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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD LLUN, 7 MAWRTH, 2022 am 1:00 y. p.	MONDAY, 7 MARCH 2022 at 1.00 pm
CYFARFOD RHITHIOL WEDI'I FFRYDIO'N FYW	VIRTUAL LIVE STREAMED MEETING
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

John Griffith, Gary Pritchard, Dylan Rees (*Is-Gadeirydd/Vice-Chair*), Alun Roberts, Nicola Roberts

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Richard Griffiths, Richard O. Jones

PLAID LAFUR CYMRU/ WALES LABOUR PARTY

J. Arwel Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Aled Morris Jones (*Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats*)(*Cadeirydd/Chair*)
Bryan Owen

AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)

Mr Keith Roberts (Yr Eglwys Gatholig / The Catholic Church)

Gwag/Vacant (Yr Eglwys yng Nghymru / The Church in Wales)

Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor-
Primary Schools Sector)

Llio Johnson (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent
Governor- Secondary Schools Sector and ALN)

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A G E N D A

1 DECLARATION OF INTEREST

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

2 MONITORING PERFORMANCE: CORPORATE SCORECARD Q3 2021/22

(Pages 1 - 12)

To present the report of the Head of Profession (HR) and Transformation.

3 HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN 2022/23 (Pages 13 - 68)

To present the report of the Head of Housing Services.

4 HOUSING SUPPORT GRANT PROGRAMME STRATEGY 2022-26 (Pages 69 - 212)

To present the report of the Head of Housing Services.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny
Date:	7 March 2022
Subject:	Scorecard Monitoring Report - Quarter 3 (2021/22)
Purpose of Report:	To Challenge Performance
Scrutiny Chair:	Councillor Aled M Jones
Portfolio Holder(s):	Councillor Dafydd Rhys Thomas
Head of Service:	Carys Edwards
Report Author:	Gethin Morgan
Tel:	01248 752111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s	
1.1	This is the third scorecard report of 2021/22 and the last of the current administration. It is to be considered within the context of the additional pressures emanating from our response to the coronavirus pandemic during Q3.
1.2	It portrays the position of the Council against its operational objectives as outlined and agreed earlier in the year.
1.3	The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows – <div style="margin-left: 40px;"> <p>1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4.</p> <p>1.3.2 Traditionally a workshop is held in June of each year between Services, the SLT and all Members to agree on the indicators for monitoring in the current financial year. However, as this is election year and it will not be possible to meet in June, an agreement on the way forward for the 2022/23 financial year will be agreed in Q4.</p> </div>
1.4	The committee is asked to recommend the mitigation measures outlined above

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the Council Plan annual monitoring process as the indicators are intertwined with the authorities well-being objectives.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1** Impact the matter 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 any risks [focus on risk]
- 3.4** Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]
- 3.5** Looking at plans and proposals from a perspective of:
- Long term
 - Prevention
 - Integration
 - Collaboration
 - Involvement
- [focus on wellbeing]
- 3.6** The potential impacts the decision would have on:
- protected groups under the Equality Act 2010
 - those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
 - opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
- [focus on equality and the Welsh language]

4 - Key Scrutiny Questions

4.1 To what extent does Covid-19 continue to impact on the performance of Council services?

4.2 What are the main performance challenges and risks facing the New Council?

5 – Background / Context

5.1 The Isle of Anglesey County Council are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.

5.2 Our Council Plan for 2017 to 2022 identifies the local needs and wellbeing priorities and sets out our aims for the period in conjunction with our Annual Delivery Document 2020-22.

5.3 This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities.

5.4 This will be the last scorecard for this elected Council before the Local Government Elections in May 2022.

5.5 The scorecard (appendix 1) portrays the current end of Q3 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during March 2022.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

N/A

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

N/A

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

N/A

7 – Financial Implications

The end of Q3 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 3

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

- 2021/22 Scorecard Monitoring Report - Quarter 2 (as presented to, and accepted by, the Executive Committee in November 2021).
- Anglesey Transitional Plan 2022-23
- Council Plan 2017-2022

SCORECARD MONITORING REPORT – QUARTER 3 (2021/22)

1. INTRODUCTION

- 1.1 Our Council Plan for 2017 to 2022 identifies the local needs and wellbeing priorities and sets out our aims for the period in conjunction with our Annual Delivery Document 2020-22 and more recently the Transitional Plan which will guide us out of the pandemic into 2022.
- 1.2 This scorecard monitoring report on a quarterly basis is used to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.3 This year's indicators included within the scorecard were agreed during a workshop with the Elected Members and Senior Management on the 13th July 2021. This is the final scorecard to be considered by both the Corporate Scrutiny and Executive meetings ahead of the Local Government Elections in May 2022.
- 1.4 The scorecard (appendix 1) portrays the current end of Q3 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during March.

2. CONTEXT

- 2.1 The performance monitoring KPIs continue to be aligned to the Councils' three wellbeing strategic objectives:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2 It has not been possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this has been the case, a note has been published to indicate how often the KPI is monitored and when the data has been or will be available for collection, e.g. (annual) (Q4), (termly) (Q3).
- 2.3 The publication of the PAM national indicators was restarted during 2021/22 having been postponed during the start of the pandemic. However, the PAM results were not available at the start of the year to help with the target setting process. As a result, targets for the year have been agreed based on previous year's performance and also based on how they have been affected by the Covid-19 pandemic.

3. CORPORATE HEALTH PERFORMANCE

- 3.1 It is encouraging to note that the majority (85%) of the indicators monitored are performing well against targets (Green or Yellow RAG). Some of the highlights are noted below.
- 3.2 Attendance at work is an area which is reported on monthly internally and is analysed against policy expectations to ensure improvement. A challenging target of 8.75 days lost to absence per FTE was agreed this year following on from the 6.68 days lost to absence per FTE in 2020/21. This target is 1 day lost to absence per FTE **lower** than the previous target of 9.75 days lost to absence per FTE.
- 3.3 At the end of Q3 the Council remain AMBER against its target with 6.67 days lost to absence per FTE in the period against a target of 6.19 days lost to absence per FTE. This performance is slightly better on the levels seen pre-pandemic in Q3 2019/20 where 6.72 days were lost to absence per FTE. **For context, the target for the last two years for Q3 was however 6.98 days lost to absence per FTE, and without the change in target this year the performance would have been Green.**
- 3.4 The indicators currently monitored within the Customer Service section do not highlight any cause for concern with the indicators continuing to perform well against targets on the whole. The exception is indicator 04b – the total % of written responses to complaints within 15 days (Social Services) with a performance of 56% against a target of 80%. The complicated nature of these complaints frequently require multi agency input and achieving the alignment of information within 15 days is a regular challenge. It is reassuring that 33 of the 35 complaints received in the quarter were discussed with the complainant within 5 working days, and 6 of the 11 late written responses were agreed with the complainant in advance of being identified late as noted in the complaint protocol.
- 3.5 Work has continued to improve customer satisfaction information re: telephone calls. The planned feedback request for telephone users has not been possible due to a system upgrade which has restricted use of the feedback facility. Alternative means of obtaining similar feedback are currently being sourced.
- 3.6 The HR & Transformation service has however introduced a contactless customer satisfaction device within Cyswllt Mon and when the Chatbot is live a feedback section will be established to ensure customers have options in recording satisfaction rates regularly. This it is believed with the addition of the customer satisfaction re: telephone service will provide a robust and informative tool to gain further customer satisfaction rates.
- 3.7 The financial management section currently forecasts an under-spend of £3.528m for the year ending 31 March 2022.

- 3.8 The service budgets are expected to underspend by £2.315m and corporate finance is forecast to also underspend by £0.591m. An overachievement of £0.113m is expected on the standard Council Tax. Surplus income of £0.509m is forecast on the Council Tax Premium.
- 3.9 The forecasted level of underspend does improve the Council's financial standing considerably and does allow the Council to fund other emerging risks. In addition it allows reserves to be used to part fund the capital programme in 2022/23. The level of the Council's General Balances will be kept under review as we move towards the end of the financial year in order to ensure that the level exceeds the 5% of the net revenue budget.
- 3.10 The forecast underspend on the Capital Programme for 2021/22 is £26.170m, with this being potential slippage into the 2022/23 Capital Programme. The funding for this slippage will also slip into 2022/23 and will be factored in when producing the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2022/23.
- 3.11 The results at the end of quarter 3 demonstrates that the majority of the capital programme is progressing. Although there is forecast to be a significant underspend at the end of the current financial year with 44% of the overall budget being unspent. The reasons for underspending varies from project to project and can be attributed to a number of factors including over ambitious budget targets, procurement issues including the lack of a competitive market, planning issues, funding issues and lack of internal capacity. The current state of the construction sector has worsened the issues, with significant increases in prices, material shortages and Covid restrictions making it more difficult to progress projects as planned. Despite the high level of slippage it is not expected that the Council will lose any external funding as a result of the delays.
- 3.12 Some of the reasons why the capital programmes are underspending include:
- Effects of the coronavirus pandemic on programmes and projects,
 - The current increase in the housing market along with increased material costs,
 - Projects and schemes slipping into the next financial year.
- 3.13 The revenue and capital accounts are discussed by the Finance Scrutiny Panel where any underspends are scrutinised thoroughly before a progress report is presented to the Corporate Scrutiny Committee on a quarterly basis.
- 3.14 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q3' and the 'Capital Budget Monitoring for Q3' reports which will be discussed in The Executive meeting on the 3rd March.
- 3.15 The overall results once again demonstrate that there is reasonable assurance that the Council's day to day activities are delivering against expectations in managing its people, its finances and serving its customers. It is also encouraging to note that the Authority's staff at a time of challenge is delivering against their expectation to an appropriate standard.

4. PERFORMANCE MANAGEMENT

- 4.1 At the end of Q3 it is encouraging to note that a high majority (82%) of the performance indicators are performing above target or within 5% tolerance of their targets. This once again compares favourably to the performance seen during the first half of the year as well as to Q3 in 2020/21.
- 4.2 We do note however that five indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.
- 4.3 The indicators monitored in Q2 against our **Wellbeing Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, are all performing well and are above target and Green for the period.
- 4.4 Some examples of the good performance seen during the quarter include:
 - 4.4.1 Indicator 10 - Percentage of NERS clients whose health had improved on completion of the exercise programme – which has a performance of 92% against a target of 80%. This is very positive as the scheme was suspended last year due to the pandemic and this is the first time that clients have completed the programme since the restart.
 - 4.4.2 Indicator 11 – Number of empty properties brought back into use – which now lies at 73 properties brought back into use against an annual target of 50. Once again the use of the Council Tax Premium has proved fruitful here and it's positive that there are 73 less empty properties within our communities.
- 4.5 Performance against the indicators for **Wellbeing Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible demonstrate good performance once again. Two indicators (13%) are Yellow whilst 12 indicators (80%) are Green against their targets.
- 4.6 Some examples of the good performance seen during the quarter include:
 - 4.6.1 The Adult Services indicators (Indicators 16 to 19) are all Green against target and have all improved during the quarter. In a time where the Service have been under pressure because of the pandemic this is encouraging and bodes well for when we move into an endemic.
 - 4.6.2 The Homelessness indicators (Indicators 26 + 27) for the Housing Service have also demonstrated good performance with both Green against target and improving during the quarter. The use of Welsh Government funding has been essential in allowing this to happen as well as the commitment of staff to ensure that our people are prevented from becoming homeless.
- 4.7 We do however note that one indicator has declined slightly on the performance seen during the first two quarters.

- 4.7.1 Indicator 23 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year – is AMBER with a performance of 321 days against a target of 270 days. The performance is a decline against the 253 days seen in Q3 2020/21 and the 232 days reported pre pandemic in Q3 2019/20.

There are 21 children (out of 47 on the register) who have been on the register longer than 7 months. These cases are complex by their nature and many of these children are subject to the Public Law Outline whilst the remaining are discussed regularly in Legal Gateway Meetings. All cases that meet the strict criteria for removal from the register have and will be de-registered when it is appropriate to do so.

- 4.8 The overall performance of the indicators within our **Wellbeing Objective 3** has been mixed with 57% of those with targets underperforming.
- 4.9 The indicators that have performed well in the quarter include:
- 4.10 Two waste management indicators (Indicator 31 and 33) have performed well in the quarter. 96% of our streets surveyed in the quarter were clean of any waste and it's encouraging to note that fly tipping incidents are cleared within 0.3 days.
- 4.11 We do note however that four indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.
- 4.11.1 Indicator 32 – Percentage of waste reused, recycled or composted – is RED with a performance of 61.2% against a target of 70% for the quarter. This performance is down on the 66.93% seen in Q3 2020/21 and the 68.02% seen in Q3 2019/20.

This performance is an improvement on the 60.8% reported at the end of Q2 report. It is however noted that this is a decline in performance compared to previous Q3 reports and there are many reasons for this in comparison with previous years. The reasons for the decline can be noted as follows –

- A reduction in the use of one of our Household Waste Recycling Centres (HWRCs), due to a booking system that is still in place (due to Covid-19 initially) but has been identified as a Health and Safety control measure to reduce a traffic risk through vehicles queuing on the highway.
- An increase in black bin household waste as people continue to work from home (note the overall black bin tonnage collected was almost 640 tonnes higher for Q3 compared to pre-covid levels in 2019/20),
- An increase in black bin household waste linked to an increase in the number of visitors to the Island, with many coming from areas where their recycling rates are lower,
- Some green waste also being disposed of in the black bins, even though the number of subscriptions recorded were high the overall

green waste tonnage collected was 185 tonnes less for Q3 compared to the same period in 2020/21.

Additional factors impacting on the performance include obtaining suitable recycling outlets to recycle the wood collected in our HWRCs. To mitigate this issue, we have identified alternative markets for recycling of wood waste other than sending it to biomass (burning) which gives **no** recycling output.

These are issues which are being overseen by the steering group, which includes representatives from WRAP Cymru, the WLGA and an elected member from the Corporate Scrutiny Committee.

WRAP Cymru are visiting the Island to undertake a practical assessment during Q1 2022/23. The work to be undertaken by WRAP Cymru is complex and because of this the results of the analysis are expected to be available during Q2 of 2022/23.

The Council's immediate priority is to reach the current statutory recycling target of 64% for 2021/22 but it is important to note that comparisons with previous year's performance outline that this will be a significant challenge during Q4.

Looking ahead, the longer term requirement will be to reach the statutory 70% recycling target by 2024/25.

- 4.11.2 Indicator 34 – Kilograms of residual waste generated per person – which is AMBER with a performance of 193kg against a target of 180kg.

Similar to the issues identified above, this indicator has been affected by the pandemic, increased working from home and partially as a result of some green waste from those who have chosen not to pay the green waste fee being disposed of in the black bins.

The mitigation identified above for indicator 32 also applies to this indicator.

- 4.11.3 Indicator 35 – Percentage of all planning applications determined in time – is AMBER with 76% against a target of 82%.

Performance in relation to the determination of planning applications improved during October to December (Q3) with 80% of applications determined within the expected timescales. This is up from the 73% determined between July and September (Q2) bringing the cumulative figure up to the 76% reported for the year.

Increased capacity to deal with applications combined with a greater emphasis and awareness of performance management is demonstrated in the improved performance during the quarter. Delays in receiving consultation responses (internal and external) continues to affect performance. This is an issue which the planning function is going to prioritise in Q4.

4.11.4 Indicator 36 – Percentage of planning appeals dismissed – is RED with a performance of 43% against a target of 65%.

There were no new decisions on appeals received during the quarter and therefore there has not been any change in this indicator, neither positively or negatively, since the Q2 report.

This indicator deals with very small numbers and the underperformance is the result of 3 of 7 planning appeals being upheld. It should be noted that appeal decisions are not taken by the local planning authority.

We continue to monitor appeal decisions on similar types of applications to identify any patterns that are developing that would require a different interpretation of our local planning policies.

Newly elected members selected for the Planning and Orders Committee operating from May 2022 will undertake supportive training sessions that will provide an understanding of their role and responsibilities. It will also provide focus on the planning decision making process , ensuring robust decision making is clear when decisions are made contrary to the professional advice of officers.

5. RECOMMENDATIONS

5.1 The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future.

5.2 These can be summarised as follows –

5.2.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4.

5.2.2 Traditionally a workshop is held in June of each year between Services, the SLT and all Members to agree on the indicators for monitoring in the current financial year. However, as this is election year and it will not be possible to meet in June, an agreement on the way forward for the 2022/23 financial year will be agreed in Q4.

5.3 The committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2021/22

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Targed BI / Year Target	Canlyniad 20/21 Result	Canlyniad 19/20 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol) (Q3)	-	-	-	-	94.60%	-	94.90%
2) Percentage of pupil attendance in secondary schools (termly) (Q3)	-	-	-	-	94.40%	-	93.90%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	-	-	-	-	3%	4.2%	2%
4) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	-	-	-	-	-	-	87.50%
5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	-	-	-	-	-	-	65.01%
6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	-	-	-	-	75%	-	75%
7) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	➔	98%	95%	95%	98%	98%
9) Percentage of NERS clients who completed the exercise programme (Ch3)	Melyn / Yellow	-	46%	50%	50%	-	75%
10) Percentage of NERS clients whose health had improved on completion of the exercise programme (Ch3)	Gwyrdd / Green	-	92%	80%	80%	-	84%
11) Number of empty private properties brought back into use	Gwyrdd / Green	↑	73	38	50	94	104
12) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	1	1	3	9	7
13) Landlord Services: Average number of days to complete repairs	Gwyrdd / Green	↓	13.78	18	18	8.1	16.44
14) Percentage of tenants satisfied with responsive repairs (annual) (Q4) [Local Indicator]	-	-	-	-	-	-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q3)	-	-	-	-	3	-	6.88
16) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↑	95.83%	90%	90%	92.31%	91.30%
17) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	65.17%	62%	62%	60.36%	63.08%
18) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March [Local Indicator]	Gwyrdd / Green	↑	15.09	19	19	15.36	17.57
19) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green	↑	95.40%	93%	93%	98.20%	98.00%
20) Percentage of child assessments completed in time	Gwyrdd / Green	↓	90%	90%	90%	86.87%	89.62%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↑	3.62%	5%	10%	12.34%	8.39%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Gwyrdd / Green	↓	7.89%	15%	15%	32.00%	12.75%
23) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Ambr / Amber	↓	321	270	270	258	224
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↓	99.12%	95%	95%	99.56%	98.88%
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	↓	86.38%	90%	90%	87.74%	86.30%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	↑	82.69%	70%	70%	74.74%	74.91%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	↑	85%	70%	70%	75.47%	77.70%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Melyn / Yellow	↓	188	170	170	169	159.58
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Gwyrdd / Green	↑	27.9	40	40	45.6	21.9
30) Landlord Services: Percentage of rent lost due to properties being empty	Gwyrdd / Green	↑	1.66%	2.00%	-	1.98%	1.42%
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
31) Percentage of streets that are clean	Gwyrdd / Green	↑	96%	95%	95%	92.00%	93.79%
32) Percentage of waste reused, recycled or composted	Coch / Red	↑	61.2%	70%	70%	62.96%	67.26%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↑	0.31	1	1	0.95	0.96
34) Kilograms of residual waste generated per person	Ambr / Amber	↓	193	180	240kg	214kg	206.17kg
35) Percentage of all planning applications determined in time	Ambr / Amber	↑	76%	90%	90%	79%	90%
36) Percentage of planning appeals dismissed	Coch / Red	➔	43%	65%	65%	58%	78%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green	↑	84%	80%	80%	74%	74%
38) Percentage of A roads in poor condition (annual) (Q4)	-	-	-	3%	2.90%	4.60%	4%
39) Percentage of B roads in poor condition (annual) (Q4)	-	-	-	4%	3.80%	3.80%	3.80%
40) Percentage of C roads in poor condition (annual) (Q4)	-	-	-	9%	8.70%	8.50%	8.20%
41) Council fleet approx. consumption of fossil fuels (tCO2e)	-	-	354.72				
42) The number of miles travelled by the Council fleet (miles)	-	-	1,117,610			1,254,419	1,969,871
43) The number of miles travelled by the Council Gray/Employee fleet (miles)	-	-	579,484				
44) Net change in Greenhouse Gas Emissions (tCO2e) - Council fleet (Annual) (%)	-	-	-				

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention
 Yellow - within 5% of target Green - on or above target Trend arrows represent quarter on quarter performance All above indicators are reported Nationally unless stated otherwise

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2021/22

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 20/21 Result	Canlyniad 19/20 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↓	43	50	43	67
02) No of Stage 2 Complaints received for Social Services			8	-	6	-
03) Total number of complaints upheld / partially upheld			13	-	8	-
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↓	81%	80%	88%	94%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↓	56%	80%	75%	-
05) Number of Stage 1 Complaints for Social Services			43	-	24	-
06) Number of concerns (excluding Social Services)			119	-	104	136
07) Number of Compliments			286	-	662	618
08) % of FOI requests responded to within timescale	Melyn / Yellow	↑	79%	80%	79.4%	82%
09) Customer Satisfaction Telephone Service - TBC (Q4)					-	-
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website		↓	47k	-	33.5k	15k
11) No of reports received by AppMôn / Website		↓	45k	-	58k	10.8k
12) No of web payments		↓	18k	-	18.5k	13k
13) No of telephone payments		↑	9.6k	-	7k	6.5k
14) No of 'followers' of IOACC Social Media		↔	92k	-	42k	33k
15) No of visitors to the Council Website		↓	563k	-	1.03M	783k

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 20/21 Result	Canlyniad 19/20 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2235	-	2180	2181
02) Sickness absence - average working days/shifts lost	Ambr / Amber	↑	6.67	6.19	6.68	9.4
03) Short Term sickness - average working days/shifts lost per FTE	-	-	2.69	-	1.94	4.2
04) Long Term sickness - average working days/shifts lost per FTE	-	-	3.98	-	4.74	5.2
05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	-	6%	9%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiant a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Gwyrdd / Green	↑	£100,750,000	£99,241,000	-1.50%	-	-
02) Forecasted end of year outturn (Revenue)	Gwyrdd / Green	↑	£147,120,000	-	-	£144,214,000	-1.98%
03) Forecasted end of year outturn (Capital)	-	↑	£37,387,000	-	-	£23,386,000	-37.45%
04) Income v Targets (excluding grants)	Gwyrdd / Green	↑	-£9,818,594	-£10,415,875	6.08%	-	-
05) Amount borrowed	Gwyrdd / Green	↑	£7,188,000	-	-	£5,240,000	-27.10%
06) Cost of borrowing	Gwyrdd / Green	↑	£4,550,756	-	-	£4,106,818	-9.76%
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow	↑	-	98.54%	-	-	-
08) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↓	-	96.47%	-	-	-
09) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	-	-	100.6%	-	-	-
10) % Housing Rent collected excl benefit payments (for the last 3 years)	-	-	-	101.1%	-	-	-

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	07/03/2022
Subject:	Housing Revenue Account Business Plan
Purpose of Report:	Housing Revenue Account Business Plan 2022-23 approval
Scrutiny Chair:	Cllr. Aled Morris Jones
Portfolio Holder(s):	Cllr. Alun Mummery
Head of Service:	Ned Michael
Report Author:	Ned Michael Head of Housing Services
Tel:	
Email:	
Local Members:	

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1 - Recommendation/s
<p>The Committee is requested to:</p> <p>R1 The Corporate Scrutiny Committee is requested to recommend the draft Housing Revenue Account Business Plan 2022-2052 for approval and adoption by Executive Committee</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>The main contribution is to the themes of Transforming Older Adult Social Care, Increasing our Housing Options and Reducing Poverty and Regenerating our Communities and Developing the Economy.</p>

3 – Guiding Principles for Scrutiny Members
<p>To assist Members when scrutinising the topic:-</p> <p>3.1 Impact the matter has on individuals and communities [focus on customer/citizen]</p> <p>3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p>3.3 A look at any risks [focus on risk]</p> <p>3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]</p> <p>3.5 Looking at plans and proposals from a perspective of:</p> <ul style="list-style-type: none"> • Long term • Prevention • Integration

- Collaboration
- Involvement

[focus on wellbeing]

3.6 The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

1. To what extent is the Business Plan a viable plan which allows for adequate investment in the current Council housing stock in addition to developing additional affordable housing across Anglesey?
2. To what extent does the Housing Revenue Account Business Plan provide adequate accommodation to older people, people with varying health problems and other client groups?
3. Increases in rents are discussed, how was this increase agreed and is it acceptable in the current climate?

5 – Background / Context

1.0 Background

1.1 The Business Plan being presented is still in draft format and further amendments and editing will be carried out on the document prior to its final submission for approval by the Executive Committee.

This Report and Business Plan has been prepared in conjunction with Officers from Finance Services, the Business Plan forms the primary tool for financial planning of the delivery and management of the Council's housing stock. In particular, the Business Plan demonstrates:-

- how the Council brings all its stock to Welsh Housing Quality Standards – there remains to be some properties that are classified as 'acceptable fails';
- how the Council intends to maintain and exceed WHQS and work towards the decarbonisation of its housing stock;
- the investment needed to increase the housing stock and provision of affordable housing through various tenures in areas where there is a proven need for affordable housing

The document also gives an overview all the activities undertaken through the Housing Revenue Account.

1.2 The Council, through its HRA, owns and manages 3,886 properties and just over 700 garages, across the Island.

Throughout the period of this Business Plan we will see an increase in stock to over 5000 units.

1.3 The HRA Business Plan contributes to all the fundamental themes within the Council's Corporate Plan. The main contribution is to the themes of Transforming Older Adult Social Care, Increasing our Housing Options and Reducing Poverty and Regenerating our Communities and Developing the Economy.

1.4 As part of the Voluntary Agreement signed by the Local Authorities with the Welsh Government, borrowing negotiated and agreed to allow for new build and maintaining the Welsh Housing Quality Standards.

1.5 The HRA continues to be ring-fenced for the Council's Landlord functions which relate to the Council's housing stock. The ring-fencing of the account means that the Council may not subsidise council housing from the general fund.

1.6 Welsh Housing Quality Standard (WHQS)

The Council has achieved WHQS since 2012, we were the second Authority in Wales to achieve this standard.

The Welsh Housing Quality Standard states that all households should have the opportunity to live in good quality homes that are;

In a good state of repair.

Safe and secure.

Adequately heated, fuel efficient and well insulated.

Contain up-to-date kitchens and bathrooms.

Well managed.

Located in attractive and safe environments.

As far as possible suit the specific requirements of the household, (e.g. specific disabilities)

1.7 A provisional sum of £59.5m has been included within the Business Plan for the decarbonization of the housing stock by 2030.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

7 – Financial Implications
<p>The HRA is ring fenced and all income and expenditure is separate to that of the Council General Fund.</p> <p>The attached Business Plan is financially viable throughout the 30 year period of the Business Plan with reserves being maintained at an acceptable level throughout the period of the plan.</p>

8 – Appendices:
<p>Draft HRA Business Plan 2022 -2052.</p>

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



HOUSING REVENUE ACCOUNT BUSINESS PLAN

2022-2052



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

Page 17



Llywodraeth Cymru
Welsh Government

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1.0 Introduction

The aim of the Housing Revenue Account Business Plan, which will be referred to in the document as the HRA, is to plan ahead to ensure that a financially viable plan are in place for our Council Housing stock.

The HRA finances all of the Council's operations in its role as the landlord of the housing stock. This includes maintaining the housing stock, capital work and environmental improvements, maximising rental income, estate management and anti-social behaviour, maximising Tenant Participation to influence our priorities, together with increasing our housing stock in order to contribute towards meeting the need for social housing on the Island.

The Council will continue to maintain a statutory, ring fenced HRA and account for income and expenditure on council housing separately from Council Fund income and expenditure.

The Business Plan confirms the Council's commitment to

- maintaining Welsh Housing Quality Standards and tackling 'acceptable fails',
- tackling areas where performance and service outcomes need to be improved, driving further service improvement for our tenants,
- delivering services for our tenants which offer value for money, during a period of increasing reductions in public spending,
- increasing accountability through increased engagement with staff, the Senior Leadership Team, Elected Members and key stakeholders,
- ensuring that there is adequate provision to best mitigate some of the potential impacts of Welfare Reform on the local communities, by giving them the tools to help themselves rather than creating a dependency culture, and
- delivering our development programme for new build Council homes.

Through reading the Plan you will gain assurance that the HRA is being managed efficiently and effectively.

1.1 Service Vision

Our Vision is:

Quality homes : sustainable communities

which is based on our service values that underpin our work and drive the delivery of our services, as follows:-

- ♣ to be customer focused and accountable
- ♣ to provide value for money
- ♣ to be committed to working in partnership
- ♣ to be innovative in our approach

1.2 Our Priorities will be:

- Estate regeneration;
- New build, increasing the provision of affordable housing through various tenure in areas where the need has been identified.
- Accommodation for specific groups, for example older people, people with mental health issues;
- Addressing the energy efficiency / fuel poverty agenda.

The Plan aims to provide confidence to funders, tenants and Elected Members that HRA resources and services are managed efficiently and effectively.

Further information on all aspects of this plan is available from the Head of Housing Services, Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey, LL77 7TW. E-mail Housing@anglesey.gov.uk

1.3 Strategic Objectives

Housing plays a very important role in the Council's Corporate Plan and contributes to many of its objectives.

- Through building new houses and improving our existing stock we will create an impact locally and deliver community benefits.
- We will provide opportunities for tenants to participate in improving services and give people the skills and confidence to be able to participate in their communities by establishing tenant participation groups.

The Councils' Corporate plan is in the process of being reviewed in readiness for our new 5 Year plan to be launched in 2023.

1.4 National and Local context

- As we await the results of the 2021 Census, the Welsh Government's Mid-year population projection for Anglesey was recorded as 70,440, with 11,921 (16.9%) aged 0-15 years, 39,880 (56.6%) aged 16-64 years and 18,639 (26.5%) aged 65+.
- Based upon the Welsh Government's 2018/19 mid-year projections, Anglesey's population is projected to decrease to 69,609 by 2031 and further drop to 69,476 by 2035.
- Anglesey has an ageing population with 18,639 (26.5%) aged 65 or over. The 65+ age cohort is projected to increase to 21,089 (30.3%) by 2031 and 21,984 (31.6%) by 2035. The life expectancy of males and female citizens on Anglesey are 78.5 and 83 years respectively.
- According to Stats Wales returns for the period ending 30.6.2021 66.33% of Anglesey citizens.
- A total of 35,036 dwellings were recorded in Anglesey in 2020 of which 26,017 (74.3%) were owner occupied, 4,089 (11.7%) privately rented, 3,831 (10.9%) Local Authority stock and 1,099 (3.1%), were Housing Association owned.
- The average household size for Anglesey in 2020 was 2.20, compared to the Welsh Average of 2.26.
- 10,856 households were singly occupied and a further 10,352 contained 2 people and no children, according to 2020 data.
- 69% of all properties on the Island were estimated as not having children, as part of the household.
- 15.8% of all households on Anglesey have no access to their own transport.
- The 2019 Welsh Index of Multiple Deprivation has ranked Llangefni within the 10% most deprived in terms of income across Wales. The town is also amongst the 10-20% most deprived in Wales overall, when taking all elements of deprivation into account.
- Bodorgan and Newborough are amongst the 10% highest areas nationally, in relation to housing deprivation.
- The Isle of Anglesey has no areas within the 10% most deprived for both physical environment and health as domains for measuring deprivation.
- It is estimated that approximately 9,400 Anglesey citizens have need associated with Mental Health.
- Overall, 25,430 (39% of GP registered patients) patients have a chronic condition/illness on Anglesey according to NHS Wales. (2019)
- 16.7% of Anglesey citizens are in receipt of a Welfare benefit, which compares with a 17.4% average across Wales.
- 24.2% of the Anglesey population have no qualifications compared with 25.98% across Wales.
- Anglesey had an unemployment rate of 4.40% for the islands labour force in 2020.
- Overall, 25,430 (39% of GP registered patients) patients have a chronic condition/illness on Anglesey according to NHS Wales

1.5 Joint Local Development Plan Gwynedd and Mon 2011-26

The Joint Local Development Plan for Gwynedd and Mon was adopted in July 2017. This is a development strategy for a period of 15 years for the land use which focuses on sustainable development. This document steers the development of new housing on the Island, as well as other uses. This Plan is currently under review.

1.6 Ynys Mon's Welsh Language Promotion Strategy

The vision for the [Welsh Language Promotion Strategy](#) is that:

- Residents able to afford to live and set up homes in their local communities
- A shared sense of involvement and pride amongst residents in our vibrant, truly bilingual community
- The Welsh language prioritised in local economic development, housing and planning schemes

1.7 Well Being of Future Generation Act

The Future Generations Commissioner describes housing as the corner stone of the wellbeing of individuals, families and communities.

The Well-being of Future Generations Act gives us the ambition, permission and legal obligation to improve our social, cultural, environmental and economic well-being and requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.

The Well-Being of Future Generations (Wales) Act 2015, places a duty on public bodies to seek to achieve the well-being goals and objectives in everything they do.

1.8 Decarbonisation

The Environment (Wales) act 2016 places a duty on Governments to reduce carbon emissions, in Wales this is set to be at least 80% by 2050. The report commissioned in 2019 Better Homes, Better Wales, Better World July, 2019 gives 7 recommendations for WG to lead on which states that

'Wales has some of the oldest and least thermally efficient housing stock in the UK and Europe. 32% of the Welsh housing stock was built before 1919, when there were no construction standards in terms of thermal performance. Just 10% of Welsh homes were built in the last 18 years, during which time energy performance requirements have changed dramatically.'

Welsh Government's recent Plan "Prosperity for All: A Low Carbon Wales has a whole chapter on buildings based on all tenures and that residential buildings is the highest emissions sources as a Welsh total.

The Council have previously declared a climate emergency and our work within this arena will form part of the decarbonisation.

1.9 Re-imagining social building in Wales Modern Methods of Construction Strategy for Social Housing, February 2020

A Strategy which set outs the expectations relating to the production of homes built using Modern Methods of Construction which encourages complimenting traditional construction methods with new technologies and approaches.

1.10 Renting Homes (Wales) Act 2016

This Act aims to make it simpler to rent a home and protect tenants' rights. In general, the Act replaces all current tenancies and licences with just two types of occupation contract; secure or standard. At present it is anticipated that all new and existing tenancy agreements will need to be re-issued. The Act also creates new rights for victims of domestic abuse, for people in shared houses and for tenants needing repairs to be carried out.

1.11 Welsh Government Race Equality Action Plan

Welsh Government has acknowledged that urgent action is needed in promoting a vision for Wales where everyone is treated as an equal citizen and as a Council we have contributed to the consultation document which will lead to the implementation of a Race Equality Action Plan. Our Housing Strategy will promote the overall aim of 'ensuring that all members of our Society are able to live in decent and affordable homes which meet the diversity of people's needs'.

1.12 Housing Need, Demand and Priorities

Information provided in this section sets out the housing need data for the Island, and is correct as of February 2022.

1.13 Social Housing Register Information

Based on information as at January 2022, there were 715 applicants on the Social Housing Register with the majority requiring 1 and 2 bedroomed general needs and older person's properties.

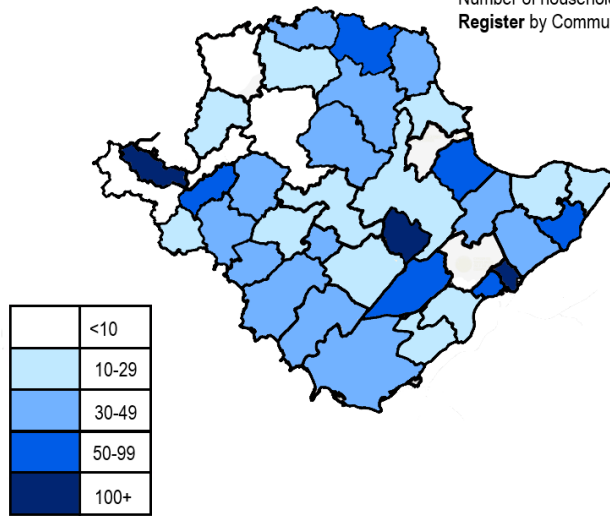
	1 Bed	2 Beds	3 Beds	4+ Beds	Total
General Needs	269	166	77	54	566
Older Person's Accommodation	120	27	1	1	149
Total	389	193	78	55	715
%	54%	27%	11%	8%	

Social Housing Register Waiting List by type and number of bedrooms required

The demand for social housing can be seen in the map below, with demand being highest in Holyhead , Llangefni, Menai Bridge, Llanfairpwll, Amlwch, Valley, Llanfair ME, Llanfihangel Ysgeifiog and Beaumaris. Please note that some applicants are on the waiting lists of more than one area.

Nifer o aelwydydd ar y **Gofrestr Tai Cymdeithasol** yn ol ardal Cyngor Cymuned/Tref

Number of households on the **Social Housing Register** by Community/Town Council area



The demand for older person's social rented accommodation can be seen in the map below with Holyhead, Llangefni, Llanfairpwll and Menai Bridge also being the most popular choice.

1.14 Our Tenants - Our stock and profile of our tenants- Housing Stock Profile

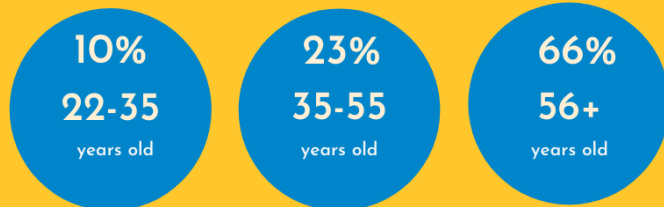
	Number of properties
Traditionally built pre-1945	319
Traditionally built 1945 - 1964	1221
Traditionally built post 1965	1326
All system built (non-traditionally built)	176
New build or acquisitions since April 2015	83
Total Houses and Bungalows	3125
Pre 1945 low rise flats (1-2 storeys)	15
Post 1945 low rise and all medium rise flats	623
High rise flats (6 storeys +)	91
New build or acquisitions since April 2015	32
Total Flats and Maisonettes	761
Total Houses and Flats	3886

40% of our stock was built between 1945 -1964.

Property Type	No. of Properties	% of Stock
Houses	2067	53%
Bungalows	709	18%
Flats	641	17%
Sheltered Accommodation	469	12%
Total	3886	100%

1.15 Profile of our tenants – data based on 2021

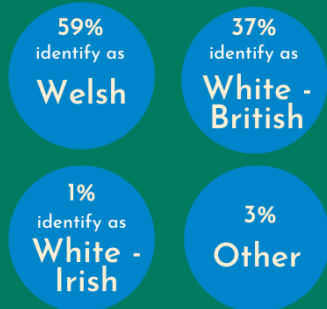
OUR TENANTS



Marital Status



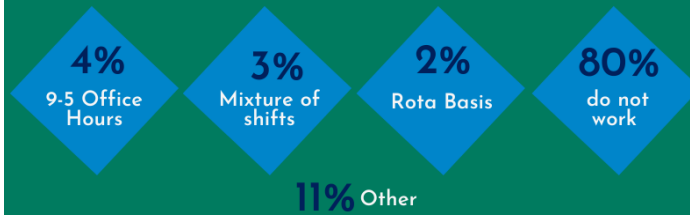
Ethnicity



Nationality



Pattern of Work



1.16 STAR Survey results

In 2021, Tai Môn commissioned the services of an external research partner to undertake the STAR survey. ARP Research were successful in the procurement of this piece of work and the results will be launched in 2022-23.

At the time of writing our business plan, the 2021 Star survey results are being processed and analysed.

ARP research will provide two types of reports. One report for our tenants & other stakeholders alongside a more in-depth report for consideration.

As the 2021 Star was led by an external research company, the results saw the highest number of questionnaire returns than any other previous survey.

The 2019 survey was a 15 page document, which included several questions with more in-depth socio-demographic questioning. The 2021 and based on Welsh Government recommendations, the survey was condensed to one page covering a set of 12 core questions.

In 2019, 19% of our tenants responded by postal means only with a higher % age profile of respondents being over 55 Years of age. Circa 650 surveys were responded to in 2019. In 2021, 1511 tenants responded to our survey with 65% responding by post and 35% responding by other methods including an online survey and text. 44% of our responding tenants are under the age of 55.

Having a wider audience including varying age ranges will mean that a like for like comparator between both Star surveys will be a challenge, however we are able to benchmark our results against other stock retaining local authorities and Registered Social Landlords from across the UK.

The initial results are re-assuring. Most satisfaction areas have achieved 80% and above.

The final results will be published internally and externally with any action or areas of required improvements considered by our Management Team and in partnership with our tenants that represent participation forums.

2.0 The impact of Covid on our Services

2.1 Technical Services

Although we have been hampered by shortages of materials, operatives using up a backlog of annual leave, availability of sub-contractor support due to the volume of work in the private sector, staff isolating through Covid symptoms, the various stages of the recovery plan are on target, currently at a level approaching 80% complete.

Major items like boiler changes, heating systems, roofing, new kitchens and bathrooms are complete. We are currently focusing on damaged ceilings through water ingress, leaking tiles around bath, as well as completing follow up to gas service and follow up to electrical safety checks.

All the above has been a challenge considering tenants have been holding back from wanting work done on their homes throughout Covid, and a surge of work has continued to come in mid recovery plan. It is our ambition to complete the recovery plan by the Christmas break.

All work raised within the first two months of 2022 has been raised on the normal priorities, as per repairs policy, and not recovery plan status. Works currently delayed are limited to external environmental, e.g. fencing panels, gates, and certain roofing issues.

2.2 Community Housing Services

Sadly, we are seeing an increased demand on our services due to an increase in household challenges. Mental health challenges are increasing and staff are dealing with a multitude of household complexities, often requiring statutory intervention and support on a multi-agency basis. We are progressing on an essential mental health training package to ensure front line officers are equipped and supported when dealing with difficult cases.

3.0 LANDLORD SERVICES – COMMUNITY HOUSING

3.1 Void turnaround days

Our void turnaround days have dramatically improved throughout this Year.

At the 4th April 2021, our starting performance for the re letting of properties was 54.4 days including difficult to let (DTL) and 45.6 days excluding DTL properties.

By November 2021, our performance stood at 42.1 days including DTL and 29.1 days excluding DTL properties, thus being an improvement of 12.3 days including DTL properties and 16.5 days excluding DTL properties.

3.2 Rental Income

The Housing Services relies on its rental income to ensure business continuity by preserving the revenue streams. In order to do this it is important to maximise the rental income to provide the best possible services to tenants and Anglesey residents.

The Housing Services Department currently manages 3886 dwellings which amounts to an estimated rental income of £19.7m and 722 garages for a total estimated to £324k of income.

During December 2021 the Welsh Government confirmed that as the CPI for September 2021 falls outside the range of 0% to 3%, the Minister with responsibility for Housing would determine the appropriate change for Social Housing Rents for 2022/23.

The Minister determined that all Local Authorities should use the consumer price index (CPI) with the value of CPI in September 2021 being 3.1% for 2022/23 rent increases. By implementing this increase this will generate an additional £574k of annual rental income

Currently 2765 of the Council's tenants (72%) will face no additional hardship as a consequence of the proposed rent increase and service charges, as they are in receipt of full or part Housing Benefit or in receipt of Universal Credit.

Using the 51 week collection, the proposed rent increase for 2022/23 will be an average weekly increase of £2.99. This will increase the average weekly rent from £96.51 to £99.50.

3.3 Housing Stock Profile

Types of Dwellings	Total	Percentage of Stock	Average Rent 2022/23
1 Bed	741	19%	£86.57
2 Bed	1386	36%	£96.76
3 Bed	1672	43%	£106.71
4/5 Bed	87	2%	£114.84
Total	3886	100%	

3.4 Rent Arrears

As at 31st January 2021 the total rent collected as a percentage of the total collectible is 100.38% and the total current tenant arrears is £537k (2.86%) with the former tenant arrears amounting to £258k (1.38%).

The rental void loss percentage as at 31st January 2021 stood at 2.05% (£315k).

Since the first lockdown we have seen a considerable increase in the level of rent arrears where they reached above the 3% and this would be the same trend through-out other Local Authorities in Wales.

Considering the impact of the virus, it was inevitable that rent arrears would be affected due to households having their incomes reduced or lost completely through loss of employment, having to claim Universal Credit and being worried on how they would manage financially. We currently have around 1059 tenants on Universal Credit which is a high percentage within our stock and these tenants continued to be supported by our Housing Management Officers.

- We remain to be in the top 3 stock retaining local authority in Wales for arrears level.
- The impact of the Mobysoft software and the change in how the UC Alternative Payment Arrangements (APA's) are paid to LA's in tackling rent arrears has had a positive effect whereby officers are able to intervene with cases at a much earlier stage to avoid higher cases of arrears and ensure payments are received on a regular basis.
- Regular meetings take place with management to discuss high end cases and complex cases.
- Unfortunately, with restrictions placed upon all Local Authorities in relation to possessions and evictions where actions were suspended between March 2020 – 20th September 2020 and re-introduced December 2020 – June 2021 added pressure on the officers and made it difficult to be able to deal with some cases and these inevitably increased.
- We are attending & contributing to the bi-monthly meetings with other Local Authorities throughout Wales on rent arrears. These meetings are being chaired by Welsh Government where performance indicators are provided by each LA to compare and discuss good practices or raise any concerns.

3.5 Main challenges for the Arrears Management Team

- a. The 6 month notice periods remains in place and where tenants are not paying or engaging, it poses a risk to the income collection for the department. Officers are unable to issue proceedings until after the notice period has ended. Although this poses a risk it can also be seen as a positive where not threatening possession proceedings can build relations with tenants and also give more time to set up payment plans and get the right support in place.
- b. Possible delay in possession cases being heard in the future as the numbers issued to court may increase.
- c. Possession proceedings introduced a review hearing in 28 days followed by substantive hearing 28 days later – so possession hearings are held at least 2 months from date of issue instead of 28 days.
- d. Evictions notice extended from one week to two weeks and can be cancelled if any household member has covid.
- e. Difficult for officers to take a 'balanced' approach in tackling arrears where a decision is required whether to commence legal proceedings or adopt the principle of not evicting into homelessness for Social Tenants.
- f. Furlough and UC uplift ending, reduced work opportunities and recent hike in utility bills has had an adverse impact on household income and made it difficult for tenants to manage their finances.
- g. Reduced visits by the officers to tenant's homes has made it difficult to identify vulnerable tenants who need support.

3.6 Areas for improvement

- Although Former Tenant Arrears is a difficult debt to collect, we are looking to maximise income from this area by implementing a new module from Mobysoft. This module enables the officer to focus on cases that are highlighted as priority cases from the system to reduce the number of current tenants leaving with arrears. The system highlights cases based on payment trends and enables a more proactive approach to tackling former tenant arrears.
- We have recently procured for the provision of the House Contents Insurance for tenants. Tendering process has provided a better level of cover and value for money.
- Plans are in place to remodel the Financial Inclusion team to include a Senior Officer to focus and deliver the Debt Advice service for our tenants. This will enable the officers to provide a more holistic support.
- We have recently remodelled the Welfare Advice Team to include a Senior Officer to focus on leading the team and provide training/mentoring to new staff. This has strengthened the team as well as provide the Manager with an opportunity to focus on projects around poverty, etc.

3.7 Financial Inclusion

We currently have two permanent Financial Inclusion Officers working within Housing by providing financial support, budgeting advice and affordability advice to Council and private tenants to develop their financial capability. Their aim is to increase the ability of the tenants to successfully manage their money, minimise financial risk and provide access to affordable financial services to help them sustain their tenancy. Whilst working within the communities, the officers take the opportunity to raise awareness on the effects of Universal Credit.

We also have a Senior Financial Inclusion Officer who was recently appointed in the role. This role will be responsible for developing a new domestic debt advice service, in order to maximise the support offered to households whom are financially challenged and / or are living in poverty. In addition, the role will continue to provide information, advice and support to clients around financial and digital inclusion issues with a strong focus on increasing the financial and digital capability. Maximising income, improving budgeting and IT skills of vulnerable households to help them to manage the impact of welfare reform, avoid recourse to loan sharks/ doorstep lenders and generally improve their life outcomes and sustain their housing.

During the past 12 months, the Financial Inclusion team have continued to provide support to tenants by working from home and communicating via telephone, e mails and through teams or zoom. Home visits were made to those most vulnerable when out of lockdown or in emergencies.

The reduction in income in line with increased household costs caused by the pandemic, particularly households where there are children at home, as increased spending has predominantly been seen in areas of food and energy.

In recent months, the Financial Inclusion Team have noticed an increase of demand in support around fuel poverty and particularly since the increase in the energy prices.

Referrals continue to be received from households in relation to council tax bill enquiries and the team are now working closer with the Council Tax recovery team to avoid any recovery actions being taken and support the clients to have a successful outcome.

3.8 Tai Môn Digital Tenants Portal (DTS)

Due to Covid-19 and re-prioritisation of projects, the rollout of our tenants portal has been delayed. We endeavour to re-establish this work stream during 2022-23 with the view to going live on the tenants self-service portal.

Tenants will be able to do the following aspects on a self-service basis:

- Diagnose and report repairs
- Make a request on our Handyperson Service
- Report a neighbourhood issues
- Check rent balance
- Make an online rent payment
- View and print rent statement
- Update personal information
- Send and receive messages

Our aim is that 70% of our tenants are interacting and managing their tenancies through their digital portal within two years of its launch.

3.9 Renting Homes (Wales) Act 2016

Welsh Government passed The Renting Homes (Wales) Act in January 2016. This was and is the biggest change to housing law for decades, and aims to make it simpler and easier to rent a home in Wales, and make tenant rights clearer and easier to understand.

The provisions of the Act are due to come into force in July 2022.

The Tenant Participation Team have commenced discussions with tenants regarding what changes are going to happen. There are lots of changes afoot, however one of the key changes that is important to share with tenants is that they will no longer be referred to as **'Tenants'** and they will not have a **'Tenancy Agreement'**. Instead, they will be referred to as **'Contract holders'** and they will have a **'Contract'** with the Council instead.

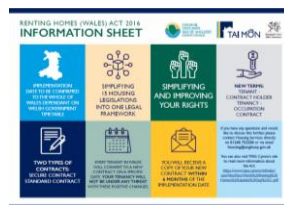
Tai Môn Housing Services have established an internal **'Renting Homes (Wales) Act 2016 Project Team'** who meet up virtually on a monthly basis. We are also working collaboratively with North Wales stock retaining authorities and Registered Social Landlord (RSL) partners in order to achieve consistency in tenures across the Region when this is fully launched.

The Tenant Participation Team have included information about the upcoming changes within the Tenant Newsletter, which is posted out to each Council property twice a year. Elected Members are also provided with a copy of the newsletter.

Members of the Project Team have a plan in place to contact tenants over the next few months to ensure that important details are correct and to provide further information on all the coming changes, and will also provide regular updates on our social media platforms. It is important that the Project Team provide clear and easy-read information to clarify that this is NOT something tenants need to worry about and their tenancy is NOT at risk because of this change.

The Tenant Participation team is eager to recruit tenants to get involved in the 'Renting Homes Forum' as this is a significant change that will affect every tenant, it is important that tenants are

involved at every step of the way. We are looking to recruit 10 enthusiastic tenants to work with us as part of the 'Renting Homes Forum' to help us roll out and communicate these changes. Tenants who participate in all sessions will be included within the incentive scheme.



3.10 Well-being Survey – Sheltered and OAP Housing

With over 3,800 properties that includes a portfolio of 1,200 sheltered and OAP schemes, Tai Môn provides homes and services to a significant number of older people and disabled adults.

As part of Tai Môn’s Community Housing Service in January 2020, a review was undertaken in respect of wellbeing, independence and to assess how connected tenants are to their estate & communities. This review is also in place to inform Tai Môn on tenants accommodation satisfaction levels and support future Council housing development within sheltered and OAP schemes.

1,200 surveys were sent to all sheltered and OAP housing tenants in January 2021. 445 surveys were returned, either fully or partially complete. This equates to a 35% response rate (National paper survey response rate is circa. 13%)

The review is led by Tai Môn’s Tenant Participation team and in partnership with a local social work student as part of her placement.

Any concerns raised by tenants within their responses were followed up and information was provided on several 3rd sector agencies in order to reduce some of the challenges they were facing (*for example, those isolated and lonely were given information on Medrwn Môn’ Local Asset Co-ordinator scheme*)

We also identified community / estate wide gaps in provision such as community hubs or other localised groups. To also inform the Tenant Participation team on areas where Tai Môn Housing Services’ intervention would be beneficial to the wellbeing of our tenants. An example of this is providing ‘Cooking on a Budget’ sessions in partnership with Grwp Llandrillo Menai.

Each tenant who completed the survey was put into a prize draw to win £250 of High Street

3.11 Home Cooking Classes

The Tenant Participation Team have established a good working relationship with Coleg Menai to arrange ‘Basic Home Cooking Classes’ in areas identified within the survey. We have 4 locations: Niwbwrch, Bodedern, Moelfre and Llannerchymedd. We had a successful first session in Niwbwrch where we supported 8 residents who attended all 5 classes. As part of an incentive scheme, the residents received a slow cooker at the end. This addresses food poverty and insecurity alongside improving access to services on a grassroots level.



Due to the Corona Virus Pandemic, we had to cancel several of our proposed projects due to high levels of Covid-19 on the Island.

Project 1 – ‘Food & Fun’

Due to fluctuating Covid restrictions, we turned to social media and held various competitions to keep tenants busy and interactive. One part of this was working with a local smoothie company who provides sessions and workshops on making nutritious smoothies on a budget. The smoothie company created a short video on the steps to take to create your own smoothie.



Project 2 – Môn’s Green Fingers

As we were unable to go-ahead with this project face to face, we turned to our social media platforms where tenants would comment on our Facebook post if they’d like an ‘indoor’ or ‘outdoor’ ‘Grow your own veg pack’. 427 residents interacted and participated in this activity. We randomly picked out 20 lucky tenants using ‘random number generator’ who had won a gardening pack. 10 indoor pack and 10 outdoor packs. This will be an annual activity following its success rate.

Looking forward towards 2022/23, the Tenant Participation hope to be in a position to re-start our community projects and aim to get at least 3 new community allotments.



Other competitions we advertised digitally:

Gardening Competition: The Tenant Participation Team hosted the Gardening Competition online which consisted of 3 categories – Best Kept Garden, Best Kept Communal Garden and Best Home Grown fruit or veg patch / allotment. The Facebook post had 31 residents interacting by putting their own gardens or a neighbours garden up to enter the competition. This is an annual competition that we advertise.



Afternoon Tea Competition: 20 tenants were chosen randomly following interaction on our social media platforms. Overall, we had 44 comments/likes on the social media post.



3.12 Community Growing Projects

A partnership between Tai Môn Housing Services, Wild Elements, Anglesey Food Bank, Bwyd Da Môn and The Wallich at Parc Mount in Llangefni has seen a huge amount of work go into a community growing project. The project is almost ready for individuals receiving support by the Wallich Housing Support Services to support with the Maintenance of the site as part of their Wellbeing and / or recovery. This project is funded by Welsh Governments' Tackling Food Poverty and Insecurity budget.

We hope the first harvest will be achieved by July / August 2022. All food grown will be given to the food banks and Bwyd Da Môn.

We are working with several sheltered housing estates in order to develop localised community growing projects for our tenants & residents' benefit.

BEFORE



ALMOST COMPLETE



3.13 Communal Lounges

We have thirteen communal lounges that are being used by our tenants – seven of these lounges have permanently closed in order to be re-developed into accommodation space that complies with the Equalities Act 2010. The two lounges that have been transformed into fully DDA compliant accommodation spaces have met a specific housing need for complex cases.

The pandemic resulted in Tai Môn Housing Services close our communal lounges on a temporary basis. All of our face to face contacts through social gatherings, events and activities had to be put on hold. Frequent reviews access to our lounges are ongoing with our Health & Safety Officer.

Our communal lounges are valuable assets within our sheltered Housing estates, as it gives them the opportunity to attend organised events and encourage community groups to form on a grassroots level.

As we look forward into 2022, and with the easing of Covid-19 restrictions, we are busy planning our activities in order to welcome everyone's return and resume with all events and activities.

During 2022, Tai Môn Housing Services hope to invest financially within three of our communal lounges in order to bring them up to standard. This will include digital access.

- Ger y Graig, Llangefni
- Bro'r Ysgol, Bodedern
- Tan Capel, Llanddaniel

3.14 Housing Management Team - Managing our estates & communities

The Housing Management Team consists of 4 Housing Management Officers and 2 Anti-Social Behaviour Officers, managed by the Neighbourhood Team Manager.

Operations have continued throughout the Pandemic with officers continuing with the day-to-day service, supporting some of the most vulnerable in society. Safeguarding and supporting the wellbeing of tenants is the primary concern of the team.

The role of the Housing Management Officers (HMO's) is to attend to all aspects of tenancy management, including signing-up new tenants and helping them settle in, undertaking property inspections, dealing with tenancy amendments, mutual exchanges and noise and other nuisance complaints. They also support tenants in crisis and address welfare concerns including hoarding, which is becoming more prevalent since COVID. HMO's also regularly attend safeguarding meetings and other statutory and non-statutory meetings.

HMO's also deal with the majority of neighbour disputes up to the service of Notice Of Seeking Possession where cases are then escalated to the ASB Officers. The majority of ASB cases are low-level neighbour nuisance and are dealt with by the HMO's, who each carry a caseload of approx 30 cases each at any given time.

In line with the Anti-Social Behaviour Crime and Policing Act 2014, which promotes an early intervention approach to dealing with anti-social behaviour, cases are dealt with promptly using a range of tools available, including warning letters, mediation, Acceptable Behaviour Contracts (ABC's) and restorative justice approaches where appropriate.

The remit of the Anti-Social Behaviour Officers (ASB Officers) is to take over cases where lower-level interventions have not curbed the offending behaviour, or where cases whilst not being so serious are persistent, and are having an ongoing and detrimental effect on the victims, whilst also impacting on the housing management function and often Police resources. The intervention implemented will depend on the nature of each separate case, with the ultimate sanction being eviction.

ASB Officers will carry a caseload of approximately 15-20 cases at any given time. They work closely with colleagues from;

- North Wales Police
- Probation Service
- Youth Offending Team
- Social Services
- Education

Officers across the team are often privy to disturbing and highly confidential information and it is essential that they are able to foster close working relationships with not only the victims but also partner agencies to secure positive outcomes for victims.

Approaches to tenancy management and anti-social behaviour are constantly changing to factor in across the island an increase of tenants suffering poor mental health, substance misuse issues, domestic abuse, poverty county lines activity and cuckooing.

Given the nature and complexities of certain cases, Tai Môn Housing Services have commissioned an external Consultant Social Worker to improve the access to professional mentoring for housing officers to self-refer should there be a need identified for additional support.

Partnership Working

Housing Officers work closely with key partners such as The North Wales Police, Fire Service, Mental Health and Substance Misuse Services, Tenancy and Floating Support Services to name but a few and attend numerous meetings which without a doubt, the sharing of information is proving crucial in allowing all agencies holistically to tackle crime, anti-social behaviour, and community issues at the earliest opportunity:-

- MARAC – Multi Agency Risk Assessment Conference – Domestic Abuse
- MAPPA – Multi Agency Public Protection Arrangements – managing registered sex offenders / violent offenders in the community.
- OCG – Organised Crime Meeting – County Lines / cuckooing
- VARM – Vulnerable Adult Risk Management
- IOM – Integrated Offender Management meeting – prison leavers.
- CAP – Community Action Plan meeting
- Frequent Flyers - repeat admittance to A & E
- Early Help Hub – local cases who may otherwise not be open to services but require some level of intervention.
- POVA – Protection of Vulnerable Adults.
- Child Protection Case conferences
- Prisoner re-settlement meetings (internal meetings focusing on housing needs)
- Cross county prisoner resettlement meetings – sharing good practice.
- Homelessness & Support assessments which take place within the prisons to prepare offenders before they are released.

3.15 Housing Register

Housing Services administer the Common Allocations Policy on behalf of Social Landlords who operate on the Island – Grwp Cynefin, Clwyd Alyn and North Wales Housing.

The Common Housing Allocation policy (CHAP) has been operational since July 2019.

Below is a table of the number of applicants on our register which includes property type and number of bedrooms required.

	1 Bed	2 Beds	3 Beds	4+ Beds	Total
General Needs	269	166	77	54	566
Older Person's Accommodation	120	27	1	1	149
Total	389	193	78	55	715
%	54%	27%	11%	8%	

Allocations and voids 2021-2022 highlights

- 201 void properties have been processed through the HMU since April 1st 2021. 48 of these properties being major voids during the lockdown period.
- 27 new build and buy back properties have had certification checks, snagging and cleaning completed prior to allocation.
- Significant major capital works have been completed within voids, including asbestos removal, level access wet room installations, boiler replacement and E7 upgrades while properties were empty.
- We currently have over 40 Void properties active for completion within priorities set by the solutions team.
- We aim to reduce the volume of void properties open from 40, down to the usual turnaround of approx. 20 at one time.

3.16 Making best use of our stock - Downsizing incentive scheme

The downsizing incentive scheme is in place to encourage tenants under occupying 4-5-6 bed properties to be supported into moving into smaller properties, based on their current and future needs.

Since January 2020 9 x 4 bed houses have become vacant and we have re-allocated 1 x 5 bed house. One 5 x bed property has been especially adapted to meet the needs of a local family.

Current application numbers for families requiring 4, 5 & 6 bed properties.

	February 2019	September 2021 data	December 2021 data
4 bed waiting list	18	44	48

5 bed waiting list	No data recorded	No data reported	7
6 bed waiting list	No data recorded	No data reported	2

Over the next 3 Years, we have 18 x 4 bed properties in the pipeline to be constructed. We are also exploring 5 bed properties within certain areas.

Housing Management Officers (Arrears) have been contacting tenants in their respective patches in order to discuss the idea of downsizing. Feedback has been mixed with tenants informing us, in the main, of the following concerns:

- They have lived and raised their families at the property for several Years.
- The property is ideal for when family, particularly grandchildren, come to stay over
- They are not implicated by bedroom tax due to their age and HB covers the expected rent
- They do not wish to have the upheaval of moving home
- Concerns if they transfer, they will move onto an estate they do not wish to live in
- When the downsizing incentive scheme was implemented in February 2019, there were 18 families on the list requiring 4 bed properties. The increase of families requiring 4 bed properties between Feb 2019 and December 2021 is assessed as substantial.
- Due to the impacts of Covid-19, voids have been prioritised for those in more urgent housing need (such as residents living in emergency accommodation)

In collaboration with other social housing providers across North Wales, we undertook a comprehensive analysis (*including a survey of 300+ tenants from across North Wales*) to find out about the barriers that exist to help people move home and what could make a difference - with an emphasis on helping people living in homes that are too large, or overcrowded housing.

3.17 Housing Options Occupational Therapist

Our recently appointed Housing Services Occupational Therapist (OT) and forms part of the Housing Options Team. The OT ensures that the needs of tenants with complex adaptation requirements are co-ordinated in a responsive way whilst ensuring our tenants are able to live as independently as possible in their homes.

4.0 TACKLING POVERTY

4.1 POVERTY HEADLINES ON ANGLESEY

- Increased demand on our food banks since October 2021. This is possibly due to UC uplift ending and an increase in household fuel costs. A week before Christmas in 2020, Anglesey Food Bank only handed out the Christmas food hampers.
- UC uplift has ended, affecting circa. 5,500 households / recipients on Anglesey. This ended in October 2021.
- Welsh Government have announced £100 of fuel costs towards households in receipt of certain benefits.
- Poverty through digital exclusion is being addressed through a multi-agency approach between IOACC Adults, Housing, Medrwn Mon & Age Cymru Gwynedd & Mon in order to increase access and capabilities. The results should mean that more residents can access their bills online, search for better tariffs and hopefully undertake online shopping & ordering medications online.
- Bwyd Da Mon has subsidised 40 Anglesey residents over a period of 8-12 weeks with the aim of each recipient becoming a fully paying member at the end of their subsidised period (members pay £5 per week for up to £25 per week of food in return)
- Homelessness on Anglesey (and all other areas in Wales) have seen a substantial increase in individuals residing at emergency accommodation locations. This figure as at 14.01.2022 is 56 living in emergency accommodation. Pre-Covid, the figure was between 13-20 at any one time.

4.2 In 2021-22, the following outcomes and outputs have been achieved:

<p>Food poverty and Insecurity funds</p>	<p>£100,000 achieved through a grant application with Welsh Government</p> <p>Expenditure covers:</p> <ul style="list-style-type: none"> - Community cooking skills courses - Community growing projects – Holyhead, Llangefni & Beaumaris - Project Manager via CAB Ynys Mon to develop x 4 satellite Bwyd Da Mon offices - Bwyd Da Mon subsidy scheme has gone live
<p>Christmas food hamper project</p>	<p>£13,000 raised through various sources of funding</p> <p>Over 300 food hampers distributed before the festive period including 70 residents living in emergency accommodation</p>
<p>WLGA food poverty funds</p>	<p>Due to providing regular feedback to Welsh Government regarding less donations to food banks alongside an increase in</p>

	<p>demand, £500,000 has been made available across Wales.</p> <p>Anglesey has received £11,500 of this funding and it will be spent directly by food banks on revenue costs. This will include the ability to retain two key members of staff at Anglesey Food Bank and purchase food due to reduction in food donations.</p>
<p>Fuel poverty</p>	<p>The Welsh Government £100 vulnerable household fund has been launched. This is in addition to the normal Warm Home discount scheme. Claimants have to apply by mid-February 2022 in order to receive this funding.</p> <p>The internal fuel poverty fund (£8000 donated privately in 2020) is still in existence and is targeted at households requiring LPG / oil support. For example, a new tenant moving into a property with oil heating would be required to pay £200 upfront as a minimum to fill their oil tank. This is a challenge for various households on Anglesey.</p> <p>The DAF hardship fund remains in place and has been extended until 31.03.2022 to support households with emergency poverty needs. Our Financial Inclusion Officers, O'Toole team and CAB Ynys Mon can support with these applications.</p> <p>Food banks still have fuel support vouchers which is up to £50 per household when they are referred for a food parcel.</p>

	Amlwch food bank have quite a high number of food bank recipients with coin operated electrical machines.
Covid-19 support hub	Lead agency is CAB. Financed through the Covid-19 hardship fund. Delivered in Holyhead and open to all on Anglesey. Financial Inclusion / LFT's and Bwyd Da Môn subsidy referrals.

4.3 The Isle of Anglesey County Council 's Internal Welfare Rights Service at the J.E. O'Toole Centre has been tackling poverty and its effects such as Social and Financial Exclusion since 1983 by providing **free, independent and confidential advice and representation** on benefits, tax credits and employment law for people living in the County.

The Centre helps the unemployed, the sick and disabled, lone parents, pensioners, carers and those on low wages by providing advice and help to claim the right benefits, tax credits and discretionary payments, maximising incomes, explaining how benefits are affected when circumstances change, applying for grants, discretionary payments and reductions, helping clients to appeal incorrect benefit decisions and dealing with other benefit related problems.

Working as a critical service during the Covid Pandemic:

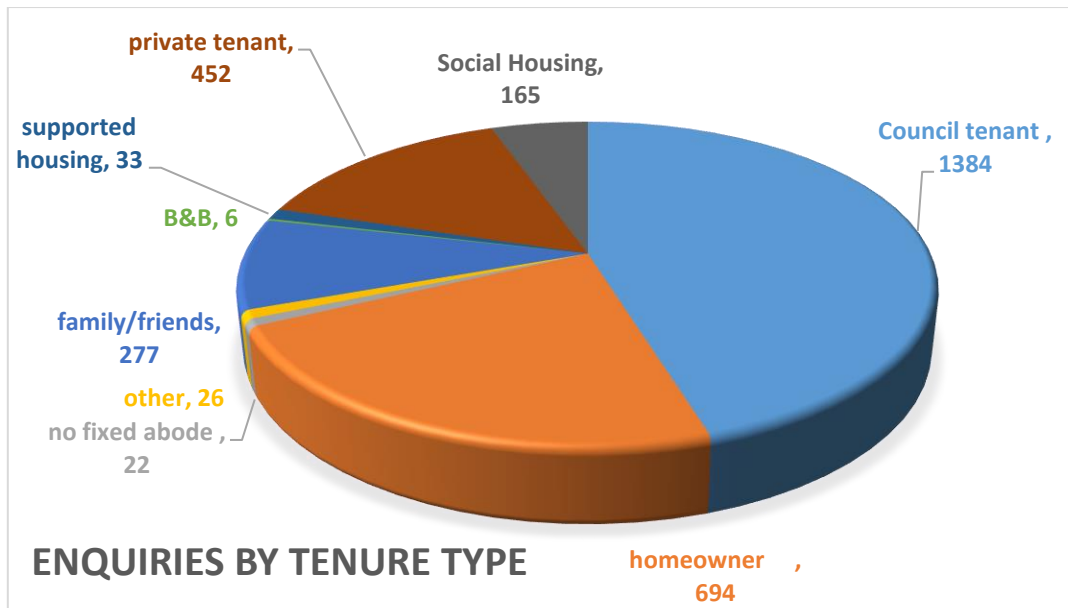
Our building is in a central location with doors open to the public Mon-Fri 9-5. Demand for our services can mean that it is a very busy place with high footfall, and it is here that much of our Welfare Rights Advice is delivered via face to face appointments. We also usually run several Outreach surgeries in locations around the Island, and for those unable to travel due to physical/ mental illness or vulnerability we offer a home visiting service.

We have seen other changes this financial year with a Senior Welfare Rights Adviser being appointed from within the team. Additional responsibilities for the Senior Welfare Rights Officer will include training and mentoring new advisers, allowing us to proceed with recruiting for the Assistant Adviser post to aid with service demand. The Team Leader has taken on additional duties too and her role is now that of 'Welfare Rights Co-ordinator'. With the focus very much being on Tackling Poverty some of her new duties see her working on grant funded projects including Period and Hygiene Poverty, Food Poverty, and subsidised memberships for Bwyd Da Môn.

**Welfare Rights User Statistics
Report to end 3rd Quarter 2021-22**

User statistics are recorded by enquiry type – at one appointment our Advisers may deal with more than one benefit issue. In the third quarter of the financial year 2021/22 the Advisers took 1091 enquiries, taking the total so far this financial year to 3059.

Although the largest number of enquiries came from Local Authority tenants, the Centre works on behalf of all Anglesey residents of all tenure types, providing a free service assisting individuals to maximise incomes and remain in their homes. The chart below shows the total breakdown of our enquiry tenure types so far this year to end of 3rd quarter



Challenging adverse benefit decisions

In the 3rd quarter 2021/22 (the full 12 months recording will be available in April 2022)

Gains

When our Advisers identify an entitlement for a service user, the financial gain for the 12 month period (or less if a shorter award is made) is calculated and recorded as an 'Identified Gain'. When we receive confirmation that the benefit is in payment we can then record it as a 'Confirmed Gain'; unfortunately not all service users will provide this follow up information. In the 3rd quarter alone (Oct-Dec 21) the Advisers recorded:

- £747,793.25 Identified Gains, taking the total so far this year to £2,007,614.44 *in addition to*
- £31,405.85 Confirmed payments solely consisting of 'one-off' lump sums or backdated award payments taking the total so far this year to £51,356.81

Our statistics show that in 3rd quarter:

- 481 benefit queries dealt with by our Advisers were on behalf of Local Authority Tenants, further demonstrating the benefit of joint working with Officers responsible for the maintenance of rent accounts, taking the yearly total so far to 1382.

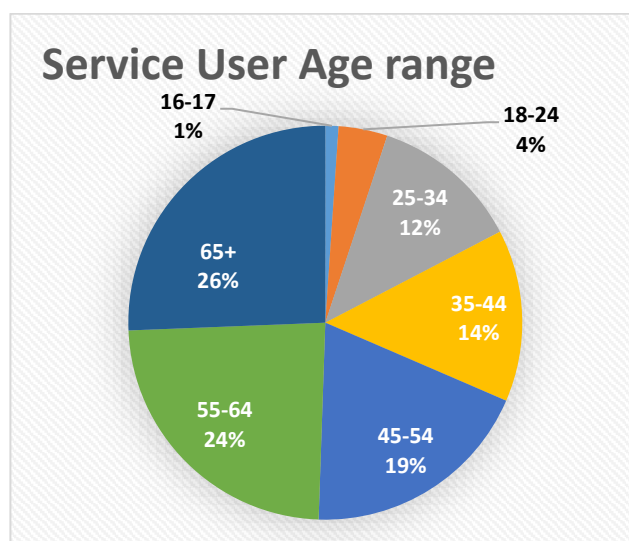
In this same quarter:

- £291,915.63 of our total identified gains, (£214,924.61 of which are have confirmed), were for Local Authority tenants, taking the total of Identified gains for tenants so far this financial year to an impressive £855,467.09

Helping those in most need

The O'Toole Centre is committed to assisting the most vulnerable of Anglesey residents including the elderly and those with disabilities and health difficulties. We are designated as an **Alternative Office by DWP**, meaning that our Advisers can set claim start dates for certain claims enabling backdated payments where eligible, and can receive and verify documents avoiding the need to send important documents by post to DWP.

- 50% of all enquiries so far this year have been from Anglesey residents aged 55 and over, more than a quarter being of pension age.



Gains identified for sickness and disability benefits (including one off lump sums) in 3rd quarter:

- £82,484.00 in Employment and Support Allowance/UC LCW, taking total so far this year to £142,131.12
- £229,306.56 in Personal Independence Payment, taking the total so far this year to £546,977.60
- £143,986.80 in Disability Living Allowance & Attendance Allowance taking the total so far this year to £295,066.02
- £8,972.60 in Carer's Allowance taking the total so far this year to £33,823.40

4.4 Preparing for the future

In March 2020 the Government committed to increase the basic element of Working Tax Credit and the standard allowance of UC by £1000 a year, or £20 a week. This was initially set to last for a year but was extended into the 21/22 financial year, coming to an end in September 2021 when the Government confirmed the uplift would not be extended further. This announcement was met with widespread criticism and concern about increasing poverty levels.

Payments of £19.50 per week were made to those families qualifying for Free School Meals when schools were closed with children being 'home-schooled', when families have to self-isolate and were extended to be paid throughout school holiday periods recognising that parents still need to provide a meal for their children. Sadly, these payments will only continue up to the Easter break 2022.

Welsh Government with the announcement that they intend to provide free school meals to all children aged 4 to 11, aiming for the roll out to the youngest pupils to begin at the start of the 22/23 academic year, extending to all primary school children in September 2023. We will continue to promote the take up of free school meals.

With the impact of Covid on employment, mental and physical health, rising inflation, energy costs set to rise at frightening rates in April and the increase to National Insurance contributions we are preparing for a very busy year ahead. Welfare Rights Advice provision is *critical* to individuals and families facing financial crises; our advisers can identify missed entitlements and maximise incomes, assist those less able to make their claims and challenge incorrect decisions.

Sometimes, identifying that someone is entitled to one benefit and helping them to claim can passport them into eligibility for other payments; for example, identifying an entitlement to Pension Credit (guarantee credit) may also mean they could claim Housing Benefit, Council Tax Reduction, Warm Home Discount, and could be entitled to additional help if they are a carer, severely disabled, or responsible for a child or young person. To the end of December 2021, **our Advisers identified £54,390.02 of Pension Credit entitlements** which would have led to eligibility checks to these passported benefits and assistance to claim being given.

In 2022, we will be recruiting for our vacant post of Assistant Welfare Rights Officer, and this will bring a 4th adviser on board to help with demand. We are also preparing and planning for returning to an open door and face to face service in anticipation of lifting restrictions but as a team we have gained some valuable insights into new ways to work that we will carry forward and hopefully give more options for both us and our clients.

5.0 Repairs and Maintenance

5.1 Planned Maintenance Programme for 2022-23

The Planned Maintenance Programme for 2022/23 shown in the table below which is valued at £9.5 million (excluding new developments) earmarks the capital resources which have been incorporated in the Business Plan. The programme is underpinned by independently collected stock condition data and will contribute towards our Housing Management Strategy and the Corporate Asset Management Strategy.

This Public Sector Investment Programme forms part of the Corporate Capital Plan for 2022/23.

Scheme	2022/23 (£ '000)
<i>Internal WHQS Works & Asbestos</i>	1,900
<i>Commitments on current contracts & Traditional Planned Maintenance Programme</i>	3,955
<i>Fire Risk Management</i>	600
<i>Central Heating Works</i>	800
<i>Environmental Works</i>	900
<i>Energy Performance Work</i>	1,000
<i>Public Sector Adaptations</i>	400
	9,555

Financing:	2022/23 (£ '000)
<i>Major Repair Allowance</i>	2,660
<i>Revenue Contribution</i>	6,950
<i>IHG Grant</i>	
<i>Borrowing</i>	
	9,555

5.2 Fire Risk Management

To ensure continued compliance with the Regulatory Fire Reform Order 2005 we have allocated the sum of £600k towards upgrading and/or renewal of fire-fighting equipment and fire detection systems to comply with fire risk assessments. During 2021/22, our specialist contractor continued to undertake annual fire risk assessments, which have informed expenditure plans for 2022/23.

During 2021/22 in excess of 100 fire doors serving flats were successfully renewed. The specification allowed for 1 hour rated doors (FD60) as standard. During 2022/23 we propose to award a further contract to continue with this work.

Investment plans for 2022/23 also allows for the retrospective installation of fire suppression systems in 2 of our medium rise blocks in Llangefni and Menai Bridge. Successful completion of this proposal will ensure that our 4 medium rise tower blocks benefit from sprinkler fire protection systems.

5.3 Internal Investment Plan

The budget allocates the sum of £1.900m in order to tackle WHQS refusals, capital elements upgraded at change of tenancy and for the continued replacement of kitchens, bathrooms and re-wiring systems as they reach the end of their life cycles.

This work will have a positive effect on the number of acceptable fails reported to Welsh Government. In addition, the budget allocates funding towards the replacement of 100 kitchens which did not form part of the original core WHQS programme. These kitchens are now approaching the end of expected element life cycles

5.4 Central Heating Works

During 2016/17 we commenced a boiler replacement programme to upgrade our older and increasingly unreliable heating boilers. The programme was suspended during 2020/21 due to coronavirus pandemic.

As part of the works a survey of the existing heating system will be undertaken and, if new radiators are required, they will be replaced as part of the boiler renewal programme. This will allow us to ensure that the systems installed are fit for purpose, of the correct size and are as efficient as possible for our tenants. Once completed, we will expect to see a reduction in the call our costs for our heating engineers.

For 2022/23, we have allocated a budget of £800k to continue with this programme and we will aim to replace approximately 400 gas boilers.

5.5 Traditional Programme External Planned Maintenance

The total budget allocated for traditional Planned Maintenance work is £3.900m which includes carried forward commitment on schemes which are currently on site. Housing Services confirms that 2 contracts awarded during the latter half of 2019/20 involving 120 properties were impacted by the coronavirus pandemic and subsequent enforced lockdown.

During 2022/23 we will continue to target improving the energy efficiency of our homes with particular focus on properties which are not connected to the mains gas network. A new planned maintenance scheme originally programmed for 2021/22 is now scheduled to be procured over two phases and awarded for Maes Cynfor, Cemaes Bay during the next financial year.

The general scope of the work to be undertaken or currently on site typically involves re-roofing to include the installation of Solar PV, the application of an insulated render system, replacement windows and doors where appropriate, external works to include paths, fencing and boundary walls.

Home improvements in all the schemes mentioned above will significantly improve the comfort and appearance of the homes and, where applicable, make them more affordable to heat. Traditional external planned maintenance will continue to form the basis of our capital investment plans going forward.

The Isle of Anglesey County Council's investment programmes are supported by Welsh Government's Major Repairs Allowance and contributes towards continued WHQS compliance.

5.6 Adaptation Work in the Public Sector

The proposed budget includes a sum of £400k for major adaptation works for the disabled. Typical examples of work include installing stair lifts, level access showers, ramps and extensions.

5.7 Energy Performance Work

In order to address acceptable fails in relation to energy performance we are targeting investment in renewable energy sources, namely Solar PV, in a significant number of our properties which do not have access to the mains gas network. On average, properties which are served by LPG heating systems and electric storage systems have the lowest SAP scores within our housing stock.

We continue to engage with the District Network Operator (DNO) for permission to install multiple Solar PV systems on a number of off grid estates. Regretfully, due to network capacity issues, obtaining DNO permission to install systems is not straightforward and during 2021/22 we were limited to 80 new Solar PV installations.

We intend to continue with this programme during 2022/23 and £1.0m has been earmarked in the budget to target a further 250 installations which would contribute positively towards both energy efficiency and carbon reduction targets.

5.8 Environmental Works

The WHQS Environmental Standard requires homes to be located in "attractive and safe environments to which residents can relate and in which they can be proud to live."

In order to deliver environmental improvements, Housing Services will continue to fund the Environmental and Community Improvement Fund whereby tenants are invited to submit applications for funding towards community improvements of their choice.

A total of £900k is allocated towards environmental improvements in 2022/23. A significant proportion of this budget will be utilised to continue with the programmed demolition of garages which are no longer viable to maintain. This programme will deliver environmental improvements in connection with parking, improving safety and generally improving the visual appearance of specific areas. In addition, the budget will be utilised for targeted estate improvements and upgrading treatment plants owned and operated by Housing Services.

5.9 WHQS Compliance and Investment Strategy

We are satisfied that all properties, wherever it is practically possible, meet WHQS standards apart from those that are refused or those who meet the acceptable fail criteria. Improvement work on properties previously the subject of tenant refusals are done automatically at the beginning of a new tenancy. We can only consider noting an acceptable fail if the cost of the work to rectify is impractical from an economic perspective.

The following table (which does not include any new developments or bought back properties) confirms our current situation in connection with updating core elements:

Element	Numbers included in the original scoping review	Total completed during the WHQS Plan (October 2008 – December 2012)	Completed at change of tenant stage (January 2013- January 2022)	Tenant refused (acceptable fail)	Total properties not noted for renovation work.
Kitchen	3073	3123	409	126	113
Total bathrooms / level entry showers	2271	3071	387	76	237
Re-wiring	1543	2728	407	83	553

5.10 Financing Capital Work Planned 2022-23

Our investment programmes are supported by the Welsh Government and we receive an annual Major Repairs Allowance (MRA) which contributes towards reaching and maintaining WHQS. During 2021-22 we received MRA in the sum of £2.67 million towards financing our capital investment programme.

5.11 Overview of 2021-22 Capital Works

Aberffraw and Rhosneigr

Capital works included full re-roofing, installing an external insulation system together with new external windows and doors, full environmental works which included new fences, boundary walls and new concrete paths with disability access to each bungalow. In addition to this traditional work, Solar PV panels were included together with the retrospective fitting of battery storage units to Awel y Mor with similar proposals programmed for both Trem y Mor and Min y Mor.

The programme includes 53 properties in the following estates:

- Min y Môr, Aberffraw
- Awel y Môr, Rhosneigr
- Trem y Môr, Rhosneigr

Min y Môr, Aberffraw



Awel y Môr, Rhosneigr



Project was completed on 31st July 2021.

Llangoed and Llanddona

Capital works included full re-roofing, installing an external insulation system together with new external windows and doors, full environmental works which included new fences, boundary walls and new concrete paths with disability access to each bungalow. In addition Solar PV panels were included on each property.



In addition, we have installed 24 hybrid air source heat pump systems at Pont y Brenin and Maes Gwyn.



Tawelfan, Llangoed

Most recently we have commenced with another traditional planned maintenance scheme on 11 number properties at Tawelfan Llangoed. Works include full re-roofing and the installation of an external wall insulation system with render finish. This scheme will also include new external windows and doors, full environmental works which includes new fences and boundary walls, new concrete paths with disability access to each bungalow. Solar PV panels will be installed as standard.

Maes Cynfor, Cemaes



on the



This scheme was originally proposed to commence site during latter part of

2021/22. Due to delays encountered on other schemes in connection with Covid related issues together with material shortages, the planned scheme for Maes Cynfor will now be conducted over two phases commencing in 2022-23.

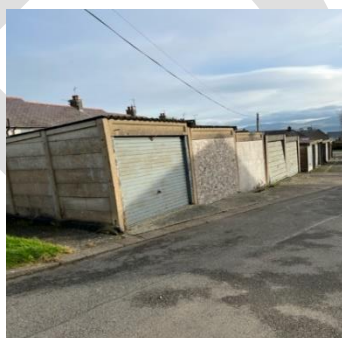
Solar PV Installations

During 2021/22 we will have installed a total of 77 Solar PV systems to various properties across Anglesey that are not connected to the mains gas network.



Garage Demolition Scheme

Following an independent structural survey and report it was identified that a number of garages across Anglesey were beyond economic repair. During 2021-22 Phase 3 of the Garage Demolition Programme included garages located at Thomas Close, Beaumaris and Hampton Way, Llanfaes.



FD60 Fire door replacements

During 2021/22 we have been actively replacing front entrance flat doors on properties across Anglesey in order to conform to current fire regulation requirements. It is proposed that this work stream will continue during 2022/23.



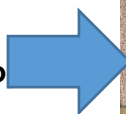
Integrated Care Fund works completed at Waun Dirion, Benllech

The works involved a full internal and external renovation to the former communal lounge at Waun Dirion, Benllech. The purpose of the scheme was to create a fully DDA compliant residential property in accordance with current requirements. Works included new kitchen, level access shower and a full upgrade to the internal areas together with a fire suppression system. External works included the installation of an insulated rendering system together with new external windows and doors. Environmental works included new concrete paths with disability access and Solar PV panels.

ICF



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5.12 Reactive Maintenance

Results at end of Q3, 2021 have shown an increase in work items in comparison to Q3, 2020.

Quarter 3 - 2020	Quarter 3 - 2021
17,610 – work items	24,522 – work items

The increase is primarily due to tenants having held back on requesting repairs due to the pandemic. The increase in volume of work requests have been not been linear, and the service have been challenged to adapt and respond flexibly to ever changing work volumes due to intermittent restrictions throughout the year.

We have also identified issues which have escalated in size/severity due to potentially having had temporary/partial repairs completed during Covid restrictions. Both these factors have contributed to an increase in the estimated year end expenditure.

5.13 Mobile Working - Accuserve

The implementation of Accuserve Mobile Working was completed during December 2021.

The installation of our newly acquired Housing Maintenance Management system has been an overall positive experience. The switch over to the new hardware went smoothly, with minimal down time during the transition of live jobs to the workforce tablets. Feedback from the maintenance staff has been positive, noting they prefer the simple and effective new technology.

The IS and maintenance team are currently reviewing Accuserve’s ability to align with the cyclical servicing and change of tenancy work programme to ensure maximizing operational efficiencies.

During 2022 we will further explore the benefits of improved management data Accuserve can deliver.

5.14 Energy Efficiency

During 2022 the Housing Maintenance Unit will consider Energy Efficiency options for renewing the existing Heating and Hot water system in our Gaerwen office.

We are looking to install an Air Source Heating system that can hopefully be supported by solar panels.

We have also recently taken delivery of 2 electric small vans in Gaerwen, and assessing the feasibility of maximizing the electric charging depots within the depot.

We are working closely with the fleet manager and Menter Mon to further explore options to replace part of our fleet with Hydrogen vehicles in line with new green energy developments in Holyhead.

5.15 Council House Build Programme/Increasing Housing Supply

Since the introduction of self-funding arrangements for the HRA in 2015, councils are encouraged to build houses once more. So far, we have achieved the following and a total of 188 units have been acquired or building work has commenced.

	Buy Back	New Builds
2015/16	10	-
2016/17	13	3
2017/18	13	-
2018/19	12	19
2019/20	17	26
2020/21	7	34
2021/22	10	24
Total	82	106

During 2020/21 we were fortunate enough to receive a grants from Welsh Government allocation of £1.0m from the Phase 2 Homelessness Fund, £500,000 of IHP4 funding and £450,000 from the Land Release Fund. In 2021/22 we have received £2.0m to acquire and renovate empty properties and former council houses along with £200,000 from the Transforming Towns programme – total funding of £4,150,000 towards our new build development programme over the last two years.



5.5 We have identified the following opportunities and sites as our development programme for the next three years which add a total of 315 units to our housing stock:

	Reacquiring properties (target)	New build
2022/23	10	74
2023/24	10	63
2024/25	10	42
Total	30	285

In order to address the housing needs of residents who do not qualify for social rent housing, we intend to build more intermediate rent and shared equity properties and the Council has recently adopted a Shared Equity Policy. On the Marcwis Estate in Rhosybol, we have allocated 10 social

rent properties and our first 5 intermediate rent properties and an estate with mixed tenures appears to have been a success.

When developing new housing, we use different acquisition methods. Some of the sites are the property of the HRA and others are in Council ownership, e.g. we buy the sites of schools which have closed and other vacant sites from the General Fund such as the sites of the old Llanfachraeth, Llaingoch and Rev Thomas Ellis schools and the former home for the elderly at Plas Penlan. We also use 'Package Contracts' and negotiate contracts with housing developers.

In order to ensure that we build new housing in areas where they are needed, we are a member of the Rural Housing Enablers Group and use them to carry out surveys of housing need in areas where building opportunities have been identified. The map shows the properties which are currently being built and the opportunities for the next three years.

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6.0 Award winning Housing Services

We are an award winning Housing department with several nominations and winning achievements throughout this financial Year.

6.1 Constructions Excellence Wales 2021

Our Tre Ifan development in Caergeiliog and development team were successful with the following categories throughout Wales;

- Highly Commendable Sustainability award
- Best Off-site manufacturing award
- Best Innovation Award

<https://www.cewales.org.uk/cew-awards/awards-2021/>

6.2 Chartered Institute of Housing Awards (CIH) 2021

Housing Services were shortlisted within a couple of categories at the Wales Housing Awards 2021.

We are proud of our Empty Homes Team for their success at the CIH Wales Housing Awards 2021. Outstanding achievement and well done to all involved.

<https://www.anglesey.gov.uk/en/newsroom/news/first-time-buyer-support-scheme-wins-welsh-housing-award>

<https://www.cih.org/media/2jaj41x1/0359-wha-gpc21-english-v3.pdf>

6.3 Empty Homes Network

Trystan, Gwenda ac Osian won a recognition award from the Empty Homes Network for partnership working, see photos below:



Here are the before and after photos for the scheme in Vulcan Street, Holyhead



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6.4 Staffing – Our people

- Chartered Institute of Housing – Four staff members commenced CIH qualifications during 2021-22
- Workforce development plan to be in place and will focus on continuing to improve skills and knowledge within the department. An analysis to be undertaken on succession planning for staff who will retire within the next 5-10 Years. To also focus on staff who are keen to aspire into management roles.
- All staff are required to complete e-learning within safeguarding, Prevent, Cyber Security, CSE and Ask & Act.
- Staff newsletter – each month, all housing staff receive a monthly bulletin that is prepared by the Management Team in order to keep everyone abreast of current developments. Other themes includes staff wellbeing messages, training and development, praise and recognition plus updates in regards to recruitment. Staff have reported enjoying being kept informed of housing services developments and appear to value this piece of work in ensuring continuous communication

6.5 2021/22 (April – October 2021) – staff turnover

Service	Number of Staff 01/04/21	Number of Staff 31/10/21	Average Number of Staff	Number of Leavers Between 01/04/21 - 31/10/21	Turnover
Housing	146	155	151	4	3%

6.6 Management Training

In 2021, we welcomed the approach undertaken by our Corporate HR team to provide ongoing leadership and management training for officers.

We have x 4 Team Leaders undertaking the training for management and leaders and one application from an officer aspiring to get into Management.

We actively encourage Managers to attend all Corporate HR training courses that will further enhance their skills, knowledge and confidence.

We actively promote Academi Wales as another tool for Management support.

<https://academiwales.gov.wales/>

6.7 Apprentices

Due to a national shortage of technical skilled workers, we continue to face challenges recruiting qualified operatives, and as a result there has been greater reliance on sub-contractors to support our internal workforce.

To address this, we have continued to invest in our apprenticeship programme and have taken on a further 5 during 2021, bringing our total trainees to 9 full time apprentices.

In September 2022 we will see our 1st cohort complete their 3 year traineeship becoming fully qualified within their trades.



Chelsea Hagan, apprentice painter & decorator



Our apprentices of whom will qualify in 2023



Tomos Roberts- Prentis Plastro / *Plastering apprentice*

Hayden Bentley – Prentis Gwresogi a Phlymio / *Heating and Plumbing Engineer apprentice*

Rhys Pugh – Prentis Saer Coed / *Joinery apprentice*

Jacob Harper – Prentis Gwresogi a Phlymio / *Heating and Plumbing Engineer apprentice*



Ioan Evans – Community Housing apprentice

7.0 PERFORMANCE MANAGEMENT

Our operations includes statutory and non-statutory performance management indicators. These are reported to our Senior Management Team per month and quarterly on a Corporate wider Council perspective.

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Indicators	2020-21	2021-22			2021-22 Target	Performance
	Result	Quarter 1	Quarter 2	Quarter 3		
The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the financial year for Permanent accommodation	2.62% (£492,413.54)	2.90% (£559,072.46)	2.94% (£566,421.56)	2.76% (£533,972.34)	3.25%	↑
The total amount of rent arrears owed by former tenants as a percentage of the total rent collectable for the financial year for Permanent accommodation	1.40% (£264,195.91)	1.32% (£255,567.46)	1.41% (£271,681.12)	1.46% (£281,553.60)	1.75%	↓
Proportion of tenants with more than nine weeks arrears	4.64%	4.55%	4.36%	5.28%	6.00%	↓
Average Arrears	£426.55	£319.64	£316.92	£447.35	£400.00	↓
Average arrears of tenancies when ended	£569.48	£465.30	£546.99	£514.97	£570.00	↑
The average number of calendar days taken to let lettable units of permanent accommodation during the financial	54.4	47.7	43.9	40.3	50	↑
The average number of calendar days taken to let lettable units of permanent accommodation during the financial (excluding DTL's)	45.6	41.8	34.6	27.9	40	↑
Number of re-lets accepted on first offer	74.03%	75.32%	75.56%	77.57%	80%	↑
% of Routine repairs completed within timescale	97.91%	98.76%	98.49%	97.36%	95%	↓
% completed in one visit	97.93	96.18%	98.84%	95.93%	95%	↓
Average time taken to complete non-urgent responsive repairs (Calendar Days)	8.90	8.87	12.76	14.41	18	↓
Percentage of households successfully prevented from becoming homeless	74.74%	85.71%	83.33%	85.00%	70%	↑
The average number of calendar days taken to deliver a Disabled Facilities Grant	169.00	178.54	177.00	188.0	170	↓

FINANCIAL PLAN

Underlying Financial Assumptions

Financial assumptions for the Business Plan are based on the following information

- Inflation is calculated using the Government's target rate of 2% per annum.
- It is assumed that expenditure on maintenance and new construction will increase by 1% above the inflation target each year.
- It is anticipated that rents will increase 1% above inflation per annum from 2020/21.
- The provision for bad debts is forecast to be 1.5% in 2022/23 to take into account increases in utility costs and the roll out of Universal Credit, reducing by 0.1% every 2 years until the level returns to the 0.6% level attained prior to the introduction of Universal Credit.
- Losses due to voids are expected to be 1.5% per annum.
- The plan includes a total of £59.5m (£8.5m per annum between 2023/24 and 2029/30) to meet the Welsh Government's carbon reduction target.
- The capital plan is based on the latest Stock Condition Survey, with component replacements being carried out as per schedule of component life cycles.
- It is assumed that a development programme of new build and acquisitions of former council houses will continue. From 2023/24 45 units are expected to be delivered (30 new build and 15 acquisitions) each year. There will be an additional 40 unit extra care housing scheme being developed at a cost of £14.75m completing 2024/25.
- The plan allows for maximum borrowing of 6.5 times income. In order to remain within the cap, the number of new units to be delivered is reduced by 15 units in 2037/38, a further 12 units in 2038/39 and 4 units in 2039/40. Thereafter the plan allows for the full number of units each year and demonstrates that the increases in the HRA's reserve mean that the HRA is financially robust.
- Other than the capital grants awarded during 2022/23 and the receipt of a grant from ICF towards the extra care facility in 2023/24 is assumed that the HRA will fully fund the development programme for the duration of plan.
- The interest rate on credit balances is assumed to be 0.2% per annum. New borrowing is assumed to be over 50 years at an interest rate of 2.0%.
- It is assumed that debts will not be re-paid early
- Other income includes feed in tariff income (National Grid), commission from selling insurance, sewerage charges and recoverable repairs.

Treasury Management Policy

The Council has adopted a one-pool approach for loans which means that the costs of borrowing are averaged between the general fund and HRA in proportion to their respective capital financing requirements

5 Year Capital & Revenue Budgets

Revenue Budgets

	2022/23	2023/24	2024/25	2025/26	2026/27
	£'000	£'000	£'000	£'000	£'000
Management Costs	3,698	3,772	3,847	3,924	4,002
Repairs and Maintenance	5,288	5,478	5,736	6,004	6,253
Other Costs	500				
Capital Financing Costs	3,664	4,359	5,634	6,757	7,770
Contribution to Capital Programme	16,628	6,987	6,391	5,999	5,574
Total Expenditure	29,778	20,596	21,608	22,684	23,599
Net Rental Income	19,148	19,847	20,783	22,206	22,684
Other Income	640	655	670	687	702
AHG Grant	116	116	116	116	116
Total Income	19,904	20,618	21,569	23,009	23,502
Revenue Surplus/(Deficit)	(9,874)	22	(39)	325	(97)
Balance Brought Forward	10,481	607	629	590	915
Balance Carried Forward	607	629	590	915	818

Capital Budget

	2022/23	2023/24	2024/25	2025/26	2026/27
	£'000	£'000	£'000	£'000	£'000
WHQS Improvements & Maintenance	9,555	7,712	10,490	10,805	11,129
New Build	10,183	15,125	15,361	8,354	8,605
Decarbonisation	-	8,500	8,500	8,500	8,500
Other Expenditure	-	510	-	-	-
Total Capital Expenditure	19,738	31,847	34,351	27,659	28,234
Capital Funding					
Major Repairs Allowance	2,660	2,660	2,660	2,660	2,660
Borrowing	450	19,700	25,300	19,000	20,000
Capital Expenditure funded by HRA	16,628	6,987	6,391	5,999	5,574
ICF Grant	-	2,500	-	-	-
Total Capital Funding	19,738	31,847	34,351	27,659	28,234

Draft

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	7 March, 2022
Subject:	Housing Support Grant Programme Strategy 2022-26
Purpose of Report:	To scrutinise the Housing Support Grant (HSG) Programme Strategy and Delivery Plan and recommend it's approval
Scrutiny Chair:	Cll. Aled M Jones
Portfolio Holder(s):	Cll. Alun Mummery
Head of Service:	Ned Michael
Report Author:	Elliw Llŷr , Policy, Commissioning and Strategy
Tel:	Manager
Email:	01248752137 Elliw Llŷr@ynysmon.gov.uk
Local Members:	

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1 - Recommendation/s
<p>The Committee is requested :</p> <p>R1 to recommend approval of the Housing Support Grant Programme Strategy 2022-26 and Delivery Plan to the Executive</p> <p>R2 – that the Executive should agree to the proposed Spend Plan in accordance with Welsh Government HSG Guidance and requirement (included as Annex B within the Delivery Plan)</p> <p>R3 – to recommend approval of the Rapid Rehousing Transition Work Plan April 2022- March 2027 to the Executive</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>Ensure that the people of Anglesey can thrive and realise their long-term potential.</p> <p>Support vulnerable adults and families to keep them safe, healthy and as independent as possible</p>

3 – Guiding Principles for Scrutiny Members
To assist Members when scrutinising the topic:-

- 3.1** Impact the matter 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 any risks [focus on risk]
- 3.4** Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]
- 3.5** Looking at plans and proposals from a perspective of:
- Long term
 - Prevention
 - Integration
 - Collaboration
 - Involvement
- [focus on wellbeing]
- 3.6** The potential impacts the decision would have on:
- protected groups under the Equality Act 2010
 - those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
 - opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
- [focus on equality and the Welsh language]

4 - Key Scrutiny Questions

- To what extent does the Homelessness Strategy prepare us to respond to demand for services over the next 4 years?
- How does the proposed Strategy include the views of key stakeholders?
- What challenges and risks are facing the Council?

5 – Background / Context

1. Background

a) Role of the Housing Support Grant Programme Strategy

The Housing Support Grant is a Welsh Government funded programme led and managed by Local Authorities in partnership with Health and Probation. It provides housing support services for people from a range of client groups. The programme aims to provide housing support to people to be able to maximise, maintain and sustain their independence through the provision of a range of innovative housing support services and projects that helps prevent homelessness. It incorporates the previous Welsh Government funded programme of:

- Supporting People
- Homelessness Prevention

- Rent Smart Wales Programmes

This Strategy is a requirement on Housing Services by Welsh Government and provides the strategic direction for homeless prevention and housing support services in Anglesey. The Strategy also satisfies the statutory requirements for a Homelessness Strategy under Part 2 of the Housing (Wales) Act 2014. This Strategy will be in place for the next four years with a mid-point review within 2 years and complements the Welsh Government's following key documents:

- Homelessness Action Plan 2021-26
- Housing Support Programme Strategy Template document
- Rapid Rehousing Transition Plan Guidance (October 2021)
- Housing Support Grant Guidance (March 2021)

As part of the Housing Support Grant Guidance, Welsh Government require all Local Authorities to produce a 4 yearly detailed Needs Assessment (with a light touch review, every 2 years) which underpins our HSG Strategy and 3 Yearly Cyclical Housing Support Delivery Plan, which has to be reviewed annually.

The Delivery Plan outlines how we propose to spend our revenue allocation of £3,571,720.50, for 2022-23 which we have allocated as follows:

• Housing Support (previously Supporting People)	£3,417,363.49
• Homeless Prevention	£ 140,000.00
• Rent Smart Wales	£ 6,209.00
• Uncommitted	<u>£ 8,148.01</u>
• Total Allocation	£3,571,720.50

It is forecasted that the above allocation will enable us to provide housing support for up to 834 of our most vulnerable citizens and families. These include:

- victims / survivors of domestic abuse,
- people with mental health needs,
- learning disabilities,
- people with substance misuse,
- people leaving prison, young and vulnerable between
- 16-24 yrs old,
- people aged 55+
- vulnerable families and
- Single people aged 25-54 years.

Support shall be delivered across all tenures for those presenting as homeless or at risk of homelessness.

b) Current Position

The Strategy will supersede the current Regional North Wales Homeless Strategy 2018-22 as WG have directed Councils to adopt a Housing Support Grant

Programme Strategy by 31 March,2022.The current Homelessness Strategy situation report was presented at the Scrutiny Committee in June 2021 as part of the Covid response and Homelessness report.

The HSG Programme Strategy sits within the wider Preventative Work Plan of the Early Intervention and Prevention Board.

The number of presentations to the Homelessness Service and Housing Support has increased. During 2020-21, 782 households approach Housing Services for advice and assistance, compared to 652 in 2019-20. Of this, the majority of presentations (66%) were single adult households and 27% being households with children. There have been 550 presentations up to the middle of February, 2022.

The increase in households presenting coupled with the increase in numbers that require emergency accommodation has meant an increase in caseload for officers. Officers carry a higher number of caseload due to not being able to end the homeless duty as accommodation has not been available, or a duty has come to an end but the household is unable to move on for example, no private or social rented units are available and clients continue to need housing support.

The Assessment Team (Homelessness) and Support Services have seen an increase in people with mental health issues, substance misuse, older people, households experiencing domestic violence and young people being excluded from their family or friends. Referrals to the Housing Support Grant support this data information with mental health issues, domestic abuse and relationship breakdowns being the main reasons for accessing support. Often people present in a very vulnerable state with provisions being made for food, tenancy starter packs, basic furniture and packs to assist if there is a need to self isolate due to Covid.

2. Key Objectives

The Housing Strategy,2022-27, vision is that the residents of Anglesey

have a place to call home, are empowered and supported to contribute to their local community

This Strategy details how we will address the following themes as included in our Housing Strategy under:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

Based on the above vision the Housing Support Grant Strategy 2022-26 recognises the five key Pillars of Prevention as follows:-

- 1. Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27.
- 2. Targeted Prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, including people with mental health needs.
- 3. Crisis Prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to our Homeless Prevention Fund and other available funds.
- 4. Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness.
- 5. Recovery Prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness.

Based on the Welsh Government High Level Homelessness Action Plan and the 5 Pillars of Prevention the following will be our priorities.

- Priority Area 1 **Rare** – ensuring that homelessness is rare means preventing people becoming homeless in the first place
- Priority Area 2 **Brief** - our focus on rapid rehousing will mean homelessness is brief
- Priority Area 3 **Unrepeated** – ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive.
- The Strategy also acknowledges the partnership working required to achieve this

3. Consultation

The Strategy was placed on the Council's website for consultation for comments during a 5 January and 1 February, 2022. 17 responses were received through the consultation questions, with responses received from a variety of stakeholders. The majority of respondents were members of the public living on Anglesey.

The consultation asked:

- Has the Housing Support Programme Strategy 2022 to 2026 identified the most important issues and priorities that need to be addressed by Isle of Anglesey County Council during the period of the strategy?

- Are there any other issues that need to be addressed by the Isle of Anglesey County Council?
- The Housing Support Programme Strategy 2022 to 2026 identifies the actions we need to take during the short, medium and long term. Do you agree with these?

With the majority, 88%, agreeing that the Housing Support Programme Strategy has identified the most important issues and priorities with no comments from the 2 that did not agree.

Comments received in the free text responses have been reviewed and all applicable comments have been incorporated into the revised version of the final Housing Support Grant Strategy 2022-26.

82% respondents answered yes on the short, medium and long term actions and 3 comments that were identified and have been incorporated, where applicable, within the revised version.

Appendix 1 shows a report of the responses received following the online consultation.

Online consultation sessions were held with 35 stakeholders attending across the sessions with an opportunity to complete a poll, the questions asked were;

- Do you agree with the 5 pillars of prevention?
- Do you agree with the 3 themes for the action plan?
- Do you feel confident in responding to the consultation?
- It will not be me who will be responding

The poll results concluded that of those who responded 100% agreed with the 5 Pillars of Prevention and the three themes for the action plan.

- 17 (61%) felt confident in responding to the consultation;
- 0 (0%) did not feel confident in responding to the consultation;
- (21%) were unsure whether they were able to respond;

Appendix 2 shows a report of the responses following the online polls

4. Communication Plan

The aim of the Communication Plan was to maximise the opportunities for feedback from various stakeholders and is summarised below:

A presentation on the draft HSG Strategy was provided at the following meetings:

8th October 2021	Anglesey Housing Partnership
11 th January 2022	HSG Provider Forum
24 th January 2022	Private Landlord drop in Session
24 th January 2022	Housing Services Staff Information Session
25 th January 2022	Housing Assessment Team

A draft copy of the Strategy was a requirement of WG by 31.12.21 with comments made and incorporated into the final draft.

The consultation was published on the Council's corporate website, with a link to complete the consultation questionnaire on 'Smart Survey'. The consultation was promoted through the following methods:

- Corporate social media
- Y Ddolen (weekly staff newsletter)
- Monthly housing staff email

The questionnaire was promoted regularly to members of the public through the Council's social media platforms, throughout the consultation period.

The consultation was included in Anglesey Council's weekly staff newsletter (Medra Môn).

A link to the online questionnaire was sent to:

- Local Members
- Town and Community Councils
- HSG Providers
- Anglesey Housing Partnership (includes Housing Associations, BCUHB, JPPSU, NWP, NRLA)
- Medrwn Mon
- Private Landlords
- HSG Providers
- Probation
- Health
- Social Services
- Citizens Advise (CAB)
- Mon Community Link
- Mental Health Pathway

Furthermore, there have been numerous other methods of engagement in relation to the HSG Services including:

- Ongoing on line questionnaire Your Service, Your Say.
- Anglesey Rapid Rehousing Consultation Questionnaire

- Regional Provider Questionnaire
- Regional Service user Questionnaire
- Anglesey Service user response
- Service user Involvement Outcomes

Appendix 3 shows a report of the stakeholder engagement summary feedback.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

No negative impact has been identified following completion on the EIA

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

It will offer people the opportunity to live and contribute to their local communities

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

No negative impact has been identified following completion on the IA

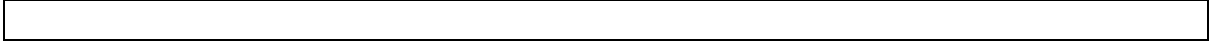
7 – Financial Implications

Resources have been allocated / identified for the various initiatives included within the Strategy

8 – Appendices:

Housing Support Grant Programme Strategy 2022-26
 Appendix 1,2,3 Consultation Responses
 Appendix 4 Delivery Plan 2022-23
 Appendix 4.1 Spend Plan 2022-23
 Appendix 5 Rapid Rehousing Transition Work Plan 2022-27
 Appendix 6 Needs Assessment
 Appendix 7 Statement of Need
 Equality Impact Assessment
 Welsh Language Impact Assessment

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



Ynys Môn Housing Support Programme Strategy 2022-26

1. Aim of the Strategy

The purpose of this document is to:

- **Relate the themes of the Housing Strategy 2022-27 to this Strategy**
- **Provide an overview of the issues on homelessness and prevention of homelessness**
- **How the Strategy is going to prevent homelessness and provide housing support**
- **What needs to be done within the short, medium and long term course of the Strategy's cycle**
- **Provide a basis to develop an Action Plan with our key partners**

Our Housing Strategy 2022-27 states that our aim is to

To ensure that the people of Anglesey have a place to call home, are empowered and supported to contribute to their local community

This Strategy will help prevent homeless and provide housing support to support this.

2. Who is the Strategy for?

For any person who might be or become homeless who needs support and or accommodation to prevent this from happening. This can include single people, families, people with housing support needs, people with medical needs and client groups who have housing support needs.

3. How are we going to achieve this?

Whilst it is accepted that any person can become homeless this Strategy is based on providing universal and targeted services under two themes which are included in the Housing Strategy. These are

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

These two themes provide a basis for identifying what the issues are and how the Strategy intends to address these issues in the short term of 1 to 2 years, medium term to long term over the course of the Strategy.

This Strategy is a requirement on Housing Services by Welsh Government and provides the strategic direction for homeless prevention and housing support services in Anglesey. The Strategy also satisfies the statutory requirements for a Homelessness Strategy under Part 2 of the Housing (Wales) Act 2014. This Strategy will be in place for the next four years with a mid-point review within 2 years and complements the Welsh Government's following key documents:

- [Homelessness Action Plan](#) 2021-26
- Housing Support Programme Strategy Template document
- [Rapid Rehousing Transition Plan Guidance](#) (October 2021)
- [Housing Support Grant Guidance](#) (March 2021)

It is important to state that Housing Service cannot achieve this alone and requires that we

work in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

This Strategy is based on an evidence base of:

- A comprehensive needs assessment which has been highlighted as key issues within the Statement of Need
- A review of the Regional Homelessness Strategy 2017-2021 achievements and action points to be carried over
- A review of the Homelessness Service
- Feedback from stakeholders and clients

4. National and Local Context

The [Council's Plan](#) provides a framework for all services to work and has housing as a prominent enabler of achieving this. This document also provides a framework for services to work together to achieve a common goal. This Plan will be reviewed for the next period 2022 onwards.

The Strategy is underpinned by the following Legislation, National Strategies and Frameworks that will impact on Homelessness Services and the Housing Support Grant programme:

- Housing (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- Renting Homes (Wales) Act 2016
- Social Services and Well-being (Wales) Act 2014
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Equality Act 2010
- Welsh Language (Wales) Measure 2011, and the Welsh Language Standards regulations
- Housing Support Grant Guidance 2020
 - Housing Support Ministerial Advisory Board
 - Housing Support Network
 - Homelessness Action Group

Housing (Wales) Act 2014

This Act sets to improve the supply, quality and standards of housing in Wales and includes a strengthened duty on Local Authorities to prevent homelessness. The Housing Support Grant makes a significant contribution to the implementation of Part 2 of this Act as its focus is to prevent homelessness, it also reduces or prevents the need for, often more costly, intervention to other public services.

The Housing Wales Act places a statutory duty on Local Authorities in Wales to carry out a homeless review and formulate a Homelessness Strategy. The Needs Assessment includes information on the review as required under the legislation and includes action points to move forward.

Well-Being of Future Generations (Wales) Act 2015

This Act aims to improve the social, economic, environmental and cultural wellbeing of Wales, by placing the sustainable development principle at the heart of all decision making.

One key element of the sustainable development principle is a focus on prevention, which aligns closely with the central aims of the Housing Support Grant.

This Act requires Local Authorities to think about the long-term impact of their decisions, work better with people, communities and each other and to prevent persistent problems such as poverty, health inequalities and climate change.

The Act requires public bodies by law to do what they do in a more sustainable way. It requires them to think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future.

Renting Homes (Wales) Act 2016

This Act will make it simpler and easier to rent a home, replacing various and complex pieces of existing legislation with one clear legal framework.

People who find themselves in difficult circumstances will also benefit from the Act. It will help to prevent current homelessness situations where a joint tenant leaves the tenancy, thereby ending the tenancy for everyone else. Inequalities in how someone can succeed to a tenancy are also addressed, with a new succession right for carers created.

Social Services and Well-being (Wales) Act 2014

Aims to improve the wellbeing of people who need care and support, and carers who need support.

Part 9 of the Social Services and Well-being (Wales) Act 2014 (“the Act”) requires Local Authorities to make arrangements to promote co-operation with their relevant partners and others, in relation to adults with needs for care and support, carers and children. It places a duty on relevant partners to co-operate with, and provide information to, the Local Authorities for the purpose of their social services functions.

Part 9 of the Act also provides for partnership arrangements between local authorities and Local Health Boards (Local Health Boards) for the discharge of their functions. It also provides Welsh Ministers with regulation making powers in relation to formal partnership arrangements, resources for partnership arrangements (including pooled funds) and partnership boards.

The Act requires local authorities and local health boards to jointly undertake population assessment of care and support needs for adults, children and carers. More information on the population assessment can be accessed via [North Wales Population Assessment - North Wales Collaborative](#) and is referenced within our Needs Assessment.

Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

This Act aims to improve the response within the public sector in Wales to all forms of violence against women, domestic abuse and sexual violence. It places a responsibility on public bodies to improve arrangements to promote awareness of, and prevent, protect and support victims of gender-based violence, domestic abuse, sexual violence and modern slavery.

The Equality Act 2010

This Act requires all public bodies including the council to tackle discrimination, advance equality of opportunity and promote good relations. An equality impact assessment was undertaken to identify any potential inequalities arising from the development and delivery of this Strategy.

Welsh Language (Wales) Measure 2011, and the Welsh Language Standards regulations

The Welsh Language (Wales) Measure 2011 places the Welsh language on the same equal legal status with English and must not be treated less favourably. In turn, the Welsh Language Standards 2015 replaced the Council's Welsh Language Scheme. An impact assessment is appended as part of this consultation.

The Human Rights Act 1998

The Human Rights Act 1998 sets out the basic rights we all have because we are human. It helps protect people by giving public services, including health and social care services, a legal duty to treat people with fairness, equality, dignity, respect and autonomy.

Housing Support Grant Guidance (HSG)

The Housing Support Grant Guidance was published in April 2020. The grant is distributed to local authorities to deliver, administer and to commission services to meet the vision and core purpose of the grant.

HSG is a grant mechanism which funds part of an overall Housing Support Programme that encompasses both the statutory homelessness duty funded through the revenue settlement and the non-statutory housing support preventative services funded through the HSG. Viewing both as a whole allows Wales to take a systematic approach to reducing homelessness and the impact of homelessness and unstable housing.

HSG is an early intervention grant programme to support activity, which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation.

HSG supports vulnerable people to address the, sometimes, multiple, problems they face, such as debt, employment, tenancy management, substance misuse, violent against women, domestic abuse and sexual violence, and mental health issues which is highlighted within our Needs Assessment.

5. Vision and Principles

This Strategy details how we will address the following themes as included in our Housing Strategy under:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

Based on the above themes the following 5 Pillars provides an overview of the services which we offer:-

Universal Prevention	Targeted Prevention	Crisis Prevention	Emergency Prevention	Recovery Prevention
<ul style="list-style-type: none"> • Affordable Housing • Benefits and Advice 	<ul style="list-style-type: none"> • Pathways for client groups 	<ul style="list-style-type: none"> • prevention fund • higher support 	<ul style="list-style-type: none"> • Emergency accommodation 	<ul style="list-style-type: none"> • on going support

1. **Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27
2. **Targeted Prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, people with mental health issues
3. **Crisis Prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to Prevention Fund and other funds
4. **Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness
5. **Recovery Prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness

See *Appendix 1* for a current overview of the provision of services under the 5 pillars of prevention which are integral to the delivery of this Strategy.

6. Needs Assessment

The Needs Assessment has utilised national and local information and data sets, this has informed our Statement of Need (appendix 2) which addresses the following:

- The current and future demands
- Regional needs
- How statutory needs will be met

7. Priorities and Implementing the Strategy

Based on the [Welsh Government High Level Homelessness Action Plan](#) and the 5 Pillars of Prevention the following will be our priorities. Each action will be addressed over a short term of 1 year, medium term of 2 years and long term over the course of the Strategy.

Rare – ensuring that homelessness is rare means preventing people becoming homeless in the first place

Why is this important?	What are we going to do?	How are we going to do this?
Assisting people who are at risk of homelessness is key to preventing crisis point	Offer universal advice and assistance to anyone who contacts us for housing options advice Clients stated that they were not sure how to access services	Our range of services through our housing services and identify people who are most risk via our triage service <i>This is an ongoing action</i>
Identifying people who are at risk of homelessness with early intervention with help with making homelessness rare	Offer a range of services and pathways for client groups who are at risk of homelessness	Implement and develop our pathways to accommodation for specific client groups <i>This is an ongoing action</i>
As the Prevention Grant provided directly to support providers comes under the HSG (which assists with providing support to make homelessness rare) we will need to work on a sustainable model moving forward	Work with the three support providers over the next two years	Look at amalgamating and agreeing what elements need to be funded via the HSG going forward <i>This is an action which will be achieved over the a long period</i>

Brief- focus on rapid rehousing will mean homelessness is brief

Why is this important?	What are we going to do?	How are we going to do this?
Developing a Rapid Rehousing Plan will assist with making homelessness brief	By September 2022 a Rapid Rehousing Plan will be in adopted	Developing the plan in accordance with WG guidance <i>This is a short term action</i>
As support needs change we must be able to respond appropriately	Roll out our low/ medium and high support needs assessment	Currently two support providers have been testing this model prior to full roll out during 2022-23

		<i>This is a short term action</i>
There is a gap in the provision for victims of sexual abuse	To consider whether or not there is a need to commission a separate housing support services for people who experience sexual abuse, who currently access all VAWDASV interventions via one aggregated service	This will be considered within our HSG team. We will engage in meaningful discussions with, Gorwel, our designated VAWDASV provider and the North Wales Rape and Sexual Abuse Service, and North Wales Police to establish and quantify the gaps in provision and to inform the decision making process, as to whether we need a separate service from the Generic VAWDASV provision. <i>This is a short term action</i>
Dealing with clients in a PIE informed way with help address the root cause of homelessness	Staff and support providers will be offered specialist training	Mental Health and LGBTQ+ training will be delivered in 2021-22 <i>This is a short term action</i>
To facilitate where possible quicker access to move-on arrangements from supported accommodation and prevent service silting	We will ensure closer working between service providers the Housing Services in general (including SPoA, Housing Solutions and Commissioners) in general to facilitate quicker move-on where possible and where there is access to available and affordable properties	We will closely monitor periods of stay in supported accommodation taking into account outcomes reached and level of support required. as per our recently developed assessment tool We will engage in regular contact with service providers in addition to twice annual monitoring exercises and we will utilise the Rapid Rehousing Hub Resource including the Move-On Officer and the Private Rented Sector Liaison Officer <i>This is an ongoing action</i>
To facilitate quicker access to targeted support by designated service providers for those placed in emergency accommodation and floating support	Ensure agreed referral timelines are adhered to by all commissioned providers	To prioritise referrals within emergency accommodation ensuring providers have made initial contact with service user within 48hrs and have undertaken an assessment of need and risk within of 5 days of placement, with targeted support having started within 7 working days, replacing the intervention previously

		<p>provided by the Rapid Response Officer</p> <p><i>This is an ongoing action</i></p> <p>Provide same timeline for those requiring housing support, albeit this will not include intervention by the rapid response officer</p> <p><i>This is an ongoing action</i></p>
To reduce the number of people re-presenting for support and accommodation	To consider provision of a range of accommodation and support options for complex cases with a particular focus on prison leavers in order to reduce the numbers representing as part of a revolving door process	<p>To work in partnership with the private sector and registered social landlords to address the number of available properties via a range of initiatives including leasehold arrangements etc Utilise our rapid rehousing staff to facilitate quicker access to support and accommodation</p> <p><i>This is a medium term action</i></p>
Determine needs and accommodation options amongst the 55+ age group	We will undertake a detailed analysis of the needs of the 55+ population in terms of support requirements and range of accommodation required for short medium and longer terms for the next decade. This will inform the basis of an Older People Accommodation Strategy and will be key to the tender process for this particular service user group to be held during Quarter 2 of 2022/23	<p>We will work closely with colleagues from Adult Services, designated Housing Support Provider for Older People, key stakeholders and the wider community to establish a range of housing options which will include sheltered age designated accommodation, Extra Care and other viable models, delivering Housing Support to those with assessed needs</p> <p><i>This is a longer term action</i></p> <p>The current Housing Support Peripatetic Service for people aged 55+ will be retendered during 2022 and the service will need to consider demographic changes and expectations until 2028</p> <p><i>This is a short term action</i></p>

Unrepeated – ensuing we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive

Why is this important?	What are we going to do?	How are we going to do this?
Current trends and forecasting shows that homelessness will continue to rise over the next two years and will continue at a higher level than current figures	Present a business case to increase staffing levels within the Assessment Team	Additional staff will mean increase in staff budget and the need for additional funds from Welsh Government <i>This is a short term action</i>
Supply of affordable housing is a key theme in our Housing Strategy 2022-27	Provide social homes	Our Social Housing Grant and Prospectus shows the planned and need accommodation on the Island <i>This is an ongoing action</i>
Access to the Private Rented Sector assists with preventing homelessness	Increase the options to Private Sector Landlords	Offer incentives to private landlords to work with us This is an ongoing action And take part in the National Private Leasing Scheme <i>This is an ongoing action</i>
To review the provision of housing support hours for people with learning disabilities	We will ensure consistency with all other service user groups and also consider provision for people with learning difficulties who do not meet the statutory threshold for intervention e.g. high functioning autism	We will work in partnership with Adult Social Care (Learning Disabilities) and the designated Housing Support Providers for this service user group to consider the feasibility of reducing the 15 hour maximum support cap per week on all cases, thus releasing additional funding to be spread across more eligible units of learning disabilities or to be utilised for other service user groups <i>This is a medium term action</i> We will engage with all providers and the adult social care service to establish the number of people with learning difficulties currently receiving support across various eligible service user groups and determine the viability of establishing a bespoke service

		<i>This is a medium term action</i>
To aim to reduce the number of people accessing or re-presenting for housing support with high end needs associated with mental health	To closely monitor the recent increase in the number of cases of people with mental health needs who require high levels of intervention of housing support, (in excess of 3hrs per week) with the aim of promoting earlier intervention and a downward shift towards medium and lower levels of support to promote independence	Work in partnership with our Mental Health floating support service to ensure timely access to support by increasing awareness and undertaking marketing and promotional activities through providing timely information advice and assistance and appropriately signposting to specialist services. This could include leaflets, flyers, local radio etc. We will also work in partnership with other services such as Môn Community Link to ensure quick and timely access to a range of support, information, advice and assistance
		<i>This is a medium term action</i>

To work in partnership with all our providers and stakeholders to ensure homelessness is rare, brief and unrepeatable universally across all recognised service user groups, eligible for housing support

Why is this important?

The Housing Support Grant is founded on the principle of working in partnership with service users and stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

What are we going to do?

To work in partnership with all our commissioned providers and key stakeholders to ensure the successful implementation of the assessment of housing support needs process to determine throughput of low, medium and high end need and thus inform current and future commissioning priorities.

To commission and deliver housing support as an integral core part of our corporate approach to prevention and early intervention services, including partnership working with colleagues from the statutory and voluntary sector.

Work with WG to promote the Housing Support Services as career opportunity.

This is an ongoing action.

We will work with the following:

The Housing Support National Advisory Board

The Housing Support National Advisory Board provides advice to the Minister on policy development in relation to the Homelessness Prevention and Housing Support sector and how the sector views the effectiveness of homelessness prevention related grant funding in delivering against their objectives.

Housing Support Network

The work of the Housing Support Network is supported by the Welsh Government. Its main purpose is to enable local authorities in developing and implementing effective responses to homelessness and housing support as well as supporting the implementation of the HSG to effectively tackle local, regional and national needs and objectives.

Homelessness Action Group

This group is a Welsh Government task group, which will report to Welsh Ministers. The group will work independently of Welsh Government to provide policy recommendations on the action and solutions required to address what framework, policies and approaches are required to ending homelessness in Wales.

North Wales Homelessness Strategy

A Regional Strategy was adopted by North Wales Local Authorities with the aim of reducing homelessness across North Wales under the headings of People, Homes and Services which identified common themes to each Local Authority within their individual reviews. A regional and a local action would then incorporate the key issues and actions required. The Action Plan for 2020-21 was our response to the Coronavirus pandemic.

Regional Working / Landscape

The regional arrangements established through the Regional Housing Support Collaborative Group have helped raise the profile of the Housing Support Grant Programme across many of the regional forums, boards and initiatives that are established in North Wales.

Regional Housing Support Collaborative Group

The North Wales Regional Housing Support Collaborative Group acts as the overarching group that brings key stakeholders together to provide a forum for regional collaborative working across North Wales which meets quarterly.

The RHSCG is responsible for producing an annual statement, this is the work plan for the RHSCG outlining what the regional priorities are for that year. The RHSCG has a key sub group; the HSG Regional Leads group which have the responsibility of progressing the priorities outlined in the annual statement, supported via the Regional Development Coordinator.

Regional Housing Support Grant Leads Group

The HSG Leads meeting is the fundamental group for commissioning regional arrangements for the HSG programme across North Wales. The group have developed on several priorities outlined within the RHSCG annual statement; this can be accessed via [RHSCG group's objectives for 2021-22 \(conwy.gov.uk\)](https://conwy.gov.uk)

This group are the forum instructed by the RHSCG to develop services where there is not a critical mass locally, develop regional services where justified by economies of scale and continue to develop and improve service delivery of the Housing Support Grant across North Wales.

Regional Partnership Board

The NW Regional Partnership Board was established to meet Part 9 of the Social Services and Well-being (Wales) Act 2014. The North Wales Social Care and Well-being Improvement Collaborative includes the six Local Authorities in North Wales, Betsi Cadwaladr University Health Board and other partners. The aim is to improve services, make the most of the resources available, reduce duplication and make services more consistent across North Wales.

The annual statement is presented to the Regional Partnership Board (RPB) annually. The RPB is the board that can provide the mechanism through which collaborative working, between Health, Social Care and Housing can be developed. The North Wales RHSCG has robust membership links to the RPB, two former Regional Collaborative Committee members are the housing representatives on the RPB and the local heads of Housing representative is the RHSCG vice chair and member of the North Wales Heads of Housing.

North Wales Cell Leads Group

The North Wales Cells Leads meeting was an action from Welsh Government during the height of the Covid-19 pandemic to set up centralised coordinated cell meetings per region. North Wales Cell Leads continue to meet and feed into the RHSCG. Issues regarding current themes and trends are shared with the RHSCG for local authorities and external stakeholders to participate and collectively discuss where delivery of improvements can be achieved in collaboration for issues raised.

North Wales Regional Homelessness Group

The Regional Homelessness Group in June 2017 together with the Chartered Institute of Housing Cymru undertook a commitment to develop a regional homelessness strategy which was published December 2018 with its action till 2022. Much of the key issues outlined within this 2018-22 strategy; youth homelessness, complex needs, prison leavers and rough sleepers remain a high priority. We have worked extremely hard in the pandemic to ensure everyone is provided with accommodation, therefore though our rough sleepers numbers may not be as high the priority is still to ensure we can support them out of emergency accommodation and into supported accommodation.

Prevention and intervention is at the heart of the Regional Homelessness Strategy and is a key underpinning component within our Strategy and is the 5 main pillars of prevention which will be elaborated within this consultation document.

Improved access to accommodation and alternative delivery models highlighted in the Regional Homelessness Strategy will all continue to be a priority within this Strategy and our Rapid Rehousing Plan. The Regional Homelessness Strategy has focused its resources this year on highlighting the impact the Covid-19 pandemic has had on our Housing and Homelessness services.

Public Service Boards (PSB)

There are four Public Service Boards in North Wales established by the Well-being of Future Generations (Wales) Act 2015. The purpose of the Public Service Boards is to improve the economic, social, environmental and cultural well-being in their area by strengthening joint working across all public services in North Wales. Each PSB prepared a well-being assessment in parallel with the population assessment for the RPB.

North Wales Vulnerability and Exploitation Board

The purpose of the Vulnerability and Exploitation Board in North Wales is to provide leadership, governance and strategic direction to meet nationally and regionally driven priorities relating to

vulnerability and exploitation. Ensure the effective delivery of national, regional and local priorities for protecting and preventing vulnerability and exploitation.

This Board also seeks to identify opportunities to align activity with other partnership arrangements across North Wales in order to provide a joint approach to the efficient use of resources and effective delivery of priorities. Regionally via the Housing Support Grant Leads group the HSG programme provides regional funding for the IDVA service and target hardening equipment.

This Board has the priority of developing a strategic overview of exploitation, supporting a proactive partnership where those at risk are identified and safeguarded and offenders are disrupted and prosecuted, and enabling an efficient and effective response to domestic abuse, sexual violence and serious harm caused by violence against women.

North Wales Area Planning Board for Substance Misuse

The Board acts as a forum bringing together all agencies involved in the planning, commissioning and delivery of substance misuse issues at a regional level. It provides a regional decision making framework to assess need across all communities, pool expertise and resources, monitor the impact of the national strategy and improve and strengthen planning, commissioning and performance management of substance misuse.

The Housing Support Grant contributes to assisting people with substance misuse issues in North Wales through the provision of supported housing schemes and floating support services. Regionally through the Housing Support Grant leads group the grant provides funding for the Area Planning Board's Assertive Outreach Project.

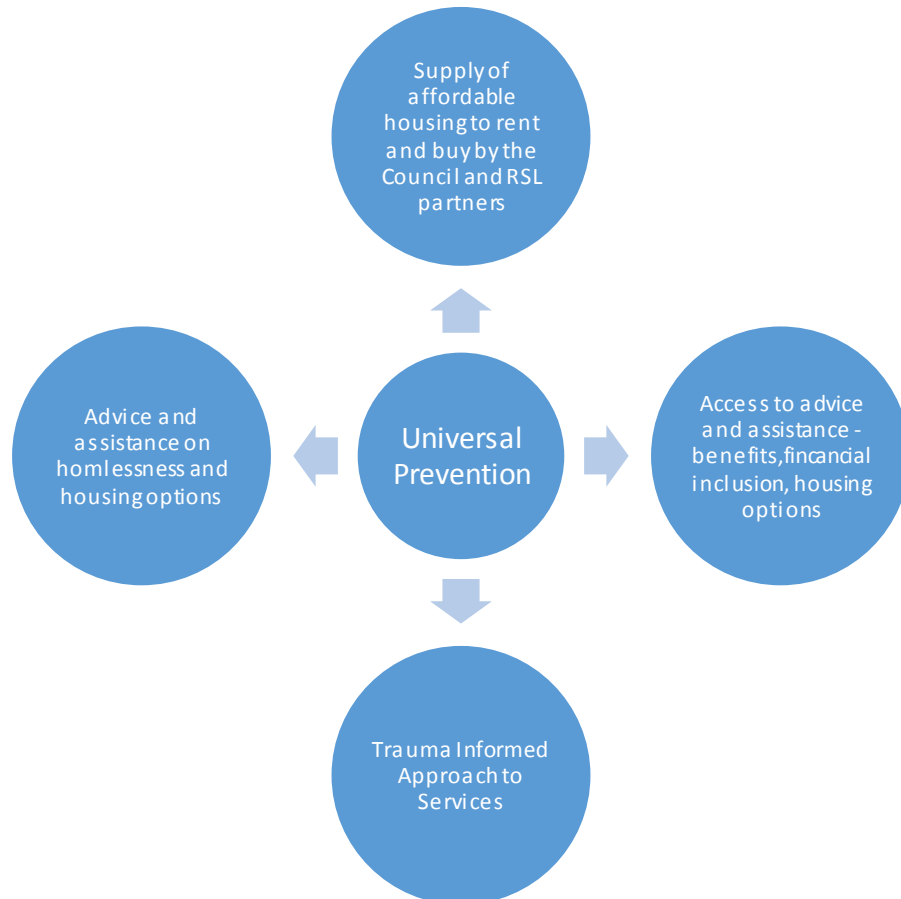
North Wales Regional Homelessness Prevention Taskforce group

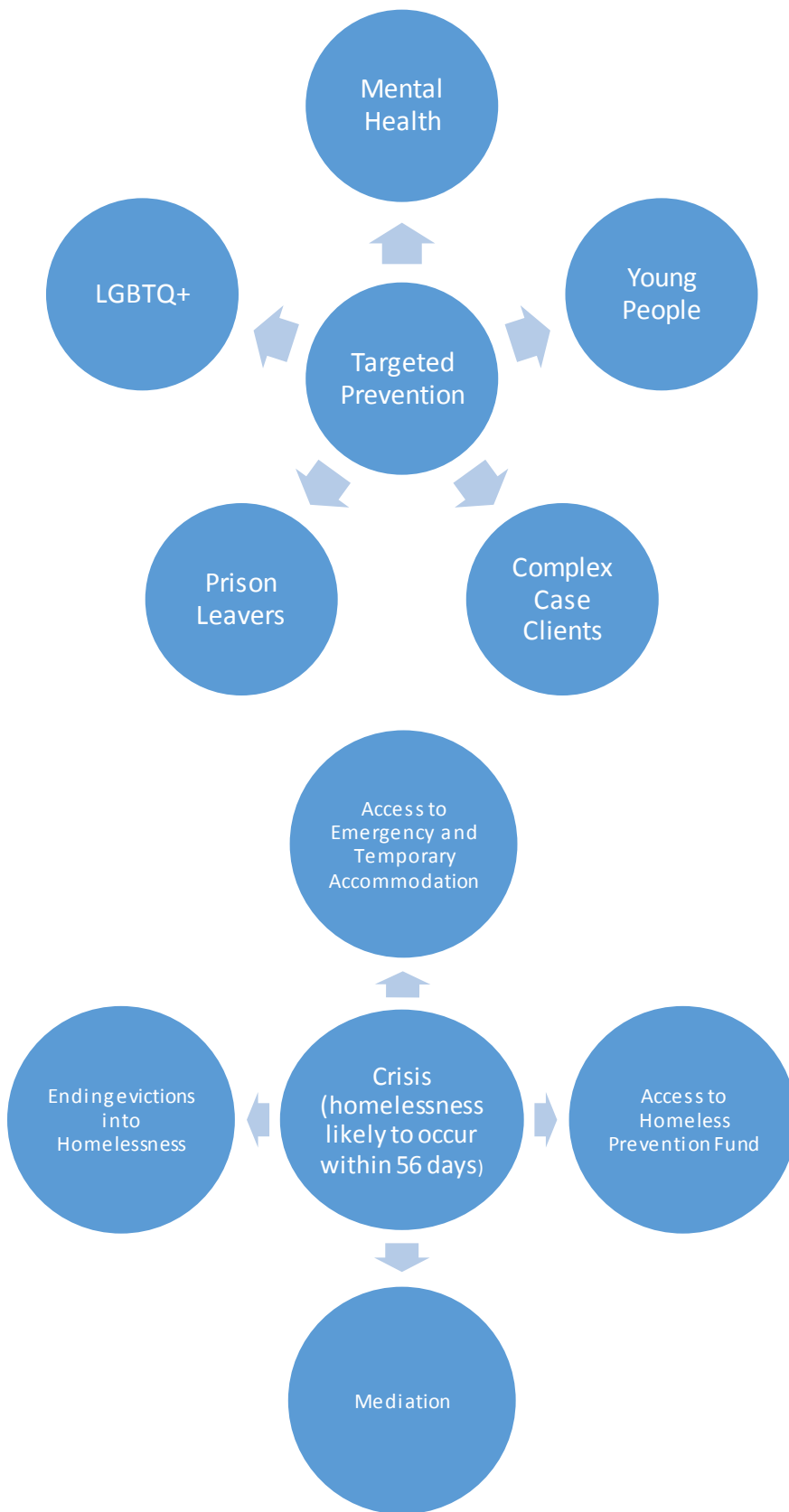
Through the HMPPS a Homelessness Prevention Taskforce (HPT) has been established in each probation division to identify standard release prison at risk of being homeless by working with the through the gate teams to prevent homelessness and support them into settled accommodation.

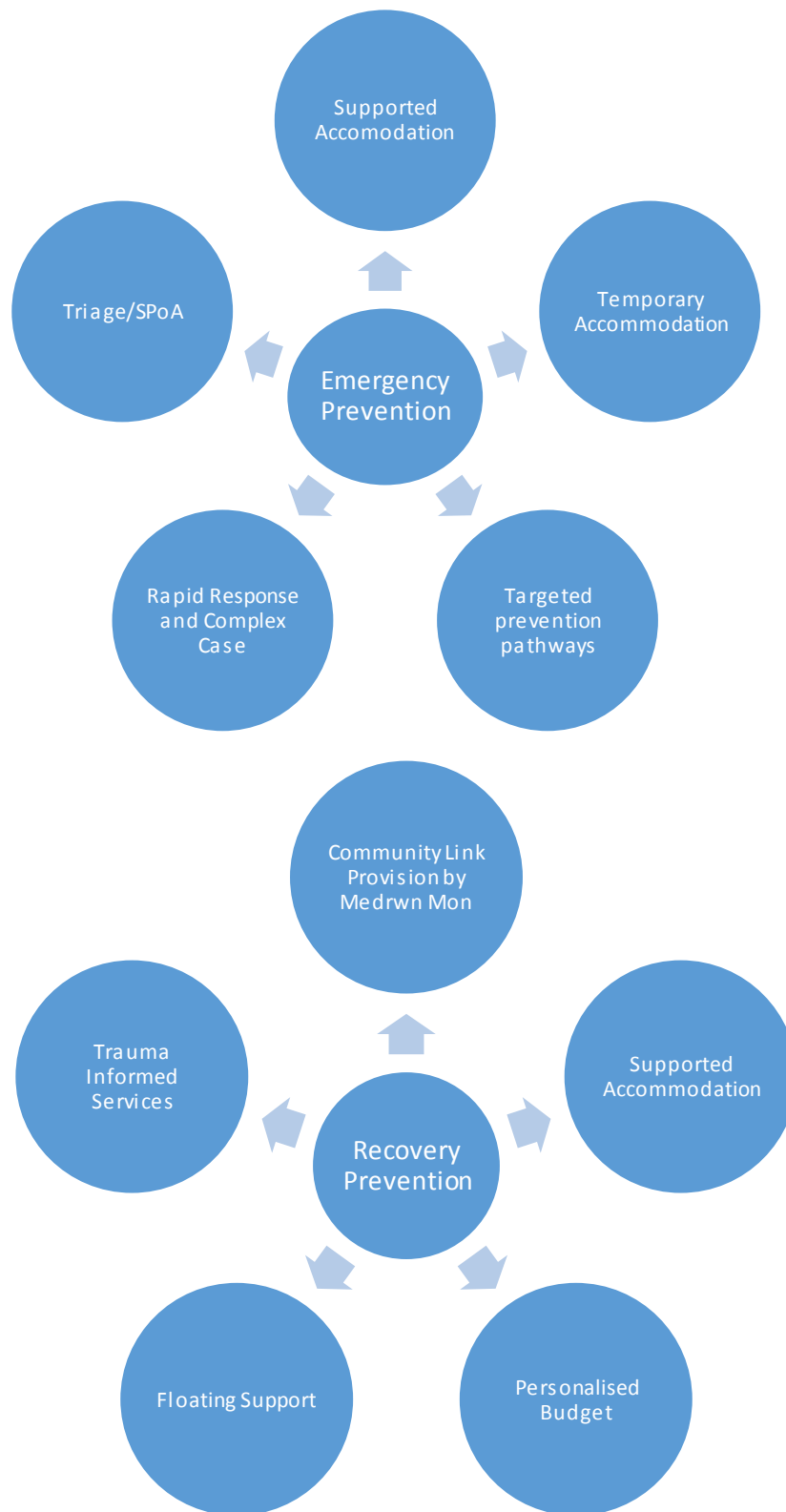
The Taskforce also identifies move on difficulties from approved premises (APs) and Bail Accommodation and Support (BASS) during COVID and support APs with their engagement with Local Authorities and the homelessness prevention pathways. The Taskforce will further ensure a strategic approach to homeless prevention and ensure a co-ordinated approach.

Appendix 1

The following provides further information on what services are included under each of the 5 Pillars:












Appendix 2

1. **Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27.

<p>Supply of affordable housing to rent and buy by the Council and RSL partners</p>	<p>The Housing Prospectus provides information on the level of affordable housing need identified on the Island</p> <p> Isle of Anglesey Prospectus 2021 dra</p> <p>Information for Private Rented Tenants</p> <p>  Private-Rented-Sector-Tenants-Information Taflen-Wybodaeth-Tenantiaid-Sector-RI</p> <p>Housing Assessments and Housing Options Teams are able to offer advice or access in the following</p> <ul style="list-style-type: none"> • Landlord Forums (co-ordinated in conjunction with our Environmental Health Officers) • Access to deposit and rent in advance schemes • Houses in Homes loans • Grants for Landlords wanting to work with Housing Services • Financial Inclusion for Tenants • Access and referrals to tenancy support for tenants • Access to Mediation Services • Access to advice on Illegal Eviction • Homelessness and homeless prevention • Common Allocations Policy • General tenancy advice for Landlord and Tenant • Early intervention to try and resolve disputes and tenancy disputes • Landlord incentive schemes for landlords
<p>Access to advice and assistance - benefits, financial inclusion, housing options</p>	<p>Access to advice and assistance on financial matter can be accessed here:</p> <p>JE O' Toole Centre Citizens Advice Bureau The Money Advice Service Shelter Cymru</p>

	Financial inclusion for Council Tenants can be accessed by emailing: financialinclusion@ynysmon.gov.uk
Trauma Informed Approach to Services	<p>HSG Service Specifications include Psychologically Informed Environments (PIE) principles as well as training provided to Housing Assessment Officers</p> <p>A revised support plan has been developed for Rapid Response and HSG Providers</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Housing Related Support Outcomes :</p> </div> <div style="text-align: center;">  <p>Housing Related Support Outcomes :</p> </div> </div> <p>A revised homelessness assessment and safety plan assessment has been developed for the Housing Assessment Team based on the PIE principles</p>

2. **Targeted prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, people with mental health issues and prison leavers.

Mental Health	IoACC has a Mental Health Pathway to ensure that people with mental health needs who are accessing services either through Primary or Secondary Care are supported in finding and maintaining accommodation.
Young People	IoACC has a young person's accommodation and support pathway to ensure that people who are homelessness or leaving care are supported in finding and maintaining suitable accommodation.
Complex Case	The Complex case coordinator leads the provision of housing support to vulnerable complex cases who are at risk of becoming homeless or have been placed in emergency and / or temporary accommodation, having the need for enhance support identified by the RAG rating process.

Prison Leavers	<p>There is a National Pathway for Homelessness Services to children, young people and Adults in the secure Estate.</p> <p>Anglesey Council have two Prison Resettlement Officers</p> <p>https://www.anglesey.gov.uk/en/Residents/Housing/Homeless-or-at-risk/Housing-Support-Grant-preventing-homelessness/Housing-support-service.aspx</p>
LGBTQ+	Training for Housing Staff and Support Providers will be provided during 2021-22
Tenancy Hardship Fund	Tenancy Hardship Grant for Private rented sector tenants
Housing Support Grant Providers	<p>Housing Support Grant Services information can be accessed here</p> <p>IoAcc Housing Support Grant Directory of Services can be accessed here</p>

3. **Crisis prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to Prevention Fund and other funds.

Access to Emergency and Temporary Accommodation	<p>Access to Homeless advice</p> <p>Please contact (01248) 750 057 or email housing@anglesey.gov.uk if you are at risk or are homeless</p>
Access to Homeless Prevention Fund	<p>The Homelessness Prevention Fund is available to those who are deemed as being homeless or threatened with homelessness as per Part 2 of the Housing (Wales) Act 2014.</p> <p>Please contact housing@anglesey.gov.uk for further information</p>
Mediation	<p>Digartref receive funding from Welsh Government via the Homeless Prevention Fund. However, this is predominantly for vulnerable young people aged 16-24, but can be utilised for vulnerable applicants aged 25 or over. All referrals for the provision of mediation services, should initially be made directly to Digartref, who will subsequently assess and offer their services for cases deemed eligible.</p> <p>Referrals should be sent electronically to mediation@digartref.co.uk</p>
Ending evictions into Homelessness	We work with Grwp Cynefin, North Wales Housing and Clwyd Alyn on evictions that would make a household homeless

4. **Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness.

Triage/ SPoA	<p>Triage is offered at the first point of contact and initial information is gathered from the applicant.</p> <p>If housing support needs are identified the SPoA will refer the applicant to a support service</p> <p>Please contact (01248) 750 057 or email housing@anglesey.gov.uk if you are at risk or are homeless</p> <p>Any enquiry for support services should be sent to SPOA@ynysmon.gov.uk</p>
Rapid Response Officer	<p>For every person placed in temporary accommodation the Rapid Response Officer will complete immediate intervention support until the SPoA support provider takes over. The Officer will work with a HRS Outcomes support plan and will identify rapid work around housing needs.</p>
Complex Case Coordinator	<p>If a complex case is identified on triage SPoA will notify the Officer</p>

5. **Recovery prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness

Housing Support Grant Services	<p>Our Housing Support Grant Providers can be accessed here</p>
Individual Budget	<p>Individual budgets can be used to assist someone in meeting their housing support needs.</p>
Community Link Provision	<p>Môn Community Link runs a Social Prescribing service for people over the age of 18 and families living on Anglesey.</p>

Summary of Responses to the Housing Support Grant Strategy 2022-26 Consultation

January 2022

This report is a summary of responses received to the Housing Support Grant Programme Strategy 2022-26 consultation.

1. Background:

The draft Housing Support Grant Strategy 2022-26 went out to public consultation for a period of 4 weeks.

The overall strategic aim of the Strategy is to ensure that the people of Anglesey have a place to call home, are empowered and supported to contribute to their local community.

The Strategy outlines how this will be achieved in the short, medium and long term through the following key themes:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

These two themes provide a basis for identifying what the issues are and how the Strategy intends to address these issues in the short term of 1 to 2 years, medium term to long term over the course of the Strategy.

Based on the above vision the Housing Support Grant Strategy 2022-26 recognises the five key pillars of prevention as follows;

Universal Prevention	Targeted Prevention	Crisis Prevention	Emergency Prevention	Recovery Prevention
<ul style="list-style-type: none">• Affordable Housing• Benefits and Advice	<ul style="list-style-type: none">• Pathways for client groups	<ul style="list-style-type: none">• prevention fund• higher support	<ul style="list-style-type: none">• Emergency accommodation	<ul style="list-style-type: none">• on going support

This Strategy will be in place for the next four years with a mid-point review within 2 years.

It is important to state that Housing Service cannot achieve this alone and requires that other services

work in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

Based on the Welsh Government High Level Homelessness Action Plan and the 5 Pillars of Prevention the following will be our priorities;

- **Rare** – ensuring that homelessness is rare means preventing people becoming homeless in the first place
- Priority Area 2 = **Brief** - our focus on rapid rehousing will mean homelessness is brief

- **Unrepeated** – ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive.

2. Methodology:

A presentation on the draft Strategy was provided at the following meetings:

8th October 2021	Anglesey Housing Partnership
11 th January 2022	HSG Provider Forum
24 th January 2022	Private Landlord drop in session
24 th January 2022	Housing Services Staff Information Session
25 th January 2022	Housing Assessment Team

A draft copy of the Strategy was a requirement of WG by 31.12.21 with comments made and incorporated into the final draft.

The consultation was published on the Council’s corporate website, with a link to complete the consultation questionnaire on ‘Smart Survey’. The consultation was promoted through the following methods:

- Corporate social media
- Y Ddolen (weekly staff newsletter)
- Monthly housing staff email

The questionnaire was promoted regularly to members of the public through the Council’s social media platforms, throughout the consultation period.

The consultation was included in Anglesey Council’s weekly staff newsletter (Medra Môn).

A link to the online questionnaire was sent to:

- Local Members
- Town and Community Councils
- HSG Providers
- Anglesey Housing Partnership (includes Housing Associations, BCUHB, JPPSU, NWP, NRLA)
- Medrwn Môn
- Private Landlords
- HSG Providers
- Probation
- Health
- Social Services
- Citizens Advise Bureau (CAB)
- Môn Community Link
- Mental Health Pathway

Furthermore, there have been numerous other methods of engagement in relation to the HSG Services including:

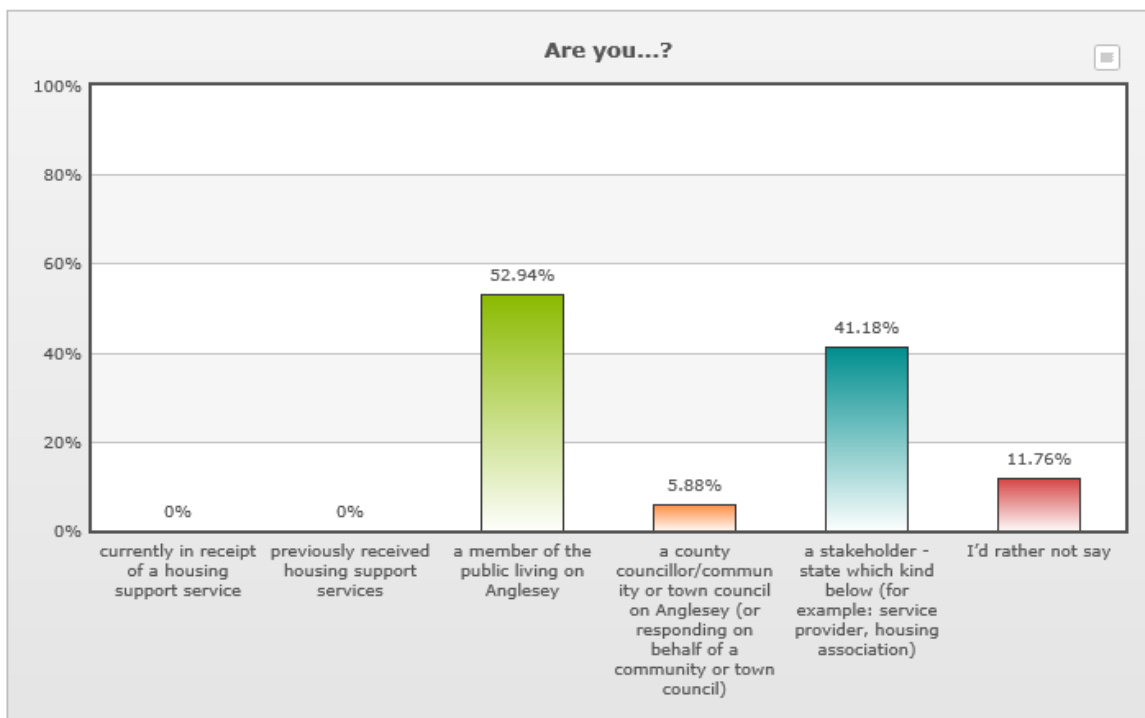
- Ongoing on line questionnaire Your Service, Your Say.
- Anglesey Rapid Rehousing Consultation Questionnaire
- Regional Provider Questionnaire

- Regional Service user Questionnaire
- Anglesey Service user response
- Service user Involvement Outcomes

Comments were made about of lack of transport/ of difficulty in accessing public transport. Information on the lack of / difficulty accessing public transport will be shared with the relevant Service

3. Consultation Responses:

17 responses were received to the online questionnaire. *Chart 1* shows which group each respondent belongs to.



(Chart 1: Groups)

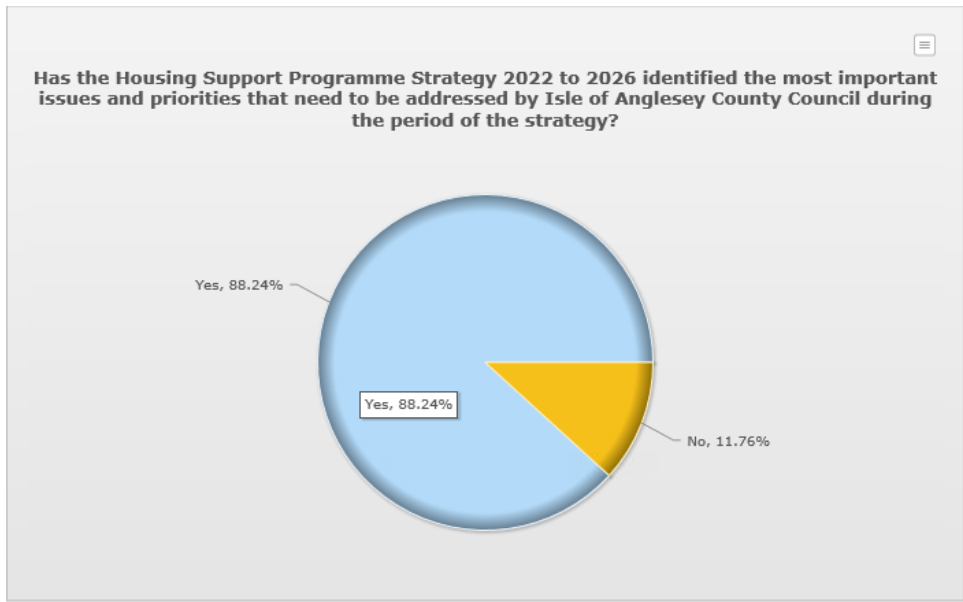
Those who wished to state which organisation they were responding on behalf of were as follows:

- Housing Staff
- Agent/Landlord
- Advice Charity
- Service Provider
- Housing Options
- Housing Assessment Team

A summary of the questionnaire responses can be found below.

Has the Housing Support Grant Strategy 2022 to 2026 identified the most important issues and priorities that need to be addressed by Isle of Anglesey County Council during the period of the strategy?

88% of respondents were of the opinion that the HSG Strategy 2022-26 had identified the most important issues and priorities for the period of the strategy.



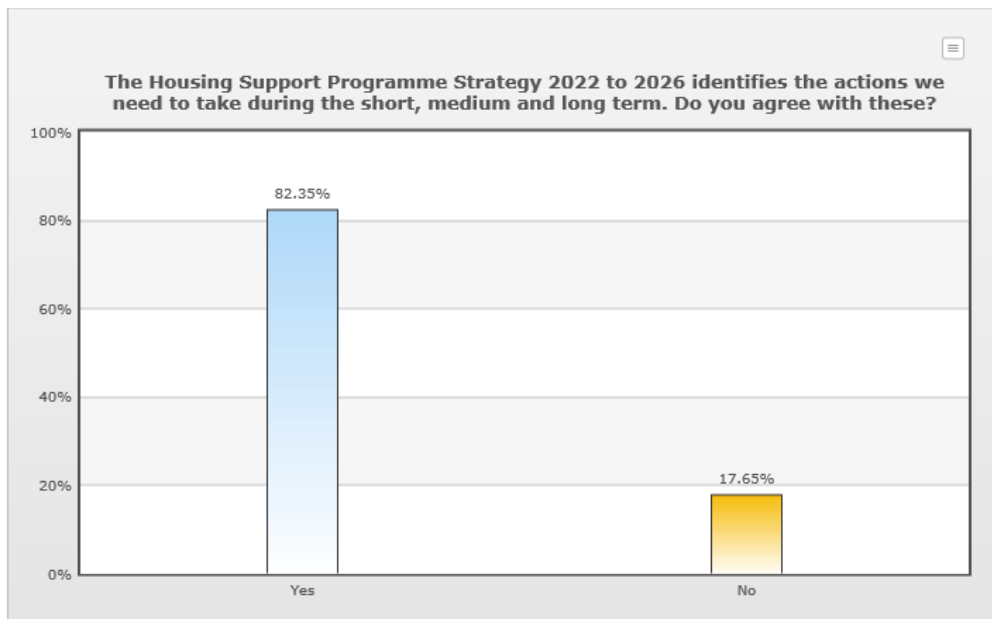
(Chart 2: most important issues and priorities addressed)

Are there any other issues that need to be addressed by Isle of Anglesey County Council?

Comments received in the free text responses have been reviewed and all applicable comments have been incorporated into the revised version of the final Housing Support Grant Strategy 2022-26.

The Housing Support Programme Strategy 2022 to 2026 identifies the actions we need to take during the short, medium and long term. Do you agree with these?

As seen in the chart below, the majority of respondents, 82%, were of the opinion that the Strategy identifies the actions that needs to take in the short, medium and long term.



(Chart 3: short, medium, long term actions)

All other comments have been incorporated into the revised version of the final Housing Strategy 2022-26.

We are required to consider and seek views on the impact of our plans on the Welsh language and have conducted an equality and language impact assessment. What effects might the Housing Support Grant Strategy 2022 to 2026 have on the Welsh language, specifically on opportunities for people to use Welsh and in not treating the language less favourably than the English language? How do you think positive effects could be promoted, or negative effects mitigated?

Comments within this free text response included;

Encourage growth of Welsh language on Anglesey, retaining Welsh speaking communities.

A response from Health was shared separately;

From a health perspective, I thank you for the comprehensive strategy document - with comprehensive detail around legislative framework and the variety of strategic forums that relate to the work. I apologise that the national strategy guidance, Together for Mental Health is not able to inform from our strategic point of view, but would hope that in time that we are able to offer something more significant and structured to support the work you do.

I am happy to see that the strategic areas that you highlight are not dissimilar to those in BCUHB, particularly in respect of complex needs and how we work collaboratively to address this.

Our MH strategy is in process of being re-written and I want to assure you that the needs of our population who find themselves homeless will be highlighted and linked to the work undertaken by Ynys Mon Housing services.

Conclusion:

17 responses were received through the consultation questions, with responses received from a variety of stakeholders, the 2 who did not agree didn't leave any comments.

82% were of the opinion that the Strategy identifies the actions that need to be taken in the short, medium and long term. Of the 3 respondents which did not agree on the short, medium and long term actions that were identified their comments have been incorporated, where applicable, within the revised version.

Appendix 2

Polls held during the HSG Provider Forum and IoACC Housing Staff Consultation meetings

Yda chi yn cytuno hefo y 5 colofn atal / Do you agree with the 5 pillars of prevention?				
	IoACC Staff		Provider Forum	
Ydwyf / Yes	14	100%	14	100%
Na / No	0		0	
Yda chi yn cytuno hefo y 3 destun y cynllun gwaith? / Do you agree with the 3 themes for the action plan?				
Ydwyf / Yes	12	100%	14	100%
Na / No	0		0	
Yda chi yn teimlo yn hyderus i ymateb i'r ymgynghoriad? / Do you feel confident in responding to the consultation?				
Ydwyf / Yes	8	50%	9	75%
Na / No		0%	0	0%
Ddim yn gwybod/ Do not know	5	31%	1	8%
Nid fi fydd yn ymateb/It will not be me who will be responding	3	19%	2	16%

Two meetings were held to provide a presentation on the Draft Housing Support Grant Strategy 2022-2026, the first; held on the 11th January 2022 was for the HSG Provider Forum. This meeting includes HSG providers and third sector agencies. The second meeting provided the same presentation to the IoACC Housing Department staff on the 24th January 2022.

A poll was conducted during both of these meetings with the results shown in the chart above.

As can be seen; for the first two questions, of those responding to the poll, there was 100% agreement with the '5 pillars of prevention' and the '3 themes for the action plan'.

For the third question;

- 17 (61%) felt confident in responding to the consultation;
- 0 (0%) did not feel confident in responding to the consultation;
- 6 (21%) were unsure whether they were able to respond

3 (18%) would not be the person responding to the consultation.



Stakeholder Engagement Summary Feedback

Definitions:

Emergency Accommodation - can be shared facilities or self-contained room in a building

Temporary Accommodation - self-contained which can be a house or flat

Methods of Communication included:

Who	Method Used	Summary of Feedback
HSG Service users	Ongoing Questionnaire; <ul style="list-style-type: none"> ○ Your Service, Your say April – Sept 2021 – 6 months 	<ul style="list-style-type: none"> • Total number of surveys completed 155 • 18 (13.24%)% in supported accommodation, 118 (86.78%) receiving floating support • 85% answered that the quality of the service as very good, 27 answered good, 4 average and 1 poor. 6 choose not to answer • No concerns regarding the service • 97% (150) stated that they would recommend the service to others and 4 said they would not

<p>Tenants who have been:</p> <ul style="list-style-type: none"> ○ homeless within the last 12 months, ○ current service user's in temporary accommodation and; ○ Service users in supported accommodation. 	<p>Developed a Microsoft Forms Questionnaire and phone calls were made to gather results as well as sharing the link;</p> <ul style="list-style-type: none"> ○ Anglesey Rapid Rehousing Consultation Questionnaire October 2021 	<ul style="list-style-type: none"> ● 9 people out of the 34 responses stated that they are currently living in Emergency Accommodation ● Out of the 34 responses 10 people said that they had been living in temporary accommodation for 'other' which would indicate over 1 year + ● The most important thing for people living in Emergency Accommodation was to feel safe, supported and have access to facilities such as cooking. ● Overall feedback was positive about the quality of the temporary accommodation with the majority saying between satisfactory to excellent. ● Improvements to emergency accommodation were around location, lack of heating, unable to store food in a fridge and lack of cooking facilities. ● Most responses stated that support was around 1-2 hours per week and people felt happy about the amount of support provided. ● Support that was most useful/helpful was around finances such as benefit claims and budgeting, also
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		<p>support around mental health needs and support in how to sustain their accommodation.</p> <ul style="list-style-type: none"> • Biggest concerns were around lack of suitable accommodation to move on to.
HSG Providers	<p>Regional Provider Questionnaire;</p> <ul style="list-style-type: none"> ○ Provider HSG Questionnaire Responses – Regional 2021 	<ul style="list-style-type: none"> • Could improve accessibility for people to get support • Customers will be given a choice of how they receive support
Service users Count - Collected regionally	<p>Regional Service Users questionnaire count;</p> <ul style="list-style-type: none"> ○ Count of North Wales Service User responses to 	<ul style="list-style-type: none"> • 57 responses from Anglesey Service Users • 42 floating support and 12 supported accommodation • 27 of which said they were referred by GP/support worker/homeless officer and 18 said they contacted the LA 3 said that the LA found them rough sleeping

	<p>Housing Support Grant</p>	<ul style="list-style-type: none"> • 27 (47%) people said they didn't know where to get help form and 28 people(49%) said they did • 26 people said they wold rate their accommodation as good followed by 17 as satisfactory • 38 (66%) People said yes that public transport hinders accessing support • 37 people said they felt safe in their accommodation and 7 (12%) said they didn't • 42 people said no to feeling isolated 8 said yes • 56 people said they felt listened to by the support provider and 1 said sometimes • 22 (21%) people said yes to could afford current rental prices and 22(36%) said no leaving 23 at maybe
Service Users	<p>Regional questionnaire</p> <ul style="list-style-type: none"> ○ Anglesey Service User responses to Housing Support Grant Strategy 	<ul style="list-style-type: none"> • The percentage for Anglesey was higher than any other authority for service user knowing where to access support • 98% of service users stated that their support worker had the right technology to carry out support • Over half of the responses stated that there were no barriers for service users accessing the internet or

	<p>Consultation Questionnaire 2021</p>	<p>accessing support and support networks online. However that meant for the other half:</p> <ul style="list-style-type: none"> ○ 12 haven't got internet ○ 11 can't afford to top up their phone ○ 8 found it hard to use a device ○ 7 can't afford the internet ● 100% of responses said they are able to receive support in the language of their choice.
Service users	<ul style="list-style-type: none"> ○ Anglesey Service user response? Covid? 	<ul style="list-style-type: none"> ● In relation to the pandemic he has felt safe in the accommodation that he was provided with. ● In relation to the pandemic he has felt safe in both the hotel and the supported accommodation. ● He described the service from the Council as excellent, and he couldn't fault it in any way. The service from CAIS has also been fantastic, and he wouldn't hesitate to contact them again if he needed more help. As he had his own accommodation he felt safe and secure during the pandemic.

		<ul style="list-style-type: none"> • She described the service that she has received from the Council as being really good. Her support worker Layla has been incredible.
Service User HSG Involvement Outcomes	Service user Responses	<ul style="list-style-type: none"> • Questionnaire on the impact of covid • Zoom meetings • Service Review consultations • Steering groups • Exit questionnaires

Overall, there have been many opportunities of engagement for key stakeholders on the services delivered through the Housing Support Grant and to ensure meaningful outcomes as well as plan for the future provision of services and the transition to rapid rehousing.

Key themes across all the engagement methods are:

Service Related

- The quality of services are very good/good and that the majority of people would recommend the service to others
- 27 (47%) people said they didn't know where to get help from and 28 people (49%) said they did
- The percentage for Anglesey in the regional questionnaire was higher than any other authority for service user knowing where to access support
- Responses said they are able to receive support in the language of their choice.
- People said they felt listened to by the support provider

Accommodation Related

- The most important thing for people living in Emergency Accommodation was to feel safe, supported and have access to facilities such as cooking.
- 22 (21%) people said yes to could afford current rental prices and 22 (36%) said no leaving 23 at maybe

Covid Related

- In relation to the pandemic service users felt safe in their accommodation

Barriers

- 38 (66%) People said yes that public transport hinders accessing support
- Biggest concerns were around lack of suitable accommodation to move on to.

Isle of Anglesey
Housing Support Grant Annual
Delivery Plan

April 2022- March 2025

Draft

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1. Introduction

The Housing Support Grant is a Welsh Government funded programme led and managed by Local Authorities in partnership with Health and Probation. It provides housing support services for people from a range of client groups. The programme aims to provide housing support to people to be able to maximise, maintain and sustain their independence through the provision of a range of innovative housing support services and projects that helps prevent homelessness. It incorporates the previous Welsh Government funded programme of:

- Supporting People
- Homelessness Prevention
- Rent Smart Wales Programmes

All Local authorities in Wales are required by Welsh Government to produce a 3 yearly Delivery Plan for the period commencing 1st April 2022 to 31st March 2025. An annual review will also be undertaken as set out in the Welsh Government's Housing Support Guidance Document.

In an indicative letter dated 20th December 2021, the Welsh Government informed the IoACC that our allocation for the next 3 years up to and including 31.3.2025 will remain unchanged at £3,571.720.50 per annum.

This document should be read in conjunction with the:

- IoACC 4 year Housing Support Strategy 2022 - 2026 (<https://www.anglesey.gov.uk/documents/Docs-en/Council/Consultations/2022/Housing-Support-Strategy/Consultation-document.pdf>)
- Homelessness Action Plan 2021-26
- Rapid Rehousing Transition Plan Guidance (October 2021)
- Housing Support Grant Guidance (March 2021)

The purpose and scope of this document is to

- Set out how the HSP strategic priorities and ongoing HSG delivery requirements are going to be delivered via the HSG for the year ahead.
- Provide an overview of the spending and commissioning intentions of the HSG for the year ahead.
- Summarise the needs assessment and stakeholder engagement undertaken and findings which has informed the HSG strategic priorities and ongoing HSG delivery priorities.

2. Needs assessment

A comprehensive Needs Assessment has been undertaken to underpin the 4 year Housing Support Grant Strategy. A Statement of Need condenses the key findings and messages contained within the Needs Assessment and underpins both our strategic direction and commissioning intentions for the next four years. A light touch review of the needs assessment will be undertaken every two years in line with Welsh Government Guidance.

The following contains the key findings from both our Comprehensive Needs Assessment and Statement of Need.

- The years preceding the COVID-19 pandemic saw temporary accommodation placements on a sustained upward trend, with total placements rising by 24% between 2016 and 2020. A much sharper increase seen during 2020/21 reflects the Welsh Government's emergency housing programme to provide safe accommodation for those at risk of sleeping rough during the pandemic
- Local Housing Allowance shortfalls and competition from the demand for holiday lets have been exacerbated by the pandemic
- Crisis interventions by LAs are continuing to increase with a sharp increase in Section 75s as well as an increase in actions to assist applicants under S66 (prevention assistance) and S73 (relief assistance)
- Consistent with the pattern of responses on the changing scale of homelessness demand, many participants reported that the balance between families and single people had significantly shifted in 2020/21
- For most authorities discharging duty via the PRS had become very difficult
- Across Wales, it was less often reported as difficult to access social tenancies for homeless people by comparison with attempting to make placements in private rented housing
- Another longstanding measure of homelessness is the population of homeless people placed in TA by LAs in the course of the homelessness assessment and rehousing process.
- There will be an increase in the Core Homelessness Households until 2023 with a higher level of homelessness presentations than currently from 2023 onwards.

Information from our Statutory Assessments, Homeless Prevention Fund and Support Providers shows that for Housing Support Services:

- It is generally accepted by specialist service providers and the Police as well as being documented by local and national media that the actual level of

domestic abuse was under-reported during the lockdown periods. Many families were restricted to their properties and opportunities to report episodes of abuse and repeat incidents were considerably reduced, therefore resulting in increased un-met need

- There is an identified gap in provision for victims of sexual abuse on the Island, and consideration should be given to the provision for funding to the specialist provider in this area, which is independent of the more traditional type of VAWDASV services currently delivered
- There is an increase in high level needs within mental health support services
- There is an increase in the number of people who are at risk of suicide and self-harm.
- Around half the people recognised with Learning Disabilities receive housing Support services (Welsh Government Social Services KPI's and HSG Spend Plan)
- There remains a disproportionate level of support which is capped at a maximum of 15 hours per person per week available to people with Learning Disabilities. This compares with a maximum of 5-8 hours for those with challenging needs who are chaotic, homeless or at risk of homelessness and who require the highest level of intervention other than 24/7 support within a hostel type environment
- Housing Support Services is currently a high cost low volume within Learning Disabilities client group
- The number of people with a Learning Difficulty who do not meet the statutory definition of Learning Disability is high on Anglesey. There is therefore a need for continuous housing support to enable this client group to manage their tenancies
- The number of older people requiring housing support services is likely to increase, given the projected demographic profile for the next 10 years
- The demographic profile of the Anglesey population suggests that there is a need to increase the range and supply of specific types of accommodation options available for older people
- There is no specific housing related support provision for people with autistic spectrum disorder associated needs
- There needs to be closer working and improved transition arrangements and planning from adolescence into adulthood with regard given to housing support provision
- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security
- The number of people held in prison has been increasing
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population
- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care

- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves
- The report published the HM Prison and Probation Service the Accelerator Project Study at Berwyn Prison will be considered as part of the RHSGC priorities going forward
- Re-presentations within Homelessness and Housing Support Services has increased
- Cases presenting for Housing Support Services appear to have increasing multiple complex needs and risk factors

Draft

3. Delivery priorities

Our Housing Strategy, 2022-27, vision is that the residents of Anglesey

have a place to call home, are empowered and supported to contribute to their local community

This Strategy details how we will address the following themes as included in our Housing Strategy under:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

Based on the above vision the following 5 Pillars provides an overview of the type of prevention and early intervention services which we offer:-

The IoACC's four year Housing Support Grant Strategy 2022-26 recognises the five key pillars of prevention as follows.

1. **Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27.
2. **Targeted Prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, including people with mental health needs.
3. **Crisis Prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to our Homeless Prevention Fund and other available funds.
4. **Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness.
5. **Recovery Prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness.

Based on the [Welsh Government High Level Homelessness Action Plan](#) and the 5 Pillars of Prevention the following will be our priorities.

- Priority Area 1 = **Rare** – ensuring that homelessness is rare means preventing people becoming homeless in the first place
- Priority Area 2 = **Brief** - our focus on rapid rehousing will mean homelessness is brief

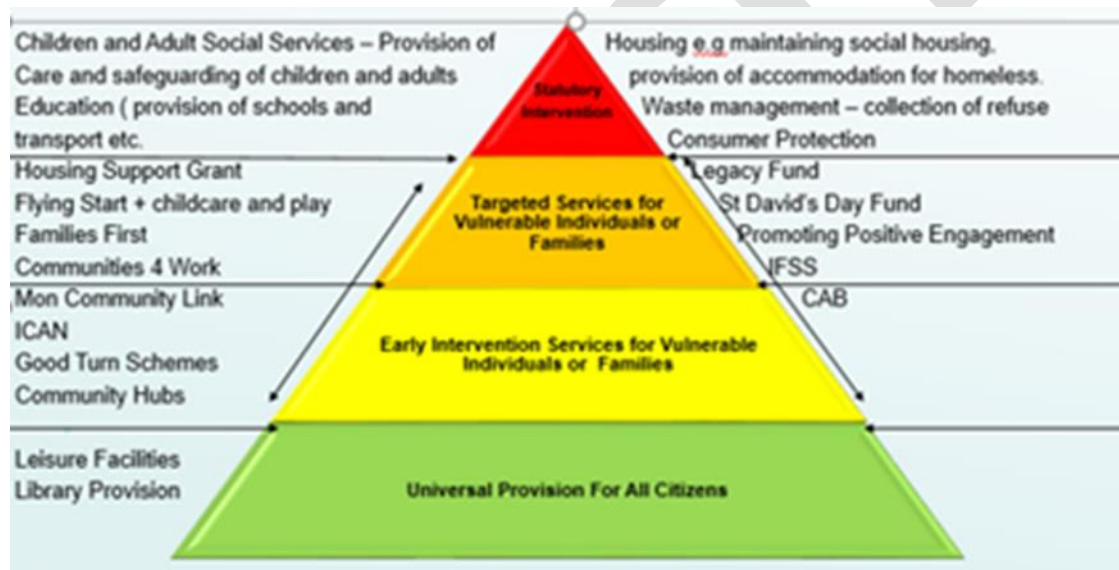
- Priority Area 3= **Unrepeated** – ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive.

Corporate Prevention and Early Intervention.

Our corporate Prevention and Early Intervention strategy and Action Plan recognises Housing Support as having an integral role to play in ensuring that we achieve the two following corporate aims of:

- creating the conditions for everyone to achieve their long-term potential
- support vulnerable adults and families and keep them safe, healthy and as independent as possible

We will over the course of the 2022 –2025, further develop our delivery model shown below, and will work very closely with colleagues from within the Council, other statutory bodies and the Third Sector, of whom we have become increasingly reliant for housing support purposes.



In consolidating the above model which commenced during 2021/22, we will further underpin our already strong relationship with Medrwn Môn (Anglesey's 3rd Sector Umbrella Body) to further develop and improve formal pathway arrangements to enable us to allocate what we consider to be referrals suitable for a housing support (high and medium needs) via our SPoA Officer. In contrast low level support for those who remain vulnerable and unable to cope following the cessation of targeted housing support will continue be signposted into the Môn Community Link service. This service will provide reassurance to those perhaps isolated or lacking in confidence or the required skills and knowledge to manage their daily living and remain independent e.g those with low level mental health or people who do not meet the statutory requirements for learning disability. Available support will include form filling, explaining contents of correspondence received, signposting to specialist

services and emphasis on increasing social inclusion empowering people to feel part of the community via social prescribing. It is our opinion from experience that a failure to address some of the lower need levels mentioned would lead to an escalation in need to a higher tier of intervention, be it targeted support or even statutory. We anticipate the cost of his service to be £20,622.36 p.a (see page 26). In formalising the above arrangement, it is envisaged that we will:

- Disaggregate cases in accordance with need levels, and refer or signpost to the most appropriate service via the relevant Single Point of Access (SpoA) Gateway.
- Avoid unnecessary duplication, unless concurrent access to both services are required.
- Close relevant cases earlier,
- Reduce number of low level cases within Housing Support Worker caseloads; and
- Commit more time and resources towards targeting medium to high level cases, as seems necessary from the above data.

Housing Support Needs Level Assessment Process - Housing Support Priority Area (1,2,3) / Prevention Area (4,5)

Over recent months, the Isle of Anglesey County Council's (IoACC) Housing Service has worked in partnership with our service providers to develop an assessment of needs level tool, which will deem whether or not someone presenting for housing related support will require a low, medium or high level of intervention.

The process has already been piloted by two providers and we have since held a specific event with all providers in attendance to report back on our findings and how we intend to roll out the system universally from 1.4.2022. We have also since the event held separate meetings with all our providers to discuss our intentions and iron out any barriers such as IT compatibility etc,

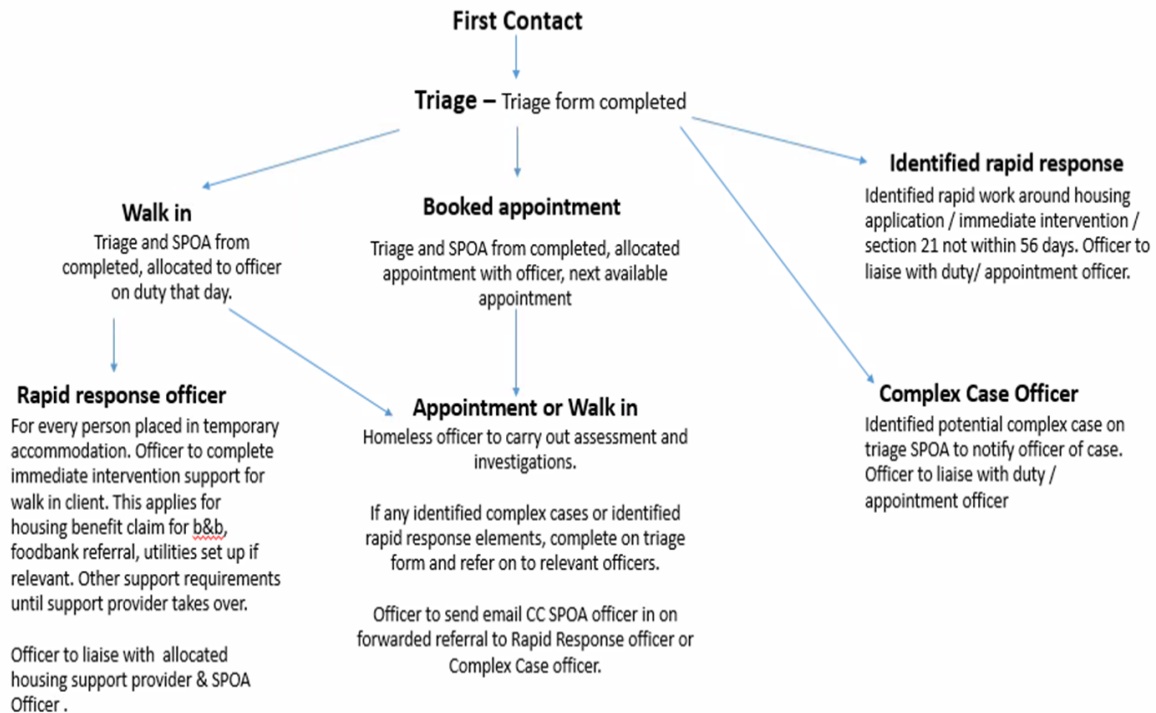
The determining of the level of support and intensity of provision will be based upon the Welsh Government's assessment matrix, initially released in the Phase 2 Planning Guidance for Homelessness Services and Housing Related Support (see matrix below). It is also expected that by applying this assessment process universally across all providers, that it will complement our approach towards Rapid Rehousing and ensure a timely, consistent and quality method of delivery.

Support Matrix – Assessment Template

Intensity	Duration		
	Long term (12m+)	Medium term (3 – 12m)	Short term (<3m)
V high 24/7	Supported housing	Supported housing	Supported housing
High 3+ pw	Housing First	CTI	CTI (+Rapid re-housing)
Medium 1 – 2 pw	Housing First	CTI	Rapid Re-housing
Low < 1 pw	Rapid Re-housing (+floating support)	Rapid Re-housing (+floating support)	Rapid Re-housing

We will also consolidate on progress made during 2021/22 which included additional staff recruitment across the Housing Support Sector and the development processes and procedure to facilitate and deliver our Rapid Rehousing Hub, (see process diagram below).

Process chart for Complex Case and Rapid/Move on Officer



The Housing Support Grant funds the roles of the Private Rented Sector Liaison

Officer SPoA Officer, the Complex Case Officer, the Rapid Response Officer and the Mover on Officer and all of whom are integral components within our Rapid Rehousing Hub, which complements rather than replaces the role of the statutory homelessness officers, allowing them enhanced time to deal with homelessness applications and assessments processes.

The Private Rented Sector Liaison Officer - The post-holder provides, develops and promotes comprehensive advice to private sector landlords. This is particularly in relation to accommodating vulnerable individuals and prevention of homelessness and to support the Council's housing options statutory work. Additional duties include pro-actively increasing the number of landlords working with the Council and to develop ways of supporting the private rented sector through the landlord forum, news updates and the Anglesey housing website. The Private Rented Sector Liaison Officer is responsible for managing the following posts.

The SPoA Officer and Assistant are mainly responsible for

- Receiving, undertaking initial vetting and risk checks and evaluating all referrals for housing-related floating support services across Anglesey for the whole range of eligible client groups i.e. homelessness, mental health, young people, care leavers, substance misuse, older people, learning disabilities etc.
- To be the first point of contact for enquires from (from both professionals and members of the public) for the Council's housing-related support services.
- To match the referral to the most appropriate housing-related support provision.
- The SpoA Co-ordinator and Assistant receive and deal with approximately 1,250 referrals annually.

The Complex Case Officer is responsible for co-ordinating services for individuals who are identified as complex needs such as people who represent (more than once) as homeless who have more than one identified need such as substance misuse, and mental health and do not wish to engage with services or show challenging behaviours.

This role of the Complex Needs Officer includes:

- assessing the level of support required, in accordance with our locally developed RAG system,
- assessing the current situation of the individual; and
- taking decisions by liaising with many agencies to ensure that the person is offered appropriate housing and support to assist them in either maintaining their current accommodation or moving into more appropriate housing.

- Attending panel / pathway meetings for vulnerable young people, prison leavers and those with mental health needs with regards to allocating accommodation for those in greatest need.

The Rapid Response Officer who is responsible for

- Undertaking a more in-depth piece of work with those living in emergency accommodation.
- Chase up/encourage any pre tenancy work that has been carried out by the support provider and keep a log in order to better prepare the client for moving-on.
- Ensure all clients in emergency accommodation has an up to date risk assessment and keep updated with any new actions if applicable.
- Routine visits to emergency accommodation for client welfare checks and deliver any letters from the assessment team such as housing plans and minded/warning letters, prior to them being allocated a designated Housing Support Provider by the SPoA, and receiving a more target specific support package, based upon their lead needs.

Move-on Officer – who predominantly works with vulnerable people who are ready to be moved-on from temporary /emergency accommodation into more settled arrangements. In doing so the post holder shall:

- Work in partnership with designated lead need support agencies to facilitate seamless move-on and access to DHP etc where appropriate.
- Work in conjunction with the Private Rented Sector Liaison Officer to ensure access to suitable affordable and rent compliant properties
- Support accommodation panel for move on purposes
- Coordinate move on from B and B re DHP – prompting SPOA to do things sooner.
- Move on from B and B, starter Pack – prevention fund completed each time
- Create and update the starter pack database
- Ensure all service users accommodated in emergency accommodation have a housing application within 14 days after their assessment

Direct Provision of Housing Related Support Projects

All funding proposals within this section contain reference to prevention pillar and the priority area identified within the Housing Support Grant Strategy and explained in more detail on pages 6 and 7 above. Also included are the appropriate reference column from the 2022/23 HRS Spend Plan, as per requirement of the Welsh Government Guidance document on formulating the Delivery Plan.

Housing Related Support Strategy Priority Area –

- 1 = Rare
- 2 = Brief
- 3 = Unrepeated

Prevention Pillar (See Appendix 1 of HSG Strategy)

- 1 = Universal
- 2 = Targeted
- 3 = Crisis
- 4 = Emergency
- 5 = Recovery

HRS Access Schemes Housing Support

a) Housing Related Support Strategy Priority Area (2) / Prevention Pillar (1)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Private Rented Sector Liaison Officer Post + Range of Initiatives	£140,000	£140,000	£140,000
HRS Spend Plan 22/23 Row 12			

The sum of £140,000 covers the cost of the role of the Private Rented Sector Liaison Officer and a range of homeless prevention initiatives such as deposits and rent in advance payments to enable people at risk of homeless to acquire access to settled accommodation.

b) Rapid Rehousing / Housing Led Services –

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (1)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Housing First (Unverified)	£233,870.58	£233,870.58	£233,870.58
Stepping Stones	* £43,283.31	Subject to tender 2022/23	Subject to tender 2022/23
Total	£277153.89		
HRS Spend Plan 22/23 Row 16			

The Housing First (unverified) service has been delivered on Anglesey since 2014, and having started with 10 units, with emphasis on entrenched homelessness and those at greatest risk of losing their home, has evolved into a total of 29 (minimum) to 33 units of support per week, depending on the level of need. A minimum of 5 of these units are targeted specifically for people with mental health needs.

An additional step-down service has been commissioned for people who require short term accommodation e.g. upon discharge from hospital including acute mental health and have no access to alternative housing at that time. The step down service is generally limited for up to 12 weeks support, unless the provision of a more settled form of accommodation is unavailable. The current contract for the stepdown service is due to end in June 2022, and a decision is imminent as to whether or not the service will be recommissioned or possibly merged with the main Housing First Service.

Work also remains ongoing between the Wallich as the designated service provider and Cymorth Cymru to secure verified status for the delivery of Housing First on Anglesey. It is expected that confirmation either way of the Wallich' application will be made by the middle of Qtr 1 during 2022/23.

c) Emergency Accommodation Provision (General)

Housing Related Support Strategy Priority Area (2) / Prevention Pillar (4)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Complex Case Officer	£42,590.00	£42,590.00	£42,590.00
Rapid Response Officer	£32,327.00	£32,327.00	£32,327.00
Move-On Officer	£32,327.00	£32,327.00	£32,327.00
Total	£107,253.00	£107,253.00	£107,253.00

HRS Spend Pan 22/23 Row 17

As previously mentioned above, the designated staff posts listed immediately above form a key part of the Rapid Rehousing Hub for Anglesey. The salary costs shown are based upon the pay scales for the current year and any adjustment for annual increases will need to be covered from within the existing uncommitted funds from the 2022 /23 budget or supplemented by an alternative source of funding.

d) Rough Sleeper Assertive Outreach

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Regional Assertive Outreach	£19,662	£19,662	£19,662

HRS Spend Pan 22/23 Row 21

All 6 North Wales Local Authorities utilise the HSG to equally fund an Assertive Outreach Service for people who present with substance misuse services and are hard to reach and/or at risk of entrenched homelessness. The service itself is commissioned by the Area Planning Board, which acts as a forum, bringing together all agencies involved in the planning, commissioning and delivery of substance misuse issues at a regional level

e) Rent Smart Wales Enforcement and Compliance

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (1)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Enforcement of Rent Smart Wales	£6,029	£6,029	£6, 029
HRS Spend Pan 22/23 Row 26			

The sum of £6,029 is used by our colleagues within the Public Protection Unit to cover the cost of issuing and dealing with landlords and managing agents who fail to comply with the requirements of the Rent Smart Wales legislation which form part of the Housing (Wales) Act 2014.

Floating Support

f) VAWDASV

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

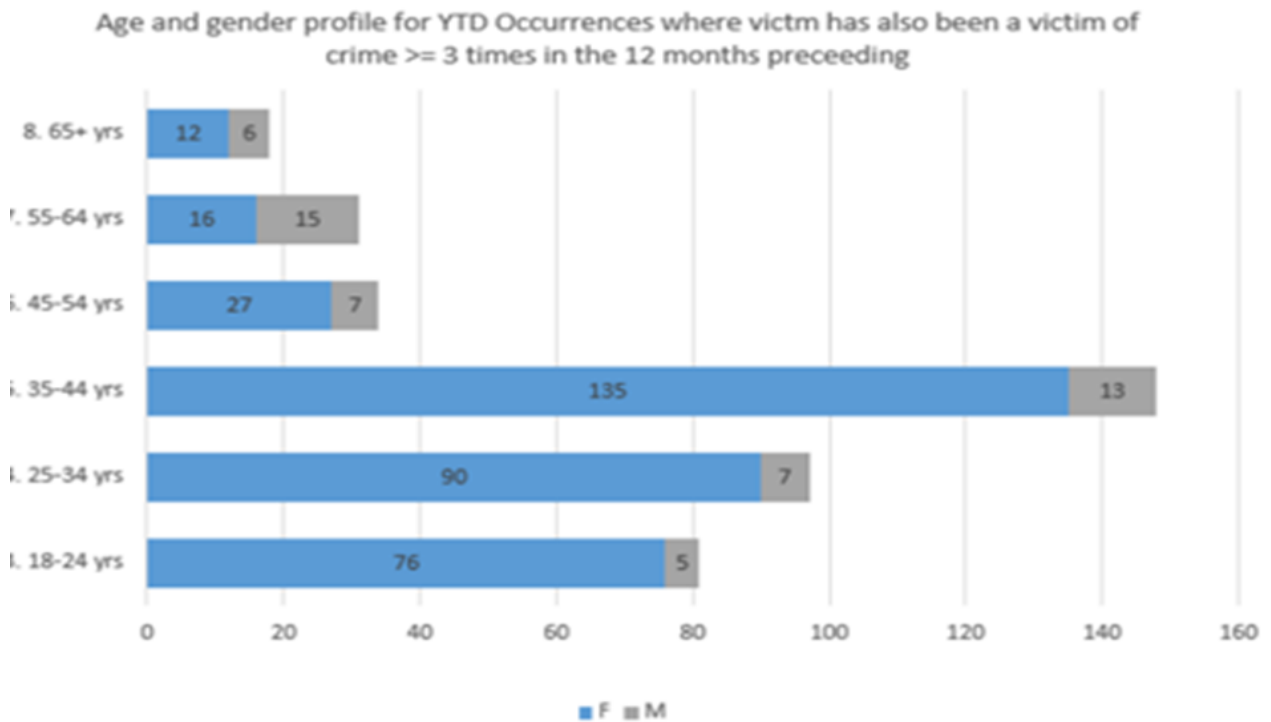
Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£113,139.68	£113,139.68	£113,139.68
HRS Spend Pan 22/23 Row 28			

Data gathered from the Single Point of Access Gateway for the 2020/21 financial year recorded 314 (12.4%) cases of need in relation to domestic abuse from a total of 2,541 for all service user groups. In comparison for the period 1.4.2021 to 30.9.2021, the sum of 137 (10.7%) identified need was recorded from a total number of 1,282.

Despite an apparent decrease in the above data, concerns remain across key agencies such as Children and Adult Services, and North Wales Police, that actual incidence of domestic abuse is significantly increasing. According to the needs assessment findings there appears to be a gap of provision made available for cases of sexual abuse, and this is an area we will explore further. A report received from North Wales Police indicated at the halfway point of 2021/22, domestic abuse incidents on Anglesey had increased by 23% compared with the corresponding period for the previous year. See table and graph below. It has also been noted that

the number of open cases held by the designated provider exceeds the expected caseload of 15-18 per support worker on a regular basis.

	Current Week	YTD	LYTD	% Change
Victim of DA	24	662	538	23.0%
Repeat Victim	3	92	93	-1.1%



- 356 Females / 55 Males victims of domestic abuse who have also been a victim of a crime 3 times or more during the previous 12 months.
- 135 (37 %) of Females were aged 35-44, 25.2% aged 25-34 and 21% aged 18-24.
- The 55-64 age category was the highest for male victims with 15 (27.3%) closely followed by 13 (23.6%) in the 35-44 age category. All the other 4 categories were consistent, showing levels of 5-7 (9-13%).

The Housing Support Commissioning Team continues to participate in the Once Front Door Project which brings together, relevant agencies such as Children Services, Housing, Education, Gorwel, Health (SMS) North Wales Police (PVPU), SMS on a weekly basis, via a virtual electronic link, to discuss cases referred into the panel, to agree the best possible solution in terms of required intervention. The project is co-ordinated by the Housing Support Single Point of Access Officer and is an example of good practice in both joint working and the alignment of funding of both the Housing Support Grant and Children and Communities Grant.

We are currently awaiting an audit report undertaken by the Safe Lives Charity who sponsor the One Front Door Process across England and Wales.

We do not at present foresee any change in housing support funding for people with VAWDASV. However due to the concerns noted around sexual abuse cases, we may following further discussions with key partners and stakeholders need to explore alternative funding arrangements such as the Integrated Care Grant, or Children and Communities Grant, should we have insufficient funding to address unmet need for both sexual and more prevalent forms of domestic abuse such as violence and coercion.

g) Mental Health

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£179,561.01	£179,831.81	£179,831.81
HRS Spend Pan 22/23 Row 31			

Mental Health remains the most cross cutting areas of all needs as is clearly highlighted in the Single Point of Access Data. It was also identified as a key priority area in the 2017-22 North Wales Local Needs Assessment. In 2020/21, 507 people from a total of 2541 (20%) recorded needs, noted mental health as a reason to seek housing related support. In comparison, the corresponding figure between 1.4.2021 and 30.9.2021 was 284 (22%) people from a total of 1,284 recorded needs. It remains the highest of all recorded support needs, with only the generic category comparing in terms of overall numbers. It could also be argued that some if not many of the generic cases also have mental health needs. In addition to an increase in total number of cases citing mental health as a support need, there has been a considerable shift the numbers within each of the low, medium and high categories. There are also reported concerns around the increase in attempted and actual suicides as well as incidences self-harm.

At the half yearly point, the number of people claiming to have high level mental health needs has already exceeded the total number during the previous full year by 14. The number presenting with high level mental health support needs is projected to account for 46.2% of the total presenting. This compares with 24% during 2020/21

A new Mental Health Service Contract for both Floating Support and Supported Housing will commence from 1.5.2022, having been put out to tender in October 2021. Due to the current contract not expiring until 30.4.2022, there will be a split rate during 2022, with the increased amount being payable for 11 months from May onwards. The full amount will be payable for the following two years, with 60 people receiving floating support services, and 9 accommodation based units of supported accommodation made available under this contract delivered by the Councils Internal Mental Health Services which is part of the Community Mental Health Team jointly managed with the Betsi Cadwaladr University Health Board.

H) Substance Misuse Services

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£90,581.73	£88,149.83	£88,149.83
HRS Spend Pan 22/23 Row 32			

According to our SPoA data, 123 cases from a total of 2,541 (4.9%) during 2020/21, were drugs related with 94/2,541 (3.7%) alcohol related. Corresponding data for the first 6 months of 2021/22 showed decreases in both areas with drugs accounting for 46/1,282 (3.6%) recorded needs and alcohol 29/1282 (2.3%).

The housing support element for people with substance misuse needs was tendered in October 2021, which will see the service being delivered by an alternative provider from 1st May 2022. The cost of the floating support element of the contract will in accordance with the agreed tender submission decrease from 1st May, with the number of units increasing from 33 to 35 per week. The opportunity to utilise units of support flexibly in accordance with demand, across substance misuse, offending and generic services within one contract will however remain

i) Offending History

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£47,951.49	£50,371.33	£50,371.33
Prisoner Resettlement Post	£38,058.98	£38,058.98	£38,058.98
Total	£86,010.47	£88,430.31	£88,430.31
HRS Spend Pan 22/23 Row 33			

The provision of housing support services for people with an offending history is two pronged. Following release from prison, referrals are generally dealt with by the Internal Housing Services Prison Resettlement Officer, who will generally deliver support, for between 8-12 weeks. This service will commence prior to release or for short sentences of less than 8 weeks, may start at the point of sentencing or continue uninterrupted. This service includes working in conjunction with the Private Rented Sector Liaison Officer to seek suitable and affordable accommodation for those requiring intervention

In the longer term, where prison leavers or those with an offending history, remain vulnerable and require such support in the community, the referral will be sent to the designated support provider to deliver targeted intervention for up to a period of two years where appropriate, whether it be within designated supported accommodation or floating support.

Our SPoA data recorded 88 (3.5%) cases from the total of 2541 in 2020/21 and 45 from 1282 from 1.4.2021 to 30.9.2022, thus remaining unchanged. However, anecdotal information from housing colleagues and key partners such as the Probation Service does seem to indicate that the numbers representing are higher and the levels of need more complex and challenging, and in particular the 50 years and over age cohort seems to be rising at a more disproportionate rate than other groups at present, which may have implications for social care.

As previously mentioned, housing support services for people with offending histories are delivered within a contract which also includes provision for people with substance misuse or generic needs. The cost of delivering floating support for people with offending histories will increase from 1.5.2022, following the tender exercise in Oct 2021. The number of units within this contract will also increase from 21 to 35, per week which includes 15 units delivered by the Prison Resettlement Officer.

j) Vulnerable Young People

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£115,348.03	£115,348.03	£115,348.03
HRS Spend Pan 22/23 Row 34			

The floating support service for young and vulnerable young people is split geographically into two and is managed by the respective managers of the two hostels in Holyhead in Llangefni. In total there are 24 units of floating support services delivered for young people, split equally.

Presentations received by SPoA from vulnerable young people over the past 18 months, have remained consistent. 172 (6.8%) from 2541 were recorded in 2020/21 and a further 84 needs (6.6%) out 1282 have been recorded in respect of vulnerable young people aged 16-24 between 1.4.21 and 30.9.21.

With exception to a small allocation for individual budgets purposes to enable the young people to achieve positive outcomes as per their support plans, it is unlikely that the annual allocation will change of the course of the next three years. Any unspent allocation for individual budgets are adjusted from the following year's payment allocation.

See temporary supported accommodation section for reference to Llety Pontio and S180 funded which complement Housing Related Support Services, but are funded from separate grants.

k) Older People

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£384,090.70	To be confirmed subject to tender	To be confirmed subject to tender
HRS Spend Pan 22/23 Row 36			

The provision of housing support for older people is delivered via a tenure neutral peripatetic model which requires a minimum of 150 people aged 55 and over to be supported each week with 30 additional hours to be used flexibly to meet their needs. Since the outset of this contract in Sept 2016, when it replaced the previously dated and no longer eligible sheltered warden service, added value has been achieved. Without exception week upon week in excess of 175 service users have been supported, with many requiring short term support, whereas under the previous system, service users would continuously be supported in a more care and befriending type service.

An independent review of this service was commissioned by the provider during 2020. The report since published was extremely complementary of the support provided and highlighted the excellent relationship held between provider and commissioner as is the case across all services.

The current contract is due to expire in August 2022, and the service will therefore need to be tendered during quarter 1 of 2022/23. It is not currently anticipated that there will be any significant changes to either costs or units delivered when tender details will be shared.

l) Generic Services

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Internal	£421,330.29	£421,330.29	£421,330.29
External	£113,964.88	£113,335.50	£113,335.50
Total	£535,295.17	£534,665.79	£534,665.79
HRS Spend Pan 22/23 Row 38			

The increase in recent years of referrals with multiple needs at point of presentation to SPoA has significantly increased over recent years. Hence, it is often difficult to determine the lead need at this point and it may not become apparent in certain

complex cases until the relationship between support worker and service user develops and mutual trust and respect are achieved.

In 2020/21 500 (19.7%) out of the 2,541 were recorded as having generic needs. A further 267 (20.4%) out of the 1,282 have been recorded with generic needs for the period 1.4.2021 to 30.9.2021. This category contains the second highest number of support needs by some margin, with the next highest being homelessness at 385 (15.2%) for 2020/21 and 208 (16.2%) between 1st April and 30th Sept 2021.

As indicated above, generic provision is delivered by both the internal housing support provider with 187 units per week and the current external provider with 34 units. The external provision which as part of the same tender for substance misuse and offending history and which will see a new provider delivering from 1st May 2022 will at this point increase to 45 a week with a small decrease in cost. Both services are expected to remain unchanged in terms of both cost and units for the duration of this Plan.

m) Vulnerable Families

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£97,323.43	£97,323.43	£97,323.43
HRS Spend Pan 22/23 Row 39			

A total of 172 (6.8%) out of all the 2,541 supported needs were recorded for vulnerable families during 2020/21, with a further 84 from the sum of 1,282 (6.6%) categorised within this group between April 2021 and Sept 2021.

A total of 45 units per week is delivered as part of the floating support provision, and our weekly monitoring data highlights that the service is constantly full. It is not anticipated that the service will change during the period of this Planning Cycle.

Temporary Supported Accommodation

n) Learning Disabilities

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Llawr y Dref	£11,195.11	To be confirmed subject to tender	To be confirmed subject to tender
HRS Spend Pan 22/23 Row 41			

The Llaur Y Dref Project enables people with learning disabilities to be assessed in terms of their ability to live independently in the community with a small amount of support, thus preventing the need for either 24/7 shared supported accommodation or residential care. The project provides 2 units of housing related support delivering an average of 1hour per day. Both current service users are now ready for move-on and it is hoped that suitable and affordable accommodation in their areas of choice can be sourced soon, to enable alternative service users to access the support and accommodation.

o) Mental Health

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Heddfan	£38,765.56	£39,101.14	£39,101.14
Cybi Street / RAF Valley	£11,075.86	£11,171.75	£11,171.75
Total	£49,841.42	£50,272.89	£50,272.89
HRS Spend Pan 22/23 Row 43			

Supported Accommodation for people with mental health is delivered across one purpose built scheme (Heddfan) consisting of 6 self-contained units and one bedsit as well as 2 other dispersed properties at Cybi Street and RAF Valley. In total there are 9 fixed site properties for people with mental health needs.

As previously mentioned above, housing support for mental health has recently been tendered and the new contract will commence from 1.5.2022. There will be a small increase in costs when the new contract commences, with both hours of support and numbers supported within fixed site accommodation remaining unchanged for the duration of this plan from 1.5.2022.

p) Substance Misuse

Housing Related Support Strategy Priority Area (2,3,5) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Eilianfa	£13,665.47	£13,954.32	£13,954.32
Yr Hen Orsaf	£6,832.73	£6,977.16	£6,977.16
Gilbert Street	£6,832.73	£6,977.16	£6,977.16
Ty'n Parc 1	£6,832.73	£6,977.16	£6,977.16
Ty'n Parc 2	£6,832.73	£6,977.16	£6,977.16
Bron Derwydd	£6,832.73	£6,977.16	£6,977.16
Total	£47,829.12	£47,829.12	£47,829.12
HRS Spend Pan 22/23 Row 44			

There are 7 units of housing support delivered within 6 designated supported accommodation, with Eilianfa a shared property for two people. Length of stay

tend to be between 8 and 14 months and the properties can be used flexibly within the same contract for the purpose of accommodating people with an offending history. Voids are historically low, and there is a continuous demand for the properties

The new contract which will commence from 1.5.2022, will continue with this flexibility, albeit with a small increase in cost, for the remainder of the period of this plan.

q) Offending

Housing Related Support Strategy Priority Area (2/3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Maes y Brenin x 4	£27,330.92	£27,908.63	£27,908.63
Ty'n Parc	£6,832.73	£6,977.16	£6,977.16
Yr Hen Orsaf	£6,832.73	£6,977.16	£6,977.16
Total	£34,163.65	£34,163.65	£34,163.65

HRS Spend Pan 22/23 Row 46

Supported accommodation for people with an offending history is an integral part of community resettlement, especially immediately after a period of imprisonment. However, these properties do tend to be invariably full, as those requiring them are supported to acquire the necessary skills and arrangements in place in order to move towards further independence and move-on, primarily within the private sector. There are clear benefits from having a partnership approach between the prison resettlement officer who is located within the internal service and designated provider and this will continue when a new service provider will be delivering housing support for people with an offending history. There are a total of 6 properties each for single occupation, all in the Holyhead area, although as previously mentioned they can be used flexibly with those designated for substance misuse and vice versa.

There is a slight increase in the cost from 1.5.2022, with the number of units remaining unchanged for the duration of this Plan.

r) Young Vulnerable People

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Coedlys / Lllys Y Gwynt / Gilfach and Dispersed Accommodation x 7	411,733.77	411,733.77	411,733.77

HRS Spend Pan 22/23 Row 47

The two hostels for young and vulnerable people in Llangefni (Coedlys) and Holyhead (Llys Y Gwynt) accommodate 7 and 9 respectively. In addition there are 4 Units of move-on properties at Y Gilfach, Holyhead which are aligned with the hostel as well as 7 dispersed properties, three of which are in Holyhead, 2 in Llangefni, and 2 in Menai Bridge.

In addition Digartref are commissioned via the Housing Innovation Grant to deliver the Llety Pontio project for young people. Whilst not directly commissioned and delivered via the Housing Support Grant, both programmes complement each other, with the Llety Pontio providing a rapid rehousing (step-down) model for homeless young people for up to 3 months. All young people referred to the Llety Pontio project are deemed ready to manage their own tenancy, unlike some who are supported within Digartref's two hostel sites.

Digartref also receive funding Section 180 Grant funding directly from Welsh Government to provide homeless prevention services such as mediation, Learn for Life Accreditation and the Drop in Centre, all of which complement existing floating support and supported accommodation provision.

As previously mentioned under the floating support section (which forms part of the same contract) with exception to a small allocation for individual budgets purposes to enable the young people to achieve positive outcomes as per their support plans, it is unlikely that the annual allocation will change of the course of the next three years. Any unspent allocation for individual budgets are adjusted from the following year's payment allocation.

s) Vulnerable Families

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Supported Accommodation	£45,114.53	£45,114.53	£45,114.53
HRS Spend Pan 22/23 Row 53			

Permanent Supported Accommodation

t) Learning Disabilities

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Project 1	£160,038.65	To be confirmed subject to tender	To be confirmed subject to tender
Project 2	£266,637.63	To be confirmed subject to tender	To be confirmed subject to tender
Project 3	£53829.94	To be confirmed subject to tender	To be confirmed subject to tender
Total	£480,506.22		

Unlike all other commissioned Housing Support Services, the level of turnover for people with learning disabilities is minimal. 42 people with needs associated with learning disabilities, currently receive housing related support; although the actual number of people accommodated within supported living environments is significantly higher. Historically, housing support for people with learning disabilities has been low in volume and high in cost. A comprehensive review of our investment in 2015, saw the proportion of the then Supporting People Grant, spent on support for people with learning disabilities, reduce from 33% of the grant funding received to 18%, (currently 13.8% of the HRS Allocation) with all recipients of housing support being capped at a maximum of 15 hours per week. As we await further guidance from Welsh Government, following a national review of the impact and cost of housing support for people with learning disabilities, there may be further reductions in the future. This will present inevitable risks to Adult Services whose costs of supporting this vulnerable group of people would significantly increase as a result, at a time when numbers requiring care and support are increasing, whilst savings have been demanded at local level.

At the time of writing, Adult Services as the lead commissioner for people with needs associated with learning disabilities are awaiting a report from an external consultant recommending options for the delivery of supported accommodation across both its internal and external providers. It is also expected that the final report will include some reference to a lack of disaggregated provision of housing related support provision for people with autistic spectrum disorder associated needs on Anglesey.

The recommendations within the commissioned review could prove far reaching for future provision of housing support for people with learning disabilities and the need to further consider the funding arrangements remains, and it is currently anticipated that the service will be put out to tender approximately October 2022.

As things currently stand, we are not in a position to confirm any funding arrangement, beyond the current agreement, and any adjustment to the Housing Support element of the contract is likely to be a decrease.

u) Refuges

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Refuge 1	£89,565.51	£89,565.51	£89,565.51
Refuge 2	£18,592.20	£18,592.20	£18,592.20
Total	£108,157.71	£108,157.71	£108,157.71

HRS Spend Pan 22/23 Row 65

The housing support grant funds the cost of provision of housing related support within two refuges. The first can accommodate up to 4 families (female only apart

from children up to 16yrs) and a dispersed refuge for one person which can be used for either male or female victims / survivors of domestic abuse.

Monitoring data over the past 12 months have shown that both refuge provision have been full the majority of the time, with voids occurring following one person / family leaving and housing management / maintenance functions required prior to next move-in.

As mentioned in the floating support section, which forms part of the same contract we do not at present foresee any change in housing support funding for people with VAWDASV needs over the next three years, but may explore alternative funding arrangements such as the Integrated Care Grant, or Children and Communities Grant should demand increase further.

v) Target Hardening

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Community Safety Target Hardening	£2,066.00	£2,066.00	£2,066.00
HRS Spend Pan 22/23 Row 68			

A contribution of £2,066 is made from the Housing Support Grant budget to enable the Gwynedd and Anglesey Community Safety Partnership to purchase and fit target hardening equipment etc to keep victims and survivors safe in their homes. We do not foresee a change in the sum allocated during the next three years.

X) Non Statutory Funded Posts and Other Funding

Housing Related Support Strategy Priority Area (1,2,3) / Prevention Pillar (1,2,3,4)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
SPoA Co-ordinator Post *	£38,059	£38,059	£38,059
SPoA Assistant Post*	£32,327	£32,327	£32,327
Project Management and Strategic Resource*	£42,590	£42,590	£42,590
Mon Community Link	£20,622.36	£20,622.36	£20,622.36
Research*	£21,295	£21,295	£21,295
Regional Contribution (0.5%) **	£17,859	£17,859	£17,859
IDVA Contribution **	£10,000	£10,000	£10,000

Training **	£10,000	£10,000	£10,000
Total	£192,752.64	£192,752.64	£192,752.64
HRS Spend Pan 22/23 Combined Total * Row 69 HRS Spend Pan 22/23 Combined Total ** Row 72			

The table above relates to various other costs which are not directly associated to any designated service user group within the 2022/23 Housing Support Plan. At the time of writing, we are unaware of any increase in costs for both these roles, and have not included any annual uplift. Should any change occur we will review the situation at that point and consideration as to how this is funded will be given at that point, including possible use of any uncommitted HSG funding and other grants and internal funding sources within the Council.

SPoA Co-ordinator and Assistant - A brief description of the SPoA Co-ordinator's role is included on page 6 of this document. The joint cost of these two posts are currently £70,386.

Project Management and Strategic Resource – The decision to extend the initial 12 month period of funding for a further 3 years for project management and Strategic Resources has been welcomed. We look forward to consolidating and further developing the Rapid Rehousing Hub, and Transitional Plan, Service User Needs Assessment process and data management during this period. An officer has been temporarily appointed to this role since April 2021, and it is our intention to fully utilise this funding arrangement within the Housing Support Grant for a further 3 years. Current cost of funding £42,590.00

Regional Contribution (0.5%)- All North Wales Local Authorities have a standing agreement to contribute into a Regional Pot managed by the Regional Housing Support Collaborative Group (RHSG). This group is the forum instructed by the RHSCG to develop services where there is not a critical mass locally, develop regional services where justified by economies of scale and continue to develop and improve service delivery of the Housing Support Grant across North Wales. It has recognised the service areas listed below for development.

1. Commission further LGBTQ+ provision for the region
2. Bespoke Mental Health and Housing Training to be commissioned
3. Explore the commissioning opportunity for further provision for males fleeing domestic abuse
4. Commission funding for dual-diagnosis (Mental Health and Substance Misuse) refuge for people fleeing domestic abuse.
 - a. The VAWDASV Board have been awarded funding and this priority has been actioned.
5. Part fund a regional hoarding service in collaboration with the Regional Hoarding Group.
6. Explore the opportunity to pilot Psychological Informed Environments approach.

Independent Domestic Violence Advisory Service (IDVA) Contribution. An annual contribution of £10,000 is made to the North Wales Police and Crime Commissioner's Office for the purpose of an IDVA service, jointly delivered across Gwynedd and Anglesey. Although commissioned separately, this service is delivered by the same provider who is commissioned for VAWDASV purposes. IDVA's Support victims/survivors and their family, who are experiencing domestic violence and abuse and have been assessed as high risk of serious harm and homicide. The support includes:

Safety planning - undertaking a harm reduction approach within an agreed plan.

Information on Civil options available - part of the plan may look at orders from the civil court to prevent the abuser from making contact with the victim/survivor and/or children.

Information on Criminal options available - support can be provided if the victim/survivor has reported the crime to the police or need help to do so, the IDVA will support through this process, and in court where required.

Sanctuary advice/assessment - This is a scheme to make anyone experiencing VAWDASV, to feel safe in their home by providing addition security - lock change, window locks, chain on the door and more.

Housing options advice - The IDVA will also discuss housing options if the victim/survivor no longer feel safe in their own home.

Home Fire Risk Assessment – including a referral to the fire service,

Further support - The IDVA service can refer to other agencies should the victim/survivor need long term support and education around VAWDASV or emotional support.

Training – We will continue invest in a training programme and therapeutic support of staff and managers funded by the HSG, to enable them to effectively deliver their role. This will include Psychologically Informed Approaches as outlined in Appendix 1 of our HSG Strategy is in keeping with our Priority 2 (brief) model of our universal prevention within the 5 pillar model.

Underspend – At the time of writing, it is estimated that we have a proposed underspend of £8,148.01. It is likely that the surplus underspend will be utilised to fund any posts which do not currently contain uplift amounts for the 2022/23 financial year.

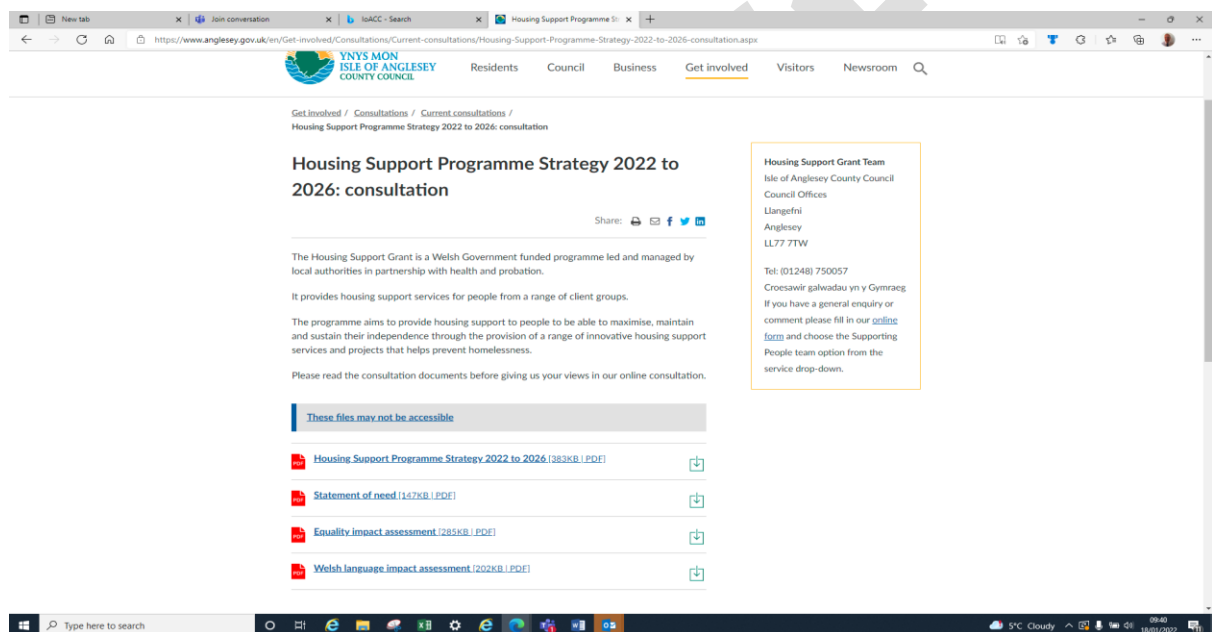
4. Stakeholder engagement

Stakeholder involvement has and will remain a priority, despite the undisputed challenges presented by Covid-19.

We have successfully engaged with all our providers, partners and key stakeholders throughout the year, mostly via the use of virtual meetings on MS Teams and Zoom, and regular sharing of correspondence over email.

We have also consulted on line in relation to our Housing Support Strategy as can be seen from the links below.

[Housing Support Programme Strategy 2022 to 2026: consultation \(anglesey.gov.uk\)](https://www.anglesey.gov.uk/en/Get-involved/Consultations/Current-consultations/Housing-Support-Programme-Strategy-2022-to-2026-consultation.aspx)



The screenshot shows a web browser displaying the Anglesey County Council website. The page title is "Housing Support Programme Strategy 2022 to 2026: consultation". The main content area includes a share button and a list of downloadable PDF documents:

- Housing Support Programme Strategy 2022 to 2026 (383KB) [PDF]
- Statement of need (147KB) [PDF]
- Equality impact assessment (285KB) [PDF]
- Welsh language impact assessment (202KB) [PDF]

A sidebar on the right provides contact information for the Housing Support Grant Team:

Housing Support Grant Team
Isle of Anglesey County Council
Council Offices
Llangefni
Anglesey
LL77 7TW
Tel: (01248) 750057
Croeso i'r galwadau yn y Gymraeg
If you have a general enquiry or comment please fill in our [online form](#) and choose the Supporting People team option from the service drop-down.

The following consultation exercises can be accessed from the hyperlink icon below.

- Your Service, Your say On Line Questionnaire for Service Users – continuous year round survey to gauge opinion on service delivery, quality, gaps and improvement.
- Local IoACC Rapid Rehousing Consultation Results Report - to gather insight to what is important to our service users when faced with homelessness. The questionnaire was for tenants who have been homeless within the last 12 months, current service user's in temporary accommodation and service users in supported accommodation.
- Regional Feedback on Service Provider Questionnaire on HSG Services.
- Regional Feedback on Service User Questionnaire on HSG Services
- Anglesey HSG Case Studies



Summary of
feedback received fr

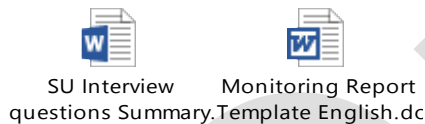
Name of Stakeholder	Function	Type of Engagement Undertaken
Service Users		Receipt of support, service user engagement, and improvement via completion of Your Service Your Say. Representation on tender evaluation panels.
Service Providers Domestic Abuse – Gorwel Learning Disability Cartrefi Cymru- Tyddyn Môn – Môn Care Substance Misuse and Offending CAIS Mental Health CSS Vulnerable Young People Hafan Cymru Single People 25-54 The Wallich Older People Gorwel Generic and Prison Resettlement Housing Services	Service Providers	<ul style="list-style-type: none"> • Service Reviews, • Monitoring, (twice annually per provider) • Outcomes • Representation on Planning Group by Two Providers • Provider Forum (Every Qtr) • Stakeholder Groups for Substance Misuse and Offending • Pathway Panels for Vulnerable Young People, Mental Health, Offending.
Adult Services	Service Provider, Joint Commissioners	Service Provider, Referrer into SpOA Mental Health and Learning Disability Manager is member of the HSG Planning Group. Referrals received into SPoA. Contributions made as a stakeholder to Provider Service Reviews. Member of Tender Evaluation Panels for the procurement of HSG Services
IoACC Public Protection		Deliver Rent Smart Wales Enforcement Element of Housing Support Grant, Co-ordinate Private Landlord Forum
Children Services		Families First /Prevention and Early Intervention Service Manager and Flying Start Programme Manager are members of the HSG Planning Group. Referrer into SPoA Member of the One

		Front Door Panel. Contributions made as a stakeholder to Provider Service Reviews.
Probation Services		Service Manager is a member of the HSG Planning Group. Contributions made as a stakeholder to Provider Service Reviews. Member of Tender Evaluation Panels for the procurement of HSG, Mental Health, Substance Misuse and Offending Services. Referrer into SPoA
BCUHB		Mental Health Supported Accommodation Manager and Substance Misuse Manager are members of HSG Planning Group. Contributions made as a stakeholder to Provider Service Reviews. Member of Tender Evaluation Panels for the procurement of HSG Mental Health, Substance Misuse and Offending Services. Referrer into SPoA via GP's Health Visitor, Flying Start Workers, Community Mental Health Team SMS etc.
North Wales Police (PVPU)		Member of One Front Door Panel. Lead on recent ACEs Project of which HSG was a key member
Housing Services		Head of Service (Chair) and Policy Commissioning and Housing Strategy Manager are members of the HSG Planning Group, Contributions made as a stakeholder to Provider Service Reviews. Member of Tender. Close working with Private Rented Sector Liaison Officer. Evaluation Panels for the procurement of HSG Services. Referrer into SPoA via Housing Options, Housing Solutions Officer, Homeless Prevention IoACC, Estate Management Officers, including Arrears and Anti- Social Behaviour Officer.
DWP		Work Coaches refer into SPoA
Grŵp Cynefin	Housing Associations	Housing Association Landlord
North Wales Housing		Housing Association Landlord
Clwyd Alyn		Housing Association Landlord
Citizens Advice Bureau	Partner Organisations	Designated Agency for Specialist Debt Advice for Service Users.
Hafal		Provider of Mental Health Pathway Support
Shelter		Specialist Housing/ Homelessness Advice and advocate for Service Users
Medrwn Môn		Umbrella Third Sector Organisation and member of HSG Planning Group.

		<p>Deliverer of low level prevention and signposting services for vulnerable citizens. Service Pathway under development between Mõn Community Link and HSG see above. Chief Executive is a member of the HSG Planning Group.</p>
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As has been the case during previous years, we have continued to undertake twice annual monitoring exercises during the April / May and October /November months, and 3 yearly service reviews. These reports have been produced following the completion of a self-assessment pro-forma, as well as consultation on other issues such as training, safeguarding and outcomes. Detailed reports have been produced, and the Team’s two Contracts Review and Development Officers have also sought the opinion of staff, service users and external partner stakeholders in addition to those of managers completing the self- assessment. Once completed the monitoring reports are shared with the designated service managers for further comments and consultation, and the action plan from the initial service review is updated accordingly.

Both the monitoring exercises and service reviews are essential tools for communication and engagement with providers, service users and stakeholder, and supply us with the required evidence and information to make informed decisions in relation to key priorities.



Evidence of partnership working and Stakeholder engagement is clearly evidenced throughout this document e.g development of The Assessment of Need Levels, Working with Mõn Community Link to implement the low level intervention, tender evaluation panels, pathway panels etc.

We will continue to emphasise the need to work in partnership as we seek to deliver our delivery priorities within this document and thus meet our strategic aims and objectives within our 4 year HSG Strategy.

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Annexes

Annex A - Impact assessments – Completed



Final Copy of HSG - Spend plan template

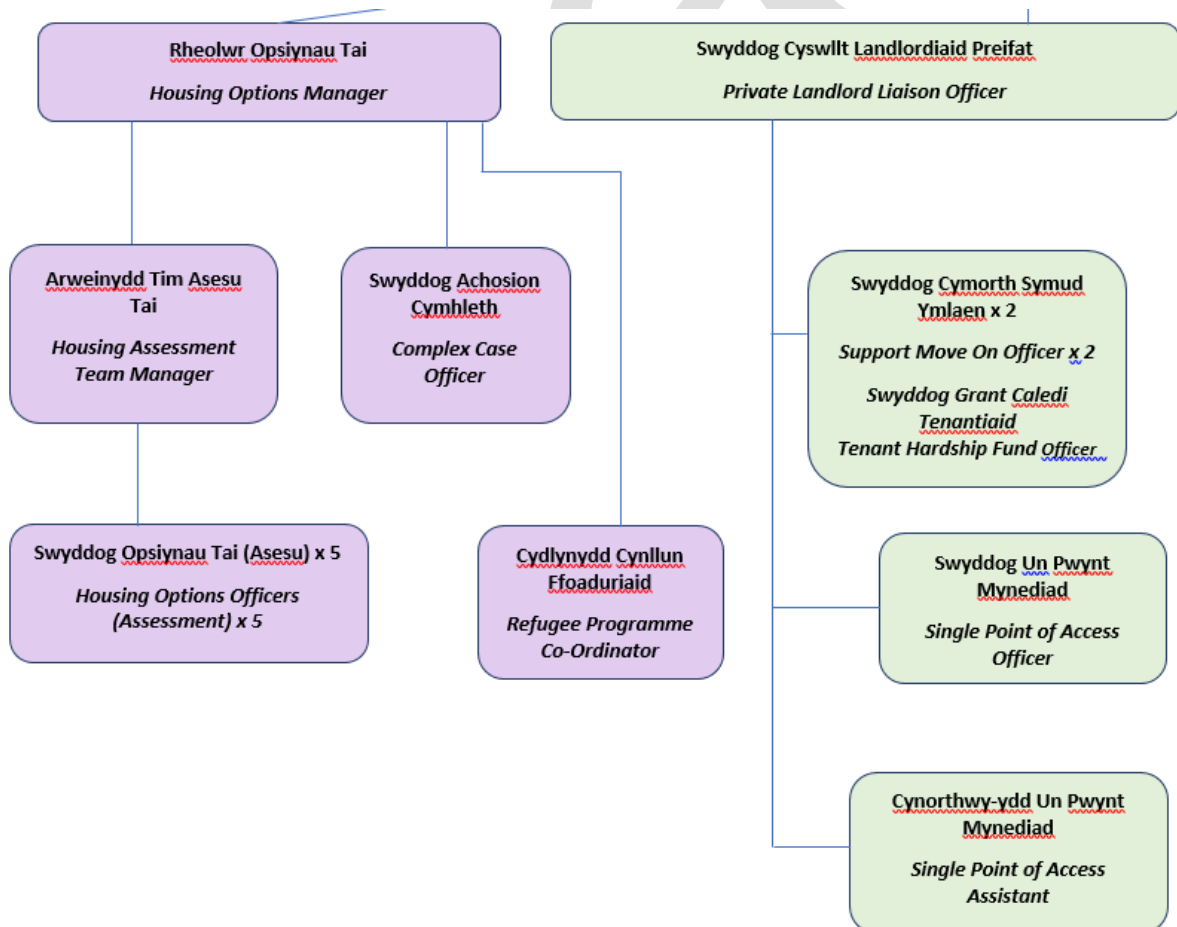
Annex B – Housing Support Grant Spend Plan

Annex C - Commissioning Plan – See Delivery Priorities Section

Annex D- Homelessness Statutory Duties –

The structure of the Assessment Team is shown below which includes the HSG funded roles.

An initial triage is undertaken to establish key issues and the risk of homelessness, this ensures that we targeted services as best as we can to ensure that no one is at risk of sleeping rough. A referral to HSG services is also made at this point to ensure that support is provided as soon as possible.



Officers are able to refer any case they are working on to our arrangement with Shelter Cymru, who specialise in housing law and policy in Wales, with an in-depth and up to date knowledge and understanding of the Housing (Wales) Act 2014, associated regulations and Welsh Government guidance. Shelter provide a closely linked independent advice service and assist the Council in their ambition to improve existing services. They have been delivering the Homelessness Prevention Support Service successfully since September 2018 through the provision of an embedded Independent Homelessness Prevention Advisor. The advisor is able to assist with:

- cases and types of advice offered
- one-to-one mentoring session
- training/briefing sessions
- homelessness reviews

Members of the Assessment Team are also able to approach a Mental Health Assessor, provided by Aderfiad, which will assist with clients who have mental health issues and can be guided and offered advice by the Mental Health Assessor. This service provides officers with additional information and insight into the effects of specific conditions and medication and how best to provide support.

Managers are able to access and refer to Housing Services Professional Mentoring initiative which provide specific coaching and mentoring support on a particular case / matter for Housing Services staff. At times, an officer may require additional support and de-brief on complex matters and / or matters that have had an increased affect on their *wellbeing (it is important not to be too prescriptive as officers will be variably affected by different situations & scenarios)*

The Line Manager is able to signpost and provided with additional support and mentoring.

The Lighthouse, operated by Digartref, offer to support to individuals who approach their services for support and advice which is in addition to the support offered by the Assessment Team. This can include people who approach their services in the first instance or people who are known to the Assessment Team. Partnership working is key here to offer solutions in assisting in dealing with a range of issues and complexities.

Rapid Rehousing Transition Work Plan April 2022- March 2027

The Rapid Rehousing Transition Work Plan sets out how Anglesey Council will make the transition to a Rapid Rehousing model of homelessness services. This plan will focus on 6 key themes and actions that need to be implemented to achieve the Plan for the duration of 2022-27.

	Key Themes	Transition Plan Actions
1.	Local Housing Market Assessment, homelessness data and analysing need	<p>The tool will identify the gap between demand and supply and the anticipated demand for services both now and the next 5 years.</p> <p>An analysis will be undertaken so a clear position can be ascertained by September 2022</p>
2.	Assessing Support Needs	<p>An extensive and systematic assessment of need to be undertaken to gather accurate intelligence around support requirements as well as supply.</p> <p>Two things are required:</p> <ul style="list-style-type: none"> • A breakdown of the number of current clients in each of four categories; and • An estimation of the ratios of presentations likely on an annual basis moving forward. <p>This will be continuously reviewed.</p> <p>All HSG Support Providers will have identified all service users within a Low/Medium/High assessment tool by April 2022 and will feedback weekly to the HSG SPoA. Training has been carried out with all Providers in 2021.</p> <p>The levels of support needs are carefully considered alongside the potential duration of the support.</p> <p>IoACC has established a HSG Support Plan Assessment which is used internally and externally for consistency and transparency which identifies the three cohorts (L/M/H) as well as complex cases. This will support the service user who need specialist support.</p> <p>Assessments of need will support and assist people to move on and sustain their accommodation in the long term. The below 4 areas of support will be used;</p> <ul style="list-style-type: none"> • Practical • Specific/specialist • Engagement and stabilising

		<ul style="list-style-type: none"> • Progression <p>Accommodation requirements will be considered in case they impact the amount of support required.</p> <ul style="list-style-type: none"> • Location • Tenure • Affordability • Accessibility • Equipment <p>Further develop the Anglesey Rapid Rehousing Hub which includes;</p> <ul style="list-style-type: none"> • Rapid Response Officer • Complex Case Officer • Move on Officer • Prisoner resettlement • Mental Health support worker • Step down Accommodation • Young person's Pontio Support Officer <p>The complex case Officer has overall responsibility for coordinating services.</p> <p>This will also include the development of inclusion of Homeless Prevention Grant within HSG provision and Rapid Rehousing Hub. This will need to fully implemented by 2024</p>
3.	Understanding Local Temporary Accommodation Supply	<p>An understanding of the scale and quality of temporary accommodation to be undertaken. To provide total and current provision for each of the following settlements:</p> <ul style="list-style-type: none"> • Temporary Accommodation • Supported Accommodation • Other (including B&B, Domestic abuse refuge etc) <p>Including information on:</p> <ul style="list-style-type: none"> • Capacity • No of households living in the accommodation at 31 March, and net flows in/out in the year • Type of households • Level of support provided • Average length of stay (for both 2020/21 and 2019/20) within each setting. • Weekly charges, including all rent and service charge <p>This will be completed by 31 March 2022</p>
4.	Plan the Temporary Accommodation transformation	<p>The provision of temporary accommodation will be to meet the quality standards and be based around ensuring dignity and respect for the service users. Anglesey Council will look at:</p> <ul style="list-style-type: none"> • Repurposing Accommodation

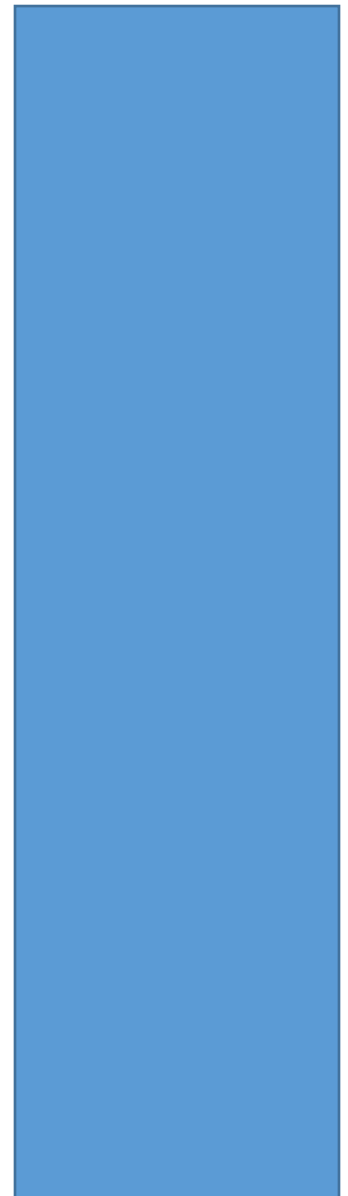
		<ul style="list-style-type: none"> • Look at existing supply and future supply • Develop a Rapid Rehousing Hub
5.	Development of the Plan	<p>The plan will set out the following fundamental key points</p> <ul style="list-style-type: none"> • Support • Supply and Transformation • Prevention • Accommodation Model • Increasing efficiency • Engagement • Staffing • Pandemic Response • Equalities Impact Assessment <p>A Project Board will be established to oversee this plan</p>
6.	Resource Planning	<p>More work needs to be undertaken in the next 12 months to understand how the Rapid Rehousing model will work from a financial point of view. The model of moving people quickly through temporary accommodation into settled accommodation, while more expensive initially, is universally understood to have long-term benefits from a cost savings perspective and the expectation is that the move to Rapid Rehousing can be attained from a cost neutral basis.</p> <p>We currently have 23 units identified under Phase 2 Grant from WG which will adopt the principles of Rapid Rehousing. This will commence in February 2022</p>



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COUNTY COUNCIL



ISLE OF ANGLESEY
HOUSING SUPPORT
GRANT NEEDS
ASSESSMENT
2022-2024



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1. Introduction

This Needs Assessment outlines the current and projected future demand for housing support and homelessness services for the Isle of Anglesey and is a requirement under the Housing Support Grant (HSG) guidance 2021.

The terms and conditions of receiving HSG grant funding is to undertake a comprehensive needs assessment every four year, along with a light touch review every 2 years.

The findings of this document will inform our 4 Year Housing Support Strategy, Rapid Rehousing Plan and our strategic commissioning of Housing Support Service during the 26/27 – 29/30 planning and commissioning cycle.

2. Purpose of Needs Assessment

This Needs Assessment will:

- Define the target population
- Assess the needs using external data
- Assess the needs using internal data
- Assess the needs by gathering information from client feedback
- Identify gaps in support provision
- Inform the Statement of Need
- Identify priorities that feed into the Strategy and Action Plan

3. Statement of Need

Our statement of need is based on our key findings from the Needs Assessment.

4. Defining the target population

The first and most important stage of the needs assessment is to determine who the target population is in respect of Homelessness and Housing Support Services.

An academic paper that attempts to identify who is [most risk of homelessness in the UK](#), 2017 shows that socio economic factor influence the probability of homelessness and identifies:

- That the centrality of poverty, particularly childhood poverty, can increase a person's likelihood of experiencing homelessness
- That broader labour and housing market contexts have an impact on homelessness
- That the influence of certain demographic, personal and social support characteristics can have an impact on the probability of homelessness

Trauma can also have an impact on an individual and the Lanlkey Chase Foundation 2015 stated that 85% of those in touch with criminal justice, substance misuse, and homelessness services have experienced trauma as children.

The experience of homelessness can have a significant impact on health, with individuals often suffering poor mental health, physical illness, substance dependencies, reduced life expectancy, and excess preventable morbidities. As a result, individuals will have a disproportionately high need for healthcare services, but often find it difficult to access healthcare, with the COVID-19 pandemic this is likely to have exacerbated these issues. This information is contained within a report by NHS

Wales, 2021 [Health Individuals with lived experience of homelessness in Wales](#), during the Covid- 19 pandemic and states that 'Poor health is both a cause and a consequence of homelessness'. Service delivery has also needed to change, being more innovative in how support is carried out due to the need to adhere to social distancing, requirements mask wearing etc. It has also been reported that such changes has had varying impact upon service users, with those in own accommodation or self-contained temporary accommodation more reluctant to engage, possibly due to past social distancing measures, feeling unsafe etc. As a result, many become even harder to reach than was previously the case, thus increasing their vulnerability.

5. North Wales Population Needs Assessment

A Population Needs Assessment is a requirement under the Social Services and Well-being (Wales) Act 2014, which provides information about the care and support needs of people in North Wales and the support needs of carers. The North Wales Regional Population Needs Assessment was undertaken in 2017 and underpins the [North Wales Partnership Board's Regional Plan for the period 2018 - 2023](#). This Needs Assessment follows the 11 priority groups as identified within the Regional Plan, which are:

- a) Housing and Homelessness
- b) VAWDASV
- c) Mental Health
- d) People with learning disabilities
- e) Older people with complex needs and long term conditions, including dementia
- f) Autistic Spectrum Disorder
- g) Children and young people
- h) Veterans
- i) Health and Disability
- j) Carers, including young carers
- k) Secure Estate

The next section (a-k) follows the 11 priority groups as identified by the Regional Board with further evidence provided from Housing Support Services data on current trends and un met needs.

a) Housing and Homelessness

The Plan sees Local Authorities and Housing Associations as the leads via the Housing Strategies and that the Board with work with the Regional Housing Support Collaborative Group.

b) VAWDASV

An estimated 1 in 4 women experience domestic abuse in their lifetime and 1 in 6 men (Office for National Statistics, 2014) and it is estimated that there will be, equivalent to, 16,000 female victims and 8,000 male victims in North Wales each year. The Partnership's Regional Plan identified that there was a need:-

- For support for children and young people who are witnessing domestic violence and abuse
- Sufficient options for housing victims of domestic violence and abuse who have additional care and support needs that require round the clock staffing
- To find out more about the need for specialist support, such as floating support, for BAME people in North Wales

Referrals to Housing Support Services for Domestic Abuse support during and after Covid-19 have increased, totalling of 118 referrals during 2020/21. This does not include financial, emotional and sexual abuse, which was not classed as violence.

It is generally accepted from Specialist service providers, the Police as well as being documented by local and national media that the actual level of domestic abuse was under-reported during the lockdown period. Many families were restricted to their properties and opportunities to report episodes of abuse and repeat incidents were considerably reduced, which resulting in an increase in un-met need.

There is an identified gap in provision for victims of sexual abuse on the Island, and consideration should be given to the provision for funding to the specialist provider in this area, which is independent of the more traditional type of VAWDASV services currently delivered.

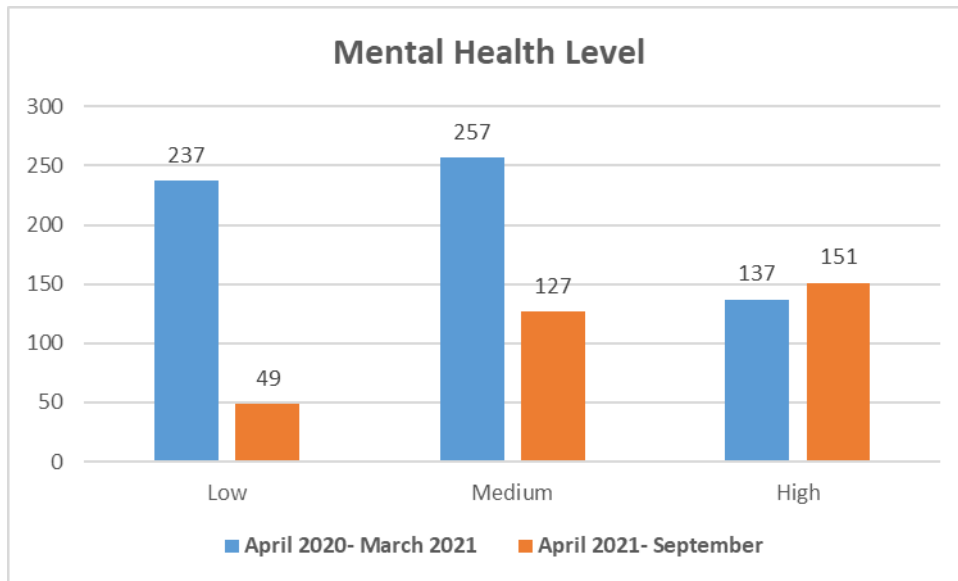
c) Mental Health

People in North Wales report slightly better mental health than in Wales as a whole but the Board recognised that:

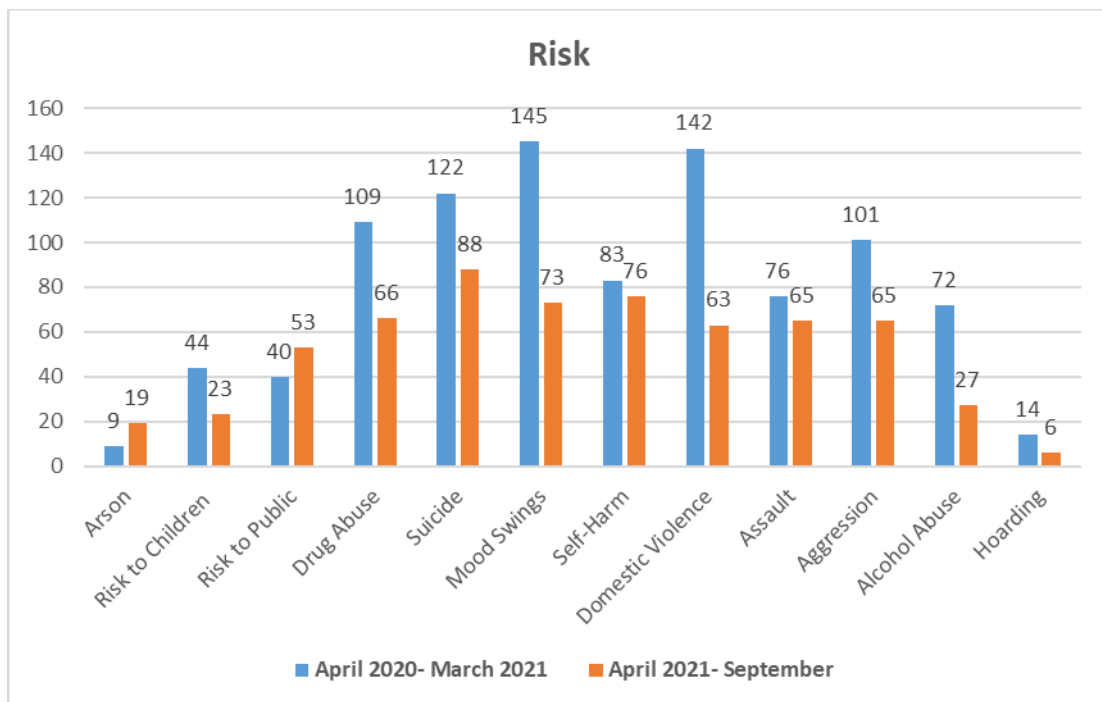
- The number of people with mental health problems is likely to increase
- The most common mental illnesses reported are anxiety and depression
- Research suggests a high number of people with mental health problems are not seeking help
- The number of admissions to mental health facilities is reducing
- The number of people with more complex needs is increasing
- People with mental health problems are more likely to have poor physical health.

Around 9,400 Anglesey people have one of the common mental disorders. (Public Health Wales Website). Based on information from Public Health Wales it is estimated that 10% of 5 to 16 year olds in Anglesey (840 children) have a mental health disorder; which is same as the Welsh average.

Referrals to Housing Support Services for mental health over the past 18 months shifted considerably. In 2020/201, 38% (237) presented with low needs 40% (257) with medium needs and 22% (137) high needs. In comparison during the first six months of 2021/22, 15% (49) have presented with low needs, 58% (127) with medium needs and 46% (151) with high needs. The total number of presentations with mental health in 2020/21 was 631, whilst we anticipate 654 will have presented in 2021/22. The block graph below displays the above mentioned data for both years.



As part of the assessment for mental health support we ask what the risks are to the individual. The types of risk at point of presentation via our SPoA Service is noted in the graph below, and refer to both 2020/21 and the first 6 months of 2021/22.



Needs such as suicide, mood swings, self-harming and behaviour are all associated with mental health conditions. The bar graph above shows a substantial increase during 2021/22 in the number of people who are at risk of suicide and self harm.

Identified gaps and issues within services for People with Mental Health Needs

- There is an increase in high level needs within mental health support services

- There is an increase in the number of people who are at risk of suicide and self harm

d) People with Learning Disabilities

The North Wales Population Assessment acknowledges that the transition between children and adult services is key in ensuring that people with Learning Disabilities have the necessary skills and ability to live independently with the help of appropriate housing support. Young people in transition and their families need to be encouraged at the earliest opportunity to consider supported living arrangements to enable them to achieve their potential, by living independently with appropriate housing support, and thus prevent unnecessary admission into more institutionalised settings at a later stage in life.

The quarterly Adult Services returns to Welsh Government show a year on year increase in the number of people with learning disabilities where the Council have a statutory duty to provide care services. We are also aware from the same data submissions, that a high number of people with learning disabilities live within the family home, often until their parent(s) become elderly and are unable to care and support any longer.

The level of support provided via HSG to people with learning disabilities is high. Adult services are currently reviewing its supported living provision where it is envisaged services for joint care and housing related support will be tendered during mid to late 2022.

Identified gaps and issues within services for People with Learning Disabilities

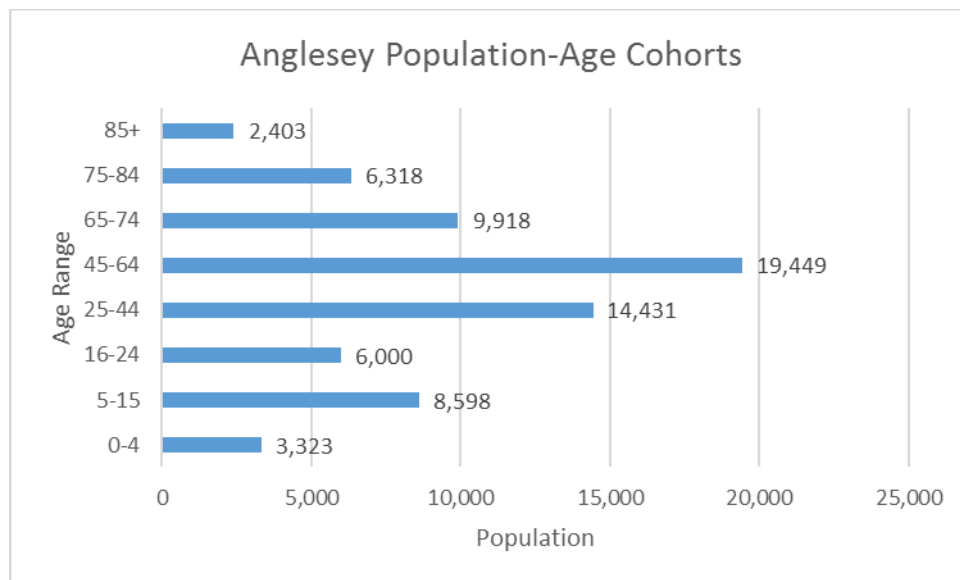
- Around half the people recognised with Learning Disabilities receive housing Support services (Welsh Government Social Services KPI's and HSG Spend Plan)
- There is a lack of purpose built appropriate single storey shared accommodation for people with learning disabilities. (IoACC Adult Services Document - Analysis of Current and Future Accomodation Provision Adult Social Care – Ynys Mon)
- There remains a disproportionate level of support which is capped at a maximum of 15 hours per person per week available to people with Learning Disabilities. This compares with a maximum of 5-8 hours for those with challenging needs who are chaotic, homeless or at risk of homelessness and who require the highest level of intervention other than 24/7 support within a hostel
- Housing Support Services is currently a high cost low volume within this client group
- People with Learning disabilities living within supported and shared accommodation will rarely move on into independent living
- The number of people with a Learning Disability who do not meet the statutory definition of Leaning Disability is high on Anglesey. There is therefore a need for continuous housing support to enable this client group to manage their tenancies

e) Older people with complex needs and long term conditions, including dementia

Anglesey has an ageing population with 18,639 (26.5%) aged 65 or over, of this age group those aged 85+ accounts for 3.4% of the population and 9% are aged between 75-84 and 14.1% aged 65 -74.

The 65+ age cohort is projected to increase from 30.3% to 31.6% by 2035. The life expectancy of males and female citizens on Anglesey are 78.5 and 83 years respectively. The projected increase in the 65+ age group and in particular the 85+ cohort is likely to place increased pressure on both the care and support sectors. People living to an older age require services such as social care, (including

personal care) require a range of accommodation options such as sheltered and extra care housing, adapted homes with level access showers etc via DFG, and admission to residential and nursing care home settings.



Our current peripatetic provision for older people (for those aged 55+ by Welsh Government) has the highest number of people receiving housing related support.

Identified Gaps and issues within services for Older People

- The number of older people requiring housing support services is likely to increase, given the projected demographic profile for the next 10 years
- The demographic profile of the Anglesey population suggests that there is a need to increase the range and supply of specific types of accommodation options available for older people

f) Autistic Spectrum Disorder

The Board reports Children and Adults with Autism Spectrum Disorder (ASD) report unmet needs in respect of:

- behavioural/emotional support;
- ASD specific issues and life skills; and,
- access to social and leisure services and opportunity in the community.

Although the Welsh Government's Housing Support Grant has a specific category for Autistic Spectrum Disorder this service user group is recorded locally under the People with Learning Disabilities category, where their IQ is less than 70. People on the Autistic Spectrum with an IQ of 70 or higher are supported via the generic service or under any other lead need should this take precedence over their ASD as a need e.g mental health, older people etc.

Identified Gaps and issues within services for People with Autistic Spectrum Disorders.

- There is no specific housing related support provision for people with autistic spectrum disorder associated needs

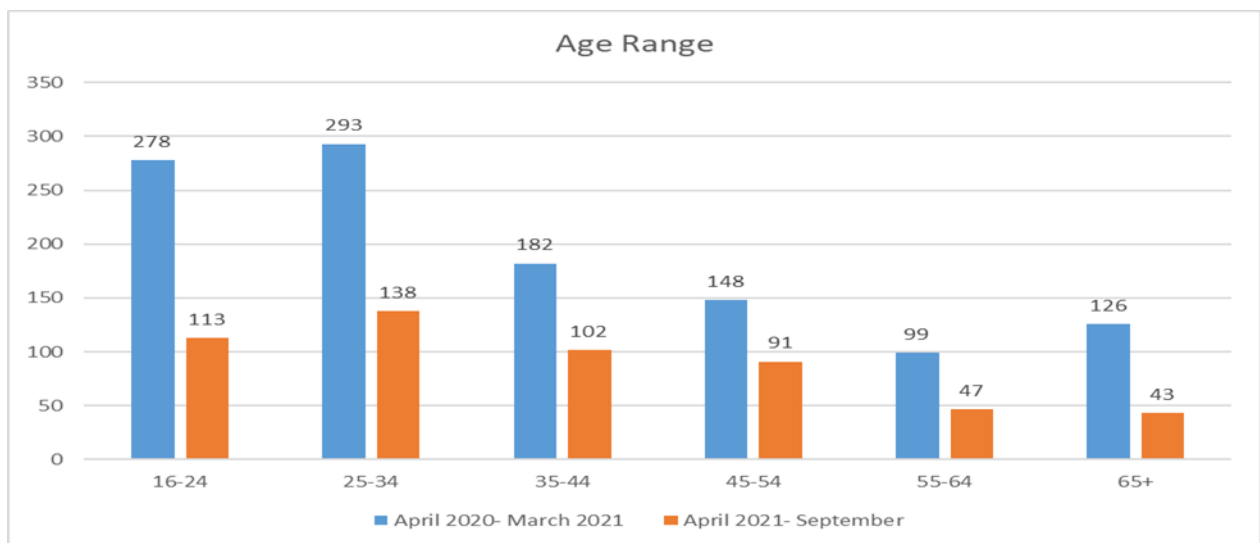
- There needs to be closer working and improved transition arrangements and planning from adolescence into adulthood with regard given to housing support provision

g) Children and young people

Anglesey has seen a decrease in the number of children and young people living on the Island since the turn of the millennium. Currently, Anglesey's 0-17 years population is as follows:

Age Group	Total per Age Group	% of Total 0-24 yrs population
0-4	3,323	18.5%
5-15	8,598	48.0%
16-24	6,000	33.5%
Total	17,921	100%

The 2018 -23 North Wales Needs Assessment focuses its attention primarily on children 0-15, whereas Housing Support does not have direct contact with any young person until the age of 16. The number of young people aged 16-19 years currently accessing housing support services is high. The graph below shows those aged 16-19 years accessing supported accommodation has increased compared to the previous year.



Referrals to Supported Accommodation

Age Range	April 2020- March 2021 %	April 2020- March 2021 number	March 2021- September 2021 %	March 2021- September 2021 Number
16- 24	24.6%	278	21%	113
25-34	26.0%	293	26%	138
35-44	16.1%	182	19%	102
45-54	13.1%	148	17%	91
55-65	8.8%	99	9%	47

65 +	11.2%	126	8%	43
total	1126		534	

It can be seen from the data above that young people aged 16-24 including those leaving care settings and requiring support and accommodation

Identified Gaps and issues within services for Young People (and in particular those classed as Young and Vulnerable 16-25).

- Evidence gathered from service reviews and 6 monthly monitoring reports has highlighted a lack of affordable properties within the private rented sector. This further compounded by affordability issues and shortfall between market rent and Local Housing Allowance rates which determines the allocation of housing benefit
- A lack of move-on properties which in turn contributes to the silting of hostel and designated supported accommodation for our young people who are homeless or at risk of homelessness
- Data provided by Digartref, the designated housing support provider for homeless and vulnerable young people indicates that nearly 1 in every 4 (23%) who require hostel support are from the LGBTQ+ community. This has at times created difficulties for some of these young people residing within hostels. There is a recognised need across North Wales that a gap exists in relation to LGBTQ+ young people who require housing related support and is recognised as a regional priority

h) Veterans

The North Wales Population Needs Assessment notes that all service providers should improve their identification of veterans and data on their use of services (especially NHS primary and secondary care and local council services).

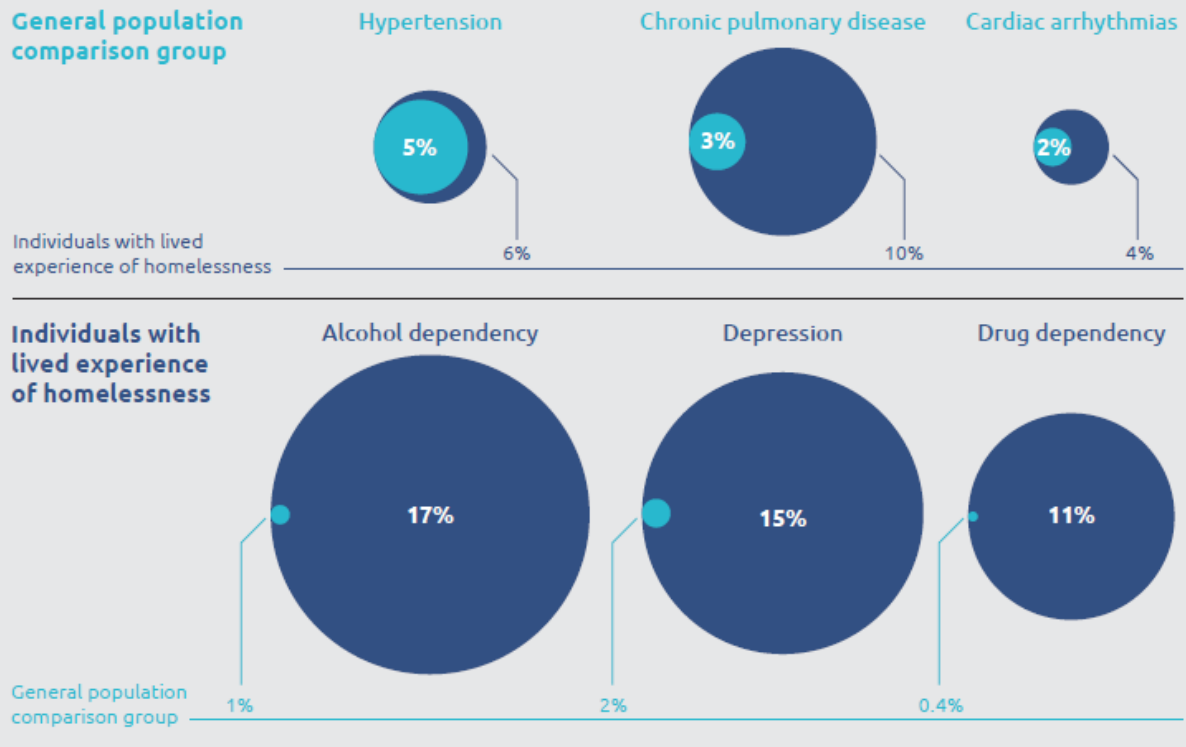
We do not commission bespoke provision for Veterans under HSG, instead referrals are made based on the lead need identified by the individual.

i) Health and Disability

Overall, 25,430 (39% of GP registered patients) patients have a chronic condition/illness on Anglesey according to NHS Wales (2019).

A report into the [Health of individuals with lived experience of homelessness in Wales, during the Covid -19 Pandemic by PHW](#) states that Individuals with lived experience of homelessness are more likely to be managing substance dependency and depression as well as more likely to be managing multiple long term health conditions compared to the general population groups.

Relative prevalence of the top 3 long term health conditions in homeless vs general population groups



i) Carers, including young carers

The North Wales Population Needs assessment concluded that

- Carers provide a crucial role in the provision of care and support, providing between 70% and 95% of care, saving £7.72 billion every year in Wales. There is therefore a case for developing and preparing services for carers first
- The number of carers in North Wales is increasing, particularly in north-west Wales
- People aged 50 to 64 are the most likely to provide unpaid care
- Half of all carers in North Wales are in employment: for carers in employment the support of their employer and colleagues is vital to helping them continue in their caring role

The Housing Support Grant delivers early intervention and prevention services to some of the most vulnerable people in our communities, outside the need for healthcare and personal care, some of whom will also have carers. Although there is no direct provision for carers delivered within the HSG Programme, there can be little doubt that carers in certain instances particularly within the older people and mental health service areas benefit from the delivery of housing related support.

j) Secure Estate

Secure estate includes prisons, approved premises, bail accommodation and youth detention accommodation. The Needs Assessment noted that

- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security
- The number of people held in prison has been increasing
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population

- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care
- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves

The Housing Support Grant has a key role to play in providing appropriate support, intervention and rehabilitation upon release from secure estate institutions and prevent reoffending where possible. This will continue to be a priority area via our Prison Pathway process.

Evidence shows that people leaving prison will have substance, mental health and other issues.

People with a history of offending

Home Office and data from the Probation Service suggests that the number of Anglesey people sentenced to a period of imprisonment or have a previous history of offending but not currently imprisoned has increased in recent years.

Identified Gaps and Issues in relation to People with a History of Offending

- In a report published the HM Prison and Probation Service the Accelerator Project Study at Berwyn Prison and will be considered as part of the RHSGC priorities going forward

Other Key Service User Groups

In addition to the vast majority of the identified priority areas within the North Wales Population Needs Assessment Housing Support Grant also provides targeted intervention for a number of other vulnerable service user groups, these being:

6. Generic Services

Referrals to Generic Services are mostly medium to high level housing support needs with those needs becoming more complex and resource intensive since the Pandemic.

From the SPoA data collected and analysed it is apparent that out of 1,660 referrals a total of 3,823 needs were recorded from 1.4.2020 to 30.9.2021. Therefore, it is reasonable to assume that each referral would contain 2.3 different needs at point of presentation. However, the actual scale of generic cases accounted for 20% (767) of all needs that have presented into SPoA over the past 18 months.

Based upon the increase in referrals within this service area, along with socio economic factors, such as the reduction in the Universal Credit Uplift, cessation of the Furlough scheme and poor job prospects, it is anticipated that this service area will remain a priority area in the short to medium term.

7. Substance Misuse

Our SPoA data suggests that we have seen a decrease in the number of people presenting with both drug and alcohol related needs since April 2021. Between 1st April 2020 and 31st March 2021, 123 presentations from people engaging in drug related misuse and a further 94 alcohol related needs were recorded. In comparison, both cohorts have dropped considerably since 1.4.21 with 46 drug related and 29 alcohol related.

However, according to service providers and other agencies such as Health, complexities such as dual diagnosis and co-occurring issues have become more prevalent since the pandemic, with a

strong correlation with mental health reported. Domestic abuse has also been highlighted as an issue co-occurring with substance misuse.

Providers have also feedback that substance misuse has increased amongst 16-25 year olds with also concern over the choice of substance has changed with individuals using different substances which they know little about.

8. Vulnerable Families

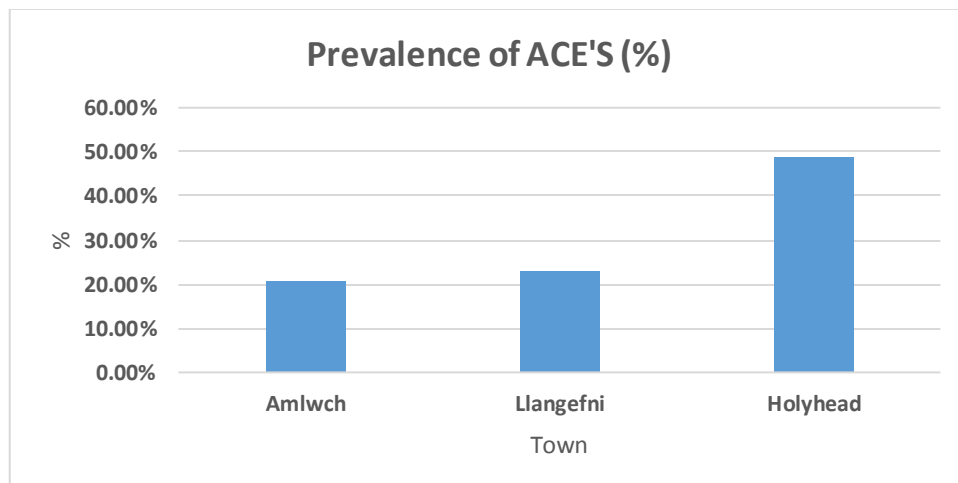
Historically, Housing Support Services have been associated with single people. However, recent presentations via our SPoA and Triage services indicate that there has been an increase in the number of families, both single parents and couples with children presenting. This is likely to increase further; given the current economic issues many face due to reductions in benefits, low income and potential evictions due to non-payment of rent or failure to meet increasing mortgage repayment.

In comparison to other services the number of units available for families is low and should the numbers increase further, this may be an area which will require increased provision in future.

9. Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences (ACEs) are potentially traumatic events that occur in childhood. ACEs can include violence, abuse, and growing up in a family with mental health or substance use problems. Toxic stress from ACEs can change brain development and affect how the body responds to stress. ACEs are linked to chronic health problems, mental illness, and substance misuse in adulthood.

The only available data on ACEs is a pilot study during 217/18 by NHS Wales who collected data from 3 towns via GP surgeries. The data below shows that in Amlwch 20.5% of people questioned had experienced and ACE where as Llangefni had 20.9% of participants, however Holyhead had a far higher number with a prevalence of 49%.



10. Regional Housing Support Priorities

The RHSCG is responsible for producing an annual statement, outlining what the regional priorities are for that year, which are:

1. Commission further LGBTQ+ provision for the region
2. Bespoke Mental Health and Housing Training to be commissioned
3. Explore the commissioning opportunity for further provision for males fleeing domestic abuse
4. Commission funding for dual-diagnosis (Mental Health and Substance Misuse) refuge for people fleeing domestic abuse.
 - a. The VAWDASV Board have been awarded funding and this priority has been actioned.
5. Part fund a regional hoarding service in collaboration with the Regional Hoarding Group.
6. Explore the opportunity to pilot Psychological Informed Environments approach.

This group are the forum instructed by the RHSCG to develop services where there is not a critical mass locally, develop regional services where justified by economies of scale and continue to develop and improve service delivery of the Housing Support Grant across North Wales.

11. Access to Lighthouse Services

The Lighthouse provides support from a day drop in centre in Holyhead, This project is funded via the Welsh Government Homeless Prevention Grant. There is an increase in the number of people accessing this service with 1/3 more requesting assistance when comparing data from 2019-20 and 2020-21. Many clients have complex needs and require a high level of support in finding accommodation.

12. Mediation and Counselling and Other Therapeutic Services

The provision of the Section 180 Homeless Prevention Grant direct from Welsh Government, currently funds the delivery of mediation services for all ages and has prevented the need for direct provision of either supported accommodation or floating support services. Likewise it has resulted in success stories for young people accommodated in emergency or supported accommodation to return home. Providers have recently feedback as part of a consultation process that demand for mediation has increased.

Covid-19 has caused increases in isolation and loneliness, less contact with friends and family which has affected both physical and mental wellbeing. Consequently we have witnessed an increase in the number of people who require therapeutic interventions such as counselling.

Although the Housing Support Grant cannot directly fund counselling or other forms of therapeutic interventions, providers are continuously highlighting the increasing numbers being referred or signposted for such interventions.

13. Key Housing and Homelessness Data

Our Draft Housing Strategy 2022-27, which is currently out to consultation, notes that the lack of affordable housing is having a detrimental impact upon individuals, families and communities.

Stats Wales shows that home ownership is the highest tenure type on the Island with those renting from a Social Landlord slightly higher than those renting privately. Renting from the private rented

sector is the only available option for some people who are unable to access social housing. Many landlords charge rent at a higher level than the Local Housing Allowance with households having to cover the difference and therefore have reduced levels of income to spend on bills and other costs.

Housing Need, Demand and Priorities

Information provided in this section sets out the housing need data for the Island, and is correct as of July 2021.

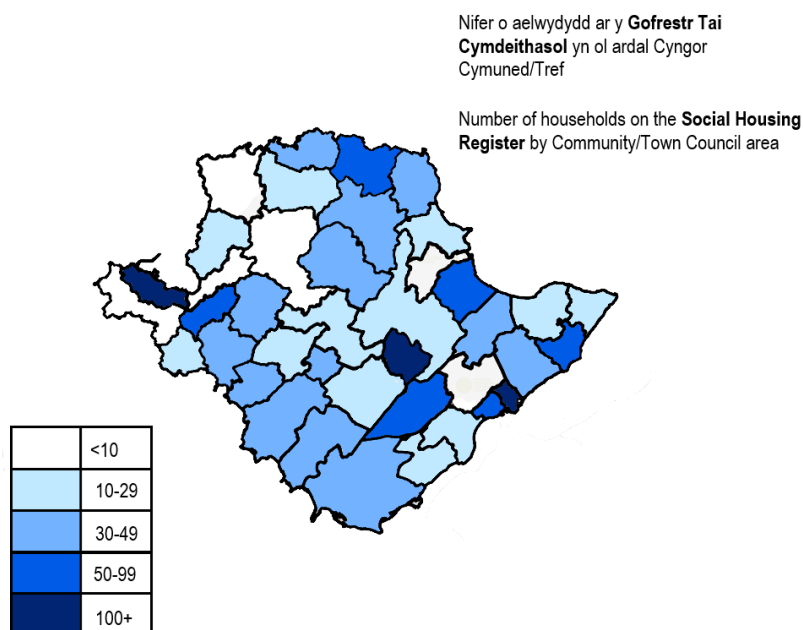
Social Housing Register Information:

Based on information as at July, 2021 there were 408 applicants on the Social Housing Register with the majority requiring 1 and 2 bedroomed general needs and older person’s properties.

	1 bed	2 bed	3 bed	4+ bed	TOTAL
General Needs	85	74	33	43	235
Older Person’s Accommodation	136	32	4	1	173
TOTAL	221	106	37	44	408
%	54%	26%	9%	11%	

Social Housing Register Waiting List by type and number of bedrooms required

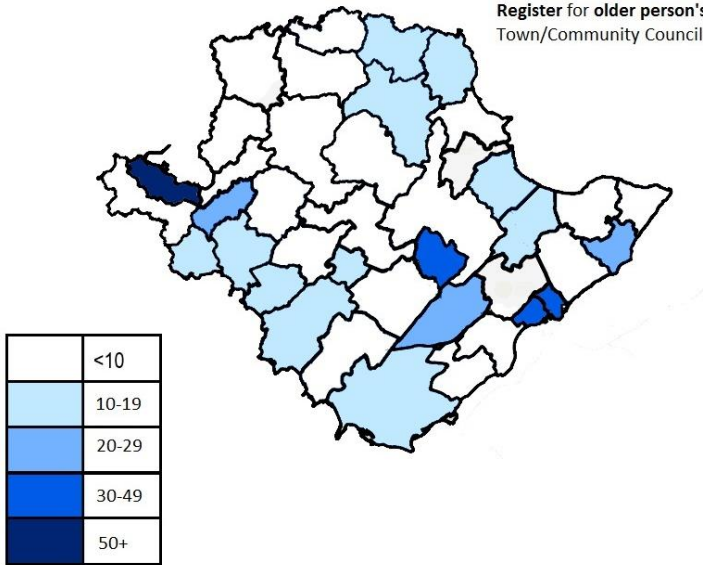
The demand for social housing can be seen in the map below, with demand being highest in Holyhead, Llangefni, Menai Bridge, Llanfairpwll, Amlwch, Valley, Llanfair ME, Llanfihangel Ysgeifiog and Beaumaris. Please note that some applicants are on the waiting lists of more than one area.



The demand for older person’s social rented accommodation can be seen in the map below with Holyhead, Llangefni, Llanfairpwll and Menai Bridge also being the most popular choice.

Nifer o aelwydydd ar y **Gofrestr Tai Cymdeithasol** ar gyfer **llety pobl hŷn** yn ol ardal Cyngor Cymuned/Tref.

Number of households on the **Social Housing Register** for **older person's accommodation** by Town/Community Council area.



Tai Teg Affordable Housing Register Information:

Tai Teg is an on line housing register for people with an interest in low cost home ownership. Tai Teg has a multi-agency partnership approach, consisting of all the North and Mid Wales Local Authorities, Snowdonia National Park and six Housing Associations.

There are currently 311 applicants on the Tai Teg Affordable Housing Register, with the majority requiring 2 and 3 bedroomed intermediate rent and affordable properties to purchase. Please note some applicants are eligible for more than one of the options – rent, purchase and self-build.

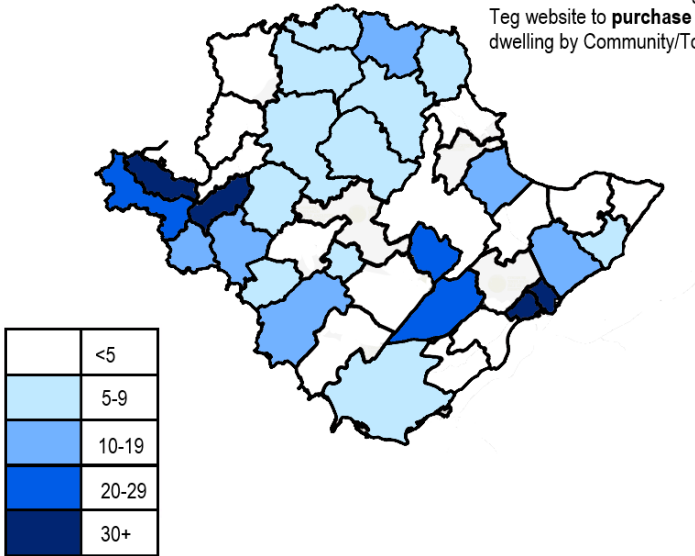
	Did not specify	1 bed	2 bed	3 bed	4+ bed	TOTAL
Rent	7	6	81	89	11	194
Purchase	9	4	71	95	11	190
Self-build	0	1	6	5	2	14
TOTAL	13	7	125	150	16	311
%	4%	2%	40%	48%	5%	

Tai Teg Affordable Housing Register applicants by tenure and number of bedrooms required

The map below shows which areas applicants on the Tai Teg register wish to purchase affordable properties, with demand being seen highest in Caergybi, Valley, Menai Bridge, Llanfairpwll, Trearddur Bay, Llangefni and Llanfihangel Ysgeifiog.

Nifer o aelwydydd wedi cofrestru ar wefan Tai Teg ar gyfer **prynnu** ty fforddiadwy yn ol ardal Cyngor Cymuned/Tref

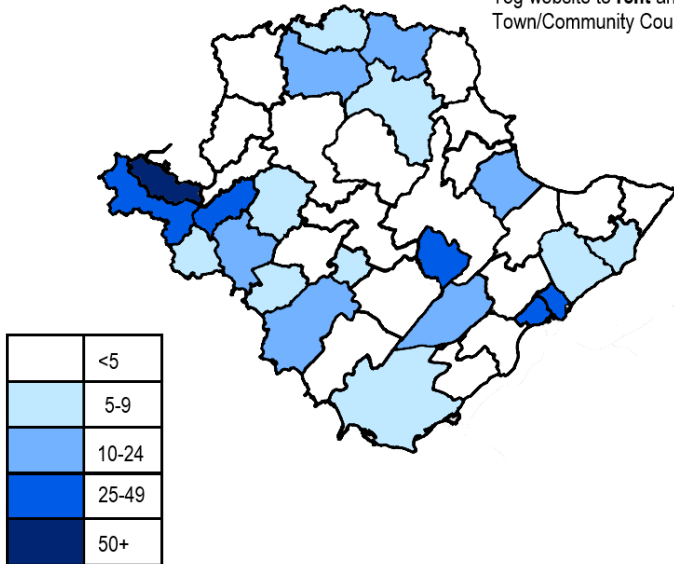
Number of households registered on the Tai Teg website to **purchase** an affordable dwelling by Community/Town Council area



The map below shows that the demand for intermediate rental properties is highest in Holyhead, Valley, Trearddur Bay, Llangefni, Menai Bridge and Llanfairpwll.

Nifer o aelwydydd wedi cofrestru ar wefan Tai Teg ar gyfer **rhentu** ty fforddiadwy yn ol ardal Cyngor Cymuned/Tref

Number of households registered on the Tai Teg website to **rent** an affordable dwelling by Town/Community Council area



14. Affordability

Research by the [Bevan Foundation in 2021](#) has revealed that many Welsh households are struggling to find a home and pay their rent because of shortfalls in Local Housing Allowance (LHA) .

The LHA is the maximum amount that people renting their home from a private landlord are able to claim from Housing Benefit or the housing element of Universal Credit. The LHA is designed to provide people with enough support to afford the cheapest 30 per cent of housing in an area, adjusted for household composition. Research on the 10 Welsh local authorities (Anglesey is included within the North West Wales Broad Rental Market Area (BRMA)) has unearthed that this is far from the mark.

Over the Summer of 2021 the LHA rate only covered the cost of rent in full of 4.8 per cent of homes advertised on the market across 10 Welsh local authorities. With so little choice on the market low income households are faced with a choice of moving into accommodation that they struggle to afford, moving into low quality housing or risk homelessness.

On average, there is a gap of £133.53 a month between the LHA rate and the cheapest thirty per cent of advertised rents for shared accommodation, and a gap of £308.71 for four-bedroom homes.

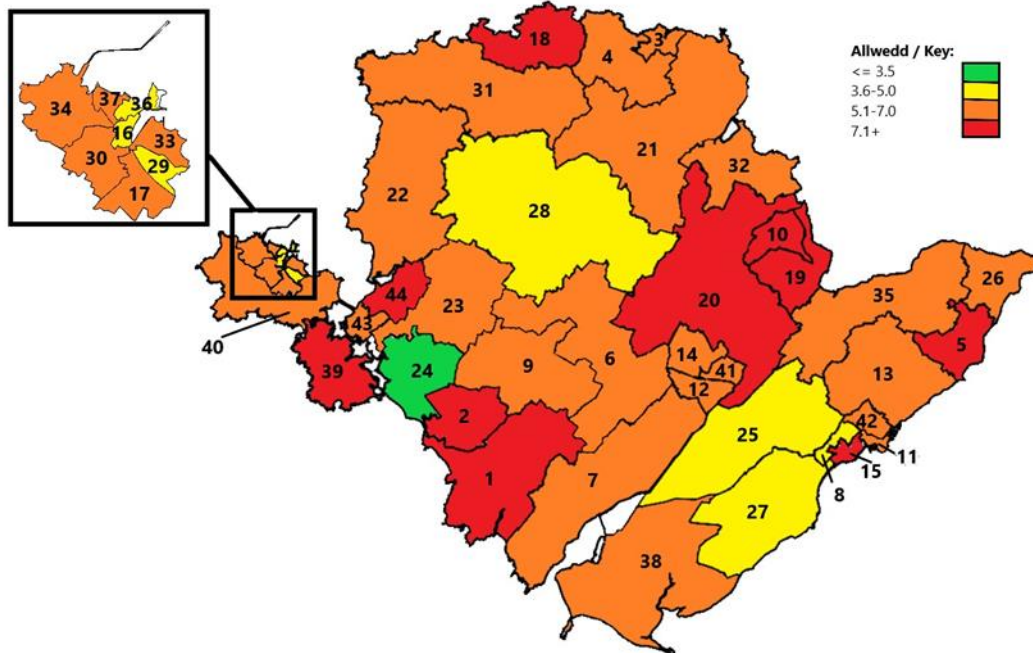
This problem is made worse by the actions of some landlords who require tenants to have multiple references, raise excessive deposits or have minimum income requirements for prospective tenants. These requirements effectively act as a barrier to homes for people who receive help with their housing costs from Housing Benefit or Universal Credit. When accommodation with these kinds of barriers are taken into account, only 2.7 per cent of homes that were advertised on the market this summer were available to low-income renters.

There are concerns that the situation could deteriorate further with the LHA rate having been frozen at 2020/21 levels. This could lead to the proportion of homes fully covered by the LHA rate reducing further, putting extra pressure on house holds during what is set to be challenging times ahead for many households.

The LHA rates for Anglesey based on the number of bedrooms within properties can be seen in the table below. (IoACCHB Section)

Local Housing Allowance Rates	Shared Accommodation	1 Bedroom Property	2 Bedroom Property	3 Bedroom Property	4 bedroom Property
North West Wales (BRMA)	£75.00	£80.55	£103.56	£120.82	£149.59

Income Mean Average Comparison against Housing Prices Mean Average



Beaumaris is the least affordable area on the Island, with an income price comparison of 9.1, meaning that a household with an intermediate income would be required to pay £158,691 in order to reduce the mortgage comparison to an affordable level.

Llanfair-yn-Neubwll 2 is the only areas on the Island with an income comparison to price which is under 3.5 (2.8).

The ability to afford ownership of property on Anglesey remains a challenge to many households.

15. Homelessness Review

Review (November 2021):

Background

It is important to conduct a review of our current homelessness services, in order to identify the issues that will need addressing through the Housing Support Grant and Homelessness Strategy. As a result a light desktop review was conducted, using reports and surveys produced during the last year, which identified a number of recurring issues such as an increase in staff workload, increase in the complexity of homelessness cases and a lack of accommodation. A full summary of the issues and good practise identified can be seen below.

Recurring issues/themes:

- Increase in demand for homelessness service, and consequently increased case workload for staff.
- Lack of accommodation:
 - Lack of temporary accommodation
 - Lack of one bedroom social rented accommodation
 - Lack of affordable private rented sector accommodation
- Increase in the complexity of homelessness cases, in particular mental health, substance misuse and domestic abuse. Need to ensure staff have the right training to deal with these issues, and that the right Support Services are available to support service users.
- A need for individuals to be able to choose how they complete a homelessness assessment i.e. face-to-face, over the phone or via video link
- A large number of service users accessing homelessness services who were not aware of the support available and how to access services. Need to promote these messages.

Workload and Wellbeing: an insight into the experience of operational staff during Covid-19

(Elin Howard and Joy Williams, The Housing Support Network, October 2021)

- Increased caseload due to Covid-19
 - 90.9% of staff surveyed stated that their caseload had gone up during Covid-19 period
 - A number of staff said their caseloads were in excess of 100 and that their caseload had doubled or even 3 times what it should be.
- Change in legislation
 - Change to priority need caused a large increase in homelessness applications
 - Service users who previously had their duty discharged for 'intentionally losing their interim accommodation' were able to reapply for help. These cases were often more challenging and therefore remained open for longer periods having a further impact on rising caseloads.
- Lockdown
 - Increase in relationship breakdowns and reports of domestic abuse, resulting in more homelessness presentations.

- Financial impact of Covid-19 such as job loss and furlough contributing to increase in homelessness presentations.
- **Lack of accommodation**
 - Staff unable to discharge duty by finding settled accommodation, which contributed to increased caseloads.
 - **Temporary accommodation described as ‘extremely scarce’**
 - **Lack of social housing – particularly one bedroom accommodation**
 - **Less availability of PRS accommodation** – landlords selling due to increasing property prices and stamp duty break. Available PRS properties not affordable to service users reliant on LHA/
- **Increase in complexity of cases**
 - 62.4% of staff said the nature of most cases they deal with had changed over past 18 months – increase in complexity of cases, particularly in relation to **serious mental health conditions and substance misuse**.
 - **Staff expressing concern about not being medically trained to provide service users with the best mental health support**
 - **More ‘high risk’ service users** – more issues within temporary accommodation, and consequently increased workload.
 - **Increase in number of presentations due to domestic violence.**
 - **Increase in the number of single people, particularly single men, presenting as homelessness**
- Caseload Management
 - 53.7% staff saying their caseload was manageable – support within their teams and from managers a big part of this.
 - **Moving from face-to-face interviews to phone call applications** enabled staff to manage a larger caseload.
 - Staff who felt their caseloads were not manageable **only able to complete reactive or crisis management work rather than working preventatively and offering advice and solutions.**
 - Most staff noted a caseload between 10-40 cases would be ideal
- Providing an effective service
 - 53.4% of staff felt they were able to deliver an effective service
 - Support from colleagues, managers and teams played a big role
 - Good training and experience of housing legislation
 - Additional funding from Welsh Government providing extra homelessness officer, triage officer and move on officer
 - Barriers include high caseload, lack of PRS accommodation and temporary accommodation.
- Staff Wellbeing
 - 88.9% of staff surveyed said that they were able to access support, with 71% saying that the support was sufficient.

An Analysis of North Wales Prevention Services in North Wales (October 2021) – Summary of Laura Patterson’s report

What worked well and what didn’t during the pandemic:

- **New methods were introduced to carry out homelessness assessments**

- LAs were recognised for providing excellent leadership to staff and key stakeholders
- Innovative solutions to sourcing high numbers of accommodation (such as bunkabins)
- Workforce had right skills and knowledge
- Officers adjusted well to homeworking
- Partnership working to ensure services were delivered to new and existing customers without disruption
- Regional collaboration.

Current challenges:

- **Increase in demand** and the impact on the quality of service being delivered.
- Increase in demand and impact on staff wellbeing.
- Increase in demand in general.
- **Low supply of permanent, temporary and move-on accommodation.**
- **Change in support needs**, including an increase in domestic abuse cases
- New clients accessing service, who are **unaware of the support available** and how to access services.
- The availability of skilled workers in the labour market.

Anglesey Service User Responses to HSG Strategy:

- **27 respondents (out of 57) did not know where to go for help.** 47%. Percentage higher for Anglesey than any other North Wales Authority.
- Suggestions on improving publicity include advertising through other providers or at the council, Citizens advice bureau and the job centre, Holyhead Day Centre (Lighthouse), local college, posters, internet.
- **51 service users would like to continue receiving support face-to-face, 30 over the phone and 10 via virtual calls.**
- **Only 12 respondents (out of 57) said that they can afford current rental prices**

Provider HSG Questionnaire Responses

- 11 out of 13 respondents stated that there is **an increase in complex cases resulting in crisis interventions.**
- A number of providers stated that the LA **should prioritise supplying suitable accommodation.**

Homelessness

Single person household is the highest presenting household for Housing Support Services. The table below provides a breakdown of household composition.

Household Composition	Total Number 2020/21 1.4.2020 - 31.3.2021	Total Number 2021/22 (1.4.2021 to 1.12.2021)	% 2020/21	% 2021/22
Single Person No Children	665	441	59.1%	61.3%
Single Person with no Children but Dependent Adult over 16 yrs)	27	15	2.4%	2.1%

Single Person with Children	236	163	21.0%	22.7%
Couples no children	113	52	10%	7.2%
Couples with Children	55	40	4.9%	5.6%
Couple with no children but dependent adult (over 16)	25	6	2.2%	0.8%
Couple with children and dependent adult (over 16)	5	2	0.4%	0.3%
Total	1126	719	100%	100%

The number of single, single parent or those with a dependent adult/s households accessing housing support services is extremely high, with the most recent data showing the percentage of all referrals received since 1.4.21 to be 86.1% compared to 82.5% for the full previous financial year.

16. Prevention of Homelessness

There is a decrease in the number of households assessed as being threatened with homelessness in 2020-21 within 56 days compared to 2019-20 (57 and 153 respectively) this is similar to the all Wales average.

During 2020-21 homelessness was successfully prevented for at least 6 months in 55% of cases compared to 58% the previous year. The total for Wales is 65%.

Year	Households threatened with Homelessness within in 56 days -Number (Section 66)	Households threatened with Homelessness within in 56 days -Rate per 10,000 households (Section 66)	Households successfully prevented from Homelessness – Number (Section 66)	Households successfully prevented from Homelessness – Percentage (%) (section 66)	Households successfully prevented from Homelessness – Rate per 10,000 households (Section 66)
2019-20	153	49	87	58	28
2020-21	57	19	33	55	10

Prevention of Homelessness by Area and Measure (Section 66) (gov.wales)

Relief of Homelessness by Area and Measure (Section 73)

There is an 8.7% decrease in the number of households assessed as being homeless and owed a duty to secure accommodation in 2020-21 compared to 2019-20. The national trend is an increased number for those owed a Section 73 duty.

Year	Households assessed as	Households assessed as	Households successfully	Households successfully	Households successfully

	homeless and owed duty to secure - Number (Section 73)	homeless and owed duty to secure – Rate per 10,000 households (Section 73)	relieved from Homelessness – Number (Section 73)	relieved from Homelessness – Percentage (%) (Section 73)	relieved from Homelessness - Rate per 10,000 households (Section 73)
2019-20	309	99	135	44	43
2020-21	282	90	138	49	44

Relief of Homelessness by Area and Measure (Section 73) (gov.wales)

Households eligible for homelessness assistance and in priority need by Area and Measure (Section 75)

There was an 8% increase in households being eligible, unintentionally homeless and in priority need and owed a duty for accommodation in 2020-21 compared to 2019-20. This compares to an increase of 24% nationally.

Year	Households unintentionally homeless and in priority need - Number (Section 75)	Households unintentionally homeless and in priority need - Rate per 10,000 households (Section 75)	Households positively discharged - Number (Section 75)	Households positively discharged from Homelessness - Percentage (%) (Section 75)	Households positively discharged from Homelessness - Rate per 10,000 households (Section 75)
2019-20	9	0	3	50	0
2020-21	36	11	18	54	6

Households eligible for homelessness assistance and in priority need by Area and Measure (Section 75) (gov.wales)

Rough Sleepers

An annual account takes place but has been postponed for the last two years. The last information for Anglesey is as follows.

2019-20

Total count of rough sleepers	Total number of emergency bed spaces	Number which were available on the night of the count	Estimated number of rough sleepers
1	0	0	5

National Rough Sleeper Count, Welsh Government

Households for which assistance has been provided by outcome and household type

When comparing the data for 2020-21 and 2019-2020 single households continue to be highest household type approaching Housing Services for assistance.

There was a higher number of outcomes for those eligible, threatened with homelessness, prevention assistance provided under S66 in 2019-20 compare to 2020-21.

There was a reduction in the number of eligible households, homeless but not in priority need in 2020-21, a total of 3 compared to 15 in 2019-20.

Prevention / relief was given to a 189 households in 2020-21 compared to 228 households in 2019-20

The impact of the COVID-19 pandemic can be seen in the figure below with an additional 63 decisions made in the year running April 2020 – March 2021 on homelessness applications to the year before. Furthermore, an additional 27 households were eligible for priority need housing and the number of households in temporary accommodation rose by 28 from the previous year to 48 households.

	Reference to the data item	April 2019 - March 2020 data	April 2020 - March 2021 data	Difference between the two years
		a	b	
Total decisions	Table 1, Row 6, Column h	593	656	63
Total number of households eligible, unintentionally homeless and in priority need	Table 1, Row 5c i), Column h	8	35	27
Total number of homeless households temporarily accommodated by your authority at the end of the year	Table 6, Row 11 (Total), Column g	28	48	20

Temporary Accommodation

There were 48 households in temporary accommodation at 31 March 2021 compare to 27 at 31 March 2020 and compared to 12 in 2019 and 15 in 2018. Nationally, there is an increase of 60% of households placed in temporary accommodation, this is the highest figure recorded since the introduction of the current legislation in April 2015.

Information on the number of applications received for 2019-20 and 2020-21 shows a very high number of young adults who present requiring support under the age of 25 further supporting the issues facing young people on the Island.

17. Deprivation Data

Data gathered from the Welsh Index of Multiple Deprivation, 2019 enables clear profiles of local wards within counties and constituencies and comparisons of geographical areas across localities and nationwide.

Firstly, income domain data shows that the vast majority of Anglesey is in the least deprived 50% in Wales, with rural areas in the centre and South East in the least deprived income areas in Wales. Further West local wards begin to move into the 20-30% most deprived local areas based upon income according to the WIMD 2019 (Welsh Index of Multiple Deprivation).

Within the two largest towns on the Island there is an increase in deprivation with the town of Holyhead falling into the 10-20% most deprived areas based on income. Furthermore, Llangefni in the centre of the island is within the 10% most deprived in the country on income domain.

Secondly, it may be reasonable to assume that there is clear correlation between income deprivations in local wards and employment deprivations on Anglesey. The image below shows how comparisons can be drawn from the two domains. The main measures used for employment domain is the number of applications for job seekers allowance and number of individuals within a ward on universal credit.

Wards and communities in the central and eastern Anglesey rank in the 50% least deprived areas in Wales, correlating with the data for income domain with wards within 50% least deprived in one, also within the 50% least deprived in the other. Wards towards the west falling into the 30-50% most deprived as was the income domain at 20-30% in the same ward areas. In addition, the most deprived town (Llangefni) is ranked as 10-20% most deprived in the country, correlating with the town ranking in the 10% most deprived for income.

The WIMD shows levels of deprivation in education domain for each local authority in Wales, for Anglesey the majority of wards in the constituency are in the 50% least deprived, once gain wards on the west of the island are falling into 30-50% most deprived. The two areas which are ranked in the 10% most deprived in Wales are Llangefni and Beaumaris region showing high levels of deprivation in education.

Access to services domain relate to a type of service such as food shop or school. Each indicator measures an average return travel time (in minutes) from residential dwellings to the nearest service, by public and private transport. Public transport includes travel by public bus, public train, foot, and national coach. Private transport is considered to be transport by private car. The final indicator is the ability of homes or businesses to install broadband of a speed of 30mbs into dwellings in local areas.

For Anglesey, there are several rural areas which are ranked to be in the most deprived (10% most deprived) in terms of access to services, furthermore wards to the south of the Island are ranked within 10-20% most deprived. The least deprived areas are surrounding the most populated towns and villages such as Holyhead, Llangefni, Beaumaris and Amlwch are categorised in the least deprived 50% in the 2019 WIMD.

Deprivation in the housing domain was measured between two factors which were likelihood of poor quality housing and overcrowding in specific wards. It measures the likelihood of housing being in disrepair or containing serious hazards for example, risk of falls or cold homes with no heating or insulation. In addition overcrowding is based upon the percentage of people living in overcrowded households.

For Anglesey, two wards in the south of the Island (Bodorgan and Newborough area) rank in the 10% most deprived regions for housing. Furthermore, wards to the North West show high levels of deprivation also being in the 10-20% most deprived local areas nationwide.

Other Key Data

18. Single Point of Access Gateway to Housing Related Support Services

Our Single Point of Access Gateway Service to Housing Support Services has been established since October 2017. The Pathway's main role is to check suitability and eligibility for Housing Related Support Services and direct the referral to the most appropriate provider, in accordance with the identified lead need at the time of presentation. It should however be noted, that once assigned to a designated provider, lead need can sometimes change, once the relationship between the service user and provider develops and trust is built.

Over the past two and a half years the number of referrals presented to the SPoA has been as follows.

Year	Total Presentations	New Presentations	Repeat Presentations
2021/22 *	534	345	189
2020/21	1126	799	327
2019/20	1057	910	147

*data for 2021/22 id from 1.4.21 to 30.9.2021, whereas the comparative data for 2019/20 and 2020/21 are both for full 12 month periods.

Whilst the total numbers presenting for housing support are relatively consistent between 1.4.19 and 30.9.2021, there has been a considerable increase in the number of representations since 1.4..21, with projections showing this is likely to continue during the current year, and will have more than doubled since 2019/20. Nearly 2 out of every 3 presentations for Housing Support services are from females

	April 2020- March 2021		March 2021- September		Combined %
Support Needs	407	36.14%	205	38%	40.66%
Accommodation Needs	160	14.2%	70	13%	13.85%
Both	559	49.6%	259	49%	49.27%
	1126		534		1660

As can be seen from the above table, the requirement for direct housing support needs, accommodation needs or a combination of both have remained consistent since April 2020.

Need levels

Support Need	% of All Recorded Needs	Total Number of Cases
Mental Health	20.84%	791
Generic	20.06%	767
Homelessness	15.51%	593
Domestic Abuse	11.79%	451
Vulnerable Young Person	6.69%	256
Total	78.89%	2858

Our Single Point of Access data, is seen as one of our most reliable and robust resource when analysing need levels across our diverse range of service user groups. The above table lists the 5 service user groups who have accounted for the vast majority of presentations for Housing Related Support, between 1st April 2020 and 30th Sept 2021. These five groups have accounted for 78.9% of all needs during this period. Mental Health and Generic needs were the two highest at 21% and 20% respectively.

It is clear from the SPoA generated data Analysis that the highest number of referrals for housing support, remain consistently within the largest populated towns of Holyhead, Llangefni and Amlwch which happen to be the location of the most deprived areas as per WMID data. Presentations from smaller villages, particularly from rural settings tend to fluctuate from one year to the next, and it is therefore difficult to draw quantifiable conclusions on geographical locations outside of the larger towns.

19. Local Service User/ Stakeholder Consultation (Your Service Your Say)

The Isle of Anglesey Housing Support Commissioning Team have long established and robust processes in place to gauge the opinion of service users and key stakeholders on service delivery feedback to help inform continuous service improvement and development.

The on-line service user questionnaire 'Your Services Your Say' is available for access on a 24/7 basis, and is evaluated on an annual basis. We have over the years received powerful messages from service users regarding the provision of Housing Support Services, the majority of which have highlighted the undoubted value of the support received.

In answer to the question, where would you have been now if it wasn't for this support; some of the responses have included:

- I have very limited mobility and am confined to my home most of the time. My support provider helped me get a health support package in place. Without this I would not be able to live independently in my home at all.
- I do not know if I would've had the support or known to apply for a DHP to help cover the cost of the first months' rent and deposit to help me secure my new home
- I think I have come a long way since receiving support from this service. I can go out if I need to now and mix with other people
- Been sitting in the middle of room crying not knowing what do.
- I would still be in a bad place and unsafe for my children
- I've been lucky to get where I am with the support as I've just had the new house. first time in a while I've looked forward to something
- I think I'd be on the street or a mental home, I don't know where I would be.
- Six foot under, I would have taken an overdose.

- Would have lost my way a long time ago without this. I would have had mental health issues.
- Worse off, hungry, homeless
- Would still be in the same situation I would not have learnt about the domestic abuse and not identified that I was being abused.
- I wouldn't have survived.

Likewise, when asked about how the service could be improved, responses have on the whole, been very positive. However, suggestions for improvement have included:

- It's hard to move on from being in supported accommodation due to lack of housing and lack of options. It is also really hard to work full time due to the price of the rent in supported accommodation. I feel that working has helped me but I would like to work more only I can't afford to pay the rent. Not much incentive for us to find work it feels pointless due to the price.
- Being able to work while being supported, really hard to find work and pay the rent, it's ridiculously expensive if you want to work so then feel that you can't afford to work.
- Counselling and mental health drop in services.
- More mental health support is needed in the community on top of this service
- No, the service has been brilliant especially during the Covid Pandemic.
- If there were more houses available but I know the mental health team can't make this happen.
- No, I think everything works well, I don't get let down on a weekly basis with false promises
- You can't improve on perfect. Before I wasn't sleeping now I sleep peacefully because of the support. You need to understand how important this service is to me
- Being able to have the support longer than 2 years.

20. Regional Service User and Service Provider Questionnaire

Two recent Regional Questionnaires were developed for separate completion by Service Users and Commissioned Service Providers. A total of 57 service users that responded, of which 42 were receiving floating support style service, and 15 service users were receiving support in a supported housing accommodation. 38 (67%) service users from the 57 who completed the survey, identified that issues with public transport negatively impacted upon their ability to access support.

Opinions on the quality of available accommodation were also divided with 6 describing it as excellent, 26 as good, 17 as satisfactory, 6 as poor and 2 as very poor. 14% of service users therefore described the standard of available accommodation as being unsatisfactory.

A total of 22 (39.6%) of Anglesey based service users claimed that rental prices were unaffordable, with a further 23 (40.4%) saying that they could only maybe afford them whilst only 12 (21.1%) claimed they were affordable.

All 11 commissioned service providers responded to the questionnaire. In general providers shared positive feedback and noted concerns around:

- The lack of suitable accommodation for offering settled properties as well as a shortage of affordable available and in some cases properties for move-on
- Staff recruitment and retention was also noted as a major concern
- An increase of mental health related needs amongst service users presenting post Covid.

Statement of Need

1. Introduction

Welsh Government guidance states that Local Authorities should produce a Statement of Need based on findings from the Needs Assessment. The statement should set out the current and future demands, and should include regional needs where the needs are met by the Local Authority. The statement should also set out how statutory needs identified will be met through the discharge of statutory duties.

2. Key findings

Our Needs Assessment has found the following:

- National research shows that a person is at risk of homelessness due poverty, macro and micro labour and market conditions and personal and social support provision and ability to cope with a crisis will have an impact on homelessness
- Homelessness and trauma are clearly linked with 85% of those in touch with criminal justice, substance misuse and homelessness services have experienced trauma as children
- If a person becomes homeless their physical and mental health will suffer

The recent [Crisis Homelessness Monitor for Wales, 2021](#) report shows that homelessness will increase in the short term due to impact of Covid and economic issues. The following issues have been highlighted within our Needs Assessment or Housing Strategy 2022-27:-

- The years preceding the COVID-19 pandemic saw temporary accommodation placements on a sustained upward trend, with total placements rising by 24% between 2016 and 2020. A much sharper increase seen during 2020/21 reflects the Welsh Government's emergency housing programme to provide safe accommodation for those at risk of sleeping rough during the pandemic
- Local Housing Allowance shortfalls and competition from the demand for holiday lets have been exacerbated by the pandemic
- Crisis interventions by LAs are continuing to increase with a sharp increase in Section 75s as well as an increase in actions to assist applicants under S66 (prevention assistance) and S73 (relief assistance)
- Consistent with the pattern of responses on the changing scale of homelessness demand, many participants reported that the balance between families and single people had significantly shifted in 2020/21
- For most authorities discharging duty via the PRS had become very difficult
- Across Wales, it was less often reported as difficult to access social tenancies for homeless people by comparison with attempting to make placements in private rented housing
- Another longstanding measure of homelessness is the population of homeless people placed in TA by LAs in the course of the homelessness assessment and rehousing process.
- There will be an increase in the Core Homelessness Households until 2023 with a higher level of homelessness presentations than currently from 2023 onwards

Information from our Statutory Assessments, Homeless Prevention Fund and Support Providers shows that for Housing Support Services:

- It is generally accepted by specialist service providers and the Police as well as being documented by local and national media that the actual level of domestic abuse was under-reported during the lockdown periods. Many families were restricted to their properties and opportunities to report episodes of abuse and repeat incidents were considerably reduced, therefore resulting in increased un-met need

- There is an identified gap in provision for victims of sexual abuse on the Island, and consideration should be given to the provision for funding to the specialist provider in this area, which is independent of the more traditional type of VAWDASV services currently delivered
- There is an increase in high level needs within mental health support services
- There is an increase in the number of people who are at risk of suicide and self harm
- Around half the people recognised with Learning Disabilities receive housing Support services (Welsh Government Social Services KPI's and HSG Spend Plan)
- There remains a disproportionate level of support which is capped at a maximum of 15 hours per person per week available to people with Learning Disabilities. This compares with a maximum of 5-8 hours for those with challenging needs who are chaotic, homeless or at risk of homelessness and who require the highest level of intervention other than 24/7 support within a hostel type environment
- Housing Support Services is currently a high cost low volume within Learning Disabilities client group
- The number of people with a Learning Disability who do not meet the statutory definition of Learning Disability is high on Anglesey. There is therefore a need for continuous housing support to enable this client group to manage their tenancies
- The number of older people requiring housing support services is likely to increase, given the projected demographic profile for the next 10 years
- The demographic profile of the Anglesey population suggests that there is a need to increase the range and supply of specific types of accommodation options available for older people
- There is no specific housing related support provision for people with autistic spectrum disorder associated needs
- There needs to be closer working and improved transition arrangements and planning from adolescence into adulthood with regard given to housing support provision
- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security
- The number of people held in prison has been increasing
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population
- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care
- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves
- The report published the HM Prison and Probation Service the Accelerator Project Study at Berwyn Prison will be considered as part of the RHSGC priorities going forward
- Re-presentations within Homelessness and Housing Support Services has increased
- Cases presenting for Housing Support Services appear to have increasing multiple complex needs and risk factors

In response to a consultation questionnaire shared across the North Wales Region, service providers noted the following issues on Anglesey:

- There is an increase in people wanting to access counselling and other therapies, which HSG is unable to fund
- Covid-19 has caused increases in isolation and loneliness, less contact with friends and family which has affected both physical and mental wellbeing. Service delivery has had to change, being more innovative in how support is carried out due to social distancing, mask wearing etc, can affect service users

- There is an increase in the number of people accessing Digartref's Lighthouse service with 1/3 more requesting assistance when comparing data from 2019-20 and 2020-21. Many clients have complex needs and require a high level of support in finding accommodation.
- There has been a rise in referrals for Mediation
- Increased episodes of anxiety, increases in self-harm, threats of suicide, isolation and loneliness. Those in own accommodation or self-contained temporary accommodation are more reluctant to engage, possibly due to past social distancing measures, feeling unsafe etc.
- Our SPoA analysis shows nearly 2 out of every 3 presentations for Housing Support services are from females
- The number of single, single parent or those with a dependent adult/s households accessing housing support services is extremely high, with the most recent data showing the percentage of all referrals received since 1.4.21 to be 86.1% compared to 82.5% for the full previous financial year
- Presentations from families including single and two parent households have increased since the removal of the embargo upon evictions, previously imposed by Welsh Government.
- Mental Health, Generic, Homelessness, Domestic Abuse and Young Vulnerable People account for 78.89% of all needs upon presentation to SPoA
- There has been a substantial increase in the number of people who claim to have high level mental health needs when presenting via our SPOA/ Triage Gateway.
- Incidents of co-occurring needs or dual diagnosis are on the increase with substance misuse impact on 16-25 yr olds

Information from our Statutory Assessments, Homeless Prevention Fund and Support Providers shows that for Affordability and Supply is an issue:

- Affordability and access within the Private Rented Sector has become increasing difficult
- There continues to be a lack of affordable one bedroom properties
- The lack of available move-on properties silts our supported accommodation services and results in people having to spend longer in more costly temporary accommodation, preventing people from accessing more intensive level of support earlier
- 49.3% of those presenting to SPoA require both support and accommodation
- There is a lack of purpose built appropriate single storey shared accommodation for people with learning disabilities
- People with Learning Disabilities living within supported and shared accommodation will rarely move on into independent living
- Evidence gathered from service reviews and 6 monthly monitoring reports has highlighted a lack of affordable properties within the private rented sector. This further compounded by affordability issues and shortfall between market rent and Local Housing Allowance rates which determines the allocation of housing benefit.
- A lack of move-on properties which in turn contributes to the silting of hostel and designated supported accommodation for our young people who are homeless or at risk of homelessness
- Data provided by Digartref, the designated housing support provider for homeless and vulnerable young people indicates that between 1 in 4 young people who require hostel support are from the LGBTQ+ community. This has, at times, created difficulties for some of these young people residing within hostels. There is a recognised need across North Wales that a gap exists in relation to LGBTQ+ young people who require housing related support and is recognised as a regional priority

Information from our report on various aspects of dealing with Covid shows that:

- Increased caseload due to Covid-19
- Service users who previously had their duty discharged for intentionally losing their interim accommodation were able to reapply for help. These cases were often more challenging and therefore remained open for longer periods having a further impact on rising caseloads.
- 62.4% of staff said the nature of most cases they deal with had changed over past 18 months – increase in complexity of cases, particularly in relation to serious mental health conditions and substance misuse.
- Caseload Management
 - 53.7% staff saying their caseload was manageable – support within their teams and from managers a big part of this.
 - Moving from face-to-face interviews to phone call applications enabled staff to manage a larger caseload.
 - Staff who felt their caseloads were not manageable only able to complete reactive or crisis management work rather than working preventatively and offering advice and solutions.
 - Most staff noted a caseload between 10-40 cases would be ideal
- Providing an effective service
 - 53.4% of staff felt they were able to deliver an effective service
 - Support from colleagues, managers and teams played a big role
 - Good training and experience of housing legislation
 - Additional funding from Welsh Government providing extra homelessness officer, triage officer and move on officer
 - Barriers include high caseload, lack of PRS accommodation and temporary accommodation.
- Staff Wellbeing
 - 88.9% of staff surveyed said that they were able to access support, with 71% saying that the support was sufficient.

Information from clients showed that:

- Housing Support Services had made a real difference to their lives
- Clients were not aware how to access support from Council and Housing Support Services
- The number of clients able to afford current rental prices was low



Equality Impact Assessment Template (including the Welsh language and the Socio-Economic Duty)

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

Version	Date	Summary of changes
V.1	December 2021	
V0.2	January 2022	Step 2 a 3

Step 1: Background	
1 - What are you assessing?	Housing Support Programme Strategy 2022-26
2 - Is this a new or existing proposal?	New
3 - What are the aims and purpose of this proposal?	This Strategy is a requirement on Housing Services by Welsh Government, which provides the strategic direction for homeless prevention and housing support services. The Strategy also satisfies the statutory requirements for a Homelessness Strategy under Part 2 of the Housing (Wales) Act 2014 for the next four years with a mid-point review within 2 years.

Step 1: Background		
4 - Who is responsible for the proposal you are assessing?	Housing Services- Strategy, Policy and Commissioning Unit	
5 - Who is the lead officer for this assessment?	Housing Strategy, Policy and Commissioning Manager	
6 - Who else is involved in undertaking this assessment?	Eliw Llŷr - Strategy, Policy and Commissioning Manger Arwel Jones – HSG Lead principle Caron Jones – Housing Strategy Officer Lesley Thomas – HSG Development Officer	
7 - Is the proposal related to other areas of work? For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	Draft Housing Strategy 2022-27 Rapid Rehousing Transitional Plan The Housing Strategy helps deliver the aims of the Corporate Plan.	
8 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010? As a general rule, any policy that affects people is likely to be relevant across all protected groups.	The elimination of discrimination and harassment	yes
	The advancement of equality of opportunity	yes
	The fostering of good relations	yes
	The protection and promotion of human rights	yes

Step 1: Background	
9 – Is the proposal a strategic decision? If so, the Socio-Economic Duty is relevant - see appendix 1.	
10 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)? If this is a strategic proposal , ensure that you give specific consideration to whether the proposal would affect more on people living in less favourable social and economic circumstances than others in the same society (see appendix 1)	Anglesey citizens but particularly those who are vulnerable and / or who struggle to meet their housing needs to have access to housing support services The strategy will support people living in less favourable social and economic circumstances. Key Partners in delivering improved housing support services would include housing providers (housing associations, private landlords), organisations providing housing support services and assisting the homeless, Police, Probation Service and the local Health Board.

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
11 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?	It encourages people to stay within their communities and on the Island
12 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	We believe there will be
13 – Will this area of work proactively offer services in Welsh for users?	Yes

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
14 – Is this proposal likely to protect and promote the Welsh language within communities?	It will offer people the opportunity to stay and contribute to their local communities
<p>To help you to answer the questions above, the corporate Impact Assessment Guidance lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. However:</p> <ul style="list-style-type: none"> • If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or • If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language; <p>a more comprehensive impact assessment on the Welsh language should be carried out. A separate template is available on MonITor. The Welsh Language Commissioner’s good practice advice document is also available on MonITor to assist you further.</p>	

Step 2.2: Information Gathering – Human Rights Act 1998	
15 - Are there any Human Rights issues? If so, what are they? For example, could this proposal result in the failure to safeguard the right to privacy?	<p>(The 16 basic rights are listed at Appendix 2).</p> <p>The strategy would not negatively impact on Human rights.</p>

Step 2.3: Information Gathering – Well-Being of Future Generations (Wales) Act 2015		
16 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015? (Descriptions of the wellbeing goals are listed at Appendix 3)	A prosperous Wales	yes
	A resilient Wales	yes
	A healthier Wales	yes
	A more equal Wales	yes

	A Wales of cohesive communities	yes
	A Wales of vibrant culture and thriving Welsh language	yes
	A globally responsible Wales	yes

Step 2.4: Information Gathering – Engagement / Consultation / Evidence / Filling gaps in information	
Please see the pre-consultation and pre-engagement checklist, which is available on MonITor	
17 - What has been done to date in terms of involvement and consultation with regard to this proposal?	The development of the HSG Programme Strategy was taken forward through discussions and questionnaires with service users, providers and Housing Staff and key stakeholders.
18 – What other information have you used to inform your assessment? Please list any reports, websites, links used etc here and include the relevant evidence in the table in Step 3 below	Statement of Need is based on a Needs Assessment
19 - Are there any gaps in the information collected to date? If so, how will these be addressed?	

Step 3: Considering the potential impact and identifying mitigating action

20 – Note below any likely impact on equality for each individual group, and identify what action could be taken to reduce or improve the impact. *For determining potential impact, please choose from the following: **Negative / Positive / No impact**

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Age	Positive	See Needs Assessment Census 2011 data. Stats Wales – especially population change projections	
Disability	Positive	Census data 2011	
Sex	Positive	Census 2011 StatsWales There is no indication of negative impact on this group. The focus on identifying and responding to need should ensure equality of opportunity	
Gender Reassignment	Positive	Information specific to this group for the Anglesey area is not currently available. There is no indication of negative impact on this group. The focus on identifying and responding to need should ensure equality of opportunity.	
Pregnancy & Maternity	Positive	Although there is no specific information is available for this group	
Race / Ethnicity / Nationality	Positive	Data used : Census 2011 StatsWales Only 1.8% of the population at the time of the 2011 from a non-white ethnic background. This number had grown since the 2001 census.	
Religion or Belief	Positive	Data used : Census 2011 StatsWales	
Sexual Orientation	Positive	Data used : Census 2011 StatsWales	

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Marriage or Civil Partnership	Positive	Data used : Census 2011 StatsWales	
Welsh language	Positive	See Welsh Language Impact Assessment	
Human Rights	Positive	See q15	
Any other relevant issue.			
There are clear links between equality and socio-economic issues. Discrimination against protected groups can be a direct cause of socio-economic disadvantage. If any such issues become apparent when assessing non-strategic matters, they should be given due regard and recorded under the relevant protected group, or under 'any other relevant issue' above.			

Please complete this section if the proposal is a strategic matter (see appendix 1)			
The Socio-Economic Duty	Potential impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Is the proposal likely to cause any inequalities of outcome resulting from socio-economic disadvantage?	Low impact	The Strategy supports the measurement framework of Living Standards: The capability to enjoy a comfortable standard of living, with independence and security, and to be cared for and supported when necessary	

Step 4 – Outcome of the assessment

There are four possible outcomes – bear these in mind when completing the next section:

- **No major change** - The assessment demonstrates the proposal is robust; there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.

- **Adjust the proposal** - The assessment identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality.
- **Continue the proposal** - The assessment identifies the potential for adverse impact or missed opportunities to promote equality. Clearly set out the justifications for continuing with it. The justification should be included in the assessment and must be in line with the duty to have due regard. For the most important relevant proposals, compelling reasons will be needed.
- **Stop and remove the proposal** - The proposal shows actual or potential unlawful discrimination. It must be stopped and removed or changed. (The codes of practice and guidance on each of the public sector duties on the Commission's website provide information about what constitutes unlawful discrimination.)

Step 4: Outcome of the assessment	
21 - Note the impacts identified and how it is intended to mitigate any negative impact in terms of equality, the Welsh language and, if relevant, socio-economic disadvantage (ie a summary of the table/s in step 3)	No major change (as defined above)
22 - Describe any actions taken to maximise the opportunity to promote equality and the Welsh language, the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability) and, if relevant, ensure better outcomes for those facing economic disadvantage.	No major change (as defined above)
23 - Would any aspect of the proposal contravene the wellbeing goals of the Well-being of Future Generations (Wales) Act 2015?	No major change (as defined above)
24 – Is there a need to look at what could be done differently, or to reconsider the entire proposal as a result of conducting this assessment? (Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you should consider at this stage whether it is possible to proceed with the proposal).	No major change (as defined above)
25 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?	

Step 4: Outcome of the assessment

26 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?	It will be approved by the Housing Support Planning Group and Executive
27 - Are there monitoring arrangements in place? What are they?	Review after two years

Step 5: Action Plan

Please detail any actions that are planned following completion of your assessment. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – A More Equal Wales – The Socio-Economic Duty (Commencement date of the Duty: 31 March 2021)

What is the Duty?

The general aim of the duty is to ensure better outcomes for those suffering socio-economic disadvantage. When making strategic decisions such as deciding priorities and setting objectives, due regard must be given to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage.

Who is likely to experience socio-economic disadvantage?

Socio-economic disadvantage can be disproportionate in both ‘communities of interest’ and ‘communities of place’, leading to inequality of outcome, which can be further exasperated when considering ‘intersectionality’:

Communities of interest – groups who share an experience, eg homelessness; or people who share an identity, eg lone parents, carers. Also those who share one or more of the protected characteristics listed in the Equality Act 2010.

Communities of place – people who are linked together because of where they live, work, visit or spend a substantial portion of their time there.

Intersectionality - crucially, this is about understanding the way in which a combination of characteristics such as gender, race or class, can produce unique and often multiple experiences of disadvantage in certain situations. One form of discrimination cannot and should not be understood in isolation from other forms. A truly intersectional approach ensures that this does not happen.

When will the Duty be relevant?

When making **strategic decisions**. The Welsh Government has provided some examples of strategic decisions (this is not an exhaustive list):

- Strategic directive and intent.
- Strategies developed at Regional Partnership Boards and Public Service Boards which impact on public bodies’ functions.
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans).
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy).
- Changes to and development of public services.
- Strategic financial planning.
- Major procurement and commissioning decisions.
- Strategic policy development

Further details can be found in the corporate equality impact assessment guidance.

Appendix 2 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship. There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights. For the purposes of the Act, they are known as ‘the Convention Rights’. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)

Article 2: The right to life

Article 3: Prohibition of torture

Article 4: Prohibition of slavery and forced labour

Article 5: Right to liberty and security

Article 6: Right to a fair trial

Article 7: No punishment without law

Article 8: Right to respect for private and family life

Article 9: Freedom of thought, conscience and religion

Article 10: Freedom of expression

Article 11: Freedom of assembly and association

Article 12: Right to marry

Article 14: Prohibition of discrimination

Article 1 of Protocol 1: Protection of property

Article 2 of Protocol 1: Right to education

Article 3 of Protocol 1: Right to free elections

Article 1 of Protocol 13: Abolition of the death penalty

Appendix 3 - Well-being of Future Generations (Wales) Act 2015

This Act is about improving the social, economic, environmental and cultural well-being of Wales. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. The Act puts in place seven well-being goals:

A prosperous Wales:

An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

A resilient Wales:

A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).

A healthier Wales:

A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

A more equal Wales:

A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).

A Wales of cohesive communities:

Attractive, viable, safe and well-connected communities.

A Wales of vibrant culture and thriving Welsh language:

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

A globally responsible Wales:

A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

Issues to consider with regard to the Welsh Language

The corporate equality impact assessment template includes specific questions about the impact of decisions on the Welsh language (questions 11-14). The extent to which these questions are relevant will depend on the proposal in question.

However:

- If you are looking at how the implementation of the Council's key policies, strategies or guidance would affect the Welsh language; or
- If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language;

a more comprehensive impact assessment on the Welsh language should be carried out. Please complete this template and attach to your equality impact assessment on the same proposal.

The **Welsh Language Commissioner's good practice advice document** is also available on MonITor to assist you further.

What is being assessed?	Housing Support Programme Grant Strategy 2022-26
Who is carrying out this assessment?	Housing Services – Strategy, Commissioning and Policy
Assessment completion date	December 2021

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
	<p>Measure 2011. All staff recruitment advertisements will include reference to Welsh language essential or desirable in accordance with the needs and requirements of the advertised post.</p>
<p>1.3 Is the proposal likely to have an impact upon the implementation of the language policy?</p> <ul style="list-style-type: none"> • Will the proposal create new jobs? • Will the staffing arrangements facilitate the implementation of the language policy? • Will the proposal offer training through the medium of Welsh? • Will any arrangements with third parties comply with the language policy? • Will the proposal include any targets or indicators relating to the language? • How will performance be monitored and measured? 	<p>Yes, Existing and new contracts and commissioning of services offer and create new roles and training opportunities. All services are undertaken via a full procurement process, for which all documents are advertised in bilingual format and prospective service providers given the opportunity to submit tenders through the medium of Welsh or English. Service Specifications and legally binding contracts clearly state that there is a legal obligation on the appointed agency to deliver services on behalf of the IoACC to do so in both Welsh and English. Service users are without exception expected to receive their housing support service in their preferred language of choice, be it Welsh or English, equally delivered to a high level of quality.</p> <p>The Housing Support Grant currently provides employment opportunities for circa 220 members of staff which includes a mixture of full and part time positions. Given that the service is of a fluid nature and subject to procurement, new posts are created from time to time. All internal posts, funded from the HSG Programme will be subject to a Welsh Language Skills Panel Assessment process in accordance with the Council's Welsh Language Policy. Training is provided in both Welsh and English in most instances. However, some of the services are considered</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
	<p>niche areas and as a result it is not always possible to secure the services of Welsh Language Trainers. This does not include specific training which must be provided in Welsh in accordance with operational standards 128 and 129, with Performance Management and Health and Safety amongst others.</p> <p>All service provision is monitored on a twice annual basis, where compliance with the Welsh Language Standards and Measure is reviewed and audited. There are no specific targets or indicators outside of the Welsh Language Standards. compliance requirements. We have also designed a specific Welsh Language Questionnaire which we have been issuing to all service providers at regular intervals in order to specifically monitor compliance, progress and barriers.</p>

2 - Effect on Welsh speaking users	
<p>2.1 Will the proposal offer a language choice for users?</p> <ul style="list-style-type: none"> • Will it be possible for users to receive any part of the service in Welsh? 	<p>Yes, services will be offered in the language of choice</p> <p>See above – all commissioning and procurement arrangements and subsequent service delivery are delivered in both Welsh and English.</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

2 - Effect on Welsh speaking users	
<p>2.2 If there a risk for the proposal to discriminate against Welsh speaking service users?</p> <ul style="list-style-type: none"> • Have the needs of Welsh speakers been considered in the proposal? • Are Welsh speakers likely to receive the same standard of service as provided in English? • Are Welsh language arrangements likely to lead to a delay in the service? 	<p>No</p> <p>Yes – all aspects of the commissioning and procurement process allows prospective services providers to communicate in any format via the medium of Welsh or English. Likewise once a service is procured, the appointed organisation is expected to deliver a fully bilingual service on behalf of the Council and in accordance with the Council’s Welsh Language Policy and the Welsh Language Standards Regulations and Welsh Language Measure</p> <p>Yes – the same standard of service as provided in both Welsh and English Languages across all formats of communication.</p> <p>No – any required translation service e.g. for written documents would be factored into the timeframe for publishing and sharing with the general public and key external stakeholders.</p>
<p>2.3 Is the proposal likely to make Welsh more visible?</p> <ul style="list-style-type: none"> • Is it likely to increase use of the language by producing Welsh language materials and signs? • Is it likely to influence others to make more use of 	<p>Yes –</p> <p>Service Providers are expected to market and promote their services bilingually via various formats. In doing so this increases the visibility of the Welsh Language, via the publication of leaflets, poster, local radio stations, social media sites. Furthermore, some of the services will be delivered via group settings where perhaps occasionally not all attendees will be fluent or able to understand Welsh.</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

2 - Effect on Welsh speaking users	
<p>Welsh, for example businesses?</p>	<p>However in accordance with Welsh Language Standards Regulations and Welsh Language Measure compliance, there is still a requirement to meet the needs of Welsh Language speakers and their preferred language of communication. In doing so this will make Welsh more visible. The same will apply to any service user engagement event or public consultation meeting. All commissioned services are expected to comply with the Welsh Language Standards Regulations and Welsh Language Measure, and therefore it would be anticipated that most if not all business would increase the use of Welsh within their respective organisations</p>
<p>2.4 Will the Welsh language service in relation to the proposal be accessible?</p> <ul style="list-style-type: none"> • Will the service be as accessible in Welsh as in English? • Will the services be available at the same time? 	<p>Yes</p> <p>As mentioned above, anyone seeking a service will receive the same standard of service in both languages.</p> <p>Accessibility to service in both languages will be continuously available, Failure to do so would result in a breach of contract and would be fully investigated.</p>

3 - Effect on Welsh speaking communities	
<p>3.1 Is the proposal likely to contribute towards safeguarding Welsh in communities?</p> <ul style="list-style-type: none"> • Is it likely to contribute towards efforts to tackle the challenges of demographic change and migration - such 	<p>Yes</p> <p>All service providers commissioned to deliver Housing Support have a legal obligation within the service contract to ensure that services are delivered in the preferred</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

3 - Effect on Welsh speaking communities	
<p>as providing opportunities for young people to stay in their communities?</p> <ul style="list-style-type: none"> • Is it likely to contribute towards the local economy in Welsh speaking areas? • Will it provide Welsh medium services - such as child-minding services? 	<p>language of choice, be it Welsh or English. In addition to direct individual support there are also specific group sessions held within projects as well as signposting to other services within the community such as Wellbeing Groups and local community hubs which also offer virtual access and a range of diverse activities which can be delivered in monoglot Welsh or bilingually.</p> <p>By signposting people into community based hubs and other local services, the project empowers people to take control of their lives, having previously experienced difficulties and sometimes chaos, and in doing so will invariably boost local economies.</p> <p>As mentioned above all services delivered whether individually or group based can be delivered in Welsh.</p>
<p>3.2 Does the proposal take steps to promote and facilitate the Welsh language?</p> <ul style="list-style-type: none"> • Does the proposal contribute towards Welsh medium community activities? • Does it offer opportunities for young people to use Welsh outside school hours? 	<p>Yes</p> <p>Yes – see reference above to direct support provided to individuals or a range of activities / sessions within wellbeing groups and community hubs.</p> <p>In general. Housing Support is only directly available to people aged 16 or over, and the majority of those accessing provision are aged 25 or older. Although there is a specific service for people aged 16-24, under the vulnerable young people category. Therefore, it is</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

3 - Effect on Welsh speaking communities	
<ul style="list-style-type: none"> • Does it offer a new service that will also be available in Welsh – for example leisure or sporting activities and provision? • Does it contribute or add value to other activities relating to language, such as the work of the local Welsh language initiative (Menter Iaith), the Urdd etc. 	<p>reasonable to assume that although there are opportunities for young people to use Welsh outside school hours, they are limited due to the nature of the service provision.</p> <p>The service will provide opportunities to access leisure and sporting activities, where this is deemed appropriate to meet the needs of the service user as part of a person centered support plan e.g to improve physical and mental wellbeing.</p> <p>There is no direct partnership working with Welsh Language Initiatives such as Menter Iaith and the Urdd at present. However, this could be explored for future promotion and joint working</p>

4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<p>4.1 The language policies of partner organisations or nearby public bodies:</p> <ul style="list-style-type: none"> • Is the authority working in partnership on the proposal? • • Which other organisations are likely to be affected by the development? • Do those organisations have Welsh language standards 	<p>All commissioned providers are required to have their own Welsh Language Policies which conform with the legal requirements of the Welsh language standards, the IoACC 's Welsh Language policy, strategies and other relevant guidance relating to the Welsh language. This is included in the contract between the Housing Support Planning Group and the designated service providers.</p> <p>Conformity with the above requirements are monitored</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<p>or language policies?</p> <ul style="list-style-type: none"> • • Does the proposal contribute towards these schemes? 	<p>twice annually.</p> <p>The HSG Strategy Document underpins our identified priorities and expectations from all our commissioned providers and in doing so contributes to ensuring compliance with Welsh Language Standards et al.</p>
<p>4.2 Relevant Welsh language strategies:</p> <ul style="list-style-type: none"> • Will the proposal contribute towards the Anglesey Welsh Language Strategic Forum’s Welsh Language Strategy 2016 – 2021 which was adopted by this Council in September 2016? • How does the proposal contribute towards the vision of the Assembly Government for one million Welsh speakers by 2050? 	<p>Yes, it will offer opportunities for people to have access to support services and housing within their chosen communities across the Island in their preferred language of choice.</p> <p>Yes – the Housing Services are members of the Anglesey Welsh Language Strategic Forum’s with set annual targets to be achieved and monitored by the forum.</p> <p>By ensuring that all housing support services have to be delivered through the medium of Welsh where chosen by the Service User. In doing so, this ensures that the majority of staff within the sector are able to converse in Welsh.</p>

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5 – The impacts identified and assessed
<p>5.1 What impacts and effects have you identified (ie summary of the responses to the above questions) together with the probability and likely severity/ significance of impact? How do you plan to address these impacts in order to improve the</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

5 – The impacts identified and assessed	
outcomes for the Welsh language? Detail mitigation measures/ alternative options to reduce adverse impacts and increase positive outcomes:	
Positive impact	Continue with robust commissioning arrangements which ensures that current and future service providers of housing support services must comply with contractual obligations and relevant Legislation such as the Welsh Language Standards and Measure. Compliance is monitored twice annually.
Adverse impact	Inability of providers to appoint welsh language speakers into vacant posts. Welsh speakers who receive individual support or attend group sessions not exercising their right to communicate via the medium of Welsh. Lack of available translation services for group sessions and additional cost.
Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life, Welsh at work increased?	It is hoped by identifying the ability to speak Welsh as an essential requirement to effectively undertake the majority of posts within the sector will ensure that the Welsh language is sufficiently promoted and that service users will continue to be supported in their preferred language of choice.
Evidence / data used to support your assessment:	Equalities data e,g the number of Welsh speaking staff within each service provider and the number of service users from the total supported, who's preferred language of choice is Welsh. Some service users will prefer to speak Welsh, but receive any written correspondence in English.

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

6 - Consultation	
<p>6.1 During consultation, what questions do you wish to ask about the Welsh Language Impacts?</p> <p>Guidance has been included in the pre-consultation and pre-engagement checklist, which is available on MonITor</p>	<p>We have completed an Impact Assessment on the positive and negative impact on Equality and the Welsh Language. We are required to consider and seek views on the impact of our plans on the Welsh language and have conducted an equality and language impact assessment. What effects might the Housing Support Grant Programme Strategy 2022-27 have on the Welsh language, specifically on opportunities for people to use Welsh and on not treating the language less favorably than the English language? How do you think positive effects could be promoted, or negative effects mitigated?</p>
<p>6.2 With whom are you consulting? How are Welsh language interest groups likely to respond?</p>	<p>The consultation will be available on line within the public domain and will invite responses from:</p> <ul style="list-style-type: none"> • Service User (both current and previous) • All Anglesey households (tenure neutral who have no current or previous engagement with Housing Support Services) • Commissioned Service Providers • Key Stakeholders such as Health and Criminal Justice Staff
<p>6.3 Following consultation, what changes have you made to address language issues raised?</p>	<p>No changes identified</p>

7 – Post consultation, final proposals and ongoing monitoring
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Isle of Anglesey County Council - Welsh Language Impact Assessment Template

7 – Post consultation, final proposals and ongoing monitoring	
<p>7.1 Summarise your final decisions, list the likely effects on the Welsh language and how you will promote/ mitigate these. Record your compliance with the Welsh language standards.</p> <p>You will need to refer to this summary in the equality impact assessment template (Step 4 – result of the assessment)</p>	<p>No changes identified</p>
<p>7.2 How will you monitor the ongoing effects during the implementation of the policy?</p>	<p>The action plan at the end of the equality impact assessment template should be used to note any actions planned following completion of the assessment.</p>