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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD IAU, 27 TACHWEDD, 2014 am 2 o'r gloch	THURSDAY, 27 NOVEMBER 2014 at 2.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGEFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGEFNI
Swyddog Pwyllgor	Mrs. Mairwen Hughes 01248 752516 Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Annibynnol / Independent

D R Hughes (Cadeirydd/Chair), W T Hughes, Richard Owain Jones and Dafydd Rhys Thomas

Plaid Cymru / The Party of Wales

John Griffith, Carwyn Jones, Alun W Mummery (Is-Gadeirydd/Vice-Chair) and Dylan Rees

Plaid Lafur Cymru/Wales Labour Party

Sedd Wag/Vacant Seat

Heb Ymuno / Unaffiliated

R.Ll.Jones

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

Parch./Rev. Robert Townsend (Yr Eglwys yng Nghymru/The Church in Wales) and Mr. Keith Roberts (Yr Eglwys Babyddol Rufeinig/The Roman Catholic Church)

Aelod Cyfetholedig/Co-opted Member (Dim Hawl Pleidleisio/No Voting Rights)

Mr Gerallt Llewelyn Jones (Rheolwr Gyfarwyddwr/Managing Director - Menter Môn)

A G E N D A

1 **APOLOGIES**

2 **DECLARATION OF INTEREST**

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

3 **MINUTES** (Pages 1 - 8)

To submit, for confirmation, the minutes of the meeting held on 25 September, 2014.

4 **SINGLE INTEGRATED PLAN (GWYNEDD & YNYS MÔN) AND PROPOSED JOINT LOCAL SERVICE BOARD SCRUTINY ARRANGEMENTS** (Pages 9 - 12)

To submit a report by the Senior Partnership Manager Gwynedd & Môn.

5 **HOUSING REVENUE ACCOUNT SUBSIDY - VOLUNTARY AGREEMENT**
(Pages 13 - 20)

To submit a report by the Head of Housing Services.

6 **PROPOSED CHANGES TO THE PRIVATE SECTOR HOUSING RENEWAL STRATEGY AND POLICY** (Pages 21 - 58)

To submit a report by the Head of Housing Services.

7 **ANNUAL REPORT ON THE SLA WITH THE REGIONAL SCHOOL IMPROVEMENT SERVICE (GWE)** (Pages 59 - 72)

To submit a report by the Director of Lifelong Learning.

8 **ANNUAL REPORT - 'LISTENING AND LEARNING FROM COMPLAINTS'**
(Pages 73 - 90)

To submit a report in relation to the above.

9 **ANNUAL UPDATE - SAFEGUARDING ARRANGEMENTS FOR VULNERABLE ADULTS IN ANGLESEY** (Pages 91 - 102)

To submit a report by the Head of Adults' Services.

10 **UPDATE BY THE CHAIR OR VICE-CHAIR**

11 **WORK PROGRAMME** (Pages 103 - 106)

To submit a report by the Scrutiny Officer.

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 25 September 2014

- PRESENT:** Councillor Derlwyn Rees Hughes (Chair)
Councillor Alun Wyn Mummery (Vice-Chair)
- Councillors John Griffith, W T Hughes, Carwyn Jones, R LI Jones, Richard Owain Jones and Dylan Rees
- IN ATTENDANCE:** Corporate Director (Sustainability) – In respect of Item 6,
Head of Service (Housing Services) – In respect of Items 4 & 5,
Head of Service (Adults Services) – In respect of Item 7,
Principal Development Officer (Tourism & Maritime) (IH) – In respect of Item 6,
Housing Strategy and Development Manager (LR) – In respect of Item 5,
Scrutiny Officer (GR),
Committee Officer (MEH).
- APOLOGIES:** Councillor Dafydd Rhys Thomas.
Councillor H. Eifion Jones (Portfolio Holder – Finance) – In respect of Item 6.
Councillor Jeff Evans (In respect of Item 8) – The Authority's representative on the Fire Authority.
- ALSO PRESENT:** Councillor Ieuan Williams (Leader of the Council) – In respect of Item 3.
Councillor Aled M. Jones – Portfolio Holder (Economic Development, Tourism and Leisure) – In respect of Item 6.
Councillor K.P. Hughes – Portfolio Holder (Social Services and Housing) – In respect of Items 4, 5 and 7.
- Senior Partnerships Manager (Gwynedd & Ynys Môn)(AD) – In respect of Item 3.
Communities First representatives – In respect of Item 4.
North Wales Fire and Rescue Service representatives – In respect of Item 8.
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1 APOLOGIES

Apologies as noted above.

2 MINUTES

The minutes of the following meetings were confirmed :-

- Minutes of the special meeting held on 11 July, 2014.
- Minutes of the meeting held on 24 July, 2014.

3 SINGLE INTEGRATED PLAN - GWYNEDD AND YNYS MÔN

Submitted – an update report by the Senior Partnerships Manager, Gwynedd and Ynys Môn in relation the initial steps in the Local Services Board transformation journey.

The Leader of the Council reported that a joint Local Services Board for Gwynedd and Ynys Môn had been established in April 2013. He noted that the Local Service Boards was a high level strategic board with its membership comprising of Chief Executives and Leaders of the principal public service organisations.

The Senior Partnerships Manager reported that the Local Services Board had adopted an initial 3 step approach to its transformation journey which was detailed within the report. Step 2 of the journey was currently being planned – thematic session to articulate key priorities of the Board for the next 2 years. The Board would next meet on the 26th September (Step 3) to complete the initial transformation work.

Further development of elected member scrutiny arrangements would be one of the prioritised workstreams over the coming months to underpin the work of the Gwynedd and Ynys Môn Local Services Board. The next step was to hold detailed discussions with Gwynedd Council in order to :-

- Reaffirm agreement/sign off of both Local Authorities to joint Elected Member scrutiny arrangements underpinning the Local Services Board;
- Negotiate a programme of themes to be scrutinised through the joint arrangements/process on the work of the Local Services Board/Single Integrated Plan/Strategic Partnerships.

The Officer further noted that the Local Services Board will be statutory by 2016.

Following a question and answer session it was **RESOLVED** :-

- **To note the contents of the report and the transformation of the joint Gwynedd and Ynys Môn Local Services Board.**
- **That further developed elected member joint scrutiny arrangements be arranged to underpin the work of the Local Services Board.**

ACTION : That an update report be submitted to the Partnership and Regeneration Scrutiny Committee in respect of the Single Integrated Plan for Gwynedd and Ynys Môn., Local Services Board transformation journey and joint Elected Member Scrutiny arrangements.

4 MÔN COMMUNITIES FIRST - PROGRESS REPORT

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

Submitted – a progress report on the implementation of the Communities First Programme in Anglesey.

The Council's Grants Manager (who's post is jointly funded by Môn Communities First) reported that the County Council is the Lead Delivery Body for £1.658m of funding for the period 1 February, 2013 to 31 March, 2015 whilst Môn Communities First Ltd., is the Delivery Organisation. The breakdown of expenditure for 2013/2014 and 2014/2015 budget was attached as Appendix 1 to the report.

Môn Communities First has developed rapidly over the last 18 months and there have been increases in the number of staff that is currently employed and the amount of funding that has been secured. The organisation provides a range of support services and activities for the electoral wards of Kingsland, Morawelon, London Road, Porth-y-Felin, Maes Hyfryd and Town in Holyhead as well as Tudur Ward in Llangefni. Môn Communities First is managed by a voluntary Board of Directors and the Board also includes observer representation from the Portfolio Holder for Housing and Social Services, Head of Housing Services and Grants Manager.

Môn Communities First was chosen by Welsh Government as the only cluster in North Wales to pilot a 'Workless Households Scheme' called LIFT. The scheme will provide £228k funding to March 2016 to specifically target and work with households where adults have been out of work for 6 months or more with a view to getting them back into work, work experience or training. A DVD is available showing case studies.

The Community Voluntary Academy has gone from strength to strength and can now provide accredited training to people aged 14-64 targeting those who are least likely to attend mainstream college provision. Môn Communities First is working closely with employers to ensure that the vacancies they have can be matched to the participants at the Academy.

The 'Pantri Pobl', food bank, has reached an all-time high during August 2014, with over 1,000 meals being provided. Both people in receipt of benefits and working people with families are struggling to find enough money to buy food.

Reference was made by the Head of Housing Services to examples of programme bending between Môn CF and Housing Services and that more needs to be done to facilitate this across the Council.

Issues raised by Members :-

- Members questioned if a more comprehensive budget report is afforded to the authority. The Head of Service (Housing) responded that the yearly statement of accounts is afforded to the local authority and it is also audited by Welsh

Government. She noted that a copy of the accounts could be afforded to this Committee for information or to the Council's Audit Committee.

- Members raised that other local communities on the Island are within deprived area i.e. Llanfaes. These areas are unable to attract funding. Officers from Communities First responded that as these areas are not within the identified deprived areas, as defined by Welsh Government criteria, funding from Communities First would not be available. However they noted that they would be willing to discuss the matter with the local members to try and alleviate the problems in these areas.

RESOLVED to thank the representatives from Communities First for attending the meeting and to congratulate the whole staff for the work they have achieved.

ACTION :

- That an invitation be afforded to Môn Communities First to attend this Scrutiny Committee on an yearly basis;
- The Head of Housing Services to discuss with the Manager of Internal Audit, the scrutiny of Môn CF budget and expenditure;
- That half a day's workshop is organised to share with Elected Members and Senior Officers the learning experiences from establishing Môn CF to date, and share good practice;
- A further visit to be arranged for Elected Members to Môn CF to see key projects, staff, trainees and volunteers.

5 LOCAL HOUSING STRATEGY FOR ANGLESEY 2014/2019

Submitted – a report in relation to the Local Housing Strategy for Anglesey 2014/2019.

The Portfolio Holder (Social Services and Housing) reported that the Local Housing Strategy has been open for public consultation since early August 2014 and will close at the end of September. He noted that the comments of this Scrutiny Committee will be included within the final Strategy Action Plan, being presented to the Executive on 20th October, 2014 and thereafter to the full Council on 4th December, 2014. A Housing Partnership has also been established to deliver and monitor the Local Housing Strategy.

The Head of Service (Housing) reported that the first Housing (Wales) Act 2014 has become law earlier in September and covers the key elements as follows :-

- Introduction of a compulsory registration and licensing scheme for private rented sector landlords and letting and management agents;
- Reform of homelessness law, including placing a stronger duty on local authorities to prevent homelessness and allowing them to use suitable accommodation in the private sector;

- Placing a duty on local authorities to provide sites for Gypsies and Travellers where a need has been identified;
- Introduction of standards for local authorities on rents, service charges and quality of accommodation;
- Reform of the Housing Revenue Account Subsidy system;
- Giving local authorities the power to charge more than the standard rate of council tax on long-term empty properties and certain types of second homes;
- Assisting the provision of housing by Co-operative Housing Associations;
- Amendment of the Leasehold Reform, Housing and Urban Development Act 1993.

She noted that workshops for elected members will be arranged during the coming months to give indepth consideration to the implications of the new Housing (Wales) Act 2014 for local authorities.

The Housing Strategy and Development Manager addressed the key issues in the Local Housing Strategy which were included within the report to the Committee.

Issues raised by Members of the Committee :-

- Affordable housing is required for local people and the need to address housing needs;
- Consideration will need to be given to the influx of workers to build the proposed Wylfa Newydd and the housing they will require;
- The resources and capacity needs to be supported by the County Council to be able to fulfil the requirements of the new Housing (Wales) Act 2014 and the Local Housing Strategy.

RESOLVED :-

- **That the Partnership and Regeneration Scrutiny Committee recommends the adoption of the Local Housing Strategy for Anglesey 2014/2019 by the full Council in December.**
- **That a workshop be arranged before the full Council to give indepth discussions on the Housing Strategy.**

ACTION : To note that the Local Housing Strategy will be submitted to the full Council for adoption.

6 CHARTER/PLEASURE BOAT FEES 2014/15

Submitted – a report by the Principal Development Officer Tourism & Maritime in relation to Charter/Pleasure Boat Fees 2014/2015.

It was reported that apart from the annual fees for commercial pleasure boat operators (sightseeing/fishing/adventure trips) all other maritime fees and charges (berthing/mooring/registration and launching etc.) have been adopted by the

Authority to be backdated from 1st April, 2014. Discussions have been undertaken over a number of months with the operators in respect of this matter.

Controversy over maritime fees and charges lies in Amlwch Port where historic anomalies in mooring/berthing fees together with charges for licenced passenger vessels (charter boats) were apparent. Appendix 1 attached to the report showed a five year analysis of fees in Amlwch Port. The 2013/14 charter boat fees were never adopted and remain 'in dispute' with the operators. Appendix 2 attached to the report was a SWOT analysis of all four of maritime ports/harbours where the Authority is the statutory Port Authority i.e. Amlwch Port, Pier in Beaumaris, St. George's Pier, Menai Bridge and one charter boat vessel operates from the Fish Dock, Holyhead.

The Officer referred the Committee to Appendix 3 attached to the report which gave 6 Options for Charter/Pleasure Boat Fees. It was noted that Option 3 was the favoured option for a single annual payment of £840 or a lower annual payment of £420 with a passenger surcharge/levy of 26p passenger applied. The Charter Boat operators to choose either option.

Issues raised by Members of the Committee :-

- If Option 3 was the favoured option, this would entail them having to pay a total fee of £1,340. The Charter Boat operators are already paying a berthing fee of £500. Questions were raised as to what facilities operators at Amlwch Port were receiving for the total amount of £1,340 as the facilities are not of a high standard compared to other areas. The Officers agreed that the facilities at Amlwch Port were not as good as other locations.
- Questioned raised as to why Commercial Fishing Boats who fish on the Irish Sea are not charged for berthing at Amlwch Port. Consideration should be given to imposing a levy on these boats in line with other ports in Britain. The Corporate Director (Sustainability) responded that the matter would be given due consideration.
- The berthing fees seem to be different at other berthing area. Members gave examples of berthing fees along the North Wales coast. Members questioned as to where these berthing fees had originated from? The Officers responded that these fees are historical fees and it is very difficult to compare fees along the coastline of North Wales. Using Beaumaris as an example, the boats can use the Pier at Biwmares to launch and it could be argued that the facility can be used 24 hours a day. The Officers stated that Conwy County Borough Council has invested a great amount in the Marina in Conwy and it is anticipated that the berthing fees are low due to an incentive to use the facilities at the Marina.
- Members of the Committee wished to have fair and realistic boat fees across the coastline of the Island and stated that they considered that due to the anomalies in the fees they were unable to support the adoption of Option 3 as a preferred option by the Officers.

Following lengthy deliberations it was **RESOLVED** that the **Partnership and Regeneration Scrutiny Committee** agreed that the matter of **Charter/Pleasure Boating Fees** should be decided at the Executive.

ACTION : To note that the Charter/Pleasure Boating Fees will be discussed at the Executive in due course.

7 WORK PROGRAMME FOR THE ANGLESEY INTEGRATED DELIVERY BOARD FOR HEALTH AND SOCIAL CARE SERVICES

Submitted – a report with regards to the work programme for the Anglesey Integrated Delivery Board (IDB) for Health and Social Care Services.

The Head of Service (Adults Services) reported that the aims and objectives of the IDB is to work towards more integrated services. This includes improved alignment of business plans, budgets and organisational cultures. The IDB will include consideration of innovative approaches to pooled budget frameworks for Anglesey to make best use of the resources available. The IDB will take on the role of a 'county forum' and will take the opportunity to review its function following the announcement of the restructure of BCUHB Board and the review of the LSB.

The changing structure of the population means more pressure and greater demands on a range of services e.g. health care, domiciliary and residential services, housing, welfare and other services used by the population. This requires collective action and early intervention to empower and support people.

The Chair invited Mr. J. R. Jones, Medrwn Môn to respond to this matter. Mr. Jones stated that there is a need to strengthen the partnership working with the third sector in respect of the matter.

RESOLVED to approve the work programme for the Integrated Delivery Board so that the Board can assist the development of Community Health and Care Service on Anglesey.

ACTION : None

8 NORTH WALES FIRE AND RESCUE SERVICE - CONSULTATION ON THE IMPROVEMENT PLAN 2015/2016

The Chair welcomed Mr. Simon Smith, Chief Fire Officer, Ms. Dawn Docx, Deputy Chief Fire Officer, Ms. Alwen Davies, Member Liaison Officer and Councillor Meirick Lloyd Davies (Chair of the North Wales Fire and Rescue Authority to the meeting.

Mr. Simon Smith and Ms. Dawn Docx gave a brief presentation to the Committee on Consultation on the North Wales Fire and Rescue Service Improvement Plan 2015/2016. They explained that the Fire and Rescue Authority had frozen its budget for the last three years. This had required savings of 7.5% of the budget to be made, in order to maintain services to the public. The representatives from the Fire and Rescue Authority outline the current council tax levy the residents of the Island contribute at present and the proposed maximum increase in future years.

Following a question and answer session it was **RESOLVED :-**

- **To thank the representatives from the North Wales Fire and Rescue Authority for their presentation.**
- **To await for the consultation period on the Improvement Plan 2015/16 to conclude and that the matter be referred to the County Council for consideration thereafter.**

ACTION : That the County Council shall consider the outcome and financial implications in respect of the consultation on the North Wales Fire and Rescue Authority Improvement Plan 2015/2016.

9 UPDATE BY THE CHAIR/VICE-CHAIR

The Chair noted that the Vice-Chair and Councillor John Griffith together with the Scrutiny Officer will attend the Gwynedd Councils Services Scrutiny Committee on the 2nd October, 2014. An invitation had been afforded, as observers, to a presentation by representatives from the Betsi Cadwaladar University Health Board.

10 WORK PROGRAMME

Submitted and noted – the draft Work Programme.

The Scrutiny Officer reported that a request had been received to include the following items on the Agenda of the next meeting to be held on 27 November, 2014 :-

- Social Services Representation and Complaints Procedure 2013/2014 – Annual Complaints Report.
- Adults Safeguarding

Members of the Committee agreed that items for future scrutiny should include the following topics :-

- Wylfa Workers Accommodation Strategy;
- Availability of Gypsy sites for short stay and permanent sites on the Island;
- Ambulance performance on the Island to include invitation to representatives from the Welsh Ambulance Service to attend.

RESOLVED to accept the report.

ACTION : To request the Scrutiny Officer to make arrangement for the above items to be discussed at future meetings of this Committee.

The meeting concluded at 5.40 pm

**COUNCILLOR D.R. HUGHES
CHAIR**

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	PARTNERSHIPS AND REGENERATION SCRUTINY COMMITTEE
DATE:	27 November, 2014
SUBJECT :	1. Single Integrated Plan - Gwynedd ac Ynys Môn; 2. Proposed Joint Local Services Board scrutiny arrangements.
PURPOSE:	1. Invite initial views on the Local Services Board proposed Key Priorities and Enablers; 2. Update Members on progress to date in developing elected member joint scrutiny arrangements underpinning the work of the Local Services Board.
PORTFOLIO MEMBER(S):	Councillor Ieuan Williams, Council Leader
REPORT AUTHOR:	Anwen Davies, Senior Partnerships Manager Gwynedd ac Ynys Môn

1. BACKGROUND/CONTEXT

- 1.1 Public sector organisations have come together to form Local Services Boards (LSB) across the Principality in an attempt to co-ordinate and deliver better outcomes jointly. Members will be aware that it was decided to establish a joint Local Services Board for Gwynedd and Ynys Môn which was established in April, 2013;
- 1.2 The LSB is a high level strategic board which is reflected in its membership comprising Chief Executives and Leaders of the principal public service organisations. It is responsible for:
- Agreeing outcomes for local people and local strategic priorities for multi-agency working to support the broader agenda set out in the National Programme for Government and responding to local needs identified through a local needs assessment, as the basis for an integrated plan;
 - Ensuring appropriate governance and performance management arrangements are in place to achieve improvements, that managers and front line staff across agencies are working together effectively and that agreed priorities are reflected in individual organisations' corporate plans;
 - Ensuring partnership and delivery structures are fit for purpose and accountable;
 - Challenging where there is underperformance or coasting and implementing changes that reflect evidenced best practice to improve outcomes for the local population;
 - Reviewing and reporting annually on progress to the public, Welsh Government, democratically elected members and LSB member organisations.

The Local Services Board is the statutory partnership for all the areas within its area of work. There is one exception which is that of Community Safety which remains with the Gwynedd and Ynys Môn Community Safety Partnership.

2. THE GWYNEDD & YNYS MÔN LOCAL SERVICES BOARD TRANSFORMATION JOURNEY – KEY SHARED PRIORITIES [SINGLE INTEGRATED PLAN]

2.1 The Gwynedd and Ynys Môn Local Services Board¹ have made a number of significant decisions relating to its future vision and strategic direction. These decisions include:

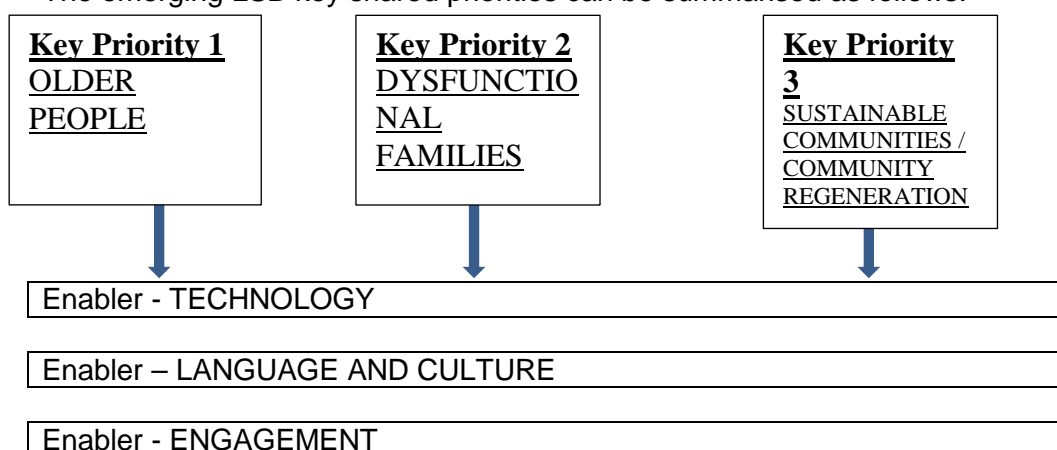
- A new ambition to be developed giving greater credence than previously to bridging the funding gap in public services – by ensuring more co-ordination of and focus upon demand management (improving public services) and introducing a programme of interventions that have a positive impact on behaviours which drive demand (co-design and production);
- A small number of key work-streams to be prioritised over the coming year or two which will enable the Local Services Board to make evidenced progress in pursuance of its emerging ambition.

2.2 Members will be aware that there are 3 initial steps underpinning the transformation journey of the LSB. Significant progress has been made over the past 6 months in delivering against the agreed milestones. Further work has been programmed over the coming months to enable the Board to begin to fully realise its new emerging ambition and strategic direction;

2.3 At the last meeting of the Local Services Board convened on 26 September, 2014 consideration was given to a number of matters:

- Draft set of operating principles to underpin the functioning and work of the Board;
- Some underpinning partnership values;
- A draft terms of reference;
- Key shared priorities for delivery over the next 2 years;
- TOP 10 LSB issues on the radar.

The emerging LSB key shared priorities can be summarised as follows:



Subject to LSB approval to the above Key Priorities and underpinning Enablers on 28 November, the next step will be to further develop each of the work-streams giving particular consideration to the following matters:

¹ Gwynedd & Ynys Môn Local Services Board meeting convened 12 March, 2014

- I. Desired organisational outcomes per Key Priority and Enabler for each LSB partner over the next 2 years;
- II. Evidence base for each Priority/Enabler;
- III. Contribution of LSB partners to each work-stream;
- IV. Delivery structure and governance under the Local Services Board to progress each Key Priority and Enabler.

3. TOWARDS ROBUST AND EFFECTIVE JOINT LSB SCRUTINY ARRANGEMENTS

3.1 Members will recall that one current prioritised work-stream is that of further developing elected member scrutiny arrangements underpinning the work of the Gwynedd and Ynys Môn Local Services Board. The principle objective has been to consider how we might further develop robust scrutiny arrangements, providing an appropriate level of challenge to the Board – jointly across both Counties to reflect the mandate of the LSB. Part 2 of the 2009 Local Government Measure sets out the requirement upon us: *“...local authorities should have in place effective scrutiny processes to ensure local democratic accountability for partnership actions...”*

3.2 In light of Elected Member support of both Ynys Môn and Gwynedd Councils², work has progressed in developing joint LSB scrutiny arrangements. Below is a resume of developments thus far:

- Multi-agency Task & Finish Project Group established. Membership includes Betsi Cadwaladr University Health Board, North Wales Fire & Rescue Service, North Wales Police, Snowdonia National Park, Local Authorities. The Group is currently negotiating 3rd Sector representation;
- Initial options paper developed outlining the possible joint scrutiny models to be considered by Elected Members;
- Negotiated input and mentoring by the Centre for Public Scrutiny throughout the process of developing the joint scrutiny arrangements for Ynys Môn and Gwynedd.

NEXT STEPS:

- I. Finalise an options appraisal paper giving consideration to the advantages and disadvantages of each proposed scrutiny model;
- II. Submit joint scrutiny arrangement proposals for consideration by the Elected Member scrutiny committees of both Local Authorities early in the New Year. Proposals will include a full options appraisal for each model;
- III. Seek 3rd Sector input to the Options Appraisal of the scrutiny models.

4. RECOMMENDATIONS

The Partnerships and Regeneration Scrutiny Committee is requested to:

- R1 Comment on the Local Services Board proposed Key Priorities and Enablers (as detailed in paragraph 2.3 above);**
- R2 Form a view on progress to date/proposed next steps in developing elected member joint scrutiny arrangements underpinning the work of the LSB.**

² Partnerships & Regeneration Scrutiny Committee convened on 25 September, 2014 (Ynys Môn) / Corporate Scrutiny Committee convened on 11 September, 2014 (Gwynedd)

Committee:	Partnership and Regeneration Scrutiny Committee
Date:	27 th November, 2014
Title of report:	Housing Revenue Account Subsidy Voluntary Agreement
Author:	Shan Lloyd Williams, Head of Housing Services
Portfolio Holder:	Councillor Kenneth P Hughes
Corporate Director:	Gwen Carrington
Reason for reporting to Scrutiny Committee:	To scrutinise and approve entering into a Voluntary Agreement with Welsh Government, to exit the Housing Revenue Account Subsidy.

1.0 Background and Context

- 1.1** Elected Members are aware of two previous reports submitted to the Executive Committee in July 2014 and October 2014 regarding the Housing (Wales) Act 2014 and in particular relating to Housing Revenue Account Subsidy (HRAS) buy-out.
- 1.2** An agreement has been reached between HM Treasury and Welsh Government that will allow the eleven Authorities in Wales with retained Council housing stock to exit from the Housing Revenue Account (HRA) subsidy system and become self-financing from April 2015. The settlement value for exit has also been negotiated.
- 1.3** The agreement has two parts; firstly authorities will be required to buy their way out of the current HRA subsidy system with payment of a one off settlement figure to HM Treasury, and secondly Authorities will be subject to a cap on HRA borrowing.
- 1.4** The introduction of self financing from April 2015 will give authorities the resources, incentives and opportunity to provide good quality, well managed council homes and plan for the long term with certainty. Local Authorities will retain rental income and be able to invest locally in existing homes and new supply as appropriate. Local Authorities will also be in a stronger position to help tackle poverty and deliver jobs and growth.
- 1.5** Self-financing will provide greater sustainability for the Local Authority, provide greater freedom and flexibility in terms of maximising opportunities of council housing and greater responsibility and accountability. The Local Authority's HRA account will be better off financially by approximately £765K per annum,

by paying less interest on existing loans. In order that this takes place, a Voluntary Agreement will need to be signed by all eleven Local Authorities. More information on the Voluntary Agreement can be seen in section 3 and 4 of this Report.

1.6 Having become self-financing, all eleven Authorities will be able to:

- accelerate Welsh Housing Quality Standard (WHQS) work, to ensure achievement by 2020, and sustain it into the future. Of the eleven, only four have achieved WHQS – Isle of Anglesey County Council being one;
- increase investment in existing homes and in regenerating neighbourhoods over the short, medium and longer term;
- ensure tenants benefit from more efficient and effective housing services;
- increase the supply of new affordable homes;
- increase investment in a range of other local priorities which could include increasing the energy efficiency of council homes, estate regeneration, remodelling general needs or sheltered housing, and purchase of existing homes to increase supply;
- take a much longer term and business - like view of the housing stock and associated assets such as garages, commercial properties and land;
- create jobs and training opportunities, and increase investment in the local economy.

2.0 Progress to date

2.1 Governance

2.1.1 National

On a national level the HRAS project reports direct to the Minister for Communities and Tackling Poverty, Welsh Government and a project framework established made up of a steering group which makes recommendations to the Minister and four work streams making recommendations to the Steering Group. Isle of Anglesey County Council is represented on the Transaction work stream by Head of Housing Services and Finance Manager for Housing and Social Care. A high level project plan is appended to this Report [appendix 1].

Much collaboration has taken place between the Welsh Local Government Association, all eleven Local Authorities, Wales Audit Office, Welsh Tenants Association, CIPFA and the Welsh Government.

2.1.2 Local

Following the Council's internal project management framework, a Project Board and Project Group [operational] have been established and reports to the Isle of Enterprise Programme Board. The work of the Project Group and Board will ensure that all the necessary arrangements, internal governance processes to enable the settlement transactions and loans to take place will be in established. In addition to the corporate project documentation, this includes considering self-financing investment priorities, a review of the Treasury Management Strategy, developing a HRA asset management strategy, Capital and HRA budget reports including pooling of debt, obtaining appropriate Scrutiny and Executive Committee approval, ensuring appropriate authorisation and delegation levels on the key dates [leading up and including the conversion date and transaction date], future staffing requirements, staff resources and timescales for clearance of funds, business continuity arrangements and any other appropriate systems and processes in place. The process map for achieving this has in the region of 90 steps and milestones.

Communication and consultation has taken place locally with our Tenants and leaseholders through the Tenants newsletter and also through the Rent Policy and Service Charges consultation, which is currently on-going. Ending the HRA subsidy system will mean that rental income will become the primary source of income for the HRA. Engagement with tenants on the use of rental income, the standard of housing services and the priorities for investment will become much more important than in the past. This is the context behind including a key question within the current consultation process.

Communication with Elected Members will have taken place through a '*Housing for the Future*' seminar on 18th November, 2014 and via reports to Executive Committee. The project also reports to the Isle of Enterprise Programme Board. Other key stakeholders are aware through the newly established Anglesey Housing Partnership.

2.1.3 Future governance

Decisions on HRA debt including how it is funded and investments are the responsibility of the Authority. Recommendations on the 'basket of loans' – type and duration required from PWLB to fund our share of the settlement will be documented within the HRA Business Plan and the Council's Treasury Management Strategy.

- 2.2** After April 2015, self-financed council housing will need to operate much more like a housing association. The Council under primary legislation, must continue to maintain a statutory, ring fenced Housing Revenue Account and to account for income and expenditure on council housing separately from Council Fund income and expenditure.

2.3 The HRA business plan is a financial model of income, expenditure and debt for the next 30 years, with more detailed modelling for the first 5 years. It provides a strategic planning framework and will be much more central to financial and service planning, monitoring progress and managing risk when self-financing is introduced. The business plan will enable better planning and procurement and will provide more certainty for tenants and residents on what investment is going where and when.

2.4 There will be a need to consider whether the current governance arrangements for the HRA will need to be strengthened to respond to the significant changes that self-financing will bring. For example, establishing a HRA Strategic Panel or 'Board' or strengthening the link between the existing Tenants Panel and Scrutiny Committee to oversee the HRA business plan and recommend it for approval to Executive. The monitoring arrangements for the HRA will also need to be reviewed in recognition of the potential for higher levels of risk involved in self-financing. For example monitoring might need to take place on a quarterly or monthly basis in the early years.

3.0 Exiting from the HRAS system: The Agreement with HM Treasury

3.1 The agreement with HM Treasury, which will allow authorities to exit from the HRAS system and become self-financing from April 2015 consists of two parts:-

3.1.1 Firstly, the eleven stock retaining authorities are required to buy themselves out of the existing HRAS. The agreement is based on £40million interest payments which will replace the existing negative subsidy payment of £73million. The £40million interest will be converted to a buy-out lump-sum (settlement value) a short period before the agreed settlement date and authorities will be required to take out loans with the PWLB to fund the buy-out. This will result in all authorities being better off under self-financing.

3.1.2 The second part of the agreement is that HM Treasury require a housing borrowing cap to be set for each of the eleven authorities. 3.2 A borrowing cap of £1.85 billion was agreed with HM Treasury in June 2013. The cap includes the estimated Housing Revenue Account Capital Finance Requirement (HRA CFR) and the estimated settlement value. This leaves potential borrowing headroom of £471 million for authorities to meet their business plan commitments. All estimated figures are subject to change as the HRA CFR will need to be updated and the settlement value will be based on prevailing interest rates when the £40 million is converted to a settlement buy-out value.

3.3 Should the figures change significantly it is possible that the headroom will be reduced below £471 million. In the event that the borrowing required by LHAs exceeds the headroom, in order to protect investment in WHQS, the first call will be to reduce the borrowing available for new build.

4.0 Voluntary Agreement between Welsh Government and the Council

4.1 As the timescales for UK Legislation were unclear, HM Treasury agreed that the 11 Welsh Local Housing Authorities [LHAs] could exit the HRAS system in March 2015, subject to the Welsh Government securing and managing a borrowing cap through a voluntary agreement between each of the eleven LHAs and Welsh Ministers.

4.2 The powers for Welsh Ministers and a LHA to enter into a voluntary agreement are provided in section 80B of the Local Government and Housing Act 1989.

4.3 It is essential that all eleven LHAs agree and sign the voluntary agreement, and return to the Welsh Government by 19th January, 2015. Failure to do so will result in the HRAS remaining in place in Wales until appropriate UK legislation is passed. This means that at least £73 million will continue to be paid back to HM Treasury each year.

4.4 The Voluntary Agreement is between the Welsh Government and each Local Authority and is fundamental to our exit from the HRAS. The purpose is to set the limit of indebtedness (otherwise known as the borrowing cap) for each of the eleven stock-retaining Local Authorities.

The final Voluntary Agreement will break down the limit of indebtedness for the each local authority is as follows:

- Existing borrowing (final figure available in December – HRA CFR)
- New build borrowing (already known) – approximately £13million
- Modified SHG formula used to allocate balance (available in December)
- Settlement Payment (available 31 March 2015).

4.5 The voluntary agreement will act as an interim arrangement until the Wales Bill comes into force and as a fall-back position should the Wales Bill fall for whatever reason. Once the Wales Bill receives Royal Assent and the appropriate provisions are commenced Treasury will need to issue a determination to the Welsh Ministers which will set the macro borrowing cap for Wales. This will enable the Welsh Ministers, subject to consultation, to issue a determination to LHAs which will set the borrowing cap for each LA.

- 4.6** The Draft Settlement Determination will include the Council's actual share of the £40m with estimated settlement values based on range of interest rates, and is based on the Council's audited final HRAS 2013-2014 claims and include HRA CFR in borrowing cap calculation.
- 4.7** The Final Settlement Determination and Final Schedule will be provided on 31 March 2015 which will set out each LA's share of buy-out value (after conversion). The precise figure will depend on the interest rate for PWLB loans on 31 March 2015 when the loans are requested.

5.0 Recommendations

- 5.1** Scrutiny Committee Members are asked to scrutinise the Report and feed comments to the Executive Committee which meets on the 1st December, 2014.

Please find below a list of the recommendations which will be presented to the Executive Committee on the 1st December, 2014:

“Recommendation 1

Executive Committee to approve the exit from Housing Revenue Account Subsidy [HRAS] funding, on 31st March 2015 thereby becoming self-financing.

Recommendation 2

Executive Committee to approve the taking out of a loan from the PWLB to fund the exit from HRAS.

Recommendation 3

Executive Committee to approve entering into the draft Voluntary Agreement with Welsh Government.

Recommendation 4

Delegated authority be given for the S151 Officer and Monitoring Officer to sign the final version of the Voluntary Agreement, to be returned to Welsh Government by 19th January 2015.

Recommendation 5

Delegated authority be given jointly and severally to Head of Housing Services and S151 on the critical dates when money is transferred, to make any last minute changes to figures, or any other amendments to the transfer documents, that may arise on the key dates (Conversion date 31st March 2015 and Transaction date 2nd April 2015).

Recommendation 6

A copy of 2015 - 2045, 30 year HRA business plan is presented to Executive Committee to provide assurance on its viability, sustainability and affordability in February 2015.

Recommendation 7

A further report be submitted to Executive Committee for approval on whether the current governance arrangements for the HRA will need to be strengthened to respond to the significant changes that self-financing will bring.”

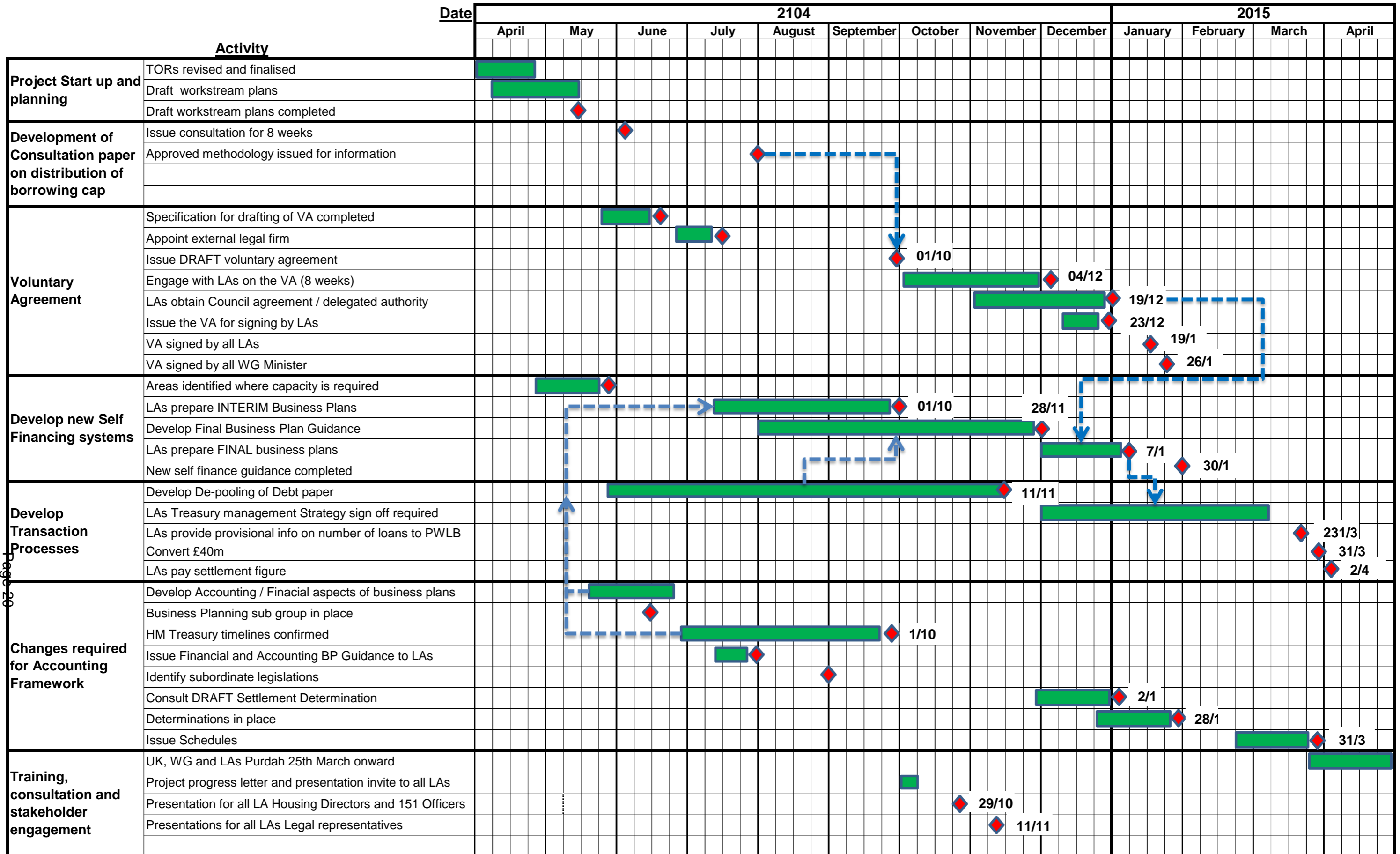
Background papers (please contact the author of the Report for any further information):

Housing Revenue Account Reform : Self-financing in Wales, Introductory guide for Councillors, WLGA, November 2014 <i>Housing Revenue Account Subsidy Reform (HRAS Reform)</i> , Report to Executive Committee, July 2014 <i>New Rent Policy for Social Housing and Service Charges</i> , Report to Executive Committee, October 2014
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Shan L Williams, Head of Housing Services
10th November 2014

New Local Housing Authority Self Financing System (HRAS Reform) - High Level Project Plan

5th October 2014



ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DATE:	27 NOVEMBER, 2014
SUBJECT :	PROPOSED CHANGES TO THE PRIVATE SECTOR HOUSING RENEWAL STRATEGY AND POLICY
PORTFOLIO HOLDER(S):	Councillor Ken Hughes
HEAD OF SERVICE:	Shan Lloyd Williams, Head of Housing
REPORT AUTHOR: Tel: E-mail:	J Gwynfor Davies, Principal Technical Officer Gwenda Owen, Empty Homes Officer jgdhp@anglesey.gov.uk/goxhp@anglesey.gov.uk

1.0 RECOMMENDATIONS

R1- That the Committee supports the changes to the private sector housing renewal strategy and policy (as Appendix 1) subject to consultation with external partners and organisations.

R2 –That the Committee supports the appointment of Street UK Services Limited, a third party provider, to administer and manage loan schemes on the Council’s behalf and to the transfer of the Council’s allocation for loans to Street UK Services Limited as “Facility Monies” in order to service the loans, subject to the recommendations of the Section 151 Officer.

2.0 REASONS.

2.1 Historically, the Council has offered grants to improve private sector housing. The level of funding for all grants, including Disabled Facilities Grants, has decreased by 60% over the past six years, from £2,200,000 in 2009 - 2010 to £900,000 in 2014 – 2015.

2.2 The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 changed the legislative framework which governed Local Authorities ability to provide

financial assistance to home owners and allows for authorities to offer loan funding. Whilst acknowledging that lending money by providing repayable loans is a more economic use of the Council's limited resources it is proposed that Housing Services introduce loan based assistance to replace some of the existing grants.

2.3 In January 2015, the Welsh Government intend to launch a Home Improvement Repayable Fund to enable local authorities to provide a home improvement loan scheme. In order to participate in this scheme, the Council will need to be in a position to offer loans under its Private Sector Housing Renewal Policy, before funds can be drawn down.

2.4 Amendments to the current Private Sector Housing Renewal Policy, to reflect the proposed changes, will therefore be required.

2.5 Mandatory Disabled Facilities Grants will not be affected and these will remain available under the provisions of Housing Grants, Construction and Regeneration Act 1996.

3.0 BACKGROUND

This report has been prepared with reference to the following background papers:-

Private Sector Housing Strategy and Renewal Policy 2012

Housing (Wales) Act 2014

Housing Grants, Construction and Regeneration Act 1996.

Toolkit for Home Improvements Loan Scheme

3.1 Increasing housing options and reducing poverty is a key priority for the Council.

3.2 The new Housing (Wales) Act 2014 places a stronger duty on local authorities to prevent homelessness and will allow Councils to discharge their homeless duty by using suitable private sector accommodation, thus increasing demand for such properties. It also introduces a mandatory registration and licensing scheme for landlords, lettings and managing agents with a view to improving housing standards and management in the private rented sector.

3.3 A Private Sector Housing Condition survey carried out in 2008 indicated that 22.3% of private sector housing exhibited a Category 1 hazard within the Housing Health and Safety Rating System. This rose to 35.4% of private rented housing. Housing Health and Safety Rating System (HHSRS) became the national system for assessing housing conditions under the Housing Act (2004) and a Category 1 hazard is from a list of 29 listed housing hazards where there is considered to be a high risk of serious harm.

3.4 The Energy Act 2011 included a provision that from April 2018, all private rented properties must be brought up to a minimum energy efficiency standard. This provision will make it unlawful to rent out a house or business premise that does not reach the minimum standard.

3.5 The draft Housing Strategy 2014 highlights the importance of encouraging private home owners to continue to maintain their property as failure to do so could lead to poor health and reduced quality of life. The strategy suggests that at a time when grant money is likely to fall, the Council should promote the availability and accessibility of home improvement loan schemes, targeted at owner occupiers and private landlords.

3.6 The Enterprise Island Framework, incorporating the Energy Island Programme and Anglesey Enterprise Zone has a number of major strategic investment projects in the pipeline, including, but not limited to, the Nuclear New Build at Wylfa, National Grid North Wales, Grid Connections, decommissioning of the existing Magnox nuclear power station and Lateral Power's proposed biomass/eco park. These will not only increase the demand for good quality private sector accommodation but may also risk existing tenants being displaced by landlords opting to maximize their financial returns from higher rents. This could have a knock on effect on the number of people faced with homelessness.

4.0 Summary of current provision under the existing policy

The Current Policy, adopted in September 2012, supports the following schemes, subject to available funding:-

1. Emergency Repairs Grant
2. Energy Efficiency Grant
3. First Time Buyer - Empty Homes Renovation
4. Fire Safety Measures in Houses of Multiple Occupation
5. Empty Homes - Houses into Homes Loan Scheme
6. Disabled Facilities Grant (DFG). This is a mandatory, means tested grant to help disabled owner occupiers or tenants to remain in their own homes. In the past year, approximately 20 applications have not proceeded as applicants were unable to meet their contribution towards the cost.

5.0 Proposed Future Provision (Revised Draft Policy Appendix 1)

5.1 Anglesey County Council's Corporate Plan for 2013 - 2017 focuses on reducing poverty. Based on our understanding of fuel poverty issues on Anglesey, the proposed

policy seeks to offer the best solutions possible to increase energy efficiency in private sector housing and improve housing standards.

5.2 Fuel poverty occurs when a household needs to spend more than 10% of its income on household fuel in order to maintain a satisfactory level of heating. In Anglesey 5.3 % of homes do not have central heating and the limited gas network on Anglesey means a high percentage of homes rely on more expensive oil or electric central heating.

5.3 With the exception of mandatory Disabled Facilities Grant, the proposed policy seeks to replace current private sector housing grants with loan assistance.

5.4 The Proposed Home Improvement Loan Scheme

5.4.1 It is proposed that one generic Home Improvement Loan Scheme be introduced which will enable the scheme to operate with Council funds or external funds that may be awarded.

5.4.2 In January 2015, the Welsh Government intend to introduce a “ Home Improvement Repayable Fund” as a way of providing additional finance to individuals and businesses for home improvements. The fund is to enable participating Local Authorities to develop a “Home Improvement Loan” Scheme and should be considered as additional to assistance currently offered by Local Authorities and not as a replacement.

5.4.3 Anglesey’s allocation is forecast to be £254,000 over the next two years.

5.4.4 The funding will need to be repaid to Welsh Government by 31st March 2030.

5.4.5 In respect of applicants defaulting on their repayments the Welsh Government has given a commitment to share the risk with Local Authorities up to a maximum of 5% of the loan fund shared equally between Local Authorities and the Welsh Government.

5.4.6 Loans will be recoverable within 5 years (for private landlords / developers), but can be extended up to 10 years where the loan is provided for the purpose of owner occupation. First priority will be given to homeowners and then to landlords that offer affordable housing /nomination rights over market rent.

5.4.7 Local Authorities have been given flexibility as to the type of work that can be financed through the Home Improvement Loan Scheme. Any loan requiring works must

contribute to making the property warm, safe or secure. Consequently the loan scheme could be used to support the following elements:-

- Sub- standard Housing with Category 1 and/or 2 hazards, (in private rented only) from a list of 29 listed housing hazards where there is a severe threat to health or safety of a resident (refer to 3.3) e.g. inadequate heating leading to excess cold or damp and mould, lack of fire safety equipment.
- Repair, Fire Safety or Security
- Empty Homes (Renovation/Conversion)
- Encourage householders to switch to mains gas within gas infill areas.
- Fund any shortfall between externally funded schemes such as ECO or VVP and total cost of the work.
- Assist applicants to pay their contribution towards a means tested Disabled Facilities Grant.

5.4.8 It is proposed that the Home Improvement Loan scheme be offered to Disabled Facilities Grant applicants who are unable to pay their means tested contribution, thus ensuring that their home is suitably adapted to meet their changing needs. In 2013-14, approximately 20 applications did not proceed because applicants were either unable or unwilling to meet their contribution towards the cost. The risk of not being able to offer a loan is that vulnerable people will not proceed with the identified work required in order to remain safely in their homes.

5.4.9 It is intended that loans will be interest free, and subject to an administration fee of 15%. The minimum loan value will be £1,000 rising to a maximum of £25,000.

5.4.10 To mitigate against the risk of default on payments, applicants will be subject to an affordability assessment to ensure that they can afford the loan and do not have an adverse credit history, for example. owe any outstanding debt to the Council. All loans will be secured as a Charge against the property. Further information in relation to mitigating the risks of default are noted within the Home Improvement Loan Toolkit.

6. 0 Administration of the proposed Home Improvement Scheme

6.1 The provision of loans to householders will require a rigorous financial assessment to ensure it is affordable, taking into account household income and expenditure. The scheme will also require a high level of day to day management and control to minimise the risk of default on repayments. It is therefore proposed that this element of the work be outsourced to a third party organisation.

6.2 It is proposed that the Council join the existing Framework Agreement procured by Denbighshire County Council and awarded to Street UK Services Limited on behalf of the six North Wales Councils. This request has been approved, in principle by the Council's Section 151 Officer, subject to (i) the Legal Department's approval of the loan and charge agreements and (ii) that the 'facility monies' are met from WG funding for the scheme and if successful, the capital bid submitted to Finance'.

6.3 Street UK Services Limited is a third party organisation who have managed the administration of Property Appreciation Loans and low income home owner loans on behalf of Flintshire, Denbighshire and Gwynedd County Councils. All three Councils have been satisfied with the service they have provided. By using Street UK Services Limited to deliver the scheme on behalf of Anglesey, we will ensure a consistent approach across the region conforming to Welsh Government requirements.

6.4 Within the framework agreement the Council would agree to transfer its allocated fund to Street UK Services Limited as "Facility Monies" in order to service the loans- "Facility Monies" means the amount of funding provided by or on behalf of the Council to the Company for the purpose of providing loans.

7.0 Houses into Homes Loans scheme (2) (2015-2016)

7.1 The Welsh Government has announced additional repayable funding (circa £245,000) to enable Anglesey to offer a second Houses into Homes Loan Scheme. The main difference between this second scheme and the first scheme is that this funding will be repayable to the Welsh Government in 2030.

7.2 Housing Services have successfully administered the current Houses into Homes Loan Scheme (1), launched in 2012 and it is intended that the process currently in place will continue to be used to deliver the second scheme.

7.3 The Houses into Homes Scheme offers financial assistance to owners of properties which have been empty for six months or more and are willing to renovate them to bring them back into use, either to rent or to sell on. Whilst priority will be given to existing homes, financial assistance may also be offered for conversion of empty buildings. Eligible work may be structural, re-wire, installation of heating, kitchen/bathroom replacement.

8.0 Internal Funding - General Capital Fund

8.1 Housing Services has submitted a bid to Finance Services for capital funding to replace existing discretionary private sector housing grants with a home improvement loan scheme. If the bid is successful, this scheme will run in parallel with the Home Improvement Loan Scheme which is to be funded via the Welsh Government's repayable fund.

9.0 External Funding Opportunities

9.1 Housing Services shall continue to maximise external funding opportunities in order to minimise the financial burden to the Council.

9.2 The Council, working with Care and Repair, Citizens Advice Bureau and the Financial Inclusion Officer encourages vulnerable eligible householders, living in energy inefficient homes, to explore the availability of Welsh Government or energy companies funding for efficiency measures. Where house owners are not eligible they will be considered for a Home Improvement Loan.

9.3 In an effort to maximize external funding opportunities, the Council is working collaboratively with Flintshire County Council's experienced and specialist Energy Unit to bid for Energy Company Obligation (ECO) and Welsh Government Arbed funding. This Unit has the expertise and experience to both bid and deliver energy efficiency works to private householders in partnership with the Council. The bid's outcome will be known before the end of the year.

9.4 The Council is targeting £1,215,000 funding secured as part of the Welsh Government funded Vibrant and Viable Places (VVP) urban regeneration framework for the period 2014 – 17 to make better use of the existing housing stock by targeted improvements to empty premises or houses to bring them into use as homes, by helping first time buyers to modernise vacant or sub-standard homes, and by targeted energy efficiency and electrical wiring improvements.



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COUNTY COUNCIL

PRIVATE SECTOR HOUSING RENEWAL STRATEGY AND POLICY 2014

PRIVATE SECTOR HOUSING RENEWAL STRATEGY & POLICY

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PRIVATE SECTOR HOUSING RENEWAL STRATEGY AND POLICY

BACKGROUND

INTRODUCTION

Following the introduction of the Regulatory Reform (England and Wales) Order 2002 a new Private Sector Housing Renewal Policy was approved in 2004, which was revised in September 2012.

This policy aimed at linking the findings of the private sector housing stock condition survey 2009 , by prioritising applications for assistance from households living in properties with identified Category 1 hazards or in need of structural repair.

Priority was also given to assist householders improve energy efficiency standards of homes, tackling fuel poverty and reducing carbon emissions. This assistance was by means of grant funding which is no longer sustainable under current financial pressures.

In recognition of uncertainties over future capital funding it has driven the need to move away from traditional grants to a form of recyclable loans. It also responds to the announcement by the Welsh Government of a new Home Improvement Loan Fund which is to be launched in January 2015 . This will bring repayable funding in 2014-15 and 2015-16, in addition to the Council's own funding for loans, which local authorities can utilise to assist private sector householders in accordance with their private sector housing policies.

Consequently, the policy as set out below reflects the depletion of grant funding and sets out the types of financial help available to home owners, private sector tenants, and their landlords to improve property condition, or to provide adaptations for people with disabilities. It includes information on eligibility criteria, procedures and conditions of assistance in accordance with Welsh Government aims.

This Policy acknowledges the importance of external funding opportunities which include resources from:-

- Welsh Government Arbed (partially supported through the European Regional Development Fund (ERDF)
- Home Improvement Repayable Loan Fund
- Houses into Homes Repayable Loan Fund
- Welsh Government Viable and Vibrant Places
- Welsh Government NEST scheme
- Energy Company Obligation (ECO).

LOCAL AND NATIONAL STRATEGIC CONTEXT

A key priority within the Council's Corporate Plan for 2013 - 2017 is to "increase our housing options and reduce poverty" and in recognition of the increasingly difficult financial environment the Community Department is committed to:

- Supporting the Council's Strategic Aims & Priorities
- Helping maintain homes that are fit for occupation.
- Tackling fuel poverty
- Promoting the best use of the Island's housing stock.
- Creating communities for local people, encouraging the use of the Welsh language.
- By the use of recyclable loans (other than mandatory Disabled Facilities Grants) and where appropriate incentivise, works to properties in need of essential repairs, improvement, fire safety and energy efficiency in the owner-occupied and private-rented sectors.
- Prioritise the need to bring suitable unoccupied and dilapidated properties back into use as housing accommodation.
- Maximise the use of available resources, recognising that fundamentally it is the responsibility of all home/property owners to maintain their own property.

As noted in the draft Housing Strategy 2014, because of the health risks and effect on quality of life, it is important that private home owners continue to be encouraged to maintain their property. At a time when the availability of grant money to assist this is likely to fall, loan schemes must be made accessible. Loan funding may also assist private landlords to improve the quality of rented homes.

The Enterprise Island Framework, incorporating the Energy Island Programme and Anglesey Enterprise Zone has a number of major strategic investment projects in the pipeline, including, but not limited to, the Nuclear New Build at Wylfa, National Grid North Wales, Grid Connections, the decommissioning of the existing Magnox nuclear power station and Lateral Power's proposed biomass/eco park. These will not only increase the demand for good quality private sector accommodation but increase the risk of existing tenants being displaced by landlords opting to maximize their financial returns from higher rents, thus increasing the number of people faced with homelessness.

The National Housing Strategy for Wales: Improving Lives and Communities – Homes in Wales.

This sets out three key priorities for Wales, these being:

- Increased housing and a greater choice
- Improving homes and communities

- Improving housing related support services and support particularly for vulnerable people and people from minority groups.

The Ten Year Homelessness Plan for Wales 2009-2019

The strategic aims set out in this document are:

- Preventing homelessness where possible
- Working across organisational and policy boundaries
- Placing the service user at the centre of service delivery
- Ensuring social inclusion and equality of access to services
- Making the best use of resources.

The aims of these strategies are reflected in the Housing (Wales) Act which received Royal assent in September 2014.

The new housing powers and obligations in the Act will be important in shaping the approach of the authority in key areas of housing work including prevention of homelessness, improving standards in the private rented sector and bringing empty homes back into use.

The legislative context for addressing poor housing conditions in the private sector and supporting vulnerable households is contained in the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. Article 3 of this Order enabled Local Authorities to develop new means of financial assistance through the provision of loans, including equity release, interest only, interest roll up and repayment loans products. The Community Department will use those powers to provide a wider choice of financial assistance.

Addressing private sector housing issues with limited resources will involve innovative approaches to ensure that as many properties as possible receive the investment required to secure the long term future of the housing stock.

Private Sector Housing Renewal has a key role to play through:

- Assisting elderly and disabled residents to achieve independent living through the provision of disabled facilities grants.
- Increasing the supply of affordable housing by assisting the improvement and conversion of empty properties to brought back into use.
- Improving the energy efficiency of dwellings by encouraging and promoting householders to take up Government funded and Energy Companies programmes such as NEST, ECO and ARBED.
- Developing a loan based assistance to allow low income homeowners to improve their properties.
- Use VVP programme to support housing improvements.

In addition there is increasing demand for affordable homes which has been demonstrated by the Social Housing Register held by the Council, the work of the

Rural Housing Enabler, the Affordable Housing Delivery Statement and Welsh Government studies.

Empty and derelict homes in Anglesey represent a significant wasted resource. This is recognised through the Council's Empty Homes Strategy. This strategy seeks to encourage owners to return these properties back into use through a number of methods and providing much needed affordable housing.

Should the Council be aware of a situation that warrants statutory enforcement action, such action will be considered. The principal legislation used by the Council to enforce standards within the private rented sector is the Housing Act 2004.

SRATEGIC OBJECTIVES

There are stark differences between the most prosperous districts on the island and the most deprived. On the basis of the 2011 Welsh Index of Multiple Deprivation the island contains some of the most deprived wards (in Holyhead and Llangefni) and some of the least deprived in Wales. This index of deprivation includes elements directly relating to housing (ie. overcrowding, lack of central heating) and others that are affected by lack of suitable housing (health, community safety, education).

A Private Sector Housing Condition survey carried out in 2008 indicated that 22.3% of private sector housing exhibited a Category 1 hazard within the Housing Health and Safety Rating System. This rose to 35.4 of private rented housing. Housing Health and Safety Rating System (HHSRS) became the national system for assessing housing conditions under the Housing Act (2004) and a category 1 hazard is from a list of 29 listed housing hazards where there is also considered to be a high risk of serious harm.

The Energy Bill (2011) included a provision that from April 2018, all private rented properties must be brought up to a minimum energy efficiency rating of 'E'. This provision will make it unlawful to rent out a house or business premise that does not reach this minimum standard.

Housing Services has a major role to play in addressing the challenges ahead in delivering against the priorities within the Council's Corporate Plan and are committed to:-

- Supporting owner occupiers living in low quality homes to improve them, with particular emphasis on improved energy efficiency, reducing fuel poverty and ensuring that homes are warm, safe or secure.
- offering incentives to owners wishing to return long term empty properties back into use.
- supporting landlords/developers to provide high quality accommodation and increase the number of properties including multiple houses of occupation.

The key objective shall be to move away from the traditional grant system and introduce schemes which are self-funding in the future on the basis that as the loans are repaid, the money is reused to fund future schemes.

In developing this policy the following key issues were considered:

- Welsh Assembly Government Housing Renewal Guidance (Circular 20/02), which requires the strategy to be evidence-based, realistic and achievable.
- The findings of the 2009 Private Sector Housing Stock Condition Survey.
- The need for the Council to play its part in meeting the Welsh Government's expectations.
- The need to provide statutory Disabled Facilities Grants with recognition that demographic changes are increasing the number of elderly and vulnerable people.
- Effective implementation of the Strategy will require significant 'cross-cutting' of service areas and both Council and external organisations will need to agree the delivery of prioritised approaches.
- Implementation cannot be divorced from the Council's duties and responsibilities as the Local Housing Authority.
- The Council has extensive statutory powers to intervene when it considers that housing conditions are unacceptable.
- The impact of poor housing conditions on both physical and mental health and well-being.

The main focus of this strategy is to prioritise support for disabled persons in accessing disabled facilities grants, tackling fuel poverty, empty properties and helping first time buyers.

This policy will also address other priorities such as helping private rented sector landlords with sub standard housing with identified Category 1 or Category 2 hazards.

Based on our understanding of fuel poverty issues on the island, this policy seeks to offer the best solutions possible, with the assistance of external organisations and resources to address fuel poverty and increase energy efficiency in private sector housing.

Fuel poverty occurs when a household needs to spend more than 10% of its income on household fuel in order to maintain a satisfactory level of heating. It is estimated in Wales as a whole that 30% of households and 33% of vulnerable households are in fuel poverty (2012 Projections based on 2008 baseline information – Building Research Establishment BRE). While a figure is not available at Local authority level the lack of gas supply in parts of the island and the age of the housing stock means the level is likely to be higher on Anglesey. Furthermore, in Anglesey 5.3 % of homes do not have central heating and the limited gas network on the island means a high percentage of homes rely on more expensive oil or electric central heating.

TYPES OF ASSISTANCE AVAILABLE

DISABLED FACILITIES GRANTS

Disabled Facilities Grants (mandatory) and the Disabled Facilities Relocation Grant (discretionary) are administered under the Housing Grants, Construction and Regeneration Act 1996, as amended by Schedule 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 and Annexe J2 Circular 59/96.

Both grants are available to registered or registerable applicants following a referral from an Occupational Therapist to, as far as possible, provide long-term solution to their housing needs.

Applicants wishing to make an application should in the first instance contact the Social Services Duty Officer on 01248 752734 or 752054

General matters relating to Disabled Facilities Grants

Qualifying applicants:

- will be subject to the National Statutory 'means test' to assess the level of contribution that can be made.
- in receipt of Government means tested benefits will normally not have to make any contribution.
- who can demonstrate their contributions cannot be paid due to financial hardship or other justifiable reasons can apply for a loan for a term to be determined by the third party financial assessor.
- The Council will, with the applicant's consent, refer enquiries to Gofal a Thrwsio Môn/ Care & Repair Agency who are dedicated to assisting older and disabled people and are actively involved in supporting applicants qualifying for Disabled Facilities Grants.

NB: applicants may select a Professional Agent of their choice to act on their behalf.

Eligible Fees and Charges

If Professional Agents are engaged, after Council Approval and confirmed by the Applicant, a Professional Agent can be paid 10% fee including VAT, of the cost Of eligible works above £10,000 and 12% fee for works below £10,000. Where cost of eligible works falls below £2,084 a minimum fee of £250 can be paid.

The following fees can also be considered for grant-aid::

- Building Regulation and Planning permission

- Radon gas survey
- Technical and structural survey
- Specialist reports, e.g. electrical, damp-course, timber treatment

Payment conditions

Payees:

Payments are made directly to the applicant, unless an Agent is engaged who will certify when payments are to be made to the Contractor.

Land Charge

The amount of grant awarded above £5000.00 and up to £36,000 will be registered as a Land Charge on the property for a period of 5 years from the certified date of completion of the works. At the end of the 5 year period or following disposal / transfer of the property the Council will remove the Land Charge from the registered title.

Any grant awarded above £36,000 will be registered as a Local Land Charge in perpetuity.

Repayment of grant on disposal

The Council has adopted under the powers of Article 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 and the framework for grants contained in the 1996 Housing Grants, Construction and Regeneration Act 1996 as originally enacted and is applicable to all Disabled Facilities Grants (except under £5,000).

Where the owner of the grant aided property disposes of their interest in the property, either in whole or in part, without the prior consent of the Council, then the owner will be liable to repay the amount of the grant awarded on demand. plus compound interest at the prevailing bank lending rate.

Where the owner of the grant aided property disposes of their interest in the property, either in whole or in part, with the prior consent of the Council, then the owner may be liable to repay the full amount or part thereof, of the grant awarded depending on the circumstances for the disposal, with each case being considered on its merit.

Disposals up to the prevailing limit are exempt where they relate to the following:

- The owner is making the disposal to live in hospital, hospice, specialist housing, residential care home or similar institution as their main and only residence.
- The owner is making the disposal to live with and care for a member of their family.
- A Mortgagee is in possession.
- In exceptional circumstances the Council will exercise it's discretion not to demand repayment of grant or demand a lesser amount on early disposal, with each case being considered on it's merit.

Fraud – Misappropriation of grant monies

The Council has a policy of zero-tolerance in cases of fraud and abuse in the grants system. Cases of suspected fraud will be thoroughly investigated and, where abuse is identified, will be referred to the police for criminal proceedings to be brought.

Complaints/decision review

The Council operates a formal complaints procedure and a copy is available on request.

Persons concerned about any aspect of the grants service should, in the first instance, write to the Director of Community Department, specifying that the matter is to be dealt with as a complaint and stating the concise areas of concern. Where the area of concern is that a request for assistance has not been appropriately considered in accordance with these conditions, then a review of the decision can be requested.

Performance Targets

The national target is that the decision on a full grant application should be made within 6 months of the date of the application. The Housing Renewal section has adopted an internal target of 3 months to make a decision. This target is internally-monitored and applicants who have not been dealt with within this timescale are able to pursue this matter as a complaint, by writing to the Director of Community Dept as above.

HOME IMPROVEMENT LOANS

(See Annexe 1 - Home Improvement Loan Toolkit) Please Note – That any financial assistance offered is to help meet housing needs and not to generate additional income for the recipient. All assistance will be subject to available finance.

Home improvement loans will be subject to an affordability test and an administration fee of 15% will be applied to each loan in accordance with the regional collaborative agreement.

To ensure that persons on low incomes are not disadvantaged and that with the exception of the mandatory Disabled Facilities Grants (which are subject to a statutory means test), all loans will be subject to an affordability assessment.

To enable authorities to offer Home Improvement Loans the Welsh Government is launching a new Home Improvement Loan scheme in January 2015 and providing a Repayable Fund for authorities, which will be repayable in 2030.

The Welsh Government have indicated that they will fund up to half of a maximum 5% repayment defaults with the Council being responsible for funding the remainder.

The type of loans Housing Services will provide under the scheme will be:-

- **Home Repairs and Improvements**

Assistance to home owners who would otherwise be unable to afford the costs involved in dealing with hazards arising from essential or urgent repairs, e.g. due to serious electrical faults, structural collapse, severe damp problems etc.

The Welsh Government requires that participating local authorities make available loans to owner occupiers and private landlords, with priority being given to owner occupiers and properties identified as having Category 1 and/or 2 hazards.

- **Energy Efficiency works and ECO/VVP shortfall**

Based on our understanding of fuel poverty issues on the island, this policy seeks to offer the best solutions possible to increase energy efficiency in private sector housing. Assistance will be available to improve the energy efficiency of private sector housing which is primarily aimed at supplementing financial support to initiatives funded by the Welsh Government and energy companies. Loans will only be available where these schemes cannot assist.

In an effort to maximize external funding opportunities, the Council is working collaboratively with Flintshire County Council's experienced and specialist Energy Unit to bid for Energy Company Obligation (ECO) and Welsh Government Arbed funding. This Unit has the expertise and experience to

both bid and deliver energy efficiency works to private householders in partnership with the Council.

The Home Improvement Loan scheme will be offered to householders to fund any shortfall between ECO/WG/ Vibrant and Viable Places (VVP) funding and the total cost of the works.

Under the VVP programme in Holyhead, the Council has secured funding to improve the quality and energy efficiency of homes which can run alongside ECO schemes to provide new and upgraded heating systems.

- **Fire Safety measures**

In recognition of the importance of appropriate fire safety measures in multi occupied properties, ie HMO's, Fire Safety Loans will be provided to Landlords to install or upgrade appropriate fire safety equipment. Loans will also be available to encourage structural and safety improvements in multi-occupied properties under Sections 254, 257 and 258 of the Housing Act 2004 "where a property is occupied by three or more unrelated persons who do not form a single household".

- **Disabled Facilities Contribution Loan**

To assist registered or registerable applicants pay their contributions, when other form of funding is not available or unaffordable, in order to access Disabled Facilities Grants.

- **Mains Gas connection in infill areas**

It is proposed that the loan scheme can also encourage private homeowners to connect to mains gas within gas infill areas thus reducing fuel poverty.

Loan Administration

The provision of loans to householders will require a rigorous financial assessment to ensure it is affordable, taking into account household income and expenditure. The scheme will also require a high level of day to day management and control to minimise the risk of default on repayments. This element of the work will be outsourced to a third party organisation.

The Council joined the existing Framework Agreement procured by Denbighshire County Council as awarded to Street UK Services Limited on behalf of the six North Wales Councils.

6.3 Street UK Services Limited is a third party organisation who have managed the administration of Property Appreciation Loans and low income home owner loans on behalf of Flintshire, Denbighshire and Gwynedd County Councils. By using Street UK Services Limited to deliver the scheme on behalf of Anglesey, we will ensure a

consistent approach across the region conforming to Welsh Government requirements.

6.4 Within the framework agreement the Council would agree to transfer its allocated fund to Street UK Services Limited as “Facility Monies” in order to service the loans—“Facility Monies” means the amount of funding provided by or on behalf of the Council to the Company for the purpose of providing loans.

Before awarding any loans the council must have regard to the ability of the person concerned to make that repayment. Consequently, it is incumbent that we ensure that the product offered is suitable and affordable.

General matters relating to Home Improvement Loans

Whilst acknowledging that maintaining homes is the responsibility of the owner/occupier assistance is targeted to those homes that are either in need of repair, improvement or adaptation to meet the specific needs of the householder.

In order to maximise the limited financial resources available, the Council will seek to target those homes in the most need and where the person(s) responsible are unable to afford to undertake the required works within their own resources.

Assistance will be subject to a financial affordability assessment carried out by a specialist third party (Street UK Ltd) and monies will be available to ensure that essential renewal elements are met and that the property is safe, comfortable **or/and** warm.

The Council will provide appropriate advice and assistance as follows:

- Enquirers will be advised of the loan qualifying criteria and, where appropriate, will be asked to complete an ‘Expression of Interest Form’.
- Qualifying persons will be referred to Street UK Limited financial assessor to determine eligibility and where appropriate administer the loan.
- Where loan assistance is unlikely to be available, householders will be informed at the earliest opportunity so as to enable them to make alternative arrangements.

The amount of loan payable will not exceed the 80% LTV prescribed maximum amounts stated. The loan payment will, as a priority seek to make the property safe, warm **or/and** comfortable for occupation.

Qualifying persons

For grants and loans qualifying persons should be:

- aged 18 or over at the date of application

- be the owner – the person legally entitled to occupy the property as their home and able to dispose of their interest.
- Be the Landlord – who has a duty to maintain the property and agrees to keep the property available for letting for 5 years.

NB. Leaseholder/Tenant – will not be eligible for loans

Local connections

When funding opportunities exist, such as currently within the VVP programme in Holyhead, First Time Buyer Grants may be offered to qualifying applicants / future beneficiaries are required to have a connection with Anglesey, which is defined as:

- For at least 5 years, having their only or principal residence on Anglesey, or have their place of work on Anglesey or a combination of both.
- Where not resident on Anglesey, written evidence confirming that an offer of employment has been made.
- Having established links, e.g. elderly people who need to move to a locality to be close to relatives.

Also Time Buyer – Renovation Grant, applicants will be eligible if they conform with the eligibility criteria above and:-

- a first time buyer
- acquired the property to be their home
- the identified property has been empty for 6 months or more at the time of enquiry.

NB To qualify for a grant confirmation of first time buyer status required from their mortgage provider.

Eligible Works:

These will be confirmed, following an inspection by the Council and will either be:

- Affordable within the prevailing loan limits.
- or
- exceed the maximum loan payable in which case, the most essential elements will be prioritised.

The Council must be satisfied that any work must be the most appropriate course of action and use of public finance.

Professional Agents:

Loan Applicants will be required to use Agents where they are unable to submit an appropriate application or where due to the complexity of the works they are requested to do so by the Council. Before their engagement the Council must confirm receipt of the required Certificate of Compliance duly signed by the Agent.

After their engagement Applicants will be required to submit Certificates confirming that they are satisfied with the quality and the amount of work undertaken.

The Code of Practice for Agents, (**see Annex III**) issued by the Council sets out the key elements of the Agents role and contains a Certificate of Compliance / Applicants Appointment Agreement (**Annex IV**) that must be signed, returned and written acceptance issued by the Housing Renewal Section before an Agent can be engaged.

Also see the Summary of Council, Applicant, Agents and Contractors Responsibilities

The Code of Practice for Agents

Issued by the Council sets out the key elements of the Agents role and contains a Certificate of Compliance / Applicants Appointment Agreement (Annex III) that must be signed, returned and written acceptance issued by the Private Sector Housing Renewal Section before an Agent can be engaged.

WELSH GOVERNMENT ‘HOUSES INTO HOMES’ LOAN SCHEME

Isle of Anglesey County Council is committed to adopting the key principles of the Welsh Government “Houses into Homes” Loan Scheme to incentivise home-owners to bring empty properties back into use

Following the introduction and the success of the Empty Homes Strategy and initiatives in 2012 an Empty Homes Loan scheme was made available by the authority and supported by the Welsh Government in the form of Houses into Homes funding. This scheme is to assist in bringing empty homes back into use to maximise the contribution that empty homes can make to meeting affordable housing needs.

The funding made available by the Welsh Government is an interest free repayable fund which the Council can utilise to provide up front capital to empty home owners to renovate them and bring them back into use, to sell or to let.

The Welsh Government has announced that additional repayable funding is to be made available in 2015-16 to enable authorities to continue with their Houses into Homes Loan programme.

Conditions attached to Houses into Homes Loans

The Council will provide advice to potential applicants on the loan application process and the criteria that needs to be met for a grant application to be successful.

This is a scheme that has been developed to offer interest free loans from £1,000 up to £25,000 to renovate and/or convert empty properties so that they are suitable for occupation. The information contained at Annexe V describes how the Home Improvement Loan scheme and the 'Houses into Homes' Loan Scheme will operate, how to make an application and the conditions that will be attached to the loan.

All loans approved will be subject to a number of conditions to ensure that the loan fund monies are "recycled" to further assist empty property schemes and repairs or improvements. Any offer of a loan is not guaranteed until you have received formal approval from the third party Financial Assessor or the Council. Any works you undertake prior to this approval will be at your own risk.

Purposes for which a Houses into Homes Loan may be applied for:

- To convert an empty property or commercial building into one or more units to the Houses into Homes Standard (as a minimum), so that it is suitable for immediate occupation, whether by for sale (loan to sell) or to let (loan to let).

Purposes for which a Home Improvement Loan may be applied for:

- To repair or improve a dwelling to a reasonable standard, free from Category 1 or 2 hazards (as a minimum), energy efficiency measures or fuel switching so that it is safe, warm and comfortable for occupation. Please refer to Annexe V- Appendix C (Home Improvement Standard). The property must have been vacant for a minimum of 6 months.

On completion , the works must: -

- result in the property/units being suitable for immediate occupation as a dwelling(s),
- Comply with all relevant Building Regulations, and
- Achieve the Houses into Homes Standard

A schedule of works, competitively priced by two contractors, will be agreed with the applicant prior to the offer of any loan and will form part of the loan conditions.

Any costs, which would be eligible for assistance under an insurance claim or third party claim, will not attract loan assistance. In exceptional cases, a loan may be given on condition it is repaid out of the proceeds of any future claim.

Works outside the curtilage of the property are not eligible for assistance unless they relate to the provision of essential services such as water, gas or electricity.

Enquiries for a loan can be made either by telephone, post, in person at the Council offices or via the Houses into Homes website.

All enquiries for a loan will be acknowledged by letter and dealt with in accordance with the 'Houses into Homes Scheme' procedures (Annex V - Appendix B)

Loan assistance will not be available for the following: -

- Properties, which are not of a permanent nature such as houseboats and caravans.
- Sheds outhouses and extensions such as conservatories.
- Buildings not suitable for conversion to habitable dwellings.
- Buildings where at least 40% is used by the applicant and/or his family as their home.

Persons applying for loans may either be existing or prospective owners, but in either case must be able to supply security for the loan as detailed in Annex V Appendix B. Please note that the property must be registered with the Land Registry in the applicants name before the loan can be approved. Loans will not be available for tenants.

Professional Agents: as for Home Improvement Loans above

Loan Payments:

Payments are made directly to the applicant.

Loan Security

All loan applicants will be required to agree to a Legal Charge being placed on the property, which is the subject of the loan application, to secure the loan. Agreement may be made in exceptional circumstances to accept a charge on an alternative property. All Legal Charges must be either first or second, where the County Council receives confirmation from the First Charge Holder that it consents to a second charge. Third or subsequent charges will not be accepted.

Where it has been agreed to accept a Legal Charge on an alternative property that is not the subject of the loan application, the alternative property must be located in

England or Wales. However, the additional legal costs associated with this arrangement must be paid by the applicant. Any property offered as security for the loan will require a valuation prior to the advance of any loan. **In exceptional cases**, where the property is unmortgaged and there is clear evidence to support the view that the property provides adequate and suitable security for the loan, a valuation report will not be required.

Fraud – Misappropriation of Loans:

The Council has a policy of zero-tolerance in cases of fraud and abuse in the **loan** system. Cases of suspected fraud will be thoroughly investigated and, where abuse is identified, will be referred to the police for criminal proceedings to be brought.

Complaints/Decision Review:

The Council operates a formal complaints procedure and a copy is available on request.

Persons concerned about any aspect of the loans service should, in the first instance, write to the Director of Communities, specifying that the matter is to be dealt with as a complaint and stating the concise areas of concern. Where the area of concern is that a request for assistance has not been appropriately considered in accordance with these conditions, then a review of the decision can be requested.

GRANTS / LOANS IMPORTANT CONSIDERATIONS:

- All grant / loan assistance is subject to available finance on a yearly allocation basis.
- The need for grant / loan assistance exceeds the finance available, so applications have to be prioritised to assist those persons in the most need.
- In prioritising assistance the Council will seek to meet its Strategic and Corporate Objectives.
- To make the best use of available resources, where indicated in this document , a 'means test' is used to determine the level of individual contribution towards the costs of the required works.
- Apart from a mandatory Disabled Facilities Grants assistance is discretionary, so there is no automatic right to a loan.
- Qualifying applicants are invited to apply for a grant / loan and a Waiting List of Qualifying Enquiries is maintained, in date order relating to the type of grant / loan required. The Waiting List determines the priority allocation of monies as resources allow. Acceptance of an application does not guarantee that financial assistance will be available.

- Assistance may be in the form of advice and subject to the individual's agreement to accord with Data Protection legislation, referral to other organisations.
- The Grants / Loans Section will provide assistance with the required paperwork if required, subject to the necessary Data Protection authority being provided.
- The Private Sector Housing Renewal Grant & Loan Conditions provide more detail on the process.
- All works should be completed within the stipulated periods included in the approval notice. It is only possible to extend beyond the stipulated period if a formal Extension Request has been submitted and approved by the Council.
- Failure to submit such a request BEFORE the end of the completion period will result in no further payments being made.

KEY ELEMENTS OF AVAILABLE ASSISTANCE

DISABLED FACILITIES GRANT (DFG)

Priority: A Mandatory grant administered under the Housing Grants, Construction and Regeneration Act 1996 Sections 19-24 as amended by Schedule 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. Available to registered or registerable applicants to, as far as possible, provide long-term solution to their housing needs.

Available to: Owner-occupiers, private tenants and private landlords for their disabled tenant.

Status: A mandatory grant.

Pre-Conditions:

- The works required must be reasonable and practical and be supported by an Occupational Therapist (OT) based on a needs assessment.
- Housing Officers will consider whether the work is reasonable and practical having regard for age and condition of property.
- No availability of suitable, alternative housing (See Relocation Grant).
- Financial resources means test and payment of contribution by applicant prior to commencement of work.
- Where the applicant is a tenant a signed and dated letter of consent from the property owner must be submitted.
- A Certificate of Title or Land Registry confirmation must be provided.

Grant Payable: Up to a statutory maximum of £36,000.00 with discretionary grant to increase to £80,000 with approval of the Council's Head of Housing Services and Member Portfolio Holder. All grants above £80,000 subject to approval of the Executive.

Payments:

- Applicant's contribution to be paid to the Council prior to issue of grant approval.
- Grant to be paid to the Contractor(s), in stages where appropriate or on completion of the works. Payments to be confirmed by site inspection and receipt of detailed invoices. Inspection within 5 days of invoice submission.
- Where a Professional Agent is engaged and agreed with the Council, 50% of their fee at grant approval stage and 50% on completion of the work.

Note:

- Grant works are to be completed within 12 months of approval date .
- Grant above £5000.00, will be registered as a Land Charge on the property for a period of 5 years from the certified date of completion of the works. Grant awarded above £36000.00 will remain registered as a Land Charge in perpetuity, ie until repaid, for example when the property is sold or transferred, or earlier by the Householder.

DISABLED FACILITIES (RELOCATION) GRANT

Priority: A discretionary grant administered under the Housing Grants, Construction and Regeneration Act 1996 Sections 19-24 as amended by Schedule 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

Available to: assist owner occupied registered or registerable disabled applicants to buy, adapt and move to a more suitable and cost effective home that better meet their needs. Only one Relocation Grant can be awarded in any 5 year period.

Status: A discretionary grant

Pre-Conditions:

- The property must be within the County.
- A full RICS Homebuyers report will be required on the property.
- The works required must be reasonable and practical and be supported by an Occupational Therapist (OT) based on a needs assessment.
- Housing Officers will consider whether the work is reasonable and practical having regard for age and condition of property.
- Availability of suitable, alternative housing .
- Financial resources means test
- A Certificate of Title or Land Registry confirmation must be provided.

Grant Payable: Up to a maximum of £36,000.00 or 50% of the estimated cost of adaptation work to their current home, subject to approval of the Panel.

It is payable on evidence that suitable, alternative housing has been secured either by purchase or by renting / leasing where security of occupation must be for over 5 years

Payments:

- Grant to be paid to the applicant on completion of sale
- Professional Fees are payable with agreement of the Council,

Inspection: Within 5 working days of request.

Note:

- Grant above £5000.00, will be registered as a Land Charge on the property for a period of 5 years from the certified date of completion of the works. Or earlier for example when the property is sold or transferred within the 5 year period.

DISABLED FACILITIES CONTRIBUTION LOAN.

Disabled Facilities Grant is a statutory means tested grant and applicants who cannot pay their means tested contributions often end up without access to a mandatory grant. As the national means test accounts only for income and savings, outgoing expenditure is disregarded which often results in applicants being unable to afford their contribution and consequently excludes them from accessing grant. .

To assist applicants pay their contributions, when other form of funding is not available or unaffordable, in order to access Disabled Facilities Grants.

Available: To owner-occupiers and tenants

Pre-Conditions:

- Financial resources affordability assessment.

Loans Payable:

Subject to an affordability assessment , no minimum but a maximum of £5,000, plus 15% administration fee added to the loan and repaid over the term of the loan.

Payments:

- Loan to be paid to the Applicant on submission of evidence of affordability.

Note:

Loan will remain registered as a Legal Charge with the Land Registry until repaid or earlier if the property is sold or transferred.

HOME REPAIR LOAN

Priority: To make emergency repairs to identified Category 1 and 2 hazards under the Housing Health and Safety Rating System to make the property safe, warm and comfortable.

Available: To owner-occupiers and landlords

Pre-Conditions:

- Property to be in need of repair as identified by the Council.
- Financial resources affordability assessment.

Loans Payable:

Subject to an affordability assessment a minimum of £1,000 up to a maximum of £25,000, plus 15% administration fee added to the loan and repaid over the term of the loan.

Payments:

- Loan to be paid to the Applicant, on receipt of bone fide invoice/s
- Inspection of works within 5 working days of receipt of invoice.

Note:

- Loan works are to be completed within the stipulated timescale as shown on the loan agreement.

Loan will remain registered as a Legal Charge with the Land Registry until repaid or earlier if the property is sold or transferred.

ENERGY EFFICIENCY LOAN

Priority: - to help alleviate fuel poverty and to improve the energy efficiency of properties.

Available: To owner-occupiers and landlords.

Priority will be given to:

- Persons without a central heating system
- assist householders access ECO/Arbed ECO funding which will help them meet the cost difference between the cost of works and level of funding available from external sources.
- Persons in mains gas infill areas who wish to take advantage of fuel switching to mains gas.

Loan Payable:

- To encourage private owners/occupiers and landlords take up mains gas connection in gas infill areas.
- To offer assistance to provide loft insulation (including top up of existing levels), external wall insulation, cavity wall insulation, draught-proofing and pipe-lagging where other source of external funding is not available.
- To provide a central heating system, or replacement system or part of an existing system, older than 15 years where it is not financially viable to repair, ie the cost of repair is more than 50% of the cost of replacement
- double glazing subject to funding being available.
- The Applicant where appropriate will in the first instance be directed to other Government funded schemes for assistance e.g. NEST, GREEN DEAL or ECO.

Pre-Conditions:

- Applicants must be unable to obtain assistance through other Government or energy companies initiatives
- Heating/double-glazing assistance subject to insulation and draught-proofing requirements being met.
- Financial affordability assessment..

Loan Payable: Subject to an affordability assessment A minimum of £1,000 and up to a maximum of £25,000.00, plus 15% administration fee, payable after completion of the works and on receipt of an acceptable invoice .

Note:

- Loan works are to be completed within the stipulated timescale as shown on the loan agreement.
- Loan will remain registered as a Legal Charge until repaid or earlier if the property is sold or transferred.

FIRE SAFETY LOAN

Purpose: - Assistance for landlords to provide appropriate fire safety measures in multi occupied properties, ie HMO's, Such works could be installation of or upgrade fire safety equipment and or structural and safety improvements.

Available: To the person responsible for the fabric of the property.

Pre-Conditions:

- Property to be older than 10 years.
- Work to be subject to Environmental Health Service's Enforcement requirements

- The Landlord will be required to join the Landlords Accreditation Scheme, prior to receipt of a loan, details are available on <http://www.welshlandlords.org.uk/landlord-accreditation/other-accreditation-schemes.aspx>

Loan Payable: Subject to an affordability Assessment a minimum of £1,000 and up to a maximum of £25,000.00 , after completion of the works on receipt of an acceptable invoice .

Inspection: Within 5 working days of request.

Note:

- Loan works are to be completed within the stipulated timescale as shown on the loan agreement.
- Loan will remain registered as a Legal Charge until repaid or earlier if the property is sold or transferred.

FIRST TIME BUYER RENOVATION LOAN

Priority: to respond to the increasing need for affordable homes a First Time Buyer Loan will be available to assist in renovating vacant homes and bringing them back into use. This loan will be subject to an Assessment of Affordability

Available: To absolute first time buyers with a local connection to renovate empty properties and bring it back into use as their home.

Pre-Conditions:

- The property must have been empty and unoccupied for at least 6 months prior to the application for a grant.
- To person/s who have confirmed as not previously owned a property.
- To person/s who cannot access main street Bank loans due to hardship
- To person/s whose annual income is less than £40,000.
- To person/s whose mortgage is not less than 75% of the current value of the property.
- The property must be occupied by the applicant for at least 5 years after completion of the works
- The property should be in a safe warm and comfortable state on completion of works and as far as possible, meet the Welsh Housing Quality Standard (WHQS)

Loan Payable: Subject to an affordability assessment a minimum of £1,000 and up to a maximum of £25,000.00 , after completion of the works on receipt of an acceptable invoice .

Inspection: Within 5 working days of request.

Note:

- works are to be completed within the stipulated timescale included on the loan agreement.
- Loan will remain registered as a Legal Charge with the Land Registry until repaid or earlier if the property is sold or transferred.

HOUSES INTO HOMES EMPTY PROPERTY LOAN SCHEME**Priority:**

- To owners of empty homes or commercial properties to undertake renovation works to bring empty properties back into residential use on a “loan to sell” or “loan to let” basis.
- Available funds will be targeted towards properties in areas of housing need

Discretionary Loan**Available:**

- To individuals and companies, if they already own an empty property or are considering buying an empty property in Anglesey.

Pre-Conditions:

- The property should, as far as possible, meet the Houses into Homes Standard. **(Annex V - Appendix C)**
- The conversion/repair works must be carried out within an agreed time period.
- The property/units must be marketed for sale or for let within a reasonable period of time after completing the works (12 weeks). If the property/units are available for rent and are not occupied within this time period, then the loan may become repayable.
- The loan must be repaid either on or before the date as specified in the Loan Facility Agreement.
- A legal charge will be made on the property to secure the loan, for the duration of the loan.
- The property must have been empty and unoccupied for at least six months.

Loan Payable:-

- Up to a maximum of £25,000 per individual unit of accommodation up to a maximum of £150,000 per applicant.
- Taking into account any existing mortgage, any loan offered cannot exceed 80% of the current property value.
- **Payments:**
- Payment will be made to the applicant within fourteen working days of the Council Legal Services confirming that the Financial Charge(s) have been registered.
- Where the loan exceeds £25,000 the Council reserve the right to make staged payment.

Repayment:-

- Where the loan approved is a “Loan to Sell” the loan will be repayable immediately on sale and no later than the date stipulated in the Loan Facility Agreement (maximum of 2 years).
- Where the loan approved is a “Loan to Let”, the loan will be repayable no later than the date stipulated in the Loan Facility Agreement (maximum of 3 years), unless there is an earlier disposal of the property or the units within the property are divided and all sold on the same day.
- Where the property is to be converted into units and there is a disposal of one or more units (prior to the fixed dates set out in the terms of the Loan Facility Agreement), then on each such disposal of a unit, the applicant must repay the lesser amount of the gross sale proceeds and the amount of the loan outstanding.
- If, after all such disposals, monies are still outstanding under the loan, then the applicant must repay such monies on whichever occurs the earlier of the disposal of the final unit or the relevant date as set out in the loan agreement.

Note

- Only one loan will be awarded per property.
- subsequent loans may be permitted, subject to the condition that no applicant may hold loans awarded through the Houses into Homes Empty Property Initiative, to a value greater than £150,000 at any one time.
- Works are to be completed within an agreed timescale, as set out in the loan agreement document.

- Funds will be prioritised at areas and properties where the Council is aware and has evidence of the greatest housing need on the

SUMMARY OF COUNCIL, APPLICANT, AGENTS & CONTRACTORS RESPONSIBILITIES

Council

- To process the Grant / Loan Application in agreed time scales.
- Where a request is made to consider the appointment of an Agent and provide a written response as appropriate.
- Before authorising payment, ensure that any contractual variations have been agreed by the Applicant and that the costs incurred are justified and arithmetically correct.
- Check all Tenders received to ensure that all items are included and eligible for grant / loan.
- Provide appropriate advice and assistance throughout the grants / loans process.
- Liaise with the Applicant, Agent and Contractor as required highlighting issues of concern as they arise.
- Ensure that all documentation is correct and validated, where any doubt arises to undertake appropriate investigation.
- Maintain a photographic record of the grant / loan assisted works undertaken.
- Undertake the required random sampling of approved applications to ensure that Council policy and procedures are being followed.

Applicant

- Confirm appointment of Agent and / or Contractor as required, submitting the appropriately signed Certificate of Compliance / Applicants Appointment Agreement and receiving the signed acceptance from the Grants / Loans Department before engaging an Agent.
- Monitor the performance of an appointed Agent maintaining an effective working relationship.
- Highlight issues of concern as they arise.
- Where applicable, pay amounts due on time.
- Confirm contractual amendments and work cost estimates in writing.
- Ensure appropriate house and contents insurance are in place and that any persons with a legal interest in the property are advised of the works being undertaken, eg Mortgage Provider, Landlord.
- Complete works within the agreed timescale.

Agent

- Sign the Certificate of Compliance and comply with the Agents Code of Practice.
- Ensure that the Applicants interests are protected at all times.
- Provide additional support , advice and assistance, where required, for older and vulnerable applicants
- Undertake tendering for the appointment of Contractors maintaining evidence that tendering procedures have been appropriately followed.
- Ensure that only competent Contractors are engaged.
- Monitor the Contractors performance and quality of work and carry out periodical inspections.
- Liaise with the Council and highlight issues of concern as they arise.
- Issue contract amendments and work cost estimates required ensuring that they are counter signed by the Applicant.
- Check, confirm and approve payments.
- Obtain signed certification from the Applicant that they are satisfied with the quality and amount of works undertaken.
- Check, confirm and approve Final Accounts.

Contractor

- Provide written confirmation of start and completion dates.
- Undertake works to recognised professional standards and Codes of Practice.
- Ensure compliance with applicable Health and Safety Legislation and good practice requirements.
- Highlight issues of concern as they arise.
- Take reasonable and appropriate measures to protect the Applicants belongings.
- Only commence additional works where the Applicant / Agent have provided written instruction.
- Ensure that appropriate Public Liability Insurance is secured before commencing any works.

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	27th November, 2014
SUBJECT:	Annual Report on the SLA with the Regional School Improvement Service (GwE)
PORTFOLIO HOLDER(S):	Cllr. Ieuan Williams
REPORT AUTHOR: Tel: E-mail:	Gwynne Jones

1.0 RECOMMENDATIONS

R1- Members of the Committee are asked to examine the content of the report so as to be in a position to answer the type of questions noted above

Matters for scrutiny

The type of information included in the report, and the opportunity to ask further questions, are crucial to the self-evaluation process. In this respect, it is important that elected members are aware that Estyn's Framework, the requirements of the Welsh Audit Office and expectations of the Welsh Government with regard to the governance and management of the regional consortia, require that they are in a position to answer such questions as those listed below, as part of self-evaluation and quality assurance.

- How does the authority monitor and challenge the work of the School Effectiveness and Improvement Service [GwE]?
- How does the authority know whether or not they get value for money when commissioning a service from GwE?
- How does the authority ensure that GwE's work is aligned with local plans and intentions and that the key aspects for attention are targeted effectively?
- What difference does GwE's support make to outcomes, standards of achievement and quality of leadership in Anglesey?
- In what aspects/schools/key stages are the most explicit differences to be seen?
- What aspects need to be further prioritised in order to ensure further improvements?

2.0 REASONS

2.1

Purpose of the report

The main purpose of the report is to set out information so as to enable elected members to scrutinise the work of the School Effectiveness and Improvement Service [GwE] with Anglesey schools, and to evaluate the impact of that implementation on outcomes, standards of achievement and quality of leadership.

Background information

The School Effectiveness and Improvement Service [GwE] was established in partnership between the 6 Local Authorities in North Wales [Anglesey; Gwynedd; Conwy; Denbighshire; Wrexham; Flintshire] to be accountable to the councils and to undertake their statutory duties in relation to school improvement [and specifically so, to monitor, challenge and deliver support services]. The nature and breadth of expectations are made clear in a *Service Level Agreement* and the delivery model was compiled based on a fixed number of days for:

- conducting termly monitoring visits
- supporting at risk category schools [amber/red]
- pre and post inspection support

In 2014, through the National Model for regional working, the Welsh Government imposed further and wider national expectations on the consortia's work. Planning to respond to these requirements is currently work in progress.

Author: Gwynne Jones
Job Title: Director of Lifelong Learning
Date: 11 November, 2014

APPENDIX 1-

The regional service is jointly funded by the 6 Authorities [based on an agreed formula].

A team consisting of 30 full-time Challenge Advisers work across the region, 10 of whom work specifically in the Gwynedd/Anglesey Hub.

Regional Strategic Priorities 2013-2014

1. Increase the proportion of 16 year-olds achieving Threshold Level 2+ at the end of KS4
2. Raise standards of achievement of FSM learners
3. Raise standards of achievement of learners in national reading and numeracy tests
4. Increase numbers and standards of achievement in Welsh First Language
5. Increase proportion of 16 year-olds gaining at least 5 A*/A grades by the end of KS4.

Additional focus areas for 2014-15:

1. Establish and promote an effective regional model for School>School collaboration
2. Improve quality of leadership and teaching/learning
3. Support schools to strengthen procedures for assessment, standardisation and moderation of teacher assessments.

End of Key Stage outcomes [FP>KS4]

An analysis of Anglesey schools' performance against the various indicators is set out in the annual report. Please find below the main headings only in comparison with other authorities in the region:

Authority	Foundation Phase: Foundation Phase Indicator				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	84.1	85.9	84.6	+0.5	-1.3
GwE	81.7	83.5	84.3	+2.6	+0.8
Wales	80.5	83.0	85.2	+4.7	+2.2

Authority	Foundation Phase: Foundation Phase Indicator Performance of FSM learners		
	2013	2014	+/- 2013>2014
Anglesey	71.5	67.2	-4.3
GwE	69.8	70.6	+0.8

Authority	Key Stage 2: Core Subject Indicator				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	84.7	88.0	87.8	+3.1	-0.3
GwE	83.6	85.5	85.6	+2.0	+0.1
Wales	82.6	84.3	86.1	+3.5	+1.8

Key Stage 2: Core Subject Indicator Performance of FSM learners			
Authority	2013	2014	+/- 2013>2014
Anglesey	79.5	79.2	-0.3
GwE	72.4	70.8	-2.6

Authority	Key Stage 3: Core Subject Indicator				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	77.9	81.5	83.5	+5.6	+2.0
GwE	75.7	78.7	83.7	+8.0	+5.0
Wales	72.5	77.0	81.0	+8.5	+4.0

Key Stage 3: Core Subject Indicator Performance of FSM learners			
Authority	2013	2014	+/- 2013>2014
Anglesey	60.9	70.2	+0.3
GwE	54.3	65.7	+11.4

Authority	Key Stage 4 : TL2+				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	52.3	54.2	53.0	+0.7	-1.2
GwE	53.2	56.0	57.0	+3.8	+1.0
Wales	51.1	52.7	55.0	+3.9	+2.3

Authority	Key Stage 4 : TL2+ Performance of FSM learners 2014	
	Number/% FSM attaining TL2+	Number/% FSM non SEN attaining TL2+
	School A	7/16 [43.7%]
School B	12/25 [48.0%]	11/22 [50.0%]
School C	10/25 [40.0%]	10/22 [45.4%]
School CH	4/15 [26.6%]	4/8 [50.0%]
School D	8/17 [47.0%]	8/15 [53.3%]

Authority	Key Stage 4: Welsh				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	62.4	66.4	72.0	+9.6	+5.6
GwE	71.3	70.9	72.7	+1.4	+1.8
Wales	73.8	73.6			

Authority	Key Stage 4 : English				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	57.2	61.5	65.0	+7.8	+3.5
GwE	62.6	65.4	67.8	+5.2	+2.4
Wales	62.2	62.9			

Authority	Key Stage 4 : Mathematics				
	2012	2013	2014	+/- 2012>2014	+/- 2013>2014
Anglesey	61.0	62.2	60.0	-1.0	-2.2
GwE	61.0	63.5	63.2	+2.2	-0.3
Wales	58.4	60.3			

Summer 2013 – Autumn 2014 Inspection Data [GwE's execution period]

Anglesey school inspections [total of 15 inspections]	Inspection profile	Outcome of follow-up action by GwE
2013>2014 educational year [Summer] : <i>3 primary schools</i>	1 school no follow-up; 2 schools Estyn monitoring	1 school has made the expected progress and has been removed from follow-up category. The other school is awaiting a visit on 18 November with firm prospects that it will be removed from the category.
2013>2014 educational year [Autumn/Spring/Summer]: <i>8 primary schools and 1 secondary school</i>	4 schools no follow-up; 1 Authority monitoring; 4 Estyn Monitoring [the situation of 2 of these schools was historically vulnerable and considerable progress was made in a short space of time to get them into this category].	Estyn hasn't revisited yet.
2014>2015 educational year [Autumn]: <i>1 primary school, 1 special school and 1 secondary school</i>	Although the reports have not been published, no school was placed in a follow-up category.	NA
Anglesey's current profile [all schools] : <ul style="list-style-type: none"> • Number/% schools in Authority monitoring category: 1 [1.8%] • Number/% schools in Estyn monitoring category: 5 [9.2%] • Number/% schools in need of Significant improvement: 0 [0.0%] • Number/% schools in Special Measures: 0 [0.0%] 		
Judgement profile [of the schools inspected in the period]: <ul style="list-style-type: none"> • Number/% where Good or better was awarded across the 3 Key Questions: 8 [53.3%] • Number% where KQ1 was judged to be Good or better: 11 [73.3%] • Number% where KQ2 was judged to be Good or better: 10 [66.6%] • Number% where KQ3 was judged to be Good or better: 9 [60.0%] • Number/% where one of the Key Questions was judged to be unsatisfactory: 0 [0.0%] • Number/% schools where a Key Question/Overall Judgement was judged to be Excellent: 1 [1.8%] 		

Anglesey School Categorisation 2013-2014

Anglesey Authority>School Partnership Agreement Category Profile [2013-2014]

	Green Not much monitoring needed	%	Yellow Light monitoring	%	Amber Specific monitoring	%	Red Significant monitoring	%
Primary	7	14%	24	48%	17	34%	2	4%
Secondary	0	0%	3	60%	1	20%	1	20%
All	7	12.7%	27	49.1%	18	32.7%	3	5.4%

Termly Monitoring Visits 2013-2014

Judgement profile after conducting Autumn/Summer 2013/2014 monitoring visits

Monitoring visit	Excellent	Good	Adequate	Unsatisfactory
Autumn Term: Standards	0	66.0%	32.1%	1.9%
Summer Term: Leadership	3.8%	57.7%	36.5%	1.9%

Response of Anglesey schools to the stakeholder questionnaire [response of the region's schools in italics]

AUTUMN TERM MONITORING VISIT					
	Strongly agree	Agree	Strongly disagree	Disagree	No comment
Head teacher and school benefited from the process	58.4% <i>[58.6%]</i>	41.6% <i>[36.3%]</i>	0 [3.2%]	0 [1.9%]	0
Directions and requirements prior to visit were clear	33.3% <i>[46.5%]</i>	58.3% <i>[48.4%]</i>	8.3% <i>[5.1%]</i>	0	0
Subsequent discussion and recommendations helped move the school forwards	50.0% <i>[57.3%]</i>	50.0% <i>[36.3%]</i>	0 [4.5%]	0 [1.9%]	0
Appropriate level of challenge	33.3% <i>[52.2%]</i>	58.3% <i>[41.4%]</i>	8.3% <i>[5.1%]</i>	0 [1.3%]	0

SPRING TERM MONITORING VISIT					
	Strongly agree	Agree	Strongly disagree	Disagree	No comment
Head teacher and school benefited from the process	71.4% [64.9%]	28.6% [31.4%]	0 [2.9%]	0	0 [0.8%]
Directions and requirements prior to visit were clear	42.9% [56.2%]	57.1% [38.7%]	0 [4.4%]	0	0 [0.7%]
Subsequent discussion and recommendations helped move the school forwards	64.3% [62.0%]	28.6% [32.8%]	7.1% [4.4%]	0	0 [0.7%]
Appropriate level of challenge	57.1% [59.8%]	42.9% [38.0%]	0 [0.7%]	0 [0.7%]	0 [0.7%]

SUMMER TERM MONITORING VISIT					
	Strongly agree	Agree	Strongly disagree	Disagree	No comment
Head teacher and school benefited from the process	69.2% [62.7%]	30.8% [35.7%]	0 [1.6%]	0	0
Directions and requirements prior to visit were clear	53.8% [55.5%]	46.2% [42.9%]	0 [1.6%]	0	0
Subsequent discussion and recommendations helped move the school forwards	69.2% [59.5%]	30.8% [37.3%]	0 [2.4%]	0 [0.8%]	0
Appropriate level of challenge	58.3% [52.8%]	33.3% [44.8%]	8.3% [0.8%]	0 [1.6%]	0

Specific examples of GwE's implementation with amber/red category schools 2013>2014:

Outline of aspects of implementation/support	Impact
School: Secondary Risk Category: Red	
<p>Between Autumn 2013>Autumn 2014, the school has received up to 42 working days of support and monitoring visits to verify progress and plan the next steps [combination of time spent by Challenge Adviser and external experts commissioned by GwE. During this period, attention was given to: developing an Improvement Plan; reviewing curriculum arrangements; supporting the English department in areas such as pedagogy/marketing and assessment/tracking/developing learners' examination skills/working with target groups; promoting visits to see good practice in other schools developing tracking system; improving provision for literacy; focus on developing learners' skills; improving skills of leaders in scrutinising work and observing lessons; mentoring Senior Leaders and Middle Leaders; improving leaders' skills in analysing data. In addition to the above, the school received another 20 working days of support for Y11 learners in English and Mathematics.</p>	<p>School removed from category. 2014 results show improvements across the vast majority of indicators [TL2+ +4.0%; CSI +4.8%; Welsh +42.3%; Mathematics + 12.5% but English -4.6% was lower than 2013 figure [this is disappointing and has resulted in further action being taken with the department]. Improvements in performance of FSM learners [46.0% attaining TL2+ in comparison with 42.0% non-FSM learners]. Better consistency in the quality of middle leadership across a range of aspects e.g. scrutiny of work; leading on teaching and learning and assessment; self-evaluation. Better incisiveness in the quality of evaluation and planning improvements at SMT level.</p>
School: Primary Risk Category: Red	
<p>The school's historical situation is vulnerable and intense support was delivered during the summer and autumn of 2013 to prepare for the inspection [January 2014]. That support addressed aspects of leadership and standards and helping the Head teacher to establish evaluation procedures and producing an evaluative report against the requirements of the Inspection Framework. Although the school was placed in the <i>Estyn Monitoring</i> category following the inspection, significant progress had been made in several aspects in a very short space of time. Following that, support was given to produce a <i>Post Inspection Improvement Plan</i> which is pertinent and practical and guidance was issued on how best to implement the PIIP. Joint scrutiny exercises were held and support was given to help with producing evaluative reports and monitoring</p>	<p>School has adopted a PIIP which sets a clear direction to the work and which highlights monitoring stages and key milestones. Standards of achievement in learners' books show improvements and specifically good standards of writing at the top end of the school [and is developing in the rest of the school]; better consistency in the range of forms/types of writing completed; more good practice in assessment for learning/feedback on work and more consistency in use; strategies to enable pupils to improve their work are starting to become established. Scrutiny role of Governing Body members has been tightened. Incerts has established as an</p>

<p>progress and impact of subsequent action. Guidance was issued on improving and further strengthening the school's evaluation procedures ensuring wide ownership of the work. Also, through GwE's brokerage arrangements, support with effective practice in the use of Incerts from a local Head teacher was arranged.</p>	<p>assessment and tracking system and is used by all teaching staff.</p>
<p>School: Primary Risk Category: Amber</p>	
<p>After being placed in the <i>Estyn Monitoring</i> category in April 2013, the school has received support and guidance on a range of aspects including producing a detailed PIIP in response to Estyn's recommendations and establishing firmer procedures to monitor progress against the various priorities [a system where the Head teacher reports regularly on progress to the Chair of the Governing Body was established]. The school has received several days of support from GwE's Associate Partners in literacy and numeracy and, as part of targeting, a KS2 teacher had opportunities to joint plan and teach with the partners which has improved the quality of teaching and learning. The school was presented with several opportunities to observe good practice in local schools and, as a result of the support given to develop a more effective system to track learners' progress, the Head teacher has had the opportunity to share the school's practices with the head teachers of Anglesey schools. Training on <i>Assessment for Learning</i> across the school was facilitated, and the Head teacher was supported in developing sharper self-evaluation processes based on a fixed timescale.</p>	<p>Firm and consistent implementation over the period in question, against all of the recommendations [Estyn will be revisiting in November]. Schemes of work have been adapted in response to the requirements of the literacy and numeracy framework and to ensure better progression in the development of skills across the school. Short term schemes refer to specific skills at an appropriate level according to pupils' age and ability and differentiation is now more effective. More consistency in the use of AfL strategies across the school. Literacy Coordinator's leadership role has developed in relation to the requirements of the Framework which has resulted in more effective planning and teaching to develop writing skills. Coordinator monitors the provision for literacy more consistently and effectively. Head teacher/Governors and staff are much more aware of the school's performance and understand better the matters that need further attention.</p>

National Categorisation 2014-2015

The school categorisation process involves three stages:

- Stage 1: school is assessed by the Welsh Government on a range of performance measures and placed in one of 4 categories [1 being the highest and 4 the lowest]. This is verified by Welsh Government in December/January each year.
- Stage 2: GwE and the Authority form a judgement on the quality of leadership and teaching and learning and place the school in one of 4 categories [A being highest and D lowest]. Reaching a judgement on the school's ability to bring about improvement will begin with the school's own self-evaluation however Challenge Advisers will have to be assured, and verify evidence, that all school leaders use performance data robustly as part of effective school management and improvement [governors, heads, teachers, middle leaders and subject leaders]. There must be evidence of the effective use of accurate data at individual pupil, group, cohort, subject and school level. The Challenge Advisers will take into account the performance of every learner and group of learners as well as the quality of teaching and learning at the school.
- Stage 3: GwE and the Authority will agree on the overarching colour category for the school [Green/Yellow/Amber/Red] which will lead to a programme of support, challenge and intervention specifically tailored for the school. Brokered support will be a key function for GwE.

Primary National Categorisation Profile 2014-2015 [Stage 1 – Data]

	Number of school in Category 1	% C1	Number of schools in Category 2	% C2	Number of schools in Category 3	% C3	Number of schools in Category 4	% C4
Anglesey	11	22.92%	16	33.33%	14	29.17%	7	14.58%
GwE	51	13.46%	125	32.98%	150	39.58%	53	13.98%
Wales	186	13.77%	487	36.05%	503	37.23%	175	12.95%

	Number of schools in Category 1 and 2	% C1 and 2	Number of schools in Category 3 and 4	% C3 and 4
Anglesey	27	56.25%	21	43.75%
GwE	176	46.44%	203	53.56%
Wales	673	49.81%	678	50.19%

Equivalent information for secondary schools is yet to be published.

The focus areas and requirements for termly monitoring visits in 2014-15:

Autumn term visit 2014: A visit to evaluate end of key stage performance and outcomes as well as the quality of the school's evaluation of its performance. We will also conduct a discussion on the appropriateness and level of challenge of school targets for subsequent years. This year, the appropriateness of the School Development Plan will be a specific focus area. This will involve looking at the link between the SDP and 2014 outcomes and self-evaluation findings. When evaluating the SDP, we will consider the suitability of priorities, the detail of planning in determining exact courses of action [and probability that action will lead towards the desired outcomes], monitoring procedures and also the incisiveness and suitability of the desired outcomes. In each of this year's monitoring visits, attention will be given to the school's commitment to the School>School collaboration model. The autumn term monitoring visit will gather information about proposed plans for the year, and will monitor the progress and impact of this action during the spring and summer term visits. At the end of the visit, specific aspects of the SDP that will be monitored during the spring term visit in 2015 [to include scrutiny of learners' work to identify the impact of action taken] will be agreed. This will ensure that your actions during the period in question are primarily geared towards delivering the objectives of the SDP, and that progress towards these is the focus of subsequent discussions. The evidence documents that schools are expected to present beforehand to the Challenge Adviser are: School's self-evaluation of performance [1.1] **in whatever format/style used by the school; 2015 and 2016 targets; School Development Plan and details of plans as regards School>School collaboration. The Local Authorities have commissioned GwE to act as their nominees in the Head teacher's Performance Management process; therefore the discussion will form the basis for the review and the setting of formal objectives meeting with the Governors.

Spring Term Visit 2015: The main focus will be on evaluating the quality of progress against SDP priorities and quality of the school's evaluation of its progress [elaborating in particular on those aspects agreed upon during the autumn visit.] The visit will also involve scrutiny of learners' work [exact sample and focus to be determined beforehand with the school]. We will also use the school's evaluation to monitor progress against School>School collaboration. During the spring term visit 2015, as requested by the Welsh Medium and Capacity Building Sub-group, we will also be conducting discussions with the school on the standards and provision for Welsh. The intention is to gather information and good practice on a regional basis. The evidence documents that schools are expected to present beforehand to the Challenge Adviser are: School's self-evaluation of performance against the SDP; the school's self-evaluation of performance indicators 1.1.5 [Standards in the Welsh Language] and 2.1.3 [Provision for Welsh and Welsh Dimension]; information about progress towards 2015 and 2016 targets and evaluation of progress and impact of School>School collaboration.

Summer Term Visit 2015: During the summer term visit, we will conduct a final evaluation of the school's progress against the SDP priorities, including judging the quality of the school's self-evaluation of progress. We will form a judgement on the quality and impact of the school's self-evaluation and the impact of School>School collaboration and will also agree on the aspects and matters for further action as part of the SDP for 2015-16. The evidence documents which the school will need to present a week in advance to the Challenge Adviser are: School's self-evaluation against the three key questions and reports on progress and impact of SDP and School>School collaboration.

Literacy and Numeracy support for Anglesey schools 2013-14

Performance in the national tests

% of learners with standardised scores >85 in Anglesey schools was higher than the national average and GwE's average in three out of the four tests – i.e. English Reading, Numerical Reasoning and Procedural Numeracy. This was also true of standardised scores >115. The performance of Anglesey learners was the highest in the region in the English Reading test, but the weakest in the Welsh Reading Test. In both numeracy tests, the performance of Anglesey learners was slightly below the best performing LA in the region, i.e. Gwynedd.

Catch Up Training

Over the year, three literacy and three numeracy catch up training courses were organised at Plas Menai for schools in the hub. 11 primary and secondary schools in the county attended the numeracy training, and 14 attended the literacy training.

Another two catch-up courses have been organised for November 2014 with a number of schools choosing to send additional members of staff on the training, which suggests that it is considered as being worthwhile.

Support of Associate Partners

Support was provided for 16 schools by four members of the team during the year – Welsh medium Literacy by Haf Llewelyn, English medium Literacy by Vicky Lees, KS2 Numeracy by Manon Emyllt Davies and FP Numeracy by Helen Jones. These teachers are on secondment with GwE from schools in the region and have been identified as excellent practitioners. In 11 of the schools, only one visit was conducted by the AP, or the AP provided training or a session for a cluster or group of schools e.g. Numerical Reasoning Training for schools in the Amlwch area. In the other five schools, more intense and sustained support was provided, which involved joint planning with classroom teachers, the AP modelling lesson, joint teaching etc. In these instances, the AP agreed with the school on the courses of action prior to the support period, and copies of the visit reports were shared with the Challenge Advisers, in order for them to be able to monitor the impact of action taken.

Further action this year:

GwE has received information from the National Support Programme regarding the support needs of all schools in Anglesey as regards literacy and numeracy. In most demand is support to present information about the Literacy and Numeracy Framework to parents and governors [request from 58% of schools]. The NSP will be providing this support. In terms of teaching and learning, i.e. the support provided by GwE's AP, the greatest demand was for support in numeracy [35% of schools]. Training on *Numerical Reasoning* has been organised for November 2014. There was less demand for support in literacy in Anglesey [19% of schools].

GwE has also analysed test results and has identified the best and worst performing schools in each LA and the weakest performing schools will receive targeted support from the AP, and the best performing schools will be given opportunities to share their effective practice.

A snapshot of specific action planned for 2014-2015:

Promoting School>School collaboration:

- i. A more prominent role for GwE's Challenge Advisers in facilitating, promoting, challenging and monitoring implementation.
- ii. Ensuring funding for every school to facilitate collaboration with other schools in the family.
- iii. In the primary sector, promoting collaboration with other schools in the region by allowing access to up to £10,000
- iv. Developing a network of 'lead' schools/departments/individuals and ensuring that funding is available to facilitate collaboration with 'emerging' schools.
- v. Collaborating with key partners to host 3 conferences to share good practice [primary/secondary/special].

Developing leadership and pedagogy

- i. Presenting a prospectus of developmental programmes in leadership and pedagogy which will be presented/brokered by GwE from the spring term 2015 onwards [specific focus in the first stage on developing middle leadership and moving from good>excellent learning].
- ii. Developing a network of 'lead' schools/departments in leadership and facilitating collaboration with 'emerging' partners.
- iii. Developing a network of 'lead' practitioners in pedagogy and facilitating collaboration with 'emerging' partners.
- iv. In leadership, developing a 'self-development' pack for senior leaders to use to conduct in-house training and support.
- v. Organising a conference for Executive Heads to share effective practice.
- vi. Promoting the work of the secondary strategic sub-forum [Grŵp Camu] to improve the quality of leadership [*developing the group's executive role; sharing good practice; conducting intense joint scrutiny exercises; improving quality of leadership in core English and mathematics departments*].

Promoting collaboration for strengthening standardisation and moderation procedures

- i. Establishing and training a regional team of lead practitioners [primary and secondary representation from each of the core subjects] to deliver a training and support programme in standardisation and moderation.
- ii. Developing a regional [standardised] portfolio for each core subject in every key stage.
- iii. Prioritising assessment and standardisation as part of GwE's pedagogy training programme in the spring term 2015.

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	27 November 2014
SUBJECT :	Annual Report – ‘Listening and Learning from Complaints’
PORTFOLIO HOLDER(S):	Kenneth P. Hughes
REPORT AUTHOR: Tel: E-mail:	Sophie Shanahan / Gareth Llwyd 01248 752717 / 01248 752708 slsss@anglesey.gov.uk / gllss@anglesey.gov.uk

1.0 RECOMMENDATIONS

R1- To note the nature of the complaints received during 2013/14 regarding the services provided by the Social Services Department.

R2- To note the performance of the Social Services Department in implementing the Representations and Complaints Procedure and dealing with complaints.

R3- To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.

2.0 REASONS

2.1 Social Services operate a statutory Representations and Complaints Procedure in Wales. Until August 2014, this was in accordance with the ‘Listening and Learning’ regulations and guidance issued by the Welsh Assembly Government in 2006 (from 01/08/2014, these have been superseded by new regulations and guidance from Welsh Government, ‘Making things better’). There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the Local Authority Social Services Committee for scrutiny and to monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

2.2 It is considered vital that a record is kept of comments and complaints in order for the Social Services Department to learn lessons from them, as part of improving service delivery. It is considered good practice to share the annual complaints report with council members to ensure transparency.

Author: Sophie Shanahan
Job Title: Interim Customer Care Development and Complaints Officer, Social Services Department
Date: 14.10.2014

APPENDIX 1- Annual Report: 'Listening and Learning from Complaints'

APPENDIX 2- Action Plan 2014/15

APPENDIX 3- Briefing Paper: 'Making Things Better' - New Social Services Complaints Process

Annual Report 2013/14: 'Listening and Learning from Complaints'

1. Introduction

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within the Adults' and Children's Services during the period from April 2013 until the end of March 2014.
- 1.2 The Complaints & Customer Care Officer located within Community Support Services of the Community Department was responsible for the Representations and Complaints Procedure during this reporting period. In order to manage the Complaints Procedure, the Complaints Officer is accountable to the Director of Community and is managed and supervised on a daily basis by the Business Support Unit Manager.

2. Positive and Negative Comments

2.1 Positive Comments

- 2.1.1 A total of 34 positive comments from service users were recorded during the year, which is lower than the previous year's total of 44. It is possible that this has been due to positive comments received not being forwarded for recording. Staff have recently been reminded of the importance of forwarding positive and negative comments to the Complaints Officer. 25 of the positive comments received in 2013/14 were from service users and their representatives; 9 were from professional sources. The 34 positive comments were categorised as follows:

POSITIVE COMMENTS			
Children's Services		Adults' Services	
LAC & After Care Team	2	Residential Care	5
Child Placement Team	3	Home Care	2
Family Intervention Team	2	Mon Community Transport	1
Duty Team	1	Mental Health Team	1
Children's Services – other	4	Learning Disabilities Team	1
		Canolfan Byron	2
		Client Finance	1

		Client Finance / Residential Care	1
		POVA	1
		Adults Team North	2
		Adults Team South	1
		Adult Services – other	4
	Total	12	Total
			22

2.1.2 Examples of positive comments received from service users are as follows:

“Her quick reaction and positive attitude helped in getting the necessary help required... myself and my family would like to say a massive thank you for the home carer’s service and support during this difficult time” – Home Care Service

“You have been a joy to work with and so open, honest and supportive to me, the school and to our young people” – Family Intervention Team

“He always had time to talk through my own worries and his advice has been invaluable during the most stressful of times” – Family Intervention Team

“The staff often go over and above their job role, as well as providing dignity in their care, compassion and taking time to socialise with the residents. They are a credit to social care, and their example could do with being emulated further afield’ – Residential Care

“The social worker was extremely helpful and accommodating – she listened to the numerous concerns we had, suggesting various solutions” – Adults North Team

2.2 Negative Comments

2.2.1 A total of 13 negative comments were recorded during the year, compared to 7 the previous year. The 13 negative comments were categorised as follows:

NEGATIVE COMMENTS			
Children’s Services		Adults’ Services	
Duty Team	5	Provider Unit	2
		Learning Disability	1
		Residential Care	1
		Adults North Team	1

		Canolfan Byron	1
		Management	2
	Total	5	Total 8

3. Stage 1 Complaints – Local Resolution

- 3.1 Table 1a below summarises the number of complaints received over the last six years concerning the Adult and Children's Services under Stage 1, Stage 2 and Stage 3 of the Representations and Complaints Procedure. To put these figures into perspective, Table 1b shows statistics relating to services provided by Children's Services, and Table 1c shows statistics for the services provided by Adult Services in 2013-14.

Table 1a

Year	Stage 1 Adults	Stage 1 Children	Stage 1 Total	Stage 2 Adults	Stage 2 Children	Stage 2 Total	Stage 3 Adults	Stage 3 Children	Stage 3 Total
2008/09	45	13	58	2	0	2	1	0	1
2009/10	29	23	52	4	1	5	1	0	1
2010/11	37	20	57	1	2	3	0	0	0
2011/12	25	40	65	3	4	7	0	0	0
2012/13	32	24	56	2	4	6	2	3	5
2013/14	24	26	50	5	6	11	0	0	0

Table 1b

Children's Services	
No. of Children in Need on 31 March	224
No. of Looked After Children on 31 March	78
No. of children placed on the Register during the year	83
Contacts received during the year	3230
Of the above contacts, number which became Referrals	1464
Total number of Police Contacts/Referrals	1765
Initial Assessments completed	514
Core Assessments completed	110

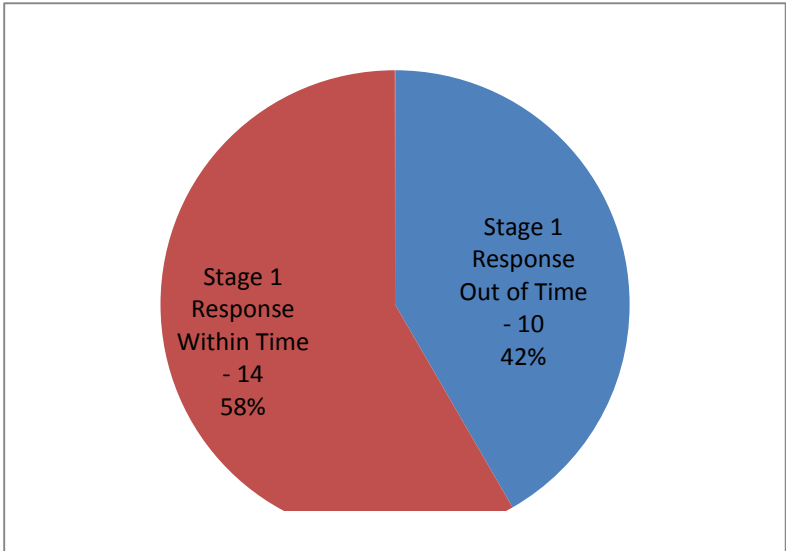
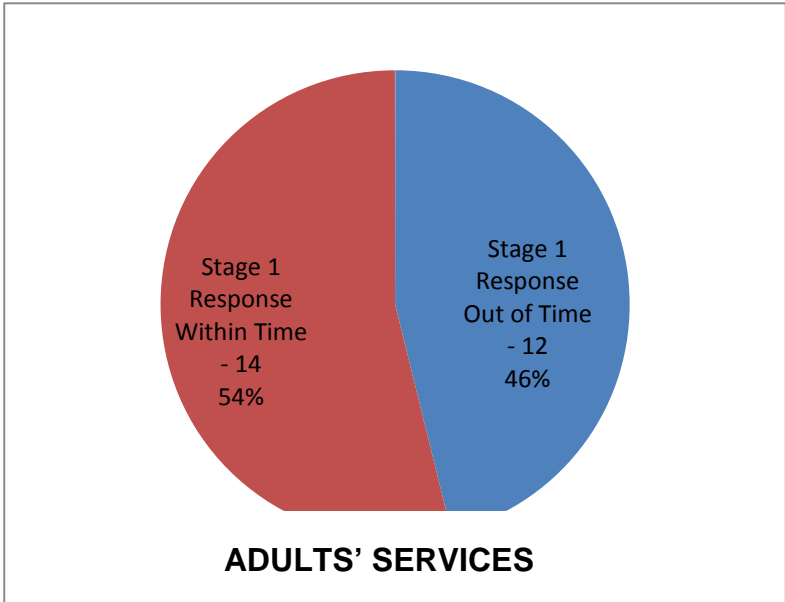
Table 1c

Adult Services	
No of adults receiving a service on 31 March	1,609
New care plans completed (Both Domiciliary and Residential Care)	739
New carers' assessments undertaken	403
People provided with a Direct Payment	44
People provided with residential/nursing home care	690
Reviews undertaken	941
People provided with assistive technology	469
People provided with equipment to assist with activities of daily living	579
People provided with equipment to assist with major or minor housing adaptations	125
People provided with a re-ablement service	438

3.2.1 Table 1a shows that the number of complaints recorded under Stage 1 of the Procedure has decreased slightly compared with the previous year, however the number of complaints escalated to Stage 2 of the Procedure has increased. We continue to put emphasis on improving our arrangements for recording comments and complaints under Stage 1 of the Guidance and every attempt is made to deal with complaints and respond to them earlier in order to resolve problems and avoid escalating concerns. For instance, meetings are offered to complainants who are unhappy with the Stage 1 responses they receive in order to attempt to resolve issues without escalation to Stage 2.

3.2.2 The Pie Charts below illustrate the performance in relation to responding to Stage 1 Complaints within the statutory timescale of 10 working days:

CHILDREN’S SERVICES



3.2.3 The above figures show that a significant number of complaints did not receive a response within the statutory timescale of 10 working days; the proportion of

complaints receiving responses outside the timescale has increased for Children's Services compared to in 2012/13, but has decreased for Adult Services (53% out of time for Adult Services and 33% out of time for Children's Services in 2012/13). Managers will need to place greater emphasis on prioritising complaints in order to improve performance in this area. However, it is acknowledged that factors such as staffing and the scope of investigation required can sometimes impact on the ability to complete a response within the timescale.

- 3.2.4 Table 2 illustrates a 4 year comparison of the service areas where comments and complaints were received under Stage 1 of the Guidelines in Children and Adults' Services.

Table 2

4 YEAR COMPARISON												
SERVICE	Positive Comments	Stage 1 Complaints and Negative Comments	Total	Positive Comments	Stage 1 Complaints and Negative Comments	Total	Positive Comments	Stage 1 Complaints and Negative Comments	Total	Positive Comments	Stage 1 Complaints and Negative Comments	Total
	2013/14	2013/14	2013/14	2012/13	2012/13	2012/13	2011/12	2011/12	2011/12	2010/11	2010/11	2010/11
Children	12	31	43	7	25	32	10	41	50	6	21	27
Older People	4	3	7	5	13	18	3	7	15	1	20	21
Physical Disabilities	0	3	3	3	6	9	4	6	6	5	4	9
Learning Disabilities	1	2	3	0	3	3	0	2	2	3	4	7
Mental Health	1	0	1	0	1	1	0	1	1	2	3	5
Community Support Services	11	21	32	27	13	40	30	13	42	78	32	110
Hospital Social Work Service	0	0	0	0	1	1	0	0	0	3	2	2
Management & Administration	5	3	7	2	1	3	1	2	4	2	0	2
TOTALS	34	63	97	44	63	107	48	72	120	100	86	186

3.3 An analysis of the nature of the Stage 1 complaints in the Children's Services shows that complaints were mainly concerning:

- Inadequate communication with families receiving a service;
- Insufficient intra-agency communication;
- Dissatisfaction in relation to incorrect information being recorded;
- Dissatisfaction with the actions or attitude of Social Work staff, including perceived bias;
- Delay in providing service users or their parents with information requested under Section 7 of the Data Protection Act 1998.

3.4 Within Adult Services, the Stage 1 complaints were mainly concerning:

- Lack of effective communication in responding to messages and reporting back to service users and/or relatives/carers;
- Dissatisfaction in relation to the cessation or reduction of services;
- Dissatisfaction with the actions of Home Care staff;
- Dissatisfaction with service users being placed in accommodation perceived as inappropriate.

4. Formal Complaints (Stage 2) Overview

4.1.1 During the year, emphasis was placed on trying to resolve problems as soon as possible. Managers were encouraged to investigate thoroughly and present responses to the complainant within 10 working days in order to resolve issues at an early stage. This helps to avoid escalation to Stage 2 of the Procedure, which requires an investigation by an Independent Investigating Officer. Meetings were offered to various complainants to attempt to resolve issues.

4.1.2 During the year, a total of 11 complaints were registered under Stage 2, which is an increase compared to 6 during the previous year. Although every effort is made to resolve complaints at Stage 1, there are occasions where this cannot be achieved, especially with the more complex cases or where the complainant has insisted on going forward to Stage 2. It is also important to remember that complainants have the right to bypass Stage 1 and request formal consideration under Stage 2 should they so wish. 6 of the complaints investigated under Stage 2 had been dealt with under Stage 1. The other complaints went straight to Stage 2, either because the complainant requested to go straight to Stage 2 or because of the seriousness of the complaint, though in most cases other correspondence had already taken place. Escalating a complaint to Stage 2 is often a positive move both for the complainant and the Council.

4.1.3 None of the Stage 2 complaints investigated during the year was concluded within the statutory 25 working day timescale. The longest time taken to complete the process was 77 working days from when the Stage 2 complaint letter was received (or 56 working days from when the complainant signed off

the confirmed list of complaints with the Independent Investigating Officer) and the least time was 35 working days (or 28 from when the list of complaints was signed off). This reflects the fact that many of the Stage 2 complaints received during 2013/14 were complex, involving multiple points of complaint, necessitating interviews with numerous staff. In certain cases, delays were also caused by the need to seek legal advice before releasing the Independent Investigating Officer's report to the complainant, or by the availability of investigators, particularly over the summer months.

4.2 Children and Families Services

4.2.1 During 2013/14, six complaints to Children's Services were registered under Stage 2 of the Procedure. Investigations by Independent Investigating Officers were arranged with an Independent Person supervising the fairness and equity of the inquiry, except in one case where the complaint concerned Service actions taken in relation to an adult, rather than children.

4.2.2 These are the lessons learnt from these complaints:

- Improve efforts to inform family regarding details of investigation processes
- Exemptions under the Data Protection Act to be recognised and communicated to the requestor
- Clients to be informed of changes to meeting agenda topics
- Service users or their carers/parents to be informed of protocols if they are excluded from participating in meetings, but not necessarily the reasons governing the decision
- Meeting minutes should be provided within a reasonable timescale
- Regular contact to be maintained when there are concerns about the wellbeing of a child
- Circumstances under which a risk assessment is completed to be made clear in Procedures
- Reasons for not sending copies of Initial Assessments to parents should be clear, explicit and recorded
- Chronologies of Significant Events should be created in cases of long term involvement
- Co-ordination and co-working by the Mental Health Service, Children Service and CAMHS to be improved
- Transition pathway between services to be developed
- Communication with and support for parents to be improved
- Clarity of responsibility required in cases involving different agencies
- Performance management framework and systems need to ensure assessments are completed within timescale
- Ensure deregistration process is clearly explained to foster carers
- More resources needed to respond to Subject Access Requests under the Data Protection Act within timescale
- Discuss and agree contact arrangements with those affected
- Continue to allocate advocates to all LAC children who consent to receive such support

- Specialist support and counselling for children requiring it to be addressed by assessment and Care Plans, and provided

4.3 Adults' Services

4.3.1 During 2013/14, five complaints were received under Stage 2 of the Procedure.

4.3.2 These are the lessons learnt from these complaints:

- Continue to do everything possible to prevent undue delays regarding decisions about financial assistance
- Continue to promote co-ordination of service responses by BCUHB and IOACC to facilitate effective and timely discharge
- Protocol in relation to sharing key information about risks associated with service users with relevant staff to be reviewed

5. Independent Review Panel – Stage 3

During 2013/14, no requests were made to hold independent reviews by the Independent Complaints Secretariat.

6. Public Services Ombudsman for Wales

6.1 One new case was presented to the Ombudsman during the year to conduct an inquiry into a case of maladministration by Social Services. This complaint was in relation to a complaint that had already been investigated under Stage 2 of the Complaints Procedure. The Ombudsman decided not to investigate this complaint on the basis that some of the concerns dated back further than a year, and that all recent concerns had been addressed under Stage 2 of the Social Services Complaints Procedure and a further investigation would not achieve anything. The Ombudsman also concluded that the Action Plan provided evidence that the Authority continued to action the improvement recommendations made at Stage 2.

6.2 A decision was reached on one case which was presented to the Ombudsman in 2012/13. The Ombudsman decided not to investigate this complaint, which had been investigated under Stage 1 of the Complaints Procedure, because the complainant had not taken advantage of opportunities to present sufficient reasons for disagreeing with documents and decisions, and had not given Social Services sufficient opportunity to respond to the complaint.

7. Welsh Government Consultation – “Making Things Better”

Consideration and discussion of the Welsh Government consultation “Making Things Better” took place through AWCOG (All Wales Complaints Officers’

Group) and NASH (North Wales Heads of Adult Services). The consultation document 'A Guide to Handling Complaints and Representations in Local Authority Social Services' was issued by Welsh Government in November 2013. The main changes in the new guidance, due to be implemented from August 2014, are the abolition of the Stage 3 Independent Review Panels, and an emphasis on offering to meet with complainants as part of Stage 1 of the complaints process. Please see Appendix 3 of this report for a summary of the new procedure.

Sophie Shanahan,
Interim Customer Care Development and Complaints Officer

Gareth Llwyd,
Business Support Unit Manager. **Date: May 2014**

N.B. This is a short version of the full report.

Action Plan 2014/15

Area	Action	Steps by Whom	By when
1. Strengthen the operation of the Representations and Complaints Procedure	i) We need to continuously ensure that all Departmental staff – within all services follow the Guidance and record positive and negative comments and complaints so that the Complaints Officer can keep accurate statistics.	Heads of Service and Team Managers	Ongoing
2. Deal with complaints in an effective and timely manner under Stage 1 and Stage 2 of the Procedure	i) Conduct a thorough investigation of complaints at Stage 1 of the Procedure to ensure a comprehensive response in an effort to allay dissatisfaction and avoid escalation to Stage 2	Heads of Service / Service Managers	Ongoing
	ii) Ensure timely responses to complaints within the set timescale of 10 working days under Stage 1 of the Procedure. (This timescale will change to 10 working days to meet with the complainant and 15 working days for the written response when the new guidelines are	Heads of Service / Service Managers	Ongoing

	<p>implemented.)</p> <p>iii) Ensure timely responses to complaints within the set timescale of 25 working days under Stage 2 of the Procedure.</p>	Designated Complaints Officer	
3. Learn lessons from investigations into complaints	Form action plans in response to recommendations in investigation reports into complaints	Heads of Service / Service Managers	Within 20 working days of providing the complainant with a formal written response and a copy of the investigation report.
4. Provide information regarding the operation of the Representations and Complaints Procedure	i) Ensure that the information booklet on the Complaints Procedure is circulated widely to every child in need who receives a service from the Department	Team Leaders	Ongoing
	ii) Distribute complaint leaflets to every user / carer who receives an assessment of needs and support services from the Department.	Team Leaders	Ongoing
	iii) Ensure that Service Managers and Team Managers are fully aware of the new Social Services Complaints and Representations Procedure, due to be implemented from August 2014.	Designated Complaints Officer	July 2014
5. Provide training on the operation of the Representations and Complaints Procedure	Provide annual training sessions on the effective handling of complaints and the use of mediation skills.	Workforce Development Unit	October 2014

Briefing Paper: 'Making Things Better' - New Social Services Complaints Process

Context

The post consultation draft 'A guide to handling complaints and representations by local authority social services' was issued on the 14th May 2014. The implementation date for the new Regulations and guidance is the **1st August 2014**.

The new guidance replaces 'Listening and Learning' and supports the implementation of the Social Services Complaints Procedure (Wales) Regulations 2014 and Representations Procedure (Wales) Regulations 2014.

It brings the process for social services in line with the Model Concerns and Complaints Policy and Guidance and the NHS Complaints Procedure Putting Things Right.

Main Changes from 1st August 2014:

Issues	Listening and Learning (April 2006)	Making things better (01/08/14)
1. Complaint definition	<p>No exact definition, but states a complaint may arise due:-</p> <ul style="list-style-type: none"> - refusal of a service, - quantity, frequency, cost of service, - disputed decision, quality of service, - service delay, - delivery/Non-delivery of service, - case handling, - staff attitude and behaviour, - application of assessment and eligibility criteria. 	<p>Covers all complaints to a LA. A complaint is:-</p> <ul style="list-style-type: none"> - An expression of dissatisfaction or concern - Written, spoken, or made by any other communication method, - Made by one or more members of public, - About a public service provider's action or lack of action, - Or about service standard. <p>A complaint is not:-</p> <ul style="list-style-type: none"> - Initial request for service, - appeal against a proper

		<p>decision,</p> <ul style="list-style-type: none"> - seeking to change a legislation or policy 'properly made', - Lobbying to promote a cause.
2. Time limit on complaint	No Timescale limit	One year to make a complaint from date of incident.
3. Who can complain?	Outlines clearly for children and adults services eligibility to complain.	<ul style="list-style-type: none"> -Persons SSD have a statutory duty to provide services, -a person who LA has failed to provide services for, a representative of a child receiving a service
4. Concurrent investigations	<p>Must consider whether complaint would prejudice proceedings- legal or disciplinary proceedings, Police or Care Council investigation, civil proceedings and also includes inter-agency meeting around CP and POVA matters.</p> <p>Much more explicit discussion on children and adult safeguarding process within this guidance. And also discussion on multi LA complaints, health/SSD complaints, education and CSSIW regulated complaints.</p>	<p>Must consider whether complaint would prejudice proceedings- legal or disciplinary proceedings, Police or Care Council investigation and civil proceedings. Does not explicitly say that consideration needs to be given to CP or POVA matters.</p>
5. Key principles	15 key principles established	<p>Some are similar to L&L key principles. Focuses on:-</p> <p>Citizen centred service, focus on complaints and not the process, easy access, treated with dignity & respect, well trained complaints staff, provision of complaints leaflet at initial contact, focus much more on Welsh language and 'More than words', overarching principle to safeguard and promote welfare of complainant.</p>

		<p>Guidance on how to create and accessible and simple process, fair and impartial, timely, effective and consistent, accountable and delivers continuous improvement.</p> <p>Section 39 explicitly outlines the role of the Director of SSD as:-</p> <ul style="list-style-type: none"> -taking ownership of the complaint process, - Regularly reviews and scrutinises its effectiveness, - receives regular complaint monitoring reports, -Lessons learnt from complaints, - regular reports to Cabinet, -Annual complaint report.
6. Roles	<p>Requires a senior officer with overall responsibility. Outlines key responsibilities.</p> <p>Role of Complaints Officer outlined.</p>	<p>Requires a senior officer with overall responsibility. Very minor changes to L&L.</p> <p>Complaints Officer-role the same as L&L.</p> <p>Outlines the role of Independent Investigating Officer and Impendent Person- this is new and much more stringent as role has to be independent. This has been the practice historically in Gwynedd and Ynys Mon.</p>
7. Local Resolution stage	<p>Discusses local resolution rather than 'informal' resolution. Offers guidance on approaches to stage 1 e.g. action, apology, mediation etc</p> <p>Timescale: 10 working days, with possibility to extend a further 10 working days with complainant agreement.</p>	<p>Main change is that service must offer to discuss complaint with complainant.</p> <p>If complaint resolved, must then write to complainant with terms of resolution with 5 working days.</p> <p>Ensure advice and training for staff.</p> <p>Timescale- Must acknowledge receipt within 2 working days. 10 working days, extension only in 'exceptional' circumstances and in agreement with</p>

		complainant.
8. Stage 2	<p>Independent Investigation. Investigator can be internal as long as not part of the line management of the service in question. Timescale – 25 days from when the complainant indicates they want to make a complaint</p>	<p>Similar but with the requirement for the Investigator to be external. Idea of reciprocal arrangement with other Councils. Timescale – similar but start date can be agreed – similar to present common practice as current timescale is impossible. All instances of delay due to exceptional circumstances must be agreed by the Director.</p>
9. Stage 3	Independent Stage 3 Panel	No panel. Ombudsman.

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	27 November 2014
SUBJECT :	Annual Update – Safeguarding Arrangements for Vulnerable Adults in Anglesey
PORTFOLIO HOLDER(S):	Councillor Kenneth P. Hughes
REPORT AUTHOR:	Alwyn Jones/ Iola Richards
Tel:	01248 752707 / 01248 752744
E-mail:	arjss@anglesey.gov.uk / irss@anglesey.gov.uk

1.0 RECOMMENDATIONS

- R1. To note the update regarding safeguarding noted in the attached report, Ynys Mon- Protection of Vulnerable Adults, Highlight Report 2013/14 -Appendix 1
- R2. To note and agree the developments noted in section 5 of the Highlight Report namely:-
- Adult Service and key partners recognise the need to agree and implement an action plan in preparation for the new safeguarding guidance as outlined in the Social Services (Wales) and Wellbeing Act.
 - Evaluation of alleged victims, families and alleged perpetrator’s experiences of engagement with the process, with particular reference to the quality, intensity and effectiveness of communication throughout the investigative stages.
 - Strengthened case file audits to ensure compliance with national guidance with a view to securing consistency of approach across the services, and be well placed to cascade learning and improvement experiences with key partners.
 - In recognition of the enhanced Safeguarding role a local training plan will be developed and implemented, and evaluated by the POVA coordinator.
 - To recognise that the role of Advocacy is integral within the process, and that provision needs to be strengthened to be available across all service areas.
 - In recognition that Safeguarding issues may arise through quality issues within care provision whether that be in an individuals own home or within a residential setting, it is recommended that an appropriate business function be established within Adults Services to ensure that monitoring of contracts and care provision is robust.
- R3 To note the update regarding Safeguarding Adults Board Regional and Local Arrangements- Appendix 2

- R4 To note and agree the Recommendations noted in section 3 of this report namely:-
- That Members agree that the statutory requirement to establish a Safeguarding Adults Board be discharged of behalf of the authority by the North Wales Safeguarding Adults Board.
 - That Members agree the structure for the regional Adult Safeguarding Adults Board, to be known as the North Wales Safeguarding Adults Board (NWSAB) as shown in Section 4.8 of the . The NWSAB will be supported by regional function-based groups and sub-regional Delivery Groups.
 - That Members agree that the new structure is to be established as soon as possible.
 - That funding for the Adult Safeguarding Board be included within current budget discussions for 2015/16.
- R5 To support continued member engagement in the overall Safeguarding Agenda.

2.0 REASONS

- 2.1 Safeguarding vulnerable adults is important to us. The Welsh Government expect us to achieve a balance between:
- Encouraging Independence
 - and
 - Safeguarding Adults who may be prone to abuse
- 2.2 Safeguarding is a core part of the duty of Adult Social Services. It is therefore essential that we have in place structures and effective systems of work to achieve this goal. We are therefore committed to ensuring that structures and systems are sustainable and place safeguarding at the heart of our partnership working across the public sector, and in the care sector in general.
- Safeguarding is not just a matter for statutory agencies,it should be all our business. Service Providers, Statutory bodies, the police and in fact all citizens have a role to play in this.

Author: Alwyn Jones
Job Title: Head of Adult Services, Anglesey County Council
Date: 27.10.2014

APPENDIX 1- Ynys Mon- Protection of Vulnerable Adults, Highlight Report 2013/14

APPENDIX 2- SAFEGUARDING ADULTS BOARD REGIONAL AND LOCAL ARRANGEMENTS

APPENDIX 1

YNYS MÔN **PROTECTION OF VULNERABLE ADULTS**

HIGHLIGHT REPORT 2013/14

1. Introduction – Key issues

- 1.1 The Wales Policy and Procedure for the Protection of Vulnerable Adults from abuse is intended to guide the safeguarding work of all those concerned with the welfare of vulnerable adults employed in the statutory, third and independent sectors in health, social care, the police and other services.
- 1.2 Good inter-agency working ensures that all referrals are managed effectively and efficiently aiming to continuously improve performance and safeguard the most vulnerable citizens of Ynys Mon.
- 1.3 The deployment of BCUHB Practice Development Team in support of care homes on the island is recognised as an effective intervention in improving care practice in the promotion of quality care and the minimisation of safeguarding referrals. In such cases professional nursing staff from BCUHB provide support to care homes in the form of training and guidance to ensure improvements in the standards of documentation and practice in support of good nursing care delivery. The full impact of their supportive role needs to be fully evaluated from both a practitioner and care provider perspective for ongoing investment.
- 1.4 We have continued to raise public awareness of the safeguarding agenda at a Corporate level and we have worked in partnership with other departments within the Council to promote the Corporate responsibility for safeguarding. Trading Standards recently launched a public awareness campaign regarding financial 'scams' Several cases had come to our attention of Older People being subjected to financial abuse from unscrupulous traders and scammers.
- 1.5 Key themes that emerge from referrals are issues around manual handling, Dementia care, medication management, poor knowledge by care providers of the pathways for timely referrals to specialist services, and financial abuse.
- 1.6 A newly appointed POVA Coordinator is now in post as a temporary measure pending the Local Authority finalising plans for the development of a Corporate Safeguarding Unit working across Adult and Children services

2. Training

- 2.1 The safeguarding of Adults and Children frameworks has been formally ingrained into the Corporate Induction process for all new employees.

2.2 Adult service has recognised that with the changing role of CSSIW specialist training in conducting investigations on a multi-agency basis is a key action to improve front-line practitioner confidence and practice as their roles continue to evolve.

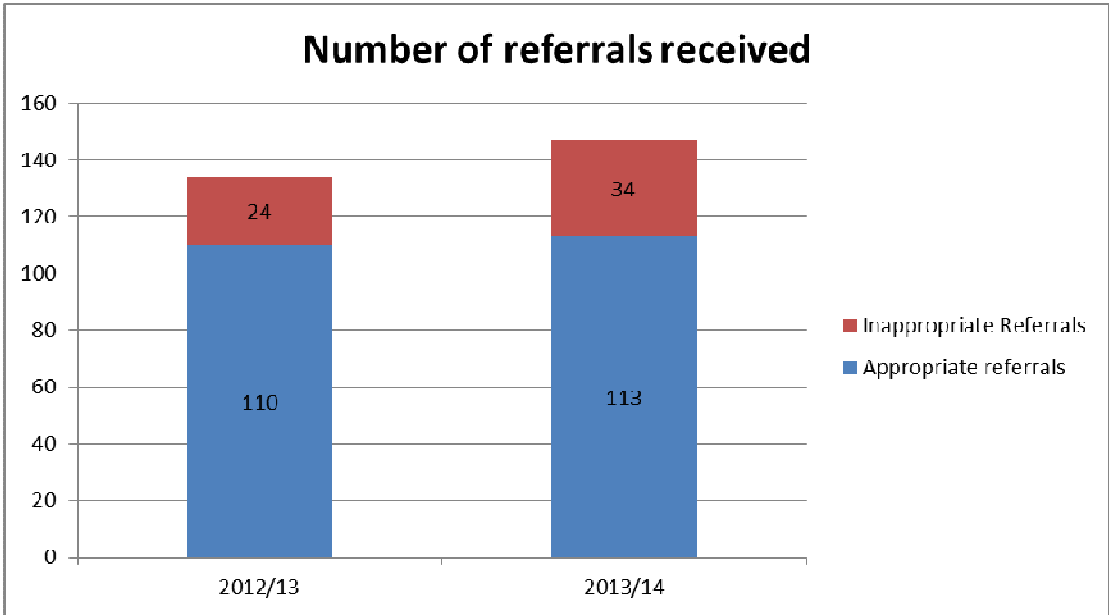
2.3 An ongoing training programme provides basic awareness training ensuring that care provider staff across the care sectors are aware of the Wales Policy and Procedures for Safeguarding Vulnerable Adults.

3. **Summary of POVA activity 2013/14**

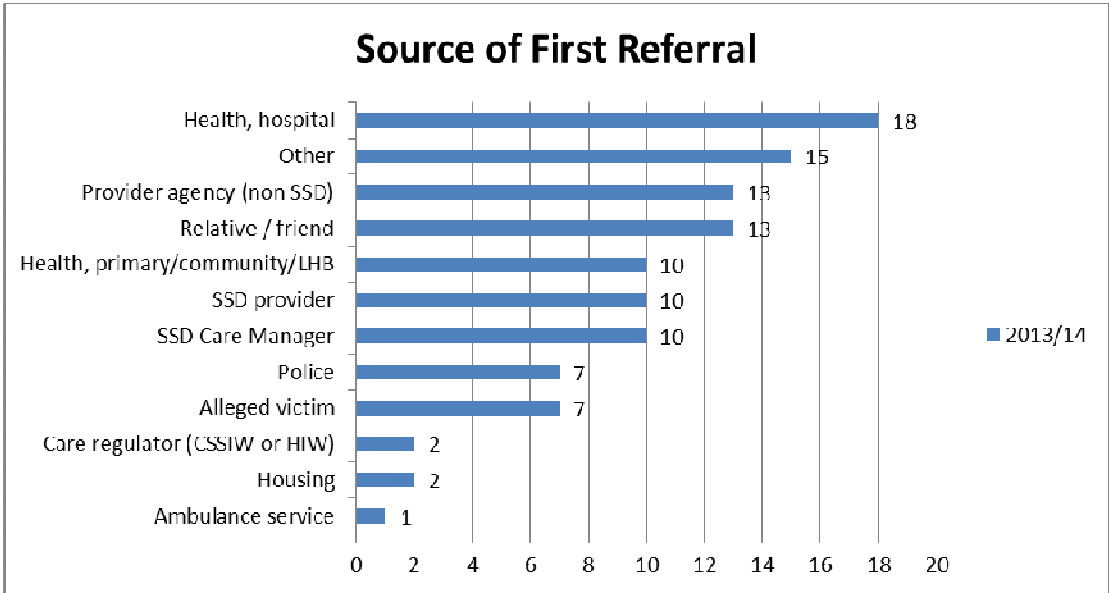
- 108 referrals out of a total of 147 referrals were processed through the formal POVA process. Therefore 23% were deemed to be inappropriate.
- Data suggests that the most typical victim is a female Older Person residing in their own home, subjected to emotional, psychological and physical abuse by a male perpetrator.
- The highest percentage of POVA referrals are for Older People closely followed by individuals with a Learning Disability.
- 15 Police investigations were conducted during 2013/14.
- Performance against National indicators in 2013/14 has been below that expected as a result of 10 individuals making informed choices about remaining in a situation of risk.

The number of referrals received

The referral rates for adult protection have increased during the last year (147 referrals having been received in 2013/14, as compared to 134 in 2012/13). The graph below illustrates the pattern of referrals over the past 2 years.



Source of referrals

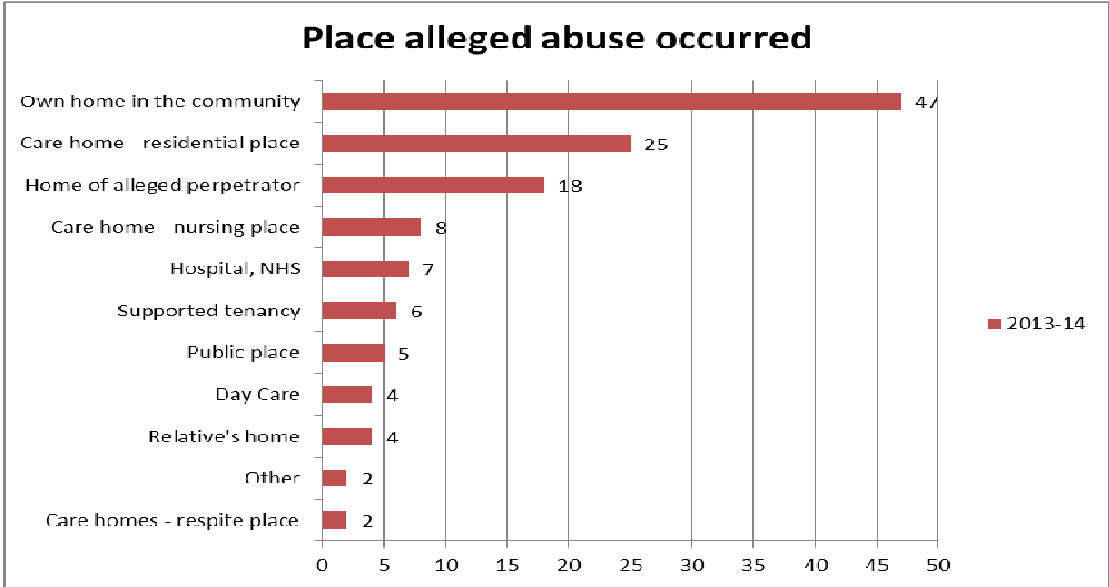


The highest number of referrals recorded were received from hospital admissions (18) followed closely by referrals from relatives (13) and care providers (10)

Data suggests an enhanced awareness of the triggers for POVA referrals aligned to an improved understanding of the referral pathway, resulting from effective and systematic training across the sectors.

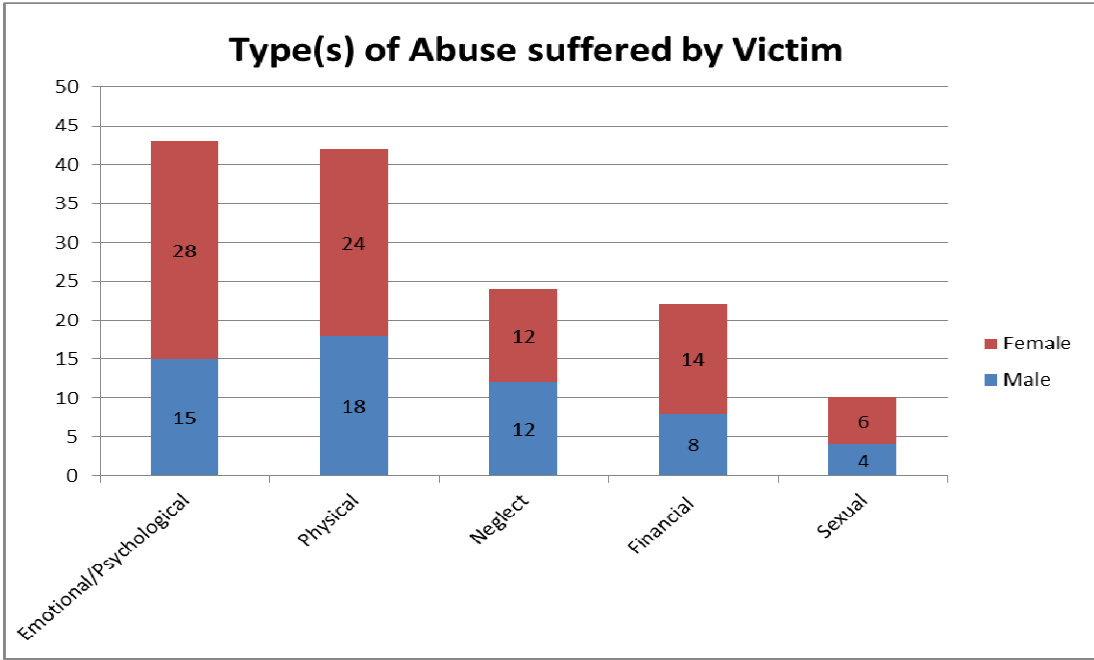
Analysis of data confirms that of those referrals received from hospital the highest proportion are for individuals who are at the point of referral receiving inpatient care.

Environment where abuse occurred.

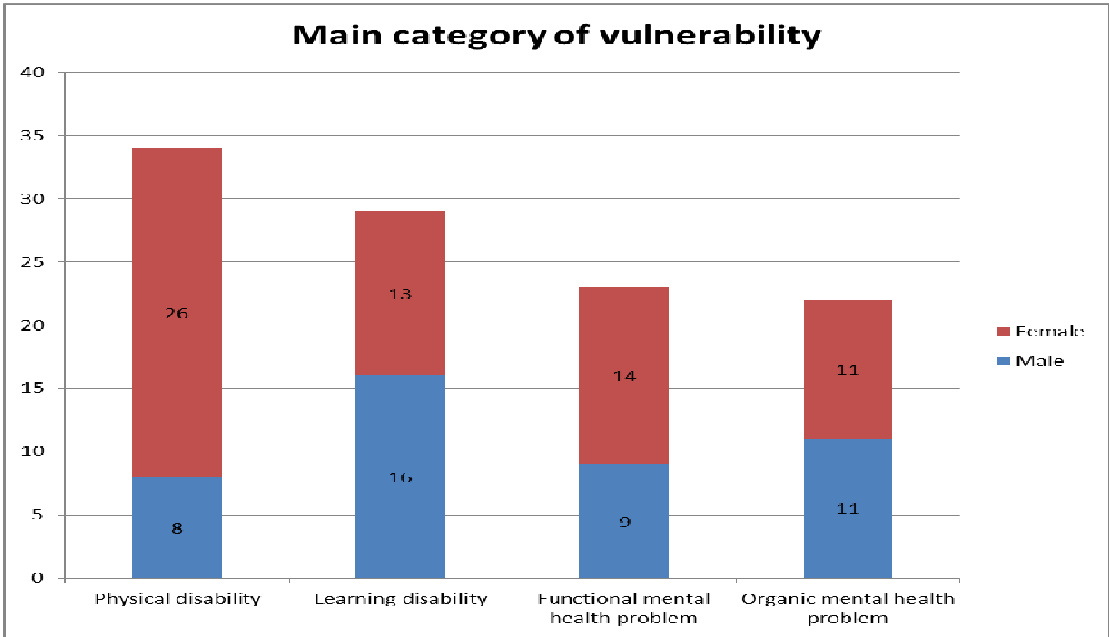


The highest percentage of abuse continues to be in an individual's own home closely followed by residential/nursing care and reflects previous year trends.

Types of Alleged Abuse



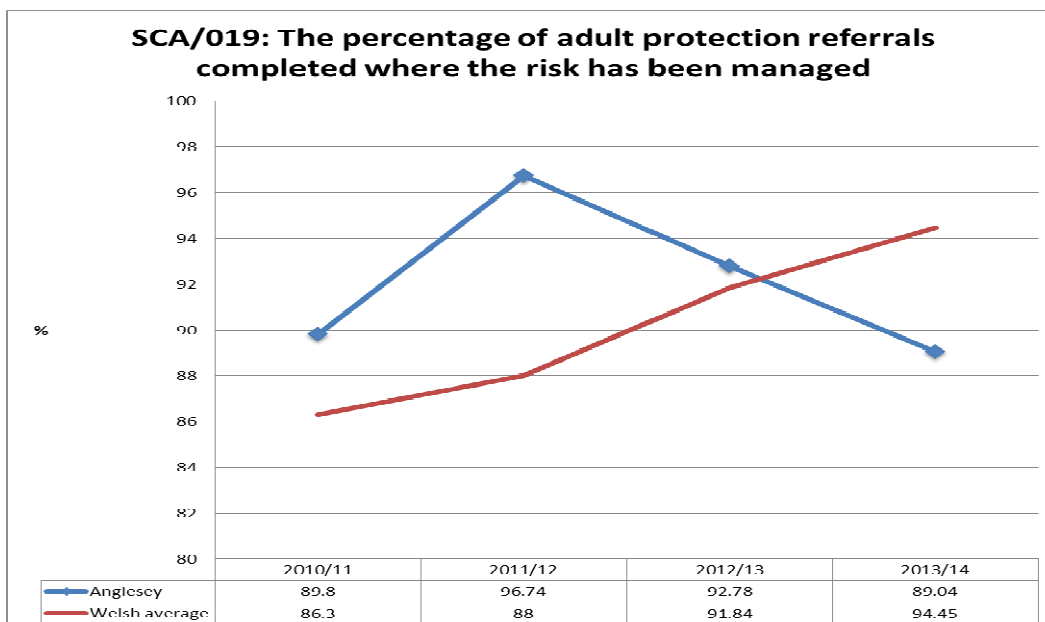
Category of Vulnerability



Data for Older people are included in the Physical Disability category

Performance Indicators.

Our performance in relation to managing risk in adult protection referrals received during 2013/14 reflects a downward trend with 10 alleged victims out of 90 declining the actions recommended by the Multi Disciplinary Team and therefore being classified as 'risk not managed'. Our performance data over the past 3 years is reflected in the following chart.



It is important to note that the fall in performance in 2013/14 in this regard reflects individuals decisions to remain in situations of risk. The council continues to work with all individuals to ensure they have options to reduce risks in all cases.

4. Case conferences

- 4.1 The number of referrals escalated into case conference remains proportionately low at an annual figure of 10, indicative of the risks being addressed and managed during the initial stages of multi-agency intervention.
- 4.2 Multi-agency case conferences provides opportunities to engage families and secure a jointly agreed safeguarding action plan. However and as performance data confirm in line with individual directives based on their Mental capacity it remains difficult to minimise the risks for all alleged victims.
- 4.3 It is notable that the involvement of victims, relatives and advocates at case conferences needs to be increased, and we have taken steps to ensure the fullest engagement of significant others at key stages during the investigative process.

5 Areas for development

- 5.1 Adult Service and key partners recognise the need to agree and implement an action plan in preparation for the new safeguarding guidance as outlined in the Social Services (Wales) and Wellbeing Act. The Gwynedd and Môn Safeguarding Board outline the mechanisms and drivers for changing practice which are operationalised by key service managers across the sectors. This is recognised as the prime role of the Vulnerable Adult Coordinator in partnership with key stakeholders.

- 5.2 A key action will be the evaluation of alleged victims, families and alleged perpetrator's experiences of engagement with the process, with particular reference to the quality, intensity and effectiveness of communication throughout the investigative stages.
- 5.3 We intend to strengthen our auditing of case files to ensure compliance with national guidance with a view to securing consistency of approach across the services, and be well placed to cascade learning and improvement experiences with key partners.
- 5.4 In recognition of the enhanced Safeguarding role a local training plan will be developed and implemented, and evaluated by the POVA coordinator.
- 5.5 We recognise that the role of Advocacy is integral within the process, and that provision needs to be strengthened to be available across all service areas.
- 5.6 We recognise that Safeguarding issues may arise through quality issues within care provision whether that be in an individual's own home or within a residential setting. It is recommended that an appropriate business function be established within Adults Services to ensure that monitoring of contracts and care provision is robust.

Oct 14

APPENDIX 2

SAFEGUARDING ADULTS BOARD REGIONAL AND LOCAL ARRANGEMENTS

PURPOSE OF THE REPORT

- 1.1 This report asks Anglesey County Council to agree that the statutory requirement to establish a Safeguarding Adults Board be discharged of behalf of the authority by the North Wales Safeguarding Adults Board.

2. EXECUTIVE SUMMARY

- 2.1 Section 134 of the Social Services and Wellbeing Act (Wales) 2014 requires that Safeguarding Children Boards (SCBs) and Safeguarding Adults Boards (SABs) be set up. This will put the safeguarding of adults on to a statutory footing similar to that for safeguarding children.
- 2.2 Regulations will follow the act, and will set out those areas in Wales for which there are to be Safeguarding Boards (“Safeguarding Board areas”). Welsh Government has consistently said that safeguarding board areas will follow the public service footprint set by the Health Boards and Police Authorities: the six Counties that constitute North Wales.
- 2.3 Work has been underway to develop regional arrangements for both Children’s and Adult’s Boards in advance of the legislation, and a report on the proposed structure for Safeguarding Adults Boards was circulated to the relevant partner agencies in 2013. This report proposed a two-tier arrangement similar to that in operation for the children’s boards at the time.
- 2.4 Safeguarding Children Boards have been statutory since 2006, and joint sub-regional boards have been in place for some time. This has meant that the children’s boards were able to move towards regionalisation more quickly than the adult’s boards; however, this now means that the adult’s boards can learn from the experiences of the children’s boards.
- 2.5 In recognition of the size and diversity of the North Wales area, the children’s boards developed a model which kept the statutory functions of the existing sub-regional Local Safeguarding Children Boards (LSCBs) at the sub-regional level. In addition, a regional board was established whose function was to reduce duplication, share best practice, and provide strategic direction; this latter included directing four regional sub groups to carry out some of the functions of the boards. This was called the ‘two tier’ model. This model differed from that adopted across much of Wales where fully regional arrangements were put in place. The two-tier model and the fully regional model have both been evaluated by Sheffield University and a detailed report is available on request.
- 2.6 In response to the lessons learned from the operation of the two-tier system the children’s boards are now proposing to move away from this model towards a stronger regional board. In this revised model, the statutory functions will rest with the regional board, and the sub regional delivery groups will ensure that local practice meets local need. A report proposing this has been taken to the relevant partner agencies, and it is now proposed to adopt this revised model for the adult’s board.
- 2.7 At present therefore the existing multi-agency Adult Protection Board jointly held within Anglesey & Gwynedd will be superseded by the North Wales Adult Safeguarding Board. In its place, alongside the North Wales Safeguarding Adults Board will be a sub regional joint Safeguarding Adults Delivery Group in Anglesey & Gwynedd a structure that will be replicated in Denbighshire and Conwy and Flintshire and Wrexham

2.8 The Plan for the establishment of the Adult Safeguarding Board is currently being implemented, with initial meetings having occurred.

3. RECOMMENDATION(S)/OPTIONS

3.1 That Members agree that the statutory requirement to establish a Safeguarding Adults Board be discharged of behalf of the authority by the North Wales Safeguarding Adults Board.

3.2 That Members agree the structure for the regional Adult Safeguarding Adults Board, to be known as the North Wales Safeguarding Adults Board (NWSAB) as shown in Section 4.2 of the attached report at Appendix 1. The NWSAB will be supported by regional function-based groups and sub-regional Delivery Groups.

3.3 That Members agree that the new structure is to be established as soon as possible.

3.4 That funding for the Adult Safeguarding Board be included within current budget discussions for 2015/16.

4. BACKGROUND INFORMATION

4.1 Anglesey & Gwynedd have a joint Safeguarding Adults Board. Conwy CBC, Denbighshire CC, Flintshire CC, and Wrexham CBC each has an Adult Protection Committee (APC) which operates within the Local Authority boundary.

4.2 According to the Social Services and Wellbeing Bill (Wales) Act 2014 Act, the objectives of a Safeguarding Adults Board are:

- (a) to protect adults within its area who have needs for care and support (whether or not a local authority is meeting any of those needs): and
- (c) are experiencing, or are at risk of, abuse or neglect,
- (d) to prevent those adults within its area mentioned in paragraph (a)(i) from becoming at risk of abuse or neglect.

4.3 Regulations will follow the act, and will set out those areas in Wales for which there are to be Safeguarding Boards ("Safeguarding Board areas"). Statements released by the Deputy Minister for Children and Social Services from 2011 onwards have indicated a preference for the safeguarding board areas to follow the public service footprint set by the Health Boards and Police Authorities.

4.4 A Regional Safeguarding Adults seminar took place on in January 2013. Following the seminar, an options paper was developed and a preferred option identified. The preferred option followed the structure being developed for the Safeguarding Children's Boards, and proposed a two-tier structure with a regional board and three sub regional boards. The sub regional boards were to be created by the six local authorities forming joint boards. This structure already existed in Anglesey and Gwynedd.

4.5 The paper also proposed that elements such as training, performance and audit, policy, and serious case reviews should be undertaken regionally, again as was being developed for the Safeguarding Children Boards. A 'Common script' report was then circulated to partners for reporting purposes. The options paper and common script report was further discussed at the Social Services and Health Programme Board 2nd May 2013.

4.6 The North Wales Safeguarding Adults Board will:

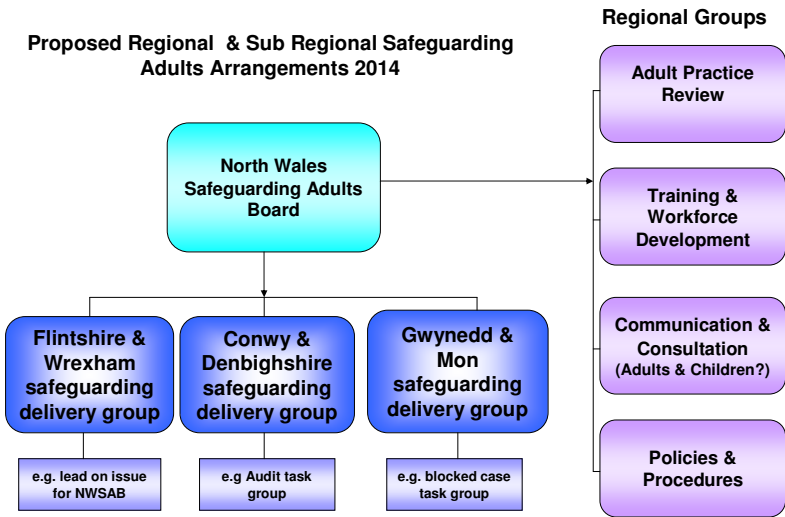
- Add value and improve outcomes for vulnerable adults in need of safeguarding and protection;
- Develop and provide a regional strategic direction;
- Direct and monitor regional groups for Training & Workforce Development, Policies & Procedures, Communications & Consultation and Adult Practice Reviews;
- Develop and monitor a performance management framework;
- Provide challenge & support to regional agencies and Local Authorities;
- Agree and manage the budget;
- Provide the interface with Welsh Government and the National Safeguarding Board.

4.6.2 The sub regional Adult Safeguarding Delivery Group will:

- Implement regional strategy & the business plan
- Co-ordinate & monitor sub-regional multi-agency activity;
- Examine local performance data, e.g: Outcomes, referrals, POVAs, escalating concerns, adult protection & support orders;
- Attendance at strategy meetings;
- Training uptake & impact;
- Conduct audits & provide quality assurance;
- Consider cases of special interest/ blocked cases/ near misses;
- Provide a local interpretation of regional protocols;
- Lead on issues at the request of the regional board.

4.7. These proposals have since been taken to the existing Adult Protection Committees and Anglesey and Gwynedd’s joint Safeguarding Adults Board.

4.8 Diagram 1 – Proposed Structure for North Wales Safeguarding Board



5.0 CONSULTATION

5.1 The regional Leadership Board considered and agreed a report outlining the changes to the Children’s Board arrangements, which noted that the Adults Board would be developed along the same model. All the relevant partners have also since received this report. The Joint Anglesey & Gwynedd Safeguarding Adult’s Board, and the local Adult Protection Committees across the remaining four Local Authority Areas have been consulted on the suggestions for change. Their comments have contributed to the final proposals.

6. RESOURCE IMPLICATIONS

- 6.1 The Adult Safeguarding Board is a statutory board and will need to be funded by contributions from its partners. This report asks for the funding of the Board to be included in the 2015/16 budget discussions.

7. RISK

- 7.1 The biggest risk for the Safeguarding Board and the Local Authority is the danger of a serious incident which finds that the Safeguarding Board or one or more of its partner agencies have failed in their duty to protect. Whilst in social care there is no such thing as zero risk, the new structure aims to ensure that partner agencies take all reasonable steps to safeguard adults at risk of abuse and neglect.
- 7.2 There is a risk that funding may not be agreed within the timescale identified, due to the difficulties of negotiating budgets across the six Local Authorities and the other statutory partners; Police, Health, Probation, and the Community Rehabilitation Companies.

8. DRIVERS AND IMPLICATIONS

- 8.1 Links to the Corporate Plan and Risk Register

Safeguarding Children Boards and Safeguarding Adults Boards are statutory boards that contribute to the delivery of the council's responsibilities for vulnerable children and adults.

- 8.2 Any equalities, sustainability and biodiversity implications

Safeguarding children and vulnerable adults aims to ensure that children and vulnerable adults from all backgrounds are not subject to neglect or abuse.

- 8.3 Effect/Impact on existing policies and procedures

Regionalisation may result in increased travel for some Safeguarding Board Members, but full use will be made of electronic communications where possible. The net reduction in the number of meetings across North Wales should result in less car travel and a lower carbon footprint.

- 8.4 Changes to the structure of the Safeguarding Boards have effect/ impact on existing policies and procedures

9. PUBLICATION

- 9.1 n/a

10. REASON(S) FOR RECOMMENDATION(S)

- 10.1 To reduce duplication and improve the efficiency and effectiveness of safeguarding boards across North Wales. Proposals will also meet the Welsh Government's requirements to establish safeguarding board.



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE WORK PROGRAMME

Chair: Councillor Derlwyn Hughes
Vice- Chair: Councillor Alun Mummery

The table below is the Partnership and Regeneration Scrutiny Committee Work Programme from May 2014 to May 2015. The Work Programme will be reported to each meeting of the Scrutiny Committee for the purpose of reviewing its content, consideration of new items or adjournment / withdrawal of items.

Contact: Geraint Wyn Roberts (Scrutiny Officer)
Tel: 01248 752039
E-mail: gwrce@anglesey.gov.uk

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
13th May 2014	Committee nomination to the Corporate Parenting Panel	Nomination of a Committee member to the Panel that acts on behalf of the Council that ensures services to children /young People in care are of a high standard.	Committee Room 1/2pm
	Single Integrated Plan	Consultation on the Anglesey and Gwynedd Single Integrated Plan.	
	Clearing of files from old Ysgol y Graig	Scrutiny	
11th July 2014	New Nuclear Build- Supplementary Planning Guidance	Pre -decision Scrutiny	Council Chamber/ 10.30am
24th July 2014	North Wales Police	Presentation by North Wales Police Force on their Communications Centre.	Committee Room 1/2pm
	Regional and Local Arrangements to Safeguard Children and Adults.	Pre –decision Scrutiny	
	Regional Commissioning of Children and Young People’s Advocacy Service	Update	
	Island of Enterprise Transformation Project Board	Three programme boards have been established by the Council to drive change and improvement by the	

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
		authority and to oversee a programme of work. Falling within the scope of this committee is the “Island of Enterprise Transformation Programme Board” and an update is to be provided on the current position and work in progress.	
25th September 2014	Anglesey and Gwynedd Local Services Board	Information	Committee Room 1/2pm
	Mon Communities First	Monitoring progress	
	Housing Strategy	Pre decision scrutiny	
	Fees and Charges for Charter/Pleasure Boats around Anglesey’	Pre decision scrutiny	
	Work Programme of the Health and Social Care Integrated Delivery Board for Anglesey.	Information	
	North Wales Fire and Rescue Service-Improvement and Risk Reduction Plan 2015-16	Consultation	

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
27th November 2014	Single Integrated Plan	Update: <ul style="list-style-type: none"> • Anglesey and Gwynedd Single Integrated Plan; and • Joint scrutiny of LSB with Gwynedd Council. 	
	Housing Revenue Account Subsidy	Pre decision scrutiny	
	Amendments to the current Grants Housing Policy	Pre decision scrutiny	
	GwE – Regional School Effectiveness and School Improvement Service	Performance against service level Agreement	
	Social Services Representation and Complaints Procedure 13-14 (Annual Complaints Report)	Performance	
	Adult Safeguarding	Pre decision scrutiny	
14th January 2015	Scrutiny of Local Services Board-Options	Update	Committee Room 1/2pm
	Annual reporting framework - annual review and evaluation of performance 2013/14 letter from CSSIW	Performance	
	Corporate Safeguarding	Performance	
12th March 2015	Community Safety	Annual Overview of the Community Safety Partnership.	Committee Room 1/2pm

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