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
LLANGEFNI
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 16 MEDI 2026 am 2:00 y. p.		WEDNESDAY, 16 SEPTEMBER 2026 at 2.00 pm
SIAMBR Y CYNGOR, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL AR ZOOM		COUNCIL CHAMBER, 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, Alwen Watkin, Sonia Williams, Arfon Wyn

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Dafydd Rhys Thomas

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNNWYR MÔN / ANGLESEY INDEPENDENTS

Jeff Evans ***(Cadeirydd/Chair)***, Aled Morris Jones ((Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats), 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 - 10)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 10 June 2026.

3 **PERFORMANCE MONITORING:CORPORATE SCORECARD Q1 2026/27** (Pages 11 - 28)

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

4 **MEASURING PROGRESS AGAINST THE EMPTY HOMES STRATEGIC PLAN 2023-2028** (Pages 29 - 52)

To present the report of the Head of Housing Services.

5 **MEASURING PROGRESS AGAINST THE ASSET MANAGEMENT (HOUSING) STRATEGIC PLAN 2024-2029** (Pages 53 - 66)

To present the report of the Head of Housing Services.

6 **FORWARD WORK PROGRAMME 2026/27** (Pages 67 - 76)

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 10 June, 2026

PRESENT:	Councillor Jeff Evans (Chair) Councillor Geraint Bebb (Vice-Chair) Councillors R. Llewelyn Jones, Jackie Lewis, Keith Roberts, Dafydd Rhys Thomas *(for part of the meeting)*, Alwen Watkin *(for part of the meeting),* Sonia Williams, Arfon Wyn. Co-opted Member: Mr John Tierney (The Catholic Church) **Portfolio Members** Councillors Gary Pritchard (Leader and Portfolio Member for Economic Development), Neville Evans (Portfolio Member for Adult Services) *(for part of the meeting)* 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) *(for part of the meeting*), Ieuan Williams (Portfolio Member for Highways, Waste and Climate Change), Robin Williams (Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience).
IN ATTENDANCE:	Deputy Chief Executive Director of Social Services Head of Housing Services (for items 3 & 4) Head of Highways, Waste and Property (for items 3 & 4) Head of Digital, Performance and Modernisation (for items 3 & 4) Head of Adult Services Head of Democracy (DS) Scrutiny and Committee Services Manager (AH) Corporate Business and Performance Analyst (AW) (for items 3 & 4) Committee Officer (ATH) Webcasting Officer (FT)
APOLOGIES:	Councillors Celfyn Furlong, John Ifan Jones, Dyfed Wyn Jones (Portfolio Member for Children, Young People and Families), Rev. Llewelyn Moules-Jones (Co-opted Member - The Church in Wales), Kathryn Seeney (Co-opted Member – Parent Governor Primary Sector), Christina Williams (Co-opted Member – Parent Governor Secondary Sector and ALN), Dylan Williams (Chief Executive), Lynn Ball (Director of Function (Council Business/ Monitoring Officer), Aaron Evans (Director of Education, Skills and Young People), Gwyndaf Parry (Strategic Performance and Projects Manager).
ALSO PRESENT:	Director of Function (Resources)/Section 151 Officer

1. DECLARATION OF INTEREST

Councillor Jackie Lewis declared a personal interest with regard to any matter arising in relation to learning disabilities and supported living, as an employee of Mencap Môn.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meetings of the Corporate Scrutiny Committee held on the following dates were presented and were confirmed as correct:-

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

3. MONITORING PERFORMANCE: CORPORATE SCORECARD Q4 2025/26

The report of the Head of Digital, Performance and Modernisation incorporating the Corporate Scorecard for the fourth and final quarter of the 2025/26 financial year was presented for the Committee's consideration and scrutiny. 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 Robin Williams, Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience presented the scorecard report noting that the majority of indicators (87%) with set targets performed well during the quarter, achieving Green or Yellow RAG status. Year on year performance for all comparable indicators (48 in total) shows that 20 (42%) have improved during the year, 24 (50%) declined and 4 (8%) have remained unchanged. Of the 24 that declined, 62% are still above or within 5% of target, 21% were amber/red and 17% had no targets assigned. The report details several positive performance areas including the Welsh language (82 officers trained and 86% of posts advertised at level 3+); NEETs (down from 1.9% in 2024/25 to 0.6% in 2025/26); Library Service (97.9% adult satisfaction rate and a 9.5 out of 10 score from under 16s); Housing responsive repairs (completed in 17 days against a target of 18 with an 86% tenant satisfaction rate); Food Hygiene (100% of high risk inspections completed); road condition (A, B, and C roads are all Green against targets); and Planning (96% of applications determined within time).

Eight indicators are currently Red or Amber against targets. These are in relation to Social Care and wellbeing (re-referrals of children within 12 months); Housing (time take to re-let units of accommodation, delivery of large and medium Disabled Facilities Grants and development of new council homes); Economy (number of mooring contracts); Climate Change (recycling rate) and Whole Council Health (FOI response times). Councillor Robin Williams outlined the reasons for underperformance and the mitigation measures in place confirming that these areas are monitored by the Leadership Team to secure improvements into the future.

In reviewing the corporate scorecard for the fourth quarter, the committee raised questions under the following themes:

- **Climate Change**
  - Members expressed disappointment that the recycling rate fell in the fourth quarter. With the public consultation on potential changes to the waste and recycling consultation service now concluded, they sought assurance that an action plan and timescale are being developed to address underperformance and meet the Welsh Government's 70% recycling target.
  - Members questioned the provision available for residents to dispose of batteries, particularly large batteries, noting that batteries are no longer part of the kerbside waste collection service.

- Members suggested that offering incentives rather than penalties could better boost recycling rates, referencing European models that encourage recycling through rewards for areas or households with higher rates, and a deposit return scheme for bottles and cans.

The Portfolio Member for Highways, Waste and Climate Change advised that the public consultation results have been analysed and a draft report produced which is expected to be presented with recommendations to Scrutiny in September 2026. The consultation indicated that 27% of residents do not recycle food waste which is a key challenge requiring behavioural change supported by awareness raising campaigns and educational programmes. Evidence from WRAP Cymru suggests that reducing residual waste bin capacity (black bin) to 60 litres has improved recycling rates in other local authority areas. Additionally, Natural Resources Wales is examining wood waste issues and reported waste wood tonnage collected by local authorities across Wales.

The Head of Highways, Waste and Property explained that residents can recycle small batteries by taking them to either of the two waste recycling centres or returning them to the retailer. Large batteries can be disposed of at the waste recycling centres or via bulky waste collection for an additional charge. Batteries cannot be collected kerbside due to the risk of contamination and potential damage to the wagon. The Head of Service confirmed that all suggestions to improve recycling rates will be considered and that Welsh Government is introducing legislation for a Deposit Return Scheme in Wales. Recycling data from Council managed buildings such as schools and leisure centres is positive, with projects underway to improve recycling rates further, aiming to extend good practice to areas with poor rates.

- **Housing**
  - Members requested an update on PI 06 – the number of new council homes developed, former council homes purchased and brought back into council rented homes, noting a decline in performance from Quarter 3 2025/26 and an Amber rating, with a downward year on year trend.
  - Members queried the homelessness situation, noting that 95% of households in Quarter 4 were successfully prevented from becoming homeless. They acknowledged the work to bring Plas Alltran in Holyhead back into use and congratulated those involved in this successful project.
  - Members expressed concern over delivery times for medium and large Disabled Facilities Grants which stood at 208 days against a target of 190 days, and 289 against a target of 221 days, respectively. They sought assurance that measures are being taken to address these delays.

The Head of Housing Services advised that a large site of 23 units in Holyhead has been delayed due to the developer needing to lease land from the Health Authority to manage wastewater. A 14 unit development in Newbrough was behind schedule because of a delay with electricity supply installation. These units have now been let, with the units on the Holyhead development expected to be ready for letting in September 2026.

Regarding homelessness, the service aims to prevent it by assisting those at risk through landlord engagement or supporting individuals facing financial hardship or debt to access benefits or support.

Delays in DFG delivery are a national issue, highlighted in a 2026 report by the Older People's Commissioner ("Time to Adapt") which found that the average waiting time for adaptations in Wales is 370 days. At the Council, delays have stemmed from a pause in new approvals to manage budgets and overspending, contractor shortages and increased demand with priority given to adaptations necessary for individuals to live independently at home. Monthly service meetings are held to address DFG issues.

- **The Welsh Language**
  - Members noted a downward trend in Welsh language responses to official consultations and that the number of followers of the Welsh language version of the Council's main social media accounts is down, and they sought an explanation for this trend.
  - Members queried the decline in Year 11 pupils studying Welsh (first language) – PFI 08 which was 66.2% against a target of 67%.

  Members were informed that the Welsh Language Forum is working to make forms, documentation and consultations easier and more accessible through the medium of Welsh. The Council encourages residents, especially young people to respond to consultations, and to do so in Welsh. A key challenge is improving confidence in Welsh language proficiency to access the Council's Welsh language website and social media accounts. PFI 08 is measured annually, with families encouraged to have their children educated through the medium of Welsh to realise its benefits.

- **Economy**
  - Members discussed SPF interventions supporting pathways to employment. It was explained that these are grant funded interventions which help people move towards or into work. They delivered through local partners such as colleges, employer partnerships and training providers, based on local need.
  - Members welcomed the improved food hygiene inspection performance, with 100% of high risk inspections completed and they inquired about consolidating capacity in the service.

  The committee was advised that additional funding in the 2026/27 budget had strengthened capacity and resilience, enabling the service to address the existing inspections backlog while maintaining current inspection levels so that no new backlog develops. Priority was given to high risk businesses, particularly those handling high risk food products.

- **Social Care and Wellbeing**
  - Members requested an explanation for the increase in children's re-referrals within 12 months, with performance at 22.91% against a target of 15%.

  The committee was assured that the upward trend over the last two quarters has been examined to identify potential improvements in initial interventions. The review confirmed that the circumstances prompting these referrals were appropriate. An independent evaluation has been commissioned to provide additional assurance, with the outcome pending. The Community Care social work news outlet notes similar re-referral trends in England also.

The committee noted that the Council is performing well overall, with examples of strong performance in several areas. Members particularly welcomed the improved fourth quarter performance in housing re-lets, food hygiene inspections and FOI responses with the latter expected to further improve with the introduction of the new CRM system. They also supported the proposed improvement actions for the eight underperforming indicators.

Having reviewed the Corporate Scorecard for Q4 2025/26 and considered the responses to the issues raised, the Corporate Scrutiny Committee resolved -

- **To note the Corporate Scorecard report for Q4 2025/26 including the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future. These include Social Care and Wellbeing (children's re-referrals within a 12 month period); Housing (re-letting of void properties, delivery of large and medium DFGs and new council homes delivery); Economy**

(number of annual mooring contracts), 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.**

4. ANNUAL DELIVERY DOCUMENT 2026/27

The report of the Head of Digital, Performance and Modernisation incorporating the Annual Delivery Document for 2026/27 was presented for the committee's consideration and scrutiny.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience presented the annual delivery document, noting that it sets out the Council's planned work for 2026/27 in support of the six strategic objectives of the Council Plan 2023-2028. Developed in collaboration with services, the document provides the operational detail underpinning the Council's strategic aims and outlines specific, measurable actions for each strategic objective for the year, including targets and milestones where appropriate to support in-year monitoring. Services will be required to incorporate these actions into their individual service plans for 2026/27, with quarterly monitoring overseen by the Improvement and Modernisation Programme Board. The outcomes will inform the annual Self-Assessment and Performance (Well-being) report.

In scrutinising the annual delivery document, the committee raised the following matters –

- **Under Economy**, members sought clarification on what was meant by the aim for the Anglesey Freeport to be fully operational by October 2026.

  Members were advised that £25m seed capital funding allocation has been received with projects identified for support including remediation and preparation of the former Two Sisters plant site in Llangefni and the development of new facilities at the Menai Science Park. A Memorandum of Understanding has been signed by the Council, Welsh Government and UK Government enabling the Freeport to progress towards active delivery. Funding and tax sites have now been designated and will become operational under the Freeport entity.

- **Under Climate Change**, members noted that the Council's recycling rate has remained static at around 65%. They asked whether it is feasible to recycle some of the remaining 35% of waste, or whether a proportion of that material is inherently non-recyclable, making it impossible to meet or exceed Welsh Government's 70% recycling target. Members also queried the risk to the Council of failing to meet the national target.

  The Portfolio Member for Highways, Waste and Climate Change advised that the 70% target is considered achievable with renewed resident engagement, targeted campaigns and improved food waste collection, while acknowledging that the Council can only influence behaviour to a certain extent. It was highlighted that responsibility must also be shared with the UK and Welsh Governments, businesses and producers, particularly in relation to reducing the use of plastic.

  The committee discussed the challenges associated with soft plastic waste such as food bags, wrappers and film which are recognised as a difficult waste stream to manage.

  Members were informed that Welsh Government is considering recycling requirements beyond the 70% target. While recycling rates in England remain significantly lower than in Wales, measures such as the introduction of a deposit return scheme are expected to improve performance, and behavioural changes in England may influence practices in Wales as people visit or relocate. Local Partnerships working with the

Welsh and UK Governments, had been expected to develop a business plan for Welsh government on soft plastic waste collection, although this has not yet been issued. Nevertheless, Welsh Government is moving towards requiring local authorities to collect soft plastic waste by April 2027. The Council is preparing for this by engaging with Biffa on vehicle adaptations and arrangements for kerbside soft plastic waste collections. It was stressed that appropriate processing facilities and viable end markets for soft plastic waste must also be in place. Councils that fail to meet the 70% recycling target risk significant fines unless they can demonstrate a clear commitment to improvement, e.g. by implementing the recommendations from the public consultation in Anglesey.

- Members also asked about progress on installing EV charging points across the island and the income generated from them.

  They were informed that the Council has an Electric Vehicle Charging Plan to establish a network of charging points across the island. Charge points have been developed and installed using external grant funding, and the income now being generated offsets maintenance costs and provides a small surplus. The Council is keen to avoid over-provision and will focus future installations in areas currently without charging facilities, which is the priority for this year. Beyond that, further development will need to be carefully assessed to avoid competing with private businesses and exposing the Council to potential financial loss.

- **Under the Welsh Language**, members asked about actions to promote the use of Welsh in the workplace, particularly within leisure centres. Members also sought clarification on the “secret shopper” exercise.

  They were advised that the Council intends to continue working with Learn Welsh Northwest to expand opportunities for staff, councillors, partners and residents by offering five Welsh language classes, running monthly campaigns to encourage everyday use of Welsh, and collaborating with partners to increase the use of Welsh in the workplace. The aim is to build confidence, increase usage and normalise the language across the organisation and wider community. A specific plan to increase the use of Welsh within leisure and sports, for example within Môn Actif will be implemented. Members were further informed that the secret shopper review is an objective annual monitoring tool used to assess compliance with the Welsh language Standards. Feedback from the review is included in the Welsh Language Annual Report for 2025/26 which was presented to the Partnership and Regeneration Scrutiny Committee on 9 June 2026.

- **Under Social Care and Wellbeing**, members sought clarification on the supported housing model and asked whether additional provision had been identified to meet the needs of service users.

  Members were advised that the Council has been working to improve and extend the current supported housing offer. The new units already developed have been successful; these are properties adapted for individuals with disabilities who are able to live independently with support from on-site staff, typically one member of staff. The Council has sought to accelerate the development programme by purchasing properties on the open market, although this presents challenges, including the need for adaptations to make them suitable for individuals with disabilities and the requirement to comply with new fire safety regulations. Looking ahead, the Council may need to build such properties from new, which offers advantages in terms of cost control and design suitability. Additional locations are being considered, subject to funding support from Welsh Government.

Having reviewed the Annual Delivery Document for 2026/27 and considered the responses of Officers and Portfolio Members to the matters raised, the Corporate

Scrutiny Committee resolved to endorse the document and to recommend it to the Executive for approval and implementation.

5. CARE INSPECTORATE WALES: LOCAL AUTHORITY ASSURANCE CHECK LETTER CHILDREN AND FAMILIES SERVICES AND INSPECTION OF FOSTERING SERVICES

The report of the Director of Social Services on the outcome of Care Inspectorate Wales (CIW) assurance check of the Council's Children and Families Services and the CIW inspection of Fostering Services both conducted in January 2026, was presented for the committee's consideration and scrutiny.

Councillor Gary Pritchard, Leader presented the report noting that CIW had assessed performance against the four principles of the Social Services and Well-Being (Wales) Act 2014: People - Voice and Control; Prevention; Well-Being and Partnerships, with the aim of determining the effectiveness of the local authority in supporting, measuring and sustaining improvement for people and services. He highlighted that a number of strengths and examples of positive practice were identified across all four areas and no cases of concerning social work practice were found. CIW identified several areas for improvement under both "must do" and "should do" actions. A full work plan has been drafted to address these actions and will be monitored through the 2026/27 Service Delivery Plan. The Social Services Scrutiny Panel has discussed the findings and recommendations.

Councillor Gary Pritchard reported that the inspection of Fostering Services was highly positive, with no areas for improvement and no priority action notices. CIW highlighted skilled and competent staff, effective recruitment, supervision and review processes; stable placements that support children's development; multiple ways for children to express their views, and strong support for children's emotional health needs though trauma informed practice. The outcome is regarded as exceptional and reflects how well services are managed, supported and administrated. He thanked the Fostering Services team for their hard work and praised the Council's foster carers for their invaluable contribution.

The Director of Social Services informed the committee that CIW reviewed 25 case records, and it was gratifying to note that no areas of social work practice caused concern. The areas identified for improvement were expected, as there are always processes within Children and Families' Services that can be strengthened. He was pleased to report that trauma informed practice is now considered embedded across the Council and that local, regional and national partnerships were recognised as strong.

The committee noted and welcomed the positive findings of both inspections, including the absence of any priority action notices or areas for improvement in the Fostering Services inspection. They commended the Children and Families Servies staff for their commitment and contribution to the positive inspection outcomes and acknowledged the effort involved in preparing for the inspections while maintaining day to day practice. Members asked about Social Services workforce capacity and whether it would be sufficient going forwards.

The Director of Social Services advised that although demand for services has increased the service continually reviews vacancies and assesses whether different, more cost effective ways of working are possible to manage spending. He noted that while the inspection recognises the dedication of staff in going beyond what is required, statutory social service work is demanding and caseloads can be heavy. He was pleased to report that, in light of inspectors' recognition of the challenges posed by increasing demand and limited staff capacity, and following a detailed review of caseloads, work pressures and rising referrals, the authority has agreed to invest in three additional social worker posts within the Children and Families Services structure for 2026/27 with a further post to be added should demand continue to increase.

Having received and considered the documentation presented and the verbal presentations by the Leader and Director of Social Services, the Corporate Scrutiny Committee resolved –

- **To note CIW's Local Authority Assurance Check Letter relating to Children and Families Services.**
- **To endorse the service's work plan responding to the CIW Assurance letter as reflecting the key areas for improvement identified.**
- **To note and welcome the Fostering Inspection report including the absence of any priority action notices or areas for improvement.**

6. FORWARD WORK PROGRAMME

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

It was resolved

- **To agree the current version of the Forward Work Programme for 2026/27.**
- **To note progress thus far in implementing the forward work programme.**

Councillor Jeff Evans
Chair

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	16/09/2026
Subject:	Scorecard Report Q1 2026/27
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 Gwyndaf Parry	Head of Digital, Performance and Modernisation Strategic Performance and Projects Manager

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:
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:

- Welsh Language – 06) The percentage of Welsh language responses to official consultations – Red at 4.47% against a 6% target. Two consultations were held during Q1, we will continue to monitor responses, with options considered to encourage greater use of the Welsh language response pages.
- Social Care and Wellbeing – 02) The percentage of adult protection enquiries completed within statutory timescales – Amber at 85.91% against a 92% target. Performance was affected by a significant increase in adult protection enquiries, rising from 84 in Q1 2025/26 to 220 in Q1 2026/27, additional staff resources has been allocated to manage demand.
- Housing – 03) Average number of calendar days to re-let units of accommodation (excluding DTLs) – Amber at 56 days against a 51-day target. Although slightly above target, this is a significant improvement from 89 days in Q1 2025/26.
- Economy – 07) Percentage of high-risk food businesses receiving planned inspections – Red at 68% against a 90% target. All Category A and B inspections were completed, but some Category C inspections remained outstanding and will be prioritised during Q2 when more capacity will be available.
- Climate Change – 02) Percentage of domestic waste reused, recycled or composted – Red at 63.95% against a 70% target. Performance continues to be below target following the all-Wales change in how waste wood recycling is reported. Options to improve performance will be discussed by committees in September.
- Whole Council Health – 11) Percentage of FOI requests responded to within timescale – Amber at 85% against a 90% target. Performance was below the expected compliance level, with 62 late responses.
- Whole Council Health – 14) Sickness absence - average working days/shifts lost – Amber at 2.31 days per FTE against a 2.12-day target. Long-term sickness was the main reason, with targeted reviews continuing to support management of absence levels.

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 –** Seven Key Performance Indicators (KPIs) are underperforming (3 Red and 4 Amber).
2. **Sustaining performance improvements –** consider how any improvement in indicators can be sustained over time and lead to sustainable improvement in services.
3. **Capacity and resources to respond to increased demand -** explore how the Council can respond effectively to higher levels of demand, including the implications for resources, capacity and service prioritisation

6. Key points / summary

This is the first scorecard for the 2026/27 financial year. It portrays the Council's performance against the strategic objectives outlined in the Council Plan.

The majority (86%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG), which is positive.

The report highlights some positive stories with respect to Q1 performance. These include:

- 90% of jobs advertised by the Council were advertised as Welsh level 3 and above, against a target of 82%
- The percentage of children re-registered on the Child Protection Register within 12 months was 0%, compared to a target of 12%
- 100% of Initial Pathway Plans were completed within timescales, exceeding the 90% target
- Responsive maintenance repairs were completed in an average of 15.6 days, within the 18 day target
- 98.5% of food establishments met food hygiene standards, exceeding the 98% target
- The percentage of waste reused, recycled or composted from Council buildings was 56.57%, exceeding the 47% target
- 100% of streets inspected were clean, exceeding the 98% target

Seven indicators are currently Red or Amber against targets and are highlighted in the recommendation above (Section 3).

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 Q1 financial position is noted in the report.

9. Appendices

Scorecard Report Q1 2026/27

10. Report author and background papers

Gwyndaf Parry, Strategic Performance and Projects Manager Alwyn Williams, Corporate Business & Performance Analyst Council Plan 2023-2028 Scorecard Report Q4 2025/26 (as presented to the committee in June 2026)

Corporate Scorecard 2026/27

Quarter 1 report

Prepared by – Digital, Performance and Modernisation Service

Publication date: September 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 (indicated with a grey coloured box) and are there to set a baseline, and many do not have data available until later in the year (again coloured in grey until they are available). Trends will be monitored from Q2 during 2026/27 with the aim of setting targets in 2027/28 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 all cumulative and as such a trend column will be made available from Q2 to inform the performance trends from quarter to quarter.

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

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

2. Overview

2.1 The majority (86%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG).

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

2.2.1 Welsh Language – 06) The percentage of Welsh language responses to official consultations – RED - 4.47%, Target - 6%

Two consultations and engagements were undertaken during Q1, with 4.47% of responses received through the Welsh language version against a target of 6%. 37 responded via the Welsh survey out of 875 responses to the 'Dog Control on Anglesey' consultation and 7 responded out of the 109 responses to the 'Amlwch Leisure Centre fitness room engagement'. Performance is therefore Red for the quarter. The percentage is based on the language version used to complete the response, rather than the language used in individual free-text answers.

Welsh language response levels will continue to be monitored during the year, and options to encourage and increase responses through the Welsh language version will be considered where possible. The fact that some residents choose not to respond in Welsh should not be taken as evidence that they do not speak Welsh or value Welsh language services.

2.2.2 Social Care and Wellbeing – 02) The percentage of adult protection enquiries completed within statutory timescales – AMBER - 85.91%, Target - 92%

Q1 performance was 85.91%, below the 92% target and lower than the 96.34% reported in Q1 2025/26. This follows a substantial increase in adult protection enquiries, which rose from 84 in Q1 2025/26 to 220 in Q1 2026/27. The increase in demand has affected the service’s ability to complete all enquiries within statutory timescales. Staff resources have been allocated to help manage the increased demand, with timely review and closure of enquiries remaining a priority.

2.2.3 Housing – 03) Average number of calendar days to re-let units of accommodation (excluding DTLs) – AMBER - 56 days, Target - 51 days

Q1 performance was 56 days against a target of 51 days. Performance is therefore Amber, but this represents a significant improvement from the 89 days reported in Q1 2025/26. The average re-let time can be affected by the condition of properties when they become vacant, the level of repair or compliance work required before they can be re-let, and delays in regaining possession following tenancy endings. The service will continue to monitor performance for this indicator.

2.2.4 Economy – 07) Percentage of high-risk food businesses receiving planned inspections – RED - 68%, Target - 90%
Q1 performance was 68% against a target of 90%, and is therefore Red. This compares with 85.42% in Q1 2025/26. All of the highest priority inspections due in Q1 were completed, including all Category A and B premises, with 11 of the 19 Category C inspections also completed. These categories are used to prioritise inspections according to food hygiene risk, with Category A and B premises requiring more frequent inspection.

The lower overall percentage is due to some planned Category C inspections remaining outstanding at the end of the quarter. The service also completed a significant amount of additional food hygiene inspection work during Q1, including inspections of lower-risk, unrated and new food businesses, resulting in 90 inspections overall. This work was prioritised to ensure that new and unrated premises were brought into the inspection programme at the earliest opportunity. Officer resources were also redirected during the quarter to respond to a Food Standards Agency audit. Outstanding Category C inspections will be prioritised for completion during Q2.

2.2.5 Climate Change – 02) Percentage of domestic waste reused, recycled or composted – RED - 63.95%, Target - 70%

Q1 recycling performance was 63.95%, slightly above the revised 63.88% figure for Q1 2025/26. The previously reported Q1 2025/26 figure was 66.41%, but this has been restated following an all-Wales change in the way waste wood recycling is reported. Natural Resources Wales advised councils to apply site-based apportionment factors where there was insufficient robust evidence that all wood previously reported as recycled had reached recycling end destinations. This means that only a smaller proportion of wood tonnage can now be counted as recycled, with the remainder treated as process loss or other recovery. The change has reduced reported recycling performance across Wales, including Ynys Môn.

Despite this, the recycling rate has improved slightly compared with the revised figure for the same period last year, while reuse at recycling sites continues to increase. Overall, performance remains broadly similar to the previous year, and the service continues to work towards achieving the annual target.

Following the recent consultation, proposals for future waste collection arrangements will be presented to the relevant committees during September.

2.2.6 Whole Council Health – 11) Percentage of FOI requests responded to within timescale – AMBER - 85%, Target - 90%

Q1 compliance was reported as 85% of FOI/EIR responses completed within 20 working days, down from 92% in Q4 2025/26 and below the ICO expected compliance level of 90%. The report recorded 62 late responses. The reduction in performance is mainly due to a small number of service areas with lower compliance rates, including some areas where compliance has reduced since the previous quarter. The Data Protection Officer will meet with the relevant senior officers to discuss the reasons for the lower compliance and to agree any actions required.

2.2.7 Whole Council Health – 14) Sickness absence - average working days/shifts lost – AMBER – 2.3 Days per FTE, Target – 2.12 Days per FTE

Q1 sickness absence averaged 2.31 working days/shifts lost per FTE, above the target of 2.12. Long-term sickness was the main pressure, accounting for 1.66 days per FTE compared with 0.65 days per FTE for short-term sickness. The main reasons for absence were anxiety, stress and depression, post-operation or hospital treatment and other longer-term health conditions. Existing work will continue, with targeted reviews undertaken on long-term absence to identify underlying causes and support ongoing efforts to manage absence levels.

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

2.3.1 90% of jobs advertised by the Council were advertised as Welsh level 3 and above, against a target of 82%
2.3.2 The percentage of children re-registered on the Child Protection Register within 12 months was 0%, compared to a target of 12%
2.3.3 100% of Initial Pathway Plans were completed within timescales, exceeding the 90% target
2.3.4 Responsive maintenance repairs were completed in an average of 15.6 days, within the 18 day target
2.3.5 98.5% of food establishments met food hygiene standards, exceeding the 98% target
2.3.6 The percentage of waste reused, recycled or composted from Council buildings was 56.57%, exceeding the 47% target
2.3.7 100% of streets inspected were clean, exceeding the 98% target

3. Welsh Language

	Q1	Q1 Target	Q1 RAG	Q1 25/26	Q1 Comments
01) The percentage of jobs advertised by the Council as Welsh level 3 and above [>]	90%	82%	G	85%	196 of 218 vacancies were advertised at Welsh speaking level 3, 4 or 5 (89.91%). The recruitment data covers January–March 2026 to allow for the time between interview and employment.
02) The number of officers receiving Welsh language training [>]	48	50	Y	50	5 staff newly registered on a Welsh language course during Q1
03) The number of complaints suggesting a failure to comply with the Welsh Language Standards [<]	1	2	G	0	
04) The number of complaints that were subject to a statutory investigation by the Welsh Language Commissioner [<]	1	2	G	1	
05) The percentage of visits to Welsh language interface of our main website [>]	7.98%	8%	Y	8.57%	19.5k visits to the Welsh side of the website out of a total of 243k
06) The percentage of Welsh language responses to official consultations [>]	4.47%	6%	R	-	Two consultations and engagements were undertaken during Q1
07) The percentage of followers following the Welsh side of the Council's main social media accounts [>]	22.02%	22%	G	22.87%	6442 followers on Facebook and 4659 followers on X
08) The percentage of year 11 pupils studying Welsh (first language) [>]	66.28%	67%	Y		66.28% of Year 11 pupils studied Welsh as a first language
09) Welsh Language Unit - percentage of children that meet their targeted expectations (immersion) [>]	100%	95%	G		

4. Social Care and Wellbeing

	Q1	Q1 Target	Q1 RAG	Q1 25/26	Q1 Comments
01) Number of adults in receipt of Direct Payments [>]	247	230	G	256	
02) The percentage of adult protection enquiries completed within statutory timescales [>]	85.91%	92%	A	96.34%	Q1 performance was 85.91%, below target following a substantial increase in adult protection enquiries, from 84 in Q1 2025/26 to 220 in Q1 2026/27. Staff resources have been allocated to help manage the increased demand, with timely review and closure of enquiries remaining a priority.
03) The percentage of adults receiving advice and assistance who did not contact the service in the following 6 months [>]	88.80%	86%	G	88.07%	
04) Number of older people aged 65 or over supported in care homes [<]	306	330	G	295	
05) The percentage of carers of adults who received an assessment or review following a request [>]	95.70%	94%	G	98.20%	
06) The average length of time for children remaining on the Child Protection Register [<]	188	250	G	163	
07) Children re-registered on the Child Protection Register within 12 months [<]	0%	12%	G	3.57%	
08) The percentage of referrals of children that are re-referrals within 12 months [<]	6.25%	15%	G	7.69%	
09) The percentage of statutory visits completed in accordance with regulations [>]	90.27%	90%	G	90.61%	
10) The percentage of Initial Pathway Plans completed within timescales [>]	100%	90%	G	100%	
12) Number of participations in Môn Actif activities [>]	135,541	142,500	Y	146,746	Q1 recorded 126,830 leisure-centre and 8,711 community-event participations. Performance was affected by roof works at Holyhead Leisure Centre.
13) Percentage of parents identifying a positive change after the Positive Parenting Programme [>]					

5. Education

	Q1	Q1 Target	Q1 RAG	Q1 25/26	Q1 Comments
01) Percentage of pupil attendance in primary schools (termly) [>]	92.70%	95%	Y	93.20%	Primary school pupil attendance was 92.70%
02) Percentage of pupil attendance in secondary schools (termly) [>]	88.10%	90%	Y	88.20%	Secondary school pupil attendance was 88.10%
03) Percentage of Year 11 leavers not in Education, Training or Employment (NEET) [<]					
04) Number of schools in Estyn Follow-up / Statutory Category [<]	1			1	1 school was in an Estyn follow-up or statutory category in Q1.
05) Number of children and young people excluded permanently from school [<]	21	23	G	23	2 children and young people were permanently excluded between April and June. 21 in total for the 2025/26 academic year.
06) Number / proportion of schools with a financial recovery plan [<]	6			6	
09) Average percentage of children's Individual Development Plan (IDP) targets achieved by the target date [>]					
10) Number of Nofio Môn level progressions achieved [>]	632	643	Y	924	

6. Housing

	Q1	Q1 Target	Q1 RAG	Q1 25/26	Q1 Comments
01) Landlord Services: Average number of days to complete responsive maintenance repairs [<]	15.6	18	G	15	
02) Percentage of tenants satisfied with responsive maintenance repairs [>]	80.80%	85%	Y	84%	
03) Average number of calendar days to re-let units of accommodation (excluding DTLs) [<]	56	51	A	89	Q1 performance was slightly above target because some properties required additional repairs and compliance work before re-letting, alongside delays in regaining possession following tenancy endings.
04) Average days to deliver Medium Disabled Facilities Grant adaptations (£1k-10k) [<]	154	205	G	205	
05) Average days to deliver Large Disabled Facilities Grant adaptations (>£10k) [<]	-	221		289	No large adaptions undertaken in Q1
06) Number of new Council homes developed or purchased and returned to Council rent [>]	4	4	G	4	
07) Percentage of current Council tenants more than one month's rent in arrears [N] [<]					
08) Number of empty private properties brought back into use [>]	17	17	G	15	
09) Percentage of households successfully prevented from becoming homeless [>]	100%	90%	G	80%	
10) Number of homelessness applications for assistance (section 62 assessments) [<]	168			117	
11) Number of households in Emergency and Temporary Accommodation [<]	72			79	

7. Economy

	Q1	Q1 Target	Q1 RAG	Q1 25/26	Q1 Comments
01) Percentage of economic development / regeneration grant funding received and implemented [>]	109%			69.87%	Ahead of profile - Budget = £1.65m; expenditure = £1.8m (109%).
02) Expenditure on large infrastructure, economic development and regeneration projects (£) [>]	£1.8m			£1.653m	
03) Percentage of Council business units and commercial space let [>]	99%	95%	G	95%	
05) Percentage of all planning applications determined in time [>]	94.67%	94%	G	93.90%	142 of the 150 planning applications
06) Percentage of planning enforcement cases investigated within 84 days [>]	91.30%	80%	G	86.76%	
07) Percentage of high-risk food businesses receiving planned inspections [>]	68%	90%	R	85.42%	All Category A and B inspections due in Q1 were completed, along with 11 of 19 Category C inspections. Outstanding inspections will be prioritised in Q2.
08) Percentage of food establishments meeting food hygiene standards [>]	98.50%	98%	G	98.66%	
09) Number of SPF interventions supporting pathways to employment [>]	99	99	G	162	Q1 supported 99 employment-pathway interventions, including keyworker support, retraining and participation in education.

8. Climate Change

	Q1	Q1 Target	Q1 RAG	Q1 25/26	Q1 Comments
01) Total carbon emissions from Council buildings (tCO_2e) [<]					
02) Percentage of domestic waste reused, recycled or composted [>]	63.95%	70%	R	63.88%	Q1 recycling performance was 63.95%, slightly above 63.88% in Q1 2025/26. This improvement was achieved despite the reduction in timber recycling affecting authorities across Wales. Reuse at recycling sites continues to increase and residual waste has reduced slightly.
03) Percentage of waste reused, recycled or composted from Council buildings [>]	56.57%	47%	G	46%	
04) Percentage of streets that are clean [>]	100.00%	98%	G	100%	
05) Average working days taken to clear fly-tipping incidents [<]	0.05	0.50	G	0.01	
06) Percentage of A roads in poor condition (annual) [<]					
07) Percentage of B roads in poor condition (annual) [<]					
08) Percentage of C roads in poor condition (annual) [<]					
09) Total carbon emissions from Council fleet (tCO_2e inc WTT) [<]	157.11	156.00	Y	156.51	
10) Number of schools participating in accredited climate change programmes [>]					
12) Use of public EV charging points operated by the Council (kWh) [>]	69,447			76,786	

9. Whole Council Health

	RAG	Trend	Budget	Actual	Variance (%)	Forcasted Actual	Forcasted Variance (%)
01) Forecasted end of year outturn (Revenue) [<]	G		£205,343,000			£203,956,000	-0.68%
02) Forecasted end of year outturn (Capital) [>]			£72,127,000			£70,543,000	-2.20%
03) Forecasted general balances at end of year [>]						-£17,703,920	
04) Cost of borrowing - % of budgeted revenue expenditure [<]						1.78%	
05) No of Services forecast to overspend by over 5% of their budget [<]						1	
06) % of Council Tax collected (for last 3 years) [>]	Y			96.6%			
07) % of Sundry Debtors collected (for last 3 years) [>]	Y			93.6%			

	Q1	Q1 Target	Q1 RAG	Q1 Comments
08) Total number of stage 2 complaints upheld / partially upheld [<]	5			14 Stage 2 complaints were recorded: 5 upheld or partly upheld and 8 not upheld/not merited.
09) Total % of written responses to stage 2 complaints within 20 days (Corporate) [>]	85.71%	80%	G	12 of 14 Stage 2 complaints received a written response within 20 days (85.71%).
10) Total % of written responses to complaints within 15 days (Social Services) [>]	100%	80%	G	
11) % of FOI requests responded to within timescale [>]	85%	90%	A	Q1 compliance was reported recorded as 258 requests and 62 late responses.
12) Proportion of queries dealt with and closed by Cyswllt Môn (not forwarded to Services) [>]	15%			
13) Number of staff authority wide staff, including teachers and school based staff (FTE)	2,373			
14) Sickness absence - average working days/shifts lost [<]	2.31	2.12	A	Long-term sickness was the main pressure, accounting for 1.66 days per FTE compared with 0.65 days per FTE for short-term sickness.
15) Short Term sickness - average working days/shifts lost per FTE	0.65			
16) Long Term sickness - average working days/shifts lost per FTE	1.66			
17) Local Authority employees leaving (%) (Turnover) [<]				
18) % of posts advertised and filled during first round of advertising [>]	68%	70%	Y	49 of 72 first-time vacancies were filled during the first round of advertising

10. Conclusion and Recommendations

10.1 The performance of 86% 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 Welsh Language – 06) The percentage of Welsh language responses to official consultations

10.3.2 Social Care and Wellbeing – 02) The percentage of adult protection enquiries completed within statutory timescales

10.3.3 Housing – 03) Average number of calendar days to re-let units of accommodation (excluding DTLs)

10.3.4 Economy – 07) Percentage of high-risk food businesses receiving planned inspections

10.3.5 Climate Change – 02) Percentage of domestic waste reused, recycled or composted

10.3.6 Whole Council Health – 12) Percentage of FOI requests responded to within timescale

10.3.7 Whole Council Health – 15) Sickness absence - average working days/shifts lost

This page is intentionally left blank

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny
Date:	16 September 2026
Subject:	Measuring Progress against the Empty Homes Strategic Plan 2023-2028
Scrutiny Chair:	Cllr. Jeff Evans

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

Portfolio Member	**Role**
Councillor Carwyn E Jones	Portfolio holder for Housing
Service Officer (supporting)	**Role**
Ned Michael	Head of Housing Services

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

Measuring progress against the Empty Homes Strategic Plan 2023-28

3. Role of the Scrutiny Committee and recommendations

☒For assurance
☐For recommendation to the Executive
☐For information

Recommendation(s): That the Scrutiny Committee accepts the content of the report, which provides assurance that the strategic plan remains relevant and is being delivered and monitored

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

The strategic plan contributes to the Council Plan by helping to ensure that everyone has the right to call somewhere home by increasing the amount of housing stock available.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. Delivering and monitoring the Strategic Plan
2. Challenges, risks and capacity of the Service

3. Priorities that are underperforming or need further focus
4. Impact on local communities

6. Key points / summary

This report presents progress in implementing the Empty Homes Strategic Plan 2023-2028 during the period 2023-2026. The plan focuses on collecting and using data more effectively, raising awareness of the support available, providing financial assistance to owners, and using enforcement methods where appropriate to bring empty properties back into use.

Since April 2023, 211 empty properties have been brought back into use or created as additional units, with 78 of these benefiting from financial assistance such as grants or loans. The Council has also completed a number of important projects, including refurbishing Plas Alltran in Holyhead and developing the former Beaumaris Social Club site into new affordable homes.

During the reporting period, the capacity of the service was strengthened by appointing an Assistant Empty Homes Officer, new processes were developed for collecting information and reporting on empty properties, and grants and loan schemes continued to be used to support owners and increase the local housing supply.

Despite this progress, challenges remain, including an increase in the number of long-term empty homes, rising renovation costs and resource constraints that affect the ability to use enforcement powers more widely. As a result, the focus over the next year will be on developing a scoring matrix for prioritising properties, improving data and CRM processes, raising awareness among owners, and continuing to increase the number of empty properties brought back into use.

The report shows that the Strategic Plan has made a positive contribution towards increasing the housing supply, improving communities and ensuring that more empty properties are used for the benefit of Anglesey residents.

7. Impact assessments

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

☒Yes
☐No

If no, explain why:

7.2 Potential impacts on groups protected under the Equality Act 2010

No negative impact has been identified and no further action is required

7.3 Potential impacts on those experiencing socio-economic disadvantage (strategic decisions)

No negative impact has been identified and no further action is required

7.4 Potential effects on opportunities to use Welsh and not treat the language less favourably than English

No negative impact or treatment less favourable than English has been identified

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

Positive Bringing empty properties back into use makes a positive contribution to the Council's commitment to responding to the climate emergency and working towards becoming a net zero organisation. By reusing the existing housing stock, it is possible to reduce the need for new developments and the carbon emissions associated with building new homes. Many of the properties being renovated also benefit from energy efficiency improvements such as insulation, more efficient heating systems and other energy-saving measures, reducing the carbon footprint of the properties in the long term. It will, however, be difficult to measure carbon emissions.

8 Financial implications

First-time buyer support grant schemes are funded by the Council Tax premium

9 Appendices

Empty Homes Strategic Plan 2023-28 Progress Report

10 Report author and background papers

Elliw Llŷr, Strategic Commissioning and Policy Manager Osian D. Jones, Empty Homes Officer

ANNUAL REPORT
Empty Homes Strategic Plan 2023–2028

1. Summary

Number of long-term empty homes on Anglesey
- 2023-24: 421
- 2024-25: 512
- 2025-26: 582

Number of properties brought back into use or created since April 2023: 211

Number of empty properties brought back into use through financial schemes and incentives: 78

See appendix 1 for infographic on empty homes

Key achievements
- The Council has continued to make progress in tackling empty properties since 2023, with 204 properties returned to use and 7 additional units added to the Council Tax list as new units.
- Redeveloped the former Beaumaris Social Club site into intermediate rent flats
- Purchased an empty property and provided 4 social flats at Plas Alltran, Holyhead
- Purchased an empty property by agreement in Pendref, Dwyran and renovated it for onward sale on a shared-equity basis.
- Purchased two empty houses at Coedwig Terrace, Penmon and renovated them for onward sale on a shared-equity basis.
- The Empty Homes Team contributed to the creation of a handbook for stakeholders interested in empty properties, working in collaboration with Welsh Government.
  Welsh Government's Empty Properties in Wales Handbook (Part 1 and Part 2) [Empty Properties in Wales: handbook 1 and Empty Properties in Wales: handbook 2] supports the publicity work of the Empty Homes Team, and we are pleased to have contributed to an essential document for the sector.
- The Empty Homes Team strengthened its capacity during 2025 by appointing an Assistant Empty Homes Officer. This has increased service resources and enabled the team, now comprising two members of staff, to respond more effectively to a growing number of cases, carry out more site

visits, and provide additional support to owners to bring more empty properties back into use.
- National recognition when Plas Alltran was shortlisted for 3 awards by the Chartered Institute of Housing (CIH).

Challenges:

Empty properties are a wasted resource. See appendix 2 for information on why there are more empty properties.

- At a time when Anglesey's housing stock is under significant pressure, including high house prices compared with local wages, a lack of available affordable housing, and an increasing risk of homelessness and pressure on housing services, bringing empty properties back into residential use offers a sustainable and environmentally responsible way to increase housing supply and improve housing availability.
- There has been a gradual increase in the number of long-term empty homes that are empty and unfurnished, rising from 428 on 1 April 2023 to 582 on 1 April 2025. The data relates only to properties liable for the Council Tax Premium and does not include properties eligible for exemptions or temporary grace periods. See appendix 1 for context as to why there is an increase in empty properties.
- Identifying empty properties that are not registered or recognised on the Council Tax list and are not reported by members of the public or elected members. In particular, properties removed from the rating register, known as TOR (Taken Out of Rating) properties, present an additional challenge and are often the most difficult properties to deal with.
- Owners' financial constraints when facing increasing renovation costs.
- The need to prioritise enforcement intervention within the Council's resources across relevant teams. There is limited capacity to take enforcement action, move cases forward and use available powers, including consideration of enforced sale to recover any debts registered against the property.

Priorities for next year:

1. Develop the Scoring Matrix
2. Increase awareness among owners and strengthen the approach to contact through the CRM system
3. Make use of the budget to offer support to owners of empty homes

- Overall progress (RAG):

2. Key priorities

Key priority 1: Data

• What we had planned to do:	**Update our data on empty properties so that we can analyse the characteristics of long-term empty properties and target our response.**
• What we achieved:	The additional information we collect enables the Team to identify: • How much of the empty homes list has received any intervention from the Team • The tenure type, whether owner-occupied, tenanted, second homes/holiday accommodation, or other. • The average timescale for bringing an empty property back into use in the county. The information collected above provides a better understanding of patterns and owners' core needs, such as which types of support and advice are most effective in helping to bring empty properties back into use.
• Performance (RAG):	
• What we did not achieve and why:	**Develop a Scoring Matrix for empty properties.** The Scoring Matrix is used to refer properties to the Empty Homes Surgery, where any potential outcomes and enforcement actions are considered. We have started entering scores across three categories to measure the level of concern associated with a property: low, medium and high. We assign a 'high' level where we receive an official complaint or concern from members

	of the public, elected members or internal officers. Going forward, we will look to assign low or medium levels to properties we are working with that have not yet been brought back into use, assigning a medium level where appropriate and a low level to properties where we are aware the owner is considering options or has plans that do not currently require support from the Team. Following the new Welsh Government handbook, a template has been distributed to enable officers to develop and implement a scoring matrix.

Key priority 2: Publicity

• What we had planned to do:	• **Guidance on bringing empty properties back into use** • **Details of the support available and how to access funding** • **Offer shared-equity grants and other grants for empty properties** • **A method for reporting concerns or complaints about empty properties**
• What we achieved:	• During 2023, an Empty Homes Questionnaire was distributed to property owners to gain a further understanding of the circumstances that lead to properties remaining empty and to identify opportunities to support owners in bringing their properties back into use. • A total of 77 responses were received, providing valuable insight into the challenges facing owners and the condition of empty properties on the Island.

	• The Empty Homes Questionnaire was distributed again in 2025. From the responses, we can recognise the constraints owners face in taking steps to bring their properties back into use, as well as the type of support that would assist or facilitate the process for them. This gives Empty Homes Officers an opportunity to offer relevant advice to individuals and provides a basis for developing dialogue. • An online method was introduced for members of the public to report concerns or complaints about empty properties on the Island through the CRM system. Not every property comes to the Team's attention, and many often go undetected. The method for reporting empty properties offers an opportunity to strengthen data and awareness, ensuring that details on Council Tax records are updated. Reporting empty properties helps prevent environmental, appearance-related, or health and safety problems.
• Performance (RAG):	
• What we did not achieve and why:	• A guide for owners on bringing empty properties back into use was not completed. We recognise that a general document accessible to owners would be beneficial and useful. • Priority was given to direct engagement with owners, administering financial support schemes, and developing new processes, namely the CRM system, which limited the resources available to complete this element in full.

Key priority 3: Offering financial support

• What we had planned to do:	• **Provide financial support for owners of empty properties as a way of bringing those properties back into use.** • **Encourage the use of local businesses, both small and large.**
• What we achieved:	The Council has taken a proactive role in making the most of funding from different sources to offer financial support to owners of empty homes. Since 2023, 78 empty properties have been returned to use through the provision of financial support, including grant incentives or interest-free loans. The schemes include the First-Time Buyers Grant, Home Improvement Loans, the Houses into Homes Scheme, and the National Empty Homes Grant Scheme. See Table 1 for an overview. The following has been spent on the First Time Buyers Scheme through a grant which is funded through a Council Tax Premium 2025/26 — **£465,532.15** 2024/25 — **£547,853.51** 2023/24* — **£267,994.08** *****_During the 2023/24 financial year, the First Time Buyer Grant and the use of the Council Tax Premium were suspended following the Isle of Anglesey County Council's Budget proposal. Committed funding from the previous financial year allowed the Service to continue with existing applications._ We have also committed £560k to help people buy their home which can be used in parallel with the First Time Buyers Scheme. Between 2023-24 and 2025-26, 12 applications have been approved for the Anglesey Homebuy Scheme. Whilst the Isle of Anglesey Homebuy Scheme does not directly contribute to returning empty properties back into use, two applications have purchased and

	renovated their properties in conjunction with the First Time Buyer Grant Scheme. Since 2023, financial support for owners of empty homes has been expanded and the Council has entered into an agreement to participate in the National Scheme. The Scheme was available during 2023–2024 and 2024–2025, and has been extended for an additional year in 2026–2027. Not every authority has participated in the National Empty Homes Grant Scheme, which provides owners with access to a budget to help accelerate renovation work and bring their homes back into use once again. The Council plays an important role in supporting small and medium-sized enterprises (SMEs) and local businesses by providing access to a range of financial support schemes, including grants and loans. These incentives encourage business development, economic activity and prosperity in the area, while improving housing standards in the private sector and, as a result, the standard of living for residents of the Island. The figures below show the number of local businesses involved in delivering the First-Time Buyers Grant scheme. It is worth noting that some businesses were mentioned on more than one application. 2023-24 – 55 2024-25 - 69 2025-26 - 59 See table 1 for types of intervention that bring empty homes back into use:

Table1: intervention

Type of intervention	Total	%
Advice and guidance	74	35.1%
VAT concession	37	17.5%

• **Financial support (grants, loans)**	• 78	• 37.0%
• **Compulsory Purchase Order / Purchase by Agreement**	• 6	• 2.8%
• **Former local authority properties purchased and returned to the housing stock**	• 12	• 5.7%
• **Problem empty properties purchased, renovated and sold on a shared-equity basis**	• 4	• 1.9%
• **Total**	• **211**	• **100%**
	•	•

The following offers explanation on the terms used above:
Advice and guidance refers to Tailored advice and guidance is provided suit the owner's individual circumstances, requirements, and end use of their properties. This includes advice on the most suitable options for bringing a property back into beneficial use, information on relevant grants, loans and incentive schemes. Signposting owners to appropriate services such as the Homelessness Team (relating to Landlords) and the Empty Homes Officers provide practical support and encouragement to help owners address barriers and maximise the use, value and security of their properties.

Vat concession refers to properties which have been vacant for over two years may be eligible for VAT reduction on renovation works, significantly reducing the overall cost of repair and renovation works. Attributes to making repair works more viable, affordable to owners and speeds up the timeline to return the property back into use.

• Performance (RAG):	
• What we did not achieve and why:	• Purchasing properties through the Transitional Capital Accommodation Scheme / Empty Property Purchase by Agreement Scheme. • During 2023, we completed the purchase of three properties under our purchase, renovation and onward-sale scheme at an affordable rate. Since then, such opportunities have not arisen. We consider that increases in house prices, materials costs and labour costs for repairing properties have made this approach unsustainable. Although we continue to consider opportunities, we have not identified a property suitable for this scheme.

Key priority 4: Enforcement

• What we had planned to do:	Bringing properties back into use through discussion and encouragement is preferred, avoiding the need for enforcement measures that require more time and money. EDMOs are complex and present risks for local authorities, as capital funding is required and may be attached to the property as a local charge, and specialist legal advice is needed.
• What we achieved:	We worked in partnership with other Council teams to pursue enforcement action where appropriate, including requesting the use of statutory enforcement powers and notices available under relevant legislation to address issues associated with long-term empty properties. The Council used a Compulsory Purchase Order to purchase the former Social and Sports Club in Steeple Lane, Beaumaris, where the dangerous building was demolished and redeveloped into six one-bedroom flats at affordable rent, offering an opportunity for local people in Beaumaris. During 2024, new tenants moved into the property, bringing the building back into use once again. Six new units were added to the Council Tax bands, providing additional ongoing income for the Council Tax Team and the Housing Team.
• Performance (RAG):	
• What we did not achieve and why:	This priority was not achieved. Although Empty Dwelling Management Orders (EDMOs) were considered in appropriate cases, no case

	progressed to implementation because of the complexity of the process, the significant resource requirements, and ongoing efforts to resolve cases through engagement with owners and other intervention measures. EDMOs remain an option where alternative approaches have been explored and exhausted.

5. Risks

- Main risks:

  1. A reduction in grant or loan funding available to support owners. Government has announced that it will discontinue the Council's loan schemes, including the Home Improvement Loan Scheme and the Houses into Homes Scheme, after 2030.

  2. Increasing construction and renovation costs that reduce the viability of development projects.

- What we did to manage them:
  - We have reduced the loan terms to ensure the remaining funding is used in the best possible way, distributing the remaining money fairly and effectively.
- In exceptional cases, the Team retains discretion to consider any application on a case-by-case basis.

6. Looking to the future

- Key priorities for next year:

1. <u>Data</u>
   Further develop the Scoring Matrix for prioritising empty properties, including homes that are not causing problems, in order to obtain complete data on the empty homes list.

   Further develop reporting and performance-monitoring processes, particularly in relation to data and the current position on empty homes.

2. <u>Publicity</u>

Increase awareness among owners of the support available by improving our website, which will include a guide for owners.
Improve our approach to sharing information about the empty homes grant through the CRM system in order to make formal enquiry management easier and more robust.

3. Offering financial support
Continue increasing the number of empty properties returned to use through incentives and financial schemes, ensuring that the Council maximises funding through the Council Tax Premium and government sources. We will explore which interventions we can use to encourage empty homes back into use by utilising the Premium collected from Council Tax.

4. Enforcement
Continue working with teams to consider the enforcement powers available for use on our empty properties where we have not established dialogue or where there is no plan to bring the property back into use.
Continue increasing the number of empty properties returned to use.

- Any changes to the plan:

Consider implementing formal enforcement approaches across the Council and develop business case on interventions to assist owners to bring their properties back into use.

7. Key achievements (optional)

- Examples of successful stories or projects:

1. The Council used a Compulsory Purchase Order to purchase the former Social and Sports Club in Steeple Lane, Beaumaris, where the existing dangerous building was demolished and redeveloped as six new one-bedroom flats. These flats are offered at intermediate rent to people, particularly those with a local connection to the area, with tenants taking occupation of the property during 2024.

- The project highlights the importance of considering formal enforcement action for our most problematic empty properties.

2. CIH shortlist 2024–25

- Plas Alltran is a Grade II listed building located near the harbour in Holyhead. Over the years, the property was in private ownership and had deteriorated significantly, attracting problems associated with anti-social behaviour.
- Because of its prominent location in the town centre, the condition of the building had been a local concern for many years.
- In partnership with Cadw and Welsh Government, Housing Services succeeded in purchasing and renovating the historic building, transforming it into four affordable social flats. Important architectural and gothic features of the listed building were retained as part of the work.
- The project contributed to tackling a problematic empty property, providing additional affordable homes, and improving the appearance of a prominent area of Holyhead.
- The project was also recognised nationally when Housing Services was shortlisted for an award by the Chartered Institute of Housing (CIH).


09/11/2020

3. First-Time Buyers Case Study

Before

After

> “The Empty Homes Grant has made an enormous difference to us. Without this support, there was simply no way we could have afforded to carry out the essential works needed to make the property safe and livable. The house had been empty for a long time and required significant investment just to bring it up to standard. This grant allowed us to transform the property into a home we can live in and feel proud of.
>
> In reality, we would not have been able to buy a home of this size on Anglesey without this scheme. With current local house prices, purchasing a property of this size would have been completely out of reach for us. The grant gave us an opportunity we never thought we would have — the chance to restore an empty home, bring a property back into use for the community, and also support local businesses to carry out the works.” – Former applicant to the First-Time Buyers Grant scheme

4. *Purchasing Empty Properties by Agreement*

- From time to time, the Council purchases long-term empty properties by voluntary agreement with the owner. Following purchase, the Council undertakes renovation work with the intention of selling the property on to people who need a home or to first-time buyers, provided that they have a local connection to the relevant area. Following substantial repair and renovation work, the property is marketed on a shared-equity basis to enable buyers to purchase it at an affordable price. The scheme gives more people an opportunity to access home ownership within their local communities, particularly in areas where house prices are often challenging and the choice of suitable homes is limited.

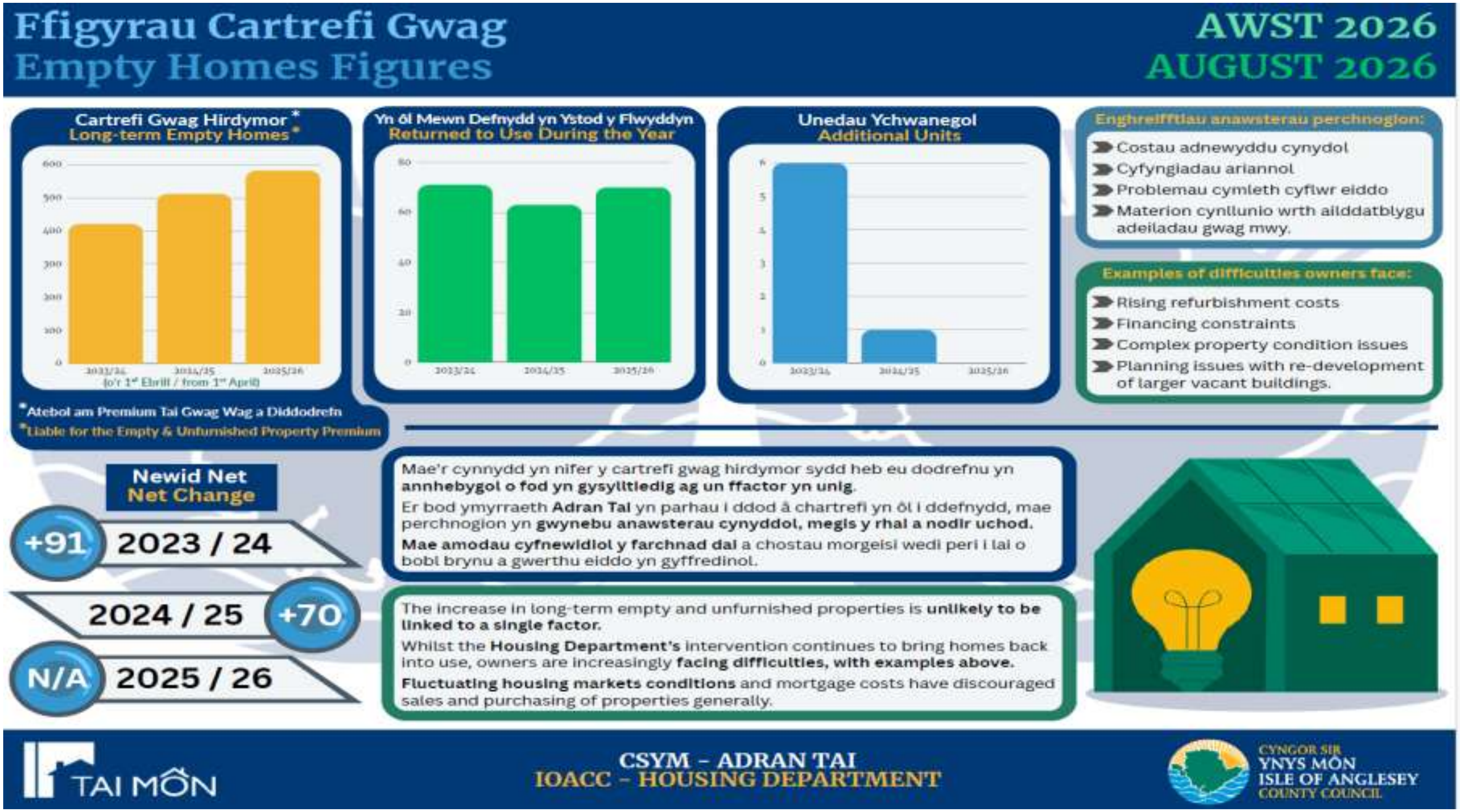
- ***<u>Before – Pendref, Dwyran</u>***

- ***<u>After – Pendref, Dwyran</u>***

- ***Before – Coedwig Terrace***

- ***After – Coedwig Terrace***

Appendix 1



Page 50

Appendix 2

Why there has been an increase in empty properties?

The increase in long-term empty and unfurnished properties is unlikely to be linked to a single factor. Whilst Housing Services intervention continues to bring homes back into use, owners are increasingly facing difficulties such as rising refurbishment costs, financing constraints, complex property condition issues and issues with re-development of larger vacant buildings.

A recent report by the Empty Homes Network suggests that overall empty properties throughout Wales have been increasing gradually since 2022. This demonstrates that most local authorities have seen an increase of long-term empty properties.

Fluctuating housing markets conditions and mortgage costs have discouraged sales and purchasing of properties generally.

The increase of long-term empty properties should therefore be viewed in the context of wider economic and housing market conditions rather than solely as a reflection of service performance.

The number of long-term empty homes rose from 421 in April 2023 to 582 in April 2025, representing an increase of 38.2% over two years. This indicates that the rate at which properties are becoming long-term empty currently exceeds the rate at which they are being brought back into use. While intervention activity appears to have maintained stable outcomes, additional measures may be required to address the growing inflow of properties entering long-term vacancy.

03/2026

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny
Date:	16 September 2026
Subject:	Measuring Progress against the Asset Management Strategic Plan 2024-2029
Scrutiny Chair:	Councillor Jeff Evans

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

Portfolio Member	**Role**
Councillor Carwyn E Jones	Portfolio holder for Housing
Service Officer (supporting)	**Role**

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

Measuring progress against the Asset Management Strategic Plan 2024-29

3. Role of the Scrutiny Committee and recommendations

☒For assurance
☐For recommendation to the Executive
☐For information

Recommendation(s): That the Scrutiny Committee accepts the content of the report, which provides assurance that the strategic plan remains relevant and is being delivered and monitored

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

The strategic plan contributes to the Council Plan by:

1. Economy: Significant Capital Investment with local contractors.
2. Climate: Please see pint 7.5.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. Delivering and monitoring the Strategic Plan
2. Challenges, risks and capacity of the Service
3. Priorities that are underperforming or need further focus
4. Impact on local communities

6. Key points / summary

This report presents information on progress towards fullfilling the objectives of the Asset Management Strategic Plan 2024-2029 during the period 2024-2026. The plan focuses on our commitment to comply with the requirements of the Welsh Housing Quality Standards (WHQS) published during October 2023. The data behind our plan was captured during a full stock condition survey conducted during 2023 and presented to the Council during 2024.

Please note that we have rated overall progress on the whole plan to be Yellow.

The Asset Management Plan highlighted that two major work programmes were required to achieve compliance with kitchen renewal lifecycles and to address ambitious WHQS energy efficiency standards. The new energy standards include properties reaching Energy Performance Certificate ratings of C75 by 2030 as a step target towards achieving A ratings for both energy and environmental impact performance.

During the reporting period Housing Services entered into two longer term 5 year programmes to deliver the measures mentioned above. Both contracts commenced on site during January 2025 and the attached report confirms progress to date and that work measures are being delivered successfully on site.

The report demonstrates that the Strategic Plan has contributed positively towards WHQS targets, asset management and statutory compliance. Despite the progress made, challenges remain in connection with financing longer term WHQS aspirations.

7. Impact assessments

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

☒Yes
☐No

If no, explain why:

7.2 Potential impacts on groups protected under the Equality Act 2010

No negative impact has been identified and no further action is required

7.3 Potential impacts on those experiencing socio-economic disadvantage (strategic decisions)

No negative impact has been identified and no further action is required

7.4 Potential effects on opportunities to use Welsh and not treat the language less favourably than English

No negative impact or treatment less favourable than English has been identified

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

Positive:

Installing Solar PV and Battery Storage, wherever practical, across our Housing Stock will contribute positively to the Council's commitment towards tacking the climate crisis and reaching Net Zero targets.

We first established the extent of our stock's carbon footprint during 2011. At that time data gathered during a stock condition survey demonstrated that our carbon footprint stood at 17,024 CO2 tonnes per annum. Planned capital investment between 2011 and 2025 which included installing Solar PV, External Wall Insulation and upgrading heating systems resulted in a reduction in our carbon footprint to 11,225 tonnes per annum. Between 01/04/2025 and 31/03/2026 our footprint fell to 10,259 tonnes per annum and we expect to see a similar drop during this financial year.

Reducing our carbon footprint by installing renewable energy measures also has a positive impact on tackling fuel poverty by reducing consumer utility bills.

8 Financial implications

All capital schemes are funded via annual Wesh Government Major Repairs Allowance and revenue contribution to capital. The report also highlights the positive impact of successful bids for WG's Optimised Retrofit Programme funding.

9 Appendices

Asset Management Strategic Plan 2024-29 Progress Report

10 Report author and background papers

Dafydd J Rowlands, Technical Services Manager

Annual Report 2024 - 2026
Housing Asset Management Strategic Plan

1. Summary

- **Key achievements this year:**
- During the second half of 2024 Housing Services procured and awarded 2 major 5-year contracts for the installation of Solar PV and replacement kitchen programmes.
- Since the launch of this Strategic plan the Solar PV and Battery Storage Programme has been awarded £5.85m of Welsh Government funding via the Optimised Retrofit Programme. (ORP)
- Since work commenced on site during January 2025 both programmes have seen excellent contractor performance and tenant satisfaction.
- Continued valuable and constructive contribution by various tenant panels.
- **Main challenges:**
- Rental income policy constraints
- Conflicting demands for limited capital funds i.e. investment in existing homes against new-build developments.
- **Overall progress (RAG):** **Yellow**

2. Key priorities

Key priority 1: Homes are sustainable – in the face of rising energy, cost of living and decarbonisation challenges

What we planned to do:	• Have Targeted Energy Pathway's (TEP's) by 31st March 2027 for each property. • Ensure all our homes wherever practical reach an EPC of C (Rating of 75) by 31 March 2030.
What we achieved:	• TEP's have been developed for each home and will be formally presented to Finance and Housing officers together with Portfolio Holders during September/October. • During Q3 2024 Housing Services awarded a 5-year contract for the delivery of Solar PV and Battery Storage wherever practical in each of our homes. The contract was awarded to a local Llangefni based contractor and work commenced during January 2025 . Since

	contract award the contractor's workforce has increased from 17 to 30. • At the end of Q1 2026 768 out of 815 (94%) planned installations had been completed. 47 tenants have declined the opportunity to take part in the programme. There is no clear pattern in connection with the refusals and we will continue to engage with these tenants. Subject to survey, the entire programme will involve circa 3,300 properties • We have remeasured the energy performance of 477 properties (July 2026) post Solar PV works. 374 (78%) of these properties now reach C75. • Between 01/04/25 and 31/03/26 the carbon footprint of the housing stock fell from 11,225 to 10,259 CO_2 tonnes per annum.
Performance (RAG):	
What we did not achieve and why:	• We will not achieve full C75 compliance by March 2030. Our TEP's and new Energy Performance Certificates indicate that compliance will be circa 90%. • Factors that influence compliance include fuel source and tenant choice. Properties served by LPG or direct electrical heating have relatively poor energy ratings that will generally not reach C75 without a fundamental change in fuel source. • Our TEP's do not support fuel switching e.g. from LPG to air source heat pumps, prior to 2030 which means that we will remain WHQS compliant.

Key priority 2: Asset Review – We prioritise when and where investment is needed

What we planned to do:	• Replace key components such as boilers and kitchens in accordance with the expected life cycles.
What we achieved:	• During 2024 we developed a procurement strategy to establish a framework for kitchen replacements (15 year component life cycle) and associated WHQS works.

	• As a result, during Q3 2024-25 we appointed 2 local contractors (based at Bangor and Mochdre) and work commenced during January 2025. • During Years 1 & 2 (Jan 2025 – March 2026) 725 tenants were invited to take part in the kitchen replacement programme. During this period the actual number installed was 601 or 83%. A total of 124 tenants opted not to have the work undertaken. The majority of refusals are in connection with elderly tenants, ill-health and tenants who are happy with the condition of the existing kitchen. • Over the duration of the 5-year programme a minimum of 3056 tenants will be invited to participate in the scheme. • Associated works may involve additional smoke detection, heating or electrical upgrades and ventilation improvements.
Performance (RAG):	
What we did not achieve and why:	• It was expected that several residents would choose to decline the opportunity to have a new kitchen installed. In these circumstances WHQS allow us to record Acceptable Fail – Tenants Choice. Any acceptable fails will be rectified at change of tenancy.

Key priority 3: Homes are safe – ensuring that our Tenants are safe in our homes

What we planned to do:	• To comply with the requirements of the Wales Renting Homes Act 2016
What we achieved:	• **Gas Servicing**: The annual gas servicing programme for 2025/26 included 2,935 properties. The 2026/27 gas servicing programme is scheduled to commence on the 10th of August 2026. **Fire Safety**: During 2026, Fire Risk Assessments have been completed for 130 (100%) communal areas and 20 workplaces properties. A review of the actions based on risk is now underway. Following the successful completion of Phase 1 in 2025/26,

	Phase 2 of the communal lighting upgrade programme has commenced. A total of 64 blocks is scheduled for upgrade during 2026-27 and, on completion, all 130 of our communal blocks will benefit from modern general and emergency lighting installations. **Solid Fuel**: The Solid Fuel annual servicing programme includes 296 properties. The 2026 programme will commence during August. **Electrical Safety**: During the 2025/26 financial year, a total of 825 EICRs were completed which is in accordance with annual targets to achieve full stock compliance over a 5-year period. **Building Safety:** In response to the Building Safety (Wales) Act during March 2026 our Compliance Team met with the Welsh Government Building Safety Team, who advised that funding was available to support building safety surveys and subsequent remediation works. The funding only applies to buildings at least 11 metres tall and above. Welsh Government have appointed PRP to undertake surveys and we expressed an interest that they undertake surveys of our 4 mid-rise buildings. Surveys were completed during June 2026, and we are currently awaiting the report and continue to engage with the Building Safety Team regarding progress and next steps.
Performance (RAG):	
What we did not achieve and why:	• Not achieving is not an option due to statutory requirements.

Key priority 4: Homes are of a good standard and will continue to be through planned investment programmes

What we planned to do:	• Ensure that our responsive repairs carry out the correct repairs at the right time. • Understand what our Tenants think of our maintenance service. • Ensure that our voids period is kept to a minimum.

	• Ensure that we use assisted technologies and home adaptations to facilitate living independently. Adapt / provide accessible homes to ensure Tenants are able to live independently.
What we achieved:	• Our latest STAR survey (Survey of Tenants and Residents), conducted during Autumn 2025, showed improvements across several key areas and above Welsh averages across all 12 categories. Findings included 88% of tenants feel satisfied with the safety and security of their home and 78% satisfied with repairs and maintenance overall. • We continue to provide both minor and large adaptations services for our tenants to ensure that they continue to live independently. Annual capital budget for medium and major adaptations is £500k and is typically expended in full. • During 2024, we commenced a transformation programme to replace the existing hard wired telecare systems with modern digital lifeline. The transition involved replacing hard wired telecare systems with digital lifeline units in 748 properties. This transformation to digital lifelines means that Contract Holders are no longer reliant on telephone lines to access support.
Performance (RAG):	
What we did not achieve and why:	• We have not yet reached key performance targets in connection with void properties. This workstream continues to receive our full focus and we have seen a gradual reduction in the number of days taken to complete a change of tenancy. The volume of void properties at any given time has also steadily reduced to circa 45 units.

5. Risks

- **Main risks:**
- The main risk associated with the delivery of Housing Asset Management Strategic Plan is affordability for the HRA. Welsh Government priorities are for rents to remain

affordable to tenants, that additional homes are built to eradicate homelessness with maximum investment being required into the current housing stock in order to meet the Welsh Housing Quality Standards.

- WHQS Kitchen Replacement Programme: main risks are Contract affordability, contractor performance and tenant refusals
- Solar PV and Battery Storage Programme: main risks are financial resources, tenant refusals, contractor performance and obtaining approval of the District Network Operator (SPEN) to install Solar PV at scale. Each of our estates requires individual SPEN approval.

- **What we did to manage them:**
- We have written to Welsh Government highlighting that their priorities with regards to maintaining low rents, building new homes and investing in the current housing stock to meet Welsh Housing Quality Standards are conflicting priorities with regards to the HRA. The rent policy needs to be reviewed in order to raise rental income or additional capital grant funding is required or new build homes and meeting the current Welsh Housing Quality Standards.
- Both contracts are longer-term programmes which ensure continuity of work for both the contractors involved and our tenants. Performance across both contracts has been excellent and the level of tenant satisfaction exceeds our expectations.
- The Solar PV and Battery Storage programme, which also involves installing Intelligent Energy Systems, has received significant funding from Welsh Government via the Optimised Retrofit Programme (ORP), which has mitigated financial concerns.
- From the outset our Solar PV specification has included export limitation technology. This has allowed the programme to proceed without too many concerns from SPEN. On a cautionary note, SPEN have confirmed that they would restrict Solar PV capacity on 2 estates in Amlwch without prior network strengthening works. As a result, we have decided to put 86 installations on hold until SPEN undertakes the work. Whilst they have confirmed that the work will be undertaken; to date they have not provided us with a timeframe for the work.
- During Q1 2026/27 we commissioned Savills to undertake an independent assessment of the value for money being returned from the WHQS kitchen replacement programme. The report concludes that the programme demonstrates that good value for money is being returned.

6. Looking ahead

- **Key priorities for next year:**
- Continuation of the Kitchen replacement programme.

• **Financial Year**	• **Number of properties**
• 2026/27	• 889
• 2027/28	• 703
• 2028/29	• 599

- Continuation of the Solar PV programme

Financial Year	Locations & Property Numbers
2026/27	Amlwch, Llanerchymedd, Bodedern, Caergeiliog, Valley, Llanfaes. (circa 550 properties)
2027/28	Beaumaris, Llandegfan, Menai Bridge, Llanfaipwll and commence works at Llangefni. (circa 600 properties)
2028/29/30	Llangefni and Holyhead (circa 1,400 properties)

- Securing core Optimised Retrofit Programme funding. During August, in response to an invitation by Welsh Government, we applied for surplus ORP funding to finance energy improvement measures.
- Continue to remeasure energy efficiency and associated carbon footprint of our dwellings via new EPC's following completion of works. During 2026/27 we will aim to complete 500 EPC's and reduce our carbon footprint by a further 1000 tonnes.
- Work will be undertaken to review what financial impact has been gained by our tenants following the investment in their homes.
- In relation to building safety we will review and consider any recommendations when reports are received following independent surveys of our 4 mid-rise blocks of flats.
- **Any changes to the plan:**
- There are no changes planned at this stage.

7. Key achievements (optional)

Example success stories or projects:

Housing Services is pleased to confirm that we recently won an award at the Wales Energy Efficiency Regional Awards 2026. Anglesey Solar kindly nominated us for the Regional Council or Local Authority of the Year category.

Example completed kitchen:

03/2026

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	16th September, 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 function[1]. 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 programming[2]**

- 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 document[3]

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

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

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 10th June, 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: 09/09/26

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 [sgriwtiniscrutiny@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:

	• 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)**
	Natural Resources Wales
	Tackling Poverty Strategic Plan
	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
Vacant Housing Strategy 2023-2028-measure progress	Bus Franchising Report
Strategic Asset Management (Housing) Plan 2024-2029-measure progress	Waste Collection and Recycling Scrutiny Pre-decision
Committee Forward Work Programme for 2026/27	

	September, 2026 (28/09/26)
	Betsi Cadwaladr University Health Board
	Committee Forward Work Programme for 2026/27

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	Article 4
	Item for Information: Ambition North Wales: • 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)**
Monitoring Performance: Corporate Scorecard Q2: 2026/27	Levelling Up Fund, Local Growth Fund and SPF Report
Self-Assessment, Performance and Wellbeing Report 2025/26	ALN & Inclusion Service-measure progress
Corporate Safeguarding	Education Scrutiny Panel Progress Report
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	**January, 2027 (20/01/2027)**
2027/28 Budget Setting (Revenue Budget) – initial budget proposals	Gwynedd and Ynys Môn Public Services Board: • 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	
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