

# Public Document Pack



Neuadd y Sir  
Y Rhadyr  
Brynbuga  
NP15 1GA

Dydd Mercher, 7 Chwefror 2018

**Hysbysiad o gyfarfod:**

## **Cyngor Sir**

**Dydd Iau, 15fed Chwefror, 2018 at 2.00 pm,  
Council Chamber - Council Chamber**

### **AGENDA**

*Prayers will be said prior to the Council meeting at 4.55pm. All members are welcome to join the  
Chairman for prayers should they wish to do.*

<b>Eitem No</b>	<b>Eitem</b>	<b>Tudalennau</b>
1.	Ymddiheuriadau am absenoldeb	
2.	Datganiadau o Fuddiant	
3.	Polisi Cyflog	1 - 24
4.	Cynllun Corfforaethol	25 - 78
5.	Mapiau Rhwydwaith Teithio Llesol	79 - 174
6.	Model Cyflawni Amgen	175 - 428

**Paul Matthews  
Prif Weithredwr**

## CYNGOR SIR FYNWY

MAE CYFANSODDIAD Y PWYLLGOR FEL SY'N DILYN:

Cynghorwyr Sir:

D. Batrouni  
D. Blakebrough  
M. Powell  
V. Smith  
P. Clarke  
D. Dovey  
A. Easson  
R. Edwards  
D. Evans  
P.A. Fox  
R.J.W. Greenland  
L. Guppy  
R. Harris  
J. Higginson  
G. Howard  
S. Howarth  
D. Jones  
P. Jones  
S. Jones  
S.B. Jones  
P. Jordan  
P. Murphy  
B. Strong  
F. Taylor  
A. Watts  
A. Webb  
K. Williams  
J.Becker  
L.Brown  
A.Davies  
L.Dymock  
M.Feakins  
M.Groucutt  
R.John  
L.Jones  
M.Lane  
P.Pavia  
J.Pratt  
R.Roden  
T.Thomas  
J.Treharne  
J.Watkins  
S. Woodhouse

**Gwybodaeth Gyhoeddus**

### **Mynediad i gopiâu papur o agendâu ac adroddiadau**

Gellir darparu copi o'r agenda hwn ac adroddiadau perthnasol i aelodau'r cyhoedd sy'n mynychu cyfarfod drwy ofyn am gopi gan Gwasanaethau Democrataidd ar 01633 644219. Dylid nodi fod yn rhaid i ni dderbyn 24 awr o hysbysiad cyn y cyfarfod er mwyn darparu copi caled o'r agenda hwn i chi.

### **Edrych ar y cyfarfod ar-lein**

Gellir gweld y cyfarfod ar-lein yn fyw neu'n dilyn y cyfarfod drwy fynd i [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) neu drwy ymweld â'n tudalen Youtube drwy chwilio am MonmouthshireCC. Drwy fynd i mewn i'r ystafell gyfarfod, fel aelod o'r cyhoedd neu i gymryd rhan yn y cyfarfod, rydych yn caniatáu i gael eich ffilmio ac i ddefnydd posibl y delweddau a'r recordiadau sain hynny gan y Cyngor.

### **Y Gymraeg**

Mae'r Cyngor yn croesawu cyfraniadau gan aelodau'r cyhoedd drwy gyfrwng y Gymraeg neu'r Saesneg. Gofynnwn gyda dyledus barch i chi roi 5 diwrnod o hysbysiad cyn y cyfarfod os dymunwch siarad yn Gymraeg fel y gallwn ddarparu ar gyfer eich anghenion.

# Nodau a Gwerthoedd Cyngor Sir Fynwy

## Ein diben

Adeiladu Cymunedau Cynaliadwy a Chydnerth

### Amcanion y gweithiwn tuag atynt

- Rhoi'r dechrau gorau posibl mewn bywyd i bobl
- Sir lewyrchus a chysylltiedig
- Cynyddu i'r eithaf botensial yr amgylchedd naturiol ac adeiledig
- Llesiant gydol oes
- Cyngor gyda ffocws ar y dyfodol

## Ein Gwerthoedd

**Bod yn agored.** Rydym yn agored ac yn onest. Mae pobl yn cael cyfle i gymryd rhan mewn penderfyniadau sy'n effeithio arnynt, dweud beth sy'n bwysig iddynt a gwneud pethau drostynt eu hunain/eu cymunedau. Os na allwn wneud rhywbeth i helpu, byddwn yn dweud hynny; os bydd yn cymryd peth amser i gael yr ateb, byddwn yn esbonio pam; os na allwn ateb yn syth, byddwn yn ceisio eich cysylltu gyda'r bobl a all helpu - mae adeiladu ymddiriedaeth ac ymgysylltu yn sylfaen allweddol.

**Tegwch.** Darparwn gyfleoedd teg, i helpu pobl a chymunedau i ffynnu. Os nad yw rhywbeth yn ymddangos yn deg, byddwn yn gwranddo ac yn esbonio pam. Byddwn bob amser yn ceisio trin pawb yn deg ac yn gyson. Ni allwn wneud pawb yn hapus bob amser, ond byddwn yn ymrwymo i wrando ac esbonio pam y gwnaethom weithredu fel y gwnaethom.

**Hyblygrwydd.** Byddwn yn parhau i newid a bod yn hyblyg i alluogi cyflwyno'r gwasanaethau mwyaf effeithlon ac effeithiol. Mae hyn yn golygu ymrwymiad gwirioneddol i weithio gyda phawb i groesawu ffyrdd newydd o weithio.

**Gwaith Tîm.** Byddwn yn gweithio gyda chi a'n partneriaid i gefnogi ac ysbrydoli pawb i gymryd rhan fel y gallwn gyflawni pethau gwych gyda'n gilydd. Nid ydym yn gweld ein hunain fel 'trefnwyr' neu ddatrysyr problemau, ond gwnawn y gorau o syniadau, asedau ac adnoddau sydd ar gael i wneud yn siŵr ein bod yn gwneud y pethau sy'n cael yr effaith mwyaf cadarnhaol ar ein pobl a lleoedd.



**SUBJECT: PUBLICATION OF PAY POLICY STATEMENT AS REQUIRED BY THE LOCALISM ACT**

**MEETING: Council**

**DATE: 15 February 2018**

## **1. PURPOSE:**

To approve the publication of Monmouthshire County Council's Pay Policy, in compliance with the Localism Act.

## **2. RECOMMENDATIONS:**

1. That Council approves the Pay Policy for the year 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018.
2. That Council approves to pay the nationally negotiated and agreed pay award of the Joint National Council (JNC) for Local Authority Chief Executive Officers. Chief Executive Officer terms and conditions of employment and pay are prescribed by the JNC for Local Authority Chief Executive Officers. The Pay Agreement reached in 2016 for Chief Executive Officers was for a 1% pay increase effective from 1 April 2016 and a 1% pay increase, effective 1 April 2017. There is no pay offer confirmed for April 2018.
3. That Council approves to pay the nationally negotiated and agreed pay award for those employees who come under the Joint National Council (JNC) for Chief Officers. Chief Officers' terms and conditions of employment and pay are prescribed by the JNC for Local Authority Chief Officers. The Pay Agreement reached in 2016 for Chief Officers was for a 1% pay increase effective from 1 April 2016 and a 1% increase effective from 1 April 2017. There is no pay offer confirmed for April 2018. The Council employs Chief Officers under JNC terms and conditions, which are incorporated into contracts of employment. The JNC for Chief Officers negotiates on national (UK) annual cost of living pay increases for this group, and any award is determined on this basis. Chief Officers employed under JNC terms and conditions are contractually entitled to any national JNC determined pay rises and this Council will therefore pay these as and when determined in accordance with contractual requirements.

## **3. KEY ISSUES:**

Monmouthshire County Council recognises the need to have a clear written policy on pay and reward for employees, and that having a policy provides a framework to ensure that employees are rewarded fairly, objectively and without discrimination.

The policy is underpinned by the Single Status Agreement signed as a collective agreement with the Trades Unions on 2nd December 2010 and other nationally agreed terms and conditions for employees of the Council.

Guidance from the Welsh Government has been issued which details the type of information that 'must' be included and suggested information that 'should' be included. This policy has been drafted to include both forms of information.

The policy will not directly impact on staff across the Council as it includes the existing and agreed (single status) arrangements for pay and reward of employees in a single policy. The Trades Unions have been consulted on the proposed policy and understand the need for such arrangements to be in place.

This is the seventh publication of the policy.

Should the Council at any time decide that it does not wish to implement the nationally negotiated JNC and NJC (National Joint Council) pay increases, the Pay Policy Statement would need to be amended again to reflect the decisions, which are taken by Council.

#### **4. OPTIONS APPRAISAL**

There is a statutory requirement to produce and publish an annual pay policy statement.

#### **5. EVALUATION CRITERIA**

An evaluation assessment is provided at the end of this document.

#### **6. REASONS:**

The Council has a statutory requirement under s.38 of the Localism Act 2011 to prepare a pay policy statement on an annual basis. The statement needs to be in place by 31st March each year. The proposed Pay Policy will ensure compliance with this legislation.

#### **7. RESOURCE IMPLICATIONS:**

The Council's budget includes the cost of its employees while the pay details for Chief Officer posts is published on an annual basis as part of the Statement of Accounts.

Those officers employed under Chief Officer's terms and conditions of employment receive national pay awards, irrespective of any pay awards to the Chief Executive Officer. The pay awards for the CEO and Chief Officers saw a 1% increase with effect from 1 April 2016 and a 1% increase with effect from 1 April 2017. There is no pay award confirmed for April 2018.

The pay award for local government employees saw a 1% increase effective 1 April 2016 and a 1% increase with effect from 1 April 2017. There is no pay award confirmed for April 2018, although a 2% pay offer has been made by the National Employers.

Monmouthshire County Council introduced the Living Wage in April 2014 and has taken the decision to increase the Living Wage in April 2018 to the national level. If there is no agreement for the implementation of the pay award prior to 1<sup>st</sup> April 2018, the Council will need to ensure

that the increase to the National Living Wage increase is met by an adjustment to SCP 6 (£7.78) as this is a statutory requirement regardless of any outcome of the pay negotiations.

**8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):**

The Equality Impact Assessment is attached.

**9. CONSULTEES:**

Chief Executive Officer  
Head of Finance/Section 151 Officer  
Monitoring Officer  
UNISON  
GMB

**10. BACKGROUND PAPERS:**

None

**11. AUTHOR:**

Sally Thomas - HR Manager

**CONTACT DETAILS:**

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E-mail: [sallythomas@monmouthshire.gov.uk](mailto:sallythomas@monmouthshire.gov.uk)

## Evaluation Criteria – Cabinet, Individual Cabinet Member Decisions & Council

<b>Title of Report:</b>	<b>Pay Policy</b>
<b>Date decision was made:</b>	<b>15<sup>th</sup> February 2018</b>
<b>Report Author:</b>	<b>Sally Thomas</b>

### **What will happen as a result of this decision being approved by Cabinet or Council?**

All employees of the County Council will be paid in accordance with the information set out in the annual Pay Policy Statement

### **What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?**

All employees of the County Council will be paid in accordance with the information set out in the Pay Policy Statement

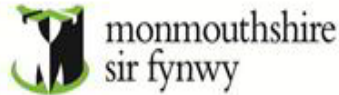
### **What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?**

Council budget accounts for pay awards to staff as part of budget monitoring and forecasting procedures.

Any other comments  
statutory requirement to produce and publish an annual Pay Policy Statement



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## **MONMOUTHSHIRE COUNTY COUNCIL PAY POLICY 2018**

### **1. INTRODUCTION**

The purpose of a Pay Policy Statement is to increase accountability in relation to payments made to senior employees in the public sector by enabling public scrutiny.

Monmouthshire County Council recognises that in the context of managing scarce public resources remuneration at all levels needs to be adequate to secure and retain high quality employees dedicated to the service of the public, but at the same time needs to avoid being unnecessarily generous or excessive.

The publication of a Pay Policy supports Monmouthshire County Council's values of openness and fairness. This policy aims to ensure that all staff are rewarded fairly and without discrimination for the work that they do. It will reflect fairness and equality of opportunity, the need to encourage and enable staff to perform to the best of their ability and the desire to operate a transparent pay and grading structure.

Monmouthshire County Council recognises that pay is not the only means of rewarding and supporting staff and offers a wider range of benefits, e.g. flexible working, access to learning and a wide range of family friendly policies and procedures.

It is important that local authorities are able to determine their own pay structures in order to address local priorities and to compete in the local labour market.

In particular, it is recognised that senior management roles in local government are complex and diverse functions in a highly politicised environment where often national and local pressures conflict.

Monmouthshire County Council's ability to continue to attract and retain high calibre leaders capable of delivering this complex agenda, particularly during these times of financial challenge is crucial.

### **2. LEGISLATION**

Under Section 112 of the Local Government Act 1972, the Council has the 'power to appoint officers on such reasonable terms and conditions as the authority thinks fit'. This Pay Policy statement sets out the Council's approach to pay policy in accordance with the requirements of section 38 of the Localism Act 2011.

The Localism Act requires local authorities to develop and make public their pay policy on all aspects of Chief Officers remuneration (including when they cease to hold office), and that of the 'lowest paid' in the local authority. It also explains the relationship between the remuneration for Chief Officer and other groups of staff. The Act and supporting guidance provides details of matters that must be included in this statutory pay policy, but also emphasises that each local authority has the autonomy to take its own decisions on pay.

The Pay Policy must be approved formally by Council by the end of March each year, but can be amended in year, and must be published on the Monmouthshire County Council's website and must be complied with when setting the terms and conditions for Chief Officers and employees.

In determining the pay and remuneration of all its employees, Monmouthshire County Council will comply with all relevant legislation. This includes the Equality Act 2010, Part Time Employment (Prevention of Less Favourable Treatment) Regulations 2000, Agency Workers Regulations 2010 and where relevant the Transfer of Undertakings (Protection of Earnings) Regulations (TUPE). With regard to the Equal Pay requirements contained within the Equality Act, the Council ensures that all arrangements can be objectively justified through the use of job evaluation techniques.

In its application, this policy seeks to ensure that there is no discrimination against employees either directly or indirectly on grounds prohibited by the Equality Act 2010 which covers age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation This policy is inclusive of partners of the opposite or same sex.

### **3. SCOPE AND DEFINITIONS**

This Pay Policy includes-

- The level of remuneration for Chief Officers
- The remuneration of the lowest paid employees
- The relationship between the remuneration of Chief Officers and other officers
- Other specific aspects of Chief Officers' remuneration, fees and charges, and other discretionary payments.

The Localism Act 2011 defines '**Chief Officers**' as being -

**The Head of Paid Service.** This is the Chief Executive Officer.

**Statutory Chief Officers.** In Monmouthshire County Council these are the-

- Deputy Chief Executive Officer (incorporating statutory Head of Democracy role)
- Chief Officer, Children and Young People
- Chief Officer, Social Care and Health
- Head of Finance (incorporating statutory Section 151 Officer role)
- Monitoring Officer



**Non-statutory Chief Officers** – These are non-statutory posts that report directly to the Head of Paid Service. In Monmouthshire County Council these are the-

- Chief Officer, Resources
- Head of Operations

**Deputy Chief Officers** – These are officers that report directly to statutory or non-statutory Chief Officers.

In Monmouthshire County Council, posts on Chief Officers' terms and conditions are -

- Future Schools Programme Manager
- Head of Achievement & Learning Infrastructure
- Head of Achievement & Extended Services
- Head of Tourism, Leisure & Culture
- Head of Planning, Housing & Place Shaping
- Head of Enterprise & Community Delivery
- Head of Commercial & Integrated Landlord Services
- Head of Policy & Governance
- Head of People & Information Governance
- Head of Public Protection
- Head of Integrated Services
- Head of Children's Services
- Head of Business Transformation
- Head of Waste & Street Services

#### **Senior Leadership Team.**

In Monmouthshire County Council, our Senior Leadership Team consists of:

Chief Executive Officer

Deputy Chief Executive Officer

Chief Officer, Children & Young People

Chief Officer, Social Care & Health

Chief Officer, Resources

Gender make-up: 3 male; 2 female

The Localism Act 2011 requires the Council to define its 'lowest paid employee' within our pay policy statement. Within Monmouthshire County Council our lowest paid employees are those paid in accordance with the Living Wage.

The Localism Act 2011 defines remuneration as 'salary, bonuses, charges, fees or allowances payable, any benefits in kind, increase or enhancement of pension entitlement. This definition is adopted for the term "pay" used in this policy.

#### **4. PAY INFORMATION – PAY RANGES for NJC (National Joint Council) 'GREEN BOOK' STAFF**

All National Joint Council (NJC) 'Green Book' positions within Monmouthshire County Council have been subject to a job evaluation (JE) process using the Greater London

Provincial Council (GLPC) scheme back dated to 1st April 2009 following the signing of a collective agreement with UNISON and GMB on 2nd December, 2010.

Monmouthshire County Council has linked the scores from the job evaluation results directly to the NJC pay structure and we have expanded the range from Spinal Column Point (SCP) 49 up to SCP 57.

Monmouthshire County Council's grading structure has 13 grades with 5 increments in each grade that span across SCP's 6 - 57 with associated salaries from £15,014 (SCP 6) to £51,632 (SCP 57). More information about the GLPC and the grades can be found in the Council's Single Status Collective Agreement.

When negotiating the Single Status Collective Agreement it was agreed that within Monmouthshire County Council we would not use the lowest point of SCP4 and so we have deleted that from our pay range. This has had a positive impact on the lowest paid staff of the Council.

Monmouthshire County Council introduced the real Living Wage in April 2014. The Living Wage payment is higher than the National Living Wage (£7.83 April 2018), and is set independently by the Living Wage Foundation and is calculated according to the basic cost of living in the UK. Employers choose to pay on a voluntary basis. Monmouthshire County Council isn't accredited for the Living Wage, and it is optional for Monmouthshire to apply any Living Wage pay increases when they arise. We will be increasing the Living Wage in April 2018 to the new national level (£8.75).

If there is no agreement for the implementation of the pay award prior to 1<sup>st</sup> April 2018, the Council will need to ensure that the increase to the National Living Wage increase is met by an adjustment to SCP 6 (£7.78) as this is a statutory requirement regardless of any outcome of the pay negotiations.

## **5. PAY INFORMATION – CHIEF EXECUTIVE OFFICER ON CHIEF EXECUTIVE TERMS AND CONDITIONS**

The salary for the Chief Executive Officer is a local grade established following an analysis of the degree of responsibility in the role and market rates at the time the post was last advertised (2009) and approved by Council. The salary for the Chief Executive Officer is £112,211.

There are no additional bonus, performance, honoraria or ex gratia payments. The salary is subject to nationally agreed pay rises for JNC for local authority Chief Executive Officers.

## **6. PAY INFORMATION – CHIEF OFFICERS & HEADS OF SERVICE ON CHIEF OFFICER TERMS AND CONDITIONS**

Monmouthshire County Council employs Chief Officers under Joint National Council (JNC) for chief officers' terms and conditions, which are incorporated in their contracts. The JNC

for Chief Officers negotiates on national (UK) annual cost of living pay increases for this group, and any award of same is determined on this basis. Chief Officers employed under JNC terms and conditions are contractually entitled to any national JNC determined pay rises and this Council will therefore pay these as and when determined in accordance with contractual requirements. All salaries within this range are as follows:

<b>POST</b>	<b>RANGE</b>	<b>SALARY</b>
Chief Executive Officer	N/A	£112,211
Deputy Chief Officer,	Band A+ Points 1-3	£85,842 £86,986 £88,131
Chief Officer, Children & Young People (CYP) Chief Officer, Resources Chief Officer, Social Care & Health (SCH) Future Schools Programme Manager	Band A: Points 1 – 4	£78,974 £80,119 £81,263 £82,408
Monitoring Officer Head of Finance/Section 151 Head of Operations Head of Integrated Services Head of Children’s Services Head of People & Information Governance	Band B: Points 1 – 4	£68,673 £69,818 £70,962 £72,107
Head of Public Protection Head of Achievement and Resources Head of Achievement & Extended Services Head of Tourism, Leisure & Culture Head of Enterprise & Community Delivery Head of Planning, Housing & Place Shaping Head of Policy & Governance Head of Commercial & Integrated Landlord Services	Band C: Points 1 – 4	£58,944 £61,234 £63,523 £65,812

Head of Business Transformation Head of Waste & Street Services		
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There are no other additional elements of remuneration in respect of overtime, flexi-time, bank holiday working, stand-by payments etc., paid to these senior staff, as they are expected to undertake duties outside their contractual hours and working patterns without additional payments. There is no performance related pay and no bonuses. As an equal opportunity employer all posts are advertised.

Posts at Chief Officer and Heads of Service level are employed on JNC Chief Officer terms and conditions. Chief Officers and Heads of Service whose grades offer incremental progression must achieve at least a 'satisfactory' judgement in their annual appraisal process to advance to the next incremental point within grade.

Monmouthshire County Council publishes pay details for Chief Officers on the website. The information can be found in the 'Statement of Accounts.'

Monmouthshire County Council is the 'host' local authority for the employment of the **Cardiff Capital Region City Deal – Programme Director**. This appointment is on a fixed term basis on a salary of £111,447 per annum (effective 1 April 2018), on JNC chief officer terms and conditions of employment. This temporary post is being hosted by Monmouthshire County Council on behalf of the City Deal Partnership and is wholly funded by the City Deal Partnership. Under the Local Authorities (Standing Orders) (Wales) Regulations 2006, as amended in 2014, this post has been reported and approved by Council and has been the subject of a referral to the Independent Remuneration Panel.

#### **7. PAY INFORMATION – STAFF ON 'GREEN BOOK' TERMS AND CONDITIONS REFERRED TO AS "OPERATIONAL MANAGERS"**

Operational Managers are those who fall within the definition of Deputy Chief Officer but who are paid on NJC (National Joint Council) terms and conditions rather than Chief Officers' terms and conditions. Their salaries span from Grades I – M, with the lowest being SCP 37 (£32,486) and the highest being SCP 57 (£51,632).

#### **8. PAY INFORMATION – STAFF OTHER THAN 'GREEN BOOK' AND CHIEF OFFICERS**

Monmouthshire County Council also has staff on other national terms and conditions, i.e. JNC Soul bury and Teacher terms and conditions. Pay for these is based on the relevant nationally agreed rates of pay.

National Pay Grades – Soul bury Committee. The Soul bury Committee has its own pay scales and includes the following groups of staff:

- Educational Inspectors and Advisers
- Educational Psychologists

- Youth & Community Service Officers

In addition to the annual pay increase, the Soul bury Committee determines the national salary framework. The Council will pay future pay rises as and when determined in accordance with contractual requirements

Teachers' Pay Policy – the Teachers pay Policy provides a framework for making decisions on Teachers' pay. It has been developed to comply with the requirements of the School Teachers' Pay and Conditions Document (STPCD) and has been the subject of consultation with teaching trade unions. A Policy is provided to all schools each year with a recommendation from the Council that the Governing Body adopt it.

## **9. INCREMENTAL PROGRESSION**

For staff employed under NJC (National Joint Council) terms and conditions of employment, the 'Green Book', incremental progression is automatic. Increments are normally awarded on 1st April each year.

Where Chief Officers and Heads of Service have incremental pay grades, progression is dependent upon satisfactory performance appraisal.

## **10. SALARY ON APPOINTMENT**

Posts are advertised on the agreed grade/range for that particular post. Information regarding the minimum and maximum pay is provided in the advert. In practice most appointments are made at the bottom of the range. However, there is discretion to appoint at a higher point on the range. This would normally only apply if there is a need to match a candidate's current level of pay.

## **11. PAY REVIEW – ALL STAFF**

All pay is reviewed in line with the national pay awards negotiated for the cost of living increases when these occur.

## **12. MARKET SUPPLEMENTS**

It is recognised that there will be exceptional occasions where the market rate for certain key jobs is higher than that provided for by the new pay and grading structure. In these circumstances, the grading of the post will be reviewed in accordance with the Market Forces Policy.

## **13. ADDITIONAL PAYMENTS – NJC (National Joint Council) 'GREEN BOOK' STAFF**

Additional payments are made to this staff group as detailed in Monmouthshire County Council's single status agreement. The types of additional payments made include-

- Weekend Working payments are made for Saturday (time and a quarter) and Sunday (time and a half).

- Bank Holiday – Paid at double time or plain time plus a day off in lieu.
- Night Workers – Employees who work night shifts between the hours of 10.00 pm and 6.00 am are paid time and a third.
- Overtime can be paid for employees who are requested to work in excess of 37 hours and who are paid on NJC Bands A to E.

Other payments that could be made are first aid allowance, relocation payment and payment for professional subscriptions.

#### **14. ADDITIONAL PAYMENTS – CHIEF OFFICERS & HEADS OF SERVICE**

- Business mileage incurred by the employee is refunded at the HMRC rate.
- Relocation – Monmouthshire County Council may provide financial assistance to new recruits as part of the employment package under the terms of our Relocation Scheme.
- Returning Officer Fees – the appointment of Electoral Registration Officer is required by S8 of the Representation of the People Act 1983 and the appointment of Returning officer by S35 of the Representation of the People Act 1983.
- In Monmouthshire County Council, the role of the Electoral Registration Officer and Returning Officer is held by the Chief Executive Officer. The fee for parliamentary, European Union, Welsh Government, Police and Crime Commissioner Elections and all referenda are set by legislation. Local Authorities have the discretion to set the fee for local elections. In the Council the fee for local elections is set in line with the fee agreed for the Welsh Government elections.
- Honorarium is paid to officers when carrying out duties in another local authority.

#### **15. HONORARIA AND ACTING UP SCHEME**

Monmouthshire County Council has a scheme for an additional payment to be made where an employee acts up into a post at a higher level of pay or where they undertake additional duties at a higher level of responsibility. This scheme is applicable for all employees.

#### **16. MULTIPLIERS**

The statutory guidance under the Localism Act recommends the use of pay multiples as a means of measuring the relationship between pay rates across the workforce and that of senior managers, as included within the Hutton ‘Review of Fair Pay in the Public Sector’ (2010).

The Hutton report was asked by Government to explore the case for a fixed limit on dispersion of pay through a requirement that no public sector manager can earn more than 20 times the lowest paid person in the organisation. The report concluded that the relationship to median earnings was a more relevant measure and the Government’s Code of Recommended Practice on Data Transparency recommends the publication of

the ratio between highest paid salary and the median average salary of the whole of the Local Authority's workforce.

The multiples of pay for Monmouthshire County Council are as follows-

- Multiple between lowest paid FTE employee and CEO is 7:1
- Multiple between lowest paid FTE employee and average chief officer is 4:1
- Multiple between the median FTE employee and CEO is 5:1
- Multiple between the median FTE employee and the average chief officer is 3:1

## 17. PAYMENTS/CHARGES AND CONTRIBUTIONS

All Monmouthshire County Council employees (except teachers) are entitled to join the local government pension scheme (LGPS) which is offered by the Local Government Employers. If staff are eligible they will automatically become a member of the scheme under the auto enrolment provisions (to join they must have a contract for at least 3 months duration and be under the age of 75).

Employees can decide to opt out of the scheme within one month of auto enrolment. The benefits and contributions payable under the pension fund are set out in the LGPS regulations.

All employees who are members of the Local Government Pension Scheme make individual contributions to the scheme in accordance with the following table:

Annual Pensionable pay	% Contribution
Up to £13,700	5.5
£13,701 - £21,400	5.8
£21,401 - £34,700	6.5
£34,701 - £43,900	6.8
£43,901 - £61,300	8.5
£61,301 - £86,800	9.9
£86,801 - £102,200	10.5
£102,201 - £153,300	11.4
Above £153,301+	12.5

*(The contribution bands with effect from 1 April 2017. Final confirmation of % contribution rates for 2018-19 not yet released).*

## 18. DISCRETIONARY PAYMENTS

The policy for the award of any discretionary payments is the same for all staff regardless of their pay level. The following arrangement applies for redundancy payments under regulation 5 of the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006.

- Payment of an overall lump sum of 1.7 times the statutory redundancy payment multiplier based on actual weeks' pay up to a limit of Spinal Column Point 49. This is payable to employees made redundant with 2 or more years local government service regardless of their age, subject to them being eligible to join the pension scheme.
- Monmouthshire County Council introduced the Living Wage in April 2014. Monmouthshire County Council isn't accredited for the Living Wage, and it is optional for it to apply any Living Wage pay increases when they arise. We will be increasing the Living Wage in April 2018 to the national level (£8.75 per hour). Payment for the Living Wage is paid as an additional amount to an employee's grade

## **19. DECISION MAKING**

In accordance with the Constitution of the Council the Executive is responsible for the decision making in terms of pay, terms and conditions and severance arrangements in relation to employees of Monmouthshire County Council, except for the appointment of the Chief Executive Officer and the statutory chief officers which is a function of Council. Details of severance packages are reported and approved by the Chief Executive Officer and the relevant Chief Officer and Cabinet Member and have robust business cases justifying departure & representing value for money.

## **20. REVIEW OF THE POLICY**

This Policy outlines the current position in respect of pay and reward within the Council and it will be reviewed over the next year to ensure it meets the principles of fairness, equality, accountability and value for money for the citizens of Monmouthshire. The Policy will be reviewed annually and reported to Council in line with the requirement of the Localism Act 2011. In December 2016, the Public Services Staff Commission in Wales published observations and advice to Welsh Government in respect of the 'Transparency of Senior Pay in the Devolved Public Sector'. When reviewing the Pay Policy for 2018, much of the guidance is reflected in this policy.





## Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

<p><b>Name of the Officer</b> completing the evaluation Sally Thomas</p> <p><b>Phone no:</b> 07900651564 <b>E-mail:</b> sallythomas@monmouthshire.gov.uk</p>	<p><b>Please give a brief description of the aims of the proposal</b></p> <p>To produce &amp; publish the Council's annual Pay Policy Statement for 2018</p>
<p><b>Name of Service</b></p> <p>People Services HR</p>	<p><b>Date Future Generations Evaluation</b> form completed</p> <p>January 2018</p>





**1. Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.


Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	n/a	
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	N/a	
<p><b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood</p>	n/a	

Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected	n/a	
<b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	n/a	
<b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	n/a	
<b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances	This document states the pay policy, which has been agreed through Single Status and through National terms and conditions. It has a neutral effect on all protected characteristics as it was designed to ensure equality.	

**2. How has your proposal embedded and prioritised the sustainable governance principles in its development?**

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
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Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Long-term</p> <p>Balancing short term need with long term and planning for the future</p>	<p>n/a</p>	
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>n/a</p>	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>n/a</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>n/a</p>	

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p data-bbox="145 343 313 375">Integration</p> <p data-bbox="324 215 526 438">Positively impacting on people, economy and environment and trying to benefit all three</p>	<p data-bbox="542 215 1330 359">This document states the pay policy which has been agreed through Single Status and also through National terms and conditions. It has a neutral effect on all protected characteristics as it was designed to ensure equality.</p>	

3. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age			
Disability			
Gender reassignment			
Marriage or civil partnership			
Race			
Religion or Belief			
Sex			
Sexual Orientation			
Welsh Language	<i>We will make this policy available in welsh should it be required</i>		

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4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance note <http://hub/corporatedocs/Democratic%20Services/Equality%20impact%20assessment%20and%20safeguarding.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	<i>Safeguarding in this context applies to both children (not yet reached 18<sup>th</sup> birthday) and vulnerable adults (over 18 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.)</i>	<i>Safeguarding is about ensuring that everything is in place to promote the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect.</i>	
Corporate Parenting	<i>This relates to those children who are 'looked after' by the local authority either through a voluntary arrangement with their parents or through a court order. The council has a corporate duty to consider looked after children especially and promote their welfare (in a way, as though those children were their own).</i>		

Page 22

5. What evidence and data has informed the development of your proposal?
6. The reason for development of this policy relates to the SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

There is a statutory requirement for every Council to produce and publish an annual Pay Policy Statement by 31 March each year.

7. Actions. As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress
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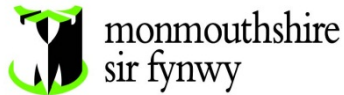
The Pay Policy 2018 will be published on MCC's website for public access.		Sally Thomas HR Manager	

**8. Monitoring: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.**

<p><b>The impacts of this proposal will be evaluated on:</b></p> <p>This policy is reviewed and amended every year.</p>	
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<b>SUBJECT:</b>	<b>Corporate Plan: A Monmouthshire that Works for Everyone</b>
<b>MEETING:</b>	<b>COUNTY COUNCIL</b>
<b>DATE:</b>	<b>15 February 2018</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## 1. PURPOSE:

- 1.1 To consider and approve the Corporate Plan articulating the authority's purpose and values alongside the ambitious programme that will be prioritised over the next four and a half years.

## 2. RECOMMENDATIONS:

- 2.1 To approve the Corporate Plan.
- 2.2 To adopt of the objectives contained in the plan as the Council's Well-being Objectives in accordance with the requirements of the Well-being of Future Generations Act.

## 3. KEY ISSUES:

- 3.1 The first year of a political term presents an opportunity to take stock, to review and evaluate and to look ahead and set an agenda that will deliver for the residents and communities of Monmouthshire.
- 3.2 In October 2017 Cabinet commissioned the development of a Corporate Plan which converts high-level political ambition into a tight and understandable whole authority strategic plan which programmes the associated delivery work over the medium-term.
- 3.3 This means re-setting priorities and re-shaping direction around the agreed purpose of building sustainable and resilient communities. The Plan:
  - Draws on the political priorities articulated in the local Conservative manifesto and emerging cabinet member priorities, challenges highlighted in the Well-being Assessment, some of the high-level challenges emanating from Future Monmouthshire, issues identified

through data and financial analysis and issues raised ‘on the doorstep’ during the May election.

- Brings together ambition and direction, alongside a clear assessment of the investment needed to deliver. Once the budget is finalised the Medium Term Financial Plan will be contained within the Corporate Plan demonstrating that money follows purpose.
- Provides a context and direction for the revision of our key enabling strategies and plans – i.e. People and Customer, Digital and Technology, Enterprise and Economic Development and Commercial and Assets.
- Ensures that clear criteria are set to allow strategies to be evaluated and ensure public accountability and organisational learning.

3.4 The Corporate Plan re-states the council’s purpose of building sustainable and resilient communities and outlines five priority goals or objectives. Under each of these sits a number of programmes of work, twenty-two in total, which the organisation will commit to between now and 2022. The five areas are: best possible start in life; thriving and connected communities; natural and built environment; lifelong well-being and future-focused council.

3.4 This plan will discharge the authority’s duty to produce a Well-being Statement and Objectives and Improvement Objectives under the Well-being of Future Generations Act and Local Government (Wales) Measure 2009. It will give clarity on priorities and purpose ahead of the revision of the authority’s enabling strategies and provide clear directions to teams as they develop their service or business plans for 2018-19 onwards. It was endorsed by Cabinet on 29th January.

#### **4. OPTIONS APPRAISAL**

4.1 Every choice we make carries an opportunity cost. Each of the programmes of activity in this plan have been considered against the other choices that could have been made, how that money could be spend and the alternative uses of equipment or officer time. Some of these commitments – such as the building of new schools – have already been approved by council as part of an agreed policy position while others are in the early stages of development. Each new proposal brought forward to deliver against these goals will be subject to an individual decision in accordance with the council constitution.

#### **5. EVALUATION CRITERIA**

- 5.1 The Corporate Plan sets out clearly the council's purpose. It contains five specific objectives which can be measured over time. These are: Best Possible start in life; Thriving and well-connected county; Maximise the potential of the natural and built environment; Lifelong learning and well-being and forward looking-future focused council. These are clearly aligned to the purpose and well-being objectives of the Public Service Board. The measures relating to each of these are shown on pages 13 – 17 of the plan with baseline data contained in pages 33 – 34. This includes a mix of process, output and satisfaction measures. The council is at the outset of an ambitious programme and specific medium-term targets will be finalised as the detailed activities are developed in the coming months.
- 5.2 The actions to deliver the Corporate Plan will be embedded in the service or business plans of individual teams and progress can be tracked at this level through regular service updates on The Hub. Headline quantitative measures and progress updates will be reported bi-annually to the relevant Select Committee. A full evaluation of progress will be produced annually for scrutiny and will be reported to Cabinet.

## **6. REASONS:**

- 6.1 There are significant challenges and opportunities that must be responded to and the Council, with its diminishing resources, must prioritise what can be done and the kind of a work that will make the most difference to our county.
- 6.2 To convert high-level political ambition, data, evidence and 'what matters' into a coherent whole authority strategic 'Corporate Plan'. This will mean re-setting priorities and re-shaping direction to renew the sense of shared purpose.

## **7. RESOURCE IMPLICATIONS:**

- 7.1 With less money, we will not be able to keep doing everything that we have done in the past. Each of the activities in the corporate plan carries resource implications. In its entirety the plan will be delivered within the resources made available through the Medium Term Financial Plan. Some programmes brought forward may require capital or reserve funding and individual and detailed proposals will be presented for each of these at the appropriate time in accordance with the council's constitution.

**8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS  
(INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND  
CORPORATE PARENTING):**

- 8.1 The proposals make a contribution to safeguarding through ensuring a focus on fitness for purpose and have a clear direction about the things that matter.
- 8.2 A Future Generations Evaluation has been completed and accompanies this report. The Corporate Plan is built upon a number of design principles including being future-focused and applying the ways of working outlined in the Well-being of Future Generations Act. This includes taking a long-term view and developing preventative approaches. The Plan details a number of activities that require further development and which will be subject to individual decisions in accordance with the council's constitution including future generations evaluations where appropriate.

**9. CONSULTEES:**

Senior Leadership Team  
Cabinet

The plan has been developed based on a strong evidence base which included extensive consultation. This included feedback from the doorstep gleaned by all members during the May 2017 local elections and the involvement of local people during the *Our Monmouthshire* engagement which informed the development of the well-being assessment. Individual Cabinet members worked alongside officers to shape the plan.

**10. BACKGROUND PAPERS:**

Monmouthshire Well-being Assessment

**11. AUTHOR:**

Kellie Beirne, Deputy CEO

**12. CONTACT DETAILS:**

**Tel:** (01633) 644686

**E-mail:** [kelliebeirne@monmouthshire.gov.uk](mailto:kelliebeirne@monmouthshire.gov.uk)

## Evaluation Criteria – Cabinet, Individual Cabinet Member Decisions & Council

<b>Title of Report:</b>	Corporate Plan
<b>Date decision was made:</b>	29 <sup>th</sup> January 2019
<b>Report Author:</b>	Kellie Beirne

### **What will happen as a result of this decision being approved by Cabinet or Council?**

The desired outcome is to provide clarity on the programmes of activity that the council will deliver over the medium term. This will facilitate the revision of enabling strategies ensuring alignment with the purpose of the council. The activities detailed within the plan will ensure the council makes progress towards the well-being objectives: Best Possible start in life; Thriving and well-connected county; Maximise the potential of the natural and built environment; Lifelong learning and well-being and Forward looking-future focused council.

### **What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?**

The plan describes a clear purpose of building sustainable and resilient communities. Each of the four objectives is under-pinned by a series of performance measures which have a baseline to enable officers and members to track progress and determine the success of the plan. Over the first year of the plan clear targets will be developed which will can be used by Cabinet to assess progress and allow select committees to hold officers and the executive to account. These measures are shown on pages 32 and 33 of the plan. They will inform a broader annual evaluation of the Corporate Plan that will be presented to councillors in May / June each year.

### **What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?**

Each of the activities in the corporate plan carries resource implications. In its entirety the plan will be delivered within the resources made available through the Medium Term Financial Plan. At this stage there are no specific budget lines attached to actions. This will be established as individual programmes of work are developed and brought forward to members for decision.

Any other comments



# A Monmouthshire that works for everyone Corporate Business Plan 2017 // 2022



## INCORPORATING WELL-BEING OBJECTIVES



## Version Control

<b>Title</b>	Corporate Business Plan: A Monmouthshire that Works for Everyone
<b>Purpose</b>	To set out a clear direction for the Council and resources required to deliver it. Inform and shape a whole set of enabling and delivery plans around People; Digital; Economy; Customers, Land and Assets.
<b>Owner</b>	Senior Leadership Team
<b>Approved by</b>	Endorsed by Cabinet, Council decision pending
<b>Date</b>	6 February 2018
<b>Version Number</b>	1.0
<b>Status</b>	Draft
<b>Review Frequency</b>	Annual
<b>Next review date</b>	March 2019
<b>Consultation</b>	Informal consultation with SLT and Cabinet.



## Contents

### Ambition

Welcome to Monmouthshire .....	4
Our Foundation: Purpose, Values & Design .....	6
Understanding What Matters .....	10
Delivering What Matters – our Five Priorities .....	12
Medium Term Financial Plan .....	25
How we will Evaluate Progress .....	26

### Appendices

Performance Management & Policy Framework .....	27
Good Governance - Strategic Risks .....	29
Organisational Structure .....	32
Key Performance Indicators.....	33
National Policy Context .....	35

## Welcome to Monmouthshire

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Monmouthshire is an incredible place to live, work and visit. This plan considers the people who call this place home now and in ten or twenty years' time. The decisions and actions we take over the next few years will determine the sort of place people live in, how they will travel around our county, the jobs they will do and the community facilities, learning, and support services available.

We are proud of our great schools and have invested tens of millions of pounds in making them even better. We are geographically well connected and are strategically positioned at the gateway of Wales and England. We have high numbers of business start-ups, unemployment is low and we are part of the Cardiff Capital Region with the potential to bring economic benefits to the area. We continue to create the conditions for local social action and to ensure nobody is left behind. However, we do face some big challenges. Funding for local government is declining; Monmouthshire already receives the lowest amount of funding per person of any local authority in Wales – £989 compared to an average of £1,320. Being a largely rural county means that we do not benefit from the economies of scale that urban areas have. Centralising services in one place in the middle of the county will not work for residents of Caldicot or Abergavenny. We also have an ageing population, which brings many benefits, but also challenges for functions such as Health and Social Services. We need to ensure families can afford to live here and that we have enough people of working age to create local wealth and deliver key services.

With less money, we will not be able to keep doing everything that we have done in the past. We will listen to our communities, find out what matters to them and focus on these areas. We are keen to help communities build their own resilience. We believe in social justice and are committed to a fair and equal society. We believe in helping people create communities that they feel they belong to whilst supporting their well-being. All this means that people have responsibilities as well as rights. Our officers and councillors will not have all of the answers and we need to make it easier for people to get involved in shaping their own futures. We will continue to broaden our horizons, developing innovative solutions to ensure the council can keep pace with expectations. At the same time, we will ensure our contribution to the wider county works hard at creating the conditions for a thriving economy, connected and sustainable communities and an ecologically resilient and culturally rich environment.

Whether you are a resident, a local business owner or a member of staff I encourage you to read this plan and get involved in helping build the future we want. The future Monmouthshire deserves.



Councillor Peter Fox  
Leader of the Council

## The Purpose of our Corporate Business Plan

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Monmouthshire County Council's Corporate Business Plan sets out the things we will be working on in the medium term. It provides direction and a sense of what will be important for the next four years, taking us up to the end of the political term in 2022, but many of the things we are doing are incredibly ambitious and are focused on the longer-term future of our county. It is not enough to keep our county and council going for now – we have to ensure it is continually growing for the future. The plan is our way of ensuring the council, its staff and elected members are focused on delivering what matters, and that we do this as efficiently and effectively as possible. The plan is also our way of ensuring that as a local stakeholder, you have a tool through which to assess our actions and hold us to account.

We have huge drive and ambition for this place and there are some really significant improvements that we are committed to delivering. The issue is the council does not have the resources – in both financial and human terms - to deliver on all these things at the same time. This plan focuses on policy priorities that will deliver the Council's purpose and is aligned with the financial resources we have available as set out in the Medium Term Financial Plan which is incorporated within these pages.

Beyond the allocation of financial resources to priorities, this Plan will also set the context for how we will mobilise the wider assets and resources at our disposal. The funding we receive to run services may be declining, but we continue to see a growing countywide commitment to local social action, volunteering and the contribution of new ideas, time, efforts and energies.

As a result, you can expect this plan to:

- Commit to priorities that are big impact and cross-cutting
- Contain programmes that contribute in a clear way, to one or more of our priorities
- Be underpinned by robust evaluation metrics and a clear ability to track progress
- Focus on the right things – not the easy things. Every choice carries an opportunity cost of the alternative things we could have done with that time or money.
- Benefit from the regular focus of our Cabinet and Senior Leadership Team
- Draw from and align with other long-term service plans and enabling strategies for People, Customers, Digital, Assets and the Economy
- Provide the architecture for our wider performance management framework. This is an approach that integrates long-term strategies and policy direction with department-level business plans that give clarity on what needs to be done, how and by when
- Have clear design principles that ensure over time, our financial, people and community resources are aligned with the things that can make the biggest difference to the lives of local people.

The Plan will not set out everything that the Council does in our county, every day, to help ensure it is a sustainable and resilient place. It is underpinned by a clear policy framework that sets out in more detail our work in areas such as social justice and safeguarding. The contribution it makes is to ensuring we stay focused on priorities and enable people everywhere to see how their work fits into the larger picture of our ambitions and goals.

## Our Foundation: Purpose, Values & Design

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Monmouthshire County Council has a strong sense of character and purpose. We shape this in line with the goals and ambitions of our partners in other public services such as the NHS, Police, Public Health, housing associations and the Fire and Rescue Service. These and many more organisations are part of the Monmouthshire Public Service Board (PSB). We are combining the ingenuity and initiative of all partners to find new solutions to pressing, social, economic and environmental problems. This sense of 'power of the collective' is central to our core purpose, reflected in our values and embodied in our culture.

### Purpose

At the heart of everything we do:

***We want to help build sustainable and resilient communities that support the well-being of current and future generations.***

### Values

We can only achieve great things for our place through the people who live and work here, those on our payroll and those in Monmouthshire's communities including the countless volunteers and groups that give this place a richness and vibrancy. Our values reflect who we are, how we do things and how we are shaping the future. We try our best to apply these in everything we do.

**Openness.** We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

**Fairness.** We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

**Flexibility.** We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

**Teamwork.** We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

This plan sets out in more detail what we will do to help achieve our goal of building sustainable and resilient communities.

## Design Principles

Our plan has nine design principles that link to longer-term goals. We will be:

**Accountable** - through setting out plans and goals in clear ways and ensuring we are open in all decision-making, engagement and evaluation of performance. We will give account of and be held accountable for the things we do and for the things we do not do. The process of member and public scrutiny will continue to be an important feature in this.

**Responsible** – we will safeguard and optimise public money. In so doing we will ensure that people are supported to act responsibly, and to take measured and supported risks, recognising that caution, inactivity and indecision can be as costly as uncalculated and ill-considered actions.

**Inclusive** – we will help shape communities and create a sense of place – applying the principles of social justice and community resilience. We recognise that to deliver quality public services, wealth creation and tax yield is vital, and so we will focus on driving- up levels of business productivity as a means of supporting prosperity for all.

**Innovators** – we will boost our productivity by not just doing the same old things better, but committing to doing fundamentally better things. Efficiency and effectiveness has to go beyond ‘back office’ savings and simply reducing spend. We will continue to invest in adapting our models for service delivery to deliver on outcomes, effective governance and smart use of public money.

**Learners** – we will boost our capacity for research and development to ensure we understand the problems we need to solve and we will work in a ‘challenge-driven’ way to open up opportunities for the co-development of new, better and more cost-effective solutions.

**Good friends** – we will honour commitments that we make to others. Where things don’t go well we will work them out together. Our desire for collaboration will be based on designing services that best suit the needs and aspirations of our public.

**Getting the basics right** – we are focused on doing better things and getting right the most important aspects of our core business. This includes providing a high quality customer experience and ensuring that safeguarding continues to run through everything that we do.

**Community focused** – we have high levels of social capital and will create the conditions that enable people to easily come together and develop solutions to build better communities. We recognise that communities are more vibrant when people work together and this makes a real difference to well-being.

**Future focused** – we will ensure that we fully consider whether the decisions we take are consistent with the well-being of future generations and are: long-term; integrated; collaborative; preventative and have involved people.

## Developing our Plan

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If everything is a priority then nothing is a priority. We examined evidence and identified the areas that we intend to focus on. We have aligned ambition with a clear assessment of the financial investment needed to deliver. Everything in this plan aligns with our purpose.

### Managing Our Performance

Performance Management is about ensuring a shared understanding of what needs to be achieved and making sure that it happens. All other plans will be built from this one. These include the high level enabling strategies that form the council's policy framework and the strategic plans that provide the detail that brings this strategy to life.

All of our teams have service or business plans that describe the specific actions colleagues will be working on to deliver the objectives. All colleagues have annual appraisals that ensure their own contributions are aligned with the purpose, values and objectives of the council as well as providing the path for their own personal development.

Underpinning all of this is a suite of measures that enable us to understand how well processes are working and more importantly to track progress against the things that matter. You can see more detail about our performance management framework in appendix two.

**BEST POSSIBLE START IN LIFE**

**A+**  
67% OF PUPILS achieving 5 GCSEs grade A\* to C - the highest in Wales

Provided stability in education for the majority of looked after children, only 8% experienced a change of school.



New secondary school builds in Caldicot and Monmouth

**THRIVING & CONNECTED COUNTY**

**£1.2 BILLION**  
Cardiff Capital Region City Deal signed



Continuing to support the rollout of high speed broadband



**A**  
93.7% OF MAIN ROADS surveyed in good or acceptable condition



127 affordable housing completions since the Local Development Plan was adopted in 2014



**90%**

of planning applications determined in time - which is good performance in Wales

**NATURAL & BUILT ENVIRONMENT**



**99% OF STREETS** at a high or acceptable standard of cleanliness

**69% OF WASTE** is recycled - an increase from 56% four years ago and one of the highest rates in Wales

**SOLAR FARM** developed in Crick will save over **2,000** tonnes of CO<sub>2</sub> per year by generating clean, renewable energy



**LIFELONG WELL-BEING**

**73%** OF ADULTS can live independently following reablement which is above the Wales average

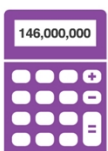


34% of people participate in sporting activities three or more times a week



49% of pupils hooked on sports for life

**FORWARD-LOOKING, FUTURE-FOCUSSED COUNCIL**



Total budget of **£146 MILLION**



**MANAGED BUDGET REDUCTIONS of £18.1 million** in the last 4 years



Established the Future Monmouthshire programme to ensure the council remains relevant and viable for the next generation

Launched the My Monmouthshire app, making it easier for thousands of people to contact us



## Understanding What Matters

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Our motivation is to help improve lives and create capable communities. The question at the heart of this plan is therefore not, 'What can we afford?' but 'What matters?' Our core belief is that if we do the things that make the most difference – business and organisational benefits will result because money follows clarity. We are in the first year of a five-year political term and have begun by gathering a wide-range of information to understand the issues that are most important to people. We have also been looking at future trends to make sure we consider the things that will affect how we work in the longer-term and are able to capitalise on the benefits of emerging technology and to take account of things like climate change.

### Informing our Plan

The Public Service Board's (PSB) Well-being Assessment has been produced following extensive engagement with contributions from more than 1,400 people and examination of a wide range of data and evidence about what works and future trends such as the changing nature of employment and the impact of environmental factors such as pollution. It highlighted issues including:

- Low wages and high property prices are making it hard for families to live and work here
- Limited public transport and relatively low levels of broadband infrastructure make it harder for people to access work, jobs and services and car journeys cause air pollution which has real health impacts
- Reducing physical activity levels and the resulting rise in obesity and type 2 diabetes
- Pressure on health and care services from an ageing population

Although this work has been carried out on behalf of, the Public Service Board it surfaces issues that are incredibly important for our Council and the local area. As a key partner in the PSB, we will play a significant role in taking these forward and recognise that we are the principal enablers in enabling the shifts and changes needed to develop a sustainable and resilient future.

The Council has set four Well-being Objectives that focus on the specific contribution of our organisation towards well-being in the county. We are required to have these in place by 1<sup>st</sup> April each year and so their existence pre-dates the development of this plan. They are:

- Provide children and young people with the best possible start in life
- Develop opportunities for communities and businesses to be part of a thriving and well-connected county
- Maximise the potential of the natural and built environment for the well-being of current and future generations
- Maximise the potential in our communities to develop the well-being of people throughout their lives

Councillors have gathered information on the issues raised most frequently on the doorstep during the election campaign and ward surgeries. These include speeding; the quality of our physical and digital infrastructure; traffic; litter and education.

We have also looked at the issues people are reporting through community hubs, the contact centre and the My Monmouthshire App, which now has over 35,000 residents registered as users. Amongst the most common reasons for contact with the council are waste - things like registering for garden waste collections, getting new bags and reporting missed bin collections and council tax and revenues – help with filling out forms and



benefit enquiries. Other issues that result in direct contact tend to be around provision of our Grass Routes bus service and reports of fly tipping.

The important themes and issues that will guide our work over the next four years include the priorities that the Administration set out in its Political Manifesto prior to the election in May 2017. These include commitments to support:

- **Education & Skills** – investing in new secondary schools, raising standards and emphasis on Science, Technology, Engineering and Maths or STEM subjects
- **Social Care & Health** - enabling people who are vulnerable and elderly to be supported to live in their homes and communities for longer. Working in an integrated way with Health and other agencies in order to create more seamless services, combat loneliness and keep people well
- **Social Justice** - a fair and equal society, respecting and upholding diversity within our communities, addressing child poverty and worklessness
- **Enterprise & Job creation** - capitalise on the Cardiff Capital Region City Deal and reducing bridge tolls to unlock opportunity and drive economic growth so that productivity becomes a lever for increased prosperity
- **Rural Community** - combating rural deprivation and access to services, promoting new 'smart' technologies in agriculture, recreation and tourism and improving access to digital and physical infrastructure
- **Locally Accessible Services** – maintaining a local service offer and enhancing our leisure and recreation provision including a new pool and facilities in Monmouth
- The provision of quality housing, including affordable housing, to meet the needs of our communities and to address the needs of our changing demography.

Alongside all this, the *Future Monmouthshire* programme is about ensuring the council remains relevant and viable for the next generation, while continuing to meet the day-to-day needs of residents, visitors and businesses. Future Monmouthshire and its interventions are built around our design principles. Future Monmouthshire has also focused in on a number of significant future trends, such as the future of work, the utility of automated systems and machine learning, forward-looking land-use and house building and alternative models of service delivery.

## Delivering What Matters – Our Policy Priorities

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The Plan so far has established the context, evidence and inputs and importantly, the Wellbeing Objectives to which the Council already subscribes. Attention now turns to the outputs and outcomes to be achieved if we are to convert our understanding of what matters into delivering what matters through a meaningful programme. This section sets out our five Organisational Goals supported by the 22 commitments to action we will make and the ways in which they will be measured in the run-up to 2022.

The five Organisational Goals incorporate the four Well-being Objectives – but go further in reflecting the need for a deeper organisational and council business focus. Setting out our Organisational Goals in this way and the actions necessary to deliver on them enables us to identify the future we want. These are our commitments to action. We will report on progress annually in order to demonstrate the difference the Plan is making in local communities. We will wherever possible, make open and available, data and information that gives a more dynamic and continual account of our performance.

## Our Five Policy Priorities

This plan sets out in clear terms our commitment to action between now and 2022 and incorporate the council's Well-being Objectives as required by the Well-being of Future Generations Act.

### A. The best possible start in life

Research shows that improving outcomes for children and young people relies upon a 'life course' approach; each stage of life builds to the next. We will work with children, their families and communities recognising everyone has strengths as well as needs. We will work across professions and agencies and will be led by data and evidence from emerging good practice.

As an organisation we recognise the importance of wellbeing and people's safety and security as a part of that. We will promote safeguarding and ensure that it is everyone's business.

We will commit to beginning the work necessary to ensure that children and young people choose to attend school in the county.

We will invest in all our children's learning and development, ensuring they have the environments, skills and support to flourish and be prepared for work of the future. We want our children and young people to be industry ready, able to contribute locally and globally and meet the demands of a rapidly changing world environment.

#### Evidenced By

- Percentage of pupils achieving 5 good GCSEs at grade A\* - C including English and maths
- Free School Meals attainment gap across all key stages
- Percentage of pupils who take part in sport on three or more occasions per week
- Proportion of Council staff trained to the appropriate safeguarding levels
- Percentage of looked after children who experience non-transitional school moves
- Percentage of children and young people living in the county, attending schools in the county
- Percentage of pupils with a statement of special educational learning need educated in mainstream setting within the county
- The number of year 11 school leavers not in education, training and employment

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## B. Thriving and well-connected county

Monmouthshire has the second highest level of economic competitiveness in Wales with the highest rate of business births. Whilst productivity is comparatively high – more needs to be done to increase Gross Value Added in existing & new industries. As the closest point for business relocation, post cessation of the Severn Bridge Tolls – this means seizing the opportunity to boost Research & Development capacity. We will develop a clear strategy that articulates our distinct strengths and goals for enhancing competitiveness, innovation and productivity.

We want Monmouthshire to be a place to be – not just a place to be from - and so we will review our Local Development Plan to ensure it is meeting our needs. The delivery of quality, sustainable and affordable housing will help enable the retention of young people, helping combat 'brain drain' and managing the social and economic challenges associated with a rapidly ageing population.

We will tackle the barriers to productivity, and focus sustainable infrastructure and connectivity. Externally, developing such foundations will enable businesses and community enterprises to deliver employment, growth and prosperity. Post-Brexit this will better enable businesses to look beyond our shores for customers. Internally, we will unlock the value of our own procurement spend; developing data-driven, enterprise and commercial mindsets and more innovative approaches to local market creation.

### Evidenced By

- Gross Value Added of local economy compared to other parts of the UK
- Difference in average pay between men and women
- Average weekly earnings of people who work in Monmouthshire
- Number of active business enterprises in the county
- Number of new start-up businesses
- Proportion of premises with access to high speed broadband
- Number of market and affordable housing units built
- Total income generated from tourism

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### C. Maximise the potential of the natural and built environment

Monmouthshire has a spectacular natural environment, a unique heritage value and a culturally rich identity. We believe that necessary growth, development, and expansion of our place, need not compromise our distinctive offer – indeed it should complement and enhance it. We will play our part in tackling climate change. As an agricultural and food producing county, we recognize the moral and economic impetus around reducing food waste and the impact on greenhouse gases. We support the principles of the ‘circular economy’ and the recycling & restoration of goods and want to work with businesses and organizations that subscribe to these too.

We will maintain the internal corporate systems, policies and asset management plans that emphasis carbon reduction, energy resilience and a green council culture. Connected to this, we will safeguard the wider environmental interests of our rural communities through developing multi-agency approaches to road safety.

We will continue to recognize the value of our culture and heritage in enhancing the livability of our county. We will work with partners and communities to enhance our high quality recreational and cultural facilities to provide opportunities for people to learn develop and enjoy themselves and help attract the talent so key to driving a strong economy.

#### Evidenced By

- Ecological footprint of Monmouthshire residents
- Percentage reduction of council carbon dioxide emissions
- Percentage of waste recycled
- Capacity of renewable energy in the county driven by the council
- Percentage of fly-tipping cleared within 5 working days
- Percentage of streets that are clean
- Total amount of Rural Development Plan funds committed to projects in Monmouthshire
- Number of rural communities in which speed safety initiatives are supported Road safety and speeding
- Number of new active travel routes
- Levels of nitrogen dioxide (NO<sub>2</sub>) pollution in the air.

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#### D. Lifelong well-being

Developing well-being and adopting community-focused approaches is about changing practice and lives. We will continue to commit to the personalization of care and true collaboration with people who have care and support needs and carers.

Making deep relationships the norm is challenging – but it is the right thing to do and developing really effective partnerships and supporting individual family and community resilience is key to this. Creating good social support systems relies on more than just the economic and wealth creation aspects of our work. We will work to create prosperity for all and this means taking into account economic and social wellbeing.

We will cultivate social capital and promote access to opportunity and in so doing, will work towards better physical and mental health and social care outcomes. Our approach will take a strengths based approach to encouraging independence, self-care, support, learning, and engagement.

#### Evidenced By

- Percentage of people participating in sport 3 or more times a week
- Percentage of people participating in the exercise referral scheme still active after 16 weeks
- Percentage of people living independently at home 6 months after reablement
- Mean mental well-being score for people.
- Percentage of people who volunteer
- Percentage of people agreeing that they belong to the area

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## E. Future-focused Council

### Evidenced By

Our operating environment is a changing and challenging one. Demographic shifts, increasing demand, Brexit and fiscal uncertainty – all require an understanding that ‘business as usual’ is no more. We will continue to rapidly adapt, develop foresight capability and enable the service changes and countywide transformations that best meet the aspirations of our communities. This outward facing approach will mean reducing the reliance on traditional public services and having more genuinely collaborative local relationships. Digital will feature strongly in this, allowing ‘fit for future’ service models and enabling the sharing of approaches and resources to addressing crosscutting problems.

Our goal is to continue to build an engaged, responsive and adaptive council, able to provide effective leadership, in collaboration with other local partners. We will develop and sustain a dynamic, healthy and rewarding work environment that attracts and retains top talent and enables them to perform at their best.

Good governance will be at the heart of what we do and we will ensure the right information gets to the right people to inform decision-making. We will integrate a service focus into all dealings with customers and ensure they are well informed and engaged in decision-making. We understand the best public servants see themselves as not working for the council – but for the county.

- Number of applied solutions to problems led by Future Monmouthshire work
- Percentage of targeted budget reductions achieved
- Number of open data sets published
- Income generation from commercial investments
- Number of working days lost sickness
- Percentage of staff turnover
- Percentage of people that agree their local council provides high quality services

## A Monmouthshire that Works for Everyone

### A. Best possible start in life

	How we're doing it	Who is accountable?
1) THE COUNCIL INVESTS IN FUTURE SCHOOLS	<ul style="list-style-type: none"> <li>• Conclude comprehensive redevelopment of new secondary school with community leisure facilities in Monmouth</li> <li>• Commence Abergavenny school redevelopment</li> <li>• Develop 'Band C' proposals for the re-provision of secondary learning in the Chepstow area</li> </ul>	Cabinet Member for Children and Young People
2) THE COUNCIL HAS A PLAN FOR RAISING STANDARDS IN SCHOOLS	<ul style="list-style-type: none"> <li>• Continue to raise standards in education including STEM subjects (science, technology, engineering and maths)</li> <li>• Ongoing focus on vulnerable learners</li> <li>• Convening school industry partnerships</li> </ul>	Cabinet Member for Children and Young People
3) THE COUNCIL CARRIES OUT A STRATEGIC EDUCATION REVIEW	<ul style="list-style-type: none"> <li>• Implement the findings and recommendations of the independent Additional Learning Needs Review</li> <li>• Review of Catchment and Nearest School Policy</li> <li>• Review of Home to School Transport</li> <li>• Review and develop leadership structures across schools</li> </ul>	Cabinet Member for Children and Young People  Cabinet Member for Operations
4) THE COUNCIL IMPLEMENTS A MODEL OF EARLY INTERVENTION AND PREVENTION FOR CHILDREN AND FAMILIES	<ul style="list-style-type: none"> <li>• Integrate preventative children and family services within each locality into one prevention focused function</li> <li>• Provide services that meet mental health and emotional well-being including the Face2Face counselling scheme</li> <li>• Promote active lifestyles through activities such as The Daily Mile</li> </ul>	Cabinet Member for Social Care, Safeguarding and Health
5) THE COUNCIL ENSURES PERMANENT ACCOMMODATION AND SUPPORT FOR LOOKED-AFTER CHILDREN	<ul style="list-style-type: none"> <li>• Work with regional partners to increase the numbers of children who are adopted in a timely way</li> <li>• Increase the number of Monmouthshire foster carers</li> </ul>	Cabinet Member for Social Care, Safeguarding and Health



## B. Thriving and connected county

What we're doing	How we're doing it	Who is accountable?
6) THE COUNCIL DEVELOPS AND DELIVERS A NEW ECONOMY AND ENTERPRISE STRATEGY	<ul style="list-style-type: none"> <li>• Work with business to create and deliver a new strategy focused on increasing competitiveness, productivity and innovation</li> <li>• Develop incentives and support to encourage indigenous business growth and inward investment</li> <li>• Develop more employment opportunities for young people to reduce the numbers leaving the county</li> <li>• Ensure planning policies and land allocations for employment uses enable appropriate growth sectors.</li> </ul>	Cabinet Member for Enterprise
7) THE COUNCIL MAXIMISES ECONOMIC POTENTIAL THROUGH DELIVERING THE CARDIFF CAPITAL REGION CITY DEAL	<ul style="list-style-type: none"> <li>• Lead 'Innovation theme' and play a key governance role in the Cardiff Capital Region</li> <li>• Develop and deliver projects of regional significance including capitalizing on new Compound Semiconductor Foundry</li> </ul>	Leader of Council Cabinet Member for Enterprise
8) THE COUNCIL DELIVERS BETTER INFRASTRUCTURE CONNECTIVITY & OPPORTUNITY	<ul style="list-style-type: none"> <li>• Develop and deliver solutions to improve rural broadband</li> <li>• Develop a range of options to improve rural transport and better public transport linked to opportunities throughout the Cardiff Capital Region</li> <li>• Enhance the quality of local highways services</li> <li>• Identify to reduce the difference in pay between men and women in the county</li> </ul>	Cabinet Member for Social Justice  Cabinet Member for Operations
9) THE COUNCIL PROVIDES MORE OPPORTUNITIES FOR LOCAL LIVING, WORKING & LESIURE	<ul style="list-style-type: none"> <li>• Review the current Local Development Plan to ensure an appropriate supply of land for homes and businesses</li> <li>• Participate in and shape opportunities for regional strategic land-use development plans</li> <li>• Increase the volume, quality, variety and affordability of housing</li> <li>• Provide flexible support for business and tourism development</li> </ul>	Cabinet Member for Enterprise

<p>10) THE COUNCIL UNLOCKS ECONOMIC VALUE OF ITS SPENDING POWER</p>	<ul style="list-style-type: none"> <li>• Review our procurement spend, improve analysis of expenditure and build local supply chains where possible</li> <li>• Reduce waste by committing to the principles of a 'circular economy'</li> <li>• Ensure we play an active part in national-led commissioning consortia</li> </ul>	<p>Cabinet Member for Resources</p>
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### C. Maximise the Potential of the natural and built environment

What we're doing	How we're doing it	Who is accountable?
11) THE COUNCIL DEVELOPS & DELIVERS A SUSTAINABLE PLAN FOR ENHANCING THE LOCAL ENVIRONMENT	<ul style="list-style-type: none"> <li>• Improve how we deal with litter and fly-tipping</li> <li>• Minimise the amount of waste that is sent to landfill</li> <li>• Deliver Green Infrastructure Policy</li> <li>• Secure and deliver funds for projects including Living Levels, Agri-urban and Air Quality</li> <li>• Install real time air quality monitoring equipment in four schools</li> </ul>	Cabinet Members for Operations  Cabinet Member for Enterprise  Cabinet Member for Social Justice & Community Development
12) THE COUNCIL PRODUCES 'GREEN AND CLEAN' ENERGY	<ul style="list-style-type: none"> <li>• Develop local renewable energy schemes including a 2<sup>nd</sup> solar farm</li> <li>• Reduce the carbon footprint of Council operations</li> <li>• Trial and test hydrogen vehicles through partnerships with organisations such as River Simple</li> <li>• Install battery charge points for electric vehicles in all towns</li> </ul>	Cabinet member for Resources  Cabinet Members for Operations
13) THE COUNCIL KEEPS RURAL ROADS AND AREAS SAFE	<ul style="list-style-type: none"> <li>• Work with speed safety professionals, schools and others to develop technical and 'nudge' policies aimed at speed reduction</li> <li>• Support for Community Speed Watch and community-led speed safety initiatives</li> </ul>	Cabinet Member Operations
14) THE COUNCIL ENHANCES LOCAL HERITAGE THROUGH COMMUNITY OWNERSHIP AND DEVELOPMENT OF ARTS AND CULTURAL SERVICES.	<ul style="list-style-type: none"> <li>• Implement Museums' Review</li> <li>• Submit Heritage Lottery Fund bids to enhance facilities in towns</li> <li>• Enable community-led arts and heritage presence in each of our five towns</li> <li>• Protection and enhance our built heritage</li> </ul>	Cabinet member for Enterprise

## D. Lifelong well-being

What we're doing	How we're doing it	Who is accountable?
15) THE COUNCIL ENABLES CONNECTED AND CARING COMMUNITIES SUPPORTING PEOPLE TO LIVE INDEPENDENTLY	<ul style="list-style-type: none"> <li>Maximise the opportunities for all people to live the lives they want to live and the positive outcomes they identify.</li> <li>Co-produce our approaches to well-being, care and support</li> <li>Develop opportunities for people to be involved in their local communities reducing isolation and loneliness</li> <li>Improve opportunities for people with care and support to actively contribute through employment and volunteering</li> </ul>	Cabinet Member for Social Care, Safeguarding and Health
16) THE COUNCIL DELIVERS ON SOCIAL JUSTICE, BETTER PROSPERITY AND REDUCING INEQUALITY	<ul style="list-style-type: none"> <li>Reduce child poverty and social isolation and improve economic inclusion</li> <li>Promote equality and diversity and ensure opportunities are genuinely available to all</li> <li>Advance social justice and well-being through Asset Based Community Development</li> </ul>	Cabinet Member for Social Justice  Cabinet Member for Social Care, Safeguarding and Health
17) THE COUNCIL ENABLES BETTER LOCAL SERVICES THROUGH SUPPORTING VOLUNTEERS AND SOCIAL ACTION	<ul style="list-style-type: none"> <li>Ensure meaningful community engagement to understand the assets and priorities in each locality</li> <li>Approve volunteering policy and support the Community Volunteering Academy</li> <li>Extend the reach of Monmouthshire Made Open as a technology-enabled tool for promoting civic action</li> </ul>	Cabinet Member for Social Care, Safeguarding and Health  Cabinet Member for Social Justice
18) THE COUNCIL BOOSTS LEISURE, RECREATION AND WELLBEING	<ul style="list-style-type: none"> <li>Deliver a new pool and leisure facilities in Monmouth</li> <li>Complete a business case on transfer of services to an Alternative Delivery Model</li> <li>Use section 106 funding strategically to develop local projects that maximise well-being</li> <li>Improve well-being through Exercise Referral Scheme, Monmouthshire Games and Dragon Sports</li> </ul>	Cabinet Member for Enterprise

**E. Forward-looking, future-focused Council**

What we're doing	How we're doing it	Who is accountable?
<p>19) COUNCIL ENABLES AND PROVIDES GOOD SUSTAINABLE LOCAL SERVICES WHILST DELIVERING AN EXCELLENT CUSTOMER EXPERIENCE ACROSS ALL CHANNELS</p>	<ul style="list-style-type: none"> <li>• Develop new business model for Community Hubs and Customer Care to increase access and provide a greater choice of channels for customers to engage with us (online, via the My Monmouthshire app, over the phone or face-to-face)</li> <li>• Increase the publication and use of open data to increase accountability and enable others to develop apps that have a civic benefit</li> <li>• Introduce Digital Service Standard</li> </ul>	<p>Leader of Council Chief Executive</p> <p>Cabinet Member Governance</p>
<p>20) COUNCIL OPENS UP DEMOCRATIC ENGAGEMENT &amp; COLLECTIVE DECISION-MAKING</p>	<ul style="list-style-type: none"> <li>• Re-shape and our governance arrangements including more detailed options appraisals</li> <li>• Identify ways to get more people involved in local democracy and scrutiny to enhance local decision-making</li> <li>• Develop remote access and attendance at meetings to maximize participation</li> <li>• Revise all enabling strategies and plans – People, Digital and Customers, Assets and Economy and Enterprise</li> <li>• Review and consolidate working groups and arrangements</li> <li>• Revise performance and improvement plans and replace with 'real-time' data dashboards</li> </ul>	<p>Cabinet Member Governance</p>
<p>21) THE COUNCIL DELIVERS A SUSTAINABLE AND RESILIENT ORGANISATION AND RELEVANT, VIABLE AND VALUED PUBLIC SERVICES</p>	<ul style="list-style-type: none"> <li>• Deliver the Future Monmouthshire programme</li> <li>• Complete the move from task and time approach in social care to relationship-based care at home</li> <li>• Explore and embed new ways of working – Artificial Intelligence, automation and collaborative technology</li> <li>• Develop a commercial strategy and approach</li> </ul>	<p>Leader of Council and all Cabinet</p>

	<ul style="list-style-type: none"> <li>• Deliver a sustainable and viable Medium Term Financial Plan</li> </ul>	
22) THE COUNCIL PUTS PEOPLE AT HEART OF ALL IT DOES AND INSPIRES EXCELLENCE IN WORKPLACE AND EMPLOYEES	<ul style="list-style-type: none"> <li>• Strengthen decision making and accountability</li> <li>• Prioritise Health, Safety and workplace Well-being</li> <li>• Promote diversity and inclusion</li> <li>• Engage employees through personal development training and learning</li> </ul>	Cabinet Member for Resources

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## Medium Term Financial Plan

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Over the last four years, the Council has managed £19 million of savings from its service budgets. Funding from Welsh Government has reduced over the period and austerity looks set to continue for the foreseeable future. At the same time pressures on the budget have been increasing in terms of demographic growth, demand and expectations. Our motivation is to help improve lives and built sustainable and resilient communities. The question at the heart of this plan is therefore not, 'What can we afford?' but 'What matters?'

The provisional settlement from Welsh Government for 2018/19 has delivered a reduction in the Authority's Aggregate External Finance (AEF) of 1%. The Minister has also provided an indicative settlement for 2019-20 which will see the local government settlement reduce by on average a further 1.5%.

Monmouthshire remains at the bottom of the table in terms of funding per head of population. After several years of delivering significant savings from the budget, the means of achieving further reductions becomes increasingly more challenging.

Proposals for the medium term financial plan were scrutinised by Select Committees between November 2017 and January 2018. However there have been some adjustments to the assumptions used to build our financial model meaning it is not possible to present a complete picture at this point in time. This section of the Corporate Plan will be developed once the budget is developed and scrutinised by members.

The emerging budget proposals for 18-19 are more than a standalone one-year budget. They are a blend of ongoing sustainable efficiencies; continued income generation and a focus on investing in areas such as education and social care. As a contributor to our wider *Future Monmouthshire* work, they help build a bridge between the present we have and the future we wish to see.

## How we will Evaluate Progress

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This Plan sets a clear direction for the period up to 2022 when the next council elections are held. Some of the things we have set out to do are easy to see or count, such as new school buildings or reducing the amount of waste we send to landfill. Others, such as reducing inequality or encouraging business growth and harder to quantify. This section sets out how we will evaluate our progress to ensure transparency and accountability which is part of our governance arrangements.

The front part of the plan shows some of the measures we will use to assess our progress. These are a mix of process, output and outcome measures. In short: Did we do it? Did we do it well? Are people better off as a result?

Following approval of the plan we will identify baselines for these measures and the position we want to achieve by 2022. When we're dealing with complex issues it isn't always easy to measure progress quarterly or annually in a single number. In this plan we've highlighted some of the more accessible metric and milestones but behind all major programmes of activity we have a separate project plan. We will develop a dashboard that tracks progress against key metrics quarterly and this enables the authority to be held to account.

We will also produce an annual progress report and present this to council. This will be scrutinised by select committees during the year alongside other key performance measures, recognising that the impact made by the objectives may not be clearly demonstrable over short timescales. At the end of the plan period a full evaluation will be completed and this will be reviewed prior to the 2022 local elections.

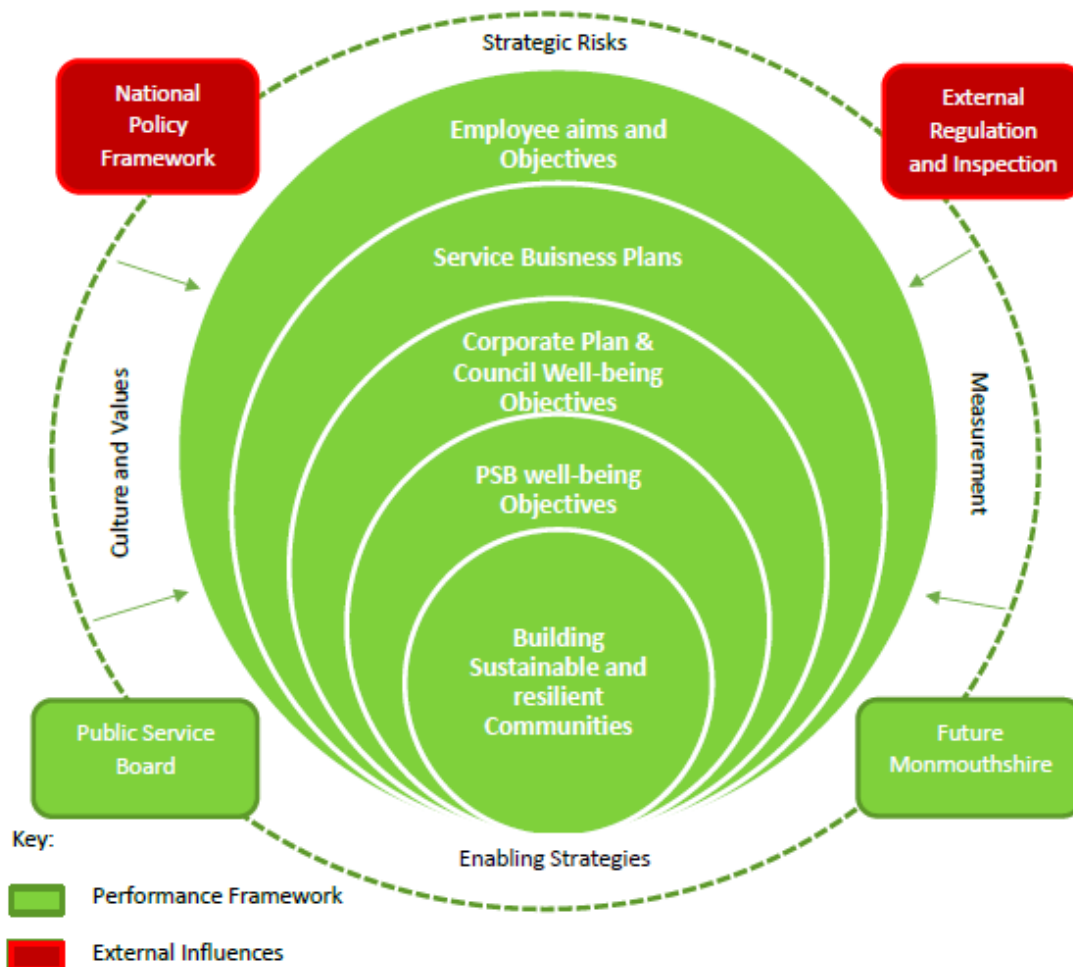


## Appendices

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## Performance Management & Policy Framework

This section provides a picture of our performance management framework; illustrates the interdependencies and how the policies, plans and programmes it contains, should be mutually reinforcing. In simple terms, our performance management framework is integral to the adoption and application of our Corporate Business Plan because it makes sure that everyone is pulling in the same direction to deliver real and tangible outcomes.



Building sustainable and resilient communities is the unifying purpose of the diverse range of services for which we are responsible. We are a partner in the Public Service Board, which is responsible for setting well-being objectives for the county. The council's own well-being objectives are set by councilors based on the same well-being assessment as the PSB objectives and as this plan illustrates, form the backbone of our Five Organizational Goals. Each of our teams has a business plan that aligns to these objectives. We have a range of performance measures that we use to keep track of our progress. Our risk management policy enables us to manage strategic risks to our delivery. Our employee aims and objectives show how the contributions that individual colleagues make to these objectives and delivering our vision in accordance with our values. Our 'enabling strategies' support the delivery of our objectives. Our work is informed and guided by national policy an external regulation and inspection. This is appended to the Plan for further information and context.

## Policy Framework

Our Improvement Framework is supported by a range of plans as part of our Policy Framework” that guide our actions to improve services. These are

Level	<b>Policy Framework</b>	
Vision	<p><b>The Public Service Board Well-Being Plan</b></p> <p>The Public Service Board will produce a local well-being plan in 2018</p>	
Plan	<p><b>Corporate Plan including Council well-being objectives</b></p> <p>Set out the direction for the Council in the next 5 years the resources required to deliver it and articulates the council’s well-being objectives for carrying out sustainable development and maximise the contribution to achieving the wellbeing goals</p>	
Strategy	<p><b>Asset Management Plan</b></p> <p>Describes how we manage our land and property portfolio</p>	<p><b>Financial Plan</b></p> <p>Sets out the financial challenges we face &amp; how we will meet these challenges</p>
	<p><b>People Strategy</b></p> <p>The strategy connects people to purpose to improve performance and deliver better outcomes</p>	<p><b>Digital and Customer Strategy</b></p> <p>The steps we will take to develop our digital offer in our services and communities</p>
	<p><b>Local Development Plan</b></p> <p>Our proposals and policies for future development and use of land</p>	<p><b>Economy and Enterprise Strategy</b></p> <p>Our proposals for increasing competitiveness, innovation and productivity.</p>
Delivery	<p><b>Service business plans</b></p> <p>Each service has a plan that evaluates performance, plans actions for the year ahead, includes metrics to monitor performance and manages risks.</p>	<p><b>Employee Aims and Objectives</b></p> <p>Employee appraisals enable individuals and teams to outline the values and performance that is relevant in their role and connects them to the purpose of the organisation.</p>
Evaluation & Risks	<p><b>Evaluation</b></p> <p>Evaluates performance, plans &amp; metrics to monitor performance.</p>	<p><b>Strategic Risk Assessment</b></p> <p>Identifies, manages and monitors the Council’s Strategic risks.</p>

## Good Governance - Strategic Risks

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Corporate governance sets out, co-ordinates and aligns the organisational processes and frameworks that will need to come together to deliver this plan at a whole-council level. There will be risks attached to this and good governance will ensure these risks are understood, managed and communicated. The Council has an established risk management policy that sets out the Council's policy and approach to strategic risk management. The risks are 'high-level' but not as much as to limit their practical usefulness and application.

The council's strategic risk assessment ensures that:

- Strategic risks are identified and monitored by the authority.
- Risk controls are appropriate and proportionate
- Senior managers and elected members systematically review the strategic risks facing the council.

The Council's aim and intention is to anticipate and manage risks pro-actively rather than deal with the consequences of actual occurrences. The strategic risk assessment typically identifies key risks, which could significantly jeopardise the Council's ability to achieve its objectives and statutory requirements. The strategic risks related to delivering the objectives in the Corporate Business Plan will be identified in the strategic risk assessment which provides a full assessment of the risk and mitigation actions.

### **Risk appetite - Innovation & Risk tolerance**

There will be occasions – including the application of this plan - when the Council may benefit from introducing new opportunities or adopting innovative approaches. These may necessarily result in a degree of calculated risk that is inherent in the approach in order that a return or benefit can be achieved. Where circumstances involve exposure to such risks, they must be assessed in line with the Council's 'risk tolerance' levels. Individual project proposals and business plans must contain an assessment of likely risks and consider the risk tolerance levels. Any innovation or opportunity that presents medium or high risks must be closely examined; the risks clearly identified, analysed, documented and as appropriate consulted on. The risk tolerance levels are:

#### **Accepted risks**

In general, these are assessed risks, which may result in exposure to the following:

- adverse effect on the Council's reputation and/or performance
- censure or a fine by regulatory / statutory bodies
- financial loss or impact on assets

#### **Unaccepted risks**

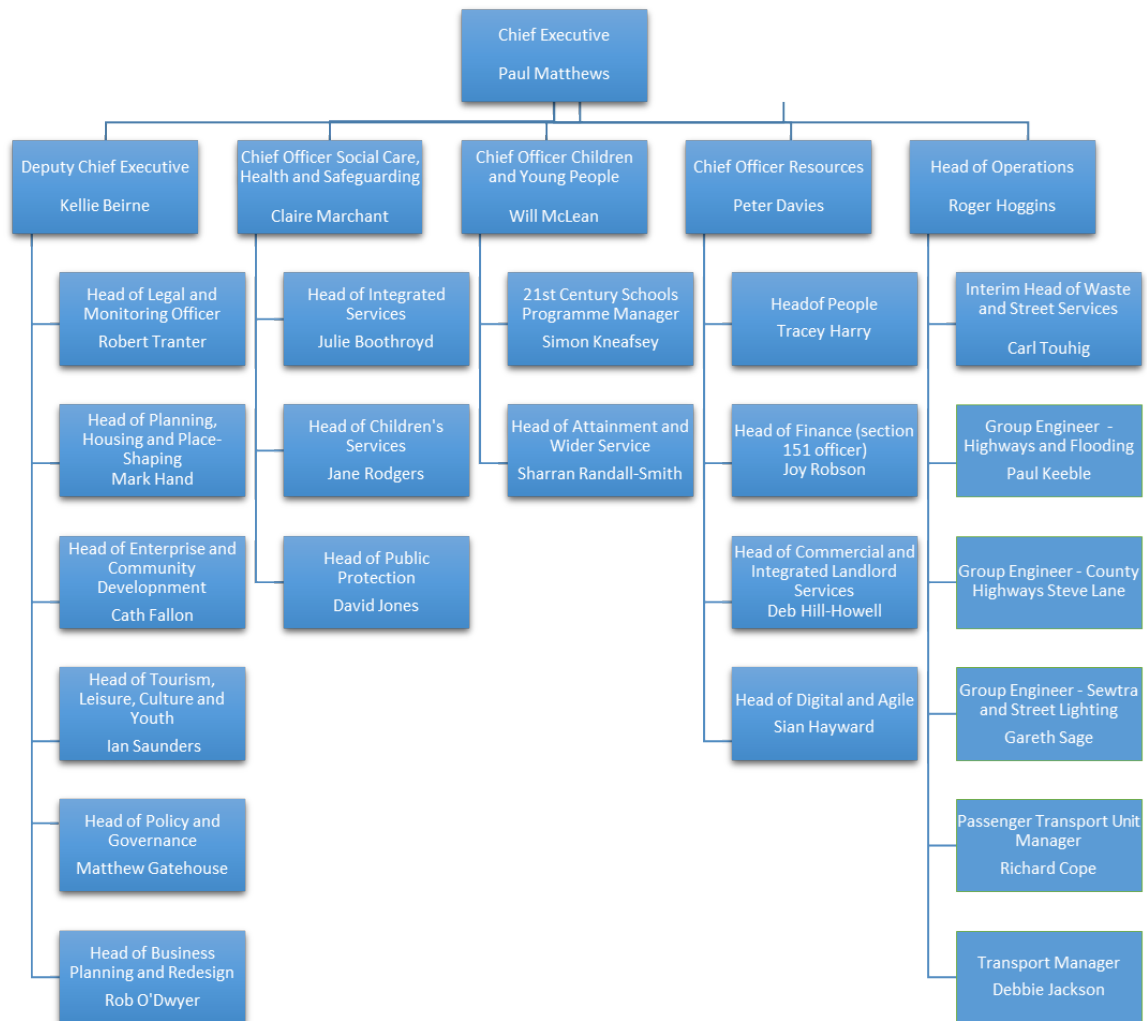
In general, these are assessed risks, which may result in exposure to the following:

- physical or other harm to any person
- intentional non-compliance with legislation and regulations
- intentional non-compliance with the Council's policies, rules and procedures, etc.
- major financial loss or damage to / loss of assets

The strategic risk assessment is just one part of the Council's risk management arrangements. The risk assessment typically covers high and medium level risks. Lower level operational and strategic risks are not included unless they are projected to escalate within the three years covered. These risks are managed through a variety of processes for example through teams' service plans, through Emergency Management Plans and the business continuity, health and safety procedures, insurance arrangements etc. The framework below highlights some of the main processes through which risks are identified and managed



## Organisational Structure



## Key Performance Indicators

Our Corporate Business Plan sets out the main things we will be working on over a five year period. It's really important that we are able to demonstrate progress and can be held to account against these. The activity is underpinned by a suite of measures that enable us to do this.

Many of the programmes listed in this plan are ambitious and in the early stages of development. Over the course of five years there may be some changes to measures, especially when these are drawn from national sources that are beyond our control. Where this happens we will look to include alternative measures that are aligned with our purpose.

Ref	Description	Current
<b>Best possible start in life</b>		
	Percentage of pupils achieving 5 good GCSEs at grade A* - C including English and maths	67.0% <sup>1</sup>
	Free School Meals attainment gap across all key stages (percentage point change)	9.9pp <sup>1</sup>
	i) Foundation Phase	10.2pp <sup>1</sup>
	ii) Key Stage 2	18.8pp <sup>1</sup>
	iii) Key Stage 3	43.8pp <sup>1</sup>
	iv) Key Stage 4	
	Percentage of pupils who take part in sport on three or more occasions per week	48.8% <sup>2</sup>
	Proportion of Council staff trained to the appropriate safeguarding levels	78%
	Percentage of looked after children who experience non-transitional school moves	8.1%
	Percentage of children and young people living in the county, attending schools in the county	tbc
	Percentage of pupils with a statement of special educational learning need educated in mainstream setting within the county	70.95%
	The number of year 11 school leavers not in education, training and employment	2.0%
<b>Thriving and well-connected county</b>		
	Gross Value Added of local economy compared to other parts of the UK	£21,884
	Difference in average pay between men and women	£57.60
	Average weekly earnings of people who work in Monmouthshire	£539.00
	Number of active business enterprises in the county	4120
	Number of new start-up businesses	58 <sup>2</sup>
	Proportion of premises with access to high speed broadband	tbc
	Number of market and affordable housing units built	238

Ref	Description	Current
	Total income generated from tourism	£190.05m
<b>Natural and built environment</b>		
	Ecological footprint of Monmouthshire residents (global hectares)	3.42
	Percentage reduction of council carbon dioxide emissions	3 <sup>2</sup>
	Percentage of waste recycled	68.7%
	Capacity of renewable energy in the county driven by the council	1106 <sup>2</sup>
	Percentage of fly-tipping cleared within 5 working days	98.3%
	Percentage of streets that are clean	97.5%
	Total amount of Rural Development Plan funds committed to projects in Monmouthshire	£432,000
	Number of rural communities in which speed safety initiatives are supported Road safety and speeding	tbc
	Number of new active travel routes	-
	Levels of nitrogen dioxide (NO <sub>2</sub> ) in the air (µg/m <sup>3</sup> )	11
<b>Lifelong well-being</b>		
	Percentage of people participating in sport 3 or more times a week	34.0%
	Percentage of people participating in the exercise referral scheme still active after 16 weeks	56.0%
	Percentage of people living independently at home 6 months after reablement	73.3%
	Mean mental well-being score for people.	tbc
	Percentage of people who volunteer	tbc
	Percentage of people agreeing that they belong to the area	72.0%
<b>Forward-looking, future-focused Council</b>		
	Number of applied solutions to problems led by Future Monmouthshire work	tbc
	Percentage of targeted budget reductions achieved	66.0%
	Number of open data sets published	5
	Income generation from commercial investments	£293,225
	Number of working days lost sickness	11.5
	Percentage of staff turnover	7.9%
	Percentage of people that agree their local council provides high quality services	51.0%

<sup>1</sup> = exam results from Academic Year 2016/17, <sup>2</sup>= 2015/16 data. pp= percentage points.

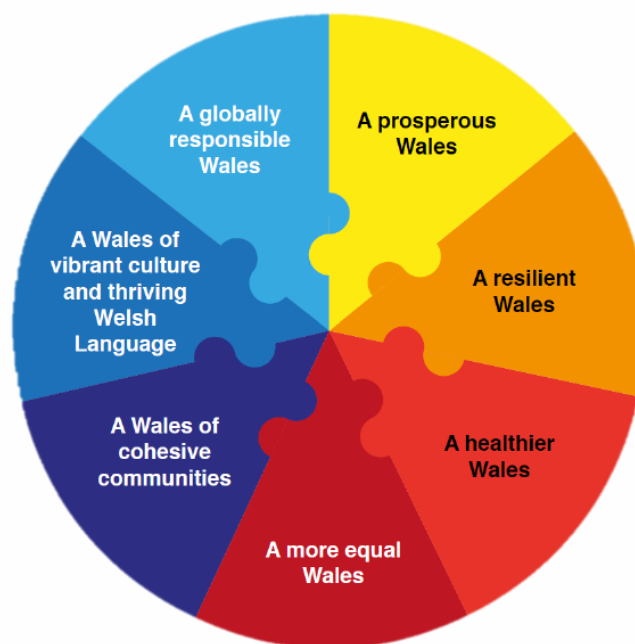


## National Policy Context

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### The Well-Being of Future Generations Act

The Well-being of Future Generations Act is the fundamental legislation that requires us to carry out sustainable development, this should ensure that present needs are met without compromising future generations in meeting their own needs. When carrying out sustainable development, we have to publish well-being objectives which are designed to maximise our contribution to achieving each of the seven national wellbeing goals and take all reasonable steps to meet the objectives. The seven wellbeing goals are shown in the diagram below while our own well-being goals are incorporated within this plan.



The contribution our local objectives make towards the seven national objectives has been assessed and is shown in the table below,

In planning our services and taking action to meet our well-being objectives we must consider, but also demonstrate that we have applied, the following sustainable governance principles in our decision-making:

- Balancing short term needs with long term needs.
- Using an integrated approach, balancing social, economic and environmental needs.
- Involving others and considering their views.
- Working in collaboration with others.
- Putting resources into preventing problems

All the current decisions made by the council and its cabinet are assessed using a Future Generations Evaluation which ensures equality and sustainable development are considered fully in the decisions we take. The Act also puts a well-being duty on specified public bodies to act jointly via Public Service Boards (PSB) to improve the economic, social, environmental and cultural well-being of their area by contributing to the achievement of the well-being goals.

Well-being Objectives	Contribution of Well-being Objectives to Well-being Goals						
	Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	vibrant culture and thriving Welsh Language	Globally responsible Wales
Provide children and young people with the best possible start in life to help them achieve better outcomes	✓		✓	✓		✓	
Maximise the potential in our communities to improve well-being for people throughout their life course	✓	✓	✓	✓	✓		
Maximise the benefits of the natural and built environment for the well-being of current and future generations	✓	✓	✓		✓	✓	✓
Develop opportunities for communities and businesses to ensure a well-connected and thriving county	✓	✓	✓	✓	✓		✓
Adapt and evolve culture, systems and processes to continually develop as a future-focused Council	✓	✓			✓		✓

### **Local Government (Wales) Measure**

The council is required under the Local Government (Wales) Measure 2009 to set annual Improvement Objectives and produce an improvement plan. In order to deliver sustainable development the council recognises that the setting of wellbeing objectives needs to be at the heart of the council's improvement framework and therefore has decided to combine the two requirements to provide a set of clear objectives of the council. This plan discharges the council's responsibility to publish its Improvement Objectives in line with the plans for the year ahead as outlined in section 15(7) of the Local Government (Wales) Measure 2009 and shows how the council is delivering the seven aspects of improvement.

### **Equality**

The council has a long-standing commitment to equality and diversity. Our second Strategic Equality Plan was published in April 2016 and sets the council's objectives to ensure we deliver better outcomes for people with protected characteristics such as race, gender, disability or age. This is clearly aligned with the well-being goals set by Welsh Government and is a legal responsibility under The Equality Act 2010 – but above all else it is important to us as it is the right thing to do.

### **Welsh Language Standards**

The authority recognises that the Welsh language is central to the goals introduced as part of the Well-being of Future Generations Act to ensure we are still able to maximise our contribution to a Wales of vibrant culture and thriving Welsh language.

The Welsh Language standards place a legal duty on councils to make it easier for people to use services through the medium of Welsh. They include making it clear that organisations welcome correspondence with the public in Welsh and making the meeting agendas and minutes available bilingually. The council has set a Welsh Language Strategy for 2017 – 2022, which is a requirement of the standards and sets out a vision of how the Welsh language will look in Monmouthshire in 5 years' time and targets to achieve that vision.

## Alternative Formats

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We can provide this document in Braille, large print, on tape or in electronic form. If you would like a copy in a different format, please contact our Equality and Welsh Language Officer by:

Phone: 01633 644010 or 07793798920

Fax: 01633 644666

e mail: [equality@monmouthshire.gov.uk](mailto:equality@monmouthshire.gov.uk)


If you want to comment on the council's objectives give your thoughts on issues that you feel should be considered as part of the council's approach to well-being, please get in touch.


We have included a short form for feedback at the end of this plan. You are welcome to use this and return it to us via post or e-mail. However, we welcome all views however you wish to supply them.

 [improvement@monmouthshire.gov.uk](mailto:improvement@monmouthshire.gov.uk)

 [www.monmouthshire.gov.uk/improvement](http://www.monmouthshire.gov.uk/improvement)

 Matthew Gatehouse, Head of Policy and Governance Monmouthshire County Council, County Hall, Usk, NP15 1GA

 01633 644397

 @MonmouthshireCC

## Future Generations Evaluation

(includes Equalities and Sustainability Impact Assessments)

<p><b>Name of the Officer completing the evaluation</b> Matthew Gatehouse</p> <p><b>Phone no: 01633 644397</b> <b>E-mail:</b></p>	<p><b>Please give a brief description of the aims of the proposal</b></p> <p>The development of a Corporate Plan which converts high-level political ambition into a tight and understandable whole authority strategic plan which programmes the associated delivery work over the medium-term.</p>
<p><b>Name of Service:</b></p> <p>All Services</p>	<p><b>Date Future Generations Evaluation form completed</b></p> <p>17/1/2018</p>

***NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc***




1. **Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>The Corporate Plan sets out five clear objectives, each of which in some way contributes to this goal. However the greatest impact will be under the objective of develop opportunities for communities and businesses to ensure a well-connected and thriving county and Ensuring the best possible start in life.</p>	<p>More specific details regarding contributions to the wellbeing goals will come through subsequent Future Generations Evaluations as specific actions are developed under the objectives.</p>



Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>With the exception of Objective A all of the objectives contribute to a resilient Wales. The greatest impact will be under the objective to maximise the benefits of the natural and built environment for the well-being of current and future generations.</p> <p>Several projects are proposed that will reduce CO<sub>2</sub> emissions including piloting the use of hydrogen cars and the development of a solar farm.</p>	As above
<p><b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>All of the objectives, with the exception of future-focused council, contribute to a healthier Wales. The greatest impact will be under the objective to maximise the potential in our communities to improve well-being for people throughout their life course and give young people the best possible start in life.</p>	As above
<p><b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected</p>	<p>The objectives with the greatest impact on this national goal are: Maximising the potential in our communities to improve well-being for people throughout their life course; Maximising the benefits of the natural and built environment for the well-being of current and future generations and developing opportunities for communities and businesses to ensure a well-connected and thriving county.</p>	As above

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	There are a range of measures that are addressing social justice and equality of opportunity	
<b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	The objective with the greatest impact on this national goal is maximising the benefits of the natural and built environment for the well-being of current and future generations. This is best illustrated by reductions in CO <sub>2</sub> emissions from programmes such as hydrogen cars and the solar farm have global as well as local benefits.	As above
<b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	The objectives with the greatest impact on this national goal will be: provide children and young people with the best possible start in life to help them achieve better outcomes and maximising the benefits of the natural and built environment for the well-being of current and future generations	As above
<b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances	The objectives with the greatest impact on this national goal will be: maximise the potential in our communities to improve well-being for people throughout their life course; maximise the benefits of the natural and built environment for the well-being of current and future generations and adapt and evolve culture, systems and processes to continually develop as a future-focused Council	As above

## 2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Balancing short term need with long term and planning for the future</p> <p>Long Term</p>	<p>This timescale for this plan is medium term as it's aligned with the political cycle. The Objectives themselves are broader and take a much more long-term perspective supported by shorter-term objectives. The plan also seeks to embed design principles and ways of working that are focused on the long term.</p>	<p>Individual proposals in this document are indicative at this stage. New programmes will be expected to produce a future generations evaluation when they are brought to Cabinet or council for a decision.</p>
 <p>Working together with other partners to deliver objectives</p> <p>Collaboration</p>	<p>One of the key sources of evidence for this plan is the Public Service Board well-being assessment. The objectives are clearly aligned with the objectives shared by our public service partners in Monmouthshire and this plan acts as the council's response to achieving those collaborative objectives. Many of the individual actions will be developed with partners.</p>	<p>As above</p>
 <p>Involving those with an interest and seeking their views</p> <p>Involvement</p>	<p>The plan has been developed from an extensive evidence base including widespread consultation with residents of the county. In particular the Our Monmouthshire community engagement work carried out during 2016 (over 1400 people engaged with). A further source of evidence is the feedback received by county councilors about the issues of greatest importance to residents that were obtained during the 2017 election campaign. These are shown on pages 10 – 11 of the plan</p>	<p>As above</p>



Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Putting resources into preventing problems occurring or getting worse</p> <p>Prevention</p>	<p>The aim of each of the objectives is about taking action now in order to prevent problems in the future. For example, implementing a model of early support and intervention for children and families and promoting active lifestyles. We are also develop community capacity and volunteering now in order to prevent an overdependence on institutional care in the future with an ageing population.</p>	<p>As above</p>
 <p>Considering impact on all wellbeing goals together and on other bodies</p> <p>Integration</p>	<p>The objectives are all integrated, and each one can have positive and potentially negative impacts on another. It is important that as individual proposals are developed we seek to balance competing impacts, for example environmental schemes and more strategic use of section 106 funding can help mitigate the impact of new developments in the built environment on the natural environment. Page 35 of the plan contains a table which highlights which of the objectives impacts on each of the 7 national well-being goals. The Council will work together with other partners to help deliver many aspects of the Objectives.</p>	<p>As above</p>

**3. Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link:<http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or [alanburkitt@monmouthshire.gov.uk](mailto:alanburkitt@monmouthshire.gov.uk)

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	<p>Councils provide many universal services such as highways and waste collections and the objectives aim to bring multiple benefits to all age groups, However many of our services are delivered to proportionately more younger and older people. The objectives - best possible start and lifelong well-being also focus particularly on the early years of life and on increasing wellbeing throughout people's lives and into their old age.</p>	<p>Each new proposal will need to be assessed individually to consider if it impacts disproportionately of any particular group, for example technology solutions could excluding some older people who are proportionately less likely to be early-adopters of new technology</p>	
Disability	<p>The Wellbeing Objectives aim to bring multiple benefits to everyone, but the objective on lifelong well-being is likely to particularly bring benefits to people who have disabilities and are less mobile as these are proportionately more likely to be users of Adult Social Services.</p>	<p>None identified at this stage</p>	<p>Any actions will be developed in response to specific proposals as these are brought forward.</p>
Gender reassignment	<p>The Wellbeing Objectives aim to bring multiple benefits to everyone</p> <p>The plan proposes bringing forward programmes that promote diversity and inclusion</p>	<p>None identified at this stage</p>	<p>None identified at this stage</p>

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Marriage or civil partnership	The Wellbeing Objectives aim to bring multiple benefits to everyone	None identified at this stage	None identified at this stage
Pregnancy or maternity	<p>The Wellbeing Objectives aim to bring multiple benefits to everyone</p> <p>A specific example that is activity to reduce the gender pay-gap would have a proportionately more positive impact on women returning from maternity leave as these are one of the groups most likely to suffer negatively from wage differentials.</p>	None identified at this stage	None identified at this stage
Race	The Wellbeing Objectives aim to bring multiple benefits to everyone	None identified at this stage	None identified at this stage
Religion or Belief	The Wellbeing Objectives aim to bring multiple benefits to everyone	None identified at this stage	None identified at this stage
Sex	The Wellbeing Objectives aim to bring multiple benefits to everyone	None identified at this stage	None identified at this stage
Sexual Orientation	The Wellbeing Objectives aim to bring multiple benefits to everyone	None identified at this stage	

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Welsh Language	The Wellbeing Objectives aim to bring multiple benefits to everyone	Increasing the use of technology and automation could result in the emergence of globally-developed solutions that are not immediately available in Welsh.	Early work with developers to mitigate this and seek to work regionally and nationally where possible to get benefits of scale.

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	<p>Early intervention and prevention approaches will reduce the number of young people at risk of harm</p> <p>Safeguarding is central to the authority's work and this is highlighted within the corporate plan</p>		
Corporate Parenting	Developing an increased number and range of local authority foster care placements will provide greater choice, enabling children to live closer to home and improve the stability of placements.		

5. What evidence and data has informed the development of your proposal?

The Public Service Board's (PSB) Well-being Assessment was produced following extensive engagement with contributions from more than 1,400 people and examination of a wide range of data and evidence about what works and future trends such as the changing nature of employment and the impact of environmental factors such as pollution. The data can be viewed at [www.monmouthshire.gov.uk/our-monmouthshire](http://www.monmouthshire.gov.uk/our-monmouthshire).

These include but are not limited to: Proportion of people who report a sense of belonging to the local area; percentage of young people not in education, training or employment; average weekly earnings of people who live and work in Monmouthshire; gender pay gap; Number of affordable housing units built; proportion of premises with access to high speed broadband; CO<sub>2</sub> emissions;

**6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?**

This is an evaluation of the process of producing the corporate plan rather than of each individual action. Many of the activities it proposed will require an individual evaluation to be completed.

Page 77

**ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.**

What are you going to do	When are you going to do it?	Who is responsible	Progress
More detailed evaluations will be produced for specific proposals which require an individual decision in line with the council's constitution	Timescales will be different for each objective	Cabinet members are listed next to each objective.	

**8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.**

<b>The impacts of this proposal will be evaluated on:</b>	This will be reviewed annually. The first annual report will be presented to Cabinet in May/June 2019.
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**9. VERSION CONTROL: The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.**

<b>Version No.</b>	<b>Decision making stage</b>	<b>Date considered</b>	<b>Brief description of any amendments made following consideration</b>
1	SLT / Cabinet - Informal	15 <sup>th</sup> December	

**SUBJECT: ACTIVE TRAVEL INTEGRATED NETWORK MAPS**

**MEETING: County Council**

**DATE: 15 February 2018**

**DIVISION/WARDS AFFECTED: all**

## **NON-PUBLICATION**

### **1. PURPOSE:**

This reports seeks to advice the Council of the results of the recent public consultation exercise on the Draft Integrated Network Maps (INMs) and seek approval for the final INMs to be submitted to Welsh Government (WG).

### **2. RECOMMENDATIONS:**

That the council approves the INMs as attached at Appendices A and C and endorses their submission to WG.

### **3. KEY ISSUES:**

- 3.1 The Active Travel (Wales) Act (2013) places a number of duties upon local authorities in Wales to map, plan for, improve and promote opportunities for active travel.
- 3.2 These duties include the duty to develop, consult upon and submit to WG a set of so-called Integrated Network Maps for the seven settlements of Abergavenny, Caldicot, Chepstow, Gilwern, Magor, Monmouth and Usk. These show a proposed networks of key walking routes and a network of key cycling routes that the councils wishes to implement within the next 15 years. As the INMs are a plan for the future, they include routes that are currently used but may not meet the formal standards of Active Travel routes as set out in WG guidance, or they could be routes that do not currently exist but that have been identified within other strategic plans, or have been identified through the consultation process.
- 3.3 The deadline for submission of these INMs to WG was 3 November 2017. Having failed to submit maps by this date MCC was granted an extension to 28 February 2018.
- 3.4 In line with WG statutory guidance, the extensive 12 week consultation process on the maps closed on 16 January 2017. This included an online questionnaire, community events in all seven settlements, secondary school 'show of hands surveys' and workshops for members, officers and stakeholder members of the MCC Strategic Transport Group and Strategic Cycle Groups. In advance and during the consultation it was publicised by

press releases, tweets and facebook post, to members of the Local Access Forum, and directly to anyone who had responded to the previous Active Travel Existing Routes Maps consultation and or who contacted the council wishing to be kept informed of active travel developments.

- 3.5 MCC received 33 responses via the online survey, plus a number of letters send directly to the council. More than 70 residents attended the events, nearly 900 students participated in the secondary school surveys. The council also received a number of petitions concerning various routes in Caldicot signed by more than 100 residents. Further details can be found in the draft Consultation Report (Appendix D).
- 3.6 No routes have been deleted from the draft maps as part of the consultation. A number of additional routes that have been suggested by consultees have been added. Many of the consultation responses also made specific comments on the current state of proposed routes, whether they were currently usable as a key walking or cycling route or whether work was required. At the same time, and in line with the WG guidance, MCC undertook a survey on the state of the draft routes, and how they score against the criteria for a suitable route set out in WG guidance.
- 3.7 However not all routes have been audited to date, as some are more long-term aspirations and will need to be assessing and further development in future when either further funding is available, or when opportunity arises for funding improvements as part of planning applications.
- 3.8 As required by the WG guidance, and based on the consultation responses, the auditing (e.g. the amount of work required) and the prioritisation exercises at the workshops, routes were sorted into short-term (to be brought up to the required standard within five years), medium-term (5-10 years) and long-term (10-15 years).
- 3.9 The list of walking & cycling routes proposed for adoption as the councils INMs and submission to WG, together with their audit score, the proposed short/medium/long term designation and a short comment on key issues can be found in appendix A. Appendix B provides maps showing the proposed routes and highlighting those proposed for short-term upgrade. Appendix C also shows the routes using the mapping system mandated by WG for submission of routes.
- 3.10 It should be noted that the Active Travel Act requires MCC to redo the INMs every three years.
- 3.11 It should further be noted that Active Travel, as defined by the Act, relates to walking and cycling as a mode of transport rather than as a leisure activity. However, some routes and facilities for active travel might also encourage recreational walking and cycling.
- 3.12 Also, as part of the INM submission MCC is also required to review its Existing Routes Maps (ERMs), which the council submitted to WG in 2015. The ERMs show the routes within the designated areas that are already suitable and appropriate for making Active Travel journeys in accordance with WG guidance. This defines suitable routes as those that have been audited and achieve a score of more than 70% against the criteria set out



in the WG guidance. The ERMs are intended to inform the public of the safe and suitable routes for Active Travel. As the public will need to have confidence that the routes on the maps are suitable for use, and as there are some issues with all audited routes that officers believe merits further investigation or improvements, it is proposed that no ERMs are added to those submitted to WG in 2015.

- 3.13 Furthermore, WG have made £5m available for local authorities across Wales with the specific purpose to support further scheme design, land acquisition and pre-works for active travel schemes identified through the INM process. MCC share of the funding is £175k which will become available once the MCC INMs are formally accepted by WG. It is proposed that officers will bring a further report on proposal to allocate the funding to a future Strategic Transport Group meeting.

#### **4. OPTIONS APPRAISAL**

The Active Travel Act places duties upon local authorities. In this instance the statutory requirement is that the Council approves the Integrated Network Maps and that these are approved by Council prior to submission to WG before 28<sup>th</sup> February. The settlements to be considered are specified by WG along with how the information is to be submitted. As such the authority is obliged to structure and respond in the manner outlined in the report.

#### **5. EVALUATION CRITERIA**

Members will from time to time receive reports surrounding Active Travel, any funding forthcoming from WG in support of assessing and creating active travel routes within Monmouthshire. The provision of INM's is a statutory requirement but the Maps are subject to formal review every three years which will form the basis of evaluation and revision.

#### **6. REASONS:**

- To allow Council to consider the responses received as part of the consultation process.
- To ensure the Council has Active Travel Integrated Network Maps as required by law.
- To enable all necessary maps to be submitted to WG within the revised deadline.

#### **7. RESOURCE IMPLICATIONS:**

7.1 There are no direct resource implications of passing the report.

7.2 Elements of the work that needs to be undertaken to deliver the duties within the Active Travel (Wales) Act 2013, and delivery of the future walking & cycling networks set out in the INMs will require a change in practices as well as additional resources. In terms of practices, MCC is working to ensure that the need to deliver the plans is understood by highway, transportation, planning, estates, leisure and countryside and other key staff. In terms of additional investment, this may come through the council, through grant, developer contributions or other private and voluntary sector contributions.

## **8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):**

8.1 Monmouthshire Draft Well-being Plan states that the Public Services Board will focus on “Enabling active travel and sustainable transport to improve air quality and give other health benefits” help” and that this links to

- Provide children and young people with the best possible start in life
- Respond to the challenges associated with demographic change
- Protect and enhance the resilience of our natural environment whilst mitigating and adapting to the impact of climate change.
- Develop opportunities for communities and businesses to be part of an economically thriving and well-connected county.
- A Future Generations and Equality Assessment is provided – Appendix E

## **9. CONSULTEES**

All members were notified of the public consultation. A workshop for all members was undertaken on 8 January. The draft final INMs are to be discussed at the council’s Strategic Transport Group meeting on 7 February.

For details of the public consultation see appendix D.

## **10. BACKGROUND PAPERS:**

Appendix A – List of proposed Integrated Network Map routes

Appendix B – Maps of proposed Integrated Network Maps, including proposed short terms projects.

Appendix C – Maps of proposed Integrated Network Maps, using WG mandated mapping system

Appendix D – Draft consultation report

Appendix E – FGEA form

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## **12. CONTACT DETAILS:**

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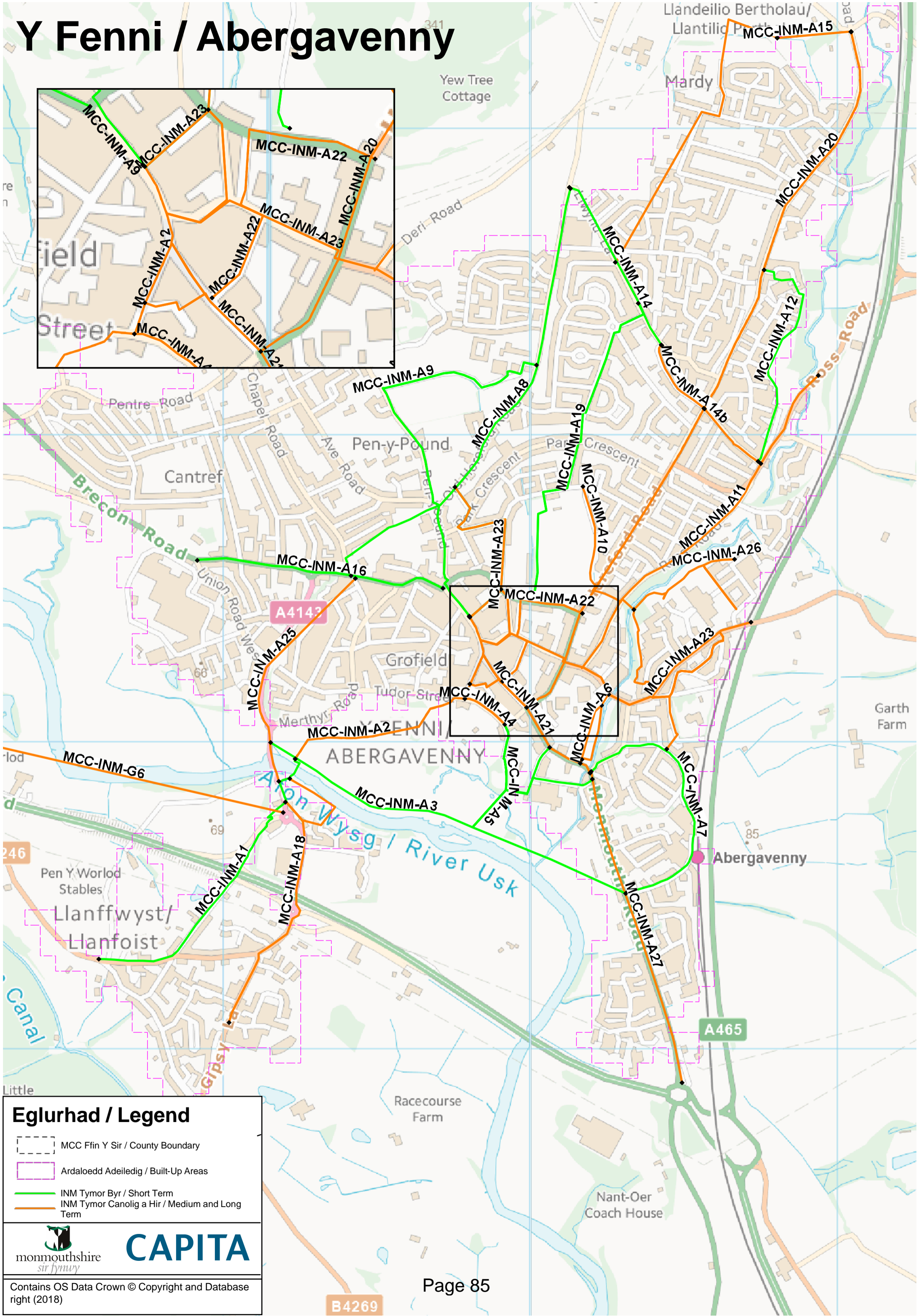
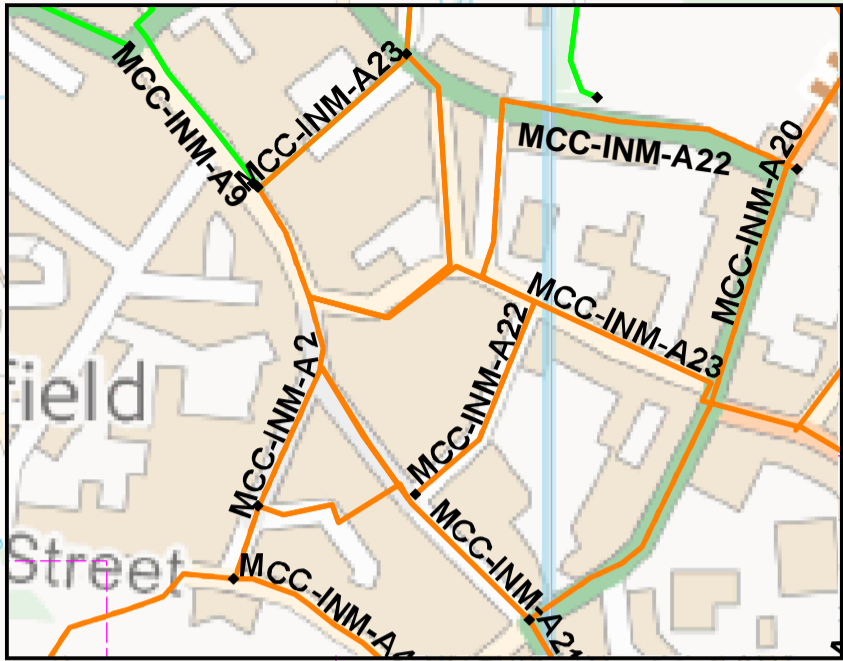
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Monmouthshire County Council INM Route List												
Town	Reference	Route Title	Destination	Status	Proposal type	Use	Term	Audit score walk	Audit result walk	Audit score cycle	Audit result cycle	Comment
Usk	MCC-INM-U1	A472 Bridge to College	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short - Medium	75%	Fail	62%	Fail	Footway requires widening to provide shared use facility (or provide dedicated cycle lane to separate cyclist and vehicle flows). See also U7 and U9. Safe river crossing required (medium-term, see also U8).
Usk	MCC-INM-U2	A472 Bridge to Llanbadoc	Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	68%	Fail	62%	Fail	Footway requires widening to provide shared use facility (or provide dedicated cycle lane to separate cyclist and vehicle flows). Existing NCN route.
Usk	MCC-INM-U3	B4598 Abergavenny Road	Retail	Proposed	Upgrade	Walk & Cycle	Medium	55%	Fail	52%	Fail	Footway requires widening to provide shared use facility (or provide dedicated cycle lane to separate cyclist and vehicle flows). There is an issue with the maintenance of the route due to significant overgrowth. Vehicle speed is high, a section of the route is 50mph. Existing NCN route.
Usk	MCC-INM-U4	A472 Bridge Street, castle Parade & Monmouth Road	Education, Employment, Health Facility, Retail, Transport service	Proposed	Upgrade	Walk & Cycle	Short - Medium	48%	Fail	42%	Fail	Upgrade and widen narrow sections of footway. Poor dropped kerb provision along parts of route. With regards to cycling, vehicle speed is an issue on sections (national speed limit), and there is significant conflict with other road users as parts are very narrow. Lack of secure cycle parking in town centre. Existing NCN route.
Usk	MCC-INM-U5	Maryport Street	Health Facility, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	95%	Pass	84%	Pass	Potential for shared use path (widen footway to allow for cyclists). Existing NCN route.
Usk	MCC-INM-U6	River Usk Path	Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	80%	Pass	52%	Fail	Remove the barriers to cycling to make this path more cycle friendly.
Usk	MCC-INM-U7	Usk Valley Walk	Education, Employment, Leisure	Proposed	Upgrade	Walk & Cycle	Short - Medium	78%	Fail	0%	Fail	Formalise path and widen for cyclists, extend route to Rhadyr (potential alternative to U1).
Usk	MCC-INM-U8	Rail Bridge & Tunnel Footpath	Education, Employment, Leisure	Proposed	Upgrade	Walk & Cycle	Short	60%	Fail	0%	Fail	Resurface defects to ensure width is suitable for cyclists and wheelchair users.
Usk	MCC-INM-U9	Old Rail Line to College	Education, Employment	Proposed	New Route	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Construct new shared use path along a disused railway line between Usk Island and Usk College. At present, there is no footway or cycling provision.
Usk	MCC-INM-U10	Old Rail Line College to Little Mill	Education, Employment, Retail	Proposed	New Route	Cycle	Long	N/A	N/A	N/A	N/A	Continue cycle path towards Little Mill.
Usk	MCC-INM-U11	Maryport Street to School	Education	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	New link between Maryport Street and School (exact route to be determined).
Monmouth	MCC-INM-M1	Monnow Bridge-Wonastow Road	Education, Employment, Health Facility, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short	0%	Fail	82%	Pass	Provide suitable pedestrian infrastructure along Wonaston Road, reduce conflict along Drubridge Road. Existing NCN route.
Monmouth	MCC-INM-M2	Duke of Beaufort Bridge & Access Routes	Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	60%	Fail	0%	Fail	Off road shared use path adjacent to playing fields. Some upgrading required. Extend route across Duke of Beaufort Bridge. Part existing NCN route.
Monmouth	MCC-INM-M3	Over Monnow-Osbaston	Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	0%	Fail	68%	Fail	Review options to upgrade paths passed Army barracks. Note route is across army land and can be closed by Army. Link to M6 required.
Monmouth	MCC-INM-M4	Wyebidge & Access Routes	Education, Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short	70%	Fail	54%	Fail	Provide new walking & cycling bridge across Wye, upgrade access links.
Monmouth	MCC-INM-M5	River Wye Path	Education, Leisure	Proposed	Upgrade	Walk & Cycle	Medium	80%	Pass	0%	Fail	Improve maintenance and provide surfaced path. Remove gates which restrict access to cyclists and other users. Route through rowing club needs upgrading.
Monmouth	MCC-INM-M6	Over Monnow Links	Education, Employment, Health Facility, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short	88%	Pass	80%	Pass	Routes through Over Monnow residential estate. Some improvements required around Health Centre. Investigate upgrade of more direct route (long-term).
Monmouth	MCC-INM-M7	Chippenham-Victoria Estate	Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	80%	Pass	44%	Fail	Widen sections which are narrow and have give and take between users. Upgrade link to town centre (e.g. B4233 footpath widening to shared use?) Improve signage.
Monmouth	MCC-INM-M8	Chippenham to Wonaston Road	Education	Proposed	Upgrade	Walk & Cycle	Short	65%	Fail	0%	Fail	Upgrade route to shared use (widen where required, resurface, provide lighting where required). Note Wonaston Road crossing required.
Monmouth	MCC-INM-M9	Monnow St	Education, Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short - Medium	83%	Pass	56%	Fail	Key town centre street. Improve seating, cycling parking and signage (short term). Cycling is on-road, risk of collision due to road layout and traffic (medium-term).
Monmouth	MCC-INM-M10	Shire Hall to A466 (cycle)	Education, Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Cycle	Medium	N/A	N/A	48%	Fail	Upgrade route to provide quality cycle connection from Shire Hall to Wyebidge (M4/M5) and Hereford Rd/Dixton Rd junction. Additional cycle parking required.
Monmouth	MCC-INM-M11	Osbaston Road to Comprehensive School	Education, Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short - Medium	68%	Fail	44%	Fail	Extend proposed pedestrian and cycle route along Osbaston Road to Comprehensive School. Crossing of Hereford Road required (short term). Some sections of this route have no footway, and as such the safety of the route is of concern, particularly due to the volume and speed of traffic along the route. Width and condition of the footway provision are concerns across other sections (medium term). In relation to the cycling provision potential for conflict with pedestrians.
Monmouth	MCC-INM-M12	Hereford Road	Education, Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	63%	Fail	46%	Fail	Proposed pedestrian and cycle route along Hereford Road. Width and condition of this route requires improvements. There is also issues associated with the provision of dropped kerbs throughout the route and gradient.
Monmouth	MCC-INM-M13	Library, Leisure Centre and Wyebidge link	Education, Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short - Medium	75%	Pass	40%	Fail	Key link to library and leisure centre. Issues with conditions, width and crossings of footpath. Cycle parking required at library and leisure centre, signage (short - term).
Monmouth	MCC-INM-M14	Wyesham Road	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	80%	Pass	48%	Fail	Proposed pedestrian and cycle provision along Wyesham Rd, extend route to LDP residential site. In close proximity to traffic, which are travelling at a moderate speed.
Monmouth	MCC-INM-M15	Shire Hall to A466 (walk)	Leisure, Employment, Other, Retail	Proposed	Upgrade	Walk	Short	78%	Pass	N/A	N/A	Key pedestrian links in town centre. Some issues with the comfort of the footway, such as width and condition. There is also a limited number of dropped kerbs throughout the entire route.
Monmouth	MCC-INM-M16	Hadnock Road	Employment	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	On road cycle link - needs upgrading. Existing NCN route.
Monmouth	MCC-INM-M17	Over Monnow Additional Links	Employment	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	New links to LDP residential sites in Over Monnow.
Monmouth	MCC-INM-M18	Dixton Road	Education, Leisure	Proposed	Upgrade	Walk & Cycle	Long	N/A	N/A	N/A	N/A	Upgraded pedestrian and cycle provision along Dixton Road towards school.
Gilwern	MCC-INM-G1	Canal towpath	Employment, Retail	Proposed	Upgrade	Walk & Cycle	Short	80%	Pass	74%	Pass	Upgrade surface along sections of the route. Also a missing dropped kerb, no lighting and steep access at eastern end.
Gilwern	MCC-INM-G2	Gilwern Common	Education, Leisure	Proposed	Upgrade	Walk & Cycle	Short	88%	Pass	64%	Fail	Remove gates that restrict access and provide cycle signage. Width of path too narrow for shared use?
Gilwern	MCC-INM-G3	Abergavenny Rd	Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	73%	Pass	46%	Fail	Potential pedestrian / cyclist provision along Abergavenny Road. Potential for shared use path. Some issues if visibility, quality, width, speed and crossings of side roads.
Gilwern	MCC-INM-G4	Common Road	Education, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	80%	Pass	42%	Fail	Pedestrian / cyclist provision along Common Road. Potential for shared use path. Some issues with width and availability of crossing points.
Gilwern	MCC-INM-G5	Gilwern Park Industrial Site	Employment	Proposed	Upgrade	Walk & Cycle	Short	55%	Fail	36%	Fail	Pedestrian / cyclist provision along Cae Meidon. Potential for shared use path. Improve provision to industrial estate and new housing estate. Issues of isolation, safety, disability access, gradients and risk of collisions.
Gilwern	MCC-INM-G6	Gilwern to Abergavenny	Education, Employment, Health Facility, Retail, Transport Services	Proposed	New Route	Cycle	Long	N/A	N/A	N/A	N/A	Aspirational route to Abergavenny. Abergavenny is a key destination for many essential services, and just 3-4 miles from Gilwern.
Gilwern	MCC-INM-G7	Old Trap Road	Retail	Proposed	New Route	Walk	Long	N/A	N/A	N/A	N/A	Provide suitable walking infrastructure along route to connect local housing with town centre.
Abergavenny	MCC-INM-A1	Llanfoist Bridge & The cutting	Education, Employment, Health Facility, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	75%	Fail	50%	Fail	Audit deemed failed because of lack of safe active travel provision across Llanfoist Bridge. New Active Travel Bridge required. Also crossing of A4143 and slip road for pedestrians, safe route from Cutting to new bridge for cyclists. Some sections could improve quality due to trenching / patches. Existing NCN route.
Abergavenny	MCC-INM-A2	Llanfoist Bridge to town centre	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	75%	Pass	0%	Fail	Upgrade route across Castle Meadows and Tudor Street car park (Byefield Lane) to Active Travel standards as far as feasible. Review provision for cyclists through town centre where it is currently prohibited. Route existing NCN route (including pedestrianised section).
Abergavenny	MCC-INM-A3	Riverside Path	Employment, Leisure, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Short - Medium	85%	Pass	62%	Fail	Some improvements to the surface are needed and route extended to link to Llanover Way and Station Road. Assessments need to be made to determine whether gates are required.
Abergavenny	MCC-INM-A4	Union Road, Tudor Street Castle Street	Employment, Health Facility, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	63%	Fail	48%	Fail	Some improvements required esp. crossing of Merthyr Road and along Union Street East.
Abergavenny	MCC-INM-A5	Castle Street, around castle & Mill Street	Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short - Medium	0%	Fail	48%	Fail	No footpath along Lower Castle Street and Castle Street to castle. Off-road path towards Mill Street and riverside path needs upgrading. Lower Castle Street is one way, junction with Castle Street having potential for conflict / collision between cyclists and other users. Surface improvements around Mill Street. Part is existing NCN route.
Abergavenny	MCC-INM-A6	Gavenny River Path	Employment, Leisure	Proposed	Upgrade	Walk & Cycle	Medium	83%	Pass	90%	Pass	Remove gates that restrict access, improve lighting and surfacing along route. Review signage.
Abergavenny	MCC-INM-A7	Holywell Road and Station Rd to rail station	Transport Services	Proposed	Upgrade	Walk & Cycle	Short	83%	Pass	60%	Fail	Station Road and Holywell Road/A40 junction could be improved. Improve conflicting shared use signage.
Abergavenny	MCC-INM-A8	Old Hereford Road and Pen-y-Pound	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	80%	Pass	62%	Fail	Improved provision along the section of the route where cyclists cycle on the Pen-Y-Pound Road (reduce rat-running via Park Crescent?). Improve crossing of A40. Partly existing NCN route.
Abergavenny	MCC-INM-A9	Off road path behind Our Lady and St Michaels R.C. School	Education, health Facility	Proposed	Upgrade	Walk & Cycle	Short	75%	Pass	60%	Fail	Improve footpath for pedestrians. Review potential for cycle link via Stanhope Street.
Abergavenny	MCC-INM-A10	Park Lane to rail station	Leisure, Transport Services	Proposed	Upgrade	Walk	Medium	83%	Pass	N/A	N/A	Route has steps. Provide crossings/ dropped kerbs where required.
Abergavenny	MCC-INM-A11	Ross Road	Retail, Employment	Proposed	Upgrade	Walk & Cycle	Long	N/A	N/A	70%	Pass	Footpath may be required for southern sections. Re cycling, there is an issue with speed. Existing NCN route.
Abergavenny	MCC-INM-A12	Off-road route along Gavenny River	Other	Proposed	Upgrade	Walk & Cycle	Short	90%	Pass	70%	Pass	Widen path where required. Ensure barriers are usable to cyclists. Improve signage, maintenance and vegetation.
Abergavenny	MCC-INM-A14a	Llwynu Lane - Croesonnen Rd north	Education	Proposed	Upgrade	Walk & Cycle	Short	88%	Pass	62%	Fail	Proposed shared use path. Provide cycle signage and improve crossings (incl. dropped kerbs) Make safe barrier.
Abergavenny	MCC-INM-A14b	Llwynu Lane - Croesonnen Rd mid	Education	Proposed	Upgrade	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Improve junction Llwynu Lane - Croesonnen Rd and with Hereford Rd.
Abergavenny	MCC-INM-A14c	Llwynu Lane - Croesonnen Rd south	Education	Proposed	Upgrade	Walk & Cycle	Long	N/A	N/A	N/A	N/A	New extension through Croesonnen Rd proposed. Some missing footpath, risk of collision / conflict between cyclists and other users.
Abergavenny	MCC-INM-A15	Mardy link	Education	Proposed	New Route	Walk & Cycle	Long	75%	Pass	66%	Fail	Upgrade route for cycling - e.g. narrow sections through alleyways. Extend route to the LDP residential site.
Abergavenny	MCC-INM-A16	Brecon Road	Employment, Health Facility, Retail	Proposed	Upgrade	Walk & Cycle	Short - Long	80%	Pass	N/A	N/A	Routes requires improved pedestrian provision along Brecon Road, incl. crossing points. Resurfacing and maintenance required. Safe cycle route required.
Abergavenny	MCC-INM-A18	Llanfoist links	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	83%	Pass	50%	Fail	Improve connection between new bridge and Cooper Way Estate and Gipsy Lane.
Abergavenny	MCC-INM-A19	Park-Mardy link	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	36%	Fail	N/A	N/A	Implement safe, direct and attractive link from town centre via new supermarket and park towards Mardy (incl. crossing points) Cycle parking required, also clutter reduction, improved signage.

Abergavenny	MCC-INM-A20	Hereford Road	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	70%	Pass	N/A	N/A	Widen pavement, deliver missing dropped kerbs, improve crossings. Cycle solution required (segregated or soft-segregated infrastructure where sufficient width). Extend to LDP site.
Abergavenny	MCC-INM-A21	Town Centre - Cross Street	Employment, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	78%	Pass	N/A	N/A	Improve crossing outside of Angel Hotel as dangerous along Castle Street. Narrow footpaths on lower Castle Street. Dangerous side road entrances.
Abergavenny	MCC-INM-A22	Town Centre - North/South	Employment, Leisure, Retail,	Proposed	Upgrade	Walk & Cycle	Medium	78%	Pass	N/A	N/A	This route could be improved by implementing a pedestrian route along Market Street / Park Road. Review provision for cyclists through town centre.
Abergavenny	MCC-INM-A23	B4233 / Lion St / Park Ave	Employment, Leisure, Retail,	Proposed	Upgrade	Walk & Cycle	Medium	N/A	N/A	42%	Fail	This route would benefit from a proposed cycle route along B4233 / Lion St / Park Ave to connect to Old Hereford Road. Due to the existing width there is potential to create a conflict / collision between other users both on and off road. Potential for contra-flow along Lion Street for cyclists. Crossing facility for Hereford Road required.
Abergavenny	MCC-INM-A25	Western link	Leisure, Employment, Retail	Proposed	Upgrade	Cycle	Long	N/A	N/A	56%	Fail	This route would be improved through providing a cycle route along St Helen's Rd, but Commercial St is one-av. A4143 may provide alternative
Abergavenny	MCC-INM-A26	Gavenny River Path	Other	Proposed	New Route	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Route along Gavenny River connecting to residential developments - upgrade for cycling.
Abergavenny	MCC-INM-A27	Monmouth Road	Employment, Transport Services	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	Improve pavements along route, extend cycle connection from residential areas to south of Abergavenny into town centre (See also A3).
Caldicot	MCC-INM-S1	Newport Road / Station Road	Retail, Employment, Transport Services	Proposed	Upgrade	Walk & Cycle	Short	85%	Pass	80%	Pass	Improve crossings at the end of Jubilee Way for pedestrians. Provide missing dropped kerbs (e.g. at Station Rd / Longfellow Rd junction). Proposed upgrade for cycle path along this route.
Caldicot	MCC-INM-S2	Sandy Lane / Chepstow Rd	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	76%	Pass	54%	Fail	Upgrade footpath and crossings along Chepstow Road / Sandy Lane. Review cycle facilities.
Caldicot	MCC-INM-S3	Off-road path northern Caldicot	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short - Long	95%	Pass	90%	Pass	Improve markings on the shared use path. Improve lighting on north of path. Extend route along Church Road in the direction of Caerwent (long-term).
Caldicot	MCC-INM-S4	Caldicot Castle & B4245	Education, Employment, Leisure	Proposed	Upgrade	Walk & Cycle	Medium	95%	Pass	90%	Pass	Extend route south along B4246 for cyclists and pedestrians to link up.
Caldicot	MCC-INM-S5	Pill Row	Employment	Proposed	Upgrade	Walk & Cycle	Medium	73%	Fail	0%	Fail	Improved provision for cyclists. Widen and resurface route and maintain vegetation.
Caldicot	MCC-INM-S6	Rogiet Road & Longefellow Road	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Short - Medium	90%	Pass	86%	Pass	Improved provision along Longfellow Road (e.g. traffic calming) & Rogiet Road. Signposted cycle route, see also S19.
Caldicot	MCC-INM-S7	Severn Junction Station to Caldicot Station	Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	65%	Fail	0%	Fail	Resurface and widen to provide suitable route for walking & cycling.
Magor	MCC-INM-S9	Mill Reen River Path	Education, Retail	Proposed	Upgrade	Walk & Cycle	Medium	75%	Pass	52%	Fail	Resurface and widen to provide suitable route for cyclists. At present there is potential for conflict / collision. Provide lighting, wayfinding (signage) and consider surveillance.
Magor	MCC-INM-S10	Vinegar Hill to Town Centre Route	Education, Retail	Proposed	Upgrade	Walk & Cycle	Medium	65%	Fail	0%	Fail	Resurface and widen to provide suitable route for cyclists. Maintain overgrown vegetation and improve signage provision.
Magor	MCC-INM-S12	Mill Common Path	Education, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	68%	Fail	0%	Fail	Resurface and widen to provide suitable route for cyclists. Maintain overgrown vegetation and improve signage provision.
Magor	MCC-INM-S13	Mill Common Path East	Education, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	68%	Fail	0%	Fail	Resurface and widen to provide suitable route for cyclists. Maintain overgrown vegetation.
Magor	MCC-INM-S14	Route to proposed Community Centre and rail station	Education, Other, Transport Services	Proposed	Upgrade	Walk & Cycle	Long	65%	Fail	42%	Fail	Upgrade route in conjunction with planned Community Centre and railway station. Bring underpass up to standard. Widen and resurface path and maintain vegetation. Issues with lighting and gradients.
Magor	MCC-INM-S15	Undy Village	Other, Transport Services	Proposed	Upgrade	Cycle	Long	NA	NA	NA	NA	Church Road / The Causeway part of NCN network. Extend along West End towards planned railway station.
Magor	MCC-INM-S16	B245 to Rogiet	Education, Employment, Transport Services	Proposed	Upgrade	Walk & Cycle	Short	70%	Pass	40%	Fail	Proposed new shared use path along B245 Elms Hill / Caldicot Road linking Magor and Rogiet (and Caldicot). Improve lighting and alignment to connect with MCC-S6.
Magor	MCC-INM-S17	Town Centre to Elms Hill	Education, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	73%	Pass	46%	Fail	Proposed pedestrian and cycle route along Newport Rd to Elms Hill.
Magor	MCC-INM-S18	Town Centre to Blenheim Avenue	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	75%	Pass	50%	Fail	Proposed pedestrian and cycle route along Blenheim Avenue / Redwick Rd. Currently issues of width, quality and maintenance of routes.
Caldicot	MCC-INM-S19	B4245 Newport Road	Education, Employment, Retail, Transport Services	Proposed	Upgrade	Walk & Cycle	Medium	73%	Pass	50%	Fail	Potential alternative to S6. Issues with width and condition of the route, potential for conflict / collisions.
Caldicot	MCC-INM-S20	Mill lane	Education, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	75%	Pass	46%	Fail	Proposed pedestrian and cycle route along Mill Lane. The present footway is very narrow, as such there is potential for conflict / collision with other users.
Caldicot	MCC-INM-S21	The Leisure way	Education, Leisure, Retail	Proposed	New Route	Walk & Cycle	Medium	88%	Pass	52%	Fail	Proposed pedestrian and cycle link into town centre and school through playing fields.
Caldicot	MCC-INM-S22	Newport Rd to Jubilee Way	Education, Health Facility, Retail	Proposed	Upgrade	Walk & Cycle	Medium	80%	Pass	64%	Fail	Proposed off road link to school and Health Centre for pedestrians and cyclists.
Caldicot	MCC-INM-S23	Caldicot Road	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	68%	Fail	48%	Fail	Proposed provision linking to Portskewett to Caldicot and employment are in between. At present, there are some issues with the comfort of the route such as the width and condition.
Caldicot	MCC-INM-S24	Caldicot to Chepstow Link	Education, Employment, Health Facility, Leisure, Retail	Proposed	New Route	Cycle	Long	N/A	N/A	N/A	N/A	Aspirational cycle link between Caldicot and Chepstow.
Caldicot	MCC-INM-S25	Portskewett LDP site	Education, Employment, Leisure, Retail	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	Links to LDP Residential Development site in Portskewett.
Caldicot	MCC-INM-S26	Sudbrook Road	Education, Employment	Proposed	Upgrade	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Improve link between new development in Sudbrook and Portskewett school and shops.
Caldicot	MCC-INM-S27	Caldicot Station to Sudbrook	Transport Services	Proposed	New Route	Cycle	Long	N/A	N/A	N/A	N/A	Review option for pedestrian and cycle path to link Caldicot Station to Sudbrook.
Caldicot	MCC-INM-S28	The Greenway	Employment, Leisure, Retail	Proposed	New Route	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Proposed pedestrian and cycle route along disused railway.
Magor	MCC-INM-S29	Rockfield Farm and Vinegar Hill LDP sites	Employment, Other	Proposed	New Route	Walk & Cycle	Long	NA	N/A	N/A	N/A	New route to link LDP development between Grange Road and Elms Hill.
Magor	MCC-INM-S30	Magor to Llanwern	Employment	Proposed	New Route	Cycle	Long	NA	N/A	N/A	N/A	Aspirational cycle link to link with Newport INM network / new development sites in Llanwern
Caldicot	MCC-INM-S31	Green Lane	Education, Health	Proposed	Upgrade	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Proposed shared use link along Green Lane linking schools and health centre.
Caldicot	MCC-INM-S32	Rogiet Station Access	Transport Services	Proposed	Upgrade	Walk & Cycle	Short - Medium	N/A	N/A	N/A	N/A	Proposed missing pavement along Station Road / Station Approach. Provide Cycle Parking at Station. Potentially Upgrade path from Westway (medium term).
Magor	MCC-INM-S33	Rockfield Farm / Vinegar Hill to proposed Community Centre & rail station	Education, Employment, Transport Services	Proposed	New Route	Walk & Cycle	Long	NA	N/A	N/A	N/A	Aspirational link between LDP development and Community Centre & rail station
Caldicot	MCC-INM-S34	Castle Lea Links	Education, Leisure	Proposed	rade / New R	Walk & Cycle	Short - Medium	N/A	N/A	N/A	N/A	Provide link from Castle Lea to Castle Park School via right of way and to Castle Park.
Chepstow	MCC-INM-C1	Welsh Street	Education, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short	85%	Pass	74%	Pass	Route widening along Welsh Street along shared use path. Provide missing dropped kerbs near leisure centre, improve walking access to leisure centre.
Chepstow	MCC-INM-C3	Town Centre	Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Short - Medium	83%	Pass	74%	Pass	Improve crossings and widen some footpaths. In terms of cycling reduce speed of vehicles or widen footway to allow shared use where practicable. Existing NCN route. Provide seating, cycle parking. Review cross-border links with Gloucestershire (medium-term).
Chepstow	MCC-INM-C4	Garden Village	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Short - Medium	78%	Pass	80%	Pass	Footpaths require dropped kerbs to be installed at Garden City Way/Portwall Road, Hardwick Avenue/Green Street, Caird Str and Hardwick Ave to be inclusive to all users. Upgraded cycle provision. Existing NCN route. Connection to proposed riverside path on LDP development site required (medium-term).
Chepstow	MCC-INM-C5	Mathern Rd	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	90%	Pass	80%	Pass	On road cycle route, potential shared use path. Existing NCN route.
Chepstow	MCC-INM-C6	Routes to rail station	Employment, Transport Services	Proposed	Upgrade	Walk & Cycle	Short	80%	Pass	42%	Fail	Resurface path defects along School Hill. Improved southern Station Road (incl. crossings). Cycle provision along northern Station Road poor, requires cyclists to dismount through the footway / subway.
Chepstow	MCC-INM-C7	A466	Employment, Health Facility	Proposed	Upgrade	Walk & Cycle	Long	0%	Fail	38%	Fail	This route has a shared use path for much of its length, but unsuitable footpath and no cycle infrastructure on other sections. (Review options of widen footpaths, creating an off-road shared facility or dedicated cycle lane where required.) Crossing improvement at High Beech and J2 roundabouts required. Part of route is existing NCN route.
Chepstow	MCC-INM-C8	Mounon Rd	Other, Employment	Proposed	Upgrade	Walk & Cycle	Short	63%	Fail	N/A	N/A	New pavement required along stretches of Mounon Road. Widen narrow footways. Route is steep. Western part is NCN route.
Chepstow	MCC-INM-C9	Bulwark Rd / Thornwell Rd	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	50%	Pass	N/A	N/A	Proposed pedestrian & cycle route along Bulwark Road / Thornwell Rd.
Chepstow	MCC-INM-C10	Forest Sand	Education, Employment, Leisure, Retail, Transport Services	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	Link to LDP development site, and potentially bridge over Wye to Sedbury.
Chepstow	MCC-INM-C11	A48 Hardwick Hill	Transport, Other, Employment, Leisure, Retail	Proposed	Upgrade	Walk & Cycle	Medium	68%	Fail	N/A	N/A	Improved pedestrian and cycle provision along A48 Hardwick Hill.
Chepstow	MCC-INM-C12	Huntsfield Road	Education, Employment, Retail	Proposed	Upgrade	Walk & Cycle	Medium	N/A	N/A	N/A	N/A	Upgrade cycle provision to provide a link to St Lawrence Road (MCC-C1).
Chepstow	MCC-INM-C13	Riverside / Coastal Path	Education, Employment, Retail	Proposed	New Route	Walk & Cycle	Long	N/A	N/A	N/A	N/A	New route to provide links to LDP development sites. Potential upgrade of Wales Coastal Path to shared use standard.
Chepstow	MCC-INM-C14	Mathern - Newhouse Farm link	Employment	Proposed	New Route	Cycle	Long	N/A	N/A	N/A	N/A	Proposed cycle route to link Mathern to Newhouse Farm Industrial Estate.



# Y Fenni / Abergavenny



**Eglurhad / Legend**

- MCC Ffin Y Sir / County Boundary
- Ardaloedd Adeiledig / Built-Up Areas
- INM Tymor Byr / Short Term
- INM Tymor Canolig a Hir / Medium and Long Term

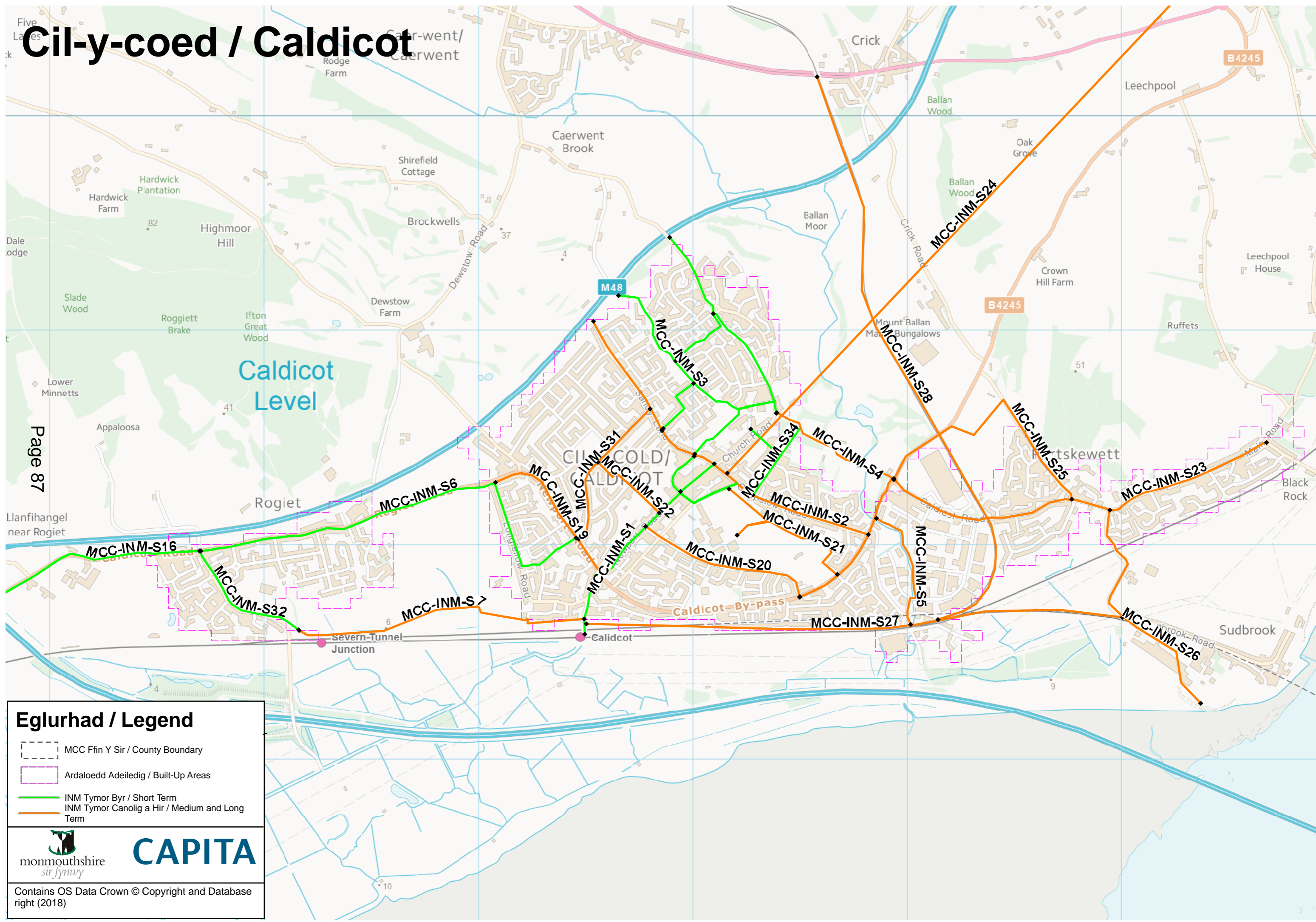
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# Cil-y-coed / Caldicot



Page 87

**Eglurhad / Legend**

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- Ardaloedd Adeiledig / Built-Up Areas
- INM Tymor Byr / Short Term
- INM Tymor Canolig a Hir / Medium and Long Term

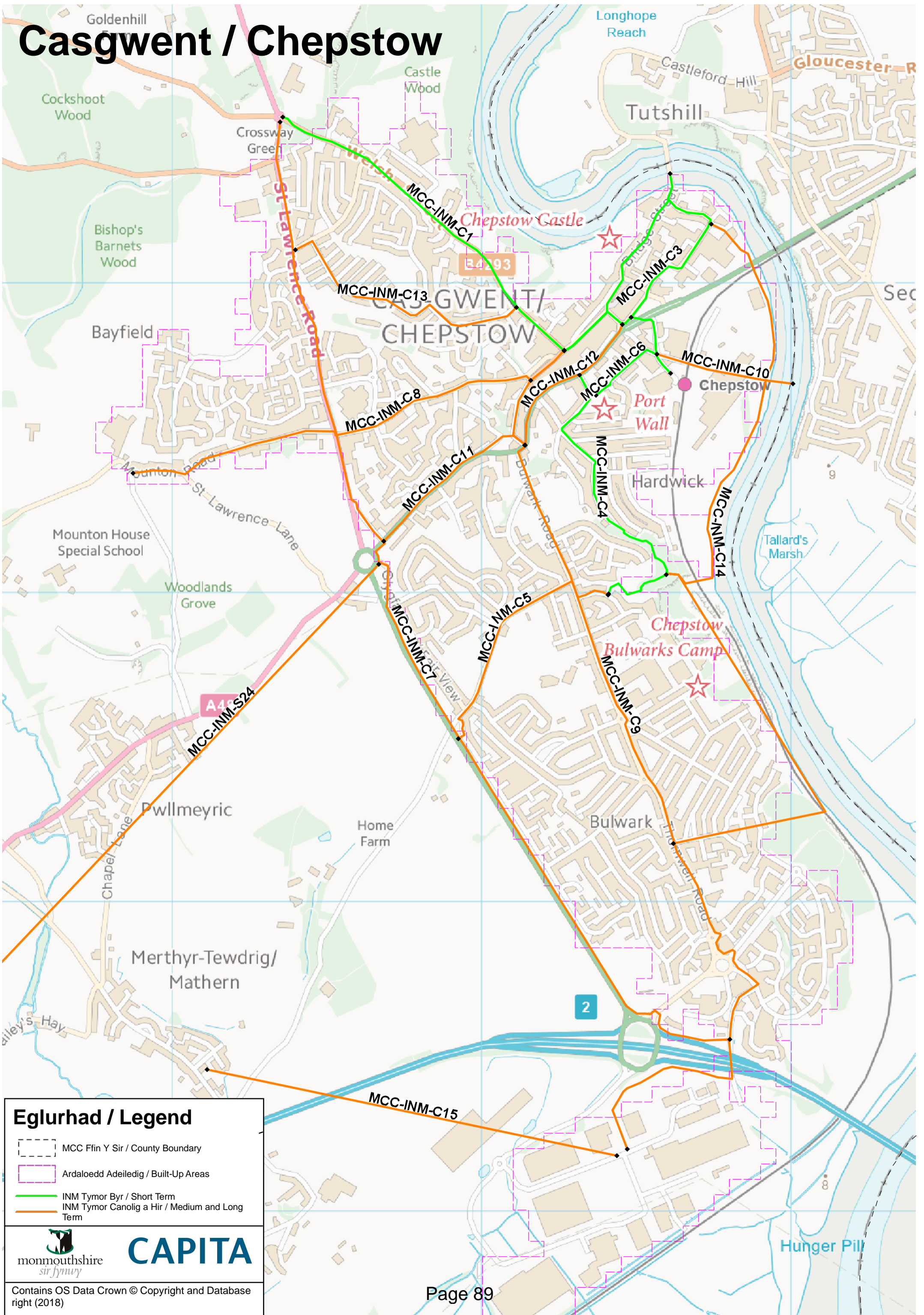
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



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# Casgwent / Chepstow



## Eglurhad / Legend

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-  Ardaloedd Adeiledig / Built-Up Areas
-  INM Tymor Byr / Short Term
-  INM Tymor Canolig a Hir / Medium and Long Term

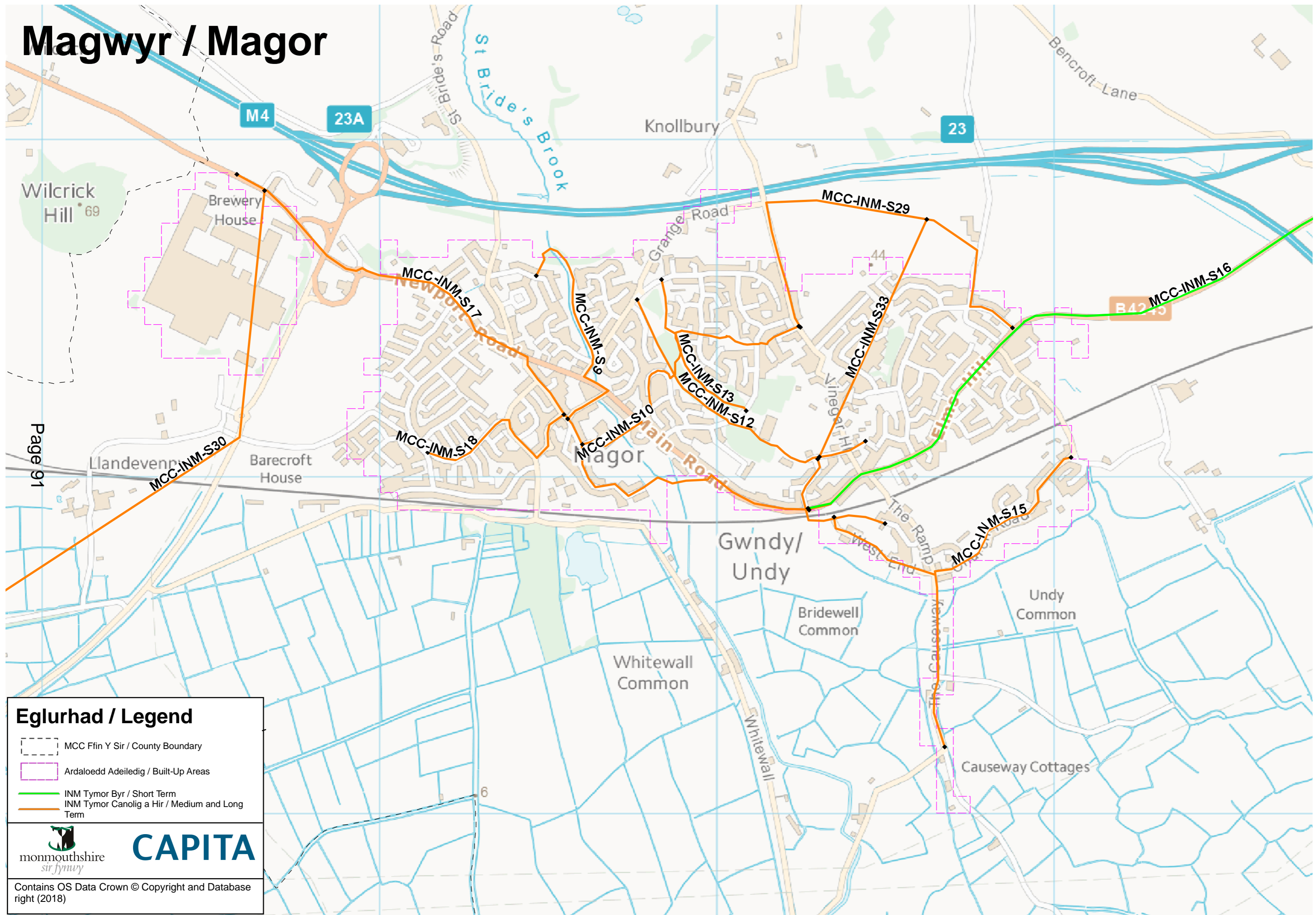


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# Magwyr / Magor



Page 91

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- Ardaloedd Adeiledig / Built-Up Areas
- INM Tymor Byr / Short Term
- INM Tymor Canolig a Hir / Medium and Long Term



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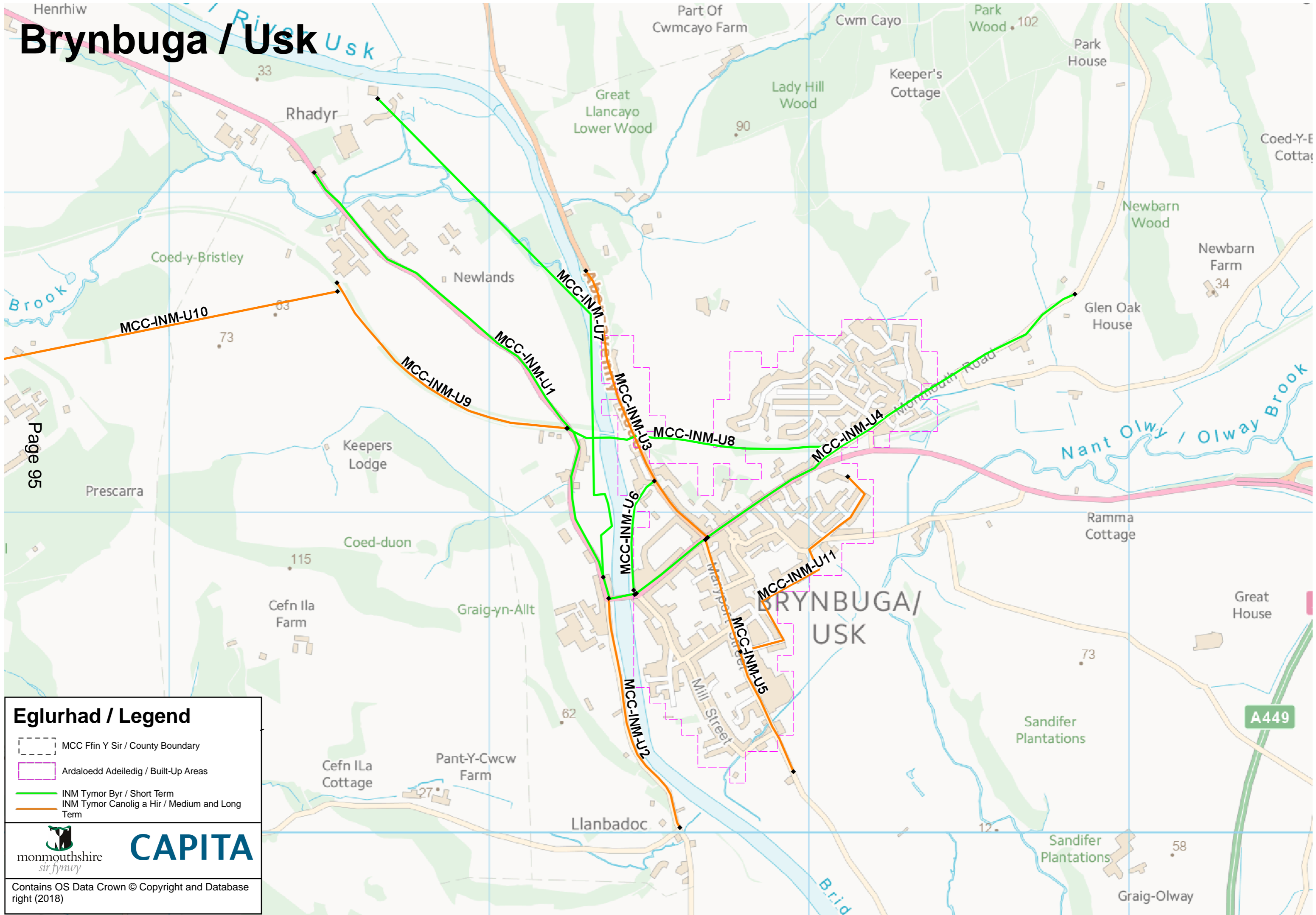




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# Brynbuga / Usk



## Eglurhad / Legend

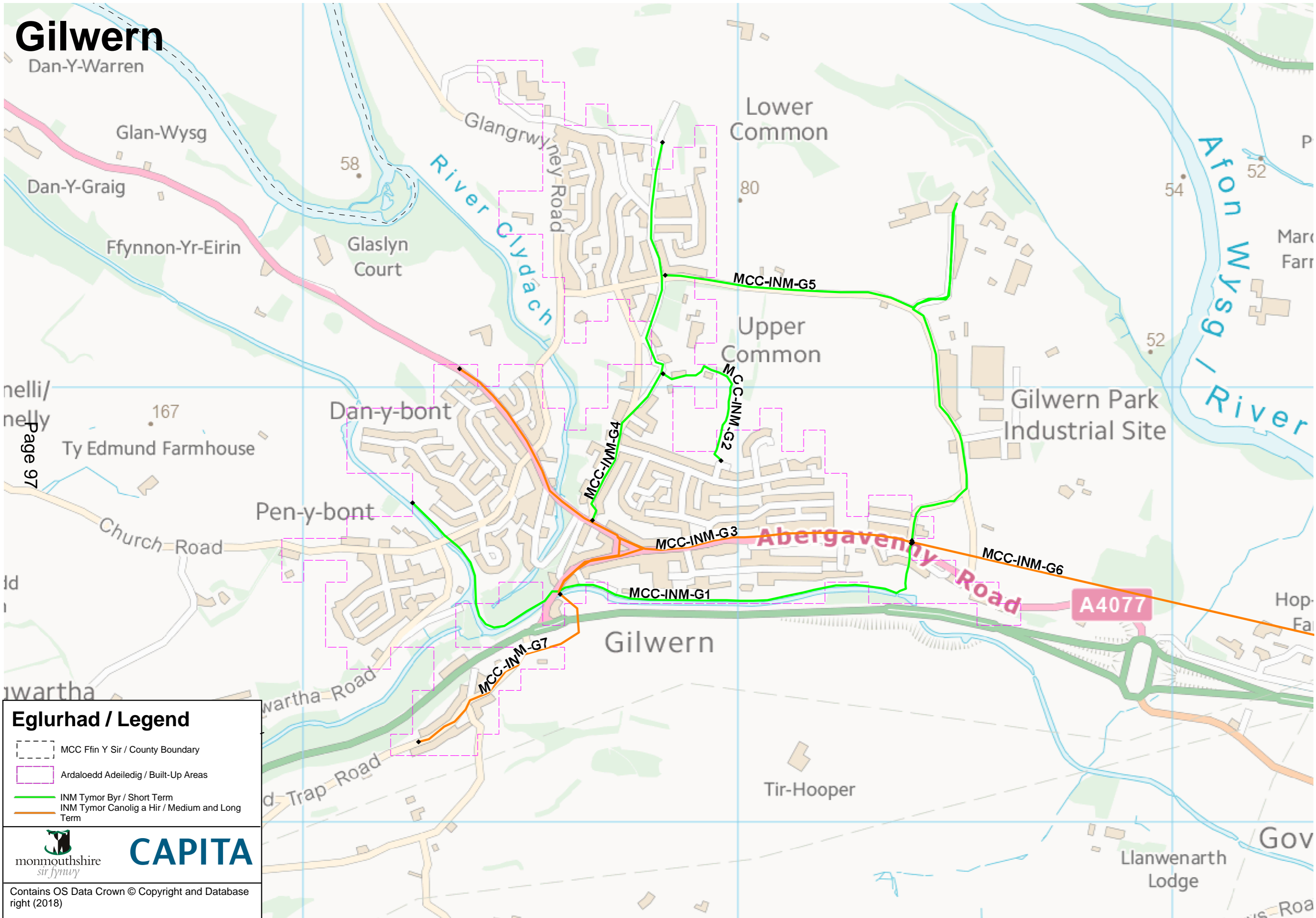
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- Ardaloedd Adeiledig / Built-Up Areas
- INM Tymor Byr / Short Term
- INM Tymor Canolig a Hir / Medium and Long Term



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# Gilwern



**Eglurhad / Legend**

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- Ardaloedd Adeiledig / Built-Up Areas
- INM Tymor Byr / Short Term
- INM Tymor Canolig a Hir / Medium and Long Term

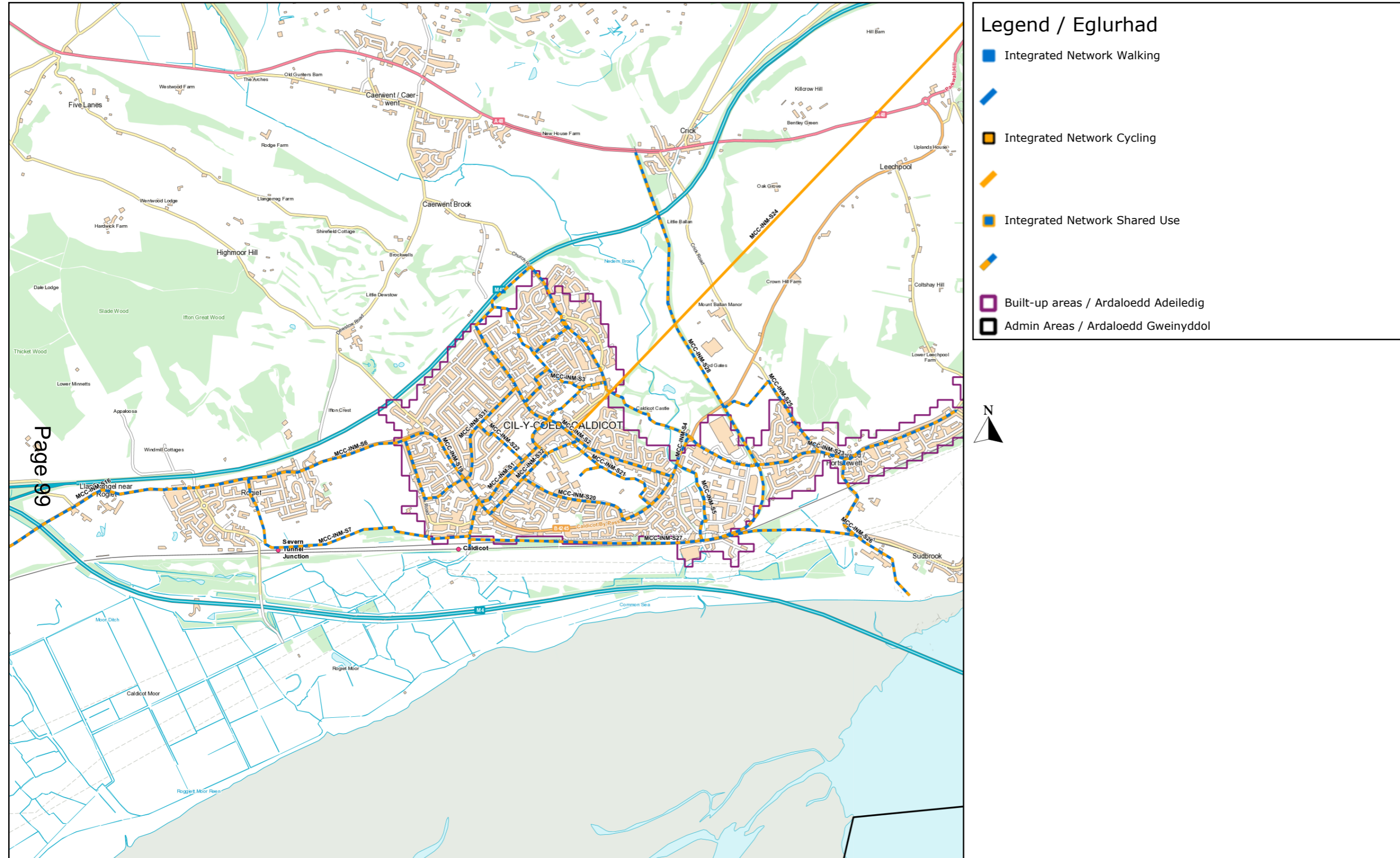
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# Caldicot Future Key Walking and Cycling Links Network

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Page 99

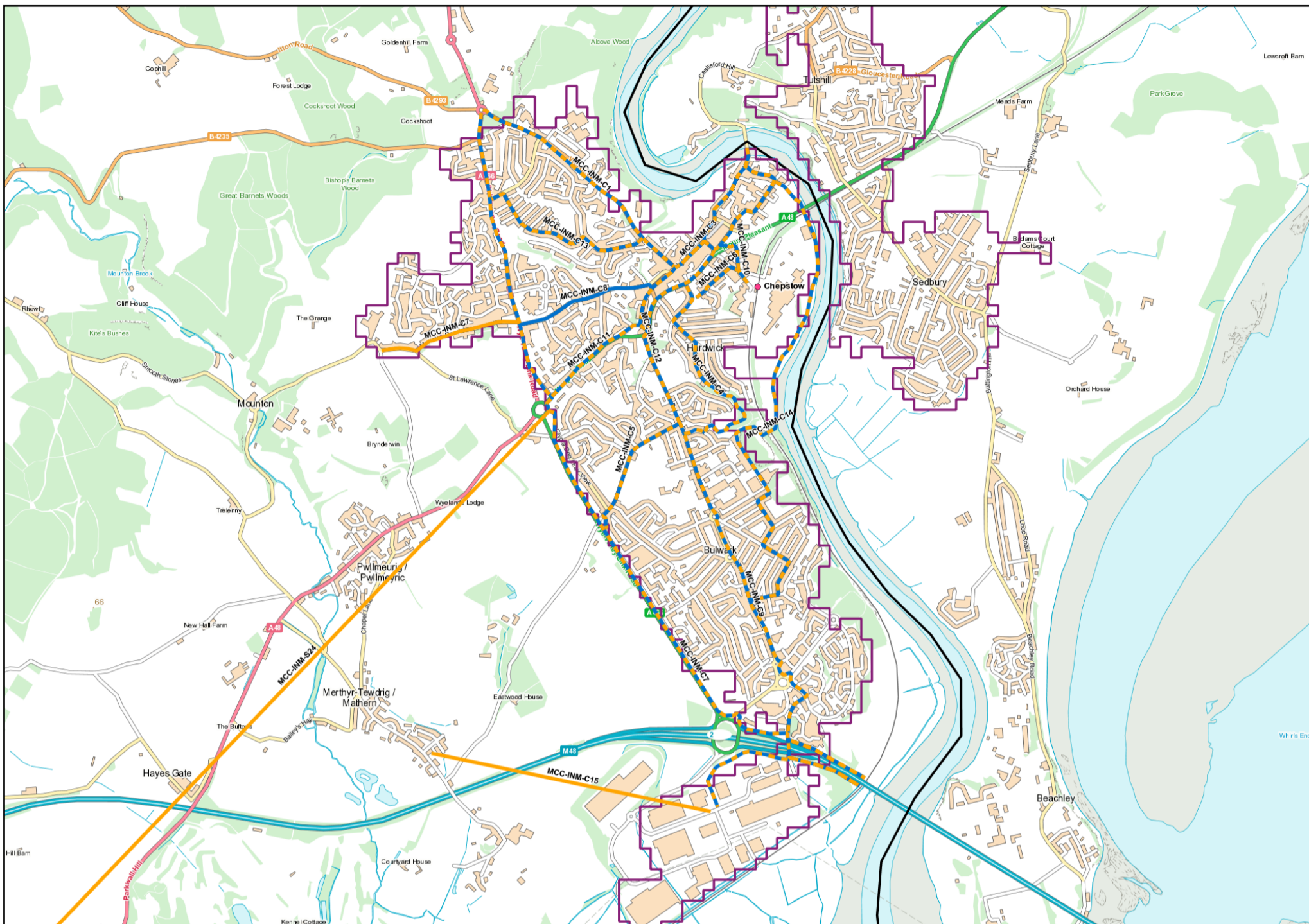
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# Chepstow Future Key Walking and Cycling Links Network

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## Legend / Eglurhad

- |   |                            |   |                                      |
|---|----------------------------|---|--------------------------------------|
|  | Integrated Network Walking |  | Built-up Areas / Ardaloedd Adeiledig |
|  |                            |  | Admin Areas / Ardaloedd Gweinyddol   |
|  | Integrated Network Cycling |   |                                      |
|  |                            |   |                                      |



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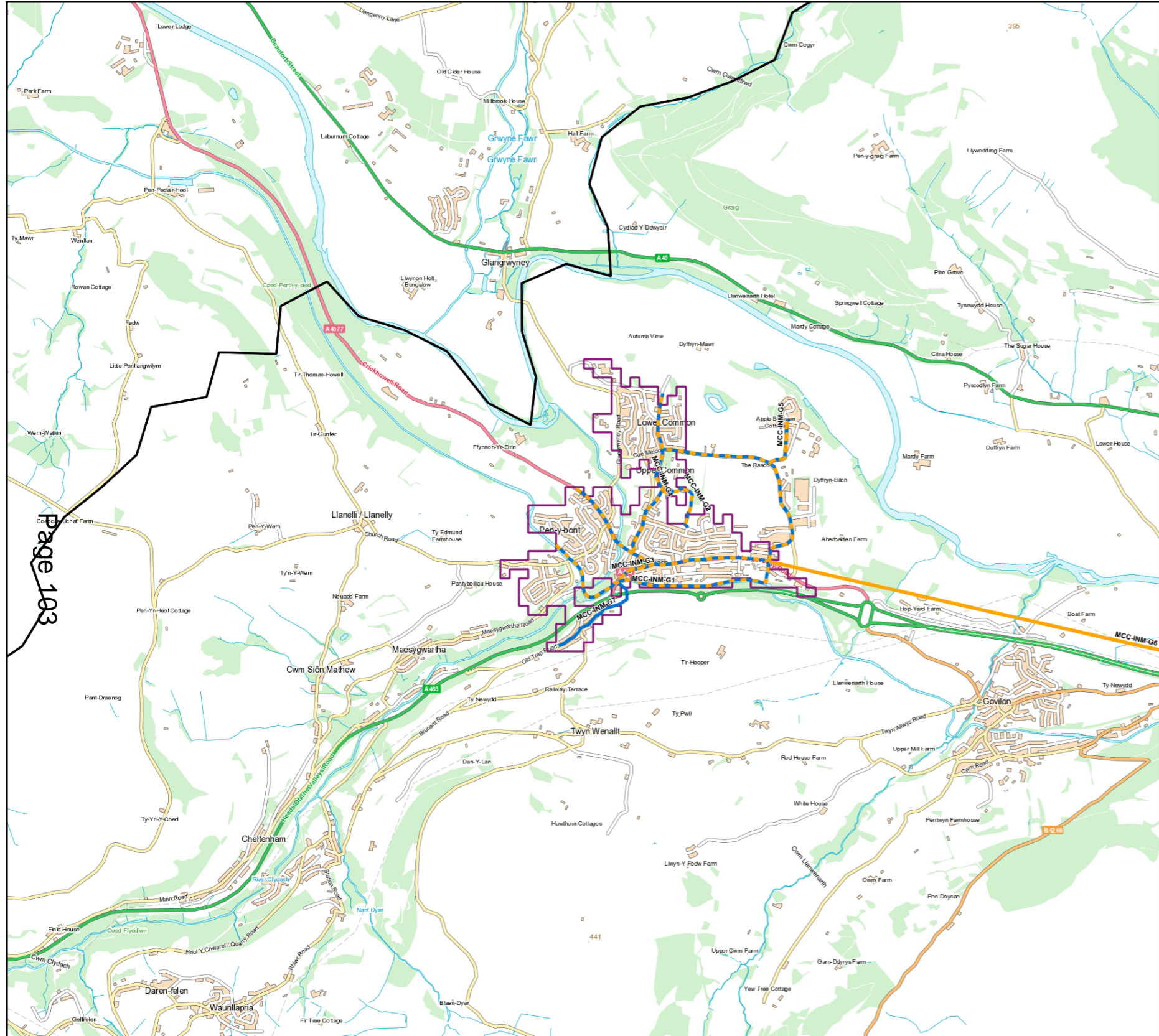
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# Gilwern Future Key Walking and Cycling Links Network

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### Legend / Eglurhad

-  Integrated Network Walking
-  Integrated Network Walking
-  Integrated Network Cycling
-  Integrated Network Cycling
-  Integrated Network Shared Use
-  Integrated Network Shared Use
-  Built-up areas / Ardaloedd Adeiledig
-  Admin Areas / Ardaloedd Gweinyddol



Page 103

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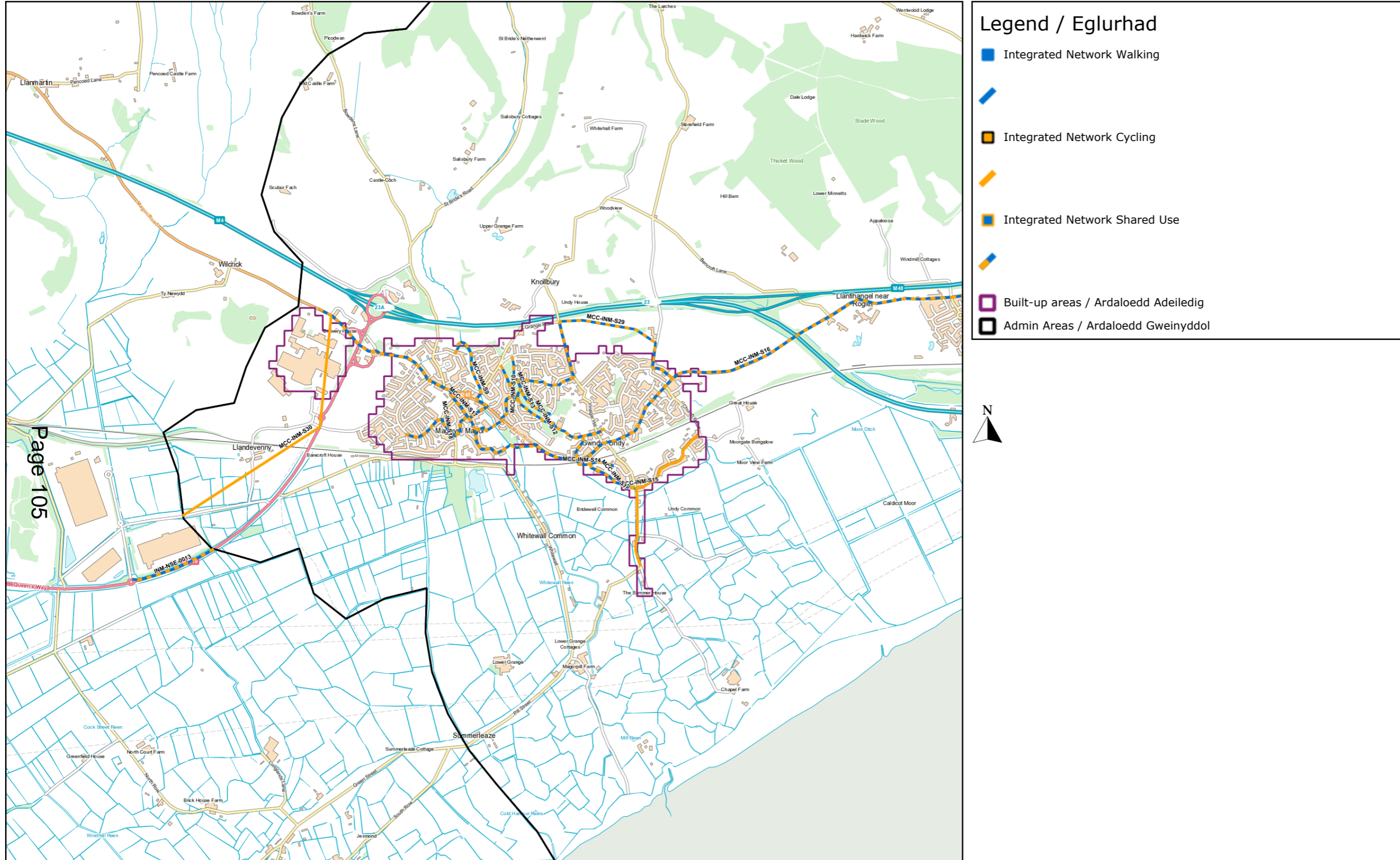


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# Magor Future Key Walking and Cycling Links Network

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Page 105

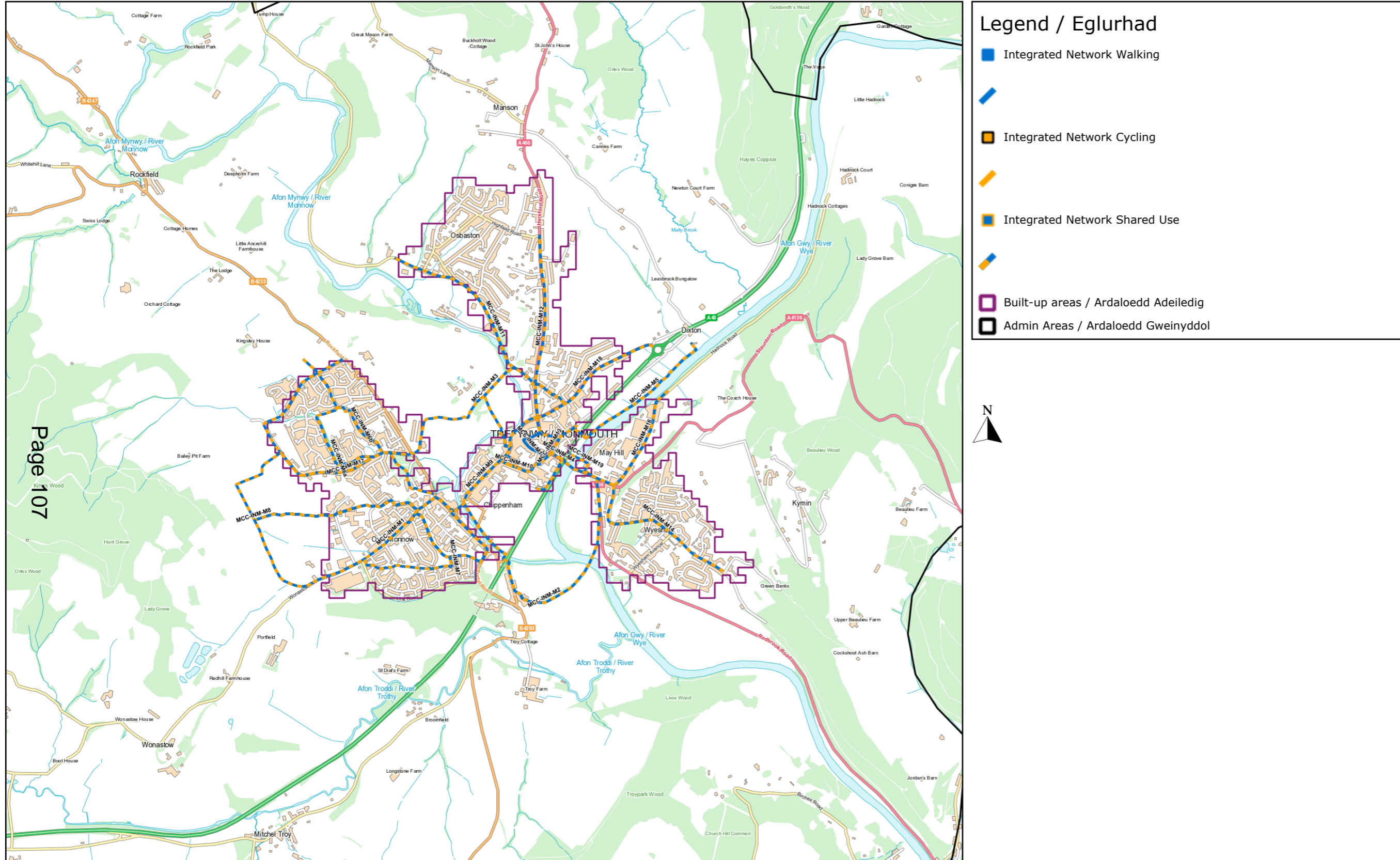
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# Monmouth Future Key Walking and Cycling Links Network

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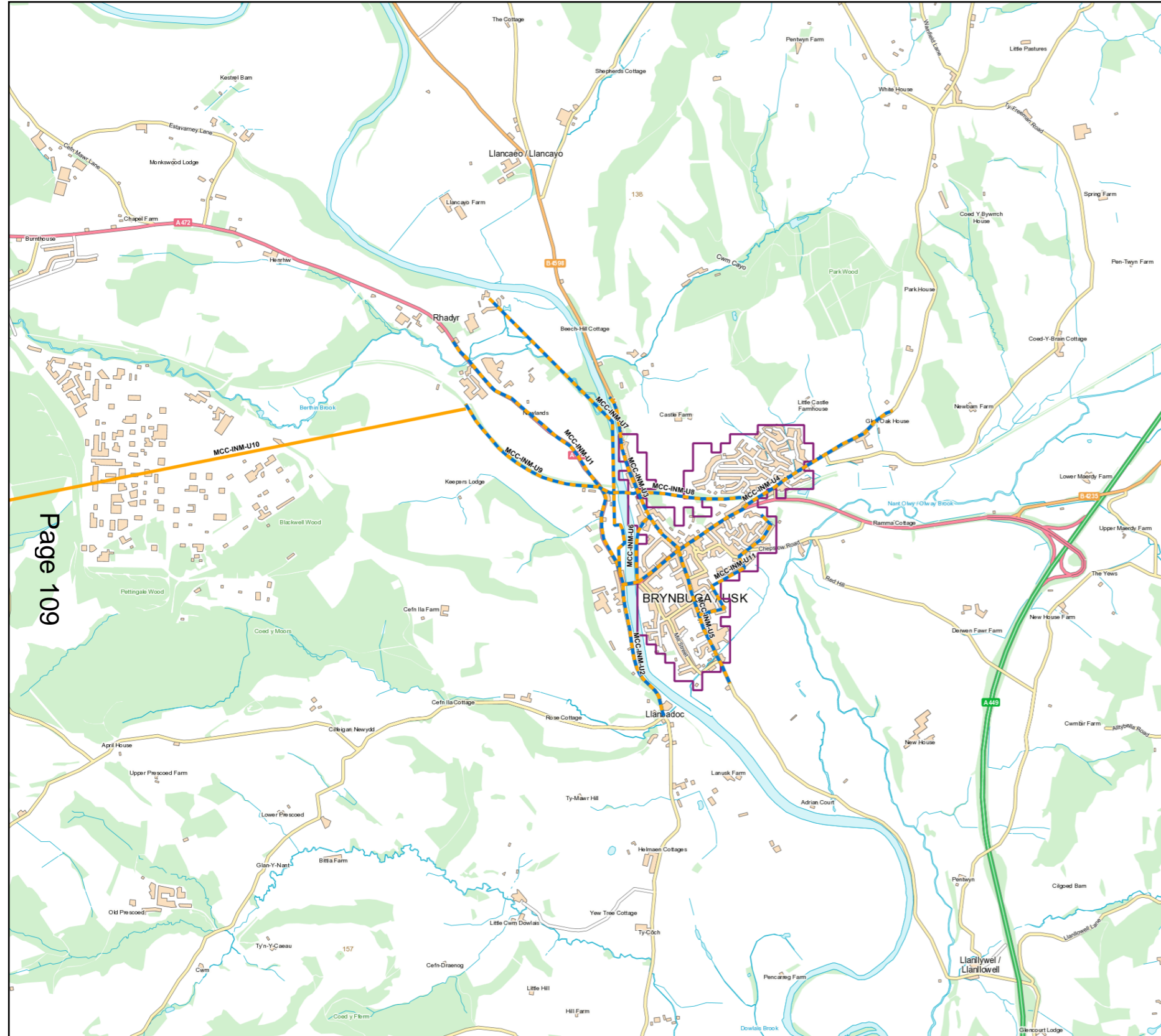


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# Usk Future Key Walking and Cycling Links Network

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### Legend / Eglurhad

-  Integrated Network Walking
-  Integrated Network Cycling
-  Integrated Network Shared Use
-  Built-up areas / Ardaloedd Adeiledig
-  Admin Areas / Ardaloedd Gweinyddol

Page 109

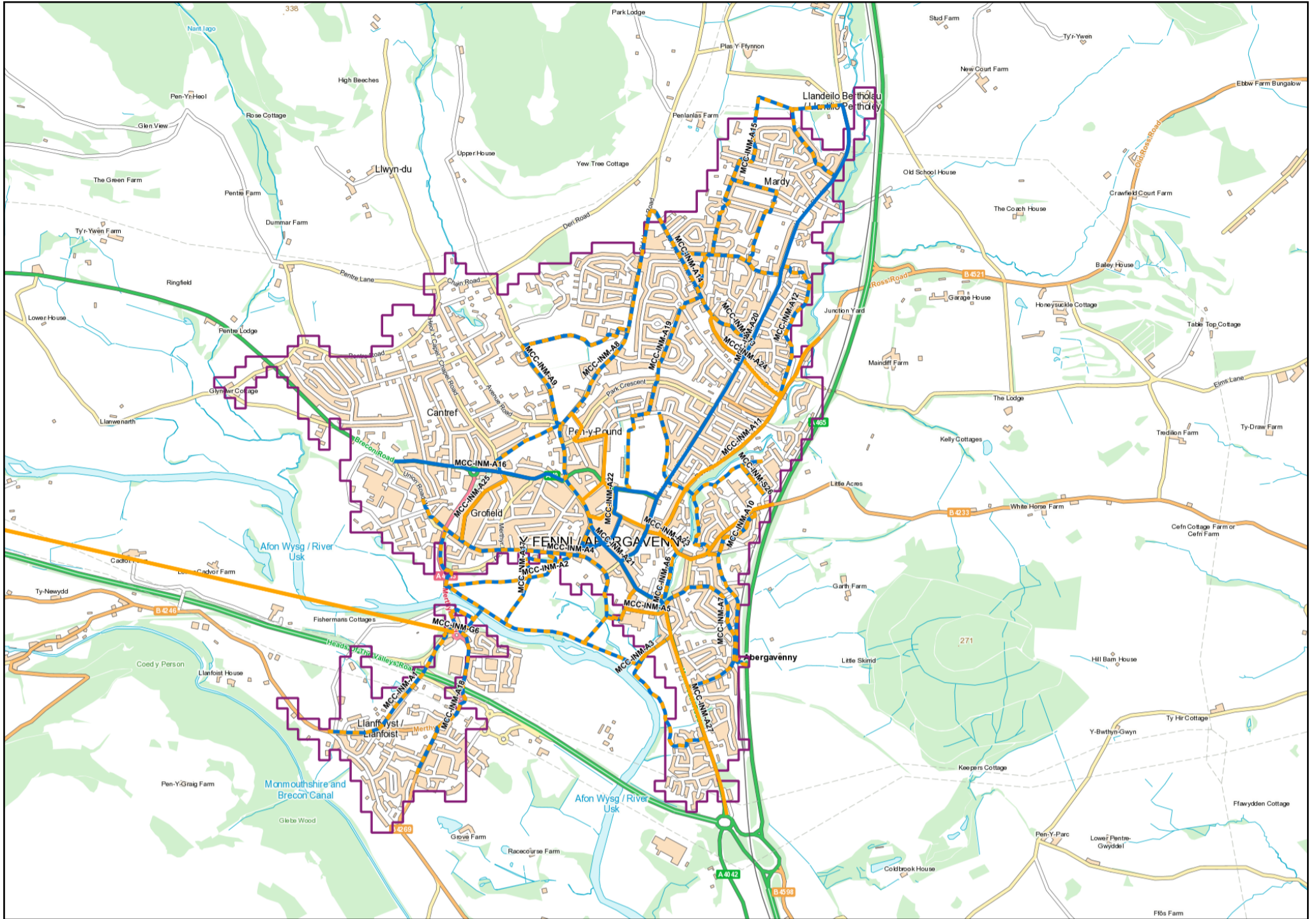
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# Abergavenny Future Key Walking and Cycling Links Network

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## Legend / Eglurhad

- |   |                            |   |                                      |
|---|----------------------------|---|--------------------------------------|
|  | Integrated Network Walking |  | Built-up Areas / Ardaloedd Adeiledig |
|  |                            |  | Admin Areas / Ardaloedd Gweinyddol   |
|  | Integrated Network Cycling |   |                                      |
|  |                            |   |                                      |



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Monmouthshire County  
Council

DRAFT Integrated Network Map -  
Consultation Report  
February 2018

## Contents

1. Introduction	1
1.1 Overview	1
1.2 Guide to this report	1
1.3 Consultation Strategy	2
2. Secondary School Surveys	4
2.1 Introduction	4
2.2 Results	4
3. Online and Email Submissions;	5
3.1 Introduction	5
3.2 Results	5
4. Engagement Events	6
4.1 Introduction	6
4.2 Results	6
5. Influence on the INM	7
6. Conclusion and Next Steps	8
7. Appendix	9
<b>Appendix 1 – Online Screenshots</b>	9
<b>Appendix 2 – Organisations Contacted</b>	10
<b>Appendix 3 – Social Media / Press Screenshots</b>	11
<b>Appendix 4 – Workshop Images</b>	12
<b>Appendix 5 – Secondary School Survey Results</b>	13
<b>Appendix 6 – Online Results</b>	16
<b>Appendix 7 – ‘Other’ Representations</b>	31
<b>Appendix 8 – Community Engagement</b>	58
<b>Appendix 9 – Workshop Responses</b>	75

# 1. Introduction

## 1.1 Overview

As part of the Active Travel (Wales) Act 2013, the law which aims to make it easier for people to walk and cycle in Wales, local authorities are required to map their existing routes and illustrate where improvements and new routes can be added as part of the Integrated Network Map (INM) stage.

This report relates to the consultation for Monmouthshire County Council's (MCC) INM. A 12-week consultation period was provided as an opportunity for the public and local stakeholders to response on MCC's draft INM.

A summary, as well as the findings from the consultation process is outlined in this report. To summarise, the consultation helped identify where improvements are to be made to existing routes, as well as new routes to be added. The consultation process was success in providing the opportunity for individuals to voice their opinions, and get involved with shaping MCC's future active travel provision.

A series of consultation exercises were undertaken to develop an understanding of the walking and cycling behaviour of residents throughout MCC. The consultation exercises included:

- Community engagement events in Abergavenny, Gilwern, Monmouth, Magor, Usk, Chepstow and Caldicot;
- An online survey that was live from between Tuesday 25th October 2017 and Tuesday 16th January 2018, a total of 12 weeks;
- Secondary school '*show of hands*' surveys; and
- Two workshops including one for stakeholders and one for local councillors and MCC officers in Usk.

## 1.2 Guide to this report

This report sets out an overview of the history of consultation exercises carried out on the INM stage of the Active Travel Act (Wales) 2013. The report outlines submitted representations, and how MCC has had regard to such representations.

The representations raised in response to the consultation have been organised in to methods of consultation used. This enables readers of this report to navigate to sections of the report that they are most interested in.

- Chapter 1: Introduction;
- Chapter 2: Secondary School Surveys;
- Chapter 3: Online and Email Submissions;
- Chapter 4: Engagement Events;
- Chapter 5: Influence on the INM; and
- Chapter 6: Conclusion and Next Steps.

The report is accompanied by several appendices that expand on each representation, as well as MCC's response to all representations received.

### 1.3 Consultation Strategy

In accordance with the Active Travel (Wales) Act 2013, the consultation on the INM was held over a period of 12 weeks, from Tuesday 25th October 2017 until Tuesday 16th January 2018.

The consultation process was influenced by the Welsh Government 'Statutory Guidance for the Delivery of the Active Travel (Wales) Act 2013', guidance issued under paragraph 3.2 'Principles of Good Practice from the Active Travel (Wales) Act 2013 Design Guidance', and advice from the Council's own experience of running consultation processes.

This consultation report is accompanied by a Methodology Report which outlines how routes were determined.

The aim of the consultation was to reach all appropriate audiences required by the delivery guidance including children / young people and other 'seldom heard' groups (groups with protected characteristics under the Equalities Act 2010), key stakeholders, delivery partners, all persons that had requested to be consulted and the wider public.

Throughout all consultation / publicity activities, care was taken to be clear on what is meant by active travel, the type of journeys that would be catered for, and the fact that the INM was aspirational in nature setting out where improvements could be made to existing routes and where routes should be added to the active travel network.

The scope of activities undertaken also reflected the fact that diverse types of consultation to be accessible for different people. Accordingly, a wide range of consultation activities were employed including face to face engagement and online consultation. Furthermore, in accordance with MCC's Welsh Language Policy, all documentation and publicity material was bilingual.

The following summarises the activities / publicity efforts that were implemented which supplemented the main consultation activities.

- (i) Consultation Document – a document was prepared which identified the purpose of the consultation, how responses could be submitted, the routes/maps being consulted upon and information on what happens next.
- (ii) Survey – a survey was developed to facilitate and guide responses submitted to the Council. The questions were designed to establish the travel habits of respondents, whether the inclusion of the routes was supported or not, what improvements could be made and/or what routes could be added, and which routes should be prioritised.
- (iii) Online – all supporting documentation, maps and online survey was hosted, and available on the Council's website. Example screenshots of the Council's webpage and consultation portal is presented in Appendix 1.
- (iv) Correspondence – correspondence was dispatched to all relevant individuals, stakeholders / delivery partners, organisations and schools describing the purpose of the consultation, identifying where more information could be obtained and how representations could be made.

With specific regard to schools, the Council was keen to take proactive steps to consult children and young people on what routes they commonly used for walking and cycling to and from school. All public secondary schools across the County were contacted directly to give them the opportunity to have a real 'pupil voice' concerning their journeys.

A full list of organisations contacted can be viewed in Appendix 2.

To 'reach-out' to a wider audience, particularly to individuals who would not routinely view MCC's website, or actively seek consultation events in their local area, the following methods were used to attract a larger audience:

- (i) Press Release / Social Media – In advance, and over the duration of the consultation, press releases along with a series of Tweets and Facebook posts were published via the Council's corporate social media account to promote the consultation. Example screenshots of such publicity is presented in Appendix 3.
- (ii) Utilisation of existing networks – The Council made key stakeholders aware of the consultation through existing networks including the Monmouthshire's Local Access Forum, Strategic Transport Group and Strategic Cycle Groups' and through stakeholder engagement events held on Monday 4<sup>th</sup> December 2017. Images from this event are available in Appendix 4.

The results of the consultation activities (i.e. the secondary school surveys; electronic consultation; and engagement events) are considered in more detail in the following chapters and appendices.

## 2. Secondary School Surveys

### 2.1 Introduction

In December 2017, MCC provided surveys and maps to every public secondary school in the County. Providing schools with the opportunity to complete surveys was a useful consultation exercises, and allowed large numbers of individuals to be consulted simultaneously.

The students were given a copy of the draft INM for the area around their school, and were asked to critique the map for omissions, additions or deletions. Having had time to consider the draft INM routes, students could add any changes on the maps and indicate why on the surveys provided. The brief survey also highlighted what level of active travel they participate in. As a result, the data is a mixture of numerical and written data.

All schools contacted accepted the request for consultation regarding the Active Travel (Wales) Act 2013 to be complete within their school. Three schools, Mounton House Special School, Chepstow School and Monmouth Comprehensive were not able to complete the surveys. Two schools, King Henry VIII Comprehensive School and Caldicot Comprehensive School completed the surveys.

### 2.2 Results

The results from the surveys, and where appropriate, the annotated maps from the schools are provided in Appendix 5.

To summarise, the results identified that while the schools are geographically distant, the issues experienced for encouraging walking and cycling as a method of transport to and from school are similar. The principal issue revolved around the distance required for students to walk and cycle. Other primary concerns related to safety, and companions to travel with.

## 3. Online and Email Submissions;

### 3.1 Introduction

Individuals could submit representation online through an online survey that was advertised and published on MCC's website. The online surveys differed from the school surveys, as additional questions were included. The online survey questions were comprehensive, and enabled participants to specify improvements to existing routes, propose new routes and allowed for a series of open-ended answers for greater depth and clarity to the answers.

In addition, the online survey questions were also provided in hard copy, in both English and Welsh at MCC engagement events.

For inclusivity in the Active Travel process, individuals were also permitted to submit their responses via other methods including telephone, email or post.

### 3.2 Results

The online survey (Appendix 1) was live on MCC website for 12 weeks. MCC received 33 responses. The results were captured electronically, analysed and are presented in Appendix 6. There were XXX other submissions, including 4 petitions signed by XXX Caldicot residents. The results of these other submissions are presented in Appendix 7.

The results for some questions are not presented as they are not key to this report and are confidential, for example personal details such as addresses and names.



## 4. Engagement Events

### 4.1 Introduction

A series of community engagement events were advertised by MCC, and were held on various dates throughout November 2017. A total of seven events (Table 4.1) were held which were to provide opportunities for the local community provide feedback on the draft INM, propose new and / or improved routes, and ask questions about the process.

Individuals who attended the community engagement events who expressed an opinion about the proposals were encouraged to submit their opinion through the surveys provided at the event. In total, 38 surveys were complete and the results can be found in Appendix 8. All attendees were made aware that the surveys could also be found on MCC's website, it is understood that a number of online and other responses are from individuals that attended the events.

All community engagement events provided bi-lingual material such as maps, surveys and fact sheets regarding the Active Travel (Wales) Act 2013.

In addition to the community engagement events, workshops were also held on 04 December 2017 from 17:00 – 20:00 and 08 January from 14:00 – 17:00. This provided stakeholders, councilors and MCC officers to also ask questions about the process, as well as to provide their views on the proposed routes and a variety of new routes. The results from the workshops are provided in Appendix 9.

**Table 4.1 – Community Engagement Events**

Venue	Date	Estimated Attendees
Abergavenny Leisure Centre, Old Hereford Rd, Abergavenny NP7 6EP	08 November 2017 between 09:00 – 16:00	5
Gilwern Outdoor Education Centre, Ty Mawr Rd, Gilwern, Abergavenny NP7 0EB	09 November 2017 between 09:00 – 16:00	4
Monmouth Library, Rolls Hall, Whitecross St, Monmouth NP25 3BY	13 November 2017 between 09:30 – 16:30	13
Magor Post Office, The Square, Magor, Caldicot NP26 3EP	14 November 2017 between 09:30 – 16:30	8
Usk Community Hub / Library, 35 Maryport St, Usk NP15 1AE	15 November 2017 between 09:00 – 16:00	9
Chepstow Library, 9 Bank St, Chepstow NP16 5EN	17 November 2017 between 09:30 – 16:00	11
Caldicot Library, 6 Newport Rd, Caldicot NP26 4XF	21 November 2017 between 09:30 – 16:00	21

### 4.2 Results

MCC have fully considered all the responses received. Appendix 7 provides the response to each of the issues raised at the community engagement events. Appendix 6 provides the results from the stakeholder engagement events. Both appendices provide an explanation as to whether each issue has, or has not led, to a change in the INM.

## 5. Influence on the INM

This chapter summarises the influence that the different consultation exercises have had, and continue to have, on the emerging INM. In some instances, individuals who took part in the consultation process are not ‘active’ travellers in the sense of the Active (Wales) Act. By this, it is meant their journeys are purely for leisure. Therefore, care has been taken, where possible, to try and separate views expressed by those respondents from those who walk or cycle for a specific purpose.

A variety of new routes and improvements were suggested during the consultation period, and helped justify the inclusion of some routes. This resulted in some new routes being added, as well as routes being amended, where appropriate (Table 5.1).

**Table 5.1 – Amendments to the INM as a result of the consultation process –**

Requested during the consultation	Method	Change in INM	Reason why
To be completed			

To summarise, the consultation was delivered using a robust methodology, was promoted widely and led to extensive engagement. The level of participation generated constructive insights from people who could provide an informed response by considering the proposals.

## 6. Conclusion and Next Steps

To conclude, this Consultation Report has considered the responses received, and where appropriate, provided explanatory and mitigating information highlighting ways in which the proposals are to be amended. The consultation undertaken highlights how the Council engaged with the public, and successfully gave individuals the opportunity to share their views and help shape the INM throughout MCC.

The next step is to map all the new and / or amended INM routes, and identify whether they are short, medium or long-term proposals. Subject to internal review, the amended INM routes will then be submitted to Welsh Government for approval.

Dependent on relevant approvals, funding and, in some cases, further local consultation, the Council will review upgrading and / or building the INM routes on a route by route basis. Any upgrade / improvement or new route will comply with the Welsh Government design guidance standards for Active Travel routes.

# 7. Appendices

## Appendix 1 – Online Screenshots

Information on the proposed INM routes throughout the County, as well as the Online Survey can be found at: <http://www.monmouthshire.gov.uk/the-active-travel-act>

### Maps

- [MCC INM – Abergavenny](#)
- [MCC INM – Caldicot](#)
- [MCC INM – Chepstow](#)
- [MCC INM – Gilwern](#)
- [MCC INM – Magor](#)
- [MCC INM – Monmouth](#)
- [MCC INM – Usk](#)
- [MCC INM Route List](#)

Please complete the survey below, if you are not a user of My Monmouthshire you can complete the survey anonymously.

Details     Confirmation

Details
[Cancel](#) [Next >](#)

[Form:](#) The Active Travel (Wales) Act    Service request # 1669269

**Details**

\* Which community do you live in? Please select here ▼

\* How often do you walk within your communities?

- Everyday
- 2-3 times a week
- Once a week
- 2-3 times a month
- Once a month
- Less often
- Never

\* Are there any changes that Monmouthshire County Council could make that would encourage you to walk / cycle more within, or in the vicinity of, the town / village that you live?

- Slower traffic speeds
- More on road cycling routes
- More off road cycling routes
- More cycle parking
- Wider pavements
- Better lighting
- More pedestrian crossings
- Cleaner, uncluttered footways
- Nothing

## Appendix 2 – Organisations Contacted

Company / Organisation	
Monmouth and District Chamber of Trade and Commerce (MDCTC)	Abergavenny Cycle Group
Monmouthshire Local Access Forum	CAIR Monmouthshire Disablement Society
Welsh Cycling	Sustrans
Transition Chepstow	Chepstow Chamber of Commerce
Abergavenny Road Cycle Club	Abergavenny Festival of Cycling
Magor Action Group On Rail	Severn Tunnel Action Group
Abergavenny 50+	

## Appendix 3 – Social Media / Press Screenshots



**Monmouthshire** @MonmouthshireCC · Nov 15

Have your say on our Active Travel Plan. Today Wed 15th November, 9:30am – 4:00pm @UskHub .  
 Cant make it?  
 Have a look at the website for more info and take part in our survey.  
[goo.gl/s8ubCD](http://goo.gl/s8ubCD)







**Monmouthshire** @MonmouthshireCC · Nov 15

Dweud eich barn am ein Cynlluniau Teithio Llesol heddiw 9:30am – 4:00pm – @UskHub  
 Os na allwch ddod draw i sesiwn galw-heibio neu os hoffech fwy o wybodaeth ewch i [goo.gl/DRi67V](http://goo.gl/DRi67V)

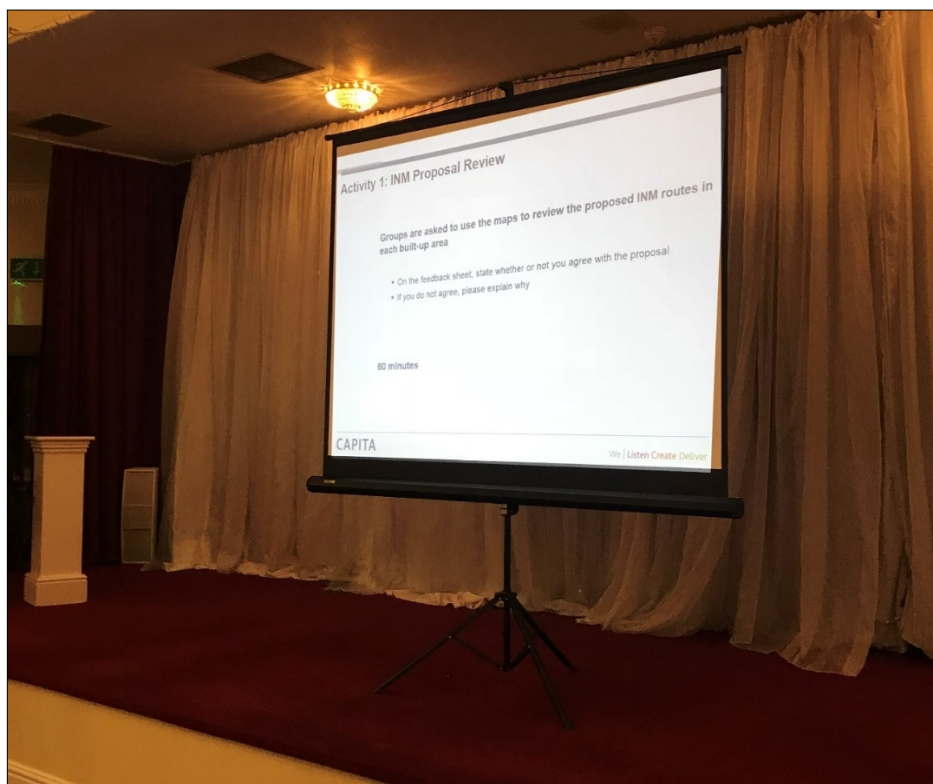








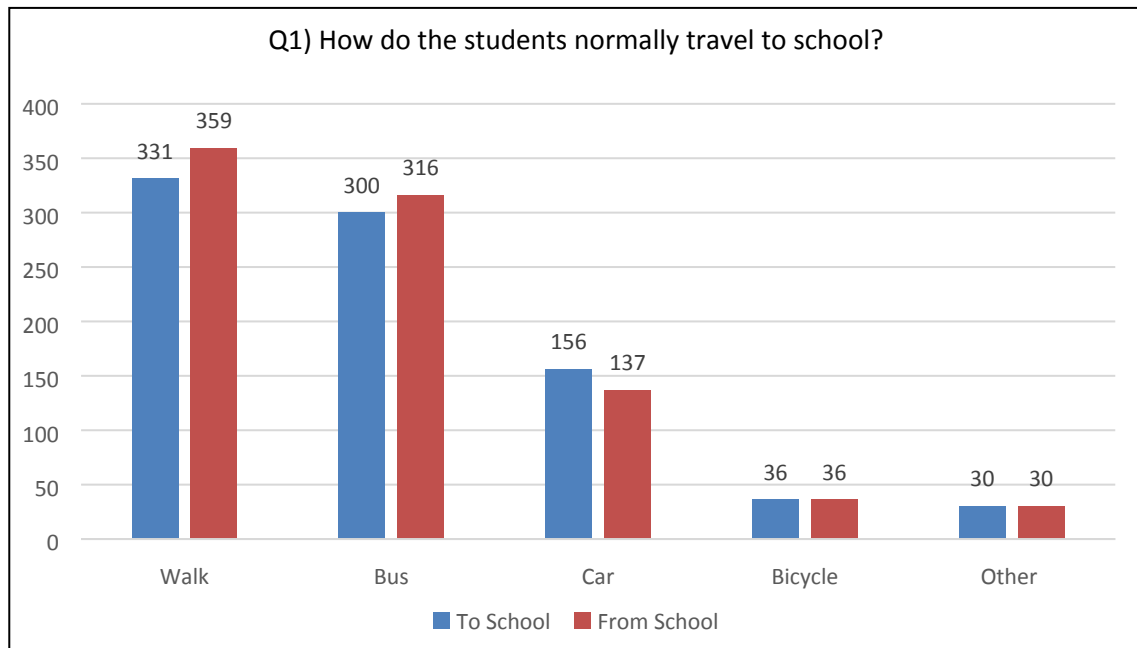
## Appendix 4 – Workshop Images



## Appendix 5 – Secondary School Survey Results

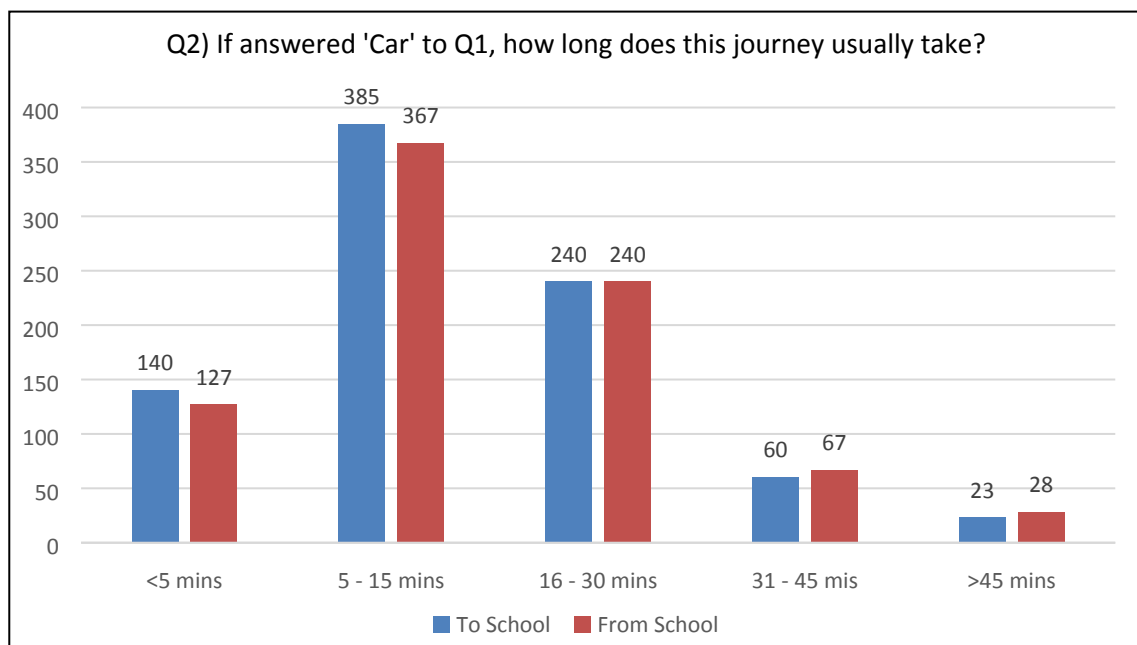
**Number of students who participated: 890**

**Q1) How do the students normally travel to school?**



Question 1 highlights that across the two schools surveyed, there are a higher number of individuals who walk or use the bus to travel to school than by car. A total of 331 (37%) of students travel to school by walking, whilst 359 (40%) travel home from school by walking. Only 4% of students travel to and from school by bicycle.

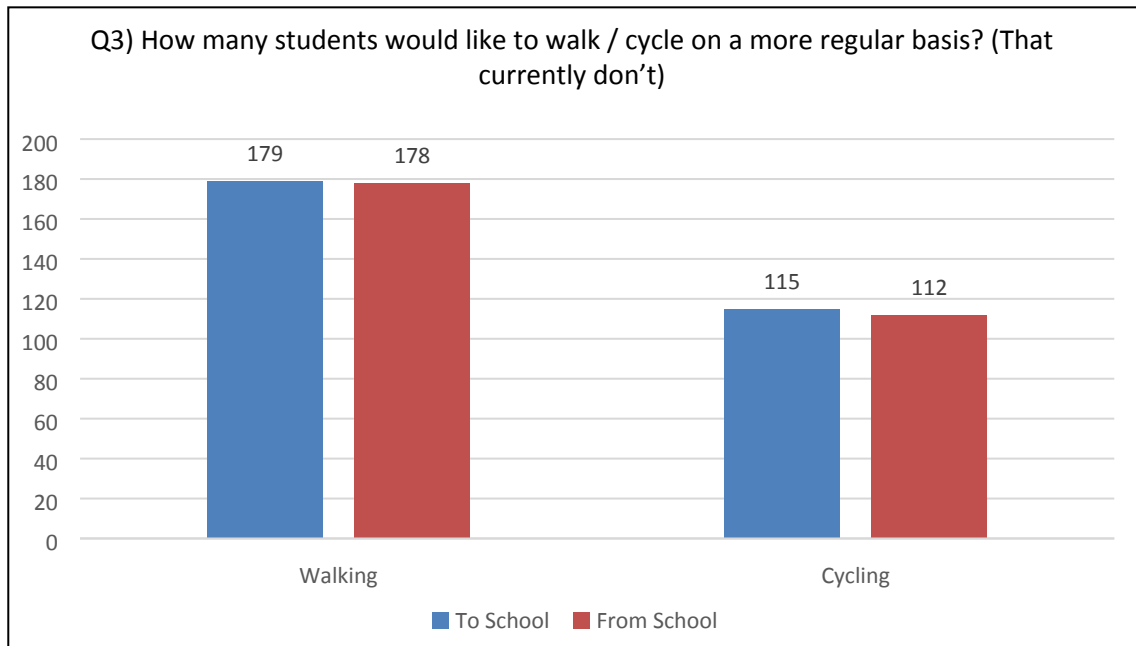
**Q2) If answered 'Car' to Q1, how long does this journey usually take?**





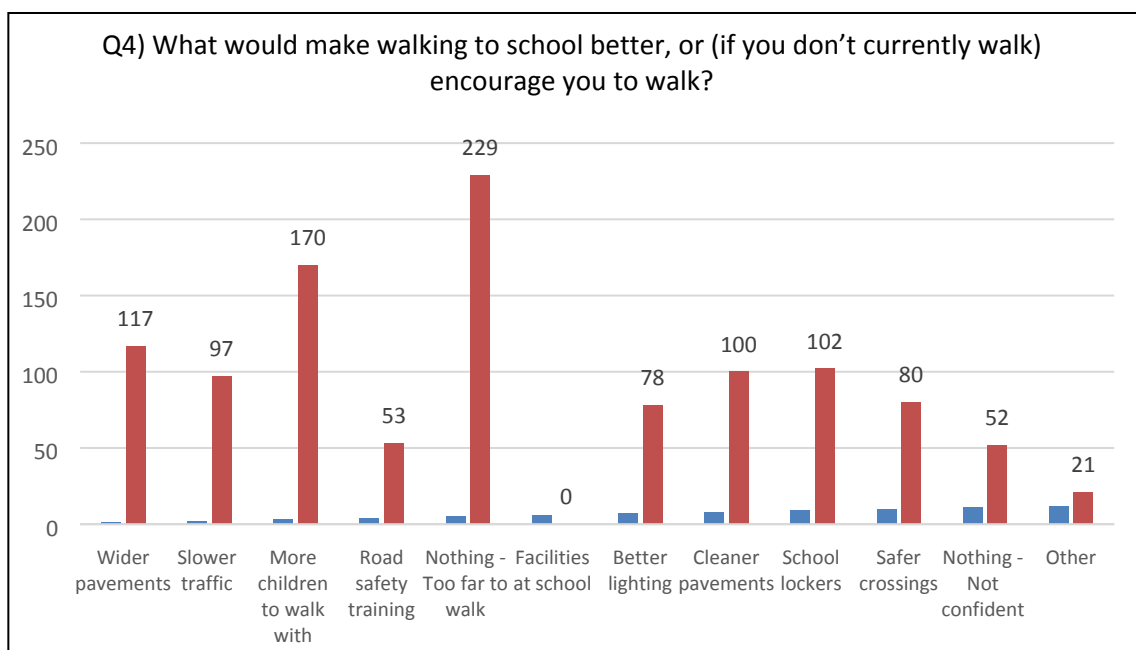
Question 2 suggests that the largest proportion of students surveyed take 5 – 15 minutes. 385 pupils (43%) take this time to travel to school, and 367 pupils (41%) take this time to travel from school. The second largest proportion take 16 – 30 minutes to travel to and from school. In such timeframes, it is possible to reduce the time it takes to get to school by using active methods of transport such as cycling.

**Q3) How many students would like to walk / cycle on a more regular basis? (That currently don't)**



Question 3 highlights that 20% of students surveyed, who do not currently walk to school would like to on a more regular basis. While 12% of students, who do not currently cycle to school would like to on a regular basis.

**Q4) What would make walking to school better, or (if you don't currently walk) encourage you to walk?**

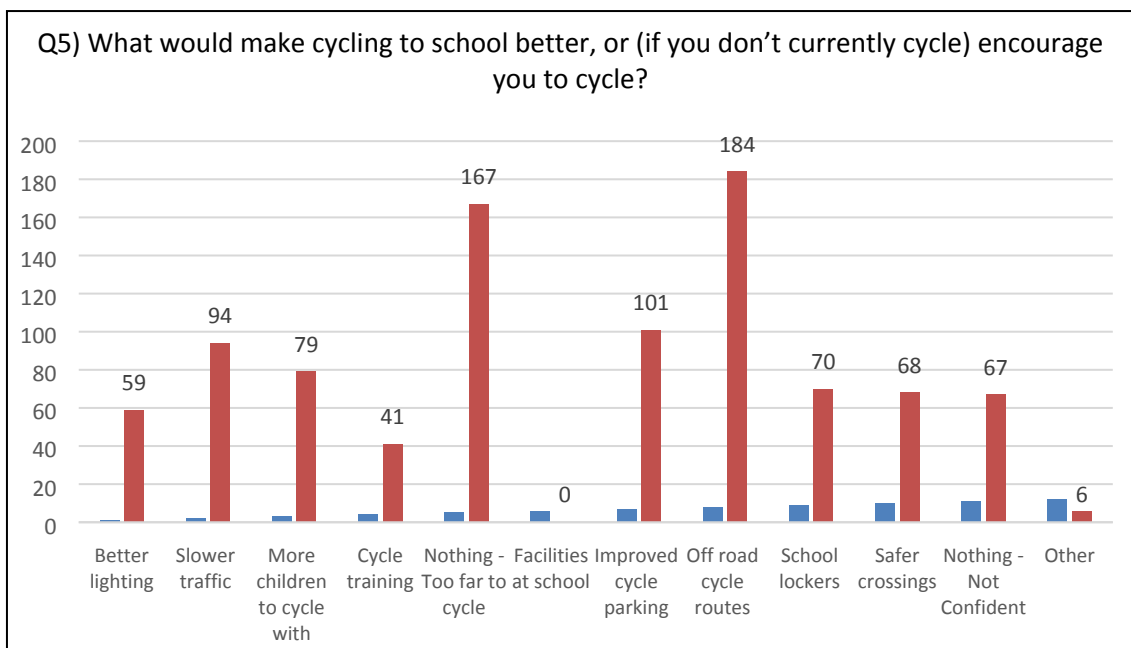


The most popular remark submitted in question 4 was that it was too far for students to walk to school – which is reflected in the high number of journeys made by bus. As such, students who believe that distance is a significant factor would significantly benefit from cycling to school instead of walking. The Active Travel (Wales) Act targets those individuals who are willing and able to participate as part of their everyday journeys, in this case, the pupils who live within a distance that can reasonably covered by bicycle.

In relation to encouraging walking, over 100 students across the two schools suggested the following to improve how they actively travel to and from school:

- More children to walk to school with;
- Wider and cleaner pavement; and
- School lockers.

**Q5) What would make cycling to school better, or (if you don't currently cycle) encourage you to cycle?**



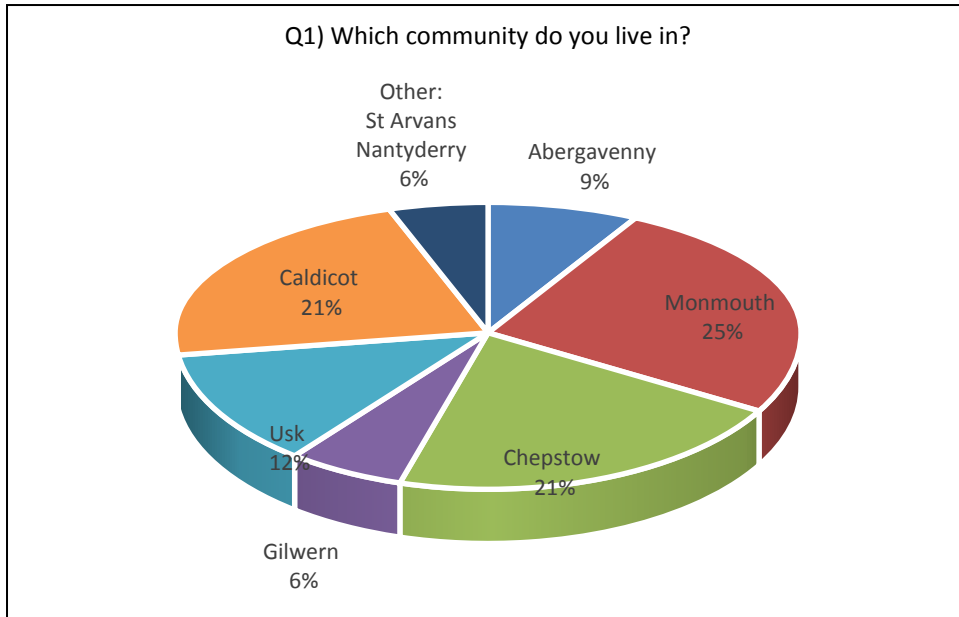
Similar to the results in Question 4, students highlighted that it was too far for students to cycle to school. However, the highest priority for students is off-road cycle routes, as well as cycle parking. This suggests students are concerned with the safety associated with cycling to and from school.

Providing lockers and improving cycle parking facilities are relatively inexpensive solutions that may encourage more students to cycle or walk to and from school. The provision of off road cycle routes is a more expensive and long-term solution which will be difficult to implement.

In relation to encouraging active travel for school students, question 3 highlighted that there is a demand for students would like to increase the amount of active travel. Providing the results from question 4 and 5 are implemented and rolled out across the County, this suggests that there will be an increase in the number of students who actively travel to and from school in the future.

**Appendix 6 – Online Results**

**Q1) Which community do you live in?**

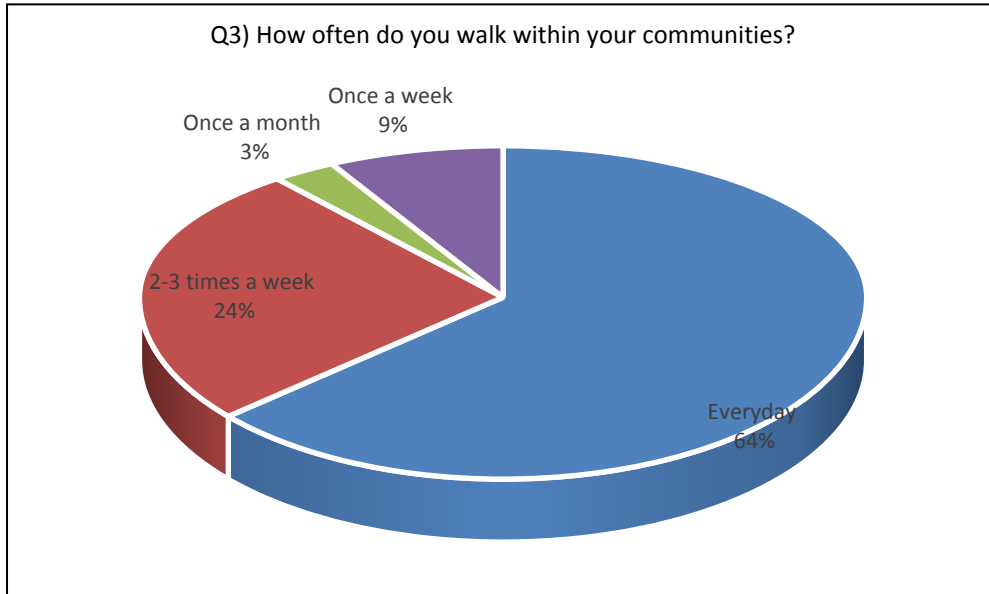


In response to the online questionnaire, the largest number of representations submitted were from Monmouth (25%), while Chepstow and Caldicot both represented 21% of the total submissions. In total, 33 responses were received, and have been analysed and responded to within Appendix 3 of this Consultation Report.

**Q3) How often do you walk within your communities?**

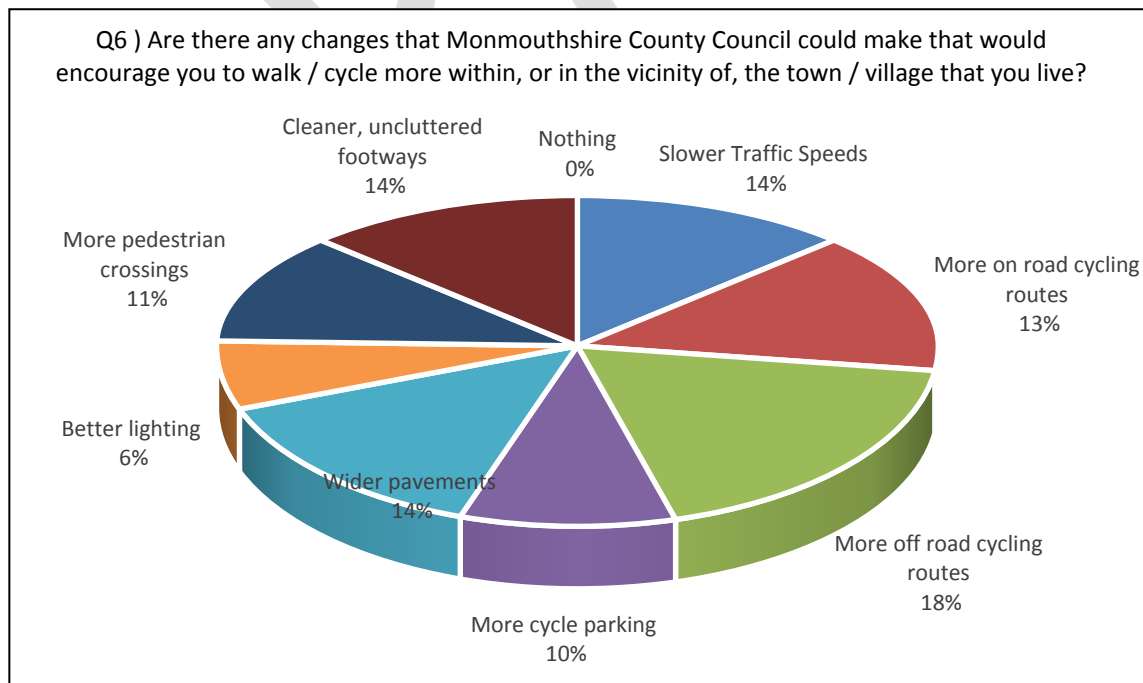
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Question 3 highlights that a high proportion (64%) of the respondents walk everyday within Monmouthshire. In addition, question 3 highlights that there are more individuals who walk regularly than irregularly.

**Q6 ) Are there any changes that Monmouthshire County Council could make that would encourage you to walk / cycle more within, or in the vicinity of, the town / village that you live?**



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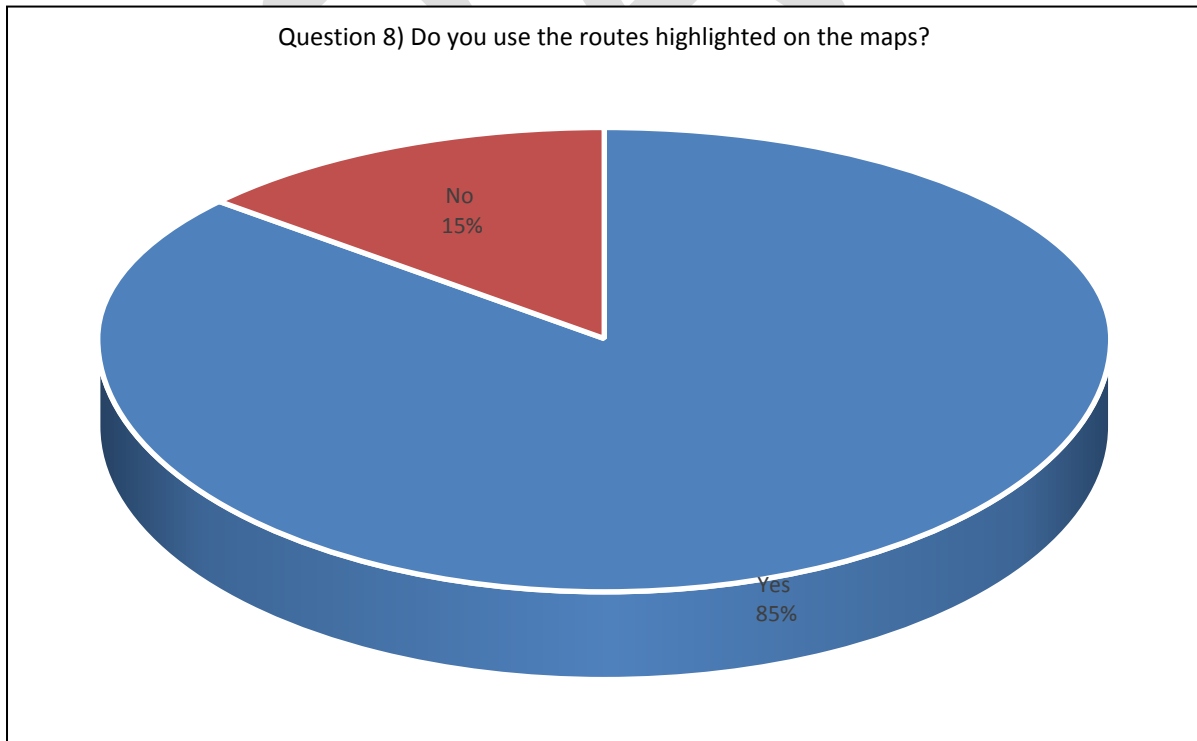
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Question six aims to understand why some respondents do not actively travel throughout the County. The three largest responses were that there is a demand for more off-road cycling routes, wider pavements, slower traffic speeds and the cleanliness of footways. All of these responses can be related to the negative perceptions regarding the safety of actively traveling within the County.

Respondents were also encouraged to provide an open-ended response to raise additional issues. As a result, only eight responses were received and were not route specific. As such, MCC will have regard to these responses within the route schedule and works required. The following eight points outline the responses received.

- 1) Cycle lanes alongside roads, not a token thin strip that is impossible to observe while driving a car along the same road;
- 2) Wheelchair access routes;
- 3) Cut kerbs;
- 4) Shared Space.
- 5) A regard for children and their need for non-sedentary lifestyles;
- 6) More bins for less litter;
- 7) More crossings over the River Wye e.g. over metal railway bridge; and
- 8) Less dog mess.

**Question 8) Do you use the routes highlighted on the maps?**



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Of the total number of respondents who answered question 8, 85% answered that they use the routes highlighted on the INM routes presented online. The following question requires an explanation for the reasons why the respondent answered 'No' to the previous question. The following table outlines the three responses received.

- 1) There aren't any off the road that are safe to use with my family;
- 2) Not where I live. I do use the canal tow path from Goytre to Abergavenny or Cwmbran; and
- 3) None of them are on routes I use.

The following table outlines the open-ended answers to the online survey (Appendix 1) which was live on MCC website for 12 weeks.

INM Route	Response <sup>1</sup>	Council Response
M11	Could be extended if pavements installed either along Osbaston Rd and/or St Mary's rd., possibly with a one way system.	Tbd [Draft responses under discussion with MCC officers]
N/A	Improve crossings over the A48 to the station. It's a long walk around to get there	tbd
C9	Main walking route between Bulwark & Chepstow. It's the only route safe to use at night if you're a woman walking alone. I would not use MCC-C4 at night as it's too isolated. As a woman with some walking problems, I find the pavement too narrow. The pavement on the opposite side of the road is wide but most people don't use that side because it presents a problem crossing once you get to the junction at Bulwark corner. They should be swapped over so that the wider pavement is on the side that people actually use. Also there is overhanging shrubbery from adjacent properties which makes the pavement even narrower. How people manage with pushchairs, wheelchairs & mobility scooters- I don't know - it's very dangerous. To make matters even worse, the streetlight is out of action. Living in Bulwark, I should not feel isolated from Chepstow town centre. It's only a 15 min walk. There are no buses after about 17:10 in the evening. I can't afford taxis & would like to walk but feel increasingly unsafe especially in the dark. Even in the daytime that stretch of pavement is unsafe. Sometimes buses mount the pavement when they come from Chepstow to Bulwark, turning left at Bulwark Corner. I've witnessed this first hand when travelling as a passenger on the bus & thankfully not while walking on that stretch of pavement (yet!). I think it's only a matter of time before there is an accident.	tbd
N/A	Token cycle lanes such as on the Raglan road are dangerous. They create a false sense of security and entitlement. They are too narrow for safe cycling	tbd

<sup>1</sup> All responses received are not edited.

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	and the road is too narrow for a car to stay out of the marked lane if there is traffic approaching.	
N/A	I am extremely glad you are doing something, I think focus should be on under-confident riders and children, then allowing cyclists to be un-harassed by traffic.	tbd
N/A	Sometimes was hairy when walking on the Wyebridge because of lorries and cyclists.	tbd
N/A	It needs a pedestrian crossing to join path from St Arvans. At the moment joining the path from St Arvans is extremely dangerous especially for children attempting to cross the busy road where people seem to pay no attention to the speed limit! I would certainly not be happy with my children (when they are old enough) trying to struggle across the road to get to the path in order to walk, cycle to school. Once children reach secondary school age there is no longer a bus provided for them to get to school and my preferred method would be to walk/cycle in the order to keep the kids active. As it stands at the moment I would feel it necessary to either drive them to school or to the path on the other side of the road as there is no pedestrian crossing. It is also in need of a dedicated cycle lane.	tbd
N/A	Improved pedestrian crossings	tbd
C7	The crossing of the road (M48 roundabout exit to Homebase) at the exit of the roundabout is hazardous. The road is busy and cars exit the roundabout at speed. Cyclists and pedestrians do not get much warning of oncoming traffic and when on a bike in particular the angle of approach means that you have to look right behind you! It's a nerve wracking crossing.	tbd
C9	This route is marked as a pedestrian route however it is also heavily used by cyclists as it is the main route to the Bulwark shops and this is where people want to go, or go via to get into Chepstow. The crossing of the A48 is not safe for cyclists or pedestrians and either rely on the good will of drivers on the A48.	tbd
N/A	Could do with being lit for use in the evening.	tbd
U1, U3 & U4	Dangerous roads and unsuitable for younger children or teenagers given traffic speeds and width of highway. These desperately need segregated cycle lanes or tracks to allow for safe use. It is very evident in Usk how few younger and older people use bikes for general movement around town owing to busy unsafe roads. Other segregated routes linking to other communities are needed.	tbd
U7	Lovely route but no wheel chair or pushchair access as steps (this route leads to playground). Alternative route is very steep for pushchairs and wheelchairs.	tbd
U4	Traffic very close to pedestrians over bridge. A separate pedestrian bridge crossing could be beneficial in long term.	tbd
U2	Very narrow pavement as route passes residential property before Island car park. Can make pushchair and wheelchair access difficult. Bridgestreet pavements should be free of A boards.	tbd
N/A	Cut kerbs on Neddern Way, Margretts Way, Churchfield Ave	tbd

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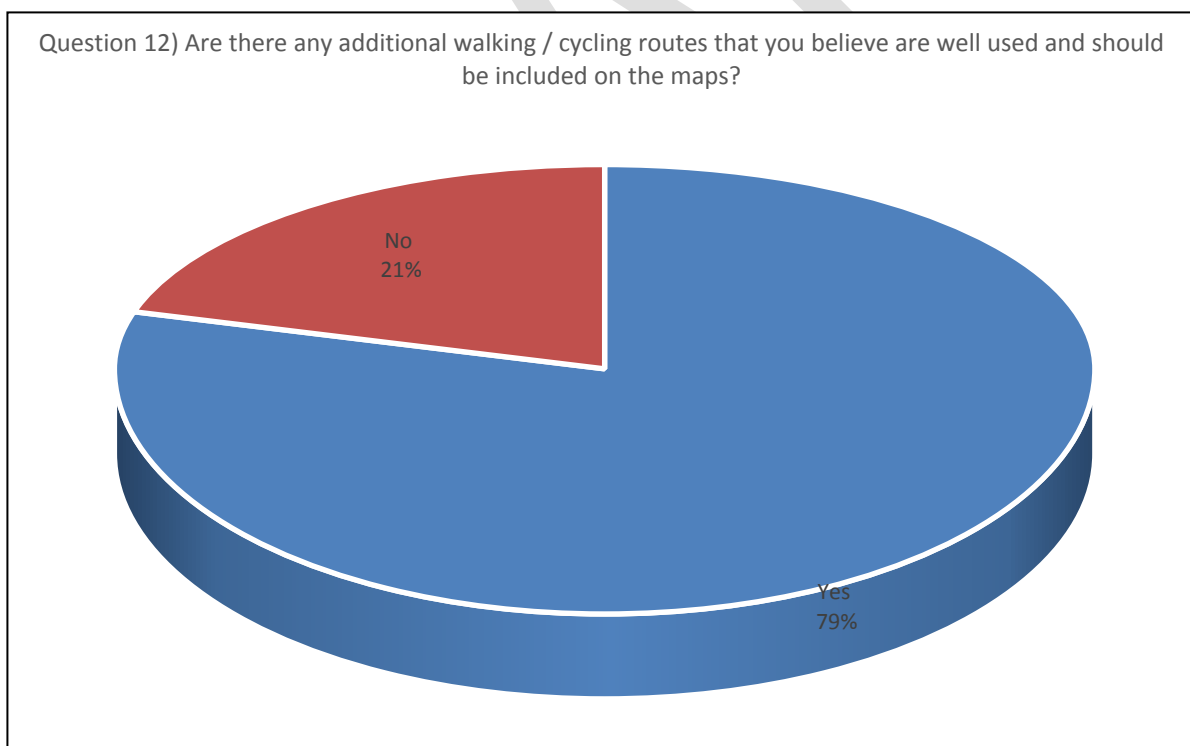
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N/A	Can't make safe for cycling. Move NCN4 to Green Lane. Petition in circulation with details.	tbd
N/A	I live in [Details Removed] and never knew the footpath to the front is a shared cycle path it is narrow and not any signs saying so. Also the path that runs of s any lane alongside church road is not sign posted as a cycle track and is narrow very odd.	tbd
N/A	Uneven surfaces & long way round for pram/disabled access to the castle if following drop curb. Drop curb is right on a blind corner if walking from Pwllmeyric which is dangerous with the speed of some of the traffic.	tbd
N/A	Please try this route on foot (with a buggy or a toddler in tow perhaps) and you will soon realise how unsafe it is. Likewise with a mobility scooter. Uneven, unmarked, and with incomprehension of drivers.	tbd
N/A	Needs bridge over culvert into Kemble Road	tbd
N/A	Slower traffic speeds, less litter, dog mess	tbd
C8 & C11	Why are these not designated for cycling also? Although C8 and C11 are steep they are still useful routes	tbd

**Question 12) Are there any additional walking / cycling routes that you believe are well used and should be included on the maps?**



Question 12 highlights that the individuals who responded to the online survey believe that there are additional routes that MCC should propose. As a result, the following question explores the additional proposed routes further.

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**Question 13) If you answered 'yes' to Q8, please can you describe the locations of the additional routes?**

The following table outlines the additional routes proposed during the online survey. The following table outlines the respondent's proposals, as well as the Council's response to each response.

**Number of Responses: 22**

Response	Council's Response
Linking M3 and M15 across Tibbs Bridge	tbd
A48 Bridge	tbd
The path through the park known as Piggy's Hill. It should be included in the maps.	tbd
Tibbs bridge (pedestrian) crossing of the Monnow near town centre	tbd
We need a good, safe connection from town to the old railway in Llanfoist which is good for cycling. Could there be a pedestrian crossing (lights across the road just after bridge over Usk going away from town for walkers as cars never stop). I commonly use Hereford road. Also would be good to cycle both ways on road from the Angel to the castle (do cars need to use that part of road?). I also commonly cycle on road from Llanfoist to Govilon, which is becoming increasingly busy and fast.	tbd
The Duke Of Beaufort Bridge is used daily from Wyesham to MCC Waste site and Millbrook Nurseries	tbd
Little mill to Usk route	tbd
Woodstock Way	tbd
Canal tow path from Abergavenny to Cwmbran and also around the Bloreng	tbd
Route from Chepstow to St Arvans	tbd
The Usk Valley walk from the island car park along the river Bank.	tbd
You have failed to show the A472 running east from Usk towards the A449 which links to the many lanes to Gwernesney etc. The plans also fail to show the riverside path continuing south from Usk bridge on eastside of river to link with leisure facilities at Cricket and football fields. This is highly used but lacks a good surface for wheelchairs and pushchairs.	tbd
New market Street into old market Street.	tbd
MOD disused railbed leading into Caldicot Country Park and thru Portskewett and outside Bypass to train station	tbd
New integrated path from Town Centre to Leisure Centre and Choir Hall with a 2nd path to Bypass. Petition in circulation with details.	tbd
Route along over the railway bridge from Blackbird rd. to Caldicot station, would be useful to have footpath/cycle route between Caldicot – Rogiet -Magor (off road)	tbd
Walking route over the iron bridge from Wyesham, walking route from Chippenham to the allotments.	
Better connection for pedestrians between "Blake" Carpark north towards Whitecross street.	tbd
Pedestrian / cycle route over the metal railway bridge, via Monmouth Troy Station	tbd

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Route over metal railway bridge, track to Redbrick through Wyesham Woods	tbd
The underpass from C4/C6 through to C8 should be included as a cycle route enabling an uphill link from the station avoiding pollution on the A48. The A48 from Vauxhall road to the bottom should be a downhill route.	tbd
I live on the junction of Union Rd. east and Merthyr rd. School is at our lady in St Michaels. Involves going Merthyr rd. to Brecon rd. both of which no good for cycling for kids. Also the one way bit end of Tudor St. by Angel too narrow pavements. Why not shut it off to cars and just allow walkers and cyclists.	tbd

**Question 14) Are there any improvements the Monmouthshire County Council could make to these additional routes?**

Respondents were requested to suggest improvements that Monmouthshire County Council could make to these additional routes. The following table outlines the suggested improvements, as well as the Council's response to individuals.

**Number of Responses: 19**

Response	Council's Response
Install cycle ramps along steps	tbd
Clear the pavements - it's disgusting at time the amount of filth on their blown there from the road. They're not gritted in icy weather and a disabled person can't get up to Tutshill / Sedbury at the end because of the steps.	tbd
I don't see how it could be improved. This path is already well lit but I would not feel safe to use it at night. It's also a bit too steep for people with walking problems.	tbd
Painted cycle lane Hereford road? Also I understand that improvements being made soon in town centre, which will improve pedestrian experience, I hope that no cycling routes are lost and that there may be the opportunity to add cycling paths/routes.	tbd
Pedestrian crossings should respond quicker when the button is pressed. If part of a road junction pedestrians should not have to wait while drivers take priority.	tbd
Some of the bridges over the tow match are too bumpy to ride and the bridges are too low to cycle under.	tbd
Traffic in St Arvans is too fast and crossing of road (in front of pierce field pub) not safe enough to allow children / young people to walk along footpath into Chepstow. If improved would link the two communities much better	tbd
Make / mark a cycle way	tbd
MCC-C1 should be extended to Wyndcliffe Woods passing through St Arvans. There are existing paths so this would be a quick win, however there are 3 areas that would need improvement.	tbd

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<p>1. B4293/A466 roundabout needs to join the current planned C1 route to the existing footpath/cycle path running next to the race course. At the moment the path ends on the roundabout which is busy, there need to be a safe transition to the cycle path.</p> <p>2. In St Arvans, there is a dangerous crossing of the A466 between the nursery and pub. The bus stop is one side, and there are residents on the other. Also this is where the current cycle path ends and there is not a safe way for children (who could cycle to school) to cross the road where there is a busy, sharp, bend.</p> <p>3. The footpath from St Arvans is in bad repair and doesn't extend all the way to the minor road for walkers to use.</p>	
<p>Make it available for cyclists as access to the College and County Hall.</p>	<p>tbd</p>
<p>Yes, provide a cycle track in highway verge on A472 east of Usk and surface the riverside path running south of Usk Bridge. Please note that the riverside path has been used for in excess of 20 years without obstruction and should be considered a public highway which can be improved. This will enhance the visitor experience in the town and enable disadvantaged group's access to the river. The A472 east of Usk is a very high speed road and I have often almost been knocked by vehicles travelling at high speeds. If you want to improve cycling and walking provision, links to communities like this need improving.</p>	<p>tbd</p>
<p>Work to get funding as this project is good for tourism and lottery funding.</p>	<p>tbd</p>
<p>Build crossing of Longfellow Rd and new path connecting to S7. Also, design and build a new path avoiding playing fields.</p>	<p>tbd</p>
<p>Fill in holes - or tac mac it</p>	<p>tbd</p>
<p>Keep it open and make it good for bikes and pedestrians.</p>	<p>tbd</p>
<p>Make it safe and suitable for walkers and cyclists: register the route as a public right of way / bridleway</p>	<p>tbd</p>
<p>Make these routes official</p>	<p>tbd</p>
<p>As above. Need more cycle paths? Off road. Should look to Germany. Denmark. Belgium for advice. Need to change the concept that car has right of way over pedestrian and cyclist in town by cycle routes and walking routes that have right of way over cars. I feel many drivers in this town drive without respect even for children on the school run. I do not feel that our school walk or cycle is that safe. The majority of people from our school drive less than 500meters. Making the diesel pollution pretty high I guess not just from them though. Should definitely look at the new build estates then could put some purpose build cycle and walking routes in there aimed at kids and under</p>	<p>tbd</p>

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confident cyclists and also walkers. Ideally need to separate path from road by strip of grass or trees. Any thing you do though I am sure will help and I very much appreciate this.

## Appendix 7 – ‘Other’ Representations

The consultation process allowed individuals to submit their representations through a variety of methods. The following table outlines the responses received via telephone, letter and email.

**Number of Responses: 12**

**Number of Individuals / Organisations: 4**

INM Route	Response <sup>2</sup>	Council Response
M1	This route has a stretch where there is no pavement thereby making access to the industrial estate unsafe for workers.	tbd
M4	The path alongside the A40 is muddy in winter, overgrown and the slope up to and along the embankment in to Chippenham field can be treacherous in the wet. The surface needs renewing and paving where presently unpaved.	tbd
M10	Shown on map as cycling only but this is primarily a walking route to avoid the top end of town?	tbd
M14	Pavement uneven on descent towards the May Hill roundabout.	tbd
M16	Shown on map as cycling only but there are residential properties on this road and therefore walkers wanting access to town centre.	tbd
N/A	Walking route from Wyesham Avenue properties to Lidl's along the Redbrook Road (This is a safe route to school).	tbd
N/A	Walking route from Redbrook Road properties to McCool Store and Post Office via Wyesham Avenue.	tbd
N/A	The top end of Wyesham Avenue where it meets Wyesham Road is only single lane and on an incline, therefore, motorists turning in to Wyesham Avenue from Wyesham Road don't see traffic approaching the junction and invariably have to reverse. Walkers and cyclists have to press themselves in to the hedge to allow vehicles to pass. There is land at the junction where a layby could be built so that vehicles could stop while vehicles and cyclists ascending the hill can pass safely.	tbd
N/A	There are cracks in the pavement on the bend in the road and tarmac patches make the surface very uneven. The whole stretch is very narrow and as the speed of traffic has been recently recorded as being between 40-70mph in a 30mph limit, it can be very frightening for vulnerable people walking in to town.	tbd
A18	I attempted to complete the online questionnaire but it crashed on two occasions. In respect of the Abergavenny plan I would raise two points around Llanfoist.	tbd

<sup>2</sup> All responses received are not edited.

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	<p>1. There is an additional walking/cycling route between Llanfoist Crossing carpark and Llanfoist Bridge past McDonald's nursery and the cemetery. This needs a crossing on Merthyr Road at the South end of Llanfoist Bridge end as waiting times to cross can be long. Another crossing is needed at the North end of the bridge to allow access to the Usk upstream from Castle Meadows</p> <p>2. Route MCC-A18 between Llanfoist Bridge and the Heads of the Valley Roundabout is extremely unpleasant and strongly discourages walking and cycling. The road is too wide encouraging speeding; segregated walking/cycle lanes are needed and more crossing points. As the road is unnecessarily wide, there is scope for incorporation of landscaping to segregate walking and cycling.</p>	
M1	This route has a stretch where there is no pavement thereby making access to the industrial estate unsafe for workers.	tbd
N/A	<p>I popped into Monmouth library to contribute to the consultation. I won't labour the point but it was a very poor show. A little table with two willing Capita representatives and a less than useful map. The green line showed current or proposed routes but made no distinction. They weren't able to say what constituted an existing route - I apparently live on one of them.</p> <p>Anyhow - I think the crux is joining the dots on the community. Rockfield in particular is a growing community, Wyesham is another, though growing less. Both are well populated with many families and thus many school children. I would suggest an emphasis (one of many?) on accessing the schools with good, safe routes. That requires different solutions given the geography. Wyesham in particular offers a challenge and an opportunity.</p> <p>A second bridge across the river for walkers and cyclists would allow school children to travel safely from Wyesham into the town without crossing an ever-busier bridge which regularly hosts large lorries and is busiest at school entry and exit times. I haven't seen an environmental impact assessment but the proximity to pollution in addition to safety concerns must be an issue worthy of attention. Such a bridge would deliver a second benefit - allowing cyclists ready access to the cycle route which exists on the Hadnock Road.</p> <p>Better signage on cycle routes, better signage to/from town would assist residents and visitors. We have the Wye Valley on our doorstep. We should shout about it and use it. The response to the consultation responses could benefit tourism in this area.</p>	tbd
N/A	Where are the footpaths on the map, those shortcuts and alleyways that allow people to access all parts of Chepstow ON FOOT, the most sustainable and unpolluting mode of transport.	tbd
N/A	What use is it to send me details of exhibitions that occurred last month! This seems that you did not want proper responses to the consultation.	tbd

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<p>N/A</p>	<p>Petition to Monmouthshire County Council for consideration in the Active Travel Act consultation to include integrated path 'The Leisureway connecting Town Centre and Newport Road Bypass and the Leisure Centre and Choir Hall'.</p> <p>No such path is shown on the existing INM map and the construction of Caldicot Secondary School is near completion. Any plans for such a connecting path should now be in evidence. It is important to point out that people have been walking through grass football and rugby playing fields, and through Sudbrook Cricket Club grounds for years. The path needs to be respectful of these and be designed around boundaries.</p>	<p>tbd</p>
<p>S2</p>	<p>Sandy Lane in Caldicot is considered an important walking route from Oakley and Cas Troggy estates, Ysgol Y Ffyn school, Haywain Public House and allotments. Sandy Lane footpaths are also used by people using wheels on chairs, prams, children's scooters and shopping trolleys. There is a new housing development under construction which will increase demand. MCC-S2 is on the INM as a walking and cycling route. If cyclists are to use the road then several kerbs along Sandy Lane (Neddern Way, Margretts Way and Churchfield Ave) need to be cut and paved to give ease of access by walkers, wheelchairs, pushchairs and shopping trollies.</p>	<p>tbd</p>
<p>S3, S1, S7</p>	<p>Moving the Celtic Trail National Cycle Route 4 from Jubilee Way and Newport Rd to Green Lane is in the best interests of cyclist.</p> <p>Starting at the existing integrated path MCC-S3 (known locally as the Spinal Path) exiting onto Budden Crescent and turning onto Margretts Way, crossing Sandy Lane at the Haywain Pub and continuing down Green Lane where traffic calming, 20 MPH limit, road width and new surface make improvements over the existing MCC-S1 route for cyclists. The crossing of Newport Rd Bypass is via an existing push button light. The route would then connect to the red path marked on the INM then use Masefield Rd behind Severn Cwrt to Longfellow Rd. At this point a new crossing is needed and a new path connecting to MCC-S7 which leads to both Severn Tunnel Jct and Caldicot Rail stations. This new path is through car park and walking paths for flats opposite and west of Masefield Rd.</p>	<p>tbd</p>
<p>N/A</p>	<p>A multiuse footpath connecting Town Centre to Caldicot Leisure Centre and Choir Hall and to residences outside the Newport Road Bypass is needed as part of the Active Travel Act Integrated Network. No such path is shown on the existing INM map and the construction of Caldicot Secondary School is near completion. Any plans for such a connecting path should now be in evidence. It is important to point out that people have been walking through grass football and rugby playing fields and through Sudbrook Cricket Club ground for years. The path needs to be respectful of these fields and be designed around boundaries.</p>	<p>tbd</p>

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S2, S3.	Improvements in the walking footpath connecting Castle Lea to Church Rd and crossing said road to Llanthony Close and joining MCC-S2 is needed as part of the Active Travel Act Integrated Network. This path serves Castle Park Primary School and connects to MCC-S3.	tbd
N/A	A multiuse path connecting Caldicot and Crick along the disused MOD rail bed is needed as part of the Active Travel Act Integrated Network. No such path is shown on the existing INM map and consultations and planning work has begun on this project. This traffic free path would move the Celtic Trail National Cycle Network Route 4 off Church Road with its increased traffic due to Caldicot housing development and with speed and walled curves.	tbd
N/A	<p>Whilst you and your colleagues are to be congratulated on the hard work you have put into developing the map, it fundamentally fails to deliver the ambitions of the Active Travel Act and is not therefore fit for purpose. My main concern is that the plans do not identify a comprehensive and joined up network to encourage and enable active travel, primarily because they fail to include footways adjacent to roads throughout the town. How can a plan that purports to improve conditions for pedestrians fail to identify pavement parking as a barrier to more walking? Try walking down the northern footway on Stanhope Street or either footway on Mount Street after 6pm.</p> <p>Monmouthshire County Council is failing in its statutory duty as a Highways Authority to provide reasonable facilities for pedestrians on a number of streets in Abergavenny and the active travel map does nothing to address that failure.</p>	tbd
M4	<p>I attended a meeting of about a dozen interested parties at the Shire Hall last night to discuss Active Travel routes in relation to Monmouth. The meeting was called by Cllr Jamie Treharne who chaired it. Gwyn from Sustrans was there to add some expert response. Some doubts were expressed about MCC being able to provide the man power necessary to submit the Capita report to WG in time.</p> <p>M4. There was talk of a new cycle and pedestrian bridge partly financed by Haberdasher's. This would seem to facilitate the removal of the upstream pavement on Wye Bridge and so allow a permanent green filter on the proposed third lane over to Wyesham on A40.</p>	tbd
M8	I am in touch with both Taylor Wimpey and Barrat's (David Wilson) about providing the cash before 150th unit is sold. If work on this route needs to be prioritised then upgrading the footpath from Natural Animal feeds on Wonastow Industrial Estate west to Kingswood Gate would appear the most urgent. What does £100k pay for? All the work including lighting or just part of it? Do we need match funding from Active Travel?	tbd

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	<p>Gwyn from Sustrans suggested coming up with 5 key routes. My task is to progress matters only on M8 and on the Budgens Bridge.</p> <p>A meeting is to be called for the group in the first week in January</p>	
M1	None of those attending saw how this Wonastow Road route could be made safe and wondered why it was still on the list of proposed routes	tbd
M5	M5 serves no purpose as parents have to deliver their children to Agincourt School and according to the Headmistress of the school none would approach it from this direction.	tbd
M2	The loop across Beaufort Bridge and across the playing field of the Haberdasher's Sports field has been deleted from Christian's map of 2015. We are not sure why?	tbd
N/A	Not on route map but a new pedestrian and cycle bridge over from the new Rockfield car park to the former Budgens car park. I have discussed this with Mark Hand and Ben Winstanley who both think it is a good idea. I am engaged with the Royal Monmouth Royal Engineers (militia) about them providing the bridge under the Army Covenant. I am hoping for some progress on this soon.	tbd
N/A	<p>I submitted answers to the questionnaire - it was challenging as although I had answered questions I was asked to answer questions already answered. Eventually managed to submit, but not easy.</p> <p>Additional point, the link between Wyesham and Brook Rd using the old railway line should be part of any strategy to encourage active travel and better pedestrian/cycle links along route M4, probably with a dedicated pedestrian/cycle bridge</p>	tbd
N/A	The following signatures are given as evidence that Sandy Lane in Caldicot is considered an important walking route from Oakley and Cas Troggy Estates, Ysgol Y Ffin school, Hawain Public House and allotments. Sandy Lane footpaths are also used by people using wheels on chairs, prams, children's scooters and shopping trolleys. There is a new housing development under construction which will increase demand. Several kerbs along Sandy Lane (Neddern Way & Margreets Way & Churchfield Ave) are not cut and paved to give ease of access by all users.	tbd
S2	The following signatures are given as evidence that improvements in the walking footway connecting Castle Lea to Church Rd and crossing said road to Llanthony Close and joining MCC-S2 is needed as part of the Active Travel Integrated Network. This path serves Castle Park Primary School.	tbd

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	Please consider this petition as a request to include and improve this important path which has fallen into disuse due to no pedestrian crossing of Church Rd and obstruction from fencing, poor surface and lighting.	
M8	MCC-M8 links the top of Wonastow Road, Overmonnow Primary School and Kings Fee on to the Wonastow Road Industrial Estates and on via a spur on the footpath to the new Kingswood Gate housing development (eventually 325 houses or more). The foot and cycle path is already well used as far as the Industrial Estates by residents, accompanied primary school pupils and staff of the businesses on the industrial estate. The footpath is already well used by local people out for walks. It is also referred to as footpath 375/257.	tbd
M6 to M3.	This section of perhaps just 100 metres links the two routes. The link is already recognised in the Safe Routes to schools and would be used by children from the Rockfield Estates area reaching the Comprehensive School and Haberdashers School for Girls. To make this route effective it would require a new pedestrian crossing and traffic lights instead of the mini roundabout.	tbd
M4	This necessity for this bridge with photographs supplied has been outlined in detail in Chris Munslow's letter to Capita of 14th January 2018 and it is included as a top priority in the Monmouth town Council submission.	tbd
N/A	<p>The Troy Gardens over Beaufort Bridge to Redbrook Road has been used by many residents of Wyesham for exercise, but also for getting to work on the Wonastow Road Industrial Estates.</p> <p>All other routes described in the letters from Chris Munslow and Monmouth Town Council have merits. The routes we feel have no merit for consideration are MCC-M1 and MCC-M5. MCC-M1 because of the ditch and incomplete pavements and great difficulty in improving the route it is considered MCC-M8 a much safer route into town. MCC-M5 leads from Wye Bridge to Agincourt Primary School. The school has made it clear to us that all children must be accompanied to school and those choosing to arrive by cycle with their children will remain a very remote possibility. This route is already part of the Wye Valley Walk.</p>	tbd
N/A	<p>This includes constructing a new Pedestrian/Cyclist bridge across the River Wye. My reasons for this being my first priority, is because the existing Grade II stone bridge which was last widened in 1879! Is I feel a disaster just waiting to happen! I'm informed that between 2500 and 3000 Haberdashers School Children alone walk across the bridge daily in term times, nearly all unsupervised!</p> <p>In addition to the Haberdashers School, one also has to consider all the Comprehensive School Children that cross the bridge from the Wyesham</p>	tbd

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side. I don't know the exact numbers but would estimate approximately another 100 – 200 daily.

Not forgetting the normal adult pedestrians estimated at 500 – 1000 daily!

Young school children walking four abreast across the Wye Bridge on a footpath that is only about 1.5 meters wide! Bearing in mind that the recommended Highway footpath width should be a minimum 1.8 metres wide

Another concern of mine in that the road widths over the Wye Bridge are only 3.1 metres, where as they should be 3.6 metre minimum width!

Bearing in mind the number of large heavy lorries that continually cross the bridge, as I said I feel it's an accident just waiting to happen!!

Whilst raising this issue I feel it may be of assistance if CAPITA could work in conjunction with Monmouthshire County Council and The Welsh Government in respect to their plans to construct a "Third Lane" at this location, as if you do it is my opinion that a lot of money could be saved by both sides if they worked together.

See my thoughts below:-

1. Having studied the MCC Third Lane Plan of the A40/A466 Wye Bridge Junction improvement, I notice that the proposed road widths are only indicated to be 3 metres wide, whereas presently the road widths are 3.1 metres wide, but may I say these still don't comply with the Highway's regulations, which recommends that road widths should be a minimum of 3.6 metre wide.
2. If you study the photographs above you will see that the heavy lorries find it very difficult to drive exactly between the kerb and central white line, partly because of their width but also after crossing the main section of the bridge there is a 20 degree change of direction in the road, which necessitates them crossing the white line over and into the oncoming road traffic, or as an alternative to mount the pavement! (May I suggest you look at the worn concrete kerb at that location!
3. Again looking at the MCC Road plan I see it is planned to construct a temporary footway / footbridge which I estimate is about 22 metres long which will to my estimate, cost at least £100K - £200K alone, maybe more! Which on completion will have to be taken away, plus the possible complications of having to form an opening in the ancient Bridge wall! All Dead money!
4. I also beg the question, how will they be able to widen the footpath with it being constantly used by pedestrians!
5. My next concern is, are there any plans to widen the footpaths and the road to the Wyesham side of the bridge as these again are very narrow and particularly dangerous for pedestrians and cyclists!
6. Similarly the road and footpath over the old railway bridge are both too

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	<p>narrow and no plans seem to be in place to widen them!</p> <p>I would like to suggest/propose that CAPITA / MCC &amp; WG (Plus possibly Sustrans) work together to carry out a joint plan for the Wye Bridge. I list my preferences as follows:</p> <ol style="list-style-type: none"> <li>1. To construct a new pedestrian/Cyclist bridge over the River Wye as per my plan "A" at one of the locations as shown.</li> <li>2. This would automatically leave the bridge totally clear of pedestrians and cyclist, so allowing the bridge to be upgraded purley for vehicles!</li> <li>3. Similarly with the proposed footpath as shown in blue that could simply be constructed alongside the old railway bridge then this would allow the old railway bridge to be upgraded just for the use of vehicles!</li> <li>4. This footpath could also go under the old railway bridge going south towards the Redbrook road, which would help greatly with a safer footway &amp; Cycle route.</li> <li>5. As a contribution towards the new bridge the cost of building temporary bridge alone as item 3 on page 3 above would contribute substantially towards the costs!</li> </ol>	
N/A	<p>Priority #2 Down Wyesham Avenue to the A466, to include a road crossing at the junction with A466.</p>	tbd
N/A	<p>Priority #3. Williamsfield Lane is very important as residents on the new Kingswood Estate have no safe footpath or Cycle route to Monmouth Town centre.</p>	tbd
N/A	<p>Priority #4 It would be sensible to link MCC-M6 to MCC-M3 along Watery Lane.</p>	tbd
N/A	<p>Priority #5 Again it would be sensible to link MCC-M3 from Osbaston Road where it joins MCC-M11. Construct a new road crossing on the Hereford Road over to and then along Monkswell Road to link up with MCC-M13 Dixton Road.</p>	tbd
N/A	<p>Priority #6 Footpath across Chippenham especially where it passes between the A40 and the Haberdashers School needs attention.</p>	tbd
N/A	<p>Priority #7 Upgrade footpath/Cyclist route up into Wyesham Village as this existing footpath is in a poor condition!</p>	tbd
N/A	<p>In respect to the plans to construct a Third Lane, my only reservation is that it will only be a short term solution! As traffic predictions suggest that in another 10/20 years alone, the traffic flow on the A40 could well double, and</p>	tbd

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	<p>unfortunately, The A40/A466 junction at Monmouth will still be the only traffic lights junction on a Trunk Road in the Country!</p> <p>A totally new bridge across the River Wye by the Dixton Roundabout over to the Hadnock Road would in my opinion be much more sensible option as it would allow the traffic lights to be removed, which would also substantially ease the ever increasing pollution issue at this location and leave the original Wye Bridge free for pedestrians and cyclists to use!</p> <p>It would be interesting to hear if anyone has considered this option!</p>	
A18	<p>Pedestrian / cyclists routes to Llanfoist from new bridge over the Usk. Alter unnecessary five-lane road near Waitrose. Widen pavements; create separated cycle paths in both directions: Create tree lined approach to Abergavenny</p>	tbd
A1 / A3	<p>Sort route 46 crossing + Better link from Meadow/Usk new bridge.</p> <p>Sort out Bridge Inn crossing to make sense of new bridge investment: plus alter roundabout to traffic light junction: Sustrans Route 46 crossing!?</p> <p>Noted that at recent bridge consultation re-configuring of Merthyr road approach to Waitrose roundabout was not included but a proposal has been made by MCC.</p>	tbd
A4	<p>Re-instating old route from Brecon road to Tudor street to allow vital connection from centre of town to Hospital</p> <p>Union Road East: create one way contra flow route for bikes coming into town from Hospital / Brecon road. Put mirror at junction to aid seeing traffic coming up Merthyr road from bridge.</p>	tbd
A17	<p>Improving the pedestrian /cyclists route from the new bridge to Tudor Street</p> <p>Re-instating the old Byefield Lane access gradient to Tudor Street to make easier pedestrian and cyclist access from the Meadow</p>	<p>This response is noted. MCC-INM-A2 is currently a proposed route to link the proposed bridge towards the centre</p>

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		of the town.
A21	<p>Improving the Lower Castle Street for pedestrians.</p> <p>Lower Castle Street: Proposal to make single shared surface with rumble strip at junction.</p> <p>New rumble strip of setts at start to street to slow traffic.</p> <p>Neither current footpath is adequately safe. It requires a Stop or Give Way at the top of rise to avoid dangerous corner.</p> <p>A single surface with emphasis on being mainly a pedestrian dominated space. Whole Angel junction requires traffic lights</p> <p>New rumble strips to slow and warn drivers of shared surface</p>	tbd
A3	<p>Extending the cycle / pedestrian route along Meadow / Usk to better link to station</p> <p>Possible cycle entry route to meadow opposite Station Road.</p> <p>Note gap in property ownership lines suggest there was a way through when this map was done opposite the entrance to Station Road.</p>	tbd
A3	<p>Better link from Meadow cycle/pedestrian route to Station avoiding A40 Monmouth Road</p> <p>Station Road / Monmouth road junction: cycle route traffic light crossing to Meadow cycle route to new bridge and Llanfoist.</p> <p>Station road looking to junction with Monmouth Road. Needs eventually traffic light crossing.</p> <p>Create two way cycle route up ridiculously wide station road.</p> <p>Check property ownership for new route. Possible new route for cycle path to Meadow</p>	tbd
A21	<p>Monk Street / Lion Street Junction: make cyclist / pedestrian traffic light crossing to aid east / west movement: move lights from near St Marys to new location.</p> <p>New pedestrian / cyclist crossing with new lights. There will be a contra flow cycle route here going west along Lion Street. Lion Street pavement to Morrisons</p>	tbd

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	New pedestrian / cyclist crossing with lights a grid box with stop lines pushed back would allow buses to turn left out of Lion Street onto Monk street going North	
A4	<p>Improving pedestrian route Hereford Road + slowing traffic speeds.</p> <p>Hereford Rd up near Richmond road turn. Unacceptably narrow pavement + need to slow traffic: combine solution</p> <p>Widen the pavement so that south going traffic has to wait for up-coming traffic, plus add cycle contra-flow in this and each extended pavement sections all the way down hill on Hereford Road to keep slowing traffic.</p>	tbd
A11	<p>No safe pedestrian route adjacent to Old Ross road: Re-install demolished pedestrian bridge over Gavenny and create new riverside walk + link to Penyfal</p> <p>No footpath on Ross Road to the left</p> <p>Site of demolished Mill pedestrian bridge to Penyfal from Ross Road – reinstate</p> <p>New path to east bank of Gavenny to reach re-instated bridge at the Mill</p> <p>Communities adjacent to and above Ross Road both sides of the Gavenny could link into new bridge and riverside path for safer and more pleasant route.</p>	tbd
	The single most powerful intervention to improve active travel in Abergavenny is a 20mph speed limit on all roads in the town, including all main roads. Signs and enforcement can go some of the way, but design interventions such as narrowing carriageway widths and widening footways, introducing cycle-permeable chicanes, planting trees and reducing sightlines can all contribute to reducing traffic speeds and thus cutting road danger at source.	tbd
	Some residential streets are hostile to cycling due to the volume of rat-running. Measures to discourage rat-running not only enhances the quality of a street as a place to live, but increases its attractiveness for active travel journeys. Modal filters (technical term for bollards) can transform a residential street cheaply and immediately.	tbd
	One way streets were introduced to the Abergavenny to discourage motor traffic from the town centre. But they are a significant impediment to cycling by forcing cyclists onto more hostile distributor roads. Cycle contraflows on one-way streets are the answer. Among these problem one-way streets are Lion Street, Upper Cross Street, Frogmore Street, Lower Castle Street, Market Street, Commercial Street and Union Road West.	tbd

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	<p>New developments (residential and commercial) must be ‘active travel proofed’ at the earliest possible pre-planning stage. It must be made clear to prospective developers that no planning applications will be approved without the provision of high quality active travel routes.</p>	tbd
A1	<p>We are pleased to see this on the to-do list. Without cycle safety improvements to the A4143 and, in particular, the roundabout by Waitrose, the risk is that the new cycling/ walking bridge leads to no increase in cycling, as the roundabout is more intimidating than the existing bridge itself.</p> <p>We propose this roundabout either be converted into a traffic-light controlled junction or a cycling and walking friendly roundabout (Dutch style), with priority for cycles. The most dangerous part of the current roundabout is where traffic is exiting the A465 at speed, and coming around the corner towards the bridge.</p> <p>Another option is to create new crossing point of the A4143 between the bridge and alternatives anywhere near as direct. It is a wide road so there is plenty of space to make improvements. At times motor traffic is fast and intimidating. We would propose a lower speed limit (20mph), narrowing of the carriageway and segregated or soft-segregated cycle lane. If the footways were widened this could be a shared use footway/cycleway, though it should have priority at junctions with side roads.</p> <p>Though it looks on the map as if MCC-A1 connects with Union Road West/East and onwards with MCC-A25, this is an illusion. The connection is via a 22-step flight of steps, which is not compatible with a high quality and fully accessible cycling route.</p>	tbd
A2	<p>We agree. Nevill Street (part of MCC-A2) is shown green, though cycling is prohibited – as it is in High Street and other streets shown in blue. Confusingly this is indicated on the map as a pedestrian route, and on the table of schemes its indicated as a pedestrian route in the “Use” column but the “Proposal” column relates to cycling. If MCC plans to amend the traffic order in these streets to be the same as Frogmore Street they this route should be shown green on the map. Market Street and Cross Street should be shown in green, not blue, as they are key routes in the town that follow obvious desire lines.</p>	tbd
A3	<p>A new link between Llanfoist and the Railway Station is a very good idea. Needs to be continuous all the way to the railway station via Station Road (i.e. not via a link to MCC-A6).</p> <p>We acknowledge that this is aspirational due to land ownership issues but it has great potential. Needs to be tarmac or, at least, very good clean gravel, not mud as at present in many places.</p>	tbd

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	The present gates are just about usable for normal cycles but are difficult or impossible for cargo bikes, trikes, handcycles or cycles with trailers. The gates could be improved to reduce journey times.	
A4	<p>We agree. The cycle/footway from Castle Street west towards Mill Street needs upgrading. This is a potentially very powerful route within the town centre, and much needed as Upper Cross Street is one-way so it's not possible to cycle down it. The off-road cycle/walking route from Castle Street to Mill Street needs a better surface. Though the gradient is steep in places, this has the potential to be a very useful route, and is already part of the National Cycle Network. We regard this as a high priority and a quick win.</p> <p>Furthermore, the junction of Castle Street and Lower Castle Street is a serious accident / near miss blackspot for cycles heading into (and out of) the castle. One of the members of our group is an MCC employee who works at the Museum. She has experienced several near misses at this junction on her ride to work, as cars coming up Lower Castle Street do not expect to meet cyclists going into the castle. There is a very simple solution: a stop / give way line for motors at the top of Lower Castle Street, and a sign indicating drivers are entering a two-way street and cycles are coming from the right.</p>	tbd
A5	This is a useful connecting route but not a high priority as it's already fairly quiet and usable - the new(ish) bollards on the footway are most welcome - thanks!	tbd
A6	We agree. Is there a need for signage too, as this route is little known?	tbd
A7	This route is basically OK, but signage could be improved. There is sometimes conflict with pedestrians at the narrow 'cyclists dismount' section.	tbd
A8	<p>The problem with this route is the A40 crossing. Many cyclists just use the pedestrian signalled crossing, which is not convenient and there are safety issues, depending on the direction. This junction will change fundamentally with the part-pedestrianisation of Frogmore Street as traffic flows on Frogmore Street will be just a fraction of current flows.</p> <p>Old Hereford Road itself rather steep so the desire line for many is more likely to be route A19. However, this is the main route out of town to the north and part of the National Cycle Network. A lot of the traffic using the southern end of Pen y Pound is doing the rat-run via Park Crescent to avoid the A40. Reducing rat-running will reduce the hostility of this road.</p>	tbd
A9	This is rather narrow for a shared use path, and poorly lit. We would be concerned about personal safety issues? There are also steps. This route has been looked at before but we believe the costs of an upgrade are high and could be deployed elsewhere. We do not see this as a priority cycling route, and would prefer attention be paid to improving cycle provision on the	tbd

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	A40 in this area of the town, and using Stanhope Street and Avenue Road as a quiet roads alternative (including a cycle contraflow on Stanhope Street).	
A11	Cars can be a bit rather fast on this road. A 20mph speed limit is required. The roads is wide and narrowing the carriageway would reduce speeds. There are sections of this road frequently used by pedestrians, despite no footways at all.	tbd
A12	This is a good walking route and a potentially good cycling route, however it is rather narrow and the metal barriers are placed too close for many cycles, especially bikes with trailers, cargo bikes, trikes and hand-cycles. Widening the tarmac strip and removing/ replacing the cycle-unfriendly barriers would help.	tbd
A14	This is a potentially very useful route. There is a barrier chicane on one footpath section here that stops use by cycle trailers, cargo bikes, trikes and hand cycles etc and overgrown hedges. There is a lack of signage, and dropped kerbs for cycles. We believe it is a high priority to get a good safe route between the town centre and Mardy, a relatively deprived area where not everyone has access to car. This route is popular with children going to and from schools.	tbd
A15	<p>We agree. Links in this area that avoid the Hereford Road will be very useful. It would be good to link this route to A19 via St Andrew's Crescent. This green (walking and cycling) route presumably serves Ysgol Gymraeg Y Fenni (though the school is planned to be moved to the Deri View Site in 2021), village hall and playing field.</p> <p>The section between Poplars Road and Midway Lane appears to follow private driveways, but there could be an opportunity through the grounds of Hollycroft if this is proposed for development (the owner died last year). The section between Midway Lane and Gwent Road is a footpath, questioning the green status of this route.</p>	tbd
A16	This should be a cycling/waking route, at the very least at the eastern end. It is the only direct route into the town centre for all the residents on the western edge of town. There is a need for more pedestrian crossing points on the Brecon Road.	tbd
A17	<p>This route needs a good surface and to follow the obvious desire lines, rather than weaving a convoluted way through the car park. Ideally tarmac but certainly no mud and giant puddles. Castle Meadows sometimes floods in winter so there will need to be good alternative routes for those times.</p> <p>The route indicated on the INM is through Linda Vista Gardens. This is a very steep gradient for a cycle route. It may be worth considering a route on a</p>	tbd

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	<p>shallower gradient via the Merthyr Road, including measures to improve this road for cycling - speed reductions etc.</p> <p>There are major new housing developments coming to this site (the former police station and magistrates court) so it will be important to serve the new residents with good active travel options. We are happy to help advise further on the alignment selection for this important route.</p>	
A18	<p>The new bridge is a great idea, but it will only be useful if the routes to and from the bridge are of a high quality, in terms of directness, safety and attractiveness.</p>	tbd
A19	<p>It is a top priority of our group to get a safe, direct, attractive and visible route between the new Morrisons supermarket, Bailey Park and Mardy, a relatively deprived area where not everyone has access to car. The links from this route to King Henry VIII school could be improved, e.g. via between MCC-A19 and MCC-A8 via Bishops Crescent and/or Rholben Way and footpaths to Old Hereford Road.</p> <p>Going north on this route, there is a steep hill (Hillcrest Avenue) and so anyone heading to the north/east of the town, will likely want to avoid it and consider taking Park Crescent or Park Avenue in an easterly direction and either taking the Hereford Road north.</p>	tbd
A20	<p>This is indicated as a pedestrian route but there is no way round the fact that the Hereford Road clear desire line for cycles as it is straight and avoids the worst of the hills that rise to the east of the road. It is currently a busy road for motor traffic and narrow in places. We would see the whole road as part of the INM for cycling, but in particular the northern section (north of the junction with Croesonon Road / MCC-A24). In this section there is sufficient width to provide safe, segregated or soft-segregated cycle infrastructure on the road. As there is new development in the north of the town, and more coming in future years (e.g. at the Deri Farm site), this link is important to the future active travel needs of the town.</p>	tbd
A21	<p>Likewise for MCC-A20 above, this should be a cycling/walking route as it's the most direct route into the town centre from the south and south-east end of the town including the railway station.</p> <p>The junction between Upper Cross Street and the A40 (outside the Angel Hotel) is in urgent need of improvement to enable safer use pedestrians, and cyclists. This is probably the most dangerous junction in Abergavenny for pedestrians and should be a priority for active travel improvements. For cyclists, the most dangerous route is when coming southbound on the A40 and turning right or going 'straight on' up Lower Castle Street.</p>	tbd

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	Lower Castle Street is not pedestrian friendly, yet is an important walking route in the town. The footways are very narrow. It needs a single surface, a speed table and/or a width restriction at the entrance (and possibly occasional bollards to contain traffic).	
A23	<p>This route has possibilities, especially as King Street is soon to become two-way. Park Crescent used as a cut through to avoid the A40 and there is lots of traffic, some of going too fast. This route is part of National Cycle Route 42 but is rather indirect, and poorly signed.</p> <p>The surface is poor in parts. Many cyclists would likely prefer to take Route MCC-A8 down Frogmore Street and onto Pen-y-Pound. The crossing point of the A40 is not designed for easy use by cycles.</p>	tbd
A24	A useful link and not too bad in its current state.	tbd
A25	This is a useful short connecting route to the A40 but the problem is that Commercial Street is one-way (southbound only) at its very northern end. This route is inaccessible from MCC-A1 because of the flight of 22 steps connecting them (the roads are at very different levels). We would sooner see cycle improvements to the A4143 as it's more direct and more useful.	tbd
G1	The Surface poor in parts but maintained irregularly by canal trust. Very steep access to road at eastern end, possibly too steep for some people to even push their bikes up?	tbd
G2	A tarmac path through park. OK for pedestrians. Too narrow for shared use?	tbd
G3	Along the main road but all 30 mph zone with good footpaths and some pedestrian crossings. We recommend a 20mph limit or a wide shared use path that meets the design standards of the Active Travel Act and has priority over side roads.	tbd
G4	This route includes New School Lane, which is one-way (southbound). This route serves Gilwern Primary School, but the alternative route along Common Road avoids the one way stretch. A shared use path should be wide enough to meets the design standards of the Active Travel Act and should have priority over side roads.	tbd
G5	<p>This is a very important route as it links two new housing estates with the school and yet has no footway for much of its length and is narrow with fast cars using Cae Meldon and Ty Mawr Road as a rat run. This is a known issue that should have been addressed when planning permission was granted to the housing estates.</p> <p>At present MCC-G5 is unsafe for pedestrians and cyclists. (Note neither housing estates appear on the INM). A shared use path should be wide enough to meets the design standards of the Active Travel Act and should</p>	tbd

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	have priority over side roads. If no shared use path is possible, then speed reduction, cycle permeable chicanes and other measures to stop rat running are recommended.	
Cycle route missing from INM	1. Merthyr Road from A40 to A4143 - this is a key linking road, and no matter whether there are good links across Castle Meadow, this will always be faster and more direct, therefore a popular choice for cyclists travelling between Llanfoist and Abergavenny town centre. Also, when Castle Meadows floods, there will need to have an alternative route. It should be part of the INM.	tbd
Cycle route missing from INM	2. A link between MCC-A1 and MCC-A8. At present the map shows no link (MCC-A25 is no good as (a) it's at a completely different level, requiring access via a flight of 22 steps - not suitable or attractive for most cyclists and (b) Commercial Street at the northern end of MCC-A25 is one-way).	tbd
Cycle route missing from INM	3. East-west links from MCC-A11 to MCC-A19. These are already there, on residential streets, but depend on suitable crossing points on Hereford Road. Oxford Road – Park Avenue is one possibility. There are elevation differences on the western side of MCC-A11 that need careful consideration.	tbd
A18	Priority for Improvement:  New walking/cycling bridge to Llanfoist. We support the idea of a new bridge as it will provide a safer and more pleasant (though possibly slower and less direct) alternative cycling route between Abergavenny and Llanfoist.	tbd
	Priority for Improvement:  Various. Phase 3 of the town centre public realm works already underway. This includes a west-bound cycle contraflow Lion Street and improved cycling access to northern end of a part-pedestrianised Frogmore Street from the A40. We would like to see traffic orders amended to allow cycling on Nevill Street (part of MCC-A2) and High Street.	tbd
A1	Priority for Improvement:  Approaches to the Llanfoist bridge(s), especially on the Llanfoist side. The roundabout outside Waitrose is more hazardous and hostile for cycling than the present bridge over the Usk. Building the new bridge must be accompanied by measures to provide safe, attractive and direct journeys onward journeys through this junction and into Llanfoist.  We believe a new traffic-light controlled junction with cycle phases is the best solution. Beyond the roundabout, the B4246 through Llanfoist is excessively wide and fast. There is scope for narrowing the carriageway and providing wider footways and / or dedicated cycle infrastructure here.	tbd

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A19	<p>Priority for Improvement:</p> <p>The spine route from Mardy to the town centre should be a safe, accessible, direct, well-defined and continuous route.</p>	tbd
A3	<p>Priority for Improvement:</p> <p>A new and enhanced riverside route from Llanfoist bridge to the railway station. With nothing more than resurfacing, a high quality route is possible as far as Mill Close (and onwards to the station via Belmont Road, Belmont Close and an alleyway linking to Station Road). A better route would emerge onto the A40 directly opposite Station Road, but this may require a small amount of land acquisition. In either case, a new crossing point on the A40 would be required. A traffic light controlled junction at Station Road / A40 would benefit traffic flow to and from the station, and reduce speeding on the A40 which is a recognised problem by Community Speed Watch. The present cycle route to the railway station via Holywell Close is somewhat circuitous, especially for journeys to and from Llanfoist.</p>	tbd
A4	<p>Priority for Improvement:</p> <p>Castle Street to Mill Street link upgrade (MCC-A5). This is a very quick win. The route is part of NCR 42 but is a very poor surface and there is a dangerous junction with Lower Castle Street. Paint and resurfacing (and even better, works to even out the gradient) is all that is required.</p>	tbd
A21	<p>Priority for Improvement:</p> <p>The Junction of A40 / Upper Cross Street / Lower Castle Street. This is primarily a pedestrian benefit but it would also benefit cyclists travelling southbound on A40 and looking to go up Lower Castle Street or Cross Street. At present this manoeuvre requires cyclists to wait in the middle of a junction with bad sight lines and heavy traffic - not safe or inviting at all. We propose relocating the traffic lights from outside St Mary's Church to this junction.</p>	tbd
G5	<p>Priority for Improvement:</p> <p>Improvements in routes in Gilwern between the school and the two new housing developments.</p>	tbd

## Appendix 8 – Community Engagement

The following table outlines the responses received during the community engagement events.

**Number of Responses: 30**

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<b>ABERGAVENTNY LEISURE CENTRE - 08 NOVEMBER 2017 BETWEEN 09:00 – 16:00 – 5 ATTENDEES.</b>	
<b>Response</b>	<b>Council Response</b>
MCC-A22 – Can you clarify whether the route through the developing Morrisons site is a walking, cycling or shared-use route?	tbd
Would like to see a newly improved link / access to the hospital from all entry points of the hospital.	tbd
Can you please provide a route schedule, as well as audit scores to Abergavenny cycling forum?	tbd
Support the idea of a new footway / cycling bridge over the river as existing bridge by Waitrose roundabout is unacceptable.	tbd
Hereford road is extremely narrow, there are several issues relating to overgrowth from all the houses hedge rows.	tbd
Would like to see cross-road routes across Abergavenny to improve network density. Now, the routes are just all pouring in to town.	tbd
Would like to see maps and signage which notes the time it takes to get to places, as well as what are in specific locations, whether this is for tourism or other reasons such as shopping / commuting.	tbd
Can route references be updated / made clearer.	tbd
Several of the routes throughout Abergavenny are along one-way streets. What are you proposing to do? Will it be acceptable for cyclists to cycle toward oncoming traffic?	tbd
MCC-A7 – the signs around the train station are misleading. Some signs say shared-use, whilst others say cyclists dismount. The signage is causing frustrating between users and causing conflict.	tbd
The maps need to be updated to reflect the newly built-up-areas in Abergavenny.	tbd
The route along MCC-A4, near the Castle and just off Tudor Street is unacceptable / poor condition.	tbd
<b>GILWERN OUTDOOR EDUCATION CENTRE - 09 NOVEMBER 2017 BETWEEN 09:00 – 16:00 – 4 ATTENDEES</b>	
<b>Response</b>	<b>Council Response</b>
Maps do not reflect the development in the south, around the outdoor facility that the consultation event is being held.	tbd

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Lane by outdoor facility is not appropriate, especially as there has been an increase in people living in the area due to the new development. This lane provides access to the school (a trip attractor).	Tbd
Bridge on the main road is of inadequate quality – frequently get punctures along the main road. Don't feel comfortable walking along there either.	tbd
Any development is welcomed to improve walking and cycling infrastructure in Gilwern and Monmouthshire in general.	tbd
New development at the north of Gilwern does not have a route	tbd
<b>MONMOUTH LIBRARY - 13 NOVEMBER 2017 BETWEEN 09:30 – 16:30 – 13 ATTENDEES</b>	
<b>Response</b>	<b>Council Response</b>
Gibraltar House, near MCC-M2 and the old iron bridge has existing issues regarding Rights of Way. Can this route be added to the map as it is a vital route in to Monmouth?	tbd
Update the maps to reflect the newly Built-Up Areas throughout Monmouth.	tbd
The bridge near the Waitrose store is difficult for pedestrians to get over as it is narrow and the traffic is high.	tbd
Plans for a new bridge across the river / main road would assist with improving active travel in to Monmouth.	tbd
A new third lane across the main road would be an issue and discourage active travel in the area.	tbd
Monmouth (private) school have been conducting research on the number of pedestrians and cyclists using the bridge to cross the river. Will this data inform the active travel decision-making process?	tbd
Would be great to see a pedestrian crossing near Rockfield skating park.	tbd
MCC-M3, issues regarding right of way. Sometimes the route is open and on other times it is not. Can there be improved signage to highlight when the route is and is not open. In addition, is it possible to stop traffic through this route?	tbd
From the recreational ground over culvert, there is no way to cross to housing development.	tbd
<b>MAGOR POST OFFICE - 14 NOVEMBER 2017 BETWEEN 09:30 – 16:30 – 8 ATTENDEES</b>	
<b>Response</b>	<b>Council Response</b>
Access from the residential areas to Magor Services as there are shops within the services that are used by residents that are not available within the town.	tbd

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Parked cars along the footway throughout the town centre / town square make it difficult to walk or cycle to do day-to-day activities like go to the post-office or the co-op.	tbd
Walking to the train station from the residential area is not safe. There is not sufficient lighting and makes it a scary walk at any times of the day. Would like to see improved quality and lighting in this area.	tbd
Route maps need to be updated to show street names / key locations as the map is difficult to read.	tbd
<b>USK COMMUNITY HUB - 15 NOVEMBER 2017 BETWEEN 09:00 – 16:00 – 9 ATTENDEES</b>	
<b>Response</b>	<b>Council Response</b>
Continuation of route MCC-A3 in to Abergavenny to make commuting, as well as recreational cycling improvements.	tbd
<b>CHEPSTOW LIBRARY - 17 NOVEMBER 2017 BETWEEN 09:30 – 16:00 – 11 ATTENDEES</b>	
<b>Response</b>	<b>Council Response</b>
MCC-C7 / MCC-C8 no footways on route. Narrow and is a bus route	tbd
Extend route along St. Lawrence Road and create a cut through along Kingsmark Lane.	tbd
Existing route along A40	tbd
Thomas Street one way road create cycle contra flow or shared use path	tbd
<b>CALDICOT LIBRARY - 21 NOVEMBER 2017 BETWEEN 09:30 – 16:00 – 21 ATTENDEES</b>	
<b>Response</b>	<b>Council Response</b>
A route would be good to Dewstow Farm (Dewstow Rd) and Caerwent Brook (Church Rd).	tbd
Please improve the route across playing fields to school in Caldicot.	tbd
Provide a route to the south of Caldicot which is leading east from station.	tbd
A route around castle would be beneficial.	tbd
There should be a route behind allotments.	tbd
Route along disused railway line to Crick.	tbd
A new NCN route would be beneficial and would provide a safe route throughout Caldicot.	tbd
Provide a route along Black Rock Road.	tbd

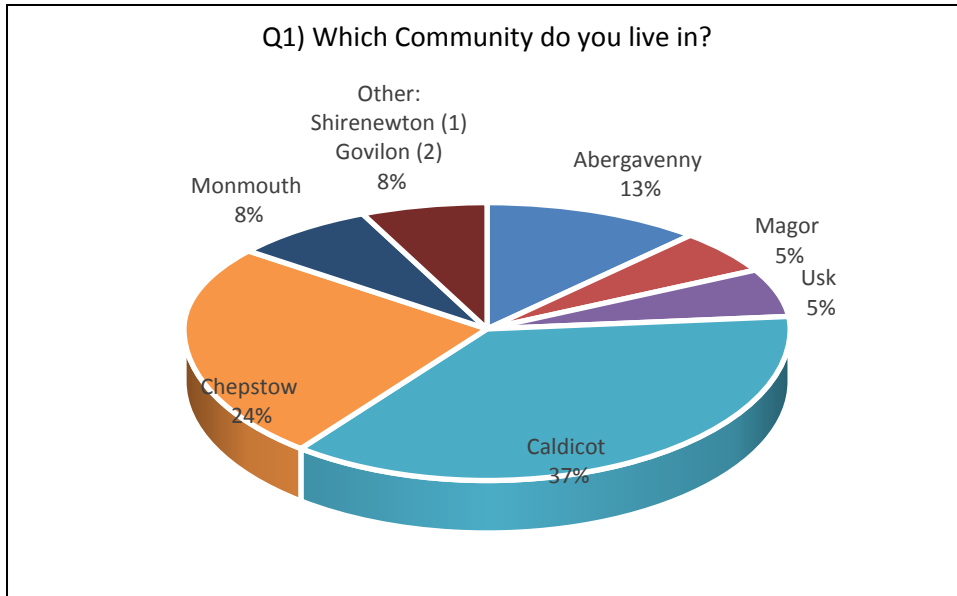
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In addition to the responses received, some individuals complete the hard copy of the online survey during the community engagement events. The remainder of Appendix 8 analyses the results of the responses.

**Q1) Which community do you live in?**

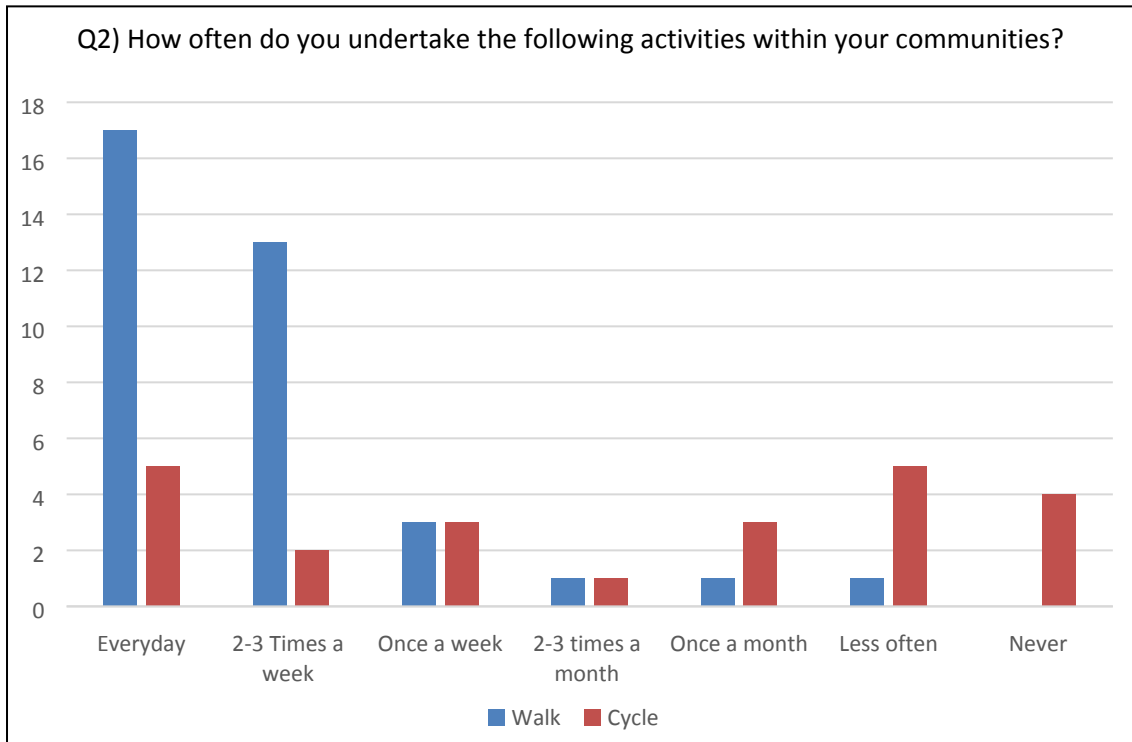


The highest number of surveys complete during one consultation day was in the Caldicot, where a total number of 14 were complete. Nine surveys were complete in Chepstow, while five were complete in Abergavenny. No surveys were complete by individuals in Gilwern.

**Q2) How often do you undertake the following activities within your communities?**

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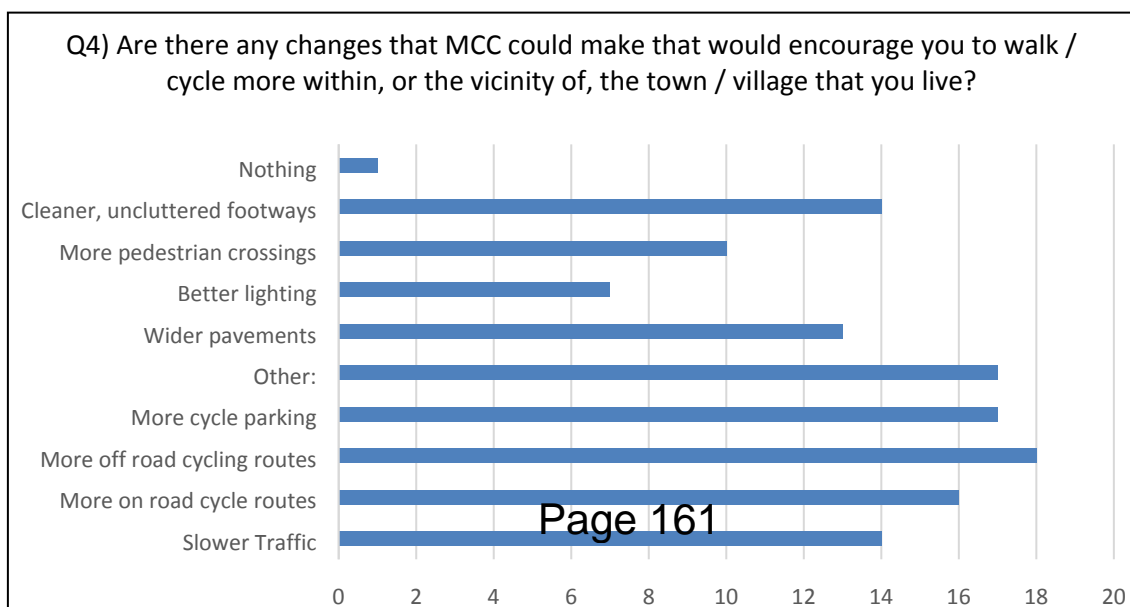


A total of 17 (6.4%) individuals who complete the survey walk every day, while only 5 (1.9%) individuals of individuals cycle every day. Of the 38 individuals who complete the survey, 4 (1.5%) do not cycle every day and 0 do not walk every day.

Question 3, an open-ended question, identified that the four individuals who never cycle is because of the following:

- Alack of unsuitable routes;
- Time constraints;
- Weather; and
- They do not own a pushbike.

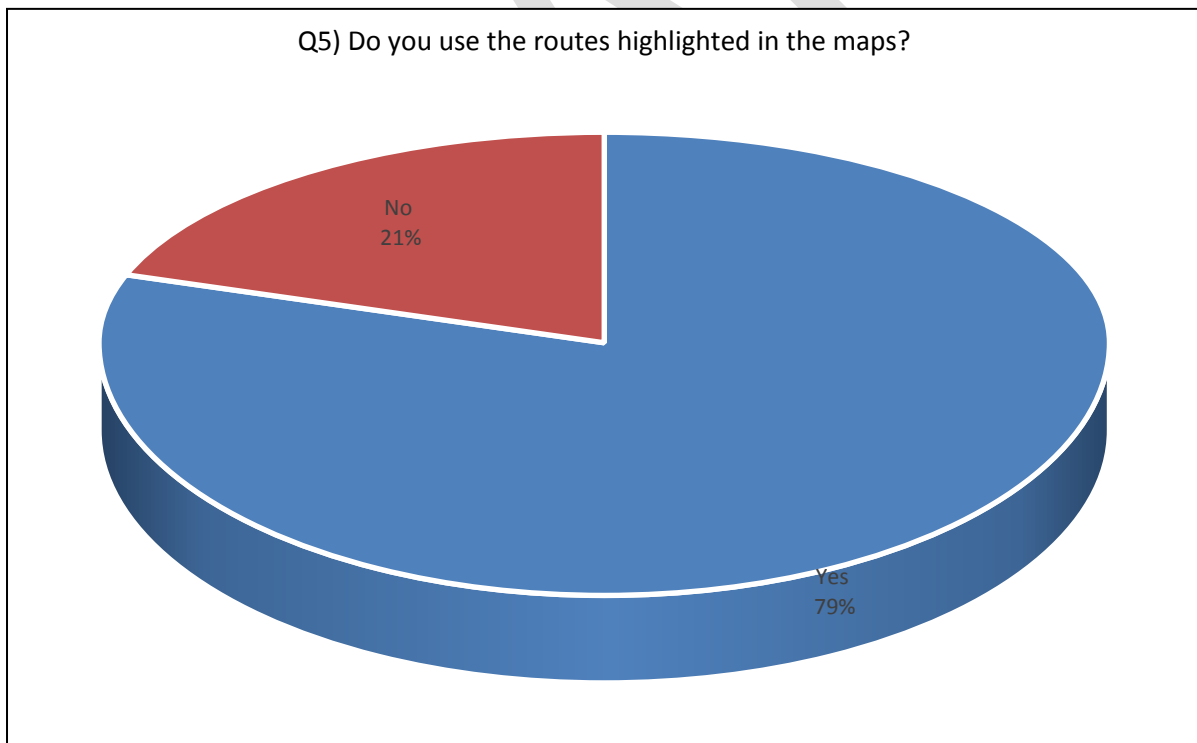
**Q4) Are there any changes that MCC could make that would encourage you to walk / cycle more within, or the vicinity of, the town / village that you live?**





Of the 38 people who completed the survey, 18 (6.8%) request MCC to implement more off-road routes, 17 (6.4%) want more cycle parking / improved maintenance of routes, while 16 (6%) want more on road routes. One respondent believe MCC could do nothing to encourage them to walk / cycle more within the vicinity of the town / village that they live.

**Q5) Do you use the routes highlighted in the maps?**



A high percentage of the individuals who complete the survey at the community engagement event use the routes highlighted on the maps. A total of 27 (79%) use them, whilst 7 (21%) don't.

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Open-ended response received from the hard copy surveys provided during the community engagement events.

INM Route	Response	Council Response
NCN4	Re-route this route on to Green Lane and Masefield Rd.	tbd
S3	Safe crossing point for pedestrians / school children. Also provide on road route between Randy Lane & Castle Entrance  Improve surface & lighting on connecting path to MCC-S3	tbd
N/A	Leisure Way from bypass to Asda	tbd
N/A	Repairs on existing footways	tbd
N/A	Greenway from Mitch roundabout to Crick via MoD rail bed	tbd
S20	MCC-S20 is a good route from Danny View	tbd

Only one individual responded to question six, which highlighted why they never use the routes highlighted on the maps, stating that they do not 'Cycle on B roads and country lanes due to volume of traffic on main roads'.

In response to question seven, there were a variety of requests to improve / change the routes highlighted on the maps. The following table outlines all of the responses received.

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S2	Proper dropped kerbs i.e. level with road on all paths	tbd
S6	Need a dedicated footpath and cycleway between Rogiet and Undy. It's very dangerous for pedestrians	tbd
N/A	Rubbish collection and better walking surface.	tbd
N/A	Bring prices down on public transport because it's never going to happen to get people out of their cars.	tbd
N/A	Too many to mention.	tbd
N/A	Somehow link the proposed bridge across the Wye with the path across the Iron Bridge to form a circular route through the centre.	tbd
N/A	Castle Street to Castle Meadows Gate. Path/route surface very poor for cyclists & pedestrians and definitely not accessible for disabled users.	tbd
N/A	All routes. Identified routes. Traffic calming & speed restrictions. Improvement in road surface.	tbd
C8	Lighting poor, no footway.  Pedestrians can cause problems for buses, possible signage or road markings for pedestrians to walk particular way. MCC-C8. One way.	tbd
C9	Wider pavements at Bulwark Corner.	tbd
MCC-C4	Less gates-they are a nuisance on a bike. Should be extended as a cycle route to Thornwell.	tbd
C7	I uneud y ffordd yn Saffach well, gan fod ceir yn gyrain rhy gyflyn or y ffordd ac mae llawer o gerddwyr yn cerdded arno.	tbd
S7	Bring back original path, off of Silcox land with cycle path and lighting.	tbd
S23 & S4	Walk frequently & pushchairs, kerbs too high in places.	tbd
S7	Path cleared for great access. MOD RAIL. This would be amazing for all leisure way path.	tbd

## Appendix 9 – Workshop Responses

The follow table outlines the responses received during the two workshops held in Usk.

INM Route	Response <sup>3</sup>	Council Response
U6	Not sure about cyclists here	tbd

<sup>3</sup> All responses received are not edited.

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U9	Maybe long term	Tbd
C11	<p>PWLLMEYRIC CHEPSTOW</p> <p>The area in question is between the High Beech roundabout Chepstow and the Chepstow Garden Centre. The aim is to improve the walking experience of pedestrians along that route. There are no crossing points for this road, as a priority a crossing point is needed between the primary school bus stop near chapel lane junction and the secondary school bus stop further up the road, followed by a crossing point near the vets which also have residential properties, as well as a crossing point at the bottom of Pwllmeyric Hill between the 2 bus stops.</p> <p>Crossing points could be achieved between High Beech roundabout and Chepstow Garden Centre by traffic islands or pedestrian crossings. For example Langstone Newport on the A48 has a series of traffic islands to allow pedestrians to cross.</p> <p>The pavement area in the built up area of Pwllmeyric could be widened which would assist in traffic calming in the 30mph zone and enhance the walking experience. However if the pavement was widened then this would be in combination with pedestrian crossings as opposed to traffic islands as traffic islands narrow the road so traffic islands could not be combined with pavement widening. The pavement along the route from High Beech roundabout to Chepstow garden centre varies in quality of pavements in places it is very narrow, non-existent or only on one side of the road, so in order to improve it needs to be surveyed to work out which sections need improvement to enhance the walking experience for active travel</p>	tbd
C11	Can provision be made for cycling?	
G2 & G3	Link between the two schemes.	
C11	Missing link to Pwllmeyric – pavement one side and need crossing near vets and no crossing for primary and secondary school bus stops.	
C9	Improvement	
C10	With improvement to underpass	
S20	Ensure cyclists and motor vehicles are segregated.	
A2	Order needed.	
A3	Aspiration to extend to Ysbytty within 15 years.	
A8	Not sure that this route can be made a safe cycle route.	
A9	A detailed widening scheme for this path was prepared c. 2005 and agreed with school.	
A12	Link into Mardy.	
A15	Needs a connection to A19 'spine route'. Northern end may be difficult.	
A1	Agreed especially at roundabout – narrow footway on west side – crossing point not well sited?	
A2	Order needed.	

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M1	No room for a cycle lane.	
M12	During the week many parked cars serious school etc.	
S6	Extend through to Undy.	
M1	Agree given new housing development in this area.	
A1	To ensure when new bridge is constructed there is a route to town centre.	
N/A	At Llanellen (A4143) need for both pedestrian and cycling facility.	
N/A	Need for pedestrian/cycle route from new housing area along St Laurence road to the comprehensive school.	

DRAFT

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<p><b>Name of the Officer:</b> Roger Hoggins</p> <p><b>Phone no:</b> 01633 644133 <b>E-mail:</b> rogerhoggins@monmouthshire.gov.uk</p>	<p><b>Please give a brief description of the aims of the proposal: Report seeking Council approval of Integrated Network Maps and priorities as required; a duty placed upon the Council by the Active Travel Act.</b></p>
<p><b>Name of Service:</b> Transport/ highways/ Active Travel</p>	<p><b>Date Future Generations Evaluation:</b> 05/02/18</p>

***NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc***

**Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.






Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>As and when Active Travel funding comes available then routes will be created or enhanced to make them suitable for day to day use, not simply leisure</p>	
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>Walking and cycling are better options than travelling by vehicle where suitable routes exist.</p>	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood	Active Travel promotes walking and cycling whenever it is feasible.	
<b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected	The routes are intended to link up various parts of settlements making walking and cycling attractive options to travelling in a vehicle.	
<b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	Reduced demand upon fossil fuels	
<b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation		
<b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances	<i>This includes the protected characteristics of age, disability, gender reassignment, race, religion or beliefs, gender, sexual orientation, marriage or civil partnership, pregnancy or maternity</i>	

**2. How has your proposal embedded and prioritised the sustainable governance principles in its development?**

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?



Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	<p>Creating well co-ordinated and attractive walking and cycling routes will encourage people out of vehicles. This will contribute to reducing our demand upon carbon fuels.</p>	
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>The public and stakeholder groups have had the opportunity to contribute to the INM's in their communities.</p>	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>The public and stakeholder groups have had the opportunity to contribute to the INM's in their communities</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>		
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>These are routes for everyone and walking and cycling will improve the health of users.</p>	

page 169

**3. Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link: <http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or [alanburkitt@monmouthshire.gov.uk](mailto:alanburkitt@monmouthshire.gov.uk)

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	<i>Available to all</i>		
Disability	<i>Ensuring that the routes are designed to be DDA compliant as far as possible will be a priority</i>		
Gender reassignment	<i>Consider the provision of inclusive services for Transgender people and groups. Also consider what issues there are for employment and training.</i>		
Marriage or civil partnership	<i>Same-sex couples who register as civil partners have the same rights as married couples in employment and must be provided with the same benefits available to married couples, such as survivor pensions, flexible working, maternity/paternity pay and healthcare insurance</i>		
Pregnancy or maternity	<i>In employment a woman is protected from discrimination during the period of her pregnancy and during any period of compulsory or additional maternity leave. In the provision of services, good and facilities, recreational or training facilities, a woman is protected from discrimination during the period of her pregnancy and the period of 26 weeks beginning with the day on which she gives birth</i>		

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Race	<i>Think about what the proposal will do to promote race equality with the aim of: eliminating unlawful discrimination, promoting equality of opportunity and promoting good relations between persons of different racial groups. Also think about the potential to affect racial groups differently. Issues to look at include providing translation/interpreting services, cultural issues and customs, access to services, issues relating to Asylum Seeker, Refugee, Gypsy &amp; Traveller, migrant communities and recording of racist incidents etc.</i>		
Religion or Belief	<i>What the likely impact is e.g. dietary issues, religious holidays or days associated with religious observance, cultural issues and customs. Also consider what issues there are for employment and training.</i>		
Sex	<i>Consider what issues there are for men and women e.g. equal pay, responsibilities for dependents, issues for carers, access to training, employment issues. Will this impact disproportionately on one group more than another</i>		
Sexual Orientation	<i>Consider the provision of inclusive services for e.g. older and younger people from the Lesbian, Gay and Bi-sexual communities. Also consider what issues there are for employment and training.</i>		

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Welsh Language	<i>Under the Welsh Language measure of 2011, we need to be considering Welsh Language in signage, documentation, posters, language skills etc. and also the requirement to promote the language.</i>		

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

Page 172

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	There should be no safeguarding implications arising from the promotion of Active travel routes.	Children are being encouraged to walk so it will be the responsibility of parents to ensure that they are safe in doing so.	
Corporate Parenting			

**5. What evidence and data has informed the development of your proposal?**

- There has been extensive consultation in arriving at the draft INM's. The concept of developing Active Travel maps is driven by WG legislation.

**6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?**

The concept of encouraging active travel is a positive benefit but it will be gauged by availability and usage which in turn will, in many instances, depend upon funding and prioritization.

**7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.**

What are you going to do	When are you going to do it?	Who is responsible	Progress

**8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.**

The impacts of this proposal will be evaluated on:	
--	--

**9. VERSION CONTROL:** The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

<b>Version No.</b>	<b>Decision making stage</b>	<b>Date considered</b>	<b>Brief description of any amendments made following consideration</b>
	<i>e.g. budget mandate, DMT, SLT, Scrutiny, Cabinetetc</i>		<i>This will demonstrate how we have considered and built in sustainable development throughout the evolution of a proposal.</i>

<b>SUBJECT:</b>	<b>ADDITIONAL FINANCIAL IMPLICATIONS ARISING FROM A DECISION TO ESTABLISH AN ALTERNATIVE DELIVERY MODEL</b>
<b>MEETING:</b>	<b>COUNCIL</b>
<b>DATE:</b>	<b>15<sup>th</sup> February 2018</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## 1. PURPOSE:

To set out the implications to the Medium Term Financial Plan (MTFP) arising from the move to an Alternative Delivery Model for Tourism, Leisure, Culture and Youth services.

## 2. RECOMMENDATIONS:

- 2.1 To agree that £155,000 be drawn from the priority investment reserve to fund 'start-up activity for the Alternative Delivery Model.
- 2.2 To recognise the need to make provision within the MTFP as part of the budget setting process for the next 5 year period of £388,000, arising from the decision to move Tourism, Leisure, Culture and Youth services into a newly established Alternative Delivery Model.

## 3. KEY ISSUES:

- 3.1 On 29 January 2018, the Council's Cabinet Committee approved the establishment of an Alternative Delivery Model as the best means of enabling a sustainable and resilient future for Tourism, Leisure, Culture and Youth services.
- 3.2 The attached report sets out the terms of the Cabinet approval. Recommendation 2.3 of the Cabinet report sets out a need to provide £155,000 from the Priority Investment Reserve to fund start-up costs of the new model. Drawings of the aforementioned reserve require Council approval. Recommendation 2.4 recognises that to enact the Cabinet decision, a sum of £388,000 will have to be added as a pressure to the current medium term financial plan. Again, this addition requires the approval of Council. Whilst this approval can be secured as part of the budget setting report scheduled for 1 March 2018, to ensure full disclosure it is reported here so it is not lost as part of a wider debate.
- 3.3 The Cabinet report provides the context of the two main options progressed to Full Business Case – 'Transform in House' and 'Establish an ADM'. The latter option now stands as the agreed business model for the delivery of Tourism, Leisure, Culture and Youth services in the future. Work is underway to now develop the first 5-year Management Agreement – included in which will be a comprehensive Evaluation Matrix and Evaluation Framework – which will be considered by Full Council prior to enactment of the ADM. The Management Agreement is a fundamental contractual document and



will govern the interaction between the Council and the ADM and oversee the key obligations, responsibilities and accountabilities.

#### **4. REASONS:**

- 4.1 Approval of the option to establish an ADM through which to secure a sustainable future for Tourism, Leisure, Culture and Youth, presents as the most financially viable and supportable case. However, the initial start-up costs and the costs of the new entity over a five year period, sit outside of the provisions made for the service area within the MTFP.
- 4.2 This report therefore seeks approval of the need to make a call on the Priority Investment Reserve and an adjustment to the MTFP.

#### **5. RESOURCE IMPLICATIONS:**

- 5.1 As set out in paragraph 3.2 above.

#### **6. SAFEGUARDING IMPLICATIONS**

- 6.1 The new entity/ADM will be as committed to ensuring that people living within the County are safe and protected. The workforce shares a responsibility, both collectively and individually, to ensure that children and adults at risk are protected from harm. Within the ADM, services will continue to prioritise safeguarding measures, reflect on current practice and continue to train staff to the appropriate levels. Employees, volunteers and contractors who come into contact with children or adults at risk in the course of their duties will be expected to understand their responsibility and where necessary take action to safeguard and promote the welfare of vulnerable people. The ADM would seek to continue its representation on the Monmouthshire County Council Whole Authority Safeguarding Group and will ensure compliance with all policies and procedures. concerns that are raised or identified on site

#### **7. CONSULTEES**

Refer to Cabinet Report 29 January Section 8.

#### **8. BACKGROUND PAPERS**

Cabinet Report 29 January 2018.

#### **9. FUTURE GENERATIONS IMPLICATIONS**

The completed Future Generations Evaluation can be found in Appendix C to the Cabinet Report of 29 January 2018.

#### **10. AUTHORS:**

**Kellie Beirne, Deputy Chief Executive**  
**Peter Davies, Chief Officer, Resources**

**11. CONTACT DETAILS:**

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<b>Title of Report:</b>	<b>Future of TLCY</b>
<b>Date decision was made:</b>	<b>29<sup>th</sup> January 2018</b>
<b>Report Author:</b>	<b>Kellie Beirne</b>

**What will happen as a result of this decision being approved by Cabinet or Council?**

As a result of this decision a new entity will be established which will deliver Tourism, Leisure, Cultural and Youth Services on behalf of MCC. A new organisation will be formed with new management structure and a board will be appointed to deliver the first year of a business case/plan approved by MCC. Further to this agreed governance and service level agreements will be developed dependant on the nature of the various business and service relationships with MCC and partners. The go live date is currently planned to be October 1<sup>st</sup> 2018 so if this decision is reviewed in 12 months the new entity should be fully operational.

12 month appraisal

Was the desired outcome achieved? What has changed as a result of the decision? Have things improved overall as a result of the decision being taken?

**What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?**

The set-up and establishment of the organisation and charity, the recruitment of a board and team – there is an evaluation framework included in the business plan. The decision to establish a new entity will be measured against timescales suggested for implementation of October 1<sup>st</sup> 2018, HR and legal frameworks, performance over the coming years by annual reports where finance, core KPI's and the evaluation/outcome framework will be scrutinised.

12 month appraisal

*Paint a picture of what has happened since the decision was implemented. Give an overview of how you fared against the criteria. What worked well, what didn't work well. The reasons why you might not have achieved the desired level of outcome. Detail the positive outcomes as a direct result of the decision. If something didn't work, why didn't it work and how has that effected implementation.*

**What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?**

The costs of the decision are highlighted in the report however the fine detail and additional working still need to be considered. As the paper stands the decision has two options – the recommended option of ADM will mean a set up cost/expenditure of £155k. All other budget figures regarding the option are including in the business case and business plans.

12 month appraisal

*Give an overview of whether the decision was implemented within the budget set out in the report or whether the desired amount of savings was realised. If not, give a brief overview of the reasons why and what the actual costs/savings were.*

Any other comments

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## **FINAL BUSINESS CASE**

### **Proposed New Delivery Option for Monmouthshire County Council's Tourism, Leisure, Cultural and Youth Services**



**Authors:** *Ian Saunders, Head of Tourism, Leisure, Culture and Youth*  
*Marie Bartlett, Finance Manager*  
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*Ford Partnership Ltd. (FPM)*  
*Mazars, Taxation Advisors*  
*Centurion, VAT Consultants*

## Contents

<b>Executive Summary</b> .....	<b>6</b>
<b>1. Introduction</b> .....	<b>16</b>
1.1 Approach to applying the five case model.....	16
1.2 Structure of this report.....	16
<b>2. Strategic Case</b> .....	<b>17</b>
2.1 Introduction.....	17
2.2 Monmouthshire County Council.....	17
2.3 Background.....	18
2.4 Services scope.....	20
2.5 Financial Position.....	24
2.6 Growth in Demand for the Services.....	25
2.7 Requirements of the Well Being of Future Generations (Wales) Act 2015.....	26
2.8 Rising Expectations of Service Users.....	27
2.9 How this Proposal will address the TLCY Challenge.....	28
2.10 Access to Other Funding Streams.....	29
2.11 Potential Savings and Commercial Opportunities.....	30
2.12 Strategic Case for Change.....	31
2.13 Update Position.....	31
2.14 Conclusion.....	31
<b>3. Economic Case</b> .....	<b>33</b>
3.1 Introduction.....	33
3.2 Delivery Models.....	33
3.3 Advantages and Disadvantages of the Options.....	33
3.4 Qualitative Evaluation Criteria.....	36
3.5 Delivery options assessment.....	37
3.6 Analysis of Costs and Benefits.....	40
3.7 The Preferred Option.....	42
3.8 The ADM.....	43
3.9 Key Drivers.....	43
3.10 Conclusion.....	43
<b>4. Commercial Case</b> .....	<b>44</b>
4.1 Introduction.....	44
4.2 ADM Structure.....	44
4.3 Procurement Requirements.....	45
4.4 Governance.....	46

4.5	Council and Charity Commercial Arrangements.....	52
4.6	Staffing Considerations.....	55
4.7	Conclusions .....	59
<b>5.</b>	<b>Financial Case .....</b>	<b>60</b>
5.1	Introduction .....	60
5.2	Financial Position for 2017/18 .....	60
5.3	Projected Financial Position .....	60
5.4	Financial Projection and Five Year Financial Plan .....	66
5.5	The impact of the Annual Management Fee.....	67
5.6	Summary and Conclusions.....	67
<b>6.</b>	<b>Management Case.....</b>	<b>69</b>
6.1	Introduction .....	69
6.2	Transition and Delivery Plan.....	69
6.3	Charity Commission.....	69
6.4	Governance Structure.....	70
6.5	Risk Register .....	70
6.6	Contingency Plan.....	70
6.7	Engagement .....	70
6.8	Conclusion .....	74
6.9	Update Position .....	75
	<b>Appendix A - Monmouthshire County Council Principles.....</b>	<b>76</b>
	<b>Appendix B - Council Priorities and Current Service Delivery .....</b>	<b>77</b>
	<b>Appendix C - Service Area Overviews .....</b>	<b>78</b>
	<b>Appendix D - Asset Listing .....</b>	<b>83</b>
	<b>Appendix E – Possible Funding Opportunities (Not all available to Local Authorities) 88</b>	
	<b>Appendix F – Scoring Matrix Options Appraisal Outcomes.....</b>	<b>94</b>
	<b>Appendix G - Option Appraisal Workshop.....</b>	<b>100</b>
	<b>Appendix H – ADM Company Structure.....</b>	<b>102</b>
	<b>Appendix I - State Aid.....</b>	<b>105</b>
	<b>Appendix J – Main VAT considerations when Local Authorities Outsource Provision of Services to Charities.....</b>	<b>107</b>
	<b>Appendix K – Risk Register .....</b>	<b>110</b>
	<b>Appendix L - Engagement .....</b>	<b>113</b>
	<b>Appendix M – Outcomes of staff workshop to inform Mission and Vision statements 115</b>	
	<b>Appendix N - Service User Engagement .....</b>	<b>120</b>
	<b>Appendix O - What Matters Service User Survey .....</b>	<b>124</b>



**Appendix P - The Big Conversation ..... 126**

**Appendix Q - County, Town and Community Council Engagement .....128**

**Appendix R - County, Town and Community Council Engagement .....130**

**Appendix S - FAQ and responses compiled from Town and Community Councils visits..... 132**

**Appendix T - Trade Union Engagement ..... 136**

**Appendix U – Potential New Income Sources ..... 138**

**Appendix W - The Regulations and Preferred Procurement routes .....152**

**Appendix X – Transform In House Business Plan Figures ..... 155**

**Appendix Y - Policies and procedures for adoption and implementation by the ADM157**



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## Glossary

The following abbreviations have been used in this report

The Council	Monmouthshire County Council
MCC	Monmouthshire County Council
TLCY	Tourism, Leisure, Cultural and Youth Services
ADM	Alternative Delivery Model (as recommended by Anthony Collins)
SOC	Strategic Outline Case
OBC	Outline Business Case
FBC	Final Business Case
CIC	Community Interest Company
CLG	Company Limited by Guarantee
CLS	Company limited by Shares
CIO	Charitable Incorporated Organisation
NNDR	National Non-Domestic Rates
SLA	Service Level Agreement
TUPE	Transfer of Undertakings (Protection of Employment)
HMRC	HM Revenue and Customs
LATCO	Local Authority Trading Company
KPIs	Key Performance Indicators
GI	Green Infrastructure
MTFP	Medium Term Financial Plan
GVA	Gross Value Added
NPV	Net Present Value
NPDO	Non-profit distributing organisation
ONS	Office of National Statistics
FTE	Full time Equivalent

## Executive Summary

This Final Business Case (FBC) has been developed to inform and enable a decision by Monmouthshire County Council (MCC), on the future delivery of Tourism, Leisure, Cultural and Youth Services (TLCY).

The main purpose of the FBC is to revisit the case for change and the preferred way forward identified in both the Strategic Outline Case (SOC) and the Outline Business Case (OBC); establish the option which optimises the most appropriate fit for MCC and a model that demonstrates sustainable delivery of the broad range of services in scope, value for money and affordability. The FBC explains the background to the proposal and sets out the Strategic, Financial, Economic, Commercial and Management case in support of the proposal. The proposed legal structure and financial case has also been subject to independent professional assurance.

Set out below are the key conclusions from the business case which are supported by the detailed findings in the FBC and supporting appendices. In summary, this FBC identifies the key opportunities available through the establishment of an alternative service delivery model which would otherwise not be available to the Council within its existing service delivery structure.

### Key Conclusions

- Leisure, Outdoor Education, Countryside, Youth, Attractions, Cultural, Museum and Tourism services, run as a family of services and rely upon one another for promotion, support and optimal operation. As a collective, they help position the county as a great place in which to live, work, play and visit. They also play a significant part in place-shaping, preventing demand that would normally end up requiring intervention by costly statutory services and all make a significant contribution to the social and economic health of the county.
- By aligning to Public Service Boards and Well-being plans, the ADM will play a significant role in building sustainable and resilient communities, reducing inequalities and supporting vulnerable people. It will respond to the challenges and objectives of:-
  - Preparing children and young people for the best possible start in life
  - Responding to the challenges associated with demographic change
  - Protect and enhance the resilience of our natural environment
  - Develop opportunities for communities and businesses to be part of an economically and well -connected county.
- The preferred option for these valued services is to establish a form of group company structure including a local authority owned and controlled company, a charity and a trading company in order to optimise the available resources, trading opportunities and investment potential. This preferred solution will enable the continued delivery of local services and allow necessary investment to sustain and grow the service offer available. The Council will still be able to deliver its strategic vision through its grant and contractual arrangements and importantly its Board participation.

- The proposed operating model sets the best financial conditions which enables the continued delivery of services within a restricted financial envelope without any rationalisation by the Council. The protection from inflationary increases and the requirement for the operating model to develop new income sources could over a five year period save the Council £1.505m (section 5.5).
- The preferred option will enable teams to thrive, learn and grow and continue to provide valuable local services. It is essential to empower the team to lead and reduce bureaucracy, as often, they have the answers to improved efficient delivery and new ideas – ensuring we make the top line as big a priority as the bottom line.
- Workforce development will be key to ensuring that staff within the ADM excel at customer service, the behaviours and attitudes that underpin this will be fully engrained into their organisational culture. It will be essential that employees receive access to both job based training as well as skill development opportunities. Being part of a unified team will enable peer motivation, coaching and enable increased performance, whilst giving employees “permission” to go that extra mile to make customers happy, empowering them to do what they need to do to meet the organisation’s vision.
- There may be greater access to finance in capital markets for growth and investment which is neither available nor affordable to the Council. Only the Alternative Delivery Model (ADM) can deliver new income from charitable sources.
- The ability to trade opens up commercial opportunities which should reduce the Council’s direct contribution over time. Assets included within the scope of this report currently has a maintenance backlog of £4.4m which indicates there is a significant requirement for investment. The ability to access and service capital requirements is a key requirement in sustaining service delivery and avoiding a declining asset base.
- The ADM will be able to respond far more quickly to market conditions as the organisation will be have a commercial focus better able to respond to opportunities. The Transform in House model will have limited incentive to provide any additional services or innovation. The ADM would be set up specifically to explore new and additional services through innovation and enterprise.
- The Transform in House and ADM model can deliver added social value. However, the ADM can deliver more added social value (through a closer working relationship with communities, freedom to act in new ways and higher motivation of staff) than the in house model.
- Both models will be expected to deliver savings as specified by the Council - so they are broadly the same on this criteria; all the models are also required to provide the service outcomes as at present.
- Both the ADM and Transform in House options involve set up costs - these are small compared to the long term benefits and can be effectively paid back from increased new income and funding.

For the purpose of annual comparisons within this Business Case, the model assumes a 1st April 2018 start date. The actual date is likely to be 1<sup>st</sup> July 2018 and is subject to critical path items to the timetable being met and the issues raised in here being agreed or finalised.

### **Strategic Case for Change**

The Council is facing significant challenges with an ageing population, increasing levels of obesity and inactivity, all of which are increasing the financial and demands on both Education and Social Services. The value of a positive first 1,000 days of a child's life has significant correlation between achievement and intervention levels in later life. Physical inactivity is the fourth leading cause of ill health in the UK and spending on the NHS is recorded at £1,000 per second on dealing with preventable ill health.

The Council has recognised that access to local services is one of its priorities however it also understands that under the current financial environment, delivery of these services is becoming more challenging. A more commercial approach is required and the need to balance the need for local delivered services with a more efficient delivery model.

These services are the dominant providers of a whole range of community culture, sports and leisure facilities, from outdoor education, youth, museums and attractions, tourism, country parks to rights of way. Increasingly these services are seeking to achieve wider objectives and prevention of ill health, social isolation and mental health issues and focusing on the wellbeing of their local community. The Health and Wellbeing role and the encouragement of physical activity are built around common objectives requiring a fresh approach to their delivery and funding. There are opportunities for enhancing and expanding the role of these services by combining the offer and taking advantage of a growing awareness for investment in tackling the causes of ill health and obesity rather than focusing on curing the long term effects of inactivity.

The Council is currently undertaking a transformational programme called Future Monmouthshire. There are a number of initiatives underpinning the programme, one of which is looking at the way services are provided within the authority and the alternative delivery models for services within Tourism, Leisure, Culture and Youth (TLCY).

The Council faces the challenge of a reducing budget. The Medium Term Financial Plan sets out the aim of saving a total of £19.992m by financial year 2021/22, or broadly 6% of its annual revenue budget. The provision of the services outlined in this FBC is viewed as a crucial aspect of this cost saving programme. The Council has recognised the need to review the model of service provision for TLCY services as there are a range of perceived advantages of alternative models, including:

- Focused body with clarity of outcomes;
- Independence and ability to diversify;
- Greater speed of decision-making;
- Increased access to other funding streams;
- Ability to react quickly to market forces;
- VAT and Non-Domestic Rates ("NNDR") savings;
- Commercial revenue growth;

- Improved financial performance; and
- Sustainability of service provision.

The review of the various models available allows these perceived advantages to be explored across a range of options and against appraisal criteria that reflect the Council's overall aims and objectives. The options were also assessed against their ability to meet the Council's four key priorities whilst also providing enhanced opportunities to:

- Increase flexibility and agility in responding to needs and change;
- Freedom to market and trade its services;
- Improve services through innovation and a culture of enterprise;
- Introduce lean processes that reduce duplication of effort and increase use of technology and self-service, making it easier for residents to access services and obtain information and advice;
- Empower and motivate staff thus raising productivity;
- Access funding and tax efficiencies currently outside the scope of the Council; and
- Offer higher levels of engagement and achieve economies through collaboration and partnership in line with the Wellbeing and Future Generations Act Wales.

In addition to this, MCC through its Future Monmouthshire plan is looking to be more entrepreneurial and business like and to be more focussed on outcomes rather than the mechanisms through which service delivery is organised. This opens up new possibilities for service design and delivery. In governance terms this represents an excellent opportunity for communities to have greater say and control in delivery of their services.

The ADM is the strategic preferred option because:

- It is in tune with Council priorities and will still allow Monmouthshire some ownership and influence over future direction;
- It is able to deliver a high level of public and social value;
- It will set the best financial conditions for the services, enable teams to thrive and grow and continue to provide locally delivered services by our trusted workforce;
- It will ensure a commercial drive which continues to return money either back to improve services or to reduce Council subsidy, both being as equally important;
- It will provide a sustainable footing for non-statutory high value services that prevent ill health and promote wellbeing taking demand from critical Council services;
- The services will retain a local distinctiveness; and
- It aligns with the values of Future Monmouthshire and key partners.

## **Economic Case**

### **Identifying options and selecting the preferred option**

The Council agreed in October 2016 the options to be considered for delivery of the services detailed in the OBC. These options were:

- Doing Nothing;
- Transforming the Services in House;
- Moving the Services into an Alternative Delivery Model; and

- Outsourcing the Services to a Third Party (either a private commercial operator or another third sector organisation).

The Council in March 2017 agreed only to progress two options to the FBC. These are:

- Option 2 - Transforming the Services in House; and
- Option 3 - Moving the Services into an Alternative Delivery Model.

The preferred option is by transfer of the services to an ADM.

### Qualitative Evaluation

Each of the options were evaluated against a weighted range of criteria by a cross selection of both Officers and Members. The highest scoring option was the ADM.

### Analysis of Costs

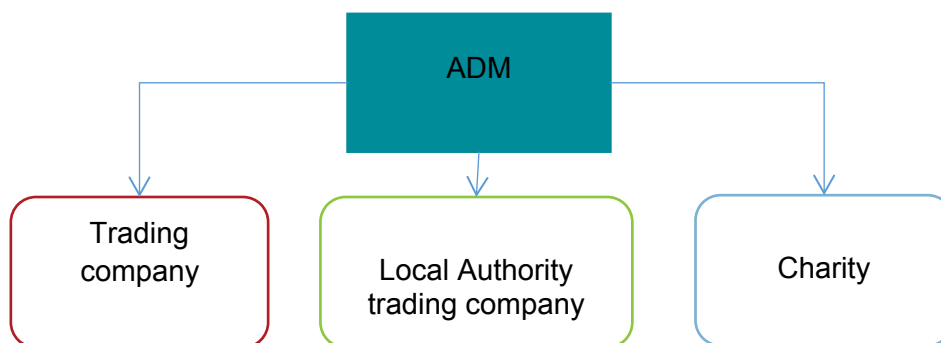
The analysis of the preferred option demonstrates that when compared against the Transform in House option, the ADM demonstrated the highest value for money. The financial benefit is the result of VAT and NNDR savings less the additional costs of running the ADM. These savings are unlocked with the selection of the ADM as the preferred delivery option.

In order to deliver these benefits the commercial issues and risks must be robustly managed and a clear financial position established by way of a business plan for the new entity.

### Commercial Case

The strategic case identifies the preferred option as an ADM made up of a form of group company structure including a local authority “Teckal” controlled company, a charity and a trading company. This is supported by the economic case where the financial benefits of the ADM have been calculated. The recommended structure offers the protection and familiarity of the Companies Act, Charities legislation etc. supported by clear and established legal precedents over the rights and obligations placed on the members of the Board.

Figure 1: Proposed ADM Structure



Source – Anthony Collins Option Report

## Board Structure

Any independent directors would be selected through a recruitment process. A formal strategic risk assessment and risk mitigation strategy would need to be regularly undertaken by the Board and its Chief Officer.

The recommended structure for the Charity is for a Board made up of nine trustees of which two will be appointed by the Council. The remaining trustees would be appointed following a recruitment exercise. The Boards of both the Teckal Company and the Trading Company will comprise three non-executive directors and two executive directors nominated by Monmouthshire County Council.

## Procurement

The Council will need to demonstrate that it is complying with its procurement obligations. The most relevant potential procurement options open to the Council are:

- **Option A** - Form a Local Authority Trading Company (LATCO) as a Company Limited by Guarantee or Shares. There would not be a requirement to undergo a procurement exercise, if the Council ensured compliance with the 'Teckal' exemption;
- **Option B** - Procure the services in accordance with the new "light touch regime"; however the Council could only do this for an initial three year period and then the services would need to be re-tendered;
- **Option C** - Run a limited "public service mission organisation" competition, also referred to as a "social enterprise" competition; or
- **Option D** - Consider whether MCC would like to procure a partner to help leverage in some additional expertise or investment.

With the preferred option there would be no requirement to undergo a procurement exercise.

## Commercial Arrangements

The main commercial arrangements between the Council and the ADM are likely to be as follows:

- Leasing Agreements – ownership of the building assets are to be retained by the Council and leased to the ADM;
- Support Services Agreement – the ADM will require a range of support and administration services which could be provided by the Council but the ADM may decide to receive this support from other providers; and
- Grant Agreement – this sets out the terms of the grant agreement and the services to be delivered by the ADM to the Council and includes a range of outcomes and performance obligations on the ADM.

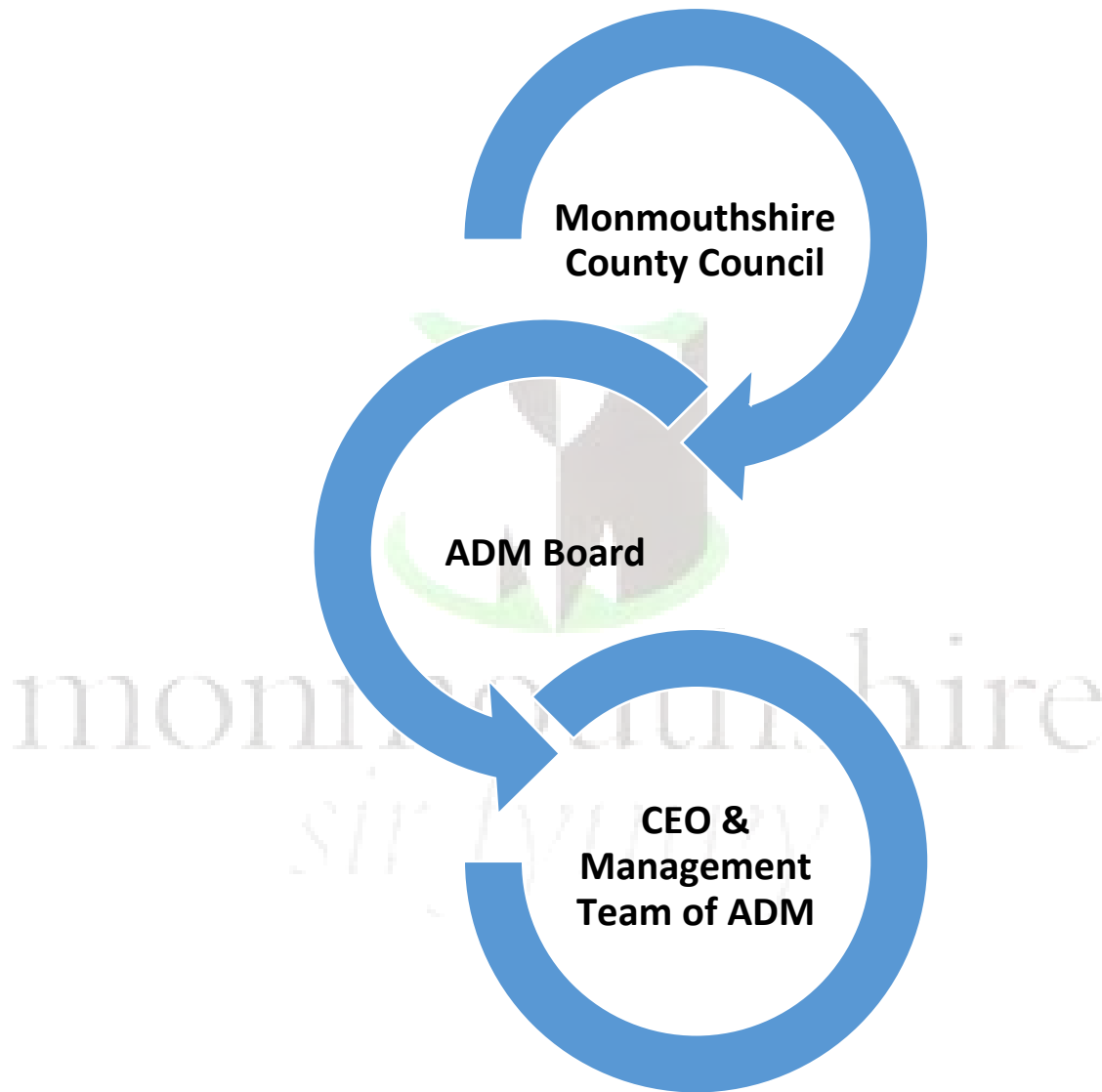
The ADM will be required to operate in a commercial way within a competitive market and will need to be an efficient and effective organisation. It will need to maximise the opportunities for income generation. The ADM will need to focus on driving down its costs and developing



a regular programme of re-investment in the quality of provision from any surpluses generated. It will also need to establish a suitable reserve fund for the ADM.

Figure 2 demonstrates the likely type of arrangement that would exist between the Council, the ADM Board and the ADM Management Team.

**Figure 2: Likely Arrangements**



### **Financial Case**

#### **Savings from VAT and NNDR**

The preferred option allows the ADM to realise financial savings. These savings are driven from the relief from NNDR.

As part of the ADM will have a charitable status, certain income streams that it generates will be exempt for VAT purposes and this provides VAT savings to the ADM. The Council is

currently required to charge VAT on the provision of these services, whereas the ADM will be able to treat the provision of the services as exempt for VAT purposes.

The savings arise where the price charged to customers remains unchanged and the ADM is able to retain the portion of income that the Council had to charge and account for as VAT. Tax Advisors have indicated that this saving will be mainly offset by the loss of VAT if a grant rather than a service contract was awarded to the ADM.

A recent ruling has indicated that the Authority may in future be able to secure this VAT but it has a significant impact on the authority's partial exemption calculation. Initial modelling by MCC's VAT advisors has indicated that the recent significant investment within TLCY's asset base would mean that the authority would breach its exemption limits. This has a significant impact and more than offsets any VAT benefit from the sporting VAT exemption.

For the NNDR savings the ADM must be a registered charity. The application will need to be submitted to the Charity Commission. They will need to confirm that the company meets the criteria to achieve charitable status subject to the articles of association being agreed by the Council. Once this has been approved, a charity number will be issued.

The estimate for potential NNDR savings for the first year are estimated to be £239k per annum.

### **Additional Costs**

The Council will incur costs during the setup of and initial transition to the recommended model. These are projected to be £155k for expenditure in areas such as set up costs, legal costs, media, website and marketing.

Additionally, the new ADM will incur a range of recurring annual costs. Commonly, such costs can be in a range of £50k to £300k and have been estimated for the ADM to be £178k.

### **Additional Savings**

In addition, MCC has highlighted additional savings as identified in this executive summary which represent a maximisation of the NNDR savings of £239k. It does exclude the potential to realise a level of operational savings driven from either an increase in revenues and/or a reduction in costs through the stream lining of existing processes. The successful track record of other similar organisations indicates that this is likely.

A five year business plan has been developed for the final business case which identifies new opportunities for investment, and income generation.

### **Annual Grant and Service Contract payable by the Council**

Services within TLCY operate within a deficit funding model. The budget for 2017/18 is £4.224m. In order for the new model to be financially viable the Council will need to pay a management fee to the ADM in order to meet the deficit. The Council will fund the deficit by way of a grant with the charitable arm and a service contract with the Teckal Company.

The amount of the fee is dependent on a range of factors, such as the expected level of service provision, arrangements between the parties over the provision of functions by the Council by human resources, IT, Finance, Legal, procurement, communications, insurance and risk

management, performance management / continuous improvement and ADM income. Central support and other indirect costs for 2017/18 have been estimated at £0.970m although it is recognised that the allocations are only arbitrary. The level of the management fee is therefore the combination of the direct costs and support service costs.

The anticipation is to agree a funding model for an initial fixed year period at an amount to be negotiated. During this period the ADM must meet all of its inflation increases, thereby protecting MCC from those annual increases. At the end of the funding agreement, MCC may seek to reduce the contribution by a mutually agreed amount. Based upon a five year fixed agreement, the savings are estimated to be £0.715m or based on a reducing fee, the savings are estimated to be £1.505m as demonstrated in the following table.

**Table 1 – Impact of Potential Funding Model**

		Assuming 5 Year Fixed Contract			Assuming 5 Year Reducing Contract		
Baseline Position Stay the same	Year	Option 2 - Transform in House £000's	Option 3 - ADM £000's	Potential Savings £000's	Option 2 - Transform in House £000's	Option 3 - ADM £000's	Potential Savings £000's
4,518	1	4,574	4,446	128	4,574	4,446	128
4,614	2	4,601	4,446	155	4,601	4,271	330
4,674	3	4,562	4,446	116	4,562	4,267	295
4,736	4	4,598	4,446	152	4,598	4,248	350
4,798	5	4,610	4,446	164	4,610	4,208	402
23,340	<b>Total</b>	22,945	22,230	<b>715</b>	22,945	21,440	<b>1,505</b>

Source – Business Plan

### Summary of financial savings

Table 2 provides a summary of the financial implications:

**Table 2 - Summary Financial Implications**

	Amount £'000
<b>One off implications</b>	
Transition costs incurred to set up ADM	155
<b>Year 1 implications</b>	
VAT, NNDR and management structure savings	239
Recurring costs incurred by the ADM	178

Source – FPM

The above analysis excludes the potential for further efficiency savings in the operating model other than NNDR savings.

### Management Case

To ensure the successful delivery of the ADM, best practice suggests that a Shadow Board and Project Board would need to be established. The following key areas need to be considered:

- Transformation of service delivery;
- Establishment of work streams looking at property, engagement, service level agreements, company documentation, human resources, finance, branding and governance;
- Recruitment and training of Shadow Board and Senior Staffing;
- TUPE transfer process for go-live date; and
- The Charity Commission application process and HMRC engagement.

The project has to be supported by strong governance, with the Project Team reporting to the Shadow Board with decisions on further approval to be made by the Full Council. Effective risk management will need to be undertaken through monitoring and updating the risk register. A suitable contingency plan will need to be in place to continue with the current service model, should unforeseen issues delay the implementation of the ADM.

Throughout this process regular communication with elected members, employees and service users and unions has been and will continue to be undertaken.

### **Next Steps**

If the council agrees the Final Business Case, the Council will then need to agree key documents, and prepare for the go-live date ensuring from the customer and staff perspective there is a high quality service in place. The timetable for this in order to achieve the delivery date is documented on the Transition and Delivery Plan as shown in Appendix V.

## **1. Introduction**

This Final Business Case is based upon the principles of the five case model recommended by Welsh Government. The purpose of this document is to update the strategic and outline business case prepared in October 2016 and March 2017 and to capture the reasoning for initiating the project and to describe the resources required to deliver the project.

### **1.1 Approach to applying the five case model**

The standard guidance requires business cases to be developed in 3 stages:

- ▶ Strategic outline case
- ▶ Outline business case
- ▶ Final business case

### **1.2 Structure of this report**

The FBC is structured as follows:

- ▶ Strategic case – To confirm the strategic fit and business needs within the context of MCC and the Future Monmouthshire initiative.
- ▶ Economic case – To demonstrate the options that were identified, the appraisal process undertaken and to identify the preferred option.
- ▶ Commercial case – To set out the commercial implications in areas of corporate structure, governance, contractual arrangements and staffing considerations.
- ▶ Financial case – To set out the financial implications of the preferred option.
- ▶ Management case – To describe the approach to implementation of the preferred option, demonstrating the project is achievable and can be delivered successfully.

Where appropriate, further detail on specific areas is contained in the appendices.

## 2. Strategic Case

### 2.1 Introduction





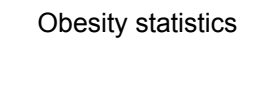
This section updates the strategic context driving the need for MCC to review the model for the provision of the services outlined in the OBC. The section provides summary background information on the Council, and the services within scope for the ADM which forms part of the Future Monmouthshire programme work stream. This enables the strategic case for change to be established.

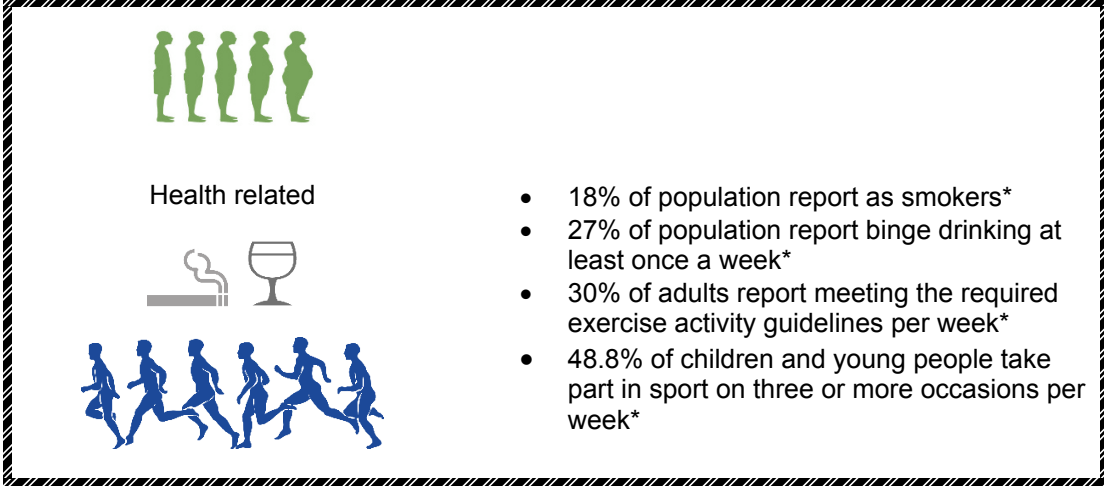
### 2.2 Monmouthshire County Council

Monmouthshire is a large and semi-rural county and is located in the south east of Wales and has population of over 92,000 across a land mass of 880 square kilometres. It is often perceived as leafy and this can sometimes mask differences within and between communities. Monmouthshire is made up of five clusters: Abergavenny and surrounding area; Monmouth and surrounding area; the heart of Monmouthshire which includes Usk and Raglan; Chepstow and the Lower Wye Valley and Severnside which includes Caldicot and Magor.

The following key highlights on Monmouthshire demographics are set out by way of context:

**Table 3 - Key Demographics**

 Total Population	<ul style="list-style-type: none"><li>• 92,476</li></ul>
 Gender breakdown	<ul style="list-style-type: none"><li>• 52% female</li><li>• 48% male</li></ul>
 % of age breakdown of Population	<ul style="list-style-type: none"><li>• 0 – 15 yrs 16.8% (below WNA)</li><li>• 16 – 64 yrs 59.6%</li><li>• 65+ yrs 23.7% (above WNA)</li></ul> <p>An ageing population is a feature of the UK and Wales but particularly of Monmouthshire. By 2039 the population aged 65 and over is projected to increase by 61% and, more significantly, the number of people aged 85 and over by 185%.</p>
 Life Expectancy	<p>Life expectancy for people in Monmouthshire is the highest in Wales, although there are variations with those living in the least deprived areas of the county expected to live longer than those in the most deprived areas.</p> <ul style="list-style-type: none"><li>• 80.7 yrs Males</li><li>• 84.2 yrs Females</li></ul>
 Obesity statistics	<ul style="list-style-type: none"><li>• 53% of adults report being overweight or obese*</li><li>• 21.1% of 4-5 year olds are reported as overweight or obese*</li></ul>



Health related

- 18% of population report as smokers\*
- 27% of population report binge drinking at least once a week\*
- 30% of adults report meeting the required exercise activity guidelines per week\*
- 48.8% of children and young people take part in sport on three or more occasions per week\*

\*Source: Social Well-being data 14-15 from Wales Data Unit

The Council supports the local population by providing a range of statutory and non-statutory services. This direct cost of service provision was £3.424m in the year ended March 2017. This does not include the cost of central support costs or any other indirect costs. This will be discussed later in the document.

**Table 4 - Annual Direct Cost of Services**

Service	2016/17 Net Cost £000's
Leisure	929
Attractions	444
Arts	222
Youth*	563
Museums	360
Outdoor Education	-18
Tourism	215
Countryside	709
<b>Total</b>	<b>3,424</b>

Source – MCC Financial Ledger

\* includes face to face counselling team

### 2.3 Background

Cabinet in October 2014 commissioned a critical piece of work called “Informing The Future of Cultural Services” to inform options and opportunities for the future of Monmouthshire County Council’s cultural assets and attractions. This was considered critical to do because:

- The continuing turbulent economic climate meant that revenue funding available for the service will decline, rendering it unviable in a short period of time;
- The size of the backlog of capital investment, maintenance and repair is significant and will require external support and contributions;

- Many of the main capital and revenue funding opportunities available are not currently obtainable by bodies such as councils;
- New business models are required that require specialist approaches and knowledge of markets and not-for-profit entities;
- Customer and community expectations are shifting and improvements and developments are rightly expected. Customers care less about who runs services and more about what is delivered and the quality of outcomes;
- The scale of social, economic and environmental change over the next 5-10 years will be such that planning needs to begin now in order for us to foresee new challenges and develop appropriate solutions to them;
- Potential exists for new funding opportunities; to attract expert help, support and guidance and to secure new investment and growth options; and,
- A new business strategy is required, along with a new guiding philosophy and belief-set in order to achieve success.

In carrying out the work on the cultural services review it became apparent that because museums and cultural / tourism attractions overlap and touch so many wider services and functions, it was difficult to consider them in isolation. In view of the links and inter-dependencies at a service-wide and local level, Leisure, Outdoor Education, Countryside, Youth, Attractions, Cultural, Museum and Tourism services, run as a family of services and rely upon one another for promotion, support and optimal operation. As a collective, they help position the county as a great place in which to live, work, play and visit. They also play a significant part in place-shaping, preventing demand that would normally end up requiring intervention by costly statutory services and all make a significant contribution to the social and economic health of the county.

It soon became apparent that not only did cultural services overlap many of the wider tourism and leisure services but analysis of experiences of other local authorities with new operating models demonstrated that critical mass in achieving economies of scale, cross subsidisation and mutual support are all critical success factors.

In October 2015, Cabinet approved the expansion of the review of Cultural Services to incorporate parallel and complementary services of Leisure, Events, Youth and Outdoor Learning and in December 2015; Anthony Collins Solicitors were subsequently appointed to undertake an independent options appraisal of the in-scope services.

The Strategic Outline Case was presented to Cabinet in October 2016 who agreed the recommendations to move to the next stage of developing a FBC for further consideration by Members and to continue the staff, community and service user consultation process. In December 2016, Senior Leadership Team advised that Cabinet should receive an outline business case rather than the full business case.



The Outline Business Case was presented to Council in March 2017 who agreed to reduce the four options and to concentrate on only two options for the Final Business Case; the Transform in House option or the Alternative Delivery Model option.

Local Authorities across the UK are facing unprecedented financial pressures. The Council's central grant from the Welsh Government is reducing and its current projections suggest that it needs to find £19.992m of savings between 2018/19 and 2021/22. The Council will therefore not be able to continue to meet the needs of its service users unless it makes significant changes to the way it delivers its services and takes some tough decisions to live within its means.

## 2.4 Services scope

The services are as follows:

- Leisure and Fitness;
- Outdoor Education;
- Countryside;
- Tourism, Marketing, Development and Visitor Information;
- Arts and Community Events;
- Youth Service;
- Management and Marketing of Visitor Attractions to include Caldicot Castle and Country Park, Tintern Old Station and Shire Hall, Monmouth; and
- Museums.

The above areas all represent a broad spectrum of facilities, services and programmes related to the provision of enhancing the health, fitness and personal wellbeing of the residents of Monmouthshire. A fuller description of these services is contained within Appendix C. A map showing the location of the assets are shown in Appendix D.

It makes sense to bring these services together as having undertaken a service assessment, it is clear there are distinct synergies amongst them, confirming the rationale that bringing them together as one entity would have been benefits as illustrated in Table 5.

**Table 5 - Service Assessment**

<b>Service Objectives</b>	<b>Strengths &amp; Opportunities</b>	<b>Weaknesses and Risks</b>
Supporting an active and healthy Monmouthshire and a healthy lifestyle.	Excellent facilities with a wide range of activities & programmes.	Deteriorating condition of key sites & infrastructure and reducing staff capacity to address these issues.
Raising the profile of Monmouthshire regionally, nationally and internationally with a view to increasing visitor spend and extending the visitor season.	Professional industry qualified & knowledgeable staff with a customer focused approach.	Investment needed to keep visitor offer fresh & encourage return visits.

<b>Service Objectives</b>	<b>Strengths &amp; Opportunities</b>	<b>Weaknesses and Risks</b>
A desire to become more financially sustainable by increasing visitor numbers, adding value to existing products and developing new products to attract new markets.	Proven ability to draw in funding with wider opportunities to develop joint funding bids with in scope Services to reduce duplication and maximise value against resource deployed.	Competition from neighbouring local authorities & private facilitators.
Providing learning experiences to enable young people to fulfil their potential as empowered individuals & members of communities.	Opportunities for coordinated & complementary marketing & new product development as part of a wider Monmouthshire Visitor Attractions & Museums Offer.	Pressure on budgets (expenditure), efficiency savings, inflated income targets.
Supporting volunteering to increase community participation levels and enhance service delivery.	Opportunities for further exploration of commercial concessions & partnerships & additional complementary services to enhance income streams.	Local Authority political & decision making processes can hamper innovation & creativity.

*Source – Anthony Collins Options Report*

#### **2.4.1 Leisure and fitness**

Our Purpose is to provide clean, friendly, accessible facilities and services for all our customers. Our Vision is that our facilities and activities are designed to enhance the quality of people's lives and improve the health of the communities that we serve.

#### **2.4.2 Attractions**

##### **2.4.2.1 Caldicot Castle and Country Park**

Our purpose is to provide a popular destination for school visits, family occasions such as weddings and private parties, caravan rallies, ghost walks, re-enactment and specialist themed weekends and memorable red letter event days as well as hosting large concerts.

The vision for the Castle in the Park is to be recognised as a premier castle heritage destination providing a strong focus for engaging with the local community and for visitors to South East Wales. We will encourage greater involvement and ownership through improved access, allowing the development of recreation, interpretation and education for all.

##### **2.4.2.2 Shire Hall**

Our purpose is to provide a high quality venue and other services to a wide range of people, including schoolchildren, community groups, tourists, wedding parties, art exhibitors and commercial business. We focus particularly on an extremely high standard of customer care.

Our vision (Helping to create wonderful memories) is to enable our visitors, both local and from further afield to connect with our rich history and explore our beautiful

building. We strive to ensure that, whatever the occasion, our guests' experience is as special, memorable and impressive as possible.

#### **2.4.2.3 Old Station**

Our purpose is to provide the best possible customer focussed, accessible tourist attraction while striving to generate economic and social benefits for the local community and also to the visitors to Monmouthshire.

Our vision is to successfully create a connection with our customers and employees as many may stay loyal for life, this will lead to giving us a chance to increase overall profitability while building a solid foundation.

#### **2.4.3 Outdoor Education**

Our purpose is to provide a high quality, cost efficient outdoor education and adventure activities across SE Wales and beyond.

Our vision is that our facilities and activities are designed to enhance the quality of people's lives and improve the well-being of the communities that we serve.

#### **2.4.4 Green Infrastructure & Countryside**

Our purpose is to make Monmouthshire a green and healthy place to live, work and visit, through a well-connected and accessible network of green and blue spaces which embrace our unique and special landscape and rich diversity of species and habitats, or put more succinctly "to support resilient & active environments for all".

Our vision is to enable active lifestyles and to work with others to maintain and enhance a living natural environment with healthy functioning ecosystems that supports social, economic and ecological resilience.

#### **2.4.5 Tourism, Marketing, Development and Visitor Information**

Our purpose is to increase the competitiveness of Monmouthshire as a year round sustainable tourism destination to grow the economic, environmental and social contribution of Monmouthshire's visitor economy.

Our vision is to achieve a strategically driven and coordinated approach to destination development, management and marketing to increase Monmouthshire's contribution to the regional and national visitor economy of Wales.

#### **2.4.6 Community Events**

Our purpose is to bring people together to enjoy themselves, to show off our Monmouthshire's most-loved assets and to generate income to invest in our county. We fuel ourselves on ambition and collaboration.

Our vision over the next couple of years is to position our organisation to actively introduce new events which complement the cultural assets of the county and support our county's current portfolio of events to grow and be sustainable - it's our collective aim to promote the profile of Monmouthshire to regional, national and international visitors.

#### **2.4.7 Youth**

Our purpose is to enable young people to develop holistically, working with them to facilitate their personal, social and educational development, to enable them to develop their voice, influence and place in society, and to make informed choices to reach their full potential.

Our vision is to lead the way, working collaboratively with youth support services to increase the youth offer to young people in Monmouthshire.

#### **2.4.8 Museums**

Our purpose is to promote well-being by making connections and encounters, providing experiences that are enjoyable, educational and lead to transformative change helping to create a happier society and stronger communities.

Our vision is that to be a dynamic museum service that plays a revitalising role in Monmouthshire's communities, act as agents of social change and promotes good and active citizenship. We look to connect the past with the present to inform and shape the future.

#### **2.4.9 Business Success through Collaboration**

Creating a new model of opportunity for the services will enable them to sustain and develop the good work that has already been achieved. As well as leading to significant benefits to the Council and the county, a new organisation will be in a strong position to promote healthier lives, to create inspirational experiences and to promote the vibrancy of the county as a great place to be. Bringing together the identified services will develop a progressive vision as an independent partnership involving and inspiring people, promoting and enhancing the positive benefits of leisure, cultural and community services in terms of health and well-being, learning, community development, creativity, social and recreational opportunities.

A thriving and progressive new delivery model will support local business, the visitor economy, community health and wellbeing, directly contributing to the Council's vision of resilient, sustainable communities. Our collective vision is of healthier, happier, fitter future generation – where obesity will not be harming children and limiting the wellbeing and health of future generations in Monmouthshire. Physical inactivity is the 4<sup>th</sup> leading cause of ill health in the UK – we will be enabled to galvanise our services into local communities to ensure we create more opportunities for service users and to reduce the likelihood of future illnesses thus playing a preventative role in these escalating to other statutory services.

Participation in sport reduces anti-social behaviour by preventing boredom, teaching life skills and diverting young people away from crime. We currently offer one night a week to a group of 70+ young people through shared delivery by leisure and youth service. We will be able to extend this offer throughout each town and increase service involvement to ensure our younger community members are engaged in a positive way.

We will deliver best value for every pound invested in the new model; including generating investment opportunities for the development and improvement of cultural, leisure and community services. Through collaborative funding applications, we will be able to have an effective and coordinated approach to improve the overall diet, physical activity and healthy weight of our community members. For example, through Green Infrastructure, Leisure and Outdoor learning we will be able to promote more walking and cycling opportunities that leads to less car travel, safer more welcoming streets, increased social interaction, supports local business and improved environmental sustainability and resilience.

Through an extended collaboration with community partners, we will be able to increase our offer from which to deliver activities and resources which support inclusion, empowerment, lifelong learning, skills development and literacy. We will work to create the places where we live, work, learn and play to enable community members to make the healthy choice the easy choice.

## 2.5 Financial Position

In the year 2016/17 TLCY recorded a net deficit of £3.424m as shown in Table 6.

**Table 6 – 2016/17 Net Direct Costs**

	Leisure	Attractions	Arts & Events	Youth	Outdoor Education	Museums	Tourism & Country-side	Total
<b>Income</b>								
Grants		7	0	136	509	46	135	833
Other Income	3,141	284	241	10	474	68	141	4359
<b>Total Income</b>	<b>3,141</b>	<b>291</b>	<b>241</b>	<b>146</b>	<b>983</b>	<b>114</b>	<b>276</b>	<b>5,192</b>
<b>Expenditure</b>								
Employees	2,784	422	50	642	599	304	774	5575
Premises	507	116	2	28	106	82	19	860
Transport	4	7	6	18	55	1	23	114
Supplies & Services	660	177	404	20	201	87	184	1733
Third Party	115	15	1	0	3		200	334
<b>Total Expenditure</b>	<b>4,070</b>	<b>737</b>	<b>463</b>	<b>708</b>	<b>964</b>	<b>474</b>	<b>1,200</b>	<b>8,616</b>
<b>Net Deficit</b>	<b>-929</b>	<b>-446</b>	<b>-222</b>	<b>-562</b>	<b>19</b>	<b>-360</b>	<b>-924</b>	<b>-3,424</b>

*Source – MCC Financial Ledger*

In 2016/17 the combined services generated £5.192m in income and cost some £8.616m to run.

The Council, like a number of local authorities, wants to review alternative methods for providing TLCY Services to the local community. This focus is driven by the fiscal pressures that local government continues to face and the increased demands on resources. As such, there is a need to establish delivery models that can provide more sustainable services.

With combined direct costs of around £3.424m (2016/17) and approximately 136 Full time equivalent (FTE) staff, these Services have contributed over £1.65m of revenue savings and generated £17m of income over the last four years. Costs are also expected to increase in 2017/18 resulting in a projected overspend of 150k.

There are now no more efficiencies to be had within the existing services without significant investment and transformation. Given the current period of austerity, if these services are to remain in the Council, the implications are detailed in Table 7, demonstrating a significant gap between the total costs of the services and the Medium Term Financial Plan (MTFP) allocation. These total projected costs take account of the 2017/18 pressures and the impact of projected inflation.

**Table 7 - TLCY Services Projected Funding Shortfall**

Year	MTFP Allocation £000	Expected Net Cost £000	Funding Shortfall £000's
2018/19	4,316	4,518	202
2019/20	4,241	4,614	373
2020/21	4,210	4,674	464
2021/22	4,178	4,736	558
2022/23	4,143	4,798	655
<b>Total</b>	<b>21,088</b>	<b>23,340</b>	<b>2,252</b>

Source – MCC MTFP / Financial Ledger/ ONS (inflation data)

The MTFP is currently showing a shortfall of 6% over the next four year period and if this was to be applied proportionally to all Services would result in a further increase in the funding gap by 2022/23 to £908k.

The assets included within the scope of this report currently has a maintenance backlog of £4.4m which indicates there is a significant requirement for investment. The ability to access and service capital requirements is a key requirement in sustaining service delivery and avoiding a declining asset base. The current budgets do not allow for a planned replacement of vehicles and plant or to refresh equipment which has an impact on service delivery.

The Capital MTFP shows that the Future Schools project is the single biggest capital project for MCC for the next 4 years and funding for this programme relies heavily on utilising the capital receipts that are also due to be received in the next 2 years. This has meant that the Authority now has reduced flexibility to deal with any other capital pressures or take forward new projects.

## 2.6 Growth in Demand for the Services

However, declining budgets are just one of the challenges for the Council. Other challenges include demography, localism, the Well-being of Future Generations

(Wales) Act and inequality. Using demography as an example, life expectancies are rising across the country leading to an increased demand for public services. In Monmouthshire:

- The number of over 85 year olds will increase by 184% by 2036 yet the number of under 18s will decrease by 19% by 2036. This increased life expectancy will drive a greater complexity of need as older people are more likely to have medical conditions. And, with a decreasing number of younger residents there is likely to be a decrease in the potential for growth of the working age population, leading to a decrease in council tax income to pay for services.
- In addition both adult and childhood obesity is increasing in Wales, which will have long term impacts on quality of life placing further pressure on public services.

## **2.7 Requirements of the Well Being of Future Generations (Wales) Act 2015**

The Well Being of Future Generations (Wales) Act 2015, introduced by the Minister for Communities and Tackling Poverty sets out a framework for Welsh Public Authorities requiring them to show how they are working towards well-being goals that will ensure the needs of the present are met without compromising the ability of future generations to meet their own needs. The Act puts in place seven well-being goals that public bodies must work to achieve and take into consideration across all their decision-making as detailed in Figure 3 that follows. As a direct result of the Act any plans for the future delivery of Services will need to ensure that that the seven well-being goals are addressed.

monmouthshire  
sir fyny



Figure 3 - Well-Being of Future Generations (Wales) Act 2015



## 2.8 Rising Expectations of Service Users

Advances in customer services and technology also mean service users have higher expectations of public service and increasingly expect to:

- Interact with services 24/7 and access information and services through self-service platforms; make appointments for face to face meetings at a time and location convenient to them;
- Receive a highly personalised service that addresses them as an individual and involves them in decision making; and
- Experience a joined up service, both across Council services and between the Council and its partner organisations.

All of this means that service users will not be content with the Council's current service offer in the future. Although these advances will present opportunities for the Council



to use new technologies to meet people's needs more effectively there is a clearly a need to ensure that every aspect of the Services are fit for future purpose.

As part of engagement processes, we have conducted a recent service user 'What Matters' consultation. From the 1,200 responses received, these were the top 5 themes that mattered to service users:

- ✓ 28% - Staff: were approachable; knowledgeable; friendly and welcoming
- ✓ 24% - Accessibility: services were local; open regular and open to all
- ✓ 13% - Cleanliness: sites and facilities were clean; had good hygiene and standards
- ✓ 12% - Equipment: maintained; up to date; accessible for all and available
- ✓ 9% - Cost: prices are as low as possible; fair and worth the service receiving

## 2.9 How this Proposal will address the TLCY Challenge

The Council has already made a number of changes to address these challenges focussing on improving efficiency, effectiveness and value for money in the TLCY Services. For example:

- A successful 'Invest to Save' programme in Leisure Services whereby an investment of £250,000 in fitness suites lead to a return of £100,000 in the same year enabling on going and sustained growth in leisure memberships;
- Increasing commercial drive through innovation and enterprise whilst also increasing fitness levels, for example the introduction of the 'My Wellness' Cloud accounts;
- Optimising use of assets by broadening use such as offering visitor attractions as wedding venues and as concert venues;
- Developing new and existing partnerships such as working with the Aneurin Bevan Health Board by increasing participation in the National Exercise Referral scheme;
- Regular data and performance monitoring to measure success and inform business decisions leading to enhanced service delivery and customer benefits; and
- Innovation through better use of technology such as encouraging more service users to take up Direct Debit payments for services.

Over the last 4 years these changes have helped to deliver £1.65m of revenue savings and generated £17m of income, however the Council has approached the limit of savings that can be achieved. There is therefore a need to consider new ways to

deliver these Services whilst also ensuring that it continues to provide opportunities for local people to lead more active lifestyles.

In October 2015 Cabinet approved supplementary work to mobilise the TLCY Services within the context that any proposals would still ensure that it continued to address its four key priorities of **Education, Protecting Vulnerable People, Supporting Enterprise, Entrepreneurship and job creation, and maintaining locally accessible service**. Appendix A and B details how the Services currently deliver against the Council's priorities.

Any proposal for a new Service Delivery model would therefore need to ensure that it not only continues to meet the Council's priorities but also provides enhanced opportunities to:

- Access funding and tax efficiencies currently outside the scope of the Council;
- Freedom to market and trade its services;
- Increase flexibility and agility in responding to needs and change;
- Improve Services through innovation and a culture of enterprise;
- Introduce new processes that reduce duplication of effort and increase use of technology and self-service, making it easier for residents to access services and obtain information and advice;
- Empower and motivate staff thus raising productivity; and
- Offer higher levels of engagement through collaboration.

Cabinet also agreed this work would consider four delivery options which has subsequently been reduced to two delivery options which are:

- Transforming the Service in House; and
- Moving the Services into an Alternative Delivery Model.

The objectives of the proposal were to consider the right mix of Services to be included in the proposal; to identify the best Delivery Option applying the lessons learned throughout the development of the proposal. The proposal needs to identify the best possible delivery option to help the Council address the projected funding shortfall over the next four year period.

## **2.10 Access to Other Funding Streams**

The Council is eligible to apply for capital and revenue grants from a variety of external organisations such as Sports Wales, National Resources Wales and the Heritage Lottery Fund. The ADM can also apply to these bodies, but in addition there are a number of new opportunities for grant funding that are not available to local authorities. This includes grants from Trusts and Foundations which could support the range of activities proposed to transfer to the ADM.

There is real potential for the ADM to draw down new sources of funding to support a range of projects and programmes as listed in Appendix E and to support the development of new partnerships, potentially with the third sector as well as supporting existing partnership arrangements.

## 2.11 Potential Savings and Commercial Opportunities

There are other channels from which new money might be generated:

- Sales of services to customers;
- Sales of merchandise;
- Cafes, food and coffee;
- Commercial tie ins and sponsorship;
- Contracts to provide services for other public bodies (schools, colleges, Welsh Government, police, NHS, etc.);
- Contracts to provide commercial services (e.g. professional services, training and consultancy);
- Membership schemes; and
- Individual donations.

### 1. Services which would benefit from being free to trade

- Leisure and Fitness – this will need a continuing subsidy, but has high potential to generate more of its income;
- Visitor Attractions (Caldicot Castle; Shire Hall; Old Station). These three services all require significant subsidy at present but would need to demonstrate that it could overcome barriers to generating new income in a very competitive marketplace; and
- Outdoor Education – already generating a small surplus annually from sales to schools, colleges and National Citizen Service (NCS).

These services should be freed up to develop as savvy enterprises, becoming even more dynamic and innovative. As they are competing in open commercial markets they would need to be able to structure themselves appropriately.

### 2. Services which help to create a positive and productive environment in Monmouthshire

- Countryside; and
- Tourism.

These services would need to become innovative, enterprising public services that are still reliant on the MCC grant but freed to find new ways to provide services, new partnerships and new sources of public funding.

### 3. Services which are provided direct to members of the public, where there is reasonable scope for attracting donations, contracts and grants but more limited scope for trading

- Youth Service.

This service would develop cultures which include elements of both 1 and 2. They may end up looking like value driven social enterprises, which still rely on grant support from MCC but develop new ways to involve stakeholders, donors and others to provide support.

Evidence from successful spinout services is overwhelming in emphasising the need for committed, effective leadership from the start of the process, by a team of people who want to take the new entity forward. This team needs to share a common vision and strong sense of ownership.

## **2.12 Strategic Case for Change**

The Council has recognised the need to review the model of service provision for TLCY Services. There are a number of perceived advantages of alternative models, including:

- Greater speed of decision-making;
- Increased access to other funding streams;
- Ability to react quickly to market forces;
- Single focused body;
- VAT and National Non-Domestic Rates (“NNDR”) savings;
- Commercial revenue growth;
- Improved financial performance;
- Independence and ability to diversify;
- Sustainability of service provision; and
- Commercial empowerment for staff.

The review of the models of service provision for TLCY Services allows these perceived advantages to be explored across a range of options and against appraisal criteria that reflect the Council’s overall aims and objectives in its Corporate Plan and through the Future Monmouthshire transforming programme. This options appraisal forms the basis of the Economic Case.

## **2.13 Update Position**

During the development process, Officers have visited a number of other Local Authority Alternative Delivery Models and witnessed first-hand the strategic advantages for both the respective Council’s and the ADM. These advantages have included the ability to recruit for and utilise specific skills which have added a different dimension to the commercial thinking of the ADMs, new and positive relationships with Council and other public sector services and the potential to work more closely with private sector partners in the pursuance of improved outcomes.

## **2.14 Conclusion**

The main conclusions from the strategic case are that the ADM is the strategic preferred option because:

- It is in tune with Council priorities and will still allow Monmouthshire some ownership and influence over future direction;
- It will set the best financial conditions for the Services, enable teams to thrive and grow and continue to provide locally delivered services by our trusted workforce;

- It will ensure a commercial drive which continues to return money either back to improve services or to reduce Council subsidy, both being as equally important;
- It will provide a sustainable footing for non-statutory high value services that prevent ill health and promote wellbeing taking demand from critical Council services;
- The Services will retain a local distinctiveness;
- It aligns with the values of Future Monmouthshire and key partners;
- There is a significant funding shortfall for TLCY Services which is anticipated to increase to 655k by 2021/22 (table 7);
- The assets are suffering from a lack of investment and have a maintenance backlog valued at £4.4m (paragraph 2.5);
- Monmouthshire has a lack of capital capacity in order to invest in TLCY assets (paragraph 2.5); and
- A new model offers access to funding; savings and commercial opportunities (paragraph 2.10 and 2.11 and appendix E).



### 3. Economic Case

#### 3.1 Introduction

The Strategic and OBC has demonstrated that there is an opportunity to review the model for the delivery of TLCY services which could help the Council deliver its objectives under the Future Monmouthshire transformational programme.

The purpose of the Economic Case is to select a preferred option for future delivery of TLCY Services. This assessment is informed by:

- The qualitative fit of these options compared against the Council's transformation objectives; and
- A cost-benefit analysis of the preferred option to demonstrating value for money.

#### 3.2 Delivery Models

The OBC dated March 2017 identified an initial list of four strategic options for appraisal. Members have now agreed to progress only two options, options 2 and 3 as described in table 8. For the purpose of this FBC only these two options are now considered in more detail.

**Table 8 - Delivery Options**

Option	Description
<b>Option 2 - Transforming the Service in House</b>	The broad service delivery model remains the same however the Council would need to engage in a full service review to identify how the services could be delivered more efficiently and effectively to deliver the savings requirements.
<b>Option 3 - Moving the Services into an Alternative Delivery Model</b>	A group structure would be established to enable flexibility in the future should there be an appetite for community engagement and or service user ownership which could be delivered through a more co-operative or joint venture. In establishing its group structure the Council will need to ensure that the legal entities best serves its aims e.g., Company limited by shares, Company limited by guarantee, Community Benefit Society or Charitable Incorporated Organisation.

#### 3.3 Advantages and Disadvantages of the Options

##### 3.3.1 Option 2 – Transform in House

Advantages of transforming in House:

- The Council will have direct control over the strategic direction of the services;
- It is unlikely there would be any political or reputational impact resulting from changing the way the service operates;

- May result in further savings/income generation;
- The Council is experienced at delivering local services, although there will be changes arising from the full service review that can be managed within existing processes; and
- Some investment may be possible from the Council to underpin the development of new models.

Disadvantages of transforming in House:

- The savings generated through a service review are unlikely to meet the MTFP savings target in full given reductions in budgets that have already been experienced. This will likely require service reductions to meet any shortfall;
- There would be an inability to adapt to future spending pressures;
- Limited opportunity to improve the commercial offer and deliver an enhanced service due to funding constraints;
- Increased probability of reduced opening hours or price increases given the budgetary pressures;
- Charging (with some exceptions e.g. leisure) is unlikely to be popular with Monmouthshire residents;
- A shortfall in meeting the savings requirements may result in service reductions and consequent staff reductions. The lack of long term stability will impact upon staff morale and emotional wellbeing;
- Staff may be frustrated by a process which limits their capacity to innovate and develop new ways of working;
- Working within the existing confines of the Services and Council operations could mean that the level of service improvement is inhibited when compared with other models;
- The Council is limited in the sources of funds that it can access and in the amount and types of trading that it can carry out. This reduces the range of potential ways in which services might be developed and delivered in future; and
- Limited access to further or private sector funding.

### 3.3.2 Option 3 - Establish the ADM

Advantages of a new ADM:

- Would operate in a less restricted environment than the Council;
- Would be able to establish more effective decision-making processes to respond to the dynamic environment in which it will operate, thus maximising opportunities to generate higher levels of income and meet the needs of the local community;
- A new ADM board and its employees would be specifically focussed on the delivery of TLCY services in the Monmouthshire and would come with excellent knowledge of the services and current business operations;
- Would as a charitable entity, be able to optimise NNDR, VAT and tax benefits thus maximising resources for delivering services;
- There would be an opportunity for increased community involvement through representation on a new ADM board, targeting individuals who are not only committed to improving health and wellbeing in the area but also who have specialist skills and expertise to add real value to the alternative delivery model. Key skills would include finance, property, human resources, health and education;



- There would be an opportunity for the Council to be represented on the Charitable Board of the ADM of up to 20%. Members would be represented on the boards of the Teckal company and trading company (both wholly owned by MCC);
- Staff would be empowered through their ability to have a greater role in the management and strategic direction of the ADM, operating with commercial management whilst retaining social objectives;
- The Council would be the commissioner of the service and would retain strategic control defining the strategic objectives and outputs for a new ADM and monitoring its delivery of those outcomes;
- A new ADM could be developed for future expansion into the operation of other facilities and services on behalf of Monmouthshire and/or services on behalf of other local authorities;
- A new ADM would be able to access sources of borrowing and funding created specifically for not for profit distributing organisations including those that are charitable;
- Surpluses generated by the ADM would be ring-fenced for reinvestment in TLCY services, the details of which would be controlled through a management agreement;
- Opportunities to maximise gift aid as a charitable organisation;
- Low risk option with many local authorities having a proven track record in delivering high quality and affordable leisure services;
- There is the opportunity to fix funding (this could be on a reducing basis) for an agreed period, with an opportunity to re-negotiate funding at agreed intervals in the annual service plan to continuously prioritise the services to the needs of the local community. This gives cost certainty to both parties and will deliver better outcomes; and
- Corporate support services currently provided by the Council to TLCY services could be reduced creating further savings to Monmouthshire or generate an additional surplus for the ADM to re-invest in services or increase its reserve for future sustainability. Some services may be purchased through a service level agreement/contract. However, where support services are substantially associated with the service these individuals could be TUPE transferred to the new ADM.

#### Disadvantages of a new ADM

- The Council would retain strategic control through a management agreement and limited representation on the Board but would no longer be directly responsible for the day to day delivery of the service;
- There would be set-up costs attributed to the formation of the ADM such as establishing a management/administration base, establishment of a trading reserve, associated professional fees and potentially additional staff costs, e.g. a Commercial Director, as well as marketing and rebranding costs;
- Support services could be purchased from other providers, although staff significantly attributed to the TLCY services would TUPE transfer and the remaining elements would need to be identified and budgets transferred; and
- An ADM would be considered as a single entity organisation and as such could be more susceptible to peaks and troughs in its operation.



### 3.4 Qualitative Evaluation Criteria

The preferred option for delivery is required to be aligned to the Council's objectives. These objectives as shown in Table 9 were used as the basis to form the qualitative criteria to assess each delivery option.

**Table 9 - Qualitative Evaluation Criteria**

Title	Objectives
Quality	The option will deliver the set quality standard agreed with stakeholders and has the ability to adapt and improve over time.
Operational Efficiencies	The option presents a clear opportunity for driving operational efficiencies through expertise of management, economies of scale and a commercial outlook.
Commerciality	The option provides enhanced long-term commercial viability for Culture and Leisure assets, based on skill sets, experience and sectorial understanding.
Community	The option provides opportunities to engage with and benefit the wider community.
Accountability and Governance	The option provides the Council and community with a degree of transparency, flexibility and comfort over the ongoing delivery of the services and the council's interest in the services.
Resources and Investment	The option provides for the effective utilisation of resources and investment to allow for the successful delivery of the services in sustainable manner. This included staff and managerial resources working together to realise the governing organisations goals and objectives.
Reputation & Political Considerations	The option is unlikely to present materially substantial objections from the Council's stakeholders.
Risk Management	The option provides opportunity to manage the relevant risks associated to service delivery.
Education	The option provides learning experiences to enable young people to fulfil their potential as empowered individuals & members of communities through the provision of an adequate Youth and Outdoor Education Service
Protecting Vulnerable People	The option supports an active and healthy Monmouthshire and a healthy lifestyle through the participation in physical activity, offers support to those most vulnerable NEET 16-24 year olds in order to sustain education, employment or training and reduce the potential for youth unemployment.
Supporting Enterprise, Entrepreneurship and job creation	This option raises the profile of Monmouthshire regionally, nationally and internationally with a view to increasing visitor spend and extending the visitor season. It seeks to create links with local businesses to provide opportunities to buy and sell services
Maintaining locally accessible services	Providing a full range of leisure services in Monmouthshire towns. Investing in buildings and green infrastructure to create quality spaces that will attract greater visitor numbers and improve financial viability.

*Source: The criteria referenced above are contained within Appendix G*

### 3.5 Delivery options assessment

#### 3.5.1 Assessment criteria

Each of the options were assessed against the criteria described above. To capture the importance of each option to the Council, these options have been weighted and this is set out below:

**Table 10 - Criteria Weighting**

Option	Weighting (%)
Quality	20
Operational Efficiencies	15
Commerciality	15
Community	10
Accountability and Governance	5
Resources and Investment	5
Reputation & Political Considerations	5
Risk Management	5
Education	5
Protecting Vulnerable People	5
Supporting Enterprise, Entrepreneurship and job creation	5
Maintaining locally accessible services	5
Total	100

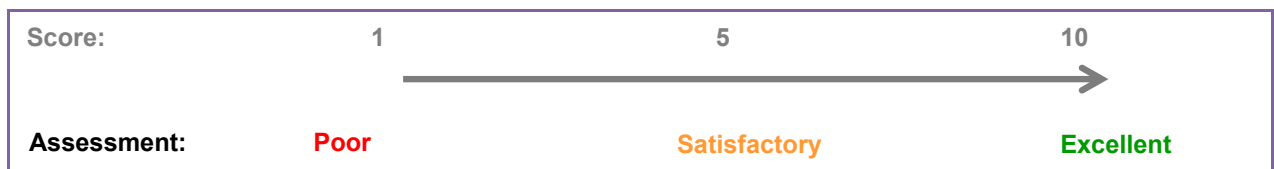
Source – Project Team

The weightings were agreed by the Project Team prior to the evaluation workshops.

#### 3.5.2 Scoring Range

The options were scored against the criteria using the following scoring scale:

**Figure 4 - Scoring Criteria**



### 3.5.3 Appraisal Method

The options appraisal was undertaken by the Project Team at workshops in November and December 2016. The attendees had representation from across the following Council services:

- Staff from leisure, outdoor learning, youth and countryside services;
- Members of the Future Monmouthshire Team and MCC Officers;
- Senior Leadership team including Finance and Property; and
- Elected Members.

The scoring was completed in groups, with a full group discussion on each criteria across all 4 options, with a consensus score being taken. A detailed summary of this workshop is provided in Appendix F and G.

### 3.5.4 Delivery options evaluation summary

The table below summarises the assessment of the two chosen options against the qualitative criteria. It shows that the highest scoring is the ADM delivery option:

**Table 11 - Qualitative Assessment Summary**

		<b>Option 2</b>	<b>Option 3</b>
<b>Title</b>	<b>Weigh- ting %</b>	<b>Transform Service in House</b>	<b>Moving the Services into an ADM</b>
Quality	20	5.0	8.0
Operational Efficiencies	15	4.8	8.2
Commerciality	15	3.8	7.4
Community	10	6.0	7.8
Accountability and Governance	5	6.6	6.2
Resources and Investment	5	4.6	7.6
Reputation & Political Considerations	5	6.2	7.2
Risk Management	5	5.0	6.2
Education	5	6.0	8.0
Protection of vulnerable People	5	7.0	8.0
Supporting Enterprise	5	5.2	7.2
Maintaining Locally Accessible Services	5	5.8	7.6
Total score	100	66.0	89.4
Ranking		<b>2</b>	<b>1</b>

The preferred option, the ADM, scored 89.4 being 23.4 marks higher than the option of transforming the service in house. The preferred option is to move to an Alternative Delivery Model. The key points of the appraisal were:

*The scoring matrix and accompanying papers created good discussions with participants and enable in depth exploration of each option against the criteria set.*

*Both Options 2 and 3 created the most discussion, with good reasons given that could warrant choosing either of these options. There is caution for option 2 in relation to sustainability in future years with continual reduced funding.*

The summary of justification and commentary for these scores are set out in table 12. For full details and analysis of the workshop, refer to Appendix F and G.

### 3.5.5 Options appraisal workshop commentary highlights

**Table 12 - Options Assessment Workshop Commentary**

<b>Criteria and weighting</b>	<b>Option 2: Transform in House</b>	<b>Option 3: Moving services to an Alternative Delivery Model</b>
1. Quality (25%)	The services would require significant review to continue delivery in house to the same quality, which would result in either reduction or investment.  Know business and structures already in place.	The organisation would be set up with a set of measurable objectives. This would allow the Council to have a degree of control over the quality. The flexibility and strategic focus by the organisation could allow an improvement in quality.
2. Operational Efficiencies (20%)	The Council currently has access to some economies of scale for items such as support services but there is acknowledgement that staff morale is already low from driving previous efficiencies.	This organisation would be able to buy in the expertise requirement to implement efficiencies. It would be able to continue to take advantage of the economies of scale available to the Council in areas such as support services.
3. Commerciality (20%)	This option is perceived as being able to provide a commercially focussed service but due to the size of the Council and competing priorities, it is unable to react to all opportunities. The ability to provide an enhanced service over time may be challenging.	The existing staff and expertise would build a strong foundation to the organisation. Able to supplement the team with the required expertise.
4. Community (10%)	Continued opportunity to engage with local community in a more cohesive approach; however would still reach the same cohort.	The outcomes were deemed to be similar to the current situation; however, there would be an increased focus due to the specific remit of the organisation.
5. Accountability and Governance (10%)	As services staying in house continues to allow for full transparency and accountability.	As it would be within the Council's group structure, there would be more visibility than the private sector options.
6. Resources and Investment (5%)	After transformation there is an ability to share resources and access capital. Services would do less well as cannot sustain current model.	There are efficiencies of using the structure which provide opportunities for re-investment. Downside is the Council will still need to fund the service deficit.

Criteria and weighting	Option 2: Transform in House	Option 3: Moving services to an Alternative Delivery Model
7. Reputation & Political Considerations (5%)	There would be limited impact to the general public.	A potential pressure from stakeholders as legal structure is not fully understood. More accepted position than the private contractors.
8. Risk Management (5%)	The risk still ultimately rests with the public sector.	Same as option 1, the risk still ultimately rests with the public sector.
9. Education (5%)	Transform in house will attempt to ensure learning programmes are available across venues and services. The services would maintain service position e.g. leisure, outdoor education, youth.	One of the key areas of ADM would be a learning and educational development. Some services more than others although all contribute to ensure that there is a coordinated approach.
10. Protecting Vulnerable People (5%)	The Council prioritises keeping people safe and is part of the All Wales Safeguarding policy – stays the same	The council prioritises keeping people safe so the ADM would need to agree the standards expected of the authority and comply. The Teckal services would be as existing MCC services now.
11. Supporting Enterprise, Entrepreneurship and job creation (5%)	Working with colleagues in Enterprise/MCC and business to promote a culture of growth.	Working with colleagues in Enterprise/MCC and business to promote a culture of growth and opportunity. The culture of permission and swift action is one of the major benefits of ADM models. Jobs could be created.
12. Maintaining locally accessible services (5%)	Attempt to further transform services through restructure and prioritise service offer	Services in Teckal would continue to deliver local services – all services as per in house transformation would prioritise service offer run by local board

Source: Options Appraisal Workshops

### 3.6 Analysis of Costs and Benefits

The outcome of the qualitative assessment of the options has highlighted a transfer to a new ADM as the preferred option. In this section an analysis of costs and savings has been undertaken for the two shortlisted options to consider the value for money of implementing the new delivery model. Costs and revenues are analysed further in the Financial Case.

#### 3.6.1 Costs

The creation of the new ADM will result in additional running costs which will need to be taken into consideration when analysing against the transform in house model. These costs may not necessarily be greater than the full back office and management costs of the services in-house and it is possible that the running costs could be less than the current overheads of the services in the Council at present. The costs are based on Anthony Collins' experience of other ADMs and Leisure Trusts and are described overleaf.

Implementation Costs	
Option	Implications
Transform in house	Potential redundancy costs
Move to a new ADM	One off costs of 155k for further professional advice (legal, VAT and taxation), staff secondments, branding and marketing but excludes the cost of redundancies

Support Service Costs	
Option	Implications
Transform in house	No change
Move to a new ADM	TUPE transfer of staff and budgets. Any remaining services provided to the ADM would attract VAT so beneficial to the ADM to provide its own back office functions. Any specialist costs would need to be identified in the full business plan but would be expected as part of the culture of the ADM and would not involve any additional costs. The initial impact for MCC is estimated at 143k, with potentially a further 71k at the end of year 3 and £109k at year 5.

Management Fee & Profit Margins	
Option	Implications
Transform in house	None
Move to a new ADM	Improvement in the authority's partial exemption position. Improved trading position through operating the service in a more commercial manner. Profits would be retained within the county and applied to service sustainability and improvement.

Pensions	
Option	Implications
Transform in house	No change
Move to a new ADM	Would apply for admitted body status in order to provide the continuation of the pension scheme under TUPE transfer. An actuarial valuation would be needed to attribute a deficit prior to transfer

Capital investment	
Option	Implications
Transform in house	No change – limited capital resources and reducing planned and reactive maintenance budget
Move to a new ADM	Property Condition surveys have established the value of backlog maintenance required. Surpluses will be reinvested. Funding and management agreement will determine maintenance budgets

### 3.6.2 Benefits

The analysis considers two main areas of financial benefits – NNDR and VAT changes.

#### 3.6.2.1 NNDR

The NNDR savings assume that part of the ADM will be made up of a registered charity and that the application for charitable status will be approved. The detailed NNDR savings are set out the financial case.

NNDR Relief	
Option	Implications
Transform in house	No relief as NNDR costs would remain constant
Move to a new ADM	Part of the model would include a body with charitable status and could attract discretionary relief

#### 3.6.2.2 VAT

It is expected that part of the ADM will have charitable status and consequently certain income it generates will be exempt for VAT purposes under the VAT Sporting Services and Culture

Services exemptions, and this can provide VAT savings. The financial case details the approach to the calculation of VAT savings. More detailed guidance is contained within appendix J.

VAT Relief	
Option	Implications
Transform in house	No relief at present – Vat Consultants have indicated that if HMRC Ealing ruling was applied to current year, Leisure services would benefit by circa 250k however the authority would breach its partial exemption limits and would have to pay extra VAT of circa 620k. This results in a net cost to the authority of 370k.
Move to a new ADM	There could be an improvement on current trading assuming sport and cultural supplies are exempt however this would be reduced significantly through the awarding of a grant to cover the service deficit.

### 3.6.2.3 Operational Efficiency Savings

As part of moving to an ADM model, there is the potential to realise a level of operational savings driven from either an increase in revenues and /or a reduction in costs. This is based on the track record of other similar organisations. However, these savings are not guaranteed and at this stage of the business case process, have not yet been developed. For the purpose of this analysis to ensure a prudent result, no efficiency savings have been factored into the analysis.

Improved Operational Income	
Option	Implications
Transform in house	Scope for some small improvements by prioritising certain service areas over others
Move to a new ADM	Direct control and increased autonomy would improve operational income. Potential to tender for other local authority services

## 3.7 The Preferred Option

The options appraisal concluded that the ADM is the preferred option which will take the form of a group company structure including a local authority controlled company, a charity and a trading company. This was the result of qualitative assessment agreed with representatives of the Project Team. This qualitative result is supported by the financial analysis which yields a net financial benefit compared to the transform in house option. The key differences from the other options are noted as:

- The organisation having objectives which can be aligned to the Council;
- The organisation has a stronger ability to adapt to services requirements and customer feedback through the focus of the organisation;
- The Council maintains an element of visibility and governance over the organisation;
- The organisation has the ability to attract the correct skill sets to improve services going forward and potentially other sources of funding; and
- There is a strong net benefit from the setup of the ADM, which could be reinvested into the services and/or off-setting the management charge paid by the Council.

It should be noted that the preferred option was selected based on the qualitative data and supported by some financial benefits, in other words, the VAT and NNDR savings. It has taken into account some potential operation efficiencies or the potential for increased commercial return.



### 3.8 The ADM

In the UK, a significant number of local authorities have developed ADM's or Charitable Trusts for the management of their leisure and/or cultural services with the size, scale and detailed operation varying depending on each council's circumstances.

The majority of culture and leisure facilities require subsidy to a greater or lesser degree, so it is normal for local authorities to fund the operating deficit by way of a management charge which represents the cost of the ADM providing services on behalf of the Council. The Council retains control and ownership of the assets and, being the main funder, has continuing major influence over policy.

From an operational perspective, the ADM would deliver the services through the existing staff base that would transfer from the Council to the ADM under transfer on the basis of TUPE from the Council to the ADM.

### 3.9 Key Drivers

The key drivers for changing the current delivery model include:

- The ability to hire new skills and focus on the commerciality of the services available, allowing them to adapt and quality to improve going forward;
- The Council still maintains an element of oversight and the objectives are aligned to its objectives and those of the Well-being of Future Generations (Wales) Act;
- The potential ability to use savings for reinvestment into the services and assets; and
- The ability to generate new income streams or commercialise existing income streams to maximise income and offset against required savings.

### 3.10 Conclusion

The Conclusions for the Economic Case are as follows:

- The "transform in house" has not been selected as this option would not allow the full potential and opportunities to grow and develop these services;
- The preferred delivery option for the services associated with the TLCY assets is through an ADM (table 9). The model is structured in 3 parts;
  - Charity – this offers financial savings; allows access to funding; is a not for profit organisations as is seen as " non-commercial" – addresses council key concern
  - Teckal Company. – MCC would retains control over services but would allow some limited flexibility for commercial operation
  - Trading Company to take advantage of trading opportunities and reinvest profits back into the Charity through "gift aid";
- The financial benefit is the result of VAT and NNDR savings against the additional costs of running the ADM. These savings are unlocked with the selection of a charitable part of the ADM as the preferred delivery option;
- Long term sustainability of the model should be a key priority and that if a model is established simply to reap only the VAT and NNDR benefits with no reinvestment into the facilities do not achieve long term development and sustainability; and.
- There is a potential impact to the Authority of the ADM choosing to source its support services from elsewhere. The initial implications for the authority have been estimated at 143k with a further 71k at the end of year 3 and 109k at year 5.



## **4. Commercial Case**

### **4.1 Introduction**

The various options have been considered and it has been determined that a 'Teckal' Company, a Trading Company and a Charity is the preferred option for the vehicle to provide the services to the Council. The options and advantages and disadvantages are set out in appendix H. A number of different considerations regarding the future commercial and operating structure of the ADM have been considered. This section develops the analysis regarding the important commercial and operating considerations for the ADM.

The assessment has been informed by:

- A discussion regarding the ADM structure, governance and commercial arrangements;
- A description of the issues related to the provision for support services and repairs and maintenance arrangements; and
- Regulatory and staffing arrangements.

### **4.2 ADM Structure**

#### **4.2.1 Options**

The key issues to consider on formation of the ADM are:

- The type of organisation to set up;
- The type of corporate structure to choose; and
- Registration and ongoing regulation formalities.

There are a number of different options typically considered for ADM's. The recommended options are listed and summarised below. More details are provided in Appendix H with an analysis of the benefits and disadvantages for each.

#### **4.2.2 Company limited by shares (CLS)**

The ADM would include a CLS which is the most common type of private company and is a frequently used vehicle for 'Teckal' companies. CLSs have a 'share capital' which shareholders are obliged to contribute to and in return they can receive a share of the profits based upon their shareholding. The liability of shareholders' is limited to their value of their shareholding and Directors are also protected providing they act in accordance with their Directors' duties.

CLSs are regulated by Companies House and subject to the Company Act 2006 and associated regulations.

#### **4.2.3 Company limited by guarantee (CLG)**

A CLG does not have to be charitable, but it is the most common structure usually employed when creating a new charity. The key features of this structure include:

- It is incorporated under the Companies Act 2006 without issuing shares but instead the member guarantees a sum of money in the event of insolvency;
- It gives the company, and its members, limited liability in respect of the debts and obligations of the company;

- The directors have duties and responsibilities under the Companies Acts and additional duties as trustees once the company is a registered charity; and
- It is regulated by both the Companies Act and the Charity Commission.

After incorporation, an application to Charity Commission will be made to obtain charitable status. Once the Charity is formed it would enter into a number of agreements with the Council including the Licences, the Service Agreement and the Support Services Agreement. The directors will have to comply with both the requirements of the Companies Act and Charity Commission.

#### 4.2.6 Charitable Trading Subsidiary

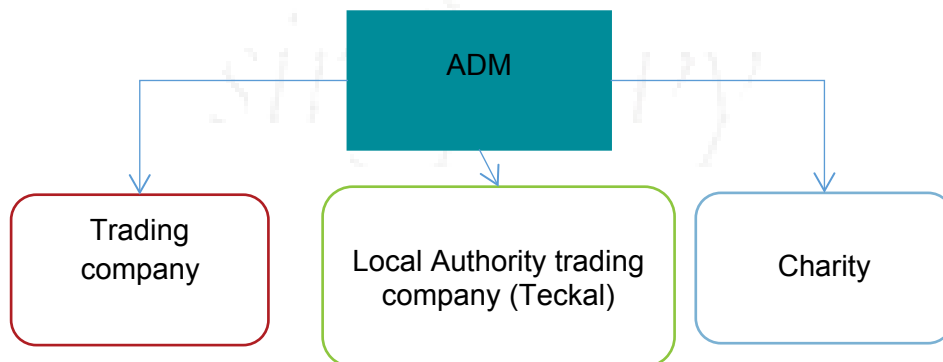
Irrespective of which option is chosen, it is anticipated that the Charity arm of the ADM will eventually require a Charitable Trading Subsidiary to undertake all non-primary purpose activities. These include all activities that do not fall squarely within the charitable objectives of the organisation (e.g. bar, café and rental of business spaces).

#### 4.2.7 Summary

The review undertaken by Anthony Collins has recommended that the best option would be to establish a group structure comprising of a local authority 'Teckal' company, a separate trading company and a separate charity. The structure offers the protection and familiarity of the Companies Act, supported by clear and established legal precedents over the rights and obligations placed on the members of the Board.

An organisational structure that adopts this approach is defined in the following diagram. This is the model that is proposed in terms of this Final Business Case:

**Figure 5 ADM Recommended Structure**



#### 4.3 Procurement Requirements

The law with regard to EU procurement, and its application to the proposed structure, is complex. One of the more significant areas of concern will be the Council's ability to demonstrate that it is complying with its procurement obligations. The recommended structure enables MCC to contract directly with its wholly owned Teckal Company without going through a procurement process and MCC can award a grant directly to the Charity. Procurement regulations and procurements routes were previously considered in the OBC and are now included within appendix W for information purposes.

#### 4.3.1 The Grant Agreement

MCC would award a grant to the charitable arm of the ADM, which is not subject to procurement requirements. However, it is essential to ensure that it is a grant arrangement and not a de facto service contract, called by a different name. MCC will need to:

- Award the grant with specified outcomes rather than having more detailed service specifications and KPIs as would be the case with a services contract; and
- Ensure that clawback or repayment of the grant is an appropriate mechanism for any breach and withdrawal.

#### 4.3.2 Award of Services

The Anthony Collins recommended proposed structure would not need to comply with procurement regulations as the Council can award contracts directly to its wholly owned Teckal company and can award a grant to the charitable organisation to provide services.

#### 4.4 Governance

In simple terms Governance is a process which involves the right people making the right decisions based on the right evidence and advice and in full knowledge of all known risks, benefits and detriments, together with the right implementation processes.

- The right people – are those who are empowered to take such decisions either through regulation or delegated authority.
- The right decisions – are those made for the benefit of the organisation that the decision makers represent and one which they are empowered to make and one which is evidence based.
- The right evidence – are the ascertainable facts, their known consequences and due diligence undertaken on all the assembled evidence to ensure it is fit for purpose.
- The right implementation – are the right people undertaking the right roles and responsibilities, within the right timescales and with the right degree of oversight.

In practice, decision making is taken at many levels across an organisation and the governance framework has to be robust enough to enable the organisation to function effectively but with the right level of control and scrutiny in place to manage all the potential organisational risks.

The governance structures of each organisation will vary but there will be a focus on achieving key objectives or managing key risks; in the case of the public sector these can be mandated or regulated, in the voluntary sector it may be a moral or ethical objective and in the private sector primarily commercial.

Monmouthshire County Council currently has to demonstrate compliance with “The Good Governance Standard for Public Services” which focuses on the six core principles of good governance. These are;

- Focussing on the organisation’s purpose and on outcomes for citizens and service users;
- Performing effectively in clearly defined functions and roles;
- Promoting values for the whole organisation and demonstrating the values of good governance through behaviour;
- Taking informed, transparent decisions and managing risk;

- Developing the capacity and capability of the governing body to be effective; and
- Engaging stakeholders and making accountability real.

Governance is extremely important and has a number of strands. Effective governance can lead to improved services and greater accountability to users and other stakeholders. Governance will be influenced by the structure of the ADM; the Articles of Association will determine how the companies will be run and similarly, the charity must abide by charities law which regulate their activities. Members of the Council will be on the board of the ADM's, subject to their duties as a director (or trustee) of the company but also must be mindful of the key importance of the conflict of interest issues but this does and will create a strong link between the Council and the ADM.

The service specification agreed between the Council and the ADM would drive governance in terms of the requirement for compliance with its terms. The management and governance structure integral to the ADM itself needs to be a robust structure with clear reporting lines to facilitate the communication of key issues. An audit review of the required structure will be carried out during the implementation process.

In terms of the relationship between the Council and the ADM, how the ADM reports to the Council's governance structure will need to be established so that such issues as the business plan and periodic reports are submitted regularly to the Council. It is anticipated that the CEO will at least present an annual report to Council.

The governance and accountability for these arrangements will ensure that safe, sustainable services will continue to be provided to its communities and services users. Also, the new organisations will continue to be accountable to the Council and its communities for the provision of those Services and ultimately in assisting the Council to discharge its statutory duties. The required assurances and protections are to be embedded in a number of ways, mainly:

- Through an effective governance architecture for the new ADM;
- Through MCC's governance arrangements that it puts in place to enable it to continue to have a role as both facilitator and potential strategic partner to the ADM; and
- Through the legal contractual arrangements that the Council will put in place in respect of the provision of the Services.

However, the legal structure alone may not be enough to deliver the changed ethos and culture that such a radical transformation within the ADM may require. This would need to be embedded at the heart of how the ADM conducts itself and how it remains accountable through its governance arrangements. It is important not to underestimate the culture-shift that is necessary to successfully move from existing work practices where funding for work has generally been a 'given' to a more competitive environment. However, the transition will also provide opportunities for innovation, creativity and for doing things differently.

#### **4.4.1 ADM Boards**

The governance structure and framework that will be put in place should be focused on the delivery and safeguarding of the new organisations objectives. There should be sufficient scrutiny to ensure that the objectives have a high degree of being successfully attained.

Company Law requires the appointment of some statutory Directors and this will vary according to Articles, size and type of company. The number of Directors should however be a reflection of the company's objectives, risks and challenges. Company directors because they carry

statutory requirements are exposed to personal professional risk and their remuneration package usually reflects this.

Non-Executive Directors are not employees of the Company although may be remunerated. Their role is to provide independence and add value and critically are often appointed to roles where impartiality is necessary e.g. strategy development or risk management.

It will be vital to get a Board which has the right skills to be able to deliver the aims and objectives of the ADM and ultimately, their business plans. This would benefit from the injection of new entrepreneurial skills to:

- Spot the opportunities available and to take advantage of them; and
- Have change management skills – to help staff manage the transition from in-house provision to life in a new ADM.

Anthony Collins has prepared a paper on the Board structure, duties of directors and the suggested make-up of the Board. This paper is provided as a separate document to the overall business case.

Initially the Boards of both the Teckal Company and the Trading Company will comprise three non-executive directors and two executive directors nominated by Monmouthshire County Council. The Board could later decide to increase its numbers to also comprise other officers and independent non-executive directors. Anthony Collins have also made the following recommendations:

- Either Cabinet, or relevant Members with delegated authority, exercises the shareholder function, with appropriate support from officers;
- The Boards of the Teckal and local authority trading companies are made up of a mixture of officer directors and there may be a need to look externally for specific experience or expertise, independent non-executive directors. The Boards of the Teckal and trading companies can be identical; and
- If the Council decides that it will appoint any Members as directors of either the Teckal or trading companies or both, there should be sufficient other directors appointed to mean that, even if a Member director has a conflict of interest, a quorum is still possible for meetings and decisions can still be taken. Equally, if any Members are appointed then the Council will need to be confident that it can continue to take decisions effectively itself.

There are two options for a charitable company limited by guarantee, in terms of its membership and board:

- The charity's company members and its board of directors are the same people; or
- The charity's company members include the directors, but also other individual or corporate trustees.

If the Council chose to be a member of the charitable company (and therefore a trustee) then it would need to bear in mind the distinction between the Council and the Council as charity trustee and manage any conflicts of interest, as well as ensuring that in its capacity as trustee it acted in the best interests of the charity. The Council could choose instead to nominate trustees – officers or Members that would be members of the company and on the board of directors.

The significance of the charity's need to apply its objects is a need for greater independence than will be given to the Teckal and trading companies. This indicates that it needs a different Board (entirely or partially) to the other two companies. There can, however, be some overlap, and this does not mean that the Council cannot nominate or appoint directors. Indeed, in many other Trusts, the local authority appoints a portion of the Board.

The recommended structure for the Charity is for a Board made up of nine trustees of which two will be appointed by the Council. The remaining trustees would be appointed following a recruitment exercise. Preferred skills would include; knowledge of charity law; audit and finance experience in a charity; commercial background; breadth of knowledge; sales and marketing; working with the community and sustainability and volunteer engagement.

#### **4.4.2 ADM Governance Function**

The ADM's Articles of association will provide the basis of the rules and regulations it will operate in and these will enable the ADM to manage its internal affairs and the conduct of its business. The Articles of Association is a document that contains the purpose of the company as well as the duties and responsibilities of its members defined and recorded clearly. The Charity Commissions web site provides details of draft Model Articles of Association which provides an insight into what may be included within the ADM's articles. [Articles Link](#)

The overall responsibility, and liability, for the actions of those managing the charity rests with the trustees. It is therefore essential that trustees give both clear guidance and establish thorough reporting systems to ensure that they make the appropriate decisions about the overall direction of the charity and ensuring those decisions are enacted. As each trustee is jointly and severally liable, it is important that decisions are taken by the board as a whole, meeting together in order that they may hear arguments either in favour or against a decision before casting a vote on a proposal.

No matter how effective a board of trustees, it may not be possible for the trustees to have 'hands-on' involvement in every area of the charity's activities. The Board therefore controls the charity but will delegate day-to-day responsibility to the senior management team, except for those matters that are the sole preserve of the board of trustees. It is then the responsibility of the Chief Executive, and senior management team where appropriate, to implement the decisions of the trustees and report back to the board via the agreed monitoring process.

The Board will exercise their responsibilities by clearly setting out in the business plan, the policy guidelines within which they expect the management to operate. They will set out the short and long-term objectives of the organisation and a system for ensuring that Management act in accordance with these directions. They will also put procedures in place for measuring progress towards corporate objectives. Therefore the key decisions taken by the Board will be concerning:

- business strategy, including operating, financing and risk management policy;
- the annual operating plan and budget;
- acquisitions and disposals that are material to the business;
- authority levels;
- approval of financial statements

The CEO and Management Team will therefore be responsible for;

- all day-to-day management decisions;



- ensuring that the ADM Group is organised and staffed and to have the authority to hire and terminate staff as necessary to enable it to achieve the approved strategy;
- ensuring that expenditures of the ADM Group are within the authorised annual budget of the ADM Group;
- assessing the principal risks of the ADM Group and ensuring that these risks are being monitored and managed;
- ensuring effective internal controls and management information systems are in place;
- ensuring that the ADM Group has appropriate systems to enable it to conduct its activities both lawfully and ethically;
- ensuring that the ADM Group maintains high standards of corporate citizenship and social responsibility wherever it does business;
- communicating effectively with, employees, Government authorities, other stakeholders and the public.

#### **4.4.3 Other Key Strategic and Policy Governance for the ADM**

Excepting the Board of Directors, there are three strategic issues where sub-committees of the Board may prove valuable and where the Board would benefit from Independent scrutiny. These are;

- Audit & Risk Committee
- Remuneration Policy Committee
- Commercial Development & Pricing strategy

The first two are self-explanatory, the third committee however is the key strategic ingredient to the new Group's success. This is because any decisions taken in this area will have repercussions for local communities, receive the attention of the hundreds of affiliated partners and will create a political reaction. For this reason such proposals will need to be properly considered as they will be the primary source of reputational risk.

Transformation from Council function to the ADM which would include harmonisation and rationalisation, should be the province of a specific lead officer. The Process of transformation itself should be managed by the Board.

#### **4.4.4 Operational Governance Framework.**

Whilst the Board has a fundamental duty to the company and its well-being, any sub committees of the Board will need to have well defined terms of reference.

At a strategic leadership level Board Directors should be aligned to the key objectives and risks of the company and reflected in their job descriptions and powers

At an operational level throughout the organisation there will need to be a set of documents which guide the day to day activities of the company. These will include;

- The Constitution (articles and memorandum of association)
- Contract standing orders
- Scheme of delegation
- Financial Regulations
- Policy Framework
- Statutory requirements not included in the above
- Risk Management Framework

For the purposes of transition it is suggested that the Board adopts the operational practices of the local authority until it can establish its own guidelines. A list of the policies to be initially adopted are shown in appendix Y

#### **4.4.4 Council Governance Function and its Role as a Facilitator and Strategic Partner**

MCC will need to give consideration of the amount of ownership and/or control it wants to have in relation to the new ADM. This is also dictated by overarching requirements e.g. the ability of the charity to be able to demonstrate its independence from the state. This will include consideration of what may be appropriate for Council representation on the new ADM, whether at Board level or otherwise and as indicated above, the terms and remit of any shareholders agreement entered into if MCC will continue to have some ownership in the ADM.

The ADM will involve a charity, and MCC will not be able to enjoy the same levels of control or board involvement that it may have in the 'Teckal' compliant company. The approach will need to be different for the various companies within the ADM.

MCC will continue to have a vested interest in the ADM's continued success but would need to see its role as one of a facilitator, collaborator and strategic partner, particularly in relation to any on-going grant funding arrangements or service contracts and the general way in which MCC and the new ADM will continue to work together. It would be helpful to reflect this in a form of **Collaboration Agreement** which will detail how MCC and the ADM will work together to deliver their aspirations for these Services and the communities which they serve.

There are a whole range of safeguards and monitoring and reporting requirements that that MCC can put in place in its grant arrangements with the new ADM.

#### **4.4.5 Wider Governance**

In respect of wider governance considerations, the Council will need to evaluate the range of stakeholders it wishes to engage in the Services and the means in which it will do so, whether through formal ownership of the new local authority company or through providing them with an effective voice and rights enshrined within the company's constitutional documents, primarily through its Articles of Association and establishing some form of multi-constituent rights for the various stakeholders involved. Anthony Collins recommend either Cabinet or relevant Members with delegated authority, exercise the shareholder function.

The focus on staff or community involvement may dictate whether there would be representatives of those groups appointed to the Board of Directors of the local authority company or whether they would be involved in less formal capacities such as holding regular staff and community forum meetings. There is a fine balance to be struck between ensuring that the governance is fit for purpose and appropriately inclusive, without making it unwieldy or impeding the ability of the Board to get on and make decisions about the Business. This is also true for the degree of ownership and control that MCC may wish to continue to have in relation to these Services.

#### **4.4.6 Management, Staff and Governance**

Staff would transfer with their existing terms and conditions of employment under the Transfer of Undertakings (Protection of Employment) Regulations 1981 (TUPE), whilst observing The Code of Practice on Workforce Matters. The ADM will also apply to be admitted to the Greater



Gwent Pension Fund. All other local authorities who have set up a Trust / ADM have been successfully admitted previously.

A Board, Chief Executive Officer and Management Team will be need to be appointed and tasked with guiding the ADM through its early years, ensuring that the transferred services are maximised for the benefit of the general public in the Monmouthshire County Council area – opening these services up to those not only geographically situated in Monmouthshire, but also to those visiting.

It is proposed that the Council will initially continue to provide some core back office support to the ADM on its establishment. These services will be subject to negotiation and the ADM will be free to source these services from elsewhere.

The ADM will be run as a wholly separate entity from the Council with its own governance and board structure. The Council will need to determine the exact treatment of assets but the Council will retain ownership of the assets. It is only the provision and management of services that will transfer from the Council to the ADM.

#### **4.5 Council and Charity Commercial Arrangements**

The relationship between the Council and the ADM will have its basis through a number of agreements. The agreements between the ADM and the Council would need to be developed to set out a range of roles and responsibilities of the parties. A summary of the key components of these are as follows:

- Transfer of control over the facilities and equipment from the Council to the ADM;
- Requiring the ADM to provide the services in exchange for payments;
- Protection for Council employees transferring to the ADM in relation to their employment terms and conditions and pensions; and
- Reporting and governance mechanisms ensuring proper public funding accountability while supporting and encouraging the ADM's purposes as a charity and the flexibility in delivery and development it can bring; and reflects good practice.

The structure of the arrangement will be as follows:

- The Transfer Agreement should set out the details for the transfer of the business from the Council to the ADM and includes the provisions for the staff transfer, licencing of premises and assets. The ADM will employ all of the Council's staff who currently work within the services in the scope of this project and will transfer by operation of the Transfer of Undertakings Regulations. The ADM may be granted either a lease or licence to occupy all of the buildings it needs to provide the services as set out in Appendix D. The Council will retain responsibility for some elements of the capital maintenance of the buildings. The ADM will also be granted a licence to use all of the Council assets to provide the services, for example sports equipment or to hold events on other Council land;
- The Services Agreement will set out the services which the ADM will require to provide as detailed in appendix D. The agreement will set out how the arrangement is governed including the ADM providing business plans to the Council in terms of the budget processes and mechanisms for monitoring the performance of the ADM; and
- The Support Services Agreement will provide the ADM with a range of support and administration services from the Council. These services will be provided by the Council on a rolling 12 month basis. The core services to be provided by the Council are detailed below

in 4.5.1. The ADM would be free to provide these services directly or source them from elsewhere.

The agreement will set out the details for the calculation of the management fee. The Financial Case demonstrates that the operations being transferred to the ADM operate at a deficit which would require external funding for the ADM to be financially viable. Consequently, the Council will pay for the services of the ADM. This will be through a grant agreement for the Charity and through a service charge with the Teckal company, their advantages and disadvantages are shown in table 14.

**Table 14 - Options for the Management Fee**

Nature of Arrangement	Advantages	Disadvantages
Grant Agreement	Would not be subject to procurement. VAT is not payable on the grant and it may be eligible for gift aid. May provide more flexibility.	Would need to assess any potential State Aid issues and ensure that they are appropriately addressed, Not as much as control in terms of detailed specifications and KPIs, but can define Outcomes and ultimate sanctions would be clawback or non-payment of grant. Likely to contain less reciprocal obligations that the ADV could enforce against the Council.
Services Contract	Has the potential to include more detailed service specifications, KPIs and performance monitoring regime. Can have more reciprocal obligations that can be enforced between the parties. VAT benefits.	Would be subject to procurement requirements. Would not be eligible for Gift Aid. May be subject to VAT

The fee will initially be set at a rate reflecting the operational deficit transferring to the ADM but would be expected to reduce over time as the ADM improves the service offering, drives revenue and achieves operational efficiencies.

Despite the basis of the relationship between the Council and ADM, it is important that the ADM is supported by the Council, particularly in the early years and so the ADM must be set up in such a way that the advantages of its arms-length structure and charitable status are maximised. Further information regarding the main VAT considerations are outlined in appendix J.

#### **4.5.1 Support Services**

The provision of support services to the ADM is an important consideration. These services provided by the Council will encapsulate the following: - Human Resources, Finance, Information Technology, Legal Services, Insurance, Internal audit, Procurement, Communications, Grounds Maintenance, Property services and Business support.

Currently TLCY incur central support costs estimated at £0.970m. These charges are currently being reviewed to assess their accuracy but for the financial purpose of the Final Business Case, it is assumed that these costs will continue into the operation of the ADM.

#### 4.5.2 Maintenance Options

One of the key aspects of the ADM is that the Council will retain ownership of the assets and therefore it is in the interest of the Council to maintain these assets. There are two possible maintenance options for the properties based on whether the maintenance is supplied by the Council to the ADM or procured directly by the ADM:

- **Option 1 - Council delivery.** All necessary capital and maintenance works are delivered through the Council for no charge to the charitable arm of the ADM. This approach allows the Council to reclaim the VAT incurred on the related expenditure where it relates to the Council's non-business activities. In this scenario, where the Council does not charge the ADM for these works there is no direct effect on the management fee; or
- **Option 2 - ADM delivery.** If the ADM is given responsibility for all necessary capital and maintenance works this would mean that the ADM would incur expenditure and accordingly would require the payment of a higher management fee from the Council to the ADM to balance the income and (higher) expenditure. The ADM may not be in a position to reclaim all the VAT incurred on expenditure.

The advantages and disadvantages of the two different maintenance options are shown in the following table:

**Table 15 - Advantages and Disadvantages of Maintenance Options**

Option	Advantages	Disadvantages
1 - Maintenance responsibility is retained within the Council	The Council can reclaim the VAT on capital expenditure	ADM does not have control of its own maintenance regime and cannot act independently
2 - Maintenance responsibility is transferred to the ADM	ADM has control of its own maintenance regime and can operate independently of the Council	The ADM is liable for the VAT and cannot reclaim the VAT in full.

The implications of Option 2 are that the ADM will suffer a partial VAT cost on any capital works or repairs and maintenance obligations. The ADM may be able to procure external contractors at a more competitive rate reducing the price differential, subject to compliance with procurement rules and so allowing the ADM to have control of its maintenance regime may be achievable without a material financial impact on the Council.

It is recommended that a hybrid approach be taken with regard to maintenance and that capital maintenance work will be retained by the Council with day to day maintenance being undertaken directly by the ADM.

### 4.5.3 KPIs

The ADM should measure, monitor and analyse performance in order to ensure best practice and the highest levels of delivery. The use of KPIs is critical to this process as they are:

- A powerful tool which ensures an improving standard of delivery;
- A means of actively measuring customer and employee satisfaction;
- Enables the Council to measure and appraise the ADM based on performance; and
- Make informed decisions based on qualitative data.

The KPIs are used to ensure the progress of the ADM by actively managing and communicating with customers, staff, management and the ADM Board. There will be formal management reporting including:

- Monthly over-view by ADM Board;
- Periodic Council meetings; and
- An annual report for the Council.

The monitoring of KPIs should be linked to an Action Plan and reflected in the ADM business plan, setting out commitments to continuous improvement and targets that offer positive benefits. It should be reviewed annually in line with the ADM Business Plan.

Where performance is below target, or can be improved, the ADM should be required to develop action plans to be implemented and monitored to improve identified areas of weakness/improvement.

The ADM and the Council would agree a suitable set of measures with which to gauge performance.

## 4.6 Staffing Considerations

### 4.6.1 TUPE

With the creation of the ADM, there will be Transfer of Undertaking (Protection of Employment) (“TUPE”) implications for the Council. This applies to situations where undertaking, e.g. a function of service delivery, transfers to a new provider. The individuals working wholly or mainly in the area of work being transferred will be entitled to transfer with the work and their employer will change to the new provider. Under TUPE, the individuals will receive TUPE protection which, in general terms, protects an employee’s continuity of employment, their pay and their contractual conditions. Pension arrangements are not afforded the same protection under TUPE.

An assessment of the work carried out by employees will need to be undertaken to confirm whether they work wholly or mainly within the functions being transferred to the ADM. Where this is the case, the employees will transfer to ADM and become employed directly by the ADM. In this scenario, TUPE will apply and the employees will receive the protection provided by TUPE. It should be noted that temporary employees will only have a right to transfer where their contract remains in existence at the point of transfer to the ADM.

In essence, the TUPE regulations transfer the contract of employment that exists between an employee and the Council to the ADM which becomes the new employer. The protection offered

is not for a limited period of time and the ADM will only be able to amend employee's terms and conditions in limited circumstances.

TUPE arrangements will not apply to those employees who will continue to be employed by the Council. The Council has no obligation to provide work for casual workers and equally, if offered work, casual workers are under no obligations to accept it. Given the nature of this relationship, and the absence of a formal contract of employment, TUPE does not apply.

In the event that employees working within the areas identified for transfer to the ADM, do not meet the test of working wholly or mainly in these areas, they will not have an automatic right to transfer to the ADM nor will the Council be in a position to insist they transfer. All staff wholly or mainly assigned to the "transferable role" will move to the ADM. Staff will transfer with their existing terms and conditions of employment under TUPE.

#### **4.6.2 TUPE Consultation**

As is required by legislation, consultation on the transfer will take place in accordance with the TUPE Regulations. This will involve representatives from both the Council, as the current employer, the ADM and Trade Unions.

As part of the consultation, discussions will require to cover a number of areas including the following:

- When and why the transfer is taking place;
- The legal, economic and social impacts of the transfer on the employees (if any);
- Whether there will be any changes made in connection with the transfer, e.g. a re-organisation of employees, and what specific action is envisaged;
- Whether the ADM is likely to make any changes that will impact on the employees;
- Any impact on the employee terms and conditions; and
- Any other matter affecting employees, who will be transferring, not covered in the above.

Consultation on such issues will require to commence as soon as possible on confirmation of the decision to transfer services to the ADM and will continue during the implementation phase leading to the extension of the ADM. To ensure good practice, it is also recommended that a wider consultation and communication strategy beyond that required by legislation is adopted including:

- Meetings with Trade Union representatives at relevant intervals to address not only the statutory TUPE issues but also any more general operational or relevant non-employment related matters;
- Issuing individual letters to employees and their representatives as appropriate; and
- Preparing newsletters and regular web updates to keep employees advised of progress.

If any of the employee's within the current workforce do not meet the test of being 'wholly or mainly' employed within an area transferring to the ADM, specific consultation will be required including a discussion in respect of what this means to them.

#### **4.6.3 Transfer Options for Employees**

An employee working wholly or mainly in an area transferring to the ADM, will automatically transfer to the ADM, covered by TUPE protection. The list of employees in this situation will be discussed with Trade Union representatives. However, it is open to the employee to dispute that they are working wholly or mainly in such an area. In such circumstances, a process will be

agreed with the Trade Unions to ensure careful, open and transparent consideration is given to any such challenges and that all decisions on employees, due to transfer, can be justified.

If an employee who is due to transfer has requested redeployment but is unsuccessful in gaining this by the date of transfer, they should continue to transfer to the ADM on the same date as all other transferees. Otherwise this would result in the Council having supernumerary employees at an additional cost to the Council. There is equally no legal obligation for the Council to find alternative employment for such individuals.

#### **4.6.4 Pay, Terms and Conditions**

The pay, terms and conditions of employees transferring to the ADM are protected by TUPE legislation. If the ADM wished to change the pay, terms and conditions of the employees following the transfer, it would be open for it to do so provided it met the requirements of having a justifiable reason under TUPE legislation; namely for reasons not connected to the transfer or where there is an economic, organisational or technical reason. Where terms and conditions are incorporated into the contract of employment from a collective agreement, these may be varied a year after the date of the transfer providing they are no less favourable.

#### **4.6.5 Pensions**

Pension arrangements are not protected by TUPE to the same level as pay, terms and conditions. The ADM would apply to be given admitted body status within the Greater Gwent Pension Fund (“GGPF”). This will enable ADM employees to continue to participate in the Local Government Pension Scheme with no changes to pension provision and full service protection.

By entering GGPF as an admitted body the ADM would be committing to all terms that need to be met by the employer.

The appropriate management of staffing issues are critical to the successful establishment and operation of the ADM. The management case, considers how these issues should be taken forward as part of the wider project management and planning approach.

#### **4.6.6 Trade Union Recognition**

A fair proportion of the employees within TLCY services are members of a Trade Union. The majority of those members are represented by Unison, although some other Unions have members too.

It is anticipated that the ADM will recognise appropriate Trade Unions to ensure continuity in respect of recognition and consultation/negotiations arrangements. To support this, the Board of the ADM will be asked to develop a consultation mechanism.

#### **4.6.7 Disclosure Checks**

There are a number of posts within the services for which disclosure checks are undertaken to ensure all necessary steps to protect vulnerable children and adults are in place. MCC may wish to consider placing a requirement on the ADM that it meets the Council’s policies on such matters and checks continue to be carried out in accordance with these arrangements. Similarly, MCC may wish to make the same requirements of the ADM in respect of the retrospective disclosure checks.



The ADM is committed to ensuring that people living within the County are safe and protected. The ADM workforce shares a responsibility, both collectively and individually, to ensure that children and adults at risk are protected from harm. Employees, volunteers and contractors who come into contact with children or adults at risk in the course of their duties will be expected to understand their responsibility and where necessary take action to safeguard and promote the welfare of vulnerable people.

The ADM will continue to have a representative on the Monmouthshire County Council Whole Authority Safeguarding Group and will ensure compliance with all policies and procedures in place. There is an appointed Safeguarding Lead Officer for the ADM and safeguarding will be a standing item on all meeting agendas across the organisation. The ADM workforce will attend the Level 1 Safeguarding course every two years, to build up a sound knowledge within the area and all those who hold managerial roles will attend a Level 2 qualification every three years. There is a central database where all names, qualifications and expiry dates are held as an audit trail and a reminder to access refresher training. The ADM would also complete SAFE audits supported by the MCC safeguarding team to ensure all aspects are covered and have a robust reporting system for any concerns that are raised or identified on site. All of the above practices will continue to be central to all services and the ADM will continue to develop this key area as it moves forwards.

All employees transferring to the ADM in posts which require disclosure checks will already have been checked through this process, however there will be a requirement to carry out checks for new employees, where relevant to their post and to carry out retrospective checks at agreed intervals. It should be noted that this will have cost implications for the ADM in the same way as it does for the Council.

#### **4.6.8 Education Workforce Council**

It should also be noted that in addition to posts requiring disclosure checks, youth workers as well as teachers are required to be registered with the Education Work Council (EWC). The initial registration is undertaken by an individual prior to taking up work as a registered youth worker and the ADM will be required to ensure compliance through undertaking pre employee check that registration is in place for a new starter. Annually, registration for existing youth workers will be through payroll transfer of the fee to EWC. The cost is borne by the employee but there will be administrative costs through the payroll SLA.

#### **4.6.9 Employee Development**

It is essential that employees are competent and capable at their jobs, understand the standards expected of them and have the necessary skills to deliver services safely and efficiently.

Employees within MCC currently have access to a wide range of learning and development opportunities. Within the ADM, there will be an added dimension which allows the staff to inter-transfer across service areas to develop new skills to operate in a third sector environment to ensure that all income generating and marketing opportunities are used to best advantage.

To ensure that the ADM excels at customer service, the behaviours and attitudes that underpin it will be fully engrained into their organisational culture. Every employee, regardless of their level of interaction with customers, will play a part in delivering outstanding customer service and achieving customer service goals and targets. Every employee will know what the organisation is trying to accomplish, that they are expected to help, and how they are helping.

In such a context, it is essential that employees continue to receive access to both job based training as well as skill development opportunities. Staff will be supported to co-produce a Personal Development Plan to set goals, monitor achievements and progress, whilst identifying immediate and future training needs. Being part of a unified team will enable peer motivation, coaching and enable increased performance, whilst giving employees “permission” to go that extra mile to make customers happy, empowering them to do what they need to do to meet the organisation’s vision.

Ultimately this will assist the ADM to deal with changing demands on services and to deliver efficient services to its customers. It is important that this is recognised and that the necessary budget remains in place to allow such training and development to continue.

#### **4.7 Conclusions**

The main conclusions from the commercial case are:

The recommended structure ensures compliance with EU Procurement. There is no procurement tendering process as MCC will be directly contracting with the Teckal Company and awarding a grant to the ADM (4.3)

There are various models regarding governance (section 4.3))

Staff would transfer to the ADM with their existing terms and conditions under the TUPE regulations. (4.6.1)

An annual management fee (grant) is required as service operates at a deficit (4.3.1). The financial amount and length of the grant needs to be determined in the final business case.

Arrangements regarding assets need to be confirmed, preference is given to ownership of assets remaining with MCC. Capital maintenance of assets should remain with the authority (4.5.2)

Further discussions need to be held with GGPF regarding the ADM applying for admitted body status (4.6.5)



## 5. Financial Case

### 5.1 Introduction

For the purposes of the Final Business Case, the financial case has been prepared in line with the following underlying assumptions:

- The financial position is based on the adjusted 2017/18 budget;
- The 2017/18 base position reflects the most recent list of assets used in the provision of TLCY services. (As shown in Appendix D);
- Updated transitional and recurring costs have been included in the analysis; and
- The NNDR savings have been updated to align with the base position.

### 5.2 Financial Position for 2017/18

To understand the potential financial advantages of the Council for each of the two options, a baseline financial position has been established. This is based on the 2017/18 revised budget and includes an adjustment to reflect the apportionment of NNDR costs that relate to the shared Leisure Centre Sites, this is estimated (pending revaluation) at 225k. Central support service and other indirect costs (such as building maintenance and grounds maintenance) are also included within the table. A review of the central support costs and other indirect costs has been undertaken to estimate the allocations to services.

**Table16 - Financial Position for 2017/18**

<b>Budget 2017/18</b>	<b>£000's</b>
Grant Income	541
School Income	484
Other Income	3,682
<b>Total Income</b>	<b>4,707</b>
Staffing Costs	5,550
Premises Costs (includes indirects)	1,396
Transport Costs	86
Supplies & Services	1,125
Contracts	136
Internal Support Services	638
<b>Total Costs</b>	<b>8,931</b>
<b>Net Cost</b>	<b>4,224</b>

*Source: Monmouthshire County Council Management Accounts*

There may be also additional costs identified within other service budgets which for valid operational reasons have remained in other services which will need to be identified prior to the establishment of the ADM.

### 5.3 Projected Financial Position

#### 5.3.1 Projected First Year 2018/19

The first year of trading reflects a number of adjustments for the following factors:

- Inclusion of additional costs in respect of any new structure:
  - ❖ One off setting up transition costs

- ❖ The recurring annual operational costs;
- Recognition of the savings generated by in respect of NNDR and VAT; and
- Recognition that some services have identified pressures for 2017/18 and 2018/19. These pressures have been built into all of the options.

**Table 17 – 2018/19 Adjusted Position (£000)**

One Off Costs	Baseline Position - Stay the Same	Option 2 Transform in House	Option 3 ADM
	Amount £000's	Amount £000's	Amount £000's
Net Budget Position 2017/18	4,224	4,224	4,224
<b>Costs</b>			
Service pressures from 2017/18	93	93	93
Service pressures anticipated in 2018/19	40	40	40
Additional Costs	0	106	178
Capital Financing Costs	0	13	73
ADM Reserve	0	0	50
Impact of Pay and Prices Inflation	161	161	213
<b>Costs</b>	<b>294</b>	<b>413</b>	<b>647</b>
<b>Benefits</b>			
NDR relief	0	0	239
Savings and further Income Generation	0	63	186
<b>Benefits</b>	<b>0</b>	<b>63</b>	<b>425</b>
<b>Revised Position</b>	<b>4,518</b>	<b>4,574</b>	<b>4,446</b>

Table 17 shows that option 3, the preferred option - the ADM is the least cost to the Council at £4.446m for the continuing provision of all of these services.

### 5.3.2 Transition costs

The Council will incur costs associated with each of the options. Existing sunk costs that have already been incurred by the Council have been excluded. Further one off costs have been estimated.

**Table 18 - Transition Cost Summary**

One Off Costs	Option 2 Transform in House	Option 3 ADM
	Amount £000's	Amount £000's
Financial Support and Legal Advisors	30	75
Marketing, Media, Website, Branding	15	30

One Off Costs	Option 2 Transform in House	Option 3 ADM
	Amount £000's	Amount £000's
Recruitment / Hr Advice	0	30
Corporate Governance Costs	0	20
<b>Total</b>	<b>45</b>	<b>155</b>

Source – FPM

### 5.3.3 Ongoing recurring costs

Additionally, the options would incur a range of recurring annual costs. These have been estimated and are categorised in the following table. These costs are already included within table 17.

**Table 19 - Recurring Cost Summary**

Recurring Costs	Option 2 Transform in House	Option 3 ADM
	Amount £000's	Amount £000's
External auditors	0	20
Marketing	34	58
Financial Management Costs	50	70
Legal and regulatory costs	0	20
Trustee expenses	0	10
<b>Total</b>	<b>106</b>	<b>178</b>

Source – FPM

### 5.3.4 Management Restructure

The existing management structure will need to be reviewed to ensure the new organisational structure is fit for purpose and in place for the go-live date. At this Final Business Case stage, no cost or savings associated with this exercise have been factored into the financial case. Further work on the proposed structure will be undertaken once the final business case is agreed but no additional costs are anticipated.

### 5.3.5 NNDR Savings

It is estimated that the ADM could realise NNDR savings of £239k. This estimated range of NNDR savings assume that the ADM's application to the Charity Commission for charitable status will be approved and that the ADM will obtain the full mandatory rates relief of 80% as a charity. The ADM will need to occupy the facilities and the facility will need to be used 'wholly or mainly for charitable purposes'.

The estimated NNDR savings are based on the total NNDR costs for each facility. Where the ADM is unable to obtain the full relief this will directly impact on the NNDR savings that can be achieved. At this stage it is not possible to confirm whether or not the ADM will be awarded the full relief.

The estimated range of NNDR savings position also takes into consideration the potential complications associated with the dual use facilities at the Leisure Centres. As these facilities form part of the overall school complex for rating purposes, there will be a requirement for the District Valuer to make a judgement on the area of the sports centres which relates specifically to the ADM – it is only this area that will be eligible for NNDR relief.

Advice received so far indicates that in order to obtain the maximum NNDR relief each area which will be subject to an NNDR relief application needs to be distinct and must look and feel like an ADM facility. This is clearly a risk to the level of savings that can be generated from NNDR exemptions.

Depending on the view taken by the District Valuer there is a risk that the ADM may not achieve NNDR relief on the full area occupied within these facilities. The intention however would be to pursue the full available NNDR relief on these facilities. There is an associated risk that by splitting the sites, the rateable values may increase.

### **5.3.6 VAT Savings**

It is expected that some elements of the preferred option will have charitable status and consequently certain income it generates could be exempt for VAT purposes under the VAT Sporting Services and Culture Services exemptions, and this can provide VAT savings. The Council is currently required to charge VAT on the provision of these services, whereas with a charitable organisation should be able to treat the provision of the services as exempt for VAT purposes. The savings arise where the price charged to customers remains unchanged and the charitable element would be able to retain the portion of income that the Council had to charge and account for as VAT.

This can be best demonstrated with a simple example:

*If the Council charged £3 for admission to swimming:*

- *£3 would include 50p of VAT – the net receipt for the Council would be £2.50;*
- *If the Charitable organisation £3 for admission to swimming, £3 is exempt from VAT – the net receipt would be £3;*
- *Saving would therefore be 50p.*

Where the Charitable organisation provides services to the general public free of charge there will be non-business use of those assets. As an ADM would not benefit from the Council's section 33 VAT Act 1994 status, this would require the ADM to restrict recovery of a proportion of the VAT it incurs on expenditure where it is not used for taxable business purposes. Where the ADM undertakes activities that are exempt from VAT this will also require an ADM to restrict recovery of a proportion of the VAT it incurs on expenditure.

The Business/Non-Business/Partial Exemption calculation ("B/NB/PE") will determine how much VAT the ADM is entitled to reclaim from HMRC. The B/NB/PE method used for the purposes of the analysis has been based on a method which involves treating each of the service areas as

a separate and defined B/NB/PE calculation. The B/NB/PE calculation must be agreed with HMRC. Monmouthshire's VAT Accountants along with the Council's VAT Advisors have reviewed the impact of the removal of the ADM and their assessment is that it would result in a minor benefit to the calculation for MCC.

Some sporting activities delivered by the Council are funded by grants as typically the users are not charged for the provision of the leisure service. The VAT analysis assumes the Council will continue to receive the grant funding and will act as the principal by subcontracting the management and delivery of the relevant projects to the ADM. Where this is the case, the ADM will need to ensure the correct VAT treatment is applied to its supply of services to the Council. The VAT position will need to be considered on a case by case basis to determine whether it is a non-business grant arrangement or it should be treated as a taxable service.

The VAT position has been modelled based on a range of savings depending on the acceptance by HMRC of the proposed approach. It is critical that the VAT position is agreed with HMRC as soon as possible as certainty on the potential VAT savings can't be achieved until HMRC has confirmed its approval to the proposed arrangements.

The estimated VAT savings are calculated by using the Council's actual figures from 2015/16 and the budget for 2017/18. The analysis has also been based on the Council's existing VAT treatment of income and expenditure. The calculations have been subject to independent assurance by Mazars and Monmouthshire County Council VAT Advisors and the savings are very limited and are estimated to be approximately 10k.

The estimated VAT savings would then be affected by the decision to award a grant to the ADM rather than through a service contract. This would reduce the amount of savings to a minimal level and therefore for the purpose of this financial case, VAT savings have not been included.

### **5.3.7 Further Income Generation**

A comprehensive exercise has taken place to identify some key income streams across all of the service areas in scope and consideration given to how these can be developed with a joined up approach to ensure the full potential of each area is maximised to its full potential. More information is contained in Appendix U. Listed below are some examples of these areas:

- The Monmouthshire Games are sporting activities aimed at children 5 - 11 years during all holiday periods and initial trials have proven very successful and have further potential to expand across TLCY;
- The Learn to Swim Programme provides swimming lessons for children aged 4 months - 12 years and has real potential to grow further, especially with the newly proposed 5 lane swimming pool in Monmouth Leisure Centre;
- Review the model for personal training with our existing instructors maximising the financial opportunities with periodic agreements for rental of our facilities;
- Monmouth Leisure Centre Re-design provides a real opportunity to re-develop the site in line with the 21<sup>st</sup> Century School program to encompass a pool, spa and treatment facilities, 60 station fitness suite with toning and spinning room and a family/play area with catering facilities;

- There are opportunities to re-design and develop some of our existing buildings such as Abergavenny Leisure Centre to grow our existing membership base with a 50-60 station fitness suite with functional training and toning;
- Following on from the success of Monacademy within Leisure we will be introducing a training academy across all areas including fitness, sport, counselling, first aid, teambuilding, lifeguarding etc;
- There are opportunities to develop the catering offer across all facilities with a clear direction for both eat in and take away options with a clear emphasis on health. This will involve relocating some areas within our facilities to position them in more prominent places to encourage customers to visit;
- There will be a dedicated marketing and sales team working across to identify potential leads to create additional sales through a successful annual marketing plan. There will be specific roles within this team to drive brand, image, promotions, sales, digital marketing, social media and customer reward schemes;
- Invest in initiatives that provide additional activities to ensure customers want to visit our facilities for a multiple of reasons such as crazy golf, family play areas, additional parking, railway tunnel (specifically at Tintern Old Station);
- Explore options with camping and accommodation facilities to grow the tourism offer;
- There are opportunities to combine and grow areas of the service around play, activity, therapy and wellbeing;
- Review all fees and charges relating to green infrastructure and countryside to maximise income;
- Other areas we will be looking to maximise are room hire, secondary spends i.e. merchandise and goods for resale, sponsorship and commercial opportunities selling space to local companies; and
- A full review of the delivery of outdoor education is needed to ensure this area is maximised and sustainable with room hire, rents, accommodation, adventure therapy, training etc.

A large piece of work has been undertaken within the area of potential income streams with real emphasis being placed upon joining these areas up to identify the opportunities that currently exist but also those that can be introduced in either then transform in house model or the ADM model.. The same income generation ideas have been used for each of the options. The difference between the two options is due to the timeline of delivering projects being quicker within the ADM and the additional VAT benefits that a charitable organisation would be entitled to. The potential income streams have been independently assessed to ensure that costs and income projections are realistic and to avoid any optimism bias. Items that can be achieved are included within the business plan.

### 5.3.8 Capital expenditure

In order to estimate the cash position of the ADM the adjustment for non-cash items removed depreciation from the financial projections. A significant area of cash flow demand can however be the need to incur substantial capital expenditure, but the Council has yet to determine responsibility for future revenue and capital maintenance.

The majority of capital expenditure is therefore excluded from the base management fee paid by the Council to the ADM and accordingly separate arrangements will be required. However, in the preparation of the business plans for both the transform in house and ADM option, a capital sum has been identified as being required in order to enable certain income generation ideas to be achieved. Both business plans include the repayment of that capital sum over the life of the various projects.

### 5.3.8 Maintenance expenditure

The model for the ADM and the Transform in house model include a cost for revenue maintenance. The business plan assumes that this level of maintenance will continue however it is recognised that the money allocated is not sufficient to address the long term backlog of maintenance.

## 5.4 Financial Projection and Five Year Financial Plan

The table below sets out a 5 year financial projection for the selected options:

**Table 20 - Five year projected position (£000)**

NET COSTS	Option 2 – Transform in House	Option 3 – Alternative Delivery Model	Variance between Options
	Amount £000's	Amount £000's	Amount £000's
Year 1 – 2018/19	4,574	4,446	128
Year 2 – 2019/20	4,601	4,271	330
Year 3 – 2020/21	4,562	4,267	295
Year 4 – 2021/22	4,598	4,248	350
Year 5 – 2022/23	4,610	4,208	402
TOTAL	22,945	21,440	1,505

The projections are based on the analysis and assumptions set out within this Final Business Case. Inflation has been estimated based on Office of National Statistics (ONS) estimates. The year 1 projection assumes a 12 month year.

The analysis shows that all of the options will have an operating deficit with the ADM being the better cost option. The preferred option, the ADM needs to continue to provide these services on behalf of the Council but would also be required to reduce this deficit, these would include:

- Initiatives to grow income for the ADM (see section 5.3.7);
- Identification of efficiency savings that can be realised; and
- Payment of a management charge by the Council to the ADM.



The summary of the draft financial plan for the transform in house option is shown at appendix X. A separate business plan for the ADM option has been separately produced.

## 5.5 The impact of the Annual Management Fee

The proposed operating model is based on an annual management fee as the services operate at a deficit. The financial amount and length of grant will need to be determined but in similar arrangements, the amount would usually be at a fixed fee for a fixed period with the expectation that at the renewal period, the financial support would be reduced.

The table below demonstrates the impact of inflation on the transform in house option compared to the preferred option, the ADM. The proposed operating model enables the continued delivery of services within a restricted financial envelope.

With an agreement of 5 years, with contributions reducing over the fixed term agreement (£24.440m) and compared to staying the same (£23.34m) could save the Council £1.9m. The transform in house. The ADM would be expected to fund all of the service annual inflation as well as generate additional income.

**Table 21 – Impact of Annual Management Fee**

		Assuming 5 Year Fixed Contract			Assuming 5 Year Reducing Contract		
Baseline Position Stay the same	Year	Option 2 - Transform in House £000's	Option 3 - ADM £000's	Potential Savings £000's	Option 2 - Transform in House £000's	Option 3 - ADM £000's	Potential Savings £000's
4,518	1	4,574	4,446	128	4,574	4,446	128
4,614	2	4,601	4,446	155	4,601	4,271	330
4,674	3	4,562	4,446	116	4,562	4,267	295
4,736	4	4,598	4,446	152	4,598	4,248	350
4,798	5	4,610	4,446	164	4,610	4,208	402
23,340	<b>Total</b>	22,945	22,230	<b>715</b>	22,945	21,440	<b>1,505</b>

## 5.6 Summary and Conclusions

In this section, the baseline financial position of services remaining as they currently are operating has been calculated and shown in table 21. The next five years would cost MCC £23.340m. This option was clearly discounted at OBC but is included here to show the impact of the two options that have been considered further. The financial projections reflect:

- The most cost effective option is option 3, the ADM with a five year cost of £21.440m;
- The benefit to the Council of option 3, the ADM would be the avoidance of pay and other inflation which over a five year period could save up to £1.9m compared to the projected cost of current service delivery;
- The benefit to the Council of option 2 – transform in house would be that it could reduce the service deficit over a five year period from £23.340m to £22.945m, a saving of £0.715m;



- If a fixed five year contract was awarded to the ADM, any increased surplus could be reinvested into asset maintenance to assist with the backlog maintenance; and
- The ADM would need to build up a small cash reserve to cover any contingencies. Ideally this is anticipated to be in the order of 5% of its turnover. The ADM business plan indicates that this will be achieved by year 5.

There are potential NNDR savings within the ADM option 3 which is anticipated to be £239k. VAT savings are factored into the model but these are limited by awarding a grant to the organisation rather than a service contract.



monmouthshire  
*sir fyny*

## **6. Management Case**

### **6.1 Introduction**

The purpose of this section is to:

- Demonstrate that the implementation of the ADM is achievable and can be delivered successfully in accordance with accepted best practice.

The assessment will be informed by:

- The transition and delivery plan and outline;
- The proposed governance structure and legal implications; and
- The current risk register and communication plan.

### **6.2 Transition and Delivery Plan**

A transition and delivery plan, detailing the timing of the scheduled tasks is shown in Appendix V. It has been developed to tackle the issues identified in the commercial and financial cases. The transition and delivery plan contains details of a number of actions that are central to the implementation of the ADM. It is expected that the majority will be under-taken and completed prior to the proposed implementation date. This includes the following items:

- Completion of the TUPE transfer process and application for admission to the Greater Gwent Fund, as identified in section 4.6 of the commercial case;
- Completion of the Charity Commission application process;
- Completion of HMRC engagement;
- Setting up of financial management systems reporting protocols, management accounts, profit and loss reporting, and VAT and tax management system;
- Novate contracts from council to new entity;
- Appoint/elect new Shadow Board into new governance structures; and
- Develop and implement marketing strategy to ensure effective contact with staff, council and all other stakeholders.

### **6.3 Charity Commission**

MCC will submit an application to the Charity Commission for charitable status for part of the ADM. They will need to confirm that the company to be established meets the charity test by having charitable objectives and providing benefits to the public.

The Council must be aware that there are additional financial and administration considerations for the Council that they must consider upon a successful charitable application. A separate set of charitable accounts must be produced that complies with the charities statement of recommended practice ("SORP").

## **6.4 Governance Structure**

Governance is extremely important and has a number of strands. Effective governance can lead to improved services and greater accountability to users, donors and other stakeholders. Governance will be influenced by the structure of the ADM. The Memorandum of Articles of Association will determine how the companies will be run and similarly, the charity must abide by charities law which regulate their activities. Members of the Council may be on the board of the ADM, subject to their duties as a director of the company but also must be mindful of the key importance of the conflict of interest issues but this does create a strong link between the Council and the ADM.

The service specification agreed between the Council and the ADM would drive governance in terms of the requirement for compliance with its terms. The management and governance structure integral to the ADM itself needs to be a robust structure with clear reporting lines to facilitate the communication of key issues. A review of the required structure will be carried out during the implementation process.

In terms of the relationship between the Council and the ADM, how the ADM reports to the Council's governance structure in future will need to be reviewed so that such issues as the approval of the annual business plan and periodic reports are submitted to the Council. Consideration will need to be given as to how the Council monitors the ADM on an ongoing basis.

## **6.5 Risk Register**

The Project Team have developed and manage a detailed risk register for the project. The effective identification, quantification and monitoring of risk is a critical part of effective project delivery. A full register outlining all the pertinent risks faced by the project is contained in appendix K.

## **6.6 Contingency Plan**

Should the new model for service provision not be implemented the contingency plan would be for the current model to continue and to transform services in-house. This approach ranked second in the options appraisal and it is considered the approach that would allow service provision to continue with no impact on users.

## **6.7 Engagement**

### **6.7.1 Continuous Engagement**

Engagement is “how employees feel about how things are done around here.” Engagement is an aspect of workplace life that can—indeed, should—be continuously monitored in a proactive way. It is about the future of an organisation; it is a measure of corporate health and a key window into the potential for future issues and workers’ support for change. Engagement is underpinned by organisational development, building on what is already embedded and developing this to ensure that services are transformed into solutions, that hearts and minds embrace its recommendations.

The new model will be as focussed as MCC on improving the social, economic, environmental and cultural wellbeing, in accordance with the sustainable development principle. To protect local services the expectation is that every service offer within the new model is efficient and cost effective.

The three specific themes of MCC have been acknowledged to support the focus of the work:

- **Nobody is Left Behind:** so that Monmouthshire is a place of cohesive communities where everybody is treated with dignity and respect and has the same opportunity to achieve;
- **People are Confident, Capable and Involved:** where Monmouthshire is a place for people to feel safe and a place where people want to be involved; where they are confident in themselves and their abilities and how they contribute to their community; and
- **Our County Thrives:** so that Monmouthshire is a thriving county and a thriving economy to support communities and where families can live a good life. This sense of thriving also means in context of the environment and habitats and where biodiversity thrives.

### 6.7.2 Engagement

Today's workforce is more diverse than ever. As a new organisation the ADM will have three generations of workers, and a mix of genders, races, cultures, and sexual orientations. The ADM will have full-time and part-time staff; flexible working patterns and agile working. Almost everything that happens at work has a direct impact on employees' commitment to their work: how they are coached and evaluated; the work environment and the tools with which they work; their opportunities to grow and develop; and, of course, their relationships with managers and peers. The ADM will be keen to expand traditional definitions of engagement to drive the workforce by including five key elements: meaningful work, hands-on management, a positive work environment, opportunities for growth, and trust in organisational leadership.

One of the biggest advantages to increased employee engagement is that the ADM be surrounded by happy workers who enjoy coming to work nearly every day. Engaged employees are cheerful employees. Within the new organisation there will be a clear reward and recognition process. The ADM will create a culture of recognition where everyone can take part. Recognition provides reinforcement and spurs motivation — both key components of engagement.

Sometimes employees feel like they have reached a plateau and either hit the ceiling and can't possibly get any better or they have no place to grow. Creating a culture of continuous improvement within the organisation is a pillar of effective employee engagement. The ADM will establish systems for continuous staff improvement through training, information, and education. Every employee matters. This is crucial in creating a culture of improvement and respect. Every single employee that wears a uniform, answers the phones, cleans the offices ... every single one matters and their work brings integrity to the organisation, whilst triggering growth and success. .

To underpin continual engagement, the ADM will establish a Staff Board where representatives from within the workforce will be able to escalate good practice; discuss concerns; discuss and agree on policies and practices within the organisation. Empowering staff to inform the growth and development of the organisation will contribute to fulfilling the organisations expectations.

To prepare our team for the future, we have embarked on continual engagement sessions with staff, enabling them to create their future vision, culture and ethos. All staff will attend the 'Culture and Customer Journey' workshop to ensure we are all starting at the same level; staff are engaged and ready to deliver our offer to customers both locally and as visitors.

### 6.7.3 Our Engagement Principles

While the methods we use to engage with staff, service users, community and partners may vary according to circumstances and needs, the following engagement principles underpin all of the engagement activities:

- ✓ Clear purpose
- ✓ Inclusion and access
- ✓ Valuing all views
- ✓ Feedback
- ✓ Use of appropriate tools to engage

Engagement needs to be two-way, direct, transparent, open and easily understood.

The following table outlines the continual engagement undertaken with our staff, service users, elected members, colleagues and partners.

**Table 22 – Engagement Process**

<b>Date</b>	<b>Engagement processes to date</b>	<b>Purpose</b>
December 2015	Bringing together of leisure, outdoor education and youth service	To ascertain synergies; duplication and conducting a 'What Matters' exercise with staff on the processes of the new delivery model; what they needed from the process and concerns they had
January 2016	Bringing together of Cultural services as a result of the Amion report	To respond to findings of report and improve services for the future
February 2016	The creation of 'Change Ambassadors', a group of staff who have volunteered to assist in the process, with an equal membership from all service areas	Ambassadors will ensure staff and volunteers are fully involved in the change process and have access to appropriate communication channels
From January 2016 monthly	Regular meetings with nominated Members	To inform Members of progress made at each stage; to ensure messages and direction are clear and meet expectations
From January 2016 monthly	Regular meetings with Union representatives	To inform union representatives of progress being made at stages and opportunity for them to raise queries
August 2016	Engaging with our service users to establish 'What Matters' to them on the services they use	Paper and on-line surveys were distributed to services users to 'dip-test' what was important to them. Circa 1200 surveys completed and responses being analysed
September 2016	Joint Select Committee	For committee to scrutinise the Strategic Outline Case

<b>Date</b>	<b>Engagement processes to date</b>	<b>Purpose</b>
October 2016	Cabinet	For Cabinet to scrutinise Strategic Outline Case and to give approval for next stage of process
October/November/December 2016	Town and Community Council engagement	To engage with our local elected members and to ensure they are enabled to feed into the process and give comment
October/November/December	The BIG Conversation	To engage with our younger community members; find out what matters to them; what they think they will need in the future and what can be done to change things
November 2016	Staff engagement day for all 6 service areas	To update staff on processes to date. To enable staff to be involved and contribute to the vision and values of the new model. To evaluate processes to date and gauge staff feelings.
February 2017	Joint Select	To provide Members with an Outline Business Case (OBC) and associated papers that consider the range of alternative delivery models for the Tourism, Leisure, Culture and Youth Services (TLCY) following an independent options appraisal by Anthony Collins Solicitors and seek agreement on the next phase
March 2017	Full Council	To provide Members with an Outline Business Case (OBC) and associated papers that consider the range of alternative delivery models for the Tourism, Leisure, Culture and Youth Services (TLCY) following an independent options appraisal by Anthony Collins Solicitors and seek agreement on the next phase
May 2017	Staff engagement events to establish and design the Mission and Vision of the ADM	To allow staff members to design and inform the future Mission and Vision intentions of the ADM to ensure inclusivity and ownership
June 2017	New Members briefing	To advise all new Members on the processes and decisions made to date on

Date	Engagement processes to date	Purpose
		the options available for TLCY services
June 2017	Members Seminar – Governance arrangements	To advise Members on the Governance arrangements available under each viable company, for Members to inform the process as it proceeds
June 2017	Culture and Customer Journey Workshop for staff	To enable staff to focus on their current offer; collectively agree on ways to improve the offer; ensure all staff are giving our customers the same experience; to be the ‘rocketman’ – go over and above with colleagues to ensure success; customer satisfaction and employee fulfilment.
June/July 2017	Additional meetings with Trade Unions	To enable all Trade Union representatives to raise queries of the Full Business Case and to negotiate mutual agreement prior to final decision being made
October 2017	Joint Select	To provide Members with the Full Business Case (FBC) and associated papers to consider the two options presented for consideration.
November 2017	Cabinet	To provide Members with the Full Business Case (FBC) and associated papers to consider the two options presented and to make recommendation on preferred option
November 2017	Full Council	To provide Members with the Full Business Case (FBC) and associated papers for final approval and decision

Further information of our continuous engagement to date can be found from Appendix L to U.

## 6.8 Conclusion

This management case has set out that to transfer to an ADM of service delivery is achievable and can be delivered successfully. A detailed transition and delivery plan has been prepared and is set out in Appendix V. This sets out a challenging set of tasks that will need to be completed before go-live date.

The project needs to be supported by strong governance, with the Project Team reporting to the Senior Leadership Team. Effective risk management will continue through monitoring and

updating the risk register. A suitable contingency plan to continue with the current service model will be developed should unforeseen issues delay the implementation of the ADM.

Throughout this process regular communication with elected members, Council employees and service users will be essential.

## **6.9 Update Position**

The Management Case is being systematically developed and delivered as envisaged. In order to meet the expected go-live date, priority will need to be given to producing key documents with Financial, Charity Commission and HMRC work being key. As highlighted the treatment of property assets may be covered by lease agreements and maintenance, repairs and capital expenditure will need to be determined to ensure continuity of service and maximising the potential savings.

All the other key issues covered in the management case of licences, agreements, TUPE, Charity Commission, HMRC, Governance, Risk Management and Communications are all in hand utilising the existing structures and frameworks available from within the Council.

In addition the delivery mechanism chosen and the commitment to positive partnership means that from day one the ADM will be ready to deliver high quality customer services and MCC will be ready to provide the highest quality support services that will ensure the ADM is a success.





## Appendix A - Monmouthshire County Council Principles

The aims and values of Monmouthshire County Council principles were used to establish the criteria for the Options Appraisal Workshop.

### Aims and Values of Monmouthshire County Council

#### Our Priorities

- Education;
- Protection of vulnerable people;
- Supporting Enterprise - Business and Job Creation; and
- Maintaining locally accessible services.

#### Our Values

- **Openness:** we aspire to be open and honest to develop trusting relationships;
- **Fairness:** we aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect;
- **Flexibility:** we aspire to be flexible in our thinking and action to become an effective and efficient organisation; and
- **Teamwork:** we aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

#### Outcomes we are working towards

##### Nobody Is Left Behind

- Older people are able to live their good life;
- People have access to appropriate and affordable housing; and
- People have good access and mobility.

##### People Are Confident, Capable and Involved

- People's lives are not affected by alcohol and drug misuse;
- Families are supported; and
- People feel safe.

##### Our County Thrives

- Business and enterprise;
- People have access to practical and flexible learning; and
- People protect and enhance the environment.

## Appendix B - Council Priorities and Current Service Delivery

Council Priority	Current Service delivery
<b>Education</b>	<ul style="list-style-type: none"> <li>• Providing learning experiences to enable young people to fulfil their potential as empowered individuals &amp; members of communities through the provision of an adequate Youth and Outdoor Education Service.</li> </ul>
<b>Protecting Vulnerable People</b>	<ul style="list-style-type: none"> <li>• Supporting an active and healthy Monmouthshire and a healthy lifestyle through the participation in physical activity and the provision of a GP Exercise Referral Scheme.</li> <li>• Offering a bespoke packages to those most vulnerable NEET 16-24 year olds in order to sustain education, employment or training and reduce the potential for youth unemployment.</li> <li>• Offering a youth counselling service to support the County's most vulnerable young people during difficult times.</li> <li>• Offering training via volunteer programmes to promote community participation and cohesion.</li> </ul>
<b>Supporting Enterprise, Entrepreneurship and job creation</b>	<ul style="list-style-type: none"> <li>• Raising the profile of Monmouthshire regionally, nationally and internationally with a view to increasing visitor spend and extending the visitor season.</li> <li>• Increasing visitor numbers to leisure centres and visitor attractions by adding value to existing products and developing new products to attract new markets.</li> <li>• Create links with local businesses to provide opportunities to buy and sell services.</li> </ul>
<b>Maintaining locally accessible services</b>	<ul style="list-style-type: none"> <li>• Providing a full range of leisure services in Monmouthshire towns.</li> <li>• Investing in buildings to create quality spaces that will attract greater visitor numbers and improve financial viability.</li> </ul>

## **Appendix C - Service Area Overviews**

### **Leisure and fitness**

Our Purpose is to provide clean, friendly, accessible facilities and services for all our customers. Our Vision is that our facilities and activities are designed to enhance the quality of people's lives and improve the health of the communities that we serve.

Leisure Services has a real passion to develop and promote an enterprising culture, which builds business resilience and creates excellent outcomes for our communities. They are responsible for the management and operations of four dual use leisure centres within Monmouthshire based on secondary school sites at Abergavenny, Caldicot, Chepstow and Monmouth. Our facilities and activities are designed to enhance the quality of people's lives and improve the health of the communities that we serve with around 1,000,000 visits per year.

There are currently 5,000 annual and direct debit members who benefit from some excellent facilities and programming to achieve their goals. There are over 4,000 members on the Exercise Referral Scheme attracting 100 new people every month and have 2,000 children in the "Learn to Swim" programme.

Leisure Services has done a great deal to provide much needed opportunities for local people to lead more active lifestyles. Thousands of residents have benefitted from taking part in cultural and leisure activities, which have literally changed people's lives. This has been largely achieved through investment in facilities, events and targeted approach to marketing. They are an ambitious service and feel there is still much scope for further improvement and development.

Leisure Services have proven that they have the ability to be resilient and self-sufficient in a challenging economic climate. Their focus is to deliver high quality facilities, wide ranging activities for all, innovative and creative ways of working, increased participation levels and income generation. Whether you are an aspiring Olympic athlete, recreational user or volunteer, there is a strong sense of personal satisfaction in all leisure activity, which prompts people to try new things, set new goals, meet new people and have fun.

This sense of personal satisfaction and achievement is easily over-looked but underpins both individual and social health and wellbeing.

### **Attractions**

#### **Caldicot Castle and Country Park**

Caldicot Castle and Country Park is a scheduled ancient monument set on the outskirts of the small town of Caldicot. It consists of the remains of a Medieval Castle and Victorian Gatehouse within an enclosed curtain wall incorporating a garden of approximately 2 acres. Surrounding this there are 60 acres of grassland and park including a section of the River Nedern and an ornamental wildlife lake.

The vision for the Castle in the Park is to be recognised as a premier castle heritage destination providing a strong focus for engaging with the local community and for visitors to South East Wales. We will encourage greater involvement and ownership through improved access, allowing the development of recreation, interpretation and education for all.

We are a popular destination for school visits, family occasions such as weddings and private parties, caravan rallies, ghost walks, re-enactment and specialist themed weekends and memorable red letter event days. We are gaining a reputation as an excellent large concert venue with internationally

recognised performances and also as a regular host to big screen sporting occasions and annual events such as Firework displays and Christmas specials.

We are currently open 6 days a week from April to October. We are also concentrating on developing our tea room into a fully functioning café offering quality local produce and wish to provide a kiosk in our Country Park to provide a service to our dog walkers and nature watchers.

### **Shire Hall**

Our purpose is to provide a high quality venue and other services to a wide range of people, including schoolchildren, community groups, tourists, wedding parties, art exhibitors and commercial business. We focus particularly on an extremely high standard of customer care.

Our vision (Helping to create wonderful memories) is to enable our visitors, both local and from further afield to connect with our rich history and explore our beautiful building. We strive to ensure that, whatever the occasion, our guests' experience is as special, memorable and impressive as possible.

After a complete restoration and refurbishment in 2011, Shire Hall has now been in operation for 5 years during which time we have hosted and organised a hugely diverse range of events and activities. We have been able to investigate what types of activities work best in this quirky building and where its strengths lie.

We see Shire Hall as a key player in Monmouthshire County Council's aim to build a sustainable and resilient service by generating income rather than be a drain on resources. We are faced with the considerable challenge of doing much more for much less but Shire Hall is ideally placed to embrace this challenge. We have a unique, incredibly high-quality, beautiful building which is fit for purpose and flexible enough to host any type of event. Facing a time of uncertain financial circumstances, we must be mindful of maximum possible income generation but not at the cost of providing a seamless, memorable and special event.

With our wide range of Community groups we are now an important part of the rich Community life in Monmouth and beyond. We have built the business from the ground up and now experience visitor figures of around 70,000 per annum. Despite an ever increasing and competitive Wedding marketplace in Monmouthshire, we continue to become more popular as a place to get married. Shire Hall has recently become Monmouth's centre of learning for the Welsh language and through partnership with Coleg Gwent provides the Mynediad (entry), Sylfaen (Foundation level) and Caolradd (Intermediate) levels of learning.

We aim to deliver a high quality, customer service driven business where our paramount concern is that whatever the occasion, the experience is efficient, memorable and beyond customer expectations.

### **Old Station**

Our purpose is to provide the best possible customer focussed, accessible tourist attraction while striving to generate economic and social benefits for the local community and also to the visitors to Monmouthshire.

Our vision is to successfully create a connection with our customers and employees as many may stay loyal for life, this will lead to giving us a chance to increase overall profitability while building a solid foundation.

The Old Station is a 10 acre countryside site sitting on the River Wye in the heart of the Wye Valley area of outstanding natural beauty (AONB). The site welcomes 120,000+ visitors each season attracted

by the multi award winning tea room situated in the original Victorian Waiting room. The site also offers a good base for walking and cycling enthusiasts and offers include a small camping field, an exhibition area, adventure play area, stunning views, a children's activity programme, a retail shop, local history exhibition, tourist information point and wedding venue.

We want to create value, excite and delight our customers by providing the best possible service and products.

We will achieve this by staying true to our core values of integrity, customer focus, creativity, respect, efficient actions, and team spirit.

## **Outdoor Education**

Our purpose is to provide a high quality, cost efficient outdoor education and adventure activities across SE Wales and beyond.

Our vision is that our facilities and activities are designed to enhance the quality of people's lives and improve the well-being of the communities that we serve.

The outdoor service is responsible for the management and operation of three specialist outdoor centres near Abergavenny, Brecon and Monmouth providing visitors with fully catered residential facilities. Each of the sites is located close to some outstanding natural environments such as the Wye Valley, Black mountains and Brecon Beacons.

The service holds licences from the Adventure Activity Licensing Authority for caving, climbing, trekking and paddle sports and is an Accredited Activity Provider for the Duke of Edinburgh's Award scheme expedition section. Outdoor staff are highly skilled and hold NGB qualifications in a wide variety of activities enabling them to teach in many different physical environments.

We provide around 20,000 visitor days annually, the vast majority being residential school groups from south east Wales. Around 90% of clients are regular, repeat users. We also work with adult and youth groups from all over the UK. All groups are provided with bespoke programmes designed to achieve their specific desired outcomes.

Adventure activities have been included in the National Curriculum in Wales since 2008 and in England since 2013. Activities are designed to promote a diverse range of outcomes, including enjoyment, confidence building, self-reliance, team development, activity skills, risk management and environmental awareness.

The service has responded positively to funding challenges over recent years and has developed new markets, amended staffing structures and working patterns to increase efficiency and remodelled the charging regime. The result of this has been an increase in revenue with the service now circa 75% self-financing with aspirations to move to 100% in the next few years, turnover in the region of £1million. Recent research by Visit Wales has put the annual value of outdoor activity tourism in Wales at £481 million.

In addition to the core business we also provide single day visits, outreach at school sites, teacher training, CPD, school site mapping, technical activity training (such as caving, climbing, orienteering, mountain biking and canoeing) , mobile climbing wall hire, minibus driver training, camping facilities, self-catered accommodation and conference facilities.

## **Green Infrastructure & Countryside**

Our purpose is to make Monmouthshire a green and healthy place to live, work and visit, through a well-connected and accessible network of green and blue spaces which embrace our unique and special landscape and rich diversity of species and habitats, or put more succinctly “to support resilient & active environments for all”.

At the heart of our work is an integrated Green Infrastructure approach. Green Infrastructure (GI) is the network of natural and semi natural features, greenspaces, rivers and water that intersperse and connect our villages and towns. When appropriately planned, designed and managed GI has the potential to deliver a wide range of benefits for people and wildlife. Our approach is to work in a multidisciplinary and joined up manner with partners to maximise and realise these environmental, economic and social benefits.

We are driven by a twin desire to enable active lifestyles and to work with others to maintain and enhances a living natural environment with healthy functioning ecosystems that supports social, economic and ecological resilience.

To help this we provide integrated services managing public rights of way, countryside and coastal access, countryside / heritage visitor sites; protecting trees & hedgerows; conserving and enhancing biodiversity and landscape; coordinating play strategy; supporting partnerships, including the Wye Valley Area of Outstanding Natural Beauty (AONB) partnership and other landscape scale projects, such as the Living Levels Partnership. We also provide specialist advice to internal and external customers on green infrastructure issues (on landscape, biodiversity, and access) with the aim of enabling people to protect and enhance the environment.

We support the tourism economy by promoting the county’s walking product and by managing distinctive countryside and heritage sites. We provide and support opportunities for residents and visitors to enjoy active and healthy lifestyles through activities, events, arts, learning and play. We provide direct and indirect volunteering and community involvement to help individuals access and benefit from education, training and skills development and contribute to healthy and fulfilled lives.

## **Tourism, Marketing, Development and Visitor Information**

Our purpose is to increase the competitiveness of Monmouthshire as a year round sustainable tourism destination to grow the economic, environmental and social contribution of Monmouthshire’s visitor economy.

Our vision is to achieve a strategically driven and coordinated approach to destination development, management and marketing to increase Monmouthshire’s contribution to the regional and national visitor economy of Wales.

We will achieve this by focusing on agreed priorities to make best use of available resources and by engaging with tourism businesses and stakeholder organisations in productive partnership working that is relevant to their interests and makes best use of available budgets and manpower resources. We also deliver world class visitor information that exceeds the expectations of visitors and delivers measurable and increasing benefits to the destination. We have developed and delivered effective destination marketing campaigns, which raise the profile of Monmouthshire in target markets and promote the wide range of visitor experiences on offer in the county to new and existing audiences in the UK and overseas across appropriate off and online channels.

One of our main aims is to support an ambassador programme to increase dwell time (and spend) of visitors and distribute the benefits of tourism more widely across the county and in doing so increase



advocacy and repeat visits. We also want to support the development and marketing of council-operated attractions to enhance the visitor experience and increase sustainability. Supporting training and business skills across the county to raise standards and increase satisfaction with the Monmouthshire visitor experience is key to our success and one of our main aims is to drive up tourism business performance in the county and developing year round visitor demand. Another main function for the service is to commission and manage research projects to provide Monmouthshire tourism businesses with the destination intelligence they need to support business growth.

## **Youth**

Monmouthshire Youth Service manages and sustains statutory youth work and young people's counselling services, supporting young people to develop holistically by working with them through voluntary relationships to facilitate their personal, social and educational development. Through its participative nature, the Youth Service provides informal and non-formal learning opportunities for young people taking into account their needs and respecting their diversity. We are a central partner in youth support services, working together with partners to ensure young people receive their entitlements, develop their voice, influence and place in society as empowered individuals and members of groups and communities. The Youth Service works with young people aged 11-25 to support their holistic development, through provisions such as youth clubs and centres, outreach work, participation work and projects such as D of E.

## **Museums**

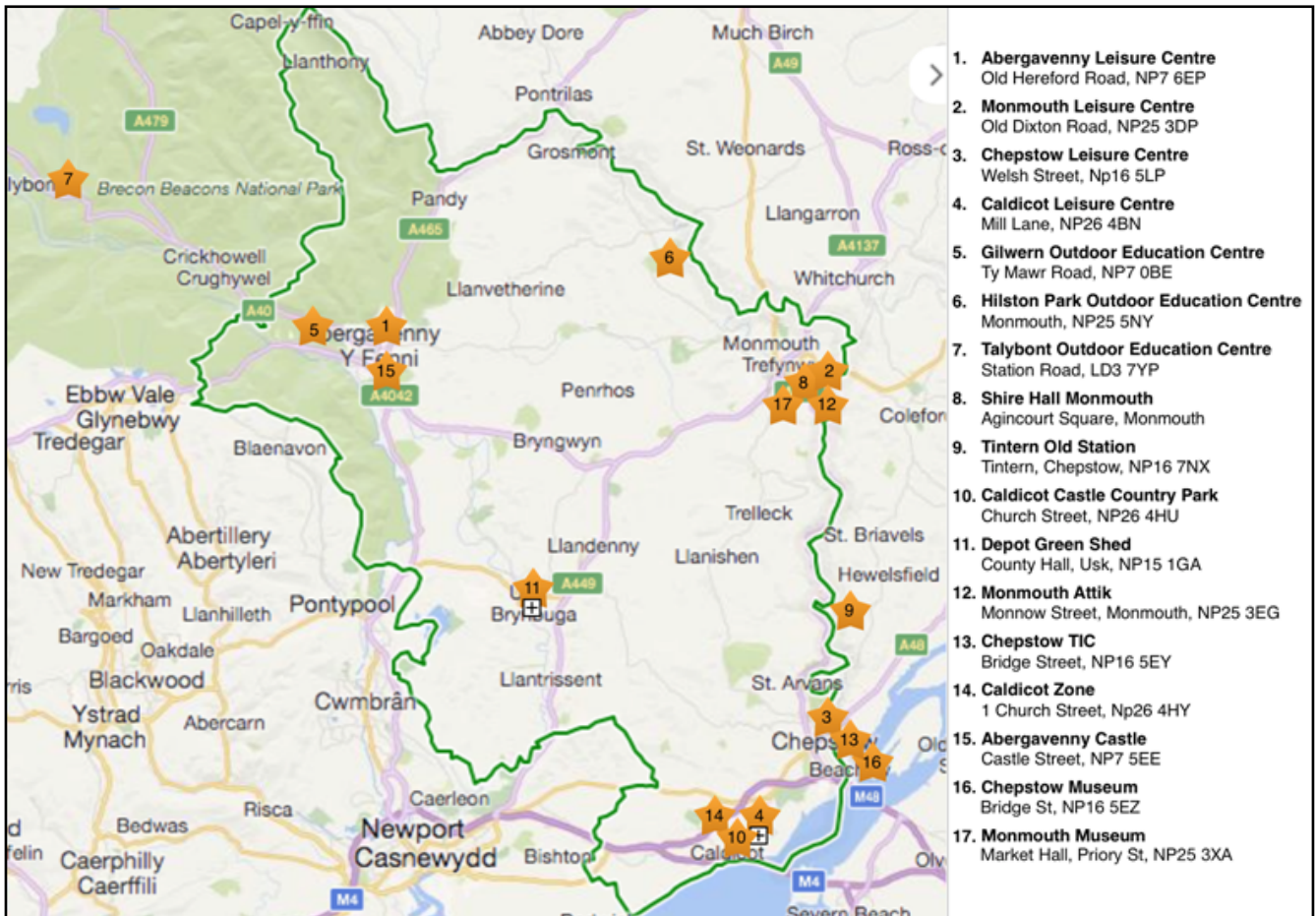
Our vision is inspiring a passion for Monmouthshire with a mission to bring heritage, collections, arts and culture alive with our communities and visitors.

We have two key strategic aims with the first being to create a cross-county museum offer to encourage a sense of pride and community identity whilst identifying opportunities for arts and culture development. This would be achieved by converting a suitable space under one roof to create a 'Collections Centre' and public exhibition area, financed through a major capital funding bid. Currently Monmouth locations are under consideration. In this space staff would be centralised, alongside provision of publically accessible storage, research facilities, learning areas, conservation lab/workshops and community/volunteer spaces. In addition to this there is the potential for public displays of the Nelson Collection and Monmouth History. The best case scenario would be for this to be in the same building, if space allows, to enable most efficient and economical use of staff, buildings and resources. At the moment options are under consideration. As part of the capital bid, proposals will be included to maintain, adapt and improve the two existing museum locations in Abergavenny and Chepstow to ensure access to Arts, Heritage and Culture across the county. Consideration has also been given within the plan to the visitor offer relating to Caldicot Castle.

The second strategic aim would be to ensure we have a resilient and sustainable service. This would be achieved by improving and extending our income streams; increasing and widening our user base and raising awareness of the Museums offer; whilst contributing to a vibrant community by adapting and working in new and innovative ways. Our guiding principle will be to further encourage the flourishing of museums, heritage, arts and culture in Monmouthshire.

## Appendix D - Asset Listing

### Assets of service's proposed within the new delivery model



### Leisure Services

Leisure services are based in 4 sites across Monmouthshire, providing a wide range of leisure and sporting activities for the wider community



**Abergavenny Leisure Centre**  
**Address:** Old Hereford Road, Abergavenny  
 NP7 6EP



**Caldicot Leisure Centre**  
**Address:** Mill Lane, Caldicot NP26 4BN





*Chepstow Leisure Centre*  
**Address:** Welsh Street, Chepstow NP16 5LR



*Monmouth Leisure Centre*  
**Address:** Old Dixton Road, Monmouth NP25

3DP

### Outdoor Education

Outdoor Education is sited across 3 centres, 2 of which are owned by MCC. The service offers a range of outdoor activities for schools, youth groups and adults.



*Gilwern OEC*  
**Address:** Ty Mawr Road, Gilwern, Abergavenny NP7 0EB



*Hilston Park*  
**Address:** Newcastle, Nr Monmouth NP25 5NY



*\*Talybont is owned and maintained by Newport CC*  
**Address:** The Old Station, Station Road, Talybont on Usk, Powys LD3 7YP

### Attractions and Tourist Information

We have 4 sites to incorporate our attractions and promote tourist information and visit Monmouthshire. Our attractions offer some of the most impressive buildings with historical interest and activities to engage all ages.



*Shire Hall, Monmouth*  
**Address:** 3 Agincourt Square, Monmouth NP25 3EA



*Tintern Old Station*  
**Address:** Tintern, Chepstow, NP16 7NX



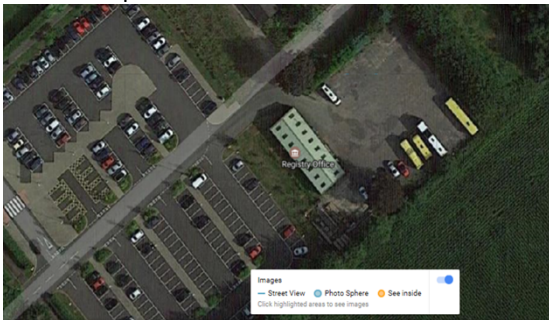
*Caldicot Castle Country Park Depot*  
**Address:** Church Road, Caldicot NP26 4HT



*TIC Chepstow*  
**Address:** Castle Dell Car Park Bridge Street, Chepstow NP16 5EY

### **Countryside**

Countryside services oversee a vast range of sites used for storage; house teams within Countryside and to provide outdoor experiences for residents



*Green Shed Countryside at County Hall Usk*  
*(and open storage as the shared PSU depot)*



*Wye Valley AONB Offices on Hadnock Road*  
**Address:** Hadnock Road, Monmouth NP25 3NG



*Raglan Depot*



*Castle Meadows*

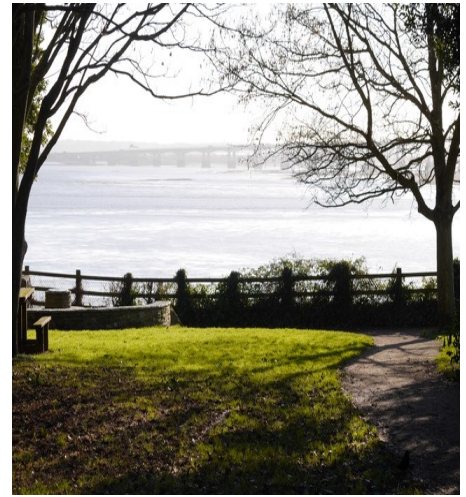




*Clydach Ironworks*



*Warren Slade*



*Black Rock*



*Rogiet Countryside Park*



*Tintern Abbey Furnace*



*Llanfoist Crossing*

### **Museum Service**

The Museum service offers visitors and local people the opportunity to experience our past, heritage and culture.



**Chepstow Museum**  
*Address: Gwy House, Gwent, Bridge St,  
Chepstow NP16 5EZ*



**Monmouth Museums**  
*Address: Market Hall, Priory St, Monmouth  
NP25 3XA*



Abergavenny Castle and Museum

Address: Castle St, Abergavenny NP7 5EE



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## Appendix E – Possible Funding Opportunities (Not all available to Local Authorities)

Organisation	Fund Value	Grant Value (if known)	Deadline	Giving Notes	Links to Wellbeing and Future Generations Act Themes	Applications Notes
Awards For All (Big Lottery)		£500 - £5,000	Anytime	We will fund projects which support community activity, extend access and participation, increase skill and creativity or generally improve the quality of life of people in their area	1; 3; 5	
Bernard Sunley Charitable Foundation (The)	£3.1 million	Up to £50,000	Anytime	Focus on community, education, health and social welfare. Must be applying specifically for assistance towards a capital project. Will NOT fund running costs including salaries.	2; 4; 5	Must be a registered charity.
Big Lottery Fund – People and Places		Up to £1 million	Ongoing	Funding capital and revenue projects that encourage co-ordinated action by people who want to make their communities better places to	1;2;3;4;5;6;7	
Charles Hayward Foundation (The)	£59.5 million	Up to £25,000	Quarterly	Main grant programme - social and criminal justice, heritage and conservation. Project costs and capital development.	2;4;6	2-stage process.
Clive and Sylvia Richards Charity Limited (The)	£997,000	Up to £250,000	Anytime	The charity focuses its support on education, healthcare, heritage, the arts, religious institutions and overseas educational and religious institutions. Provides support to charity organisations where they seek to be a catalyst to unlock other funding so	1;2;3;4;5;6;7	Already in discussions with museum service (strong interest in Nelson collection). Must be a registered charity.
Clore Duffield Foundation (The)	£5.8 million	Up to £500,000	Anytime	Supports cultural learning, creating learning spaces within arts and heritage organisations, leadership training for the cultural and social sectors, social care and enhancing Jewish life.	1;4;6	Must be a registered charity. Rarely funds staff posts.
Comic Relief	£99 million	Up to £10,000	3 times a year	Supports UK locally-based groups or organisations which have a clear understanding of local need in improving health and wellbeing of vulnerable and disadvantaged people.	1;3;5	

Organisation	Fund Value	Grant Value (if known)	Deadline	Giving Notes	Links to Wellbeing and Future Generations Act Themes	Applications Notes
Children In Need	£46 million	£10k to £40k	3 times a year – Jan; May and Sept	Support not-for-profit organisations that work with disadvantaged children and young people of 18 years and under who live in the UK, the Isle of Man or the Channel Islands		
DCMS Wolfson Museums and Galleries Improvement Fund		Up to £300,000	July-annually	Aim to improve the quality of displays, exhibition spaces, collection interpretation and disabled access in museums & galleries	4;6	Must be a registered charity
Denza Robins Jones Charitable Foundation (The)	£268,000		Bi-Annually	Shows a preference for South Wales. Mainly supports medical and educational charitable causes which benefit the local South Wales community.	1;2;4;5	
Esmee Fairbairn Foundation	£34.3 million	Up to £50,000	Anytime	Aim to provide support to 'exceptional people with inspiring, workable ideas and organisations with latent or emerging models'. It states - "we are prepared to fund where others do not and to confront issues that are unseen or unacknowledged". Preference	1;2;3;4;5;6;7	Must be a registered charity. 2-stage process.
Foyle Foundation (The)	£5.2 million	Up to £50,000	Anytime	Support projects which facilitate the acquisition of knowledge and have a long-term strategic impact. Including: Museums, Libraries & Archives and projects which help generate additional revenue.	1;6	Must be a registered charity. Decision can take up to 4 months.
Garfield Weston Foundation (The)	£54 million	Up to £3 million	Anytime	This huge foundation makes about 1,500 one-off grants a year, typically for amounts ranging from £40 to £3 million. Areas of work: General charitable purposes with preference to education, the arts, health, welfare, environment, youth, religion and other	1;2;3;4;5;6	Must be a registered charity. Typically a one-year gift.

Organisation	Fund Value	Grant Value (if known)	Deadline	Giving Notes	Links to Wellbeing and Future Generations Act Themes	Applications Notes
Gwendoline and Margaret Davies Charity (The)	£104,000	Up to £30,000	Anytime	Donations are made to organisations which benefit the people of Wales and to other charitable organisations which are mainly Welsh.	1;6	Must be a registered charity.
HLF - Heritage Endowments Programme		Up to £1 million	Expected October 2017	Designed to build a strong and resilient future for heritage organisations and help them secure a regular source of annual income for the future in the changing economic landscape of reduced public funding.	1;2;3;4;5;6;7	2-stage process. Must provide 50% match funding through own fundraising.
Linbury Trust (The)	£7.45m	Upwards of £100,000	Anytime	Support is given to Arts (capital projects), Education, Museums & Heritage, Environment, Medical, and Social Welfare (particularly disadvantaged young and those living with dementia).	1;2;3;4;5;6;7	Must be a registered charity. Part of the Sainsbury Family Charitable Trusts.
Postcode Community Trust	£176,000	Up to £10,000 (Wales)	Expected August 2017	Interests: Community development and cohesion including support for young carers, relieving isolation, projects which enable volunteering opportunities to help regenerate communities	1;2	Must be a registered charity.
Monument Trust (The)	£74.6m	Upwards of £500,000	Anytime	Grants to: Arts & Heritage of regional importance (particularly economically depressed areas); Health and Community Care; Criminal Justice/Social Development.	1;2;3;4;5;7	Must be a registered charity. Part of the Sainsbury Family Charitable Trusts. Generally applications are invited by the Trustees.
Newbridge Charitable Trust			Anytime	Main focus is to charitable projects in Wales with purposes of advancement of education and training and; promotion of healthcare and relief of sickness.	1;2;3;4;5;7	Linked to Celtic Manor.



Organisation	Fund Value	Grant Value (if known)	Deadline	Giving Notes	Links to Wellbeing and Future Generations Act Themes	Applications Notes
People's Postcode Trust (The) - Small Grants Scheme	£1.7 million	Up to £10,000	Usually October for Wales region	Preference is given to initiatives that are 'focused on improving life for disadvantaged groups and encouraging their inclusion within society'. Welcome applications for projects that have a focus on sport, health, poverty and environmental improvement	1;2;3	Must be a registered charity. Two funding rounds a year.
Peter de Haan Charitable Trust			Usually November	Supports organisations that aim to improve the quality of life for people and communities in the following three areas: Social Welfare, The Environment, and The Arts. Trustees are keen to support substantial projects of more than £50,000 per year.	1;2;3;4;5;6;7	Must be a registered charity.
Peter Harrison Foundation - Opportunities through Sport Programme		Up to £25,000	Anytime	Supports projects which provide opportunities for people who are disabled or otherwise disadvantaged to fulfil their potential and develop personal and life skills through the medium of sport. Grants are usually made for capital projects.	1;3;4	Must be a registered charity.
Postcode Dream Trust - Dream Fund	£2 million		Usually September	Gives organisations the chance to deliver the project they have always dreamed of, but never had the opportunity to bring to life. Areas of work include: Sports; community development; environmental protection; health; human rights; prevention of poverty	1;2;3;4;5;6;7	Must be a registered charity. The lead partner in any application must have an annual income that is at least three times the amount being applied for. 3 - stage application process.
Simon Gibson Charitable Trust	£583,000	Up to £25,000 (average £5k)	March - annually	Preference for East Anglia, South Wales and Hertfordshire. Previous beneficiaries' arts/culture focused.	1;6	Must be a registered charity.

Organisation	Fund Value	Grant Value (if known)	Deadline	Giving Notes	Links to Wellbeing and Future Generations Act Themes	Applications Notes
Trust House Charitable Foundation	£1 million	Up to 10k - £45k	One off payment	Community Support: For example: work with young people; community centres; support for carers; older people's projects; help for refugees; family support; community transport; sports projects; rehabilitation of ex-offenders; alcohol and drug misuse project	1;2;3;4;5;6;7	
Waterloo Foundation (The)	£5.9 million	Under £100,000	Anytime	Arts, Education and Heritage: For example: arts projects for people with disabilities; performance or visual arts with a clear and strong community impact; alternative education projects; supplementary teaching; heritage projects in marine or industrial a	1;2;3;4;6	No unsolicited approaches currently being accepted for Wales fund.
Wolfson Foundation (The)	£49.7 million	Upwards of £5,000 (often significantly more)	1 March & 1 September	Grants are a catalyst for capital projects which are currently underfunded. Aims to encourage merit in cultural and academic spheres. Projects under £15,000 not eligible.	1;2;67	Must be a registered charity. 2-stage application process.



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## Appendix F – Scoring Matrix Options Appraisal Outcomes

### Individual scoring of each workshop

Below is the summary of each team’s completed matrix.

	Criteria	Option 1: Doing Nothing	Option 2: Transforming the Service in House	Option 3: Moving the Services into an Alternative Delivery Model	Option 4: Outsourcing the Services to a Third Party
Staff from service areas	Weighted Score (out of 100)	28	60	67	36
Project Team	Weighted Score (out of 100)	25	52	76	44
TLCY Managers	Weighted Score (out of 100)	26	48	57	28
Elected Members	Weighted Score (out of 100)	28	54	74	40
	<b>RANKING</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>

The assist in scoring each participant was aided by a detailed description of each potential option available.

#### 1. Doing Nothing

- A reduction in revenue budget to accommodate savings over the next four years at least
- Restructuring of service
- Increased burden in National Non Domestic Rates (NNDR)
- Investment streams may be severely limited
- Capital assets still maintained by the council
- Management control of the community assets remains with the council
- Decision making process long winded and at times cumbersome
- Invest-to-save projects compete with other council services for the finance available
- Potential for local priorities to take precedence over sport and leisure needs
- Cross department and partnership working very effective
- Potential use of prudential borrowing is an advantage

#### 2. Transform in House

- A reduction in revenue budget to accommodate savings over the next four years at least
- Restructuring of service and re-targeting of resources
- Increased burden in National Non Domestic Rates (NNDR)
- Investment streams may be severely limited
- Capital assets still maintained by the council
- Management control of the community assets remains with the council
- Decision making process long winded and at times cumbersome
- Invest-to-save projects compete with other council services for the finance available

- Potential for local priorities to take precedence over sport and leisure needs
- Cross department and partnership working very effective
- Potential use of prudential borrowing is an advantage

### **3. Transfer to a new Alternative Deliver Model**

- National Non Domestic Rates (NNDR) and (b) VAT – (a) savings can be substantial and reinvested in the service; (b) council's threshold for VAT could be improved
- Focus on sport and physical activity and Culture services
- Greater opportunities to develop/attract other income streams. Could lack economies of scale (this would become evident as part of an assessment exercise)
- Management can grow business outside of LA control – freedom from LA framework and decision making process
- LA can retain a degree of influence and indirect control - Loss of direct control and influence over services to an independent body
- Provides flexibility in terms of grant funding - Lack of ring fencing means the ADM reliant to a degree on uncertain grant funding
- Can promote community engagement and involvement - Can be difficult finding Trustees / Board Members with right skills and experience
- Can allow savings to be reinvested in services and facilities. Can be hard to attain investment in early years
- Authority may need to realise savings in back office support costs
- Improves the LA's partial VAT exemption position
- May open up alternative sources of investment - Reliant on existing management to develop this source
- Potential for more staff and community involvement and engagement – a number of trustees on the management group will be from the community. They may include people with successful business experience
- Can boost future 'not for profit' capacity in other service areas. Too much control by the LA can limit ability of the ADM to operate effectively
- Transfer of capital assets –for example through a long term lease agreement.
- A simpler regime for board members
- Likely to involve a quicker charitable status process thus opening up the benefits of rates relief at an earlier stage.

### **4. Outsource to a private sector operator or other non for profit operator**

- National Non Domestic Rates (NNDR) savings may be made (if charitable organisation)
- Outsourcing protects resources by ring-fencing spending through a contract to an existing operator
- Low set up costs and lower support costs if an existing operator
- Focus likely to be on an increase in income – contract needs to stress council/community objectives.
- Access to external investment
- Economies of scale and access to specialist services
- Transfer of operating risks
- TUPE transfers can be expensive
- Ties LA into a medium to a long term contract which may be inflexible. Short term contracts would in all likelihood restrict investment
- Authority will need to realise savings in back office support costs

- Savings reduced but need to pay a management fee
- External investment can be expensive but a longer contract may enable more investment. It is likely though that the council may obtain capital investment at a lower cost
- Additional contract monitoring costs have to be taken in to account - the council would have to set up a monitoring group to oversee the contract
- A competitive procurement process would need to be undertaken – costs could be quite significant.



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Score 1 to 10, where 1 is poor, 10 is excellent

Title	Objectives	Weigh-ting %	SCORING 1 – 10			
			Option A	Option B	Option C	Option D
			Doing Nothing	Transforming the Service in House	Moving the Services into an ADM	Outsourcing the Services to a Third Party
Quality	The option will deliver the set quality standard agreed with stakeholders and has the ability to adapt and improve over time.	20				
Operational Efficiencies	The option presents a clear opportunity for driving operational efficiencies through expertise of management, economies of scale and a commercial outlook.	15				
Commerciality	The option provides enhanced long-term commercial viability for Culture and Leisure assets, based on skill sets, experience and sectorial understanding.	15				
Community	The option provides opportunities to engage with and benefit the wider community.	10				
Accountability and Governance	The option provides the council and community with a degree of transparency, flexibility and comfort over the ongoing delivery of the services and the council's interest in the services.	5				
Resources and Investment	The option provides for the effective utilisation of resources and investment to allow for the successful delivery of the services in a sustainable manner. This includes staff and managerial resources working together to realise the main organisations goals and objectives.	5				
Reputation & Political Considerations	The option is unlikely to present significant objections from the Council's stakeholders.	5				
Risk Management	The option provides opportunity to manage the relevant risks associated to service delivery.	5				



Education	Providing learning experiences to enable young people to fulfil their potential as empowered individuals & members of communities through the provision of an adequate Youth and Outdoor Education Service.	5				
Protection of vulnerable People	Supporting an active and healthy Monmouthshire and a healthy lifestyle through physical activity/ provision of a GP Exercise Referral Scheme. Youth counselling service / training programmed for Volunteers	5				
Supporting Enterprise	Raising profile of Monmouthshire / attracting visitors/ links with local businesses	5				
Maintaining Locally Accessible Services	Full range of services in towns, investing in buildings/ attracting greater visitor numbers	5				
		100				

\*\*\*Please total up your columns

Page 278

Can you please give some reasons on why you have opted for the model that has scored the highest?

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## Appendix G - Option Appraisal Workshop

Date of workshop	List of representatives / departments etc.,
22 <sup>nd</sup> November 2016	Members of the project team (5 in total)
25 <sup>th</sup> November 2016	Four groups of staff members from the service areas (26 staff in total)
14 <sup>th</sup> December 2016	A number of Members completed the matrix at the Members seminar (4 in total)
6 <sup>th</sup> February 2017	All of TLCY Managers completed the matrix (8 in total)

### Background

Workshops were held with representatives of the Project Team and officers from MCC. Individuals had previously been briefed regarding the project background, including the Future Monmouthshire vision, the four proposed options as well as the specific scoring criteria. The objective of the workshops was to score each of the possible service options, based on the predefined criteria and weighting. The criteria and weighting had been previously approved by the project team. After this scoring process it was intended that the group would reach a consensus decision on the preferred option.

### Scoring Process

Workshop participants were split into groups and each group scored each criteria for each of the four different service options. Scores were allocated from 1 to 10, with one being poor and 10 being excellent. Each group explained their rationale for each score they allocated. These were collated and summarised in the narrative below. Scores were collated and averaged and have been summarised below.

**Results** From the analysis it is clear that option 3, the transfer to a new ADM was the favoured option as outlined in Appendix F.

As part of the workshop and scoring matrix, participants gave reasons why they had opted for the model that scored their highest score. Here are some examples:-

- An ADM will give us opportunity to develop and communicate clear business goals / objectives to focus resources and activity.
- An ADM offers the best mix of local accountability, efficiency, and the ability to increase speed of decision making.

- The ADM I think gives us the greatest opportunity. An outside provider can do almost as much but will have a profit element for its shareholders .They may well be able to draw in extra investment but at a cost overall.
- We cannot not do anything, services are struggling now so we need a chance to be able to sustain and grow again in the future. Although in-house is a good option, an ADM will provide the most secure option for the future.
- I opted for the ADM as my preferred model as it met all the criteria for establishing a successful viable entity for the services in the future. It also still meets the key objectives of MCC.

## **Conclusion**

It was agreed that the ADM is the preferred option from this qualitative analysis and will be taken forward on the Final Business Case.



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## Appendix H – ADM Company Structure

	<b>Company Limited by Shares (CLS)</b>	<b>Company Limited by Guarantee (CLG)</b>	<b>Charitable Incorporated Organisation (CIO)</b>
<i>Suitable for?</i>	Trading Company/Local Authority Teckal company	Trading Company/Local Authority Teckal company/Charity	Charity
<i>What is it?</i>	CLGs have a “share capital”, which is a nominal figure used to represent the total net assets of the company. Shares are issued to shareholders, who become the owners of the company. The shareholders’ potential liability is limited to the amount of their investment.	CLGS do not have a share capital and the members give a nominal guarantee to cover the company’s liability, normally limited to £1. By not having a share capital, CLGs do not have the inbuilt “for-profit” framework that CLGSs do (which allow investors in the company to receive a return on their investment). CLGs are traditionally associated with charities, trade associations and not-for-profit companies. CLGs are owned by its ‘members’ as it does not have ‘shareholders’.	CIOs are corporate bodies designed specifically and exclusively for charities. They are an alternative to charitable CLGs, charitable trusts and charitable unincorporated associations.
<i>What are the criteria and constitution ?</i>	Cannot be charitable. <u>Constitution:</u> The rules of the company are contained in the Articles. The Memorandum records the initial shareholders of the company which is updated with each annual return.	The organisation must be limited and cannot declare dividends to members, but other forms of distribution may be permissible, depending on the Articles. <u>Constitution:</u> The rules of the company are contained in the Articles. The Memorandum records the initial members of the company which is updated with each annual return.	Cannot distribute profits to members or shareholders. Must apply its assets to carrying out its charitable purposes. <u>Constitution:</u> Constitution must be in form specified by Charity Commission (Association or Foundation CIO).
<i>Power structure</i>	Two-tier consisting of: a small group of individuals responsible for the day-to-day running of the organisation (the Board of Directors) ; and Shareholders (who may or may not be the same people as the Board) which hold the Board to account. Shareholders have a number of fundamental powers: in particular, the power to	Two-tier consisting of: a small group of individuals responsible for the day-to-day running of the organisation (the Board of Directors) ; and Members (who may or may not be the same people as the Board) which hold the Board to account. Members have a number of fundamental powers: in particular, the power to	Two-tier consisting of: Charity trustees (responsible for day-to-day running of the organisation; and Members. Trustees and Members can be the same people but do not need to be.

	<b>Company Limited by Shares (CLS)</b>	<b>Company Limited by Guarantee (CLG)</b>	<b>Charitable Incorporated Organisation (CIO)</b>
	dismiss the board and to change the constitution.	dismiss the board and to change the constitution.	
<i>What are the obligations?</i>	Companies Act 2006 plus associated regulations. Regulated by Companies House.	Companies Act 2006 plus associated regulations. Regulated by Companies House. If a charity – the governing docs must be approved by the Charity Commission.	Single registration with the Charity Commission. Less onerous requirements for preparing accounts – small CIOs prepare receipts and payments accounts and larger CIOs prepare accruals accounts. Less onerous reporting requirements – only prepare an annual report (companies have to prepare directors report too). Only one annual return.
<i>Tax Incentives</i>	Corporation Tax.	Corporation Tax. No special tax treatment unless registered as a charity with the Charity Commission. Charities potentially benefit from the following tax advantages:- no corporation tax to pay on surpluses; exemption from SDLT; and partial exemption from business rates (with potential for discretionary relief for the remainder.	Charities potentially benefit from the following tax advantages:- no corporation tax to pay on surpluses; exemption from SDLT; and partial exemption from business rates (with potential for discretionary relief for the remainder.
<i>Flexibility of activities</i>	Anything (best interests of company).	If non-charitable, anything, but usually objects are for the benefit of the community in some way. If charitable – activities must be charitable or pose no significant risk to charitable assets.	Must be charitable in law.
<i>Portability of Assets</i>	No prohibition.	No prohibition unless a CIC or charity (in which case cannot usually distribute assets to members and, if charitable, must be used for charitable purposes).	Restricted – CIO has power to do anything which is calculated to further its purposes or is conducive, or incidental, to doing so and assets must be applied in accordance with the constitution.
<i>Extraction of Profits</i>	Shareholders usually entitled to dividends.	No 'shareholders' so no dividends. Profits cannot be distributed to members if a charity.	Restricted – CIO income must: be applied solely towards the promotion of its objects not be paid or transferred directly or indirectly by way of dividend, bonus or otherwise by way of profit to any of its members.

	<b>Company Limited by Shares (CLS)</b>	<b>Company Limited by Guarantee (CLG)</b>	<b>Charitable Incorporated Organisation (CIO)</b>
<i>What are the benefits?</i>	<p>Usual governance structure for commercial organisations or trading/development subsidiaries.</p> <p>Limited company can provide 'financial assistance' to other members of a group structure. Very familiar structure for funders.</p> <p><b>Limited liability</b> – directors are protected (unless they have acted fraudulently or continued to run the company when it is insolvent i.e. 'wrongful trading'). Shareholders liability limited to investment.</p>	<p>The structure is simple and the law underpinning the organisation (Companies Act 2006) is well known. CLGs are widely recognised and understood as a governance structure, particularly for charitable organisations. If registered with the Charity Commission it obtains a 'charity number' which is often required for funding and grants.</p> <p><b>Limited liability</b> – directors are protected (unless they have acted fraudulently or continued to run the company when it is insolvent i.e. 'wrongful trading'). Members' liability limited to guarantee amount (usually £1).</p>	<p>Likely to be fine for smaller funders.</p> <p>Less onerous than charitable CLG as only registered with Charity Commission.</p>
<i>What are the disadvantages?</i>	<p>Directors feel under pressure to prioritise profits.</p>	<p>Members cannot be financially rewarded through dividends. May limit funding options as shares cannot be issued to investors.</p>	<p>Restricted membership. Trustees can only be remunerated for expenses and issues regarding payment of salaries.</p> <p>There is no register of charges held by the Charity Commission (equivalent to that maintained by Companies House for companies) due to lack of capacity of the Commission. This will mean that funders offering more substantial sums (where they want to take a legal charge as security) will be put off.</p>

Source – Anthony Collins Option Report



## Appendix I - State Aid

In circumstances where the resources of a Member State are used to give some form of advantage to an organisation, there is the potential for there to be State Aid. Where there is State Aid then the ultimate sanction is for that assistance to be repaid plus interest.

In most transactions State Aid issues are usually avoided by either;

- everything being transacted at a market value or,
- given the local nature of the services, not all of the State Aid tests are met in any event or,
- the possibility of the services constituting Services of General Economic Interest (“**SGEIs**”) In this case, if MCC is proposing a grant arrangement, then this may constitute a form of State Aid and so the potential for State Aid to arise does need to be assessed.

There is the potential for State Aid in each of the following situations relevant to MCC and the ADM:

- any sale of land at an undervalue to the ADMs;
- any grant provided by MCC to the ADMs;
- any services offered by MCC to the ADMs at no cost or at below market rates; or
- Any assets transferred from MCC to the ADMs at no cost or at below market rates.

In terms of any proposed sale of land, the European Commission has issued a ‘Communication on State aid elements in sales of land and buildings by public authorities’ (OJ C209, 10/07/1997). In order to definitively avoid State Aid, the Commission expects there to be either:

- A bidding procedure “comparable to an auction” which must be “sufficiently well-publicised, open and unconditional.” The logic here is that the winning bid must equate to market value; or
- Independent expert evaluation to determine the market price “on the basis of generally accepted market indicators and valuation standards”. If there are any special obligations relating to the land (as opposed to the purchaser) then this can be taken into account in assessing the market price.

The wording of the Communication refers to “sale” of land or buildings, rather than other disposals such as by way of lease or licence. However, it is suggested that it would cover other sorts of disposals such as leases. Therefore, any other disposal where the price paid is less than market value may be seen as State Aid. The best way, therefore, to avoid possible risk of State Aid is to ensure that the ADM is paying a market rent for its use of the premises or, if there is to be a freehold disposal, that it is paying the market price.

Several of previous agreements restrict MCC from transferring the freehold of various properties as well as the granting of any leaseholder interest. If MCC is able to and decides to grant a lease and charge market rates for the reasons stated above, it would be legitimate for the ADM to take account of these kinds of costs in assessing the price it should be paid for the Services. The overall effect would therefore be costs neutral, or at least close to it.

In the context of private business, the market rates charged include an element to cover overheads such as rent, and the ADMs should be entitled to do the same. In this way, MCC may be charged certain amounts each year for the Services but, will receive some of this back again by way of rent.

To the extent that MCC is to provide (even on a temporary basis) support to the ADM by way of back-office functions such as HR, payroll and IT, then the ADM should pay an appropriate rate for these services. This is for the same reasons as set out above in relation to market rents. Again, it would be appropriate for the ADMs to take account of these overheads when agreeing the fee for the Services, as set out above.

*Source – Anthony Collins*



## **Appendix J – Main VAT considerations when Local Authorities Outsource Provision of Services to Charities**

### **Background VAT Issues**

VAT is charged on most “business” transactions in the UK where the supplier is registered for VAT. A supplier who is not registered for VAT does not charge VAT. For VAT purposes a transaction is a business transaction if the buyer pays the supplier money, or gives the supplier some other benefit of value, in direct exchange for goods or services. Neither the buyer nor the supplier need be a business in the commercial sense for the transaction to count as a business transaction for VAT purposes. A transaction in which a public body buys a service from a charity, is a business transaction for VAT purposes.

A donation to a charity is not a business transaction for VAT purposes:

- If the charity does not give the donor any benefit of value in direct exchange for the donation; and
- If the charity does not give a third party any benefit of value in direct exchange for the donation; and
- Provided that the donation is not subject to any conditions other than conditions imposed to ensure that the use of the donation is properly accounted for.

Similarly, a grant to a charity is not a business transaction if it meets those criteria. When a “grant” is referred to it means a grant which meets those criteria and is therefore not a business transaction for VAT purposes.

VAT is a tax whose burden is meant to fall on the final consumer of services. The final consumer pays VAT on the price of services which it buys and cannot recover the VAT that it has paid. The organisation which sold the services to the final consumer, while it is liable for VAT on its costs attributable to preparing and delivering the services, is allowed to recover the VAT for which it was liable on those attributable costs, thus escaping the tax burden.

The main exception to this rule is where the services sold to the final consumer are exempt from VAT. In that case, the final consumer does not pay VAT on the purchase. The organisation which sold the exempt services to the final consumer is still liable for VAT on its attributable costs, but this time – because the services it has sold are exempt from VAT – it is not allowed to recover the VAT for which it is liable on its attributable costs. In this case the burden of the tax – by way of “irrecoverable VAT” – falls on the organisation supplying services to the final consumer, not as a direct charge to the final consumer.

Although the range of services which are exempt from VAT is limited, a number of exempt services – such as social welfare care and medical services, the care of children and the elderly, and education – are commonly provided by charities. In providing exempt services charities do not charge VAT but equally cannot recover the VAT for which they were liable on their attributable costs. The burden of the tax therefore falls on charities when they provide exempt services.

Public bodies, even when they provide the same exempt services as charities, are treated differently from charities for VAT purposes. Most services provided by public bodies are entirely outside the scope of VAT, which means that they do not charge VAT to the final

consumer of their services. But, unlike charities, public bodies have a right to recover the VAT for which they were liable on their attributable costs. Section 33 of the VAT Act 1994 gives that right to local authorities and to some other specified public bodies in respect of all their non-business activities. Section 41 of the same Act gives that right to Government departments and NHS bodies for a more limited range of contracted-out services. These statutory rights of recovery are intended, among other things, to prevent VAT from acting as a disincentive to public bodies to outsource services.

### **What are the VAT implications of different funding methods?**

When a public body outsources a service to a charity there are essentially two different funding methods available to the public body to finance the service:

- by grant-funding the charity - *this is not a business transaction for VAT purposes*
- By procurement under a contract for service – *this is a business transaction for VAT purposes.*

The VAT position, and the differences from a charity's point of view in the VAT position as between grant funding and procurement, are as follows.

A grant by a public body to a charity is not a business transaction for VAT purposes. That being so, the charity is not making any taxable supply to the public body and there is nothing on which VAT could be payable by the public body. The public body, therefore, does not have to budget for paying VAT on the amount of the grant. However, because the charity is not making any taxable supply to the public body, the charity is not entitled to recover any VAT for which it is liable on its attributable costs. The charity will have to bear the cost of the irrecoverable VAT and should take that into account when budgeting for its service and deciding how much grant money to apply for in the first place.

Procurement by a public body of a service from a charity under contract is a business transaction for VAT purposes. Where the service is subject to VAT (i.e. is not an exempt supply) the public body will pay VAT on the purchase price of the service. It will normally then be able to recover the VAT under its statutory right of recovery (see para. 7 above). Equally, the charity will be able to recover the VAT for which it is liable on its costs attributable to the service. Where the service is an exempt supply, however, the public body will not pay VAT on the purchase cost of the service, but neither will the charity be able to recover any of the VAT for which it is liable on its attributable costs.

From a charity's point of view, *where all other things are equal* a procurement arrangement leading to a contract for the provision of the service is more VAT-efficient than a grant arrangement where the charity is providing a service which is a taxable supply. Where the supply is exempt there is no effective difference between grant and contract – the VAT costs of the charity are equally irrecoverable, and there is no VAT for the public body to recover under the special recovery rules.

	Grant-funding	Procurement
Taxable service	There is no taxable supply because the grant is not a business transaction. The charity incurs irrecoverable VAT on its attributable costs.	The public body pays VAT which it will usually be able to recover under its statutory right. The charity can recover VAT on its attributable costs.
Exempt service	There is no taxable supply because the grant is not a business transaction. The charity incurs irrecoverable VAT on its attributable costs.	The public body pays no VAT. The charity incurs irrecoverable VAT on its attributable costs.

Source: Charity Tax Group – Grants and Contracts: Outsourcing by public sector bodies: VAT implications for charities



## Appendix K – Risk Register

Risk	Impact	Probability	Mitigating Actions/Notes
Failure of ADM to achieve financial targets	High	Medium	Draw up business plan in conjunction with existing management and independent consultants. This will include a sensitivity analysis around potential income and associated costs.
Delays in agreeing support service arrangements with MCC	Medium	Medium	Need to identify staff and time currently allocated to supporting existing services - Central Finance to work on reviewing allocation methodology.
Length of process	Medium	High	Meet our deadlines and ensure all relevant officers are aware of these deadlines.
Reduced Political Interest	High	Medium	Need to ensure effective client relationship and reports to Councillors on performance/regular meetings /member workshops.
Reduced Financial support in future years	High	High	Adjustments to SLA/alter level of service in line with reduced budget.
Poor Quality Performance by ADM	High	Medium	Performance is to be monitored and controlled using a new dashboard approach on a monthly basis by the ADM Board and a set of KPIs is being developed and through establishing a clear outcome measurement framework. Regular reporting will also take place to MCC on overall performance and progress. Client staff needs to be retained by Council to plan future service requirements and to monitor ADM's performance.
Inability to recruit board trustees	High	Low	Need to establish process for establishment of shadow board significantly prior to go live date.
Lack of experience within the ADM to operate effectively as a business	Medium	Medium	Recruit Board members with expertise and commitment, particularly the Chair. Learn from other ADMs/ Trusts. Ensure have effective business support arrangements in place. Need to demonstrate VFM.
Problems with TUPE and other employment issues	High	Medium	Need to have implementation plan - need significant time for consideration of TUPE and other employment considerations. Need to include consideration of existing staffing structures and likely impact of transfer to the ADM. Need to involve MCC Personnel/Unions.
Increased costs associated with set up of Trust	High	Medium	Trust business plan needs to incorporate detailed breakdown of anticipated costs. Who is MCC's project champion?
Condition Surveys	High	High	The trust requires updated surveys. The Head of Property Services has collated existing condition surveys, identifying any substantive works since their production and identify gaps. A programme to complete a tender process and survey properties to ensure due diligence is addressed is in progress to mitigate this issue.
Failure to achieve charitable status	High	Low	Early engagement needs to take place with Charity Commission for implementation including corporate governance structure as well as refinement of the appropriate Article of Association. All trusts set up by councils have gained charitable status.
Unable to Secure NNDR Relief	High	High	The project team has engaged with the Rates Section and Assessor at an early stage of the process. Based on the project team's review of the properties, no issues are anticipated. This is,

<b>Risk</b>	<b>Impact</b>	<b>Probability</b>	<b>Mitigating Actions/Notes</b>
			however, extremely unlikely given the importance of this relief to a vast diversity of charitable organisations.
Financial benefits lost because of change in government policy on NDR relief	Low	High	No indication of desire to change current policy. Should the policy change in future the cost of the services would be no greater than if it remained in house.
HMRC Ruling on Approach to VAT	High	Medium	We will continue consultation with HMRC to proactively address this issue.
Not achieving VAT savings or vat liability greater than expected	Medium	Medium	Advice from VAT Consultants.
Challenge in relation to State Aid / Procurement	Low	Low	Providing the Services Agreement between the Council and an ADM is structured in a manner which reflects the principles (including the level of payments under the services agreement being similarly in line with these principles), Anthony Collins to advise.
Due Diligence uncovers property Issues	High	High	An early start to property review has commenced and regular updates to inform on progress will be provided to the Board to enable action to be taken to address any issues arising.
Stakeholders do not support ADM	High	Low	Extensive consultation has taken place with staff, community organisations/groups and the public and feedback has been largely positive. Any concerns raised throughout the consultation will be addressed and are included in section six. Following any decision by members, further engagement will take place with all aforementioned groups on the requirements for the implementation phase.
Benefits of Integrated approach lost if some services are transferred to ADM and some remain with MCC	Medium	Medium	Could produce fragmented approach to delivery and ineffective strategic planning (think Youth - Education team).
Trade Union & Staff Opposition	Medium	Medium	Trade Unions oppose out-sourcing of services. Will work with MCC but need to be assured on protection of terms and conditions. Some staff are anxious about change but regular briefings to staff/answer questions are taking place as part of the engagement process.
Lack of capacity to complete all the work required in setting up a trust	Medium	Medium	Project Manager - to oversee establishment of trust. Could use external expertise but there are cost implications.
Business Case being ready in time and fit for purpose	High	High	Limited resources, additional changes required by MCC Senior Management Team is delaying the process.
Withdrawal of Grant Funding	High	Medium	There should be a lengthy consultation period which would mean that plans could be made to assess the impact of the funding withdrawal and reduce resources/make changes to the staffing structure.



<b>Risk</b>	<b>Impact</b>	<b>Probability</b>	<b>Mitigating Actions/Notes</b>
Regional models and changes in WG funding	Medium	Medium	Work is continuing with Sport Wales, Art Wales and also Museums NGB (MALD) to look closely at regional models for delivering services across Gwent. Clearly, the ADM would work in collaboration to drive the best delivery of services and ensure better outcomes are delivered should Welsh Government wish to develop these models over the future years.
Lack of financial assistance to invest in facilities	High	Medium	There is a need to re-design update certain facilities to ensure there is growth and development leading to a return on investment.
Need to recruit specialist positions	High	Medium	Likely to recruit the required personnel and skills from the market.
Business Resilience (loss of staff)	High	Medium	Up to date policies and procedures, role sharing/knowledge transfer.
Business Continuity	High	Medium	Develop Business Continuity Plan.
Contract with MCC - Lack of flexibility inhibits commerciality	Medium	Medium	Negotiation with MCC.



## **Appendix L - Engagement**

### **Employee Engagement**

Our staff are at the heart of delivering a genuine, personalised experience wherever they are sited within the organisation. We will engage and enable them to anticipate what the customer will want next, not just now, which will give us a competitive advantage in the future.

At the core of any successful organisation is a motivated, engaged and focussed workforce. The challenge that we is facing is considerable and our plan sets out a clear people engagement process. The employees are the most valuable asset the business has, all successful business understand this and put them at the centre of everything they do.

Employees come first – we will take care of our employees and they in turn, will take care of the customer. If they believe in the organisation and what we are trying to do, they will feel more confident about the long-term prospects. Ultimately making them engaged and offering the optimum customer experience. It's a virtuous circle.

Employee engagement is continuous and will happen through varying formats to ensure all are able to have an input at each stage.

- Staff engagement meetings (using key messages, encouraging everybody to open up and speak honestly about the need to change, recording the key messages and feeding back to team members afterwards) Engage with Senior staff to ensure they are clear about timetable and future actions (as much as possible)
- Team meetings
- One to ones where required, held at the convenience of the team members in the most cost effective way
- A questions box where people can leave written questions
- Open drop in sessions
- Blog; regular newsletters; posters
- Ensuring the team responsible for this task are visible and easily contactable by phone, e-mail
- Ensure all levels and teams are able to access all information
- Create an ambassador group from all levels and parts of the organisation and enable them to be the positive voice of change with colleagues.

### **Community / Service User engagement**

Engaging community and service users in our work is a powerful force for positive change and improvement. By focusing on people in all we do, we can ensure the services they access can be sustained, improved and meet the needs of users.

### **Visual representation from our Engagement with service users and staff**

Results of the 'What Matters' exercise carried out with service users during August 2016  
<https://www.youtube.com/watch?v=XsyohXe7muc&feature=youtu.be>

What looks good to staff members?

<https://www.youtube.com/watch?v=XsyohXe7muc>

## **Internal engagement**

As part of the internal engagement, we have ensured that all relevant colleagues from within Monmouthshire County Council have been involved. At each stage of the process we have accessed support from colleagues in Legal, Human Resources, Economic Development, Finance, Organisational Development, Estates and Property Service. We have also regularly met with officers within the Senior Leadership Team.

Throughout the process we have been afforded support, expertise, resources and at times have acted as a critical friend to challenge and scrutinise each stage of the process.

## **County, Town and Community Council engagement**

We have continued our engagement with locally elected members and have ensured they are able to comment on each stage of the process leading up to final decision. Post decision we will continue to engage and build on strong partnerships to ensure all areas of Monmouthshire benefit from the services offering.

## **Trade Union Engagement**

We have continued to inform/consult with our employees through "appropriate" elected representatives and recognised Trade unions.

We will continue to ensure that all Trade Union representatives are engaged in the process at each stage, and are able to feed comments into papers where decisions are to be made. We are aware of our statutory responsibilities under TUPE and will ensure that employees have the appropriate representation undertaken in the future when required. (Appendix F gives a more detailed overview).

Trade Union engagement will happen through the following channels:-

- Informal Trade Union meetings
- JAG monthly meeting
- Specific meetings for TU's to discuss final Business Case prior to political approval
- Invitation to attend staffing events
- Email updates

## **Continual Future Engagement**

We are fully aware that we will be required to carry out additional engagement as we go through this process. Engagement will be crucial to ensure that we get the right services and involve all necessary stakeholders at relevant milestones.

## Appendix M – Outcomes of staff workshop to inform Mission and Vision statements

### Staff Engagement

During May 2017, 8 workshops were held for staff to discuss potential Mission and Vision statements that would represent our collective offer to the public. 120 staff in total attended the workshops and collectively created 5 statements for both the Mission and Vision. These statements were then sent out to all staff via Survey Monkey to allow staff to vote on their preferred statement.

The 5 collective statements for the Vision statement were:

- ▶ Celebrating the proud heart of Monmouthshire through inspirational experiences and our historic culture
- ▶ Promoting the vibrancy of Monmouthshire through pioneering attitudes at every level
- ▶ Encouraging a lifetime of memories through a range of diverse opportunities
- ▶ Celebrating the vibrant heart of Monmouthshire through inspiring attitudes and strong communities by investing in our people and places
- ▶ Enriching people's lives and creating vibrant places

The 5 collective statements for the Mission statement were:

Tag: **Enriching, Inspiring, Enabling**

- ▶ Enriching our diverse communities, inspiring visitors, enabling development of our people and places.

Tag: **Promoting, Growing, Sharing**

- ▶ Promoting people, growing economic success and sharing our valued legacy

Tag: **Innovating, Investing, Inspiring**

- ▶ Reinventing our culture through investment to continue inspiring our communities and visitors

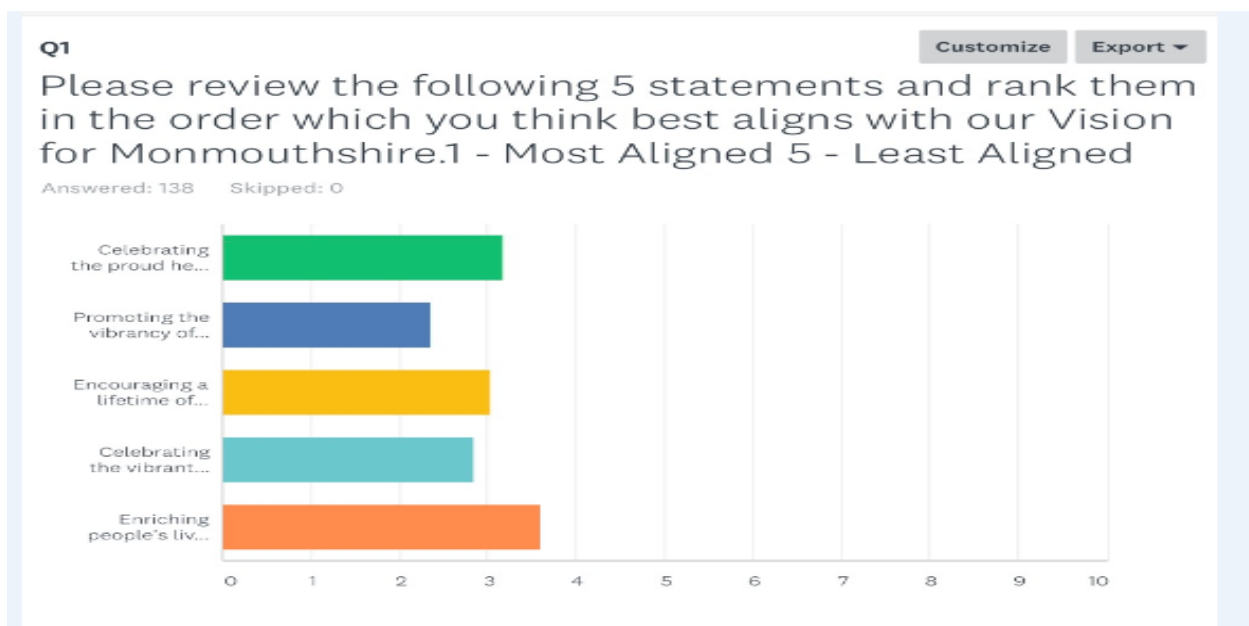
Tag: **Increasing, Optimising, Strengthening**

- ▶ Increasing visitor footfall and awareness, optimising operational efficiencies, strengthening our communities

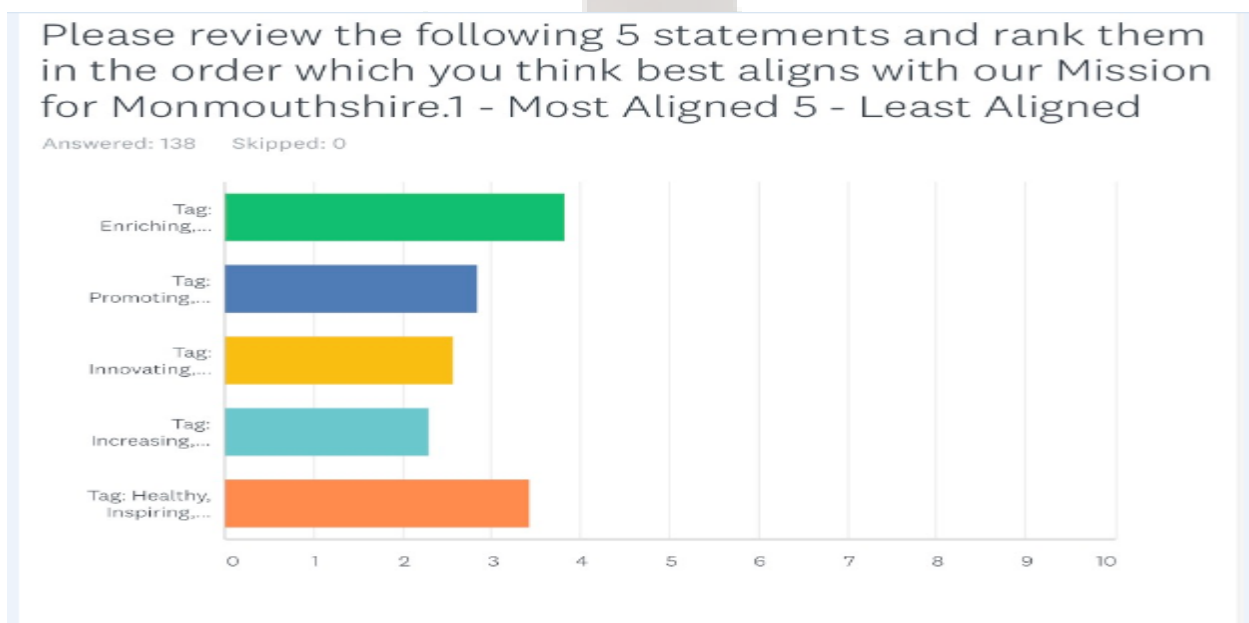
Tag: **Healthy, Inspiring, Vibrant**

- ▶ To promote healthier lives and inspirational experiences, and promote the vibrancy of Monmouthshire as a great place to be

Example of the Vision statement during the 3 week voting period:-



Example of the Mission statement during the 3 week voting period:-



The final outcome of the Survey Monkey vote by staff have created the following statements:-

**Vision**

Enriching People's lives and creating Vibrant Places **Mission and Tag**

Enriching our diverse communities, inspiring visitors, enabling development of our people and places

**Tag line**

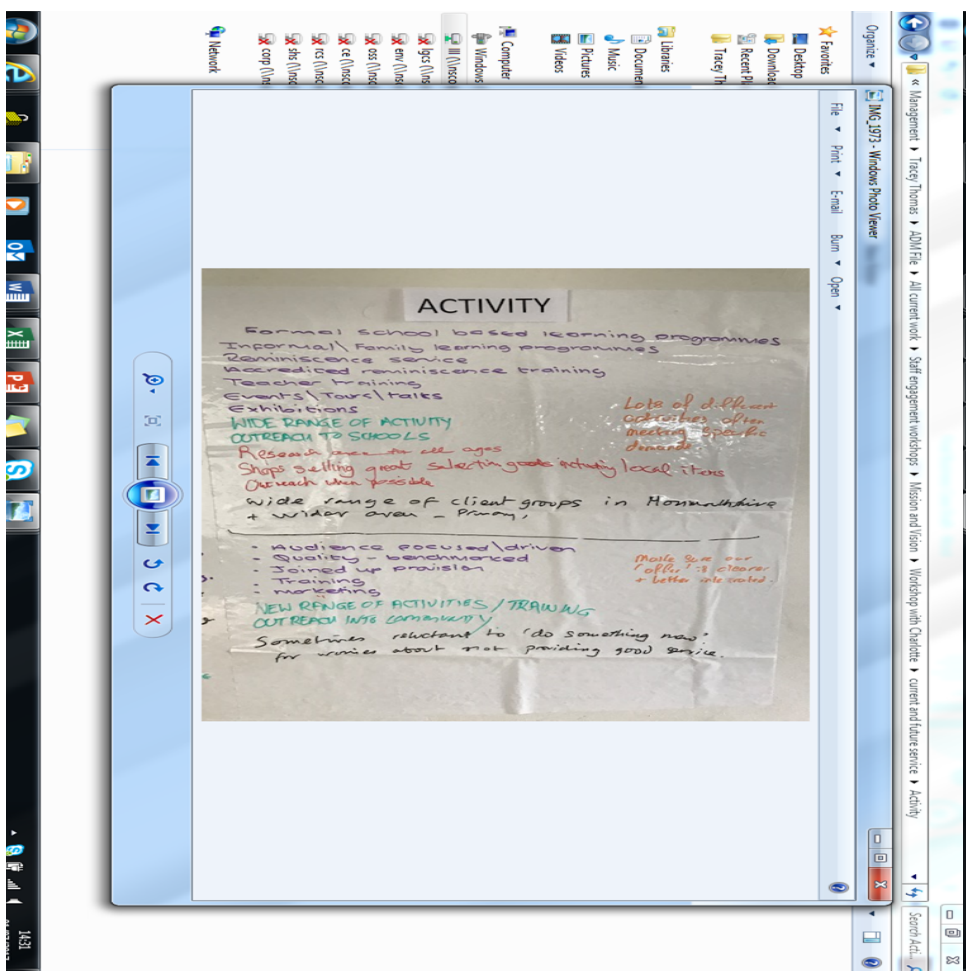
Enriching, Inspiring, Enabling

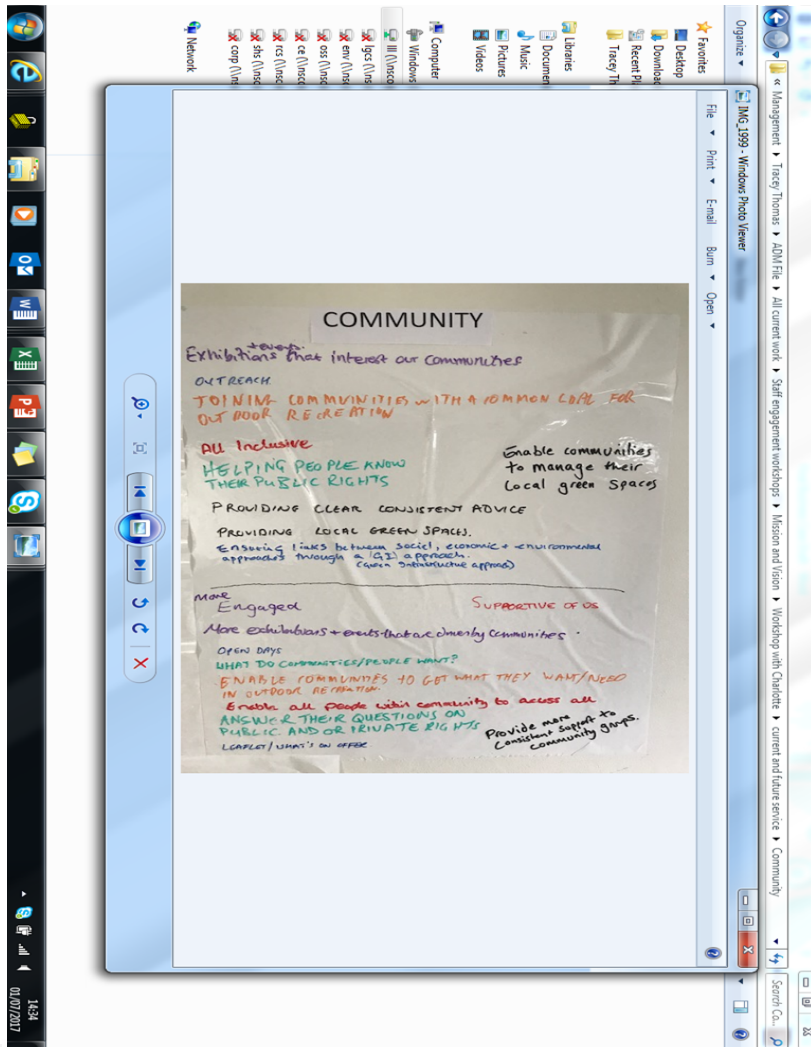
## Culture and the Customer Journey workshops for staff

Over the period of June to October, 145 staff have attended a two hour workshop to look at key areas that are pertinent to the future direction of the organisation. Staff were able to discuss their existing service offer and how collectively they can strive for change making their offer exciting; value for money; a destination; excellent resources, memorable and an adventure for everyone who accesses our services.

Staff were aware of their competitors and how we can improve our product to ensure we become a brand of excellence that sets us apart from others. We want staff to become our brand ambassadors - our positive spokesperson, who will boost product or service sales and create brand awareness.

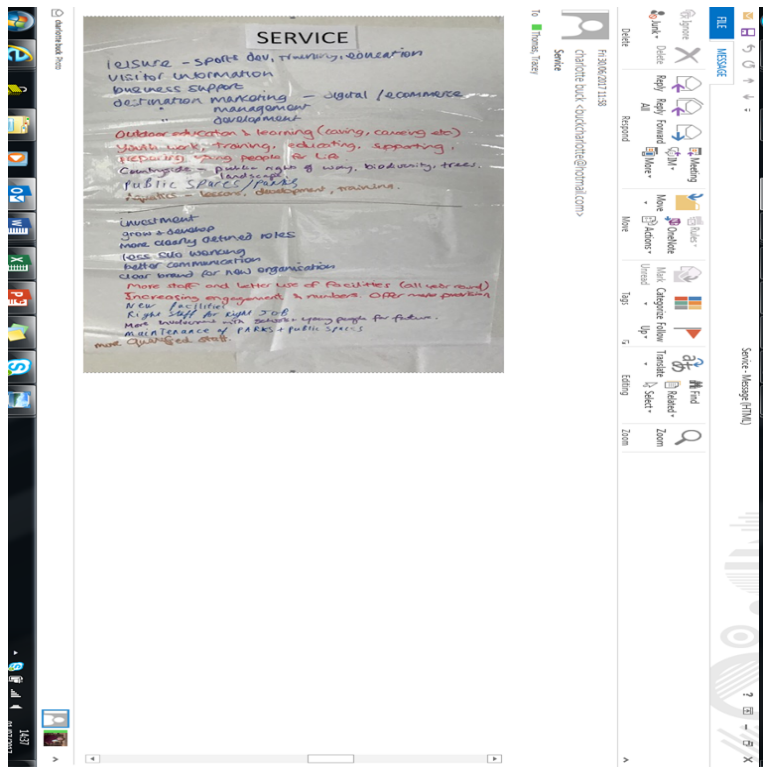
Here are examples of how they have suggested we can improve our offer.





monmouthshire  
sixtyfour





As part of the workshops staff were also asked to complete a promise. They had to identify 3 key words that described them as an individual; a skill or interest and then turn them into a promise that will enhance the service offer for the future, give them ownership and ensure they are working in the right area to enable growth and personal development.

Examples of promise made by staff at recent workshops:

Proactive : Get out there and see what our competitors offer  
 If I have an idea speak up: Good at unsealing. Go  
 out to company's and deliver fitness classes, market our brand.

MOTIVATION  
 KEEP ENERGY LEVELS HIGH CAUSING MOTIVATION TO ALWAYS  
 BE POSITIVE AND DRIVEN ON A PERSONAL BASIS

Hard-working I promise to give 110% (at least!)  
 to make sure the ADM is a success.

CHATTY + FRIENDLY - I PROMISE TO BE APPROACHABLE, FRIENDLY  
 WELCOMING TO EVERY CUSTOMER / PERSON I SPEAK TO &  
 MAKE THEM WANT TO RETURN OR BE A PART OF MY TEAM.

Consistent service - to exceed  
Customer expectation, time and again  
To create memories by giving excellent  
service.

I am going to use my commitment to improving our  
environment to inspire volunteers and volunteer projects that will  
improve our environment.

To ensure I do everything in  
my power to make this new  
entity a success + feel part  
of one unique team.



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sir ffinny

## Appendix N - Service User Engagement

Making the customer the focus of our engagement programme will help us to meet the challenges we face head on. It is important that we listen to our service users and customers to ensure future services are relevant, meet need and are fit for purpose.

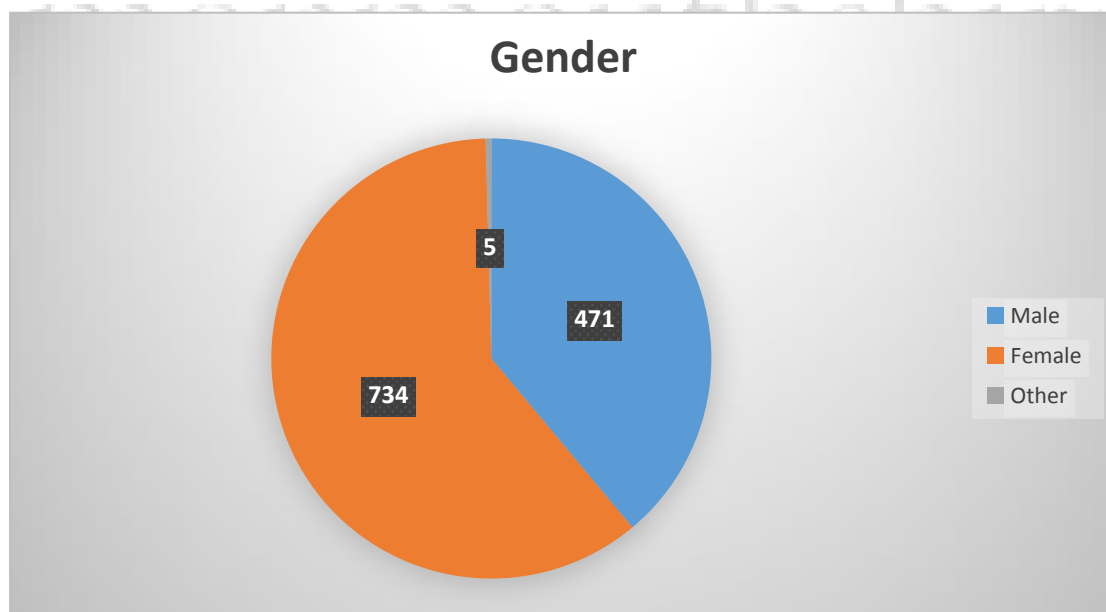
As we are at the early stages of the development of the new Delivery Model, we identified the need to carry out a 'dip-test' with service users to find out what was important to them regarding the services they accessed and used regularly.

During the three weeks of 1<sup>st</sup> August – 19<sup>th</sup> August 2016, services engaged their users through paper surveys and an on-line survey asking 'What Matters' as well as some basic demographic and geographical information. A total of 1210 surveys were completed during this three week period, from all age groups and areas of Monmouthshire giving us a wealth of initial data to use to inform our business plan and future model. The following is an analysis of the service user feedback.

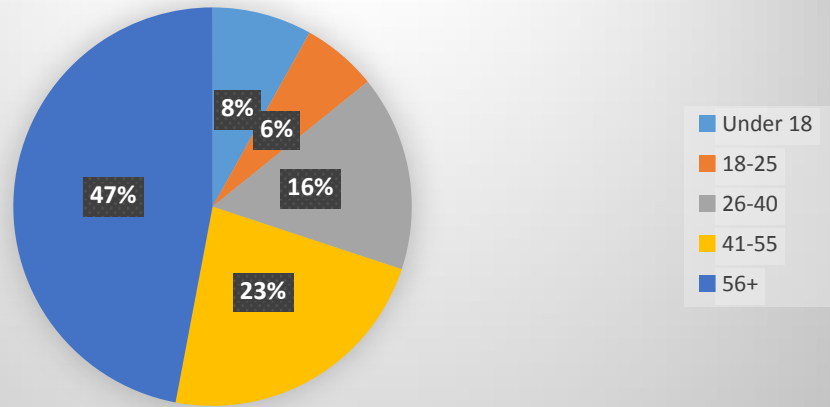
From across all surveys completed these were the top 5 themes that mattered to service users:-

- ✓ 28% - Staff: were approachable; knowledgeable; friendly and welcoming
- ✓ 24% - Accessibility: services were local; open regular and open to all
- ✓ 13% - Cleanliness: sites and facilities were clean; had good hygiene and
- ✓ 12% - Equipment: maintained; up to date; accessible for all and available
- ✓ 9% - Cost: prices are as low as possible; fair and worth the service receiving

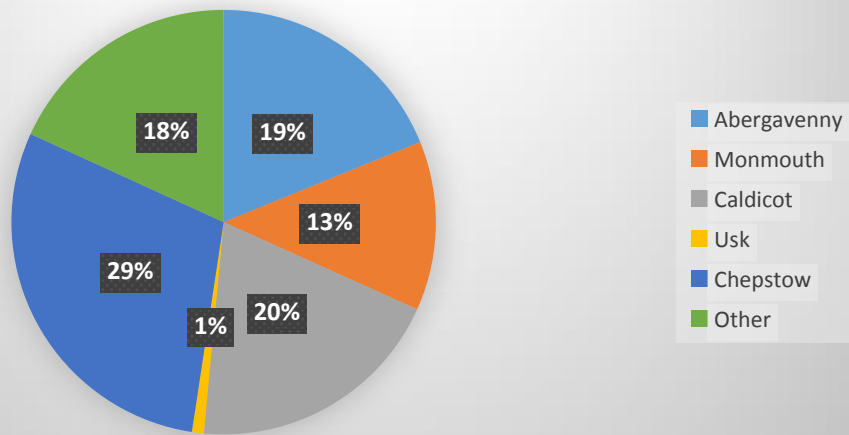
### Demographic information:



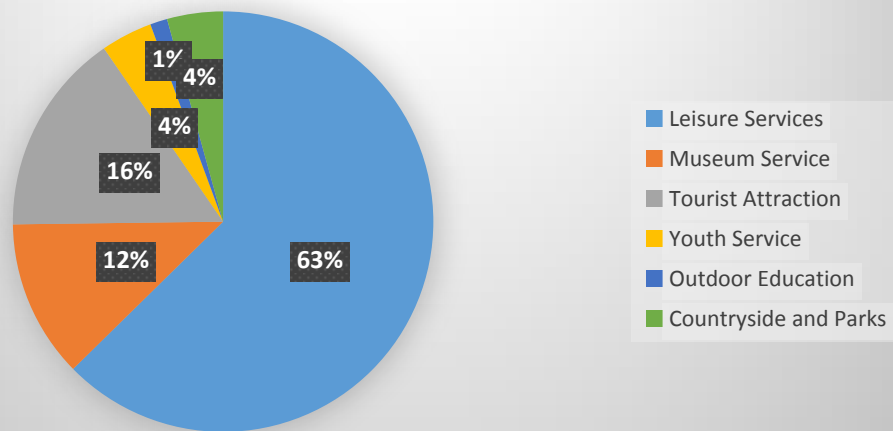
### Age



### Residential Area



### What service are you using?



The following are extracts of what users shared about each service individually (leisure; museums; countryside; tourist attractions; youth service and outdoor education) and indicated 'What matters' to them:

**Leisure (758 of the surveys submitted)**

- ✓ 19% said 'Staff approachable and friendly'
- ✓ 17% said 'Clean buildings, equipment and good hygiene'
- ✓ 12% said 'Equipment maintained, up-to-date and more available'
- ✓ 11% said 'Being able to access classes to help people stay fit and healthy'
- ✓ 7% said 'Opening times extended'

**Countryside (52 of the surveys submitted)**

- ✓ 25% said 'Pathways and services are clean and not overgrown'
- ✓ 19% said 'Pathways are accessible'
- ✓ 8% said 'Having appropriate reasonably priced parking'

**Museum Service (147 of the surveys submitted)**

- ✓ 33% said 'Museums need to be interesting and educate people'
- ✓ 23% said 'Information is available and relevant'
- ✓ 21% said 'History should be preserved and shared with everyone'
- ✓ 14% said 'Important that museums stay free'
- ✓ 14% said 'Being able to learn about local history locally'

**Youth Service (49 of the surveys submitted)**

- ✓ 24% said 'Staff are approachable, helpful and fun'
- ✓ 22% said 'Need somewhere to go that is safe, fun and our space'
- ✓ 10% said 'Something to do and meet friends'
- ✓ 8% said 'Help to look for jobs and training'

**Outdoor Education (15 of the surveys submitted)**

- ✓ 20% said 'Cost - value for money is important'
- ✓ 20% said 'Safety whilst on activities'
- ✓ 20% said 'Equipment is tested, safe and appropriate'

**Tourist Attractions (Shire Hall; Old Station; Caldicot Castle; TIC's)  
(189 of the surveys submitted)**

- ✓ 57% said 'Staff welcoming, helpful and knowledgeable'
- ✓ 12% said 'Local, accessible attractions are important'
- ✓ 12% said 'Attractions clean and litter free'
- ✓ 13% said 'Information is provided on local areas'

In addition and to ensure we had the voice of our youngest service users, over 120 children and young people (aged 5-11) responded on Graffiti boards sharing their thoughts on what was important to them regarding the service they were using.





**Appendix O - What Matters Service User Survey**



**Monmouthshire Service Users – What Matters to You?**

**Gender**    M                        F                        Other   

**Age**            Under 18             18-25             25-40             40-55             55+

**Resident area**

Abergavenny                     Monmouth                        Caldicot   

Usk                                        Chepstow   

Rural area \_\_\_\_\_ Other \_\_\_\_\_

**Reason for your visit:** \_\_\_\_\_

**What matters to you about the service you are using?**



monmouthshire  
sir fynwy

**What is important to you?**

If you would like to be kept informed of future service developments then please leave your contact details \_\_\_\_\_



**Defnyddwyr Gwasanaethau Sir Fynwy - Beth sydd o Bwys i Chi?**

**Rhyw**      G                          B                          Arall   

**Oed**            Dan 18             18-25             25-40             40-55             55+

**Ym mha ardal ydych chi'n byw:**

Y Fenni                          Trefynwy                          Cil-y-coed   

Brynbuga                          Cas-gwent   

Ardal wledig \_\_\_\_\_                      Arall \_\_\_\_\_

**Rheswm am eich ymweliad:** \_\_\_\_\_

**Beth sydd o bwys i chi am y gwasanaethau yr ydych yn eu defnyddio?**

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sir fynwy

**Beth sy'n bwysig i chi?**

Rhowch eich manylion cyswllt os gwelwch yn dda os hoffech gael gwybodaeth am ddatblygiadau gwasanaeth yn y dyfodol

## Appendix P - The Big Conversation

### Big Conversation –The Results

From October through December 2016 The Big Conversation took place in Monmouthshire. This was a valuable opportunity to have an authentic and honest conversation with our young people!

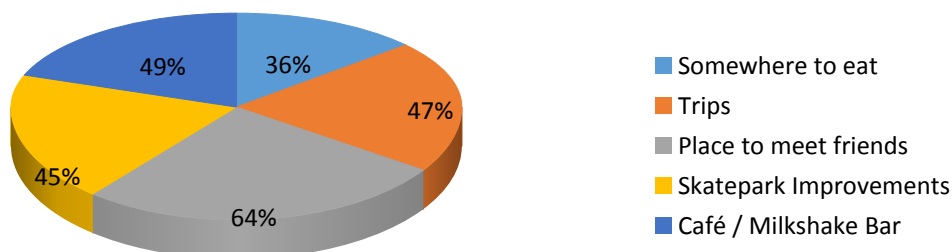
The aim of the consultation was to ultimately find out what young people *really* want in their area and to also help shape the future of a youth offer from services in the new delivery model.

The Big Conversation engaged with 345 Young People aged 5 – 25 years from groups such as;

- Primary schools,
- Comprehensive schools,
- Young Carers,
- Global Entrepreneur Event
- Scout Group
- Community Events
- Engagement Roadshow - Outreach Sessions (All towns)
- Youth Councils
- School Council
- Alternative Education Providers
- Monmouthshire Games sports Activities
- Youth Service trips and sessions
- Young People gym sessions

From the overall outcomes of the conversation, here are the top 5 priorities that children and young people wanted us to know ....

### Results



\*% are based on 345 responses

While the data allows us to identify new trends and demands from the children and young people, it also challenges us to think differently. The vast range of needs presented, encourages us to think wider and to consider all service areas when forming the youth offer. There are multiple data entries that can be amalgamated, calling on the resources and skills of the team that will potentially fall under the new delivery model to ensure that we offer the optimum opportunities.

Next steps will be to visit independent youth groups (Youth/ School Councils, Young Sports Ambassadors) and feedback the data analysis and prioritising from a young person's perspective. We are keen to have the young people lead the way on the formation of the youth offer and being involved throughout the process is paramount.

Moving forward, young people will be consulted with and invited to be involved in the creation of specific projects, these projects will be identified as a result of the analysis and prioritising workshops.



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## Appendix Q - County, Town and Community Council Engagement

Meeting dates as confirmed by Town and Community Councils – Autumn 2016

Date	Time	Town/Community Council
17 <sup>th</sup> October 2016	7.00pm	Trellech Community Council
18 <sup>th</sup> October 2016	7.30pm	Crucorney Community Council
18 <sup>th</sup> October 2016	7.00pm	Portskewett Community Council
26 <sup>th</sup> October 2016	8.00pm	Gwehelog Community Council
31 <sup>st</sup> October 2016	6.30pm	Magor/Undy Community Council
2 <sup>nd</sup> November 2016	6.30pm	Llanbadoc Community Council
3 <sup>rd</sup> November 2016	7.30pm	Llangattock Community Council
10 <sup>th</sup> November 2016	7.00pm	Caerwent Community Council
10 <sup>th</sup> November 2016	7.15pm	Llantrisant Fawr Community Council
14 <sup>th</sup> November 2016	7.00pm	Mathern Community Council
14 <sup>th</sup> November 2016	7.30pm	Usk Town Council
14 <sup>th</sup> November 2016	7.30pm	Grosmont Community Council
15 <sup>th</sup> November 2016	7.30pm	Llangybi Fawr
15 <sup>th</sup> November 2016	6.00pm	Llantillio Pertholey Community Council
16 <sup>th</sup> November 2016	7.00pm	Llanfoist Community Council
21 <sup>st</sup> November 2016	7.30pm	Goytre/Little Mill Community Council
23 <sup>rd</sup> November 2016	7.00pm	Chepstow Town Council
23 <sup>rd</sup> November 2016	7.00pm	Raglan Community Council
24 <sup>th</sup> November 2016	7.00pm	Abergavenny Town Council
28 <sup>th</sup> November 2016	7.00pm	Tintern Community Council
28 <sup>th</sup> November 2016	7.00pm	Devauden Community Council
5 <sup>th</sup> December 2016	7.00pm	Monmouth Town Council
17 <sup>th</sup> January 2017	7.30pm	Llantillio Crossenny Community Council
13 <sup>th</sup> February 2017	7.00pm	Gilwern Community Council
15 <sup>th</sup> February 2017	7.00pm	Llanfoist Community Council

### Members Seminars

4 <sup>th</sup> February 2016	Led by Anthony Collins ADM team	To discuss the initial proposals of gathering information in order to inform a decision on a future delivery model for TLCY and youth service's	Number of Members attended = 19
14 <sup>th</sup> December 2016	Led by Anthony Collins and ADM team	The reason why to do a new delivery model Finance for ADM	Number of Members attended = 9

		Governance	
12 <sup>th</sup> June 2017	Led by Anthony Collins and ADM team	Presentation on Governance and models that could be adopted	Number of Members attended = 11



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## Appendix R - County, Town and Community Council Engagement



### Briefing Paper for Town and Community Council meetings 2016

#### Rational

##### Why change?

- ▶ The ongoing Local Government funding review resulting in further cuts to services, job losses and dissatisfied communities;
- ▶ An opportunity to change things for the better, e.g. better services, different services, a new way of doing things;
- ▶ Involve everybody in creating a stronger, sustainable future model i.e. sustaining locally accessible services;

##### If we don't:-

- ▶ Budgets are decreasing – circa 12% or £14m over next four years; no capital investment available; services and teams under immense pressure; teams under pressure and morale is low, ultimately resulting in services being lost

##### Services in scope:

- ▶ Leisure, Sports Development and Outdoor Education;
- ▶ Youth services provision;
- ▶ Countryside services including our Heritage sites;
- ▶ Tourism Marketing, Development, Visitor Information; Arts and Events;
- ▶ Management and marketing of Monmouthshire's Visitor Attractions;
- ▶ Museums (to transition at a later phase)

##### Vision for new delivery model

- ▶ Increased flexibility and agility in responding to needs and change;
- ▶ Freedom to market and trade its services;
- ▶ Improved Services through innovation and a culture of enterprise;
- ▶ Introduce lean processes that reduce duplication of effort and increase use of technology and self-service, making it easier for residents to access services and obtain information and advice;
- ▶ Empowered & motivated staff thus raising productivity;
- ▶ Access to funding and tax efficiencies currently outside the scope of the Council; and
- ▶ Offer higher levels of engagement and achieve economies through collaboration and partnership.

##### Range of options, four principle options identified:

- ▶ Delivery Option One: Do Nothing
- ▶ Delivery Option Two: Transform the Services 'in house'
- ▶ Delivery Option Three: Move the Services into an Alternative Delivery Model(ADM);
- ▶ Delivery Option Four: Outsource the services to a third party.

\*It should be noted preference was given to put more resources into exploring an alternative delivery model

##### Timescales 2016 - 2017

- ▶ January – February Information gathering and due diligence
- ▶ February – July Options Appraisal

- |                       |   |
|-----------------------|---|
| ▶ July – September    | Strategic Outline Case                            |
| ▶ September - October | SOC for Political approval                        |
| ▶ October – December  | Business plan development subject to SOC approval |
| ▶ December – January  | Draft Business Plan requiring Political approval  |
| ▶ October – March     | Transition process                                |
| ▶ April 2017          | Implementation of new model/s                     |
| ▶ September 2017      | Completion and 'Go Live'                          |

For further information and papers associated with this piece of work please go to

<http://democracy.monmouthshire.gov.uk/ieListDocuments.aspx?CId=144&MId=949&Ver=4>

Contact details:-

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## Appendix S - FAQ and responses compiled from Town and Community Councils visits

Monmouthshire County Council are currently exploring options that will enable the sustainability and future longevity of services within Tourism, Leisure and Culture services.

During the autumn of 2016, the core team for the proposed new delivery model were invited to attend Community and Town Councils to share information with local councillors and to advise on the processes and proposals presented to MCC elected Members. Local councillors will be able to ask questions to the team members present.

Questions were verbally taken at each meeting. To ensure transparency and to share the questions asked, a list of frequently asked questions are hereby presented under themed headings.

### Resource and Finances

LA could save money in other areas before looking to spin out these services?	<i>The authority is committed, rightly so, to supporting Education and Vulnerable people as 2 of its priorities. The budget sits substantially in these two areas leaving little resource for other services to continue and thrive. To ensure that local services are sustainable we need to explore alternative models.</i>
How will this save money for the local authority?	<i>The new delivery model/s will be able to access alternative funding/income from several sources which will enable the authority to reduce subsidy over a period of time therefore saving money.</i>
Will the LA still continue to fund the ADM when budgets are getting smaller?	<i>The local authority and the new delivery model/s will have an agreement in place with a Business Plan demonstrating the reduction of subsidy over a period of time from the LA, against the increasing income sourced by the new delivery model</i>
Timescales are unrealistic and putting pressure on current administration	<i>The process has been ongoing for over a 12 month period and has involved the current administration. The current administration are supportive of looking at new models and want to ensure that services are sustainable as soon as possible. The timeline fits with the processes required for completion once approval is given through the current and future administration.</i>
What will happen to the assets – will they remain the property of MCC?	<i>Currently we are exploring options around the assets. It is anticipated that assets will remain the property of MCC with a lease in place with the new delivery model/s for a set period of time</i>
Can you give an example on how you will generate more income that you cannot currently do in house?	<i>Having Charitable status will enable access to grants that we cannot currently access as a statutory body.</i>
What about the implications of Brexit?	<i>There are no foreseeable implications of Brexit within the current timescales.</i>

### Community and Community Council role with new model

Will CC's be asked to contribute or precept monies to assist with new model?	<i>We will not be asking for Community councils or Town councils for precept to assist with this new model. We would welcome future collaboration on funding applications to benefit our local communities</i>
Why ask CC's as our views are not taken into account as CC make the decisions and local, rural areas suffer as a result	<i>We value all views on this decision as local communities are the main users of these services. We value the close working relationship we have now and wish to develop this in the future so services are provided that meet local need</i>

How will we benefit from this new model in a rural community?	<i>Through partnership working we will aspire to develop and grow services to ensure rural areas have access to services that meet local need</i>
How will this involve the Community?	<i>We are keen to involve all community service users old and new, to assist us in developing services that are fit for purpose and meet evolving needs</i>
How will Community Councils be involved in the future model as have vested interest in local services?	<i>We will regularly engage with local community councils to seek views and opinions on local services and through partnership develop and grow local services for the benefit of local communities</i>
Would welcome further opportunity to discuss with LA this programme	<i>Visits will be made again in the spring to give local councillors an update on progress and to seek views</i>

### **Staffing concerns**

Will staff be protected and carried over to the new model?	<i>The pay, terms and conditions of employees transferring to the ADM are protected by TUPE legislation which will be adhered to</i>
What are the implications for staff?	<i>Staff are the biggest asset we have and are fully engaged in the process to date. It is the intention that all staff will transfer over the new model/s with limited disruption to services and posts</i>
How involved have the Trade Unions been in the process so far?	<i>Trade Unions have been involved in conversations with HR and the core team for the last 12 months and will continue to do so throughout the transition period</i>

### **Services in scope for options presented**

What services are we talking about here?	<i>Leisure and sports development Youth service Outdoor Education Countryside Tourism Attractions Events Museums</i>
Who decided on the services in scope for this new organisation?	<i>The services that are highlighted to move into a proposed alternative delivery model and to secure future sustainability, were proposed through the budget mandate consultations in 2015/16 with the public and senior officers. Most of these services do not have statutory responsibilities through local authority delivery (with the exception of elements of Youth and Countryside).</i>
What would these services look like if you walked in, in the future?	<i>Apart from a new logo and branding, we anticipate that the same great service will be available to our community and service users. We will be able to grow our offer and increase services available to communities. We anticipate reinvesting into the assets so our services are fit-for-purpose and offer the optimum service to our communities</i>

### Models currently being explored

<p>As we are only one of a few in Wales not to have looked at other models, what have you learnt from their processes?</p>	<p><i>We have talked to neighbouring authorities and gathered intelligence from further afield. They have all shared a wealth of knowledge with the team. As well as gathering intelligence on processes they have gone through, we were keen to find out what they would have done differently; what went wrong and what they have had to change since their inceptions. All were keen to express the importance of having the scope to grow services and having more than one model available. Consultation is crucial with users, staff and stakeholders to ensure we have the right model/s that will accommodate our services and offer longevity.</i></p>
<p>Would this model apply to other local authority services– will they be able to join the new model or will they be cut?</p>	<p><i>The new delivery model/s will be set up to ensure that in the future additional services can be transferred across should the need arise.</i></p>
<p>Has the authority got the business skills to deliver a more commercial model?</p>	<p><i>We believe that we have the skills required in many aspects of running a new model/s using many of our existing staff. Many of the services identified in this new model/s already operate under a business acumen. When we recognise areas where additional expertise is required we will ensure that this is addressed.</i></p>
<p>Will Welsh Government be involved in this decision for an alternative delivery model?</p>	<p><i>Welsh Government have issued guidance to all LA's on setting up of alternative delivery models and are supportive of this approach locally. The decision is that of the local authority to make rather than WG</i></p>
<p>How will the governance work – what will be the make-up of your members?</p>	<p><i>Depending on which model/s is selected, Boards will be set up from a make-up of community members; professionals; elected Members and Senior Officer from MCC</i></p>
<p>The private sector should be an option to run some of the services rather than the LA – have you approached anyone to do this?</p>	<p><i>If this is an option chosen through the political process then we will investigate further.</i></p>
<p>Have all of the options being given the same due process for a decision to be made on which model will be given approval?</p>	<p><i>Yes all options have gone through the same due process to ensure transparency and fairness on the 4 options presented</i></p>
<p>What is a TECKAL and can you explain the grouping again?</p>	<p><i>The preferred delivery option for the services associated with the Tourism, Culture and Leisure assets is through an Alternative Delivery Model. The model is structured in 3 parts;</i></p> <ul style="list-style-type: none"> <li><i>• Teckal Company. – MCC would retain control over services but would allow some limited flexibility for commercial operation</i></li> <li><i>• Charitable trust – this offers financial savings; allows access to funding; is a not for profit organisations as is seen as “ non-commercial” – addresses council key concern</i></li> <li><i>• Trading Company to take advantage of trading opportunities and reinvest profits back into the Charity</i></li> </ul>
<p>What would transforming in house mean?</p>	<p><i>Transforming in house would mean a remodelling of services identified to realise</i></p>

	<i>efficiencies and operate in a streamlined way. This option would also limit access for both capital and revenue streams so could potentially see services in the same position in the future and managing decline.</i>
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**Miscellaneous**

How will you be able to promote what we do in Monmouthshire?	<i>We will aspire to have a dedicated Marketing team with the new delivery model that will put Monmouthshire on the map for local residents and tourists. We value the importance of the wider Monmouthshire tourism offer and will ensure this is enhanced at every opportunity.</i>
How does this tie in with the work being undertaken as part of the RDP study of non-statutory services in rural areas?	<i>The project team will meet with the consultant who is leading on this research to create synergies and share ways of working</i>
How will you continue to work with Social Care to support our increasing aging population and social care needs?	<i>We continue to work with our colleagues in Social Care and Health to assist in the early intervention and prevention agenda which will ultimately lessen the burden on said statutory service in the future.</i>



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## Appendix T - Trade Union Engagement

### Informal Union and Local Authority meetings

Date	Meeting attended by	Discussion Points
31 <sup>st</sup> May 2016	Tracey Thomas	General update on where we are in the process to date
29 <sup>th</sup> November 2016	Tracey Thomas	General update on progress Strategic Outline Case approved by Members Approval to go to next stage of Draft Business Case
28 <sup>th</sup> May 2016	Ian Saunders	General update on progress of Draft Business Case.

### JAG meetings

Date	Meeting attended by	Discussion Points
7 <sup>th</sup> March 2016	Tracey Thomas	General update on proposed work programme for intelligence gathering; options appraisal
28 <sup>th</sup> June 2016	Tracey Thomas	Update on progress to date Detailed Options Appraisal written Writing draft Strategic Outline Case
26 <sup>th</sup> September 2016	Tracey Thomas	Papers have been written along with report for Joint Scrutiny and Cabinet Papers to be sent to Unions for reference/comment Awaiting a political decision to go to next stage of process
21 <sup>st</sup> November 2016	Tracey Thomas	Strategic Outline Case presented to Members and approval given to go to next stage for Draft Business Case Advised on timescale for papers for SLT; joint Scrutiny and full Council Papers will be circulated to Unions at the same time as part of consultation
January 2017	Tracey Thomas	Draft Business Case for approval at next stage of political process. Advised on timescales and papers to be circulated for consultation.
June 2017	Tracey Thomas	Outcome of Council meeting in March 2017 to

		go ahead with 2 options in comparative Business Case models for approval and final decision in September 2017. Advised on dates for circulation of papers for consultation and set up additional meetings to discuss papers.
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## Appendix U – Potential New Income Sources

Service	Potential sources of new income (outside MCC)									
	Sales of services to customers	Sales of merchandise etc.	Cafes, food and coffee	Commercial tie ins and sponsorship	Contracts to provide services for other public bodies	Contracts to provide commercial services	Membership schemes	Individual donations	Corporate and charitable foundations; Lottery; legacies	Grants from local and national government
Leisure and Fitness	G	A	G	G	G	A	G	R	A	A
Outdoor Education	R	A	A	A	G	A	A	R	A	A
Visitor Attractions	G	G	G	G	A	A	A	A	A	A
Green Infrastructure & Countryside	R	R	A	A	A	R	A	R	R	A
Tourism	A	A	A	A	R	R	A	R	R	A
Youth Service	R	R	A	A	G	R	A	R	G	G

G = Likely, A = Potential, R= Unlikely

Appendix V – Transition and Delivery Plan 2017-18



















# HR Planning

Activity	Lead person	RAG Status	June	July	August	September	October	November	December	January	February	March
<b>Planning</b>												
Agree communication and relevant roles between project HR, transferor HR and transferee HR	TP	Green		Green								
Request establishment reports check against department records	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Request role profiles and check applicability	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Where changes needed (on data cleanse) managers to complete change form (multiple change spreadsheet if required) to correct hierarchy unit and/or budget codes	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Check continuous service dates, check against personnel files.	TP	Red	Red	Green	Green	Green	Green	Green	Green			
Check politically restricted posts	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Career breaks	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Maternity leave	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Casuals who may have acquired rights	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Secondments	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Contractors e.g. caretakers, cleaners etc	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Other services that work with service and could be in scope (e.g. caretakers, cleaners, business support)	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Agreement with project lead, staff in- scope for TUPE.	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Any overtime/bank holiday pay etc.	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Agree engagement with Unions- schedule meetings and agree T of R for reporting into JAG	TP	Green	Green	Green	Green	Green	Green	Green	Green			
Request redundancy and pension estimates if indemnifying costs	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Pensions, Admitted body status timeframes	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Ascertain the People Services:Support team input needed for pre transfer - agree this	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Ascertain post transfer support-will this be SLA? Agree SLA	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Check with Pensions re charges for setting up/transferring pensions	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Ensure any new provider explores any applicable registration with industry body, e.g. EWC etc registration, Microsoft licenses	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			
Advice directorate and MCC HR that if there is a likelihood that TUPE could not take place but redundancies could occur, consider submitting S188 and also consulting on the possibility of redundancies	TP	Yellow	Yellow	Green	Green	Green	Green	Green	Green			





## Finance Banking

Activity	Lead person	RAG Status	June	July	August	September	October	November	December	January	February	March	April	May
<b>BANKING</b>														
<b>Open Bank accounts</b>	MB													
Terms Of reference	MB													
Present Organisational Structure Charts	MB													
Personal Details of Directors required	MB													
Financial Statements / Estimates	MB													
<b>Distribute Stationery</b>	MB													
<b>Set up BACS for Creditor Payments</b>	MB													
Details of card holders - including personal contact details	MB													
<b>Set up BACS for Debtor Payments</b>	MB													
Details of card holders - including personal contact details	MB													
<b>Direct Debits</b>	MB													
Identify all current direct debits	MB													
<b>Write to all direct debit holders</b>	MB													
<b>Set Up Overdraft</b>	MB													
<b>Guarantee needs to be signed by MCC</b>	MB													

# Finance Systems

Activity	Lead person	RAG Status	June	July	August	September	October	November	December	January	February	March	April	May
<b>AGRESSO</b>														
<b>Common</b>	MB													
Identify coding structure	MB													
Set up transaction types	MB													
Set up Transaction series	MB													
Create workflows	MB													
Create Reports	MB													
<b>General Ledger</b>	MB													
Suspense account reconciliation	MB													
<b>Creditors</b>	MB													
Set up Suplier Masterfile	MB													
Variants	MB													
Set up Purchase Order template	MB													
<b>Debtors</b>	MB													
Set up Suplier Masterfile	MB													
Variants	MB													
Set up Sales Order template	MB													
<b>Bank Reconciliation</b>	MB													
Bank statement loads	MB													
Reports	MB													
<b>Budgets</b>	MB													
Set up amounts	MB													
Load Budgets	MB													
Set up profiles	MB													
<b>Interface</b>	MB													
interface form cashiers	MB													
Interface from payroll	MB													
Bank Statement Loads	MB													

## Finance VAT

Activity	Lead person	RAG Status	June	July	August	September	October	November	December	January	February	March	April	May
VAT														
Submit VAT Registration Form	MB													
Provide details of directors / trustees	MB													
Company Terms of Reference	MB													
Trading Plans	MB													
Financial Statements / Estimates	MB													
Contact Details	MB													
Bank Details	MB													
Vat Consultancy	MB													

## Appendix W - The Regulations and Preferred Procurement routes

As the Council is a contracting authority and subject to EU and national procurement law, a contract of that nature would usually require to be advertised in the Official Journal of the European Union and an open and transparent tendering process to be followed.

MCC will need to ensure that it complies with the requirements of the new Regulations which are a consolidation of existing procurement law, including case law. One of the key changes the Regulations make is the removal of the distinction between Part A and Part B services. This means that contracting authorities can no longer grant an uncontested contract for services worth over 750,000 euros (approximately £625,050) to spin-outs, although a 'light touch' regime has been proposed for 'health, social and other service' contracts with a value greater than this threshold.

The most relevant potential procurement options open to the Council are therefore to;

- **Option A** - Form a Local Authority Trading Company (LATCO) as a Company Limited by Guarantee or Shares (though note this vehicle could not have charitable status because of issues with it being independent of the state). There would not be a requirement to undergo a procurement exercise, if the Council ensured compliance with the requirements of Regulation 12 of the Regulations (otherwise known as the 'Teckal' exemption which has now been codified in the new Regulations);
- **Option B** - Procure the services in accordance with the new "light touch regime";
- **Option C** - Run a limited "public service mission organisation" competition, also referred to as a "social enterprise" competition; or
- **Option D** - Consider whether MCC would like to procure a partner to help leverage in some additional expertise or investment. If it were to pursue this route it may need to consider, what, impact this may have on its charitable status, depending upon what type and level of expertise and investment is secured. This would also need to be in accordance with any requirements set out in the company's constitutional and governance documents.

### Option A: Teckal Compliant LATCO

A public authority can procure directly from a Teckal compliant company without going through the European OJEU process. A Teckal compliant company is one that:

- Is managed so that the local authority exercises control which is similar to that which it exercises over its own departments
- Carries out at least 80% its activities for the controlling local authority
- Has no private financial involvement in its ownership.

### Option B: Light Touch Regime – Regulation 74

The new light touch regime applies to contracts valued at over 750k euros (£625k) over the life of the contract for services covered by Schedule 3 of the Regulations. Schedule 3 includes youth and social services, educational and cultural services

Although greater flexibility in the process is introduced, MCC will have to comply with the EU General Treaty principles of transparency and equal treatment. This means that there can be no favouritism or bias and all bidders must know the rules of the process. To this extent the fundamental principles of the process has not changed, though note the increased possibilities for taking into account the "relevant considerations" detailed below. MCC should consider how it can best incorporate those elements into any procurement process that it may follow.



MCC must set out in the Notice the conditions for participating, the time limits that apply and a brief description of the main features of the award procedure. Regulations allow MCC to determine the procedures to be applied in connection with the award of contracts, taking into account the nature of the services being procured but there must be;

- Compliance with the principles of transparency and equal treatment of bidders.
- The procedure must be conducted in accordance with the published conditions for participation, time limits for applying and the award procedure to be applied.

The regulations would allow MCC to make changes to the procedure during the process provided it has considered carefully that the changes do not breach the principles of transparency and equal treatment, that due and adequate notice has been given to all of the change (all bidders who responded to the notice even if not shortlisted) and it has adequately recorded the reasons for change and that those records are maintained. All time limits imposed in the process must be proportionate and reasonable.

MCC can still follow the traditional routes of, for example a restricted or open procedure, though this should not be the default position or there would be little benefit in having these additional flexibilities. Equally, MCC may introduce different procedures consistent with the regulation requirements to take into account relevant considerations, including:

- The need to ensure quality, continuity, accessibility, affordability and comprehensiveness of the services;
- The specific needs of different categories of users, including disadvantaged and vulnerable groups;
- The involvement and empowerment of users; and
- Innovation.

These are the areas where the more innovative and community focused aspects could be factored in as part of the procurement process. Whatever the process, having clear objectives and implementing them in a transparent and non-discriminatory way will be key.

The Regulations also require the same debrief for most forms of procurement, including under the Light Touch Regime. There is now therefore a stricter requirement to provide comprehensive feedback at the end of a procurement process under the Light Touch Regime.

Whatever procurement process is followed, there is a further requirement for MCC to prepare a procurement report which documents progress of the procurement. MCC must keep sufficient documentation to justify decisions taken at all stages of the process, including the decisions to depart from the procedures originally set out.

MCC continues to have public law duties, including to act reasonably and to ensure that it runs a process that meets the actual cost of delivering services. Therefore, the new flexibilities not only need to comply with the Regulations themselves but also with wider public law duties

### **Option C: Public Service Mission Procurement**

MCC can run a limited “public service mission” competition for the Services. The use of this process would be dictated by whether MCC is prepared to consider, and wants to encourage, vehicles focussed on “public service mission” and based on “participatory principles”. MCC has a duty to promote the development, in their area, of not for private profit organisations such as social enterprises, co-operatives, user led organisations, and the third sector to provide care and support.

A final check would need to be completed to ensure that all services in scope fall within the permissible services that can follow this procedure. This process is the result of the Cabinet Office campaigning for

the EU to include a restricted-competition procedure in the new directive, in order to acknowledge the difficulties that new public sector mutual face and it has now been reflected in Regulation 77 of the Regulations. The procedure effectively allows contracts to be reserved to competition amongst “qualifying organisation(s)” that satisfy the following conditions:-

- Its objective is the pursuit of a public service mission linked to the delivery of the services referred to in Part 2 (i.e. cultural services);
- Profits are reinvested with a view to achieving the organisation’s objective. Where profits are distributed or redistributed, this should be based on participatory considerations;
- The structures of management or ownership of the organisation performing the contract are (or will be if and when it performs the contract) based on employee ownership or participatory principles, or require the active participation of employees, users or stakeholders; and
- The organisation has not been awarded, pursuant to this regulation [i.e. utilising the limited competition procedure], a contract for the services concerned by the contracting authority concerned within the past three years.

The maximum contract awarded under this Regulation cannot be longer than 3 years, so this will also need to be factored in to any decision made. Although this may not be the length of contract that MCC would like to award initially, it would give the ADM the opportunity to ‘bed-in’ and potentially set up a partnership (if they wanted to do so) to begin winning contracts. The expectation would be that the ADMs would then be ready to compete on the open market after 3 years. Other social enterprises bidding could be selected as collaborators with the ADM if that is something that would increase the service provision opportunities.

The ADMs could satisfy these conditions if it set up a CIC limited by shares or a charitable CBS provided that these principles are properly enshrined in its constitutional documents. The articles of association would need to be drafted with an eye to the future to ensure that they are able to meet these requirements, if the ADMs wants to be eligible to participate in these sorts of procurements in the future.

#### **Option D: Procurement of a Partner**

If MCC wanted to leverage in greater external investment or expertise, MCC could undertake a joint procurement exercise with the ADM to choose a partner with which to run the Services. The difficulty with this option is that MCC would not be able to make it a condition of the contract award that the winning bidder or ‘partner’ awarded the contract to the ADM (this is the rule that a contracting authority cannot nominate a sub-contractor). MCC and the ADMs would also need to decide what services they would be procuring from the partner.

One way that this might be achieved is to advertise for a partner organisation and require it to state how the public service mutual would fit within the proposals to run the Services. For example, the procurement could be a for a partner organisation to assist the ADM to reconfigure the Services through working directly with staff. That does leave the outcome in the hands of the marketplace. However, to ensure that an appropriate partnership model was put forward, the tender documents could refer to the type of model that MCC/ADM would want to see in place. This sort of process is likely to be more complex and have longer timescales.

## Appendix X – Transform In House Business Plan Figures

<b>TRANSFORM IN HOUSE FINANCIAL PLAN</b>	<b>2017/18</b>	<b>2018/19 Base</b>	<b>2019/20 Base</b>	<b>2020/21 Base</b>	<b>2021/22 Base</b>	<b>2022/23 Base</b>	<b>Five Year Total</b>
	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
<b><u>SUMMARY - EXISTING SERVICES</u></b>							
Grant Income	541	542	543	543	544	544	2,716
School Income	484	384	384	384	384	384	1,920
Other Income	3,682	3,768	3,831	3,896	3,962	4,029	19,486
<b>Total Income</b>	<b>4,707</b>	<b>4,694</b>	<b>4,758</b>	<b>4,823</b>	<b>4,890</b>	<b>4,957</b>	<b>24,122</b>
Staffing Costs	5,550	5,637	5,731	5,789	5,847	5,906	28,910
Premises Costs (includes indirects)	1,456	1,554	1,590	1,624	1,661	1,697	8,126
Transport Costs	86	89	91	93	96	98	467
Supplies & Services	1,065	1,117	1,135	1,155	1,176	1,197	5,780
Contracts	136	170	174	178	183	187	892
Internal support Services	638	645	651	658	664	671	3,289
<b>Total Costs</b>	<b>8,931</b>	<b>9,212</b>	<b>9,372</b>	<b>9,497</b>	<b>9,627</b>	<b>9,756</b>	<b>47,464</b>
<b>Net Cost</b>	<b>4,224</b>	<b>4,518</b>	<b>4,614</b>	<b>4,674</b>	<b>4,737</b>	<b>4,799</b>	<b>23,342</b>
<b><u>INCOME GENERATING PROPOSALS</u></b>							
Grant Income	0	0	0	0	0	0	0
School Income	0	0	0	0	0	0	0
Other Income	0	114	213	327	368	428	1,450
<b>Total Income</b>	<b>0</b>	<b>114</b>	<b>213</b>	<b>327</b>	<b>368</b>	<b>428</b>	<b>1,450</b>
Staffing Costs	0	33	35	61	78	86	293
Premises Costs (includes indirects)	0	0	0	1	1	1	3
Transport Costs	0	0	0	0	0	0	0
Supplies & Services	0	18	26	33	35	42	154
Contracts	0	0	0	0	0	0	0
Internal support Services	0	0	0	-20	-25	-30	-75
<b>Total Costs</b>	<b>0</b>	<b>51</b>	<b>61</b>	<b>75</b>	<b>89</b>	<b>99</b>	<b>375</b>
<b>Net Cost</b>	<b>0</b>	<b>-63</b>	<b>-152</b>	<b>-252</b>	<b>-279</b>	<b>-329</b>	<b>-1,075</b>
<b><u>ADDITIONAL COSTS</u></b>							
Grant Income	0	0	43	43	43	43	172
School Income	0	0	0	0	0	0	0
Other Income	0	0	0	0	0	0	0
<b>Total Income</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>43</b>	<b>43</b>	<b>43</b>	<b>172</b>
Staffing Costs	0	106	106	106	106	106	530
Premises Costs (includes indirects)	0	0	0	0	0	0	0
Transport Costs	0	0	0	0	0	0	0
Supplies & Services	0	0	0	0	0	0	0
Contracts	0	0	0	0	0	0	0
Internal support Services	0	0	0	0	0	0	0
<b>Total Costs</b>	<b>0</b>	<b>106</b>	<b>106</b>	<b>106</b>	<b>106</b>	<b>106</b>	<b>530</b>
<b>Net Cost</b>	<b>0</b>	<b>106</b>	<b>63</b>	<b>63</b>	<b>63</b>	<b>63</b>	<b>358</b>

<b>TRANSFORM IN HOUSE FINANCIAL PLAN</b>	<b>2017/18</b>	<b>2018/19 Base</b>	<b>2019/20 Base</b>	<b>2020/21 Base</b>	<b>2021/22 Base</b>	<b>2022/23 Base</b>	<b>Five Year Total</b>
<b>OVERALL DRAFT FINANCIAL PLAN</b>							
Grant Income	541	542	586	586	587	587	2,888
School Income	484	384	384	384	384	384	1,920
Other Income	3,682	3,882	4,044	4,223	4,330	4,457	20,936
<b>Total Income</b>	<b>4,707</b>	<b>4,808</b>	<b>5,014</b>	<b>5,193</b>	<b>5,301</b>	<b>5,428</b>	<b>25,744</b>
Staffing Costs	5,550	5,776	5,872	5,956	6,031	6,098	29,733
Premises Costs (includes indirects)	1,456	1,554	1,590	1,625	1,662	1,698	8,129
Transport Costs	86	89	91	93	96	98	467
Supplies & Services	1,065	1,135	1,161	1,188	1,211	1,239	5,934
Contracts	136	170	174	178	183	187	892
Internal support Services	638	645	651	638	639	641	3,214
<b>Total Costs</b>	<b>8,931</b>	<b>9,369</b>	<b>9,539</b>	<b>9,678</b>	<b>9,822</b>	<b>9,961</b>	<b>48,369</b>
<b>Net Cost</b>	<b>4,224</b>	<b>4,561</b>	<b>4,525</b>	<b>4,485</b>	<b>4,521</b>	<b>4,533</b>	<b>22,625</b>
Extra Capital Financing Costs	0	13	76	77	77	77	320
<b>Total</b>	<b>4,224</b>	<b>4,574</b>	<b>4,601</b>	<b>4,562</b>	<b>4,598</b>	<b>4,610</b>	<b>22,945</b>

### Sample Income Generation Ideas

- Increase the sales of merchandise across sites – particularly at the Visitor Attractions through a better offer.
- Review the catering offer across sites - increase sales of food drink snacks by providing a better quality product.
- Establishment of a Training Academy for all services to provide both internal and external training
- Increase and establishing new camping opportunities across sites (including camping pods)
- Increase the numbers attending Monmouthshire Games and Dryside Sport Activities
- Increase number of Personal Instructors used in the leisure sites
- Increase uptake of Swimming Lessons and operate at full capacity
- Abergavenny Leisure Centre gym refurbishment to increase to 50-60 Station Fitness Suite
- Abergavenny Leisure Centre Catering Offer - enhance facilities
- Duke Of Edinburgh Award - increasing uptake of courses
- Attract new client groups at Outdoor Education sites – so schools outside of Gwent area / NCS, also aim to attract the private sector such as corporate organisations
- Increase Activity With Schools - operate at higher occupancy levels across sites
- Tintern Old Station - Provide activities to make more attractive for visitors - crazy golf courses, increase availability of train rides
- Increase hire of sites such as Grounds - Abergavenny and Caldicot Castle

## Appendix Y - Policies and procedures for adoption and implementation by the ADM

### Strategic relevant to the ADM

Name of document	Relevant to:
Business Plan	Whole workforce
Specific Outcomes and Performance Indicators	Whole workforce and Board members
SLA between LA and ADM	Board Members and senior staffing team
Memorandum of Understanding for Board Members	CEO ADM and Board Members

### National Policies/Acts

Name of document	Relevant to:
The Wellbeing of Future Generations (Wales) Act 2015	Whole workforce
Active Travel (Wales) Act 2013	Across ADM activities
Social Services Wellbeing Act 2014	Whole workforce
Environment (Wales) Act 2016	Across ADM activities
Extending Entitlement (Wales) 2002	Work with children and young people 11-25
Children and Families (Wales) Measure 2010	Work with children / play
Welsh Language (Wales) Measure 2011	CEO / Board Members / Senior staffing team / Whole workforce

### HR/ Staff Policies and procedures which are relevant to whole workforce

Name of document	Name of document	Name of document
<a href="#">5 Steps to your retirement</a>	<a href="#">Equal Opps in Employment Policy</a>	<a href="#">SEWSCB - Safe Recruitment Guidance</a>
<a href="#">Adoption Guidelines</a>		<a href="#">Shared Parental Leave Policy 2015</a>
<a href="#">Advert Role Profile and Person Spec Template (Corporate)</a>	<a href="#">Equal Pay Policy</a>	<a href="#">Sickness Absence Categories</a>
<a href="#">Agency and Self Employed Workers Policy</a>	<a href="#">Extreme Bad Weather - Guidelines</a>	<a href="#">Sickness Monitoring</a>
<a href="#">Agile Working Policy</a>		<a href="#">Statement of Good Conduct</a>
<a href="#">Alcohol and Substance Use Policy</a>	<a href="#">Fitness for Work - Employee Brief</a>	
<a href="#">AM WB Managers Protocol Workflow</a>	<a href="#">Fitness for Work - Managers Guide</a>	<a href="#">Stress Risk Assessment Manager Self Review</a>
<a href="#">AM WB - AMR guidance for managers</a>	<a href="#">Flexi Recording Sheet Jan - Dec 2017</a>	<a href="#">Stress Risk Assessment Observations Sheet</a>
<a href="#">AM WB - How to- reasonable adjustments</a>	<a href="#">Flexi time scheme</a>	<a href="#">Stress Risk Assessment Sheet</a>
<a href="#">AM WB- How to- ill health capability meeting</a>	<a href="#">Flexible Retirement</a>	<a href="#">Strike Guidance for Managers 2014</a>

<a href="#">AM WB- How to- phased return to work</a>	<a href="#">Flexible Working Application Procedure</a>	<a href="#">Term Time Only Weeks Per Year Calculation</a>
<a href="#">AM WB -Template letter placement on a formal monitoring period</a>	<a href="#">Harassment Policy</a>	<a href="#">Travel and Reimbursement</a>
<a href="#">AM WB- Template letter placement on a formal extended monitoring period.docx</a>	<a href="#">Harassment Procedure</a>	<a href="#">Trial Period Process - Guidance for Managers</a>
<a href="#">AM WB -Template outcome letter following Ill Health Capability Meeting</a>	<a href="#">HOLIDAY ENTITLEMENTS</a>	<a href="#">Volunteer Policy</a>
<a href="#">AM WB -Template outcome letter following Welfare Meeting</a>	<a href="#">Honorary Policy</a>	<a href="#">Wales Adult Protection Policy</a>
<a href="#">AM WB-Template letter invite to Ill health Capability Meeting</a>	<a href="#">Hours and Leave</a>	<a href="#">Well-being Solutions management leaflet</a>
<a href="#">AM WB-Template letter invite to Welfare Meeting</a>	<a href="#">Interview Form - APPENDIX 10</a>	<a href="#">Welsh Language Skills Assessment Guide</a>
<a href="#">AM WB-Template outcome letter following successful completion of Monitoring Period</a>		<a href="#">Whistleblowing Policy</a>
<a href="#">AM WB-Template outcome letter following welfare meeting after OH Report</a>	<a href="#">Interview Form - APPENDIX 11</a>	<a href="#">Whistleblowing Procedure</a>
<a href="#">At Risk Proforma</a>	<a href="#">Interview Form - APPENDIX 12</a>	<a href="#">Workforce Development Planning Workflow</a>
<a href="#">Attendance Wellbeing - RTW guidance for managers</a>	<a href="#">Interview Form - APPENDIX 13 - NOTIFICATION OF APPOINT</a>	<a href="#">Workforce Planning Analysis Report</a>
<a href="#">Attendance Management Policy</a>	<a href="#">Interview Shortlist Form</a>	
<a href="#">Attendance Review Form</a>	<a href="#">Job Share Scheme</a>	
<a href="#">Attendance Review Guidance</a>	<a href="#">Kiddivoucher Scheme Rules</a>	
<a href="#">Attendance Wellbeing Managers Protocol Workflow</a>		
	<a href="#">Market Forces Policy</a>	
<a href="#">AWB Home Working Checklist</a>	<a href="#">Maternity Guidelines - Maternity Rights Flowchart Local Government Employees</a>	
<a href="#">Capability Policy</a>	<a href="#">Maternity Guidelines - Notification Document</a>	
	<a href="#">Maternity Guidelines</a>	
<a href="#">Career Break Scheme</a>	<a href="#">Mileage - Correct use of Home to Work Mileage</a>	
<a href="#">Carer in Employment - Carers Toolkit for MCC Staff</a>		
<a href="#">Carers in Employment - Toolkit for Managers</a>	<a href="#">Mobile Phone Policy</a>	
<a href="#">Carers in Employment Policy</a>	<a href="#">National Agreement 'Green Book' Updated Edition</a>	
	<a href="#">Net pay estimate tool</a>	
<a href="#">CICO Performance Appraisal</a>	<a href="#">New and Expectant Mothers at Work - Arrangement Guidelines</a>	
<a href="#">Code of Conduct</a>	<a href="#">Occupational Health Referral Form</a>	
<a href="#">Contracts of Employment Protocol</a>	<a href="#">Parental Leave Procedure</a>	
<a href="#">CORPORATE Restructure - Service Redesign Protocol</a>	<a href="#">Paternity Guidelines</a>	
<a href="#">DBS - Applicant Guidance</a>	<a href="#">Pay Policy</a>	
<a href="#">DBS briefing note</a>	<a href="#">Pensions (lgps 2014) Employer</a>	

<a href="#">DBS guide to eligibility by Home Office v2.2</a>	<a href="#">Discretions</a>	
<a href="#">DBS Policy</a>	<a href="#">People and Organisational Development Strategy draft</a>	
<a href="#">DBS Protocol</a>		
<a href="#">DBS1 - Appendix H - Secure Storage Use and Disposal</a>	<a href="#">POLICY Attendance Management 2017</a>	
<a href="#">Disciplinaries and Grievances - Guidance for Investigating Officer</a>	<a href="#">POLICY Fairness at Work Policy (Grievance) 2017</a>	
<a href="#">Disciplinaries and Grievances - Investigating Officer's Report</a>	<a href="#">POLICY Performance Appraisal CICO</a>	
<a href="#">Disciplinaries and Grievances - Investigation Pro Forma</a>	<a href="#">Politically Restricted Posts Advice</a>	
<a href="#">Disciplinaries and Grievances - Investigation Process</a>	<a href="#">Pre-Employment Checks at Interview - Applicant Guide</a>	
<a href="#">Disciplinaries and Grievances - Witness Signature Request</a>	<a href="#">Professional Strategy Meeting Guidance</a>	
<a href="#">Disciplinaries and Grievances - Witness Statement</a>	<a href="#">Protection of Employment Policy</a>	
<a href="#">Disciplinary Policy (Corporate</a>	<a href="#">Recruitment and Selection Policy</a>	
<a href="#">Documentary Evidence Sheet</a>	<a href="#">Relocation Policy</a>	
<a href="#">Domestic abuse policy</a>	<a href="#">Retiring from Work Guide</a>	
<a href="#">Emergency Payments Guidance</a>	<a href="#">SAFE 2017 WASG (004</a>	
<a href="#">Employee Basic Hours Timesheet (MONTHLY)</a>	<a href="#">Safeguarding Policy</a>	
<a href="#">Employee Disclosure Register Form</a>	<a href="#">Safeguarding Strategy</a>	
<a href="#">Employee Disclosure Register Form</a>		

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## Request Forms

Form	
<a href="#">Additional Annual Leave Decline and Appeal Letter</a>	<a href="#">Expense claims with Multiple Posts - My View</a>
<a href="#">Additional Annual Leave Purchase Application Form and Appencies</a>	<a href="#">ID Card Request Form</a>
<a href="#">Additional Annual Leave Purchase Record</a>	<a href="#">Interview Expenses Claim Form</a>
<a href="#">Additional Annual Leave Purchase Scheme</a>	<a href="#">Leave Record Card</a>
<a href="#">Additional Annual Leave Purchase Workflow</a>	<a href="#">Mileage Claim Form</a>
<a href="#">Adoption Guidelines</a>	<a href="#">Pension opt in form</a>
<a href="#">Annual Leave Calculator</a>	<a href="#">Self Certification (Return to Work Form</a>
<a href="#">Attendance Review Form</a>	<a href="#">Special Leave form</a>
<a href="#">Authorised signatory request form payroll</a>	
<a href="#">Booking half day off - My View</a>	
<a href="#">Change of bank account form</a>	
<a href="#">Employee overtime form</a>	



## Health and Safety Policies

Name of document
Health and Safety in the Workplace
Health and Safety Arrangement Guidelines
ICT Safe Use Policy
Safe Equipment Policy
Manual Handling Policy
Risk Assessment Policy
Stress Risk Management Policy
Transport Policy
MIDAS and other driving certs
Vehicle Maintenance Policy
PPE Policy
Visiting Contractors Policy



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# MonLife

## DRAFT BUSINESS PLAN

November 2017

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## Contents

1.	Introduction	3
1.1	What is MonLife? .....	3
1.2	Structure .....	4
1.3	Adding Public Value.....	4
2.	Mission, Vision, Aims and Values	5
2.1	Mission.....	5
2.2	Vision.....	5
2.3	Aims.....	5
2.4	Values.....	6
3.	Strategic Objectives	7
3.1	Meeting Customer Needs .....	8
3.2	Financial Stability and Sustainability.....	9
3.3	A Vibrant and Flourishing Organisation .....	9
4.	How MonLife will achieve this?	10
4.1	People and the Organisation .....	10
4.2	Sales and Marketing .....	10
4.3	Information and Communication Technology .....	11
4.4	Investing to improve services .....	11
4.5	Building partnership and collaboration.....	12
5.	BUSINESS PLAN DELIVERY	12
5.1	Financial Strategy .....	12
5.2	Annual Action Plans.....	14
5.3	Impact and Evaluation .....	14
6.	Conclusion: MonLife - delivering and improving services for everyone in Monmouthshire	17
Appendix	1 – Proposed Structure	18
Appendix	2 - MonLife Service Strategy and Priorities 2018 – 2021	19
Appendix 3	– Proposed Action Plans – Ensuring Financial Stability and Sustainability (Net Income Streams) .....	21
Appendix 4	– Proposed Action Plans – Meeting Customer Needs and Organisational Development	24

Appendix 5 – Existing Key Performance Indicators and Monitoring and Evaluation Methodology  
27

Appendix 6 – Current Performance Dashboard for Leisure Services  
30

Appendix 7 - Well-being of Future Generations Goals & Principles  
31

Appendix 8 – MonLife Vision and Aspirations  
36

Appendix 9 – Background Financial Information  
37

## **1. Introduction**

This Draft Business Plan sets out the vision and ambitions that Monmouthshire County Council have in establishing the MonLife group and the expectations around benefits anticipated to be delivered as set out in the Final Business Case supporting the Council decision to set up an alternative delivery model. It sets out a strategy for the recommended direction of travel for MonLife over the next three to five years. The purpose of MonLife is to make the best possible contribution to improving the quality of life for all of the communities, aligning to Public Service Board priorities from the Well-being Plan and Assessments. MonLife will deliver high quality customer experiences and encourage more visitors to the Monmouthshire area, supporting resilient and active environments to enhance and showcase the rich and diverse opportunities for people to enjoy. There is a clear vision for people to be the most creative and active they can be, driven by an organisation with strong values, owned by everyone in the organisation and experienced by all of those who engage with it. MonLife will be that organisation.

The Board and Management Team have clear objectives and priorities in order to plan and prioritise its work. It is essential that MonLife are doing the right things, meeting needs and determining the value of their contribution, questioning the 'how' and the 'what' so that MonLife can maintain the right balance – where the social and environmental agenda is not compromised by a drive to just increase income and that those who can least afford to pay for our services are supported the most.

There are opportunities to improve the Business; MonLife will be a dynamic organisation with plenty of enthusiasm and ambitious ideas working in partnership with others, particularly Monmouthshire County Council which will be paramount to its success. As MonLife matures as an organisation it will review and redevelop the Strategic and Business plans and consult with partners to remain relevant and at the heart of the community. Critical to its success is further development or refurbishment of key facilities and infrastructure via investment, projects, grants and programmes and it will ensure priorities for investment are based on data, latent demand and maximum return on investment.

This document contains the initial draft Business Plan. Some elements of the draft Business Plan remain as work in progress as there are still some aspects of the plan that require more detailed consideration by the new Board and Management Team, these will mature over the coming months.

### **1.1 What is MonLife?**

MonLife is to be made up of a form of group company structure including a local authority controlled company, a charity and a trading company. It has charitable status and is a non-profit distributing organisation part funded by Monmouthshire County Council to deliver leisure youth and outdoor education, countryside, tourism, destination development, arts, museums and attractions. Monlife's visions and aspirations are captured in appendix 8.

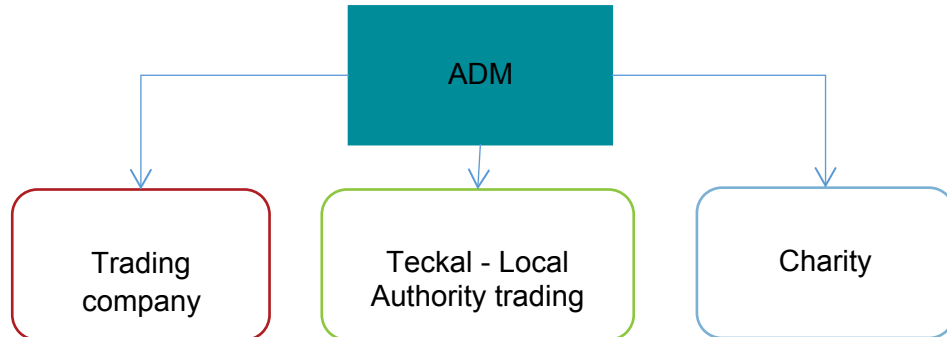
We provide leisure services from 4 sites within Monmouthshire and offer outdoor activities at 3 centres. We have 7 sites which incorporate our attractions and museums and also promote tourism information and offer some of the most impressive buildings with historical interest and activities to engage all ages. Countryside services oversee a large countryside access network and sites to provide outdoor experiences for communities and visitors alike.

MonLife will have an annual turnover of over £10m and circa 136 FTE staff and circa 340 active volunteers. It will work in collaboration with a large number of organisations including local clubs and societies (circa 356 partnerships) to ensure the best possible experiences are delivered to customers and communities.

The Charitable arm of MonLife is to be led by a Board of Trustees comprising nine Directors including two trustees nominated by MCC. The local authority controlled company will be led by a separate Board of Directors comprising three directors nominated by Monmouthshire County Council and two executive directors. MonLife will be established and operational in 2018.

## 1.2 Structure

The relationship between the three companies in the MonLife Group is shown in the diagram below.



The three companies will allow the group to operate in close partnership with Monmouthshire County Council through the wholly owned company, whilst having the benefits of independent charitable status for some of the work. The trading company allows greater freedom to engage in trade where it is needed.

The structure provides full accountability back to Monmouthshire County Council, whilst giving the companies the freedom to be entrepreneurial whilst ensuring that the operation is operating as efficiently as possible.

A vital feature of the structure is that all staff will work together as a single staff team, under the leadership of the Chief Executive and the senior management team. This will enable MonLife to develop a seamless and integrated organisational culture, offering economies of scale and greater efficiency than the present arrangement of largely separate silos.

Between December 2017 and going live in 2018, the MonLife leadership team will be actively recruiting suitable trustees and directors who can add value to the governance structures.

We acknowledge that as MonLife evolves new leadership skills and vision will be required. Whilst arrangements for filling the key leadership roles have yet to be made, we are confident that the team along with its Board and with some additional specialist roles will have the skills and vision to lead the successful spin out of the new company.

A full diagram of the proposed structure is shown at Appendix 1.

## 1.3 Adding Public Value

MonLife will operate as a family of Businesses that rely upon one another for promotion, support and optimal operation. As a collective, they help position Monmouthshire as a great place in which to live, work, play and visit. They also play a significant part in shaping the environment, preventing demand



that would normally end up requiring intervention by costly statutory services and all make a significant contribution to the social, environmental and economic health of the county.

By aligning to Public Service Boards and Well-being plans, MonLife will play a significant role in building sustainable and resilient communities, reducing inequalities and supporting vulnerable people. It will respond to the challenges and objectives of:-

- Preparing children and young people for the best possible start in life
- Responding to the challenges associated with demographic change
- Protect and enhance the resilience of our natural environment
- Develop opportunities for communities and businesses to be part of an economically and well-connected county.

MonLife will have enthusiastic and energetic people throughout the organisation. We will enable teams to thrive, learn and grow and continue to provide valuable local services. It is essential to empower the team to lead and reduce bureaucracy, as often they have the answers to improved efficient delivery and new ideas – ensuring we make the top line as big a priority as the bottom line. Workforce development is key to ensuring that staff within MonLife excel at customer service; the behaviours and attitudes that underpin this will be fully engrained into their organisational culture.

During the first year of operation, MonLife will be in transition from the Council and will have a change agenda programme to form a new dynamic organisation which is capable of grasping all the opportunities that come its way. This draft business plan is intended to help identify and create possibilities that will make the most positive impact over the next 5 years. It will help guide MonLife's work for the next 5 years recognising the demographic challenges, including an ageing population, increasing levels of obesity and inactivity.

## **2. Mission, Vision, Aims and Values**

### **2.1 Mission**

*To promote healthier lives and inspirational experiences, and promote the vibrancy of Monmouthshire as a great place to be.*

### **2.2 Vision**

*Enriching people's lives and creating vibrant places.*

### **2.3 Aims**

MonLife aims to:

- Enrich people's lives through participation and activity
- Build strong and vibrant places and communities in Monmouthshire

It will achieve these aims through building a successful organisational culture by;

- Developing its people to be the best they can be
- Being a successful business powered by its people
- Providing excellent customer experiences

- Building strong networks and effective partnerships
- Making informed decisions based on business intelligence
- Growing a sustainable business

*MonLife will achieve its mission, vision and aims through its focus on customer engagement, working in partnership, its organisational attitudes, values and empowerment and its excellent business practice by:*

**Figure 1 – Diagram of Aims**



## 2.4 Values

**Quality and Excellence** – 'It's how we do it'

**Inclusive and Respectful** – 'We're all in this together'

**Collaborative and Creative** – 'Working as one, caring for all'

**Motivated, Passionate and Proud** - 'It's what we do'

**Resilient and Innovative** – 'Sustainable inspiring services for the future'

**Valued decisions based on evidence** – 'Informed next steps'

**Responsive decisions and implementation** – 'Fleet of foot'

### 3. Strategic Objectives

The direction of travel for MonLife is to develop an organisation which meets the aspirations of MCC and its community in a challenging financial environment by transforming its services and culture to one which:

- provides the services and operates from sites and venues that people want to use, offering better quality for our customers and key partners;
- is a trusted and valued organisation, secure in its role as a leader for these services;
- diminishes the reliance on Council funding whilst continuing to deliver key services for the Council;
- has a business culture that is more flexible, entrepreneurial and commercially minded; and
- builds on the loyalty of our workforce both volunteers and staff who motivate a huge cross section of the community to take part in those services that improve lives.

What will make us different?

There are a considerable number of providers within the locality that provide a healthy competitive market to some of our service offer. Nevertheless we believe that MonLife has a number of distinctive features which make it unique.

#### *Partners, Community & Outreach*

- All our surpluses are reinvested in strategic priorities. We operate as a charity, a not for profit organisation;
- The organisation is run by local people with the right expertise who know the county well;
- We are strongly engaged with the local community and with outreach work beyond our venues;
- We have strong learning and health and wellbeing links; and
- We network collectively with 356 partners to enable us to grow and enhance our service offer.

#### *Our Products and Service*

- We provide many free services and where we charge, our charges are competitive offering great value for money which means more local people and community organisations can access our services;
- We have developed bespoke services to meet the widest range of interests of our customers and local community groups;
- Our workforce is dynamic, diverse and expert to ensure we deliver the optimum service offer for our customers and beyond;
- We are innovative and proactive with our approach to new products and trends; and
- We provide something for everyone across our service offer.

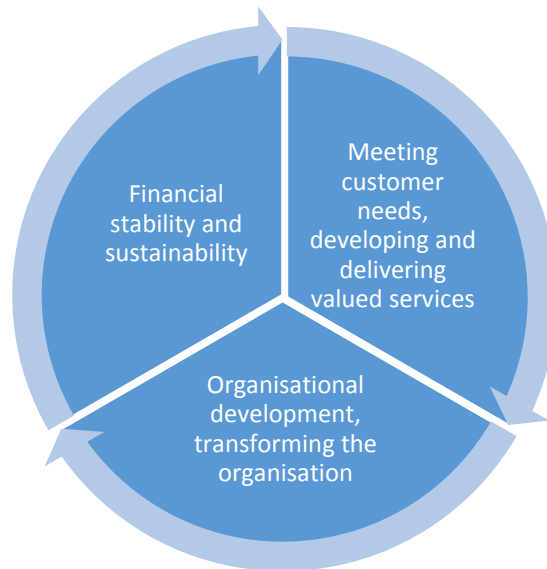
#### *Our Users and Customers*

- We provide a positive, enjoyable and supportive experience for a diverse community of users which acts to encourage many potential customers who might otherwise be deterred in participating in activities;
- We provide bespoke services, support and information tailored to the needs of individuals;
- We provide reliable and well informed professional advice and information services tailored to customer's requirements;

- We seek feedback from both our direct and indirect customers and regularly review our services against it; and
- We assess our progress against our outcome measurement framework embracing all of our activities.

MonLife will achieve its five year ambition through work focused on the following three strategic objectives:

**Figure 2 – Key Strategic Objectives**



### 3.1 Meeting Customer Needs

*People are at the heart of everything, be they customers or potential customers.*

MonLife will work hard to understand its markets and communicate effectively, including engaging with those people who may be harder to reach. We will ensure quality, accessibility to facilities and programme, and maintain the balance of universal provision with supported targeted activity.

Working to this objective will require:

- Excellent knowledge of our customers and the markets in which we operate;
- Motivating and communicating;
- Social and environmental responsibility;
- Growing customer loyalty; and
- Affordability and value for money.

We will have a relentless focus on our markets:

MonLife will operate in a unique marketplace. It will continue to provide a range of publicly funded or subsidised services to the citizens of Monmouthshire. We have ambitions to develop and improve all these services. In addition, we will provide services to many of the 2 million plus visitors who come to

Monmouthshire every year. These services will in the main be operated on a commercial basis with surpluses reinvested back into the public services for Monmouthshire citizens.

The Council has already carried out significant market research on these marketplaces including:

- Latent demand studies;
- Visitor information;
- Benchmarking across leisure and outdoor education services; and
- Latest industry dynamics.

These will continue to be developed as MonLife will focus on using business intelligence and market segmentation.

### **3.2 Financial Stability and Sustainability**

#### ***Being efficient and effective and operating within our means.***

This objective is crucial given the challenging public sector funding environment and underpins everything that MonLife will do. It is clear that MonLife must become less reliant on Council funding and find new ways to ensure their development continues, and to meet customer needs. For many of the venues, facilities and programmes MonLife will require investment and improvement, funding for which has been in decline over many years. The ability to generate increased levels of income will also largely be dependent upon being able to provide a high quality experience to customers. MonLife therefore needs to improve income generation, become more entrepreneurial and ensure that funds raised are invested in priorities determined on robust evidence.

Working to this objective will require:

- Targeted income generation;
- Investment in to improve services;
- Partnerships to engage people and deliver more and better services; and
- Value for money.

### **3.3 A Vibrant and Flourishing Organisation**

#### ***Growing up, getting stronger and maturing as a charitable company is critical to our development and if we are to live up to all our and our stakeholder expectations.***

MonLife will be flexible and entrepreneurially minded. We will work with all our staff to enable them to rise to this challenge. It is a step change that must be made and all our people will need to be involved in the process.

Working to this objective will require:

- Sound governance;
- Organisational culture development;
- Employee empowerment, knowledge and development; and
- Policy Development.

#### **4. How MonLife will achieve this?**

MonLife will look to deliver its objectives through five key work streams, each will be led by an operational director. Action plans will be developed which will regularly be reported to and monitored by the Board.

##### **4.1 People and the Organisation**

MonLife's biggest internal investment is in its workforce regardless of whether they are paid staff or volunteers. Their contribution has a profound impact on the business outcomes. The capacity to be leaders at all levels, to innovate and develop ideas is vital to the success of the business and people need to be empowered and encouraged to do so. MonLife will also seek to increase its ability to attract greater community interest and involvement in their work.

In its first 5 years MonLife will:

- Ensure existing services are delivered effectively – mitigating any effects of transition, perceived or actual;
- Implement adopted Policies and procedures, including safeguarding, to ensure robust mechanisms are in place to support services and the workforce;
- Manage the organisational transition to produce an effective business, that maintains and enhances relationships – managing changed relationships with stakeholders and growing partnerships;
- Generate increased uptake of services – beginning to take a more commercial approach to income generation;
- Embed integrity, equality of opportunity, and social and environmental responsibility in how they undertake the business – beginning to establish a company culture;
- To create a positive working environment where staff use their skills and expertise to deliver valued contributions to the business – building a new team and getting 'buy in' to the new organisation;
- Establish a Staff Board where representatives from within the workforce are able to contribute, inform and shape the growth and development of the organisation;
- Roll out the workforce development action plan that fully engages all employees and volunteers, and supports them to meet the objectives of the business;
- Implement performance management and accountability more robustly across the organisation; and
- Offer an improved standard and increased range of volunteering opportunities including those for young people, to benefit those seeking to change employment prospects, and enhance older people's community contribution and personal wellbeing; ensure the business has the appropriate mix and blend of effective and value for money support services to meet our business needs.

##### **4.2 Sales and Marketing**

MonLife has a diverse 'offer', with many products and a wide variety of customer bases. The range of product and customers gives us great potential to cross sell more effectively. This is dependent on us having excellent information about multiple users across the business and offering a consistent and joined up customer experience. MonLife will develop its brand and build upon it to generate new customers.

During the first five years MonLife will:

- Develop and implement a marketing strategy which seeks to invest and grow the products. across the business;
- To develop a better understanding of its customers and improve marketing activity – establishing new activities to lead to better communications and a stronger business base;
- Make use of customer information and data, to provide a stronger evidence base for decision making;
- Implement thematic marketing plans around customer bases;
- Seek ways to better integrate customer sales activity and increase cross selling, building this into plans for events, programmes and venues;
- Ensure that growing brand awareness is something that everyone in the organisation can contribute to and become champions for the services the business deliver; and
- Develop digital communications and engagement appropriate to a range of audiences.

### **4.3 Information and Communication Technology**

MonLife will need to review its use of modern digital technologies. Current systems provide the management information and customer knowledge which will need to be evaluated to ensure it meets basic customer expectations such as online booking or joining. New technology could also help achieve efficiency savings in the longer term, better target our marketing, respond to trends, and communicate more effectively with our customers.

Over the next 5 years MonLife will:

- Enable customers to book and pay online prioritising services such as sport and fitness courses and classes;
- Ensure a priority for improvement to the electronic point of sales systems, which allow us to chart customer usage across our services;
- Enhance our digital presence, to improve our customer and visitor facing information;
- Develop a clear understanding of future needs and create a prioritised plan that allows us to improve working culture, make best use of creativity and innovation, and manage information;
- Allocate resource to drive our ICT improvements forward and give careful consideration to the implications of our plans on financial resources and systems support services; and
- Complete a Digital Strategy to plan and prioritise all the above.

### **4.4 Investing to improve services**

The buildings and assets supporting MonLife's services have suffered from lack of investment – there just has not been the money in local government to keep pace with needs. MonLife will seek to find new ways to rationalise and be more efficient as well as thinking differently about how venues are used. Customer expectations are ever changing and programme providers have to be fleet of foot to keep ahead of trends and meet customer needs.

Alongside these new approaches MonLife will seek to establish a programme of investment in buildings and assets using its access to a range of sources of finance.

In its first 5 years MonLife will:

- Actively seek new investment from trusts, foundations and other sources of social finance to improve the services it offers;



- Monitor and respond to trends and identify opportunities for new programmes and uses of venues and facilities where return on investment can be optimised; and
- Take a lead role in co-ordinating programme provision with others, be willing to innovate more and introduce new content, taking risks where considered manageable.

#### **4.5 Building partnership and collaboration**

MonLife sees itself as part of the community it serves. It will work in a close partnership with MCC as well as developing a wide range of partnerships to support its services. The business will listen to others and be involved in genuine community partnerships. Matching ambitions and community aspirations with increasingly demanding funding constraints will require partners to plan together in the best interests of the area we serve and not to compete. MonLife will want to be recognised as the partner of choice.

In its first 5 years MonLife will:

- Demonstrate how it provides a good social and environmental return on investment;
- Engage with partners to share any available research that would help us better understand community needs and be open to joint commissioning of research;
- Work with an increased range of local and national partners who ideally will describe MonLife as an excellent partner to work with;
- Ensure a wide range of views and contributions are taken account of in the Action Plans
- Build in accessible opportunities for engagement of communities and customers in our planning for improvement from the outset; and
- Grow our presence and influence within the community planning and well-being framework.

### **5. BUSINESS PLAN DELIVERY**

MonLife is confident that it can deliver its Business Plan making best use of available resources, having robust action plans and effective monitoring of progress. The action plans are summarised in the Appendices.

#### **5.1 Financial Strategy**

This business plan assumes that funding from Monmouthshire County Council for the next 5 years will be at a reducing annual fee. MonLife will therefore need to ensure that it can fund future inflation and other price increases. This will be achieved by a combination of additional income generation, efficiencies and service reductions.

To minimise the financial impact on services, the financial strategy has to focus on maximising income, particularly through increased participation, as well as reducing expenditure by improved efficiency.

MonLife will operate with a small annual surplus from year one, with surpluses increasing gradually as new income streams come on line over its first five years. By year five MonLife will have generated a small reserve of £0.455m which it will use as a buffer against contingencies and to provide working capital for new developments and improvements.

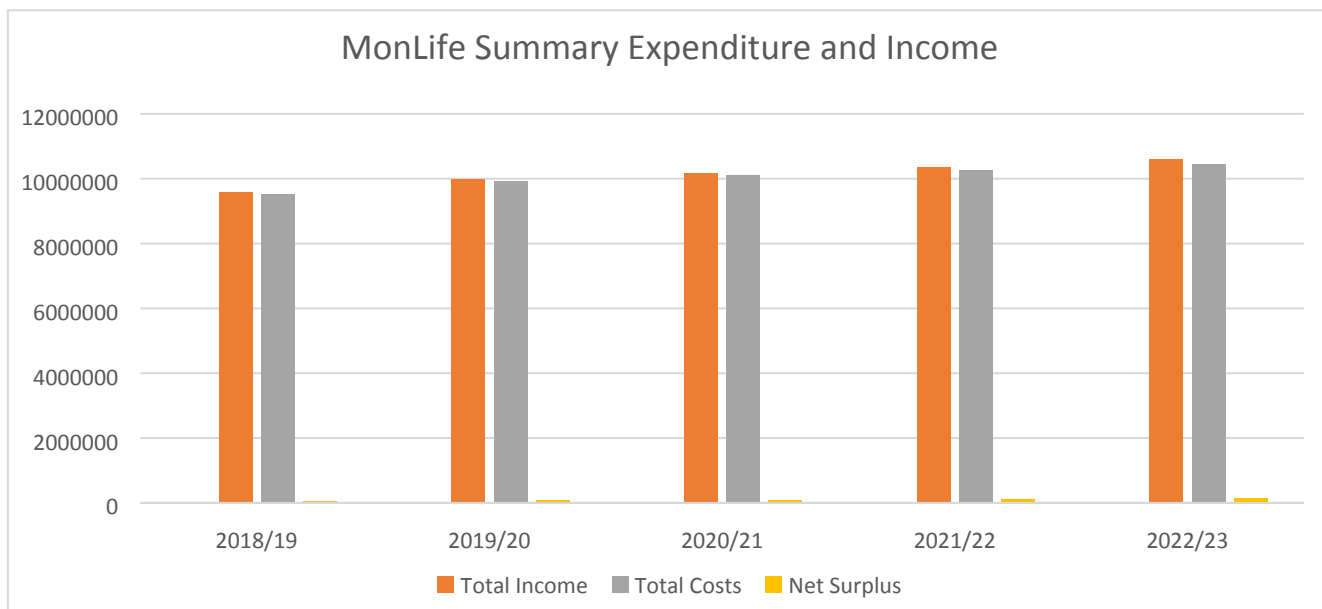
The financial projections are based on prudent assumptions and are robust. Appendix 9 provides details of the assumptions used and the likely cash flow forecast. We are very confident in the leadership and staff to deliver or exceed these target figures.



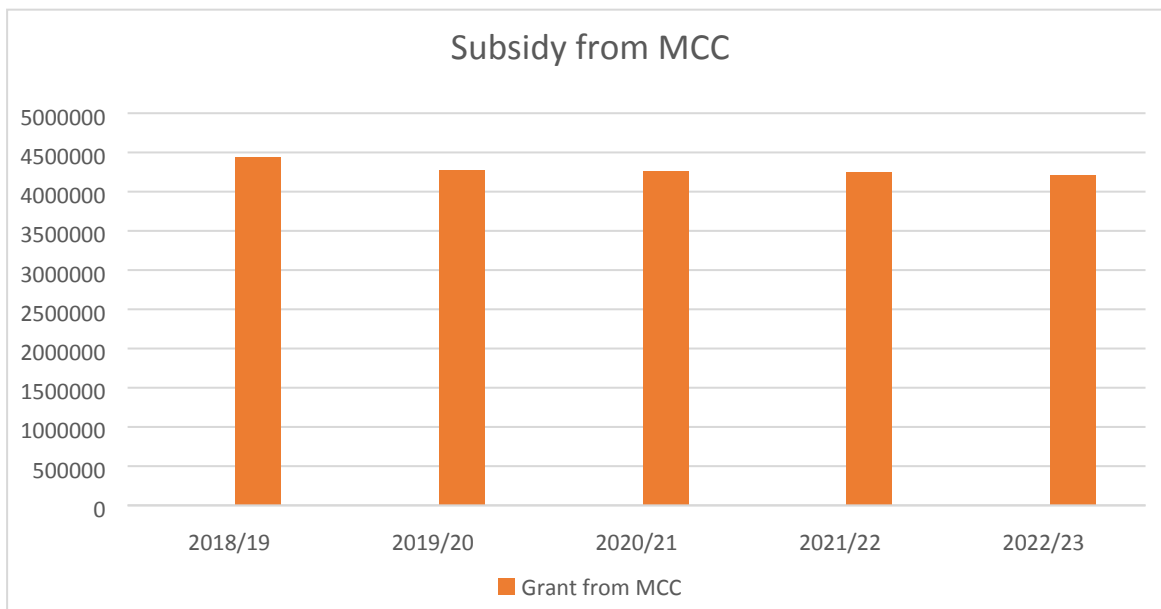
**Table 1 – Financial Plan Estimates Income and Costs 2018 – 2023**

<b>FINANCIAL PLAN</b>	<b>2018/19 £000's</b>	<b>2019/20 £000's</b>	<b>2020/21 £000's</b>	<b>2021/22 £000's</b>	<b>2022/23 £000's</b>	<b>Five Year Total £000's</b>
Grant from MCC	4,446	4,271	4,267	4,248	4,208	21,440
Grant Income	542	543	543	544	544	2,716
School Income	388	390	393	396	399	1,966
Other Income	4,205	4,766	4,973	5,176	5,431	24,551
<b>Total Income</b>	<b>9,581</b>	<b>9,970</b>	<b>10,176</b>	<b>10,364</b>	<b>10,582</b>	<b>50,673</b>
Staffing Costs	5,795	5,996	6,091	6,168	6,252	30,302
Premises Costs	1,410	1,451	1,482	1,513	1,546	7,402
Transport Costs	94	97	100	103	106	500
Supplies & Services	1,283	1,392	1,437	1,474	1,525	7,111
Contracts	181	186	190	195	200	952
Internal support Services	695	701	708	716	723	3,543
Capital Financing Costs	73	82	83	85	85	408
<b>Total Costs</b>	<b>9,531</b>	<b>9,905</b>	<b>10,091</b>	<b>10,254</b>	<b>10,437</b>	<b>50,218</b>
<b>Net Surplus</b>	<b>50</b>	<b>65</b>	<b>85</b>	<b>110</b>	<b>145</b>	<b>455</b>

The following chart shows how MonLife will grow gradually over its first five years, returning a small surplus (profit) each year. This is in marked contrast to the expected position were its services to remain within Monmouthshire County Council.



MonLife will achieve this growth by increasing revenue from outside the council and making savings on Business Rates. It will also make efficiency savings through operating in new ways. It will do all this whilst working with a slowly reducing council subsidy as the next chart shows.



The result for the people of Monmouthshire will be:

- Improving services for the next five years (more and better quality)
- Lower costs to the council (a saving of approximately £1.9 million in five years over what MCC would have spent if its services had remained as they are)

As an independent group, MonLife will have access to funding from grant making trusts and charities, as well as tax benefits associated with charitable status. It will be able to respond quickly to market conditions and opportunities.

MonLife will build new relationships with the public and the communities it serves, increasing the involvement and participation of local people and helping to build social value.

## 5.2 Annual Action Plans

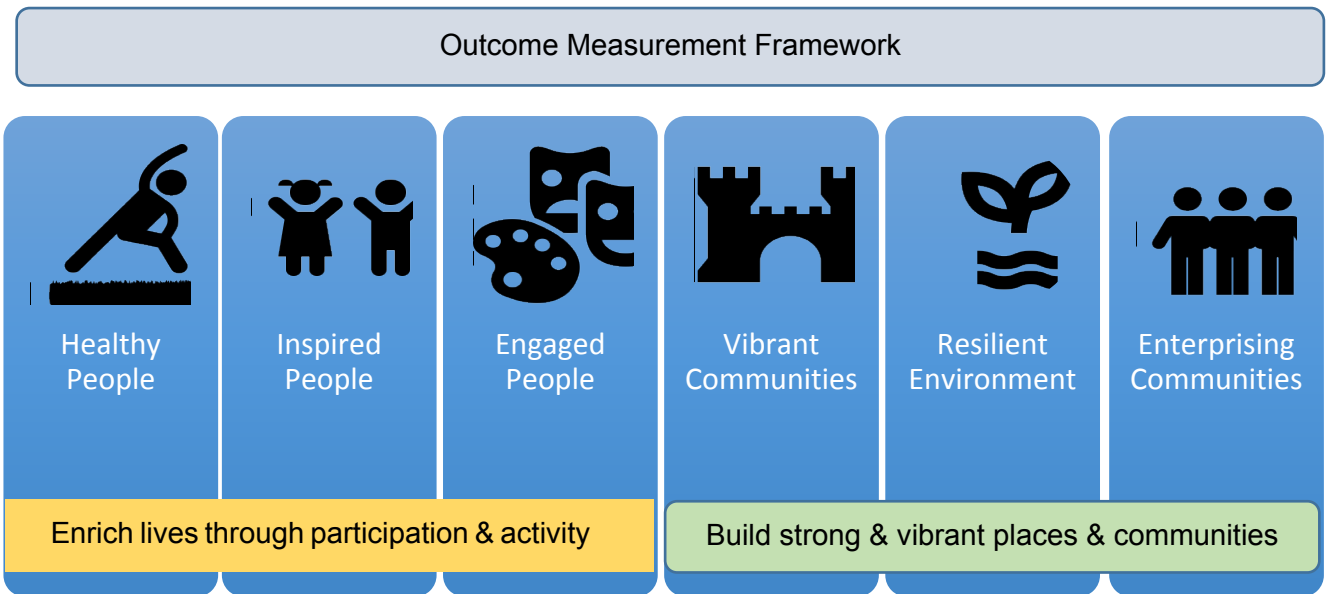
The objectives and priorities described in this Business Plan will be delivered through a series of annual action plans. The Annual Action Plan will consist of activities that directly contributes to this Strategy. Key priorities are outlined in appendix 2. Delivery of the Annual Action Plans will be managed across all our Business functions as well as project plans for developing key initiatives. An indication of the likely annual action plans are shown at appendix 3 and 4 and their impact on the Well-being of Future Generations Goals & Principles at appendix 8.

## 5.3 Impact and Evaluation

To measure our success we intend to build an outcome measurement framework which will embrace all of our activities. This has to be grounded in what MonLife does and wants to achieve. Developing an outcome measurement framework will take time as it needs to fully reflect our ambitions; align with the measures being established under national and local frameworks for well-being plans; and be sufficiently robust without being beyond our ability to implement and report on.

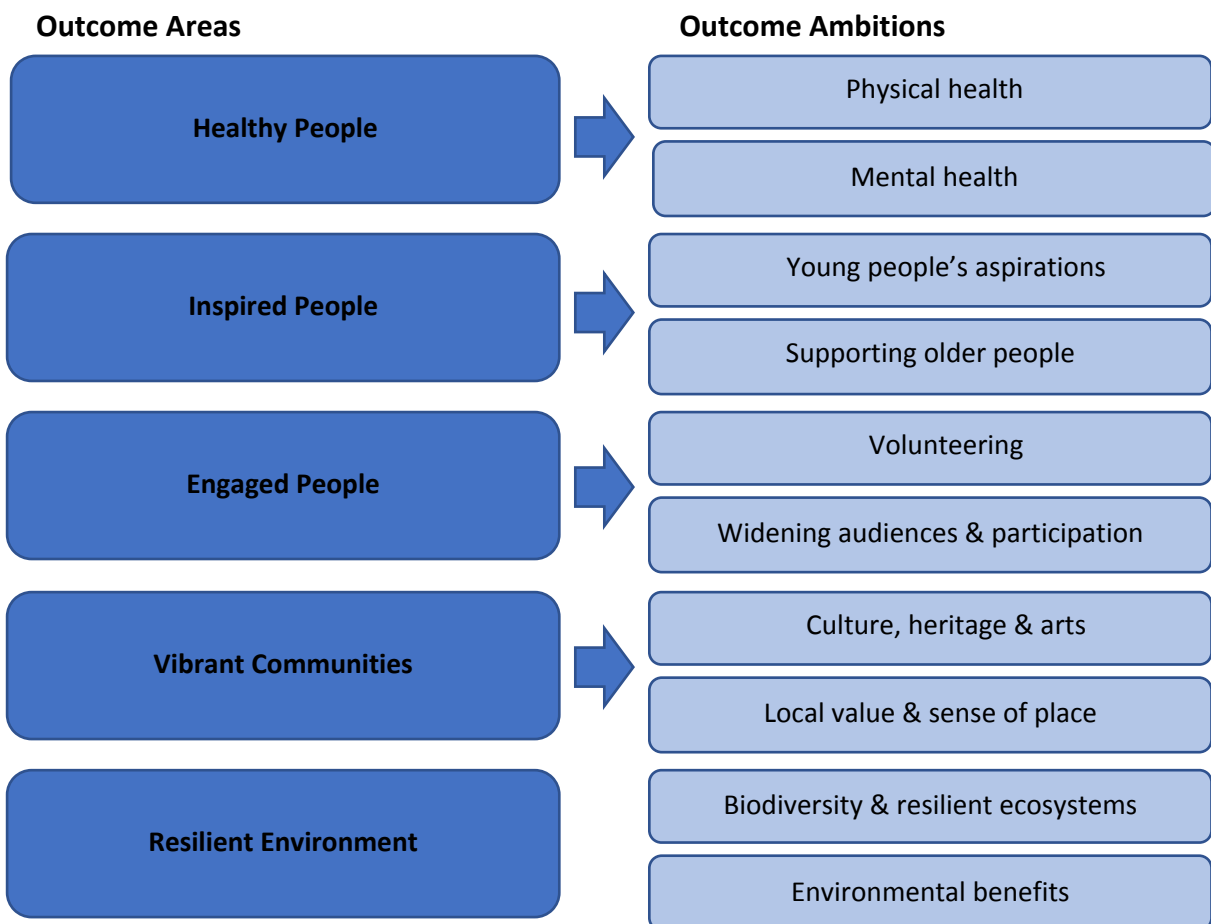
The outcome measurement framework will sit alongside our business metrics and the key performance indicators used to judge our business performance. It will provide us with measures to gather outcome

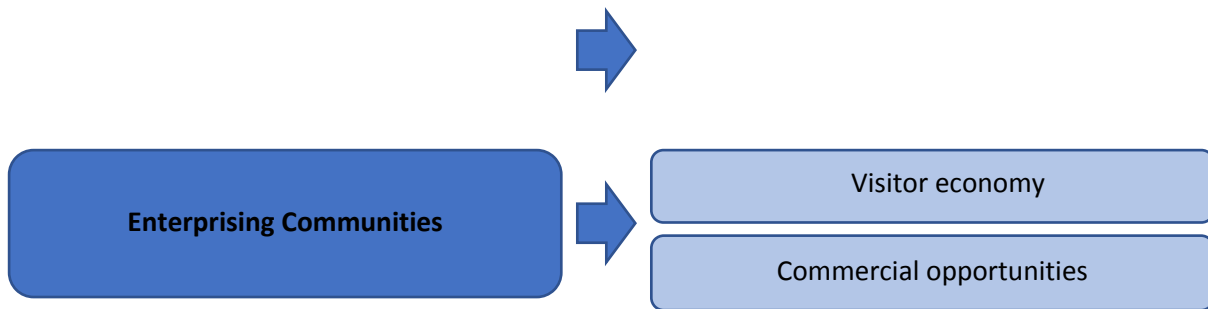
based evidence and drive the improvement of our performance by helping us to refine and develop our programmes and activities in the light of the outcomes they deliver. Based on our existing activities and ambitions we have identified these six cross-cutting outcome areas:



These areas embrace the Monmouthshire Public Service Board’s Well-being Objectives and the seven well-being goals for Wales identified in the Well-being of Future Generations (Wales) Act 2015.

As we develop the outcome measurement framework we will identify in detail our ambitions for each of these outcome areas and how we intend to measure them based on the following initial approach:





The setting and monitoring of Key Performance Indicators is also essential to the success and sustainability of MonLife. Across Tourism, Leisure, Culture and Youth Services (TLCY) there are currently numerous performance measures in place but there is a need to develop these further in the new model with a joined up approach. It is imperative that all staff are involved in this process and are aware of targets that need to be achieved and the reasons why, but most importantly they need to be realistic and achievable. Set out below are some examples of existing KPI's that need developing along with some new ones.

Existing KPI's	Impact 3-5 years of MonLife
The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity	Increased numbers and revenue to ensure services are protected and re-invested in to improve the offer leading to greater customer satisfaction and social and health benefits associated with regular activity
Leisure membership retention and attrition rates	Increase retention (currently between 12-14 months) to 12-24 months and lower attrition rates (currently between 4-5%) to below 4% through targeted marketing and retaining customers through loyalty and reward schemes
Swimming lessons uptake	Increase the uptake of swimming lesson places from 94% to between 98-100% and those children on DD from 95% to 98-100%
Number of visitors to attractions and Museums	Increased numbers leading to greater customer satisfaction and revenue through secondary spends
% uptake of floor areas	Increase uptake of floor space across all facility areas to between 80-100%
Occupancy levels within our Outdoor Education sites	Increase from 60% to 90%
Social Media followers and likes	Consolidate all of our existing social media accounts and channels and increase the number of followers and likes with targeted content, incentives and offers
Customer and non-user surveys and consultation	Ensure there are targeted surveys conducted across MonLife in specific areas to identify customer satisfaction levels to improve and develop the offer
8.57 total FTE days lost across TLCY due to sickness	Decrease sickness levels by 30% to 6.02 total FTE days
Retention of staff across TLCY is currently 96.46% of the total workforce	Increase retention of staff in MonLife to 98% of the total workforce
Currently 340 volunteers working across TLCY	Increase volunteers by 25% across MonLife
Currently 19 volunteer opportunities across TLCY	Increase volunteer opportunities to 25 across MonLife

We are also in the process of integrating our front of house point of sale and back office system across all areas of TLCY and exploring the option of introducing a new performance management framework reporting and business intelligence monitoring tool to monitor progress.

The Business Plan will be monitored and progress reported to the Boards and its continuing work will contribute to outcomes for Monmouthshire as a whole. For example by operating from venues that people want to use, providing responsive programmes and developing a workforce who motivate the community to participate the business can contribute to improving health and wellbeing, the tourism economy and enhancing the areas profile, community capacity building and reducing the impacts of poverty.

These services are currently measured by a series of key performance indicators (as shown in appendix 5). These indicators will be used and developed further to ensure that performance is regularly monitored, evaluated and improvements made where necessary. The performance dashboard currently used in leisure services and shown at appendix 6 will be rolled out across all services.

The Board will utilise the outcome measurement framework and further key financial and non-financial performance indicators to measure the success of this Business Plan over the next 5 years through annual reviews and reports.

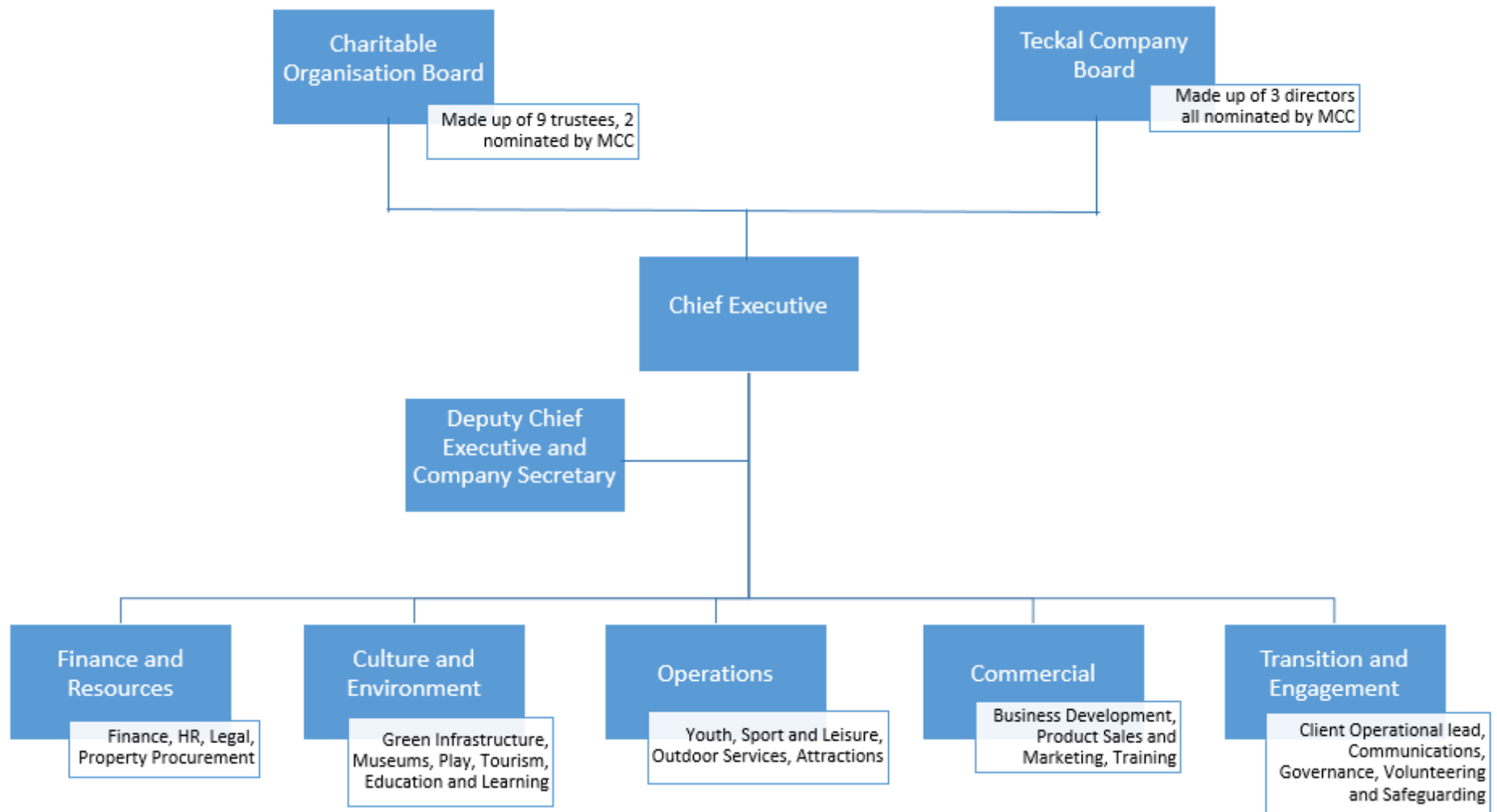
## **6. Conclusion: MonLife - delivering and improving services for everyone in Monmouthshire**

MonLife is a new way to provide public services for Monmouthshire County Council. It is led by a dynamic and committed leadership team and group of staff who are fully committed to developing this new model and progressing future plans. With support from the Council and the engagement of people across the county MonLife will deliver more and improved services at lower cost to the council. It will contribute to help make Monmouthshire a more active and healthy place in which to live and work.

MonLife will help to improve and enrich the lives of the citizens of Monmouthshire, and its many visitors by bringing the services in to a single, agile and enterprising new organisation. Much needed investment in facilities and services will ensure that MonLife delivers a product that is fit for purpose and future generations to come. Through clear leadership and a motivated team with continuous monitoring of performance MonLife will be an efficient model that is both aspirational and driven towards delivering what matters to the citizens of Monmouthshire.

MonLife will work in a close partnership with Monmouthshire County Council (which will own and control a substantial part of the organisation). MonLife looks forward to going live in 2018.

## Appendix 1 – Proposed Structure



**Appendix 2 - MonLife Service Strategy and Priorities 2018 – 2021**

Service Area	Strategy
<b>All Services</b>	To develop and promote an enterprising culture, which builds business resilience and creates excellent outcomes for our communities. Maximise the offer and make key decisions based on accurate data business intelligence and a clear outcome measurement framework across TLCY. Be more commercially focused and sweat assets to ensure there is a comprehensive re-invest and re-design program to further develop and grow the customer offer.
<b>Leisure Centres</b>	Providing facilities and activities that are designed to enhance the quality of people’s lives and improve the health of our communities. There also needs to be a key focus on income generation to maximise opportunities and grow the business to re-invest in facilities and services.
<b>Youth Service</b>	Providing informal and non-formal learning opportunities supporting and enabling young people to develop holistically, facilitating their personal, social and educational development in order for them to reach their full potential. There is also an opportunity to develop programs in Youth and other services in Leisure and Outdoor Education with a dedicated joined up program of activities for ages 0-24.
<b>Outdoor Education</b>	Providing high quality, cost efficient outdoor education and adventure activities across South East Wales and beyond offering residential and day visits for business, school, college, youth and adult groups, Teacher training, CPD, technical skills courses and specialist outdoor services. Maximising the capacity uptake of all 3 facilities is also a key driver moving forwards.
<b>Caldicot Castle &amp; Country Park</b>	Be recognised as a destination that people love, come to learn, to explore and to enjoy themselves in a setting that is beautiful and impressive providing a strong focus for engaging with the local community and for all visitors. Develop an events program that is commercially focussed including conferences and weddings packages and catering and grow the footfall through the site.
<b>Shire Hall</b>	Delivering a high quality, customer driven service, helping to create wonderful memories enabling visitors to connect with our rich history and explore our beautiful building whilst striving to ensure that, whatever the occasion, our guests experience is as special, memorable and impressive as possible. As part of this we will be looking to maximise facility usage for a wide range of activities including weddings, conferences, meetings, birthday parties as well as developing digital tours.

Service Area	Strategy
<b>Tintern Old Station</b>	Providing the best possible customer focussed, accessible tourist attraction while striving to generate economic and social benefits for the local community and also to the visitors to Monmouthshire. There is a real opportunity to grow the commercial element at the Station with investment opportunities on the track, tunnel/store, additional parking areas, glamping, shepherds huts and catering offering.
<b>Museums</b>	Inspiring a passion for Monmouthshire with a mission to bring heritage, collections, arts and culture alive with our communities and visitors. To achieve this we will continue to implement the 5 year museums business plan.
<b>Green Infrastructure &amp; Countryside</b>	To support resilient living and active environments for all. Our focus is on enabling health, activity, ecosystem and economic benefits. To achieve this we take a green infrastructure approach based around multiple benefits, multi-disciplinary and partnership working, wide involvement, volunteering and engagement.
<b>Tourism</b>	To help deliver the destination management plan which aims to increase the competitiveness of Monmouthshire as a year round sustainable tourism destination to grow the economic, environmental and social contribution of Monmouthshire's visitor economy.
<b>Community Events</b>	Bringing people together to enjoy themselves in a safe environment whilst showcasing Monmouthshire's most-loved assets generating additional income to invest back into our quality service and beautiful County.



### Appendix 3 – Proposed Action Plans – Ensuring Financial Stability and Sustainability (Net Income Streams)

Area  Outcomes Key: 1 -Financial stability and sustainability 2 - Meeting customer needs, developing and delivering valued services 3 - Organisational development, transforming the organisation	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Year 4 2021/22	Year 5 2022/23	Monitoring & Evaluation			Outcomes		
						Usage	Financial	Customer	Financial	Customer	Organisation
<b>Leisure Centres</b>											
<b>The Monmouthshire Games</b> New programme of sporting opportunities during all school holiday periods with the aim of growing a database of children who consistently attend.	£5,500	£7,980	£12,960	£17,939	£22,919	√	√	√	√	√	√
<b>Personal Instructors</b> The intention is to extend the current number of Personal Instructors from 1 to 3 per site with no additional cost.	£7,500	£8,000	£8,500	£9,000	£9,500		√	√	√	√	√
<b>Swimming Lessons</b> We will aim to increase our current Learn to Swim program by 81 children at £19.00 per membership.	£20,000	£25,000	£26,500	£28,000	£31,000	√	√	√	√	√	√
<b>Training Academy</b> To achieve this we will have to attract 150 people per year at an average of £150 a course over the 5 year period as part of a new training academy.	£3,500	£8,500	£18,500	£26,000	£43,500	√	√	√	√	√	√
<b>Abergavenny Re-design</b> Extension of the existing fitness suite from 30-40 to 50-60 stations and free weights area based on a latent demand of 288 members. Re-provision of the café into the reception area with a Costa style offer.		£18,900	£85,079	£87,058	£89,036	√	√	√	√	√	√
			£16,000	£19,000	£25,000						
<b>Tourism</b>											
<b>Sale of Merchandise</b> Developing and expanding our existing range of goods for resale.	£7,500	£10,000	£12,500	£14,000	£18,000		√	√	√	√	√
<b>Catering</b> New café income dependent on securing grant funding to establish Wye Tour Tea Room.	£3,250	£4,500	£11,500	£19,330	£22,158	√	√	√	√	√	√
<b>Other Trading Activity</b> Development of visitmonmouthshire.com to improve / upgrade the existing website content and functionality for customers to purchase items.	£1,500	£1,500	£1,750	£2,250	£2,750		√	√	√	√	√
<b>Youth Service</b>											
<b>Training</b> Delivering a training model offering qualifications such as: IQA training, EAT training, Wellbeing training.		£1,700	£2,800	£5,100	£7,500	√	√	√	√	√	√

Area						Monitoring & Evaluation			Outcomes		
<b>Outdoor Education</b>											
<b>Training</b> Attract new client groups from schools outside of Gwent area including the private sector and corporate organisations	£6,750	£13,500	£18,000	£25,000	£32,000	√	√	√	√	√	√
<b>Creation of a camp site at Hilston Park</b> Extension of existing contract with NCS and the pods could enable an additional 2 activity groups to be accommodated.	£29,000	£33,000	£35,000	£40,000	£54,000	√	√	√	√	√	√
<b>Activity with Schools</b> Increase occupancy levels by 10% at Hilston and Gilwern for year 1 and 2 and 15% year 3 onwards.  Duke Of Edinburgh Award - increasing uptake of existing course.	£32,800  £2,500	£32,800  £7,500	£33,000  £12,500	£35,650  £27,000	£40,297  £40,000	√  √	√  √	√  √	√  √	√  √	√  √
<b>Tintern Old Station</b>											
<b>Crazy Golf</b> Investment to add an income stream and to lengthen dwell time on site, based on 5% of visitors taking up the offer.		£28,000	£32,000	£35,000	£41,000	√	√	√	√	√	√
<b>Train Rides</b> Provide train rides and gain total ownership of the track to operate year round.	£7,000	£11,000	£13,000	£15,500	£19,500	√	√	√	√	√	√
<b>Shepherds Hut</b> Introduce one unit in Year 2 with an additional unit coming in years 3 and 4.		£5,400	£5,450	£11,900	£21,000	√	√	√	√	√	√
<b>Wooden Camping Pods</b> Introduce an initial unit in year 2 with an additional unit coming in years 3 and 4.		£2,400	£3,350	£4,000	£9,000	√	√	√	√	√	√
<b>Merchandise</b> The increase in revenue is very much dependant on the above projects especially the camping options.		£950	£2,300	£3,150	£5,600		√	√	√	√	√
<b>Car Parking</b> Introduce news ways of collecting car parking income and introduce changes to parking fees.	£17,800	£19,300	£21,800	£21,800	£23,800	√	√	√	√	√	√
<b>Catering</b> Operate the catering offer directly as opposed to on a lease agreement attempting to increase site usage with the above projects.	£11,333	£12,479	£11,046	£12,221	£16,141	√	√	√	√	√	√
<b>Caldicot Castle</b>											
<b>Mobile and other Catering Offer</b> The introduction of a mobile catering offer in the country park and increased uptake of new café within the Castle grounds.	£2,500	£6,500	£16,200	£26,100	£36,000		√	√	√	√	√

Area						Monitoring & Evaluation			Outcomes		
<b>Museums</b>											
<b>Educational Services</b> We aim to increase the offer of our 4 reminiscence boxes, 6 formal education workshops and 4 school loan boxes.	£500	£1,000	£1,200	£1,600	£2,000	√	√	√	√	√	√
<b>Abergavenny Room Hire</b> Increase the amount of general room hire and rents and ground hire at Abergavenny Museum for Weddings and Corporate Events.	£1,300	£1,800	£2,700	£3,500	£4,500	√	√	√	√	√	√

## Appendix 4 – Proposed Action Plans – Meeting Customer Needs and Organisational Development

Service	Area	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Monitoring & Evaluation			Outcomes		
					Usage	Financial	Customer	Financial	Customer	Organisation
Service Wide	Implement a Marketing and Sales Team to develop a strategy across the group to ensure all commercial opportunities are maximised and there is a clear commercial direction.	√			<	<	<	<	<	<
	Introduce a bespoke back office system and team designed to take bookings, process sales, record and report accurate data and analyse performance to make informed decisions for the business	√			<	<	<	<	<	<
	Develop a team of staff who have the skills, knowledge and confidence to work and sell across many different areas of the business.	√	√	√			<	<	<	<
Leisure Centres	Continue to explore existing exercise referral routes and challenge a preferred way forward for citizens to access the National Exercise Referral Scheme in Monmouthshire.	√	√	√	<	<	<	<	<	<
	Continue to explore a preferred way forward for the continued participation in sport, inclusive participation and physical activity.	√	√	√	<	<	<	<	<	<
	Develop sport leadership and volunteering opportunities to provide the necessary skill base for our future workforce (developing leaders today for tomorrow).	√	√	√			<	<	<	<
	Grow our existing membership database through an innovative sales and marketing plan and focus on the Membership Wellness Journey and new Roadmap for retention	√	√	√	<	<	<	<	<	<
	Continue with a 50 week Learn to Swim Programme and aim to convert 99% of all junior swimmers over to Direct Debit.	√	√	√	<	<	<	<	<	<
	Invest in our facilities to re-design areas ensuring they provide opportunities for growth and sustainability i.e. Monmouth and Abergavenny LC plans.	√	√		<	<	<	<	<	<
Youth	Provide open access youth work provision to meet local need and identified gaps.	√	√	√	<	<	<	<	<	<
	Deliver specific and targeted provision for the most vulnerable young people.	√	√	√	<	<	<	<	<	<
	Provide the young people of Monmouthshire with the opportunity to participate in the Duke of Edinburgh Award.	√	√	√	<	<	<	<	<	<
	To provide a confidential and accessible counselling/therapy service for young people between the ages of 10-19 years old in Monmouthshire.	√	√	√		<	<	<	<	<
	Work with schools/other agencies to provide training and consultancy around mental health awareness.	√	√	√		<	<	<	<	<

Service	Area				Monitoring & Evaluation			Outcomes		
					<	<	<	<	<	<
Outdoor Education	Develop marketing to source new client groups and to ensure existing clients are aware of developments and opportunities for innovative programmes.	√	√	√	<	<	<	<	<	<
	Improvements to buildings and facilities available to client groups.	√			<	<	<	<	<	<
	Improvements in IT hard and soft ware systems.	√					<		<	<
Caldicot Castle	Develop and improve offer within the Castle and in the country park through catering, business conferences and weddings and linking it to our learning programme for the Education product.	√	√	√	<	<	<	<	<	<
Shire Hall	Develop the existing wedding offer.	√	√	√	<	<	<	<	<	<
Tintern Old Station	To run the miniature train throughout the whole season by building a storage tunnel and taking over sole ownership of the railway track.	√	√	√	<	<	<	<	<	<
	To install 3 wooden camping pods in our camping field and 3 shepherds caravans for Glamping in the tree ridge of big meadow and install electrical hook ups for camper vans.	√	√	√	<	<	<	<	<	<
	To plan an event programme around the existing hire of a wedding marquee.	√	√	√	<	<	<	<	<	<
Museums	To ensure we have a depth and breadth of skills to provide a professional museum offer.	√	√	√	<	<	<	<	<	<
	To increase and widen our user base and raise awareness of Monmouthshire Museums as part of the wider Arts and Culture offer.	√	√	√	<	<	<	<	<	<
	Contribute to a vibrant community by adapting to work in new and innovative ways.	√	√	√		<	<	<	<	<
Green Infrastructure & Countryside	Deliver the newly approved Biodiversity and Resilient Ecosystems Forward Plan, including developing actions with measurable targets.	√	√	√			<		<	<
	Participate with Natural Resources Wales and others in the co-production of the Area Statements required under the Environment Act (Wales) (South East Wales & Marine Area Statements).	√	√	√			<		<	<
	Progress the Rights of Way Improvement Plan Review in accordance with the approved timetable / statutory deadline	√	√	√			<		<	<
	Contribute to the delivery of the Living Levels Landscape Partnership scheme	√	√	√	<	<	<		<	<
Tourism	Deliver and monitor the revised Monmouthshire Destination Management Plan and new destination partnership arrangements	√	√	√			<		<	<
	Develop a sustainable future for Monmouthshire's Tourist Information Service through development of new income streams including an eShop and locally distinctive café, and a project to identify best practice visitor information provision.	√	√	√		<	<	<	<	<
	Continue to promote Monmouthshire to group travel / travel trade and business tourism markets through membership of Southern Wales and Meet Gateway South Wales consortia.	√	√	√	<	<	<	<	<	<

Service	Area				Monitoring & Evaluation			Outcomes		
	Continue to undertake destination research and provide tourism business support, including data stewardship of the Wales Tourism Product Database which provides content for destination website, visitor information kiosks and visitwales.com	√	√	√	<		<		<	<
<b>Community Events</b>	Continue to deliver a varied programme of local events across all our venues.	√	√	√	<	<	<	<	<	<

## Appendix 5 – Existing Key Performance Indicators and Monitoring and Evaluation Methodology

Service Area	Existing KPI's	Current Reporting Periods & Processes	Current Monitoring & Evaluation
<b>Leisure</b>	<p>User numbers for visits in relation to Physical activity collected for WG as part of the NAWPI submissions.</p> <p>New and cancelled members, growth, retention and attrition rates.</p> <p>Swimming lesson uptake and DD breakdown.</p> <p>Case studies – seek to undertake 1 a month for use on social media and to report to funders (evidence building).</p>	<p>Reported on 6 months and annually</p> <p>Monthly reports completed as part of an overall membership monitoring performance dashboard.</p> <p>Report regularly in agreement with funders.</p>	<p>This is used to share with staff on site to assist with performance monitoring and healthy local competition.</p> <p>Share data on social media and website when possible.</p> <p>See Mon Leisure Twitter/Facebook for examples.</p>
<b>Youth Service</b>	<p>Whole service is based on feedback and conversations with young people and stakeholders, whether that be about activities or trips in youth clubs, or where youth work happens around the County.</p> <p>Collected through Case Studies, Emails, Outcomes Stars, Evaluation Forms, and Anecdotes.</p> <p>Compliments and complaints are recorded for SP's.</p> <p>All courses delivered are evaluated.</p> <p>Service has a national Quality Mark in Youth Work tool which is used for self-assessment. Checks that doing everything that is expected of a quality youth service.</p>	<p>Reported to the annual Youth Service audit, the annual Youth Service report, and Integrated Youth Offer report.</p>	<p>Information is used to inform change and direction in the service.</p> <p>Ensures constant and regular improvement for team to ensure better offer to our young people and stakeholders.</p>
<b>Outdoor Education</b>	<p>User numbers for Talybont Project Data for Big Lottery</p> <p>Big Lottery undertook their own evaluation visit 12-18 months after project completion but focus was on how the 4 authorities involved worked together for future learning.</p>	<p>The online customer feedback survey is part of a scheme run by the Association for Heads of Outdoor Centres. The same questions are used across the UK. This provides opportunities for nation-wide comparison, and can help to pressure government for support.</p>	<p>Use customer feedback to look for ideas for potential changes needed, and reassurance that things are going well and to standard.</p> <p>The drive to finish the improvements at Talybont has been strongly driven by customer feedback.</p>

Service Area	Existing KPI's	Current Reporting Periods & Processes	Current Monitoring & Evaluation
	<p>Customer Feedback is regularly recorded. Every child and teacher given opportunity to feedback online (back in Classroom).</p> <p>Focus is on recording how the person has developed. Form includes tick boxes and chance to comment. Findings can be filtered by keyword, site or trends. However, very school focused so not helpful for corporate users.</p> <p>All staff can access this feedback system.</p>	<p>Used to do an annual report to the Gwent Forum (multiple local groups including Gwent Music, Library Service, Hearing &amp; Visually Impaired).</p>	
<b>Caldicot Castle</b>	<p>Visitor Numbers.</p> <p>Event numbers through advanced ticket sales.</p> <p>Numbers for wedding parties but general visitors to the park are unknown.</p> <p>Small database of previous users.</p>	<p>Visitor numbers are included in the (STEAM) data and quarterly Service Plan (SP).</p> <p>The SP also monitors VAQAS, Green Flag and Trip Advisor scores.</p>	<p>Helpful for targeted marketing.</p> <p>Supports audience development plan.</p>
<b>Shire Hall</b>	<p>User numbers – people counter on front door.</p> <p>Wedding/Meeting Hire post event feedback questionnaire.</p> <p>Community Groups – audited last year through a feedback form (tick boxes).</p>	<p>User numbers – feed into SP</p>	<p>Review feedback and decide if need to act on.</p> <p>Any complaints are brought to the staff's attention at the time.</p>
<b>Old Station Tintern</b>	<p>Visitor statistics on a regular basis (counted by desk). Count both cars and people using a clicker on busy days.</p> <p>Regular staff surveys.</p>	<p>Report on visitor statistics for STEAM figures.</p> <p>Also report to Tourist Board but only for tent camping figures.</p>	<p>Feedback received used to inform decision making.</p>
<b>Countryside</b>	<p>Number of path users via counters mainly on key promoted routes.</p> <p>Rights of way issues and resolution via CAMS database.</p> <p>Customer feedback.</p> <p>Volunteer hours / numbers (some project specific).</p> <p>Measures of performance on planning consultations.</p> <p>External evaluation via Green Flag Award accreditation i.e. Castle Meadows.</p> <p>Project reporting (to meet funder's requirements).</p>	<p>Report regularly (mainly annually) in agreement with funders. Mainly quantitative / reports on implementation progress.</p> <p>Most other data is collected quarterly or annually, for SP's, counter data on Wales Coast Path shared with NRW.</p> <p>Data also shared with partners to inform bids.</p>	<p>To report to funders, to provide evidence for SP progress and to help inform new bids (but often lack of qualitative evaluation/ case studies makes this challenging)</p>



Service Area	Existing KPI's	Current Reporting Periods & Processes	Current Monitoring & Evaluation
<b>Museums</b>	<p>Tourism data around walking.</p> <p>Visitor statistics recorded at each site on a daily basis. Also record some information around demographics and numbers of social media users, learning service users and Supporter Scheme members for KPIs.</p> <p>Visitor feedback is requested on site through visitor books, and through regular questionnaires related to certain exhibitions or activities, which is often for the purposes of reporting to funders.</p>	<p>Collated by Custodian staff and project staff.</p> <p>Closely monitored by museum management team.</p>	<p>Feedback is used to improve/amend services when possible.</p> <p>Information on our visitors is also used to back funding applications.</p>
<b>Tourism</b>	<p>Provide evaluation information against all grants using reporting criteria set by grant givers and need to provide evidence that we have delivered on outputs/value etc.</p> <p><i>Examples:</i></p> <p>RDP – (quantitative) number of businesses, value of conversion, economic benefit, marketing campaigns.</p> <p>TIS – show growth in number of enquiries, events, page views, social media followers etc.</p> <p>STEAM – used to calculate the settlement figure for local authorities.</p> <p>User numbers – TICs have sensor by the door, which counts the number of visitors.</p> <p>Marketing - Performance is monitored – e.g. websites, social media accounts, visitor survey results.</p>	<p>Continual evaluation.</p> <p>Tourism is one of the most audited departments – grant application outputs and STEAM.</p> <p>Also have to report regularly to Select Committee.</p> <p><i>Example</i></p> <p>STEAM – audited procedure on how collected. Used to show economic impact and allow comparison with other LA's including:</p> <p>Bed stock (also for Euro stats)</p> <p>Visitors to attractions, events, TICS</p> <p>Occupancy levels</p>	<p>Feedback informs all that Tourism do and have to prove it!</p>

# Appendix 6 – Current Performance Dashboard for Leisure Services

Page 373

...
B3
✕ ✓ fx
Row Labels

**Year**

2016/17    2017/18

2012/13    2013/14

2014/15    2015/16

---

**Site**

Abergavenny    All Sites

Caldicot    Chepstow

Monmouth    MonLeisure

---

**Indicator**

Cancelled Members

Cancelled Members Without Aqua

**Members v Target**

Membership Variance

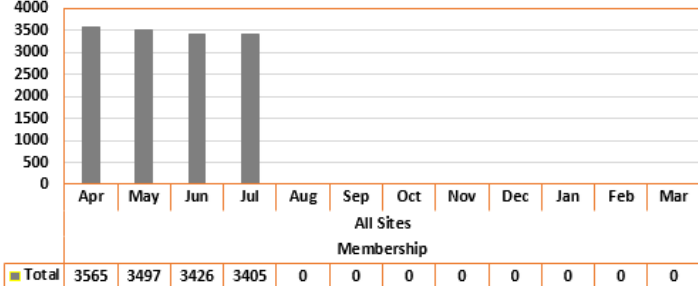
Membership Variance Without Aqua

New DD Members - Annual

New DD Members - AQUA

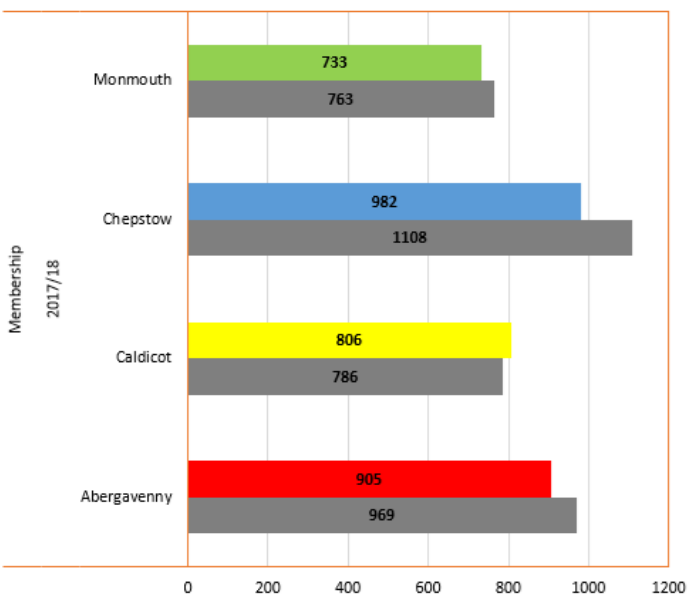
New DD Members - CMSDD

### Monthly Breakdown



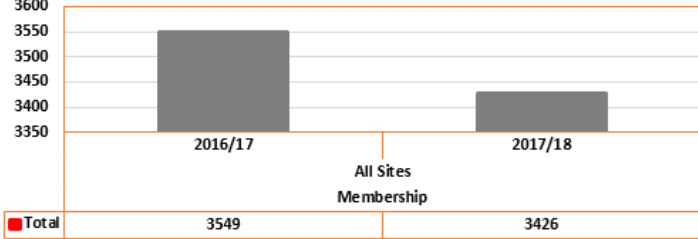
Total	3565	3497	3426	3405	0	0	0	0	0	0	0	0
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### Site Comparison



Membership 2017/18	Monmouth	733	763
	Chepstow	982	1108
	Caldicot	806	786
	Abergavenny	905	969

### Yearly Breakdown



Total	3549	3426
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Summary
Data
Memberships
Swimming
Social Media
+

## Appendix 7 - Well-being of Future Generations Goals & Principles

Project / Programme Name	Well-being Principles					Well-being Goals						
	Long Term	Preventative	Integration	Collaboration	Involvement	Prosperous	Resilient	Healthier	More Equal	Cohesive	Vibrant Culture & WL	Globally Responsive
<b>Leisure Centres</b>												
<b>The Monmouthshire Games</b> New programme of sporting opportunities during all school holiday periods with the aim of growing a database of children who consistently attend.	√	√	√	√	√	√	√	√		√		
<b>Personal Instructors</b> The intention is to extend the current number of Personal Instructors from 1 to 3 per site with no additional cost.	√	√				√	√	√	√			
<b>Swimming Lessons</b> We will aim to increase our current Learn to Swim program by 81 children at £19.00 per membership.		√		√		√	√	√				
<b>Training Academy</b> To achieve this we will have to attract 150 people per year at an average of £150 a course over the 5 year period as part of a new training academy.	√		√	√	√	√	√		√	√	√	√
<b>Abergavenny Re-design</b> Extension of the existing fitness suite from 30-40 to 50-60 stations and free weights area based on a latent demand of 288 members. Re-provision of the café into the reception area with a Costa style offer.		√				√		√				√
Continue to explore existing exercise referral routes and challenge a preferred way forward for citizens to access the National Exercise Referral Scheme in Monmouthshire.		√	√	√	√	√	√	√	√	√		
Continue to explore a preferred way forward for the continued participation in sport, inclusive participation and physical activity.		√	√	√	√	√	√	√	√	√		
Develop sport leadership and volunteering opportunities to provide the necessary skill base for our future workforce (developing leaders today for tomorrow).				√	√	√	√		√			√

	Well-being Principles					Well-being Goals						
Grow our existing membership database through an innovative sales and marketing plan and focus on the Membership Wellness Journey and new Roadmap for retention	√	√	√		√	√	√	√				
Continue with a 50 week Learn to Swim Programme and aim to convert 99% of all junior swimmers over to Direct Debit.	√	√				√		√				√
Invest in our facilities to re-design areas ensuring they provide opportunities for growth and sustainability i.e. Monmouth and Abergavenny LC plans.	√	√	√	√	√	√	√	√	√	√	√	√
<b>Tourism</b>												
<b>Sale of Merchandise</b> Developing and expanding our existing range of goods for resale.						√					√	√
<b>Catering</b> New café income dependent on securing grant funding to establish Wye Tour Tea Room.	√					√					√	
<b>Other Trading Activity</b> Development of visitmonmouthshire.com to improve / upgrade the existing website content and functionality for customers to purchase items.	√		√	√	√	√				√	√	√
Deliver and monitor the revised Monmouthshire Destination Management Plan and new destination partnership arrangements	√		√	√	√					√		
Develop a sustainable future for Monmouthshire's Tourist Information Service through development of new income streams including an eShop and locally distinctive café, and a project to identify best practice visitor information provision.	√				√	√	√			√	√	√
Continue to promote Monmouthshire to group travel / travel trade and business tourism markets through membership of Southern Wales and Meet Gateway South Wales consortia.	√			√	√	√					√	
Continue to undertake destination research and provide tourism business support, including data stewardship of the Wales Tourism Product Database which provides content for destination website, visitor information kiosks and visitwales.com	√			√							√	√
<b>Youth Service</b>												
<b>Training</b> Delivering a training model offering qualifications such as: IQA training, EAT training, Wellbeing training.	√	√	√	√	√	√	√	√	√	√		
<b>Activity with Schools</b> Increase occupancy levels by 10% at Hilston and Gilwern for year 1 and 2 and 15% year 3 onwards.	√		√	√	√	√	√	√		√	√	√

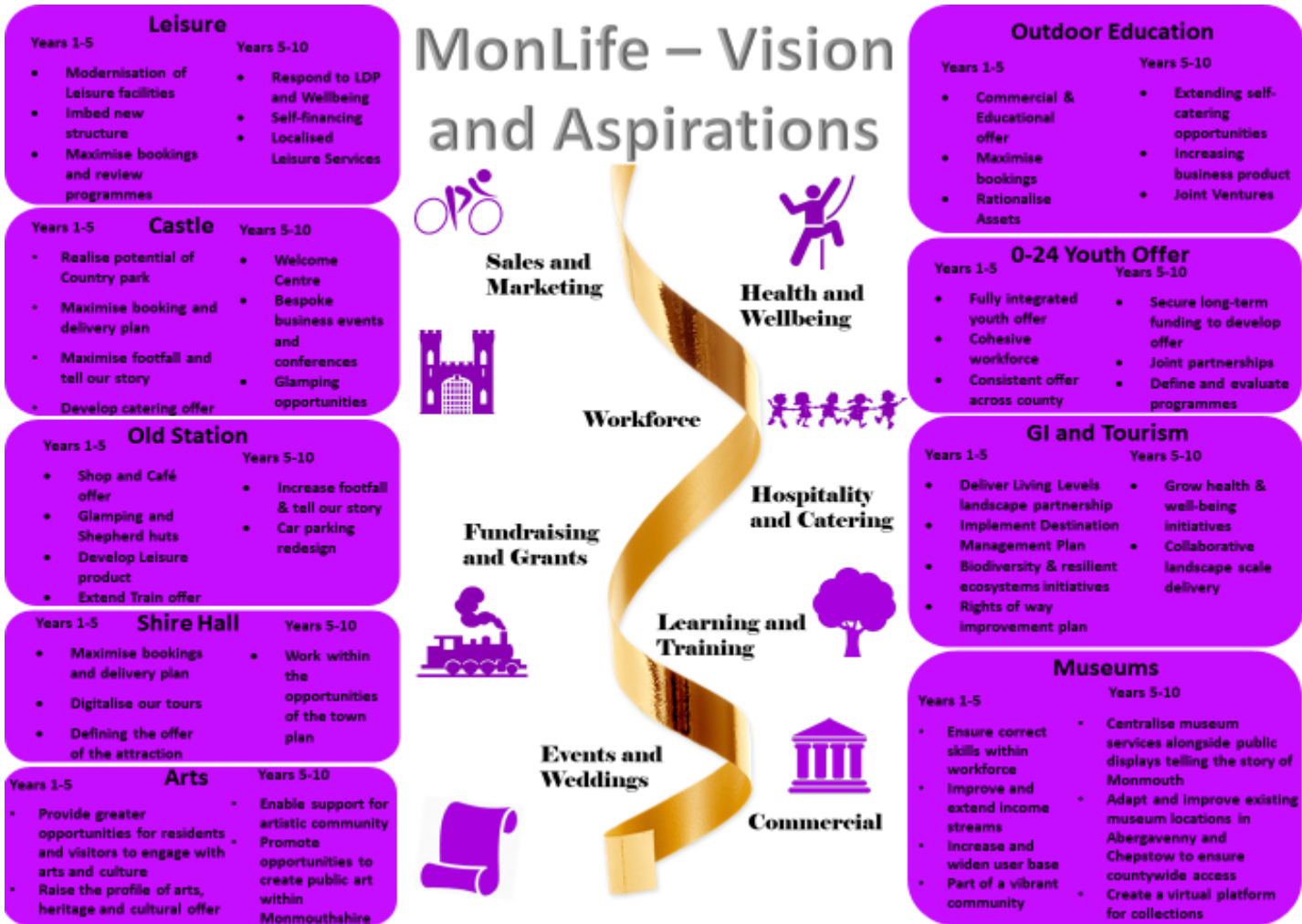
	Well-being Principles					Well-being Goals							
Duke Of Edinburgh Award - increasing uptake of existing course.													
Provide open access youth work provision to meet local need and identified gaps.	√	√	√	√	√	√	√	√	√	√	√		
Deliver specific and targeted provision for the most vulnerable young people.	√	√	√			√	√		√	√			
Provide the young people of Monmouthshire with the opportunity to participate in the Duke of Edinburgh Award.				√	√	√	√	√	√	√	√		
To provide a confidential and accessible counselling/therapy service for young people between the ages of 10-19 years old in Monmouthshire.	√	√			√	√	√		√				
Work with schools/other agencies to provide training and consultancy around mental health awareness.	√	√		√	√	√	√	√		√			
<b>Tintern Old Station</b>													
<b>Crazy Golf</b> Investment to add an income stream and to lengthen dwell time on site, based on 5% of visitors taking up the offer.				√	√	√		√				√	
To run the miniature train throughout the whole season by building a storage tunnel and taking over sole ownership of the railway track.	√				√							√	
To install 3 wooden camping pods in our camping field and 3 shepherds caravans for Glamping in the tree ridge of big meadow and install electrical hook ups for camper vans.	√					√	√					√	√
To plan an event programme around the existing hire of a wedding marquee.	√											√	√
<b>Museums</b>													
<b>Educational Services</b> We aim to increase the offer of our 4 reminiscence boxes, 6 formal education workshops and 4 school loan boxes.		√	√	√	√	√	√				√	√	
<b>Abergavenny Room Hire</b> Increase the amount of general room hire and rents and ground hire at Abergavenny Museum for Weddings and Corporate Events.				√	√	√					√	√	√
To ensure we have a depth and breadth of skills to provide a professional museum offer.	√			√	√	√						√	
To increase and widen our user base and raise awareness of Monmouthshire Museums as part of the wider Arts and Culture offer.	√		√	√	√						√	√	
Contribute to a vibrant community by adapting to work in new and innovative ways.	√		√	√	√	√	√				√	√	
<b>Service Wide</b>													

	Well-being Principles					Well-being Goals						
Implement a Marketing and Sales Team to develop a strategy across the group to ensure all commercial opportunities are maximised and there is a clear commercial direction.	√		√	√		√	√			√		√
Introduce a bespoke back office system and team designed to take bookings, process sales, record and report accurate data and analyse performance to make informed decisions for the business	√		√	√	√	√	√			√		√
Develop a team of staff who have the skills, knowledge and confidence to work and sell across many different areas of the business.	√			√	√	√	√			√		√
<b>Outdoor Education</b>												
Develop marketing to source new client groups and to ensure existing clients are aware of developments and opportunities for innovative programmes.	√			√		√	√				√	√
Improvements to buildings and facilities available to client groups.	√					√	√				√	√
Improvements in IT hard and soft ware systems.	√		√	√	√							√
<b>Caldicot Castle</b>												
Develop and improve offer within the Castle and in the country park through catering, business conferences and weddings and linking it to our learning programme for the Education product.	√		√	√	√	√				√	√	√
<b>Shire Hall</b>												
Develop the existing wedding offer.	√					√					√	√
<b>Green Infrastructure &amp; Countryside</b>												
Deliver the newly approved Biodiversity and Resilient Ecosystems Forward Plan, including developing actions with measurable targets.	√	√				√						
Participate with Natural Resources Wales and others in the co-production of the Area Statements required under the Environment Act (Wales) (South East Wales & Marine Area Statements).			√	√						√		
Progress the Rights of Way Improvement Plan Review in accordance with the approved timetable / statutory deadline	√					√	√	√			√	
Contribute to the delivery of the Living Levels Landscape Partnership scheme	√		√	√	√	√				√	√	
<b>Community Events</b>												
Continue to deliver a varied programme of local events across all our venues.	√		√	√	√	√				√	√	√



Appendix 8 – MonLife Vision and Aspirations

# MonLife – Vision and Aspirations





## Appendix 9 – Background Financial Information

The calculations for all of the financial information contained within this business plan is based upon the existing service budgets for 2017/18. It had been recognised that several services are experiencing financial problems where costs are outstripping the budget and an analysis has identified the areas where services are likely to overspend, both in 2017/18 and 2018/19. These have been identified and the subsequent pressure built into the model. The model also makes assumptions regarding NNDR relief and includes the budget for Leisure's share of the rates budget that currently sits within the school budget. There are potentially other budgets for school and leisure which for operational reasons have been combined but these will now need to be separated. Work is currently ongoing with the School sites to establish new service level agreements to ensure maximum usage of all sites however the model only assumes that charges to schools will rise in line with inflation.

The model uses the same inflation factors for pay and pension contributions as in the MTFP but differs on other costs (circa £3.7m), in that for 18/19 and future years, inflation has been built into the model based upon predictions from the Office of National Statistics. The model also takes account of VAT implications for both the Teckal and Charitable arm and has been checked by independent VAT consultants to ensure the correct treatment has been applied.

The model also identifies the extra annual costs of running the Monlife Group and includes a selection of income generating proposals. Income generating options were scored (RAG) and only those that were identified as 'green' were included within the model. These proposals were then stress tested and evaluated by an independent consultant to determine their achievability.

### Cash Flow Forecast

The model assumes that the grant payment from the Council will be received in four equal instalments on the first day of each quarter. Income and expenditure has then been profiled using a trend analysis from the existing general ledger to ensure the organisation will be solvent. The cash flow table below shows that MonLife would be in surplus through every month of the five year grant period.

**MonLife Group - Cash Flow Forecast**

Cash Flow - Monthly Surplus	Month 1 £000's	Month 2 £000's	Month 3 £000's	Month 4 £000's	Month 5 £000's	Month 6 £000's	Month 7 £000's	Month 8 £000's	Month 9 £000's	Month 10 £000's	Month 11 £000's	Month 12 £000's
2018/19	770	668	342	1,135	492	72	863	778	180	1,200	819	50
2019/20	791	713	413	1,175	530	130	892	843	232	1,242	875	115
2020/21	857	786	492	1,254	602	206	968	930	311	1,329	964	200
2021/22	941	879	593	1,353	697	306	1,067	1,040	415	1,438	1,076	310
2022/23	1,046	996	723	1,477	818	435	1,191	1,180	547	1,575	1,219	455



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## Future Generations Evaluation (Includes Equalities and Sustainability)

<p><b>Name of the Officer</b> Ian Saunders</p> <p><b>Phone no:</b> 07876545793 <b>E-mail:</b> <a href="mailto:iansaunders@monmouthshire.gov.uk">iansaunders@monmouthshire.gov.uk</a></p>	<p><b>To consider a new Delivery Model for Tourism, Leisure, Culture and Youth Services</b></p>
<p><b>Name of Service:</b> Enterprise including Tourism, Leisure, Culture and Youth</p>	<p><b>Date Future Generations Evaluation</b> 15<sup>th</sup> November 2017</p>

*NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc.*



Does your proposal deliver any of the well-being goals below?



Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>To ensure much valued local services are maintained and by their nature provide employment, growth and an increasingly skilled workforce.</p>	<p>Keeping services open and local but with more community focus and coordination – helping knit communities together.</p> <p>Positive engagement and coordination with community focused services.</p> <p>Income generation and investment in key aspects of the business will ensure the culture and business thrives and there is sustained growth moving forwards.</p> <p>Continue to invest and grow our very successful volunteering scheme.</p>

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>Continue our close working partnership with countryside and planning and ensuring our green spaces and cultural heritage is supported.</p> <p>Alternative Delivery Model managing all of its greenspaces and property to maintain and enhance biodiversity and promote resilience (in the context of it being a new entity).</p>	<p>Any Alternative Delivery Model will also seek to develop partnerships and support landscape scale action, provide expert advice and seek to access new forms of funding to secure partnership action.</p>
<p><b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>Positive impact by ensuring quality services are provided by offering events and opportunities to encourage a fit and healthy lifestyle through leisure, sport, outdoor education, countryside and cultural access.</p> <p>The new offer will ensure that events and activities are also well signposted and the benefits of such activities demonstrated.</p>	<p>Working with key partners through the Public Service Board will ensure that physical and mental health through activity is widely available and that the Alternative Delivery Model is central to this by working directly with its communities. The work inside Creating An Active and Healthy Monmouthshire Group connects to key acts such as Social Services Wales (Act) the Wellbeing Future Generations, Environment Act and also key strategies and drivers such as obesity including the Gwent Child Obesity Strategy, Get Wales Moving (replacing Climbing Higher), etc. Schools Sports Surveys will be undertaken biannually along with work across Active Gwent Sport Development/Youth Teams, cultural services, cycling and walking product, and exercise referral should all contribute to a positive impact. The Alternative Delivery Model will have the ability to package the offer and market across our communities.</p>


Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected</p>	<p>The formation of an Alternative Delivery Model will sustain and grow services. A known benefit of an Alternative Delivery Model is improved community engagement and connection with local priorities - this can lead to service improvements and continuing to understand what matters to our customers and partners.</p>	<p>To ensure the Alternative Delivery Model has a structure which focuses on encouraging community cohesion as one of its social drivers.</p> <p>An extensive customer survey on, 'what matters', has been undertaken across all our services where, 1,200 returns were obtained and further engagement activities have taken place since then with customers, staff and user groups.</p>
<p><b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing</p>	<p>The formulation of an Alternative Delivery Model will have delegated responsibility to ensure high standards are met and maintained that do not conflict with the global drivers.</p>	<p>Any decisions taken by the Alternative Delivery Model will take into account global and well-being issues as part of its day to day processes.</p>
<p><b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation</p>	<p>The Alternative Delivery Model will incorporate services which contribute greatly to the local culture, heritage and art, this will include the promotion and protection of the Welsh language, which will form part of the core value and aim of the new organisation.</p>	<p>One of the key drivers of the Alternative Delivery Model will be the promotion of activity, health, culture and art and its structure and key developments will reflect that.</p> <p>The ability to react to the current markets and trends will enable the new organisation to position itself to meet the outcomes.</p>
<p><b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances</p>	<p>The Alternative Delivery Model will provide services for all age ranges and deliver a diverse and comprehensive package for all of its communities.</p>	<p>With the ability to better market and understand data there will be opportunities to target areas of the community that may not currently be aware of the offer.</p> <p>The ability to extend our current work towards access to facilities and services can be rolled out consistently across all service areas.</p>

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	<p>Business plans, investment opportunities, community, staff and member engagement are part of the next phase of developing the Alternative Delivery Model for the future. During this period there is still a need to ensure the services continue to function and develop.</p>	<p>Reducing budgets and savings have led to some service areas altering core hours of operation. There has been a concerted effort to assist by mobilising volunteers, making efficiencies and generating additional income to ensure negative impact of reducing budgets is mitigated. Where possible we have been using existing staff where we have had vacancies.</p>
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>The services have some key partners from funding, grants and delivery of service. Some key partners include other LA's, Public Health Wales, NRW, Sport &amp; Art Wales, Visit Wales, Town &amp; Community Council, Youth Offer partnership, Creating Active &amp; Healthy Monmouthshire, Schools, Unions. During the Alternative Delivery Model engagement process all major stakeholders and partners will be involved.</p>	<p>The next phase of the new organisation will include a full engagement program, scoping of commercial opportunities for which resources and an interim structure will be put in place to move things forwards.</p>

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Involving those with an interest and seeking their views</p>	<p>There is an ongoing engagement program in place to ensure all the relevant people are consulted with. This includes all staff across Tourism, Leisure, Culture and Youth Service, Town and Community Councils, the Senior Leadership Team and all Council members within Monmouthshire.</p>	<p>The engagement process will be constantly reviewed and evaluated to ensure the views of all those who have an interest are taken into account.</p> <p>An initial staff engagement day was organised following the business mandate for 2016/17. All service areas were invited to participate and contribute to how they would like to be kept up-to-date and involved as we start to look at the process and present the options. A number of 'staff champions' have stepped forward to help with the process to communicate and support teams on the ground. An electronic newsletter is sent to all staff periodically when there is any further information or progress to share. There is also a central location on the Hub for staff to view relevant documentation and post views and opinions on the process. This ensures all staff are receiving a consistent message and the champions have something to share with teams and collect any feedback in necessary.</p> <p>An extensive customer survey on, 'what matters', has been undertaken across all our services where, 1,200 returns have been obtained.</p> <p>We have also completed staff workshops and consultation to assist in designing our brand, culture, purpose and vision to provide the Alternative Delivery Model with a clear focus and direction that is shared by all involved.</p>
 <p>Putting resources into preventing problems occurring or getting worse</p>	<p>The business plans for each service are being developed with the site teams and managers. In the plans there are opportunities for growth and investment.</p> <p>If this is not done the services will be managing decline and income targets will not be maintained causing a downward spiral.</p>	<p>The Alternative Delivery Model will develop a new staffing structure and investigate how best to mobilise it's incredible talented teams across the various business opportunities and services. We are currently identifying key income pipelines for each area and how these can be developed and joined up within the new model moving forwards.</p>



Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>The opportunity to develop a new way of delivering services and sustaining their long term future should give the opportunity to better connect wellbeing outcomes to other partners and bodies. All the services being considered contribute to the wellbeing goals although some are more clearly defined than others. It is important that the services are able to clearly demonstrate and understand their input into the wellbeing goals – it is also important to consider the impact.</p>	<p>One of the key drivers of the Alternative Delivery Model will be the promotion of activity, health, culture and art and its structure and key developments will reflect that. All of this will be linked back to ensuring the key priorities of the Future Generations Act are met. A single outcome measurement framework will be developed to help the ADM measure its impact on all of the wellbeing goals</p>

3. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link: <http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or [alanburkitt@monmouthshire.gov.uk](mailto:alanburkitt@monmouthshire.gov.uk)

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	<p>The Alternative Delivery Model will provide greater opportunities for all ages as it will look to invest, develop and build on existing facilities and programs. There will also be a joined up approach so that all service areas in scope provide a much wider offer. The new model will also provide employment opportunities in new areas of the business for existing staff within marketing, sales, catering etc. These positive impacts will apply to all protected characteristics listed below.</p>	n/a	<p>Asking all of our customers and partners what matters to them will evidently improve our services. If we are in a position in the future to redesign and invest in facilities we will see an improved offer for all.</p>

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Disability	Any new re-design and development will be DDA compliant.	n/a	Working with key partners we have ensured all new facilities and re-developments have/will be fit for purpose and suitable for all abilities.
Gender reassignment	As in Age row	n/a	As in Age row
Marriage or civil partnership	As in Age row	n/a	As in Age row
Pregnancy or maternity	As in Age row	n/a	As in Age row
Race	As in Age row	n/a	As in Age row
Religion or Belief	As in Age row	n/a	As in Age row
Sex	As in Age row	n/a	As in Age row
Sexual Orientation	As in Age row	n/a	As in Age row
Welsh Language	Consideration will be given to any new signage and plans for any redevelopments to comply with the Welsh Language act. All marketing materials and general information for customers will be provided bilingually including planned social media. There are current Welsh Language courses running for all front of house staff to meet and greet customers and these will be developed. All job adverts are now advertised as requesting Welsh speakers as part of the person specification.	n/a	Our staff are engaging in improving their ability to communicate through the medium of Welsh. There is support for this centrally via a scheduled training program to ensure our teams are in a good position to deliver the core aims within a set timeframe.

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	<b>Describe any positive impacts your proposal has on safeguarding and corporate parenting</b>	<b>Describe any negative impacts your proposal has on safeguarding and corporate parenting</b>	<b>What will you do/have you done to mitigate any negative impacts or better contribute to positive impacts?</b>
Safeguarding	We will ensure safeguarding is at the forefront of all plans with the relevant documentation, systems and procedures and levels of training in place for all staff relevant to the role consistently across the board.	n/a	We will continue to prioritise our safeguarding measures, reflect on current practice and continue to train staff to the appropriate levels. All service areas have updated SAFE procedures in place in line with MCC procedures and a training database is maintained by all managers to reflect upskilling of staff within this area. We also link with our sports clubs to ensure they have nominated individuals to safeguard their users.
Corporate Parenting	We will continue to work with our partners to assist in any way we can and add value to the current provisions.	n/a	We will continue to have representation for this area at all team meetings and continuously monitor and review all systems and procedures mentioned above to ensure we are providing as safe an environment for all of our customers as possible. We actively encourage all staff to be vigilant and report any instances they feel appropriate and have procedures in place for this.

**5. What evidence and data has informed the development of your proposal?**

The Cabinet report proposing the move to an Alternative Delivery Model is founded upon the following reports:

- Final Business Case
- Amion report regarding the Future Options for MCC's Cultural Services;
- The Medium Term Financial Plan;
- Full Engagement Plan;
- Welsh Government Guide to Alternative Delivery Models;
- Anthony Collins Strategic Outline Case;
- MCC Strategic Outline Case;
- Outline Business Case produced by Kevin Ford working as an associate with Anthony Collins
- VAT Report by Mazars
- Advice and Support from other Leisure Trusts/Charitable Organisations

**6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?**

The purpose of the proposed Alternative Delivery Model is to ensure much valued local services are maintained and by their nature continue to provide employment, growth and an increasingly skilled workforce. The proposals will enable services to be kept open but with more community focus and coordination, helping knit communities together. Activities in establishing the Alternative Delivery Model will require positive engagement and coordination with community focused services as well as income generation and investment in key aspects of the business to ensure the culture and business thrives. Incorporated services will contribute greatly to our local culture, heritage and art with the promotion of activity, health and wellbeing forming part of its key drivers.

**7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.**

What are you going to do	When are you going to do it?	Who is responsible	Progress
Produce and present Strategic Outline Case to Joint Select (SOC)	5 <sup>th</sup> October 2016	Ian Saunders & Working Group	<b>Complete</b>
Subject to approval Draft Outline Business Case will be developed	October – February 2017	Ian Saunders & Working Group	<b>Complete</b>
Presentation for Senior Leadership Team around the Draft Outline Business Case	26 <sup>th</sup> January 2017	Ian Saunders & Working Group	<b>Complete</b>

Draft Outline Business Case to go to Senior Leadership Team	February 2017	Ian Saunders & Working Group	<b>Complete</b>
Draft Outline Business Case to go to Joint Select	27 <sup>th</sup> February 2017	Ian Saunders & Working Group	<b>Complete</b>
Draft Outline Business Case to go to Full Council for approval to progress to full Business Case	20 <sup>th</sup> March 2017	Ian Saunders & Working Group	<b>Complete</b>
Complete full business case and first draft of Business Plan to present to Cabinet	March – December 2017	Ian Saunders & Working Group	<b>Complete</b>
Subject to approval the ADM group structure will be established	January – April 2018	Ian Saunders & Working Group	
Subject to approval the ADM will go live	July 2018	Ian Saunders & Working Group	

Page 392

**MONITORING:** The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	Ongoing (in line with the above schedule)
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**9. VERSION CONTROL:** The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	<i>Principle of the Alternative Delivery Model to be approved</i>	<i>September 2016</i>	<i>This will demonstrate how we have considered and built in sustainable development throughout the evolution of a proposal.</i>
2	<i>Outline Business Case Draft</i>	<i>March 2017</i>	
3	<i>Completion of Final Business Case and first draft of Business Plan</i>	<i>November 2017</i>	

**Questions posed by MCC SLT and Finance Colleagues****Appendix D**

This list is not intended to be exhaustive at this stage, but merely aims to highlight some of the further work and activities that may be required to reach Full Business Case and demonstrate a clear full comparative analysis of Options 2 and 3 for a final decision to be taken.

	<b>Question</b>	<b>Cross reference to Business Case</b>
1.	Why are we considering/proposing to set up a new delivery model?	Pages 6-15
2.	What are the benefits to the Council; Services affected and the public of a new delivery model being set up? How does potential transfer help sustain services more generally?	Pages 23-26; 28-32; 63-64; 88 (App E); 155 (App X); 138 (App U)
3.	What assumptions are made about increased attendance, and how would the new delivery model propose to achieve e.g. new facilities, refresh of old, marketing?	Pages 30-31; 64-66; 88 (App E)
4.	How does it all work – how is it afforded?	Pages 60-68; 88 (App E); 155 (App X)
5.	What's the level of set up costs involved in establishing a new entity?	Pages 14; 40; 60-62
6.	Can it be demonstrated the level of continued support required from the Council and its reduction over time?	Pages 13-14
7.	How can the reduction in corporate support be achieved?	Page 66&67; 88 (App E)
8.	What are the net cost/savings?	Pages 30; 60-63; 65-67
9.	What will be the sustained/improved performance of the service areas affected?	Pages 28-32; 60; 64-66
10.	What is the length of contract intended to volunteer to the Council?	Pages 66 ; 155 (App X)
11.	How will the proposed transfer impact the provision of other services staying within the Local Authority?	Page 52-53

12.	What will be the effect on jobs – positive/negative, sustaining/declining, terms and conditions etc.?	Pages 55-59
13.	Do we know where local and national union representation stands on the creation of a Trust?	Pages 56; 104 (App K); 136 (App T) Union Statement – Appendix F as provided as part of papers with report
14.	What mechanisms are envisaged as an adequate review mechanism, and what “breakpoints” are advocated where Council get an early opportunity to influence any failing situation?	Pages 46-53; Also refer to Appendix D in the papers circulated for Joint Select - Paper on Board Structure and Make-up
15.	Has consideration been given to the risks involved in setting up an ADM and what will be the mitigations required to ensure future success?	Page 110 (App K)

# Monmouthshire County Council ADM

## Commentary on Board Structure and Make-up

### 1. The Boards of Directors

1.1 We set out below:

- 1.1.1 a detailed explanation of the duties owed by directors to a company, the impact of breaching these duties, and some practical steps to take to assist in ensuring directors comply with these duties;
- 1.1.2 suggestions for the Boards of the Teckal company, trading company and charity, including recommendations in terms of numbers and make up of each Board.

### *DIRECTORS' DUTIES*

1.2 The board of directors is ultimately responsible for running a company, and directors have a range of core statutory duties. These general duties are set out in sections 171 to 177 of the Companies Act 2006 and are:

- 1.2.1 **the duty to act within powers** – to act within the company's constitution and only to exercise the director's powers for the purposes for which they are conferred;
- 1.2.2 **the duty to promote the success of the company** – the director's primary duty is to the company and it is important that those directors appointed by the Council understand this. Directors must act (in good faith) in a way which would be most likely to promote the success of the company for the benefit of the members or shareholders as a whole. In so doing, directors must have regard to a non-exhaustive list of matters;<sup>1</sup>

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<sup>1</sup> These are:

- the likely consequences of any decision in the long term;
- the interests of the company's employees;
- the need to foster the company's business relationships with suppliers, customers and others;
- the impact of the company's operations on the community and the environment;
- the desirability of the company maintaining a reputation for high standards of business conduct; and
- the need to act fairly as between members of the company.



- 1.2.3 **the duty to exercise independent judgment** – although this does not stop a director from acting in accordance with any agreement entered into by the company that fetters the directors' discretion;
  - 1.2.4 **the duty to exercise reasonable care, skill and diligence** – the duty of care is that of a reasonably diligent person with the general knowledge, skill and experience reasonably expected of somebody in the director's position, and the director is expected to use the general knowledge, skill and experience that s/he personally has;
  - 1.2.5 **the duty to avoid conflicts of interest** – directors must avoid situations where they have (or might have) a direct or indirect interest that would or could conflict with the interests of the company. However in some situations, a board or members can authorise a conflict situation and set parameters around a director's activities, or manage the conflict in other ways. This is discussed further in context of the suggested make-up of the Boards below;
  - 1.2.6 **the duty not to accept benefits from third parties** – directors must not accept benefits where these are conferred by reason of their being a director of a company;
  - 1.2.7 **the duty to declare interests in proposed actions or transactions** – where a transaction or arrangement is being considered or entered into by the company, directors must declare to their fellow directors if they have any direct or indirect interest in that transaction or arrangement. This would commonly result in the director with the interest being excluded from the decision making process for that transaction or arrangement.
- 1.3 These general duties must always be complied with, save for a few limited exceptions:
- 1.3.1 the Companies Act 2006 expressly allows directors to make provision for certain employees (or former employees) in connection with the cessation or the transfer of the company's business, even where to do so would otherwise be a breach of one of the general duties; and
  - 1.3.2 in certain circumstances directors (or members/shareholders) may authorise matters that would otherwise be a breach of duty – e.g. in relation to conflicts of interest, directors or members may authorise directors to continue to act despite a conflict.
- 1.4 These general duties cannot be excluded or diluted by the company's constitution.

## *IMPACT OF BREACHING THE GENERAL DUTIES*

1.5 If a director breaches one or more of the general duties:

1.5.1 the company may have grounds to bring a civil action against the director; or

1.5.2 the director may be disqualified if they are shown to be unfit to be concerned in the management of a company as a result of the breach.

Action for breach of duty may be taken by the Board on behalf of the company. However, the Board may be unwilling, or unable, to take action against a fellow director. In such a case, the company itself can take legal action against a director (or former director) for breach of duty through a derivative claim brought by one or more members. A member/shareholder can also bring an action for unfair prejudice in his own right.

## *WIDER LEGAL DUTIES*

1.6 The general duties set out in the Companies Act 2006 are not meant as an exhaustive list, and are in addition to wider legal duties. For example, while directors are not generally personally liable for a company's debts, they can become so if they give personal guarantees (something which we consider is extremely unlikely in the circumstances). Directors might also incur direct liability where there is fraudulent trading, wrongful trading, misfeasance or breach of the director's fiduciary duty to the company.

## *PROTECTING A DIRECTOR FROM LIABILITY*

1.7 The Companies Act 2006 contains a general prohibition against exempting or indemnifying directors against any liability that would otherwise attach to him in connection with any negligence, default, breach of duty or breach of trust. However, there are statutory exceptions to this general prohibition, which provide that:

1.7.1 a company may acquire and maintain insurance for its directors, or those of an associated company, against such liability; and

1.7.2 a company may provide an indemnity for its directors, or those of an associated company, against certain liabilities, provided that such indemnity is a qualifying third party indemnity or a qualifying pension scheme indemnity under the Companies Act 2006.

1.8 Directors can also be relieved from liability by the members or shareholders of the company ratifying conduct that amounts to negligence, default, breach of duty or breach

of trust, subject to such conduct being capable of ratification, or by the court in certain circumstances.

### *PRACTICAL STEPS TO COMPLY WITH DIRECTORS' DUTIES*

- 1.9 While directors each have a personal responsibility to comply with their duties, practical steps can be taken to assist the directors in their compliance and to give assurances to a company as to the compliance of its directors with those duties through creating the right corporate culture. These include:
- 1.9.1 providing training to new directors on the extent of their general duties, potentially as part of a wider induction programme (see further below in the context of the options available to the Council in terms of who is appointed to the Boards);
  - 1.9.2 ensuring that directors are briefed on their duties before (or as) they are appointed, and that they are also briefed or refreshed at regular intervals following appointment;
  - 1.9.3 regularly taking the directors' duties into account in the company's strategies and operations;
  - 1.9.4 review or draft company policies (especially in the context of corporate responsibility and compliance) in the light of the directors' duties;
  - 1.9.5 making reference to the general duties in each director's terms of appointment (or services contracts where there are any) and in the terms of reference for any committee to which the board delegates.

### *MAKE-UP OF THE BOARDS – GENERAL*

- 1.10 The Boards of both the *Teckal* company and the trading company can comprise officers, Members and independent non-executive directors (for example, individuals that are recruited to bring a specific skill set). The companies could also directly employ executive directors engaged full time in running the company. There is no legal requirement to have a managing director or finance director, but the Council may wish to consider allocating portfolios of responsibility to individual directors. In addition, there is obvious benefit in one individual having responsibility for leadership and for making key decisions about the company's activities.

1.11 In terms of numbers, we would recommend an odd number of directors (and a minimum of three) to avoid deadlock situations in decision making, and a maximum of around 12 directors to avoid decision-making becoming unwieldy.

### *MAKE-UP OF THE BOARDS – MEMBERS AND OFFICERS AS DIRECTORS*

1.12 The Council will need to consider who it appoints to the Boards of each company. As mentioned above, this can be made up of officers and/or Members, and third parties, in differing proportions.

1.13 Should the Council decide that any Members should be appointed as directors, care should be taken to manage conflicts of interest between the duties to act in the best interests of the company or companies they are directors for (see paragraph 1.2 above) and the duty to act in the Council's best interests. Neither of these duties can be either avoided or delegated which can mean that an individual Member who is a director may find that in reality they must be excluded from decision making on one or both sides of the relationship.

1.14 We therefore advise the Council to consider whether Member involvement is better suited at a shareholder/Member level where the same conflict should not arise because the Council as shareholder is only required to act in its own best interests.

1.15 If there is a desire for individual Members to be appointed directors of the *Teckal* or trading companies, we would advise the Council to consider carefully which Members these are in the context of the Council's internal decision making processes. For example, if the Council takes the view that Cabinet should act in the shareholder capacity, then ideally no Member that sits in Cabinet should be appointed as a director. If they are, then they are likely to have to regularly declare a conflict of interests, and this is likely to lead to their being ineffective as decision makers, either within the Council or on either company's Board.

1.16 Officer directors will, of course, also owe duties to the Council. However, these duties arise from their terms and conditions of employment and, as such, it is possible for the Council as their employer to amend these terms and conditions to say that the officer may act as a director of the company and that, where they so act, the officer should put the interests of the company first (as the law relating to directors requires).

- 1.17 Where officers are appointed then consideration should still be given to their position and responsibilities within the Council. Officer directors should not advise the Council as shareholder on action or decisions to take relevant to the company. We generally also advise against Section 151 Officers being appointed to boards where they may be making recommendations in the Budget that benefit the company (although this can happen where the Council is happy for a deputy Section 151 Officer to deal with such recommendations).
- 1.18 In practice, many officers serve as directors of local authority companies without any problem. What is of most importance when setting up the companies is that the Board will provide the needed qualities and experience, and that the Council is satisfied that its interests as the sole shareholder/member are being properly served.
- 1.19 It is however important that a consideration of the practical points and potential conflicts of any appointment is undertaken beforehand, as it is frustrating to all if a director is frequently prevented from acting due to conflicts arising.
- 1.20 Furthermore, of course, the existence of apparent bias or predetermination towards the company by the Council when decisions are made (whether by officers or Members) can give rise to actions for judicial review.

### *REMUNERATION OF DIRECTORS*

- 1.21 Another relevant point which sometimes has a bearing on Board membership concerns any payment for acting as a director:
- 1.21.1 Member directors are limited by the Local Authorities (Companies) Order 1995 as to the level of remuneration and expenses they can receive (allowances must be comparable to an equivalent role under the Scheme of Allowances and any payment by the company reduces any allowance due to the Member from the Council);
  - 1.21.2 the Local Government Act 1972 prevents Officers from accepting any direct remuneration from a company, although nothing prevents the Council from directly remunerating an Officer for taking on additional responsibilities on its behalf and at its request, even though those additional duties are through and with the company;
  - 1.21.3 Officers and Members should be aware that when they are acting as directors they are not normally protected by their usual statutory immunity, or by the

Council. The Council should consider whether the nature of the company in question provides protection and whether this covers the personal liability of Directors. The Council should take particular care in granting any indemnity to an officer or Member and ensure that they are acting within their powers as set out in statute. Any indemnity / insurance should be taken out by the company rather than the Council.

## THE BOARDS OF THE TECKAL AND TRADING COMPANIES

- 1.22 Given the requirements under *Teckal* / Regulation 12 rules the Council needs to maintain a degree of control over at least the *Teckal* company, and so it is important to consider how directors on the Board of the *Teckal* and trading companies are appointed and removed.
- 1.23 As mentioned above, the Board could include Members, officers, and externally-recruited non-executive directors. We anticipate that the Board of the *Teckal* company would be entirely appointed by the Council, at least at the outset.
- 1.24 The Council may be comfortable for the Board of the trading company to recruit and appoint non-executive directors itself. Initially, though, the Boards of the *Teckal* company and the trading company can be the same.
- 1.25 From the perspective of Regulation 12, sufficient control of the *Teckal* company can be demonstrated simply by ensuring that the Council appoints the Board; this does not preclude directors being found from the private sector. In terms of proportions, a helpful model might be local authority arms-length management organisations (ALMOs). These typically divide their Board three ways: one third appointed by the Council (often but not always also being officers or Members), one third being tenant board members, and one third being independent board members recommended by the Board to the parent local authority – so fully two thirds of the board members are not directly council appointed. In this scenario the parent local authority also has the ability to remove any director. A similar situation might be created for the *Teckal* company. If the majority of the directors were to come from private sector, then measures need to be put in place to protect the Regulation 12 exemption. This might include, in a similar way as is seen in ALMOs, the Council having the ability to remove any director at will. While this might create a Board of Directors which feels slightly more consultative in nature than the norm for a company, this would enable the *Teckal* company to benefit from private sector expertise while protecting the Regulation 12 exemption.

## HOW MANY BOARD MEMBERS?

1.26 Again, the ALMO model may give some helpful guidance – in many ALMOs the Board typically has 15 Directors. Given the *Teckal* and trading companies will have the Council as their sole member / shareholder, a sensible number for the Boards may be 9 or 11:

1.26.1 the Chair;

1.26.2 5 Non-Executive Directors;

1.26.3 3 or even 5 Executive Directors – so potentially a CEO, an FD, and one or more others.

## THE CHAIR

1.27 The chair is a director appointed to take responsibility for procedural control over meetings of the company's Board (and often shareholder meetings also). As a rule the chair would be expected to be responsible for:

1.27.1 leadership of the board, ensuring its effectiveness on all aspects of its role and setting its agenda;

1.27.2 ensuring that the directors receive accurate, timely and clear information;

1.27.3 ensuring effective communication with shareholders;

1.27.4 facilitating the effective contribution of non-executive directors and ensuring constructive relations between executive and non-executive directors;

1.27.5 ensuring that there is a quorum present before a meeting proceeds;

1.27.6 keeping order;

1.27.7 ensuring the business of the meeting is dealt with (in essence ensuring that an agenda is kept to).

1.28 To ensure that this happens the roles of the chairman and chief executive should be separate roles.

1.29 Where a decision must be made as to whether or not a director is able to participate in a meeting or vote on a particular decision (for example if that director has a conflict of interests) the chair is generally called upon to make that decision. The chair can also be given a casting vote to manage situations in which a deadlock arises.

1.30 The role of chair is therefore an important one, and we advise the Council to give consideration to the appointment of a chair, and to whether or not that chair should be given a casting vote over decisions made. If the chair does not have a casting vote, then the number of directors should be odd, and the quorum for meetings should be an odd number, to minimise the opportunities for deadlock.

## COMPANY SECRETARY

1.31 There is no longer any requirement for a private limited company to have a named company secretary, and the company secretarial duties can be undertaken by anybody – for example any director of the company. In our experience, most local authorities do appoint a company secretary and that person is, typically, a member of the in house legal services team or the authority's monitoring officer. This allows a secondary check on the activities of the company.

1.32 Provision of company secretarial services can be dealt with through the support arrangements between the Council and the companies. The Council could choose to appoint one company secretary for the *Teckal* and trading companies to assist in unifying the governance structure.

## RECOMMENDATIONS

1.33 In the circumstances, we recommend that:

1.33.1 either Cabinet, or relevant Members with delegated authority, exercises the shareholder function, with appropriate support from officers;

1.33.2 the Boards of the *Teckal* and trading companies are made up of a mixture of officer directors and, if it is felt that there is a need to look externally for specific experience or expertise, independent non-executive directors. At least to begin with, the Boards of the *Teckal* and trading companies can be identical;

1.33.3 if the Council decides that it will appoint any Members as directors of either the *Teckal* or trading companies or both, there should be sufficient other directors appointed to mean that, even if a Member director has a conflict of interest, a quorum is still possible for meetings and decisions can still be taken. Equally, if any Members are appointed then the Council will need to be confident that it can continue to take decisions effectively itself;

1.33.4 the companies together appoint a group company secretary.



## THE CHARITY

- 1.34 There are two options for a charitable company limited by guarantee, in terms of its membership and board:
- 1.34.1 the charity's company members and its board of directors are the same people;  
or
  - 1.34.2 the charity's company members include the directors, but also other individual or corporate trustees.
- 1.35 Local authorities are sometimes corporate trustees for charities which hold or manage public facilities, including leisure centres, parks, libraries and town halls, for example. In a company context, the local authority as corporate trustee is a member of the company, as well as the individuals that are directors.
- 1.36 If the Council chose to be a member of the charitable company (and therefore a trustee) then it would need to bear in mind the distinction between the Council and the Council as charity trustee and manage any conflicts of interest, as well as ensuring that in its capacity as trustee it acted in the best interests of the charity. The Council could choose instead to nominate trustees – officers or Members that would be members of the company and on the board of directors.
- 1.37 The significance of the charity's need to apply its objects is a need for greater independence than will be given to the *Teckal* and trading companies. This may indicate it has a different Board (entirely or partially) to the other two companies. There can, however, be some overlap, and this does not mean that the Council cannot nominate or appoint directors. Indeed, in many Leisure Trusts, the local authority appoints a portion of the Board.

**NEW DELIVERY MODEL for T.L.C &.Y. SERVICES**  
**FINAL BUSINESS CASE**  
**TRADE UNION COMMENTS TO JOINT SELECT COMMITTEE JULY 24<sup>th</sup> 2017**

Outsourcing from the Public Sector, of any sort, has always been resisted by the Trade Union Movement.

Concerns have centred around set up and transactional costs, subsequent reduction in jobs and services, general employment insecurity and deterioration in pay and terms. The establishment of such 'arm's length' arrangements often help facilitate the 'outsourcing' of the impacts of Austerity

However, if an Alternative Delivery Model (ADM) is to be established, the Council should promote stability and a smooth transition by ensuring that:

- The Annual Management Fee (5.5 pg. 67) is inflation proofed and assured for a significant period, without taper. Experience from elsewhere suggests that significant income generation can be difficult to achieve in a timely fashion, and of course impossible in 'non-commercial' areas such as Countryside and the Youth Service.
- The Asset base (4.5.2.pg 53) is retained, maintained and invested in.
- A 'Teckal' Company is established to avoid subsequent Competitive Tendering for services (4.3.2.5 pg. 48)
- A long term Support Services Agreement (4.5.2 pg. 52) is entered into to achieve stability for Council Central Services
- A Staffing Agreement is drawn up with the ADM to protect the interests of employees.

## STAFFING MATTERS

TUPE and the pension arrangements for transferring staff would have to apply (4.6 pgs. 55 - 57)

In addition, the Trade Unions seek a Staffing Agreement, which would cover:

- Admission to the Local Government Pension Scheme to be on an open basis, allowing new employees to join. The Council should consider assisting the ADM by meeting 'historic' pension liabilities
- Trade Union Recognition for all staff with supporting procedural agreements
- Commitment to National and Local Agreements on an enduring, dynamic basis
- Embedding of the Living Wage without supplement
- Application to be added to the Redundancy Modification Order
- A Disputes Resolution procedure
- All the above to apply to any sub contract or subsidiary
- The Code of Practice on Workforce Matters in Public Sector Service Contracts (the so called 2 Tier Code), would have to apply in any event.

UNISON/GMB

# The Future for Leisure, Tourism, Culture & Youth

A Business Case for an Alternative Delivery Model

# The reality

- ▶ Conclusion of a lengthy & wide-ranging strategic appraisal of options for future of TLCY
- ▶ Function before form
- ▶ Purpose is to secure a viable, sustainable and supportable future for TLCY services in order to optimise the contribution they make to developing the wellbeing of Monmouthshire residents throughout their lives
- ▶ Context is significant societal/ wellbeing challenges and demand pressures faced
- ▶ Our funding is declining rapidly and as the lowest funded council in Wales, the gap between us and the rest of the pack is a yawning one. This is unlikely to change and is the new norm
- ▶ Council and PSB signed up to wellbeing objectives, which puts TLCY services centre-stage as catalysts and contributors to wellbeing. However, TLCY services are, in the main, discretionary not statutory
- ▶ This shouldn't make a difference, but it does. TLCY services can't be realistically 'prioritised' or protected. This is because there are genuinely wider and more readily available and accessible options through which to feasibly deliver them, than there are for Education & Social Care.

# What does Tourism, Leisure, Culture and Youth do?

- ▶ Custodians of 850 km<sup>2</sup> of countryside
- ▶ Thousands of 'Rights of Way' and public footpaths
- ▶ Gwent-wide Outdoor Education Service with three sites; Gilwern, Talybont & Hilston Park
- ▶ Overseers of Coastline, Castles, World Heritage Site, BBNP, AONB & SSSI
- ▶ Runs and manages 4 Leisure Centres, 4 Museums, 3 major attractions, smaller community based picnic and historic sites
- ▶ Youth Service - multiple programmes, support and services to communities & schools
- ▶ Exercise Referral Scheme
- ▶ Tourist Information Centres and tourism economy/impact which is on a positive trajectory
- ▶ Sport's Development: Playmakers, Young Ambassadors & Monmouthshire Games
- ▶ Play, recreation and green spaces

# Why is this important?

- ▶ Burgeoning costs of poor physical/mental health needs focus on keeping people well
- ▶ Public Health Imperative
- ▶ Exercising, playing sport or partaking in cultural activity is when 44% of people are at happiest
- ▶ Leisure is the 'new productivity'. Knowledge economy relies on power of ideas. We are best wired for ideas and inspiration in moments of leisure.
- ▶ Connecting people with heritage and place (as we have seen some of our museum projects), helps overcome isolation and loneliness.
- ▶ The culture and creative industry is a growing segment of our economy. We are competing in a global tourism economy STEAM figures are rising on back of sporting/ major & cultural events. Productivity & prosperity
- ▶ Opportunity to address broader social policy issues such as community development, social justice, health & educational attainment. E.g., Sports Ambassadors, Playmakers. People feel a 'pull' to our county because it offers unrivalled access to inspiring environments
- ▶ These services help to lower reliance on costly statutory Council services
- ▶ The Wellbeing assessment work and objectives are explicit about the importance of our environment, leisure and wellbeing

# What's the current position?

- ▶ In 2010, budget for service area was £6.5m. Today it stands at just over £4.4m - 3% of council's total budget
- ▶ Outperformed all expectations of income & consistently major contributor to MTFP
- ▶ Our drive for effectiveness and efficiency is long established
- ▶ Over years, had to make concessions to keep things going like free swimming for 60+, new pool and facilities in Monmouth, adequate play spaces, volunteer led leadership of sport & Rights of Way and converting play schemes to Monmouthshire Games
- ▶ Cuts to staffing are biting. Income levels are stagnant. External grants withdrawn or are reducing. Condition of facilities is poor. Investment has been prioritised in other areas. Partners withdrawing from joint arrangements (OEC, TIC). Services increasingly unviable. Capacity is low. Little scope to renew from where we are
- ▶ Costs delivering services over next 5 years would be consistently higher than MTFP allocation
- ▶ If things stay the same, managing decline is only option.



# How could services live within the MTFP Model

No investment in the services - significant savings would need to be made - 655k by year 5 (2022).

Short Term considerations could be

- ▶ All sites review opening hours
- ▶ Non essential activity would not be undertaken (e.g. attendance at meetings, velethon, agricultural shows)
- ▶ Reduced opening hours at museums sites and attractions (no winter opening)
- ▶ Closure of Leisure sites on Sunday afternoons and reduced opening hours during the week
- ▶ No ability to recruit much needed specialist positions

Medium Term Considerations could be

- ▶ Closure of Caldicot Castle as a venue with park remaining open
- ▶ Rationalisation of Museum sites with closure of two venues
- ▶ Closure of Tintern Old Station and Chepstow TIC
- ▶ Rationalisation of Leisure Centres with closure of one site
- ▶ Closure of one Outdoor Education venue

# So, what options have been considered?

- ▶ Started off in 2013 by looking at options for future of Museum's Service
- ▶ In 2014, scope of this work was widened to include all TLCY services
- ▶ In October 2016, Cabinet approved the SOC which set out initial appraisal of options for change:
  - ▶ Transform in-house
  - ▶ Transfer services to an ADM
  - ▶ Outsource
  - ▶ Join an existing LA-led 'trust'
  - ▶ Do nothing
- ▶ In March 2017 Council agreed to progress the transform in house option (option 2) and the Alternative Delivery Model (option 3) and prepare the FBC to demonstrate a full comparative analysis between the two options for consideration.
- ▶ July 2017 the Joint Select Committee considered the draft FBC for scrutiny.
- ▶ In-house team led, but informed closely and tested by independent consultants and legal experts

# Options Appraisal. Transform in-house v transfer to newly established ADM

- ▶ Over a 5 year period, cost to council £22.945m, £1.857m above the potential MTFP allocation. This means service reductions; service decline & price hikes
- ▶ Limited opportunities for commercial and enhanced services due to funding constraints, declining performance & asset condition & staffing cuts
- ▶ Limited commercial expertise & commercialism
- ▶ Council is limited in the sources of funds that it can access and trading it can carry out. This reduces the range of potential service delivery options
- ▶ Relies upon TLCY services 'jumping queue' for financial support, marketing & branding expertise, repairs and maintenance & be major recipient of service innovation around automation, payment options and procurement/ IT
- ▶ Staff morale affected by inability to progress, improve and enhance delivery
- ▶ ADM option would cost £21.44m. Still slightly outside MTFP allocation but income projections are intentionally conservative for a 'start-up'. Option for profit share
- ▶ The ability to optimise; set and establish own culture, tone and drive a social-commercial ethos
- ▶ Systems, processes policies and practices would all be bespoke and geared up to making things happen. The ADM, its mission, people and customers are the priority without fear of squeezing other services out
- ▶ Freedoms and flexibilities to run services on behalf of council through 'teckal', whilst benefiting from charitable status & trading
- ▶ Staff morale has best chance of being maintained at 'high' - recruit and retain the best talent
- ▶ Board taps into social capital, influence and networks of key individuals and entrepreneurs
- ▶ Arms-length from council - but works for county - with key lines of accountability to council but without bureaucracy and protractedness
- ▶ Diverts people from costly council services

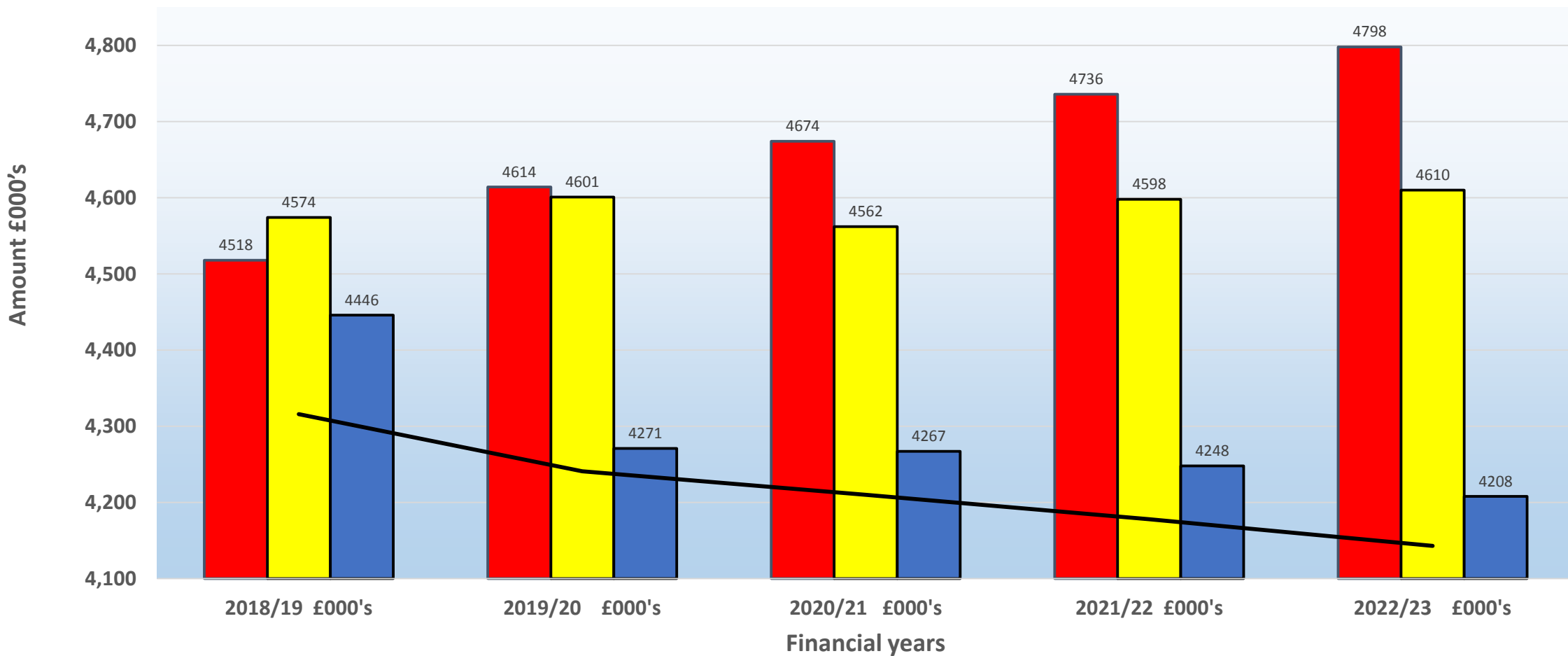
# Other considerations (1)

- ▶ FBC based on five stage business case model. ADM optimises value for money, affordability & deliverability. The FBC explains the background to the proposal and sets out the Strategic, Financial, Economic, Commercial and Management
- ▶ Terms like ‘commercial’ and ‘optimally efficient operating model’ may sound radical. But Council itself will need to adapt to the same as things cannot stand still.
- ▶ TLCY however cannot wait. It is at a cross-roads. It cannot provide more savings in current form. If it stays in-house, transforming would require priority investment over other priority services! It is ready now.
- ▶ MCC will have to consider taking radical action to balance the books, making choices over what services to provide and what is commissioned externally/ delivered internally. ADMs may have to feature more. The ADM is a case study in the making and an opportunity to test mettle before the harder choices to come.
- ▶ The problem we have to solve is how to move services from sub-optimal to optimal. Best chance of optimisation is move to ADM.
- ▶ ADM is the **harder** option. It would be easy to continue life in the council - managing reduced services, reduced performance and reduced expectations.

# Other considerations (2)

- ▶ Setting aside the mechanics of the process it is important to focus on what's not in the business case:
  - ▶ Difficulties developing commercialism due to barriers, complexities and conditions which are not always conducive to this. A commercial enterprise needs freedom to deliver, take calculated risks, be responsive and deliver for communities
  - ▶ The financial challenge for MCC means that it cannot deliver all services as now and will have to reduce its cost base or generate significant amounts of income to cover savings targets and inflation. Have to tackle cost base and engage the market on commercial terms. Change inevitable?
- ▶ The ADM will explore exciting initiatives across social care, health and leisure - bringing networks, opportunities and investment potential to MCC and assets. Rising social care costs & social prescribing.

## Options for Tourism, Leisure, Culture and Youth Services



Do Nothing Transform in house ADM MTFP

# Five Year Options Comparison of Costs

Page 418

OPTIONS	2018/19 £000's	2019/20 £000's	2020/21 £000's	2021/22 £000's	2022/23 £000's	Total £000's
<b>MTFP</b>	4,316	4,241	4,210	4,178	4,143	<b>21,088</b>
<b>Do Nothing</b>	4,518	4,614	4,674	4,736	4,798	<b>23,340</b>
<b>Transform in house</b>	4,574	4,601	4,562	4,598	4,610	<b>22,945</b>
<b>ADM</b>	4,446	4,271	4,267	4,248	4,208	<b>21,440</b>

## Transform In House

- ← Inflation rising over the five years to 373k by year 5
- ← Income rises quickly to 252k by year 3, with limited increases in year 4 and 5
- ← Extra set up costs reduce after year 1 as key posts are offset by income
- ← Net cost rises in year 4 and 5 because inflation outstrips new income proposals
- ← Level of funding required from MCC increases over the 5 years

	2018/19 £000s	2019/20 £000's	2020/21 £000's	2021/22 £000's	2022/23 £000's	Total £000's
<b>Base 18/19</b>	4,224	4,224	4,224	4,224	4,224	21,120
<b>Pressures</b>	202	202	202	202	202	1,010
<b>Inflation</b>	92	188	248	311	373	1,212
<b>New Income</b>	-63	-152	-252	-279	-329	-1,075
<b>Extra Costs</b>	106	63	63	63	63	358
<b>Capital financing</b>	13	76	77	77	77	320
<b>Total</b>	<b>4,574</b>	<b>4,601</b>	<b>4,562</b>	<b>4,598</b>	<b>4,610</b>	<b>22,945</b>



- ← Increase in year 1 to build in all of existing budget pressures
- ← Significant new income streams rising to 740k by year 5
- ← Future 5 year Inflation of 1.178m fully met by new income streams
- ← Allows ADM to build up a contingency reserve of 455k by year 5
- ← Continuing reduction in grant from MCC which saves £1.505m over a 5 year period when compared to the transform in house option
- ← Income projections are prudent and realistic. They do not include income from grants. The ADM could exceed its income targets and obtain extra grant funding.

## Alternative Delivery Model

	2018/19 £000's	2019/20 £000's	2020/21 £000's	2021/22 £000's	2022/23 £000's	TOTAL £000's
<b>Base 18/19</b>	4,224	4,224	4,224	4,224	4,224	21,120
<b>Pressures</b>	202	202	202	202	202	1,010
<b>NDR Relief</b>	-239	-239	-239	-239	-239	-1,195
<b>VAT Issues</b>	55	54	54	54	54	271
<b>Inflation</b>	90	183	241	302	362	1,178
<b>New Income</b>	-187	-413	-498	-605	-740	-2,443
<b>Extra Costs</b>	178	114	115	117	117	641
<b>Capital financing</b>	73	81	83	83	83	403
<b>Reserves</b>	50	65	85	110	145	455
<b>Total</b>	<b>4,446</b>	<b>4,271</b>	<b>4,267</b>	<b>4,248</b>	<b>4,208</b>	<b>21,440</b>

## One Off Costs

The Council will incur costs associated with each of the options. Existing sunk costs that have already been incurred by the Council have been excluded.

<b>One Off Costs</b>	<b>Transform in House</b>	<b>Alternative Delivery Model</b>
	<b>Amount £000's</b>	<b>Amount £000's</b>
Financial Support and Legal Advisors	30	75
Marketing, Media, Website, Branding	15	30
Recruitment / Hr Advice	0	30
Corporate Governance Costs	0	20
<b>Total</b>	<b>45</b>	<b>155</b>

## Residual Impact To the Authority

The provision of support services to the ADM is an important consideration. These services provided by the Council will encapsulate the following: - Human Resources, Finance, Information Technology, Legal Services, Insurance, Internal audit, Procurement, Communications, Grounds Maintenance, Property Services and Business Support. Currently TLCY incur central support costs estimated at £0.970m.

The ADM is expected to continue to use the vast majority of back office and central support services but there is likely to be an immediate additional cost implication to the Council of **£143k**. Further implications to the authority could occur in future years should the ADM wish to source those services elsewhere. If this did happen, then further financial consequences could be a further £71k at the end of year 3 and £109k by year 5. However this is negated by the additional financial benefits of the ADM when compared to the transform in house option

# Other Financial Considerations and Risks

## ▶ VAT

- ▶ ECJ VAT ruling, recently accepted by HMRC, relating to VAT exemption on leisure services
- ▶ Move from standard rated to VAT exempt would bring windfall gain to in-house ADM model as no longer having to deduct VAT from affected leisure income streams
- ▶ However, work undertaken by Authority's VAT consultants highlights that the Authority would breach its partial exemption limits (affected by capital expenditure on assets that are generating exempt income) resulting in significant additional VAT liabilities.
- ▶ As a small authority the gearing effect of these changes on partial exemption are more significant. Unless dispensations, which have only historically been one-off, are offered by HMRC mitigation would be to delay capital expenditure on leisure assets which would place a restriction on future investment plans under an in-house transform model.
- ▶ Hoped that flexibility will be afforded to LAs to give flexibility to plan for changes. Specific guidance from HMRC has yet to be issued

# Other Financial Considerations and Risks

- ▶ Fixed Assets
  - ▶ Land and buildings through which TLCY services are delivered would be retained by the Authority.
  - ▶ Buildings to be leased by the ADM ownership will be retained by MCC
  - ▶ Major repair and maintenance obligation proposed to remain with the Authority as landlord
  - ▶ Beyond any profit share arrangement agreed under an ADM model future profits generated would be reinvested in the services/assets

# Evaluating success

- ▶ What was achieved? How well was it achieved? What's the difference?
- ▶ Business Plan key tool for Council to hold ADM to account for its performance
- ▶ Contribution to wellbeing objectives
- ▶ Safeguarding
- ▶ Scrutiny. Client-role. 12 monthly reporting to full Council.
- ▶ Management agreement/ SLA:
  - ▶ Compliance with MCC's safeguarding policies
  - ▶ Asset interface
  - ▶ Business leadership capability
  - ▶ Relationships - alignment between client and contractor
  - ▶ Provider market status
  - ▶ Transformation capability
  - ▶ Delivery management capability
- ▶ Council influence & governance - TECKAL & wider Board representation.



- ▶ November 2015 Community Consultation on Budget Mandate's – Mandate 1
- ▶ December 2015 Initial consultation with Leisure, Youth and OE services
- ▶ January 2016 Wider consultation with T&C services
- ▶ January 2016-present Regular bi-monthly meetings with Trade Unions/HR
- ▶ March 2016 Formation of Change Ambassadors team
  
- ▶ August 2016 'What Matters' exercise with our service users  
<https://www.youtube.com/watch?v=XsyohXe7muc&feature=youtu.be>
  
- ▶ Sep 2016 - Feb 2017 Community and Town councils consulted
- ▶ October 2016 The Big Conversation with our younger community members
- ▶ November 2016 TLCY staff seminar
- ▶ March 2017 Staff workshops on Vision and Values





July – October 2017: **68%** of staff attended workshops to compose their expectations on the culture of the ADM.

**132** 'Promises' were pledged by staff to enable and support organisational growth and personal development within the ADM:

Page 427

Enthusiastic - To ~~put~~ bring energy and clarity in my work to help others to stay enthusiastic and energised too.

Help develop services to meet/exceed customer services & promote them to target audiences

Consistent service - to exceed customer expectation time and again To create memories by giving excellent service.

Team Work - to Make Sure we all work for each other for the better good.

defining and contributing to clarity of purpose for the ADM.

Passionate - I Care about the impact our programmes and service has. trying to ensure this is installed across the new model is essential.



# The possible

‘If I asked people what they wanted, they would have said faster horses’ - Henry Ford