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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones.
Prif Weithredwr – Chief Executive
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD LLUN, 9 HYDREF 2017 Am 2.00 o'r gloch	MONDAY, 9 OCTOBER 2017 at 2.00 pm
YSTAFELL BWYLLGOR 1 SWYDDFEYDD Y CYNGOR LLANGFNI	COMMITTEE ROOM 1 COUNCIL OFFICES LLANGFNI
Swyddog Pwyllgor	Mrs. Mairwen Hughes 01248 752516 Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Y Grwp Annibynnol/ The Annibynnol Group

Gwilym O. Jones (**Cadeirydd/Chair**), Dafydd Roberts

Plaid Cymru / The Party of Wales

Vaughan Hughes, Alun Roberts, Margaret M. Roberts, Nicola Roberts, Robin Williams

Annibynnwyr Môn/Anglesey Independents

Eric Jones, R.Ll.Jones (**Is-Gadeirydd/Vice-Chair**)

Plaid Lafur Cymru/Wales Labour Party

Glyn Haynes

**Aelodau Ychwanegol/Additional Members (gyda hawl pleidleisio ar faterion
addysg/with voting rights in respect of educational matters)**

**Ms. Anest Gray Frazer (Yr Eglwys yng Nghymru/The Church in Wales) and Mr. Keith
Roberts (Yr Eglwys Babyddol Rufeinig/The Roman Catholic Church)**

**Aelod Cyfetholedig/Co-opted Member (Dim Hawl Pleidleisio/No Voting Rights)
Mr. Dafydd Gruffydd (Rheolwr Gyfarwyddwr/Managing Director - Menter Môn)**

A G E N D A

1 APOLOGIES

2 DECLARATION OF INTEREST

To receive any declaration of interest by any Member or Officer in respect of any item of business.

3 MINUTES (Pages 1 - 8)

To submit, for confirmation, the minutes of the meeting held on 27 June, 2017.

4 COMMUNITY SAFETY PARTNERSHIP (Pages 9 - 56)

To submit a report by the Community Safety Delivery Manager for Anglesey and Gwynedd.

5 PUBLIC SERVICES BOARD (Pages 57 - 60)

To submit a report by the Anglesey and Gwynedd Public Services Board Programme Manager.

**6 HOUSING TENANTS PARTICIPATION STRATEGY PROGRESS REPORT
(Pages 61 - 68)**

To submit a report by the Head of Housing Services.

7 WORK PROGRAMME (Pages 69 - 72)

To submit a report by the Scrutiny Officer.

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 27 June 2017

- PRESENT:** Councillor Gwilym O Jones (Chair)
Councillor Robert Llewelyn Jones (Vice-Chair)
- Councillors Glyn Haynes, Vaughan Hughes, Eric Wyn Jones, Dafydd Roberts, Margaret Murley Roberts and Robin Williams
- IN ATTENDANCE:** Chief Executive,
Assistant Chief Executive (Partnerships, Community and Service Improvements),
Assistant Chief Executive (Governance and Business Process Transformation),
Head of Housing Services,
Head of Democratic Services,
Senior Manager - Housing, Strategy, Commissioning & Policy (EL),
Grants Manager (JW) (In respect of Item 4),
Regeneration Manager (DL) (In respect of Item 5),
Interim Scrutiny Manager (AD),
Scrutiny Officer (GWR),
Committee Officer (MEH).
- APOLOGIES:** Councillors Alun W. Mummery, Alun Roberts.
- ALSO PRESENT:** Councillor Llinos M. Huws (Leader of the Council & Portfolio Holder for Housing & Social Services).
- Mr. J. Lee MBE – Chair of the Board of Directors – Môn Communities First.
Mr. Keith Thomas – Personnel Director – Môn Communities First.
Ms. Rita Lyon – Môn Communities First Cluster Manager
(In respect of Item 4).

1 APOLOGIES

As noted above.

2 DECLARATION OF INTEREST

None received.

3 MINUTES

The minutes of the following meetings were confirmed :-

- Minutes of the meeting held on 20 April, 2017.
- Minutes of the meeting held on 31 May, 2017.

4 COMMUNITIES FIRST ANNUAL REPORT

The Chair welcomed representatives from the Môn Communities First Ltd., to the meeting.

Submitted – the report of the Head of Housing on the Môn Communities First Delivery 2016/17 and Future Plans post Communities First Funding.

The Portfolio Holder (Housing & Social Services) said that the Communities First Programme has three key themes: Prosperous Communities; Learning Communities and Healthy Communities. The main focus of the delivery in Anglesey was under the Prosperous and Learning themes with a range of activities concentrating on improving skills and moving those furthest away from the labour market back into work. However, in February 2017 the Cabinet Secretary for Communities and Children announced that the Communities First Programme would be phased out by March 2018. Welsh Government will be introducing a Legacy Fund from April 2018 to enable some of the Communities First's most effective projects to continue. She noted that the Council as the Lead Delivery Board (LDB) has a close association with the Communities First Programme and regular monitoring will need to be undertaken to assure support to Communities First and that the programme continues to deliver its vision for the future.

The Head of Housing reported that funding of £662,200 was secured for Communities First activities in 2016/17. This has been fully utilised providing the following range of activities:-

- Core Employment Support
- Social Enterprise Support
- Enterprise Support
- Financial Inclusion
- Digital Inclusion
- Youth Provision
- Basic Skills Provision
- Community Vocational Academy

She said that whilst the Communities First programme will be phased out by March 2018 the Welsh Government will be introducing a Legacy Fund of £6m a year from April 2018; this will operate for a period of 4 years. The funding will no longer be targeted to geographical clusters but will allow other communities on Anglesey to benefit from the Employment Support Services offered by Môn Communities First. Môn Communities First has been successful over a number of years in securing additional external funding as shown within Appendix 3 of the report.

The Head of Housing referred to a range of services afforded to the deprived areas of Anglesey and specifically to the first key development of a Youth Pod located at Market Street, Holyhead. The Pod was set up to support young people with a range of facilities during the evenings and school holidays and is used as a drop-in for community consultation and other events during the day time.

She suggested that it would be advantageous for members of the Partnership and Regeneration Scrutiny Committee to visit Môn Communities First at Holyhead to have an insight of the activities afforded by the company.

The Head of Service further said that as the Council is a Lead Delivery Board there is a requirement to submit a detailed plan by 31 May, 2017 to Welsh Government on the Môn Communities First programme. There will also be a requirement on the Council to identify

alternative models for sustaining the structure for grant funded schemes should Môn CF Ltd., be unable to continue in their current form. If Môn Communities Forward is able to attract external funding from other sources and demonstrate future sustainability, the organisation will be well placed to continue working in partnership with the County Council. The partnership will be subject to the new Partnership Toolkit which was approved for adoption by this Committee. She suggested that an update report be submitted to this Committee in October to monitor the 6 month performance against targets and a copy of the partnership review toolkit to demonstrate the robustness and sustainability of Môn Communities Forward to deliver the two remaining employability related grants, post March 2018.

The Chair of the Board of Directors, Mr. Jimmy Lee MBE gave a brief summary of the restructuring that has taken place due to the funding cut of 30% by Welsh Government. In order to retain the established brand, Môn Communities First Ltd., have changed their trading name to Môn Communities Forward Ltd.

The Personnel Director (CF), Mr. Keith Thomas, said Môn Communities Forward Ltd., has a vision to continue its services for the benefit of the people of the Island. He noted that a programme has been set out for the next 4 – 5 years and will strive to seek employment and to enhance skills for people across the Island.

The Committee considered the report and raised the following main issues:-

- Questions raised as to whether Môn Communities Forward Ltd., are able to sustain the 30% cut to their budget as noted within the report. The Cluster Manager responded that significant changes have been undertaken within Môn CF to accommodate the 30% cut. Môn CF have strived to retain as much service delivery as possible. The company have been able to secure grant funding from other sources as was highlighted within the report. She noted that all the target services identified within the work programme of Môn Communities First has been delivered in 2016/17.
- Questions raised as to whether activities are afforded by Môn CF for the elderly. The Cluster Manager responded that some funding is available for Môn CF staff to attend events such as the Luncheon Club and consult on what their needs are and to share information about the services available from the company to the local community.

It was RESOLVED to congratulate the work and success of the Môn Communities First and that the Council support be given to Môn Communities Forward Ltd., to expand and continue it good work.

ACTION : As noted above.

5 VIBRANT AND VIABLE PLACES PROGRAMME

Submitted – a report by the Head of Regulatory and Economic Development in relation to the above.

The Portfolio Holder (Planning, Public Protection & Economic Development) said that the Vibrant and Viable Places (VVP) programme was the Welsh Government's urban regeneration framework, which formed the basis for allocating £100m of capital funds in the period April 2014 – March 2017. All local authorities in Wales were invited to submit outline proposals for the VVP grant and Holyhead was successful with a grant allocation of £7.49 m in capital funding over three years. The programme was based on tackling needs and opportunity under three themes that reflected Welsh Government policy priorities i.e., Homes, Place and People. Welsh Government has indicated informally that a new urban

regeneration programme is likely to take place, commencing in April 2018, but no formal announcement has yet been made.

The Regeneration Manager said that a VVP Programme Board of Senior Council and Welsh Government Officers was established to oversee and steer the programme as a whole. Delivery of the programme and its constituent projects took place through three main mechanisms:-

- Direct delivery by the VVP programme office of project plans and studies, events, PR, evaluation etc.;
- Delivery of capital projects by other Council Officers, using VVP funds allocated through an internal grant process, usually alongside other funds;
- Delivery of capital projects by other organisations, using VVP funds awarded to them through an external grant process, usually alongside other funds.

He noted that based on the Welsh Government VVP criteria it was clear that Holyhead was the only realistic bid from Anglesey. The VVP funding was allocated over three years under seven budget headings that were agreed with Welsh Government. The amount of funding allocated was highlighted within the report.

The Assistant Chief Executive (Partnerships, Community and Service Improvements) said that the VVP Programme has achieved substantial improvements to the town of Holyhead. She referred to the major project at the Holyhead Market Hall which will enhance facilities within the town.

The Committee considered the report and raised the following main issues:-

- Questions were raised as to the allocation of VVP funding towards the Modernisation of Schools programme in Holyhead. The Regeneration Manager responded that circa. £500k of the VVP funding was awarded towards the new Ysgol Cybi at Holyhead which is part of the Modernisation of Schools in the area. Three primary schools will be accommodated within the new Ysgol Cybi;
- Questions were raised as to whether other town on the Island could benefit from possible new urban regeneration programme in the future. The Regeneration Manager responded that any future bid must be realistic and must comply with awaited Welsh Government criteria. He noted that other large towns in Wales will also be in competition for such funding. He further noted that other grant funding is available from other sources such as the NDA and Lottery for projects on the Island;
- Questions were raised as to comments made within the report that the criteria and evidence requirements by the Welsh Government has involved considerable workload. The Regeneration Manager responded that the monitoring output and evidence based for the VVP programme has created considerable workload for the Team involved with the scheme and comments have been forwarded to the Welsh Government in regard to this matter. He noted that the Welsh Government are evaluating a more flexible monitoring process as regard similar VVP programmes for the future.

It was RESOLVED to note the report and to thank the Officers for the work achieved in connections with the VVP programme.

ACTION : None

6 NOMINATION OF SCRUTINY MEMBERS TO SERVE ON PANELS AND BOARDS

Submitted – a report by the Interim Scrutiny Manager in respect of the above.

The Interim Scrutiny Manager referred to the Panels and Boards which require elected Scrutiny Members representation. The terms and reference of each Panels and Boards was attached to the report.

It was RESOLVED to appoint the following members on the each Panels and Boards:-

- **Children's Services Improvement Panel – Councillor G.O. Jones**
- **Finance Scrutiny Panel – Councillors Dafydd Roberts and Robin Williams**
- **School Progress Review Panel – Councillors Vaughan Hughes, Eric Jones, G.O. Jones and Margaret M. Roberts**
- **Partnerships, Communities & Service Improvement Transformation Programme Board – Councillor G.O. Jones. Deputy Member – Councillor R.LI. Jones**
- **Schools Modernisation Programme Board – Councillor Robin Williams**
- **Customer Service Excellence Programme Board – Councillor Glyn Haynes**
- **Corporate Parenting Panel – Councillor Margaret M. Roberts**

ACTION : As noted above.

7 WORK PROGRAMME

Submitted- the report of the Scrutiny Officer on the Committee's Work Programme to May, 2018.

It was RESOLVED to note the Work Programme to May 2018.

ACTION : None

The meeting concluded at 3.20 pm

**COUNCILLOR G.O. JONES
CHAIR**

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnerships and regeneration Committee
Date:	9 th October 2017
Subject:	Community Safety Partnership
Purpose of Report:	Annual report to the scrutiny committee
Scrutiny Chair:	Councillor Gwilym Jones
Portfolio Holder(s):	Councillor Llinos Medi Huws
Head of Service:	The two County partnership support team sits within the Gwynedd Local Authority and the Housing Service lead on Community Safety in Anglesey. The Partnership Chair is Annwen Morgan.
Report Author:	Catherine E Roberts –Community Safety delivery Manager for Gwynedd and Anglesey
Tel:	01286 679047
Email:	Catherineeirlysroberts@gwynedd.llyw.cymru
Local Members:	Relevant to all members

1 - Recommendation/s
To note the contents of the report and attached documents, and state whether or not the Scrutiny Committee supports the priorities and future direction of the work

2 – Connection to Corporate Plan / Other Corporate Priorities
The Community Safety Partnership is required to formally report to this committee each year to present an overview of activities. This ensures that the Partnership delivers its obligations in accordance with sections 19 and 20 of the Criminal Justice and Police Act 2006. The committee’s duty is to scrutinise the Partnership’s work, rather than the work of individual members (bodies).

3 – Guiding Principles for Scrutiny
Guiding principles to assist Members to scrutinise this subject:
3.1 Impact the item has on individuals and communities [focus on customer/citizen]
3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]
3.3 A look at the system and any risks [focus on the system & risk]
3.4 Scrutiny undertaking a performance monitoring or quality assurance role [focus on performance & quality]

3.5 Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements [focus on wellbeing]

4 - Key scrutiny Questions

- Does the committee agree with the priorities of the Partnership, which are based on a regional needs assessment process?
- Does the committee agree with the main milestones developed for local delivery over the coming period?
- Does the committee consider the action plan is sufficiently robust, to deal with aspects of the priority areas?
- Does the committee have any requests for specific additional information, to inform future reports

5 – Background /Context

BACKGROUND -

There is a statutory duty on Local Authorities in accordance with the Crime and Disorder Act 1998, and subsequent amendments because of the Police and Criminal Justice Act 2002 and 2006, to work in partnership with the Police, the Health service, the Probation Service and the Fire and Rescue Service, to address the local community safety agenda. These are the main agencies that make up the Community Safety Partnership. The Partnership has a duty to deal with -

- Crime and Disorder
- Substance Misuse
- Reducing reoffending
- Delivering a strategic assessment to identify priorities (work that is now undertaken on a regional basis)
- Putting plans in place to deal with these priorities (a plan now exists on a regional and local basis)

A partnership has existed in Anglesey and in Gwynedd since 1998. However, it has operated as a two-county Partnership for the past five years.

THE PARTNERSHIP'S PRIORITIES/DOCUMENTS FOR SCRUTINY -

The partnership works to an annual plan, which is based on a three-year regional plan. The 2016/17 end of year performance report, 2017/18 plan, and the 2017/18 expenditure plan are attached. (appendices 1,2,3)

Seven priorities attract the Partnership's attention. Here are the priorities for 2016/17 and 2017/18. These priorities are based on a strategic assessment. They are -

- Reducing victim based crimes (acquisitive crimes only)
- Reducing Antisocial Behavior
- Supporting vulnerable people to prevent them becoming victims of crime
- Raising confidence to report incidents of domestic abuse
- Raising confidence to report sexual abuse
- Addressing substance misuse in the area
- Reducing Re-offending

MAIN MESSAGES DERIVING FROM THE ACTIVITY OF 2016/17 –

The Partnership's end of year report is attached. The report shows the situation in relation to the above-mentioned priorities, namely -

- Victim based crime increased in both Gwynedd and Anglesey in 2016/17 compared to 2015/16. This increase was largely due to changes in internal recording processes in March 2016 rather than localised trends. Anglesey is below average compared to its MSG (Most Similar Groups) and anticipated to remain stable. Gwynedd is average compared to its MSG.
- The number of repeat victims of crime increased in both counties in 2016/17 partly due to a trend seen across North Wales and is linked to an increase in reported violent crime; although there has been a period of stabilisation in recent months.
- Seasonality affects acquisitive crime levels in Gwynedd and Anglesey with peaks in the summer month and dips in the winter. The overall trend has remained stable in both counties for the past 18 months. Both counties have a low level of acquisitive crime compared to their MSGs.
- Antisocial behaviour reported to North Wales Police is highly seasonal with a significantly higher number of incidents reported during summer months when compared to winter months. There was a small increase in both counties in 2016/17 but the general trend remains stable.
- Reports of domestic violent crime in both Anglesey and Gwynedd have increased since 2012 and more notably during the last 2 years. It is recognised that domestic violence is underreported therefore improved training of frontline staff and third party referrals from partner agencies are likely to have increased reporting.
- High-risk sexual violence has increased in both Gwynedd and Anglesey. Both counties are above average when compared to MSG. There have been significant events in recent years along with increased education to promote the reporting of sexual offences and support available to victims. It is likely these activities and events have increased the reporting of historic and current offences.

- Repeat adult offenders are individuals age 18 and over who have been charged or cautioned for two or more crimes in 12 months. Adult reoffending fell in both counties in 2016/17, but more significantly in Anglesey than in Gwynedd.
- Repeat youth offenders are individuals under 18 who have been charged or cautioned for two or more crimes in 12 months. Youth reoffending has remained stable in Gwynedd but fell in Anglesey. Reductions in youth reoffending are the result of avoiding criminalising young people for minor offences such as shoplifting and criminal damage and instead using alternative disposals.

MAIN SUCCESSES DURING 2016/17 –

- Of the 39 activities in the 2016/17 plan, at the end of the year, 29 were green (achieved), 9 were amber (work done but not completed), and one was red (not done)
- The one red action, was pertinent to the development of a 'blue light' group, this work is now embedded in a different action within the plan, looking at local multiagency groups
- The amber activities have been transferred to the 2017/18 plan, or moved to the appropriate regional plan, sitting under a different reporting structure (as a number of activities have moved towards a regional framework)
- During the period, the partnership has seen a change in the way that Anti-Social Behaviour is being tackled. The Police have led on new multi-agency groups, in order to offer more early intervention
- A successful campaign was held in November at Ysbyty Gwynedd to raise awareness of domestic abuse amongst the public
- A campaign was held to raise awareness of crime, substance misuse, sexual abuse and keeping safe for students in Bangor during Freshers week
- The North Wales e-newsletter for the substance misuse field was developed by the Gwynedd and Anglesey Community Safety Team in 2015/16, and received praise by Welsh Government this was developed further in 2016/17 to become an interactive website
- The Partnership spent the grants in full in 2016/17 and we anticipate the same in this financial year
- To reflect some of the early findings of our DHR (Domestic Homicide Review) the way we commission target-hardening provision has been changed. This provision is funded by a grant from the Police and Crime Commissioner (PCC), which ends this financial year, we have contributed to a North Wales Impact assessment in relation to the loss of the funding. We anticipate that the PCC will however, continue to commission such provision, possibly on a North Wales footing
- A new panel has been operational in Anglesey – called Vulnerable and risk management meeting VARM, which has services from Social Care, Health and the Police working together to meet the needs of individuals with possible mental health issues, which cause a high demand for services

- The requirements of the new Welsh Government Act on Violence against women, domestic abuse and sexual violence (AAWDASV) continue to develop. In terms of the new statutory requirements, we have already –
 - Appointed a new regional Advisor
 - Established a regional Board to oversee the development of a new regional strategy and commissioning process
 - Started on the process of reorganisation for the supporting team for this agenda. The future team will be a regional resource, as opposed to the local co-ordinators we now have

THE MAIN MILESTONES DURING 2017/18 –

- Sadly, the partnership is conducting two Domestic Homicide reviews at present, resulting from two deaths in Gwynedd, one in July of last year, the other having taken place in July of this year the Partnership has a statutory duty to undertake this review. There will be a certain level of commitment and support resources taken up with this activity during the course of this year again
- Implementation of the attached plan, including a review of the effectiveness of the VARM group
- During this period, the Wales Audit Office carried out a review of Community Safety across Wales. In light of the review findings, the Welsh Government has commissioned, a further, bespoke and in depth review of this area of work, and has established a Board to lead on the work. We await the results of the review towards the end of this year. We anticipate further changes to the way CS partnerships work in the future
- Take action to transfer to a regional system regarding the Domestic Abuse field of work - meaning that the grant, supporting and commissioning resources will change to follow a regional procedure by April 2018. Originally a task for which was meant to be delivered by April 2017, the Welsh Government have allowed a transitional year
- We will be undertaking a process of consultation with the community in both Local Authority areas. We hope to glean from the results how safe our residents feel living in this area, and what are their main priorities in relation to crime and disorder
- A Welsh Government capital grant will be utilised to improve the building in Holyhead currently used for substance misuse services. We continue our attempt to try to find an appropriate building in Bangor for developing into new premises for the delivery of substance misuse provision
- Put in place, the new structure (new posts) for additional substance misuse provision for young people, which was developed and agreed in 2016/17
- Both Councils to complete the process of reviewing current Designated Public Space Orders (DPPO's) in line with the legislative changes
- Facilitate the new Counter-terrorism implications, specifically the PREVENT element, as a Council, and as a Partnership where needed. (Attachment 4 gives a brief on the CONTEST duties)
- Both Councils to complete training needs analyses within the domestic abuse and sexual abuse field, in accordance with Welsh Government's statutory guidelines,

including an e-learning module on domestic abuse, and some departments within the Council to identify "ask and act" needs

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

The annual report does not contain reference to any developments, which are deemed to have an unfavorable impact on any of the protected groups or the Welsh Language.

7 – Financial Implications

The report does not identify any new specific financial implications for the Local Authority

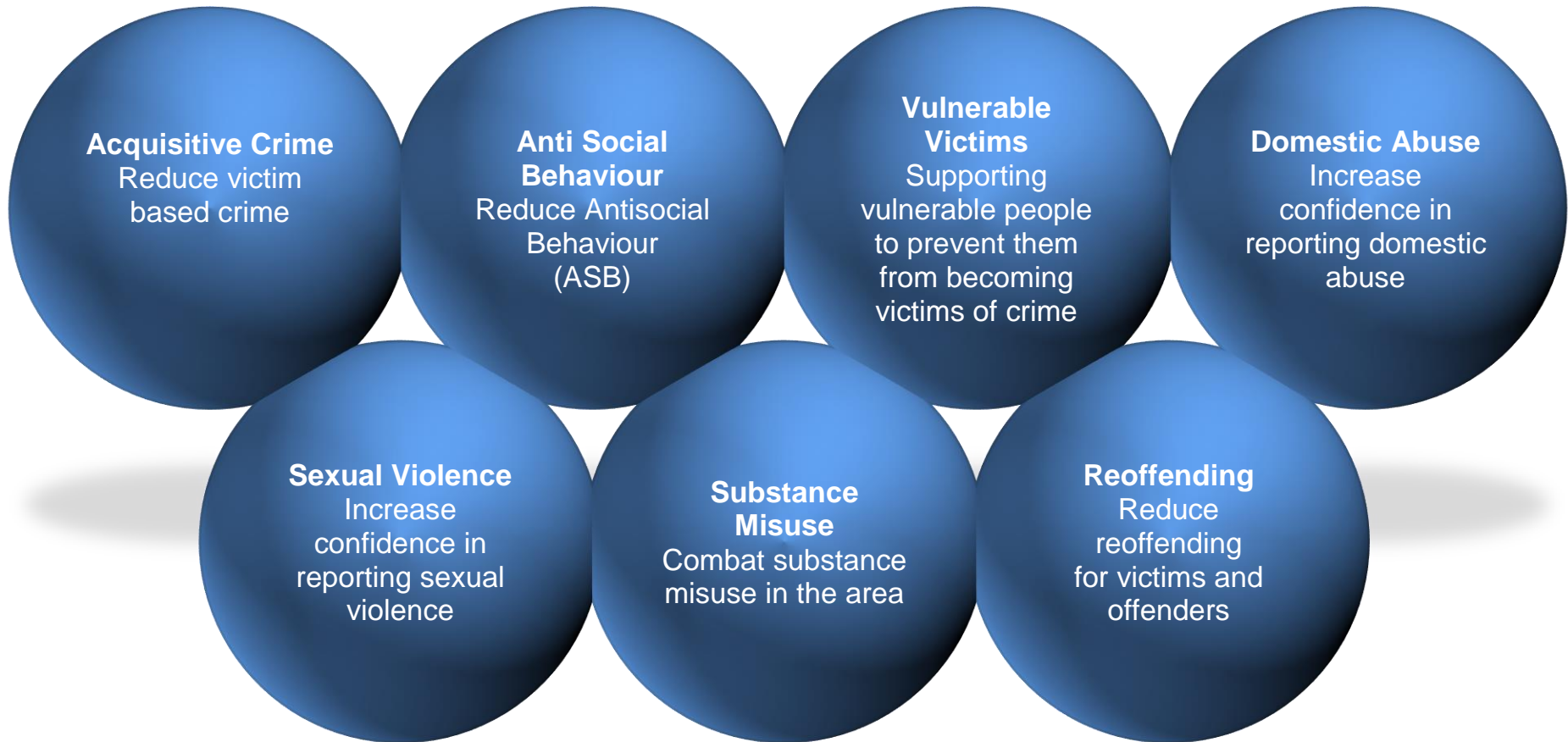
8 – Appendices:

1. 2016/17 End of Year report
2. 2017/18 Action Plan
3. 2017/18 Expenditure plan

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

None

COMMUNITY SAFETY PRIORITIES



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Action required immediately



Actions or projects on track, but not yet complete. Review at each CSP meeting




Actions or project are complete







Update not received by nominated person

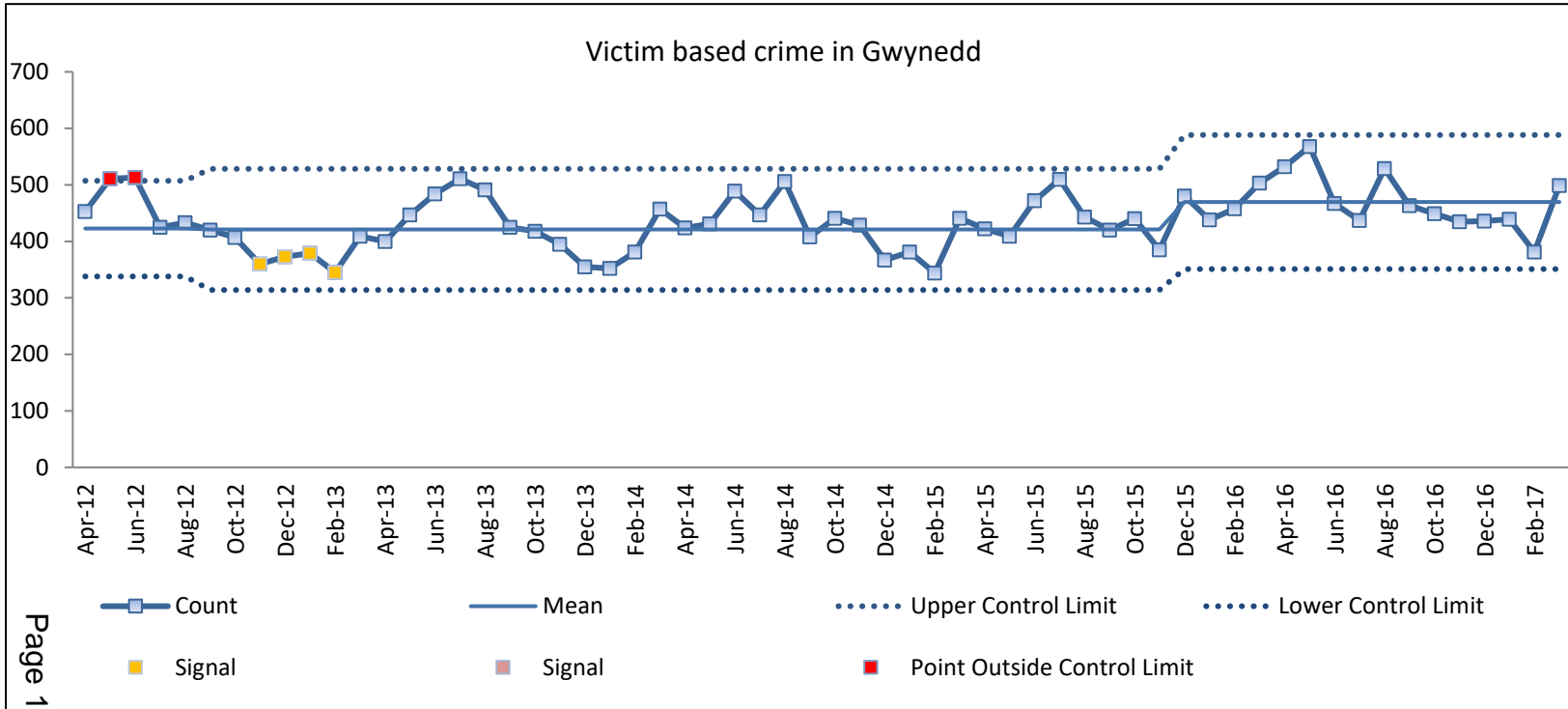
The Gwynedd and Anglesey priority work areas linked to the PCC Plan and NW SCB community safety agenda are:

1. Reduce crime and disorder in the area. 2. Combat substance misuse in the area. 3. Reduce reoffending

	Actions and projects 2016/17 Commissioned Projects Established partner interventions (also contributing to focus area)	Target Date	Responsibility	Progress	Completion status (RAG)
1	<p>Focus: Reduce victim based crime(Acquisitive crimes only)</p> <p>Measures: 1 Level of victim based crime –acquisitive crime 2 Number of repeat victims of crime – acquisitive crime</p>				
Page 16	<p>Actions and projects 2016/17</p> <p>Trading Standards services (TSS) in both Local Authorities to continue to look at opportunities for work in relation to ‘doorstep crimes’ and ‘cold calling’ and scams, particularly in relation to vulnerable people. To identify opportunities for working with other partner agencies.</p>	Throughout year	Emma Jones Manon Williams	<p>Gwynedd are signed up to the National Trading Standards Scams Team and on average receive approx. 5 priority referrals a month whereby contact is made with the scam victims. An extra 28 priority referrals were also received which have been completed recently</p> <p>13 call blockers purchased with Community Safety funding, and are constantly in use.</p> <p>Consumer Education presentations now being delivered to Nat West on scams/doorstep selling/financial abuse. Barclays presentations completed.</p> <p>Gwynedd TS (in conjunction with other NW Las) are in the process of updating</p>	

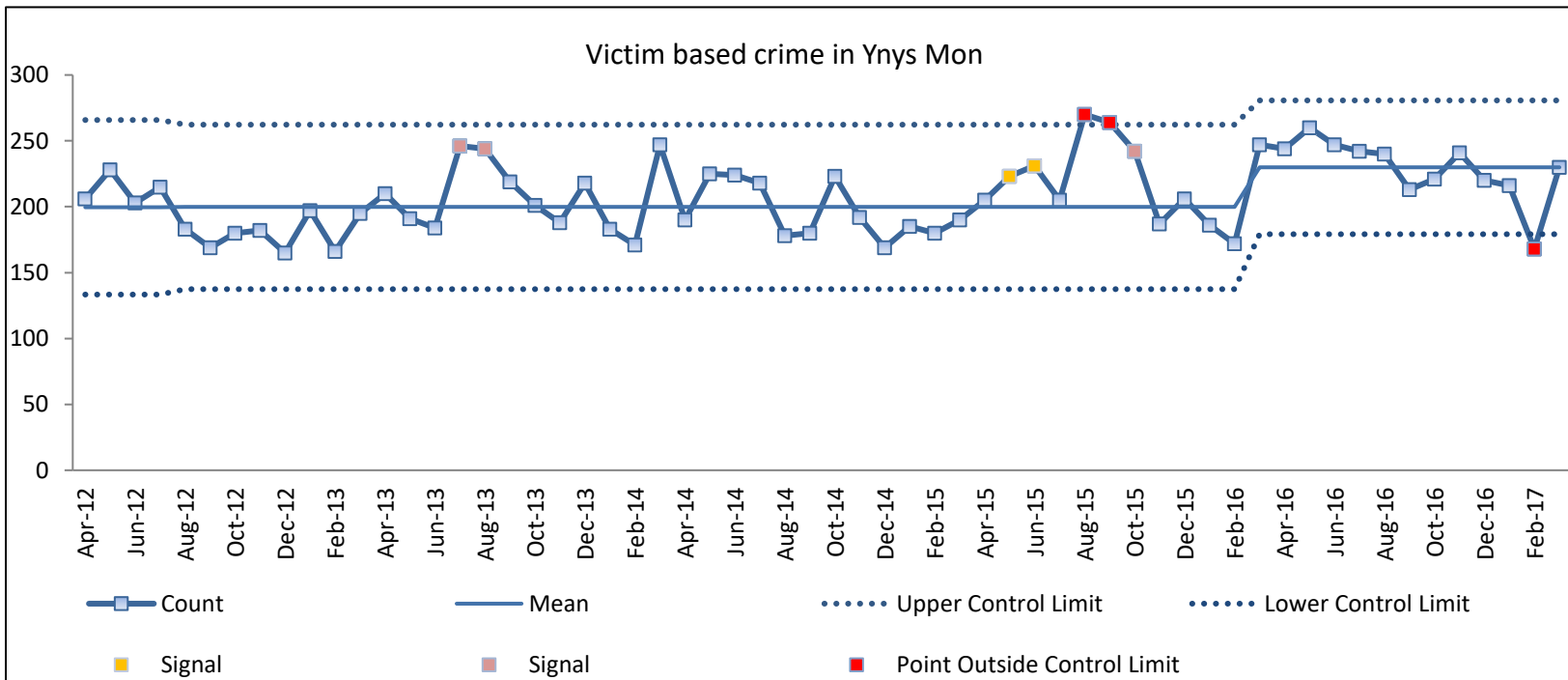
			<p>the information pack for consumers on Doorstep Crime and Scams.</p> <p>Anglesey TS have taken part in Scams Awareness Month and National Trading Standards 'Friends against Scams' campaign promoting 'Scambassadors'. Talks have also been given to relevant groups with provision of discounted rate for call-blockers. Mail marshal campaign to encourage postal workers to identify and report scams and potential vulnerable victims.</p>	
<p>TS to work with police to introduce No Cold Calling Zones (NCCZ) as deemed necessary</p>	<p>Throughout the year</p>	<p>Emma Jones Manon Williams Ian Roberts</p>	<p>No complaints for a few months, no cold callers reported in the area. Community event to arranged in spring/summer 2017 encourage a better turn out for the consultation. If the problem persists consultation to begin sooner. Police analyst to undertake a piece of work to identify potential NCCZ.</p>	
<p>Have identified the need to review collaboration on student safety during Fresher's week</p>	<p>September</p>	<p>Alun Roberts Helen O'Riley</p>	<p>Resources identified, and delivered. Project completed.</p>	
<p>Support the work of the new regional 'organised crimes groups' group and ensure appropriate response for Gwynedd and Anglesey. Specific activity undertaken in facilitating the</p>	<p>March</p>	<p>Catherine Roberts Dave Riley Catherine Griffiths</p>	<p>Community Safety Deliver Manager has attended all meetings, no local actions to date</p>	

<p>completion of the OCG local profile</p> <p>Further analysis of crime to be undertaken, to establish if a targeted intervention is required to tackle local increase in volume crimes</p> <p>Commissioned Projects:</p> <p>Youth Justice Service referral activities including the SPLASH scheme</p> <p>Youth Justice Service preventative officer and preventative bureau</p> <p>Youth Justice Service Preventative Justice Officer</p> <p>Youth Justice Service rehabilitation and released on licence officer</p> <p>Community Justice Interventions Worker</p> <p>Support officer as and when needed (Housing and accommodation)</p> <p>Careers Support Officer</p>	<p>June</p>	<p>Mathew Sherrington</p> <p>Owen Preece</p>	<p>Quarter 3 performance data identified no trends and no intervention required</p>	
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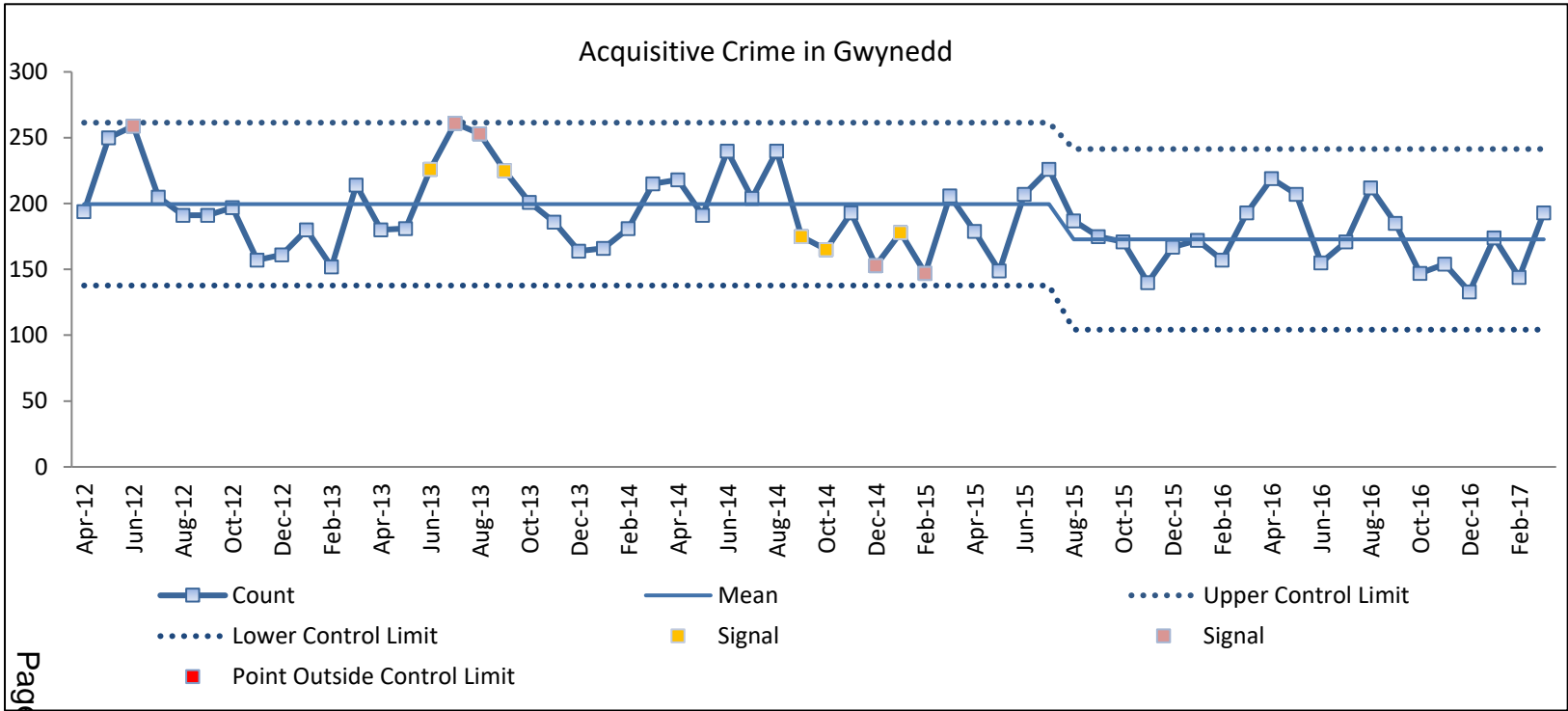
The level of victim based crime in Gwynedd has remained stable for several months with an average of 470 crimes per month. The changes to the recording process in March 2016 have affected crime levels but the impact in Gwynedd appears to be less significant than is other areas of North Wales.

Compared to other similar areas in England and Wales in the same MSG, Gwynedd has an average level of victim based crime.



The level of victim based crime in Ynys Mon has remained stable for a number of years with an average of 200 crimes per month. In March 2016 there was an increase in victim based crime that coincided with a change in crime recording. These changes contributed to a force wide increase in recorded crime, particularly violent offences. Since the changes, crime levels in Ynys Mon have been stable.

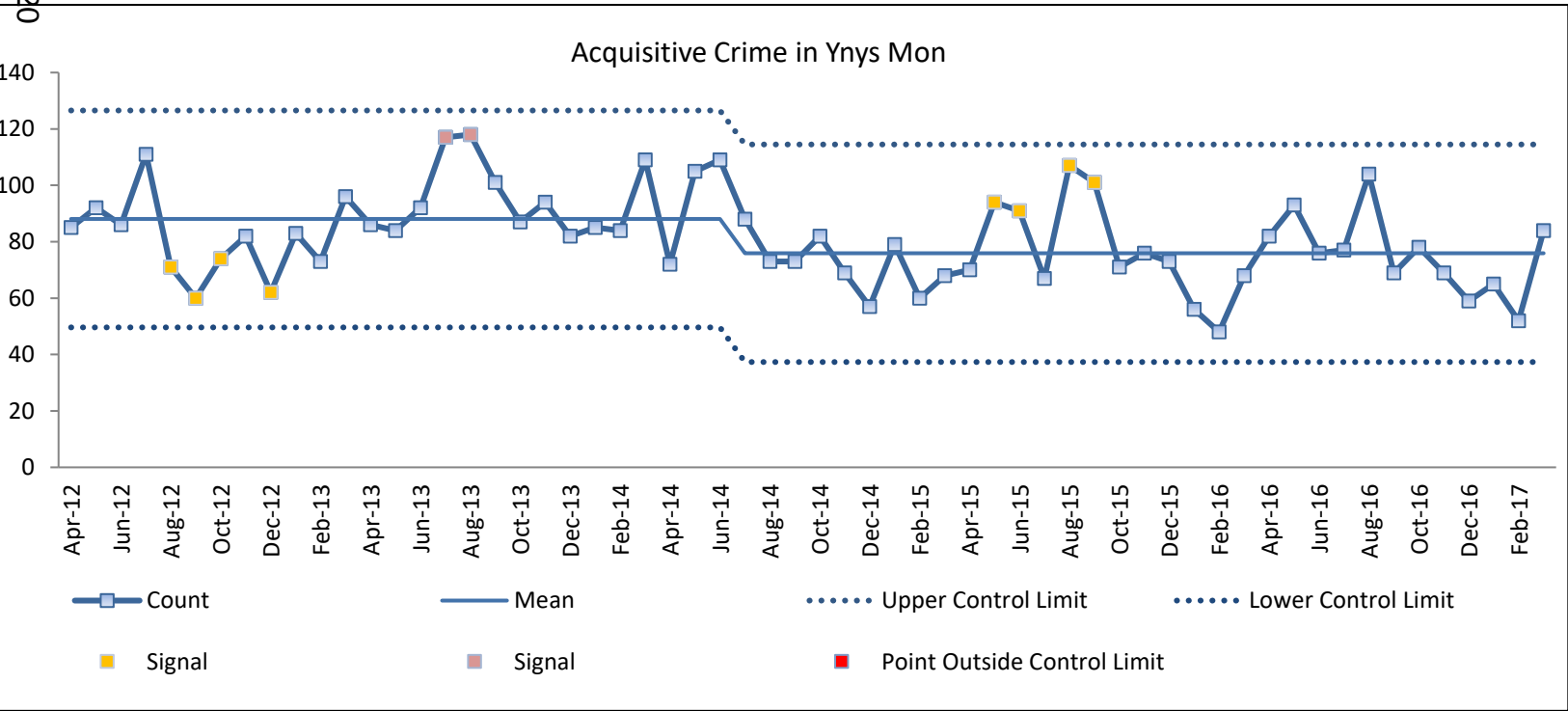
Compared to other similar areas in England and Wales in the same MSG Ynys Mon has a below average level of victim based crime.



Acquisitive crime includes shoplifting, all thefts, burglary, robbery and vehicle crime.






Acquisitive crime in Gwynedd reduced in June 2015 from an average of 202 crimes a month to 175 a month, this has subsequently remained stable.

Gwynedd has a below average level of acquisitive crime when compared to other areas in the same Most Similar Group.



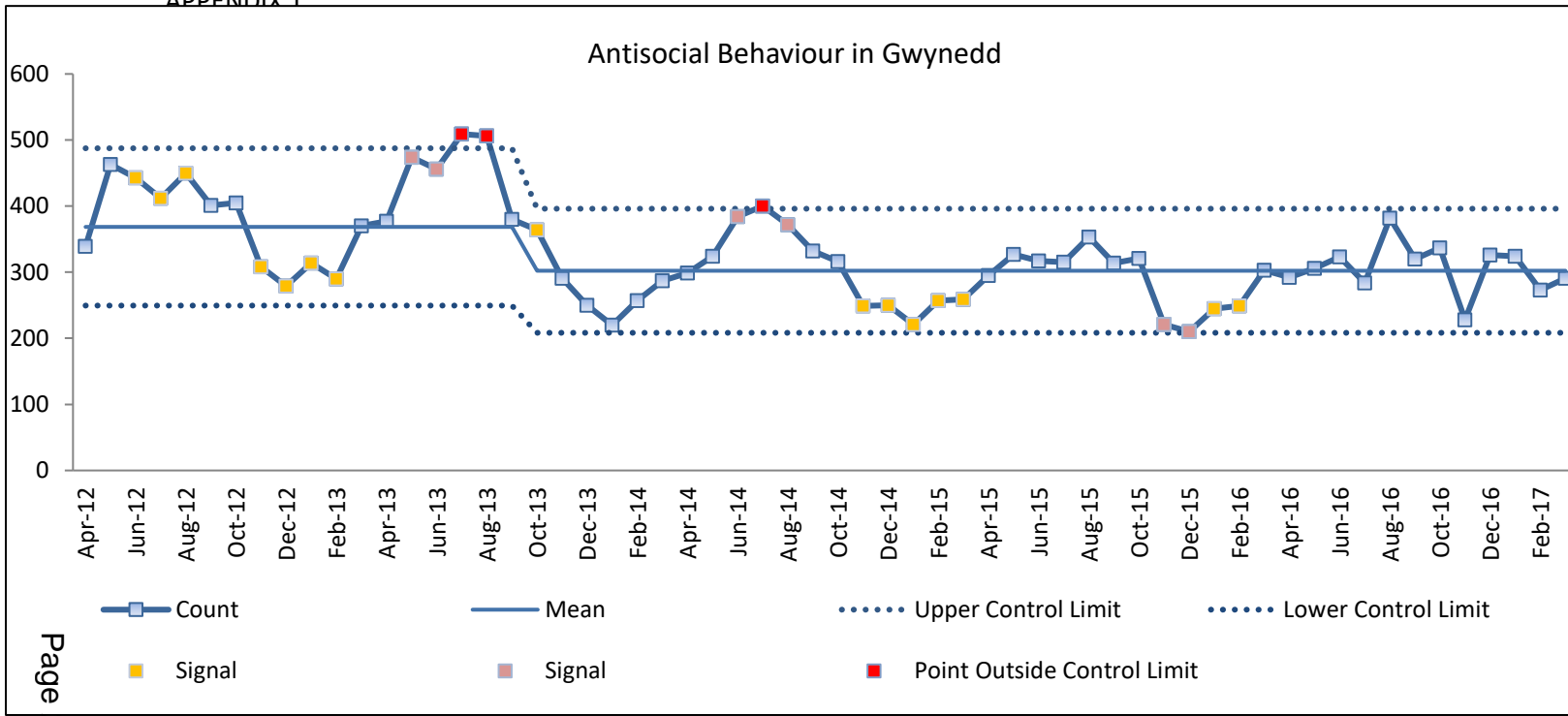
Acquisitive crime includes shoplifting, all thefts, burglary, robbery and vehicle crime.

Acquisitive crime in Ynys Mon reduced in June 2014 from an average of 88 crimes a month to 76 a month, this has subsequently remained stable. Ynys Mon has a below average level of acquisitive crime when compared to other areas in the same Most Similar Group.

2	Focus: Reduce Antisocial Behaviour (ASB) Measures: 1 Level of Anti-social Behaviour 2 Number of repeat victims of ASB				
Page 21	Actions and projects 2016/17				
	Both Councils to identify which powers they want to adopt in relation to the new legislation and change the constitution as necessary	N/K	Iwan Evans Robyn Jones	Process complete in both counties.	
	Additional Housing related ASB task group to be re-established, to ensure timely and coordinated response to ASB in Social Housing	N/K	Multi agency (Mark Armstrong)	Completed. All Social housing providers in Gwynedd and Anglesey are members of the CAP and also attend the monthly ASB meetings.	
	Establish, as appropriate more consistent attendance of Health service and Local Authority services on the tasking group	March	Multi agency (Mark Armstrong)	Discussions held with Police and Local Authority, and at this stage attendance at the weekly meeting will not to take place due to capacity. LA services to be contacted directly by NWP ASB officer if required.	
	Establish regular meetings between (appropriate) Council services, and Police community safety officers, in order to identify specific trends/areas, where joint working is required to tackle ASB and offending	Throughout year	Catherine Roberts Ian Roberts	NWP have bought these meetings to an end. Direct contact with Police as required for any casework.	
Instigate a legal process within the Local Authorities, which enables the transition of existing Designated Public Places Order's (4 in Anglesey 7 in Gwynedd) into Public Space Protection Orders	October 2017	Catherine Roberts	Formal consultation to be held after receiving advice, and decision to be agreed.		

by October 2017 Commissioned Projects: Youth Justice Service referral activities including the SPLASH scheme				
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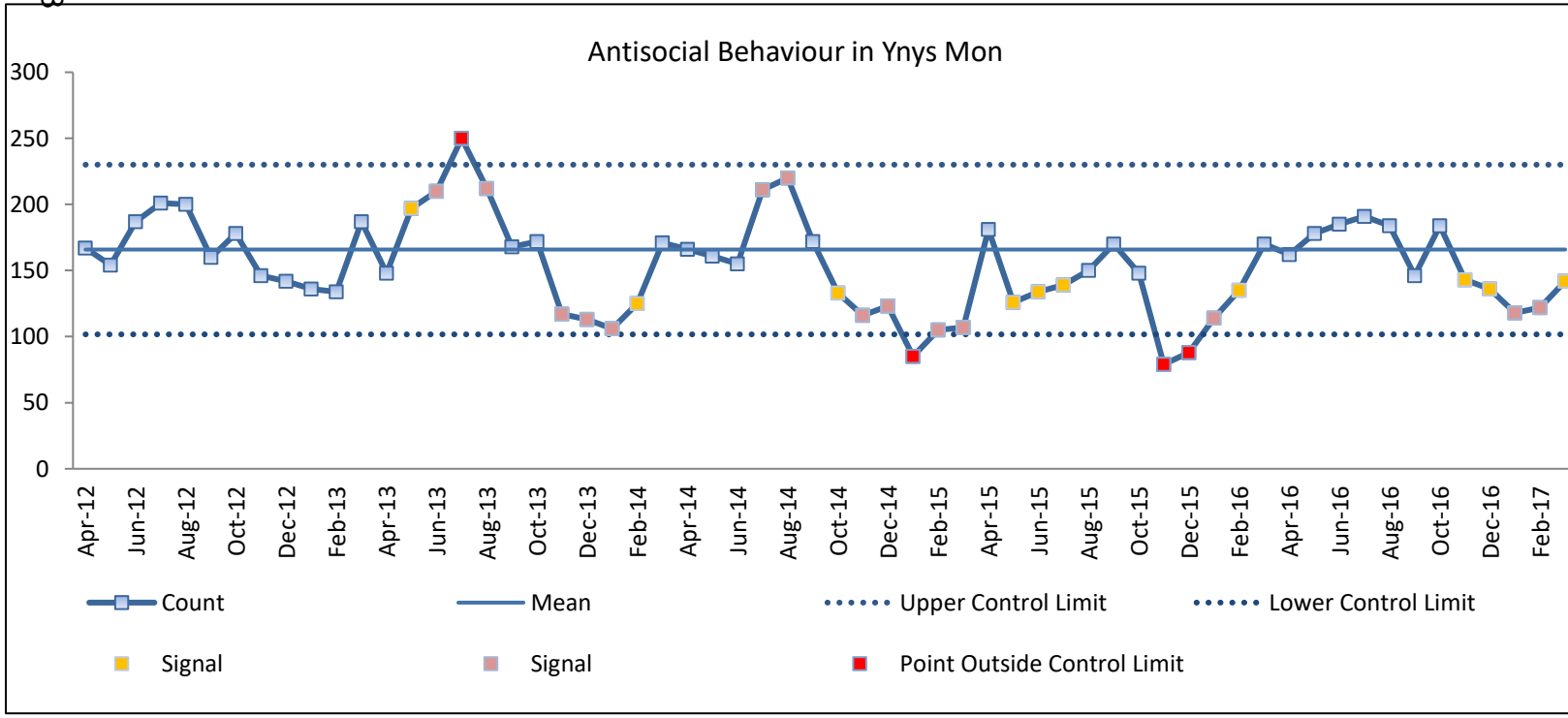
Antisocial Behaviour in Gwynedd



Antisocial behaviour reported to North Wales Police has reduced in Gwynedd since October 2013 with an average of 302 incidents reported each month. ASB levels in 2016/17 have followed the seasonal pattern of peaks in the summer months and lows in the winter and there are no ongoing issues causing significant concern.

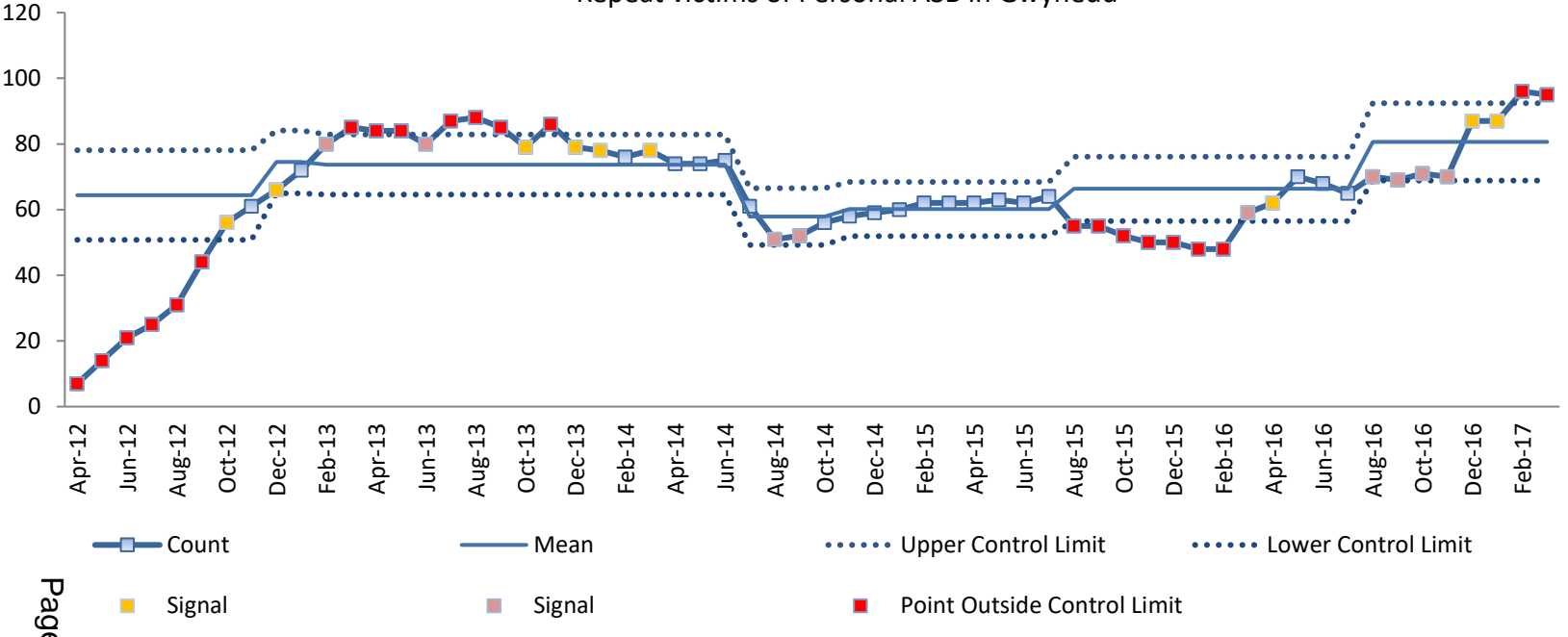
Page 23

Antisocial Behaviour in Ynys Mon



Antisocial behaviour reported to North Wales Police has remained stable in Ynys Mon since April 2012 with 166 incidents per month. ASB levels in 2016/17 have followed the seasonal pattern of peaks in the summer months and lows in the winter and there are no ongoing issues causing significant concern.

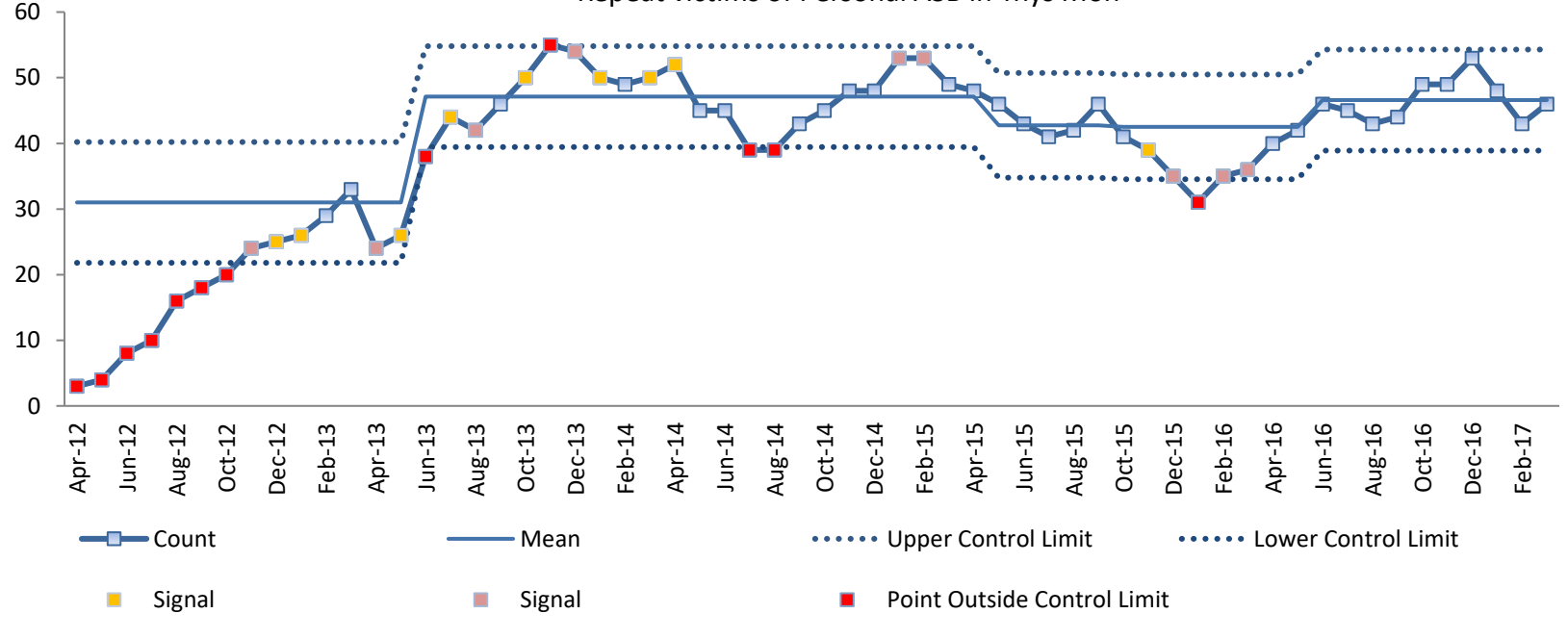
Repeat victims of Personal ASB in Gwynedd



While the overall ASB level has remained relatively stable, there has been an increase in incidents being classified as ASB Personal since the changes in the recording process in March 2016 which has resulted in more repeat victims being identified; there were 95 repeat victims in 2016/17 and the trend suggests there may be further increases in the coming months.




Individuals who score medium to high on the risk assessment are infrequent and are all referred for discussion in the multiagency tasking meeting.




Repeat victims of Personal ASB in Ynys Mon



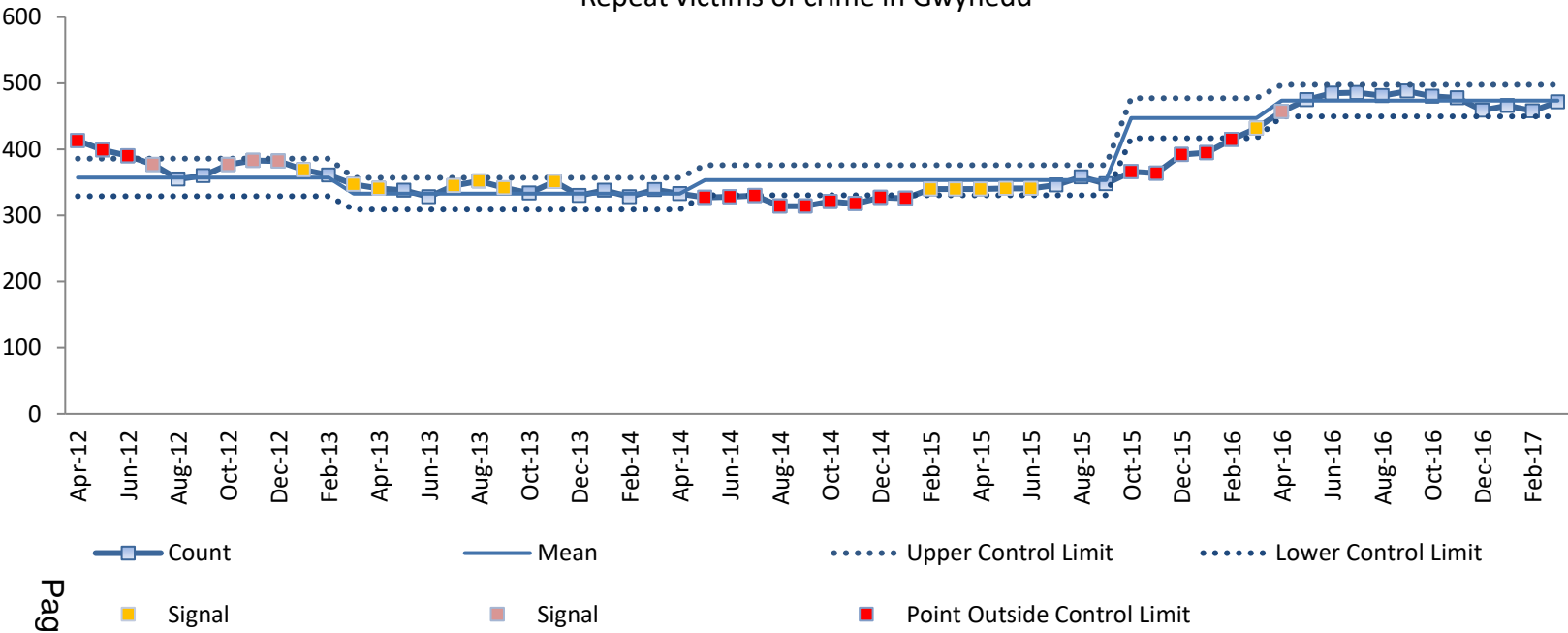
While the overall ASB level has remained relatively stable, there has been an increase in incidents being classified as ASB Personal since the changes in the recording process in March 2016 which has resulted in more repeat victims being identified; there were 46 repeat victims in 2016/17.

Individuals who score medium to high on the risk assessment are infrequent and are all referred for discussion in the multiagency tasking meeting.

3	Focus: Supporting vulnerable people to prevent them from becoming victims of crime				
Measures: 1 Number of repeat victims of crime					
Page 25	Actions and projects 2016/17				
	<p>Mental health pilot in Anglesey –working with Bangor University. Looking at good practice, developing framework to understand existing provision and identifying gaps in service for those with mental health issues who have a high demand on Police resources. Partners – Anglesey Social Services, Police and Probation Wales</p>	No set date	Multi agency (Mark Armstrong)	4 VARM meetings have now taken place, with good buy in from all partner agencies on Anglesey. Work continuing to ensure appropriate nominations from all parties involved in the process. Referrals coming from a variety of sources, process strengthening. However process to be reviewed before roll out to other areas.	
	<p>Need to understand the landscape regarding where child sexual exploitation activities take place locally including councils’ strategic plans, local safeguarding board, regional plan etc. in order to prepare for local action. Specific work to be undertaken with the analyst, to identify if work under the regional plan is being undertaken locally</p>	March	Safer Communities Board Regional Safeguarding Board	Regional Safeguarding Board leads and monitors this activity, currently no reports that there are failings in Gwynedd or Anglesey to date.	
<p>Have a PREVENT plan for each Local Authority in Place. Identify where the plan will be monitored</p>	April	Catherine Roberts	As a two county CSP we have an Prevent overview document. Monitoring of the overview Prevent requirement is done by the new regional monitoring template which is then scrutinised at the regional CONTEST board.		

Page 26	Trading Standards services in both Local Authorities to continue to look at opportunities for work in relation to ‘doorstep crimes’, ‘cold calling’ and scams particularly in relation to vulnerable people. To identify opportunities for working with other partner agencies and consider introduction of No Cold Calling zones as necessary.	Throughout the year	Emma Jones Manon Williams	Work plan in place, doorstep crime scams ongoing, talks to vulnerable groups ongoing. Community consultation event to be arranged in spring/summer 2017 to encourage a better turn out. If the problem persists consultation to begin sooner. Police analyst to undertake a piece of work to identify potential NCCZ.	
	Complete the joint work on development of a protocol for the management of young people (placements from other Counties) into residential units in the area –in relation to the offending issues whist in the locality	October	Stephen Wood	Protocol document completed.	
	Task & Finish Group to look at those individuals who are identified as high demand service users for Police/Fire & Rescue Service/WAST. This work identified following three recent fatal fires in Gwynedd.	N/K	Richie Green	CI Richie Green has taken ownership of this work. No engagement from BCUHB therefore difficult to move the work on.	

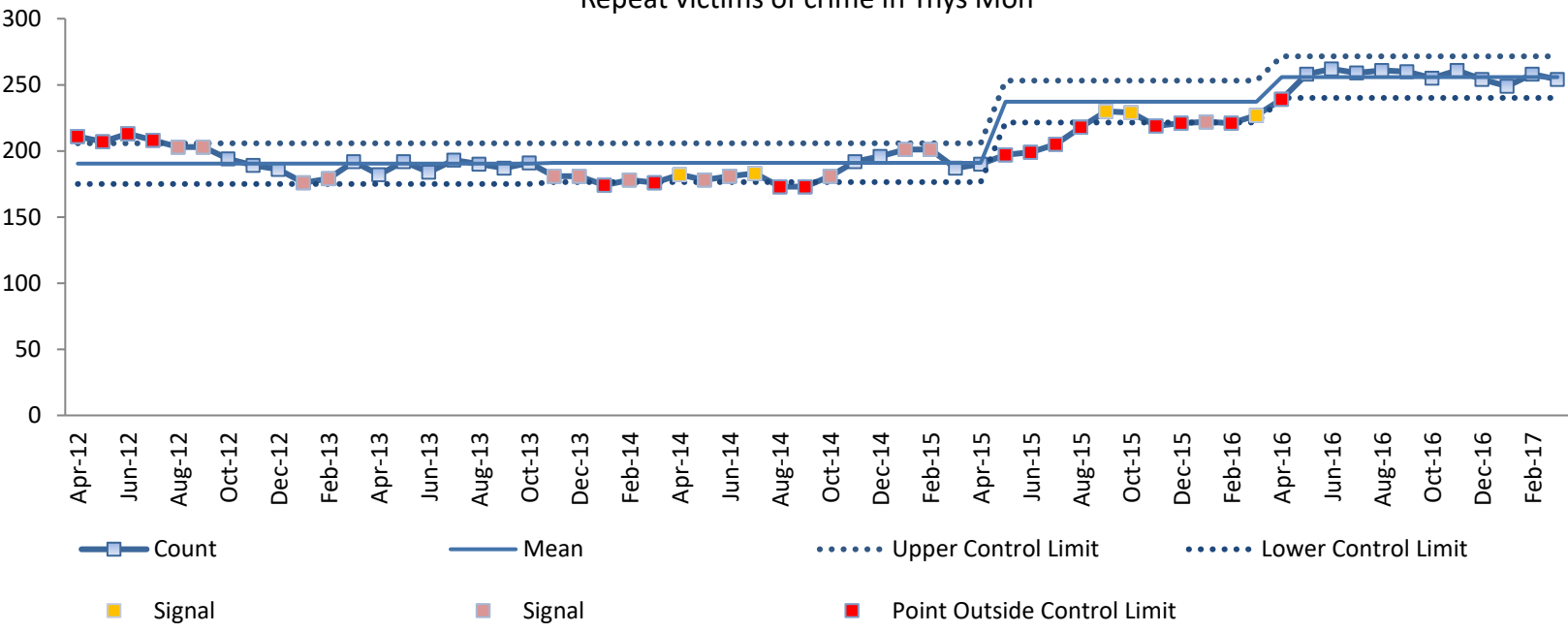
Repeat victims of crime in Gwynedd






Repeat victims of crime are people who have been a victim of crime two or more times in 12 months; therefore the value for each month is a snapshot of the previous 12 months.





The level of repeat victimisation in Gwynedd was relatively stable between 2012 and 2015 with approximately 352 repeat victims every 12 months. This increased steadily between October 2015 and April 2016 to 474 victims every 12 months but has remained stable since. This has been a common trend across North Wales and is thought to be a result of changes in the recording process.

Repeat victims of crime in Ynys Mon

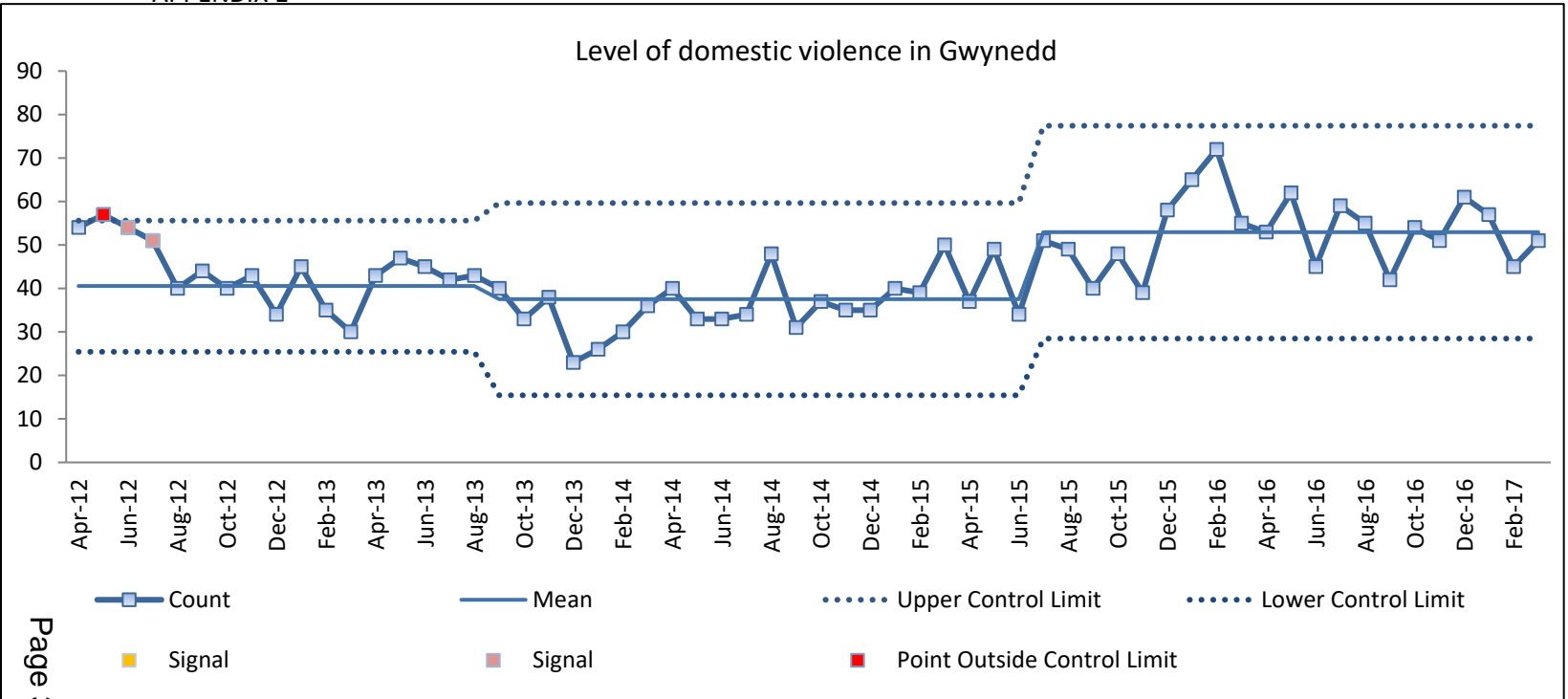


The level of repeat victimisation in Ynys Mon was stable between 2012 and 2014 with approximately 190 repeat victims every 12 months. This increased in 2015 to 229 and has further increased since March 2016 to 255. This has been a common trend across North Wales and is thought to be a result of changes in the recording process. Since the changes, the number of repeat victims in Ynys Mon has been stable.

4	Focus: Increase confidence in reporting domestic abuse / Work with MARAC to manage the levels of repeat victims of Domestic Abuse (Multi Agency Risk Assessment Conferences) Measures: 1 Level of domestic abuse 2 Level of high risk domestic abuse (MARAC cases) 3 Number of repeat victims of Domestic Abuse				
Page 28	Actions and projects 2016/17				
	Raise awareness of Domestic Abuse across Gwynedd and Anglesey with the White Ribbon Campaign in November. Review existing arrangements and ensure effective collaboration.	November	Maria Pritchard	Multi agency awareness raising campaign completed. Several hundred white ribbons and leaflets handed out to staff and hospital patients/visitors. 6 disclosures also received.	
	Identify all possible funding opportunities to enable the commissioning of Independent Domestic Violence Advisors IDVA (vital to the effectiveness of MARACS)	April 2017	Multi agency	Sufficient finance secured to commission 5 IDVAs for Gwynedd and Anglesey this year	
Identify all possible funding opportunities to enable the commissioning of Target Hardening provision	April 2017	Multi agency	Capital target hardening secured this year. Contract for the use of twenty Skyguard alarms for high risk victims of domestic abuse across Gwynedd and Anglesey. Equipment secured for medium and high risk service users including alarms, security lights and CCTV cameras dispersed to the Police and Independent Domestic Violence Advisors.		

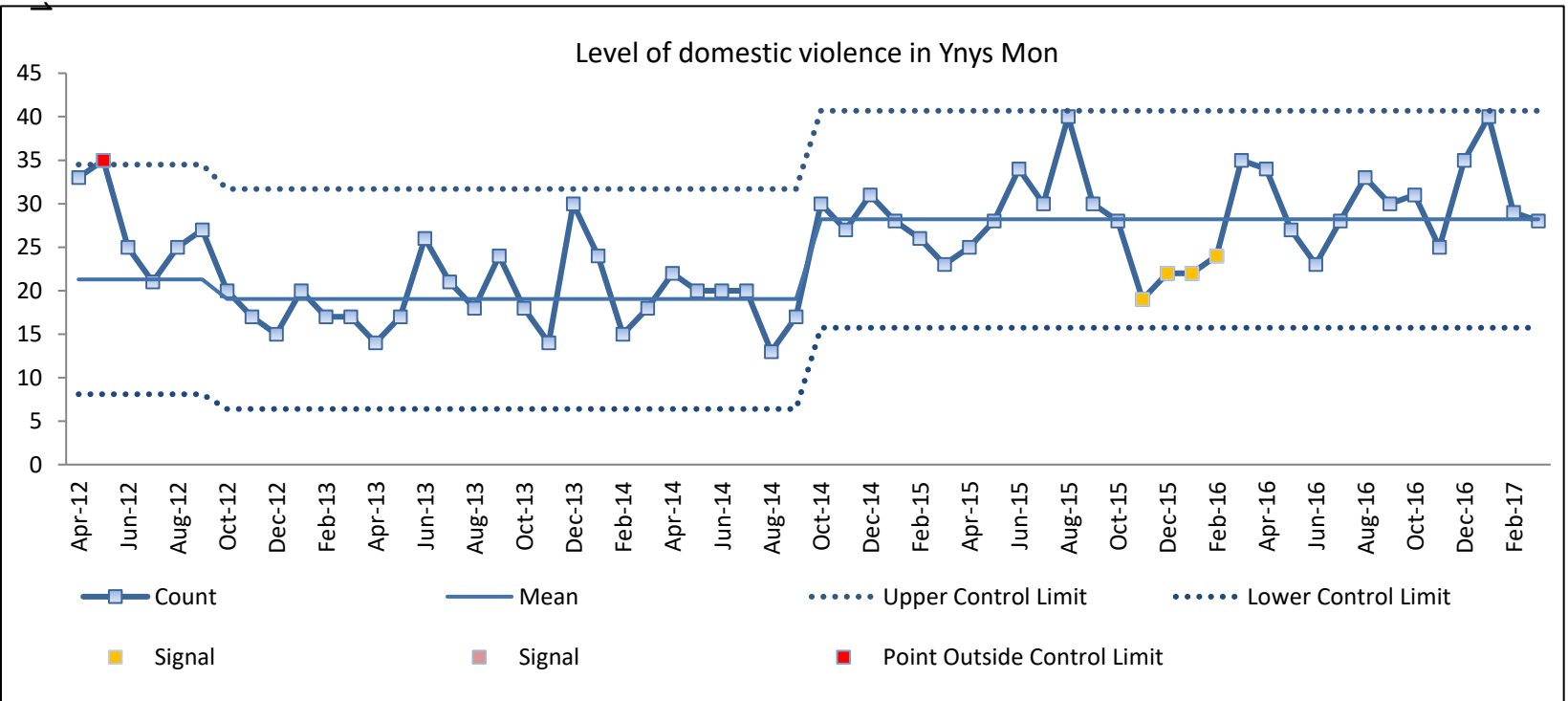
<p>Respond to new legislation - The Violence against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act, including –</p> <ul style="list-style-type: none"> • the National Training Framework • regional strategic and operational structures in place by April 2017 	<p>April 2017</p>	<p>Multi agency</p>	<p>Currently in discussion with WG regarding issues with the e-learning package. Issues relating to quality of Welsh language, technical issues and appropriateness of the learning tool. Reaching the training target will transfer into next years plan.</p> <p>Regional strategic and operational structures – Community Safety Team fully engaged with local and regional discussions about these developments, which will take 12-24 months to fully embed. Board have formally met twice, next meeting 6th of April. Regional advisor to begin 13th March. Welsh Government have agreed another transitional year for 2017-18.</p>	<p></p> <p></p>
<p>Review CAADA-DASH training for MARAC members</p>	<p>December</p>	<p>MARAC Members</p>	<p>The new statutory obligation of the new NTF has superseded this local development, and therefore this will form part of the new regional development plan</p>	<p></p>
<p>Joint development of a new referral pathway for the fitting of target hardening equipment</p>	<p>October</p>	<p>Catherine Roberts Maria Pritchard Supporting People Housing Depts.</p>	<p>Pathway has been introduced but has not required the additional funding.</p>	<p></p>

	<p>Commissioned Projects</p> <p>Target Hardening Service (protecting homes) Independent Advisors for Victims of Domestic Abuse <i>Skyguard</i> phone devices to protect victims of domestic abuse Caring Dads project in Gwynedd</p>				
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Domestic violence includes all violent crime which has been tagged a domestic due to the relationship between the victim and offender.

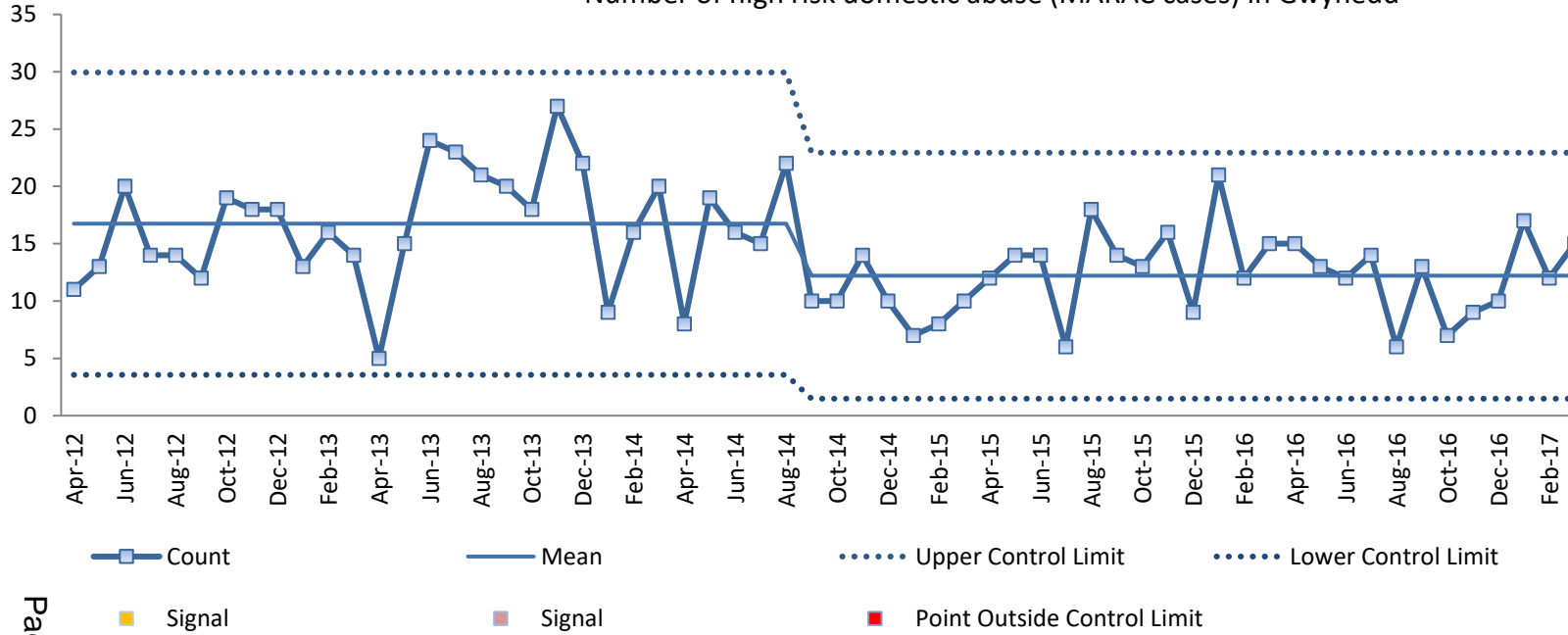
The level of domestic violence in Gwynedd remained stable in 2016 with an average of 53 offences a month.



Domestic violence includes all violent crime which has been tagged a domestic due to the relationship between the victim and offender.

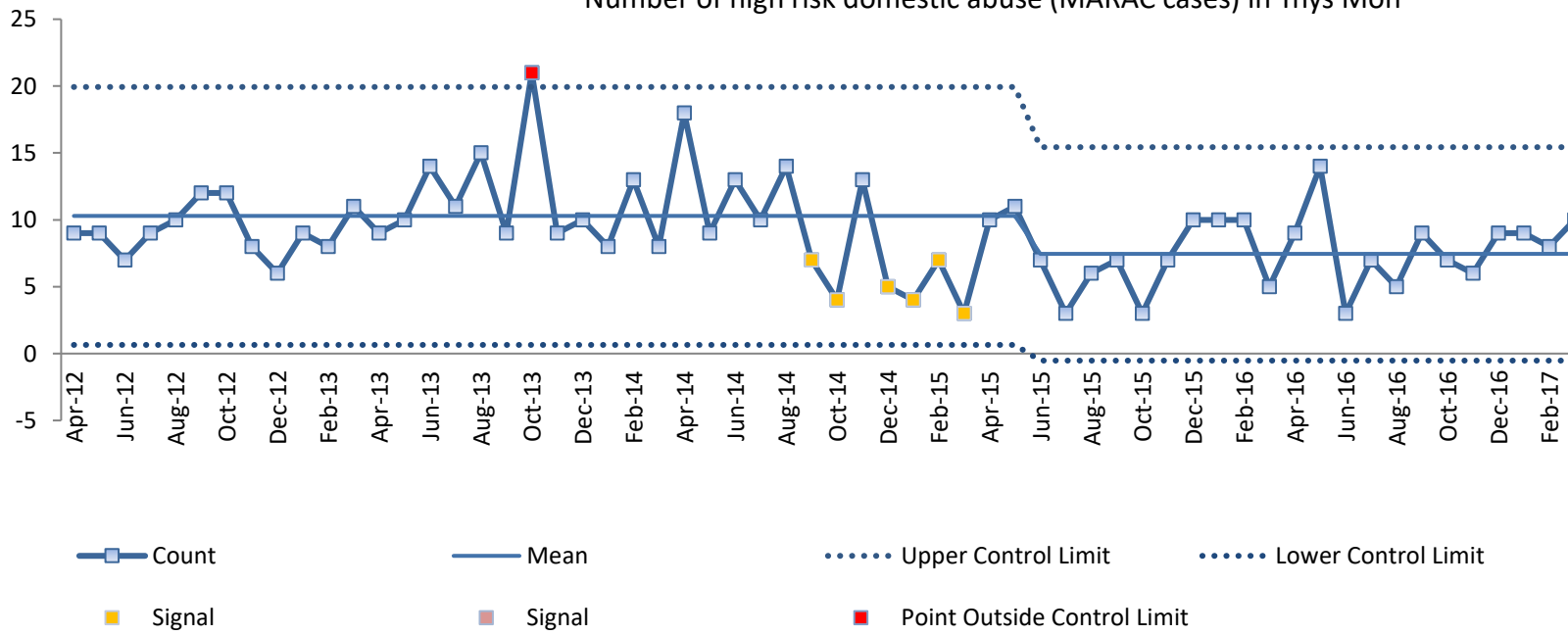
There were on average 19 domestic violent crimes month between 2013 and 2014 which increased in 2015 to 28 and has since remained stable.

Number of high risk domestic abuse (MARAC cases) in Gwynedd

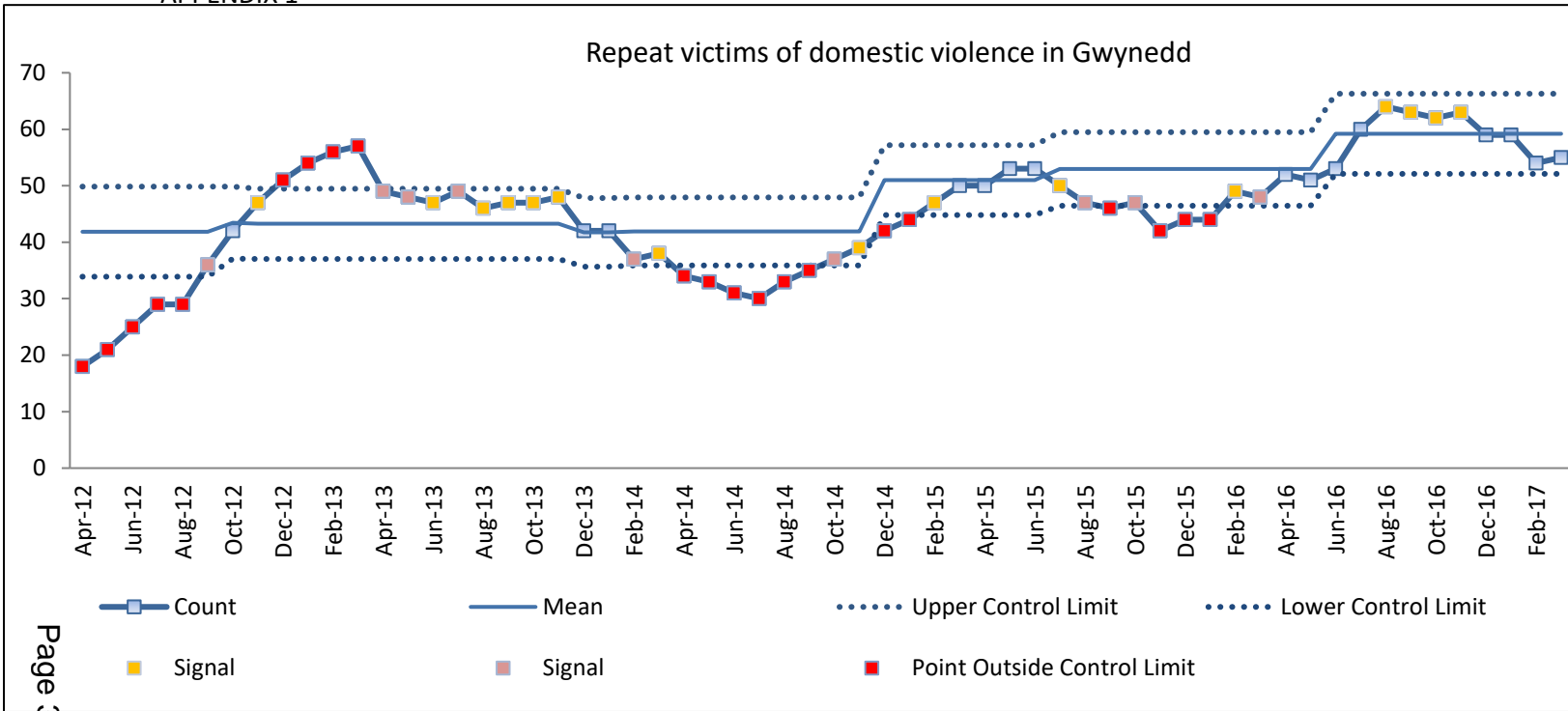


The number of cases discussed at MARAC has remained stable in Gwynedd for the past 18 month with an average of 12 cases being discussed each month.

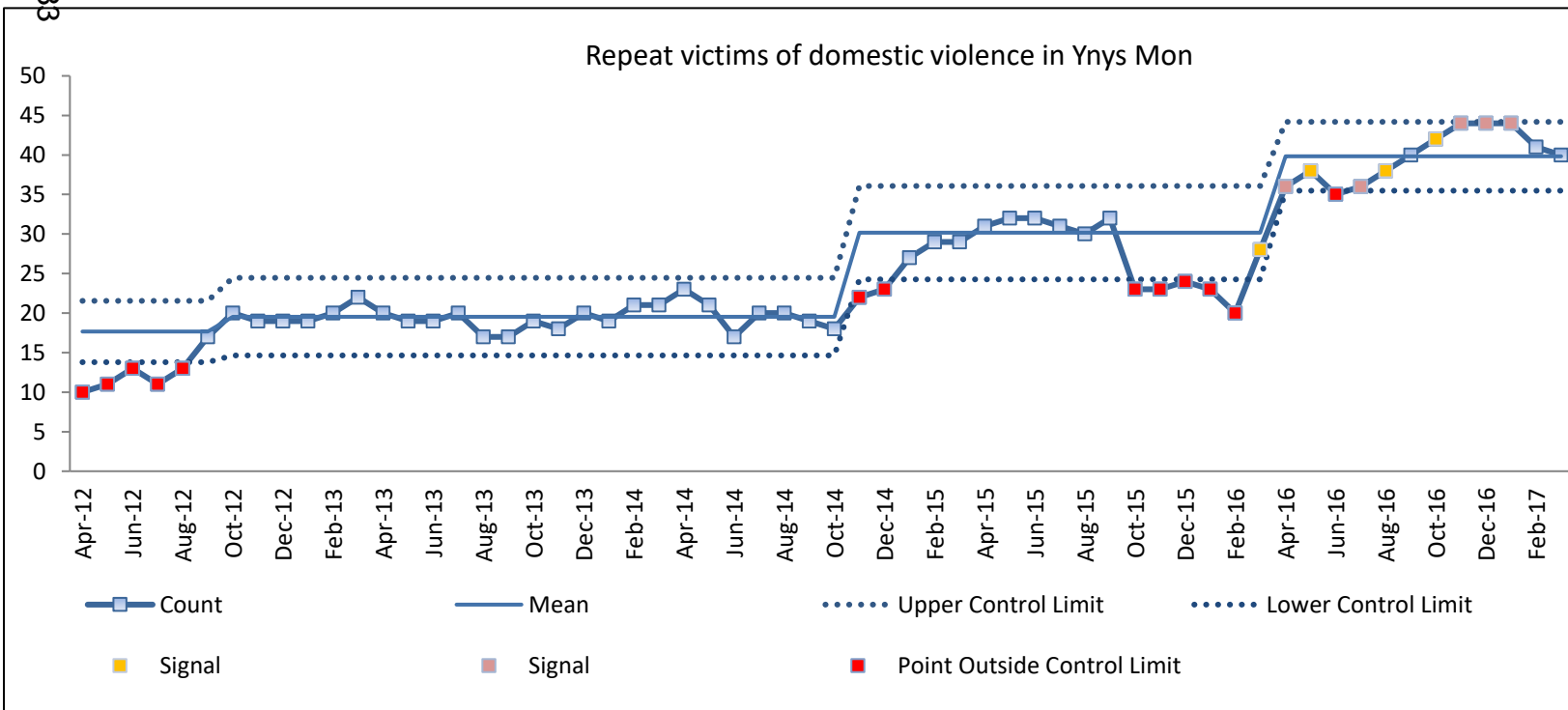
Number of high risk domestic abuse (MARAC cases) in Ynys Mon





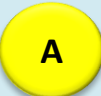

The number of cases discussed at MARAC has remained stable in Ynys Mon for the past 18 month with an average of 7 cases being discussed each month.





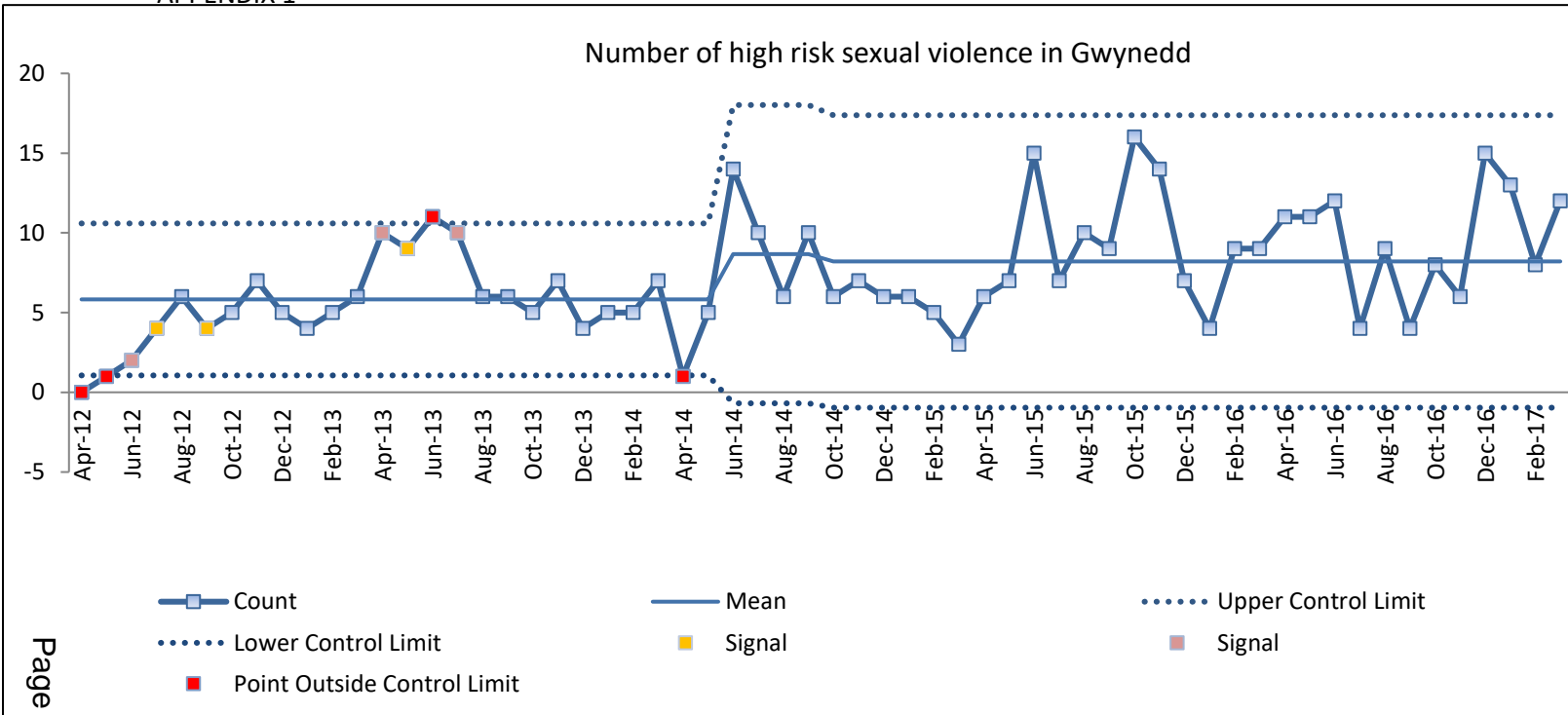
There was an increase in repeat victims of domestic violence in the early months of 2016. A number of factors are believed to have contributed to this rise, including changes in recording/reporting processes and improved referrals procedures from partner agencies that have generated additional crimes from which repeat victims have been identified. Since July 2016 the levels have remained relatively stable with 55 repeat victims of domestic violence being identified for the 12 months ending in March.



There was an increase in repeat victims of domestic violence in the early months of 2016. A number of factors are believed to have contributed to this rise, including changes in recording/reporting processes and improved referrals procedures from partner agencies that have generated additional crimes from which repeat victims have been identified. Since April 2016 the levels have remained relatively stable with 40 repeat victims of domestic violence being identified for the 12 months ending in March 2017.

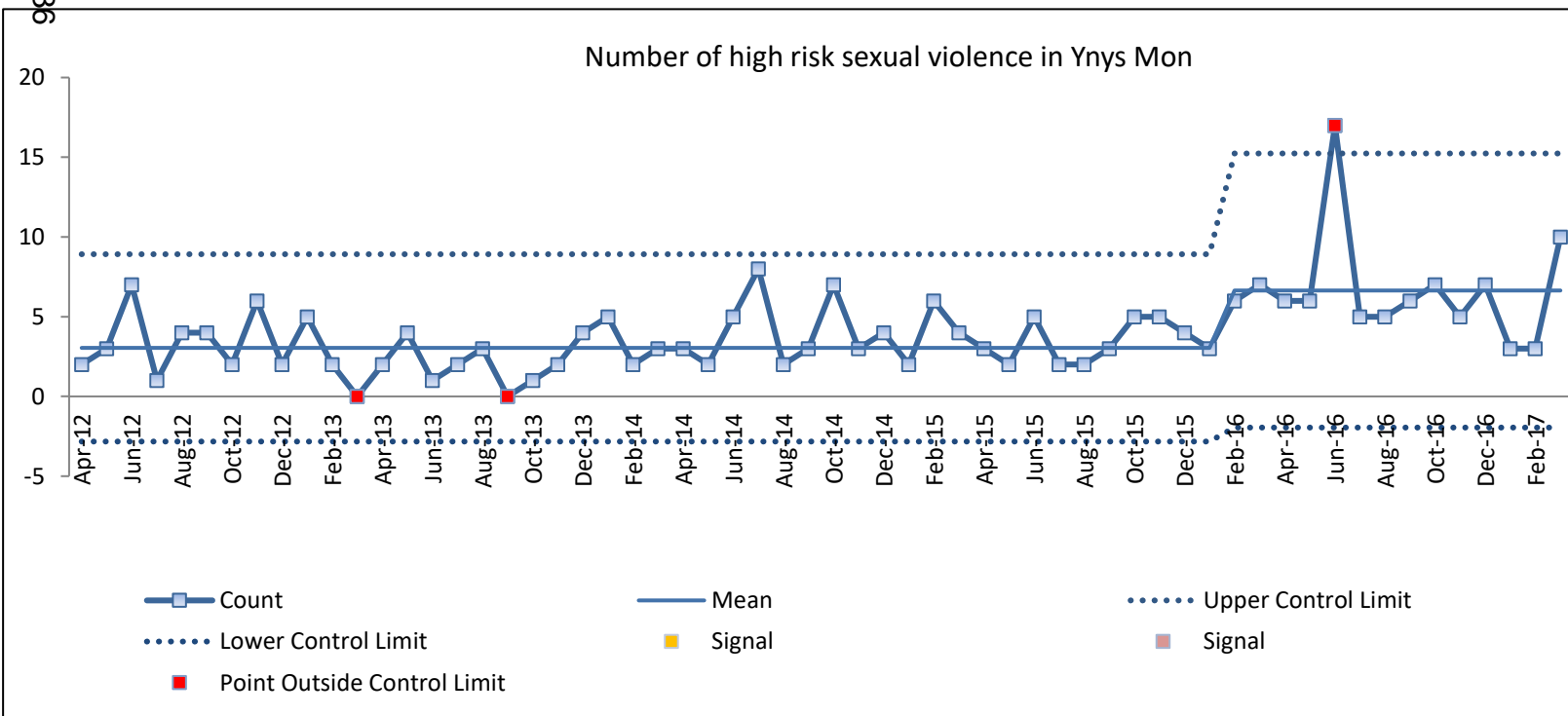
5	Focus: Increase confidence in reporting sexual violence/ Increase awareness amongst young people of sexual violence Measures: 1 Level of sexual offences 2 Number of CSE offences				
Page 34	Actions and projects 2016/17				
	<p>Need to understand the landscape regarding where child sexual exploitation activities take place locally including councils' strategic plans, local safeguarding board, and regional plan etc. in order to prepare for local action. Specific work to be undertaken with the analyst, to identify if work under the regional plan is being undertaken locally</p>	March	Safer Communities Board Regional Safeguarding Board	Regional Safeguarding Board leads and monitors this activity, currently no reports that there are failings in Gwynedd or Anglesey to date.	
	<p>Ensure that year 9 children in our schools receive appropriate information regarding sexual offences and abuse (Cat's Paw)</p>	Throughout year	Multi agency	Agreed at 3 rd quarter CSP that all efforts to find finance have been undertaken, and will now be discussed regionally	
	<p>Discuss the possibility of compulsory training for taxi drivers (child sexual exploitation etc.) with Trading Standards/Licensing authorities in both Councils</p>	October/ November	Sion Hughes Gwenan Roberts	<p>Consultation completed. Policy has been revised, with the aim of implementation in April 2017. Safeguarding training will be mandatory, however details of format and delivery have not been finalised.</p> <p>Licensing process under review by following the <i>Ffordd Gwynedd</i> process. Once concluded it is likely that one of the priorities for action will be reviewing the taxi licensing policy.</p>	 

Page 35	A further analysis on a regional basis, of repeat Domestic Abuse and rapes in dwellings, to inform future planning	October	Matthew Stewart	<p>Implementation is dependent on the review of the Gwynedd taxi licensing policy, and the conclusion of the internal review of licensing processes. Discussions also being held with the transportation unit to see if they would consider implementing safeguarding training as a condition for licenced school taxis.</p> <p>Update has been provided via the Strategic Assessment released in October.</p>	
	Gwynedd Council to establish a strategic/developmental panel for child sexual exploitation. Panel to ensure protocols and risk assessments etc are in place and effective	September	Sharron Williams Carter	<p>CSE panel guidance and Terms of Reference complete. First meeting arranged for April.</p>	
<p>Commissioned Projects</p> <p>Youth Justice Service Health Support Development Officer</p>					










High risk sexual offences include all incidents of rape and sexual assault by penetration.


The number of sexual offences was stable between 2012 and 2014 with on average 6 a month. In April 2015 offences increased to 9 a month which has subsequently remained stable.



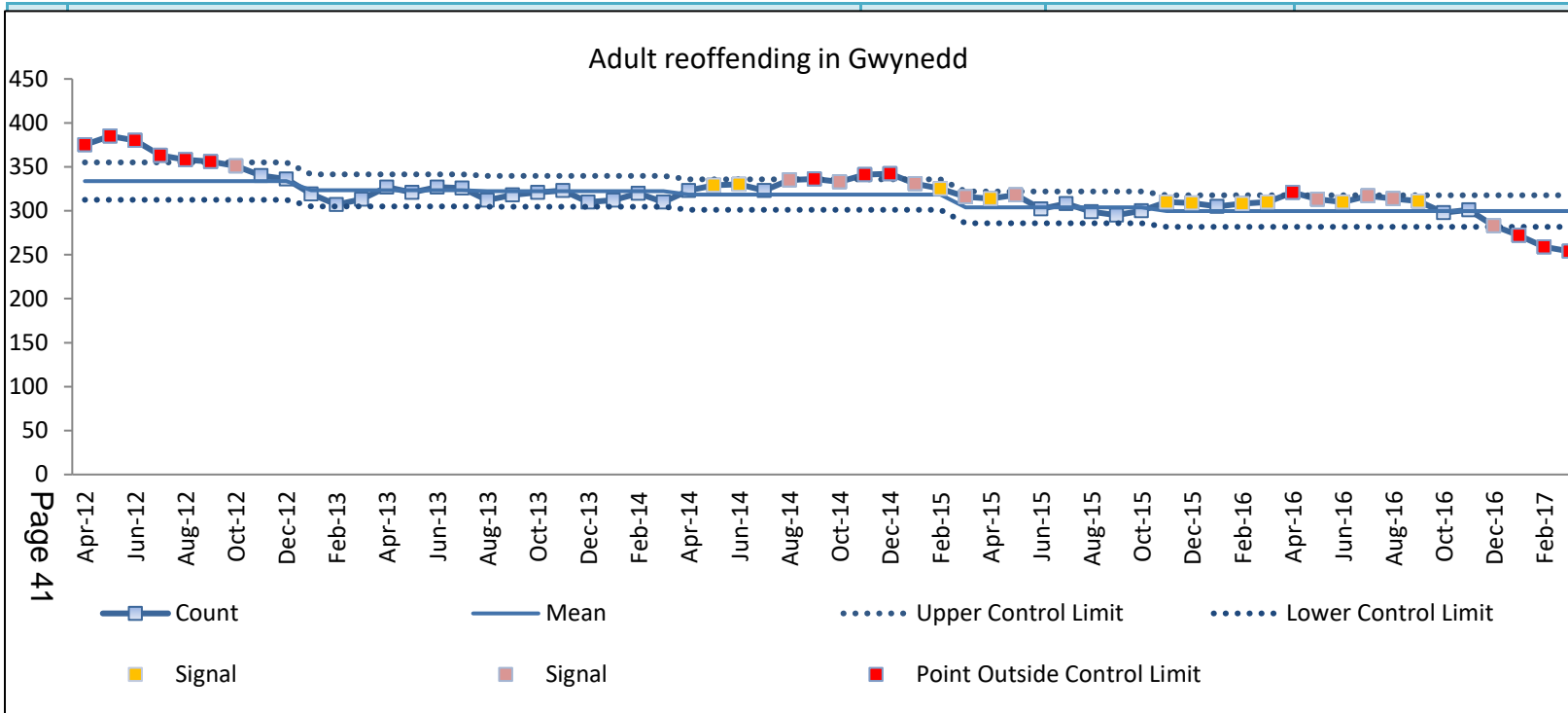
The number of sexual offences was stable between 2012 and 2015 with on average 3 a month. In March 2016, coinciding with recording changes, offences increased to 7 a month which has subsequently remained stable with the exception of June 2016. The spike in June was due to a number of historic crimes being reported by a single individual.

6	Focus: Combat substance misuse in the area				
Measures: 1 Welsh Government Key Performance Indicators					
Page 37	Actions and Projects 2016/17				
	Oversee capital applications for the area –to be submitted to Area Planning Board.	Within capital application timeframe-dictated by Welsh Govt.	Rhiannon Mair Partnership members	2 groups have been established to look at buildings specifically in Holyhead and Bangor. We are looking at the possibility of presenting a capital bid for a multi agency building in these areas. Any future developments will be included in the next update.	
	Ensure that local gaps in services are fed into regional Commissioning and planning cycle, and that Gwynedd and Anglesey achieve parity in provision (across the region)	Throughout year	Rhiannon Mair	Continual process. Weekly meetings are held in order to feedback any concerns or gaps in provision. Ensuring fairness and parity of service across the region is one of the APB’s priorities.	
	Winter night time economy initiatives in place	December	Multi agency	Ongoing; plans have been developed locally and are being developed regionally. Bank holiday intervention over August delivered, with extra funding provided to increase capacity of prevention work over this period.	
Review of services for children and young people in the two Counties is completed. Recommendations from the review are considered in future commissioning decisions	May	Rhiannon Mair	The recommendations of the review were discussed at the APB Executive Group in September. 2 options were considered which were building		

	<p>Review of Youth services in Anglesey Council to identify the support needs of young people for the future (including issues of substance misuse)</p>	<p>November</p>	<p>Enid Williams</p>	<p>additional capacity in services (the favoured option by CSP) or to recommission services from new. The APB agreed on option 1 and a work plan is being developed to see what the possibilities are to develop this option within the grant terms and conditions.</p> <p>The draft review was discussed at the last CSP with the paper being circulated at the APB Executive Group.</p> <p>Councillors have agreed their preferred option and remodelling will begin in September. APB grant proposal awaiting ratification.</p>	
	<p>Individuals on a Drug Rehabilitation Requirement order, to receive a mandatory course on health and Well being, which emphasises Harm reduction practices</p>	<p>April</p>	<p>Jonathan Clarke</p>	<p>Everyone who is sanctioned to a DRR has to complete the health and well being module, this can take up to 14 hours week; it focuses on motivating individuals to address substance misuse issues based on a therapeutic model.</p>	
	<p>Western volunteer police cadets (VPC) are developing a campaign to highlight the dangers of underage drinking and buying alcohol to young people. The campaign will focus on the strapline “is it worth it?”</p>	<p>December</p>	<p>Ian Roberts</p>	<p>Campaign to be launched April.</p>	

	<p>Commissioned Projects Youth Justice Service Health Support Development Officer</p>				
7	<p>Focus: Reduce reoffending (for victims and offenders)</p> <p>Measure: 1 Number of repeat victims of crime 2 Number of repeat offenders (IOM, YJS)</p>				
Page 39	<p>Actions and Projects 2016/17</p> <p>Target repeat offenders (adults) via an Integrated Offender Management (IOM) process. Identifying those who cause the most harm (prolific offenders) and addressing their re-offending behaviour. This structure to be re designed during the year on a local level, and a review of which individuals are targeted for the service</p>	Throughout year	Jonathan Clarke Rhys Jones Mark Armstrong	<p>The IOM has been reviewed on a whole Wales basis and is delivering real and positive outcomes. It ensures that a consistent strategic framework is applied that still allows for local flexibility when it comes to delivery, recognising the vastly different operating environments that exist across Wales. In North Wales this has allowed Wales CRC, NPS (Wales) and the Police to evaluate the IOM cohort and focus on those offenders that cause the local communities in North Wales harm, and are persistent in their behaviour. Previously there were some offences that were out of scope due to type of offences they committed; however the scheme has moved to be more inclusive.</p> <p>The Police and Wales CRC/NPS have changed their structure in terms of IOM. The Police operational officers are now managed by local Community</p>	

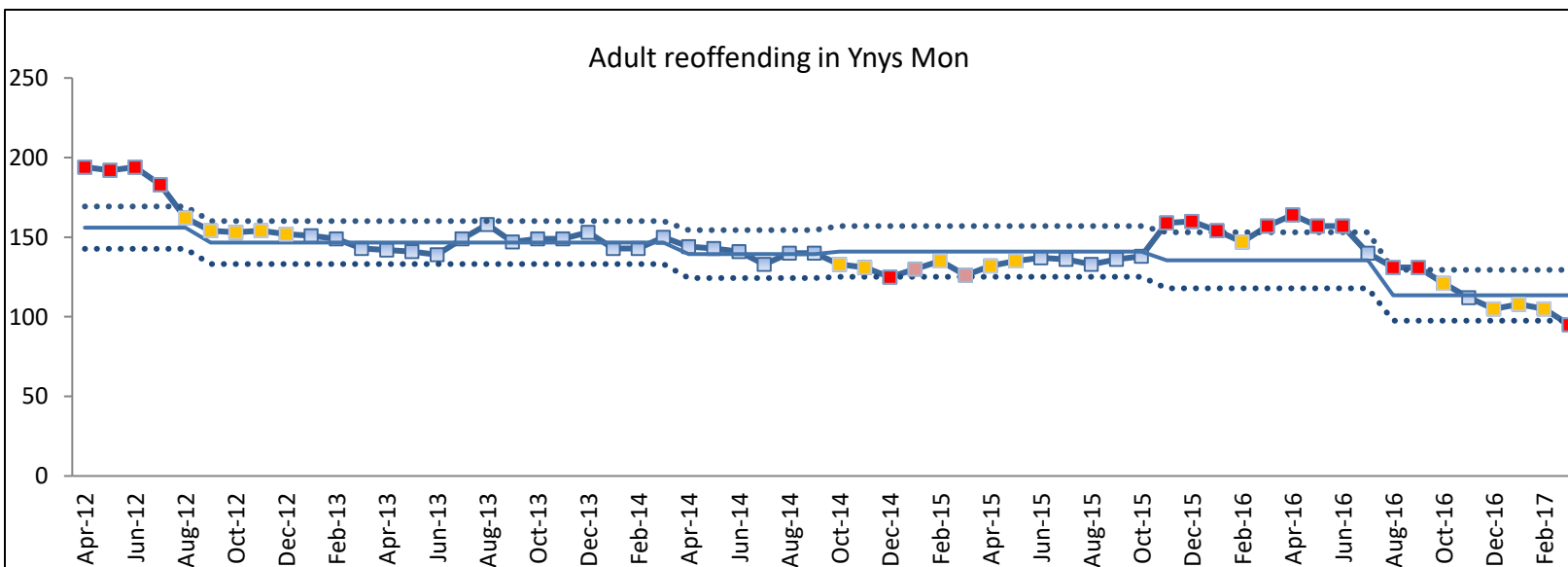
	<p>Targeting young offenders to reduce reoffending by implementing the Gwynedd and Anglesey Youth Justice Service plan</p> <p>New posts put in place within both Local Authorities (until March 2017) to deal with rehousing of prison leavers. These posts will develop close working links with partner agencies during the course of this year</p> <p>Commissioned Projects Youth Justice Service preventative officer and preventative bureau Youth Justice Service Preventative Justice Officer Youth Justice Service rehabilitation and released on licence officer Community Justice Interventions Worker Support officer as and when needed (Housing and accommodation)</p>	<p>Throughout year</p> <p>Throughout year</p>	<p>Stephen Wood</p> <p>Susan Griffiths Karen Roberts</p>	<p>Safety Sgt in each locality alongside Probation staff from both Wales CRC and NPS. This gives the partnership agencies more insight into local issues, more accountability and better liaisons between IOM officers and the local community officers. The monthly meetings are more action focussed holding agencies to account. Weekly tasking meetings have been devised to focus on those that cause the community harm, so that agencies can prioritise their work load accordingly.</p> <p>YJS service plan signed off and in place</p> <p>New posts in place and working links made with relevant partner agencies.</p>	<p>G</p> <p>G</p>
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Repeat adult offenders are individuals age 18 and over who have been charged or cautioned for two or more crimes in 12 months; therefore the value for each month is a snapshot of the previous 12 months.

Adult reoffending in Gwynedd has been stable since March 2015 with an average of 304 offenders every 12 months, this is has reduced from 334 in 2012.

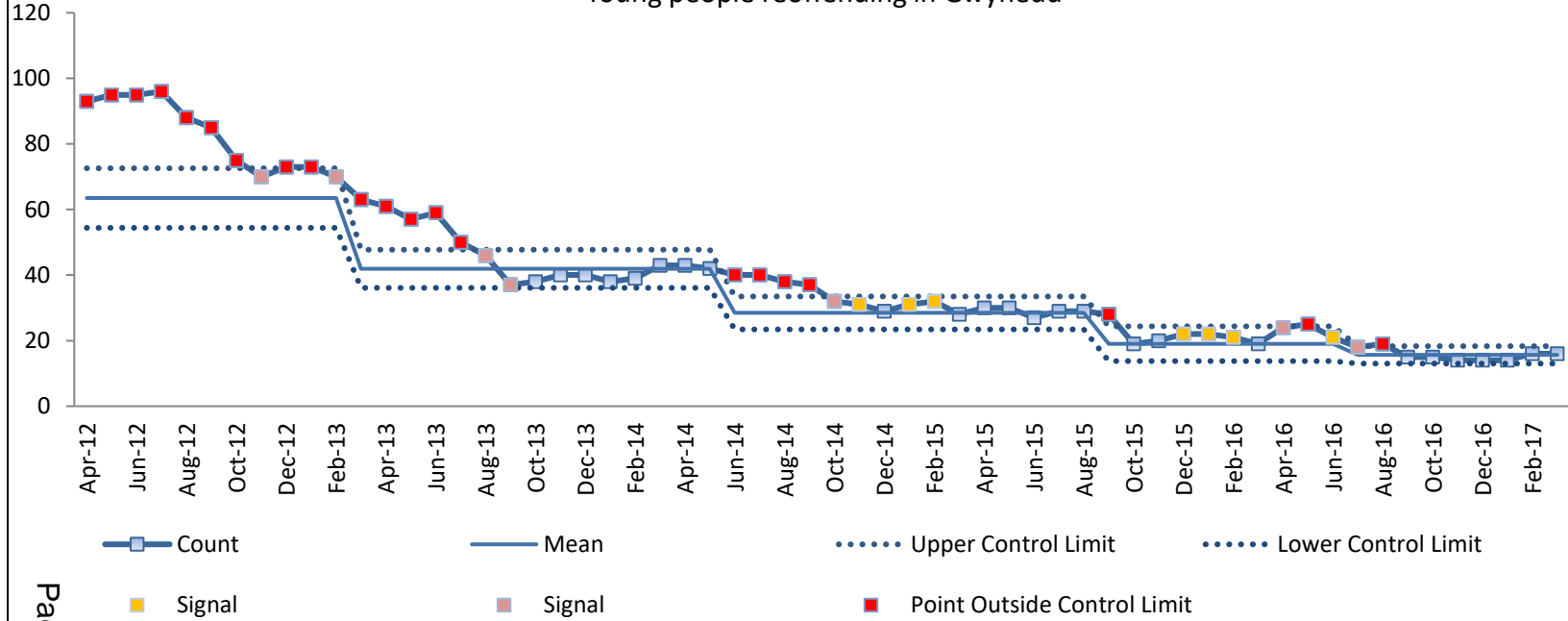
The low numbers in the last 3 months are due to crimes that are awaiting the charge of the offending causing a lag in the results.



Repeat adult offenders are individuals age 18 and over who have been charged or cautioned for two or more crimes in 12 months; therefore the value for each month is a snapshot of the previous 12 months.

Adult reoffending in Ynys Mon has fallen steadily in recent months to an average of 114 repeat offenders every 12 months.

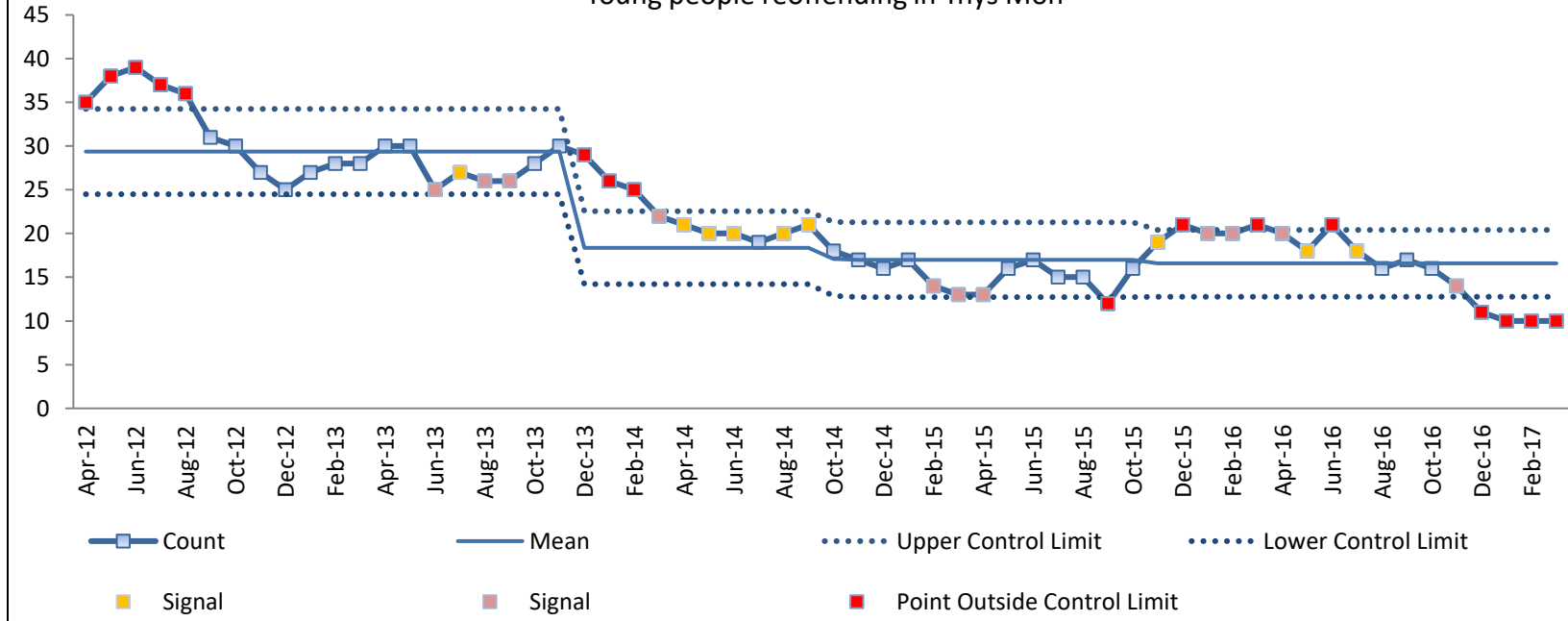
Young people reoffending in Gwynedd



Repeat youth offenders are individuals under 17 who have been charged or cautioned for two or more crimes in 12 months; therefore the value for each month is a snapshot of the previous 12 months.

Youth reoffending fell steadily in Gwynedd between 2012 and 2015 but has remained stable during 2016/17 at an average of 18 offenders every 12 months.

Young people reoffending in Ynys Mon



Youth reoffending has remained stable since early 2014 at an average of 17 offenders every 12 months. The low numbers in the last 4 months are likely due to crimes that are awaiting the charge of the offending causing a lag in the results.

The North Wales Community Safety Partnerships focus

Whilst the NW Safer Communities Board is focusing at a regional level on mental health, hidden crimes and technology enabled crimes, the Board is asking local CSPs to focus on:

1. Prevent Crime and Anti-Social Behaviour

- Reduce victim based crime
- Reduce ASB
- Increase the reporting of Hate Crime
- Support vulnerable people to prevent them becoming victims of crime
- Reduce repeat incidents of victim based crime and ASB for victims and perpetrators
- Work with MARAC to manage the levels of repeat victims of Domestic Abuse
- Deal effectively with high risk cases of Domestic Abuse and Sexual Violence
- Increase the confidence in reporting Domestic Abuse and Sexual Violence
- Increase awareness amongst young people of sexual violence

2. Reduce harm and the risk of harm

- Reduce substance misuse
- Reduce drug and alcohol use
- Community Tension Monitoring

3. Deliver an Effective Response

- Reduce reoffending
- Understand and address migration impacts on the community safety agenda

The following 2017/18 plan aims at building on the extensive work which has been undertaken in recent years which has led to a significant reduction in Crime and Disorder in the counties of Gwynedd and Anglesey. The plan will focus on areas of work which need to be developed during 2017/18, based on the strategic assessment, and also on the guidance and priorities established by the Regional Board. However, we will also note the areas of work which have already been established, but will continue to contribute towards our focus and priority fields.

The Gwynedd and Anglesey priority work areas linked to the PCC Plan and NW Safer Communities Board community safety agenda are:

	Actions and projects 2017/18 Commissioned Project Established partner interventions (also contributing to focus area)	Target Date	Responsibility	Outcomes
1	<p>Focus: Reduce victim based crime (Acquisitive crimes only)</p> <p>Measures: 1 Level of victim based crime –acquisitive crime 2 Number of repeat victims of crime – acquisitive crime</p>			
Page 44	<p>Actions and projects 2017/18</p> <p>Trading Standards services (TSS) in both Local Authorities to continue to look at opportunities for work in relation to ‘doorstep crimes’ and ‘cold calling’ and scams, particularly in relation to vulnerable people. To identify opportunities for working with other partner agencies.</p> <ul style="list-style-type: none"> Hold meeting between Trading Standards Department and Police to identify if improved intelligence sharing is required, this to include the possibility of establishing a tasking group for this purpose. Consider whether a new group is required or if it sits within the current ASB Tasking group. (Include case studies where fraud has been undertaken against older people) Review locally available information for the public regarding scams etc, particularly accessible to older people. If information is found to be lacking, look for opportunities to provide appropriate information locally. <p>TSS to work with police to introduce No Cold Calling Zones (NCCZ) as deemed necessary</p> <p>Student safety during Fresher’s week – multiagency approach to disseminating information during this period.</p> <p>Further analysis of domestic burglaries to take place in order to identify if vulnerable individuals are being targeted i.e. during hospital stays etc.</p>	<p>Throughout year</p> <p>Completed by September</p> <p>Completed by end of financial year</p> <p>September</p> <p>End of September</p> <p>June</p>	<p>Emma Jones Manon Williams Police</p> <p>Community Safety Department to organise meetings</p> <p>Alun Roberts</p> <p>Emma Jones Manon Williams Ian Roberts</p> <p>Alun Roberts Helen O’Riley</p> <p>Partnership Analyst</p>	<p>Meetings concluded, decision made on structure required and implemented.</p> <p>Review concluded, decision made whether more appropriate information required.</p> <p>Identify and put in place NCCZ as necessary</p> <p>Multi agency response to fresher’s week in place</p> <p>Analysis completed – possible options for intervention identified</p>

<p>The Partnership will undertake a consultation process using a questionnaire, with a citizen panel in both Local Authority areas. This will inform us as to how the public feel about our priority areas and how safe they feel within their community.</p>	<p>June</p>	<p>Community Safety Partnership</p>	<p>Compile a report for the CSP, and the CSP to respond if/as required</p>
<p>Commissioned Projects:</p>		<p>Financial allocation 17-18</p>	
<p>Youth Justice Service Referral Activities Including The SPLASH Scheme</p>			<p>£4,000</p>
<p>Youth Justice Service Rehabilitation And Release On Temporary Licence Officer</p>			<p>£13,000</p>
<p>Youth Justice Service Improved Participation Project (Community Payback)</p>			<p>£16,638</p>
<p>Careers Wales Support Officer</p>			<p>£28,200</p>
<p>North Wales Housing Resettlement And Transitions Floating Support Officer</p>			<p>£32,500</p>
<p>Youth Justice Service Enhanced Restorative Justice</p>			<p>£54,000</p>
<p>Youth Justice Service Preventative Officer And Preventative Bureau</p>			<p>£105,068</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 45</p> <p>Established partner interventions (also contributing to focus area)</p> <p>Police & TSS to continue to contribute annually to Operation Liberal – tackling doorstep crime & distraction burglaries. Partners –TSS and Police</p> <p>Operations: Cana targeting night time economy and contributing to a reduction in violence. Partners – Police, Trading standards, Special Constables and Street Pastors.</p> <p>Operations: Falcade and Magic, using predictive analysis for targeting acquisitive crime in North and South Gwynedd and Holyhead. Partners – Police</p> <p>Pilot scheme in Llŷn Peninsula, PCSOs trained to carry out home fire safety checks/fire officers to be trained to carry out crime reduction checks. Partners –Fire and Rescue Service and Police.</p> <p>Operation Clubland – Operation to educate home owners regarding Burglary Dwelling offences and risks of leaving properties insecure. .</p> <p>Operation Haywire - Operation to educate vehicle owners regarding theft from vehicle offences and risks of leaving vehicles insecure. Active in the Western area.</p>			

2	<p>Focus: Reduce Antisocial Behaviour (ASB)</p> <p>Measures: 1 Level of Anti-social Behaviour 2 Number of repeat victims of ASB</p>			
Page 46	<p>Actions and projects 2017/18</p> <p>Create a task group to look at existing ASB tasking process / meetings</p> <p>The PCC is reviewing his contribution towards local CSP activity, and requires supporting evidence by September. Gather information regarding ASB needs in relation to the Partnership coordinator post (within the police) for the purpose of informing the PCC.</p> <p>Instigate a legal process within the Local Authorities, which enables the Council to determine whether existing Designated Public Places Order's (4 in Anglesey 7 in Gwynedd) are developed into Public Space Protection Orders, or removed by - October 2017(date set within the statute).</p>	<p>May</p> <p>September</p> <p>October</p>	<p>Police Community Safety Department</p> <p>Both Local Authorities and Police</p>	<p>Task group in place and achieving its aims and objectives</p> <p>Preparations in place for Implementing the changes</p> <p>Review undertaken, decision made on whether to remove DPPOs or convert to PSPOs, and implement accordingly</p>
	Commissioned Projects:	Financial allocation 17-18		
	Youth Justice Service Referral Activities Including The SPLASH Scheme	£4,000		
	Youth Justice Service Improved Participation Project (Community Payback)	£16,638		
Careers Wales Support Officer	£28,200			
Youth Justice Service Enhanced Restorative Justice	£54,000			
Youth Justice Service Preventative Officer And Preventative Bureau	£105,068			
	<p>Established partner interventions (also contributing to focus area)</p> <p>Undertake preventative work in relation to underage sales of alcohol – advising businesses, promoting Challenge 25 and undertaking test purchases and enforcement as necessary. Partners - LA trading standards and Police</p> <p>Undertake work to tackle antisocial behaviour in relation to noise and bonfire. Use and promotion of noise app & app Mon, to gather evidence to enable enforcement.</p>			

	<p>Partners –LA trading standards, Police</p> <p>Operation Reflex – Targeting vulnerable youths in the Pwllheli and Blaenau Ffestiniog area. Officers engaging with youths (especially if underage drinking) and identifying youths in need of support. Also identifying with parents if they knew where their children were.</p> <p>Operation Wax – Targeting the offence of ‘begging’ in the Bangor area which has been causing concern in the local community, On-going.</p> <p>Western Volunteer Police Cadets working with WAST/BCHUB and Drinkaware.co.uk to launch an underage drinking campaign.</p> <p>Pwllheli ‘Rhan’ group – Environmental ASB initiative in Pwllheli involving a local group set up to improve public areas of the town. Police will become involved to assist with promoting the venture, litter-picks and environmental scanning.</p>			
3	<p>Focus: Supporting vulnerable people to prevent them from becoming victims of crime</p> <p>Measures: 1 Number of repeat victims of crime</p>			
Page 47	<p>Actions and projects 2017/18</p> <p>Mental health pilot in Anglesey –working with Bangor University. Looking at good practice, developing framework to understand existing provision and identifying gaps in service for those with mental health issues who have a high demand on Police resources. Partners – Anglesey Social Services, Police and Probation Wales</p> <ul style="list-style-type: none"> Review the effectiveness/outcomes of the pilot <p>Child Sexual Exploitation plan exists and is monitored regionally; refer to regional plan for further information. Any local issues will be brought to the attention of the CSP via the Safer Communities Board.</p> <p>Modern Slavery plan exists and is monitored regionally; refer to regional plan for further information. Any local issues will be brought to the attention of the CSP via the Safer Communities Board.</p> <p>Each responsible authority will have in place an implementation plan for PREVENT within</p>	<p>November</p> <p>Throughout</p>	<p>Multi agency</p> <p>Mark Armstrong</p> <p>Alun Roberts</p>	<p>Review undertaken discussed at CSP and decision made whether to continue or adapt scheme</p> <p>Protocol in place and monitored</p>

	their organisations. CSP will collate only, the status of activity within each organisation in order to maintain an overview.	the year		
	Strengthen links between cohesion coordinator work plan and CSP in order to ensure that hate crime and community tension monitoring is given sufficient attention.	Throughout the year	Community Safety Department	Any issues arisen to be reported to CSP when required
	Commissioned Projects:	Financial allocation 17-18		
	Skyguard Phone Devices To Protect Victims Of Domestic Abuse			£2,700
	Target Hardening Service (Protecting Homes) <i>6 Months In The First Instance</i>			£4,075
	Caring Dads Project (Gwynedd only)			£10,880
	Independent Advisors For Victims Of Domestic Abuse			£57,200
Page 48	Established partner interventions (also contributing to focus area)			
	Promotion of ‘Buy With Confidence Trader Approval Scheme’ which tackles rogue traders. Partners - by Trading Standards Service			
	Focus: Increase confidence in reporting domestic abuse / Work with MARAC to manage the levels of repeat victims of Domestic Abuse (Multi Agency Risk Assessment Conferences)			
	Measures: 1 Level of domestic abuse 2 Level of high risk domestic abuse (MARAC cases) 3 Number of repeat victims of Domestic Abuse			
	Actions and projects 2017/18			
	Raise awareness of Domestic Abuse across Gwynedd and Anglesey with the White Ribbon Campaign in November. Review existing arrangements and ensure effective collaboration.	November	Maria Pritchard	White ribbon programme in place and delivered
	Respond to new legislation - The Violence against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act, including –	April 2018	Multi agency	Local compliance –regional structure in place
	<ul style="list-style-type: none"> National Training Framework, issues have been identified with the e-learning package which we are attempting to eradicate via engagement with Welsh 	N/K	Community Safety Department /	Issues with e-learning package resolved and authorities able to implement the

Page 49	<p>Government</p> <ul style="list-style-type: none"> regional strategic and operational structures in place by April 2018 		Welsh Government	training requirements
	<p>Completion and sign off of the Domestic Homicide Review in Gwynedd</p>	End of the financial year	Morwenna Edwards Joint Chair of the CSP / Nicola Stubbins Chair of the DHR panel	Strategic Board already in place, regional advisor already in place, need to have in place a support team and regional banking / commissioning structure Review completed and signed off by the chair of the CSP
	<p>Review of target hardening provision and process</p>	September	Community Safety Department	A sustainable and effective target hardening provision in place
	<p>Issues identified in MARAC steering are brought to the attention of the CSP, if and when required</p>	Through out the year	Maria Pritchard Catherine Roberts	Issues can be escalated if and when required
	<p>Monitor cases of child on parent Domestic Abuse – there is a perceived increase which needs further monitoring and analysis</p>	Through out the year	Maria Pritchard	Any trends or issues to be brought to the attention of the CSP
<p>Analyse the information gleaned from the local review service user experience. The information received from high risk victims of domestic abuse to inform future developments.</p>	End of July	Community Safety Department / Cynefin research team	Analysis from the response is undertaken. A report with recommendations is presented to the CSP and if appropriate the regional board to inform future commissioning	

Commissioned Projects		Financial allocation 17-18		
Skyguard Phone Devices To Protect Victims Of Domestic Abuse		£2,700		
Target Hardening Service (Protecting Homes) <i>6 Months In The First Instance</i>		£4,075		
Caring Dads Project (Gwynedd only)		£10,880		
Independent Advisors For Victims Of Domestic Abuse		£57,200		
5	<p>Focus: Increase confidence in reporting sexual violence/ Increase awareness amongst young people of sexual violence</p> <p>Measures: 1 Level of sexual offences 2 Number of CSE offences</p>			
Page 50	<p>Actions and projects 2017/18</p> <p>Child Sexual Exploitation plan exists and is monitored regionally; refer to regional plan for further information. Any local issues will be brought to the attention of the CSP via the Safer Communities Board.</p> <p>Review what information is available regarding sexual offences and cyber related sexual offending.</p> <ul style="list-style-type: none"> Examine recent case studies of cyber related sexual offences within YJS Review available information linked to national campaigns in order to asses they can be used locally. Including opportunities for raising awareness for parents on cyber related crime. 	December	Stephen Wood/ Community Safety Department	Provide report to CSP on the case reviews.
		December		Identify opportunities for awareness raising at a local level and implement accordingly
Commissioned Projects		Financial allocation 17-18		
Youth Justice Service Health Support Development Officer		£27,000		

6	Focus: Combat substance misuse in the area Measures: 1 Welsh Government Key Performance Indicators			
Page 51	Actions and Projects 2017/18			
	Substance Misuse plan exists and is monitored regionally; refer to regional plan for further information. Any local issues will be brought to the attention of the CSP via the Safer Communities Board.	Throughout year	Vicky Jones	Ensure effective communication with the regional commissioning group
	Ensure that local gaps in services are fed into regional Commissioning and planning cycle, and that Gwynedd and Anglesey achieve parity in provision (across the region)	Within capital application timeframe-dictated by Welsh Gov	Rhiannon Mair	Capital bids submitted are discussed locally and observations sent to APB
	Oversee capital applications for the area – to be submitted to Area Planning Board. Bangor and Holyhead are currently priorities, monitor progress	July	Vicky Jones Rhiannon Mair Partnership members	
	Recommendations from the review of the children and young people services to be implemented	May	Vicky Jones Rhiannon Mair	Implemented as appropriate
	Alcohol Brief Intervention, train the trainer sessions carried out with member from both Local Authorities	Through out the year	Vicky Jones Rhiannon Mair	Train the trainer sessions completed
Drug driving training rolled out amongst Police Constables.		Richie Green	Appropriate numbers trained	

Commissioned Projects		Financial allocation 17-18		
Youth Justice Service Health Support Development Officer		£27,000		
<p>Established partner interventions (also contributing to focus area) Home fires safety checks carried out for individuals identified as being vulnerable due to alcohol misuse. Partners – Fire and Rescue Service, CAIS and the Local Health Board. Individuals on a Drug Rehabilitation Requirement order, to receive a mandatory course on health and Well being, which emphasises Harm reduction practices – Probation Wales</p>				
<p>7 Focus: Reduce reoffending (for victims and offenders)</p> <p>Measure: 1 Number of repeat victims of crime 2 Number of repeat offenders (IOM, YJS)</p>				
Page 52	<p>Actions and Projects 2017/18</p> <p>Integrated Offender Management plan exists and is monitored regionally; refer to regional plan for further information. Any local issues will be brought to the attention of the CSP via the Strategic IOM Board. Seeking to see improvement of IOM monitoring via the IDIOM process.</p> <p>Targeting young offenders to reduce reoffending by implementing the Gwynedd and Anglesey Youth Justice Service plan</p>	Throughout year	Stephen Wood	YJS plan in place and achieving its aims and objectives
Commissioned Projects		Financial allocation 17-18		
Youth Justice Service Referral Activities Including The SPLASH Scheme		£4,000		
Youth Justice Service Rehabilitation And Release On Temporary Licence Officer		£13,000		
Youth Justice Service Improved Participation Project (Community Payback)		£16,638		
Youth Justice Service Health and Wellbeing		£27,000		
Careers Wales Support Officer		£28,200		

North Wales Housing Resettlement And Transitions Floating Support Officer	£32,500
Youth Justice Service Enhanced Restorative Justice	£54,000
Youth Justice Service Preventative Officer And Preventative Bureau	£101,068
<p>Established partner interventions (also contributing to focus area)</p> <p>Operation Phoenix, targeting young people identified as being at risk of offending or reoffending and engaging them in positive activity. Partners – Fire and Rescue Service, Education, Youth Justice Service and Police.</p> <p>Further funding identified until March 2018 in Gwynedd to deal with the rehousing of prison leavers.</p> <p>Project WISDOM – pilot scheme in Gwynedd and Anglesey bringing together Police (Public Protection Officers, PPU) and Probation (Sexual Offenders and Violent Offenders Unit Officers, SOVU) to work within Local Authority building. Strengthening the reoffending response in relation to high risk offenders.</p> <p>Early Intervention (EIT) operated by North Wales Police. The aim is to co-ordinate partner agencies to implement preventative measures in place.</p>	

Community Safety Fund 17/18 Spend Plan – Police and Crime Commissioner (approval of business case pending) 6 months funding only

PROJECT NAME	PROJECT DESCRIPTION	GWYNEDD ALLOCATION	ANGLESEY ALLOCATION	TOTAL PROJECT COST
	The IDVAs will commission target hardening services for high risk victims of domestic abuse directly. The funding will provide approximately 40 referrals for fitting and replacing security locks on windows and doors, and other target hardening requirements.	£2,037.50	£2,037.50	£4,075
	A decision was made by the PCC during August, to extend the Community Safety grant funding for another 6 months. This meant that the project can now offer an additional target hardening service for up to another 40 referrals (depending on cost) until the end of March 2018.	£2,037.50	£2,037.50	£4,075
				£8,150

Promoting Positive Engagement for Young People (At Risk of Offending) 17/18 Spend Plan (approved) – Welsh Government

PROJECT NAME	PROJECT DESCRIPTION	GWYNEDD ALLOCATION	ANGLESEY ALLOCATION	TOTAL PROJECT COST
Prevention and Early Intervention	Provides support and intervention to young people who are at risk of entering the Youth Justice System (YJS), including SPLASH half term diversionary projects.	£59,400	£45,668	£105,068.00
Health and Wellbeing	Continue and develop restorative practice across all aspects and levels of youth justice interventions and into mainstream provision for children and young people.	£14,400	£12,600	£27,000.00
Enhanced Restorative Justice	To improve the health and wellbeing of children and young people known to the YJS.	£31,200	£22,800	£54,000.00
Resettlement and Transitions Worker (ROTL)	Provide guidance, assistance and support upon release and assist integration and settlement back into the community.	£7,800.00	£5,200.00	£13,000.00
Resettlement and Transitions Worker (Floating Support)	Provides dedicated housing related support to individuals aged 16-19 whom are engaged in the Gwynedd/Anglesey Youth Justice Service and are in temporary accommodation, with a view to reduce offending behaviour by addressing their criminogenic needs.	£19,500	£13,000	£32,500.00
Promoting Positive Engagement	Separates children and young people from adult unpaid work provision, which also offers training and education accreditation.	£9,938	£6,700	£16,638.00
Improving access to ETE	Specialist support for YJS clients who are NEET or at risk of becoming NEET	£16,920	£11,280	£28,200.00
Total		£159,158.00	£117,248.00	£276,406.00

Domestic Abuse Delivery Plan 17/18 proposed spend plan (awaiting WG approval)

PROJECT NAME	TOTAL ALLOCATION	FUNDING SOURCE
Domestic Abuse Coordinator	£16,000	Welsh Government
Caring Dads	£10,880	Welsh Government
Regional advisor	£14,400	Welsh Government
Support team	£17,220	Welsh Government
IDVA	£57,200	Welsh Government
Total	£115,700.00	

ADDITIONAL FUNDING SOURCES FOR THE IDVA

PROJECT NAME	TOTAL ALLOCATION	FUNDING SOURCE
	£41,300	Office of the Police and Crime Commissioner
	£20,000	Area Planning Board
	£10,000 (Anglesey Local Authority funding only)	Supporting People Department, Anglesey Local Authority

Additional funding sources above have been approved except for the £20,000 Area Planning Board, which is pending.

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	9 October 2017
Subject:	Anglesey and Gwynedd Public Services Board
Purpose of Report:	To update the committee on the work that has been done by the Public Services Board following its establishment on the 1 st April as per the requirement of the Well-being of Future Generations Act (Wales)
Scrutiny Chair:	Councillor Gwilym Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Not applicable
Report Author:	Llio Johnson, Anglesey and Gwynedd Public Services Board Programme Manager
Tel:	01248 752033
Email:	llojohnson@ynysmon.gov.uk
Local Members:	All Members

1 - Recommendation/s

1. That the members note the progress made by the PSB in relation to producing and publishing the Local Well-being Assessment and the work of preparing the Well-being Plan.
2. That the members agreed to receive further updates from the PSB while the Well-being Plan is being developed.

2 – Connection to Corporate Plan / Other Corporate Priorities

It is a statutory duty for the Public Services Board to publish a Well-being Plan by May 2018, taking into account many different data /information sources.

3 – Guiding Principles for Scrutiny

Guiding principles to assist Members to scrutinise this subject:

- 3.1** Impact the item has on individuals and communities **[focus on customer/citizen]**
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**
- 3.3** A look at the system and any risks **[focus on the system & risk]**
- 3.4** Scrutiny undertaking a performance monitoring or quality assurance role **[focus on performance & quality]**
- 3.5** Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements **[focus on wellbeing]**

4 - Key scrutiny Questions

- Is there evidence that the organisations that are members of the PSB have collaborated to produce the Well-being Assessment for the area of Anglesey?
- Any questions regarding the way forward that is outlined in the report?

5 – Background /Context

The Anglesey Public Services Board was established in accordance with the requirements of the Well-being of Future Generation (Wales) Act 2015.

It was agreed to collaborate with the Gwynedd Public Services Board in order to ensure the maximum contribution towards achieving for the residents of Anglesey and Gwynedd.

The membership of the Anglesey and Gwynedd Public Services Board (PSB) is as per the requirements – there are statutory members, those that must be invited and other partners. In 2017, the Chair of the Board is Ffion Johnstone, Area Director Betsi Cadwaladr University Health Board. The PSB meets quarterly with additional workshops arranged in 2017 in order to produce the Well-being Assessment.

The first action for the PSB between April 2016 – May 2017 was to produce an Assessment of Well-being. This work will now lead to the production of a Well-being Plan that will be published in May 2018.

A well-being sub group was organised to lead the work of producing the assessment and every members of the PSB ensured that officers from their establishment attended the sub-group. There was collaboration on collecting the required data for the assessment and many of these officers supported the consultation and engagement work for the assessment.

Initial consultation happened in Autumn 2016. A number of activities were organised:

- Visited the 14 areas noted in the Well-being Assessment to discuss the area booklets.
- Visited secondary schools
- Town and Community Council Forums
- Other forums such as 'Age Well'
- Approx. 800 questionnaires were received from the public.

Following this there was a PSB workshop in order to analyse and interpret the main messages within the assessment.

A draft Well-being Assessment was presented to the Partnership and Regeneration Committee in January 2017 and to the Executive in March 2017.

The Well-being Assessment for the area of Anglesey was published in May 2017.

Now the work of preparing the Well-being Plan is underway. 18 workshops were organised in August with officers from a number of different organisations and agencies attending. The PSB will be discussing the findings of these workshops early October and will agree draft well-being objectives for the area.

There will be a 12-week statutory consultation period for the Well-being Plan and the Partnership and Regeneration Committee is one of the statutory consultees. We will present the Draft Well-being Plan to this committee on the 14th November 2017.

6 – Equality Impact Assessment

Not applicable

7 – Financial Implications

Not applicable

8 – Appendices:

None

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

The Well-being Assessment and the area booklets can be seen on the website:

www.gwyneddandmonwell-being.org

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ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	9 th October 2017
Subject:	Housing Tenants Participation Strategy progress report
Purpose of Report:	To provide a progress report to the Scrutiny Committee on the Tenants Participation Strategy for the 2016-17 financial Year
Scrutiny Chair:	Councillor Gwilym.O.Jones
Portfolio Holder(s):	Councillor Alun Mummery – Lead Portfolio Holder Councillor
Head of Service:	Shan Lloyd Williams – Head of Housing Services
Report Author:	Llinos Wyn Williams – Service Manager, Community Housing
Tel:	01248 752190
Email:	Llinoswilliams2@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s
<p>1.0 That the Partnerships Scrutiny Committee provide feedback on any areas which may require strengthening. Also to provide officers with feedback on areas to be considered for the 2018-2021 Tenants Participation Strategy</p> <p>2.0 Elected Members and the Senior Leadership Team to play an active part in promoting tenants’ participation and ensuring all tenants have a voice and a part to play in future housing and corporate developments</p>

2 – Connection to Corporate Plan / Other Corporate Priorities
<ul style="list-style-type: none"> - Becoming Customer, Citizen and Community Focused - Increasing Housing Options and Reducing Poverty - In line with key factors of the Housing (Wales) Act 2014, Wellbeing of Future Generations Act 2015 and the Social Services & Wellbeing Act 2014 <p>Links into:</p> <ul style="list-style-type: none"> - Transforming Adult and Older persons services through providing improved wellbeing activities and resources within our communities to enable people to live independently within their own homes as long as it is safe to do so - Keeping to our place and presence promise within the Corporate plan through increasing the number of positive tenancy based activities within our communities - Linked into the six key themes of the corporate plan, which is to be professional and well run. We listen, value our customers and develop our people to ensure we meet this theme. We are innovative and outward looking. We are committed to partnerships and co-deliver with public and 3rd sector bodies to maximise the potential reached within our Tenants Participation Strategy & commitment

3 – Guiding Principles for Scrutiny

Guiding principles to assist Members to scrutinise this subject:

- 3.1** Impact the item has on individuals and communities [**focus on customer/citizen**]
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]
- 3.3** A look at the system and any risks [**focus on the system & risk**]
- 3.4** Scrutiny undertaking a performance monitoring or quality assurance role [**focus on performance & quality**]
- 3.5** Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements [**focus on wellbeing**]

4 - Key scrutiny Questions

- What is the range of methods used to encourage and facilitate Tenant Participation?
- What is the Service doing about engaging new Tenants into the process of Tenant participation?
- What are the current challenges impacting on Tenant Participation?

5 – Background /Context

5.0 Tenants Participation means giving tenants and leaseholders, the opportunity to have a say in how their home is managed and was first introduced in Anglesey in 1998. As a social landlord in Wales, Isle of Anglesey County Council is required ‘to maximise tenants’ rights to participate and promote excellence in tenant participation’ in order to comply with the Welsh Government’s National Tenant Participation Strategy (published in 2007)

5.1 The Isle of Anglesey County Council Tenants Participation Strategy (LPTS) 2015 – 2018 is the third strategy of its type for the Isle of Anglesey County Councils’ Housing Department.

5.2 The aim of the Tenants Participation Strategy is to consult and involve tenants within the services that the Housing Services provides. This ranges from involvement on tenants and officer groups, through to activities and engagement within communities and across the Island

5.3 **The key benefits of tenant participation include the following:**

- » Improves our service and helps us to achieve our vision of Quality homes: Sustainable communities.
- » Helps us to be open and accountable

- » Create a two way feedback between tenants, leaseholders and landlord
- » Increases skills and knowledge of tenants
- » Regularly monitor and review all tenant involvement activities in terms of cost, impact and effectiveness to demonstrate our commitment to be open and accountable
- » Improves the wellbeing of tenants through a number of approaches which includes estate clean up days, environmental projects, events, employability support

5.4 Currently, an annual budget of £102,000 allocated to support tenant participation activities including staff costs. The headcount for staff within the Tenants Participation team is two full time equivalent – one Tenants Participation Assistant and one Tenants Participation Officer.

5.5 We are always looking at new ways of involving tenants and increase the number of tenants who engage with us through our varied approaches. Our vision remains largely unchanged:
*“ ..to deliver a service which demonstrates meaningful partnership working between tenants and officers which in turn encourages others to become involved knowing that their views **will be listened to** and **will influence service delivery improvements**”*

5.6 The LPTS strategy focuses on an annual action plan, of which is developed in partnership with both tenants and officers. There is a direct link between the LPTS and the Housing Revenue Account [HRA] Business Plan. It is important that our Tenants have the opportunity to shape and influence the business plan.

5.7 The LPTS is monitored quarterly by the Môn Tenants and Officers Voice (MTOV) who work closely with the new Housing Services Board and Housing Services Management Team.

5.8 To develop the current strategy, an LPTS focus group was set up in October 2014. Membership of the group was a mixture of housing officers and tenants. A total of 5 meetings were held and were supported by TPAS Cymru (Tenants Participation Wales Advisory Service of Wales)

5.9 Progress report

5.10 Over the last 18 months, the Tenants Participation Team has been operating with one full time equivalent member of staff, which is in the capacity of Tenants Participation Assistant. This was to allow the full time equivalent Tenants Participation Officer to undertake a secondment opportunity in regards to developing a number of strategies and policies within the Housing Services.

5.11 Through having reduced staff in place, it has affected our ability to maximise our potential in delivering the annual action plan. Despite a reduction in staff headcount, there have been a number of achievements that have progressed during the 2016-17 financial Year. A report was submitted to Housing Management Board who agreed that a progress report be submitted to the Partnership and Regeneration Scrutiny Committee.

5.12 Successes during 2016-17 include:

5.12.1 Computer kiosks

The kiosks are touch screen user-friendly computers and provide short cuts to useful information, which will support tenants to maximise their income, search for jobs and claim Universal Credit.

The computer kiosks are based in Amlwch and Newborough library, Iorwerth Centre Beaumaris, Gwelfor Community Centre and J E O Toole Centre in Holyhead, Llangejni Council reception and Caffi Y Stesion in Llannerchymedd

We have had some teething problems however, following a visit from BT social telecoms; all issues have now been resolved.

5.12.2 The fight against fuel poverty initiative

The aim of this initiative was to support tenants affected by fuel poverty to reduce their energy bills.

Four tenants living in Dwyran attended the Sheltered Housing Forum in December 2015. During the forum, the Citizen Advice Bureau presented on fuel poverty, which informed tenants on what help and support was available as part of their *energy best deals campaign*.

At the end of the forum, Cil y Graig Dwyran tenants requested the support of the Tenants Participation team concerning fuel poverty. They believed that they were unable to switch suppliers' due to how the gas is supplied to the estate (which is from a large gas tank on the estate serving all the properties). This included 16 bungalows in total. Eight tenants said that their fuel bills were becoming unmanageable. Six tenants said that they did not use the gas, which was supplied by the tank on the estate and had their own gas bottles to avoid high-unexpected bills. These tenants said that they only heat one room at a time. Two tenants reported they *'just accepted that the fuel bill was high and paid it'* and that they adjusted in other ways such as reducing the amount of food they bought.

In partnership with the Citizen Advice Bureau, the Tenant Participation team supported the tenants to negotiate a better deal with their current provider going from 49p per unit to 28p per unit. All tenants were also credited £100 on their gas accounts as part of the new deal.

The success of this project has been recognised by tenants, and as a result has been delivered in 3 other estates. During a period of four months, *'the fight against fuel poverty'* initiative has helped 59 tenants out of fuel poverty. We also received confirmation that all tenants on Calor gas will benefit from the price reduction and this was backdated to January 2016.

5.12.3 Repairs forum:

The Repairs forum meet every two months. Panel members have reported positively concerning the transformation programme within the Technical Services response team. Tenant feedback is that it has made real progress throughout the process.

The repairs forum has and continues to concentrate on Customer Satisfaction levels. This is to ensure that the Housing Services are providing tenants with the opportunity to complete a customer service survey, after works are completed. This also enables tenants to feel valued and understand the Housing departments' appreciation of them providing suggestions tenants on continuous service improvements.

An example of when we have listened to tenants includes:

Gas servicing letters now inform tenants that operatives will need access to the gas shut off; this request was made by one of our tenants who suggested that this is not always easily accessible and may require tenants to move items/ furniture.

5.12.4 Môn Tenants and Officer Voice – MTOV

The MTOV group continues to meet on a quarterly basis. Membership includes tenants from across the Island. A number of tenant representatives reside in Holyhead. We were keen to increase tenant participation from other areas on the Island. We have one new tenant from Beaumaris and another tenant from Aberffraw who are now part of the MTOV meeting. We are focusing on other locations to ensure the voice is heard from a varied socio-demographic set of tenants, covering a number of locations from across the Island.

In 2017 – 18 financial Year, we are looking to re-brand and refresh the MTOV structure. This, in turn, should encourage new tenants to attend and provide fresh and innovative ideas within developments in the Housing department.

Tenants on the MTOV have voiced some concern over not having more input on Corporate matters within Isle of Anglesey County Council. This will need to be addressed as priority

5.12.5 Community Hubs

There are twenty two communal lounges based across sheltered housing schemes on the Island. Some lounges are used almost daily, others are less frequently.

With the Social Services and Wellbeing Act 2014 and Wellbeing of Future Generations Act 2015, communities have more responsibility and accountability over their personal wellbeing. The communal lounges have been viewed as an excellent base for community hubs to be formed. We are undergoing a consultation to view if tenants are keen to extend their communal lounge to the wider community

Discussions commenced during 2016-17 financial Year with MTOV in order to gather insight into the need for community hubs within the communal lounges. Positive feedback and support has resulted in this idea being taken forward in 2017-18, in partnership with 3rd sector providers Menter Môn, Medrwn Môn, Housing and Adult Services.

Ger y Graig community hub developments have commenced which has resulted in positive events and gatherings forming, alongside funding for a Mens' Shed.

5.12.6 Customer Care Audit by tenants

The Corporate Customer Care Charter was introduced on the 1st July 2015 and is in place to demonstrate the Council's commitment to delivering excellent customer service. To monitor the implementation, the charter is audited annually. Between January to March 2017, tenants from the MTOV group had the opportunity to audit Customer Care levels across services within the Council.

Overall, the standard of Customer Care within Anglesey Council has improved since the last audit however; there is still room for improvement.

MTOV tenants viewed the following recommendations as areas for improvement:

- All emails to include a signature detailing the officer's name and job role.
- Set up automated acknowledgement responses for all publically available emails such as housing@ynysmon.gov.uk
- All officers working in a reception area to wear name badges rather than lanyards.
- Officers responsible for answering the telephones to be aware of the customer care charter.

5.12.7 Estate clean-up days

Twenty-two estate clean-up days occurred during 2016-17. The Housing Management Team, upon their inspection of estates & during walkabouts and new tenant made referrals for estate clean-up days sign-up were able to refer the requirement to the Tenants Participation team for action

Estate clean-up days during 2016-17 include the following areas:

Llangefni, Holyhead, Moelfre, Llanfairpwll, Aberffraw, Newborough, Pentraeth, Llanddeusant, Llansadwrn, Benllech and Cemaes.

5.12.8 Police surgeries

Ten police surgeries across the Island, which includes Benllech, Amlwch, Moelfre, Llanfairpwll and Llangefni. Relationship with the police continues to go from strength to strength, in particular local PSCO's who are always keen to drive forward with community initiatives, involving tenants and police surgeries.

5.12.9 **Anti-Social Behaviour forum**

Housing Services recognise that anti-social behaviour ('ASB') can have a significant impact on the lives of our tenants and residents.

We believe that all tenants and residents have the right to enjoy peace, quiet and security in and around their home. We appreciate that anti-social behaviour can have a devastating effect on victims and to this end, the Isle of Anglesey County Council's Housing Service is committed to tackling anti-social behaviour as quickly and effectively as possible, by working in partnership with a variety of agencies and using the full range of powers available, as defined in the Anti-Social Behaviour, Crime and Policing Act 2014.

The first anti-social behaviour forum occurred in December 2016. Response from tenants who wanted to form part of this forum was healthy. The next anti-social behaviour forum will take place in October 2017

5.12.10 **Environmental Projects**

Five tenant communities were in receipt of environmental projects during 2016 - 17. The total cost of these projects were £7,000. The environmental project group, which consists of MTOV tenants approved the applications that were provided by each group.

One of the highlights of the environmental projects has been with the Glan Cefni sheltered housing scheme, based in Llangefni. Tenants requested astro-turf to be laid down in order for them to access their garden 365 days per Year. This has resulted in more tenants using their garden who have in turn, reported an improvement on community cohesion and wellbeing

There is more focus in 2017- 18 on improving environmental projects across the Island. We have seen an increase in environmental project applications over Q1 2017-18 for park benches, picnic tables, recycling area

5.12.10 **Sheltered Housing Forum**

The Sheltered Housing Forum continues to attract 60 to 70 sheltered housing tenants per quarter. Feedback forms are provided for all attendees to provide their feedback and satisfaction on the content of the agenda. Tenant ideas are paramount to the success, retention and increase of attendance within the sheltered housing forum.

5.12.11 **Grant support**

We have successfully supported the Trem Eryri Monday and Tuesday club to secure grant funding from Horizon nuclear. This has enabled the group to refresh their lounge, buy-in a cleaner on a weekly basis and expenditure for tenants to spend on a day out. We have since supported another group in Aberffraw with private grant funding and we hope we can take this forward across the board

during 2017-18 to ensure consistency and improving community resilience through groups applying for their own grant funding to improve their wellbeing and access to activities

5.13 Focus for 2017-18

- Re-branding of MTOV in order to refresh the group and encourage new tenants to attend, creating new models of tenant and community engagement that delivers real positive outcomes
- To commence the engagement and development of the 2018- 2021 Local Tenant Participation Strategy, in partnership with tenants, and ensure strategic links with the HRA Business Plan and Council's Corporate Plan
- To re-instate the quarterly tenant bulletin for all panel members, ensuring they are fully aware on activities and developments that are underway and seeking their feedback on an ongoing basis
- Involve tenant in tackling issues and finding local solutions for significant changes such as the full rollout of Universal Credit
- To increase the number of communal lounges transformed into community hubs
- To be clear on communal lounges that are not used and will not be used in future. A decision will need to be made on what the Housing Services' plan will be in respect to lounges to which tenants and / or the wider community do not want to use as a hub. For example, transforming these into accommodation
- To recruit a Tenants Participation Officer thus ensuring the quota of staffing within the function is at the budgeted level
- To develop a training plan for panel members in order to improve knowledge on a number of areas. One area noted by the MTOV panel is mental health awareness training as this is becoming an increased challenge within our communities

6 – Equality Impact Assessment

Not applicable – progress report on existing strategy only

7 – Financial Implications

Not applicable – the budget has been set and agreed. The budget is allocated from the Housing Revenue Account (HRA)

8 – Appendices:

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



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE WORK PROGRAMME 2017/2018

Chair: Councillor Gwilym O Jones

Vice- Chair: Councillor Robert Llewelyn Jones

The table below is the Partnership and Regeneration Scrutiny Committee Work Programme from May 2017 to May 2018. The Work Programme will be reported to each meeting of the Scrutiny Committee for the purpose of reviewing its content, consideration of new items or adjournment / withdrawal of items.

Contact: Geraint Wyn Roberts (Scrutiny Officer)

Tel: 01248 752039 E-mail: gwrce@anglesey.gov.uk

Date of Meeting	Item	Purpose	Location /Start Time
31 May 2017	Election of Chair of the Committee	To appoint Chairperson	Committee Room 1 / 3.30pm
	Election of Vice-Chair for the Committee	To appoint Vice-Chairperson	
27 June 2017	Annual Report of Communities First	Monitoring Performance	Committee Room 1 / 2pm
	Vibrant and Viable Places Programme	Information / monitoring performance	
	Membership of Panels and Boards	Nominate Members	
9 October 2017	Annual Report of the Community Safety Partnership	Monitoring Performance	Committee Room 1 / 2pm
	Public Services Board (developing Anglesey and Gwynedd Well - Being Plan)	Monitoring performance /policy development	
	Annual Report –Achievements against the Tenants Participation Strategy	Monitoring performance	
14 November 2017	Draft Well-being Plan: Anglesey and Gwynedd Public Services Board	Policy Development	Committee Room 1 / 2pm
	Transformation of Culture Services	Pre-decision	
	Scrutiny Panel: Schools (Progress Report)	Monitoring performance	
29 November 2017	Supplementary Planning Guidance – Welsh Language	Policy Development	Committee Room 1 / 10am
6 February 2018	Annual Report – Anglesey Schools Performance 2016-2017	Monitoring performance	Committee Room 1/ 2pm
	GwE - Annual Report 2016 / 2017 (to be confirmed)	Monitoring performance	

Date of Meeting	Item	Purpose	Location /Start Time
	Scrutiny Panel: Schools (Progress Report)	Monitoring Performance	
10 April 2018	Environmental Enforcement Trial (Dog Fouling)-Update (To be confirmed)	Monitoring Performance	Committee Room 1/ 2pm
	Tenant Participation Strategy	Policy development	

Additional proposed Items for inclusion:

- July 2018 – Report by Scrutiny Panel: Schools
- April 2018 onwards- Gwynedd and Anglesey Partnership – Additional Educational Needs and Inclusion

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