

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	18/10/2021
Subject:	Annual Performance Report 20/21
Purpose of Report:	Statutory Publication by October 2021
Scrutiny Chair:	Cllr Aled M Jones
Portfolio Holder(s):	Cllr Dafydd Rhys Thomas
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Local Members:	n/a

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1 - Recommendation/s

The Committee is asked to recommend to the Executive:

- that the final version of the 2020/21 Performance Report should be published by the statutory date 31st October and that Officers in collaboration with the Portfolio Holder for HR & Transformation complete the said report so that it can be published as part of the Council's papers (26.10.21)

2 – Link to Council Plan / Other Corporate Priorities

The Annual Performance Report is drafted to inform its reader of how the Council performed during the said year. It outlines how the Council has realised the expectations of its Annual Delivery Document (ADD). The ADD is a detailed plan of work aligned to the Council's strategic direction as noted in the current Council Plan 2017-22

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1** Impact the matter has on individuals and communities [focus on customer/citizen]
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]
- 3.3** A look at any risks [focus on risk]
- 3.4** Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

3.6 The potential impacts the decision would have on:

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

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

1. The last 18 months have been one of the most challenging for the Local Authority. To what extent has the pandemic impacted and influenced our Council Plan strategic wellbeing objectives and our ability to deliver?
2. 52% of our performance indicators have either maintained or improved their performance during the last financial year compared to 58% during 2019/20. What factors beyond the pandemic have influenced the council's impact on timely and effective delivery?
3. This is the last annual performance report before the 2022 Local Elections. Are there new or different attitudes, needs, or opportunities that will need to be considered when preparing the new Council Plan?

5 – Background / Context

1.1. The council is required to produce and publish its Annual Performance Report by 31 October each year - a statutory document that analyzes performance over the previous financial year against the improvements and priorities outlined by the Council in its Wellbeing objectives incorporated within the Council Plan.

1.2. This paper outlines our Performance Report that looks back on the Council's performance for 2020/21.

1.3. The report looks at the council's progress against our Annual Delivery Document for 2019/20 as outlined through our 3 specific wellbeing objectives –

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

1.4 This draft looks at the outputs and outcomes against what we said we would achieve under the above objectives in what was an extraordinary and challenging year where the Council had to change and adapt its services to deal with the evolving regulatory expectations related to mitigating the effects of the worldwide pandemic.

1.5 A key part of the final Performance Report is an assessment of the Council's performance against its key performance indicators, which have been impacted due to Covid when comparing year on year performance.

1.6 The report highlights our achievements and areas where further improvement is needed.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

n/a

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

n/a

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

n/a

7 – Financial Implications

The financial implications of achievement against objectives can be viewed in the Council's statement of accounts for 2020/21.

8 – Appendices:

Appendix A – Annual Performance Report 2020/21 (draft)

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

- Annual Delivery Document 2020-22
- Council Plan 2017-22



Annual Performance Report 20/21



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Draft October 2021

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Foreword

As the Leader of the Council, we did not foresee the scale and pace of change that was to take place when we were planning our term in 2017. This annual performance report gives an overview of the Council's activity during 2020/21. We are all aware that this past year has not been a usual one, the report will focus on our response to the crisis as well as business as usual.

It is important to note at the beginning of this report my gratitude to all who ensured the success of the Council so that we can be of service to the people of Anglesey.

By April 2020 all of our lives had been affected by restrictions and the challenge of responding to the emergency that was thrust upon us. We experienced the devastation and the impact of the emergency as a community. I offer my deepest condolences to everyone who has had to pay the ultimate price of losing someone close during this crisis, grief is difficult at the best of times but during this emergency it has meant even more adversity for family and friends.

At the beginning of the emergency the Council and partners came together in order to provide support for the community. Over 900 volunteers offered up their time to support Anglesey's communities. By now there are numerous good turn schemes in places which continue to volunteer in their areas.

All the Council's services had to adapt and be adapted from social services to libraries, from waste to planning, from the Oriel to schools and from youth to leisure.

Announcing that Anglesey was closed in order to protect our communities went against our welcoming nature, but with the situation improving, we were able to re-open our Island safely over the summer of 2021 which ensured that the Island's residents and visitors alike were kept safe.

Due to the local situation hard decisions had to be taken during the year. None more so that the one we had to make about not opening schools here on Anglesey whilst ensuring everyone's safety. I would like to thank the teachers, children, parents and Council officers for ensuring the timely and safe re-opening of our schools.

Congratulations to Anglesey's pupils for being so outstanding during a difficult year and I would like to wish those who have left the education system on the Island well. Remember your heritage and culture mean that you belong to 'The Land that Can Do' and you have the ability to achieve anything.

Last year's budget was set out with the second lowest Council tax increase in Wales. In doing so, we have been able to invest in a traineeship scheme, develop new climate-change schemes and secured additional funding for tourism on the island setting firm foundations for the future. We have also progressed our school modernisation and Social services transformation programme seeing new school developments in Llangefni and further Cartrefi Clyd being opened.

I have ensured a strong voice for Anglesey in national discussions. We as Leaders of Wales have met almost weekly since the beginning of the emergency in order to share concerns and influence the Welsh Government. We as the six Leaders of the north Wales Authorities have met regularly with the Chair of the Betsi Cadwaladr Health Board. Ensuring that Anglesey's voice is heard nationally is important to me, in order to influence policies to take our local communities into consideration and get the best for Ynys Mon.

Whilst these developments and indeed decisions have been taken, during a year of challenge it is somewhat expected to see our overall performance dip due to the impact of Covid. The challenge

for us all now, in a post pandemic era, will be to improve that performance so that our citizens can rest assured that the services they receive from us as a Council are amongst best that can be offered and that we continue to make a difference as an Island.

The circumstances of the past year has changed each and every one of us but we can be proud of what we've achieved together as an island. With your dedication, commitment and community spirit as one, we can show by working together what can be achieved and move forward with confidence into the future.

Thank You.



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Introduction

Our aim for the 2017-2022 period as stated in our Council Plan is that –

“We will be working towards an Anglesey that is healthy and prosperous where families can thrive”

The key theme running through the Council Plan is our ambition to work with the people of Anglesey, our communities and partners to ensure high quality services that will improve the quality of life for everyone on the Island.

Our aim has never been more important than during these uncertain times in all of our lives with a world-wide coronavirus pandemic changing the way we live our daily lives over this last 18 months. Many members of our families, friends, neighbours, communities, colleagues have struggled during this last 18 months and it's imperative that as we move forward to living with the virus that we continue to support those close to us and in our communities.

The better news during this year is that the vaccination programme has so far been successful in reducing the number of cases in our hospitals. We as a Council have been and will continue to be working hard with partners and within our communities to ensure that Anglesey residents and visitors alike remain as safe and healthy as possible.

We will therefore, as with last year's report, begin with reporting some of the key decisions that the Council has undertaken during this pandemic and then move on to provide updates on the business as usual work undertaken during 2020/21.

Response to the Coronavirus Pandemic

The first positive Covid-19 case was reported on Anglesey on the 11th March 2020. Following the UK Government advice for everyone in the UK to avoid all 'non-essential' travel and contact with others, we set up an Emergency Management Response Team (EMRT) on the 18th March 2020.

The EMRT was responsible for making decisions on Coronavirus related activities on Anglesey including discussing

- Key service delivery,
- New activities,
- Workforce planning,
- Communication,
- Information sharing. and
- Health & safety.

The EMRT was led by our Chief Executive and consisted of our Deputy Chief Executive, the Senior Leadership Team, Heads of Service, the Council Leader and Deputy Leader, and key personnel from an emergency management perspective. The EMRT ensured that decisions were evidence based and consistently implemented across the Council to respond effectively to key risks as they arose. The EMRT met daily at the start of the pandemic, eased to a fortnightly meeting as the number of daily positive Covid-19 cases decreased, and has at the time of writing been held weekly following an increase in the number of positive cases and changes to rules and regulations. Meetings were held virtually, demonstrating the Council's ability to be responsive and adapt to changing challenges and requirements in a timely manner.

Emergency Planning for the coronavirus pandemic falls under Civil Contingency legislation and is led nationally by the United Kingdom and Welsh Governments. At a North Wales level this is coordinated and led by the Local Resilience Forum (where the public sector works collaboratively), through the emergency Strategic Co-ordination Group (SCG). The Council has been responsible for local decisions and to deliver relevant national legislation and guidance.

The Council Leader exercised her executive decision-making powers at the start of the outbreak when The Executive and Council meetings were unable to be held. Members were briefed on the Coronavirus Act and its implications for the Council's statutory obligations as it had not been possible to conduct business as usual from a committee perspective because of this. New regulations reduced the legal obligations on local authorities in relation to meetings, while allowing Members to attend meetings remotely.

The first remote meeting of the Planning and Orders Committee was held on the 20th May 2020 by utilising Microsoft Teams and a recording of the meeting was made available on the Council's website.

Since the autumn of 2020, Council related meetings have been held and recorded using Zoom to best utilise the available translation services. As every committee meeting is now held remotely, the Council has decided to live stream every meeting via its [YouTube channel](#) so that members of the public can view the meetings in real time.

Dealing with the Covid-19 crisis has been a significant challenge for the Council - not only in maintaining key front-line services and conducting normal business where possible, but also in ensuring health and safety arrangements are in place to protect the Council's staff whilst providing those services.

At the start of the pandemic we had to close all of our offices and centres to the public, including our –

- Cyswllt Môn Service,
- Anglesey Business Centre,
- Day centres,
- Leisure centres,
- Recycling centres
- Libraries and
- Schools.

We asked staff to work from home wherever possible and numerous staff from all of our Services were redeployed to undertake essential work related to the Covid-19 pandemic. Inevitably, because of this, some of our day to day work had to be suspended or cancelled and some of our performance indicators have seen a decline in performance, whilst others have been affected by the closures of our centres and the cautious reopening of which when allowed to do so. Targets for many of our indicators were unachievable and it was not possible to provide a realistic target for many of these indicators for the year because of the uncertainty. Further information on our performance can be found throughout this document.

Over the past year we therefore prioritised;

- Maintaining frontline statutory services as much as possible,
- Implementing new services in direct response to the crisis,

- Planning for a significant number of deaths,
- Protecting and safeguarding the Council workforce,
- Ensuring an adequate and standard Personal Protective Equipment (PPE) supply,
- Protecting and supporting vulnerable individuals and children of key workers in our Care Hubs,
- Implementing national guidance,
- Administrating national Covid grants e.g. business support; direct payments for free school meals
- Adapting the workforce in a short space of time and creating the conditions to enable different ways of working including the introduction of Microsoft Teams and enabling staff to work from home that had never worked from home in the past,
- Becoming one of the first counties to pilot the 'Test and Trace' system
- Re-allocating staff duties in order to work on the Test, Trace and Protect initiative
- Dealing with numerous challenges relating to clusters and increasing cases, and succeeding to respond appropriately to this in a timely manner through a multi-agency response,
- Providing timely and regular communication and sharing of information, both internally and externally,
- Co-operating effectively at a local, regional and national level, and
- Actioning the HR Business Continuity Plan, Policy and Procedure for the Deployment of staff in an emergency situation
- Supporting BCUHB in the Regional Vaccination roll out across the County, in line with National guidance.

It must also be emphasised that day-to-day work has continued during the crisis period across several services, but that the approach has been adapted to keep the workforce and residents of the Island safe.

Further information on our response can be found in [The Executive meeting held on the 13th July 2020](#) and the [Corporate Scrutiny Meeting held on the 23rd April 2021](#).

Key Coronavirus Indicators

The indicators demonstrated below are just some of the key issues and challenges that will need to be considered as part of the Coronavirus pandemic recovery planning process:

Health & Care

- Anglesey's positive coronavirus cases is, at the time of writing, amongst the lowest in Wales with 92.8 cases per 100k population over a 7 day period. To put this into perspective, we hit a height of over 178.5 cases per 100k population during January,
- Close to 800 individuals put their name forward to volunteer with Medrwn Môn during the pandemic with 589 active volunteers during the first half couple of weeks of the lockdown. At the time of writing there continues to be close to 466 active volunteers assisting approx. 650 people in our communities with various tasks from shopping to medication deliveries. Since the start of the pandemic the Area Support Teams have carried out over 10 thousand 'good turns' for approx 1.7k people.
- The Neges scheme delivered over 3000 meals to individuals, couples and families during the pandemic

- The Food Banks have also distributed over 2500 packages so far, with the response for donations from the communities being exceptional
- 3393 people received a Shielding letter from the Welsh Government at the start of the pandemic and after the Council contacted those individuals around 150 food parcels were regularly delivered to those that required the packages
- As well as assist with the food parcel deliveries, Môn Community Transport transported many of our vulnerable individuals to the Covid-19 vaccination clinics
- A total of 1840 Free School Meal payments were paid to eligible families on the Island during the school summer term of 20/21. This is an increase on the uptake of 1140 Free School Meal claimants identified in PLASC before the pandemic in January 2020.
- An average of 105 children attended one of the School Care Hubs on a daily basis during the beginning of the pandemic when not much was known about Covid-19 (April and May 2020), with an average of 98 staff in attendance.

Economy & Workforce

- The claimant count on the Island at the end of July 2021 was 5.2% of the available workforce and it is approx. 55% up on the 2019/20 average of 2.9% (ONS)
- Cumulatively 9100 people have been furloughed at some point up to the end of May 2021 which is equivalent to 24% of the workforce population on Anglesey (ONS)
- The majority of furlough payments were made during as at 31st May 2021, 1,930 claims, relate to the Accommodation and food services industry (approx. 700 claims) and the Wholesale and retail industry (approx. 220 claims). (ONS)
- Average House prices have increased from £183k on the 1st March 2020 to £207k on the 1st March 2021 (Land Registry figures)
- Up to the end of June 2021, approximately 9800 claims were made to the Self-Employment Income Support Scheme (SEISS). A total of £24.4Million has been paid to eligible individuals on the Island
- A total of 149 businesses, 90 Micro and 59 SMEs, accessed around £2.7M from Phase 1 of the Economic Resilience Fund (ERF). A further 105 businesses, 89 Micro and 16 SMEs, have accessed £1.35M from Phase 2 of the ERF.
- 7,871 payments totalling £40.55M has been paid by the Council in Welsh Government Grants to eligible businesses and freelancers since the start of the pandemic
- Around 25% of the Council Staff continued to work out in the Community during the first wave of the pandemic, with around 43% of staff working from home on average at the time.
- In a recent staff survey which resulted in 665 responses, it was found that
 - 55% of our office based staff have usually been working from home and occasionally in the office,
 - 30% have worked solely at home,
 - 10% have usually worked from the office and occasionally from home, and
 - 5% have worked from their usual office.
- The Council is grateful for the financial support from Welsh Government, with over £6.104m of additional costs and £2.369m of lost income being covered by the Welsh Government's Hardship Fund

Performance 2020/21

We outlined what we would do to deliver our Council Plan in our Annual Delivery Document (ADD) for 2020/22. **This Annual Performance Report will review the progress of our actions in relation to our objectives outlined in our ADD and compare our performance to key measures.**

We also noted that we will do our very best to ensure that our work aligns with the goals and the principle of sustainable development embodied in the Wellbeing of Future Generations Act. Our objectives have been aligned to these as can be seen in table 1 below.

Council Wellbeing Objectives & Link to National Goals	Prosperous	Resilient	Healthier	More Equal	Cohesive Communities	Welsh language / Culture	Globally Responsive
1. Ensure that the people of Anglesey can thrive and realise their long-term potential	✓	✓	✓	✓	✓	✓	✓
2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible		✓	✓	✓	✓	✓	
3. Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment	✓	✓	✓	✓	✓	✓	✓

Table 1

How we measure and analyse our performance

What is Performance Management?

Performance Management is a process in which the council and its staff work together to plan, monitor and review our corporate priorities through corporate objectives, service objectives and individual objectives, within allocated resources. With staff re-directed and re-allocated to work directly on pandemic related matters during the year, performance management was a challenge like no other and a pragmatic approach was adopted via the leadership of our Leader and Chief Executive.

The Council Plan

The Council Plan has set out the Council's strategic Aims and Objectives for the electoral term. It informs the decision making process at all levels in the Council.

How and when is it monitored?

The delivery of the Council's wellbeing objectives is delivered through the realisation of the Annual Delivery Document (ADD). Normally, the ADD is created at the beginning of each financial year and identifies the key priority areas, as outlined in the Council Plan, which the council will focus on

realising during the forthcoming 12 months. Difficulties have obviously been apparent in meeting those timescales during 20/21 with the emergence of the global pandemic. As a result, the County Council formulated an 18 month Delivery Document during the autumn of 2020 which will guide decision making aligned to recovery planning for the remaining term of the current administration.

This Annual Performance Report (this document) is written to report on progress made, against this Annual Delivery Document and the work undertaken over the last 12 / 18 months.

The ADD was monitored through a variety of different channels, those included:

- Quarterly Transformation Programme Boards;
- Quarterly Corporate Scorecard Report; and
- Annual Service Reviews

Reports using intelligence and information from these sources are thereafter considered by our corporate scrutiny function followed by the Executive. This ensures all members are aware of the progress we are making against our priorities. We did not realise the elements of the whole framework during 2020. For example, scorecard reports for Q1 and the financial service reviews were cancelled as pandemic related activity took priority.

Transformation Programme Boards

The Transformation Programme Boards, which normally sit every quarter, and are chaired by the Chief Executive and the Deputy Chief Executive did not meet as often.

The Programme Boards have a remit to monitor and drive progress on related Change Programmes and Projects giving confidence to elected Members & Senior Leaders that anticipated benefits to the Council and communities are realised and ensuring pace of change is key. These terms of reference were revised and updated during in August 2020 to include a wider cross-section of political input together with clear roles and responsibilities clarified.

Due to the Impact of dealing with COVID 19, programme boards have not been held as regularly as they have done over the past few years.

Service Reviews

Each Service is expected to undertake two Service Reviews per year which are undertaken and managed corporately:

1. Financial Service Review

Undertaken to forecast service savings and transformation work which can be used to assist the process of setting the annual Council budget.

2. Performance and risk Service Review

Requests that services complete a service self-assessment to identify how the Services are performing against key objectives. It is used to provide assurance to the Senior Leadership Team and The Executive that service direction is aligned to that of the wider Council direction and that resources are used effectively.

Financial Service Reviews were cancelled last year due to our response to the pandemic and indeed the work the Council was undertaking to realise and pay out the monies made available to the local economy through various grants made available by Welsh Government.

Corporate Scorecard

The corporate scorecard identifies and informs Council leaders of progress against National and local indicators which explicitly demonstrates the successful implementation of the Council's day to day activities. It assists in providing the evidential indicator base from which the annual performance report is drafted. It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and Shadow Executive.

The quarterly scorecard monitoring report outlines mitigating actions the Senior Leadership Team have identified to drive and secure improvements. This report is scrutinised by the Scrutiny Committee and the Executive where assurance can be gained that performance across services is being managed effectively.

The scrutiny of the scorecard was de-railed due to our response to the pandemic and was not considered for Quarter 1.

All these efforts as will be communicated throughout the remainder of the document have had their impact on our performance during the year.

Performance indicators and analysis

The council monitors its performance through the corporate scorecard, the indicators within the scorecard reports on both national and local indicators which have been aligned with the key objectives of the Annual Delivery Document and will be evidenced as such throughout this report.

National indicators, known as Performance Accountability Measures (PAM) are published and historically have been used to compare Local Authorities against the same indicators. Due to the current Coronavirus Pandemic the national comparison will unfortunately not be undertaken once again this year and therefore the analysis of this year's indicators will be based on our own performance compared to that of the previous year.

We use the Corporate Scorecard to monitor our performance against our council objectives and monitor them on a quarterly basis. This is done to ensure that the council objectives are the focus of performance reporting rather than only RAYG status (definition below). This process gives our Senior Officers, Elected Members and members of the public a regular assessment of our performance and can be used to instigate corrective / mitigation measures.

It was not possible to report on all indicators due to Covid-19 pandemic as some of our day to day activities had been affected due to the national lockdown and restrictions to the availability of some of our services. Some KPIs which were traditionally collected by the Welsh Government had also been suspended for the same reasons.

At the end of the year, 13 indicators (28% of the indicators monitored in the Scorecard) for which the collection of the data have either been cancelled by Welsh Government or are currently not being collected due to reasons beyond our control.

The reasons for those which have been effected include the KPIs associated with:

- Learning Service Indicators (items 1-7 exc item 4) - Schools were closed until September and exams were cancelled. Libraries have also been closed
- Housing (items 18, 34) - Homelessness indicators from the Welsh Government have been suspended. A further delay impacts the new software to measure tenants' satisfaction, because of the pandemic.
- Regulation & Economic Development (items 8, 11-12) - Leisure Centres had been closed and only reopened in a phased approach over the summer. This resulted in significantly lower visits and made it impossible to set any meaningful targets. The National Exercise Referral Scheme (NERS) was also suspended because of the coronavirus pandemic.
- Adult Services (item 19) – The Delayed Transfer of Care (DToC) indicator was suspended due to the essential work provided by the NHS during the coronavirus pandemic.

At the end of a challenging year for all, it is encouraging to note that for the remaining indicators reported at the end of the year (33 indicators), the majority (70%) of which performed above target or within 5% tolerance of their targets.

The pie chart below (chart 1) shows that during 2020/21, 31% of our indicators either improved or maintained performance, 41% declined in performance when compared to the performance of 2019/20 and the remaining 28% were not reported due to Covid-19 as discussed above.

Performance Indicators 2020/21

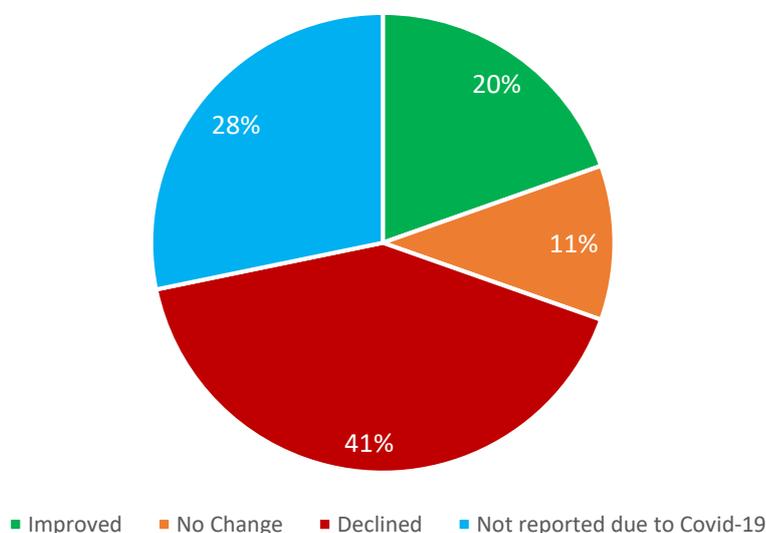


Chart 1

Next year, we will be expressly monitoring the indicators which have underperformed but also those that have declined year on year, particularly indicators in the Children & Families (5), Highways, Waste & Property (5) and Regulation & Economic Development (3) Services. We will also monitor the declining indicators in the Housing Service (6), although the overall good performance against set targets, for which 78% were Green, for the year is a positive.

How we present our performance:

The image below explains how we present our performance trends within the scorecard and throughout this document. The progress in relation to objectives during 2020/22 is presented as text within a chart and is colour coded to represent a progress status, referred to as a RAYG status:

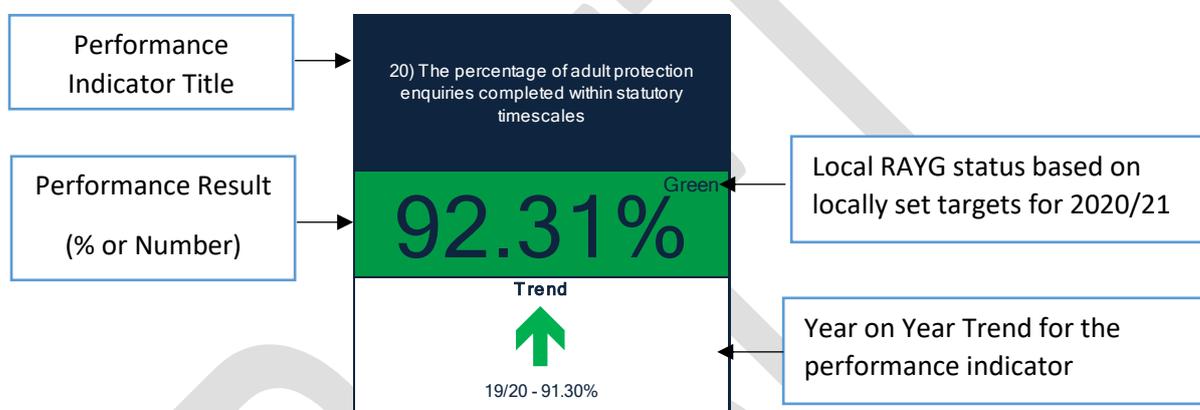
Red = 10% or more behind target

Amber = between 5% and 10%

Yellow = within 5% of target

Green = on target

The RAYG status is brought together with relevant Performance Indicators at the end of each section. The Performance Indicators are displayed as the example below, which consists of the local RAYG status and our year on year trend.



Wellbeing Objective 1: Ensure That The People Of Anglesey Can Thrive And Realise Their Long-Term Potential

Jobs and Work Opportunities

What we have done

In what has been a difficult year for all in the midst of a covid-19 pandemic, we are happy to report that the Council has realised the following –

- Assisted over 2000 businesses on the Island to secure financial support as a result of the pandemic by distributing around £40m in support by the end of 2020/21 financial year.
- 10 new business units were built at Penrhos Industrial Estate during the year and units have local tenants in place. These units provide an excellent opportunity to support local businesses to grow.
- 2 new tenants have secured office space at the Anglesey Business Centre creating 13 new jobs in the process. We wish all good luck in their endeavours in their new homes.
- The Arfor Programme provided £400,000 financial investment to assist 36 businesses to develop and increase the use of the Welsh Language in the workplace.
- Anglesey also secured £1.3m of funding from the Targeted Regeneration Investment (TRI) Empty Properties in North West Wales scheme. The scheme has funded works to adapt empty premises for residential, commercial and community uses in priority areas.
- £110,000 was secured from the NDA to deliver the first year of the North Anglesey Economic Regeneration Plan. As part of the plan, 11 businesses accessed funding from the North Anglesey Grants Fund which helped
 - create or safeguard 39 local jobs,
 - create 30 training opportunities and
 - create 96 volunteering opportunities.
- A business case was presented to the Welsh Government to designate Amlwch as part of the Enterprise Zone. Two sites were subsequently designated in the town to help stimulate the economy and support local job creation in the north of the Island.
- A collaboration with Grŵp Llandrillo-Menai was established to develop a North Anglesey Apprenticeship Framework to help provide future apprenticeship opportunities in the area.

There was significant disappointment in September 2020 when Hitachi announced its withdrawal from the Wylfa Newydd project and in January 2021 when the Wylfa Newydd Development Consent Order (DCO) Application was withdrawn. Our Energy Island Programme continues to engage with UK and Welsh Governments to secure new developers for a nuclear new build at Wylfa.

The Energy Island Programme continues to offer support for other projects being developed, including Morlais, Holyhead Waterfront, Solar Farm Môn, Traffwll Solar Farm, Holyhead Marina and Awel y Môr.

The Council continue to collaborate with regional partners to progress the North Wales Growth Deal. A final deal Agreement was signed in December 2020, and Anglesey will benefit both directly and indirectly from a number of key projects including the Holyhead Gateway project, Digital Signal Processing Project and Morlais.

Following Brexit we have liaised with UK and Welsh Government Officials to ensure that customs and border changes at Holyhead are adequately planned, resourced and delivered. We have also utilised WLGA funding to identify and mitigate against the impacts of Brexit on the Island.

Education And Skills

What we have done

On the 20 January 2020 Anglesey's Executive agreed to consult on the future of primary school provision in the Llangefni area. Members of the Executive authorised officers to conduct a statutory consultation on proposals that could see £16m invested in education in the Llangefni area. This consultation was undertaken during the months of February / March 2020.

Following the consultation, the Executive agreed in its meeting on the 17th December 2020 on the options to:

- Re-locate and build a new £10m Ysgol Corn Hir on a different site
- Increase the capacity of Ysgol y Graig with a £6m expansion to accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol y Graig and Ysgol Talwrn

A turf cutting ceremony took place on the site of the new Ysgol Corn Hir, in Llangefni, on Friday, 11 June 2021 to officially mark the start of the project.

Anglesey's Education Portfolio Holder, Councillor Meirion Jones, said, *"I am delighted that this exciting new education project will be underway soon."*

He added, *"We are utilising Welsh Government funding to invest in new school buildings which are fit for purpose, in the right place, meet pupils' needs and become a resource which communities can fully utilise. The development of Ysgol Corn Hir will lead to significant investment in Llangefni - not only in terms of new infrastructure, but more importantly as a means of ensuring the very best education for the children attending the new school."*

So far, three new 21st century primary schools have been built and opened in Holyhead, Llanfaethlu and Newborough – an investment of £22m in Education on the Island.

Ysgol Corn Hir Head Teacher, Mr Rhys Roberts explained: *"We all - children, parents, governors and staff are delighted that the school is to have a new building and that the work of erecting it is about to begin. It's an exciting time in the school's history."*

"A new, modern and fit for purpose building will ensure the best facilities and environment for our children. We can now build further on our exciting plans for the new curriculum. We are extremely grateful that the Council - its officers and elected members have worked so hard to secure a school that will serve the area for many generations to come."

Wynne Construction has been appointed as Design and Build Contractor, and the new school – sited opposite the Bryn Meurig housing estate on the B5109 road and the build should be ready by February 2023.

Work continues on the development of a new block for Ysgol y Graig and Ysgol y Talwrn pupils. Further developments will be publicised on our website and social media accounts during 2021/22.

Due to the impact of the pandemic, work regarding the future provision of education in the Seiriol and Amlwch areas is to be re-evaluated.

During the first part of the year all school buildings were closed because of the coronavirus pandemic and all students were provided with activities to undertake at home.

Schools developed online materials for the students to complete, as well as online lessons with teachers and all schools opened gradually to students in September.

Since then our schools have developed further their blended learning strategies, so when schools or classes need to close because of a positive coronavirus case, they are well equipped and are in a position whereby they can easily switch to a digital way of learning.

Teachers, students and parents are now well versed in this process and the blended learning is used daily in our schools.

Joint work between the council and the regional consortia, GwE, to promote professional development opportunities has resulted in a greater focus on elements of leadership. Throughout the past year, there are several examples that show efforts have been made to ensure that there is a development pathway for those associated with education.

20 teachers who are on the middle development program are now close to completing the programme.

Leadership coaches have received training via GwE, with 4 of them now on the Senior Leadership Programme. 6 teachers from Anglesey Schools are undertaking the Prospective Headteachers Program this year.

Health And Well-Being

What we have done

During a year of great change our communities have come together with hundreds of neighbours, family and friends assisting people when they are most at need of help.

This strong bond over the year has helped us and our partners Menter Môn and Medrwn Môn to build on the volunteer base that's been established within our communities since the start of the pandemic.

The partnership operate three work streams, which includes –

- Befriending and wellbeing – including individuals that were in the shielded group
- Food work stream, including the food banks and Neges food parcels
- Volunteering – specialist and community volunteers in place across the island.

Several lessons have been learnt from the successful Seiriol Alliance offering with many examples of good practice used to develop the programme, and eight Good Turn initiatives have been developed across the island.

During March 2021, there was an urgent appeal for volunteers due to a Covid-19 outbreak in the Holyhead communities. Volunteers came together to help deliver and collect testing kits to the local communities over a number of days. Several lessons were learnt from the experience and they have now been used to help prepare for any other community outbreaks into the future.

Many good turns continue to take place throughout our communities, however there are less volunteers available now as many volunteers have returned to the workplace. Despite this it is encouraging to see that if there was another outbreak then there is reassurance that people are willing to help others during difficult periods.

On the whole the work with volunteers is considered to be part of a longer term project, with the hope of creating greater resilience within our communities into the future with the establishment of formal area teams.

From a housing perspective, we are continuously reviewing our ways of engaging with our tenants to ensure that their voice is always heard when planning the services we offer them. During a very different year to the norm, we have adapted to a service which is more digital than ever before.

- Because of this channel shift, 40 tenants who were without many digital skills have successfully registered with Age Well and Medrwn Môn to develop their skills.
- We have used HRA funding to invest in a further 20 tablets for our tenants so that they are able to interact with us on our digital platforms.

The Community Lounges are re-opening with very tight restrictions put in place for this to ensure that the risk of a Covid-19 outbreak is reduced. This will enable us to engage in face-to-face dialogue with tenants who are not considered to be close to being digitally active. There remains an awareness that we must also develop our methods to keep in touch with those who are non-digital users, with Môn FM briefings being one of the many methods we will be developing over the year.

In order to tackle food poverty and food going to landfills, we have together with local partners, brought in the 'Bwyd Da Môn / Môn Good Food' scheme. A case study on the project can be seen below, but it is safe to say that we are excited about the prospects of the scheme going forward. Plans are in place to ensure that the service can be reached by all communities on the Island with the appointment of a van driver to provide a home delivery service as well as collect food from our partners. We have also been successful in gaining £165,000 in grants, including an additional £41,000 from ICF to develop the scheme going forward.

Homelessness Service have seen an increase in the demand during Covid. Since the closure of Cyswllt Môn all activity relating to homelessness has been conducted over the phone or on digital platforms with support being provided remotely and via our support providers. Prior to this, clients were asked to attend an arranged appointment at Cyswllt Môn or wait for the first available appointment that could be offered on that day.

Welsh Government quickly responded to the pandemic and issued guidance that all persons and households should be accommodated as a response to public health policy in ensuring that people are able to protect themselves from Covid-19. Each Local Authority needed to quickly assess the number of emergency units of accommodation that was available and source additional units to which at the time an unknown quantity and for how long.

An action plan was formulated instantaneously to deal with this -

- Additional capacity for emergency accommodation was sought, such as Ciando, Bangor University and local caravan parks accommodation which were explored with limited response in terms of offering additional capacity of units due to varying reasons.
- Permitted development was given for Bunkabins at Plas Penlan, Llangefni, which provided 8 self-contained porta cabin type accommodation.
- Additional support was provided to emergency accommodation premises (being mostly B&B establishments) at the initial stages of Covid to ensure that there was a supply of PPE to assist in the welfare of clients during the first few months when PPE was not easily available.

During 2020-21, 782 households approach Housing Services for advice and assistance, compared to 652 in 2019-20. Of this, the majority of presentations (66%) were single adult households and 27% being households with children.

The reasons that households approach the Housing Service is as follows, in accordance with highest number of presentations:-

1. Breakdown of relationship
2. Relatives or Friends no longer able to accommodate
3. Property unsuitable
4. Parent no longer or unable to accommodate

The number of households placed in emergency accommodation during 2020-21 ranged between 27 to 63 individuals and families per night. This has been the highest and consistent number of households the Service has provided for. As a comparison, between 3 and 26 households were placed in emergency accommodation during 2019- 20 per night.

We have seen an increase in people with

- Mental health issues,
- Substance misuse problems,
- Older people,
- Households experiencing domestic violence, and
- Young people being excluded from their family or friends.

Referrals to the Housing Support Grant support this data with mental health issues, domestic abuse and relationship breakdowns being the main reasons for accessing support. Often people present in a very vulnerable state with provisions being made for food, tenancy starter packs, basic furniture and packs to assist if there is a need to self-isolate due to Covid-19.

The cost of housing individuals in emergency accommodation has been funded by Welsh Government during the pandemic. Further information on our response to homelessness during the pandemic can be found [here](#).

During a strange and difficult time for our school children where they were undertaking school work at home and not seeing their friends and teachers for long periods of time, mental health support is an area which is essential to ensuring their development. A strategy for understanding mental health within our schools has developed nicely during the year. There have been several good examples demonstrating how health and well-being is integrated into schools during the year.

A number of teachers and staff within our schools received training and working towards a 'trauma informed schools' diploma. The Sense programme has been successfully introduced to all Primary and Secondary schools across the island, ensuring that pupils between the ages of 4-16 have a sound understanding of sensible progression within the field of health and well-being. A cross-school mental health training scheme has been offered by the Educational Psychology service and these are tailored to each individual school. There has also been close collaboration between the Additional Learning Needs and Inclusion Service (ALN&I), Healthy Schools Scheme and the Children and Health Service which will lead into further developments into the future as lessons are learnt throughout the year.

Case Study –



Bwyd Da Môn is an exciting new organisation that has grown out of collaboration between various existing organisations including Anglesey County Council, Betsi Cadwaladr University Health Board, Ynys Môn Citizens Advice, Clwyd Alyn HA, Coleg Llandrillo Menai, Anglesey Food Bank, private sector organisations and a range of voluntary sector organisations.

Each year millions of tonnes of food worth billions of pounds are sent to landfill, this has a huge environmental impact and also means that food that could be easily repurposed and distributed to the community, increasing people's access to low cost, good quality food is wasted. Bwyd Da Môn has been established to address this issue on Anglesey.

A community hub will be developed around the concept of a not-for-profit shop, which will re-distribute produce from a range of supermarkets and other food producers.

Bwyd Da Môn Good Food will have a wide range of stock with the emphasis being on fresh nutritious produce. All items will be donated by supermarkets, wholesale distributors, the hospitality sector, care providers, and major employers.

Bwyd Da Môn has opened and we are now in a position to accept food waste from members of the community in order to reduce waste going to landfill and tackle food poverty on Anglesey.

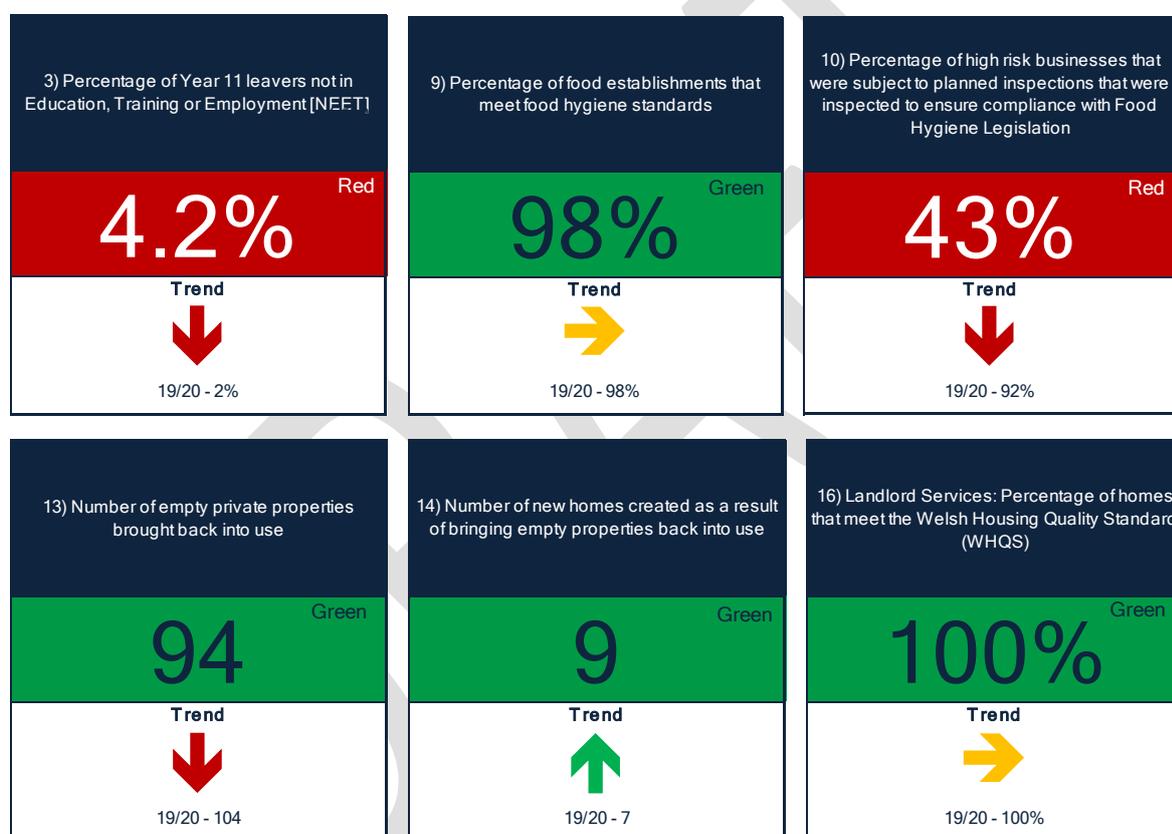
Housing Services have been an integral part of this development through providing strategic and operational support. Going forward, Housing Services will utilise the premises of Bwyd Da Môn as an area for Tenants Participation and actively encourage tenants to become members alongside providing some volunteering hours.

Several Council tenants have made use of this excellent food waste initiative that not only addresses the reduction of food going to landfill, it also supports tackling food and general poverty.

"Different things matter to each of us, but one of mine is wanting to see Anglesey do well. OK, I've been involved in supplying meals and supporting foodbanks, which is one thing, but when I heard about Anglesey Good Food, I thought - hallelujah, what a great initiative. I also hate waste - growing up and now as someone with grandchildren, we never threw away things, certainly not food. For supermarkets to end up disposing of perfectly good food just because there wasn't a home for some of it, there really has to be a better way. Working in the Llangefni shop has been an eye-opener - the value, for one thing. All that for £5 a week? And the variety, too. Sure, there all sorts of staple items which everyone wants, but sometimes I'm amazed at what you find on the shelves or in the fridges and freezers, even food I've never heard of. And the customers vary so much too. Often they are after a good solid shop for a family, but some folks want to know what's new, what's interesting, what they can give a try or make it part of a new dish. Either way, it's always great when they walk away pleased and you've had a hand in that." Stephen Marsden – volunteer since March 2021

“I began as a member with Bwyd da Mon, however I fell in love with the concept and everything the non profit stands for. I then took the leap and began volunteering. It was the best thing I have done in a long time. Whilst volunteering I get such a sense of achievement and feel as though I'm giving back to the community. Through volunteering I have made friends and met so many different people from within my community. All kinds of amazing people who all have one common interest; to save on food waste. Through being a volunteer I have learnt many things and it is the best experience I have ever had. I have skills I never had before and friends I feel will be with me for life. Being a volunteer for a small community non profit is such an amazing experience and I am so glad to be a part of the team.” Katherine Edwards – volunteer since May 2021

Performance Indicators & Analysis





The available indicators for our Wellbeing Objective 1 have performed well during the year compared to their targets with the exception of 2 indicators which were red against their set targets for the year. 4 of the indicators either improved or maintained upon their performance from 2019/20 whilst 3 of the comparable indicators declined compared to 2019/20.

Unfortunately 11 (61%) of the 18 indicators set against this objective have been affected by the Covid-19 pandemic and were not monitored during the year. As discussed above in the performance indicators and analysis section of this document all of the reasons for not collecting these were out of our control for various reasons.

The first indicator that was red against target was indicator 3 above. This was published by Careers Wales after taking a snapshot in November 2020 of those that are NEET (Not in Education, Employment or Training) and were year 11 leavers in May 2020. The performance has resulted in the Council being placed in the bottom quartile for this indicator for the year. Whilst the Covid-19

pandemic has undoubtedly made an impact with the performance of this indicator, where officers were unable to make house visits to the young people, other factors were also evident.

Youth officers work closely with the young people who are NEETs once their names are received from Careers Wales. Unfortunately this year due to circumstances beyond our control, we were not made aware of many of the individuals until November when the snapshot was taken. This has been formally raised with Careers Wales.

Looking forward, the Youth Service have agreed with Careers Wales on a new procedure to follow for 2021. A Year 11 panel with members representing the Schools, TRAC, Careers Wales, Grŵp Llandrillo Menai, Welfare Officers, Youth Justice and others has also been established to help tackle the issue. Other systems already in place will also be used to help improve this performance going forward.

Indicator 10 above, the percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation, was the second indicator that was red against target.

This work has been affected by the Covid-19 pandemic, where only 35 of the 159 planned inspections were able to take place since April 2020. This is due to the Environmental Health Officers (EHO) focusing their attention on infection control and Covid-19 related work during the pandemic. All of the cases flagged to the EHO by the Track, Trace and Protect (TTP) team are investigated, reducing their capacity to undertake food hygiene inspections almost completely.

Work has been hampered by business closures and lockdowns. Any resources available have been channelled to responding to the Food Standards Agencies (FSA) prioritisation guidance. The FSA Recovery Plan indicates that there is no expectation to complete these planned inspections until 2022/23. To date, no confirmation has been received on how inspections will be prioritised post-pandemic from a national perspective. Additionally a reduction in standards / non-conformance at those premises that have been inspected means that they take much longer to resolve.

Wellbeing Objective 2: Support Vulnerable Adults and Families to Keep Them Safe, Healthy and As Independent As Possible

Support For Older And Vulnerable Adults

What we have done

Once again, we can state that 2020/21 has to have been one of the most challenging years to be employed in Social Services due to the world wide pandemic. The efforts of our front line care workers in our care homes and domiciliary care teams has been remarkable and there have been many positive stories regarding their dedication and commitments to clients during the year, many going above and beyond their required duties.

Despite the Covid-19 pandemic and the ever increasing financial challenges faced we have continued to make progress throughout the year, although at a restricted pace due to pandemic pressures. During the year we have had regular contact with Care Inspectorate Wales (CIW) colleagues who we have worked closely with us throughout the pandemic to ensure the wellbeing and safety of the citizens of Anglesey.

The pandemic has resulted in

- A drastic reduction in the numbers of people being able to access Health Services in person,
- Most appointments are now being conducted over the phone or by online apps,
- The sudden move towards online appointments and consultations has left many people feeling more disconnected than ever,
- Barriers include
 - A lack of access to the internet,
 - Devices to go online,
 - Skills and confidence to use the new systems,
 - The lack of support from friends and family to get them started with the technology.

The Learning Disability Day Opportunities Strategy has been endorsed by the Council and agreement provided for a full consultation on developing community based provision (based on individual outcomes) across the island. Unfortunately, due to the response to COVID-19 and the local restrictions on travel and face to face contact it has not been possible to undertake the consultation to date.

The project steering group has continued to meet and through utilising the ICF grant and a new community resources development post has been established. A great deal of progress has been achieved in identifying community resources in the Holyhead area and it is proposed to extend this work to the rest of the island during the year. A programme of activities and opportunities has been co-produced with people with learning disabilities.

It is also proposed to strengthen our commissioning arrangements with external providers to ensure that future provision meets individual outcomes and promotes progression and independence through the support offered.

The establishment and the development of Community resource teams (CRT) across Anglesey continues to be a priority. Over the last 12 months Adult Services has

- Restructured the teams into the three designated CRT Patches

- Began working virtually with health and partner Agencies on driving forward the integration agenda.
- Progress has been achieved with the establishment of weekly Multi-disciplinary meetings to discuss complex cases.
- Reduced funding allocation from Welsh Government in support of the Transformation programme has led to a review of the project structure and Anglesey has brought the Project in-house to drive this forward in 2021/22.

Welsh Government ICF was used to purchase a town centre property in Llangefni, to support and provide Mencap Môn with a Hub in the center of Anglesey, allowing them to implement their vision where there – “is a world where people with a learning disability are valued equally, listened to and included.”

Due to Covid-19, the Hub has been closed during much of the year, but Mencap Môn have been busy running virtual sessions for its members and it is hoped that activities will soon resume.

The Mental Health Community Support Services team facilitate a range of opportunities for people to participate and engage in community and leisure opportunities thus improving well-being, reducing social isolation and promoting resilience and peer support. Over the year;

- Many community activities had to stop,
- The team introduced a range of opportunities for people to remain in touch and participate in ‘virtual’ social and learning activities,
- Regular contact was maintained with supported individuals,
- Where necessary, signposting to other sources of support,
- Emergency information packs were developed and shared with people residing in supported accommodation in order to ensure access to appropriate support was available at all times.
- Progress has been seen with the roll-out of I-Can support through community hubs via the Citizens Advice Bureaux (CAB) Ynys Mon team,
- Additional to this, the Mental Health Team support is now offered online, via virtual meetings,
- Early indications show that this methodology is proving successful and will likely be the model for the future,
- The mental health support services team is also gradually re-introducing a programme of community social and leisure opportunities with local communities, in line with COVID-19 regulations.

During the year, we secured funding to develop a Virtual Community Hub model on the island. Working with our partners Medrwn Môn, Community Hub Alliance, Anglesey Older People’s Council and the Wales Co-operative centre, we will soon be launching an online community hub in response to the temporary closure of community hubs during the coronavirus crisis.

Although the restrictions have been lifted recently, we fear that many of the people who attend Community Hub activities are the people who are most at risk and therefore will be asked to adhere to social distancing, shielding and isolation for the longest period of time. With this in mind, we felt the need to ensure that these obstacles that prevent social interaction and participation are overcome by providing easier and affordable access to new ways of socialising.

Work to progress our plans for Extra Care in the South of the Island has progressed this year. A potential site, if agreed with the Executive, has been earmarked for the £13.5m development. Plans, subject to planning approval, will see 45 apartments secured for extra care, with 15 beds used for specialist support.

Further information on the work undertaken by Social Services can be found in the [Annual Directors Report on the Effectiveness of Social Services 2020/21](#).

Support For Families And Children

What we have done

In what has been a difficult year for our services which support families and children we have managed to undertake the following within our Children & Families Service:

- Worked with young people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders
- We currently have two Small Group Homes – known as “Catrefi Clyd Môn” - that are registered and running –
 - Cartref Clyd Bryn Hwfa, which homes one young person,
 - Cartref Clyd Llanfair, where two young people reside,
- We plan to have a further specialist small group home registered which will be an opportunity for respite for children supported by the specialist children’s services,
- We also hope to have a third small group home for looked after children registered before the end of the next financial year, which will allow us to be able to place another two local young people, who would otherwise be at risk of being placed out of county,
- This year, Fostering Teams from all 22 Local Authorities across Wales have worked together to raise awareness through a special video and poem, bust myths around fostering, and buildings/landmarks across Wales were lit up in May 21 as a show of support for our foster carers to raise awareness of fostering opportunities,
- As at the end of March 2021, the Child Placement Team (Anglesey Fostering Service) had a total of 64 foster families, made up of:
 - 36 mainstream fostering households
 - 28 connected persons fostering households, (this includes 1 registered temporarily under Regulation 26)
- A positive in the past year was that we were able to continue recruiting, assessing, approving and supporting Anglesey foster carers during the pandemic by making use of new ways of working such as ‘virtual’ home visits by video. During 2020/21 we approved:
 - 9 mainstream (general) fostering households
 - 14 connected persons (family and friends) households
- At the time of writing, there are approx.110 individuals registered to our foster care homes,
- It is pleasing to note that an increased number of children remain on the Island and this is important so that they can continue to be a part of their extended families and local communities,
- We have approved a small number of Specialist Foster placements during the year that will support both mother and baby in the same setting, avoiding the need for families to be placed out of county for specialist assessments and support,

- During 2020-21, we contributed to the regional North Wales Adoption Service where five children from Anglesey were placed with families for adoption,
- Of those five, one has subsequently become the subject of an adoption order and has therefore, been formally adopted,
- It is likely that the other four children will be formally adopted during 2021-22,
- Positively, five Anglesey families are currently in the process of being assessed to adopt. The likelihood is that, if successful, children of Anglesey will not be placed with these families; however, they will contribute to the pool of adopters who are able to provide placements for Welsh children across North Wales and beyond.

Work to increase the Housing Stock has been impacted by the Covid-19 pandemic. The time-scale in which we had hoped to complete the project of increasing the housing stock to tenants has been delayed, the end goal of having an increased stock of 83 houses available is still on target to be completed by the end of March 2022. At the time of writing 26 new houses have been built, 9 houses redeveloped, 8 previously owned council stock repurchased and a further 38 houses are being developed at present.

During the year we have received grants from the 'Innovative Housing Programme 2020-21' and the 'Phase 2 Capital Homelessness Grant 2020/21' to develop the old Ysgol Llaingoch, Holyhead, site and to build new homes on the site.

We also utilised the Council Tax Premium to ensure that local people are able to access suitable housing in their local communities by developing and modernising 3 empty homes and make them available for purchase by local first time buyers.

The work to enable tenants to connect digitally through the introduction of a Digital Tenant Services system which will allow tenants to communicate with us digitally, including reporting any customer care issues, care and repairs, paying rent and reporting any complaints about our estates has unfortunately been impacted by the Covid-19 pandemic. This work will continue to be developed into 2021/22. Further updates on connecting with our tenants can be seen under [Health and Wellbeing above](#).

Case Study 2 – Housing Support Grant case study

For the purpose of this case study, and to protect and respect the anonymity of the client, we will be changing his name to "John".

John is a 35 year old male who is receiving support from the local Community Mental Health Services. John is single and is currently living in the Supporting People – Supported Living Accommodation.

John has been under various Community Mental Health Teams in other UK regions, however he came to this local service in the summer of 2019, after he moved to Anglesey following an admission to the nearest Mental Health Unit.

John has Emotional Unstable Personality Disorder (EUPD), which also causes him to struggle from depression and anxiety. For many years, John has struggled with alcohol addiction, however, after a voluntary admission to a North Wales Detox Centre in January 2020 and support from the local Substance Misuse Team and the Community Mental Health Team, John has managed to stay alcohol free since his admission.

Hearing voices is a common symptom of EUPD, especially with individuals who have experienced past trauma – which John has. John hears the voices on a daily basis, especially in the evening which keeps John awake and he rarely gets more than one hours sleep a night. The voices that John hears are very nasty, aggressive and intrusive towards John, regularly telling him to run away and take his own life. On top of this, the voices also tell him that John doesn't matter, and that nobody cares about him.

John's relationship with support services was a big part of his life before lockdown, as almost every day he was participating in a Service Lead Activity that included walking, e-biking, wellbeing groups, Outdoor Partnership or even indoor activities. This gave John stability, a routine, the opportunity to discuss with support workers anything that he may be concerned about (outside of support sessions) and also gave him the opportunity to meet and socialise with other individuals who understand what he is going through.

The initial thought of Lockdown for John was very daunting, as he felt that his whole support network was being taken from under him, and he was concerned that he would lose all of the progress he had worked very hard at, and then even deteriorate further.

To ensure that John still felt supported, the Council agreed on a plan that we hoped would in some ways "mimic" his routine. We agreed on a telephone call every Monday morning, that he participated in a Zoom Quiz that we hosted on a Wednesday and on a Friday we would have a one-to-one Zoom video call together.

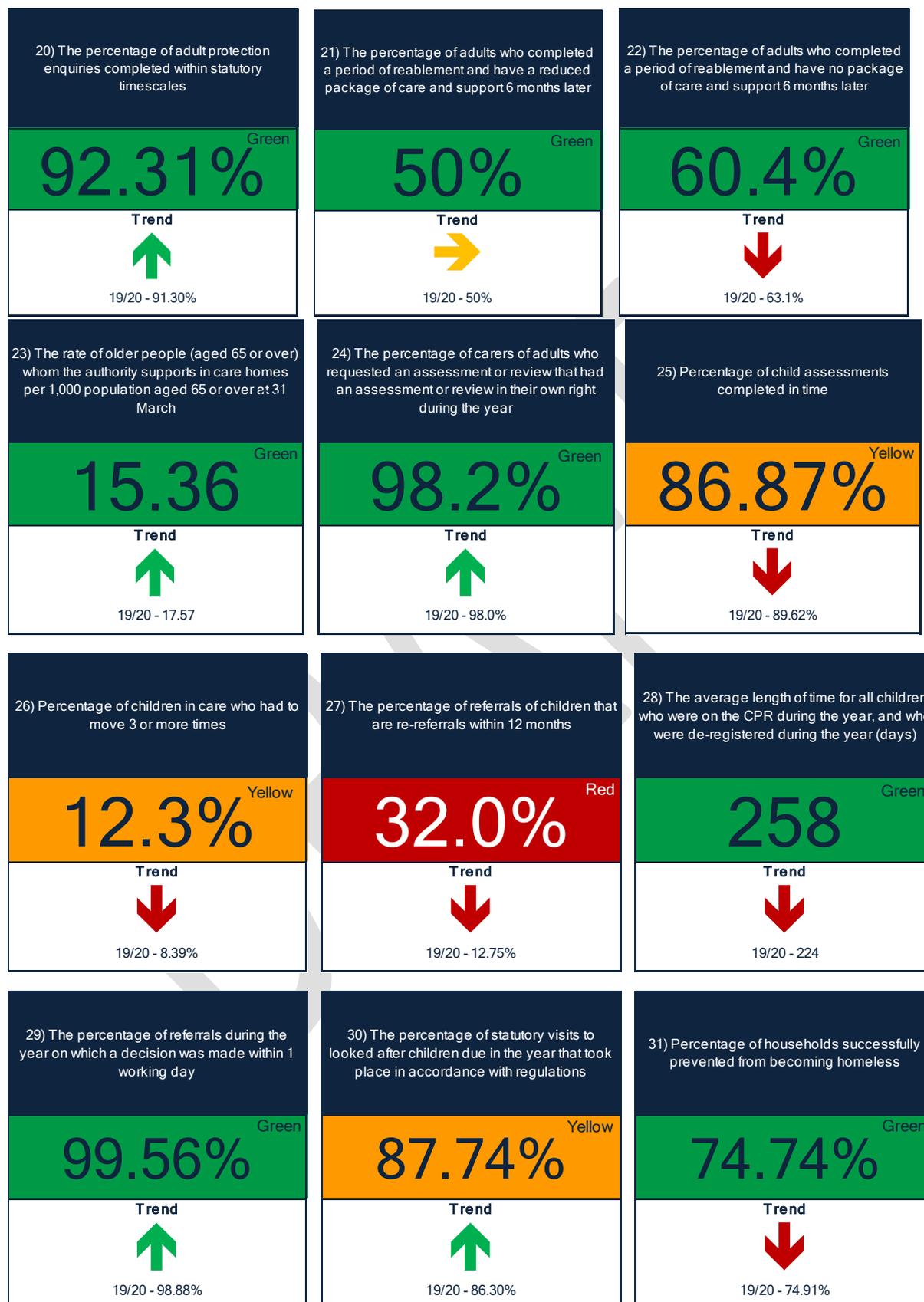
On the days that John was not in contact with the Council, he would be in contact with his Community Psychiatric Nurse (CPN), one being his Care Co-ordinator – and the other being a specialist in working with individuals who hear voices.

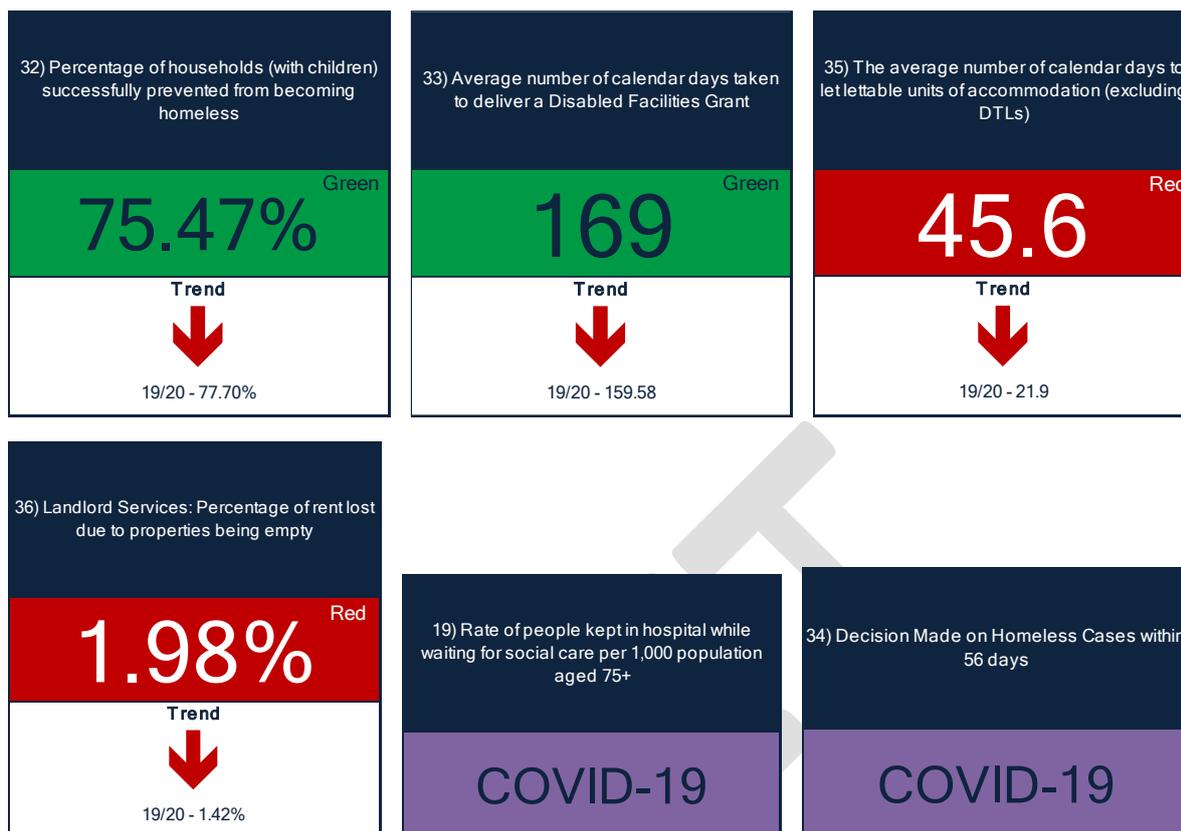
The further we went in to lockdown, the more John was becoming more aware and mindful of the struggles that other individuals may be facing, such as losing their jobs etc. As John used to be a chef, he offered to do cooking sessions over Zoom, he would do this on a Wednesday afternoon sometimes instead of the Quiz, just so that there was something different for participating individuals. John would prepare and cook a healthy meal on a budget whilst everyone watched and took notes, and would talk through the process step by step, he also answered any questions that participating individuals may have. The sessions were very engaging and very much appreciated by other individuals that we support.

Once restrictions started to ease in Wales, John and a friend he made whilst attending our Service Lead Groups have started to enjoy hiking the mountains in Snowdonia. John goes on at least one hike every week, as he states that the mountains are his "Safe Place". John was inspired to carry on the mountain walking because of how much he enjoyed the Outdoor Partnership Walking Group before Lockdown.

We often ask John how he manages to cope with the stress of the voices whilst trying to remain alcohol free. John always states that if it was not for the support that he receives from us and others, and if he wasn't in the Supported Living Accommodation, then he would've given up on everything a long time ago, and that the support that he receives is one of the main reasons as to why he's able to cope.

Performance Indicators & Analysis





Performance against the indicators for our Wellbeing Objective 2 also demonstrated a positive performance where only three indicators of the 16 monitored (19%) underperformed against their annual targets. 62.5% of the indicators were above target and 19% of the indicators were within 5% of their targets. Only two indicators were not able to be collected due to the covid-19 pandemic, which allows a better representation of the general performance against this objective.

The indicators within the Adults Service (indicators 20 - 24) have all performed well against their targets for the year with all 4 indicators above target. This is a very positive outcome for a service which have been under a great deal of pressure on the front line dealing with the Covid-19 pandemic and trying to keep residents safe whilst undertaking their daily duties.

The Children & Family Service, with 83% of their indicators above or within 5% of their targets, and the Housing Service, with 60% of their indicators above target, should also be proud of their efforts this year. The three indicators which were red against targets can however be found in these services, as well as 90% of the indicators which declined year on year for this objective.

Indicator 27 above, the percentage of referrals of children that are re-referrals within 12 months was red with a performance of 32% against a target of 10%. Having reviewed the case files of the children that have had a re-assessment during the year, it was found that they were all appropriately re-referred into the service. All were re-referred due to new reasons and situations arising that could not have been foreseen or prevented and therefore no further action is planned.

The second red indicator was indicator 35 above, the average number of calendar days to let lettable units of accommodation (excluding DTL's), with a performance of 45.6 days against a target of 26 days. Due to the pandemic situation it has not been possible to let our Council Housing Stock at the same level as we would normally have followed, mainly due to the requirement to comply with coronavirus legislation and social distancing protocols. The covid-19 lockdowns throughout the year

also had a negative impact on this indicator and all that could have been done to improve the performance was done when it was safe to do so.

The third and final red indicator, indicator 36 above, the percentage of rent lost due to properties being empty, is directly linked to the previously discussed indicator. The delay in letting lettable units of accommodation impacts on rent resulting in higher lost income from rent. With the covid-19 restrictions easing, it is believed that this performance will improve into 2021/22.

As 62.5% of the indicators monitored as part of this objective have seen performance decrease when compared to last year, for various reasons some of which mentioned above, we will be monitoring these indicators in particular to ensure that performance is maintained or improved in 2021/22.

DRAFT

Wellbeing Objective 3: Work In Partnership With Our Communities To Ensure That They Can Cope Effectively With Change And Developments Whilst Protecting Our Natural Environment

Development And Promotion

What we have done

The *Isle of Anglesey County Council* unanimously declared a climate emergency at Full Council on the 8th September 2020, committing the authority to become carbon neutral by 2030.

In early 2020 (pre pandemic) an officer Task & Finish Group collaborated to prepare a baseline of existing action to combat climate change and decarbonise (directly and indirectly), with a view to informing a draft action plan. Individual Services have been and continue to deliver positive changes. Despite this, the information collated is very descriptive in terms of activity, with no consistent approach to determine, predict, or quantify the impact on reducing carbon emissions (against a corporate carbon footprint baseline). In addition, there are currently no formally agreed carbon reduction targets.

Since this work commenced several traditional working practices and 'norms' have been changed to maintain staff safety and service provision (e.g. virtual meetings have reduced overall work-related travel, working from home etc.). These must now be recognised as part of the baseline, nurtured and embedded when we enter the post pandemic recovery period.

There is clear evidence that a plethora of activity is being progressed by different Services areas, responding positively to the need to reduce the authority's carbon footprint. Despite this, there is currently no dedicated corporate capacity and expertise to lead and inform the necessary whole organisation transformational change required.

The Executive agreed in March 2021 on

- the development and implementation of a new corporate Climate Change Programme to enable the Authority to transition into a carbon neutral organisation by 2030,
- the utilisation of a restricted reserve of £400,000 to create dedicated capacity/expertise to lead on progressing and co-ordinating the initial stages of development and delivery,
- The recruitment of a corporate Climate Change Programme Manager to lead on development and delivery.
- The establishment of a Climate Change Working Group (with political representation) – an advisory, non-decision-making group to make recommendations and requests.
- The appointment of a Climate Change Champion on the Executive and,
- That Councillor Dafydd Rhys Thomas be appointed as the Executive's Climate Change Champion.

Further information can be found [here](#)

Phase 1 of the Re:fit programme within the Council is now close to completion. The work will assist with reducing the amount of carbon the Council generates annually. This work is one of many workstreams within our developing Climate Change Action Plan and an application for additional funding has been submitted to Salix for an additional £3.1m of funding.

Old council fleet vehicles have been replaced with electric and LPG vehicles during the year. Currently the Council hold;

- 7 electric vehicles,
- 77 LPG vehicles, and
- 107 diesel vehicles.

New vehicle charging points have been installed at Canolfan Byron and an additional 4 electric vehicles have been ordered. A £300k grant has also been provided by WGES for the installation of charging points for the Councils fleet of electric vehicles.

The work in respect of the electronic vehicle charging points at Llanfairpwll Park & Ride is developing nicely and the aim is to get this installed in 2022. Plans are also in the pipeline to install rapid EV charging points across the five towns across the island with funding being sought during the year.

We have been developing walking and cycling routes in accordance with the Active Travel (Wales) Act 2013 during the year. The first consultation stage has closed, and in total, 781 comments and a total of 2278 'agreements' were received. Earlier this year, Transport for Wales and Anglesey Council held virtual sessions with resident groups on Anglesey to discuss walking and cycling opportunities on the island and identify current barriers residents face when it comes to replacing short car journeys with active travel.

As phase 2 of Anglesey Council's CommonPlace map is launched, we along with Transport for Wales ran 5 virtual evening sessions with residents and local stakeholder groups in July and August 2021. These sessions will give attendee's the opportunity to discuss and feedback their thoughts of the proposed new routes.

We continue to work towards recycling 70% of our household waste. The pandemic has inevitably resulted in a lower than expected recycling rate of 62.96% for 2020/21. There are many reasons for this decline in performance in comparison with previous years. The Covid-19 pandemic remains one of these reasons due to a reduction in the use of our Household Waste Recycling Centres and an increase in black bin household waste as more people work from home.

An online/phone booking system was introduced when the HWRCs were allowed to reopen but the demand for bookings remained low with several hundred available slots unfilled per month. This reduction in the period of opening and the lower demand has resulted in less tonnages of recyclable materials being received in our HWRCs which in turn has had an impact on our performance. Other reasons include the difficulty in obtaining outlets to recycle some materials including carpets, wood and mattresses which is also a concern for other North Wales Councils.

To mitigate the current underperformance, a new steering group has been established which includes senior officers, senior politicians and partners from the WLGA and WRAP Cymru. The aim will be to evaluate current working practices and identify how best to improve performance in respect to this indicator and work towards the targets set by the Welsh Government by 2025. This work is monitored as part of the Scorecard reports and further information can be found there throughout the year.

We continue to make good progress developing major flood alleviation schemes on sites at-

- Dwyran,
- Amlwch,
- Holyhead,
- Menai Bridge,
- Llanfairpwll,

- Valley and
- Red Wharf Bay,

as well as the collaborative work with Natural Resources Wales on the Llangefni flood alleviation scheme. We have also delivered work worth over £700,000 of mainly grant funded small-scale drainage schemes across the island.

Transformation

What we have done

One area which has flourished during the pandemic is the number of volunteers willing to participate and assist people in the local community.

The pandemic has highlighted that Anglesey people have been more than willing to participate in the engagement process and to highlight assets within the community that they may never have thought about before.

This willingness within the community has contributed to the shaping of place agenda on the Island. Some of the key achievements undertaken during the period are:

- Integrating monitoring and evaluation – aligning reporting priorities
- The establishing of Area Support Teams and Good Turn Schemes as groups where we could access and engage those who wouldn't normally participate in any form of consultation.
- Use of digital technology and online returns of questionnaires- became an effective way of reaching new people
- Willingness of Third Sector Organisations to share information and input into the mapping where this has previously been lacking
- Asset mapping happened a lot quicker as offers of help at a community level enabled us to identify key people, buildings, services and networks at a rate quicker than original mapping methods
- Access to information, sharing of information and a reduction in bureaucracy
- Ability to identify solution based/task and finish projects to address community need- Good Turn Schemes, Virtual Village Halls, Activity packs, information resources etc
- Ability to support and provide guidance to communities to look after themselves
- Ability to identify where services could be reduced/adapted as communities became more resilient and independent
- Ability to respond to 'local needs, locally' as opposed to waiting or relying on a National/Regional response

We have been able to identify where the strengths lie in our communities in terms of preventative and low level provision of vital services such as shopping, the delivery of medicine and food, and this will be used as the basis of how we move in to recovery.

Work on promoting and improving the use of the Welsh Language in the Housing, Public Protection and Leisure functions has been difficult this year due to a large majority of staff working from home. However, as staff have daily contact by telephone and Teams and in meetings with service users and partners, they have the opportunity to practice their Welsh when dealing with day-to-day business to make maximum use of the Welsh language. Staff continue to be supported in the 3 intensive

support services (Housing, Public Protection and Leisure) and the following is a summary of achievements during the reporting period:

- Hold a Conversation session 'Panad a Sgwrs' by Microsoft Teams within the Public Protection function when it was possible to do so;
- Staff language skills continue to be developed through virtual training;
- Staff meetings enabling staff to contribute in Welsh;
- Staff are given a language choice with the Annual Appraisal process.
- Buddy system operating within the Leisure Function, however with the Leisure Centres closed for much of the year there have been few opportunities to progress the scheme;
- The Housing Service committed to offering mentoring and improving the use of Welsh in the workplace for staff who are learning or wish to improve their Welsh;
- Record the number of annual appraisal reports written in Welsh and the number of appraisal interviews conducted in Welsh in the Housing Service.

Across the Council there have been many areas of progress over the past year. These include:

- Incorporating the Welsh Language Commissioner's Good Practice Advice Document (2020) requirements for the Welsh language into the corporate template and Impact Assessment guidelines.
- Received a positive judgment following monitoring by the Welsh Language Commissioner's office following a mystery shopper exercise on compliance with the standards
- A fully bilingual technology support software 'Freshservice' was procured for logging service requests within ICT
- The fleet of new gritting trucks were all given Welsh names
- A District Judge has written praise for the high number of social workers who have Welsh language skills in the Council

Further information can be found in the [Annual Report on the Welsh Language Standards](#)

We were unable to implement the Revenues Customer Portal during the year which aimed to provide customers with a high-quality service which would provide self-service facilities and assist the council with electronic billing. This project has been delayed due to various reasons but mainly due to issues with linking to the Council's CRM which has put a hold on the project. We will endeavour to implement a system as soon as practically possible and in the meantime continue to use the digital web technologies and telephone systems to make changes as the customer wishes.

The Covid-19 pandemic has been a difficult one particularly for our Leisure facilities as they were closed for very long periods due to Welsh Government Coronavirus Regulations. Even when they were allowed to open it was for a reduced number of customers which brought about other difficulties such as how to open safely and remain open. A £67k recovery grant has been received from Sports Wales which has supported a number of improvements to customer service facilities.

Installation of new boilers and heating systems at Amlwch Leisure Centre during the year will help reduce the amount of energy the centre uses. A grant was secured from Betsi Cadwaladr Health Board to purchase new spin and aqua bikes. We have also provided ongoing support to the towns of Holyhead and Amlwch to develop 3G pitches. The new 3G pitch at Holyhead Park secured planning permission and financial support of £135,000 from Sports Wales. The pitch has now officially been opened for use by the local community.

The work that was undertaken pre-covid on our Digital Transformation journey was utilised significantly on a daily bases by customers who were no longer able to visit the Council Offices as they were closed due to the pandemic.

The increase in the use of online forms was significant with numbers more than five times what it was pre-covid, from 10.8k to 58k reports received via AppMôn and the website. The Council website also saw more than double visitors to the website when compared with 2019/20 and 4 times the number who visited in 2018/19.

These figures prove that the work being undertaken is of value to our customers and work will continue to improve our Digital Channels over the years to come.

The digital shift continues apace in schools also, work to increase the ratio of computers to pupils in schools utilising the HWB grant from Welsh Government was undertaken during the year with all schools receiving additional chromebooks.

The workplan for utilising the HWB grant has been sped up this summer due to a cyber-attack on the Secondary Schools servers. Thankfully forensic analysis of the cyber-attack found no evidence that any personal information was stolen or that ICT systems were compromised.

However, the incident has prompted us to bring forward planned works - as part of the Welsh Government's Hwb programme - to upgrade information technology systems at its secondary, special and primary schools.

Data systems will also be transferred on to Hwb cloud services with the majority expected to be available for teachers and pupils by the start of the new academic year in September.

Fast-tracking the adoption and use of these systems - which is a target for all Welsh schools and supported by Welsh Government - will see Anglesey reach one of its strategic goals much sooner than planned.

The Cyber Attack incident has however resulted in a pause to the work to upgrade the broadband download speeds in our secondary schools to 300Mb/s for the time being but plans remain on course to have this in place in 2022.

During the year we retendered the school meals contract for the islands schools. The five-year, £8m contract was awarded to Chartwells that will see the specialist school catering company feeding more than 9,500 pupils from September onwards. Retendering the contract has provided financial savings, some of which will be used by the Council's Executive to subsidise the cost of primary school meals further.

From 1 September 2021, the cost of a primary school meal will be reduced by 30p to £2.20. The Council Leader, Councillor Llinos Medi, explained, "The last 12 months have been tough on many families, especially those on low incomes. Retendering the school meals contract has provided our Executive with an opportunity to help families by reducing the cost of primary school meals.

"The decision will benefit the thousands of parents who pay for their children's meals, as well as many other Anglesey Council Tax payers as the benefits of revenue savings are also passed on them. There's been a drop in the number of children choosing school meals in recent years, and we hope this decision will also encourage a greater take up of school meals in our primary schools."

Case Study 3 – New flood alleviation technology

Beaumaris has faced several flood events over a number of years and following flooding to 17 properties in 2004 a flood alleviation scheme was completed in March 2007. Further improvements were made following a second major flood event in September 2007 when 6 properties were internally flooded. In December 2012, although no flooding events were recorded in properties, the A545 was closed due to flooding causing diversions and significant disruption to residents travelling to and from Beaumaris.

The most recent flood event occurred in November 2017 when the trash screen, a form of defence designed to stop debris from clogging the river flow, was blocked. Despite the efforts of trained flood officers to manually clear it, the rapidly rising water levels made it too dangerous for them to continue and they were forced to abandon their efforts and move to safety. Subsequently, the screen blocked, with water overtopping the surrounding structure into residential properties and onto the road.

This event resulted in research to identify a suitable solution which would clear the debris and ensure the safety of our residents and specialist officers. We also considered that research into climate change predicts an increase in rainfall and therefore the potential for further flooding into the future if nothing was done.

Working with Waterco Ltd, we secured grant funding from the Welsh Government to install an automatic debris removal screen.

The new automatic debris removal screen has been installed in Mill Lane, Beaumaris to help protect the area from the risk of flooding. The screen is the first of its kind to be installed in Wales and will reduce the risk of drain blockage by removing debris.

The screen operates like a conveyor belt lifting debris collected at the base of the screen and lifting them over the top onto a platform for safe and easy removal the following day. The screen starts automatically when it detects rising water levels and stops when water levels return to normal.

Work was also undertaken to refurbish the original screen and install a bypass screen which will be used during periods of extreme water flows.

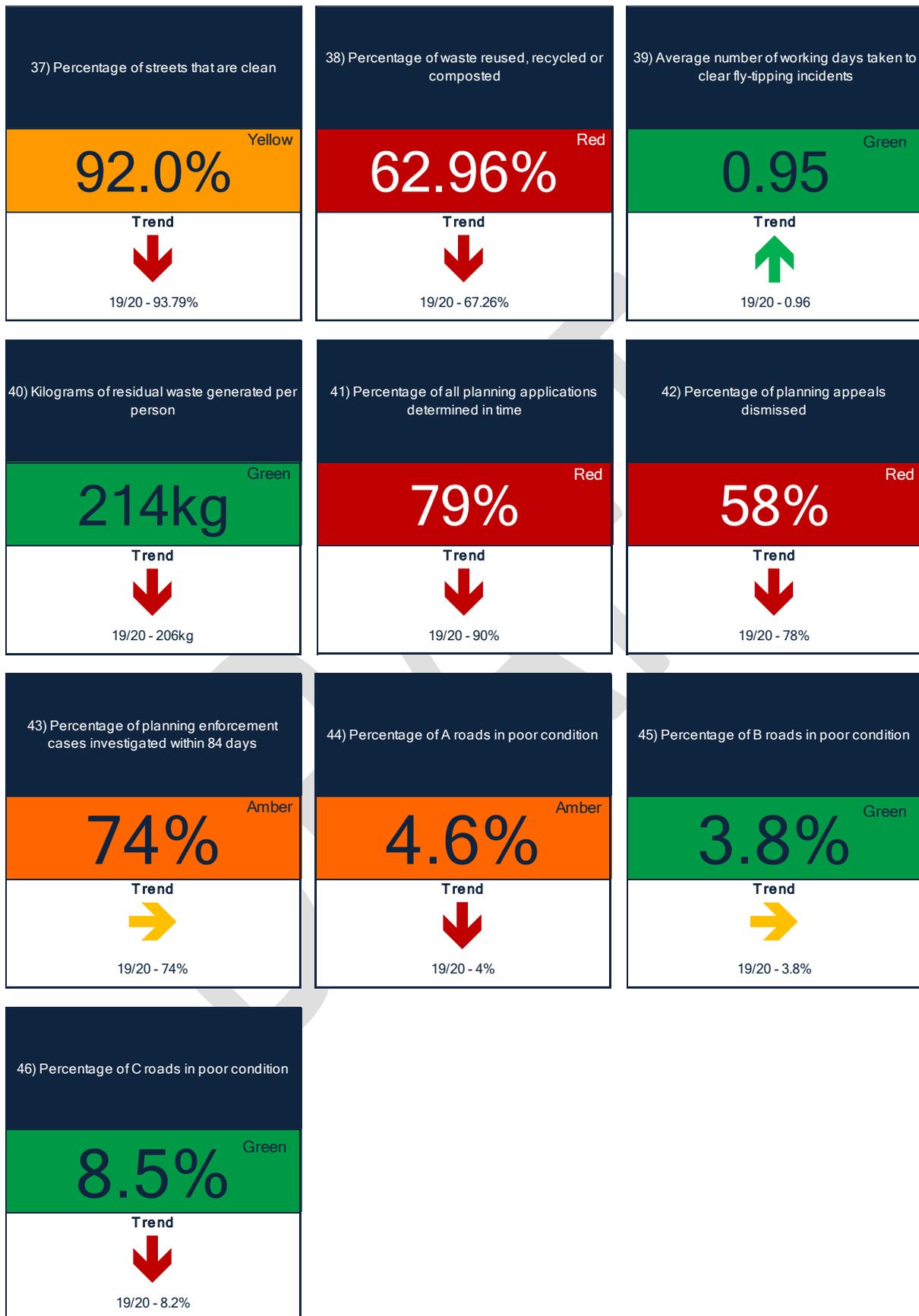
The Council's Highways, Property and Waste portfolio holder, Councillor Bob Parry, explained, "With the increasing threat of climate change and extreme weather related incidents, it is essential that we put adequate flood defences in place to help protect our local communities."

He added, "We are continuously working with partners on new innovative schemes to help reduce the risks of flooding on the Island.

Further information can be found [here](#).



Performance Indicators & Analysis



The performance indicators associated with objective 3 have seen a mixed performance in relation to their targets with 40% of the indicators were above target for the year, 10% were within tolerance of 5% of the target, 30% were between 5-10% of their targets and the remaining 30% were red against target.

It is concerning however that 70% of the indicators monitored have declined year on year, although it should be noted that some of the indicators have also been affected by the covid-19 pandemic, as is discussed below. There is however a need to monitor the situation during 2021/22 to ensure that further improvements are made, particularly in the Highways, Waste & Property and the Regulation & Economic Development Services that are responsible for all indicators currently monitored as part of this objective.

The first red indicator, which has been discussed in the report above, is indicator 38, the percentage of waste reused, recycled or composted, with a performance of 62.96% against an ambitious target of 70%. This indicator remains on course to hit its long term target of 70% of waste reused, recycled or composted by 2025 as set by the Welsh Government but the Covid-19 pandemic has had an impact on the performance of this indicator due to the closure of the Household Waste Recycling Centres (HWRCs) at the beginning of the year.

An online/phone booking system was introduced when the HWRCs were allowed to reopen but the demand for bookings remained low with several hundred available slots unfilled per month. This reduction in the period of opening and the lower demand has resulted in less tonnages of recyclable materials being received in our HWRCs which in turn has had an impact on our performance.

In addition to the above, the street sweepings treatment contractor has experienced problems with processing certain recyclable elements of the street sweepings it receives from the Council during the Covid-19 pandemic. This means there has been a delay in processing/counting recyclable tonnages which would normally be added to the Council's overall total (this has had an impact on the 3rd and 4th quarters of 2020/21).

Officers have agreed an action plan with the street sweepings treatment contractor to ensure that material is processed without delay and have also set-up a contingency treatment solution. Officers are also in discussions with Natural Resources Wales to make sure all claims for recycling tonnages are completed as per guidance. This work will be monitored in the Scorecard for 2021/22.

Indicator 41, the percentage of all planning applications determined in time, was the second red indicator. This indicator is another that has been impacted by the Covid-19 pandemic where site inspections and publicity requirements had to be suspended. Restrictions on site visits throughout the year for both officers and the Planning Committee have made it difficult for the Planning Function to perform as well as in the past. Various other factors have also impacted on this outcome including a backlog of historic applications and vacant posts within the Function's structure.

Working practices have already been adapted, and will be kept under review, in reaction to the increase in demands. Opportunities to strengthen the Planning Function's capacity, through delivering a Planning Improvement Plan, will be progressed in 2021/22.

Indicator 43, the Percentage of planning appeals dismissed was the third and final red indicator monitored for this objective with a performance of 58% against a target of 65%. This indicator deals with very small numbers. This indicator is dependent on the type and nature of the applications received and it is inevitable that some planning appeals will be successful.

Financial Performance 2020/21

This section provides a short summary of the financial performance for the Council over 2020/21. For the detailed financial position for the year please view the Statement of Accounts 2020/21 which is available on our website.

2020/21 has been like no other financial year faced by the Council, with the Covid pandemic dominating the work of the Council over the year and having a significant impact on its financial position. The Council is grateful for the financial support from Welsh Government, with over £6.104m of additional costs and £2.369m of lost income being covered by the Welsh Government's Hardship Fund. This additional support, along with other specific grants provided by the Welsh Government, resulted in the Council underspending its revenue budget by £4.204m (2.96%). The underspend has increased the Council's General Balances to £11.593m, school balances increased to £4.015m and designated reserves stood at £14.079m. However, it should be noted that grants received late in the financial year have added to the Council's reserves and these grants will be spent during the 2021/22 financial year.

As the country emerges from the pandemic during 2021/22, it is anticipated that the demand for services will increase to deal with problems and issues which may not have been identified during the lockdown, this is particularly true for Social Services and Education. The Council's reserves will allow the Council to address those issues, even if this requires a level of expenditure above the revenue budget for 2021/22.

Revenue Budget

Prior to the start of each financial year, the Council is required to set a budget for its day to-day expenditure. This is called the Revenue Budget and is the amount of money the Council requires to provide its services during the year, taking into account grants it receives from the Government.

During 2020/21, the Council's revenue budget was set at £142.1 million (£135.2m in 2019/20).

The council manages its budgets and measures its financial performance through a management account, this enables us to track expenditure against planned activity over the year.

In 2020/21, the Revenue Account spent £137.9 million, underspending by £4.2 million against the planned expenditure of £142.1 million. During the same period, through transformation of services and improved ways of working, the council generated £0.244 million worth of savings.

The impact of an underspend means that the Council increased its general reserves by £4.2m.

The table below reflects the final budget for 2020/21 and actual income and expenditure against it:

Services	Annual Budget £'000	Outturn £'000	Variance £'000
Lifelong Learning	53,565	52,046	-1,519
Adult Services	27,160	26,927	-233
Children's Services	10,971	10,258	-713
Housing	1,168	1,131	-37
Highways, Waste, Property	15,242	14,645	-597
Regulation	4,131	3,775	-356
Transformation	4,998	4,527	-471
Resources	3,164	2,998	-166
Council Business & Corporate Finance	21,747	21,635	-112
Total Council Fund	142,146	137,942	-4,204

Capital Expenditure

The capital programme supports the Council's wider objective to deliver services and to support economic growth. Capital expenditure is usually spending of a "one-off" nature and results in the construction or improvement of our asset, such as our properties.

In 2020/21, the Council approved a Capital Programme for non-housing services of £17.050 million and approved a Capital Programme for the HRA (Housing Management Account) of £20.255 million. In addition, Capital commitments were brought forward from 2019/20 of £12.109 million, bringing the revised Capital Programme for non-housing services to £22.336m.

During the financial year, a further £17.057 million worth of Schemes were added to the programme, mostly funded by extra Capital Grants. This brings the capital budget for 2020/21 to £58.425 million.

The programme has made steady progress, achieving a delivery rate of 56.7% and it is expected that the remaining schemes will be delivered over the coming few years. Some of the projects completed include a £1.5m on the newly opened Penrhos Industrial Units, £232k on the Llangefni Industrial Units, £2.3m was spent on the new Waste Collection Fleet, and £7.4m was spend on the acquisition of existing properties and development of new properties for our Housing stock. A combined £0.5m was spent on flood alleviation schemes at Beaumaris and Pentraeth, a further £0.7m was spent on smaller flood alleviation works in our communities, £1.6m was spent on highway resurfacing works, £0.5m was spent on road safety, and £0.5m was spent on updating the council fleet to newer and more environmentally friendly vehicles. £116k was also spent on the Plas Arthur Fitness Room improvements as well as £0.5m on new modular buildings in Ysgol y Tywyn and Ysgol Esceifiog which are used for childcare for children between 2 and 11 years old.

This resulted in a total spend of £33.129 million, £21.227 million was added to the value of assets.

Conclusion

Overall, in a year of great change and uncertainty due to a global covid-19 pandemic, 2020/21 has been mixed with much sadness in terms of the many people who have lost their lives and the impacts made on their families and friends due to Covid-19, but also with many good stories of how we and our communities have come together to respond to the pandemic.

As life begins to go back to some normality as restrictions are eased slowly across Wales thanks to a vaccine programme which has reduced the impact on our NHS services, it is important to remember that life will not go back to normal for many of our family, friends and neighbours. Our goal will be to help the Island recover as quickly as possible ensuring that our services are tailored and invested in to ensure that that this goal is achievable.

Capturing and learning from this pandemic will ultimately be an important step for any future crisis for which we may see during our lifetimes.

Working together with our partners over this crisis has strengthened our collective goals and demonstrated that by working together we can improve the lives and safeguard those around us.

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Further Information

For more information on any element of this document or if you have any comments, please contact:

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This document is available in Welsh and can be made available on disk, in braille and is available on the Council's website along with the Council Plan for 2017-22:

<http://www.anglesey.gov.uk/councilplan>

Further information may also be obtained as follows: Policies, plans and strategies published by the Council and can be accessed at: www.anglesey.gov.uk

Audit and Inspection Reports produced by the Council's Regulators are available from their respective websites, as follows:

- Audit Wales: www.audit.wales
- Care Inspectorate Wales: <https://careinspectorate.wales>
- Estyn: www.estyn.gov.wales

If you do not have access to the internet, or would like to obtain a document that is not listed above, please contact the Council via the contact details outlined at the top of this page.