

ISLE OF ANGLESEY COUNTY COUNCIL	
<b>Report to:</b>	Governance and Audit Committee
<b>Date:</b>	3/2/2026
<b>Subject:</b>	Progress update against the identified Self-assessment and AGS Improvement Actions for 2024/25
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<b>Nature and Reason for Reporting:</b> The committee is receiving this report in line with section 3.4.8.4 (Governance reporting) and 3.4.8.15 (Self-assessment Report) of the Terms of Reference for the committee.	

## Introduction

1. To demonstrate good governance, this report details the work the council has undertaken against the identified improvement areas within the AGS and the Self-Assessment & Performance (Wellbeing) Reports for 2024/25.
2. Services have provided updates on the actions and progress made since the reports were previously presented to the Committee in September and December 2025.

## Recommendation

3. That the Governance and Audit Committee:
  - a. Considers the report and accepts the responses and updates as an accurate reflection of the Council's work against the identified improvement areas.



# **Self-Assessment and Performance (Wellbeing) Report 2024/25 + Annual Governance Statement**

Progress against identified improvement actions

**Prepared by** – Digital, Performance and Modernisation Service

**Publication date:** January 2026

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

## Progress against identified improvement actions

This report provides an update on the work carried out against the areas identified as opportunities for improvement and monitoring from the [Self-Assessment and Performance \(Wellbeing\) Report for 2024/25](#).

### 1. The council needs to continue modernising its digital and data infrastructure

**Target Date** – March 2027

Actions identified to address weaknesses	Lead Service(s)	Update	Status <sup>i</sup>
Develop a Data Strategic Plan with the aim of continuing our journey to becoming a data informed Council	Digital, Performance and Modernisation	<ul style="list-style-type: none"><li>Business Case submitted to the Leadership Team for additional resources to update our data platform and to appoint a Data Manager.</li></ul>	On Track
Continue to progress the 4 key priorities of the Digital Strategic Plan	Digital, Performance and Modernisation	<ul style="list-style-type: none"><li>The work on the 4 priorities continues, notable achievements include:<ul style="list-style-type: none"><li>Library Management System: Coordinated replacement as part of the national upgrade program.</li><li>Democracy platform: Rolled out visual and accessibility improvements.</li><li>Local Development Plan: Delivered digital platform and customer service elements for launch.</li><li>Cyber and email security: Strategically upgraded tools for better functionality and reduced costs.</li><li>Digital forms and workflows: Developed for multiple service areas, both internal and customer facing.</li><li>Civica Property Management: Procured and implemented new system.</li><li>Cloud migration: Completed Pay360 income software and NEC document management migration.</li><li>Translation Memory: Procured and implemented new software for translations.</li></ul></li></ul>	On Track

		<ul style="list-style-type: none"> <li>○ Telephony system: Implemented council telephony, contact centre and Teams calling.</li> <li>○ Car parks webpage: Transformed from static PDF to interactive map integrated with payment app.</li> <li>○ Web analytics: Piloted and launched cookieless statistics for GDPR compliance and reliability.</li> <li>○ GIS Mapping upgrades: Integrated with HM Land Register and maintained Gold status for address and street data.</li> </ul>	
Develop the Chatbot interface to provide an improved customer experience	Digital, Performance and Modernisation	<ul style="list-style-type: none"> <li>● Improvements are being explored with the supplier, a proof of concept is being developed in an alternative technology platform in case the improvements can't be delivered.</li> </ul>	On Track
Review customer contact centres way of working and consider recommendations to improve customer experience.	Digital, Performance and Modernisation	<ul style="list-style-type: none"> <li>● Contractor completed a review of our Customer contact centres during September – October 2025.</li> <li>● The findings have been received and considered by the Project Steering Group who have agreed to prepare a proposal based on the recommendations from the review.</li> <li>● Input is required from the new HoS before the proposal is considered by the Corporate Management Team.</li> </ul>	On Track

## 2. The council must ensure that it meets the requirements of the new Procurement Act 2023

Target Date – March 2026

<b>Actions identified to address weaknesses</b>	<b>Lead Service(s)</b>	<b>Update</b>	<b>Status <sup>i</sup></b>
Implement agreed outstanding actions from the Procurement Improvement Plan	Resources	<ul style="list-style-type: none"> <li>● STAR continues to work with the Council on the action plan. The Council has succeeded in appointing a permanent Procurement Manager who will start in April and review the plan.</li> <li>● A new procurement handbook is available on Monitor for staff, to guide them through the procurement process in line with the requirements of the new Act.</li> </ul>	Behind Schedule

3. The financial resilience of the council is under pressure due to the cost-of-living crisis and a decrease in funding

Target Date – March 2026

Actions identified to address weaknesses	Lead Service(s)	Update	Status <sup>i</sup>
Maximise the grants available to the Council	Resources	<ul style="list-style-type: none"> <li>Work continues on bidding for available grants (especially capital). A protocol for authorizing bids for capital grants has been put in place. All grants and spending are monitored to ensure that no grant is lost because the Council has not complied with the grant conditions.</li> </ul>	Complete
Monitor and review the Medium-Term Financial Plan (MTFP)	Resources	<ul style="list-style-type: none"> <li>The Executive Committee adopted a new MTFP in September 2025 and this will be updated once the 26/27 budget is agreed.</li> </ul>	Complete
Identify savings for 2026/27 onwards	Resources	<ul style="list-style-type: none"> <li>£975k of savings has been identified as part of setting the 26/27 revenue budget, which is being reinvested into services.</li> </ul>	Complete
Review and streamline processes to improve efficiency and effectiveness of services and reduce the impact of reduced funding	Resources	<ul style="list-style-type: none"> <li>This is happening and ongoing in the services and reserve funds have been allocated to finance the costs of change. Several examples across the Council include investing in the telephone system, using the CRM, using Call Secure to receive payments over the phone, rolling out Chip &amp; Pin machines to collect income on beaches, and a transport review across the Council. Further examples can be provided by the Services.</li> </ul>	Complete

4. The council needs to manage and rationalise assets to ensure that they are needed, are fit for purpose and if not identify the work required to bring them up to standards

Target Date – March 2026

Actions identified to address weaknesses	Lead Service(s)	Update	Status <sup>i</sup>
Review and publish a new small holding asset management strategy	Highways, Waste & Property	<ul style="list-style-type: none"> <li>Draft strategic plan will be presented to Scrutiny Committee 18/02/2026 and to The Executive for approval 27/02/2028</li> </ul>	On Track
Continue to implement the new Computer Aided Facilities Management System	Highways, Waste & Property	<ul style="list-style-type: none"> <li>System substantially implemented. Property Help Desk function fully operational. Additional functionality, such as Servicing and Inspecting and Utilities Modules being implemented. The system will continue to grow and become more functional as more information is collected and uploaded. It is foreseen that the system's functionality will continue to grow over a period of years. Discussions to potentially integrate the system with Civica Financials ongoing.</li> </ul>	On Track
Undertake rationalisation of council assets in line with Asset Management Strategic Plan 2024-29	Highways, Waste & Property	<ul style="list-style-type: none"> <li>Rationalisation work has not yet progressed to the implementation stage. As the information held within Civica Property Management system grows and improves, it may be possible to recommend rationalisation options.</li> </ul>	Behind Schedule

5. The council needs to respond to identified workforce planning challenges including its age profile in some services and recruitment and retention problems in others

Target Date – March 2026

Actions identified to address weaknesses	Lead Service(s)	Update	Status <sup>i</sup>
Review, revise and implement a recruitment drive for the Provider Unit	HR, Communications and Customer Experience	<ul style="list-style-type: none"> <li>Forming a part of the Dyfodol Môn Scheme, the Denu Talent Programme (upto 10 weeks paid workplacement over the Summer months) has been implemented over to 2 consecutive years within the Provider Unit. This recruitment drive has successfully achieved its aim, attracting interest from Sixth form, College and University students.</li> <li>In brief; <ul style="list-style-type: none"> <li>12 young people from Anglesey have taken advantage of the Scheme so far</li> <li>8 have secured employment with the Authority, either on a full time or relief basis</li> <li>1 other showing interest in the opportunity to qualify as a Social Worker in the future</li> <li>4 have returned to education with a renewed image of the Council as a prospective employer and are inspired in terms of their future career aspirations and want to participate in the Programme again.</li> <li>The Learning and Development Team will continue to work closely with the Provider Unit and the wider Social Services Teams to continue this offer in 2026.</li> </ul> </li> </ul>	On Track
Services to reflect and work with HR on making every effort to 'grow your own' staff through training and development opportunities that enhance recruitment and retention	HR, Communications and Customer Experience	<ul style="list-style-type: none"> <li>HR Team meets 3 times a year with Director/Heads of Service and Business Manager to discuss Workforce Planning, subsequently a report is shared with Leadership Team</li> </ul>	Complete

Actions identified to address weaknesses	Lead Service(s)	Update	Status <sup>i</sup>
Dyfodol Môn graduate scheme— continue with the programme in 25/26 - creating dynamic opportunities for ambitious graduates to develop specialist skills and start a career with the council.	HR, Communication and Customer Experience	<ul style="list-style-type: none"> <li>2025 saw the launch of the Dyfodol Môn Graduate offer.</li> <li>Year 1 saw the successful recruitment of 4 talented graduates</li> <li>x2 Accountancy Graduates, x1 Electrical Engineering Graduate and x1 Economic Development Graduate</li> <li>Year 2 placement offers will be released in March 2026.</li> </ul>	On Track

## 6. The council does not map all sources of assurance

Target Date – March 2026

Actions identified to address weaknesses	Lead Service(s)	Update	Status <sup>i</sup>
Complete a review of how best to review and monitor the 1st and 2nd lines of assurance	Chief Executive Office / Digital, Performance & Modernisation / Resources	<ul style="list-style-type: none"> <li>A review of the Strategic Risk Register is ongoing.</li> <li>Following the review, the newly established Governance Group will be reviewing the lines of assurance as part of its ongoing work with the Annual Governance Statement, Local Code of Governance and the Corporate Self-Assessment.</li> </ul>	Behind Schedule
Complete the assurance mapping exercise for the Council	Chief Executive Office / Digital, Performance & Modernisation / Resources	<ul style="list-style-type: none"> <li>Mapping will be completed by the Governance Group once the Strategic Risk Register has been reviewed.</li> </ul>	Behind Schedule

<sup>i</sup> Green – Completed, Yellow – On Track, Amber – Behind Schedule, Red – Significantly behind schedule and requires management decision