

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	County Council
Date:	14.5.14
Subject:	Annual Delivery Document 15/16
Portfolio Holder(s):	Alwyn Rowlands
Head of Service:	
Report Author: Tel: E-mail:	Gethin Morgan 752111 GethinMorgan@anglesey.gov.uk
Local Members:	

A –Recommendation/s and reason/s
<p>The County Council is asked to accept and adopt the Annual Delivery Document for 15/16.</p> <p>For the purposes of clarity the Annual Delivery Document is otherwise known as the Improvement Plan (outlined in the Constitution).</p>

B – What other options did you consider and why did you reject them and/or opt for this option?
<p>No other options were considered as it is part of the Policy Framework which identifies the need for such a document to be adopted by Full Council.</p>

C – Why is this a decision for the Executive?
<p>This is a decision for the Executive as it outlines the main areas for improvement and delivering the council's corporate priorities during 2015-16 which discharges our duty for continuous improvement under the Local Government Measure – Wales and the 'Wales Programme for Improvement'.(2009, 2011)</p>

CH – Is this decision consistent with policy approved by the full Council?
Yes

D – Is this decision within the budget approved by the Council?
Yes

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Agreed with operational direction for 15/16
2	Finance / Section 151 (mandatory)	No comment
3	Legal / Monitoring Officer (mandatory)	No comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	Presented to Corporate Scrutiny Committee meeting on the 16 th April, 2015. Comments and revisions by Committee included in the amended final version attached.
8	Local Members	
9	Any external bodies / other/s	WAO – correspondence inform us that final version meets the requirements of the 2009 Welsh Local Government Measure

E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

Annual Delivery Document 2015/16

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

Corporate Plan 2013-17 as adopted by full Council in December 2013



**CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL**

**Isle of Anglesey County Council
Annual Delivery Document**

**(Improvement Plan)
2015/16**

Isle of Anglesey County Council
Llangefni
Anglesey
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INTRODUCTION

This annual delivery document focuses on the work we're doing to realise the ambitious targets set by the Isle of Anglesey County Council's Corporate Plan 2013-17.

Our Corporate Plan is underpinned by some of the most far-reaching engagement and consultation we've undertaken.

Residents were asked which of our services were most important to them, and which they felt weren't as important.

The overwhelming and consistent priorities emerging across all demographics on the Island were:

- Supporting the most vulnerable
- Developing the Economy
- Raising the standards of and modernising our schools

These priorities form the foundation and focus areas in our Corporate Plan which sets out our strategic aims up to 2017.

Public feedback also led to the County Council adopting its main aim, namely that - by 2017 – it becomes: **"... a professional and well-run council, innovative and outward looking in our approach, committed to developing our people and partnerships in order to deliver efficient and effective services of good quality, that are highly valued by our citizens"**

In order to achieve this aim, the Council will need to change the way many of its services are delivered.

Seven key priorities will shape this transformation over the coming years, namely:

- Transforming Older Adult Social Care
- Regenerating Our Communities and Developing the Economy
- Improving Education, Skills and Modernising our Schools
- Increasing Our Housing Options & Reducing Poverty
- Transforming our Leisure & Library Provision
- Becoming Customer, Citizen & Community Focused
- Transforming our Information and Communication Technologies (ICT)

This is the second year where we have produced an Annual Delivery Document. The document (also known as the Improvement Plan 2015/16) shows how we'll deliver on our key priorities over the next 12 months and highlights our drive to ensure continuous service improvement as expected by the Welsh Government. We will carefully monitor the delivery of these targets and outcomes through established performance management processes and procedures.

Listening to what you, as Anglesey residents, our service users and local businesses think – and acting on it – will also form an essential part of the transformation process.

Transforming Older Adult Social Care

People are living longer and we expect an increase in the number those over 85 on the Island during the next 10 years. Anglesey has one of the highest older people's populations in Wales. This means that there will also be an increase in the number of people with complex long-term health conditions, such as dementia.

The Council has recognised the need to change the way it delivers adult social care. This will ensure the necessary level of support needed to meet growing demand (both in terms of finance and workforce) and sustainability of services for future generations. In order to begin this transformation process, we will be undertaking the following during 2015/16.

How will we do this in 2015/16?

We will develop and establish, in collaboration with partners, two extra care housing schemes in the North and centre of the Island, with planning for a further extra care housing scheme in the South of the Island by:

- Implementing a phased approach in Llangefni by securing build partners, approving final designs and starting work on site; as well as completing preparatory work in the North of the island.
- Progressing the agenda in the South of the Island with a decision taken on final proposals regarding land sites , approval of a business case, identifying build partners, approval of final designs and start of building work

Improve the range and availability of community based services for older people which will reduce the reliance on and need for residential care homes by:

- Implementing the "A Place to Call Home" Action Plan, which will re-focus on the individual and provide Older people with independent advocacy, ensure better quality of care or support as a result of safeguarding issues when moving directly from hospital to a care home or from another care home. This is inclusive of staff training in dementia awareness and access to Mon Enhanced Care
- Developing, agreeing and beginning to implement the 'Community Hub' model , in which the broad range of support and services that are provided by local (and often informal) communities are enhanced and "joined up" so that improved support and care is provided by and through the community that is local to the older person in need.
- Further embed the Single Point of Access model which will support more effective access to information, advice and assistance and integrate individuals with other local resources.

Re-develop our re-ablement service to support and help people to get better, and regain independence using support plans which are outcome based by:

- Strengthening the market and implementing a programme to externalise homecare further whilst developing a specialist model of internal provision
- Establishing an agreed model of Local Authority homecare provision which will provide re-ablement and specialist dementia support

In partnership with the Health Board, develop joint service delivery and management in particular in relation to dementia, older people services in general and support for carers by

- Introducing a North Wales specification for the provision of enriched residential care for dementia sufferers
- Embed multi-disciplinary working within our co-located teams in Llanfairpwll, Amlwch and Holyhead to ensure we respond to service users' needs in the community in a timely and efficient way.
- Develop a greater integration of Learning Disability services including consideration of joint commissioning and joint budgets

Summary Statement:

In realizing the above, we will, by the end of financial year 2015/16, have completed all the necessary planning and started building in Llangefni. We will also have completed the preparatory work in Amlwch and identified a third site in the South of the island.

We will have continued our focus on reducing the need for residential care through our joint community based plans and policies such as "A Place to Call home". This will complement our work to develop specialised domiciliary, home care and re-ablement priorities in the field of dementia.

We will have made further progress in the integration of Health and Social Care practices in the field of Learning Disability.

Regenerating Our Communities and Developing the Economy

Improving the local economy, creating jobs and improving prosperity for residents remains a key priority for the County Council. The economy is a significant issue, with our communities recognising new job creation as crucial means of improving the island's quality of life and reducing inequalities. Whilst inward investment by the private sector is a critical economic driver, the Council also has a role in creating an environment for growth where local businesses can develop and new businesses can be established and flourish.

Greater local, regional and national collaboration will be vital to the progress of our economic development priorities, in particular in relation to improving the vibrancy of our rural and urban communities and supporting the needs of the island's tourism sector.

The County Council's Energy Island Programme also provides a once in a generation opportunity to create hundreds of new jobs as a result of the planned investment and growth potential of the low carbon energy sector. We will look to develop schemes which provide more employment opportunities for young people, improve infrastructure and support the local and regional supply chain.

How will we do this in 2015/16?

Work with the Welsh Government and other partners to strengthen the island's economy by improving infrastructure, skills availability and supporting local companies. We'll do this by:

- Developing 10 projects to capitalise upon local and regional regeneration opportunities
- Creating 5 new jobs, safeguarding 10 jobs & supporting 10 businesses in Holyhead (new or existing) through the Holyhead Investment Fund
- Collaborating with the public, private and third sectors to improve opportunities for jobs, growth and increased prosperity
- Maximising European and domestic funding opportunities by submitting external funding applications (including 2014-2020 EU Structural Funds and the Rural Development Plan).
- Providing support, guidance and advice to 50 island businesses

Supporting the visitor economy, through our destination management plan, by working with partners to promote Anglesey's image and distinctive strengths. We'll do this by:

- Increasing tourism visits by 2% (approx. 30,000) through a targeted marketing and advertising campaign

- Establishing 6 new tourist information points in key settlements on the Island
- Hosting the Aviva Tour of Britain Grant Depart on the 6th of September
- Developing the island's Cruise economy by welcoming Cruise ships to the Port of Holyhead
- Working with partners to develop and promote Anglesey's image and distinctive strengths
- Supporting and assisting five local tourism events
- Effectively managing the Council's Maritime function activities

Work with partners to overcome infrastructure constraints (for example broadband width and mobile technologies) to enable development, investment and job creation by:

- Assisting Superfast Cymru as and when required with the marketing and promotion of the Broadband Scheme on Anglesey
- Constructing 3 new business units in Llangefni
- Clearing 0.54 hectares of land in Llangefni for redevelopment
- Collaborating with Scottish Power Energy Network to improve Anglesey's electrical infrastructure
- Working with Welsh Water to identify potential improvements to water and sewerage infrastructure on Anglesey
- Collaborating with private sector developers to ensure the island's residents can capitalise upon local and regional opportunities for jobs, growth and prosperity
- Managing a supply chain programme on behalf of the North Wales Economic Ambition Board to ensure the region can capitalise upon opportunities arising from the low carbon energy sector

Effectively carry out our planning responsibilities in relation to all major projects on Anglesey, ensuring that any potential negative impacts are reduced and positive community benefits maximised by:

- Securing adequate and timely funding through Planning Performance Agreements to enable developer contributions to assist statutory planning consenting processes undertaken by the Council
- Maximising the socio-economic benefits of major developments through the statutory planning process
- Co-ordinating and progressing the Energy Island Programme to help secure major energy developments and de-risk the projects

- Identifying, defining and developing Isle of Anglesey County Council's major energy projects vision and legacy aspirations
- Maintaining collaboration with the Department for Energy and Climate Change and Welsh Government

Drive community regeneration and develop holistic town and community plans for the island's main settlements, prioritising Holyhead, Llangefni and Amlwch by:

- Maximising local benefits from proposed major projects through non statutory processes and mechanisms (including voluntary community benefit contributions)
- Ensuring that Holyhead fully benefits from all major Economic regeneration opportunities (in line with Welsh Government priorities) by managing and co-ordinating the Vibrant & Viable Places (VVP) Programme
- Levering in £150,000 of private sector investment into Holyhead
- Successfully supporting the Llangefni Town Centre / Regeneration initiative to improve the socio-economic vitality and vibrancy of the town; examples of initiatives include:
 - Developing a Green Transport Plan for Llangefni (including walking and cycling);
 - Progressing the Llangefni Link Road project – decision on planning application anticipated Spring/Summer 2015

Summary Statement:

In realizing the above, we hope to have achieved robust Business Cases for varied initiatives across a range of strategic priority areas, by the end of the 2015/16 financial year.

We will have created jobs or safeguarded a number of existing ones through supporting businesses. We will have continued to focus on tourism by increasing visitor numbers by 2% and establishing 6 new tourist information points

We will have made progress on the Energy Island and Enterprise Zone programmes to secure additional employment and a lasting legacy for Anglesey. In addition, we will have focussed our efforts on the exciting Vibrant & Viable Places initiative.

Improving Education, Skills and Modernising our Schools

The Council wants every child, young person and learner, irrespective of their background or circumstance to achieve their full potential and play an active role as responsible citizens and community champions. In order to realise this, and contribute to the Welsh Government's ambitious vision for education nationally, we want to raise education standards on Anglesey.

The Council is to challenge current thinking, encourage innovation and develop a school infrastructure that will drive up standards of teaching and attainment. We must also reduce surplus places, improve educational outcomes for children and young people and be responsive to our socio-economic and community improvement programme.

How will we do this in 2015/16?

Continue to raise the standards in educational attainment rates and attendance by:

- Making appropriate use of available data to agree challenging targets for all primary and secondary schools in relation to achievement at Foundation Stage, expected level and expected level+1 at FP, KS2, 3 and KS4;
- Using core data sets and national categorisation model to challenge individual school performance;
- Implementing the revised Partnership Agreement to target schools requiring focused support and monitoring as well as schools requiring substantial support. Continuing to develop the role of Elected Members in reviewing progress;
- Utilising a robust escalation process to challenge schools not making sufficient progress, and using excellent practitioners (both local and regional) to secure improvement through the self-improving (school to school) initiative, and focused Challenge Advisor support and challenge for school staff and Governors;
- Embedding Local Authority expectations that schools implement targeted interventions to support all pupils to fulfil their potential, and ensure robust arrangements for standardising and moderating assessments at Foundation Phase, KS2 and KS3.

Develop and agree a school modernisation strategy to guide long term decisions which will include the provision of 2 new area primary schools by:

- Beginning construction of a new school in the Llannau area and one in Holyhead - pending appropriate permissions and approvals
- Agreeing approvals and permissions for the Rhosyr (Brynsiencyn / Parc y Bont / Dwyran / Newborough / Llangaffo / Bodorgan) area modernisation programme by April 2016.

- Beginning the consultation process for the Seiriol area (Beaumaris and Llangoed schools, including Llanfaes and Llanddona villages).

Adopt and deliver a regional skills strategy which enables Anglesey and North Wales to up-skill its workforce and align itself with future opportunities by:

- Developing further collaboration between Anglesey schools and the Energy Island Programme to ensure the best possible environment for high standard teaching and learning for STEM (Science, Technology, Engineering and Maths), and other related skills for employment in the context of future Energy Island and the Regional Skills Ambition Board developments.
- Further developing the Gwynedd and Môn Post-16 Learning Consortium.
- Developing the use of effective post 16 tracking and performance data to identify best practice and improve performance at A and AS level.
- Developing more effective use of e-learning at A and AS level, within the Learning Partnership.
- Continuing to collaborate with Cwmni Prentis Menai to ensure that Anglesey's young people have opportunities to access excellent work-related training and apprenticeships.
- Undertaking a review of the Youth Service to deliver the demands of the Youth Engagement and Progression framework, and ensure a sustainable and efficient youth service for Anglesey.

Summary Statement:

In realizing the above, we will have achieved a trend of improvement in the educational attainment rates at KS1, 2, 3 and 4 by the end of the 2015/16 financial year. In addition, we will have made significant progress to ensure that new schools are opened in the Llannau area by September 2016 and on the Cybi site, in Holyhead, by last quarter 2016. We will also have approved Business Cases and identified sites for the Rhosyr and Seiriol area schools.

We will have continued in our role of identifying, challenging and supporting schools that are under performing, as well as ensuring that more able and talented pupils are challenged to fulfil their potential.

We will have developed further collaboration between Anglesey schools and the Energy Island Programme to promote related skills for employment in the energy sector; and with Cwmni Prentis Menai to ensure that Anglesey's young people have opportunities to access excellent work-related training and apprenticeships.

Increasing our Housing Options & Reducing Poverty

Ensuring that everyone is able to live in a safe and appropriate home is hugely important. This will help people in their efforts to find jobs, access leisure amenities, education and gain the associated social and economic benefits that they both desire and deserve.

We will continue our efforts to develop the housing market for local people with a particular emphasis being placed on working with partners to design, develop and establish more affordable housing options for our citizens.

With major global energy companies working towards a significant investment in Anglesey, we will continue to work with landlords in the social and private sector to maximise the number and quality of homes for contractors.

How will we do this in 2015/16?

Work with partners to modernise and co-ordinate the benefits advice service, which will improve independence, support our anti-poverty strategy and mitigate the effects of welfare reform by:

- Establishing stronger links between anti-poverty funded programmes e.g. Môn Communities First, Families First, and Flying Start through a Common Outcomes Framework pilot; and maximise community benefits opportunities between Môn Communities First, LIF and Viable and Vibrant Places programme [VVP]
- Providing advice and support services to help households protect and maximise their income
- Awarding discretionary housing payments to households impacted by Welfare Reform
- Leading and supporting the implementation of the Corporate Welfare Reform Action Plan to reduce the likelihood of residents experiencing poverty and homelessness
- Supporting the implementation of Universal Credit, through offering support to new claimants
- Finding ways to overcome landlord concerns about Welfare Reform issues especially payment of Housing Benefit.
- Placing a greater emphasis on preventing homelessness.

Increase the affordable housing options island wide and bring empty homes back into use by:

- Completing 24 one and two bed housing units funded through Small Homes grant
- Completing 34 Housing Units through Social Housing Grant Scheme and Housing Finance Grant

- Acquiring an additional 10 Council housing units
- Bringing 60 long term empty properties back into use

Explore options to support young people to enter the housing market by:

- Assisting 8 households through Anglesey Home Buy scheme

Work with partners to support apprenticeship opportunities for young people by:

- Creating 10 job opportunities / apprenticeships through the construction of affordable housing schemes
- Creating job opportunities / apprenticeships through our Council housing capital plan, investing over £9.8 million during 2015-2016 on planned maintenance, fire risk management, central heating works, environmental works and remodelling of existing properties

Support those at risk of becoming homeless and homeless individuals to find permanent homes by:

- Sourcing 10 additional properties from Private landlords per quarter through use of Anglesey Landlord Incentive Package and establishing a comprehensive database of landlords operating on the island
- Increasing the numbers of landlords on Anglesey Housing Services' database by a minimum of 20 per quarter
- Granting Planning Permission for 20 new affordable homes

Summary Statement:

In realizing the above, we will have increased affordable housing options island wide by the end of the 2015/16 financial year. We'll achieve this by bringing 60 empty homes back into use; completing 24 one and two bed housing units funded through Small Homes grant and VVP and completing 34 Housing Units through Social Housing Grant Scheme and Housing Finance Grants. We will increase our Council Housing stock by 10 units and will have identified suitable sites for developing new Council Housing units on the Island.

We will have created 10 job opportunities / apprenticeships through the construction of affordable housing schemes. We will have also taken the lead in supporting the implementation of the Corporate Welfare Reform Action Plan with the aim of reducing the likelihood of the Island's citizens experiencing poverty and homelessness. We will have also sourced 10 additional properties from Private landlords per quarter through use of Anglesey Landlord Incentive Package.

Transforming our Leisure & Library Provision

Our leisure facilities and activities continue to be popular and valued. They support and maintain the health and well-being of service users. We are committed to adopting a more commercial approach to leisure provision, together with carrying out a number of improvements to modernise the quality and accessibility of existing facilities and activities.

Our focus will concentrate on increasing participation in leisure activities to improve income generation and reduce our reliance on core Council funding; investing in improved facilities to offer more varied activities and meet customer expectations; introducing modern leisure payment and booking systems and enhancing customer care to reflect the changing needs of users.

We want to keep our place and presence at the heart of communities with our library provision. This will mean more partnership working and shared premises, to give local people improved, simplified and seamless access to the information and services they need.

How will we do this in 2015/16?

Develop and implement a medium term leisure strategy to guide decision making which will reduce the need for council investment over the life of this plan by:

- Implementing key projects outlined in the 2014 - 2017 [Leisure Plan](#)
- Increasing participation numbers at our Leisure Centres
- Investing in more flexible, fit for the future facilities in response to changing customer needs
- Transferring the outdoor facilities in Holyhead to alternative management organisations
- Developing and implementing a Leisure Customer Care Improvement Programme
- Delivering a mix of outreach activities to increase attendances and improve participation

Interlink our indoor sports hall type facilities with our secondary school provision and explore with external community providers to run the facilities in the evening, weekends and school holidays by:

- Adopting a more commercial approach to the management of facilities and provision of activities at Amlwch, Holyhead, Llangefni and Menai Bridge Leisure Centres

Encourage to develop and support the provision of sport and leisure activities within communities, by communities by:

- Successfully transfer the management of Llangefni Golf Course and Driving Range to alternative management organisation (until April 2017)

Explore options and implement a revised Library provision model by:

- Gaining approval for the initial Library transformation models, undertaking public consultation and agreeing the preferred model for delivery from April 2016.

Explore options surrounding the delivery of the cultural experience offered at heritage sites and implement the agreed preferred option by:

- Gaining approval for the initial Heritage transformation models, undertaking public consultation and agreeing the preferred model for delivery from April 2016.

Summary Statement:

In realizing the above, we will have enhanced facilities with improved participation, customer experience, and increased income at all our leisure centres by the end of the 2015/16 financial year.

We will have transferred the outdoor facilities in Holyhead to alternative management organisations as well as developing and implementing a Leisure Customer Care Improvement Programme and delivering a mix of outreach activities to increase attendances and improve participation.

We will have agreed new models for delivery of the Library and Cultural services, established a new management structure for Llangefni Golf Driving Range.

Becoming Customer, Citizen & Community Focused

We still have some way to go on standardising and simplifying processes and through our work with other Councils we envisage securing further efficiencies in our supporting functions and better resilience for specialist services and scarce skills.

An essential part of transforming our Council will be listening to what our citizens, service users and businesses think – and acting on it. Over the past two years we have demonstrated a real commitment in improved service provision which will only get better. We will maximise our bilingual communication techniques through the use of social media such as Facebook and Twitter as well as traditional face to face focus groups, citizen panels and public roadshows.

How will we do this in 2015/16?

Develop, agree and sign up to a robust and valid customer charter which in particular sets out our expectation of staff in dealing with customers by

- Delivering project to contribute to the corporate aim of establishing an excellent customer, citizen and community focus. Building on the adoption of the customer service charter for the Council. We will be ensuring that all services will be meeting the service charter standards and that monitoring arrangements will be in place to ensure continuity of good practise. The standards will be -
 - Welcome you when you enter the Council
 - Aim see those of you with appointments within 10 minutes
 - Aiming to provide the best possible service within available resources
 - Solving problems with a 'can do' of attitude
 - Answer telephone calls within 5 rings when our facilities are open
 - Respond to the call bilingually and then in your preferred language
 - Aim to answer your letters, faxes or e-mails within 15 working days
 - Encourage communication via email
- Developing a tool to attract and retain a flexible workforce to meet our expectation and values for our organisation going forward. Recruiting the right people and modifying the attitudes of existing staff through value alignment questions for new and existing staff
- Developing and strengthening our engagement with and involvement of Anglesey citizens in the Council's decision making and accountability processes by Supporting the 4 year "Gwrandewch/Listen" Community Voices Project partnership so as to increase engagement

of individuals and communities of interest in the design and delivery of public services on Anglesey

Explore the quality of the buildings in which customers receive their service, aiming to achieve a consistent standard across the Council that presents the right image for the services available by:

- The smarter working programme consolidating our main and some outlying receptions to provide a one stop shop approach to serve customer needs at the point of contact.

Ensure the promotion of the Welsh language and Welsh culture through the implementation of a developed Welsh Language strategy by:

- Identifying the main priorities for the Welsh Language Strategy through regular meetings of the Welsh Language Forum

Summary Statement:

In realizing the above, we will, by the end of the 2015/16 financial year have delivered a project to contribute to the corporate aim of establishing an excellent customer, citizen and community focus; and taken steps to ensure we have a recruitment policy and process that recruits the right people for the right jobs.

We will have further developed and strengthened our engagement with and involvement of Anglesey citizens in the Council's decision making and accountability processes by supporting the 4 year "Gwrandewch/Listen" Community Voices Project partnership.

Transforming our Information and Communication Technologies (ICT)

In transforming our services, the Council's resources will be used more efficiently and effectively to achieve targets identified and plan accordingly. The Council will become a 24/7 organisation by using channels such as websites and social media, methods already being used by our customers to access many of their other personal or business needs such as banking or shopping. This way, our customers can access what they need to, when they need to, wherever they are and in the language they prefer.

All interaction, internal and external, will be enabled electronically. Face to face and other routes will exist, for those who need it. By changing the systems it will free staff up to get on and 'do their job' within clear boundaries and using processes which are robust yet agile. Our systems will support our priorities and rigorous rationalisation will ensure that those that do not are no longer used.

How will we do this in 2015/16?

Enable staff to access the computer systems they need securely from any location by

- Implementation of the Smarter Working Programme that will include the development of robust and sustainable solutions to enable remote access which will mean that staff will be able to work more flexibly to meet the needs and demands of our customers.

Enable customers and citizens to communicate with the Council electronically over the web at a time and place convenient to them by

- Developing and enhancing the single financial assessment service.
- Establishing e-forms system for Social Care & Corporate use.
- Establishing e-form systems for Revenue & Benefits and review for Corporate use.
- Developing further the use of e-forms for members to register interests, e forms for electoral registration and administration of elections.

We expect that this will empower our customers to access our services when they need them most in the way that they want to receive it.

Ensure services use technology more widely to provide more efficient and effective service delivery by

- Driving the following initiatives forward : –
 - Financial Management system

- Dynamic Web enabled Human Resource system
- Performance & Project Management system
- Records Management system
- Systems that facilitate Remote Access
- Recruitment and retention tool (RRT)

Seek out and embrace emerging ICT technologies to meet current and future needs of the Council and the Island's citizens by

- Reviewing, re-drafting and adopting a comprehensive ICT Strategy document that will outline the authority's approach to and use of technology to ensure service delivery and secure business improvements
- Developing and delivering a robust backup solution to support the business critical IT systems which will under-pin the Authority's transformation

Summary Statement:

In realizing the above, we will manage more joined up and more accessible services for customers dealing with the Council. This will be inclusive of improving or acquiring in-house systems that will make the council and its staff more efficient and effective in dealing with the public's needs

Prioritisation of other Improvements

This year, for the first time in the history of the current Council, a self-assessment was undertaken that recognized the improvements we have made over the last two years.

Further improvements needed were also highlighted if we want to meet the demands of our six key themes and establish ourselves and compete as one of Wales' best councils in local government in Wales.

It also highlighted that the roles and responsibilities of members of staff are now more clearly distinguished. It recognized that cooperation for the purpose of improvement is growing with the development of relationships and professional conduct throughout the corporation. The Council has responded positively to the current economic climate and recognises the further challenges it faces. The internal culture is showing promising development with the establishment of groups such as the managers' conferences, the 6 key themes and staff forums where good practice is discussed. This is also reflected in the way we have established the annual staff awards.

There is now a transformational direction and vision in the areas of older adults on the island and a modernization strategy for further education. We will develop smarter working for the benefit of the citizen and recognize a need to improve our financial management practices while embedding risk management.

Taking into account what has already been expressed, our intention as a public body this year is to realize further improvements as listed under the three key areas below -

(A) Leadership -

We will provide effective and strong leadership and establish the necessary institutional and professional conduct to ensure improvement. To achieve this, we will:

- Develop the role of our Senior Leadership Team to drive the strategic direction of the Council forward by ensuring that Corporate Plan priorities are addressed in a timely fashion.
- Maintain and increase the transformation programme to modernize contact and service delivery methods within the Council, by adopting an IT strategy with enabling functions.
- Guide the development of our workforce to ensure that we have the right skills to deliver the highest quality services and identify staff with the potential to develop as managers and leaders of the future.
- Strengthen partnership relations with Town and Community Councils and lead on collaborative partnership initiatives that will develop the potential benefits to citizens and staff for the future.

(B) Governance -

We will provide an integrated performance management framework, linking the Corporate Plan to the Medium Term Financial Strategy down to the annual budget setting process and reviews of development individual performance. To achieve this, we will:

- Refine internal financial control arrangements and configure finance and expenditure against specific corporate priorities.
- Implement the corporate procurement project and develop corporate business continuity arrangements at corporate and service levels.
- Respond positively to each set of recommendations whether they come from our internal or external auditors.
- Further embed risk management processes and develop partnership policy with clear guidance on criteria for establishing partnerships with clear governance models

(C) Performance -

We will be a Council that emphasizes results and outcomes for our citizens and strive to improve performance in important areas of our work. To achieve this, we will:

- Build on the success of the Corporate Transformation Programme Boards and the processes that underpin them.
- Continue to refine our service and corporate scorecards and achieve consistency in the quality of our service delivery planning.
- Procure and implement an electronic corporate performance management system, and ensuring the analytical skills needed to empower staff through training on performance management.

By achieving the above we will take a major step towards our goal by 2017 of becoming:

“... a professional and well-run council, innovative and outward looking in our approach, committed to developing our people and partnerships in order to deliver efficient and effective services of good quality, that are highly valued by our citizens”

Further Information

To find out more about anything in this document or to make any comments please contact:

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email - GethinMorgan@anglesey.gov.uk

This document is available on tape, in braille and on the Council's website:

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

Further information may also be obtained as follows:

Policies, plans and strategies published by the Council can be accessed at: www.anglesey.gov.uk

The Annual Improvement Report (AIR) is available on the Council's website by clicking on this link:

www.anglesey.gov.uk/airwao

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

•Wales Audit Office:

www.wao.gov.uk

•Care and Social Services Inspectorate Wales:

www.cssiw.org.uk

•Estyn:

www.estyn.gov.uk

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.