

Isle of Anglesey County Council Scrutiny Report

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

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

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

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

Measuring progress against the Asset Management Strategic Plan 2024-29
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3. Role of the Scrutiny Committee and recommendations

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

Recommendation(s): That the Scrutiny Committee accepts the content of the report, which provides assurance that the strategic plan remains relevant and is being delivered and monitored
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4. How does the recommendation(s) contribute to the objectives of the Council's Plan?

The strategic plan contributes to the Council Plan by: 1. Economy: Significant Capital Investment with local contractors. 2. Climate: Please see pint 7.5.

5. Key scrutiny themes

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

6. Key points / summary

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

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

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

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

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

7. Impact assessments

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

☒ Yes

☐ No

If no, explain why:

- 7.2 Potential impacts on groups protected under the Equality Act 2010

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

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

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

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

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

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

Positive:

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

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

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

8 Financial implications

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

9 Appendices

Asset Management Strategic Plan 2024-29 Progress Report

10 Report author and background papers

Dafydd J Rowlands, Technical Services Manager

Annual Report 2024 – 2026

Housing Asset Management Strategic Plan

1. Summary

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

2. Key priorities

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

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

	contract award the contractor's workforce has increased from 17 to 30. - At the end of Q1 2026 768 out of 815 (94%) planned installations had been completed. 47 tenants have declined the opportunity to take part in the programme. There is no clear pattern in connection with the refusals and we will continue to engage with these tenants. Subject to survey, the entire programme will involve circa 3,300 properties - We have remeasured the energy performance of 477 properties (July 2026) post Solar PV works. 374 (78%) of these properties now reach C75. - Between 01/04/25 and 31/03/26 the carbon footprint of the housing stock fell from 11,225 to 10,259 CO2 tonnes per annum.
Performance (RAG):	
What we did not achieve and why:	- We will not achieve full C75 compliance by March 2030. Our TEP's and new Energy Performance Certificates indicate that compliance will be circa 90%. - Factors that influence compliance include fuel source and tenant choice. Properties served by LPG or direct electrical heating have relatively poor energy ratings that will generally not reach C75 without a fundamental change in fuel source. - Our TEP's do not support fuel switching e.g. from LPG to air source heat pumps, prior to 2030 which means that we will remain WHQS compliant.

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

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

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

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

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

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

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

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

5. Risks

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

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

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

6. Looking ahead

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

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

- Continuation of the Solar PV programme

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

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

7. Key achievements (optional)

Example success stories or projects:

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



Example completed kitchen:

