmes 01248 752518	Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Geraint Bebb (*Is-Gadeirydd/Vice-Chair*), John Ifan Jones, Jackie Lewis, *Sedd Wag/Vacant Seat*, Alwen Watkin, Sonia Williams, Arfon Wyn

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Dafydd Rhys Thomas

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Jeff Evans (*Cadeirydd/Chair*), R. Llewelyn Jones

HEB YMUNO/UNAFFILIATED

Celfyn Furlong (Reform)

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

John Tierney (Yr Eglwys Gatholig / The Catholic Church); Parch./Rev. Llewelyn Moules-Jones (Yr Eglwys yng Nghymru/The Church in Wales); Kathryn Seeney (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor- Primary Schools Sector); Christina Williams (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent Governor- Secondary Schools Sector and ALN)

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

A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 12)

To present the minutes of the previous meetings of the Corporate Scrutiny Committee held on the following dates –

- 18 March 2026
- 12 May 2026 (election of Chair and Vice-Chair)

3 PERFORMANCE MONITORING:CORPORATE SCORECARD Q4 2025/26 (Pages 13 - 32)

To present the report of the Head of Digital, Performance and Modernisation.

4 ANNUAL DELIVERY DOCUMENT 2026/27 (Pages 33 - 50)

To present the report of the Head of Digital, Performance and Modernisation.

5 CARE INSPECTORATE WALES:LOCAL AUTHORITY ASSURANCE CHECK LETTER CHILDREN & FAMILIES SERVICES AND INSPECTION OF FOSTERING SERVICES (Pages 51 - 60)

To present the report of the Director of Social Services.

6 FORWARD WORK PROGRAMME 2026/27 (Pages 61 - 70)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held in the Committee Room and virtually on Zoom on 18 March, 2026

- PRESENT:** Councillor Jeff Evans (Chair)
Councillor Sonia Williams (Vice-Chair)
- Councillors Geraint Bebb, Celfyn Furlong, John Ifan Jones, R. Llewelyn Jones, Jackie Lewis, Llio A. Owen, Keith Roberts, Dafydd Rhys Thomas, Arfon Wyn.
- Co-opted Member: Mr John Tierney (The Catholic Church)
- Portfolio Members**
- Councillors Gary Pritchard (Leader and Portfolio Member for Economic Development), Carwyn Jones (Portfolio Member for Housing and Community Safety), Alun Roberts (Portfolio Member for Leisure, Tourism, Maritime and Property), Dafydd Roberts (Portfolio Member for Education and the Welsh Language), Ieuan Williams (Portfolio Member for Highways, Waste and Climate Change).
- IN ATTENDANCE:** Chief Executive
Deputy Chief Executive
Director of Social Services
Head of Housing Services (for item 6)
Head of Highways, Waste and Property (for item 5)
Head of HR, Communications and Customer Experience (EHW) (for items 4 & 5)
Head of Democracy (DS)
Strategic Performance and Projects Manager (GP) (for item 5)
Policy and Welsh Language Manager (FO) (for item 4)
Scrutiny and Committee Services Manager (AH)
Committee Officer (ATH)
Democratic Services Support Officer (Webcasting) (CH)
- APOLOGIES:** Councillors Alwen Watkin, Neville Evans (Portfolio Member for Adult Services), Dyfed Wyn Jones (Portfolio Member for Children, Young People and Families), Robin Williams (Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience), Kathryn Seeney (Co-opted Member – Parent Governor Primary Sector), Christina Williams (Co-opted Member – Parent Governor Secondary Sector and ALN), Lynn Ball (Director of Function (Council Business/Monitoring Officer).
- ALSO PRESENT:** Director of Function (Resources)/Section 151 Officer, Head of Digital, Performance and Modernisation

The Chair welcomed all attendees to the meeting and extended a particular welcome to Councillor Celfyn Furlong recently elected to the Council and a new member of the Corporate Scrutiny Committee.

1. APOLOGIES

The apologies for absence were presented and were noted.

2. DECLARATION OF INTEREST

No declaration of interest was received.

3. MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 18 February 2026 were presented and were confirmed as correct.

4. ANNUAL EQUALITY REPORT 2025

The report of the Head of Democratic Services incorporating the Annual Equality Report 2025 was presented for the Committee's consideration and review.

Councillor Alun Roberts, Portfolio Member for Leisure, Tourism, Maritime and Property presented the report in his role as champion for equalities and diversity, noting that the report outlines how the Council has met its statutory duties under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, during 2024/25. The report provides an overview of progress made towards delivering the Strategic Equality Plan (SEP) 2024-2028, highlights key achievements and presents workforce equality data for the period from 1 April 2024 to 31 March 2025. It also details the steps taken to eliminate discrimination, advance equality and foster good relations.

Looking ahead, the Council intends to build on the progress made during 2024/25 by focusing on five priorities – strengthening the use of equality data, increasing focus on measurable outcomes, further developing collaboration with regional community cohesion colleagues, completing monitoring and reporting arrangements and preparing for the new statutory health impact assessment duty coming into force in April 2027. Overall, the report demonstrates that the Council continues to make positive progress in promoting equality, improving inclusion and embedding fair practices across its services. It reaffirms the Council's commitment to providing a fair, accessible and inclusive service and to fostering a positive culture of equality both within the organisation and in its engagement with the public.

In reviewing the report, the committee discussed the following matters –

- The reasons why the Council employs more women than men.

The committee was advised that for social and longstanding reasons, women continue to undertake unpaid caring roles at much higher rates than men, which in turn makes part-time, flexible or fixed roles - the type of jobs typical in local government – more attractive. This means that the Council naturally attracts a higher proportion of female applicants. The Council's workforce therefore reflects wider trends across the sector in Wales. While officers acknowledged that this pattern is the result of longstanding social factors, they noted that the Council recognises the importance of continuing efforts to address the imbalance.

- Members asked whether addressing this trend forms part of the Council's collaborative work with partners.

Members were advised that the relationship with Coleg Llandrillo Menai is particularly important in promoting the employment opportunities available within the Council, as are the structures in place to support young people to join the organisation and progress. The committee was given examples of the Council's wider partnership work to promote equality and inclusion, including collaboration with the regional community cohesion team. This partnership has enabled the Council to identify new groups and organisations to engage with, drawing on the team's knowledge and understanding of local

communities. This has been a notable strength in the reporting period and is an area the council intends to continue developing. Working alongside the community cohesion team, the Council has hosted several staff events involving third sector partners and charities. Because the team is regionally based and funded by Welsh government, the Council has also been able to benefit from additional training opportunities and to bring in new partners, including groups representing women's interests.

- Members noted the gender pay gap between men and women employed by the Council (which at 8.6% is lower than the UK average figure) and sought clarification of its causes and actions being taken to address it.

The committee was assured that the Council pays the same rates for the same work regardless of gender. The Portfolio Member explained that the Council has taken steps to make recruitment more accessible, including offering digital application routes and increasing engagement with potential candidates before posts are advertised. The Council also supports staff progression by facilitating promotion pathways, encouraging applications for advancement and providing development, mentoring and leadership programmes. In recent years, this has included appointing a woman to the post of Chief Executive.

- The committee enquired about the extent to which the Council employs people with disabilities and whether more could be done to encourage applications and promote inclusion.

The committee was advised that inclusion and equality whether relating to the gender pay gap or disability depends on creating the right work environment for all employees. The Council is a welcoming employer and has achieved Level 2 accreditation as a Disability Confident Employer. It is considering the steps required to progress to Level 3 which involves actively championing and leading on disability inclusion across the wider area. Although accreditation is important and attaining Level 3 is desirable, it is equally important that the Council can show that its workforce reflects the communities it serves and is accessible to all parts of society.

A member suggested that every job advertisement should state that applications from people with disabilities are welcome. The committee was advised that the Council will continue to foster a culture that encourages disabled applicants and will explore all opportunities to attract and support employees with disabilities within the workforce.

The Chief Executive emphasised that the Council does employ people with disabilities and has made adjustments to buildings and processes to enable them to carry out their roles effectively and contribute fully in the workplace. A number of employees with disabilities are supported through strong relationships with their managers and the wider support of the Council as an employer. The Council is currently reviewing its joint working agreement with Coleg Llandrillo Menai, and this is an area where it hopes to strengthen collaboration in order to create a clearer pathway into employment for young people generally and for young people with disabilities in particular, helping them access opportunities within the Council.

- Members asked about the availability of job sharing and suggested that, if offered this should be clearly stated in job advertisements.

The committee was assured that the Council welcomes applications for flexible working, including job share arrangements. Managers will consider how best to organise work within their teams, and job sharing is one of the tools available to help create a working environment that supports employees' lives outside the workplace. It was emphasised that the Council aims to use every appropriate mechanism to enable people to build a career within the organisation while maintaining a healthy balance between work and life beyond it.

- Members wanted to know what more could be done to help staff feel comfortable and confident in sharing equality data.

The committee was assured that a deliberate, multi-layered campaign is underway to encourage staff to do so. This includes displaying information in visible areas, using posters and email messages, and reinforcing the message through the council's governance structures e.g. the Policy Portal, HR and annual professional development conversations with managers. The importance of clear and consistent messaging was emphasised. It was noted that the internal communication channel is used to explain why collecting equality data matters - to improve policies, monitor fairness in processes, and ensure the council's workforce reflects the communities it serves. The Council also maintains regular dialogue with regional partners and shares ideas on how to address this challenge. Building trust is essential, especially around why the Council collects this information, how it is used, how it is kept safe and who has access to it.

In response to further questions, the Head of Democracy confirmed that the Equality Policy is expected to be shared with staff via the Policy Portal at the beginning of April. The Chief Executive also confirmed that data on the number of women applying for senior roles within the Council would be reviewed and shared with members outside the committee.

Having reviewed the Annual Equality Report 2025 and received assurance regarding the matters raised, the committee resolved to note the report and to recommend it to the Portfolio Member for publication.

5. MONITORING PERFORMANCE: CORPORATE SCORECARD Q3 2025/26

The report of the Head of Digital, Performance and Modernisation incorporating the Corporate Scorecard for Quarter 3 of the 2025/26 financial year was presented for the Committee's consideration. The scorecard report details the performance of key indicators in delivering the Council's day to day operations which support the broader objectives of the Council Plan.

Councillor Carwyn Jones, Portfolio Member for Housing and Community Safety presented the scorecard report noting that the majority of indicators (86%) with set targets performed well during the quarter, achieving Green or Yellow RAG status. Notable examples of good performance are detailed in section 2.3 of the report. Eight indicators are currently rated Red or Amber against their targets – these, and the associated mitigation measures are detailed in section 2.2 of the report and relate to Social Care and Wellbeing (re-referrals within Children's Services), Housing Services (re-letting void properties and delivery of Disabled Facilities Grants), the Economy (the total number of customers with mooring contacts and the percentage of high risk businesses subject to planned inspections that were inspected for compliance with food hygiene legislation), Climate Change (specifically waste recycling), and Whole Council Health (timeliness of responses to FOI requests). He confirmed that all these areas are being monitored by the Leadership Team.

In reviewing the corporate scorecard for the third quarter, the committee raised the following matters -

- The committee wanted to know what more could be done to increase the percentage of visits to the Welsh language interface of the Council's main website.

Members were advised that the Welsh Language forum has been discussing ways to make forms, documentation and consultations easier and more accessible through the medium of Welsh. The performance indicator is also monitored by the Welsh Language Steering Group. Although there has been a slight improvement, further consideration will be given to additional actions when the Welsh Language Promotion Strategy is reviewed at the end of the year. The Council would like to see a higher percentage of users accessing the Welsh language interface, particularly given that Anglesey has one of the

highest densities of Welsh speakers. One of the challenges is encouraging residents to feel confident that their standard of Welsh is good enough to use the Welsh language version of the site.

- Members noted a decline in the Q3 performance in Climate Change PI 02 – the percentage of domestic waste reused, recycled or composted when compared with the Q3 performance over the past two years. Members acknowledged that dry weather earlier in the year had reduced the amount of green waste collected, and they queried whether the target for Q3 should be adjusted to reflect this. Members also asked whether the Council had engaged with other authorities that have successfully met Welsh Government's 70% recycling target.

The committee was advised that the Council does engage with other councils through various forums and organisations, including the WLGA and the Regional Partnership Board. The Council has identified that its food waste recycling rate at 52kg per household is significantly lower than that of councils achieving the 70% target which are averaging around 126kg per household. This remains a key challenge. The Council will analyse feedback from the public consultation to identify lessons, particularly around increasing food waste recycling. The communications team continues to promote recycling messages and the Council participates in a national recycling campaign – *Be Mighty. Recycle*. It was suggested that more direct engagement, including visits, may be needed to raise awareness and educate residents. The message may be that if residents wish to avoid a move to four weekly waste collections, recycling levels including food waste, must increase.

In response to a question regarding the decline in recycling within Council buildings - and the importance of the Council setting an example if it expects residents to improve their own recycling - it was confirmed that an action plan has been developed to improve performance. Measures include strengthened communication, recycling champions within departments, benchmarking activity and regular progress tracking.

- Members asked when it was likely that the council would meet the 51 day target for re-letting void properties under Housing PI 03.

They were advised that the trend is improving and that, for units processed since April, 2026, the average void time stands at 57.8 days. Around 270 units are managed each year, representing a significant workload. It was also noted that access to a void property can sometimes be delayed, for example when a tenant has died. Capacity within the service has been increased, and the Portfolio Member for Housing continues to meet regularly with the Voids team to monitor progress.

The Head of Housing Services, responding to concerns about Plas Alltran remaining vacant and showing signs of deterioration six months after its redevelopment as social housing for care leavers, provided a brief update on the situation. He noted that the property is still within the defect liability period attached to the refurbishment contract, and discussions with the contractor are underway to address outstanding matters. As the building is listed, CADW's approval is required before any additional works can be undertaken. He advised that work is expected to commence in the coming weeks.

- With regard to Economy PI 07 – the percentage of high risk businesses subject to planned inspections that were inspected to ensure compliance with food hygiene legislation, members noted that the 2026/27 budget includes an additional allocation for food safety inspections. Members asked how this funding would be used.

They were advised that that investment will strengthen capacity and resilience, enabling the service to address the existing inspections backlog while maintaining current inspection levels so that no new backlog develops. Priority will be given to high risk businesses, particularly those handling high risk food products. The service has also been managing the introduction of new licensing regulations for special procedures

which has required capacity to be redirected. During the period, 34 practitioner licences were issued, and the team also responded to two health and safety incidents. The aim is to clear the backlog by the end of quarter 4.

- Members queried whether increased capacity would lead to improved performance for Housing PIs 04 and 05 which relate to the delivery of disabled facilities grants both up to and over £10k.

Members were advised that the targets will not be met by the end of the financial year, as the budget for the year has been fully allocated, resulting in delays to new approvals.

- The Director of Social Services explained in relation to Social Care and Wellbeing PI 08 - the percentage of referrals of children that are re-referrals within 12 months, which was rated Red for the quarter - that cases previously closed following intervention can be re-referred for a variety of reasons. The service intends to carry out a detailed examination of these cases and work directly with the families involved to understand what aspects of the initial intervention could be improved. The position is being monitored and the data for quarter 4 so far does not indicate that the trend is continuing.
- With regard to questions about the Economy - particularly business units let and initiatives to support people into work - the committee was advised that an update on Freeport activity was presented to the Partnerships and Regeneration Scrutiny Committee the previous day. The Council has been particularly successful in letting business units with performance above target and has also secured NWEAB Growth Deal funding for business units in the north of the island. The Council works with partners in the third sector such as Môn CF to support people back into work or help them start new businesses.

The committee welcomed the performance of the Council's services overall and expressed particular appreciation for the work of Housing Services, recognising their continued efforts to improve outcomes. Members also commended the Food Inspection Team for their support, advice and responsiveness despite a demanding workload.

Having reviewed the Corporate Scorecard for Q3 2025/26 and having regard to the responses to the issues raised, the Corporate Scrutiny Committee resolved -

- **To note the Corporate Scorecard report for Q3 2025/26 including the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future. These were in relation to Social Care and Wellbeing (re-referrals of children within a 12 month period); Housing (re-letting of void properties and delivery of Disabled Facilities Grants) Economy (number of annual mooring contracts and inspection of high risk business for compliance with food hygiene legislation), Climate Change (Domestic Waste recycling) and Whole Council Health (responses to FOI requests within timescale).**
- **To recommend the scorecard report and mitigating measures outlined therein to the Executive.**

6. HOUSING REVENUE ACCOUNT BUSINESS PLAN 2026-2056

The report of the Head of Housing Services incorporating the Housing Revenue Account (HRA) Business Plan 2026-2056 was presented for the committee's consideration.

Councillor Carwyn Jones, Portfolio Member for Housing and Community Safety presented the report noting that the HRA Business Plan sets out the Council's long term strategy for maintaining, improving and expanding its council housing stock while ensuring the Housing Revenue Account remains financially sustainable. The plan is required to secure Welsh Government's Major Repairs Allowance of approximately £2.7m for 2026/27. Through the HRA, the Council manages and owns 4,095 properties and 581 garages across the Island. During the period of the Business Plan, the housing stock will grow by more than 25%, to

more than 5,000 properties to meet the increasing demand for social housing with over 950 people currently on the waiting list. The Business Plan includes a £16m capital programme for 2026/27 covering WHQS works, maintenance, adaptations, and energy efficient measures alongside £15.5m for new developments including Extra Care Housing in Menai Bridge.

The Head of Housing Services outlined the pressures associated with achieving WHQS 2023, decarbonising existing homes and meeting local housing demand while keeping rents affordable. He noted that although the HRA Business Plan remains viable, careful management is essential given the planned £57m of borrowing over the 5 year capital programme to 2030/31.

In scrutinising the HRA Business Plan, the committee raised the following points –

- The committee sought assurance that the Council's partnership with housing associations in developing new social housing would not result in overdevelopment that could undermine the character and balance of communities and villages.

The committee was advised that the Council manages its own housing stock and that housing association partners allocate homes using the Council's housing list. The Council has carried out a local housing needs assessment which provides the baseline for identifying what types of housing are required and where. When a development opportunity arises, the Council considers whether it meets an identified need. It also draws on local intelligence, including waiting list data that shows how many individuals require housing, the type of accommodation they need and preferred locations.

- The committee enquired whether Housing Services still face a challenge in accessing properties to undertake necessary maintenance and/or improvement works to enable them to meet targets.

The committee was advised that under tenant choice, the Council as landlord respects the wishes of tenants who decline improvements because they are satisfied with their homes as they are. In those circumstances the service can only make its desired improvements when the property becomes vacant and is re-let. However, the Council must still carry out mandatory annual checks, such as boiler servicing. If a tenant refuses access, the Council can use legal powers to gain entry in order to meet its statutory obligations.

- Members enquired about rent affordability and the help available for tenants facing financial difficulties.

They were informed that the Housing Service's Financial Inclusion Team helps tenants in hardship and can signpost them to additional sources of support. The J. E. O'Toole Centre also offers specialist advice and is available to all Anglesey residents. Similar support arrangements are in place within housing associations. The Council uses the Joseph Rowntree Foundation Living Rent methodology to assess rent affordability for its tenants and this confirms that current rent levels are affordable. Approximately 74% of rent collected is paid through the benefits system, either fully or partially. Rental income is essential to the HRA, as it provides the core funding required to maintain, manage and invest in the Council's housing stock.

- The committee asked about improving older homes within the housing stock, particularly the transition of oil-fuelled properties into more energy efficient homes.

Members were advised that a housing stock condition survey was completed two to three years ago, and its findings now form the baseline for identifying required maintenance and improvements, including upgrades to kitchens, bathrooms and windows in line with those components' lifecycle. The Council has also developed targeted energy pathways setting out what each housing unit needs to reach SAP 75 – the standard assessment procedure used to measure home energy performance - and identifying any homes unlikely to achieve this level. While the Business Plan reflects the Council's commitment to maintaining and improving its housing stock, it does not yet include full decarbonisation costs as these remain uncertain. Even so the Council is further ahead in this area than many other landlords. Among the Council's 4000+ homes, around 209 still rely on oil burning boilers and will require specific attention to convert them to more energy efficient systems.

- Members enquired about tenant satisfaction and the methods used to engage with tenants.

They were informed that the Council is required to carry out a STAR survey every two years to assess how tenants feel about their homes and the services provided by the Council as landlord. The results are collated nationally and benchmarked against other social landlords, with the Council consistently performing in the upper quartile. More than 1,100 tenants responded to the most recent survey with 84% stating they were satisfied with the overall service, 83% were satisfied with their homes, 81% felt their rent provided value for money, and 88% were satisfied with the safety of their homes. The Council also engages tenants through its tenant participation team, a tenants' forum and an outreach bus is used to visit communities and gather feedback.

Having reviewed the documentation and received assurance regarding the matters raised, the committee resolved to recommend the Housing Revenue Business Plan 2026-2056 for the Executive's approval.

7. FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme for 2026/27 was presented for consideration.

In response to a specific request and with the consent of the Chair as these were not matters on the agenda, the Chief Executive provided an update on the Holyhead Gateway project, which aims to expand Holyhead Port and forms part of the North Wales Growth Deal. He also outlined the situation regarding the redevelopment of the former Anglesey Aluminium site and reported on ongoing work to address issues relating to the provision of parking facilities for lorries traveling to Ireland through Holyhead Port.

It was resolved to agree the current version of the Forward Work Programme for 2026/27.

**Councillor Jeff Evans
Chair**

CORPORATE SCRUTINY COMMITTEE

Minutes of the hybrid meeting held on 12 May, 2026

- PRESENT:** Councillors Geraint Bebb, Celfyn Furlong, Jackie Lewis, Llio Angharad Owen, Keith Roberts, Dafydd Rhys Thomas, Alwen Watkin, Sonia Williams.
- IN ATTENDANCE:** Director of Function (Council Business)/Monitoring Officer, Head of Democracy, Committee Officer (MEH).
- ALSO PRESENT:** Councillor Dafydd Rhys Thomas – Chair of the Isle of Anglesey County Council
- APOLOGIES:** Councillors Jeff Evans, John Ifan Jones, Robert LI Jones, Arfon Wyn.
-

1 DECLARATION OF INTEREST

None received.

2 ELECTION OF CHAIRPERSON

Councillor Jeff Evans was elected Chairperson of the Corporate Scrutiny Committee.

3 ELECTION OF VICE-CHAIRPERSON

Councillor Geraint Bebb was elected Vice-Chairperson of the Corporate Scrutiny Committee.

**COUNCILLOR DAFYDD RHYS THOMAS
AS CHAIR OF THE COUNTY COUNCIL**

This page is intentionally left blank

Isle of Anglesey County Council Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	10/06/2026
Subject:	Scorecard Report Q4 2025/26
Scrutiny Chair:	Cllr Jeff Evans

1. Who will be the portfolio holder presenting / leading the report?

Portfolio Holder	Role
Cllr. Robin W Williams	Deputy Leader, Finance, Corporate Business and Customer Experience
Service Officer (Supporting)	Role
Huw Ynyr	Head of Digital, Performance and Modernisation
Alwyn Williams	Corporate Business & Performance Analyst

2. Why the Scrutiny Committee is being asked to consider the matter

It is the Committees' responsibility, in line with its Terms of Reference to:
 The focus of the Committee's work will be to secure assurance regarding the performance / delivery of all services, ensuring the Council achieves its corporate and service objectives (as outlined in its Corporate Business Plan, Annual Budget, Budget and Policy Framework, Performance Management Framework, Corporate Policies or their successor plans and policies) and to support and make recommendations for continuous improvement.

3. Role of the Scrutiny Committee and recommendations

- For assurance
- For recommendation to the Executive
- For information

Recommendation(s):

The Committee is requested to review the scorecard and note the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.

These are recommended as follows:

- Social Care and Wellbeing – 08) The percentage of referrals of children that are re-referrals within 12 months – Performance is Amber due to re-referrals arising from

appropriate but repeat circumstances; the service has reviewed these cases, introduced a revised internal procedure to capture fuller information, and commissioned Independent Social Work overview to examine the referrals and thresholds, enhancing assurance and transparency.

- Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs) – Performance remains Red, although the trend is improving quarter by quarter following the introduction of new processes in April; the cumulative position is still affected by older cases under the previous system.
- Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1k-10k) – Performance is Amber due to paused approvals to manage budget pressures and a shortage of suitable local contractors, which delayed delivery.
- Housing – 05) Average number of calendar days taken to deliver Large Disabled Facilities Grant – Adaptations (>£10k) – Performance is Red due to the same factors affecting medium DFGs, including the approvals backlog and contractor availability.
- Housing – 06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes – Performance is Amber due to on-site complications delaying completion of additional units now expected in 2026/27.
- Economy – 04) Total number of customers with annual mooring contracts – Target missed due to continued decline in demand, reduced boat ownership, and the Council's current mooring model being less competitive than nearby marina offers.
- Climate Change – 02) Percentage of domestic waste reused, recycled, or composted – Performance has dropped to Red, largely due to drier weather significantly reducing green waste collected, alongside longer-term behaviour change challenges.
- Whole Council Health – 12) % of FOI requests responded to within timescale – Performance remains below target due to capacity constraints within services; work is ongoing to introduce a new online system and improve compliance processes.

The committee is asked to recommend the mitigation measures identified above and outlined in the report to the Executive.

4. How does the recommendation(s) contribute to the objectives of the Council's Plan?

Used as part of the performance management framework to monitor the Council Plan and its strategic and wellbeing objectives.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. **Underperforming Indicators and Improvement Plans** – Eight Key Performance Indicators (KPIs) are underperforming (4 Red and 4 Amber).
2. **Risks and Impact** – The risks and impact arising from underperforming indicators on service users and residents.

3. **Comparative Performance** – 50% of comparative indicators have declined in performance; however, of the 24 indicators that deteriorated, 62% were either better than or within 5% of target, 21% were Amber/Red, and 17% had no targets assigned.

6. Key points / summary

This is the fourth and final scorecard for the 2025/26 financial year. It portrays the Council's performance against the strategic objectives outlined in the Council Plan.

The majority (87%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG), which is positive.

Year-on-year performance for all comparable indicators (48 in total) demonstrates that 20 (42%) have improved during the year, 24 (50%) have declined and 4 (8%) have maintained their performance levels.

The report highlights some positive stories with respect to 2025/26 performance. These include:

- Welsh language training activity continued during the year, with 82 officers receiving training.
- The proportion of Year 11 leavers not in education, employment or training (NEET) was 0.6%, improving on 1.9% in 2024/25 and 4% in 2023/24.
- The library service performed well, with 97.9% of adult users rating the service as good or very good, and users aged 16 or under awarding an average rating of 9.5 out of 10.
- Housing responsive repairs were completed within target timescales (17 days against a target of 18 days) and tenant satisfaction with repairs was 86% and remained above the target of 85%
- All high-risk food hygiene inspections were completed, exceeding the annual target following focused service action during Q4.
- All road categories (A, B and C) were Green against targets, with only 1.5% of A roads, 1.1% of B roads and 5.4% of C roads in poor condition.

Eight indicators are currently Red or Amber against targets:

- Social Care and Wellbeing – 08) The percentage of referrals of children that are re-referrals within 12 months
- Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs)
- Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1k-10k)
- Housing – 05) Average number of calendar days taken to deliver Disabled Facilities Grants – Adaptations worth over £10k
- Housing – 06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes
- Economy – 04) Total number of customers with annual mooring contracts

- Climate Change – 02) Percentage of domestic waste reused, recycled or composted
- Whole Council Health – 12) % of FOI requests responded to within timescale

7. Impact assessments

7.1. Has an impact assessment (equality considerations, the socio-economic duty, Welsh language) been undertaken?

- Yes
 No

If not, please explain why:

This is a performance monitoring report and no separate impact assessment has been undertaken for the report itself.

7.2. Potential impacts on opportunities to use Welsh and not treating the language less favourably than English

N/A

7.3. Possible impacts on groups protected under the Equality Act 2010

N/A

7.4. Possible impacts on those experiencing socio-economic disadvantage (strategic decisions)

N/A

7.5. Potential impact on the Council's Net Zero Carbon target

Neutral – the report is one tool used to monitor the Climate Change Strategic Objective and wider progress relevant to the Council's Net Zero ambitions.

8. Financial implications

The end of Q4 financial position is noted in the report.

9. Appendices

Scorecard Report Q4 2025/26

10. Report author and background papers

Gwyndaf Parry, Strategic Performance and Projects Manager
Alwyn Williams, Corporate Business & Performance Analyst

Corporate Scorecard 2025/26

Quarter 4 report

Prepared by – Digital, Performance and Modernisation

Publication date: June 2026

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

1. Introduction

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



Welsh Language



Social Care and Wellbeing



Education



Housing



Economy



Climate Change



[Council Plan 2023 to 2028](#)

- 1.2 This scorecard monitoring report for 2025/26 is used to monitor the performance of our Key Performance Indicators (KPIs) in delivering the council's day to day activities that underpin the delivery of the Council Plan.
- 1.3 Some KPIs are new (indicated by an [N] in the titles), some currently do not have targets and are there to set a baseline, and many do not have data available until later in the year. Trends are monitored from Q2 during 2025/26 with the aim of setting targets in 2026/27 where appropriate.
- 1.4 It provides the evidence to enable the Council to monitor its performance and to be data informed when identifying any mitigating actions agreed by the Leadership Team to drive and secure performance improvements into the future.
- 1.5 The results within the scorecard are predominantly cumulative and as such a trend column is available to inform the performance trends from quarter to quarter. However, some Key Performance Indicators represent a snapshot in time at the end of the quarter and are not cumulative. To show this clearly, these specific indicators are now marked with a [Q] in their titles.
- 1.6 The report includes a direction of travel for each indicator to demonstrate whether the performance is expected to be "higher the better" or "lower the better". The information is visually represented by a [<] (lower the better) or a [>] (higher the better) at the end of the indicator title.

1.7 Some changes were made in the quarter 3 report in comparison to previous reports during the year, mainly to the title and description of the indicators, more detail can be found in the Quarter 3 Scorecard Report.

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

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

2. Overview

2.1 The majority (87%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG).

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

2.2.1 Social Care & Wellbeing - 08) The percentage of referrals of children that are re-referrals within 12 months – RED – 22.91% against a target of 15%.

The service has undertaken a review of cases subject to a second referral, confirming that the circumstances prompting these referrals were appropriate. A revised internal procedure is now in place to collect more comprehensive information in response to this indicator. Internal reports will detail the reasons and suitability for every second assessment. Furthermore, the service has commissioned an Independent Social Work overview to examine the referrals and thresholds, enhancing assurance and transparency. Safeguarding continues to be the Council's foremost priority, and it remains committed to taking necessary action to protect children.

2.2.2 Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs) – RED - 67 days, Target - 51 days

While the performance remains Red, the trend is positive, improving from 89 days in Q1 and 80 days in Q2 and 70 days in Q3 to 67 days in Q4. The cumulative figure is still impacted by the historical process in place before April, where returned properties averaged around 101 days to re-let. Since the implementation of new processes in April, the service has seen steady improvement, with re-let times averaging significantly lower at around 55 days on average. The service will continue to embed these processes to sustain this positive trend.

2.2.3 Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1-10k) – is AMBER - 208 days, Target - 190 days
and
Housing – 05) Average number of calendar days taken to deliver Large Disabled Facilities Grants – Adaptions worth over £10k – AMBER – 289 days, Target - 221 days

Performance was impacted by the decision to put new approvals on hold in November 2024 and again in December 2025 to manage budget constraints and prevent overspending. This created a knock-on effect as when approvals resumed, an influx of new approvals occurred and by this time, many successful contractors had moved onto other projects, causing delays in starting contracts. This is compounded by a limited resource of local contractors available to undertake DFG work, creating an annual pattern that affects the deliverability and management of contractor workloads.

The Service continues to try and increase the number of contractors by undertaking meet & greet events, social media campaigns and discussions with other local authorities, however the market for suitable contractors is small.

By the end of March 2026, 35 properties with medium DFGs and 2 properties with large DFGs were completed. Currently, 35 approved schemes remain outstanding and will carry over from the 2025/26 financial year into 2026/27, meaning resources will need to be allocated between these ongoing schemes and new projects. Alongside this, the Service has seen a marked increase in Adaptation Care Plan submissions, rising from 126 in 2024/25 to 200 in 2025/26. Although not all plans will be approved, the overall increase in demand for DFG adaptations is notable and will require careful management to ensure timely completion of projects.

- 2.2.4 Housing – 06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes – is AMBER – 31 against a target of 40 for the year

31 new units were added to the housing stock during 2025/26. Unfortunately, on site complications has led to a delay on the development of an additional 38 new social housing units which were originally due to be completed before March 2026. These are now scheduled to be completed by the end of September and will be added to the 2026/27 target.

- 2.2.5 Economy – 04) Total number of customers with annual mooring contracts – is AMBER – 161, Target – 173

No additional contracts were sold in Q4. Demand for moorings continues to decline, driven by a reduction in boat ownership and a growing preference for walk-on marina facilities over the Council's current mooring model. The requirement for lessees to purchase and lay their own equipment makes the Council's offering less competitive compared to nearby marinas in Conwy, Caernarfon, and Pwllheli.

The only way to significantly increase uptake would be to install council-owned and laid moorings similar to others. However, the initial investment required for such options is substantial and currently not feasible within the existing budget.

While the planned investment in an online harbour management system will not directly increase uptake, it will make the process easier for customers by tracking mooring usage, automating annual billing, reminding users when their mooring contracts are due for renewal, and streamlining mooring applications.

2.2.6 Climate Change – 02) Percentage of domestic waste reused, recycled or composted – is RED – 64.17%, Target - 70%

The performance for 2025/26 was 64.17% against a target of 70%, representing a decline from the 65.07% in 2024/25 and 65.01% in 2023/24.

The recycling rate has been negatively impacted by drier weather earlier in the year, which resulted in significantly less green waste being collected compared to previous years. The Council continues to focus on its long-term strategy of reducing general waste and increasing recycling through community engagement and the work of the Kerbside Intervention team, though these behaviour changes will take time to reflect in the data.

The Council have recently consulted with residents on the possibility of -

- changing the trolley box set up to collect paper and cardboard together
- giving households additional containers to store extra recycling
- reducing the capacity for general waste by emptying black bins every 4 weeks instead of every 3 weeks.

Responses to the survey, of which there were over 4,000, are being analysed and recommendations will be reported to the Executive and Corporate Scrutiny Committees in early 2026/27.

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

Overall FOI performance for 2025/26 did not meet the annual target of 90%, with the year-end position at 83%. However, performance has shown a clear and sustained improvement across the year, rising from 74% in Q1 to 83% by the end of Q4. Notably, the FOI work completed between January and March achieved the 90% target. This is particularly encouraging as this improvement was delivered before the implementation of the new CRM process, which is expected to further strengthen FOI performance going forward.

- 2.3 Some examples of the good performance seen during the year include:
- 2.3.1 Welsh language training activity continued during the year, with 82 officers receiving training
 - 2.3.2 A high proportion of posts (86%) continued to be advertised with Welsh language requirements at level 3 or above
 - 2.3.3 100% of children met their targeted expectations (immersion) in the Welsh Language Unit
 - 2.3.4 249 adults are now in receipt of Direct Payments, exceeding the target of 224
 - 2.3.5 Statutory safeguarding duties for adults and children consistently meet or exceed targets
 - 2.3.6 619,301 participations in Môn Actif activities, surpassing the target of 604,634
 - 2.3.7 The proportion of Year 11 leavers not in education, employment or training (NEET) was 0.6%, an improvement on the 1.9% in 2024/25 and the 4% in 2023/24
 - 2.3.8 The library service performed well with user surveys reporting 97.9% of adult users rating the service as good or very good, and users aged 16 or under awarding an average satisfaction score of 9.5 out of 10
 - 2.3.9 Housing responsive repairs were completed within target timescales (17 days against a target of 18 days) and tenant satisfaction with repairs was 86% and remained above the target of 85%
 - 2.3.10 All high-risk food hygiene inspections were completed, exceeding the annual target following a focused service action to complete the outstanding inspections reported on in the Q3 Scorecard Report
 - 2.3.11 Planning performance remained consistently strong, with 96% of planning applications determined within time
 - 2.3.12 All road categories (A, B, and C) are Green against targets, with only 1.5% of A roads, 1.1% of B roads and 5.4% of C roads in poor condition.
- 2.4 Our year-on-year performance for all comparable indicators (48 in total) demonstrates that 20 (42%) have improved during the year, 24 (50%) have declined and 4 (8%) have maintained on their performance levels.
- 2.5 Of the 24 that have declined, 62% continue to be above or within 5% of targets, 21% are Amber or Red against targets, and 17% do not have any targets.

3. Welsh Language



Page 23

	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Trend	Q4 24/25	Annual Trend	Q4 Comments
01) The percentage of jobs advertised by the Council as Welsh level 3 and above [N] [>]	85%	88%	86%	86%	82%	G	→	86%	→	
02) The number of officers receiving Welsh language training [>]	50	64	67	82	82	G	↑	89	↓	
03) The number of complaints suggesting a failure to comply with the Welsh Language Standards [<]	0	0	0	2	8	G	↓	8	↑	
04) The number of complaints that were subject to a statutory investigation by the Welsh Language Commissioner [<]	1	1	1	2			↓	0	↓	
05) The percentage of visits to Welsh language interface of our main website [>]	8.6%	7.5%	8.4%	8.4%	9%	Y	→	9%	↓	
06) The percentage of Welsh language responses to official consultations [>]	-	6%	6.4%	6%	8%	Y	↓	9%	↓	There was one large consultation undertaken in Q4 with a total of 4,177 responses in which 227 responded in Welsh
07) The percentage of followers following the Welsh side of the Council's main social media accounts [>][Q]	23%	23%	23%	22%	23%	Y	↓	23%	↓	Increase in Facebook followers (276 more than Q1) but a decrease in X followers (103 less than Q1)
08) The percentage of year 11 pupils studying Welsh [first language] [>]				66.20%	67%	Y	↓	67%	↓	
09) Welsh Language Unit - % of children that meet their targeted expectations (immersion) [N] [>]			100%	100%	95%	G	→			
10) The number of businesses receiving Welsh Language support [N] [>]				27						

4. Social Care and Wellbeing



	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Trend	Q4 24/25	Annual Trend	Q4 Comments
01) Number of adults in receipt of Direct Payments [>]	256	247	262	249	224	G	↓	232	↑	
02) The percentage of adult protection enquiries completed within statutory timescales [>]	96.34%	94.15%	94.31%	90%	90%	G	↓	89%	↑	
03) The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service in the following 6 months [>]	88.07%	87.64%	88.27%	88.28%	85%	G	→	87%	↑	
04) Number of older people (aged 65 or over) whom the authority supports in care homes [<]	295	323	319	311	335	G	↑	321	↑	
05) The percentage of carers of adults who received an assessment or review in their own right during the year following a request [>]	98.20%	98.60%	98.70%	99.80%	93%	G	↑	94%	↑	
06) The average length of time for all children who remain on the Child Protection Register as at end of quarter [<]	163	170	181	185	270	G	↓	140	↓	
07) Children Re-Registered on the Child Protection Register within 12 Months of previous removal from the register [<]	3.57%	1.56%	5.71%	5.71%	15%	G	→	0%	↓	
08) The percentage of referrals of children that are re-referrals within 12 months [<]	7.69%	15.68%	18.60%	22.91%	15%	R	↓	14%	↓	107 of the 467 referrals were rereferrals
09) The percentage of statutory visits to children on the Child Protection Register due in the year that took place in accordance to regulations [>]	90.61%	90.39%	90.98%	90.17%	90%	G	↓	91%	↓	
10) The percentage of Initial Pathway Plans due in the year that took place within timescales [>]	100%	100%	100%	92.86%	85%	G	↓	100%	↓	
11) Number of visits to Leisure Centres [>]	129,096	260,023	404,982	575,673	569,634	G	↑	565,574	↑	
12) Number of participations in Môm Actif activities [N] [>]	146,746	296,458	445,982	619,301	604,634	G	↑			
13) Percentage of parents who feel they can identify a positive change following completion of the Positive Parenting Programme (PPP) [N] [>]				100%						

5. Education



	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Trend	Q4 24/25	Annual Trend	Q4 Comments
01) Percentage of pupil attendance in primary schools (termly) [>]	93.2%	93.2%	92.7%	93.0%	95%	Y	↑	93.5%	↓	
02) Percentage of pupil attendance in secondary schools (termly) [>]	88.2%	89.7%	88.4%	88.2%	90.00%	Y	↓	88.3%	↓	
03) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] [<]				0.6%	2.00%	G		1.9%	↑	
04) Number of schools in Estyn Follow up / Statutory Category [<]	1	1	1	1			→	0	↓	
05) Number of children and young people excluded permanently from school [<]	23	2	15	19			↑	21	↑	
06) Number / proportion of schools with a financial recovery plan [<][Q]	6	6	6	6	6	G	→	6	→	
07) The percentage of adults who think that overall, the library service they use is 'very good' or 'good' [N] [>]				97.9%	95%	G				768 responses to the survey
08) The average overall rating out of ten awarded by users aged 16 or under for the library service they use [N] [>]				9.5	9	G				155 responses to the survey
09) Average percentage of children's Individual Development Plans (IDP) targets that are achieved by the target date [N] [>]				90.10%						
10) Number of Nofio Môn level progressions achieved as part of Môn Actif activities [N] [>]	924	1610	2286	3016	2800	G	↓			

6. Housing



	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Trend	Q4 24/25	Annual Trend	Q4 Comments
01) Landlord Services: Average number of days to complete Responsive Maintenance repairs [<]	15	14	15	17	18	G	↓	15	↓	
02) Percentage of tenants satisfied with Responsive Maintenance repairs [>]	84%	88%	87%	86%	85%	G	↓	86%	→	
03) The average number of calendar days to re-let units of accommodation (excluding DTLs) [N] [<]	89	80	70	67	51	R	↑			Continued improvement with the implementation of new policy. For all units since April, the average void time was 55.3 days
04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant - Adaptations (£1k-10k) [<]	205	204	201	208	190	A	↓	195	↓	35 adaptations completed and a small number of contractors resulting in an average of 208 days to complete
05) Average number of calendar days taken to deliver Large Disabled Facilities Grant - Adaptations (>£10k) [<]	289	289	289	289	221	A	→	229	↓	No new adaptations completed since Q1
06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes. [>]	4	13	20	31	40	A	↓	59		Delays on site has resulted in new homes slipping into 2026/27
07) The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the permanent accommodation [<] [Q]	3.19%	3.35%	2.16%	2.66%	3.10%	G	↓	3.03%	↑	
08) Number of empty private properties brought back into use through our Empty Homes interventions [>]	15	32	55	70	50	G	↑	63	↑	
09) Percentage of households successfully prevented from becoming homeless [>]	80%	90%	95%	95%	85%	G	→	94%	↑	
10) Number of homelessness applications for assistance (section 62 assessments) [<] [Q]	117	292	462	600			↑	549	↓	
11) Number of Households currently placed in Emergency and Temporary Accommodation [<] [Q]	79	84	73	71			↑	98	↑	

7. Economy



	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Trend	Q4 24/25	Annual Trend	Q4 Comments
01) % of economic and development / regeneration grant funding received and implemented [>]	70%	91%	109%	91%			↑	73%	↑	
02) Expenditure (capital and revenue) on large infrastructure, economic development and regeneration projects (£) [N] [>]	£1.653m	£4.410m	£7.971m	£10.286m						
03) Percentage of council business units and commercial space let [N] [>] [Q]	95%	98%	98%	100%	90%	G	↑			
04) Total number of customers with annual mooring contract [>]	100	151	161	161	175	A	→	191	↓	No new contracts in Q4
05) Percentage of all planning applications determined in time [>]	94%	95%	96%	96%	90%	G	→	98%	↓	
06) Percentage of planning enforcement cases investigated within 84 days [>]	87%	79%	81%	78%	80%	Y	↓	92%	↓	222 of the 285 cases were resolved within 84 days
07) Percentage of high-risk businesses subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation [>]	85%	64%	65%	100%	90%	G	↑	89%	↑	Officers prioritised work on these inspections in Q4 and managed to complete all planned and overdue inspections
08) Percentage of food establishments that meet food hygiene standards [>]	99%	99%	99%	99%	95%	G	→	99%	→	
09) Number of SPF interventions supporting pathways to employment [N] [>]	162	482	1120	1528			↓			

8. Climate Change



	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Trend	Q4 24/25	Annual Trend	Q4 Comments
01) Total carbon emissions from council buildings (tCO2e) [<]				4179				4184	↑	
02) Percentage of domestic waste reused, recycled, or composted [>]	66.41%	66.36%	65.54%	64.17%	70%	R	↓	65.07%	↓	Decline on 2024/25. Analysis of the consultation responses is currently underway.
03) Percentage of waste reused, recycled, or composted from Council buildings [>]	46%	44%	44%	44%			→	47%	↓	
04) Percentage of streets that are clean [>]	100%	100%	99.80%	99.90%	96%	G	→	97.80%	↑	
05) Average number of working days taken to clear fly-tipping incidents [<]	0.01	0.03	0.03	0.03	1	G	→	0.08	↑	
06) Percentage of A roads in poor condition (annual) [<]				1.5%	1.8%	G		1.8%	↑	
07) Percentage of B roads in poor condition (annual) [<]				1.1%	1.6%	G		1.6%	↑	
08) Percentage of C roads in poor condition (annual) [<]				5.4%	7.3%	G		7.3%	↑	
09) Total carbon emissions from council fleet (tCO2e inc WTT) [<]	156.5	311.02	464.86	635.09	613.17	Y	↓	613.17	↓	
10) Number of schools participating in accredited climate change programmes [N] [>]				19						
11) Number of low carbon heating systems installed in Council buildings [N] [>] [Q]		11	16	16			→			16 installations completed with a further 18 planned going into 2026/27.
12) Use of public EV charging points operated by the Council (kwh) [N] [>]	76,786	149,427	189,617	222,472			↓			

9. Whole Council Health

	RAG	Trend	Budget	Actual	Variance (%)	Comments
01) End of year outturn (Revenue) [<]	G	↑	£192,983,304	£191,657,960	-0.69%	
02) End of year outturn (Capital) [>]						Capital data not available until July
03) Income v Targets (excluding grants) [>]	G	↓			16.34%	
04) General balances at end of year [>]		↑		£-18,809,450		
05) Cost of borrowing - % of budgeted revenue expenditure [<]	G	↑	2.35%	2.01%	-0.34%	
06) No of Services forecast to overspend by over 5% of their budget [<]		→		2		
07) % of Council Tax collected (for last 3 years) [>]	Y	↑		97.5%		
08) % of Sundry Debtors collected (for last 3 years) [>]	Y	↑		92.6%		

	Q1	Q2	Q3	Q4	Q4 Target	Q4 RAG	Qtr Trend	Q4 Comments
09) Total number of stage 2 complaints upheld / partially upheld [<]	1	3	13	20	18	Y	↓	
10) Total % of written responses to stage 2 complaints within 20 days (Corporate) [>]	100%	87%	78%	82%	80%	G	↑	
11) Total % of written responses to complaints within 15 days (Social Services) [>]	80%	80%	82%	93%	80%	G	↑	
12) % of FOI requests responded to within timescale [>]	74%	76%	79%	83%	90%	A	↑	January to March performance was 90% which continues the positive trend.
13) Proportion of queries dealt with and closed by Cyswllt Môn (not forwarded to Services) [>]	32%	35%	35%	35%			→	
14) Number of staff authority wide staff, including teachers and school based staff (FTE)	2376	2380	2380	2382				
15) Sickness absence - average working days/shifts lost [<]	1.93	3.93	6.58	9.08	9.25	G	↑	
16) Short Term sickness - average working days/shifts lost per FTE	0.92	1.73	2.46	4.09			↓	
17) Long Term sickness - average working days/shifts lost per FTE	1.01	2.2	4.02	4.99			↑	
18) Local Authority employees leaving (%) (Turnover) [<]				8%				
19) % of posts advertised and filled during first round of advertising [>]	78%	73%	69%	68%	70%	Y	↓	

10. Conclusion and Recommendations

- 10.1 The performance of 87% of the performance indicators performing above target or within 5% tolerance of their targets for the quarter is positive.
- 10.2 It demonstrates that services are operating in line with the values and general principles of the Council.
- 10.3 **Recommendation – that the Leadership Team manage, investigate and secure improvements into the future for the following KPIs:**
 - 10.3.1 Social Care and Wellbeing – 08) The percentage of referrals of children that are re-referrals within 12 months;
 - 10.3.2 Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs);
 - 10.3.3 Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1-10k)
 - 10.3.4 Housing – 05) Average number of calendar days taken to deliver Disabled Facilities Grants – Adaptions worth over £10k
 - 10.3.5 Housing – 06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes
 - 10.3.6 Economy – 04) Total number of customers with annual mooring contracts
 - 10.3.7 Climate Change – 02) Percentage of domestic waste reused, recycled or composted
 - 10.3.8 Whole Council Health - 12) % of FOI requests responded to within timescale

Isle of Anglesey County Council Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	10 June 2026
Subject:	Annual Delivery Document 2026/27
Scrutiny Chair:	Jeff Evans

1. Who will be the portfolio holder presenting / leading the report?

Portfolio Holder	Role
Councillor Robin Williams	Portfolio holder for Corporate Business and Customer Experience
Service Officer (Supporting)	Role
Huw Ynyr	Head of Digital, Performance and Modernisation

2. Why the Scrutiny Committee is being asked to consider the matter

The Annual Delivery Document outlines the Council's annual work programmes which are designed to meet the strategic aims of the Council Plan.

It provides more operational detail in line with how the six strategic aims will be achieved.

The committee is asked to scrutinise the content of the document and endorse it to the Executive Committee.

3. Role of the Scrutiny Committee and recommendations

- For assurance
- For recommendation to the Executive
- For information

Recommendation(s):

It is recommended that the Scrutiny Committee scrutinise the Annual Delivery Document which outlines what the Council commits to achieve during 2026/27 and provide feedback to the Executive Committee.

4. How does the recommendation(s) contribute to the objectives of the Council's Plan?

This strategic document sets out actions aimed at being delivered during 26/27 in order to work towards the realisation of the strategic aims of the Council Plan.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. Achieving strategic aims 2026/27
2. Appropriate resources to realise the priorities
3. Monitoring arrangements and measuring progress

6. Key points / summary

The Annual Delivery Document outlines the Council's annual work programme which are designed to meet the commitments of the Council Plan. It provides more operational detail in line with the six strategic aims providing specific details of what we aim to deliver during the year.

7. Impact assessments

7.1. Has an impact assessment (equality considerations, the socio-economic duty, Welsh language) been undertaken?

- Yes
 No

If not, please explain why:

Services are expected to complete impact assessment as part of delivering the specific work areas.

7.2. Potential impacts on opportunities to use Welsh and not treating the language less favourably than English

Provide a summary of the assessment's findings. Where appropriate attach a copy. For further guidance refer to the guidance on completing scrutiny reports available on MonITor.

Services are expected to complete Welsh language impact assessment as part of delivering the specific work areas.

7.3. Possible impacts on groups protected under the Equality Act 2010

Provide a summary of the assessment's findings. Where appropriate attach a copy. For further guidance refer to the guidance on completing scrutiny reports available on MonITor.

Services are expected to complete assessments as part of delivering the specific work areas.

7.4. Possible impacts on those experiencing socio-economic disadvantage (strategic decisions)

Provide a summary of the assessment's findings. Where appropriate attach a copy. For further guidance refer to the guidance on completing scrutiny reports available on MonITor.

Services are expected to complete assessments as part of delivering the specific work areas.

7.5. Potential impact on the Council's Net Zero Carbon target

Positive / Neutral / Negative and how

Services are expected to complete assessments as part of delivering the specific work areas.

8. Financial implications

Services are expected to deliver the programmes of work within their service budget or funded through grant where relevant.

9. Appendices

Appendix 1 Annual Delivery Document 2026/27

10. Report author and background papers

Gwyndaf Parry



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Annual Delivery Document 2026/27

DRAFT

Published: June 2026

Annual Delivery Document

This document looks closely on the work the Council undertook during 2026/27 to fulfil the ambitious aspirations that have been set under each of the strategic objectives in the 2023-2028 Council Plan.

Council Plan 2023-2028 – Strategic Objectives

The Council Plan is the main document that is central to all decisions made on every level; provide a framework for planning and driving priorities forward; shaping annual expenditure; monitoring performance and progress.

The vision of the Council Plan is:

‘Create an Anglesey that is healthy and prosperous where people can thrive.’

Page 35



Welsh Language

Increasing opportunities to learn and use the language



Social Care and Wellbeing

Providing the right service at the right time



Education

Ensuring an effective provision for today and for future generations



Housing

Ensuring that everyone has the right to call somewhere 'home'



Economy

Promoting opportunities to develop the island's economy



Climate Change

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

Values

The Council's core values are at the root of everything we do, shaping our culture and lead the way in which we make decisions, work with partners and provide services.



Respect

We are respectful and considerate towards others regardless of our differences.



Collaborate

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



Honesty

We are committed to high standards of conduct and integrity.

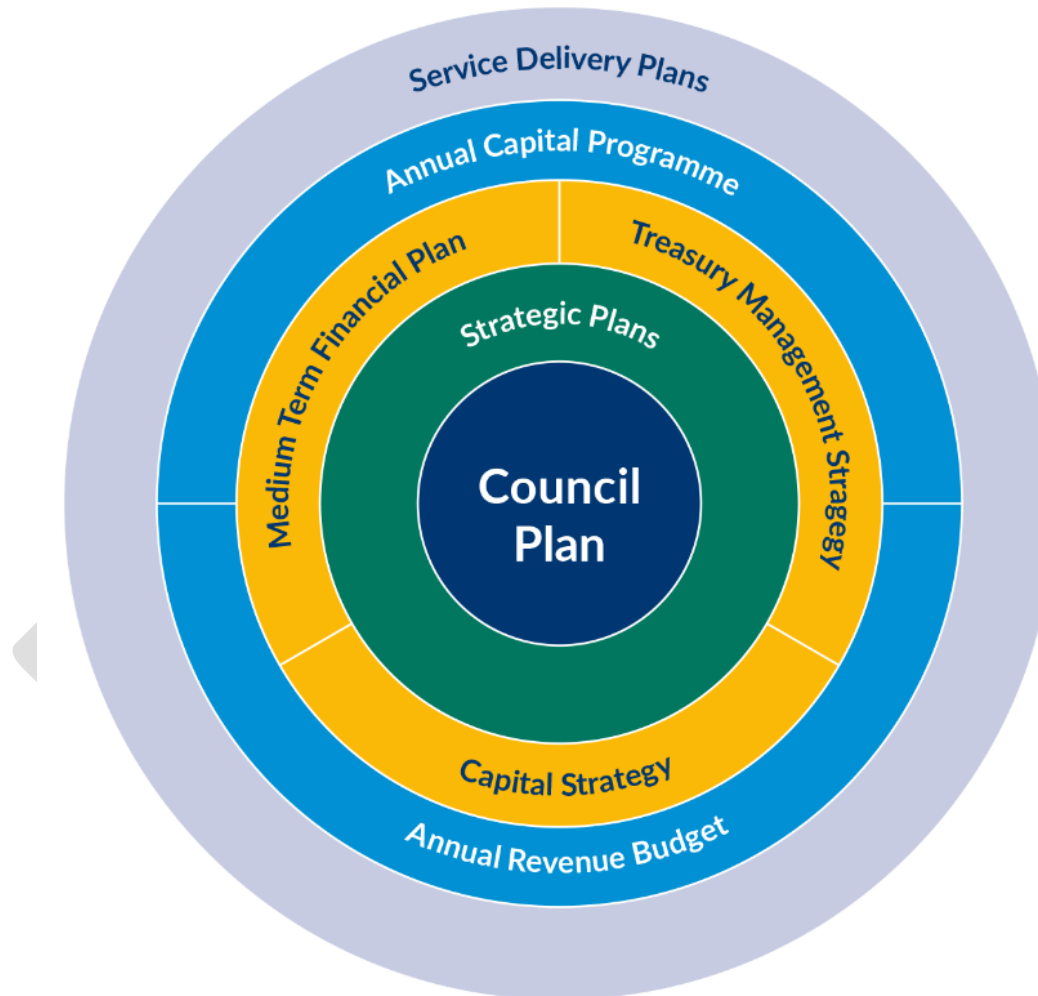


Champion the Council and the Island

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

The Strategic Circle

The strategic circle identifies the plans that are in place to ensure that we can deliver our priorities and objectives.



The Welsh Language

Increasing opportunities to learn and use the language:

By 2028 we will have:	In 2026/27 we will:
Ensured that when our Welsh language promotion strategy is revised in 2026 it is appropriate to respond to the results of the last census	<ul style="list-style-type: none"> • Receive assurance from the Welsh Language Commissioner about the expectations of the new strategy • Ensure approval for the new Welsh Language Promotion Strategy and bring it into force.
Updated our Welsh language policy and developed a new policy on the use of Welsh in the workplace	<ul style="list-style-type: none"> • Measure staff’s understanding of the new Welsh Language Polisi and Standards • Conduct a secret shopper review of the Welsh language provision within Council services • Self-asses our compliance with the Welsh Language Standards.
Expanded our training offer to create increased opportunities for our staff, councillors, partners and the island’s residents to develop their Welsh language skills	<ul style="list-style-type: none"> • Continue to work with Learn Welsh North West to provide opportunities for staff and elected members, so that they can improve their Welsh language skills by: <ul style="list-style-type: none"> ▪ Hold five Welsh language classes ▪ Organise campaigns, at least once a month, to encourage people to use the Welsh language ▪ Work with partners to increase the use of the Welsh language in the workplace. • Put a plan in place to increase the use of the Welsh language in leisure and sports.

Social Care and Wellbeing

Providing the right service at the right time:

By 2028 we will have:	In 2026/27 we will:
Review and modernise the way we provide care and support	<ul style="list-style-type: none"> • Work together to approve the Age Friendly Island Strategic Plan, and bring it into force: <ul style="list-style-type: none"> ○ Develop our prevention programme by identifying a convenient location that offers opportunities to assess, promote and develop independent living skills. • Transform day services by continuing to work with partners to provide day activities in community locations, and to expand the model following engagement • Work to manage the low number of young people and people who leave care who aren't in Education, Employment or Training (NEET), and work to lower the numbers again, wherever possible. • Welcome over 500,000 visits to Môn Actif centres • Operate a new and modern booking system for activities, that will facilitate online membership payments • Invest £2.5m in Môn Actif facilities: <ul style="list-style-type: none"> ○ Plas Arthur; improve and modernise to include a reception, café, soft play, fitness studio and changing rooms ○ Amlwch; invest in the wet changing rooms • Ensure that a modern Social Care database (Mosaic Connecting Care) is active.
Improved and extended the supported housing provision	<ul style="list-style-type: none"> • Modernise and make the most of 'Supported Housing' by creating additional capacity of 12 units of high standard: including: <ul style="list-style-type: none"> ○ The old market location, Valley (4 units for 7 people) ○ Pencoed, Rhostrehwfa (4 units – 3 have been filled, space for one more) ○ Maes y Ffridd, Gwalchmai (4 units) ○ Identify other appropriate locations across the Island. • Identify an additional programme of 3 properties to meet the needs of service users.

<p>Extend opportunities for people to receive care closer to their local communities</p>	<ul style="list-style-type: none"> • Increase participation in integrated community hubs, holding a minimum of 6 Community Forums and expanding accessibility in the hubs by providing community prescribing services in some of these hubs • Work with key partners and community organisations to develop preventative opportunities to improve the health and wellbeing of individuals, including: <ul style="list-style-type: none"> ○ Open the Community Hub in the Glanhwfa Centre – and create additional support activities for the user and carer in the Anglesey Dementia Centre by October 2026 ○ Expand the Nifty60s programme by October 2026 ○ Work with the Seiriol Alliance to pilot a community transport project by looking at the success of other areas • Help lonely and isolated people by organising 11 events that bridge generations: <ul style="list-style-type: none"> ○ 2 Sporting Memories events ○ 4 Boccia games between generations ○ 5 activities between generation by March 2027 • Encourage 500 individual to contribute to the Dementia Actif plan.
<p>Developed additional internal provision for looked after children, Cartrefi Clyd and foster carers</p>	<ul style="list-style-type: none"> • Identify a property for one further Cartef Clyd on the island (one bought in 25/26) • Establish six additional foster care placements during 2026/27 • Expand and improve childcare provision: <ul style="list-style-type: none"> ○ Improve children’s eligibility ○ Increase the number of children that take advantage of the childcare offer ○ Improve the quality of childcare locations ○ Measure parents’ satisfaction

Education

Ensuring an effective provision for today and for future generations:

By 2028 we will have:	In 2026/27 we will:
Ensure that the communities for learning modernisation strategy creates effective schools with strong leadership and an appropriate teaching environment	<ul style="list-style-type: none"> • Prepare and present a strategic outline business case to Welsh Government during Q1 of 2026/27 • Present a <i>New Project Request</i> for a new building for Ysgol Uwchradd Caergybi to WEPCO at the start of Step 1 MIM • Prepare and operate a new strategic plan, to develop a better working relationship between current post 16 education providers. • Modernise new information management systems for schools to improve their efficiency.
Develop the Welsh language across all learning settings by realising the aims, objectives and outcomes set in the 'Welsh in Education Strategic Plan'	<ul style="list-style-type: none"> • Immerse 96 pupils with little or no Welsh skills through the language centres • Support 3 schools to uphold their self-improvement plan, CSGA, by engaging with senior managers, Language Centres and the Language Charter officer.
Ensure the best possible experiences and progress for children and young people by delivering the Curriculum for Wales in all learning communities across the island	<ul style="list-style-type: none"> • Operate the MCD strategic plan and work with schools to improve attendance in Anglesey schools to 95% • Review, amend and modernise the educational offer in the Oriel/Archives and Libraries for schools • Ensure that the Curriculum for Wales, assessment and transition processes are in operation in every school. Senior Managers to conduct visits – educational trips / audit books / talk to learners and practitioners • Collect and audit school transition plans to determine if they successfully meet the requirement • Primary/Secondary joint working plans – ensure that these plans meet the requirements / outcomes successfully • Ensure that every catchment works together, from school to school, to support children and young people to develop their skills and digital skills

	<ul style="list-style-type: none"> • Work to 100% complete Group A, B and C safeguarding training for staff that need the relevant training level • Work towards becoming a Trauma Informed Island supporting two more schools to achieve TIS accreditation • Create new ALN, Inclusion and Engagement services that can meet the needs of learners and support schools • Review provision map processes for Additional Learning Needs (ALN) and Inclusion in schools to facilitate the work of monitoring and measuring the suitability, quality and results of ALN learners
<p>Increase educational opportunities for adults so that Anglesey's residents can continue to develop personally throughout their lives</p>	<ul style="list-style-type: none"> • Work to reach 50% of schools offering community spaces • Work with partners so that most of our schools open their facilities outside school hours to encourage children and their families to take part in educational and community activities. • An annual questionnaire to be shared to measure the impact of the scheme • Implementation of the Adult Education Service Delivery Plan in the Community. Supervise the provision of the Gwynedd and Anglesey Adult Education Network; Monitoring through reports on the provision which is supplied quarterly.

Housing

Ensuring that everyone has the right to call somewhere 'home':

By 2028 we will have:	In 2026/27 we will:
Address the energy efficiency/fuel poverty agenda and work towards achieving the Welsh Housing Quality Standards II	<ul style="list-style-type: none"> • Increase the number of properties that comply with the SAP 75 SATC 2023 energy target from 30% to 40%; target increase of 400 properties • Ensure that all the Council's properties have a Target Energy Pathway.
Open a third extra-care housing scheme with plans in place for a fourth	<ul style="list-style-type: none"> • Confirm planning right for Extra Care in Tyddyn Mostyn, Menai Bridge • Commencement of construction work during quarter 1 of 26/27 • Permanent engagement with residents to raise awareness about the scheme and respond to enquiries.
Increase the choice and number of homes available for the island's residents, together with assisting households to purchase their first homes	<ul style="list-style-type: none"> • Review the Common Policy on Housing Allowance (PCOT) to incorporate lessons learned from the current PCOT along with legislative changes of launching a new PCOT in 2025 • Development of 31 new houses • Facilitating the renovation of 70 empty houses • Assisting up to 32 first time buyers enter the housing market, as well as 3 have received help through the Anglesey Buying Help Scheme.
Conduct a housing market needs assessment, together with an annual housing prospectus, allowing us to report on the increase in the supply of affordable housing	<ul style="list-style-type: none"> • Carry out the vacant property conversion action plan 31 March 2027, including: <ul style="list-style-type: none"> • Assessments completed • Housing prospectus in place.
Agree on the priorities for tenant participation activities and the allocation of resources to include the voice of our tenants in our services	<ul style="list-style-type: none"> • Delivering our Customer Experience plan - 10% increase per month in CRM contacts from tenants • Review and improve our use of data to provide insight into areas that are under-performing and improvements to our performance reporting.

Economy

Promoting opportunities to develop the island's economy:

By 2028 we will have:	In 2026/27 we will:
Support low carbon energy production schemes	<ul style="list-style-type: none"> • Working with partners such as GBE-N to realise the SMR program, reducing the impact and ensuring the best socio-economic benefits for local people • Influence and collaborate with the UK Government, Welsh Government and other key stakeholders on large-scale energy developments • Agree and sign the PPA (between GBE-N and IACMC) for carrying out statutory permitting matters. • Update Wylfa's Supplementary Planning Guidance (SPG/SPG).
Work together to realize circular economy objectives	<ul style="list-style-type: none"> • Review arrangements to collect items that can be reused (rather than recycled).
Develop new business units to help local businesses grow and develop	<ul style="list-style-type: none"> • Continue to make progress with the North Anglesey Economic Regeneration Plan by: <ul style="list-style-type: none"> ○ Securing capital funding in order to build new business units and redevelop the Marine Terminal building, with work on the site having started; ○ Secure additional grant funding to support project development activities and other interventions; ○ Working and engaging with the private sector to attract investment to the Island; ○ Target investment and regeneration efforts in the High Street; ○ Support site owners in their efforts to tackle brownfield sites and sites of concern • Overseeing the provision of the Anglesey Town Center Improvement Strategic Plan

	<ul style="list-style-type: none"> • Continue to allocate grants and lead on town centre interventions, and allocate funding through the Levelling Up Fund and the Town Transformation initiative which is supported by the Welsh Government • Develop and approve a Strategy and action plan for the Island, for the National Lottery Heritage Fund's 'Heritage' initiative.
Capitalise on additional investment for the benefit of the local economy	<ul style="list-style-type: none"> • Collaborate with key stakeholders to move forward, ensure and establish a successful Free Port Program in Anglesey in accordance with Welsh and UK Government requirements, and establish sound governance arrangements • Aim for the Free Port to be fully operational by October 2026. A Memorandum of Understanding has been formally signed by the UK Government, the Welsh Government and Isle of Anglesey County Council, with the agreement unlocking £25 million worth of funding. • As a result of support from the Freeport capital funding, work will begin on clearing and demolishing on the Peboc site, preparing for developments and investments in the area in the future. • Securing external funding to address the needs of the Island and economic opportunities on Anglesey e.g. Pride in Place Impact Fund, Local Growth Fund and Lottery Heritage Fund.
Grow and promote the visitor economy in a respectful and sustainable manner to secure benefits for our communities and visitors	<ul style="list-style-type: none"> • Provide the Designated Landscapes action plan to ensure that the priorities of the Council and the Welsh Government for restoring nature and mitigating climate change are realised • Work with partners to provide tree planting programs and river catchment work to help improve water quality • Offer more opportunities for farmers in the Designated Landscapes and the buffer zone to improve habitats • Work with farmers to provide a sustainable farming model, through the Ffermio Bro experiment of the Sustainable Farming Scheme • Provide a variety of activities to protect and enhance the special qualities of the AONB

	<ul style="list-style-type: none"> • Implementation of the Ynys Môn Destination Management Plan (2023-2028): • Establishing a New Destination Partnership • Deliver key projects to improve infrastructure and visitor experience reducing negative impact and pressure. Lead on improvements to the maritime infrastructure to support the tourism sector. • Collaborate with the Welsh Government to improve activities for visitors on cruises arriving in Holyhead • Consultation with residents and businesses on the Visitor Levy to decide if the Levy is introduced on Anglesey • Focus on improving the Coastal Path by using external funding sources, and link these improvements with nature improvement projects in order to enrich the experiences of those who use the coastal path <ul style="list-style-type: none"> ○ Finding sites for significant improvements, following a delivery survey on habitat improvement opportunities and, ○ Using the Local Growth Fund to increase current funding for the Coastal Path to improve the path.
<p>Redevelop redundant industrial sites and brownfields</p>	<ul style="list-style-type: none"> • Support landowners to redevelop industrial sites, including: the former Anglesey Aluminum site, the Two Sisters site, Rhosgoch, Octel (Amlwch), Llangefni and the former Lairds industrial site in Beaumaris. • Develop a preferred Strategy document for the LDP which will outline the vision, objectives and options for developments and the use of land on Anglesey.

Climate Change

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

By 2028 we will have:	In 2026/27 we will:
Minimised our direct carbon emissions to ensure that the net zero 2030 target is achievable	<ul style="list-style-type: none"> • Carry out actions to reduce the Council's emissions identified in our Annual Plan Towards Net Zero 26/27 and monitor them in the Zero Net Steering Group. • Drive the Fleet Transformation Plan forward by increasing the number of low carbon vehicles (dependent on capital and grant funding), and: <ul style="list-style-type: none"> ◦ Experiment with a home charging scheme for the Council's electric vehicle fleet ◦ Install additional charging points for fleet vehicles on Council sites • Install solar panels on the Council's buildings dependent on using the Salix budget.
Increase recycling rates	<ul style="list-style-type: none"> • Work towards achieving the Welsh Government's recycling target of recycling 70% of the Council's domestic waste, through: <ul style="list-style-type: none"> ◦ Analysing the results of the consultation ◦ Adopting changes to the recycling service • Increase recycling rates for waste collection from Council buildings to 60% • Reduce fly tipping incidents.
Ensure that services consider climate change and biodiversity as fundamental issues when reaching decisions	<ul style="list-style-type: none"> • Completion of Lôn Trearddur and Bodffordd flood control plans • Implement a number of small scale flood prevention schemes • Develop flood prevention plans and submit grant applications to realise them in the future.
Create extensive low carbon travel options for the island's residents and visitors	<ul style="list-style-type: none"> • Develop an active travel plan and implement it in Benllech and another workplace • Trial a community transport scheme to connect rural areas with main transport routes • Extend the public electric vehicle charging point network across the island.

This page is intentionally left blank

Isle of Anglesey County Council Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	10 th June 2026
Subject:	Detailed overview and progress following both the Care Inspectorate Wales (CIW) – 1) Local Authority Assurance Check Letter: Isle of Anglesey County Council Children & Families Services, 2) Inspection of Fostering Services.
Scrutiny Chair:	Councillor Jeff Evans

1. Who will be the portfolio holder presenting / leading the report?

Portfolio Holder	Role
Councillor Dyfed W. Jones	Portfolio holder for Children & Families Services
Service Officer (Supporting)	Role
Fon Roberts	Director of Social Services, and Head of Children & Families Services
Sian Roberts	Lead Inspector, Care Inspectorate Wales (CIW)

2. Why the Scrutiny Committee is being asked to consider the matter

<p>Purpose of this report is to share the outcome of:</p> <p>1) Care Inspectorate Wales (CIW) Local Authority Assurance Check of Isle of Anglesey County Council Children & Families Services, which was carried out 12th -16th January 2026, and providing reassurance on the response taken by the Department to address the issues outlined.</p> <p>2) Care Inspectorate Wales (CIW) Inspection of Fostering Services, which took place in parallel with the above, by a separate inspection team during the same week.</p>
--

3. Role of the Scrutiny Committee and recommendations

- For assurance
- For recommendation to the Executive
- For information

Recommendation(s):

It is recommended that the Corporate Scrutiny Committee read and digest the full contents of the **Children and Families Assurance Letter published by CIW on the 18th March 2026** and the **Fostering Inspection Report dated 4th March 2026** – links below.

It is recommended that members:

- a) offer comment on the content of the CIW Assurance Letter.
- b) review that the work plan, drafted by the Service, ensuring it reflects on key areas for improvement, as identified in the letter, offering suggestions or comments.
- c) offer comment on the Fostering Inspection Report. No improvement or priority notices were noted in the report, therefore there is no work plan to share with the panel.

4. How does the recommendation(s) contribute to the objectives of the Council's Plan?

This report gives members of the Corporate Scrutiny Committee reassurance that our Children & Families Services have achieved the assurance check to review the local authority's social services performance in exercising its statutory duties and functions in line with legislation.

This in turn assists in meeting the Council Plan strategic objectives - Social Care and Wellbeing & Welsh Language - by receiving positive external overview and feedback by our inspectors, we are reassured that the Service is providing a high standard of Service within our communities.

Fundamentally, our core values, as stated in the Council Plan 2023-2028 - Respect, Collaboration, Honesty and Champion the Council and Island - are also supported by the outcomes of both reports.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. Monitoring Work Plan and Improvement
2. Four Principles of the 2014 Act
3. Resources and the Capacity of the Workforce
4. Risks and Challenges

6. Key points / summary

1. Assurance Letter – Children and Families Services

The Assurance letter describes the findings of the CIW assurance check, carried out between 12-16th January 2026. The inspection activity carried out was in accordance with the Social Services and Well-being (Wales) Act 2014 (the 2014 Act) and the quality standards in the Code of Practice in relation to the performance and improvement of social services in Wales. The aim was to determine the effectiveness of local authorities in supporting, measuring and sustaining improvements for people and services.

CIW focused on key lines of enquiry on the four principles of the 2014 Act and sought to answer the questions below:

People - voice and control

- To what extent does the local authority ensure children can express their voice, and that they are actively offered an advocacy service?
- To what extent does the local authority ensure the workforce has sufficient numbers, has the relevant skills, is experienced and supported?

Prevention

- To what extent does the local authority ensure the need for care and support is minimised, and the escalation of need is prevented whilst ensuring that the best possible outcomes for people are achieved?
- To what extent does the local authority ensure families are supported to stay together, where this is safe and in the best interest of the child through timely, strengths-based, and preventative approaches?

Wellbeing

- To what extent does the local authority ensure children are protected and safeguarded from abuse and neglect and any other types of harm?
- To what extent does the local authority ensure there is good analysis of risk, protection plans/care and support plans are put in place, and that action is taken when necessary to safeguard children and young people from harm and promote their welfare?

Partnerships

- To what extent do partners work together to deliver high-quality, sustainable outcomes for children and families?

The report outlines strengths and areas of improvement under each of the above headings.

There were no cases where Social Work practice was of concern raised during the inspection.

Some examples of the strengths/ positive practice identified:

1. (4.6) The local authority is aware of the challenges in recruiting and retaining practitioners in children's services. The local authority mitigates these risks through corporately and politically supported initiatives such as Grow Your Own. This has enabled practitioners to progress into qualified social work roles, strengthening succession planning, retention, and service stability for children and families. **This is positive practice.**
2. (4.14) Children and families benefit from well-embedded trauma-informed practice across the local authority, including in direct care and education settings. One secondary school has achieved trauma-informed status, which is a notable achievement. **The model is being shared regionally and nationally.**
3. (3.2) Practitioners are skilled, innovative, and committed to supporting children and families to achieve the best outcomes. This is consistently acknowledged by leaders.
4. (3.3) There is a positive culture where healthy professional challenge is encouraged. Leaders promote two-way communication and an open-door approach with the workforce. Practitioners are encouraged to be innovative and share their suggestions to improve services.
5. (4.24) Safeguarding practices are robust and mostly consistent with the WSP. Most decisions and subsequent actions are undertaken in a timely manner, including making decisions within one working day of receiving a report about a child's potential safety, and holding strategy discussions within 24 hours of determining that one is required.
6. (4.36) Leaders and practitioners continue to develop, strong partnerships locally, regionally and nationally, both strategically and operationally.

In response to the published report, we have prepared a work plan identifying our areas for improvement, a copy of which is shared with this report. This document outlines the tasks that need to be addressed by the service. This work is ongoing and will be monitored via our Service Delivery Plan 2026-27, which is currently being drafted.

2. Fostering Inspection

We were extremely pleased with the outcome of the weeklong Fostering inspection:

- a) CIW has **no areas for improvement identified.**
- b) CIW has **not issued any Priority action notices.**

To receive a report with no areas of improvement highlighted by our inspectors is extraordinary, and a reflection on how well our services are managed, supported and administrated.

CIW found that ***“The fostering service is well established and staffed by skilled, competent practitioners. Foster carers receive appropriate support, and assessments ensure their suitability. Arrangements for recruitment, supervision, annual reviews, and development are effective. Children experience stability that supports their***

development and access to education and health services. They are regularly consulted and have various ways to share their views.”

“Children’s emotional health needs are well supported. Trauma-informed practice training has strengthened support by developing foster carers’ understanding of trauma and equipping them with skills to respond sensitively. As a result, foster carers use constructive strategies that help children regulate their emotions, manage challenges, and express themselves more appropriately.”

We are incredibly proud of all our staff who have supported both inspections, as well as the day-to-day work, and are pleased to celebrate the positive outcomes of both inspections as a team in recognition of all the hard work and efforts.

7. Impact assessments

- a. Has an impact assessment (equality considerations, the socio-economic duty, Welsh language) been undertaken?

Yes

No

If not, please explain why:

Not required at this stage – we are in the consideration of planning our work plan.

- b. Potential impacts on opportunities to use Welsh and not treating the language less favourably than English

Section 7 of the CIW Assurance Letter refers to the Welsh Language.

“CIW is committed to providing an active offer of the Welsh language during its activity with local authorities. The active offer was accepted on this occasion. We carried out focus groups and interviews through the medium of Welsh during this assurance check.”

The Letter is also available in the Welsh language.

Section 4.3 states: “The local authority benefits from a strong cohort of Welsh-speaking practitioners. There is clear evidence of services provided in Welsh to meet children and families’ linguistic needs. “

- c. Possible impacts on groups protected under the Equality Act 2010

See 7.1 above

- d. Possible impacts on those experiencing socio-economic disadvantage (strategic decisions)

See 7.1 above

- e. Potential impact on the Council’s Net Zero Carbon target

Neutral

The Inspection itself was conducted face to face and purely electronic - no paper files or documentations were shared during this inspection, assisting in our carbon footprint.

The impact is assessed as minimal.

8. Financial implications

Our inspector recognised and recorded the challenges we faced with regard to meeting demand due to lack of staffing capacity within the letter. Section 3.6 states “*However, people at times experience **delays in receiving support due to the limited capacity of practitioners and multiagency partners.***” Similar references was made in Section 3.7, 4.18 & 4.19 stating “***The local authority should review the workforce to ensure it is sufficient to meet current and predicted demand together with consistency in meeting its statutory Responsibilities***” all identifying the issue.

Following a detailed look at Social Work case load, work pressures and referral increase the Local Authority have agreed to invest in three additional Social Work posts into the Children and Families Structure this year with an addition 1 Social Worker for 2026/27 should demand continue to increase.

9. Appendices

1. Copy of the CIW report can be accessed via the following link:
<https://www.careinspectorate.wales/sites/default/files/2026-03/260318-anglesey-childrens-services-assurance-letter-en.pdf>
2. Copy of the CIW Work Plan is available as a separate document.
3. Copy of the CIW Fostering Report can be accessed via the following link:
<https://digital.careinspectorate.wales/directory/service/SIN-00000740>

10. Report author and background papers

Report written by Emma Edwards, Business Manager

Assurance Letter, Fostering Report and Work plan are available in Section 9 above.

Care Inspectorate Wales (CIW) - Assurance Check of Ynys Môn Children's Services 2026

Area	Must do / Should do	
<p>People – Voice and Control</p>	<p>4.3 The local authority must ensure that records consistently reflect whether an active offer of a service through the Welsh language has been made.</p> <p>4.5 The local authority should ensure that records consistently reflect that practitioners have had opportunities to reflect on their practice in supervision.</p> <p>Areas of Improvement:</p> <p>4.8 The local authority must ensure formal advocacy, is actively offered, re-offered, and provided in a timely manner (where required).</p> <p>4.9 The local authority must consistently ensure that children's voices, including their views and wishes, presentation, and understanding of events, are clearly noted in all relevant records.</p> <p>4.10 The local authority must strengthen its offer of a formal carers assessment to ensure the rights and voice of all informal carers are fully promoted.</p>	
<p>Prevention</p>	<p>Areas for Improvement:</p> <p>4.18 Once the report is received, the local authority should drive forward any recommendations made in relation to the preventative agenda to ensure sufficiency in early help and prevention services.</p> <p>4.19 The local authority should review the workforce to ensure it is sufficient to meet current and predicted demand together with consistency in meeting its statutory responsibilities.</p>	

	<p>4.20 The local authority should ensure that communication with children and families is consistent and timely.</p> <p>4.21 The local authority should ensure recording standards are consistent and that records are uploaded promptly.</p> <p>4.22 The local authority must ensure its quality assurance framework, Securing Practice Quality and Improvement, is robustly embedded in practice.</p> <p>4.23 The local authority should ensure outcomes are consistently SMART to support effective evaluation of whether, and how well, progress in children and families ‘outcomes, have been achieved.</p>	
Wellbeing	<p>4.29 The local authority should ensure that contingency plans are implemented consistently.</p> <p>4.30 The local authority should confirm the outcome of reports made to children (if appropriate) and in writing to a child’s parent/carer.</p> <p>Areas of Improvement:</p> <p>4.32 The local authority must ensure all relevant practitioners, to include practitioners from other agencies, are invited to attend strategy discussions where circumstances allow.</p> <p>4.33 The local authority must ensure that decisions made, and actions taken, are consistently timely and in line with relevant procedures.</p> <p>4.34 In order to further support timely safeguarding of children, the local authority should consider convening further regular forums with stakeholders.</p>	

	<p>4.35 The local authority must ensure that records consistently clarify what support, information and advice is provided and by whom for adults who are deemed to be in positions of trust, and who are subject of concerns/allegations.</p>	
<p>Partnerships and Integration</p>	<p>4.39 Once the report is received, the local authority should drive forward any recommendations made.</p> <p>Areas of Improvement:</p> <p>4.40 The local authority should continue with its work with the BCUHB to further improve outcomes for children and families.</p> <p>4.41 The local authority should continue its efforts in ensuring a range of suitable accommodation within its area to meet the needs of the children it looks after.</p>	

Isle of Anglesey County Council Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	10th June, 2026
Subject:	Corporate Scrutiny Committee Forward Work Programme
Scrutiny Chair:	Councillor Jeff Evans

1. Who will be the portfolio holder presenting / leading the report?

Portfolio Holder	Role
Not applicable	
Service Officer (Supporting)	Role
Angharad Hughes	Scrutiny and Committee Services Manager

2. Why the Scrutiny Committee is being asked to consider the matter

Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2026/27

3. Role of the Scrutiny Committee and recommendations

- For assurance
- For recommendation to the Executive
- For information

Recommendation(s): The Committee is requested to:
R1 agree the current version of the forward work programme for 2026/27
R2 note progress thus far in implementing the forward work programme

4. How does the recommendation(s) contribute to the objectives of the Council's Plan?

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

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:
 Not applicable

6. Key points / summary

1. Background

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

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

1.2 Basic principles of good work programming²

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

2. Local context

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

- Strategic aspects
- Citizen / other stakeholder engagement and outcomes
- Priorities of the Council Plan and transformation projects
- Risks and the work of inspection and regulation

Matters on the forward work programme of the Executive. **Outcome:** rolling work programmes for scrutiny committees which are aligned with corporate priorities.

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

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

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

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

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

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2026/27 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document³

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

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

7. Impact assessments

7.1. Has an impact assessment (equality considerations, the socio-economic duty, Welsh language) been undertaken?

Yes

No

If not, please explain why: Not applicable.

7.2. Potential impacts on opportunities to use Welsh and not treating the language less favourably than English

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

7.3. Possible impacts on groups protected under the Equality Act 2010

Not applicable.

³ Meeting of the Corporate Scrutiny Committee convened on 18th March, 2026

7.4. Possible impacts on those experiencing socio-economic disadvantage (strategic decisions)

Not applicable.

7.5. Potential impact on the Council's Net Zero Carbon target

Positive / Neutral / Negative and how
Not applicable.

8. Financial implications

Not applicable.

9. Appendices

Corporate Scrutiny Committee Forward Work Programme 2026/27

10. Report author and background papers

Elin Allsopp, Scrutiny Officer, Isle of Anglesey, Council Offices, Llangefni, LL77 7TW

ITEMS SCHEDULED FOR SCRUTINY

Period: May 2026 to April 2027

Version dated: 19/05/26

Note for Stakeholders and the Public:

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

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

May 2026

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
May, 2026 (12/05/2026)	May, 2026 (12/05/2026)
Election of Chair: 2026/27	Election of Chair: 2026/27
Election of Vice-chair: 2026/27	Election of Vice-chair: 2026/27

June 2026

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
June, 2026 (10/06/2026)-Q4	June, 2026 (09/06/2026)-Education / Welsh Language

Performance Monitoring: Corporate Scorecard Qtr4: 2025/26	Welsh Language: <ul style="list-style-type: none"> • Annual Report on the Welsh Standards: 2025/26 • Welsh in Education Strategic Plan 2022-2032: Measure Progress→2025/26
Annual Delivery Plan: 2026/27	ALN and Inclusion Report 2025/26-measure progress
Care Inspectorate Wales	Item for Information: Ambition North Wales Qtr 4: 2025/26 Progress Report
Committee Forward Work Programme for 2026/27	Committee Forward Work Programme for 2026/27

July 2026

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
No meeting scheduled	July, 2026 (14/07/2026)
	Tackling Pover Strategic Plan
	Natural Resources Wales
	Committee Forward Work Programme for 2026/27

September 2026

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
September, 2026 (16/09/2026) – Q1	September, 2026 (15/09/2026) -Special Meeting
Performance Monitoring: Corporate Scorecard Q1: 2026/27	Report following consultation on the Visitor Levy <ul style="list-style-type: none"> • Destination Management Strategic Plan 2023-2028-measure progress
Vacant Housing Strategy 2023-2028-measure progress	Levelling Up Fund, Local Growth Fund and SPF Report
Strategic Asset Management (Housing) Plan 2024-2029-measure progress	Strategic Plan Management of AONB 2023-2028-measure progress
Committee Forward Work Programme for 2026/27	
	September, 2026 (28/09/26)
	Betsi Cadwaladr University Health Board
	Committee Forward Work Programme for 2026/27

Page 65

October 2026

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
October, 2026 (14/10/2026)	October, 2026 (13/10/2026)
Annual Report North Wales Regional Partnership Board (Part 9): 2025/26	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2025/26
Social Services Scrutiny Panel Progress Report	North Wales Fire and Rescue
Regional Emergency Planning Service Annual Report: 2025/26	Item for Information: Ambition North Wales: <ul style="list-style-type: none"> • Annual Report: 2025/26 • Qtr 1: 2026/27 Progress Report
Committee Forward Work Programme for 2026/27	Committee Forward Work Programme for 2026/27

November 2026

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
November, 2026 (11/11/2026) – Q2	November, 2026 (10/11/2026)-Education
Monitoring Performance: Corporate Scorecard Q2: 2026/27	ALN & Inclusion Service-measure progress
Self-Assessment, Performance and Wellbeing Report 2025/26	Education Scrutiny Panel Progress Report
Corporate Safeguarding	
Committee Forward Work Programme for 2026/27	Committee Forward Work Programme for 2026/27

January 2027

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
January, 2027 (19/01/2027) – 2027/28 Budget (morning)	January, 2027 (20/01/2027)
2027/28 Budget Setting (Revenue Budget) – initial budget proposals	Gwynedd and Ynys Môn Public Services Board: <ul style="list-style-type: none"> • Annual Report 2025/26 • Governance arrangements / scrutiny of delivery of the Wellbeing Plan
Resources Scrutiny Panel Progress Report	Towards Zero Net Strategic Plan 2026-2031- measure progress Housing Services Energy Targets
	Item for Information: Ambition North Wales Qtr 2: 2026/27 Progress Report
Committee Forward Work Programme for 2026/27	Committee Forward Work Programme for 2026/27

February 2027

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
February, 2027 (17/02/2027) – 2027/28 Budget	February, 2027 (16/02/2027)
Final Draft Budget Proposals for 2027/28 – revenue & capital	Gypsy and Traveler Accommodation Action Plan
Resources Scrutiny Panel Progress Report 4	
Committee Forward Work Programme for 2026/27	Committee Forward Work Programme for 2026/27

March 2027

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
March, 2027 (10/03/2027) – Q3	March, 2027 (09/03/2027)
Monitoring Performance: Corporate Scorecard Q3: 2026/27	Grŵp Llandrillo Menai
Housing Assistance Grant Strategy 2027-2031	Ynys Môn Free Port – measure progress
Annual Report on Equalities: 2025/26	ALN & Inclusion Service-measure progress
	Item for Information - Ambition North Wales Qtr 3: 2026/27 Progress Report
Committee Forward Work Programme for 2026/27	Committee Forward Work Programme for 2026/27

April 2027

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
No meeting scheduled	No meeting scheduled

This page is intentionally left blank