

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones.
Prif Weithredwr – Chief Executive

CYNGOR SIR YNYS MÔN
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD LLUN 25 EBRILL 2016 2.00 pm	MONDAY 25 APRIL 2016 2.00 pm
SIAMBR Y CYNGOR SWYDDFEYDD Y CYNGOR LLANGFNI	COUNCIL CHAMBER COUNCIL OFFICES LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

Annibynnol/Independent

R Dew, K P Hughes, H E Jones and Ieuan Williams (Cadeirydd/Chair)

Plaid Lafur/Labour Party

J A Roberts (Is-Gadeirydd/Vice-Chair) and Alwyn Rowlands

Aelod Democratiaid Rhyddfrydol Cymru /Welsh Liberal Democrat (Heb Ymuno / Unaffiliated)

Aled Morris Jones

COPI ER GWYBODAETH / COPY FOR INFORMATION

I Aelodau'r Cyngor Sir / To the Members of the County Council

Bydd aelod sydd ddim ar y Pwyllgor Gwaith yn cael gwahoddiad i'r cyfarfod i siarad (ond nid i bleidleisio) os ydy o/hi wedi gofyn am gael rhoddi eitem ar y rhaglen dan Reolau Gweithdrefn y Pwyllgor Gwaith. Efallai bydd y Pwyllgor Gwaith yn ystyried ceisiadau gan aelodau sydd ddim ar y Pwyllgor Gwaith i siarad ar faterion eraill.

A non-Executive member will be invited to the meeting and may speak (but not vote) during the meeting, if he/she has requested the item to be placed on the agenda under the Executive Procedure Rules. Requests by non-Executive members to speak on other matters may be considered at the discretion of The Executive.

Please note that meetings of the Committee are filmed for live and subsequent broadcast on the Council's website. The Authority is a Data Controller under the Data Protection Act and data collected during this webcast will be retained in accordance with the Authority's published policy.

A G E N D A

1 DECLARATION OF INTEREST

To receive any declarations of interest from any Member or Officer in respect of any item of business.

2 URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

No urgent matters at the time of dispatch of this agenda.

3 MINUTES (Pages 1 - 16)

To submit for confirmation, the draft minutes of the meetings of the Executive held on the following dates:-

- 1st March, 2016 (Budget)
- 14th March, 2016

4 MINUTES FOR INFORMATION (Pages 17 - 24)

To submit for information, the draft minutes of the meeting of the Corporate Parenting Panel held on 7th March, 2016.

5 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 25 - 36)

To submit the report of the Head of Democratic Services.

6 WELSH LANGUAGE POLICY (Pages 37 - 80)

To submit the report of the Head of Democratic Services.

7 FINAL REPORT OF THE SCRUTINY OUTCOME PANEL: DEBT MANAGEMENT (Pages 81 - 102)

To submit the final report of the Scrutiny Outcome Panel on debt management.

8 ANTI SOCIAL BEHAVIOUR (Pages 103 - 108)

To submit the report of the Head of Function (Council Business)/Monitoring Officer.

9 SYRIAN REFUGEES (Pages 109 - 118)

To submit the report of the Assistant Chief Executive - Partnerships, Community and Service Improvement.

10 ANNUAL DELIVERY DOCUMENT (IMPROVEMENT PLAN) 2016/17

To submit the report of the Head of Transformation.

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11 COMMON ALLOCATIONS POLICY (Pages 119 - 228)

To submit the report of the Head of Housing Services.

12 LLAWR Y DREF, LLANGFNI - BUSINESS CASE (Pages 229 - 246)

To submit the report of the Head of Housing Services.

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THE EXECUTIVE

Minutes of the meeting held on 1 March, 2016

- PRESENT:** Councillor Ieuan Williams (Chair)
Councillor J.Arwel Roberts (Vice-Chair)
- Councillors Richard Dew, Aled Morris Jones,
H.Eifion Jones, Kenneth Hughes.
- IN ATTENDANCE:** Chief Executive
Assistant Chief Executive (Governance & Business Process Transformation)
Assistant Chief Executive (Partnerships, Community & Service Improvement)
Head of Resources and Section 151 Officer
Head of Corporate Transformation
Revenues & Benefits Service Manager (GHJ) (for item 8)
Empty Homes Officer (GO) (for item 8)
Committee Officer (ATH)
- APOLOGIES:** Councillor Alwyn Rowlands
- ALSO PRESENT:** Councillors John Griffith, Llinos Medi Huws, R.Meirion Jones,
Alun Mummery, R.G.Parry, OBE
-

1. DECLARATION OF INTEREST

The following declared an interest in relation to the items noted:

Councillor H.Eifion Jones declared a prejudicial interest with regard to item 9 on the agenda and withdrew from the meeting during the discussion thereon.

Councillor Aled Morris Jones declared a prejudicial interest with regard to item 8 on the agenda and took no part in the discussion thereon.

Councillor Kenneth Hughes declared a personal interest with regard to item 8 on the agenda.

Councillor Richard Dew declared a personal interest with regard to items 8 and 11. Having received advice from the Monitoring Officer he said that in relation to item 8 he had a personal interest as the matter could have a financial effect on him. The interest would be prejudicial only for the fact that he expected to vote in favour of a higher rate premium meaning that the interest is not prejudicial because it goes against his own best interests. Similarly the interest in item 11 is personal because the decision could affect his parents. The interest would be prejudicial only for the fact that he expected to vote in favour of raising the fees meaning that the interest is therefore not prejudicial. Councillor Richard Dew said that should his position change during the course of the discussions, then he would declare a prejudicial interest at that time and withdraw from the meeting.

Councillor R.Meirion Jones (not a member of the Executive) declared an interest with regard to item 8 on the agenda and withdrew from the meeting during the discussion thereon.

2. URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

None to report.

3. FINANCIAL RESERVES

The report of the Head of Resources and Section 151 Officer setting out the Section 151 Officer's assessment of the level of general balances and reserves for 2016/17 along with recommendations as to the allocation of general balances for use during 2016/17 was presented for the Executive's consideration.

The Portfolio Member for Finance reported on a positive position with regard to general balances and said that as at 31 March, 2015, the level of general balances stood at £7.193m, having increased by £1.516m on the previous year. During 2015/16, £500k of these general reserves has been allocated to fund budget pressures in Children's Services. Having regard to current projections which indicate that the revenue budget will remain within budget and after allowing the release of £500k from general balances, the balance of general reserves as at 31 March, 2016 based on current information will be £6.693m. It is the Section 151 Officer's assessment that the Council's minimal level of general balances should be set at £5m thus releasing £1m to deliver future efficiency savings on a spend to save basis, subject to further assessment at a later date in the financial year.

The Head of Resources and Section 151 Officer confirmed that he was satisfied that having assessed the underlying financial risks faced by the Council, the limited flexibility that budget holders have in managing their budgets and the need to deliver future efficiency savings, maintaining a minimum level of general balances of £5m for 2016/17 is appropriate for the Council and will afford it the latitude to release funds to create an Improvement Fund to support projects that will deliver further efficiency savings subsequently. The general policy on reserves and balances at Appendix A sets out the general principles for managing and utilising reserves.

It was resolved –

- **To adopt the general policy on reserves and balances as noted in Appendix A to the report.**
- **To set the minimum level of general balances for 2016/17 at £5m in accordance with the Section 151 Officer's assessment.**
- **To authorise the release of £1m from general balances for the creation of an Improvement Reserve.**
- **To delegate to the Chief Executive and the Section 151 Officer the power to release funds from the Investment Fund to meet the cost of projects to be funded. The decision as to which projects receive funding to be taken jointly by the Executive and the SLT at the strategic meetings of the Executive.**
- **To confirm the continuation of the existing earmarked reserves.**
- **To authorise the return of £35,176 from the two unrequired earmarked reserves back to the Council's general balances.**

4. TREASURY MANAGEMENT STRATEGY 2016/17

The report of the Head of Resources and Section 151 Officer incorporating the Treasury Management Strategy Statement for 2016/17 including the Annual Investment Strategy, the annual MRP Policy Statement, the annual Treasury Management Policy Statement and the Treasury Management Scheme of Delegation was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the Strategy had been scrutinised by the Audit and Governance Committee at its meeting held on 18 February, 2016.

It was resolved –

- **To note the content of the covering report.**
- **To endorse the content of, and assumptions and proposals made within the Treasury Management Strategy Statement (including the Prudential and Treasury Management Indicators) for 2016/17 (Annexe A to the report)**
- **To forward the Strategy to the County Council without further comment.**

5. FEES AND CHARGES 2016/17

The report of the Head of Resources and Section 151 Officer incorporating a schedule of revised fees and charges for 2016/17 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that all the Council's fees and charges have been reviewed as part of the budget setting process and for the first time they have been brought together and presented in one composite schedule.

It was resolved to approve the schedule of fees and charges for 2016/17 as set out in Appendix A to the report.

6. 2016/17 REVENUE BUDGET

- The report of the Head of Resources and Section 151 Officer incorporating the Medium Term Financial Plan and 2016/17 Revenue Budget was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the Welsh Government's provisional settlement figure which showed a reduction in funding of 2% equating to just under £2m was received in December and is expected to be confirmed on 9 March, 2016. The Council's services are also facing additional pressures for example in the form of an increase of 1% in salaries and also an increase in National Insurance contributions as from April, 2016 which is a permanent additional cost in this and future years. Although the process of identifying savings in 2016/17 has therefore been a challenging one, the Council has successfully met its savings target over and above the requirement for 2016/17. The proposals formulated have taken account of the public consultation process the outcome of which is summarised under Appendix 1 as well as the view of the SLT. The budget proposals further recognise the increasing demand on Children's Services and rising cost pressures within Adults' Services which it is proposed are met by an increase in the budgets of both services of £500k and £300k respectively. The views of the Corporate Scrutiny Committee have also been considered – the proposed reduced increase of 3.5% in the Council Tax reflects feedback from both the Committee and the public. The impact of the reduction in the schools budget for 2016/17 is also being lessened as referred to in paragraph 10.3 of the report.

The Head of Resources and Section 151 Officer highlighted the risks in terms of the deliverability of the budget as set out in paragraph 8 of the report and confirmed that he was satisfied that the budgets are robust and can be delivered. He referred to the Medium Term Financial Strategy as per paragraph 12 of the report and pointed out factors which make completing the Strategy with any degree of certainty and accuracy very difficult. Table 9 of the report indicate the likely savings requirements over the course of the medium term to 2019/20 based on assumptions that reflect a cautious interpretation of possible future outcomes meaning that further work in terms of delivering savings will be necessary.

The Officer further referred to a meeting of the Schools Forum held on 29 February, following which three options had been formulated based on the discussions of the Forum taking into account that the cut in the Post 16 grant falls on the secondary sector only. The Head of Resources provided a brief outline of each of the three options presented and said that in his professional opinion, Option 2 was the preferred option, namely to split the cut on the basis of school balances as at 31 March, 2015 (primary, secondary and special schools). The Officer's view was endorsed and proposed by the Portfolio Member for Finance.

The Executive acknowledged the contribution made by both officers and elected members alike over the course of several months to the process of formulating the budget proposals and commended the process as having been a thorough and inclusive one commencing with the budget workshops held in the summer of 2015 at which much of the critical preparatory work was undertaken.

It was resolved –

- **To note the formal consultation meetings on the budget and the resulting feedback as outlined in Section 2 and Appendix 1 of the report.**
- **To note the equalities implications summary on the budget proposals in Section 11 of the report.**

- To agree that within the proposed budget, schools are given an increase in budget which meets the Welsh Government's pledge for schools funding as detailed in paragraph 4.3 of the report.
 - To agree the final details of the Council's proposed budget, investments, pressures and savings as shown in paragraph 10 and Appendix 5 of the report.
 - To note the Section 151 Officer's recommendation that the minimum General Fund Balances be maintained at £5m, the confirmation of the robustness of the estimates underlying the proposals and the adequacy of the General Reserves in the context of other earmarked reserves.
 - To recommend a net budget for the County Council and resulting Tax to Council, noting that a formal resolution, including the North Wales Police and Community Council Precepts, will be presented to the Council on 10th March, 2016.
 - To authorise the Section 151 Officer to make such changes as may be necessary before the submission to the Council.
 - To agree that any unforeseen pressures on demand led budgets during the financial year will be able to draw upon funding from the general contingencies budgets.
 - To recommend a 3.5% Council Tax increase to full Council.
 - That with regard to implementing the cut to schools in 2016/17 to recommend that Option 2 be adopted, namely to split the cut on the basis of school balances as at 31 March, 2015 (primary, secondary and special schools).
- The report of the Head of Democratic Services summarising the views of the Corporate Scrutiny Committee from its meetings held on 16 November, 2015 and 1 February, 2016 was presented for the Executive's consideration.

Councillor R.Meirion Jones, Chair of the Corporate Scrutiny Committee elaborated on the Scrutiny review of the revenue budget proposals as carried out over the two meetings.

It was resolved to note the views of the Corporate Scrutiny Committee from its meetings held on 16 November, 2015 and 1 February, 2016.

7. CAPITAL BIDS 2016/17

The report of the Head of Resources and Section 151 Officer incorporating a proposed schedule of capital bids for inclusion in the 2016/17 to 2020/21 was presented for the Executive's consideration.

It was resolved to recommend to the Full Council –

- That the items shaded on Appendix A to the report (items valued up to £26.933m) be included in the Capital Programme 2016/17 to 2020/21.
- That the items for HRA shaded in the second table on Appendix A to the report (items valued to £11.636m) be referred to the Housing Services Board for consideration of the Capital Programme 2016/17 to 2020/21.

8. COUNCIL TAX PREMIUMS FOR SECOND HOMES AND LONG TERM EMPTY PROPERTY

The report of the Head of Resources and Section 151 Officer was presented for the Executive's consideration. The report sought the Executive's views on the requirement for the Isle of Anglesey County Council as a billing authority for its area, to make a decision whether to charge a premium of up to 100% of the standard rate of council tax on long-term empty dwellings and second homes by 31 March, 2016 to come into effect on 1 April, 2017 and set out the considerations and implications relevant to the determinations to be made on this issue prior to the matter being considered by Full Council.

The Head of Resources and Section 151 Officer reported that the Welsh Government when giving power to local authorities in Wales to charge a premium on the Council Tax had the aim that such powers would assist local authorities in bringing long-term empty homes back into use to provide safe, secure and affordable homes and to support local authorities to increase the supply of affordable housing and enhance sustainability of local communities. In formulating a view on the matter, a balance needs to be struck between prescribing a level that is sufficiently high to achieve

that objective (if it is so determined that a council tax premium should be applied) and ensuring that it is clear and understandable, does not incur excessive costs to the Council in administration and does not impact on Council Tax collection. The Officer said that in his professional opinion, the same level of council tax premium should apply to both second homes and long-term empty property and should be levied initially at 25% of the standard rate of Council Tax and be reviewed in the second year of operation prior to implementation in 2019/20.

The Portfolio Member for Finance endorsed the professional view of the Officer. The Empty Homes Officer reported on the position in Anglesey with regard to the number and percentage of homes on the Island having no usual residents.

It was resolved to recommend to the Full Council at its meeting on 10 March, 2016 –

- **That the Isle of Anglesey County Council (“Full Council”) as a billing authority in Wales uses its discretionary powers under sections 12A and 12B of the Local Government Finance Act 1992 (“the 1992 Act”) as inserted by the Housing (Wales) Act 2014 (the 2014 Act) to dis-apply any discount(s) granted to long-term empty dwellings and dwellings occupied periodically (usually known as second homes) and apply a higher amount of council tax (called the Council Tax Premium) to come into effect from 1 April, 2017.**
- **That the Council Tax Premium be set at 25% of the standard rate of council tax for both long-term empty dwellings and for dwellings occupied periodically (usually known as second homes), and that a review of the Council Tax premiums be undertaken by the Head of Function (Resources) and Section 151 Officer during 2018/19 (after the first full year of operation of the Council Tax premiums) to establish if the premiums determined have met the aims of the Executive and the Full Council and whether, as a consequence, the premium levels determined need to be varied or revoked when the Full Council sets its Council Tax requirement for 2019/20. The revised premiums, if applicable, will then come into force from 1 April, 2019 onwards.**
- **That the Council instructs and authorises the Head of Function (Resources) and Section 151 Officer:**
 - **To publish a notice of its determination to charge a premium in a local newspaper within 21 days of its decision.**
 - **To communicate its decision, also within 21 days and in particular to those who may be affected, by publication of press notices, providing information on website pages or other avenues to raise awareness. This to include direct communication with council taxpayers who are likely to be liable for the premium and in particular to those who normally reside outside the local authority area.**
 - **To ensure that administrative arrangements are put in place to establish (before the Executive calculates the Council Tax Base for 2017/18 and the Full Council sets its Council Tax requirement for 2017/18) the estimated number of long-term empty dwellings and dwellings occupied periodically (usually known as second homes) that will be eligible to be charged a Council Tax premium under the 1992 Act, as inserted by the 2014 Act, subject to the exceptions allowed by regulations.**
 - **To ensure that administrative arrangements are put in place for the proper administration and enforcement of the Council Tax premium from 1 April, 2017 onwards and notes that the Executive agrees in principle (subject to the Executive’s approval) to any additional resources that is deemed necessary (by the Head of Function (Resources) and Section 151 Officer), to ensure that there is proper administration and enforcement of the Council tax premium, which will initially include, establishing the estimated number of dwellings where the Council Tax premium will apply.**
- **That the Council also instructs and authorises the Head of Function (Resources) and Section 151 Officer (before the Executive calculates the Council Tax Base for 2017/18 and the Full Council sets its Council Tax requirement for 2017/18) that the Executive, and the Full Council (as a billing authority in Wales) is advised whether it needs to determine under section 13 A of the 1992 Act to use its discretionary powers to reduce council tax liability resulting from a Council Tax premium being charged, to such extent it thinks fit. For fairness and transparency, should such a determination be required, advice is to be provided if the full Council should adopt a clear policy on whether and how these powers**

will be used, with appropriate delegated decision making authority being provided for in the Council's Constitution, but also recognising that each case is considered on its merits having taken into account the circumstances of each case.

9. STANDARD CHARGE FOR COUNCIL CARE HOMES

The report of the Head of Adults' Services in respect of the need for the Authority to set the level of its standard charge for local authority care homes for the year April, 2016 to March, 2017 was presented for the Executive's consideration.

It was resolved –

- That whilst the Council acknowledges the costs incurred within residential care, that the actual cost of delivery is not reflected in the charge to residents.
- That the increase for those contributing towards the cost of care is consistent for council services and set at 5%, and that a fee of £567.27 is set.

10. INDEPENDENT SECTOR RESIDENTIAL AND NURSING CARE HOME FEES 2016/17

The report of the Head of Adults' Services in respect of independent sector care home fees for 2016/17 was presented for the Executive's consideration.

It was resolved –

- To adopt the North Wales Fee Methodology as implemented hitherto by the Authorities in North Wales as a basis for setting fees in Anglesey during 2016/17 (Appendix 1 of the report).
- To approve the recommendation to increase fee levels as noted in the table in paragraph 5 of the report.
- To endorse for high cost/low volume placements increases consistent with the financial value of the increases as at the table in paragraph 5 therefore a fee increase for specialist residential placements of £17.56 and £22.44 for specialist nursing placements.
- In line with other authorities, to authorise the Social Services and Finance Departments to respond to any request from homes to explore their specific accounts and to utilise the exercise as a basis to consider any exceptions to the agreed fees. Any exceptions to be agreed with the Portfolio Holder, Head of Finance and Head of Adult Social Care from within current budgets.

11. CHARGES AND FEES FOR NON-RESIDENTIAL SERVICES 2016/17

The report of the Head of Adults' Services in respect of fees and charges for community based non-residential social care services for 2016/17 was presented for the Executive's consideration.

It was resolved –

- To approve the home care charges outlined in paragraph 2.4.2 of the report.
- To agree to a revision of home care charges in year as noted in paragraph 2.4.3 subject to appropriate consultation.
- To approve charges for meals in day services as outlined in paragraph 2.5.2 of the report.
- To approve charges for telecare services as outlined in paragraph 2.6.3 of the report.
- To agree to a revision and simplification of telecare charges as noted under paragraph 2.6.4 subject to appropriate consultation.
- To freeze the rate for Direct Payments at £10.50/hour as outlined in paragraph 2.7.2 of the report.
- To maintain a charge of £10.00 for the administration in relation to Blue Badge requests and replacements as per paragraph 2.8.1 of the report.
- To increase the fee for purchasing day care services in independent residential homes by 5% to £30.37 as per paragraph 2.9.1 of the report.
- To agree to an increase in fees paid for commissioned domiciliary care from £14.50 to £15.50 per hour or part thereof.

Councillor Ieuan Williams
Chair

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THE EXECUTIVE

Minutes of the meeting held on 14 March 2016

- PRESENT:** Councillor Ieuan Williams (Chair)
- Councillors R Dew, K P Hughes, A M Jones, H E Jones and Alwyn Rowlands
- IN ATTENDANCE:** Chief Executive,
Assistant Chief Executive (CT),
Assistant Chief Executive (AM),
Head of Function (Resources)/Section 151 Officer,
Head of Democratic Services,
Head of Learning,
Head of Housing Services,
Head of Corporate Transformation,
Policy and Strategy Manager (CWO) (Item 6),
Health & Social Care Impact Officer (AD) (Item 12),
Principal Development Officer (Housing Services) (AJ) (Item 13),
Housing Business Manager (NM) (Items 14 & 15),
Development Manager (Revenue and Benefits) (KS) (Item 11),
Committee Officer (MEH).
- ALSO PRESENT:** Councillors John Griffith, Llinos M. Huws, R. Meirion Jones, Alun Mummery.
- APOLOGIES:** Councillor J A Roberts

1 DECLARATION OF INTEREST

No declaration of interest received.

2 URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

None to report.

3 MINUTES

The minutes of the previous meetings of the Executive held on 8th February, 2016 and 22nd February, 2016 (Extraordinary) were presented for confirmation.

It was resolved that the minutes of the previous meetings of the Executive held on the following dates be approved:-

- 8th February, 2016
- 22nd February, 2016 (Extraordinary)

4 MINUTES FOR INFORMATION

Submitted, for information, the draft minutes of the meeting of the Voluntary Sector Liaison Committee held on 15th January, 2016.

It was RESOLVED to note for information, the draft minutes of the meeting of the Voluntary Sector Liaison Committee held on 15th January, 2016.

5 FORWARD WORK PROGRAMME

The report of the Head of Democratic Services incorporating the Executive's Forward Work Programme for the period April to November 2016 was presented for the Executive's approval.

The Head of Democratic Services updated the Committee on the contents of the Work Programme as follows :-

Items new to the Work Programme

Item 6 – Syrian Refugees scheduled for 25 April, 2016;

Item 9 – Llawr y Dref, Llangefni – Business Case scheduled for 25 April, 2016;

Item 11 – New Destination Anglesey Management Plan 2016-2020 scheduled for 25 April, 2016;

Item 18 – Review of the Schools Modernisation Strategic Programme scheduled for June, 2016;

Item 19 – Additional Learning Needs – Revised Anglesey and Gwynedd Partnership arrangements scheduled for June 2016;

Item 20 – Purchase of land to improve the A5025 scheduled for June 2016;

Item 27 – Transformation of the Youth Service scheduled for September 2016.

Slippage on the Work Programme

Rescheduled to 29 April, 2016 - Item 3 – Welsh Language Policy;

Rescheduled to May, 2016 – Item 15 – Transformation of the Culture Service.

The Head of Democratic Services further reported that a Special Meeting of the Executive is to be held on 4th April, 2016 to consider the item on Gypsy and Travellers following the recent public consultation.

It was RESOLVED to confirm the Executive's updated Forward Work Programme for the period from April, 2016 to November, 2016, subject to the changes outlined at the meeting.

6 STRATEGIC EQUALITY PLAN 2016-2020 AND ANNUAL EQUALITY REPORT 2014/15

The report of the Head of Function (Council Business)/Monitoring seeking approval to the Council's Strategic Equality Plan 2016 -2020 and Annual Equality Report 2014/15 for publication by 31 March, 2016 was presented for the Executive's consideration.

The Policy and Strategy Manager said that this is a good example of collaboration across North Wales as the plan is based on a set of joint objectives which were formulated by the North Wales Equalities Board.

It was RESOLVED to approve the Council's Strategic Equality Plan 2016/2020 and the Annual Equality Report 2014/15 for publication by 31 March, 2016.

7 CORPORATE SCORECARD - QUARTER 3, 2015/16

The report of the Head of Corporate Transformation was presented in relation to the Corporate Scorecard Monitoring Report – Quarter 3 (2015/16) for the Executive’s consideration.

The Portfolio Holder (Executive Business, Performance Transformation, Corporate Plan and Human Resource) stated that he was satisfied with the general improvement in services within the report. He stated that the improvement in the short-term sickness record within this quarter is not as was expected and maybe this was attributed to the recent job evaluation results which may have had an impact on the sickness records. It was hoped that the short-term sickness record will improve during the next quarter.

The Chief Executive said that the Senior Leadership Team is continuing to monitor the results of the corporate scorecard and especially when the performance of certain services which are not performing as expected.

It was RESOLVED to note the areas which the SLT is managing to secure improvements into the future as per section 1.3 of the report along with the mitigation measures as outlined.

8 2015/16 REVENUE BUDGET MONITORING REPORT - QUARTER 3

The report of the Head of Function (Resources)/Section 151 Officer was presented for the Executive’s consideration.

The Portfolio Holder (Finance) said that the overall projected financial position for 2015/16 with regard to services is an overspend of £390k; this is less than 1% (0.31%) of the Council’s net budget for 2015/16. This is a significant improvement on the forecast overspend of £980k which was reported during quarter 2. The predicated outturn includes an overspend of £475k on Children’s Services which is a result of overspend on looked after children. The Executive was requested to fund this from the Council’s general reserves. The forecast also includes £350k overspend as part of Highways and Transport outturn which is the result of significant damage caused by the exceptional flooding and storms which have affected the Island. The Executive is requested to fund this from the Council’s Insurance Earmarked Reserve.

It was RESOLVED :-

- **To note the position set out in respect of financial performance to date;**
- **To approve the funding of £476k from the Council’s general reserves to fund the overspend on Children’s Services;**
- **To approve up to £350k from the Earmarked Insurance Reserve to fund the cost of flood damage, if required;**
- **To approve up to £250k from the Earmarked Insurance Reserve to cover the cost of storm damage to leisure centre roofs, as required.**

9 2015/16 CAPITAL BUDGET MONITORING REPORT - QUARTER 3

The report of the Head of Function (Resources)/Section 151 Officer was presented to the Executive for consideration.

The Portfolio Holder (Finance) said that the report sets out the financial performance of the Capital budget for the third quarter of the financial year. He stated that further work needs to be undertaken to sell the Council's asset to generate income for the authority.

The Head of Function (Resources)/Section 151 Officer stated that there are concerns with the progress of three schemes resulting in a risk that capital grant funding may be lost i.e. 21st Century Schools project, Vibrant and Viable Places (VVP) Grant and the Llangefni Link Road scheme. He said that every effort will be made to ensure that the capital grant funding is spent.

It was RESOLVED to note the progress of expenditure and receipts against the capital budget.

10 THIRD SECTOR FUNDING CODE

The report of the Head of Function (Resources)/Section 151 Officer was presented for the Executive's consideration with regard to approving the revised Compact Agreement between the Council and the Third Sector which included the Anglesey Code of Practice for Funding the Third Sector.

It was RESOLVED :-

- **To approve the Anglesey Compact which was set out in Appendix 1 of the report;**
- **To approve the Anglesey Code of Practice on Funding the Third Sector which was set out in Appendix 2 of the report;**
- **To approve the Volunteering Code of Practice which was set out in Appendix 3 of the report.**

11 DISCRETIONARY HOUSING PAYMENTS POLICY 2016/17

The report of the Head of Function (Resources)/Section 151 Officer was presented for the Executive's consideration with regard to the operation of the Local Discretionary Housing Payment Policy (DHP) and the Department of Works and Pensions schemes during the financial year 2015/16 and any changes in the future.

The Development Manager (Revenue and Benefits) outlined the main issues with the Discretionary Housing Payments to the Executive. He noted that following the welfare reform measures of April 2013, demand for DHP has increased substantially. The Council's DHP policy has been updated and amended annually due to the increased demand and the effects of revised DHP guidelines for making awards. The Officer noted that the main changes that have become apparent locally during the current financial year are the effects of the Spare Room Subsidy (bedroom tax), substantial growth in the volume of applications for 'one off' costs such as rent deposits, removal cost and rent in advance.

The report referred to the Discretionary Assistance Fund (DAF) which was introduced in April 2013. Due to the restructure of the Revenues and Benefits Section, the staffing resource available for DHP administration will be reduced to one FTE. Given that DAF applicants now have access to a range of agencies to support the application process, withdrawing the facility from the DHP team should not create any problems for potential applicants.

It was RESOLVED :-

- **To approve the revised Local Discretionary Housing Payment Policy (DHP) Scheme from 4 April, 2016 for 2016/17 and subsequent years;**
- **To ensure that total DHP spend for the financial year remains broadly in line with the amount allocated for the scheme by the Department for Work and Pensions(DWP);**
- **To allow the Revenues and Benefits Service to withdraw the Discretionary Assistance Fund service currently provided by the DHP team.**

12 PARTNERSHIPS POLICY

The report of the Assistant Chief Executive (Partnerships, Community and Service Improvement) was presented to the Executive for consideration.

The Health & Social Care Impact Officer referred to the 6 Partnership Work-Streams which were highlighted within the report. The Partnership Policy enclosed as Appendix 1 to the report focuses on partnerships where the Council chooses to work with other organisations in the private, public and voluntary sector. The Partnerships Policy also summarises the Council's vision for partnership working and supplements the individual partnership statements that already exist i.e. Isle of Anglesey Compact (partnership agreement with the Voluntary Sector), the Shared Community Charter with the Town and Community Councils on the Island.

It was RESOLVED :-

- **To approve the definition of partnership, as noted in the report, as a basis for the partnership work-streams over the next period;**
- **To approve the Policy Document as a robust foundation for partnership work;**
- **To request that the Partnership and Regeneration Scrutiny Committee comments on the robustness of the Policy Document as a basis for the Council's partnership work and also as a framework to inform our monitoring arrangements by the Scrutiny Committees.**

13 SUPPORTING PEOPLE COMMISSIONING PLAN 2016/2019

The report of the Head of Housing Services was presented to the Executive for consideration as the Supporting People Programme is a policy and funding framework initiative by the Welsh Government that provides housing related support for a range of diverse but equally vulnerable groups of people.

The Portfolio Holder (Housing & Social Services) stated that Welsh Government has requested that there is a requirement to establish better alignment between the grant funded programmes i.e. Supporting People Programme Grant, Communities First, Flying Start and Families First and how these programmes can work together. He stated that he intends to convene a meeting with Officers of the Council and Communities First in the near future to ensure that the grant funding is spent in the most appropriate way for the benefit of our local communities.

The Principal Development Officer (Housing Services) outlined the report to the Executive and highlighted the main issues raised.

It was RESOLVED :-

- **To approve the recommendations of the Supporting People Commissioning Plan 2016/2019;**
- **To approve the allocation of funding per service, as outlined in Supporting People Commissioning Plan document.**

14 HOUSING REVENUE ACCOUNT 30 YEAR BUSINESS PLAN 2016-2046 AND HRA HOUSING CAPITAL PROGRAMME 2016 TO 2017

The report of the Head of Housing Services was presented to the Executive for consideration.

The Portfolio Holder (Housing & Social Services) said that the Housing Revenue Account budget for 2016/17 will be submitted to the Welsh Government for approval and it is the intention of this Council to start building 50 new Council houses over the next 4 years.

The Head of Housing Services reported that this year will see more than £2m being invested in building new Council housing on the Island with some 15 units being considered in Pentraeth, Llanfaethlu, Valley and Holyhead. Consultation has taken place with the stakeholders together with the new Housing Services Board which has recently been established this year.

The Chair referred to the inclusion within the HRA Business Plan for the acquisition of further 15 units of long term empty ex-Council owned properties lost through the Right to Buy schemes back to the ownership of the Council Housing stock. The Housing Business Manager said that a capital programme of £11m has been included within the HRA Business Plan and £4m from the capital programme has been identified for the provision of buying back ex-Council owned properties. The remainder of the capital will be used for improvement to the current housing stock in the ownership of the County Council.

It was RESOLVED :-

- **To approve the draft Housing Revenue Account (HRA) Business Plan 2016/2046, and in particular the HRA budget for 2016/2017 as set out within the Plan, for submission to the Welsh Government;**
- **To approve the proposed Housing Capital Programme for 2016/2017.**

15 APPLICATION TO SUSPEND RIGHT TO BUY (RTB)

The report of the Head of Housing Services was presented to the Executive for consideration with regard to submitting an application by 25th March, 2016 to the Welsh Government to suspend the Right to Buy scheme for five years for Council tenants in a bid to help meet the growing demand for affordable rented properties for young families.

The Housing Business Manager reported that a consultation was undertaken with tenants and 540 have responded with 76% agreeing with the proposal to suspend the Right to Buy scheme.

It was RESOLVED :-

- **To approve submitting an application to the Welsh Government to suspend the Right to Buy for Council tenants;**
- **To authorise the Head of Housing Services and the Head of Function (Resources)/Section 151 Officer to sign off the application to be sent to the Welsh Government by 25th March, 2016.**

16 ADDITIONAL LEARNING NEEDS - REVISED ANGLESEY AND GWYNEDD PARTNERSHIP ARRANGEMENTS

The report of the Head of Learning was presented to the Executive for consideration.

The Portfolio Holder (Education) stated that both authorities are in agreement that the Gwynedd and Anglesey SEN Joint Committee arrangements need to be reviewed in order to face the new challenges in light of new legislation and reducing budgets.

The Head of Learning reported that numerous meetings have taken place with Officers from Gwynedd Council and the SEN Joint Committee to plan and prepare for the revised service. She noted that the report submitted to the Executive at today's meeting is to give an outline of the collaboration arrangement to ensure improvement in the effectiveness of the service. She further noted that a more detailed report will be submitted to the Executive in June, 2016 outlining a plan of revised governance and accountability structure between both authorities.

Councillor R. Meirion Jones, a Member of the Special Educational Needs Joint Committee, expressed his support for the need to review the future partnership arrangements in light of new legislation and budgetary constraints.

It was RESOLVED :-

- **To collaborate with Gwynedd Council Officers and the SEN Joint Committee to remodel the current workforce within the SEN Joint Committee, with a view to adopting a new staffing structure between September 2016 – April 2017;**
- **To collaborate the Gwynedd Council Officers and the SEN Joint Committee to remodel the workforce currently within the inclusion service by September 2017;**
- **To plan the new partnership to provide savings of 10% or approximately £500k over two years, to be fully implemented by 2018/19;**
- **To plan a revised governance and accountability structure between both authorities, to be presented to the Executive by June 2016;**
- **To plan a transitional period of dual governance between the current SEN Joint Committee and the revised Anglesey Gwynedd Additional Learning Needs Partnership;**
- **To action the revised commission and governance arrangements by September 2017.**

The meeting concluded at 11.05 am

**COUNCILLOR IEUAN WILLIAMS
CHAIR**

CORPORATE PARENTING PANEL

Minutes of the meeting held on 7 March, 2016

- PRESENT:** Dr Gwynne Jones (Chief Executive) (Chair)
- Councillor Kenneth Hughes (Portfolio Member for Education)
Councillor Aled M. Jones (Portfolio Member for Housing and Social Services)
Councillor Ann Griffith (Corporate Scrutiny Committee)
Councillor Dylan Rees (Partnership and Regeneration Scrutiny Committee)
Mr Douglas Watson (Chair Anglesey Foster Carers' Association)
Mrs Sue Willis (Betsi Cadwaladr University Health Board)
Dr Caroline Turner (Assistant Chief Executive & Designated Statutory Director of Social Services)
Ms Anwen Huws (Head of Children's Services)
Llyr Bryn Roberts (Principal Officer – Corporate Parenting & Partnerships)
Gareth Llwyd (Service Manager – Safeguarding & Quality Assurance)
Dawn Owen (Child Placement Team Leader)
Llio Johnson (Senior Partnership Manager)
Heulwen Owen (LAC Education Liaison Officer)
Ann Holmes (Committee Officer)
- APOLOGIES:** Mrs Delyth Molyneux, Mrs Rona Jones, Llinos Edwards, Sean McClearn, Debbie Read, Karen Roberts.
- ALSO PRESENT:** Councillor Ieuan Williams (Leader of the Council)

1. DECLARATION OF INTEREST

No declaration of interest was received.

2. MINUTES OF THE 7 DECEMBER, 2015 MEETING

The minutes of the previous meeting of the Corporate Parenting Panel held on 7th December, 2015 were presented and confirmed as correct.

3. MATTERS ARISING

- With regard to progress in responding to the Lost After Care agenda, the Head of Children's Services reported that a Task Group has been established to review the arrangements for young people leaving care in preparation for establishing the *When I am Ready* scheme which gives young people the right to stay with their foster families beyond the age of 18. The work is ongoing and is currently focussed on implementing the scheme in April, 2016 in line with Welsh Government requirements. Although the scheme was intended as cost neutral, there are financial implications to its implementation which the Authority has met through investment to ensure the scheme is delivered according to the requirements. The service is now seeking to engage with young people who have been in care to obtain their views on their experiences of care with a view to bringing together improvement options for implementing and completing those changes by September this year including what the Council is doing corporately to meet the recommendations of the Lost After Care report.

The Panel accepted and noted the update.

- With regard to gathering information on the impact on educational resources of children placed on Anglesey by other authorities, the Principal Officer (Corporate Parenting and Partnerships) reported that the Service is in regular discussions with the Education Service on this matter. The report to the Panel's previous meeting in December showed that there was a total of 33 children and young people placed in care on Anglesey by other local authorities and work is ongoing to try

to establish the impact on educational resources of these placements with the aim of presenting a fuller report to the Panel's scheduled meeting in June.

The Panel noted the update and noted also that it would be provided with a more detailed report at the next meeting. The Panel also sought assurance that there is communication between local authorities with regard to these placements. The Principal Officer (Corporate Parenting and Partnerships) confirmed that it is a requirement that when one local authority places a child it is looking after within the area of another local authority it notifies the authority of the placement. The service also co-operates with Health Officers regarding the health aspects of children placed within Anglesey and seeks to cross reference all the information with the information currently held on the Register.

- The LAC Education Liaison Officer confirmed that she was liaising with the ALN Education Officer with regard to providing the Panel with assurance regarding aspects of the education of looked after children and young people in relation to attendance, targets and progress and that her current report to the Panel does begin the process of providing that information.
- The Principal Officer (Corporate Parenting and Partnerships) confirmed that in accordance with the Panel's request at its previous meeting the health report relating to looked after children does expand on the health issues arising from the initial looked after health assessments and the review thereof or referrals made.
- The Principal Officer (Corporate Parenting and Partnerships) confirmed that the format of reports presented to the Panel is being reviewed.

4 LIFE IN RESIDENTIALCARE: EXPLORING THE EXPERIENCES OF WELSH LOOKED AFTER CHILDREN AND YOUNG PEOPLE

Correspondence from the Children's Commissioner for Wales to all Wales Heads of Children's Services giving notification of her intention to report on the experiences of looked after children and young people in residential care homes was presented for the Panel's information.

The Principal Officer (Corporate Parenting and Partnerships) reported that the Commissioner's letter sets out the aims for the project. Anglesey currently has four young persons in placements within residential units who will be able to make a contribution to the project. However, the project will not cover respite placements; placements in the secure estate or boarding school placements (education arrangements rather than social care placements). It is hoped the Authority can use the project findings to inform its work in trying to meet the challenge of fulfilling children and young people's needs in the context of a rural environment and a shortage of suitable residential units especially in terms of meeting language needs.

The Head of Children's Services said that despite the overall increase in the number of looked after children the Authority has only a few children and young people in residential care placements with the majority being in placements within a family setting be that with friends or family or with foster carers. However, those children/young people in a residential placement are vulnerable and the Authority is working to strengthen the monitoring of these placements. Arrangements have been negotiated with the Contracts Service for the Contracts Officer to spend a designated period of time on Children's Services including statutory monitoring visits to these placements as well as non-standard fostering placements. The work will involve monitoring the provider as regards the provision made with a view that in the next quarter the four individuals who are the subject of these placements will be visited to provide assurance that the provision is being delivered in accordance with the contract and the individual plan.

The Panel noted the information and sought clarification regarding the status of looked after children in private residential placements in relation to the Children's Commissioner's proposed project.

The Head of Children's Services explained that the Authority has a wider safeguarding responsibility in respect of any establishment within its area and it forms part of the Contracts Monitoring Officer's brief to monitor the provision made even though the Authority may not have children in placements within those establishments. The Officer said that she understood from the Commissioner's correspondence that a broad sample of homes is to be visited in order to capture as wide a range of provision as possible; for its own part, the Authority is moving to monitor those provisions that it does not make use of.

The Panel further sought clarification of the status and timeline of the fieldwork to be undertaken in relation to the project and it was agreed that this matter be followed up so that the Authority is appropriately informed about visits by fieldwork officers that may take place.

It was agreed to note the correspondence from the Children's Commissioner for Wales.

ACTION ENSUING: Principal Officer (Corporate Parenting and Partnerships) to clarify the status and timeline of the project's fieldwork with the Office of the Children's Commissioner for Wales.

5 RAISING THE AMBITIONS AND EDUCATIONAL ATTAINMENT OF CHILDREN WHO ARE LOOKED AFTER IN WALES

The Welsh Government's Strategy document, "Raising the Ambitions and Educational Attainment of Children who are Looked After in Wales" and accompanying Action Plan for 2015/16 were presented for the Panel's information. The strategy, presented jointly by the Welsh Government's Department for Education and Public Services and the Health and Social Services Group seeks to ensure that all those whose work, responsibilities and lives bring them into contact with children who are looked after work together with the Welsh Government to raise the educational ambitions and aspirations of children in care and focusses on the actions required of all key partners to drive better educational outcomes and offer a range of options that best suit the ambitions, abilities and circumstances of each child who is looked after.

The Principal Officer (Corporate Parenting and Partnerships) reported that following discussions with the Head of Learning, the intention is to initially formulate an action plan based on the Welsh Government's Strategy to reflect the agreed educational priorities for the children in the Authority's care and to present it to the Panel.

The Panel noted that the Strategy document puts forward 37 separate actions several of which are assigned to local authorities and it sought assurance that at a time of reducing resources the Authority will be able to fulfil those actions in order to deliver the intended benefits to the children it looks after. The Panel also noted that a number of the actions relate to "potential" and it sought clarification of the Authority's arrangements in terms of supporting the children in its care to reach their individual potential.

The Chair said that the Welsh Government is identified as having the lead co-ordinating responsibility for many of the substantive items in the Action Plan and that of those falling to the local authority much of the work involves refining arrangements already in place. It was proposed and agreed that officers from the Lifelong Learning Service and Children's Services meet to agree on a plan of action for addressing the issues in the Strategy that pertain to the local authority and report back to the Panel subsequently.

With regard to ensuring that looked after children and young people reach their potential, the Head of Children's Services said that the Authority reports annually on a number of indicators. Whilst the small cohort involved has been an issue in terms of distorting performance figures, there have been discussions about tracking the progress of individual looked after children to establish whether their looked after status does affect them educationally and what difference the Authority can make to improve the educational outcomes for them. The Officer said that the lead service with regard to the Strategy document is the Lifelong Learning Service although Children's Services do have a contributory role in responding to the recommendations therein.

The Panel noted that the Authority needs to be able to build a picture of each looked after child's potential and to develop a system for tracking the performance of each individual through key stages so that it can be assured that it is doing all it can to ensure the child is then making progress against his/her known potential.

It was agreed to note the Welsh Government Strategy document and the contents therein.

ACTION ENSUING: Principal Officer (Corporate Parenting and Partnerships) to co-ordinate discussions between the relevant officers within the Lifelong Learning Service and Children's Services with a view to reporting back to the Panel on an agreed plan for addressing the local authority related actions in the Strategy document.

6 REPORT OF THE INDEPENDENT REVIEWING OFFICER

The report of the Independent Reviewing Officer for Quarter 3 2015/16 was presented for the Panel's consideration. The report provided an overview of the latest position with regard to the Looked After population and trends on Anglesey; the number of LAC reviews undertaken within statutory timescales and key messages therefrom; practice issues including examples of good practice along with areas of concern and how to address them.

The Service Manager (Safeguarding & Quality Assurance) referred to the main points highlighted by the IRO's report as follows –

- That as of 1 October, 2015 to 31 January, 2016 the Isle of Anglesey County Council looked after a total of 114 children (which has since risen to 116) which is a rise on the previously reported figure of 101. This upward trend in the Council's LAC population since 21 March 2013 is demonstrated in the graph at A (ii) and has placed pressure on the Child Placement Team to identify appropriate accommodation for the children and young people.
- The highest number of children and young people accommodated continues to be due to Child Protection concerns; this is also an area on an upward trajectory since Quarter 4, 2014/15 with the numbers involved rising from 78 to 94 currently. The reasons for this trend remain unclear but there is an issue regarding the availability of appropriate and adequate support/preventative services for children and families.
- The graph at paragraph E (i) of the report confirms the pattern in placing children and young people with the independent sector and with foster carers.
- That a total of 97 LAC reviews were completed during the quarter with 93.88% having been completed within the statutory timescale which is an encouraging performance in light of the increase in the number of children being accommodated.
- There remain issues in respect of LAC reviews in terms of the timely provision of supporting paperwork and the messages from children and young people from their reviews continue to be mixed particularly around the usefulness of the consultation paper they are asked to complete. There is a need to raise the profile of LAC reviews in terms of their purpose and importance and to ensure they remain focussed on the child and his/her needs.

The Panel considered the report and noted that the Independent Reviewing Officer highlights several areas of concern and whilst most of those relate to aspects of procedure and process the Panel noted in particular that the IRO draws attention to a lack of resources which she believes permeates all aspects of Children's Services and is reflected in the number of children being accommodated and in increased caseloads for social workers. The Panel sought clarification whether there is a basis to the concerns raised and what actions are being taken to address them.

The Portfolio Member for Housing and Social Services reported that the Executive has recognised the increased pressures on Children's Services and has allocated an additional £500k to the Service as part of the 2016/17 Budget proposals in order to enable the service to meet the additional demand.

The Head of Children's Services confirmed that the Senior Leadership Team has been briefed on a regular basis regarding the key issues affecting Children's Services both in the short-term and the medium to long term. In the short-term, the service has been affected by staff absences at a time of increased demand leading to a consequent upsurge in caseloads. Those absences have been covered by experienced agency staff. These costs alongside the increased costs of children looked after have been met by an investment of £460k by the Executive in the current year and the service is now up to capacity as regards social workers. An additional £500k is to be made available for Children's Services in 2016/17 to invest in social worker posts and a development programme to ensure that the outcomes for children looked after are improving. Whilst the period has been challenging for the Service the corporate response to address the issues and the risks involved has been timely. As regards dealing with the underlying reasons for the continuing increase in demand, the Welsh Government's Minister for Health and Social Services has highlighted the high number of children in care nationally in Wales compared to that in England and has challenged local authorities to work to reduce that number. Within this context the Authority needs to understand what is happening locally and work is being done to try to project what are the

demands and the costs from a zero based budget. The Cordis Bright report stated that one factor in the rate of children becoming looked after is the approach and strategy adopted by authorities and their partners and by their attitudes to risk. Key partners do at times press for children to be taken into care when that is not necessarily the most appropriate solution.

The Panel noted the explanation given and sought specific assurance regarding –

- The availability and provision of support and preventative services on the Island to address the needs of children who are vulnerable in way that does not necessitate their being taken into care.
- That the needs of the young person noted in the report as having been placed by the Court in a secure unit have been sufficiently considered and are being addressed in the best way possible.

The Head of Children's Services said with regard to the specific case referred to that she had instigated a case review in order to understand whether early intervention by the Authority and its key partners could have brought about a different outcome for the individual and the family concerned. The Officer said that in order to avoid escalation to the highest point of intervention then intervention at the lowest point is required and that one factor is how the Authority uses and co-ordinates the range of grant funding available to it and to key partners to better support families. The Principal Officer (Corporate Parenting and Partnerships) is working on a business case for an Acute Intervention Team including family conference models to try to establish whether the service can intervene in a different way to try to prevent a child becoming looked after and remaining in care.

The Senior Partnership Manager reported to the Panel on the situation with regard to grant funding specifically in relation to providing support for families.

It was agreed to accept the report of the Independent Reviewing Officer and to note its content.

NO FURTHER ACTION ENSUING

7 ISLE OF ANGLESEY FOSTERING SERVICE: REPORT FOR REGULATION 42 – REVIEW OF THE QUALITY OF CARE

The Quality of Care review report completed in compliance with the requirements of Regulation 42 of the Fostering Service (Wales) Regulations 2013 was presented for the Panel's consideration. The report provided information about the Fostering Service and specifically the monitoring of matters set out in Schedule 7 of the regulations.

The Principal Officer (Corporate Parenting and Partnerships) informed the Panel that the annual inspection of the Fostering Service by CSSIW was carried out in the week commencing 18 January, 2016. The draft report has been received recently and confirms that no non-compliance notices have been issued as a result of the inspection.

The Panel noted that although it was informative about the service and the provision, the report lacked analytical depth and was of the view that there was scope for it to be more evaluative and challenging as regards what the information says about the quality of the service.

The Head of Children's Service said that the report has been prepared for a specific regulatory process but accepted the point about making it more evaluative and providing greater analysis of what the evidence says about the quality of the service. She referred to the developments with regard to better engaging with children and young people who are looked after as positive and that further, the service is working on a Participation Strategy and on establishing a LAC Forum to hear the views of looked after children and young people.

Mr Douglas Watson, Chair of the Anglesey Foster Carers Association reported from the perspective of the foster carers and confirmed that there had been a number of positive developments over the past two years to facilitate the role of foster carers and to make them feel more valued.

It was agreed to accept the report and to note its contents.

ACTION ENSUING: Principal Officer (Corporate Parenting and Partnerships) to consider ways of including in the Review of Quality of Care report more in-depth analysis of the quality of care whilst still meeting the regulatory guidelines for the presentation of the report.

8 SERVICE REPORTS

- The report of the LAC Education Liaison Officer with regard to performance trends in relation to the education of the looked after population was presented for the Panel's consideration **and was noted by the Panel**. The LAC Education Liaison Officer elaborated on the key considerations and successes during the period as well as actions proposed to carry identified issues forward. She referred to a visit to the National Assembly by five looked after children to participate in an event about the experiences of being in care and it was agreed that the Panel thank the children involved for their participation.

The Panel discussed ways of tracking the progress of individual looked after children in a uniform and consistent way and sharing good practice among the Island's schools. The Principal Officer (Corporate Parenting and Partnerships) suggested that it would be helpful for the Panel in monitoring the educational outcomes for looked after children to be provided with evidence of how the Authority has made a difference in this respect through the input of the LAC Education Liaison Officer especially as regards children in out of county placements.

ACTION ENSUING: the Chair on behalf of the Panel to write to the 5 looked after children in acknowledgement of their visit to the National Assembly in Cardiff.

- The report of the LAC Nurse with regard to the health aspects of the LAC population was presented for the Panel's consideration and **was noted by the Panel**. The report provided an analysis of the health issues that required addressing from the initial health assessments of individual looked after children and the health issues reviewed and/or referrals made.

Sue Willis, BCUHB said that she would endeavour to ensure that for future meetings the outcomes from referrals are also reported upon.

The Head of Children's Services highlighted the following:

- With reference to CAMHS, that there is a significant gap between the emphasis on the desirability of early intervention by CAMHS and the actual thresholds for access to the CAMHS service. She suggested that a baseline for emotional and mental health needs should be established as part of the initial health assessment.
- That the opportunity to co-operate with the LAC Nurse in relation to the Public Health Wales publication on pregnancy rates within the looked after population to provide an Anglesey perspective would be welcomed especially as the outcomes for care leavers with regard to forming healthy relationships have been a concern for some time.

ACTION ENSUING: Principal Officer (Corporate Parenting and Partnerships) to liaise with the LAC Nurse to address the two points highlighted.

- The report of the Child Placement Team Manager was presented and **was noted by the Panel**. The report updated the Panel on the position with regard to the demand for placements, the assessment of potential foster carers and training provided as well as issues arising.

The Panel sought clarification of the Authority's programme for returning looked after children to their families.

The Head of Children's Services said that whilst the service does plan and seek to discharge care orders where that is appropriate and in the best interests of the child, more can be done to facilitate the re-unification of children at an earlier stage and to look at de-planning and de-

escalating in a better way. Further consideration needs to be given to how the service plans for children and how parents are included in this work in a meaningful way and are supported in playing an improved part in their children's lives where that is deemed to be the best course for the children involved.

The Panel discussed, and noted that a great deal of work has been undertaken via a number of different work streams to improve the support provided to foster carers and that retention of current foster carers is a key part of the recruitment strategy

NO FURTHER ACTION ENSUING

9 ADVOCACY – TROS GYNNAL QUARTERLY REPORT

The report of the Tros Gynnal Advocacy Service in relation to the referrals made to the service by Anglesey's looked after population in the third quarter of 2015/16 was presented for the Panel's consideration and **was noted by the Panel**. The report provided a statistical breakdown of the referrals received and the types of issues raised.

NO FURTHER ACTION ENSUING

10 NEXT MEETING

It was noted that the Panel's next meeting is to be held at 2:00 p.m. on Monday, 6 June, 2016.

**Dr Gwynne Jones
Chair**

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	25 April 2016
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Ieuan Williams
Head of Service:	Lynn Ball Head of Function – Council Business / Monitoring Officer
Report Author: Tel: E-mail:	Huw Jones, Head of Democratic Services 01248 752108 JHuwJones@anglesey.gov.uk
Local Members:	Not applicable

A –Recommendation/s and reason/s
<p>In accordance with its Constitution, the Council is required to publish a forward work programme and to update it regularly. The Executive Forward Work Programme is published each month to enable both members of the Council and the public to see what key decisions are likely to be taken over the coming months.</p> <p>The Executive is requested to:</p> <p>confirm the attached updated work programme which covers May – December 2016;</p> <p>identify any matters subject to consultation with the Council's Scrutiny Committees and confirm the need for Scrutiny Committees to develop their work programmes further to support the Executive's work programme;</p> <p>note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.</p>

* Key:
Strategic – key corporate plans or initiatives
Operational – service delivery
For information

B – What other options did you consider and why did you reject them and/or opt for this option?

-

C – Why is this a decision for the Executive?

The approval of the Executive is sought before each update is published to strengthen accountability and forward planning arrangements.

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

Yes.

DD – Is this decision within the budget approved by the Council?

Not applicable.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The forward work programme is discussed at Heads of Service meetings ('Penaethiaid') on a monthly basis (standing agenda item). It is also circulated regularly to Corporate Directors and Heads of Services for updates.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	Not applicable.
10	Any external bodies / other/s	Not applicable.

* Key:

Strategic – key corporate plans or initiatives

Operational – service delivery

For information

2

F – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
FF - Appendices:		
The Executive's Forward Work Programme: May – December 2016.		

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

* Key:
 Strategic – key corporate plans or initiatives
 Operational – service delivery
 For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: May – December 2016

Updated 14.04.16



The Executive's forward work programme enables both Members of the Council and the public to see what key decisions are likely to be taken by the Executive over the coming months.

Executive decisions may be taken by the Executive acting as a collective body or by individual members of the Executive acting under delegated powers. The forward work programme includes information on the decisions sought, who will make the decisions and who the lead Officers and Portfolio Holders are for each item.

It should be noted, however, that the work programme is a flexible document as not all items requiring a decision will be known that far in advance and some timescales may need to be altered to reflect new priorities etc. The list of items included is therefore reviewed regularly.

Reports will need to be submitted from time to time regarding specific property transactions, in accordance with the Asset Management Policy and Procedures. Due to the influence of the external market, it is not possible to determine the timing of reports in advance.

The Executive's draft Forward Work Programme for the period **May – December 2016** is outlined on the following pages.

NB - Dates of meetings are subject to approval by full Council on 12 May 2016.

* Key:

S = Strategic – key corporate plans or initiatives

O = Operational – service delivery

FI = For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: May – December 2016

Updated 14.04.16

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
1 Consultation on Sites for Gypsies and Travellers on Anglesey To consider the results of the consultation.	This is a matter for the full Executive as it follows on from discussion at the Executive's meeting on 8 February 2016.	Housing Services	Shan L Williams Head of Housing Services Cllr Aled Morris Jones		The Executive Date to be confirmed.	
2 New Destination Anglesey Management Plan 2016 - 2020 Approval.	This is a matter for the full Executive to approve and support a new Destination Management Plan for the Island. As part of this, the review being a crucial part of the process.	Economic and Community Regeneration	Dylan Williams Head of Economic and Community Regeneration Cllr Ieuan Williams		The Executive Date to be confirmed.	
May 2016						
3 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 31 May 2016	
4 Corporate Scorecard – Quarter 4, 2015/16 (S) Quarterly performance monitoring report.	This is a matter for the full Executive as it provides assurance of current performance across the Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands	TBC	The Executive 31 May 2016	

* Key:

S = Strategic – key corporate plans or initiatives

O = Operational – service delivery

FI = For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: May – December 2016

Updated 14.04.16

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
5 2015/16 Revenue and Capital Budget Monitoring Report – Quarter 4 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones	TBA	The Executive 31 May 2016	
6 Asset Management Policy and Procedures Document Approval.	This is a matter for the full Executive in accordance with its decision on 14 December 2015.	Highways, Waste and Property	Dewi Williams Head of Highways, Waste and Property Cllr J Arwel Roberts		The Executive 31 May 2016	
June 2016						
7 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 20 June 2016	
8 Revenue / Capital – 2015/16 Final Accounts	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones		The Executive 20 June 2016	
9 Review of the Schools Modernisation Strategic Programme	The approval of the full Executive is requested to review the schools modernisation strategic programme.	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	23 May 2016	The Executive 20 June 2016	

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Period: May – December 2016

Updated 14.04.16

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
10	Additional Learning Needs – Revised partnership arrangements between Anglesey and Gwynedd	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	10 May 2016	The Executive 20 June 2016	
11	Purchase of land to improve the A5025 Approval.	Highways, Waste and Property	Dewi Williams Head of Highways, Waste and Property Cllr J Arwel Roberts		The Executive 20 June 2016	
July 2016						
12	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 18 July 2016	
13	Transformation of the Culture Service To decide on the options to implement following public consultation and expressions of interest.	Lifelong Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	11 July 2016	The Executive 18 July 2016	

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14 Annual Report of the Statutory Director of Social Services (S) Endorsement of report for submission to Council.	This is a public report on the performance and priorities of Social Services within the Council's statutory arrangements. It is expected that there is ownership and understanding of the work programme, successes and challenges across the Council's work. It would not be appropriate, considering the public requirement, that the report is restricted to the attention of the portfolio holder only.	Social Services	Caroline Turner Assistant Chief Executive – Governance and Business Process Transformation Cllr Aled Morris Jones		The Executive 18 July 2016	27 September 2016
September 2016						
15 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 19 September 2016	
16 Annual Performance Report - 2015/16 (S) Approval of report and recommendation to full Council.	Forms part of the Council's Policy Framework - a collective decision is required to make a recommendation to the full Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands		The Executive 19 September 2016	27 September 2016

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17	Corporate Scorecard – Quarter 1, 2016/17 (S) Quarterly performance monitoring report.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands	TBC	The Executive 19 September 2016	
18	2016/17 Revenue and Capital Budget Monitoring Report – Quarter 1 (S) Quarterly financial monitoring report.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones	TBC	The Executive 19 September 2016	
October 2016						
19	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 17 October 2016	
20	Transformation of Library Service Following statutory consultation, decide on the structure and nature of the service from April 2017 onwards.	Lifelong Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	26 September 2016	17 October 2016	

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21	Transformation of the Youth Service	The decision of the full Executive is sought with regard to the preferred model for the youth service from April 2017.	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	26 September 2016	The Executive 17 October 2016
November 2016						
22	2017/18 Budget (S) To finalise the Executive's initial draft budget proposals for consultation.	This is a matter for the Executive as it falls within the Council's Budget Framework.	Council Business	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones	TBC	The Executive 7 November 2015
23	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 28 November 2016
24	Full Business Case for New School at Bro Rhosyr/Bro Aberffraw Approval of business case.	The approval of the full Executive is sought before submitting the Full Business Case to Welsh Government.	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	14 November 2016	The Executive 28 November 2016

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December 2016							
25	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 19 December 2016	

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive / County Council
Date:	25 April 2016 / May 2016
Subject:	Welsh Language Standards and the Council's Language Policy
Portfolio Holder(s):	Cllr Ieuan Williams
Head of Service:	Lynn Ball, Head of Function – Council Business / Monitoring Officer
Report Author:	Carol Wyn Owen, Policy and Strategy Manager
Tel:	01248 752561
E-mail:	CarolWynOwen@anglesey.gov.uk
Local Members:	Not applicable

A –Recommendation/s and reason/s
<p>Recommendations – the Executive is requested to:</p> <p>approve the language policy and authorise the relevant officers, in consultation with the Portfolio Holder, to complete any further editorial work required on the draft policy before it is submitted to full Council;</p> <p>recommend to the County Council that the Council's Welsh Language Policy be adopted as a matter of local choice and that the Council's policy framework be amended to reflect this as follows:</p> <p style="padding-left: 40px;">Delete 'Welsh Language Scheme' from the list of those plans required by law to be adopted by the Council (part 3.2.2.1.1 of the Constitution)</p> <p style="padding-left: 40px;">Include the 'Welsh language Policy' under the list of those other plans and strategies which the Council decided should be adopted by the full Council as a matter of local choice (part 3.2.2.1.3 of the Constitution)</p> <p>Reasons</p> <p>1 – Background</p> <p>Under the Welsh Language Act 1993, public bodies in Wales were required to prepare Welsh Language Schemes as a means of explaining how they intended to treat the Welsh and English languages on the basis of equality in the conduct of public business in Wales. The Scheme was required to be adopted by full Council by law.</p>

The Welsh Language (Wales) Measure 2011 enables Welsh Ministers to set Standards of conduct relating to the Welsh language. This Council received a Compliance Notice on the Final Standards on 30 September 2015 and the current Welsh Language Scheme will come to an end on 30 March 2016, which is on the day that the Council will be required to comply with the Welsh Language Standards for the first time.

2 – The need to adopt a policy

The Council already complies with a significant number of the 160 Standards through its Language Scheme which comes to an end on 30 March 2016. The Language Scheme also goes further than the Welsh Language Standards in many areas and it is considered that the Council's current position with regard to the language should not be weakened by restricting to complying with the Standards alone when language schemes come to an end.

As a result, a draft language policy has been developed (see **Appendix 1**) which is based on our current Language Scheme and also incorporates the Standards with which the Council is under a duty to comply. For ease of reference, the relevant standard or paragraph in the Language Scheme has been cited throughout the draft document.

It should also be noted that there are specific standards which require the Council to publish a document on its website to explain how it intends to comply with the standards with which it is under a duty to comply. The adoption and publication of this policy would fulfil these standards.

3 – The Council's Policy Framework

The Welsh Language Scheme is included in the Council's Policy Framework. For continuity and consistency, it is recommended that the new Language Policy should replace the Welsh Language Scheme in the Policy Framework, but listed as a matter of local choice, rather than a legal requirement.

B – What other options did you consider and why did you reject them and/or opt for this option?

No other options were considered for the reason noted below.

C – Why is this a decision for the Executive?

As the current Welsh Language Scheme forms part of the Policy Framework, the Executive will be required to make a recommendation to the full Council with regard to any changes to the Scheme.

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

Yes. The draft language policy is based on the Council's current Welsh Language Scheme which was approved by the full Council on 6 March 2012.

DD – Is this decision within the budget approved by the Council?

Not applicable.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The draft language policy was circulated internally to services and other relevant officers for comment and it was submitted to the SLT at its meeting on 22 February 2016.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	The Language Task Group has considered the draft policy at its meeting on 29 January 2016.

F – Risks and any mitigation (if relevant)

1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

FF - Appendices:

Appendix 1 – Draft Welsh language policy

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

DRAFT
Welsh Language Policy
Isle of Anglesey County Council

Version (Date)

About this policy

The Isle of Anglesey County Council has adopted the principle that, in the conduct of public business and the administration of justice in Wales, it will treat the English and Welsh languages on the basis of equality. This Policy sets out how the Isle of Anglesey County Council will give effect to that principle when providing services to the public in Wales. The policy also explains how the Council intends to comply with the Welsh language standards with which it has a duty to comply.

This policy is supported with resources on the Council's website.

Revision History

Version	Date	Summary of changes

Date of next review	
The policy will be reviewed on :	
Review to be undertaken by:	

Contact details:

Anyone who wishes to contact the Council regarding this Policy should contact the Welsh Language Officer :

Carol Wyn Owen
 Policy Unit – Democratic Services
 Council Business
 Isle of Anglesey County Council
 Council Offices
 Llangefni
 Anglesey
 LL77 7TW

Tel. No. : 01248 752561
 Fax No. : 01248 750839
 E-mail : cwoce@ynysmon.gov.uk

We are happy to provide this document in alternative formats on request – please use the above contact details.

Mae'r ddogfen yma ar gael yn y Gymraeg. Os ydych yn darllen y fersiwn electronig, defnyddiwch y ddolen "Cymraeg" ar ochr dde'r bar uchaf. Os ydych yn darllen copi papur, defnyddiwch y manylion cyswllt uchod, os gwelwch yn dda, i gael copi o'r fersiwn Gymraeg.

This document is available in Welsh. If you are reading the electronic version, please use the "Cymraeg" link on the right hand side of the top bar. If you are reading a paper copy, please use the above contact details to obtain a Welsh version.

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1.0 Introduction

1.1 Isle of Anglesey

The 2011 Census shows that 57.2% of the population of Anglesey (over 3 years) speak Welsh compared with 19% for Wales overall. Although this makes Anglesey one of the strongholds of the Welsh language and one of the two Counties in Wales where over half the population are Welsh speakers, it shows a reduction of 2.9% since the 2001 Census. The County Council is the largest employer on the island. The Council recognizes its responsibility to promote the language in the community, and as an employer to attract and retain Welsh speakers to the organisation in order to provide high quality bilingual services to the public.

1.2 Isle of Anglesey County Council

The Isle of Anglesey County Council is responsible for providing all local government services to the people of Anglesey.

The County's administrative centre is located at the Council Offices in Llangefni.

The Council delivers its services through a senior management structure which consists of the Chief Executive and to new Assistant Chief Executive posts responsible for the following areas:

- Governance and Business Process Transformation
- Partnerships, Community and Service Improvement

Language is one of the main responsibilities of the Assistant Chief Executive post relating to Partnerships, Community and Service Improvement.

Heads of Service have individual operational responsibility for our services.

1.3 Welsh Government's Language Strategy

- 1.3.1 The Council supports the aims of the Welsh Government's Language Strategy and considers that this policy is an important local contribution towards the realisation of that broader national strategy.
(CI 1.3)

1.4 Welsh Language (Wales) Measure 2011

- 1.4.1 The aim of the new Language Measure is to offer more clarity and consistency for Welsh speakers in terms of the services they can expect to receive through the medium of Welsh. The Welsh language is now an official language in Wales as a result of this Measure which came into force in February 2011. The Council is committed to working proactively to undertake the functions contained within the new Language Measure.

1.4.2 One of the functions of the Language Measure is to promote and facilitate the use of Welsh and to treat Welsh no less favourably than English. The Council is also committed to equality at all levels, as a service provider and an employer, by ensuring that it meets its statutory duties in accordance with the Equality Act 2010. The Council will mainstream good practice in terms of bilingualism as well as the protected characteristics of the Equality Act. (Cl 1.4)

1.5 Welsh language Commissioner

1.5.1 The post of Welsh Language Commissioner was created under the Welsh Language (Wales) Measure 2011. The principal aim of the Welsh Language Commissioner is to promote and facilitate the use of the Welsh language. This will entail raising awareness of the official status of the Welsh language in Wales and by imposing standards on organisations. Two principles will underpin the Commissioner's work:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

1.6 Welsh Language Schemes

1.6.1 Under the Welsh Language Act 1993, public bodies in Wales were required to prepare Welsh Language Schemes as a means of explaining how they intended to treat the Welsh and English languages on the basis of equality in the conduct of public business in Wales. The Welsh Language (Wales) Measure 2011 enables Welsh Ministers to set Standards of conduct relating to the Welsh language. These Standards will replace the Welsh Language Schemes.

1.6.2 This Council received a ¹[Compliance Notice on the Final Standards](#) on 30 September 2015. As a result, the current Welsh Language Scheme will come to an end on 30 March 2016, which is on the day that the Council will be required to comply with the Welsh Language Standards for the first time.

1.7 Welsh Language Standards

1.7.1 This policy incorporates the Standards with which the Council is required to comply. These Standards are listed on the Council's website and paper copies, or alternative formats, are available on request. Please use the contact details on page

¹ In accordance with Section 44, Welsh Language (Wales) Measure 2011

1.8 Promoting the Welsh Language

1.8.1 Corporate - Language Task Group - The Council has established a Language Task Group to promote the Welsh Language in every aspect of the Council's work. The role of the Language Task Group will be to try and promote the Welsh Language corporately in a cross-cutting and cross-departmental way. In addition, it will ensure that the Council's commitment to the Welsh Language is met by performing the following tasks:-

- Overseeing the implementation of the Welsh Language Standards
- Revising and establishing monitoring systems
- Referring any risks in terms of performance to the attention of the Corporate Scrutiny Committee for further consideration

1.8.2 Community – Language Forum - A Language Forum of partners exists at county level in order to provide a strategic focus on the Welsh language on the Island. The Forum is responsible for identifying priorities and creating a county-wide Welsh Language Strategy for the next 5 years, with focus on increasing and promoting the use of the Welsh language.

1.9 Responsibility for implementing the Policy

1.9.1 The Council will identify a Senior Officer within the establishment to co-ordinate language matters strategically and corporately. This function is currently being carried out by the Assistant Chief Executive - Partnerships, Community and Service Improvement ('Assistant Chief Executive'). This officer will, with the support of the Policy Unit, promote the implementation of this policy and will seek opportunities to advise departments and to encourage them to mainstream the Welsh Language into new policies and initiatives.

1.9.2 The Heads of Service will be responsible for ensuring that their services act in accordance with the requirements of the Welsh Language Standards as well as this policy.

2.0 Policy Statement

2.1 The Isle of Anglesey County Council recognises equal status for the Welsh and English languages. Welsh and English will be the official languages of the Council and will enjoy the same status and validity in the Council's administration and work. Safeguarding and promoting the Welsh language and developing its use, within the Council and outside it, is one of the Council's basic objectives. (CI 1.2)

2.2 The Council's administration and work will be based on the two principles noted in the Welsh Language (Wales) Measure 2011, namely:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

3.0 Planning Bilingual Services

3.1 Considering the effects of policy decisions on the Welsh language

3.1.1 It will be ensured that any plans, initiatives or policies adopted by the Council comply with the requirements of this policy. (CI 2.1)

3.1.2 Reference will be made to this policy, where relevant, in any of the Council's plans, initiatives or policies. (CI 2.1.2)

3.1.3 The Council will not implement any measures that could undermine this policy and its objectives. (CI 2.1.3)

3.1.4 An assessment will be undertaken of the likely or actual linguistic impact of any policy or procedure that is formulated or reviewed by the Council on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English Language. Consideration will be given to the following:

- (a) what effects, if any (whether positive or adverse), the policy decision would have. (Standard 88)
- (b) how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects. (Standard 89)
- (c) how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects. (Standard 90)

3.1.5 The Welsh language is included as one of the elements requiring consideration within the equality impact assessment template developed by the Council. In addition, the guidance that accompanies the template includes advice on the type of issues that need to be considered in the context of the Welsh language. (CI 2.1.3)

3.1.6 When the Council publishes a consultation document which relates to a policy decision, the document will consider, and seek views on, the effects on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language. Consideration will be given to the following:

- (a) the effects (whether positive or adverse) that the policy decision under consideration would have. (Standard 91)
- (b) how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects (Standard 92)

- (c) how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects. (Standard 93)

3.1.7 When the Council commissions or undertakes research that is intended to assist it to make a policy decision, it will ensure that the research considers what effects it would have on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language. Consideration will be given to the following:

- (a) what effects, if any (and whether positive or adverse), the policy decision under consideration would have. (Standard 95)
- (b) how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects. (Standard 96)
- (c) how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects. (Standard 97)

3.2 Use of the Welsh language within the Council's internal administration (Standard 98)

3.2.1 The Council will use and refer to this policy in drawing up and revising policies, plans and other measures in all services, so that the Welsh language aspects of the Council's service are integrated into every area within the usual administrative processes. Exercises to raise awareness of the policy's principles are held amongst staff. (CI 6.5.1)

3.2.2 Members of the Council, the Chief Executive, Assistant Chief Executives and Heads of Service will support all the measures of the policy. (CI 6.5.2)

3.2.3 The Assistant Chief Executive will be responsible for circulating information, instructions and guidance about the policy to all services, and each Head of Service will then be responsible for circulating it within his/her service. It is important that every member of staff is aware of the requirements of the policy in order for it to work effectively. (CI 6.5.3)

3.2.4 The Council's aim is to ensure that Welsh will be the Council's main language for both oral and written internal communication. In order to achieve this, the Council will monitor progress annually. (CI 2.2.1)

3.2.5 In the light of the above Council policy, Heads of Service will be responsible for encouraging their officers to make use of Welsh at work in both oral and written internal communications. (CI 2.2.1)

3.2.6 Whilst acknowledging the statutory requirement to ensure public equality for Welsh and English and in light of the County Council's wish to promote the use of Welsh, targets will be set and a timetable established for improving

- the bilingual skills of staff, both oral and written. (CI 2.2.1)
- 3.2.7 Staff shall be encouraged to use Welsh in communicating with one another orally and in writing. The computer software programme 'Cysill/Cysgair' is provided for staff to encourage and promote the use of the Welsh Language. (Standard 120) (CI 2.2.2)
- 3.2.8 However, members of the Council's staff will have a right to work through the medium of Welsh or English insofar as that is consistent with this policy and does not substantially impair the effectiveness of internal communications. (CI 2.2.2)
- 3.2.9 A simultaneous translation service from Welsh to English shall be provided in meetings of officer working parties and staff training courses as necessary. (CI 2.2.3)
- 3.2.10 All internal written correspondence shall be bilingual, whether on paper or e-mail. Staff shall be encouraged to send correspondence to Welsh readers in Welsh. (CI 2.2.4)
- 3.2.11 In order to secure uniformity and avoid confusion, only one alphabet shall be used to denote paragraphs and sections, etc., in texts, and that shall be the Welsh alphabet. (CI 5.3.3)
- 3.2.12 In the case of any bilingual correspondence, either the Welsh will appear above the English or the correspondence will be in parallel format, with the Welsh on the left and the English on the right. The two languages will be equal as to form, size, legibility, prominence and quality. (CI 2.2.5)
- 3.2.13 An intranet system called 'MonITor' has been established to distribute corporate information to the Council's staff. The information provided through this medium will be bilingual. The internal staff newspaper, "Medra" will also be published bilingually. (CI 2.2.6)
- 3.2.14 If an officer writes to a member of the public after speaking to him/her in Welsh face to face or over the telephone, that correspondence will be in Welsh unless the member of the public expresses a wish to receive correspondence in English. (CI 4.2.4 – part S21)
- 3.2.15 When a non-Welsh speaking officer or an officer who is uncertain of his/her Welsh medium skills deals with correspondence in Welsh, he/she will obtain the assistance of a colleague or of the Council's Translators, so that the correspondence can be answered in Welsh. If the Translators' services are not employed, a colleague with a high standard of written Welsh will be consulted. (CI 4.2.5)

3.2.16 The Council's Heads of Service will be responsible for ensuring that all the staff in their services are aware of these arrangements and for informing non-Welsh speaking officers of the facilities available for corresponding in Welsh, i.e. if they are not themselves able to compose a letter in Welsh, they should make arrangements for its translation into Welsh within the department or, if necessary, they should request the translation Unit to proof read the Welsh letter before it is sent. (CI 4.2.6)

3.2.17 The software package 'Cysgair' will be available for each officer and the Council will promote the corporate use of Welsh-language and bilingual software packages. (Standard 120) (CI 4.2.7; CI 6.5.4)

3.2.18 Text of a logo will be provided for staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language. (Standard 134)

4.0 Providing Bilingual Services

4.1 General principles

4.1.1 The Council will provide the public with a full bilingual service in Welsh and English across all its services. The language chosen for dealings with the Council, whether Welsh or English, will not impair the effectiveness and standard of this service. (CI 3.1)

4.1.2 The aim will be to provide a high standard of service in every aspect of the Council's work - in every service, internally and externally, and in writing or orally, in accordance with the commitments of this policy. (CI 3.1)

4.1.3 The standard of this service will be subject to regular review by the Assistant Chief Executive with the aim of continuous improvement. Various monitoring methods are employed such as evaluating the Customer Care aspects and producing an Annual Report. (CI 3.1)

4.1.4 The Assistant Chief Executive will also be responsible for reviewing the bilingual service received from other public establishments in Wales with whom the Council will deal, with a view to encouraging, facilitating and supporting these establishments in providing a full bilingual service for the public. (CI 3.1)

4.2 Awarding Contracts

4.2.1 Any invitations to tender for a contract that the Council publishes will be published bilingually, and a Welsh language version of any invitation will not be treated less favourably than an English language version. (Standard 76)

4.2.2 When the Council publishes invitations to tender for a contract, it will state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English. (Standard 77)

- 4.2.3 The Council will not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). (Standard 77A)
- 4.2.4 If the Council receives a tender in Welsh and it is necessary to interview a tenderer as part of the assessment of the tender, the Council will offer to conduct that interview in Welsh and, if the tenderer so wishes, the interview will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 78)
- 4.2.5 When the Council informs a tenderer of its decision in relation to a tender, it will do so in Welsh if the tender was submitted in Welsh. (Standard 80)

4.3 Services on behalf of the Council by other parties

- 4.3.1 Any agreement or arrangement concerned with the provision of services for the public in Wales entered into with a third party will conform to the terms of this policy. This will include (without restriction) services which are contracted out. (CI 3.2.1)
- 4.3.2 In the case of any service provided by a third party, the relevant Head of Service will be responsible for ensuring that full details of the specific requirements of the language policy which are relevant to the contracted-out service are issued to the prospective provider. The Head of Service will also be responsible for monitoring compliance with the policy. (CI 3.2.1)
- 4.3.3 The relevant Head of Service will also be responsible for ensuring that any prospective provider is aware of the need to satisfy the Council that it can provide a bilingual service according to the relevant requirements of the language policy in relation to the service/field in question. (CI 3.2.1)
- 4.3.4 In view of the implications of Performance Management, the Council's dependence on outside agencies, companies, professional advisors, voluntary bodies and individuals to fulfill some of its duties, it is important the Council, through the arrangements it makes to let contracts to outside agencies, companies, professional advisors, voluntary bodies and individuals, ensures that those outside agencies, companies, professional advisors, voluntary bodies and individuals implement relevant elements of the Scheme in their dealings with the public in Anglesey. (CI 3.2.2)
- 4.3.5 This policy is just as relevant to any outside agency or company which provides a service on the Council's behalf as it is to the Council itself in its dealings with the public. (CI 3.2.3)

4.3.6 In letting any contract, the relevant Head of Service will be responsible for ensuring that the agency or company which undertakes work relating to the provision of a service to the public, on the Council's behalf, conforms with the linguistic requirements of the service against this Scheme. This shall be achieved by including relevant details of the Scheme's requirements in the tender document sent to the relevant agency or company. (CI 3.2.4)

4.3.7 Where a third party is expected to provide written material or deliver presentations to public meetings of the Council, the relevant Head of Service will be responsible for ensuring that the provision is fully bilingual by including specific conditions in the contract with that third party. (CI 3.2.4)

4.4 Awarding Grants

4.4.1 The Council will take into account the effects of the following matters on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language when making decisions in relation to the awarding of a grant –

- (a) what effects, if any (and whether positive or negative), the awarding of a grant would have;
- (b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects;
- (c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects;
- (ch) whether there is a need to ask the applicant for any additional information in order to assist the Council in assessing the effects of awarding a grant. (Standard 94)

4.4.2 Any documents that the Council publishes which relate to applications for a grant, will be published bilingually, and the Council will not treat a Welsh language version of such documents less favourably than an English language version. (Standard 71)

4.4.3 When the Council invites applications for a grant, it will state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English. (Standard 72)

4.4.4 The Council will not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions). (Standard 72A)

- 4.4.5 If the Council receives an application for a grant in Welsh and it is necessary to interview an applicant as part of the assessment of the application, the Council will offer to conduct that interview in Welsh and, if the applicant so wishes, the interview will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 73)
- 4.4.6 When the Council informs an applicant of its decision in relation to an application for a grant, it will do so in Welsh if the application was submitted in Welsh. (Standard 75)
- 4.4.7 The Council will encourage organisations, bodies or individuals that do not represent a public body, which receive financial sponsorship from this Council to provide bilingual or Welsh medium services to the public. (CI 3.3.1)
- 4.4.8 Similarly, in the case of organisations, bodies or individuals, that do not represent a public body, and with which the Council will co-operate, or in the case of any partnership between the Council and any organisation, body or individual, such projects or partnerships will be urged to operate in accordance with this policy. (CI 3.3.2)
- 4.4.9 In the case of any sponsorship offered to organisations, bodies or individuals, the relevant Head of Service will be responsible for encouraging the recipient of sponsorship to use a portion of that sponsorship to promote the Welsh language in its activities. The Head of Service will also be responsible for monitoring how the Welsh language has been promoted. (CI 3.3.3)

4.5 Fulfillment of Statutory Functions - Regulation

- 4.5.1 Organisations, bodies or individuals that do not represent a public body, which provide a service regulated by the Council will be urged to conform to the requirements of this policy. As and when required, advice will be provided on good practice. (CI 3.4.1)
- 4.5.2 The Council, when purchasing services from third parties on behalf of the public, in circumstances not already mentioned, will encourage those third parties to use Welsh when providing services to the public in Wales. (CI 3.4.2)
- 4.5.3 The relevant Head of Service will urge the regulated person/s to promote the Welsh language in their activities, e.g. production of leaflets, signs, bilingual advertisements. The Head of Service will also be responsible for monitoring how the Welsh language has been promoted. (CI 3.4.3)

4.6 Partnership (formal and informal) (CI 3.5)

- 4.6.1 When the Council takes the lead in a partnership, strategically and financially, it shall ensure that the public provision is in accordance with the requirements of this Welsh language policy.

- 4.6.2 When the Council joins a partnership led by another body, the Council's input to the partnership will comply with the requirements of this Welsh language policy and the Council will urge the other parties to comply.
- 4.6.3 When the Council operates as part of consortia, it will urge the consortia to adopt a language policy. By operating publicly in the name of the consortia the Council will be operating in accordance with the requirements of this Welsh language policy.
- 4.6.4 When the Council joins or leads a partnership, it will ask the prospective partners about their language policies or how they intend to operate bilingually. In any partnership, the Council will offer advice and support to the other parties in the partnership.

4.7 Joint Provision of Services (CI 3.6)

- 4.7.1 Arrangements for the joint provision and joint funding of services are of key importance for the future and an area which the Council will increasingly be required to develop. As structures and agreements with others are developed, the Council will protect and ensure that the linguistic expectations of the County's people are met.
- 4.7.2 When drafting and reviewing joint provision and funding contracts, the Council will ensure compliance with this policy to ensure that there is no deterioration in bilingual provision. We will monitor contracts to ensure compliance.
- 4.7.3 The Council will take advantage of all opportunities to raise awareness of the profile and importance of the Welsh language within the County among our joint providers and work together to provide better bilingual services.
- 4.7.4 The Council will press for opportunities to enable staff who are jointly providing services to continue to work through the medium of Welsh when it is practical to do so.

4.8 Courses offered to the public

- 4.8.1 If the Council offers an education course that is open to the public, it will be offered in Welsh. This will be done in every circumstance, except when an assessment carried out in accordance with section 4.8.2 below comes to the conclusion that there is no need for that course to be offered in Welsh. (Standard 84)
- 4.8.2 If the Council develops an education course that is to be offered to the public, it will assess the need for that course to be offered in Welsh; and will ensure that the assessment is published on the Council's website. (Standard 86)

5.0 Dealing with the public

5.1 Dealing with the public face to face

- 5.1.1 People will be welcome to speak in Welsh or English when dealing with the Council's staff. Any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service. Services will need to take measures to ensure that their front line staff, who serve the public from day to day, e.g. dealing with enquiries, answering telephone calls, can speak Welsh. Service Units, under normal circumstances, are able to provide a bilingual service. (Standard 64) (CI 4.1)
- 5.1.2 If the person calling at one of the Council's establishments speaks Welsh and the officer serving him/her cannot speak Welsh, the officer should explain that he/she cannot speak Welsh and ask the customer whether he/she wishes to speak to a Welsh speaker. If the customer wishes to speak to a Welsh speaker a bilingual officer should be sought to serve the customer. (In cases where the officer serving is a learner, he/she is encouraged to use and practise his/her Welsh). (CI 4.1)
- 5.1.3 In this way, the Council's aim is to inform its customers about the policy and its objectives, as well as what they can expect from the Council in relation to a full bilingual service (CI 4.1)
- 5.1.4 The Council will ensure and promote a visibly bilingual environment at the Council's offices and buildings. A sign will be displayed which states (bilingually) that persons are welcome to use the Welsh language at the reception and staff at the reception who are able to provide a Welsh language reception service will wear a badge to convey that. (Standards 67 and 68) (CI 4.6.2)
- 5.1.5 In exhibition areas, material on display will be bilingual. (CI 4.6.2)

5.2 Correspondence

- 5.2.1 Everyone will be welcome to correspond with the Council in either Welsh or English. Correspondence shall be answered by the Council in the language of the original correspondence, and letters sent by the Council, be they in Welsh or English, will be signed. Letters, in whatever language, will receive a reply in accordance with the corporate targets for responding to letters (within 15 working days from receipt of the original letter or within other agreed targets). (Standards 1 and 6) (CI 4.2.1)
- 5.2.2 When the Council initiates correspondence, the preferred language of the addressee should be employed if known and, if it is not, the correspondence should be in bilingual form. (Standard 5) (CI 4.2.2)
- 5.2.3 When an officer initiates correspondence with another public body, the officer is urged to correspond in Welsh. (CI 4.2.2)

- 5.2.4 A public body outside Wales should be written to only in the language of the country in which the body is situated. Some public bodies who serve Wales may have their centres located in England. Under such circumstances, officers of the Council are urged to correspond in Welsh with them. (CI 4.2.2)
- 5.2.5 Any newspapers, circulars or standard letters dispatched to the public will be bilingual. (Standards 4 and 6) (CI 4.2.3)
- 5.2.6 If an officer writes to a member of the public after speaking to him/her in Welsh face to face or over the telephone, that correspondence will be in Welsh unless the member of the public expresses a wish to receive correspondence in English. (CI 4.2.4)
- 5.2.7 The Council will state –
- (a) in correspondence, and
 - (b) in publications and official notices that invite persons to respond to or to correspond with the Council,
- that it welcomes receiving correspondence in Welsh, that the Council will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay. (Standard 7)
- 5.2.8 Wording will be provided for employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages. (Standard 135)
- 5.2.9 In cases where the Council uses direct mail, the related texts will be bilingual with Welsh on the left or above the English, whichever format is most appropriate. In addition, both languages will be equal from the point of view of form, size, legibility, prominence and quality. (CI 5.11)
- 5.2.10 When a non-Welsh speaking officer or an officer who is uncertain of his/her Welsh medium skills deals with correspondence in Welsh, he/she will obtain the assistance of a colleague or of the Council's Translators, so that the correspondence can be answered in Welsh. If the Translators' services are not employed, a colleague with a high standard of written Welsh will be consulted. (CI 4.2.5)
- 5.2.11 The Council's Heads of Service will be responsible for ensuring that all the staff in their services are aware of these arrangements and for informing non-Welsh speaking officers of the facilities available for corresponding in Welsh, i.e. if they are not themselves able to compose a letter in Welsh, they should make arrangements for its translation into Welsh within the service or, if necessary, they should request the Translation Unit to proof read the Welsh letter before it is sent. (CI 4.2.6)

5.3 Telephoning

5.3.1 Persons are welcome to speak Welsh or English when telephoning the Council. (Standard 10) (CI 4.3.2)

5.3.2 Telephone calls received by:

Any of the Council's main telephone numbers,
Any helpline numbers or call centre numbers,
Any direct line

will be answered bilingually, with the Welsh language first. By beginning the greeting in Welsh, the Council will be informing the person calling that a Welsh language service is available. The Welsh language will not be treated less favourably than the English language when greeting the person. (Standards 8, 9 and 20) (CI 4.3.1)

5.3.3 If the caller speaks Welsh and the officer who answers is unable to conduct the conversation in Welsh after the initial greeting, the officer should explain that he/she is unable to speak Welsh and ask whether the caller wishes to talk to a Welsh speaker. If the caller does so wish, the call should be transferred to a Welsh speaker who is able to deal with the matter or, if there is no-one available, the caller should be informed that a Welsh speaker will return the call as soon as possible. (In cases where the officer who answers the call is a learner, the officer is urged to use and practise his/her Welsh). (Standards 10, 17 and 18) (CI 4.3.3)

5.3.4 Messages on all the Council's answering machines will be bilingual, with the Welsh message first, and will inform persons calling that they can leave a message in Welsh. (Standard 16) (CI 4.3.4; CI 5.1.2)

5.3.5 Any automated telephone systems that the Council has will provide the complete automated service bilingually. (Standard 22)

5.3.6 When the Council advertises telephone numbers, helpline numbers or call centre services, it will not treat the Welsh language less favourably than the English language. (Standard 12)

5.3.7 If the Council offers a Welsh language service on its main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service will be the same as for the corresponding English language service. (Standard 13)

5.3.8 When the Council publishes its main telephone number, or any helpline numbers or call centre service numbers, it must state (in Welsh) that the Council welcomes calls in Welsh. (Standard 14)

5.3.9 If the Council has performance indicators for dealing with telephone calls, it will ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English. (Standard 15)

5.3.10 When the Council telephones an individual for the first time it will establish the individual's language preference at the outset.

5.4 Meetings that are not open to the general public

5.4.1 If the Council invites one person only to a meeting (or to a meeting to discuss a matter relating to the well-being of that person), the Council will -

- (a) ask the individual whether he/she wishes for the meeting to be conducted in Welsh, and
- (b) if the individual informs the Council that he/she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standards 23 and 25)

5.4.2 If the Council invites more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited),

- (a) the Council will ask each person whether they wish to use the Welsh language at the meeting' (Standard 27) and
- (b) if at least 10% (but less than 100%) of the persons invited have informed the Council that they wish to use the Welsh language at the meeting, the Council will arrange for a simultaneous translation service from Welsh to English to be available at the meeting. (Standard 27A)
- (c) if all of the persons invited have informed the Council that they wish to use the Welsh language at the meeting, the meeting will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 27CH)

5.4.3 If the Council invites more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, the Council will

- (a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and
- (b) if that individual, or if each of those individuals, informs the Council that he or she wishes for the meeting to be conducted in Welsh, the meeting will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 28)

5.5 Public meetings (including hearings, inquiries and other legal cases)

5.5.1 Bilingual invitations to meetings will be sent out and Council staff and the public, at public meetings organised by the Council, are welcome to speak Welsh or English as they prefer since the Council will conduct bilingual

meetings. Fixed translation equipment will be used in those Council-owned rooms where it is installed, or portable translation equipment elsewhere. When answering a question by a member of the public in such a meeting, the response will be in the language in which the question was asked. (CI 4.4.1) (S31)

- 5.5.2 The public will be informed at such meetings that translation equipment is available and that they are welcome to use their preferred language. However, the aim will be to make bilingual meetings the norm so that such announcements are unnecessary. (Standard 32) (CI 4.4.2)
- 5.5.3 At public meetings every effort will be made to ensure that officers serving the Council are bilingual. If this cannot be arranged, the Council's portable translation equipment will be used to ensure that those present can speak their preferred language. Every attempt is made to ensure that the image and administration of the meetings is bilingual. (CI 4.4.3)
- 5.5.4 In the case of such meetings, the person responsible for arranging the meeting will also be responsible for ensuring that a message is conveyed on an agenda, invitation or advertisement in connection with the meeting, to denote that a translation service will be available at the meeting for non-Welsh speakers. It will be the responsibility of the Chairperson of the meeting to provide guidance on language use at the onset of the meeting. This will remove pressure from officers at such meetings to refer to the translation equipment and will make the system of conducting bilingual meetings natural. (Standards 30 and 33) (CI 4.4.4)
- 5.5.5 If the Council displays any written material at a meeting arranged which is open to the public, the Council will ensure that that material is displayed bilingually, and any Welsh language text will not be treated less favourably than the English language text. (Standard 34)

5.6 Public events organised or funded by the Council

- 5.6.1 If the Council organises a public event, or funds at least 50% of a public event, it will ensure that the Welsh language is treated no less favourably than the English language:

in promoting the event, (for example, in the way the event is advertised or publicised). (Standard 35)

at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event). (Standard 36)

5.7 Other meetings

- 5.7.1 The Council will at all times seek to ensure that staff who come into contact with the public, whether in the office, in the home, on site, etc. are bilingual. (CI 4.5.1)

- 5.7.2 If this is not possible in the office, the non-Welsh speaking officer should explain to the member of the public that he/she is unable to speak Welsh and ask whether the person concerned wishes to talk to a Welsh speaker. If the member of the public does wish to speak Welsh, a bilingual officer should be sought to deal with the matter. (In such cases, where the officer is a learner, the officer is urged to use and practice his/her Welsh). (CI 4.5.1)
- 5.7.3 In the case of meetings outside the Council's buildings, e.g. meetings in the homes of members of the public or site meetings, arrangements will be made to ensure that the officer attending the meeting is a bilingual officer. If the Council is aware of the customer's choice of language beforehand, the linguistic abilities of the officer will reflect this. (CI 4.5.2)

5.8 Websites, online services and use of social media

- 5.8.1 Any computerised communication with the public e.g. the Council's website, on-line services, e-mail, touch screens, public sound systems and video conferencing equipment, social networking sites (such as facebook, twitter etc) will follow the measures set down in 'Correspondence' above. (Standards 58 and 59) (CI 4.6.1)
- 5.8.2 Any material or information on the Council's website shall be fully bilingual, with a language choice on the opening page, and the Welsh language will not be treated less favourably than the English language on the Council's website. (Standards 52 and 56) (CI 4.6.1)
- 5.8.3 Where a Welsh language web page corresponds to an English language web page, it will be stated clearly on the English language web page that the page is also available in Welsh, and a direct link to the Welsh page will be provided on the corresponding English page. (Standard 55)
- 5.8.4 All apps that the Council publishes must function fully bilingually, and the Welsh language must be treated no less favourably than the English language in relation to that app. (Standard 57)

5.9 Self Service Machines

- 5.9.1 The Council will ensure that any self service machines that it has function fully bilingually, and the Welsh language will be treated no less favourably than the English language in relation to that machine. (S60 BY SEPTEMBER 2016)

6.0 The Council's Public Face

6.1 Corporate Identity

- 6.1.1 The Council's public face and corporate identity will be completely bilingual and the Welsh language will not be treated less favourably than the English language. (Standard 83) (CI 5.1.1)

6.1.2 This will include the name of the Council and its services, and all its relevant addresses, its logo, its corporate slogan, headed paper, publications and all public written material whether in the form of a report, sign, form, notice, or wording on Council-owned buildings, vehicles or machinery. (CI 5.1.2)

6.1.3 In the case of mottoes such as "Môn Mam Cymru", these will not be translated. (CI 5.1.3)

6.2 Raising awareness about Welsh language services provided by the Council

6.2.1 The Council will promote any Welsh language service that it provides, and advertise that service bilingually. (Standard 81)

6.2.2 Any publicity or document that the Council produces, or website that it publishes, which refers to the English service will also state that a corresponding service is available in Welsh. (Standard 82)

6.3 Signs

6.3.1 All the Council's internal and external signs (including road signs/markings) will be completely bilingual. (CI 5.2.1)

6.3.2 The Welsh language text on signs will be accurate in terms of meaning and expression. (Standard 63).

6.3.3 When Welsh and English appear together on signs they will have equal status as to form and the Welsh will be either above the English, or if the two languages are side by side, on the left. If they have to be provided separately, they have equal status as to form, size, legibility and quality and the Welsh sign will be either above the English one or if they are in parallel format, on the left. (Standards 61 and 62) (CI 5.2.3)

6.3.4 Before planning applications for signs are approved, persons requesting details about making a planning application will be urged to erect bilingual sign(s) and accordingly the Planning Service shall enclose a "Design Aid" for the applicant, i.e. a short leaflet giving help and advice on how to design and translate a sign. This leaflet will be bilingual. (CI 5.2.4)

6.3.5 When the Council erects a new sign or renews a sign in its workplace (including temporary signs), any text displayed on the sign will be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and the Welsh language text will not be treated less favourably than the English language text. (Standard 141)

6.3.6 When the Council erects a new sign or renews a sign in its workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text will be positioned so that it is likely to be read first. (Standard 142)

6.3.7 The Council will ensure that the Welsh language text on signs displayed in its workplace is accurate in terms of meaning and expression. (Standard 143)

6.4 Naming of places

6.4.1 The Council will employ only the Welsh version of place-names, names of rivers, mountains, etc., and Council establishments, except in cases where the Council has recognised an official English version. (CI 5.2.2)

6.4.2 Where an official English version is recognised, it should only be used in English-language contexts. (CI 5.2.2)

6.4.3 Where a new street or estate is being named, the new name will be based on indigenous, historical Welsh names of the area. When a new name has to be coined, this will be done in Welsh only. (CI 5.2.2) The Street and House Naming and Numbering Policy outlines the County Council's powers with regard to naming and numbering streets and encourages good practice as well as providing guidance for developers and residents on naming and numbering streets and houses within the county – [add LINK.....](#)

6.5 Public address systems and sound systems

6.5.1 When the Council announces a message over a public address system, that announcement will be made bilingually with the Welsh announcement first. (Standard 87)

6.5.2 When the Council makes announcements in the workplace using audio equipment, that announcement will be made bilingually, with the announcement made in Welsh first. (Standard 144)

6.6 Publishing, printing and displaying public materials

6.6.1 Any public materials published by the Council will be completely bilingual. This will include reports, minutes, forms, policies, by-laws, etc. (Standard 37 and 38) (CI 5.3.1)

6.6.2 This will also include literature of other bodies and companies which is from time to time displayed in the Council's buildings. (CI 5.3.1)

6.6.3 Printed material will be published bilingually on one sheet or in one document (as appropriate), and with the two languages side by side, Welsh on the left, English on the right. (CI 5.3.2)

- 6.6.4 Where it is impossible or impracticable to publish printed text with both languages on the same sheet or in the same document, the two languages will be equal as to form, size, legibility, prominence and quality and will be published at the same time, and it will be as easy to obtain a copy of the text in the one language as in the other. The English version will state clearly that the document is also available in Welsh and vice versa. (Standard 49) (CI 5.3.2)
- 6.6.5 It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published. (CI 5.3.2)
- 6.6.6 Material relating to exhibitions, conferences and seminars will always be bilingual with Welsh on the left or above the English, whichever format is most appropriate. In addition, both languages will be equal from the point of view of form, size, legibility, prominence and quality. (CI 5.10)

6.7 Leaflets, booklets, forms and explanatory material

- 6.7.1 Leaflets, booklets, forms and explanatory material connected with the Council's public publications will be completely bilingual. (Standards 40 and 50) (CI 5.4.1)
- 6.7.2 Such printed material will be published bilingually on the same sheet or in the same document (as appropriate), in parallel format, with the Welsh on the left and the English on the right. (CI 5.4.2)
- 6.7.3 When the Council produces a document or form in Welsh and in English (whether separate versions or not) the two languages will be equal as to form, size, legibility, prominence and quality, and will be published at the same time, and it will be as easy to obtain a copy of the text in the one language as in the other. (Standards 48, 49) (CI 5.4.2)
- 6.7.4 Where it is impossible or impracticable to publish leaflets, booklets, forms or printed text with both languages on the same sheet or in the same document, the English version will state clearly that the document is also available in Welsh and vice versa. (Standard 50A)
- 6.7.5 If the Council produces a form in Welsh and in English (whether separate versions or not), the Welsh language version will be treated no less favourably than the English language version, and there will be no differentiation between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form). (Standard 50B)

- 6.7.6 If the Council pre-enters information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), the information will be pre-entered in Welsh. (Standard 51)
- 6.7.7 Forms and explanatory material can be part of the main text or separate. If separate, it must be ensured that they are available at the same time as the main text. (CI 5.4.3)
- 6.7.8 It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published. (CI 5.4.2)
- 6.7.9 The Council is producing an Anglesey Tourism Leaflet as part of its strategy to market the local authority and its partners in order to increase the number of visitors to the Island and to provide them with useful and relevant information about what Anglesey has to offer. All handbooks and leaflets providing detailed tourist information, and which are circulated throughout North Wales, will be produced bilingually. (CI 5.4.4)

6.8 Statements to the press and media

- 6.8.1 All Council press releases or statements to the media will be completely bilingual. (CI 5.5.1)
- 6.8.2 Contacts with the press or the media will be in Welsh or English, dependent on the language of the reporter concerned. Unless the officer is aware of the linguistic ability of the reporter the contact should be through bilingual correspondence. (CI 5.5.2; CI 5.6.4)

6.9 Advertising and Publicity

- 6.9.1 The Council's advertising and publicity initiatives will be completely bilingual whatever form they may take, e.g. press releases, leaflets, posters, notices, etc. (CI 5.6.1)
- 6.9.2 The Welsh version will be above the English version, or where the text is in parallel format, the Welsh version will be on the left, and they will be equal as to form, size, legibility, prominence and quality, whether in the press, on notice-boards or elsewhere. (CI 5.6.2)
- 6.9.3 The only exception will be in the case of radio or television programmes. The language of the advertisement will depend on the channel in question. In the case of channels received in Wales (whether the medium is Welsh or English), advertisements will be bilingual. On the other hand, in the case of channels received mainly in England, any advertisements broadcast will be in English only. (CI 5.6.3)

6.10 Public Notices and Official Notices

6.10.1 The Council's official public notices will be completely bilingual in parallel format with the Welsh text on the left. Where this is impracticable, one text shall be above the other with the Welsh first. However, in all cases the texts will be equal in form, size, legibility, prominence and quality, whether in the press, or on notice-boards or elsewhere. (Standards 69 and 70) (CI 5.7)

6.10.2 It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published. (CI 5.7)

6.11 Films, videos and audio-visual materials

6.11.1 Films, videos, tape and audio-visual materials relating to the public's services will either be bilingual, with the Welsh version first, or in Welsh and English separately (whichever is appropriate). One language or the other will always be available whatever the audience's language. Where the audience is bilingual, both languages should be used with Welsh being used first. (CI 5.9)

6.12 Marketing work

6.12.1 Any marketing campaigns carried out by or on behalf of the Council will be completely bilingual (apart from certain marketing campaigns outside Wales to attract inward investment or tourism). (CI 5.13)

6.12.2 This will mean that any advertising, publishing and research work will be completely bilingual, and in the case of research surveys the Council will ensure that staff employed, who come into contact with the public, whether directly employed by the Council or from an outside company/body via contract, are bilingual, and provide a completely bilingual service to the public, e.g. in completing questionnaires. In addition, any interview will be offered in Welsh or in English. Surveys could also be seeking the views of Welsh speakers in particular, in order to obtain a picture of the standard and range of the Welsh service. (CI 5.13)

6.13 Advertisement of Posts

6.13.1 Job advertisements will be bilingual, as well as the material noted below. The advertisement will state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English. The Welsh language versions of the documents noted below will be treated no less favourably than any English language versions (This includes advertisements in the English press in Wales and in journals or newspapers in England): (CI 5.8)

- (a) application forms for posts;
- (b) material that explains the process for applying for posts;
- (c) information about the interview process, or about other assessment methods when applying for posts;
- (ch) job descriptions (Standard 136A part; 137 and 137A)

6.13.2 In such printed advertisements the two languages will be in parallel format with the Welsh on the left. Where this is impracticable, one text will be above the other with the Welsh first. However, in all cases the texts will be equal in form, size, legibility, prominence and quality whether in the press or on notice boards or otherwise. (Standard 137A) (CI 5.8)

6.13.3 It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published. (CI 5.8)

6.13.4 In the case of jobs in schools, it is the responsibility of the governors to advertise those jobs and it is up to them to decide on the nature, cost and content of the advertisements but the Governing Body is expected to act in accordance with the Council's policies and procedures. Advertisements appear bilingually on the internet and in the press. (CI 5.8 - amended)

6.13.5 Advertisements in Welsh-language papers/magazines shall be in Welsh only. (CI 5.8)

7.0 Implementing the Policy

7.1 Staffing

7.1.1 When the Council offers a new post to an individual, that individual will be asked whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish the contract will be provided in Welsh. (Standard 99)

7.1.2 The Council will –

- (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and
- (b) if an employee so wishes, provide any such correspondence to that employee in Welsh (Standard 100)

7.1.3 The Council will ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's the Council will provide any such documents to him or to her in Welsh. (Standard 101)

- 7.1.4 The Council will ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish the Council will provide any such documents to him or to her in Welsh. (Standard 102)
- 7.1.5 The Council will ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish the Council will provide any such documents to him or to her in Welsh. (Standard 103)
- 7.1.6 The Council will ask each employee whether he or she wishes to receive any forms that record and authorise annual leave, absences from work, and flexible working hours, in Welsh; and if that is an employee's wish, the Council will provide any such forms to him or to her in Welsh. (Standard 104)
- 7.1.7 If the Council publishes any policies, including those relating to the following matters, they will be published bilingually:
 - Behaviour in the workplace (Standard 105)
 - Health and wellbeing at work (Standard 106)
 - Salaries or workplace benefits (Standard 107)
 - Performance management (Standard 108)
 - Absence from work (Standard 109)
 - Working conditions (Standard 110)
 - Work patterns (Standard 111)

7.2 Complaints made by a member of the Council's staff

- 7.2.1 The Council will allow each member of staff to make complaints in Welsh, and to respond in Welsh to any complaint made by him or her. (Standard 112)
- 7.2.2 The Council will state in any document that it has that sets out its procedures for making complaints that each member of staff may make a complaint to the Council in Welsh, and respond to a complaint made about him or about her in Welsh; and will inform each member of staff of that right. (Standard 112A)
- 7.2.3 If the Council receives a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, the Council will offer to conduct the meeting in Welsh and, if the member of staff wishes for the meeting to be conducted in Welsh, it will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 113)
- 7.2.4 When the Council informs a member of staff of a decision it has reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, the Council will do so in Welsh if that member of staff –

- (a) made the complaint in Welsh,
- (b) responded in Welsh to a complaint about him or about her,
- (c) asked for a meeting about the complaint to be conducted in Welsh, or
- (ch) asked to use the Welsh language at a meeting about the complainant. (Standard 115)

7.3 Disciplining staff

- 7.3.1 The Council will allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process. (Standard 116)
- 7.3.2 The Council will state in any document that it has which sets out the Council's arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her and, if the Council commences a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. (Standard 116A)
- 7.3.3 If the Council organises a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct it will offer to conduct the meeting in Welsh and, if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 117)
- 7.3.4 When the Council informs a member of staff of the decision reached following a disciplinary process, it will do so in Welsh if that member of staff responded to allegations made against him or her in Welsh, asked for a meeting regarding the disciplinary process to be conducted in Welsh, or asked to use the Welsh language at a meeting regarding the disciplinary process. (Standard 119)

7.4 Information technology and support material provided by the Council and the intranet

- 7.4.1 The Council will provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists). (Standard 120)
- 7.4.2 The Council will ensure that –
 - (a) the text of each page of its intranet is available in Welsh,
 - (b) every Welsh language page on its intranet is fully functional, and
 - (c) the Welsh is treated no less favourably than the English language on its intranet. (**Standard 121 – BY SEPTEMBER 2016**)
- 7.4.3 Where the Council has a Welsh language page on its intranet that corresponds to an English language page, it will be stated clearly on the English language page that the page is also available in Welsh, and a direct link will be provided to the Welsh language page on the corresponding English language page. (Standard 124)

7.4.4 The Council will designate and maintain a page (or pages) on its intranet which provides services and support material to promote the Welsh language and to assist its staff to use the Welsh language. (Standard 125)

7.4.5 The Council will provide the interface and menus on its intranet pages bilingually. (Standard 126)

7.5 Developing Welsh language skills through planning and training the workforce

7.5.1 In order to be able to ensure service on an equal basis in Welsh and English to the public, the Council will adopt a Language Skills Strategy to ensure that those officers who can reasonably be expected to deal with members of the public on a regular basis are capable of dealing with them in their preferred language. (CI 6.1.1)

7.5.2 The Council will ensure that at workplaces within the authority, where there is contact with the public, there is an officer or officers (including learners who can communicate in English and Welsh up to a level acceptable for the requirements of the post) sufficiently bilingual for service to be available to the public in Welsh or English. (CI 6.1.1)

7.5.3 The Performance Review process provides an annual assessment of each employee's language competence and development needs. (Standard 127) (CI 6.1.1)

7.5.4 There will be some posts where the post-holders do not come into contact with the public. Nevertheless, on account of the nature of some of these posts, post-holders will be required to have bilingual skills that will vary between posts. In the case of some other posts, where the officers will not come into contact with the public and where the ability to speak Welsh is not an essential skill for the post, those officers will be urged to learn Welsh to facilitate working with staff within their units/services, and between services in general. (CI 6.1.2)

7.5.5 The Council will denote which oral and written linguistic skills are required for each post. These requirements will be unique for every post and will note the level of oral and written skill required and this information will be included when advertising any post in the future, and will be recorded centrally on the basis of appointments. (CI 6.1.3)

7.5.6 Each Head of Service will be required to consider carefully the nature and duties of the individual posts for which they are responsible, determining which language skills are required for each post and the language balance of the team. This information should be submitted to the Corporate Scrutiny Committee for consideration and to the relevant executive committee for approval. (CI 6.1.4)

- 7.5.7 It is recognised that language planning is important together with the need to have a system of monitoring the number of Welsh speakers within the establishment. The Council will assess the Welsh language skills of its employees (Standard 127) (CI 6.1.4).
- 7.5.8 The Council will provide training in Welsh in the following areas, if such training is provided in English –
- (a) recruitment and interviewing;
 - (b) performance management;
 - (c) complaints and disciplinary procedures;
 - (ch) induction;
 - (d) dealing with the public; and
 - (dd) health and safety. (Standard 128)
- 7.5.9 The Council will provide training (in Welsh) on using Welsh effectively in meetings; interviews; and complaints and disciplinary procedures. (Standard 129)
- 7.5.10 Opportunities will be provided during working hours for employees to receive basic Welsh language lessons, and for employees who manage others to receive training on using the Welsh language in their role as managers. (Standard 130)
- 7.5.11 Opportunities will be provided for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills. (Standard 131)
- 7.5.12 Training courses will be provided so that employees can develop –
- (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);
 - (b) an understanding of the duty to operate in accordance with the Welsh language standards;
 - (c) an understanding of how the Welsh language can be used in the workplace. (Standard 132)
- 7.5.13 The Council's aim is to provide suitable courses on every level to strengthen the staff's linguistic skills in order to realise this policy. The Language Training Strategy is a fundamental part of the Council's personal development system. (CI 6.2.1)
- 7.5.14 All Council officers will be strongly encouraged to learn or improve their Welsh. The type of course offered shall be a matter for the Council to discuss with the officer in question. It may vary from courses for complete beginners to courses to improve the writing ability of those who are fluent in spoken/written Welsh. (CI 6.2.1)

7.5.15 Priority shall be given to those officers who are required to be able to speak Welsh fluently in order to conform to the job description or conditions of appointment, and also to beginners who come into contact with the public. (CI 6.2.2)

7.5.16 Suitable courses will be provided for staff together with support in the workplace. (CI 6.2.3)

7.5.17 Training in Welsh will be provided for learners/and those who need to polish their Welsh in accordance with the Council's Welsh Training Strategy which will, amongst other things:

- assess the needs of learners and those who need to improve their Welsh and set targets for them;
- monitor the achievements of learners and those who need to improve their Welsh;
- enable staff to work in the language of their choice either orally or in writing;
- improve oral and written skills of bilingual staff. (CI 6.2.4)

7.5.18 The Head of Profession - Human Resources will be responsible for reviewing the provisions for the learning of Welsh. (CI 6.2.5)

7.5.19 Specialist training shall also be provided in particular fields relevant to the work of the Council. (CI 6.2.6)

7.5.20 It is ensured that officers who are learning Welsh attend a specific number of hours of language training within a year. (CI 6.2.7)

7.5.21 When the Council provides information to new employees (for example by means of an induction process), information for the purpose of raising their awareness of the Welsh language will be provided. (Standard 133)

7.5.22 Text or a logo will be provided for staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language. (Standard 134)

7.6 Recruiting and Appointing

7.6.1 When the Council assesses the requirements for a new or vacant post, it will assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply –

- (a) Welsh language skills are essential;
- (b) Welsh language skills need to be learnt when appointed to the post;
- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary. (Standard 136)

- 7.6.2 If the Council has categorised a post as one where Welsh language skills are essential, desirable or need to be learnt, it will specify that when advertising the post. (Standard136A - part) (CI 6.3.1 – part)
- 7.6.3 If it is not possible to appoint someone bilingual to a post where Welsh language skills are essential following such an advertisement, the post will be re-advertised with the same language condition(s). (CI 6.3.1)
- 7.6.4 However, in the case of the re-advertisement of certain posts, those without Welsh-language skills will be welcome to apply. With some other posts, it will be necessary to have a bilingual post from the first instance in order to fulfill the needs of the service. If a non-Welsh speaking applicant is appointed to the post he or she will be required to accept, as a condition of appointment, Welsh language development targets based on the requirements of the person specification for the post and an agreed time frame within which he or she must achieve an acceptable level of fluency in terms of meeting the requirements of the post. The Council will provide every assistance with regard to financing courses and allowing time off work, to enable non-Welsh speaking officers to learn the language. The Council will also monitor progress on a regular basis to assess the appropriateness of the course for the individual. (CI 6.3.1)
- 7.6.5 For some particular posts, a clause will be included in such re-advertisements to the effect that they are re-advertisements and that persons without Welsh language skills are welcome to apply for the post. In addition, in the information pack provided to candidates, information will be given on condition of acquiring language skills as noted above. (CI 6.3.1)
- 7.6.6 The Council will not treat an application for a post made in Welsh less favourably than it treats an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions). (Standard137B)
- 7.6.7 The Council's application forms for posts will provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, any interview or other method of assessment will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service). (Standard 138)
- 7.6.8 When the Council informs an individual of its decision in relation to an application for a post, it will be done so in Welsh if the application was made in Welsh. (Standard 140)
- 7.6.9 Bydd Grŵp Tasg Iaith y Cyngor yn derbyn adroddiadau chwarterol ar benodiadau staff a bydd unrhyw risgiau'n cael eu trosglwyddo i sylw'r Pwyllgor Sgrïwtini Corfforaethol i'w craffu ymhellach. (CI 6.3.1)

7.7 Training

- 7.7.1 In organising training, officers will need to be informed of appropriate courses available through the medium of Welsh. The Council will provide training wherever appropriate to facilitate this policy's implementation. It will achieve this by assessing the training needs of the Council's staff. (CI 6.4.1)
- 7.7.2 Officers will be encouraged to follow courses through the medium of Welsh where relevant. (CI 6.4.1)
- 7.7.3 In the case of courses provided in Wales through the medium of English, the Chief Executive shall be responsible for persuading relevant examining/ assessing bodies to offer students equal linguistic opportunity, so that they can sit examinations/submit work for assessment in Welsh. (CI 6.4.2)

7.8 The Translation Service

- 7.8.1 The Council will employ a team of competent translators to translate any material for publication. The translation team will maximize the use of new technology that will support and strengthen the capacity of the service. (CI 6.6.1)
- 7.8.2 When a private organisation, a private body, or an individual submits any documents, reports or letters to the Council in English only, and the need arises for the text to be submitted to a Committee or Panel, then the private organisation, private body, or individual is expected to submit the information bilingually. (CI 6.6.2)
- 7.8.3 Public bodies are expected to present all correspondence and every report bilingually and bodies in the voluntary and private sector are encouraged to present correspondence bilingually too, in accordance with the principle of treating Welsh and English on an equal basis. (CI 6.6.2)
- 7.8.4 Everyone shall have the right to speak Welsh or English according to preference in meetings of the Council, and simultaneous translation equipment will be provided to translate from Welsh to English in all the Council's meetings as required. (CI 6.6.3)
- 7.8.5 In circumstances where the equipment breaks down during a meeting, the translator(s) will translate personally to those requiring a translation. If this is not practicable, those who are present at the meeting and require a translation service will be requested to move to a suitable person who will summarise the discussion at a suitable point, and this will be done under the Chairperson's guidance. In addition, at the end of each discussion the Chairperson will summarise the discussion and the resolution in English.
- 7.8.6 If there is no fixed translation equipment in a room used to hold meetings of the Council and its Committees, Sub-Committees or Panels, then portable equipment will be installed in the room whenever required.

7.8.7 When a meeting is in a building which belongs to another organisation, and the Council is involved in organising the meeting, then portable equipment will be used as required.

7.8.8 The Translation Unit will assist in the process of monitoring written use of Welsh in the Council's administration as part of the process of translating texts. This will form part of the practice of extending the effectiveness of services in providing a full service in Welsh and English without being over dependent on the Translation Unit.

7.9 Concerns and Complaints

7.9.1 A new Concerns and Complaints Policy came into force at the Isle of Anglesey County Council on 1 April, 2013 which means that the Council responds to complaints in a different way and will take steps to learn from concerns expressed by our customers. The policy is based on the Model Policy developed with the Public Services Ombudsman for Wales as a common complaints handling system for public service providers in Wales. Complaints relating to the Welsh language are incorporated into this procedure (all records must note whether or not the complaint is related to language).

8.0 Promoting the Welsh Language

8.1 The Council will produce, and publish on its website, a 5-year strategy that sets out how it proposes to promote the Welsh language and to facilitate the use of the Welsh language more widely in its area; and the strategy will include (amongst other matters) –

- (a) a target (in terms of the percentage of speakers in its area) for increasing or maintaining the number of Welsh speakers in its area by the end of the 5 year period concerned, and
- (b) a statement setting out how it is intended to reach that target; and the strategy will be reviewed and a revised version published on the Council's website within 5 years of publishing a strategy (or of publishing a revised strategy). **(Standard 145 – BY SEPTEMBER 2016)**

8.2 Five years after publishing a strategy in accordance with 8.1 above, the Council will –

- (a) assess to what extent it has followed that strategy and has reached the target set by it, and
- (b) publish that assessment on the Council's website, ensuring that it contains the following information –

- (i) the number of Welsh speakers in the area, and the age of those speakers;
- (ii) a list of the activities that the Council has arranged or funded during the previous 5 years in order to promote the use of the Welsh language. (Standard 146 – BY SEPTEMBER 2016)

9.0 Record Keeping

- 9.1 The Council will keep a record, in relation to each financial year, of the number of complaints received relating to its compliance with standards. (Standard 147)
- 9.2 The Council will keep a copy of any written complaint received that relates to its compliance with the standards with which the Council is under a duty to comply. (Standard 148)
- 9.3 The Council will keep a copy of any written complaint received that relates to the Welsh language (whether or not that complaint relates to the standards with which the Council is under a duty to comply). (Standard 149)
- 9.4 The Council will keep a record of the steps that it has taken in order to ensure compliance with the policy making standards with which the Council under a duty to comply. (Standard 150)
- 9.5 The Council will keep a record (following assessments of its employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where the Council has that information, it will keep a record of the skill level of those employees. (Standard 151)
- 9.6 The Council will keep a record, for each financial year of –
 - (a) the number of members of staff who attended training courses offered by the Council in Welsh (in accordance with standard 128), and
 - (b) if a Welsh version of a course was offered by the Council in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version. (Standard 152)
- 9.7 The Council will keep a copy of every assessment that it carries out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post. (Standard 153)
- 9.8 The Council will keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where –
 - (a) Welsh language skills are essential;
 - (b) Welsh language skills need to be learnt when appointed to the post;

- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary. (Standard 154)

10.0 Supplementary Matters

10.1 Publicising the Welsh language standards

10.1.1 The Council will ensure that a document which records the standards with which it is under a duty to comply, and the extent to which it is under a duty to comply with those standards, is available –

- (a) on its website, and
- (b) in each of its offices that are open to the public.
(Standards 155, 161, 167, 173 and 175)

10.2 Publishing a complaints procedure

10.2.1 The Council will –

- (a) ensure that it has a complaints procedure that deals with the following matters -
 - (i) how it intends to deal with complaints relating to its compliance with the standards with which it is under a duty to comply, and
 - (ii) how it will provide training for its staff in relation to dealing with those complaints,
- (b) publish a document that records that procedure on its website, and
- (c) ensure that a copy of that document is available in each of its offices that are open to the public. (Standards 156, 162 and 168)

10.3 Publishing arrangements for oversight, promotion etc

10.3.1 The Council will –

- (a) ensure that it has arrangements for
 - (i) overseeing the way it complies with the service delivery standards with which it is under a duty to comply,
 - (ii) promoting the services that it offers in accordance with those standards, and
 - (iii) facilitating the use of those services,
- (b) publish a document that records those arrangements on its website, and
- (c) ensure that a copy of that document is available in each of its offices that are open to the public. (Standard 157)

10.3.2 The Council will –

- (a) ensure that it has arrangements for overseeing the way it complies with the policy making standards with which it is under a duty to comply,
- (b) publish a document that records those arrangements on its website, and
- (c) ensure that a copy of that document is available in each of its offices that are open to the public. (Standard 163)

10.3.3 The Council will –

- (a) ensure that it has arrangements for
 - (i) overseeing the way it complies with the operational standards with which it is under a duty to comply,
 - (ii) promoting the services that it offers in accordance with those standards, and
 - (iii) facilitate the use of those services, and
- (b) publish a document that records that procedure on its intranet. (Standard 169)

10.4 Producing an annual report

10.4.1 The Council will produce and publish a bilingual report (a "Welsh Language Standards Annual Report"), in relation to each financial year, which deals with the way in which it complied with the Welsh language standards with which it was under a duty to comply during that year. (Standards 158, 164, and 170)

10.5 Publicising the way in it intended to comply with the Welsh language standards

10.5.1 The Council will publish this document on its website in order to explain how the Council intends to comply with the Welsh language standards with which it is under a duty to comply. (Standards 159, 165 and 171)

10.6 Providing information to the Welsh Language Commissioner

10.6.1 The Council will provide any information requested by the Welsh Language Commissioner which relates to compliance with which it is under a duty to comply. (Standards 160, 166, 172, 174 and 176)

11.0 Improving the Service

- 11.1 The Council will be very pleased to receive comments and suggestions from its customers on how to improve the bilingual service given to them.
- 11.2 Any comments should be referred to the Assistant Chief Executive who will consider comments received and submit a report to the relevant executive committee on any matter that, in the Assistant Chief Executive's opinion, requires consideration with a view to changing or amending this policy.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	25 April, 2016
Subject:	Scrutiny Outcome Panel: Debt Management – FINAL REPORT
Portfolio Holder(s):	Not Applicable
Head of Service:	Not Applicable
Report Author: Tel: E-mail:	Scrutiny Outcome Panel of the Corporate Scrutiny Committee care of: Anwen Davies, Interim Scrutiny Manager AnwenGDavies@anglesey.gov.uk
Local Members:	Not Applicable

A –Recommendation/s and reason/s
<p>1. BACKGROUND</p> <p>1.1 Whilst considering the report on Write-off Debts submitted by the Interim Head of Function (Resources) & Section 151 Officer, the Corporate Scrutiny Committee¹ resolved that a panel of Scrutiny Members should be established to examine in greater detail debt write-offs and the management of debt within the Authority;</p> <p>1.2 There was delay before the Scrutiny Outcome Panel convened for the first time and sickness absence in the Democratic Services Unit had a bearing on the timeframe and progress with this work-stream. The Panel began its work at the beginning of July, 2015.</p> <p>2. METHODOLOGY, SCOPE AND OBJECTIVES</p> <p>2.1 Methodology – the review was structured in accordance with the Authority’s policy framework² which included the development of a scrutiny project plan using some elements of Project Management methodology³ in order to ensure robustness to the structure of the review by the Panel. A total of 7 meetings were held of the Panel over a period of 7 months (between July, 2015 and February, 2016);</p> <p>2.2 Inputs: there had been inputs from the following during the review:</p> <ul style="list-style-type: none"> • Head of Function (Resources)/Section 151 Officer; • Revenues & Benefits Service Manager; • Accountancy Services Manager; • Portfolio Holder (Resources) – attended one meeting as an observer. <p>2.3 Scope and Objectives: the Panel proceeded to look in greater detail at the Authority’s arrangements for the management of debts (including debt write-offs)</p>

¹ The Corporate Scrutiny Committee at its meeting convened on 24 March, 2015

² Handbook for Scrutiny Members

³ PRINCE2

through closer examination of the following elements of the Council's debt management processes:

- i. Definition of a debtor, what debt was due by Services and individual Service actions
- ii. Raising a debt and what happened. How payments were received
- iii. Enforcement – principles and methods/procedures
- iv. Debt write-offs
- v. Consider the draft corporate policy document on debt management.

The Terms of Reference adopted by the Panel details the objectives, scope and desired outcomes of the Review.

2.4 Panel Membership:

- Cllrs R Meirion Jones (Chair), Jim Evans, & Robert Llewelyn Jones;
- Richard Micklewright, Interim Head of Function (Resources)/Section 151 Officer (until 06/10/15)
- Marc Jones, Head of Function (Resources)/Section 151 Officer (from 03/11/15);
- Geraint H Jones, Revenues & Benefits Service Manager;
- Anwen Davies, Interim Scrutiny Manager.

3. PANEL CONCLUSIONS AND RECOMMENDATIONS

The Panel came to 3 main conclusions:

3.1 CONCLUSION 1: The processes and practice relating to billing and income collection had improved in recent times but more needed to be done in order to increase the percentage of advance payments received for services;

3.2 CONCLUSION 2: The draft Policy Document on debt management was a good starting point but more work was required in order to ensure strategic alignment with the Council's aims and priorities;

3.3 CONCLUSION 3: The benchmarking exercise carried out by the Panel on debt management practice had added value to the Scrutiny review;

The attached Final Report (APPENDIX 1) details the considerations and observations of the Panel together with the 8 individual recommendations agreed by the Panel.

4. TIMELINE FOR REMAINING MILESTONES OF PROCESS

DATE	MILESTONE
25/04/16	The Executive – accept the Final Report with a recommendation to approve the 3 main conclusions and the 8 individual recommendations.
By end of April, 2016	Publication of Final Report – on the Council's website.

5. RECOMMENDATIONS

The Executive is requested to:

5.1 Approve the Final Report together with its 3 main conclusions and 8 individual recommendations.

B – What other options did you consider and why did you reject them and/or opt for this option?

Not Applicable.

C – Why is this a decision for the Executive?

In accordance with the Scrutiny Procedure Rules as contained in the Council's Constitution.

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

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

Not known.

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The Final Report of the Scrutiny Outcome Panel was considered by the Senior Leadership Team at its meeting on 07/03/16. The final recommendations of the Panel reflect the SLT's observations.
2	Finance / Section 151 (mandatory)	The Head of Function (Resources)/ S151 Officer and Revenues & Benefits Service Manager have contributed as core members of the Panel and were consulted on the draft report. Their observations have been reflected in the Final Report.
3	Legal / Monitoring Officer (mandatory)	No comments.
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	Whilst considering the report on Write-off Debts submitted by the Interim Head of Resources, the Corporate Scrutiny Committee at its meeting of 24/03/15

		<p>resolved that a panel of Scrutiny members should be established to examine in greater detail debt write-offs and the management of debt within the Authority.</p> <p>The Corporate Scrutiny Committee considered the report at its meeting on 11/04/16 and resolved as follows:</p> <ol style="list-style-type: none"> 1. Approve the Final Report together with its 3 main conclusions and 8 individual recommendations; 2. That the Final Report be submitted to The Executive at its meeting on 25th April, 2016; 3. The Scrutiny Committee should review progress on debt management developments in 6 months.
8	Local Members	Not Applicable.
9	Any external bodies / other/s	Not Applicable.

E – Risks and any mitigation (if relevant)		
1	Economic	Not Applicable.
2	Anti-poverty	Not Applicable.
3	Crime and Disorder	Not Applicable.
4	Environmental	Not Applicable.
5	Equalities	Not Applicable.
6	Outcome Agreements	Not Applicable.
7	Other	Not Applicable.

F - Appendices:
Scrutiny Outcome Panel: Debt Management – Final Report.

FF - Background papers (please contact the author of the Report for any further information):
Chair of the Scrutiny Outcome Panel c/o Anwen Davies, Interim Scrutiny Manager, Isle of Anglesey County Council, Council Offices, Llangefni. LL77 7TW.



**SCRUTINY OUTCOME PANEL:
DEBT MANAGEMENT
FINAL REPORT**



Acknowledgements

We would like to thank the following who gave freely of their time during this review. Their engagement, participation and contributions facilitated the task to hand, making it possible for the Panel to complete the appraisal within timescale. We also wish to acknowledge the fact that we were given unlimited access to all data sources, literature and documentation, enabling a full and comprehensive review of the key elements of the Council's corporate processes and procedures for managing debt:

- Marc Jones, Head of Function (Resources)/Section 151 Officer;
- Geraint H Jones, Revenues and Benefits Service Manager;
- Bethan Hughes Owen, Accountancy Services Manager;
- Richard Micklewright, Interim Head of Function (Resources)/Section 151 Officer.

Why this matters?



Councillor R Meirion Jones

Foreword by the Panel Chair

Anglesey County Council's aim in the Corporate Plan is for the Council to be professional, well-run and for it to achieve.

One aspect of the Council's work is debt management. It is worthless to work hard and to try to be financially prudent and realise the value of money unless we can keep our debts in order. It must be admitted that it is not possible to collect the entire debt of any organisation, but it is possible to have robust processes in place that take every step possible to collect debt, with arrangements in place to write off debts only as a last resort.

The Panel was mindful that finance is critical to the services councils deliver and there are far reaching effects to financial issues facing councils – in terms of the services and so on. Effective income collection by the Authority and also prudent, responsive debt management processes were considered by the Panel as pre-requisites of sound and efficient financial management processes.

I believe that the Panel has been able to contribute towards developing and reviewing the Council's Corporate Policy on Debt Management and has also raised a number of questions and points that the Council will need to consider moving forward.

As a Panel of the Corporate Scrutiny Committee we have already reported on Efficiency Savings. Again, there is no merit in making savings unless every section of the Council works effectively to include debt management.

The Annual Scrutiny Report of May 2015 refers to the Williams Report and the need to "acknowledge the importance and value of scrutiny in improving services for people and organisations...". The Williams Report makes a number of statements in support of the scrutiny process including "Organisations must regard scrutiny as an investment to deliver improvements and future savings". We hope that our work on the matter through this report contributes to the "value of the work", "improvements" and "savings".

I would like to take this opportunity to sincerely thank the Panel members for their contributions and their commitment and to the Panel Officer for her thorough and timely work once more.

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Terms of Reference: Scrutiny Outcome Panel	APPENDIX 1
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1. EXECUTIVE SUMMARY

1.1 Objectives and Scope of the Review

To look at the Authority's arrangements for the management of debts (including debt write-offs) through closer examination of the following elements of the Council's debt management processes:

- i. Definition of a debtor, what debt was due by Services and individual Service actions
- ii. Raising a debt and what happened. How payments were received
- iii. Enforcement – principles and methods/procedures
- iv. Debt write-offs
- v. Consider the draft corporate policy document on debt management.

1.2 Methodology/Evidence/Inputs considered.

The review was structured in line with the Authority's policy framework¹. This included a scrutiny project plan using some elements of Project Management methodology² to ensure robustness to the structure of the review by the Panel. Seven meetings were held of the Panel over a period of 7 months (between July, 2015 and February, 2016).

1.3 Membership of the Scrutiny Outcome Panel³

- Councillor R. Meirion Jones (Chair);
- Councillor Jim Evans;
- Councillor Robert Llewelyn Jones;
- Richard Micklewright, Interim Head of Function (Resources) & Section 151 Officer (until 06/10/15);
- Marc Jones, Head of Function (Resources) & Section 151 Officer (from 03/11/15);
- Geraint H Jones, Revenues and Benefits Service Manager;
- Anwen Davies, Interim Corporate Scrutiny Manager.

1.4 Conclusions

CONCLUSION 1: The processes and practice relating to billing and income collection had improved in recent times but more needed to be done in order to increase the percentage of advance payments received for services.

CONCLUSION 2: The draft Policy Document on debt management was a good starting point but more work was required in order to ensure strategic alignment with the Council's aims and priorities.

¹ Detailed in the Handbook for Scrutiny Members.

² PRINCE2

³ Cllr Llinos Medi Huws decided to step down as a member of the Panel due to her substantial workload over the forthcoming period. In considering the matter at its meeting of 06/07/15, the Corporate Scrutiny Committee had resolved not to nominate another Member to serve on the Panel.

CONCLUSION 3: the benchmarking exercise carried out by the Panel on debt management practice had added value to the Scrutiny review.

1.5 Recommendations

The Panel recommends the following to the Executive:

1. The processes and practice relating to billing and income generation had improved in recent times but more needed to be done in order to increase the percentage of advance payments received for services.

NUMBER	RECOMMENDATION
1.1	The Executive should establish a policy of charging in advance for goods and services, where that is possible.
1.2	The Senior Leadership Team should support individual Services to implement the policy of charging in advance for goods and services.
1.3	At an opportune time, the Head of Resources should ensure that there is a strategy in place to improve income collection levels by introducing changes to our current collection methods.
1.4	The Senior Leadership Team should consider making full use of the proposed fund for change ⁴ in order to introduce change to our income collection culture, systems, processes and procedures on a corporate and service level (and ensure alignment with the Smarter Working Project).

2. The draft Policy Document on debt management was a good starting point but more work was required in order to ensure strategic alignment with the Council's aims and priorities.

NUMBER	RECOMMENDATION
2.1	As a first step, the Executive should clarify the Council's policy on the following aspects of our debt management arrangements: <ul style="list-style-type: none"> • How the Council should deal with individuals who refuse to pay for care services (eg Gofal Môn, home/residential or nursing care) • How the Council should deal with individuals' property under the deferred charges scheme.
2.2	Recommend that the Executive approves the corporate policy document on debt management, with the following amendments: <ul style="list-style-type: none"> • Develop an anti-poverty strategy to form an integral part of our debt management arrangements • Complete equality and Welsh language impact assessments • Ensure alignment with any recommendations arising from the review of

⁴ A proposal will be presented to the Executive at its meeting on 07/03/16 for a sum to be allocated from general reserves to fund business process changes designed to release further efficiency savings.

	financial advice providers to be commissioned by the Council.
2.3	The Head of Resources should present the Corporate Policy Document on debt management to the Executive for approval within a timescale to be agreed by the Executive.

3. The benchmarking exercise carried out by the Panel on debt management practice added value to the Scrutiny review.

NUMBER	RECOMMENDATION
3.1	The Head of Resources should use the outcomes of the Panel's benchmarking work on debt management good practice in other authorities to add value to the draft Policy Document: Debt Management.

FULL REPORT OF THE PANEL

2. BACKGROUND

- 2.1 Whilst considering the report on Write-off Debts submitted by the Interim Head of Function (Resources) & Section 151 Officer, the Corporate Scrutiny Committee⁵ resolved that a panel of Scrutiny Members should be established to examine in greater detail debt write-offs and the management of debt within the Authority;
- 2.2 There was delay before the Scrutiny Outcome Panel convened for the first time and sickness absence in the Democratic Services Unit had a bearing on the timeframe and progress with this work-stream. The Panel began its work at the beginning of July, 2015;
- 2.3 The Panel was mindful that finance was critical to the services councils deliver and there were far reaching effects to financial issues facing councils – both in terms of the services received and also the taxes or charges being paid⁶. Effective income collection by the Authority and also prudent, responsive debt management processes were considered by the Panel as pre-requisites of sound and efficient financial management processes.

3. METHODOLOGY, SCOPE AND OBJECTIVES

3.1 Membership of the Scrutiny Outcome Panel⁷

- Councillor R. Meirion Jones (Chair);
- Councillor Jim Evans;
- Councillor Robert Llewelyn Jones;
- Richard Micklewright, Interim Head of Function (Resources) & Section 151 Officer (until 06/10/15);
- Marc Jones, Head of Function (Resources) & Section 151 Officer (from 03/11/15);
- Geraint H Jones, Revenues & Benefits Service Manager;
- Anwen Davies, Interim Corporate Scrutiny Manager.

3.2 Objectives and Scope of the Review

To look at at the Authority's arrangements for the management of debts (including debt write-offs) through closer examination of the following elements of the Council's debt management processes:

- i. Definition of a debtor, what debt was due by Services and individual Service actions
- ii. Raising a debt and what happened. How payments were received
- iii. Enforcement – principles and methods/procedures
- iv. Debt write-offs
- v. Consider the draft corporate policy document on debt management.

⁵ The Corporate Scrutiny Committee at its meeting convened on 24 March, 2015

⁶ Raising the stakes: financial scrutiny in challenging times: A guide for Welsh local authorities (Centre for Public Scrutiny June, 2014)

⁷ Cllr Llinos Medi Huws had decided to step down as a member of the Panel due to her substantial workload over the forthcoming period. In considering the matter at its meeting of 06/07/15, the Corporate Scrutiny Committee had resolved not to nominate another Member to serve on the Panel.

The Terms of Reference adopted by the Panel details the objectives, scope and desired outcomes of the Review (**APPENDIX 1**).

3.3 **Methodology/Evidence/Inputs considered**

3.3.1 **Methodology/Evidence:** the Review was structured in line with the Authority's policy framework⁸. This included a scrutiny project plan using some elements of Project Management methodology⁹ to ensure robustness to the structure of the review. A total of 7 meetings were held of the Panel over a period of 7 months (between July, 2015 and February, 2016) – working to the following Schedule:

WORK SCHEDULE: SCRUTINY OUTCOME PANEL [ASSETS]

MEETING	ISSUES IN FOCUS	EVIDENCE TO HAND
1	Terms of reference, project plan and setting the context; consider the detail and format of information the Panel required.	Terms of reference and draft project plan
2	Definition of a debtor, the debts owing to Services and actions by individual Services	Documentation by Finance officers summarising the key information on debt management
3	Raising a debt and what happens and how payments are received	Documentation by Finance officers on current processes and systems Details of the Council's current fees & charges register Analysis of payment methods for the period 01/04/14 – 31/03/15
4	Enforcement – principles and methods/procedures	Verbal presentation by Finance officers on enforcement practice
5	Write-offs	Analysis of debt levels during 2015 & 2016 Provision for bad debt and movements during 2014/15
6	Pre-decision scrutiny of the Corporate Policy Document: Debt Management	Draft Policy Document
7	Agree outline content of the report of the Scrutiny Outcome Panel	Matrix as a guideline to summarise findings and agree conclusions

All documents that were the subject of a desktop review are listed in Section 6.

A matrix was developed throughout the review process as a means of summarising observations and recommendations.

3.3.2 **Inputs:** there were inputs from the following during the review:

- Head of Function (Resources)/Section 151 Officer;
- Revenues & Benefits Service Manager;
- Accountancy Services Manager;
- Portfolio Holder (Resources) – attended one meeting as an observer.

⁸ Handbook for Scrutiny Members

⁹ PRINCE2

- 3.3.3 **Benchmarking/Independent Opinion:** the Panel carried out a desktop benchmarking exercise in respect of one part of its Review via a questionnaire namely – comparing the current debt management practice in 7 other local authorities (North Wales Councils and also Powys and Ceredigion). 3 of the Councils responded – Gwynedd, Conwy and Flintshire. The Panel concluded that it would add value to include good practice from one of the Counties (Flintshire) when completing the corporate policy document on debt management.

4. CONCLUSIONS

The original concerns which led to the establishment of the scrutiny panel related to the scale of the debts to be written off at the end of 2014/15 and a specific concern regarding the scale of the debt owed by other public bodies (such as the Health Board). The Panel noted that the following action had been taken over recent months in an attempt to improve the situation:

- 4.1 Specialist input to follow up on debts by creating temporary capacity (agency staff)
- 4.2 Strengthening the contractual arrangements with other public bodies – with a fundamental principle of not raising bills for which payments could not be enforced (robust systems)
- 4.3 A higher percentage paying in advance for goods and services eg chip & pin
- 4.4 Further improve our collection systems through Direct Debit eg Gofal Môn, home care, industrial units
- 4.5 Steps in place to ensure clarity and understanding of the legal entity of organisations before charging for payment.

The Panel expressed a need to seek conclusions regarding the effectiveness of the above measures to reduce the total sum of write-offs. During meetings 1 to 5 therefore, the Panel considered the key elements of our debt management arrangements underpinned by the following considerations:

- i. Assess the effectiveness of our processes and practice when sending bills and collecting income;
- ii. Assess the effectiveness of our debt management arrangements, and in particular what needed to be strengthened in the relationship with individual services in order to ensure effective management of debt;
- iii. Identify any good practice with regard to debt management in other North Wales authorities;
- iv. Identify any potential efficiency savings through further improvement in our raising of bills for goods and services;
- v. Form a view on the robustness of the proposed corporate policy document on debt management.

CONCLUSION 1: The processes and practice relating to billing and income collection had improved in recent times but more needed to be done in order to increase the percentage of advance payments received for services.

Panel's observations

- Positive steps had been taken during the last year to develop the effectiveness of our corporate processes and practice with regard to sending bills and

income collection. It was noted that Direct Debt was the Council's preferred payment method. In drawing its conclusions, the Panel used the following success measures as a guideline:

i. Reduction in the number of bills raised for goods and services

- **Number of bills raised in 2013/14 - 20,287**
- **Number of bills raised in 2014/15 - 15,236**
- **Number of bills raised in 2015/16* - 11,205**

[*Data up to 26/02/16]

ii. Reduction in the debts outstanding to the Council



Data on debt was examined for the last 2 years:

Date	Council Tax	Business Tax	Housing Rents ¹⁰	Other Debts	Total £m
31/03/14	1.9	1.0	0.8	3.9	7.6
31/03/15	2.0	0.7	0.8	3.0	6.5
31/03/16**	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed

[**data will not be available until April, 2016]

Although the Panel concluded that there was now more confidence in the effectiveness of the corporate systems, Members did also express the need for further development work within the principles of Smarter Working.

Particular reference was made to the following aspects:

-  Need for a prior written agreement with other public bodies clearly setting out the terms of delivery and payment
 -  Regular monitoring arrangements in place in respect of those not paying for their goods/service in advance or via Direct Debit.
- The Panel believed that there was a need to set a clear ambition namely – aim towards establishing a modern and fit for purpose system for charging of goods and services. It was noted that the Council needed to be able to receive a very high percentage of advance payments from service users. This would inevitably significantly reduce the need to send invoices for payment.

CONCLUSION 2: The draft Policy Document on debt management was a good starting point but more work was required in order to ensure strategic alignment with the Council's aims and priorities.

Panel's observations

- The Panel was of the view that the work that had been done thus far on the debt management policy document had been positive but that it needed to be completed and presented to the Executive for approval over the coming months

¹⁰ Including former tenant arrears; sundry debts over 30 days old and over payment of housing benefit.

- The Panel referred to the need for clarity on the following aspects of the corporate policy:
 - ✚ How the Council should deal with individuals who refuse to pay for care services (eg Gofal Môn, home/residential or nursing care)
 - ✚ How the Council should deal with individuals' property under the deferred charges scheme.
- In considering scenarios where the Council was not receiving payments for services provided, the Panel referred to the need to ensure a proactive relationship with the individual services by escalating the need for a decision to Head of Service. Such practice would enable the Council to make decisive decisions to maintain services in situations of non-payment following an assessment of the individual situation;
- The Panel was of the view that any decision to write-off debts should be referred to the Head of Resources/Portfolio Holder for Resources¹¹ in a timely fashion and to end the practice whereby residual debts are kept on the books for an unlimited period.

CONCLUSION 3: The benchmarking exercise carried out by the Panel on debt management practice had added value to the Scrutiny review.

Panel's observations

The benchmarking work carried out by the Panel is summarised in paragraph 3.3.3 above.

- The following areas were noted as good practice to be explored further by the Head of Resources:
 - ✚ Accept advance payments for services eg Pest Control
 - ✚ Introduction of weekly Direct Debit payments
 - ✚ Consider introducing online payments via mobile phones (eg Ping It)
 - ✚ Develop a Fair Debt Policy as part of the Council's response to the implications of Welfare Reform
 - ✚ Develop a Corporate Debt Recovery Policy (in progress)
 - ✚ Replace the current Service Level Agreement framework with a contract to strengthen the Authority's relationship with debt collectors
 - ✚ Amend current practice to credit service department budgets after receipt of income.

5. RECOMMENDATIONS

To present the following recommendations for approval by the Executive:

1. The processes and practice relating to billing and income collection had improved in recent times but more needed to be done in order to increase the percentage of advance payments received for services.

NUMBER	RECOMMENDATION
1.1	The Executive should establish a policy of charging in advance for goods and services, where that is possible.

¹¹ Executive authority delegated to write off debts worth over £5k: Portfolio Holder (Finance)/Section 151 Officer (Executive's resolution at its meeting on 21 December, 2010)

1.2	The Senior Leadership Team should support individual Services to implement the policy of charging in advance for goods and services.
1.3	At an opportune time, the Head of Resources should ensure that there is a strategy in place to improve income collection levels by introducing changes to our current collection methods.
1.4	The Senior Leadership Team should consider making full use of the proposed fund for change ¹² in order to introduce change to our income collection culture, systems, processes and procedures on a corporate and service level (and ensure alignment with the Smarter Working Project).

2. The draft Policy Document on debt management was a good starting point but more work was required in order to ensure strategic alignment with the Council's aims and priorities.

NUMBER	RECOMMENDATION
2.1	As a first step, the Executive should clarify the Council's policy on the following aspects of our debt management arrangements: <ul style="list-style-type: none"> • How the Council should deal with individuals who refuse to pay for care services (eg Gofal Môn, home/residential or nursing care) • How the Council should deal with individuals' property under the deferred charges scheme.
2.2	Recommend that the Executive approves the corporate policy document on debt management, with the following amendments: <ul style="list-style-type: none"> • Develop an anti-poverty strategy to form an integral part of our debt management arrangements • Complete equality and Welsh language impact assessments • Ensure alignment with any recommendations arising from the review of financial advice providers to be commissioned by the Council.
2.3	The Head of Resources should present the Corporate Policy Document on debt management to the Executive for approval within a timescale to be agreed by the Executive.

3. The benchmarking exercise carried out by the Panel on debt management practice had added value to the Scrutiny review.

NUMBER	RECOMMENDATION
3.1	The Head of Resources should use the outcomes of the Panel's benchmarking work on debt management good practice in other authorities to add value to the draft Policy Document: Debt Management.

¹² A proposal will be presented to the Executive at its meeting on 07/03/16 for a sum to be allocated from general reserves to fund business process changes designed to release further efficiency savings.

6. BACKGROUND PAPERS/LITERATURE

6.1 Documents detailed in the Panel's work schedule (paragraph 3.3.1. above).

6.2 Summaries of Panel deliberations.

6.3 Minutes of meetings of the Scrutiny Outcome Panel:

- Meeting 1 – 30/06/15
- Meeting 2 – 28/07/15
- Meeting 3 – 06/10/15
- Meeting 4 – 03/11/15
- Meeting 5 – 03/12/15
- Meeting 6 – 05/01/16
- Meeting 7 – 18/02/16

Version 5
24/03/16

APPENDIX 1

TERMS OF REFERENCE SCRUTINY OUTCOME PANEL: DEBT MANAGEMENT

TERMS OF REFERENCE SCRUTINY OUTCOME PANEL: DEBT MANAGEMENT

This Terms of Reference (TOR) document sets out the working arrangements and the parameters of the work of the newly established Scrutiny Outcome Panel: Management of Debt.

1. BACKGROUND/CONTEXT

- 1.1 A report on Write-Off Debts was submitted by the Interim Head of Function (Resources) & Section 151 Officer to the Corporate Scrutiny Committee at its meeting of 24 March, 2015. The Scrutiny Committee was requested to consider the debts being recommended for write-off¹³:
- Debts valued in excess of £5k and which were being referred to the Portfolio Holder (Finance) and the S151 Officer to be considered for write-off;
 - Sundry Debtors – Collection Rate;
 - Council Tax Collection Rate;
 - Business Rates Collection Rate.
- 1.2 In light of its deliberations, the Scrutiny Committee made the following decisions:
- Note the report and the situation with regard to the debts to be written off;
 - Establish a Scrutiny Outcome Panel to examine in greater detail debt write-offs and the management of debt within the Authority.

2. ROLE, PURPOSE & SCOPE

The role of the Scrutiny Outcome Panel will encompass further examination of:

- Debt write-offs;
- Management of debt within the Authority.

This will be undertaken through closer examination of the different elements of the Authority's debt management process:

- i. Definition of a debtor, what debt is due by Services and individual Service actions;
- ii. Raising a debt and what happens. How payments are received;
- iii. Enforcement – principles and methods/procedures;
- iv. Debt write-offs.

DESIRED OUTCOMES:

- Modern, fit for purpose practice in charging for goods & services;
- Identify the potential for efficiency savings (timeliness of raising bills for goods & services, one stop account approach for citizens/customers in their dealings with the Council);
- Identify Local Authority services which could be charged for up front/in advance;
- Identify the potential for further income maximisation through increased fees & charges (levels charged to cover actual cost of service provision).

3. MEMBERSHIP

Core membership of the Panel will comprise:

¹³ Delegated executive decision to write off debts in excess of £5k: Portfolio Holder (Finance) / Section 151 Officer.

3.1 Membership – Elected Members:

- Councillor Jim Evans;
- Councillor R Llewelyn Jones;
- Councillor Llinos Medi Huws¹⁴;
- Councillor R Meirion Jones.

3.2 Membership – Officers:

- Richard Micklewright, Interim Head of Function (Resources) & Section 151 Officer (until 06/10/15);
- Marc Jones, Head of Function (Resources) & Section 151 Officer (from 03/11/15);
- Geraint Jones, Revenues & Benefits Service Manager;
- Anwen Davies, Interim Scrutiny Manager.

The work of the Panel may well necessitate attendance of other Elected Members (eg of the Executive) and/or Officers of other Service areas (eg Housing Service).

4. CHAIRING

The Panel, at its first meeting, will elect a Member to chair.

5. FREQUENCY OF MEETINGS AND QUORUM

5.1 **Frequency of Meetings** – The Scrutiny Outcome Panel has been established to undertake a specific piece of work on the part of its parent committee the Corporate Scrutiny Committee (refer to paragraph 2, above). To that end, a total number of 7 meetings have been scheduled (**APPENDIX 1**) and which will be convened on a monthly basis;

5.2 **Quorum** – this will not apply to Scrutiny Panels established by the Local Authority.

6. RECORD OF MEETINGS & REPORTING ARRANGEMENTS

6.1 The Scrutiny Unit will collate and distribute the papers in preparation for each meeting and will prepare a record of Panel meetings;

6.2 A draft report of the work of the Panel will be prepared by the Scrutiny Unit – for endorsement by Elected Members and Officers of the Local Authority.

7. TIMEFRAME

The work of the Scrutiny Panel will be time limited and will aim to prepare its first draft report by January, 2016.

¹⁴ Cllr Llinos Medi Huws had decided to step down as a member of the Panel to due to her substantial workload over the forthcoming period. In considering the matter at its meeting of 06/07/15, the Corporate Scrutiny Committee had resolved not to nominate another Member to serve on the Panel.

SCHEDULE OF MEETINGS: SCRUTINY OUTCOME PANEL [DEBT MANAGEMENT]

MEETING	DATE	VENUE	AGENDA
1	30/06/15 – 10.30am	Room 1003	TOR & setting the scene.
2	28/07/15 – 2.30pm	Committee Room 1	Definition of a debtor, what debt is due by Services and individual Service actions.
3	06/10/15 – 10.30am	Room 1003	Raising a debt and what happens. How payments are received.
4	03/11/15 – 2.00pm	Committee Room 1	Enforcement – principles and methods/ procedures.
5	03/12/15 – 10.00am	Room 1003	Debt write-offs.
6	05/01/16 – 2.00pm	Committee Room 1	Draft Corporate Policy Document: Debt Management / draw conclusions & agree recommendations.
7	18/02/16 – 10.00am	Office of the Head of Resources	Confirm outline contents of the Scrutiny Outcome Panel Report.
-----	26/02/16 – via email	-----	Sign off Scrutiny Outcome Panel Report

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive and Full Council
Date:	25/04/2016 and 12/05/2016
Subject:	For the Council to adopt powers contained within the Anti-social Behaviour, Crime and Policing Act 2014 and for their delegation to appropriate officers as listed in the report.
Portfolio Holder(s):	Councillor Aled Morris Jones, Councillor J Arwel Roberts, Councillor Richard A Dew, Councillor Alwyn Rowlands
Heads of Service:	Lynn Ball – Head of Function (Council Business) / Monitoring Officer; Shan L Williams – Head of Housing; Dewi R Williams – Head of Highways, Waste and Property; Jim Woodcock – Head of Planning and Public Protection.
Report Author: Tel: E-mail:	Robyn Jones – Legal Services Manager Ext. 2134 rwjcs@ynysmon.gov.uk
Local Members:	N/A

A –Recommendation/s and reason/s
<p>1. That full Council:</p> <p>1.1 Adopt powers contained in the Anti-social Behaviour, Crime and Policing Act 2014 in respect of civil injunctions, community protection notices and orders, closure notices and orders, absolute ground for possession of dwelling houses, public spaces protection orders and premises closure orders;</p> <p>1.2 Agrees to amend the scheme of delegation to officers in the Constitution to delegate the exercise of the powers as adopted amongst the relevant Heads of Service as detailed in this report:</p> <p>1.3 Authorises the Council’s Head of Function (Council Business) / Monitoring Officer to make the necessary changes to the scheme of delegation to officers in the Constitution to reflect the adoption and delegations of the powers contained within the Act as provided for by this report.</p> <p>2. <u>Introduction</u></p> <p>2.1 The Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”) makes provision in respect of anti-social behaviour, crime and disorder and various other associated matters to include recovery of possession of dwelling houses and sundry other provisions in respect of crime and policing.</p> <p>2.2 Officers in the following Council Departments have considered the provisions of the</p>

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Act and require the Council to adopt various provisions and delegate their exercise to the respective Heads of Service: Housing, Highways, Waste and Property, Planning and Public Protection.

3. Housing Department

3.1 The Department requests the adoption of the following powers and the delegation of their exercise on behalf of the Council to the Head of Service (Housing):

- 3.1.1 The powers of the Council with regards to injunctions in Part I of the Act
- 3.1.2 The powers of the Council relating to community protection notices as contained in Chapter 1 of Part 4 of the Act;
- 3.1.3 The powers of the Council with regard to closure of premises associated with nuisance or disorder as contained in Chapter 3 of Part 4 of the Act; and
- 3.1.4 The recovery and possession of dwelling houses on anti-social behaviour grounds as those powers are given to the Council by Part 5 of the Act.

3.2 Reasons and Justification

3.2.1 Civil Injunction: The Housing Service will be able apply to the court for an injunction to swiftly address housing related anti-social behaviour, where the conduct has caused or is likely to cause harassment, alarm or distress to any person in relation to their occupation of residential premises or where the conduct can cause housing related nuisance or annoyance to any person. The civil injunction can also be used against perpetrators who are not tenants. A power of arrest can be attached to the injunction.

NB The definition of 'housing-related' means behaviour which directly or indirectly relates to the housing management function.

3.2.2 Community Protection Notices (CPN's): Where a perpetrator has previously been issued with a written warning but has failed to modify their behaviour, the Housing Service will be able to use this power to deal with any behaviour which is unreasonable, ongoing or has a negative effect on the community, by directly targeting the person (aged over 16), business or organisation responsible. The CPN will either impose a requirement for the perpetrator to stop doing something specific or require the perpetrator to take reasonable steps to achieve a specific result. Graffiti, rubbish and noise are the three areas.

3.2.3 Closure Notice and Closure Orders: The Housing Service will be able to use these powers to quickly close premises which are being used or are likely to be used as a place to commit nuisance or disorder. A closure notice is issued out of court and can close a property for 48 hours to anyone but the habitual occupiers. Following on from the closure notice, the Housing Service can where necessary apply to the court for a closure order whereby premises can be closed to all parties including the habitual occupiers for up to six months.

3.2.4 Absolute Ground For Possession: The Housing Service will be able to apply to the court

for possession of a dwelling under this power where any one of 5 conditions identified within the Act is met.

Conditions 1,2, and 3 are met if a tenant, a member of the tenant's household or a person visiting the property has been :

- (a) convicted of a serious offence;
- (b) found by a court to have breached an injunction obtained under the Act;
- (c) convicted for breaching a Criminal Behaviour Order obtained under the Act;

Condition 4 is met if a tenant's property has been closed under a closure order as a result of ASB in or in the vicinity of the property and the period of the order was more than 48 hours.

Condition 5 is met if the tenant, a member of the tenant's household or a person visiting the property has been convicted for breach of a notice or order to abate noise in relation to the tenant's property under the Environmental Protection Act 1990.

4. Highways, Waste and Property Department

4.1 The Council is requested to adopt the following powers contained within the Act and to delegate the exercise of those powers on behalf of the Council to the Head of Service (Highways, Waste and Property):

- 4.1.1 The powers in sections 64 and 65 of the Act relating to restrictions on public rights of way and the other necessary powers contained within Chapter 2 of Part 4 of the Act.

4.2 Reasons and Justification

4.2.1 Public Rights of Way – The Highways, Waste and Property Service will be able to use these powers to prevent persistent anti-social behaviour on public footpaths

5. Planning and Public Protection Department:

5.1 The Council is requested to adopt the following powers contained within the Act and to delegate the exercise of those powers on behalf of the Council to the Head of Service (Planning and Public Protection):

- 5.1.1 The powers of the Council relating to injunctions as contained within Part 1 of the Act;
- 5.1.2 The part of the Council relating to community protection notices as contained within Chapter 1 of Part 4 of the Act;
- 5.1.3 The powers of the Council with regard to public spaces protection orders as contained within Chapter 2 of Part 4 of the Act;
- 5.1.4 The powers of the Council as regards closure of premises associated with nuisance

or disorder as those powers are contained within Chapter 3 of Part 4 of the Act.

5.2 Reasons and Justification

5.2.1 Injunction within Part 1 of the Act – to prevent or stop non-trivial anti-social behaviour such as irresponsible dog ownership, noisy neighbours or aggressive begging.

Community Protection Notices within Chapter 1 of Part 4 of the Act – to stop a person, business committing anti-social behaviour which spoils the community's quality of life such as noise nuisance or persistently straying dogs.

Public Spaces Protection Order within Chapter 2 of Part 4 of the Act – designed to stop individuals or groups committing anti-social behaviour in a public place such as excluding dogs or the consumption of alcohol or the playing of loud music in a particular locality.

Closure of Premises Associated with Nuisance or Disorder within Chapter 3 of Part 4 of the Act – to allow the local authority to quickly close residential or business premises which are used or likely to be used to commit nuisance or disorder such as playing loud music or carrying on unlicensed events e.g. Raves.

B – What other options did you consider and why did you reject them and/or opt for this option?

The Council has the option of not delegating the exercise of these powers, but relevant Departments feel that adopting and delegating the powers to officers will enable the Council to operate a fuller range of powers to deal with anti-social behavior and associated problems.

If the powers are not adopted, we will continue to be limited in the range of powers available to address anti-social behavior and achieve successful outcomes for victims, perpetrators and the community as a whole.

C – Why is this a decision for the Executive?

As the report proposes to amend the scheme of delegation to officers which is part of the Council's constitution then such a report must first be forwarded to the Executive for a recommendation before being sent to full Council.

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

This is a new piece of legislation but many of the powers will be consistent with other policies already adopted by the Council.

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

The cost of exercising these new powers by officers will fall within the operational budget for each service. Potential costs will be one (but one only) of the considerations taken into account before the powers will be used on a case by case basis.

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	No comments
2	Finance / Section 151 (mandatory)	No comments
3	Legal / Monitoring Officer (mandatory)	No comments
4	Human Resources (HR)	n/a
5	Property	n/a
6	Information Communication Technology (ICT)	n/a
7	Scrutiny	n/a
8	Local Members	n/a
9	Any external bodies / other/s	n/a

E – Risks and any mitigation (if relevant)

1	Economic	n/a
2	Anti-poverty	Exercise of the powers based on the merit of the circumstances will benefit poorer and deprived areas as much as any other area.
3	Crime and Disorder	Many of the powers in the Act are aimed at addressing issues of crime and disorder together with anti-social behavior where these are problematic for local neighborhoods.
4	Environmental	Exercise of some of the powers to be delegated to officers will seek to curb what may be regarded as general public nuisances.
5	Equalities	Use of the powers will enable the Council to better deal with behaviour which may be targeted at members of minority groups and so ensure better compliance with the Council's duties on equalities
6	Outcome Agreements	n/a

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7	Other	n/a
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F - Appendices:
None

FF - Background papers (please contact the author of the Report for any further information):
None

DRAFT

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	25/04/16
Subject:	Syrian Vulnerable Persons Relocation Scheme
Portfolio Holder(s):	Aled Morris Jones
Head of Service:	Annwen Morgan, Assistant Chief Executive
Report Author: Tel: E-mail:	Shan L Williams, Head of Housing Services 01248 752201 Shanlloydwilliams@ynysmon.gov.uk
Local Members:	Alun Mummery Jim Evans Meirion Jones

A –Recommendation/s and reason/s
<p>Recommendations</p> <ol style="list-style-type: none"> 1. To authorise officers to respond to UK Government’s Home Office that Isle of Anglesey County Council would be willing to take part in the Syrian Vulnerable Persons Relocation Scheme (SVPRS) and provide suitable accommodation and support initially for up to 30 individuals or 10 families over the next 3 years. Year 1 will be accommodating up to a maximum of 10 individuals. Preference would be given to families with children of primary school age. The number and profile of families will be subject to the availability of suitable accommodation and capacity within relevant support services such as Education, social care and health, for example. 2. To delegate strategic decision making regarding entering into agreements with the Home Office to facilitate Isle of Anglesey County Council’s participation in the SVPRS to the Assistant Chief Executive, in consultation with the Chief Executive. 3. To delegate operational lead to the Head of Service, Housing. 4. To agree that the refugees to be housed in private rented sector accommodation,

depending on availability and suitability in the Menai area - more specifically Menai Bridge and Llanfairpwll areas.

5. To work with the Home Office, Welsh Local Government Association, Welsh Government, neighbouring Local Authorities, North Wales Police, Department of Works and Pension, Betsi Cadwaladr University Health Board, the third sector including advice agencies, voluntary, charitable and religious organisations through Medrwn Môn and Coleg Llandrillo Menai to ensure a co-ordinated and effective regional approach, and joint commissioning of support, where necessary.
6. Report back to The Executive Board on progress regarding the delivery of the re-settlement and support programme in 6 months.

Reasons

1.0 Background

- 1.1 The Syrian refugees who will be coming to Anglesey are ordinary families, who previously led ordinary lives in their home country of Syria, before a civil war in which over 220,000 have lost their lives, and 11 million have become homeless.
- 1.2 The refugees arriving in Wales under the SVPRS have been classified as vulnerable persons by the United Nations High Commission for Refugees [UNHCR], and come from countries such as Lebanon and Jordan. They will have been through a thorough two-stage vetting process before arrival and have been granted five years full humanitarian protection, meaning they will be entitled to work and claim benefits, the same as UK residents.
- 1.3 Medical reports are produced by the International Organisation for Migration (IOM) in advance of arrival. All applicants (including accompanying family members) are subject to the usual immigration checks and screening prior to a visa being granted. Those with a criminal past or links to war crimes or extremism are excluded from the scheme.

1.4 Local Authorities participating in the scheme are asked to take the lead in working with other key local partners to ensure that arrivals are provided with suitable accommodation and the specific needs of these vulnerable individuals are met. This includes working with education and housing providers, for example, and liaising with the Health Board and through them primary and secondary healthcare providers. Some Local Authorities commission the voluntary sector to deliver orientation services whilst others deliver this in-house. Consideration will also need to be given to bringing in specialist support providers subject to individuals' specific requirements.

1.5 Isle of Anglesey County Council will be looking to accommodate families with priority given to families with primary school aged children.

2.0 What this means for Anglesey

2.1 The UK Government's commitment, as announced by the UK's Prime Minister on 7 September 2015, is to accommodate 20,000 people over the life of the next Parliament (up to 2020). Isle of Anglesey County Council would offer to re-settle up to 30 individuals or 10 families, over the next 3 years.

2.2 This level could be relatively easily accommodated within the private rented housing sector. However, consideration will need to be given to health, education and social care needs, which can only be assessed on an individual basis. It is impossible currently to estimate the need and demand for these services. The Home Office, through a designated portal, will pass details of each individual and medical history to the Council for an assessment of need, including whether suitable accommodation and care are available locally.

2.3 The Assistant Chief Executive has already established a multi-agency working group to take the work stream forward.

Membership consists of:-

- Representatives of the Council including Housing
- Education
- Social Care
- Housing Benefits
- Regional Community Cohesion Co-ordinator
- Betsi Cadwalader University Health Board
- Third sector through Medrwn Môn
- North Wales Police.

A Panel will be established, to assess each application, and to come to a decision whether to accept the refugees or not.

2.4 Accommodation will need to be self-contained and the Council is required to ensure that it is appropriately furnished. When refugees arrive, they are provided with basic essentials and a cash / clothing allowance to ensure they have sufficient funds to live on while their claims for benefits are being processed. This process will be led by the Revenues and Benefits Development Manager locally.

2.5 The Council working with our partners will provide:

- Advice and assistance for refugees to help them access mainstream benefits, work and services;
- A support plan for each family or individual for the first 12 months to facilitate their move to the area;
- Arrangements for the provision of English and Welsh language classes and an interpreter where required.

3.0 Funding available - Breakdown of local authority funding for Syrian Vulnerable Persons Resettlement Scheme – see appendix 1

3.1 Central Government has stated that it will provide financial support to all local authorities participating in the SVPRS, in terms of orientation support, health and education costs for the first year from arrival. Staffing costs to cover administration of the scheme will also be met. The Home Office have adopted a unit cost approach whereby local authorities can be flexible between elements of the unit cost and pool them (i.e. to offset overspends in one area with underspends in another). A procedure will need to be agreed with the S151 Officer as to how funding will be apportioned.

The Home Office also state that while a uniform approach is needed to deliver the scheme as quickly and effectively as possible, there will be instances where further discussion may be necessary and some costs effectively topped up by the Home Office. A breakdown of the unit costs is provided in *Appendix 1*. Where families are granted indefinite leave to remain in the UK and chose to settle in Anglesey they will have the same statutory entitlements as any other resident. Year two to five funding will be allocated on a tariff basis over

four years, tapering from £5,000 per person in year two to £1,000 per person in year five.

Year 2 tariff is £5,000

Year 3 tariff is £3,700

Year 4 tariff is £2,300

Year 5 tariff is £1,000

- 3.2 Local authority costs cover management of the scheme, housing, and cultural integration including English and Welsh language provision. There is an element included in the local authority costs for social care also – any cases where social care costs cannot be accommodated within this figure would need to be topped up separately by making a case to the Home Office. For Special Educational Needs, the provision is expected to cover an assessment, and any specific needs identified would then need topping up separately per child.

Medical care costs are split into two – the cost of registering a new arrival with a GP, and secondary medical costs for refugees with more serious medical needs, which are potentially more expensive. The Home Office advise that legitimate costs above this would be covered. Benefits are paid directly by the Home Office to the DWP and health costs are paid directly to relevant health bodies.

- 3.3 Local authorities across Wales are already working together to provide support, ensure best value in the services they provide and to deliver efficiencies. Consideration will therefore need to be given to joint commissioning or spot-purchasing support, on an as and when needed basis, due to the low numbers involved and lack of speciality on a local basis.

Government will continue to provide local authorities with support and guidance including sharing resettlement best practice and case studies, detailed information on the cohort from UNHCR and advice about the cultural, ethnic and religious groupings from Syria. We have already learnt from the experiences of local authorities such as Ceredigion and are grateful for their support to date.

4.0 Location of re-settlement placements

4.1 The Menai area, specifically Menai Bridge and Llanfairpwll have been selected as host communities, subject to availability of suitable accommodation. Reasons for this include:

- Close proximity to multi-cultural and religion groups in Bangor;
- There are places available in local primary schools, into which the children of Syrian refugees can be placed;
- Close proximity to the Mosque in Bangor and Bangor University;
- Easy access to public transport;
- Close proximity to health resources including dentistry and GPs.

4.2 The support shown by local Elected Members and both Menai Bridge Town Council and LlanfairPG Community Council has been extremely positive.

5.0 Timescale

It is expected that, if The Executive Committee agrees to the recommendations within this Report, then we would be welcoming our first family to Anglesey in approximately 4-6 weeks.

B – What other options did you consider and why did you reject them and/or opt for this option?

Options Considered

Option 1: Participation of local authorities in the SVPRS Programme is voluntary. Not taking part in this scheme would mean that vulnerable people in Syria would not be able to be relocated to Anglesey. All local authorities throughout Wales have agreed to participate in the scheme.

Option 2: offer to re-settle 30 individuals or 10 families over the next 3 year period. This is the favoured option, which is similar to neighbouring local authorities.

C – Why is this a decision for the Executive?

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

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

Cost neutral to the Council – funding will come from the UK Government's Home Office

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Supportive of participation in the SVPRS as discussed on 4 th April 2016
2	Finance / Section 151 (mandatory)	Comments reflected within the Report
3	Legal / Monitoring Officer (mandatory)	No comments
4	Human Resources (HR)	No comments
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	Very supportive
9	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	The re-location package from the Home Office as outlined in appendix 1 provides financial support to the families, to the Council and its partners to ensure that the families are successfully integrated into the local community
3	Crime and Disorder	
4	Environmental	
5	Equalities	Equality impact assessment to be completed
6	Outcome Agreements	
7	Other	The reputation of the Council may be at risk should it not agree to voluntarily participate in the SVPRS

F - Appendices:
Appendix 1: Syrian Vulnerable Persons Resettlement Scheme – Unit costs

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

Appendix 1: Syrian Vulnerable Persons Resettlement Scheme – Unit Costs

The working unit costs per refugee are:

Children under the age of 3	Unit cost = £10,720
Children aged 3-4	Unit cost = £13,970
Children aged 5-18	Unit cost = £16,220
Adults in receipt of mainstream benefits	Unit cost = £23,420
Other adults	Unit cost = £10,720

This is broken down as follows:

UNIT COST FOR SYRIA VPR SCHEME					
	Adult Benefit Claimant	Other Adults	Children 5-18	Children 3-4	Children U-3
	£	£	£	£	£
Local Authority Costs	8,520	8,520	8,520	8,520	8,520
Education	0	0	4,500	2,250	0
Special Educational Needs	0	0	1,000	1,000	0
DWP Benefits	12,700	0	0	0	0
Primary medical care	200	200	200	200	200
Secondary medical care	2,000	2,000	2,000	2,000	2,000
Total	23,420	10,720	16,220	13,970	10,720

Local authorities will therefore receive the following unit costs:

Children under the age of 3	Unit cost = £8,520
Children aged 3-4	Unit cost = £11,770
Children aged 5-18	Unit cost = £14,020
Adults in receipt of mainstream benefits	Unit cost = £8,520
Other adults	Unit cost = £8,520

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	25 April 2016
Subject:	Social housing allocation scheme
Portfolio Holder(s):	Councillor Aled Morris Jones
Head of Service:	Shan Lloyd Williams
Report Author: Tel: E-mail:	Mark Prichard 01248 752286 markprichard@ynysmon.gov.uk
Local Members:	

A –Recommendation/s and reason/s
<p>Recommendations</p> <p>That the Executive:</p> <p>R1. Notes the outcome of the public consultation completed in March 2016 and the anticipated agreement of the Council’s Registered Social Landlord partners to the proposed Common Housing Allocation Scheme (CHAS).</p> <p>R2. Approves the proposed Common Housing Allocation Policy (CHAP), subject to adoption by the Council’s Registered Social Landlord (RSL) partners.</p> <p>R3. Delegates authority to the Head of Housing Services to approve procedural guidance for staff governing housing allocation, and to approve implementation of the CHAS in the second quarter of 2016-17.</p> <p>R4. Notes the use made by the Housing Options Team of the intentional homelessness sanction since 1 July 2015 when administering applications for help on grounds of homelessness under Part 2, Chapter 2 of the Housing (Wales) Act 2014, and the policy reasons for continuing to have regard to whether homeless applicants became homeless intentionally.</p> <p>R5. Approves the continuing use by the Council of the intentional homelessness sanction when administering homeless applications.</p> <p>Introduction</p> <p>The Council, in partnership with its RSL partners, have reviewed the rules governing access to the Housing Register waiting list for social housing, and the rules by which individuals are prioritised for an allocation of social housing. The proposed scheme seeks to achieve key strategic objectives (see Appendix A) previously considered by the Executive on 30 November 2015. A very short summary of the proposed scheme is on the website as a</p>

background paper.

On 30 November 2015 the Committee approved a public consultation. A draft Common Housing Allocation Policy (CHAP) was published and views sought on moving from the current points-based system to a simpler banding scheme. A wide range of organisations were consulted (see Appendix 1 within Appendix B).

Responses to the consultation

452 responses were received; equivalent to 8 per cent of persons sent the consultation materials in writing and specifically invited to respond. Appendix B summarises the responses to the consultation.

The responses demonstrate widespread public support for the proposed changes. 64% of respondents support the introduction of a banding scheme with only 24% preferring a points-based system. This level of support is significant, particularly since many respondents will have no experience of a banding scheme. 65% agreed that only those in housing need should be allowed onto the housing register (25% disagreed). 81% agreed that people who have previously lived or worked on Anglesey for five years should be given more priority for social housing. All of the specific proposals outlined in the consultation questionnaire were supported by a majority of respondents, with eight of the 10 consultation questions concerning policy changes being supported by over 75%.

Changes made to the Common Housing Allocation Policy (CHAP)

Some changes have been made to the policy (see Appendix C) from the version consulted on and previously considered by the Executive.

Additional housing need categories

Most significantly, following consultation with our RSL partners, additional housing need categories have been incorporated, to ensure:

- (a) The needs of additional groups are incorporated (see bullet points below).
- (b) Lettings facilitate balanced and sustainable communities.
- (c) There are sufficient numbers of registered applicants for the number of annual lettings, so as to avoid 'difficult to let' properties.

The additional housing need categories are:

Band 1 (see para 9.7 of the policy)

- Under-occupying social housing tenants (category 14)
- Persons aged 35 or over sharing accommodation (category 15)

Band 3 (see para 9.10 of the policy)

- Persons renting privately on Anglesey without long term security of tenure (category 28)
- Displaced agricultural workers (category 29)
- Persons aged 55 or over wanting older persons' housing (category 30)

Local connection definition

In addition, the primary definition of a local connection – which requires five years' previous

residence or employment – has been amended so that the residence or employment need not have occurred in the ten years prior to the date of application for housing (see Appendix C, section 9.5).

It is recognised that many persons who are ‘born and bred’ on Anglesey or have previously lived or worked on the island for significant periods would not qualify as having a local connection under the previous ‘five years *out of the previous 10 years*’ definition. Clearly many longstanding Anglesey residents leave the island, for example to obtain employment, only to return later.

In addition, the Orchard Housing ICT software is incapable of accommodating the previous definition. Consequently, retaining the previous definition would delay implementation and require an external/manual review of applications. This is highly undesirable, given that one of the key aims of the new scheme is to simplify the processing of applications, achieve efficiencies, and minimise processes that are external to the Orchard Housing software.

Implementation timescale

The RSL boards are considering whether to adopt the common policy. Clwyd Alyn’s board is the last to consider the CHAP, on 20 July 2016.

Housing Services and the Housing Allocation Operational Working Group (OWG) are undertaking further preparatory work to enable implementation. This includes a comprehensive review of all housing applications, and formulating procedural guidance for officers administering the scheme (see Appendix C, section 1.5). It is envisaged this preparatory work will be completed by late June 2016.

It is proposed the Head of Housing exercises her delegated powers to approve the procedural guidance for officers, and to approve an implementation date for the CHAS. This will enable the scheme to be launched as soon as possible, following the anticipated approval by the Council’s RSL partners. The new scheme is due to launch on Monday 1 August 2016, following Clwyd Alyn’s board meeting on 20 July 2016.

Intentional homelessness

On 26 May 2015 the Executive Committee approved the use of the statutory power under section 78 of the Housing (Wales) Act 2014 to consider whether homeless persons have become homeless intentionally, when deciding whether the ‘full’ homelessness duty is owed by the Council to secure ongoing temporary accommodation to applicants (under section 75 of the 2014 Act).

Broadly speaking a person’s homelessness is intentional if it resulted *because of their own deliberate actions*, e.g. not paying rent, failing to ensure housing benefit was claimed, or vacating suitable accommodation without first arranging alternative housing.

On 26 May 2015 the Executive agreed the Housing Options Team should have regard to intentionality for all priority need groups. The Executive also decided to review the matter in 12 months.

It is now appropriate to report back to the Executive, given that findings of intentional homelessness will affect the status of Housing Register applicants, if the recommended

CHAP is approved.

Intentionality: initial impact

The Council has utilised the power to have regard to whether applicants became homeless intentionally since 1 July 2015. In the subsequent two quarters there were 194 homeless applications. Only 1 application during this period became subject to the 'full' section 75 duty to secure ongoing temporary accommodation (because they were in priority need and their homelessness was not relieved within 56 days of them becoming homeless). No intentional homeless decisions were made.

The numbers likely to be affected by the intentional homelessness sanction under the new legislative regime are inevitably small. This is because all homeless persons are owed an assistance duty under the new legislation (HWA, s.73), which usually lasts 56 days. Homeless applicants who are likely to be found to be intentionally homeless will be advised of this fact, and helped to find accommodation, usually in the private sector, during the 56-day period. While the numbers affected are small it is suggested the policy reasons for having regard to intentionality adopted on 15 May 2015 (see background papers) remain relevant.

Implication for Housing Register applicants

The proposed CHAP uses intentional homelessness to sanction persons applying for social housing tenancies, with the effect that applicants needing housing are demoted to Band 3 (the lowest priority). The sanction will apply if the applicant falls into one of the housing need (banding) categories but:

- there is reason to believe he or she may have become homeless or threatened with homelessness intentionally; or
- a decision has been made on their homeless application that they became homeless intentionally (see para 9.8 of the draft CHAP at Appendix C).

Recommendation (R5)

- It is proposed the Council continues to have regard to whether homeless persons became homeless intentionally for all priority need groups when reviewing whether the section 75 accommodation duty is owed, for the reasons set out at background paper "*Reasons for retaining the power to have regard to intentionality*".

B – What other options did you consider and why did you reject them and/or opt for this option?

Social housing allocation scheme

The alternative options considered were:

- (a) No change – incompatible with strategic objectives (see Appendix A), including ease of administration, value for money and transparency. Not supported by our RSL partners or members of the public responding to the consultation.
- (b) Amend current points-based system – incompatible with strategic objectives (see

Appendix 1), notably achieving transparency, better prediction of likely waiting times, and greater commonality with policies adopted elsewhere in North Wales. Not supported our RSL partners or by consultation respondents.

- (c) A 'choice-based' letting system – incompatible with objective of achieving value for money, given relatively small number of lettings per annum and significant investment that would be required.

Intentional homelessness

- The option of abandoning the use of the power to have regard to intentionality has been considered, either for all priority need groups or certain classes of homeless applicant. However, this is not recommended, for the reasons set out in the background paper “*Reasons for retaining the power to have regard to intentionality*”.

C – Why is this a decision for the Executive?

Concerns the approval of a new housing allocation scheme, which is the responsibility of the Executive.

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

Yes.

DD – Is this decision within the budget approved by the Council?

Yes.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Supported by the Senior Leadership Team 4 th April, 2016
2	Finance / Section 151 (mandatory)	No comments
3	Legal / Monitoring Officer (mandatory)	Comments reflected within the draft Policy. WASPI agreement needed with our RSL partners and the need for a Privacy Impact assessment to identify and minimise privacy risks associated with the new project, processes or systems, and to ensure appropriate safeguards are addressed and built in.
5	Human Resources (HR)	No comments

6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	RSL partners, Housing Register applicants, the public and various organisations. See above and Appendix B for summary of responses.

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

FF - Appendices:	
A.	'Summary of key strategic objectives'
B.	'Social housing allocation consultation: a summary of responses (March 2016)'
C.	Draft 'Common Housing Allocation Policy'

G - Background papers (please contact the author of the Report for any further information):	
▪	'Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness' (Welsh Government, March 2016).
▪	Draft information booklet: 'Applying for Council or housing association accommodation on Ynys Môn: a summary of the Common Housing Allocation Scheme'.
▪	Short summary of the proposed housing allocation scheme.
▪	Reasons for retaining the power to have regard to intentionality.
▪	Equality Impact Assessment.

APPENDIX A

SUMMARY OF KEY STRATEGIC OBJECTIVES

A Task & Finish Group set up by the Scrutiny Committee in 2014, incorporating RSL representatives and Elected Members, agreed the following strategic objectives for reviewing arrangements by which social housing applications are assessed and administered.

These objectives were previously set out for the Executive Committee on 30 November 2015, and were the basis upon which the public were consulted on the draft allocations policy.

- (a) A single access point for persons interested in applying for all social housing on the Isle of Anglesey.
- (b) A simpler, fairer and more transparent method of prioritising housing applications and allocating social housing tenancies.
- (c) Prioritising those in housing need.
- (d) Making best use of the limited number of social housing vacancies.
- (e) Better advice for persons seeking housing, including advice on options other than social housing, and incorporating estimates of how long applicants are likely to have to wait for social housing, based on previous allocations (achieved by largely removing the ability of housing applicants to 'leapfrog' other applicants and improved data reporting capability).
- (f) Ensuring persons with a local connection to Anglesey are appropriately prioritised.
- (g) An appropriate balance between customer choice and restrictions on choice, so as to ensure best use of housing stock.
- (h) Greater flexibility and discretion for decision-makers in relation to applying sanctions to applications from persons who:
 - (i) have been guilty of unacceptable behaviour
 - (ii) have housing-related debts, or
 - (iii) have sufficient financial resources to meet their housing needs in the private sector, whether via owner-occupation or rented accommodation.
- (i) Achieving value for money by adopting a policy that enables Housing Services to dispense with unnecessary administration where possible.
- (j) Achieving greater commonality with policies elsewhere in North Wales that govern how social housing is allocated.

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Social housing allocation consultation: a summary of responses.

March 2016

Summary	<p>This report is a summary of the responses received from Anglesey's social housing allocation consultation.</p> <p>Consultation was open between the 14th December 2015 and the 6th March 2016.</p>
Date	7 th March 2016
Author	Jodie Davies, <i>Tenant Participation Liaison Officer</i>

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<u>Item</u>	<u>Description</u>	<u>Page Number</u>
1	Background	2
2	Methodology	2
3	Results	3
4	Equal opportunity monitoring	20
5	Conclusion	23
	Appendix 1	26

1 Background

Housing Services' are reviewing their Housing Allocation Policy to ensure they have the fairest possible system when deciding who is offered a social housing tenancy.

As part of the process Housing Services wanted to gain the views of all relevant stakeholders.

Consultation was open between the 14th of December 2015 and 6th March 2016.

As part of the consultation participants were given two options to consider;

Option 1 – Points – Continue to allocate social housing by awarding applicants a variety of points, depending on their particular situation. This is currently how the housing waiting list works.

Option 2 – Banding – Change the way we allocate social housing by having a 'banding' system. This would mean people needing social housing are awarded one of four priority 'bands'. The priority someone has for housing would depend on whether they need housing urgently and whether they have a local connection to Anglesey.

2 Methodology

The table below details the different methods which were used to encourage tenants to take part in the consultation:

<u>Method</u>	<u>Description</u>
Postal	A paper copy of the survey was sent to 3754 Housing Services' tenants, 917 applicants on the Housing waiting list, 225 Clwyd Alyn (<i>Anglesey</i>) tenants, 46 North Wales Housing (<i>Anglesey</i>) tenants, 300 private landlords, 52 organisations and 40 community councils (see Appendix 1 for the full list of organisations and community councils).
Community events	To promote the consultation two family fun days were held during January. The consultation was also promoted during other community events organised by the Tenant

Participation team during the consultation period.

Online Tenants were given the option to complete the survey online via survey monkey which was available on the Council's corporate website.

The online survey was advertised on the front page of the Council's corporate website throughout the consultation period and promoted regularly on Anglesey Council's social media sites.

3 Results

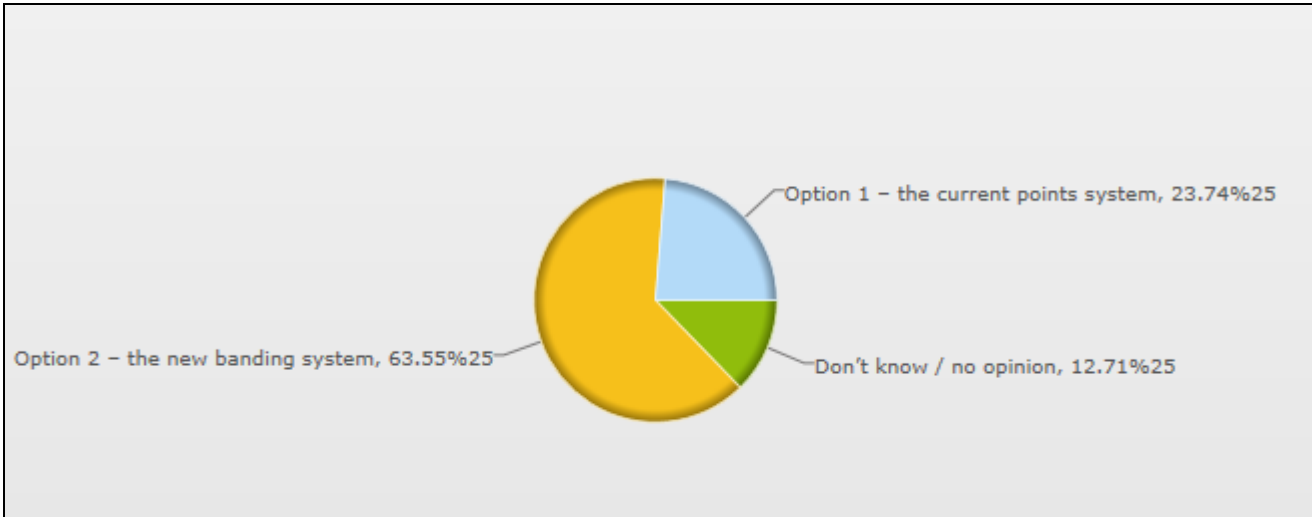
Total number of completed surveys received: **452**

- 441 surveys were received from a member of the public
- 11 surveys were completed by a member of the public representing an organisation (see list below).

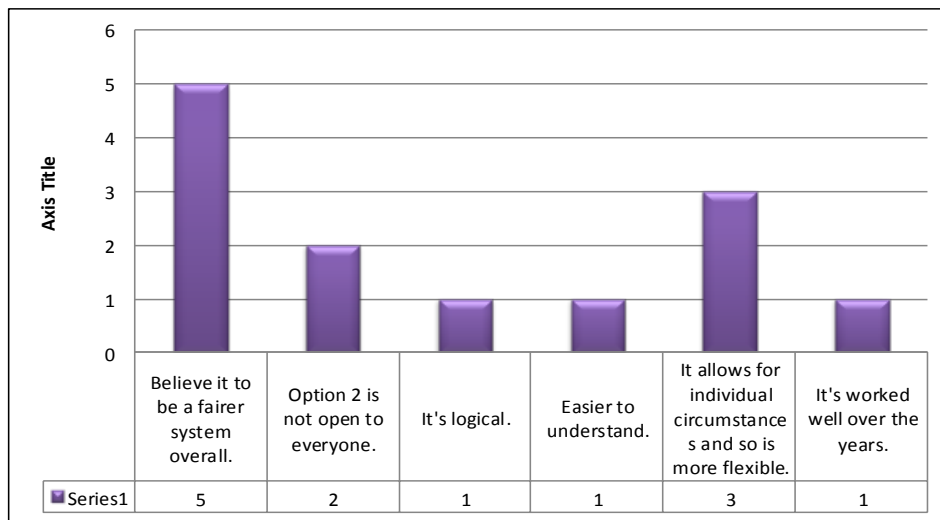
Organisations who responded include the following:

- Llanfaethlu and Llanfwrog Community Council
- Llanbadrig Community Council
- The Wallich
- Llanfachraeth Community Council
- Soroptimist International of Anglesey
- Cwm Cadnant Community Council
- Alaw Community Council
- Residential Landlords Association
- Mechell Community Council
- North Wales Housing
- Digartref Ynys Môn

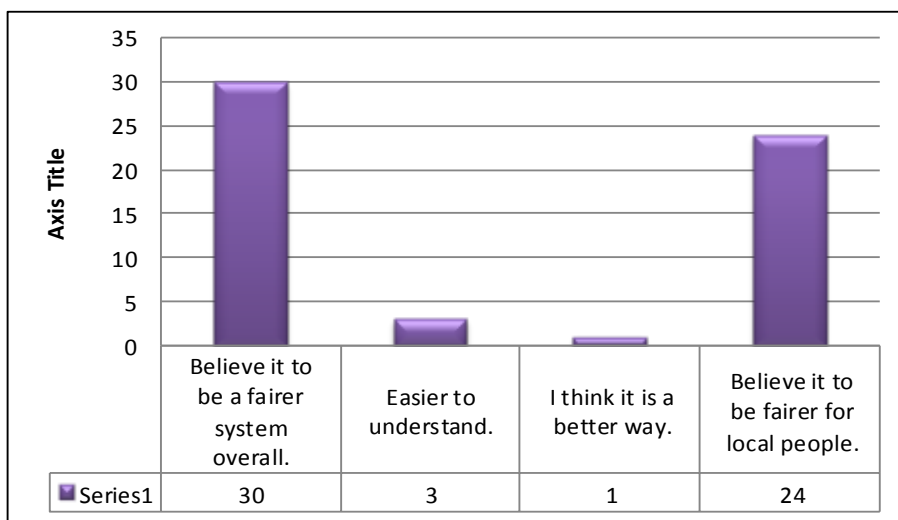
3.1 Participants preferred option for prioritising housing applications and allocating social housing on Anglesey:



Reasons for choosing Option 1 – the current points system:



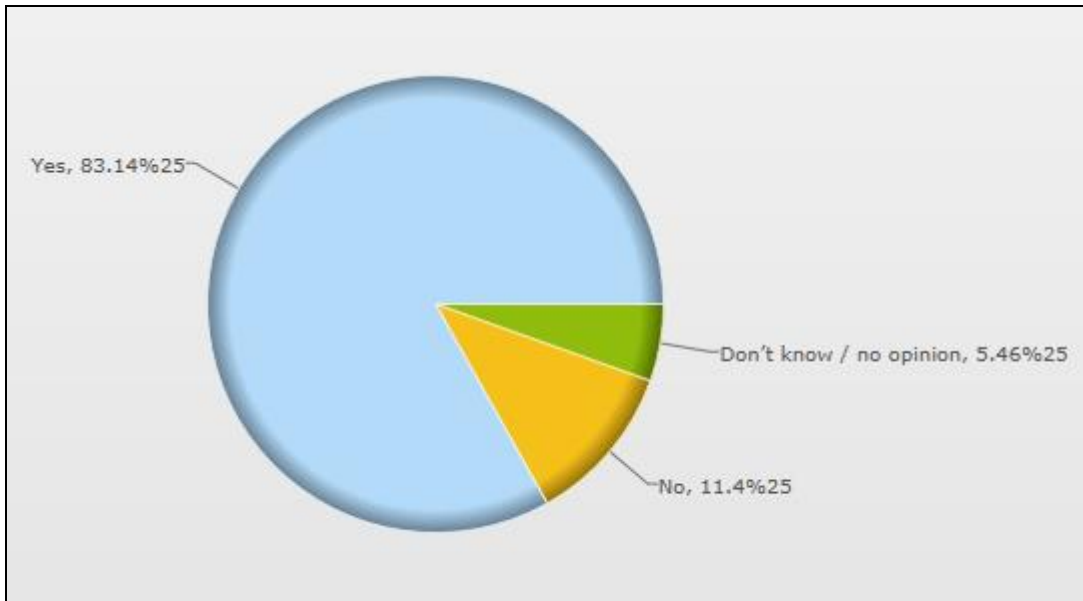
Reasons for choosing Option 2 – the new banding system:



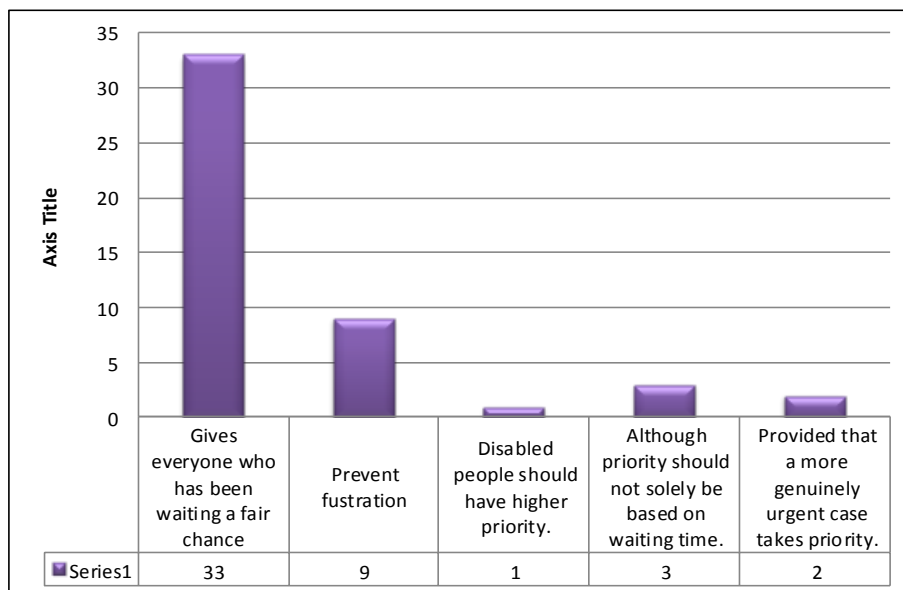
Reasons why participants do not know or do not have an opinion:

Comment	No. of participants
Because I don't know the system	1
I will need to have a look at the fine detail first.	1
Option 2 has yet to prove itself	1
Both can have their advantages	1

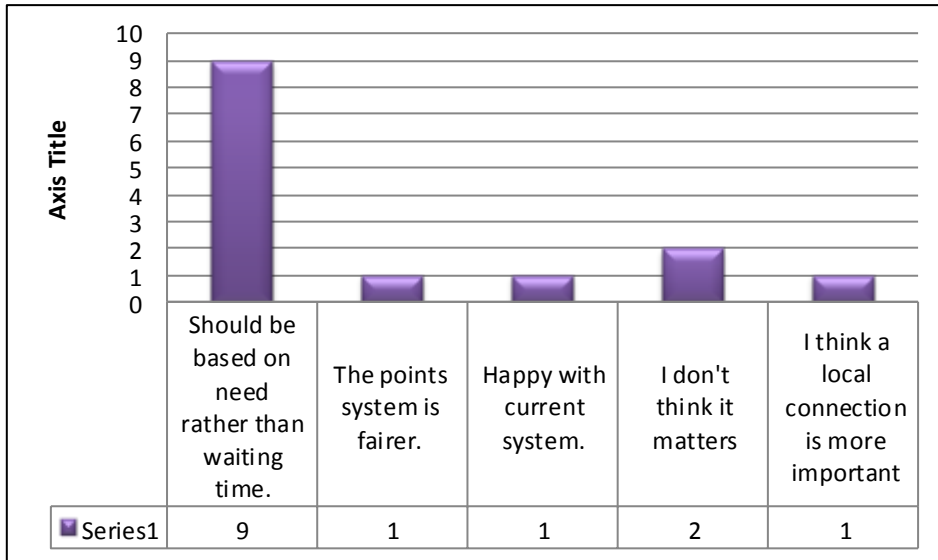
3.2 Do you think people should have priority for social housing if they have been waiting longer on the list?



Reasons why participants feel people should be given priority if they have been waiting longer:



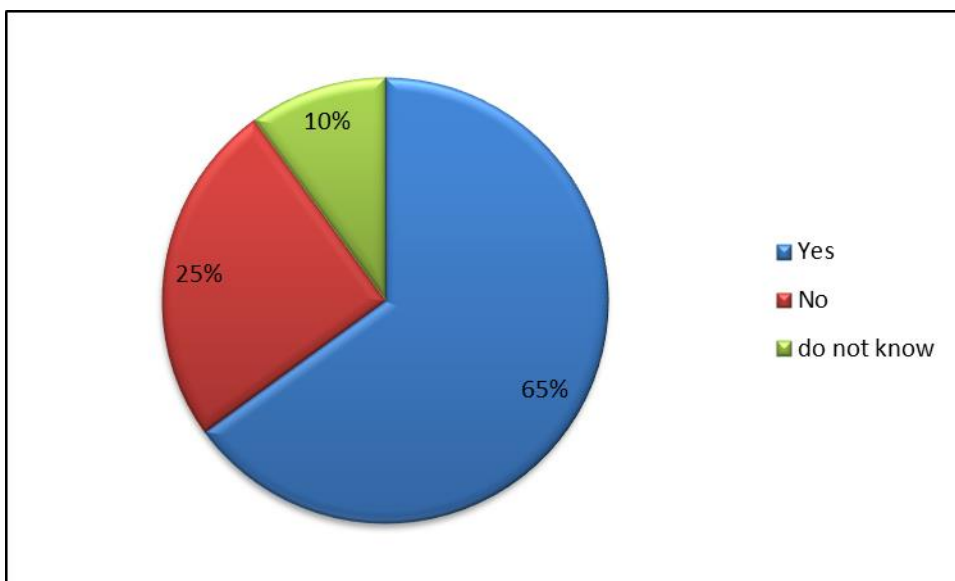
Reasons why participants feel people should not be given priority if they have been waiting longer:



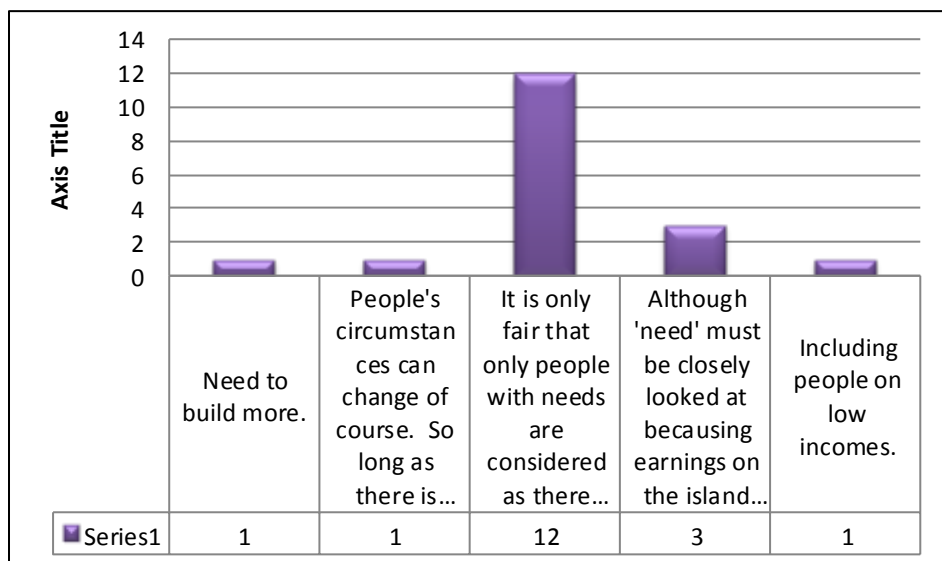
Reasons why participants do not know or do not have an opinion:

- 1 participant had mixed feelings.
- 1 participant did not know because everyone can have a dramatic change of circumstances.

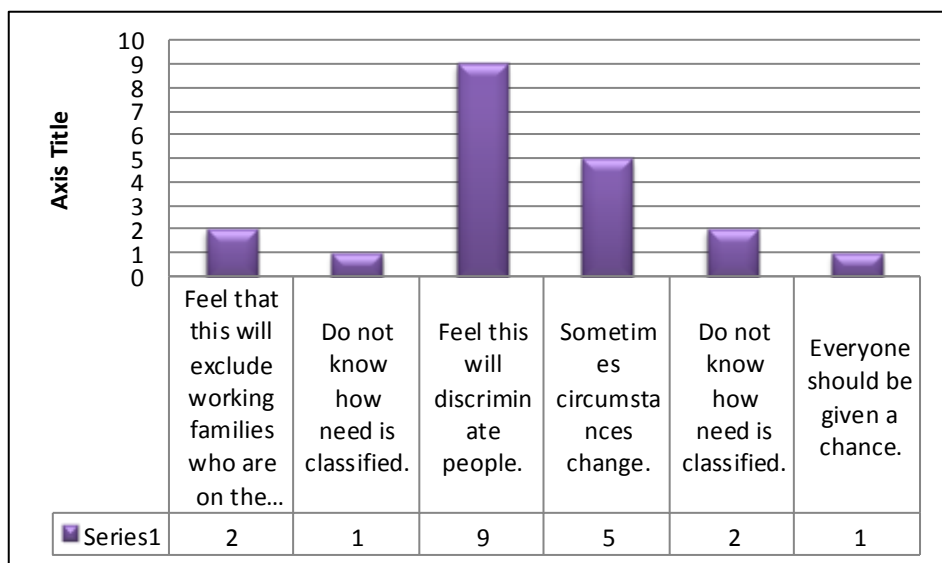
3.3 Do you think that only people needing social housing should be allowed onto the housing register and be eligible for a tenancy?



Reasons why participants feel only people needing social housing should be allowed onto the housing register and be eligible for a tenancy:



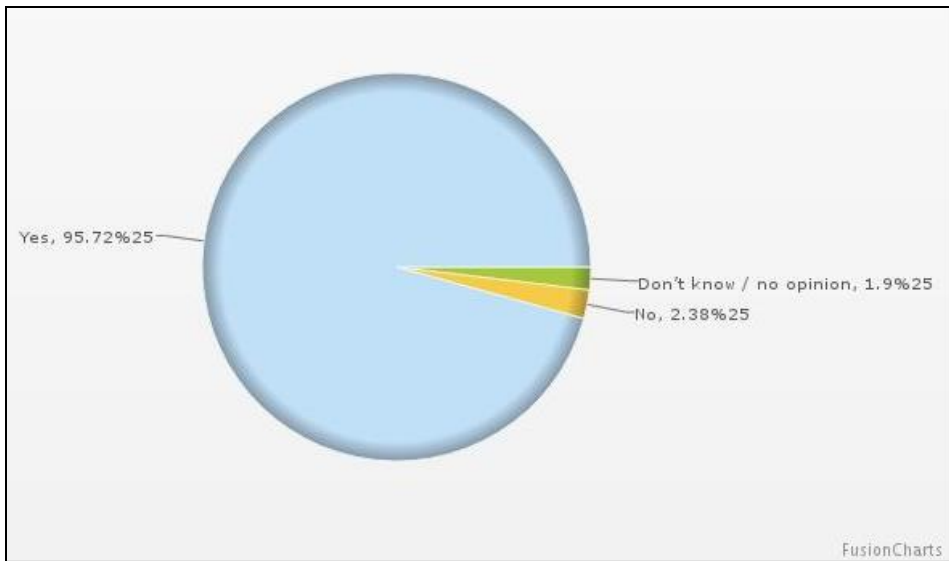
Reasons why participants feel it should not only be people needing social housing that are allowed onto the housing register and be eligible for a tenancy:



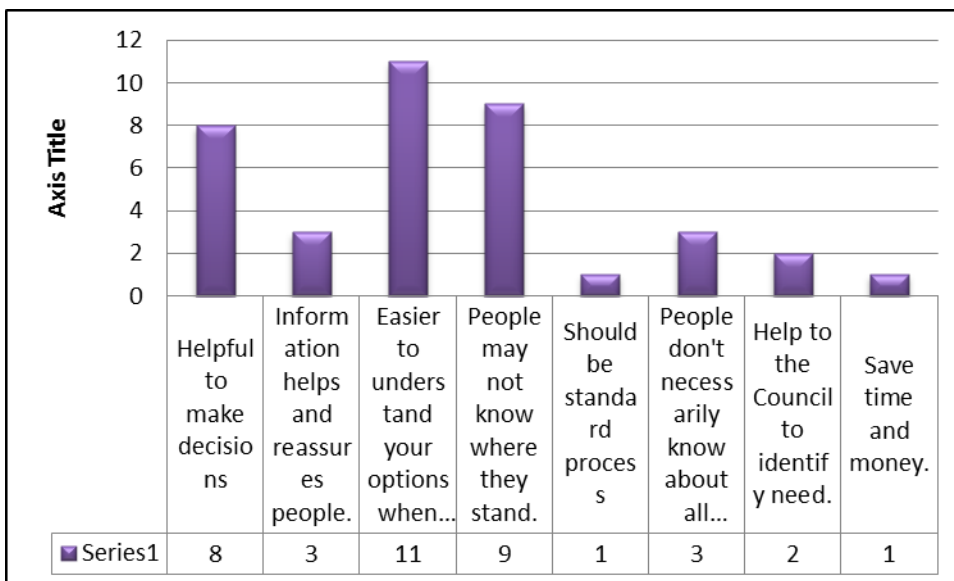
Reasons why participants do not know or do not have an opinion:

- 2 participants feel that this will exclude working families who are 'on the breadline'.
- 2 participants feel they cannot answer as they do not know how need is classified.

3.4 Do you think that everyone applying for social housing should be given advice on their housing options?



Reasons why participants feel that everyone applying for social housing should be given advice on their housing options:



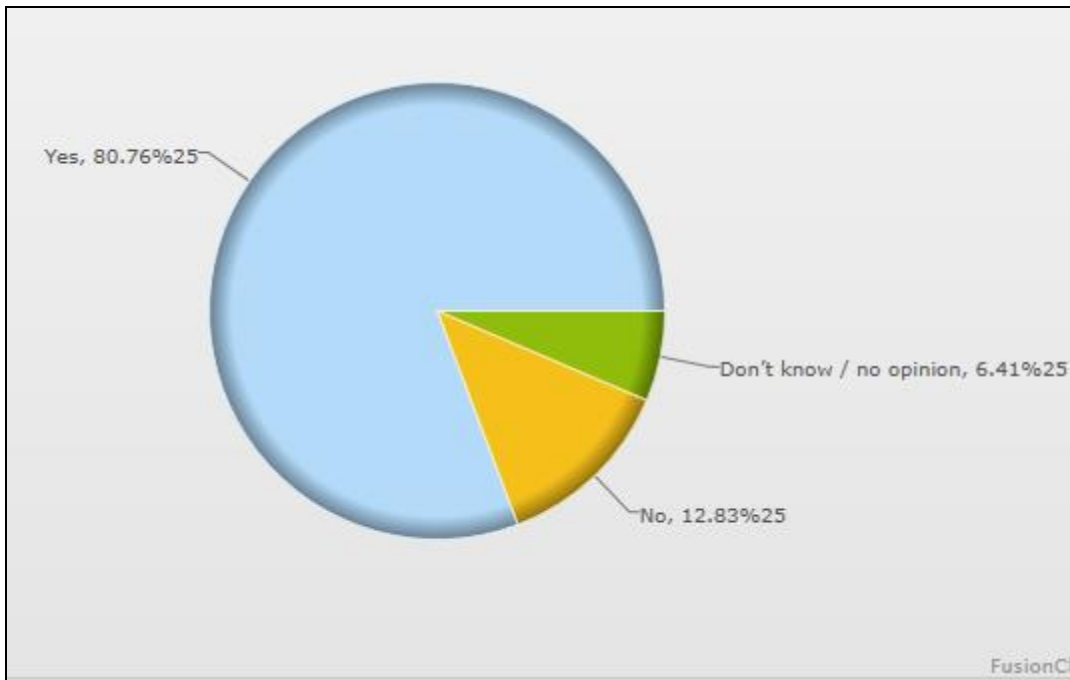
Reasons why participants feel that everyone applying for social housing should not be given advice on their housing options:

- 1 participant thinks it should be optional and
- 1 feels it would be too costly for the Council and that people should know what they are doing.

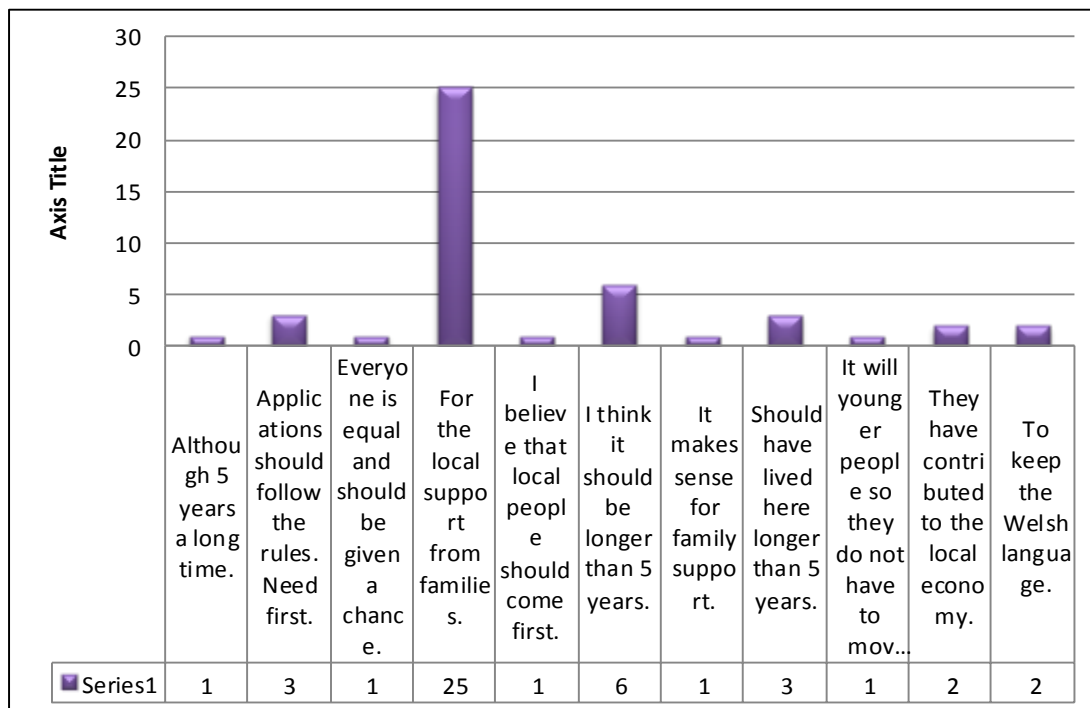
Reasons why participants do not know or do not have an opinion:

- No comments made.

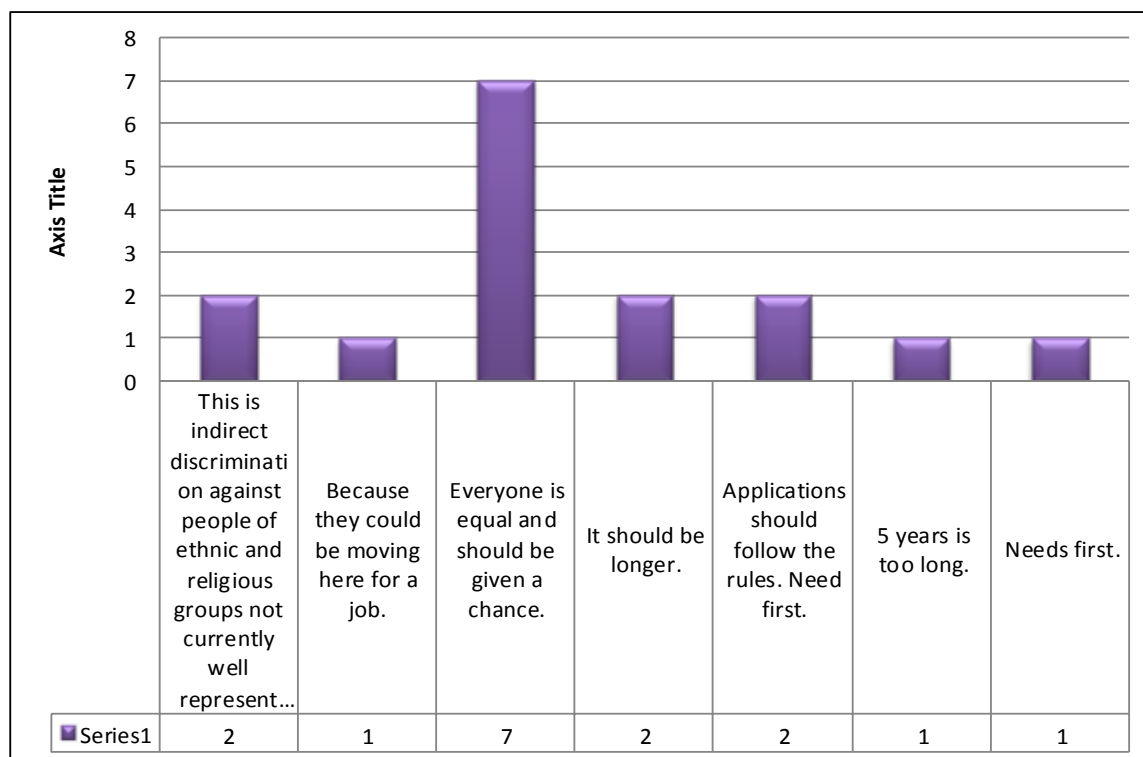
3.5 Do you think people who have lived or worked on Anglesey for five years should be given more priority for social housing?



Reasons why participants feel that people who have lived or worked on Anglesey for five years should be given more priority for social housing:



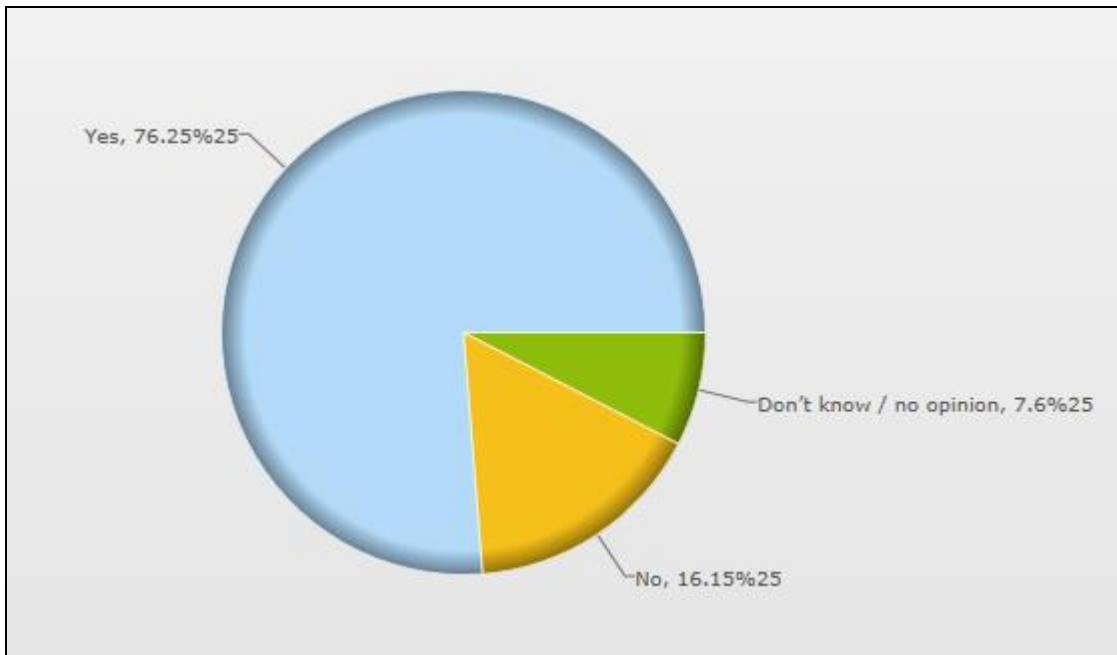
Reasons why participants feel that people who have lived or worked on Anglesey for five years should not be given more priority for social housing:



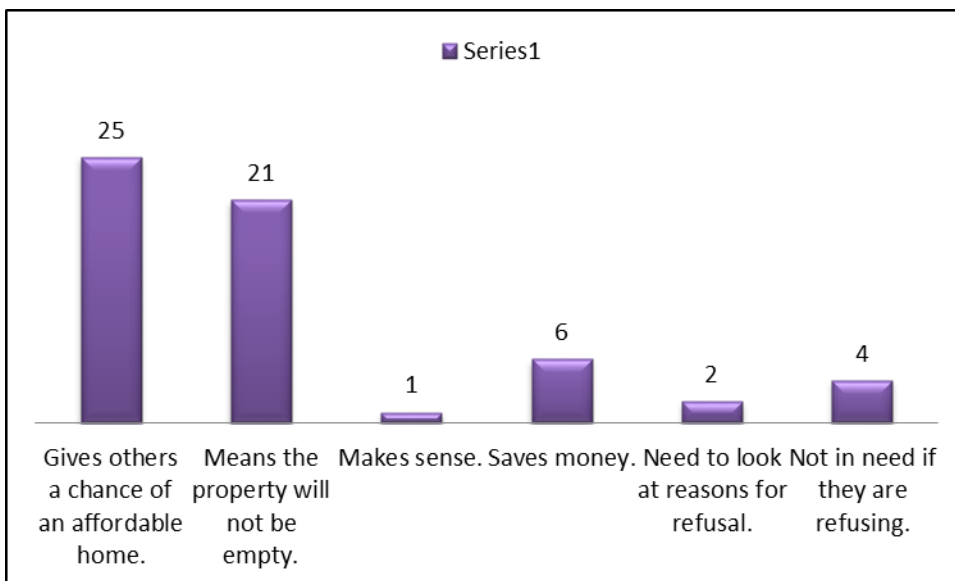
Reasons why participants do not know or do not have an opinion:

Comment	No of participants.
Applications should follow the rules.	2
Should be less than 5 years.	1
Everyone is equal and should be given the same chance.	1
I am unsure of the definition 'local'	1
Not enough information to answer.	1

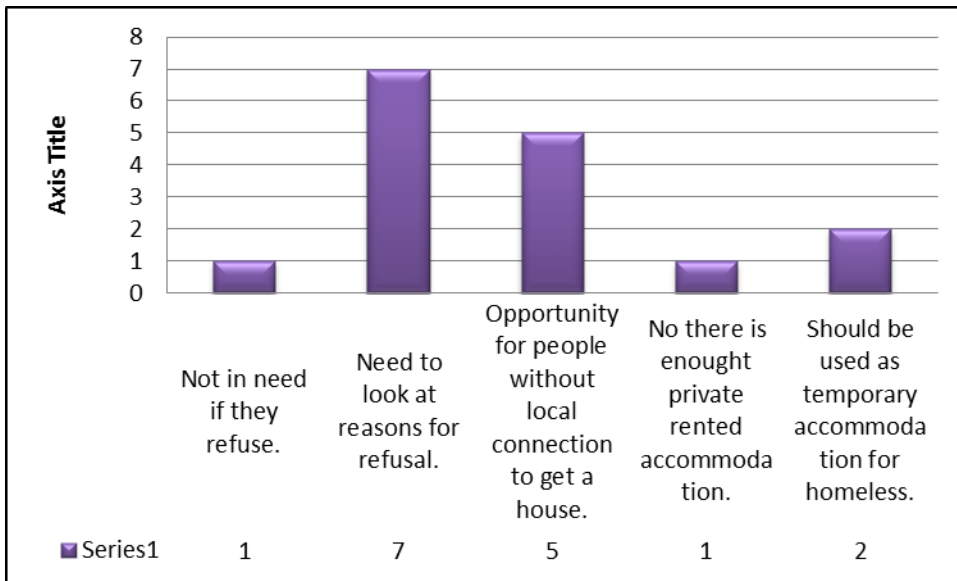
3.6 Should properties be advertised to the public if no-one on the housing waiting list wants to live there?



Reasons why participants feel that should be advertised to the public if no-one on the housing waiting list wants to live there:



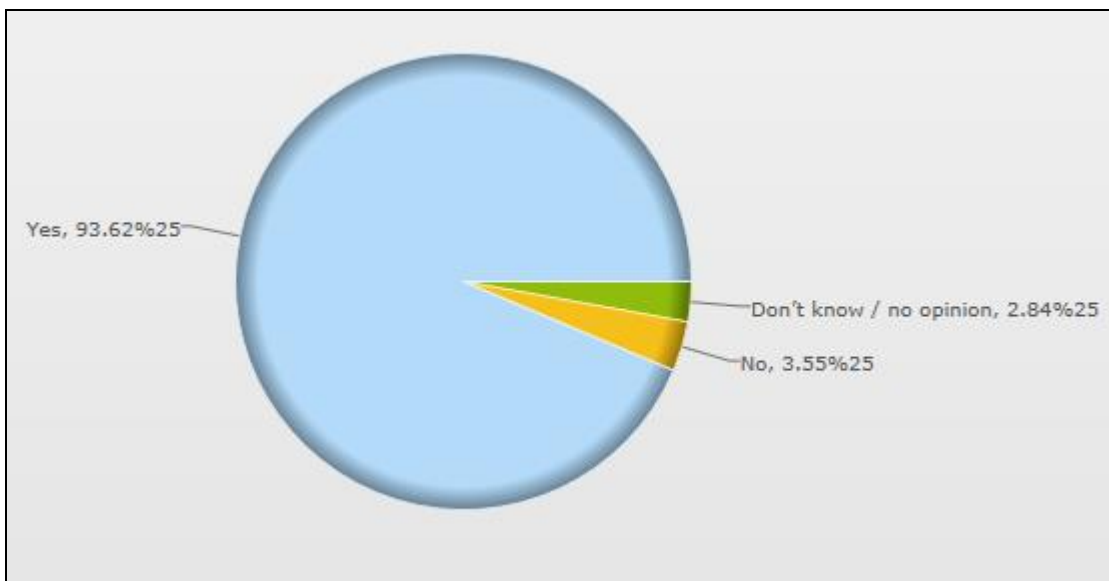
Reasons why participants feel that should not be advertised to the public if no-one on the housing waiting list wants to live there:



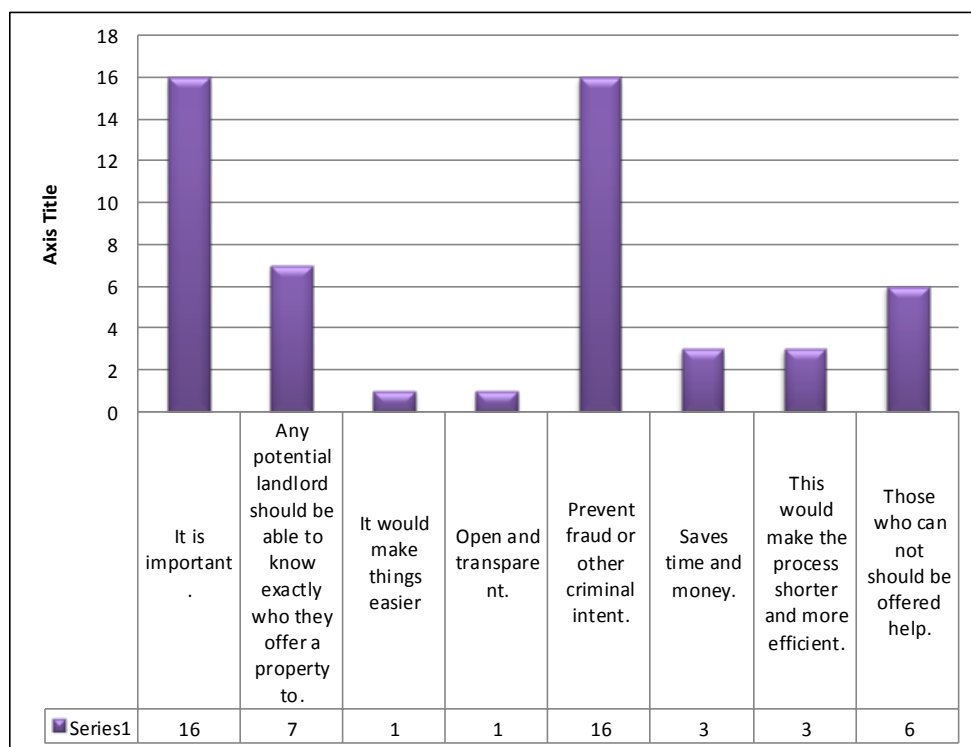
Reasons why participants do not know or do not have an opinion:

- 1 participant thinks that Housing should be looking at the reasons why houses are being refused.
- 1 is unsure if this is manageable and
- 1 suggested that tenants on the transfer list are offered first.

3.7 Do you think that people wanting to apply for social housing must provide all the documents social landlords need before their application for housing can be registered, unless there's a very good reason why the applicant can't provide the documents?



Reasons why participants feel that people wanting to apply for social housing should provide all the documents social landlords need before their application can be registered:



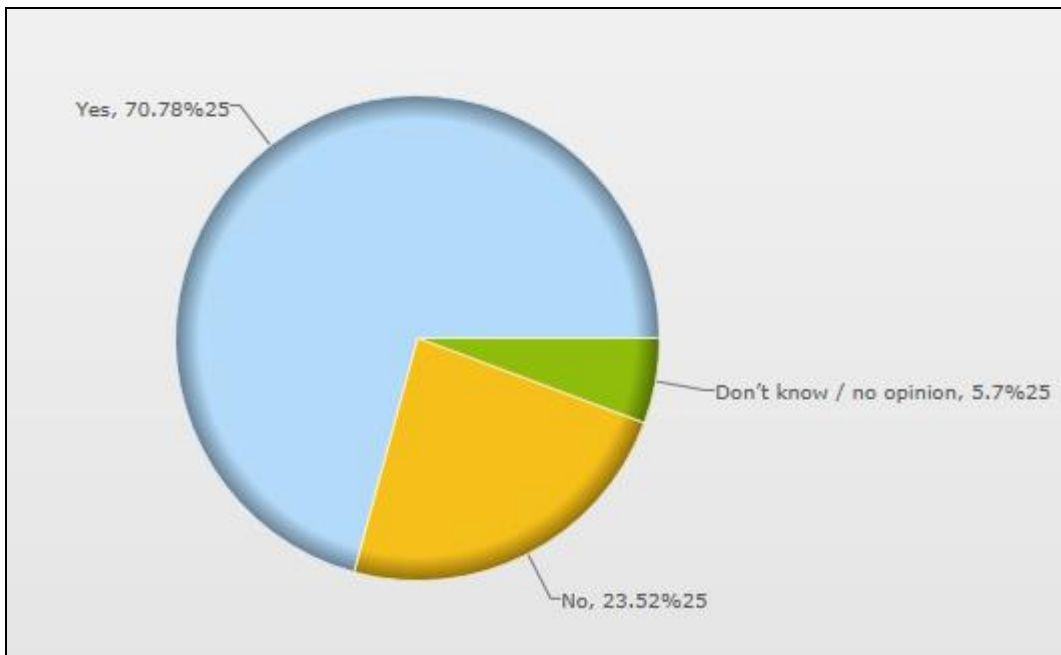
Reasons why participants feel that people wanting to apply for social housing should not provide all the documents social landlords need before their application can be registered:

Comment	No of participants.
Could discriminate people such as travellers.	2
Unsure how this would work with emergency housing.	1
It is a barrier for certain people.	1
Need to use common sense for example, if there has been a house fire.	1
Could be done at a later stage.	1

Reasons why participants do not know or do not have an opinion:

Comment	No. of participants
Could discriminate people such as travellers.	1
Unsure how this would work with emergency housing.	1
Depends what a valid reason is.	1

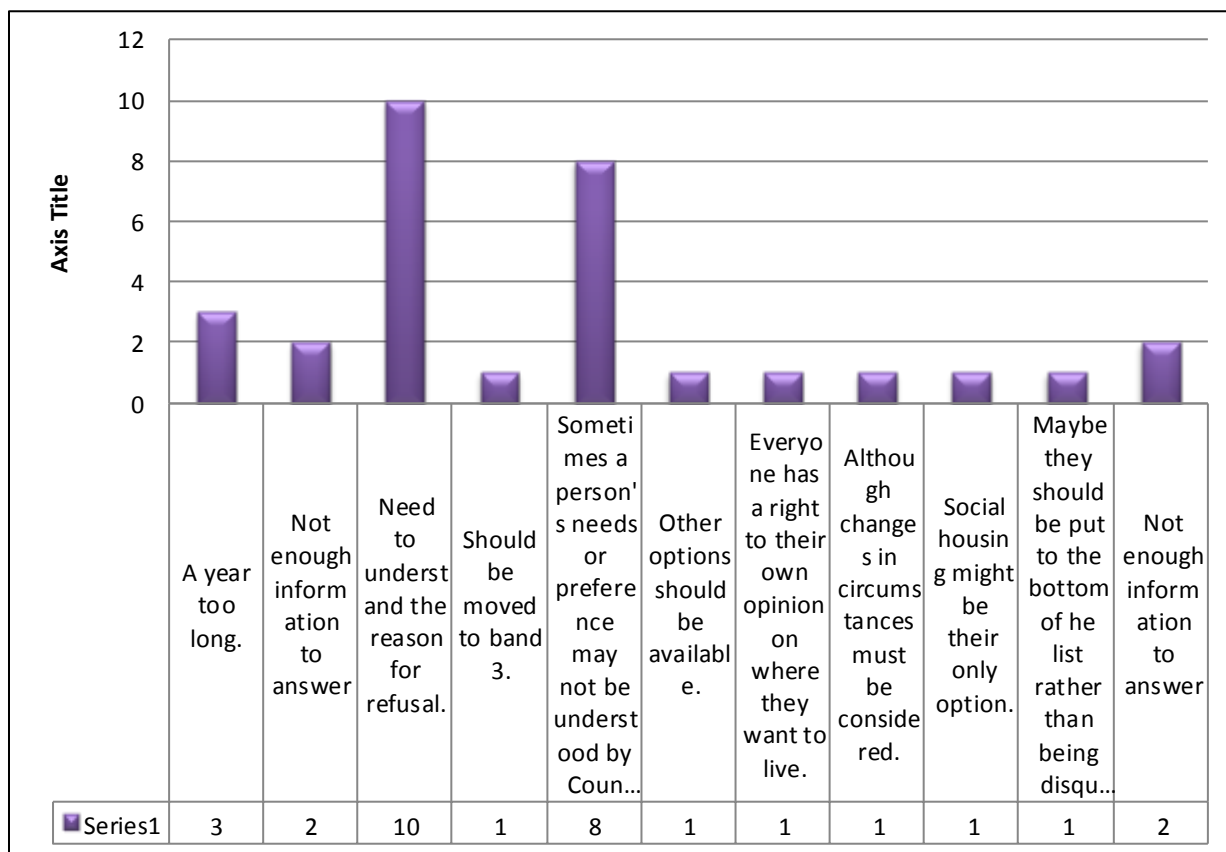
3.8 Do you think it is fair that people refusing two offers of social housing in areas they have chosen (without good reason) should be removed from the waiting list and not offered housing for one year?



Reasons why participants feel that people refusing two offers of social housing in areas they have chosen (without good reason) should be removed from the waiting list and not offered housing for one year:

Comment	No. of participants
Although changes in circumstances must be considered.	1
As long as the offer was suitable i.e had adaptations if needed.	1
Gives other the chance of an affordable home.	3
I agree, but what is a good reason?	1
Need to understand the reason for refusal.	8
Not in need if they refuse.	26
Only fair	4
Should be longer than 12 months.	1

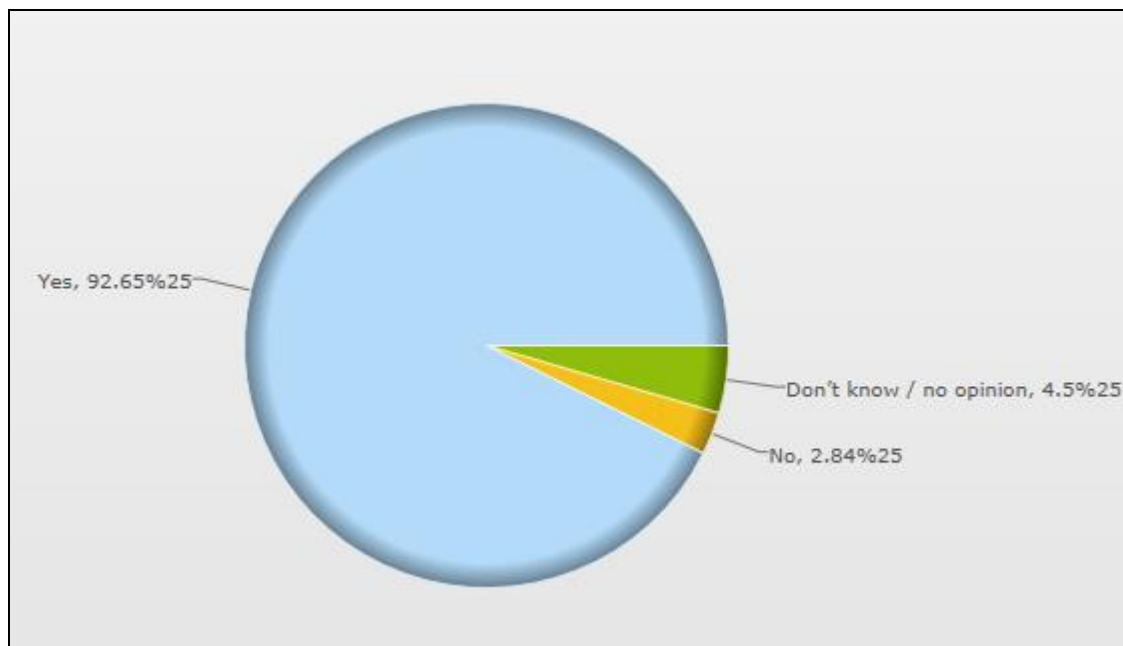
Reasons why participants feel that people refusing two offers of social housing in areas they have chosen (without good reason) should not be removed from the waiting list and not offered housing for one year:



Reasons why participants do not know or do not have an opinion:

- To answer this question 4 participants stated they need to understand the reason for refusal.

3.9 Do you think that people applying for social housing because of poor housing conditions should be required to have their properties inspected by Environmental Health before they are given priority because of poor conditions?



Reasons why participants feel that people applying for social housing because of poor housing conditions should be required to have their properties inspected by Environmental Health before they are given priority because of poor conditions:

Comment	No. of participants
and landlords should be made to do repairs, not to ignore.	2
And this should also apply to Council houses.	1
Could offend the landlord and lead to notice.	1
Excellent idea.	1
Expertise is vital - opinion is not valid.	7
Fair to everyone involved.	2
In the long term this would help improve housing conditions.	1
It may just transpire that the tenants' neglect contributed to the poor housing conditions	2
Landlord should be involved in the inspection.	1
Letters from GPs should also be accepted.	1
Logical.	5
Some people don't look after their homes - can't blame the Council for that.	1
To support application.	2
To validate their claims	12

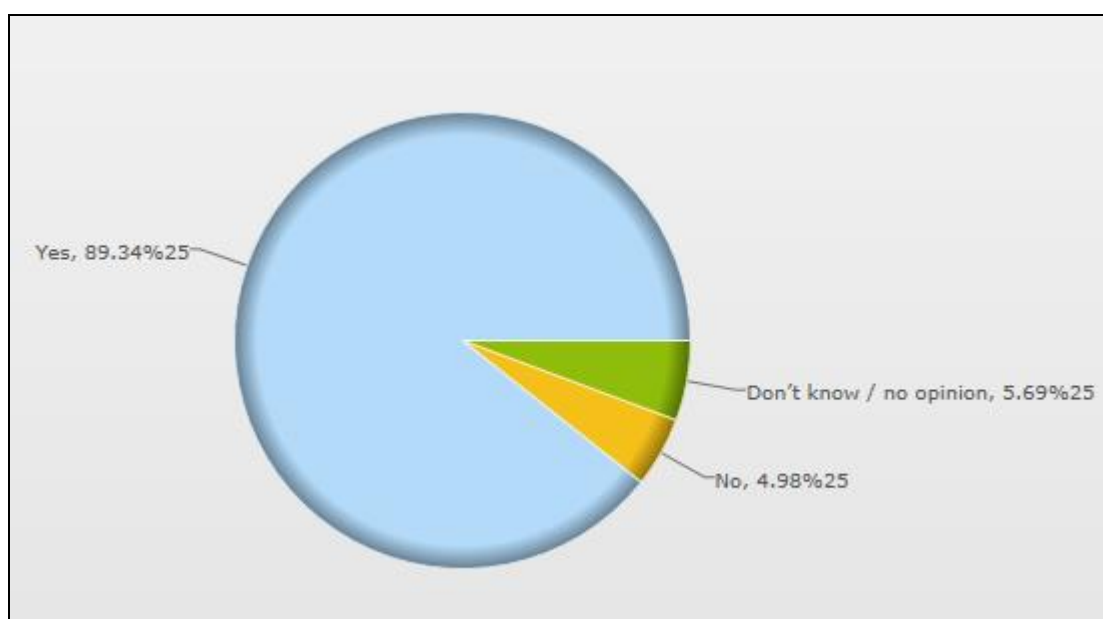
Reasons why participants feel that people applying for social housing because of poor housing conditions should not be required to have their properties inspected by Environmental Health before they are given priority because of poor conditions:

- 1 participant was concerned that this could be hard to implement due to lack of resources.

Reasons why participants do not know or do not have an opinion:

- No comments made.

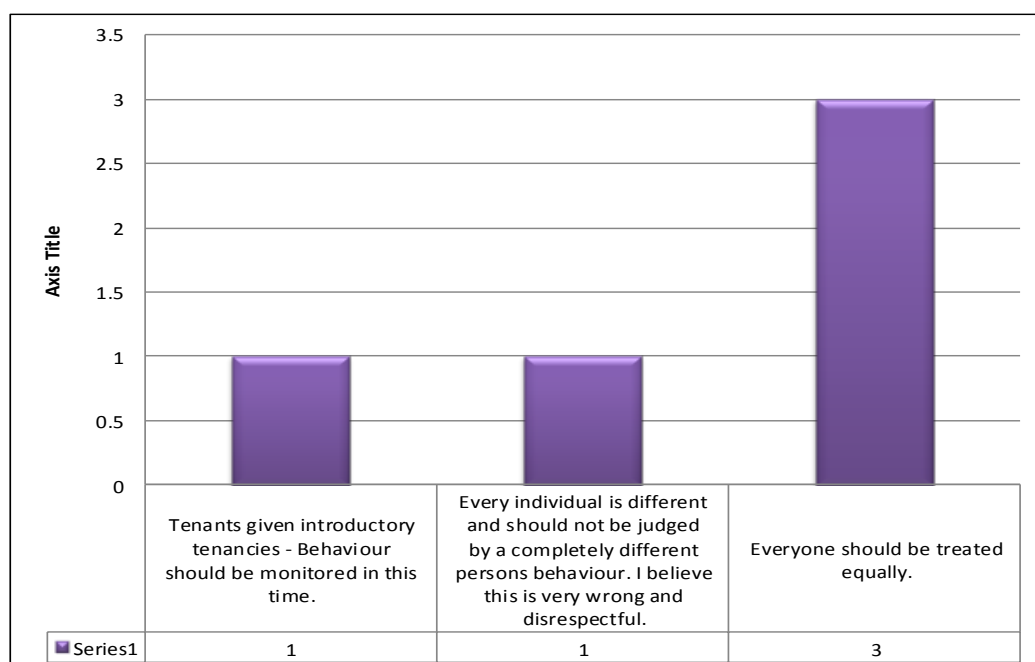
3.9.1 Do you think that landlords should be able to refuse to offer someone a tenancy if the landlord knows that the applicant (or someone in their household) has caused anti-social behaviour in the area where the property is situated?



Reasons why participants feel that landlords should be able to refuse to offer someone a tenancy if the landlord knows that the applicant (or someone in their household) has caused anti-social behaviour in the area where the property is situated:

Comment	No. of participants
This protects the neighbours and community.	31
Fair.	4
Save landlord time dealing with ASB.	1
Saves money.	2
A landlord should have the right to choose who he/she rents a property to.	1
Should only be given to tenants who will be good tenants.	5
Need proof	2
In principle, but everybody needs to live somewhere.	1
Anti-social behaviour is ignored by the Housing Management Officer and Team.	1
Assuming this behaviour is still ongoing.	1
If it's repeated anti-social behaviour - not if it's a one off.	1
It depends on the severity of the situation and how long ago as people do change.	1
It should also apply to repeated non-payment of rent and destroying property.	1
Tenants given introductory tenancies - Behaviour should be monitored in this time.	1
Helps to encourage people to behave properly.	1
Protects the landlord.	1
The could commit an antisocial behaviour again in another town/village	1
Need strict guidelines in place to implement this.	1

Reasons why participants feel that landlords should not be able to refuse to offer someone a tenancy if the landlord knows that the applicant (or someone in their household) has caused anti-social behaviour in the area where the property is situated:



Reasons why participants do not know or do not have an opinion:

Comment	No of participants.
Everyone needs to live somewhere.	1
People should be given a chance, circumstances change and people can change.	1
Unfair.	1
People do change. Depends on the history. Needs to be discretionary.	1
You would need to be clear as to what you define as 'anti-social behaviour'	1
Depends on circumstances.	1

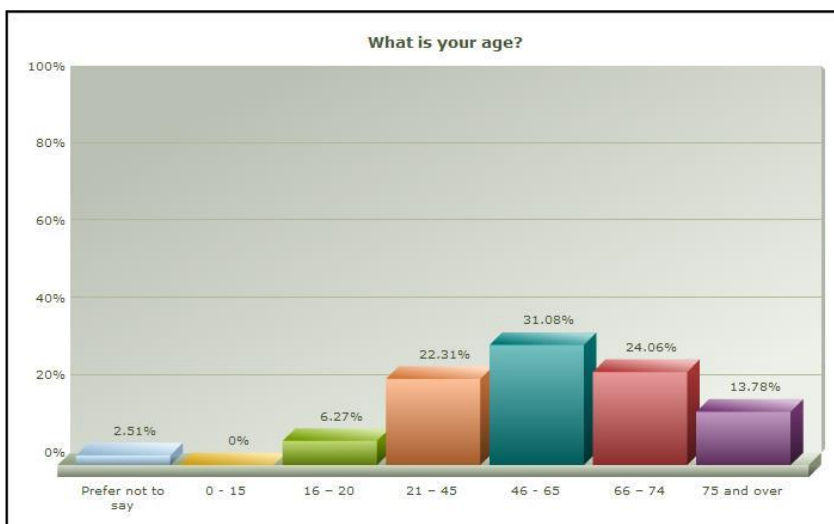
3.9.2 Any other comments:

- Could there be a change to the type of property someone prefers to live in rather than be told what their entitled to?
- I think it is unfair for tenants in estates that are meant for the elderly to have young tenants move in.
- Need to validate all housing applicants to avoid people 'playing the system'
- You are many years behind in terms of making these changes.
- Overall I think this is a fairer system.
- Need to educate people properly on the new policy to stop young people getting pregnant.
- I strongly agree with the suggested changes.
- We need to ensure we meet the needs of local residents in this new policy.
- Unsure why the changes are being suggested now.
- The Council have obviously given a lot of thought to the housing issue. A limited number of properties available for a larger number of people.
- Could England's bidding system be considered?
- The new policy needs to have a downsizing procedure in place.
- There is more of an emphasis on local people.
- I think there should be a register kept of everyone who has applied for social housing, even if they don't make it onto the waiting list, so that there are accurate statistics of just how many people desire social housing. Only then can there be a true picture of how many social housing needs to be built. Not putting people onto the list, because their need for housing is not as high as others, does not diminish the need, it just reduces the figures, which in turn underestimates the need to build.
- Council should do more about how Council tenants live in their properties, for example, keeping animals and the condition of the tenancy clean.
- I think the new banding system is a good idea only concern is that it doesn't see people as individuals.
- The information that is proposed to be available to applicants at interview should also be freely available online so that people don't have to make a snap decision, and can make an informed decision at interview. The website address should also be clearly marked on literature so people can quickly find the online information.
- Think it seems fairer and clearer to understand. Points system is complicated.
- Working people on low income living in private rental on high rents (if local) should also be considered for social housing.
- What a waste of money that the Council has not got to waste to print all these forms that will be disregarded without really dealing with the housing problems.
- There should be more choice for disabled people with children, eg, bungalows.

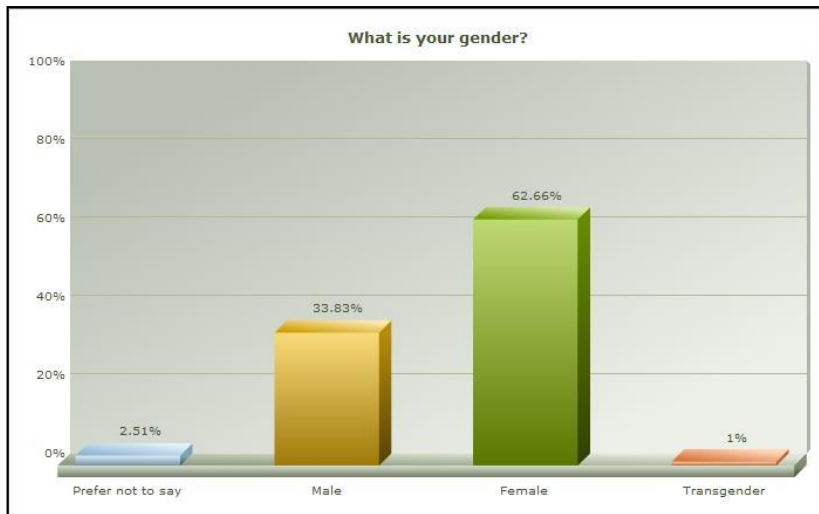
- I think all tenancies should have this banding.
- This new system should have been brought in a lot sooner. It's a fair process.
- Priority in local areas should be for local people. Welsh speaking tenants should go to the Welsh speaking areas to benefit from the welsh schools.
- Need a procedure in place for when tenants do not move into their new house.
- You're doing a good job. Let's hope you can implement these suggestions.
- From my experience Council housing is first class and should be proud of it.
- Hopefully this new way will help all tenants to be treated fairly.
- They should be refused social housing in any area if they have caused anti-social behaviour as the problem is just moved to another area.
- A long time coming. Many people have been mistreated under points. Banding is a better way of doing it. People on benefits have been stuck in a rut.
- Should be more disabled housing not only for disabled but for elderly people too.
- The new system is simpler and easier to understand. It seems like a fair system.
- Thanks, glad to have my say.
- People who have no children should also be made a priority; it is not fair to discriminate. because I can't have children.
- Families' hoping to return to Anglesey to be close to family should be considered, as keeping families close is important, also keeping the connection of the place you grew up is important too. Also applicants in need of support from family members on Anglesey should be considered.
- It should be taken into consideration that people who don't want to work and can't pay the rent, should not be prioritised over those who work and are willing to pay the rent.
- Let's make sure that as far as possible prospective tenants are required to declare any links to councillors and/or council staff as part of their tenancy application. This information should be made available to anyone with an interest in investigating possible corruption in the council and its effect on housing allocations.
- Do not think my voice will be heard.
- I believe that a person should be able to live where they want to within reason.
- People on low incomes and in particular zero hours contracts should be classed a having a need and allowed to access the waiting list.

4 Equal opportunity monitoring

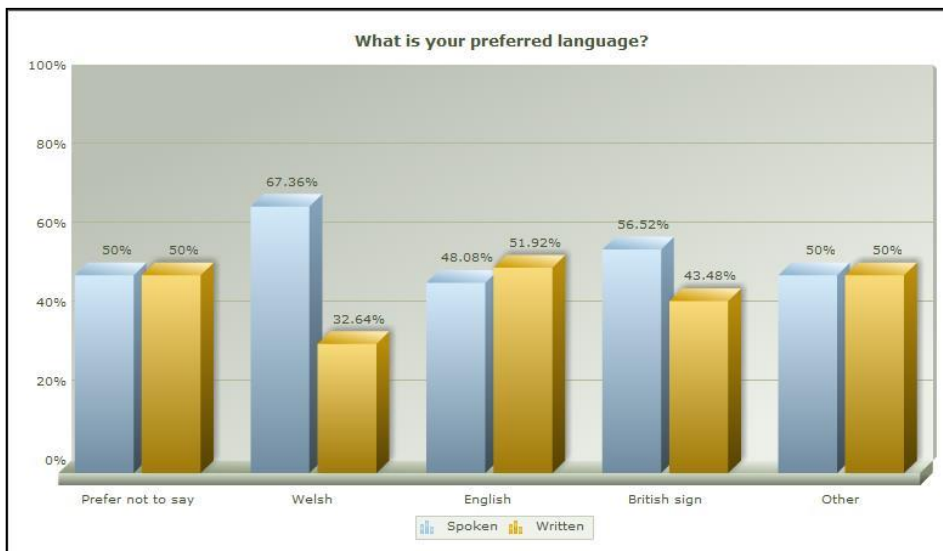
4.1 Age range of participants



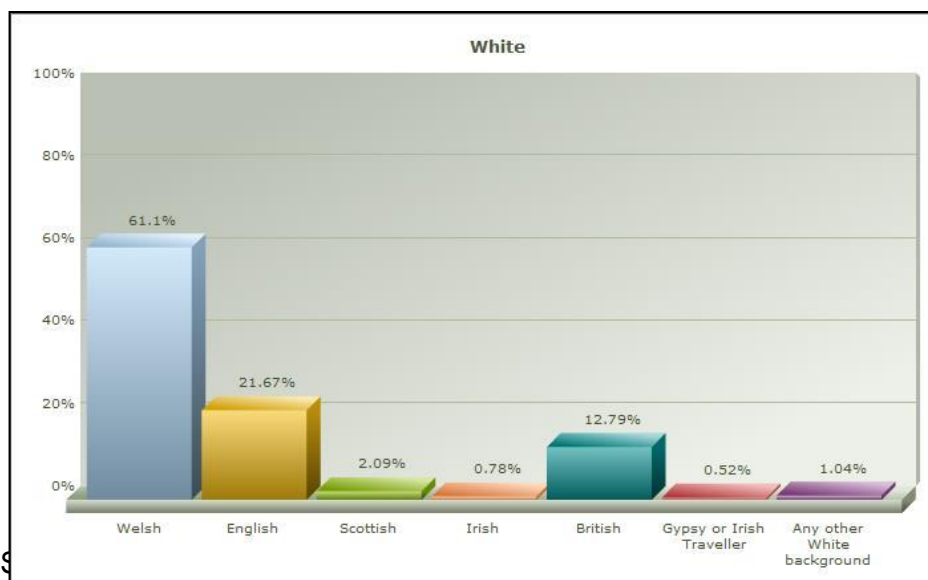
4.2 Gender of participants



4.3 Preferred language of participants

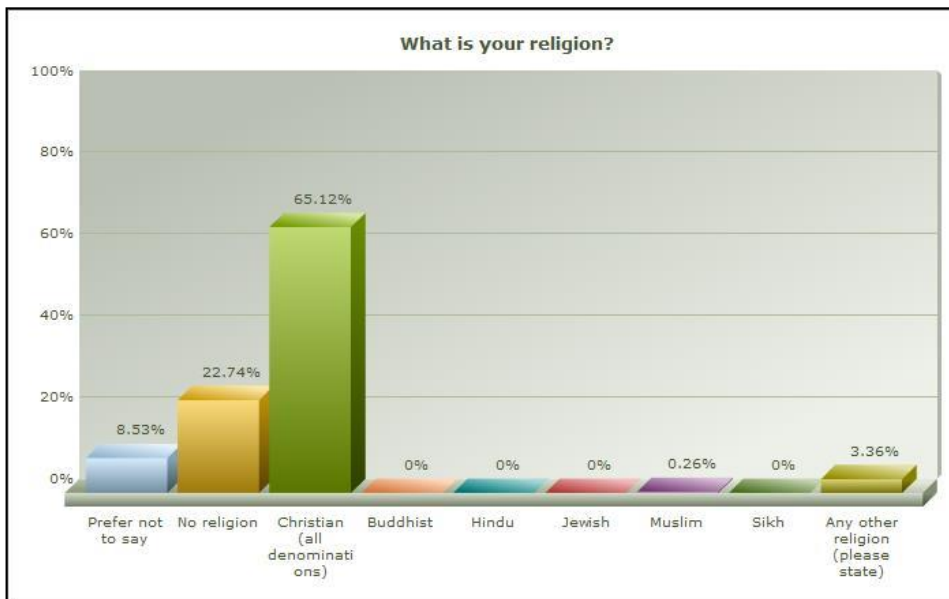


4.4 Ethnic group of participants

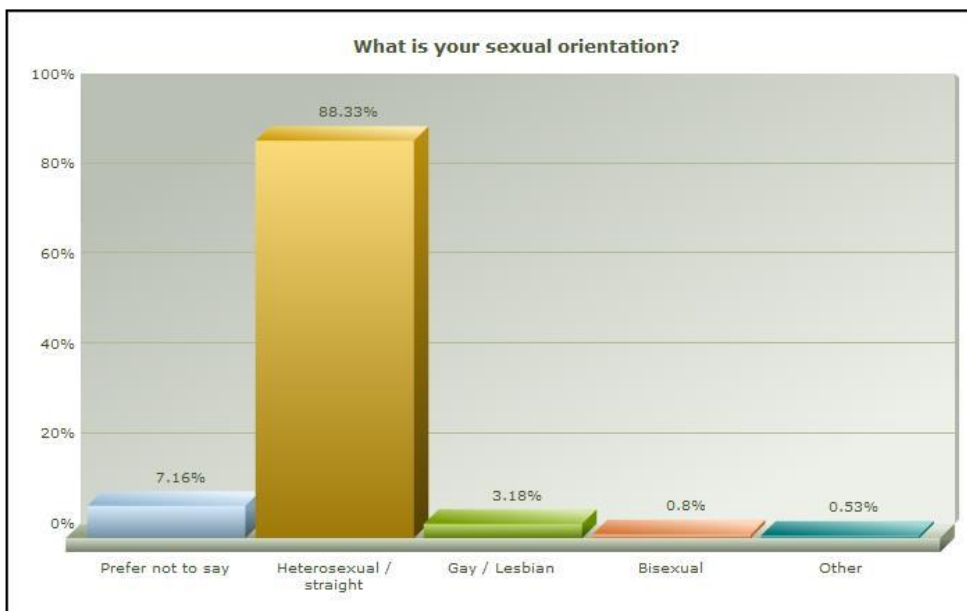


- 0.2% Asian background
- 0.2% Caribbean
- 0.2% Brazilian.

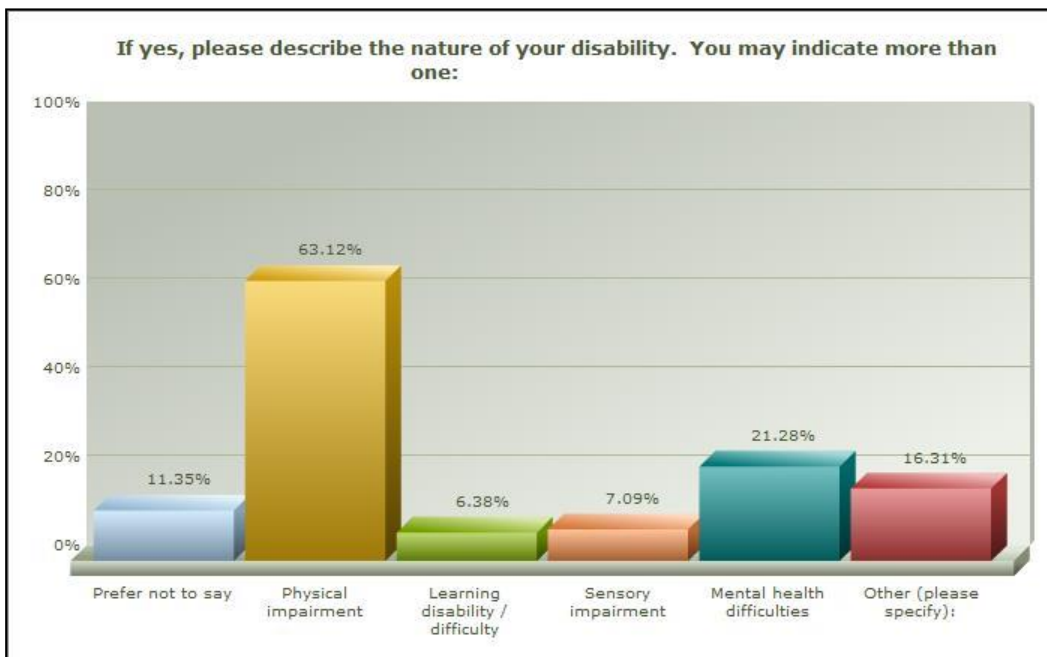
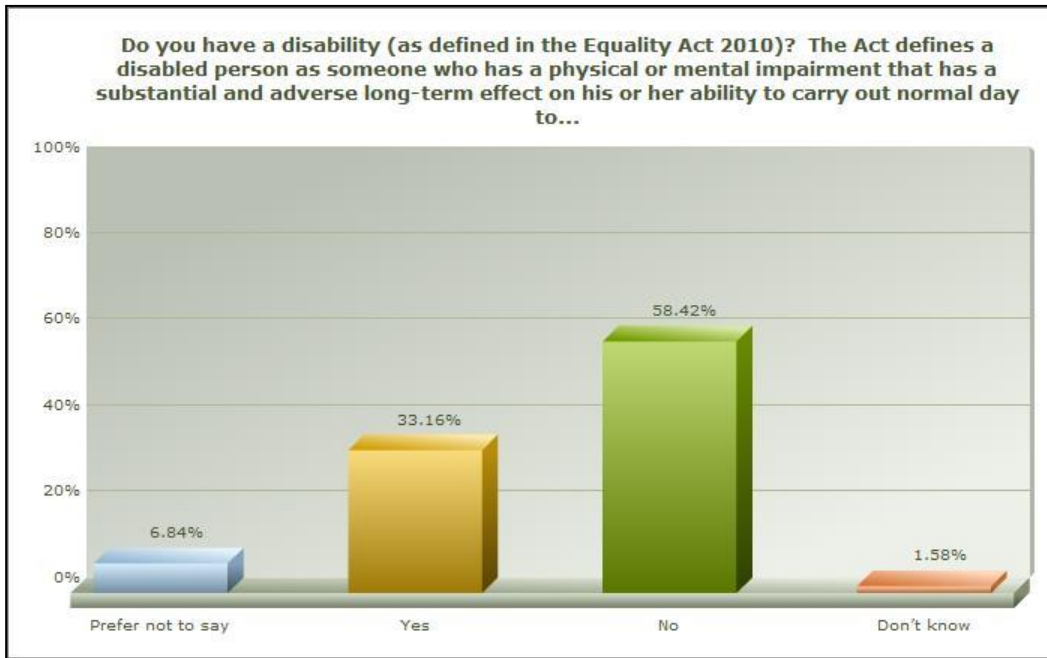
4.5 Religion of participants



4.6 Sexual orientation of participants



4.7 Disability



5 Conclusion

452 responses were received, equivalent to approximately 8 per cent of those individuals who were sent the consultation materials in writing and specifically invited to respond. This represents a good rate of return for public consultations of this kind, and demonstrates a significant level of public engagement on the question of what rules should apply when social housing is allocated.

The consultation responses demonstrate widespread support for the changes the Council and its housing association partners are proposing to make to social housing allocation. Nearly two thirds

(63.6%) of respondents support the introduction of a banding scheme to replace the existing point-based system.

Indeed, **all** of the various proposed changes (on which specific questions were asked) were supported by a majority of respondents, often by an overwhelming margin. This is highly significant.

In this context it is notable that the consultation materials provided considerable detail about the proposed scheme, including a full copy of the proposed policy, a summary of the policy, and explanatory notes alongside the consultation questions. This suggests that the public's positive response is generally well informed and underpinned by an understanding of the changes being proposed, and an appreciation of the policy reasons for change.

There is support for the partner landlords' proposals that:

- only persons who need housing should be allowed onto the register (65% in favour);
- time spent on the housing register should be a key factor in determining persons' priority for an allocation of social housing (83%);
- local connection to Anglesey should be a key factor in determining persons' priority for social housing;
- only persons who have lived or worked on Anglesey for five years should be treated as having a local connection (81%);
- people wanting to apply for social housing must ordinarily have to provide all their supporting documentation before their application can be registered and progressed (94%);
- people wanting to apply for social housing must be given advice on their housing options (96%);
- successful applicants should ordinarily be restricted to receiving two offers of tenancy before being removed from the register for 12 months (71%).

Among respondents disagreeing with proposed changes various concerns were raised, including about:

- the extent to which the proposed system would ensure housing need is appropriately assessed and promoted as the main determining factor when deciding who is offered social housing;
- the extent to which the new system would be fair and equitable to all, given that everyone needs a suitable home;
- the need for more affordable housing on the island;
- the impact upon persons who fall outside the statutory 'reasonable preference' housing need categories, e.g. those renting privately who wish to obtain social housing;
- the precise definitions that will be used by social landlords if the proposed new rules are implemented, e.g. how the 'good reason' rule that allows for refusals of accommodation to not count as one of the two permissible offers would operate in practice;
- the risk that certain groups of applicant will be treated unfairly or discriminated against, e.g. persons who reside on the island and need housing who do not satisfy the five year residence/employment requirement, or persons who are unable to provide documents to support their application;
- the capacity of the new system to deal with changes in peoples' circumstances.

The consultation response will now be considered by senior representatives from all the partner social landlords. The responses will inform their decision on whether a new allocation scheme should be adopted, and if so what rules should be included for determining eligibility and priority for social housing.

Any new common housing allocation scheme must be approved by the landlords' respective decision making bodies before it can be implemented. The Council's Executive Committee is due to consider a proposed new allocation policy on 25 April 2016.

Appendix 1 – Organisations consulted

Agorfa Cefni Cyf
The Wallich
CAIS Ltd
Nacro
Gorwel
Cartrefi Conwy
Tyddyn Môn Hendy
Anheddau Cyf
Community Support Services
Body Postive
Hafan Cymru
Digartref Ynys Môn
Shelter Cymru
Citizens Advice Bureau
Cefni Lettings & Property Management
Gisda
Youth Justice Service
Bangor (and District) Women's Aid
Conwy and Denbighshire Bond Bureau
ARCH Initiatives Cymru
CRUSE Bereavement Care
Child & Adolescent Mental Health Service
Mental Health Advocacy Scheme
Wales Domestic Abuse Helpline
Community Health Councils
National Offender Management Service
Women's Breakout
Substance Misuse Service
Drug Intervention Programme
Betsi Cadwaladr Health Board
Voice
Community Mental Health Team
Holyhead Opportunities Trust Ltd
Y Llechen Credit Union
North Wales Police
Môn Communities First Ltd
Medrwn Môn
Team Around the Family
Welsh Tenants
TPAS Cymru
National Federation of Gypsy Liaison
Groups
Traveller Advice Team
Broken Rainbow
Live Fear Free Helpline
Parry Davies Clwyd Jones & Lloyd LLP

Protection of Vulnerable People Unit
R Gordon Roberts Laurie & Co Ltd
TR Evans Hughes & Co
Tudor Owen Roberts Glynne & Co
North Wales Regional Equality Network
BAWSO
Isle of Anglesey Landlord Forum Sub-
group
National Landlords Association
Residential Landlords Association
Aberffraw Community Council
Amlwch Town Council
Beaumaris Community Council
Bodedern Community Council
Bodffordd Community Council
Bodorgan Community Council
Bryngwran Community Council
Cwm Cadnant Community Council
Cylch-y-Garn Community Council
Holyhead Town Council
Llanbadrig Community Council
Llanddaniel Fab Community Council
Llanddona Community Council
Llanddyfnan Community Council
Llaneilian Community Council
Llanerchymedd Community Council
Llaneugrad Community Council
Llanfaelog Community Council
Llanfaethlu Community Council
Llanfair Mathafarn Eithaf Council
Llanfairpwll Community Council
Llanfair yn Neubwll Community Council
Llanfihangelesceifiog Community Council
Llangefni Town Council
Llangoes and Penmon Community Council
Llangristiolus Community Council
Llanidan Community Council
Mechell Community Council
Menai Town Council
Moelfre Community Council
Penmynydd and Star Community Council
Pentraeth Community Council
Rhosgolyn Community Council
Rhosybol Community Council
Trearddur Community Council
Tref Alaw Community Council
Trewalchmai Community Council
Valley Community Council

COMMON HOUSING ALLOCATION POLICY

YNYS MÔN SOCIAL HOUSING ALLOCATION PARTNERSHIP

[insert month, year of implementation]



This policy is divided into sections and follows a 'question and answer' format. Please refer to the contents on pages 3 to 9 to find the section you need.

A summary of this policy is available on the Council's website at <http://www.anglesey.gov.uk/housingallocation>

Isle of Anglesey County Council's Housing Options Team manages the Common Housing Register on behalf of Clwyd Alyn Housing Association, Grŵp Cynefin, North Wales Housing and Tŷ Glas Housing Society.

Housing Options Team
Isle of Anglesey County Council
Council Offices
Llangefni
Anglesey
LL77 7TW

Housing Customer Services: (01248) 752200
housing@anglesey.gov.uk

www.anglesey.gov.uk/housingallocation
www.angleseyhousing.co.uk

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1. INTRODUCTION

1.1 What is this policy about?

This policy explains how social housing on Anglesey is allocated. It contains the rules we follow when assessing applications for housing and deciding who is offered social housing.

1.2 Is there a summary of this policy?

Yes. You can find it on the Council's website at www.anglesey.gov.uk/housingallocation, or ask us to send you a copy.

1.3 Does this policy cover lettings by all social landlords with properties on Anglesey?

Yes. All lettings by partner landlords are covered by this policy, subject only to the exceptions contained in this policy. The partner landlords are Clwyd Alyn Housing Association, Grŵp Cynefin, Isle of Anglesey County Council, North Wales Housing and Tŷ Glas Housing Society.

1.4 Does this policy apply to people who are already social housing tenants as well as those who don't have a social tenancy?

Yes.

1.5 Does this policy include all the rules social landlords apply when letting social housing?

This policy includes most of the rules partner landlords apply. There are also procedures and guidance that help housing officers administer this policy. Please see **16.6** for your legal right to ask for a copy of the whole allocation scheme.

1.6 What is a housing 'allocation'?

An allocation happens when you are selected from the Housing Register to be offered a tenancy of a property owned by one of the partner landlords.

1.7 Are there any other ways I can get social housing apart from receiving an allocation?

Yes. People sometimes become a social housing tenant but not because of an allocation. Please see **Appendix 1** for details of these exceptions. This policy does not cover these other ways of obtaining social housing.

1.8 Do you hold a list of people who are entitled to be considered for an allocation of housing?

Yes. It is called the 'Housing Register'. This is the waiting list for housing. **Sections 2** and **3** explain how you can apply to be included on the Register. **Sections 6** to **10** explain how we assess applications and how we decide who is offered social housing.

1.9 Who is responsible for managing the Housing Register?

The Council manages and maintains the Register on behalf of all social landlords who have properties on the Isle of Anglesey. All the partner landlords access the Housing Register to make allocations, and to record contact with customers when properties are allocated and tenancies are offered.

2. HOW DO I APPLY FOR SOCIAL HOUSING?

2.1 Can I apply for social housing?

If you are aged 16 or over you can apply to be included on the Housing Register.

2.2 How do I apply for social housing?

If you want to apply visit Housing Services at the Council Offices in Llangefni or phone the Council's Housing Customer Services Team on (01248) 752200. Customer Services will:

- give you advice
- arrange a housing options advice appointment, and
- confirm the information and documents you need to bring to your interview.

2.3 I am 16 or 17 years old. Are there any special rules?

Yes. If you're 16 or 17 you can apply for housing like anyone else. However, if you're offered housing before you reach 18 the landlord will expect you to provide a guarantor and trustee. The landlord will need to be satisfied this person (or organisation) is appropriate and able to act as your guarantor and trustee. For example they must be able to afford to pay the rent for any tenancy you're given (in case you don't pay the rent). If you're unable to provide a guarantor and trustee the landlord may refuse to offer you the tenancy. If you're 16 or 17 we'll advise you about providing a guarantor and trustee during your housing options interview.

2.4 Can I apply with someone else?

When you apply we'll ask you if you'd like a sole tenancy or a joint tenancy with someone else in your household. Only one person can be the main applicant. This will be the person we'll contact in relation to the application. See **11.3** for when the landlords give joint tenancies.

If you apply and are thinking of asking for a joint tenancy it's very important to be aware that:

- a joint tenant will have the same rights as you under the tenancy, including the right to occupy the whole of the property (because there would only be one tenancy, which you'd jointly hold)
- there's no legal right to 'convert' a joint tenancy into a sole tenancy, eg if your joint tenant moves out and you want a sole tenancy in just your own name
- a joint tenant can end your tenancy without your permission by giving the landlord a notice to quit. Your joint tenant doesn't even have to tell you before they do this

- if your joint tenant ends your tenancy and you're left living at the property without a tenancy it won't always be possible to give you a new tenancy, eg if you have more bedrooms than you need
- joint tenants are 'jointly and severally' responsible for all of the rent and all other obligations under the tenancy agreement until the tenancy ends. If you're a joint tenant you'll continue to be responsible for rent and all tenancy obligations, even if you move out of the property, as long as the tenancy continues
- if your joint tenant dies you become a sole tenant automatically. However if you then die your family members cannot 'succeed' to the tenancy. The position if you were given a sole tenancy is different: members of your family who are living with you may succeed to the tenancy when you die.

2.5 I applied before and my application was refused. Can I re-apply?

If your application was refused under the previous policy you can re-apply. We'll then decide if you qualify to go on the Housing Register under this policy.

If you've had an application refused under this policy you can re-apply if your situation has changed. We may refuse to consider your application if there's been no material change in your circumstances since the previous decision.

2.6 Must I attend a housing options interview?

Everyone wanting to apply to go on the Housing Register must be interviewed by a housing options officer (unless you are already on the Register when this banding scheme takes effect and we decide no interview is needed).

2.7 Will my request for an interview be acknowledged in writing?

Yes. We'll send you a letter or email to:

- Confirm the date and time of your housing options interview
- Tell you what information and documents you must bring to your interview
- Tell you where you can find a summary of this policy online.

2.8 Do I have a choice about when I'm interviewed?

Yes. We'll try and arrange a time that's suitable for you.

2.9 What if I'm homeless or I'm going to lose my home?

If you're homeless or may become homeless within 56 days we'll arrange an appointment so we can decide if the Council owes you any duties under the homelessness legislation. We'll also help you apply for social housing if this is appropriate in your particular situation.

2.10 What if I'm already listed on someone else's housing application?

If you're already registered on someone else's housing application we'll ask you to confirm that you don't want to be re-housed with them. Once you've confirmed this

you'll be able to apply in your own right. We will also contact the other applicant and may suspend their application (see **8.8**).

2.11 What if I need support to apply for housing?

We'll make sure you're offered support if you need support to apply for housing. For example we'll make sure you get any help you need because of a disability or literacy issue, or if you need translation services.

3. WHAT DO I NEED TO DO ONCE MY INTERVIEW HAS BEEN ARRANGED?

3.1 What if I can't attend the housing options interview?

We'll try to arrange a date and time that's convenient for you. If you find you can't attend please contact us to arrange an alternative time. If you genuinely can't attend a housing options interview in person we'll offer you a telephone interview. For example if you live a long distance away. If you can't attend an interview at our offices because you're disabled we can visit you at home.

3.2 Do I need to bring anything to my housing options interview?

Yes. We'll tell you when we make the appointment what you need to bring. We'll also confirm this in your appointment letter (or email). We'll usually ask you to bring documents to prove:

- Your identity.
- Your income, capital, and ownership of any properties.
- Your current place of residence.
- The identity of people living with you (or who may live with you) and where they are living.

If you have any letters or documents that are relevant to why you need housing please bring these with you, eg a notice to quit from your landlord.

3.3 What if I don't bring the documents to my housing options interview?

If you don't bring the documents we've asked you to provide (see **3.2**) we can't take your application. We'll arrange another appointment for you.

3.4 What if I repeatedly fail to bring my documents to my interviews?

If you don't bring the documents we've asked you to provide (see **3.2**) to a re-arranged interview (see **3.3**) we'll ask you to send the documents to us. We'll only arrange another interview and agree to take your application once we've received the documents.

3.5 What if I'm having difficulty finding the documents I've been asked to bring to my interview?

If you think you may have difficulty getting the documents we've asked you to bring to your interview it's important you tell us before the day of your interview so we can advise you.

3.6 What will the housing options interview involve?

The interview gives you a chance to discuss your situation in detail. We'll tell you if you're likely to qualify for social housing. We'll also advise you if waiting for social housing is realistic in your particular situation. During the interview you'll be:

- Told about criminal offences you must avoid when applying for social housing.
- Told how your personal information will be used, and your legal rights in relation to your personal information.
- Asked to give permission for how your personal information will be used (eg by giving us permission to contact other organisations if we need to).
- Asked to provide your contact details, and given a choice about whether you want to receive correspondence by email or post.
- Asked to provide information about your situation and the type of housing you need. You will also be asked about what type of housing you would prefer, including its type, size and location.
- Asked to confirm if you or your household members need any special kind of housing or have any particular needs, eg ground floor accommodation because of restricted mobility, or adaptations because of a physical disability.
- Advised how your application is likely to be treated, including what priority band you're likely to be awarded (see **section 9**), and if you're likely to be offered social housing.
- Told what will happen next. We will usually write to you after the interview confirming the decision we've made on your application (see **5.1** and **5.2**).
- Advised on ways of keeping your present accommodation or other ways of finding housing (if appropriate, eg if you may lose your current housing or if you're at risk of homelessness).

3.7 Will the Council need to contact anyone else before processing my application?

We may need to contact other organisations to get information we need before processing your application. For example we may need to check information you have provided, eg by asking for tenancy references. We will ask your permission to contact third parties when you apply for housing.

3.8 Does the Council consider every application for housing?

Yes. We consider every application, providing you comply with certain procedural requirements (see **3.9** for these 'things you must do'). However it's important to note that having your application assessed does not necessarily mean you'll be entitled to go

onto the Housing Register. See **6.1** for who isn't entitled to be registered on the waiting list.

3.9 What do I have to do to make sure my application is considered?

If you want your application to be considered you must:

- Attend or participate in a housing options interview.
- Cooperate by answering the questions we ask about your situation and your household's circumstances.
- Provide acceptable evidence of your identity.
- Provide acceptable evidence of your nationality and immigration status – if we need evidence to be satisfied you're eligible for a housing allocation (see **6.3** to **6.7** and **Appendix 3** for the rules about immigration and nationality).
- Provide a postal address.
- Provide acceptable evidence of where you live.
- Provide acceptable evidence of the identity of persons residing in your household and where they are living.
- Allow us to visit you at home (if we decide a home visit is needed).

We may need you to do other things. These 'things you must do' are called 'procedural requirements'. Additional procedural requirements may be included in the guidance for staff that accompanies this policy.

3.10 What happens if I don't meet the 'procedural requirements' listed at 3.9?

If you don't do those 'things you must do' listed above at **3.9** we'll tell you in writing that we cannot make a decision on your application. We'll give you a reasonable amount of time to put this right. If you still don't put this right we'll cancel your application. We'll tell you in writing if we do this.

3.11 What if I don't have a settled address?

If you only have temporary housing you should give us that address. If you don't have any accommodation at all you'll need to provide a c/o address so we can write to you. This can be the address of a family member or friend who's willing to receive post for you. If you provide a c/o address you'll need to make sure someone at that address tells you when you receive letters. You can ask us to send you correspondence by email.

3.12 Will I be visited at home?

We may need to visit you at home to confirm your situation, so we can make a decision on your eligibility and priority for re-housing. For example we may visit you at home if we need to check overcrowding, poor property conditions, that a property has been brought up to standard (if you have a tenancy with a partner landlord), or for other reasons. We may also visit you at home if we're satisfied we need to because you suffer

from a disability which adversely affects your ability to visit the Council Offices or participate in an interview by phone.

4. WHAT CHOICES DO I HAVE, AND WHAT HOUSING DO I QUALIFY FOR?

4.1 Can I choose the areas I want to live in?

Yes. You can choose as few or as many areas as you like (unless you're homeless, see [4.7](#) below). You should only choose an area if you genuinely want to live there. This is because your application will be removed from the Register if you refuse two offers of housing (see [11.8](#)). Unfortunately some areas have very little social housing or have a lot of people wanting to live there. We'll tell you if it's realistic to choose a particular area during your housing options interview.

4.2 Can I choose which roads or estates I want within a letting area?

No. If you choose an area you could be offered a property in any part of that letting area.

4.3 What letting areas can I choose?

Please see [Appendix 2](#) for a map showing each letting area.

4.4 How do I find out what housing is available in each area?

We routinely publish a summary of what housing we have in each letting area. It's important to note that this is the total number of properties and only a few properties (or none) may become available each year. We therefore also routinely publish the following information:

- (a) how many properties have previously become available for an allocation in each area during the past year
- (b) what band priority the successful applicant had, and
- (c) how long they had to wait in that band before being allocated the property they accepted.

The above information is available on the Council's website and given to any customer who asks for it.

The information at (b) and (c) will not be available until six months after this policy takes effect.

4.5 How do I find out how many properties are likely to become available in my preferred areas?

We don't know in advance what properties will become available. We can only provide you general information, eg how many properties of the type and size you need have previously become available in a letting area over a particular length of time, and how many people are ahead of you on that waiting list (see [4.4](#)). This gives you a rough idea

of how long it's likely to be before you might be allocated a property (see also [16.6](#) for your right to ask for information).

4.6 Are there any situations where my chosen areas won't be accepted?

Yes. We may refuse to register you for an area if we think it's unlikely you'll be offered housing in that area. For example there may be little or no housing of the size and type you need in a particular area. Or you may not meet the landlord's letting criteria.

4.7 I'm homeless. Will this affect my choice of areas?

Yes. If the Council owes you one of the homeless duties below you'll have to choose at least six letting areas. The only exception is if we decide there aren't six areas where it's likely accommodation would be legally suitable for you (as defined by the homelessness legislation). The homeless duties are:

- the section 66 duty under the Housing (Wales) Act 2014 (the duty to help prevent you losing accommodation because you may become homeless within 56 days)
- the section 68 duty under the 2014 Act (the duty to ensure interim accommodation is available for you if we have reason to believe you may be eligible for help, may be homeless and may be in priority need)
- the section 73 duty under the 2014 Act (the duty to help you find accommodation if you're homeless), and
- the section 75 duty under the 2014 Act (the duty to ensure accommodation is available for you if you're unintentionally homeless and in priority need, and your homelessness was not resolved when the section 73 duty was owed).

If you applied for help because of homelessness before 27 April 2015 the duties are:

- the section 195(2) duty under the Housing Act 1996 (the duty to take reasonable steps to prevent you losing accommodation if you're unintentionally threatened with homelessness and in priority need), and
- the section 193(2) duty under the 1996 Act (the duty to ensure accommodation is available for you if you're unintentionally homeless and in priority need).

If you're owed one of the above duties you'll have two months in which you can express a preference about the letting areas in which you'd like to be re-housed. At the end of the two months, beginning with the acceptance of one of the duties, we may widen the letting areas you're registered for. However, this will only be done if we think it's likely that accommodation in the additional letting areas would be suitable for you when ending the homelessness duty.

4.8 Can I choose the types of property I want?

Yes. You can choose the types of properties (house, flat etc) and the floor levels you want to be considered for. However, the type of property you're eligible for is decided not only by what you'd like, but also by your household type (see [4.12](#) below).

If you are over 55 years of age you can specify that you want to be considered for properties and housing schemes reserved for older persons.

4.9 I'm homeless. Will this affect the types of property I can choose?

Yes. If the Council owes you one of the duties listed at 4.7 you may have your preferences overridden. We may choose the types of properties you are eligible to be offered, based on what we consider is suitable for you.

4.10 How does the Council decide what size of property I'm entitled to?

We assess the size of home you need according to your household size and composition. We'll assess the number of bedrooms you need. See 4.11 and 4.12 below.

4.11 Who can be registered as part of my household?

We'll decide who is entitled to be included on your housing application as part of your household. People counted as needing to live with you must usually:

- normally reside with you as a member of your family, or
- be your child and be dependent on you.

If you have a child who is dependent on both you and someone else (eg a former partner) we'll consider if they should be treated as part of your household. If there's a shared custody arrangement we may decide the child should not be treated as part of your household, eg because they've already got accommodation with their other parent/guardian.

4.12 How many bedrooms am I entitled to?

The number of bedrooms you need is assessed using the following rules. You qualify for one bedroom for each of the following people in your household:

- a single person or couple aged 16 or over
- two children of the same gender, if both of the children are aged under 16
- two children aged under 10, regardless of gender
- any remaining child.

You may qualify for an extra bedroom if:

- you or your partner is disabled, and a non-resident overnight carer is needed, or
- it's unreasonable for two persons to share a bedroom because of an illness or disability

providing this need is evidenced and we're satisfied you'd be able to afford the accommodation.

The following table provides a guide to the size of properties the most common types of household are usually registered for.

HOUSEHOLD & PROPERTY SIZE

	Number of bedrooms
--	--------------------

Household make-up	1	2	3	4	5
Single person					
Couple					
Pregnant woman (single or in couple)					
Couple or single parent with one child under 16					
Couple or single parent with two children under 16 of the same sex, or with two children of opposite sex who are both under 10					
Couple or single parent with two children under 16 of opposite sex where one child is at least 10					
Couple or single parent with three children under 16					
Couple or single parent with four children under 16, in any of the following cases: <ul style="list-style-type: none"> ▪ all of same sex; ▪ two boys and two girls; ▪ three of one sex, where at least two of different sex are under 10. 					
Couple or single parent with four children under 16, three of one sex, where either three of one sex are all over 10, or the child of the other sex is over 10.					
Couple or single parent with five children under 16					
Couple or single parent with more than five children under 16					

4.13 I am pregnant. When will I be entitled to an extra bedroom?

Once you are 26 weeks' pregnant we will treat you as if your child has already been born (for the purpose of calculating the size of property you're entitled to). We may exercise our discretion to change your bedroom entitlement earlier than this date if we consider it is appropriate to do so, having regard to issues such as:

- whether your circumstances are exceptional;
- demand from other applicants for the type and size of property which you would be entitled to;
- whether the waiting list for an increased size of property in the area(s) you have chosen has been exhausted; and
- your ability to afford the increased rent and costs associated with a larger property.

4.14 Are there any situations when I might be offered a larger property than I'm entitled to?

You'll usually only be offered the size of property you qualify for (see 4.12 above). We may sometimes offer a larger property, but this will usually only happen if:

- the waiting list has been exhausted, and
- the landlord is satisfied you can afford the rent.

4.15 Can I choose which landlord I want?

No. If you're accepted onto the Housing Register you may be offered a tenancy with any of the four partner landlords.

4.16 Can the Council and housing associations set qualifying criteria for certain properties or housing schemes?

Yes. For example some properties may be reserved for people over a certain age.

5. WHEN WILL I GET A DECISION ON MY APPLICATION?

5.1 When will I receive a decision on my application?

We'll process your application once you've been interviewed and once you've met all the procedural requirements (these 'things you must do' are explained at [3.9](#)). We'll write to you within 21 calendar days of your housing options interview or within 21 days of having all the information and documents we need (if this is later). We may email you the decision if you've agreed to receive emails.

5.2 What will the decision letter tell me?

We'll write to you and tell you:

- whether you've been accepted onto the waiting list.

If you're accepted onto the waiting list we will tell you:

- what priority (band) you've been awarded (see [9.6](#) to [9.10](#))
- what your waiting time date is (see [8.1](#))
- the type (or types) of housing you're registered for (see [4.8](#)), and
- the size of properties you qualify for (see [4.10](#) to [4.14](#)).

We'll also tell you if we make any of the following types of decision:

- A decision that you're not eligible to be included on the Housing Register (see [section 6](#)). We'll tell you the reasons why.
- A decision that your priority band status has been reduced (see [9.11](#)) and if so what band you have been awarded. We'll tell you the reasons why.

We'll tell you about your right to ask for a review if you're dissatisfied with our decision on your application (see [section 12.5](#)).

The decision letter explains that a copy of the decision notification is available to collect from the Council's office for a reasonable period. The letter also explains that if you do not receive the decision letter (or email) you'll be treated as having been notified when the letter was sent to the postal or email address you gave us.

5.3 What if I want an update on how my application is progressing?

If you have any questions about your application please phone Housing's Customer Services on (01248) 752200 or email them at housing@anglesey.gov.uk. If your interview

was in the last 21 days and you haven't received a decision we suggest you wait for our letter or email confirming the outcome of your application.

5.4 **If I disagree with the Council's decision can I ask them to reconsider it?**

Yes. When we write and tell you about the decision on your application we'll also tell you about your right to ask for a review (see **section 12** for more details about your right to ask us to reconsider decisions).

6. **WILL I BE ALLOWED ONTO THE HOUSING REGISTER?**

6.1 **Is everyone entitled to go onto the Housing Register?**

No. Some people aren't entitled to be registered on the waiting list. For example you won't be placed on the Housing Register:

- If you haven't met the 'procedural requirements' (see **3.9** for these 'things you must do').
- If you're not in housing need (see **section 9** for the banding rules).
- If you have sufficient financial resources to meet your housing needs (see **7.3** and **7.4** for more details).
- If you're ineligible because of your immigration status (see **6.3** to **6.7** and **Appendix 3** for the rules about immigration and nationality)
- If you're ineligible because of past behaviour (see **6.8** to **6.9** and **Appendix 4** for the rules about being unsuitable to be a tenant).
- If you've applied before, had your application refused, and your situation hasn't materially changed since the previous decision (see **2.5**).

We'll write and tell you if we decide you don't qualify to be included on the Register. We'll tell you our reasons for making the decision and tell you about your right to ask for a review (see **section 12** for more details about your right to ask us to reconsider decisions).

6.2 **How will the Council help me if I'm not entitled to go on the Housing Register?**

We'll advise you about your other housing options.

6.3 **Why do you look at nationality and immigration status?**

By law we can't allocate housing to people who are disqualified because of their immigration status. We won't register applications from anyone who is ineligible for an allocation under section 160A(1)(a) of the Housing Act 1996 and the related regulations.

6.4 **How do I find out if my immigration status disqualifies me from being allocated housing?**

Appendix 3 lists the groups of people who are ineligible for a housing allocation because of their immigration or nationality status. Please contact us if you need advice on how this may affect your application.

6.5 I'm ineligible for housing because of my immigration status. Can I be given a joint tenancy with someone else?

No. A household member who is ineligible can't be granted a sole or joint tenancy with an eligible applicant as the result of an allocation.

6.6 Restricted persons

We won't register the application of anyone who falls into a 'reasonable preference' group (see **16.1**) because of homelessness but only because their household includes a 'restricted person'. A restricted person is someone who:

- is ineligible for help under Chapter 2 of the Housing (Wales) Act 2014, and
- is subject to immigration control within the meaning of the Asylum and Immigration Act 1996, and
- either:
 - does not have leave to enter or remain in the United Kingdom, or
 - has leave to enter or remain in the United Kingdom subject to a condition to maintain and accommodate themselves, or any dependents, without recourse to public funds.

6.7 My children are ineligible because of their immigration status. Will you take their needs into account?

Yes. If you're eligible but you have ineligible dependents we'll take their housing needs into account, eg when deciding your priority and the type and size of housing you qualify for. However, we may take relatives' immigration status into account when deciding if they form part of your household. If your household includes a 'restricted person' we may not give you priority for housing (see **6.6**).

6.8 Are there situations where the Council won't register someone on the waiting list because of past behaviour?

Yes. If we decide that your immigration and nationality status means you're eligible for the Housing Register we'll then go on to consider if you may be ineligible because of unacceptable behaviour.

6.9 When isn't someone entitled to go on the Housing Register because of past behaviour?

We consider:

- if you or a member of your household has been guilty of unacceptable behaviour, and if so
- if the behaviour is serious enough to make you unsuitable to be a social housing tenant, and if so

- if you remain unsuitable to a tenant at the time we consider your application.

Appendix 4 gives more information on how we make this decision and the rules we apply.

6.10 Will the Council ask for tenancy references?

Yes. If you're currently a tenant or have held tenancies in the past we'll contact your landlord(s) and ask them to give details of how your tenancy was conducted. This helps us decide if you're suitable to be a tenant (see **6.9**).

6.11 If the Council decides someone in my household is ineligible because of unacceptable behaviour can they be given a joint tenancy with me?

No. Someone who is ineligible because of previous behaviour cannot be given a joint tenancy with an eligible applicant as the result of an allocation.

7. WHAT PRIORITY WILL I HAVE FOR HOUSING?

7.1 How does the Council decide what priority I have for housing?

If you're eligible to go on the Housing Register (see section **6**) we'll then go on to decide if you have a housing need. There are four priority 'bands'. Your band award is based on whether or not you have a local connection and how urgently you need housing. The bands, in descending order of priority, are:

Band	You qualify if you have:
Urgent	An urgent housing need + A local connection
Band 1	A housing need + A local connection
Band 2	An urgent housing need but No local connection
Band 3	A housing need but No local connection*
No band award	No housing need

* There are some exceptions to this general rule. In Band 3 a local connection is required for housing need categories **28** and **30**. Displaced agricultural workers (category **29**) may have a local connection but will usually only qualify for Band 3.

The banding groups are fully explained in **section 9**.

7.2 What if I don't qualify for any of the priority bands?

If you don't qualify for any of the priority bands you won't be allowed onto the Housing Register. This means you won't be considered for an allocation of housing. We'll send you our decision in writing and explain why you don't qualify for the waiting list. We'll also tell you about your right to ask for a review (see **section 12** for more details about asking us to reconsider decisions). We can advise you on your other housing options if you need it.

7.3 Will the Council take my income and financial situation into account?

Yes. Social housing is usually only provided if you will have difficulty obtaining suitable housing because of your financial situation. We may decide you can't be included on the Housing Register if you can afford to obtain housing in the private sector. We may disqualify you if you can't afford private housing where you'd prefer to live, but could afford suitable housing elsewhere on the Isle of Anglesey.

7.4 What does the Council take into account when deciding if I can afford housing in the private sector?

We'll take various factors into account, depending on your situation. For example:

- your financial resources and those of household members (if any)
- ownership of and equity in land or property
- your reasonable expenditure and commitments
- the supply and cost of private market housing on the Isle of Anglesey that would be suitable for you
- if your current property could be sold and the resulting equity released to buy or rent privately
- your mortgage potential
- if adaptation of your current property is a viable option (if relevant).

The procedures for housing officers (see **1.5**) includes guidance on how to assess individual cases, including guideline figures for the amount of income, savings and capital that may typically be considered acceptable for different types of household. When formulating these guideline figures the partner landlords will have regard to the Council's Local Housing Market Assessment and data concerning housing costs.

7.5 What if I'm already on the Housing Register when this policy takes effect?

If you have an active housing application when this policy takes effect we'll reassess your eligibility for housing using the new rules. You'll no longer get points but instead be awarded a band (if you qualify). If you don't qualify for one of the four bands your application will be removed from the Register.

We'll write to tell you whether or not your application is included on the Register. If you qualify under the new policy we'll confirm your priority band status and waiting time date. If you have an active application when this policy takes effect your waiting time date will be the date you would have qualified for your band status had the banding

scheme been previously operating. If your application is taken off the Register we'll confirm the reasons for the decision. We'll also tell you about your right to ask for a review (see **section 12** for more details about your right to ask us to reconsider decisions).

7.6 Will I get more priority if I apply as homeless?

If the Council accepts you're homeless you'll be awarded a band status reflecting your priority for re-housing (see **9.6 to 9.10** for the banding categories). However applying as homeless will not necessarily increase your chances of being offered social housing. This is because we can end homelessness duties by arranging privately rented housing. Also if you're owed a homelessness duty you'll have less choice about:

- where you are offered housing (see **4.7**), and
- the type of properties you'll be offered (see **4.9**).

8. WHAT HAPPENS ONCE I'M REGISTERED ON THE WAITING LIST?

8.1 Where will I be placed when I'm first entered onto the list?

If you're a new applicant your application will be entered at the bottom of the priority band that you're entitled to (see **Section 9** for details of the banding system). This is because all applicants are awarded a 'waiting time date'.

Your waiting time date is the date on which you were awarded your current band status.

You'll be placed below other applicants in your band (who need the same type and size of housing) because they've been waiting longer to be re-housed. Those who apply after you will be below you on the waiting list (assuming they need the same type of housing in the same area).

8.2 Can I lose my waiting time date?

Yes, this can happen if:

- your application is removed from the housing register (see **8.10**);
- your application is sanctioned by your priority being reduced (see **9.11**);
- you do not inform us of a change in your circumstances that could affect your priority for housing (within one calendar month of the change taking effect if we don't have any contact with you, eg we're not in the process of allocating you a property) (see **8.6**);
- you do not respond to a request for confirmation of your current circumstances (see **8.7**);
- you do not respond when we ask you to renew your application (see **8.12**); or
- you are awarded 'Urgent' band priority and refuse an offer of tenancy (see **11.7**).

If we have reduced your priority for housing by suspending your application (see [9.12](#)) your waiting time date will be amended to the date you become eligible again to be offered housing (assuming your application is de-suspended). This will mean your application goes to the bottom of the relevant band when your application is de-suspended.

8.3 Can my waiting time date be backdated?

We may decide to award you a different waiting time date if there are exceptional circumstances. For example we may award an earlier date if we unreasonably delayed in processing your application, and this was not because of anything you did, eg failing to provide information or documents.

8.4 When will I get to the top of the waiting list?

You will gradually move up the waiting list as other applicants with the same band priority and earlier waiting time dates are re-housed or come off the list. We can give you advice about how many properties of the type you need have previously become available and how many people are ahead of you on the list in a particular area (see [4.4](#)). This can help you decide if you want to wait for social housing, consider other options, or choose other letting areas (see [4.1](#)) or other types of housing (see [4.8](#)).

8.5 Will I definitely be offered social housing?

No. We can't guarantee you'll be offered housing, even if you're accepted onto the waiting list. Unfortunately there aren't as many vacancies as people wanting social housing.

8.6 What happens if my situation changes?

You must tell us if your situation changes. If you become aware of any changes in circumstances that might affect your priority for housing please tell the Council's Housing Customer Services Team. For example you must tell us if:

- you move home
- someone leaves or joins your household
- your income or financial situation changes.

We may cancel your application if you don't tell us about your situation changing (see [8.10](#)). We may also be unable to offer you a property when you get to the top of the waiting list (see [10.8](#)). We may ask you to attend a housing options interview and provide supporting information and documentation if your circumstances change.

8.7 Are there any situations where I may need to be provide information or attend an interview to continue to qualify for an offer of housing?

Yes. For example, we may ask you to provide information or attend an interview if:

- We receive information suggesting we may need to remove your application from the housing register.

- We receive information suggesting we may need to reduce your priority on the waiting list.

The above is not an exhaustive list.

We may remove your application from the housing register if you do not provide the information we need or if you do not attend an interview (see **8.10**).

8.8 Are there any situations where my application will be suspended so I don't qualify for an offer of housing?

Yes. We may suspend your application or withdraw an allocation if:

- We've received information suggesting your situation may have changed and you may no longer be eligible for an allocation of housing, or your band priority status.
- You're a social housing tenant and haven't brought the condition of your home or garden up to the required standard.
- You're not in a position to take up an offer of accommodation, eg because you're in hospital, custody or an institution.
- We think one of the situations at **8.10** may apply but we've yet to make a decision.

We'll write to you and tell you if we suspend your application (or withdraw an allocation). We'll tell you the reasons for our decision. We'll also tell you if you need to provide information or do something before your application can be made active again.

8.9 Can I ask for my housing application to be suspended if I don't want to be offered housing until sometime in the future?

This is not usually allowed. The housing register is for people who *currently* need housing. We may make an exception if you're unable to accept an offer of housing because of a *temporary* situation preventing you from accepting housing, but you continue to need accommodation, eg:

- You have been admitted to hospital.
- You have been placed in custody.

8.10 Are there any situations where my application may be removed from the Housing Register?

Yes. We may remove your application from the waiting list if:

- You refuse two reasonable offers of accommodation (see **11.8**).
- You ask us to withdraw your application.
- Your situation changes and you're not entitled to remain on the Housing Register (see **6.1**).
- You withhold or fail to provide information we have asked you to provide in connection with your application.
- You don't comply with our 'procedural requirements' (see **3.9** for these 'things you must do').

- You don't reply to us when we've attempted to contact you, eg a request for you to confirm your circumstances and that you want to remain on the Housing Register (see **8.12**).
- You knowingly or recklessly give false or misleading information in connection with your application.
- You are ineligible for an allocation (see **section 6**).
- You accept an offer of accommodation following an allocation of accommodation.

8.11 What if I'm homeless or at risk of losing my home?

If you may be losing your home it's important to contact us as soon as possible. We'll be able to give you help and advice. You may be entitled to help under the homelessness legislation. If you become homeless we may have a duty to arrange temporary accommodation for you. Contact the Customer Services Team on (01248) 852200 as soon as you think you may become homeless. They will usually make you an appointment with a housing options officer.

8.12 Do I have to regularly renew my application?

Yes. You'll need to renew your application or re-apply at regular intervals. We need to keep an accurate record of people wanting social housing who continue to qualify. We will contact you if you need to renew your application, using the contact details you've given us. You'll be asked to confirm your current situation when we review your application.

If you don't respond or don't provide the information we need we'll remove you from the Register. We'll tell you in writing if we do this. You can ask us to review any decision to remove you from the waiting list (see **section 12** for more details about your right to ask us to reconsider decisions).

9. HOW DOES THE BANDING SYSTEM WORK?

9.1 What is banding?

We use banding to decide what priority you have for housing. Banding helps us to rank your application against everyone else who's entitled to go on the Housing Register. The priority you're entitled to depends on three things:

- if you need housing very urgently;
- if you have a local connection; and
- how long you've spent waiting for social housing.

9.2 How does banding work?

There are four priority bands. If you're eligible to be included on the Register we'll award you a band that reflects your particular situation.

In descending order of priority the bands are:

- Urgent Band
- Band 1
- Band 2
- Band 3

You can find out which band you qualify for by looking at **9.6** to **9.10**.

9.3 How does my priority compare with other people who've been awarded the same band?

Within each band applications are prioritised by how long everyone has been waiting for social housing (according to applicants' 'waiting time date'; see **8.1**).

9.4 Which bands do I need a local connection for?

You need a local connection to be awarded the Urgent band or Band 1 priority (see **7.1**, **9.5**, **9.6** and **9.7**).

9.5 What counts as a local connection?

You have a local connection with the Anglesey area if you or a member of your household:

- have been normally resident in the area for five years (at any time), or
- have family associations in the area. Family associations normally arise when someone has a parent, adult child, brother or sister who has resided in the area for a period of at least five years at the date of application, and you and the locally residing close relative in question indicate a wish for you to be near the relative, or
- provide or receive essential support from a person or specialist provider in the area, or
- have been employed in the area for five years (at any time), or
- have been offered employment in the area but have a disability and are unable to take up the offer because of difficulties in finding adequate accessible housing in the area (the disability and the employment offer must be evidenced), or
- need to move to the area so that a member of the household with a disability can attend school or receive specialist support, but are unable to do so because of the difficulty in finding adequate accessible housing in the area (the need must be a consequence of the disability, and the disability and the need to move to the area must be evidenced), or
- are serving in the Armed Forces and are either employed or resident in the area;
- are serving in the Armed Forces or are former members of the Armed Forces who are not currently employed or resident in the area but have previously been resident in the area, including residency as a result of a former posting in the area while serving in the Armed Forces.

You are treated as if you have a local connection with the Anglesey area if you:

- are approved as ready to move from care or supported housing under the Urgent Band's category 4 (see 9.6), or
- are awarded priority under the Urgent Band's category 6 (under-occupying social housing tenant in financial hardship, or no longer needing an adapted social housing property – see 9.6), or
- are awarded priority because of abuse under the Urgent Band's category 7 (homeless because of abuse or threat of abuse – see 9.6), or
- are awarded priority as an exceptional case under the Urgent Band's category 8 (see 9.6), or Band 1 category 16 (see 9.7), or
- are awarded priority under Band 1 category 14 (under-occupying social housing tenant – see 9.7).

9.6 Who qualifies for the 'Urgent' band?

You qualify for the 'Urgent' band if you:

- have an urgent housing need (as set out in the box below), and
- have a local connection (please see 9.5 for what counts as a local connection).

The Urgent Band is reserved for very urgent cases. Very few applicants are likely to be awarded this status.

URGENT BAND

1. Urgent medical, welfare or disability related need

Applicants whose household includes someone who:

- (a) has a medical condition which is life-threatening or likely to become so, and the current accommodation (or lack of accommodation) is significantly detrimental to the condition, or re-housing is likely to result in significant improvement;
- (b) has been assessed as having a need to move urgently to an accessible property;
- (c) has a serious physical or mental illness, disability, medical condition or behavioural disorder, which is causing serious dysfunction to themselves or the household unit such that they are unable to cope in their present accommodation and re-housing would alleviate the problem. For example, terminal illness or advanced progressive condition;
- (d) is hospitalised and unable to return home because the accommodation is wholly unsuitable for their long term needs by way of design, location and/or is unsuitable for adaptations that are required because of disability;
- (e) is disabled and is unable to access essential facilities within the property, for example where bathing or toilet or access to the property itself is wholly unsuitable. The property cannot be economically adapted to meet their needs;
- (f) needs to move to provide support to a person with a serious illness, disability or medical condition, and that person cannot cope in their present accommodation without the applicant's support; or
- (g) is living in overcrowded accommodation which leaves the person vulnerable to a

potentially fatal or very serious infection, for example where they are suffering from late stage HIV.

Evidence will be required in these cases to demonstrate the legitimacy of the claim.

2. Loss of home as a result of a disaster

Applicants who suddenly and permanently lose their existing home as a result of a disaster and who have a reasonable prospect of an allocation within a short period.

3. Leaving armed forces or serious injury whilst serving in armed forces

- (a) An applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which they, or a member of their household, sustained as a result of service in the armed forces.
- (b) An applicant needing accommodation because of leaving the armed forces and losing military accommodation. People who have left the armed forces under Discharge as of Right (DAOR) are excluded from this provision and are not given urgent housing need band status.

4. People accommodated by the local authority in care or approved supported housing who are deemed ready to 'move on'

5. The household needs social housing urgently to prevent a child being taken into care or remaining in care

Examples include:

- (a) Foster parents who urgently need accommodation to take care of a child.
- (b) Cases where a child care plan has identified the need for accommodation to prevent the child being looked after by the authority (for example, child in need / looked after child / child protection).

6. Existing tenants who are either under-occupying by one or more bedroom and wish to transfer to a smaller property or who are occupying an adapted property which they do not need, provided that one of the following applies:

- (a) They are suffering financial hardship (in the case of under-occupying social housing tenants); or
- (b) Their moving is likely to release a property for someone in need (in the case of both under-occupying tenants and tenants not requiring their adapted property).

Applicants must hold a social housing tenancy on Anglesey with a partner landlord.

7. Homeless because of abuse or threat of abuse

Those owed one of the following homelessness duties by Isle of Anglesey County Council:

- (a) the section 193(2) duty under the Housing Act 1996;
- (b) the section 73 duty under the Housing (Wales) Act 2014; or
- (c) the section 75 duty under the Housing (Wales) Act 2014,

and who needs housing urgently as the result of:

- (aa) violence, within the meaning of section 177 of the 1996 Act (in the case of the section 193(2) duty); or
- (bb) abuse, within the meaning of 58 of the 2014 Act (in the case of the section 73 and 75 duties).

8. Exceptional case of urgent need where the circumstances or the urgency of the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Urgent band status has been approved by the Council's Head of Housing Services.

9.7 Who qualifies for Band 1?

You qualify for Band 1 if you:

- have a housing need (as set out in the box below), and
- have a local connection (please see 9.5 for what counts as a local connection).

BAND 1

9. Applicants who are homeless within the meaning of Part 2 of the Housing (Wales) Act 2014, except where there is reason to believe they may have become homeless intentionally, as defined in section 77 of the 2014 Act.

This category includes homeless applicants both in priority need and not in priority need, provided there is no reason to believe they may have become homeless intentionally (even if no decision has yet been taken under Part 2 of the 2014 Act on whether the applicant has become homeless intentionally).

The definition of homelessness is contained in sections 55 to 57 of the Housing (Wales) Act 2014. A person is homeless if they do not have accommodation which they are entitled to occupy, which is physically and legally available for them to occupy, and which is reasonable for them to continue to occupy. This includes the following:

- (a) A person who has no accommodation available for their occupation in the United Kingdom or elsewhere, which they
 - (i) are entitled to occupy by virtue of an interest in it or by virtue of a court order;
 - (ii) have an express or implied license to occupy; or
 - (iii) occupy as a residence by virtue of any enactment or rule of law giving the person the right to remain in occupation, or restricting the right of another person to recover possession.
- (b) A person is also homeless if they have accommodation but
 - (i) they cannot secure entry to it, or
 - (ii) it consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where the person is entitled or permitted both to place it and reside in it.

A person is not treated as having accommodation unless it is accommodation which would be reasonable for them to continue to occupy, as defined under section 57 of the 2014 Act.

Accommodation may only be regarded as available for a person's occupation if it is available for occupation by that person together with:

- (aa) a person who normally resides with them as a member of their family, or
- (bb) any other person who might reasonably be expected to reside with them.

Applicants will usually be awarded this status by a housing options officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

Where an applicant is homeless and there is reason to believe the applicant may have become homeless intentionally they may qualify for lesser priority under Band 3, categories 22 or 23.

10. Applicants who, because of homelessness or threatened homelessness, are:

- owed a duty under section 66 of the 2014 Act, and there is no reason to believe they may have become threatened with homelessness intentionally;
- owed a duty under section 73 of the Housing (Wales) Act 2014, and there is no reason to believe they may have become homeless intentionally;
- owed a duty under section 75 of the 2014 Act; or
- owed a duty by Isle of Anglesey County Council under section 193(2) of the Housing Act 1996.

This category includes applicants who are:

- (a) threatened with homelessness and owed the section 66 duty to help to secure that suitable accommodation does not cease to be available for their occupation, providing there is no reason to believe the applicant may have become threatened with homelessness intentionally (even though a decision on the homelessness application about intentionality has yet to be made). The duty can be owed by any local housing authority.
- (b) homeless and owed the section 73 duty to help to secure accommodation, providing there is no reason to believe the applicant may have become homeless intentionally within the meaning of section 77 of the 2014 Act (even though a decision on the homelessness application about intentionality has yet to be made). The duty can be owed by any local housing authority;
- (c) unintentionally homeless and in priority need, and owed the 'full' duty to secure ongoing accommodation under section 75. The duty can be owed by any local housing authority;
- (d) unintentionally homeless and in priority need, and owed the main housing duty under section 193(2). The duty must be owed by Isle of Anglesey County Council.

Where an applicant is either homeless or threatened with homelessness within 56 days and there is reason to believe the applicant may have become homeless (or threatened with homelessness) intentionally they may qualify for lesser priority under Band 3, categories 22 or 23.

11. Applicants occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

This category includes the following:

- (a) Applicants whose current property:
 - (i) lacks a bathroom with facilities or the facilities are located in an insanitary location, for example within a kitchen;
 - (ii) lacks a kitchen and/or appropriate cooking facilities;
 - (iii) lacks an inside toilet;
 - (iv) lacks a hot or cold water supply due to a defect to the property;
 - (v) lacks an electrical supply due to a defect to the property;
 - (vi) lacks a gas supply due to a defect with the property where such a supply is required to operate existing or necessary services such as heating.
- (b) Applicants living in overcrowded housing. Accommodation is deemed to be overcrowded if it lacks at least one bedroom under the following definition on a permanent basis. One bedroom is deemed necessary for each of the following persons in the applicant's household:

- (i) a single person or couple aged 16 or over; and
- (ii) two children of the same gender, where both of the children are aged under 16; and
- (iii) two children aged under 10, regardless of gender; and
- (iv) any remaining child.

In addition, an additional bedroom will be deemed necessary where:

- (v) the tenant or their partner is disabled, and they require a non-resident overnight carer, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size; or
- (vi) it is unreasonable for two persons to share a bedroom, as the result of an illness or disability, providing that the Council is satisfied the applicant would be able to afford accommodation of the relevant size.

- (c) Applicants who have been referred by the Council's Housing Enforcement Team for re-housing because they are occupying private sector accommodation where Category 1 hazards exist under the Health and Housing Safety Rating System, which the Council are satisfied the landlord or licensor should remedy, but which are unlikely to be remedied.

All applicants citing insanitary or hazardous accommodation in the private sector will be referred to the Council's Housing Enforcement Team (part of the Contract Planning and Public Protection Service) so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

Category 1 and Category 2 hazards are assessed under Part 1 of the Housing Act 2004 using the Housing Health and Safety Rating System. The Housing Enforcement Team's investigating officer will assess the property to determine whether Category 1 and Category 2 hazards exist.

In most cases hazards are dealt with informally by negotiation with the landlord. If negotiation fails and the hazards are not removed within a reasonable period time, the Housing Enforcement Team must take the form of enforcement action they consider appropriate where a Category 1 hazard exists (such as the issuing of an enforcement notice or hazard awareness notice). Where a Category 2 hazard exists the Housing Enforcement Team may take appropriate action.

Where applicants are referred to the Housing Enforcement Team because there is reason to believe there may be unsatisfactory housing conditions and Housing Enforcement consider a Category 1 hazard exists within the property to such an extent that there is an **imminent or serious risk of harm to the occupants** of the property that necessitates the service of one of the following types of enforcement notice:

- (i) Emergency Remedial Action;
- (ii) Emergency Prohibition Order; or
- (iii) Prohibition Order,

then Housing Enforcement will refer the case with a recommendation for priority if, despite their best efforts, they consider the above definition is satisfied and the problem cannot be resolved within a reasonable period of time.

The Housing Enforcement Team has a legal obligation to contact private sector landlords where there are issues of disrepair and attempt to resolve them.

- (d) Applicants occupying social housing accommodation that is insanitary or applicants experiencing unsatisfactory social housing conditions.

All applicants occupying social housing accommodation on Anglesey citing insanitary or unsatisfactory housing conditions will be visited by a housing officer. Enquiries will also ordinarily be made with the landlord so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

If the Housing Options Team is satisfied that the conditions will not be remedied

within a reasonable period of time, priority may be awarded.

12. People sharing accommodation

This category includes:

- (a) Applicants sharing facilities with occupiers who are not part of the applicant's household on a permanent basis. This applies to the sharing of a kitchen, bathroom/shower, or toilet.
- (b) Applicants who are aged 35 years or over and share living accommodation on Anglesey, but who wish to set up home independently.

For the purpose of this sub-category (12(b)):

- (i) Applicants must not have a legal or equitable interest in the property.
- (ii) Sharing does not include sharing with persons who would form part of the applicant's household were they to obtain alternative accommodation.

13. People who need to move on medical or welfare grounds

The following categories of applicant qualify:

- (a) Applicants whose household includes someone with a medical condition which is directly linked to unsuitable housing and where re-housing is necessary to significantly improve their health.
- (b) Applicants occupying accommodation that is causing difficulties with access to the property for a member of the household, which has a detrimental impact on the person's welfare such that it cannot be resolved in the current property, and would be significantly alleviated if they were suitably re-housed.

Such cases will be assessed following advice from a relevant practitioner on whether the person requires a move to an accessible property within the above definition.

- (c) Applicants whose household includes a person who has social care needs that are not being met, and re-housing is necessary to significantly improve their care.

14. Existing social housing tenants who are under-occupying by one or more bedroom and wish to transfer to a smaller property

Applicants must hold a social housing tenancy on Anglesey with a partner landlord. Under-occupying social housing tenants who are experiencing financial hardship may qualify for higher 'Urgent' band priority if they qualify under housing need category 6.

15. People who need to move to a particular locality in the district, where failure to meet that need will cause hardship (to themselves or to others)

Examples include:

- (a) A failure to move to the particular locality will cause exceptional financial hardship.
- (b) The applicant or a member of their household is at risk of being admitted to residential care or hospital if they are not re-housed in the particular locality.
- (c) The applicant needs to move to the particular locality due to a relationship breakdown, and there is need to safeguard and promote the welfare of associated child(ren).
- (d) The applicant is a 'relevant child' under the Children Leaving Care Act 2000, is a care leaver, is vulnerable and has a high housing need that is best met by the provision of long term settled housing in the particular locality.
- (e) The applicant or a member of their household has permanent employment which cannot continue, or an offer of the same which they cannot take up, unless they reside in the particular locality.
- (f) The applicant is giving or receiving essential support, which can only be delivered if they live in the particular locality.

16. Exceptional case of housing need where the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 1 status has been approved by the Council's Head of Housing Services.

9.8 Can I qualify for Band 1 if I'm intentionally homeless?

No. If we've decided you're homeless but that you became homeless intentionally you won't qualify for Band 1. This is the case even if your situation is covered by one of the other Band 1 categories and you have a local connection. Instead you'll be awarded Band 3 status (see Band 3 categories 22 and 23 at 9.10). You'll be disqualified from having priority under any of the Band 1 categories for six months. The six months starts when we decide you became homeless intentionally. The Council's Head of Housing Services may decide this sanction should not be applied if there are exceptional circumstances.

If you then get accommodation and are no longer homeless you'll no longer qualify for Band 3 priority under category 22 or 23. If your application is removed from the Housing Register and you re-apply for housing after six months you may be awarded Band 1 priority if your situation is covered by one of the housing need categories, and you have a local connection.

If we've decided that you're homeless or likely to become homeless within 56 days but we have reason to believe you may have become homeless (or threatened with homelessness) intentionally you won't qualify for Band 1. This is the case even if your situation is covered by one of the other Band 1 categories and you have a local connection. Instead you'll be awarded Band 3 status (see Band 3 categories 23 and 24 at 9.10). However, you won't necessarily be disqualified from having priority under any of the Band 1 categories for six months (as would happen if a decision was formally made on a homelessness assessment review that you are not owed the 'full' section 75 homelessness duty because you became homeless intentionally).

9.9 Who qualifies for Band 2?

You qualify for Band 2 if you:

- have an urgent housing need (as set out in the box below), and
- do not have a local connection (please see 9.5 for what counts as a local connection).

BAND 2

17. Urgent medical, welfare or disability related need

Applicants whose household includes someone who:

- (a) has a medical condition which is life-threatening or likely to become so, and the current accommodation (or lack of accommodation) is significantly detrimental to the condition, or re-housing is likely to result in significant improvement;
- (b) has been assessed as having a need to move urgently to an accessible property;
- (c) has a serious physical or mental illness, disability, medical condition or behavioural disorder, which is causing serious dysfunction to themselves or the household unit such that they are unable to cope in their present accommodation and re-housing would alleviate the problem. For example, terminal illness or advanced progressive condition;
- (d) is hospitalised and unable to return home because it is wholly unsuitable for their long term needs by way of design, location and/or is unsuitable for adaptations that are required because of disability;
- (e) is disabled and is unable to access essential facilities within the property, for example where bathing or toilet or access to the property itself is wholly unsuitable. The property cannot be economically adapted to meet their needs;
- (f) needs to move to provide support to a person with a serious illness, disability or medical condition, and that person cannot cope in their present accommodation without the applicant's support; or
- (g) is living in overcrowded accommodation which leaves the person vulnerable to a potentially fatal or very serious infection, for example where they are suffering from late stage HIV.

Evidence will be required in these cases to demonstrate the legitimacy of the claim.

18. Loss of home as a result of a disaster

Applicants who suddenly and permanently lose their existing home as a result of a disaster and who have a reasonable prospect of an allocation within a short period.

19. Leaving armed forces or serious injury whilst serving in armed forces

- (a) An applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which they, or a member of their household, sustained as a result of service in the armed forces.
- (b) An applicant needing accommodation because of leaving the armed forces and losing military accommodation. People who have left the armed forces under Discharge as of Right (DAOR) are excluded from this provision and are not given Band 2 priority status.

20. The household needs social housing urgently to prevent a child being taken into care or remaining in care

Examples include:

- (a) Foster parents who urgently need accommodation to take care of a child.
- (b) Cases where a child care plan has identified the need for accommodation to prevent the child being looked after by the authority (for example, child in need / looked after child / child protection).

21. Exceptional case of urgent need where the circumstances or the urgency of the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 2 status has been approved by the Council's Head of Housing Services or a senior Council manager.

9.10 Who qualifies for Band 3?

You qualify for Band 3 if you:

- have a housing need (as set out in the box below), and
- do not have a local connection (please see **9.5** for what counts as a local connection).*

* There are some exceptions to this general rule with Band 3. You also qualify for Band 3 if:

(a) you:

- (i) have a housing need because of homelessness or threatened homelessness (as set out at **22** or **23** below), and
- (ii) have a local connection, but
- (iii) do not qualify for a higher band, because you have become homeless intentionally, or because there is reason to believe you may have become homeless or threatened with homelessness intentionally (see **9.8**).

(b) you:

- (i) live in non-secure accommodation rented from a private landlord (as set out at **28** below), or
- (ii) are aged 55 years or over, and have expressed an exclusive preference for older persons' housing (as set out at **30** below), and
- (iii) you have a local connection.

(c) you are a displaced agricultural worker (as set out at **29** below), irrespective of whether you have a local connection.

BAND 3

22. Applicants who are homeless within the meaning of Part 2 of the Housing (Wales) Act 2014.

The definition of homelessness is contained in sections 55 to 57 of the Housing (Wales) Act 2014. A person is homeless if they do not have accommodation which they are entitled to occupy, which is physically and legally available for them to occupy, and which is reasonable for them to continue to occupy. This includes the following:

- (a) A person who has no accommodation available for their occupation in the United Kingdom or elsewhere, which they
 - (i) are entitled to occupy by virtue of an interest in it or by virtue of a court order;
 - (ii) have an express or implied license to occupy; or
 - (iii) occupy as a residence by virtue of any enactment or rule of law giving the person the right to remain in occupation, or restricting the right of another person to recover possession.
- (b) A person is also homeless if they have accommodation but

- (i) cannot secure entry to it, or
- (ii) it consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where the person is entitled or permitted both to place it and reside in it.

A person is not to be treated as having accommodation unless it is accommodation which would be reasonable for them to continue to occupy, as defined under section 57 of the 2014 Act.

Accommodation may only be regarded as available for a person's occupation if it is available for occupation by that person together with:

- (cc) a person who normally resides with them as a member of their family, or
- (dd) any other person who might reasonably be expected to reside with them.

Applicants will usually be awarded this status by a housing options officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

This category includes homeless applicants in priority need and not in priority need (including those whose priority need status has not been established), and cases where the authority has reason to believe the applicant may have become homeless intentionally.

23. Applicants who, because of homelessness or threatened homelessness, are:

- **owed a duty under section 66 of the Housing (Wales) Act 2014;**
- **owed a duty under section 73 of the 2014 Act;**
- **owed a duty under section 75 of the 2014 Act; or**
- **owed a duty by Isle of Anglesey County Council under section 193(2) of the Housing Act 1996.**

This category includes applicants who are:

- (a) threatened with homelessness and owed the section 66 duty to help to secure that suitable accommodation does not cease to be available for their occupation. The duty can be owed by any local housing authority.
- (b) homeless and owed the section 73 duty to help to secure accommodation. The duty can be owed by any local housing authority;
- (c) unintentionally homeless and in priority need, and owed the 'full' duty to secure ongoing accommodation under section 75. The duty can be owed by any local housing authority;
- (d) unintentionally homeless and in priority need, and owed the main housing duty under section 193(2) of the 1996 Act. This duty must be owed by Isle of Anglesey County Council.

Applicants will usually be awarded this status by a housing options officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

This category includes homeless applicants in priority need and not in priority need (including those whose priority need status has not been established), and cases where the authority has reason to believe the applicant may have become homeless (or threatened with homelessness) intentionally.

24. Applicants occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

This category includes the following:

- (a) Applicants whose current property:
 - (i) lacks a bathroom with facilities or the facilities are located in an insanitary

- location, for example within a kitchen;
 - (ii) lacks a kitchen and/or appropriate cooking facilities;
 - (iii) lacks an inside toilet;
 - (iv) lacks a hot or cold water supply due to a defect to the property;
 - (v) lacks an electrical supply due to a defect to the property;
 - (vi) lacks a gas supply due to a defect with the property where such a supply is required to operate existing or necessary services such as heating.
- (b) Applicants living in overcrowded housing. Accommodation is deemed to be overcrowded if it lacks at least one bedroom under the following definition on a permanent basis. One bedroom is deemed necessary for each of the following persons in the applicant's household:
- (i) a single person or couple aged 16 or over; and
 - (ii) two children of the same gender, where both of the children are aged under 16; and
 - (iii) two children aged under 10, regardless of gender; and
 - (iv) any remaining child.

In addition, an additional bedroom will be deemed necessary where:

- (v) the tenant or their partner is disabled, and they require a non-resident overnight carer, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size; or
 - (vi) it is unreasonable for two persons to share a bedroom, as the result of an illness or disability, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size.
- (c) Applicants who have been referred by the Council's Housing Enforcement Team for re-housing because they are occupying private sector accommodation where Category 1 hazards exist under the Health and Housing Safety Rating System, which the Council are satisfied the landlord or licensor should remedy, but which are unlikely to be remedied.

All applicants citing insanitary or hazardous accommodation in the private sector will be referred to the Council's Housing Enforcement Team (part of the Contract Planning and Public Protection Service) so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

Category 1 and Category 2 hazards are assessed under Part 1 of the Housing Act 2004 using the Housing Health and Safety Rating System. The Housing Enforcement Team's investigating officer will assess the property to determine whether Category 1 and Category 2 hazards exist.

In most cases hazards are dealt with informally by negotiation with the landlord. If negotiation fails and the hazards are not removed within a reasonable period time, the Housing Enforcement Team must take the form of enforcement action they consider appropriate where a Category 1 hazard exists (such as the issuing of an enforcement notice or hazard awareness notice). Where a Category 2 hazard exists the Housing Enforcement Team may take appropriate action.

Where applicants are referred to the Housing Enforcement Team because there is reason to believe there may be unsatisfactory housing conditions and Housing Enforcement consider a Category 1 hazard exists within the property to such an extent that there is an **imminent or serious risk of harm to the occupants** of the property that necessitates the service of one of the following types of enforcement notice:

- (i) Emergency Remedial Action;
- (ii) Emergency Prohibition Order; or
- (iii) Prohibition Order,

then Housing Enforcement will refer the case with a recommendation for priority if, despite their best efforts, they consider the above definition is satisfied and the problem cannot be resolved within a reasonable period of time.

The Housing Enforcement Team has a legal obligation to contact private sector landlords where there are issues of disrepair and attempt to resolve them.

- (d) Applicants occupying social housing accommodation that is insanitary or applicants experiencing unsatisfactory social housing conditions.

All applicants occupying social housing accommodation on Anglesey citing insanitary or unsatisfactory housing conditions will be visited by a housing officer. Enquiries will also ordinarily be made with the landlord so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

If the Housing Options Team is satisfied that the conditions will not be remedied within a reasonable period of time, priority may be awarded.

25. People sharing accommodation

People occupying accommodation on Anglesey who share facilities with occupiers who are not part of the applicant's household on a permanent basis. This applies to the sharing of a kitchen, bathroom/shower, or toilet.

26. People who need to move on medical or welfare grounds

The following categories of applicant qualify:

- (a) Applicants whose household includes someone with a medical condition which is directly linked to unsuitable housing and where re-housing is necessary to significantly improve their health.
- (b) Applicants occupying accommodation that is causing difficulties with access to the property for a member of the household, which has a detrimental impact on that person's welfare that cannot be resolved in the current property, and would be significantly alleviated if they were suitably re-housed.
Such cases will be assessed following advice from a relevant practitioner on whether the person requires a move to an accessible property within the above definition.
- (c) Applicants whose household includes a person who has social care needs that are not being met, and re-housing is necessary to significantly improve their care.

27. People who need to move to a particular locality in the district, where failure to meet that need will cause hardship (to themselves or to others)

Examples include:

- (a) A failure to move to the particular locality will cause exceptional financial hardship.
- (b) The applicant or a member of their household is at risk of being admitted to residential care or hospital if they are not re-housed in the particular locality.
- (c) The applicant needs to move to the particular locality due to a relationship breakdown, and there is need to safeguard and promote the welfare of the associated child(ren).
- (d) The applicant is a 'relevant child' under the Children Leaving Care Act 2000, is a care leaver, or is vulnerable and has a high housing need that is best met by the provision of long term settled housing in the particular locality.
- (e) The applicant or a member of their household has permanent employment which cannot continue, or an offer of the same which they cannot take up, unless they reside in the particular locality.
- (f) The applicant is giving or receiving essential support, which can only be delivered if they live in the particular locality.

28. Applicants who reside in privately rented accommodation on Anglesey, who lack long term security of tenure and have a local connection because of residence

The applicant must not have a tenancy providing long term security of tenure, such as a long lease, non-shorthold assured tenancy or protected tenancy.

The tenancy must not be with a registered social landlord.

The applicant's local connection must have arisen because of being normally resident in the area for five years.

29. Displaced agricultural workers

This category applies where the Housing Options Team, taking account of any advice received from the Agricultural Dwelling House Advisory Committee, is satisfied that:

- (a) the applicant is an agricultural worker who is being displaced from a dwelling house on Anglesey,
- (b) the dwelling from which the worker is displaced is needed to accommodate another agricultural worker,
- (c) the farmer cannot provide suitable alternative accommodation for the displaced worker, and
- (d) the displaced worker needs to be re-housed in the interests of efficient agriculture.

30. Applicants aged 55 years or over, who have expressed an exclusive preference for housing schemes reserved for older persons, and have a local connection

Applicants aged 55 years may qualify for higher priority under another housing need category.

31. Exceptional case of housing need where the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 3 status has been approved by the Council's Head of Housing Services or a senior Council manager.

9.11 Can my priority be reduced?

Yes. We may reduce your priority if we're satisfied:

- you have sufficient financial resources to meet your housing needs (see **7.3** and **7.4**), or
- your behaviour or the behaviour of a member of your household means you're unsuitable to be a tenant (see **Appendix 4**);
- you have property-related debts (such as rent arrears, council tax arrears, housing benefit overpayment, a debt resulting from property damage etc) exceeding £100, either relating to your existing or a former home, providing the debt is legally recoverable; or
- you have deliberately worsened your housing situation.

9.12 If the Council decides to reduce my priority how will you reduce it?

We may reduce your priority by:

- awarding you a lower band priority than you would otherwise be entitled to (see **9.6** to **9.10** for the priority bands)

- adjusting your waiting time date (see **8.1**)
- temporarily suspending you from being entitled to an allocation (so your application is 'bypassed' when we allocate a property that you'd normally be entitled to be considered for), or
- a combination of the above.

For example we may decide temporary suspension is appropriate because you owe a debt to a partner landlord and suspending your application gives you a chance to clear the debt or a chance to agree a repayment plan and demonstrate you can keep to the agreement.

If we adjust your waiting time date we may decide it's appropriate to award a date reflecting when the 'offending' issue was resolved or when a suspension was lifted (see **8.2**).

9.13 How does the Council decide if my priority should be reduced?

When deciding whether to sanction an application (under **9.11**) and what the sanction should be (under **9.12**) we treat each case on its own merits and consider all relevant issues. We also consider the need to achieve broader policy aims such as the need to achieve fairness between applicants, equality of opportunity, social inclusion, and the need to move under-occupying tenants who rely on welfare benefits to appropriately sized accommodation.

In exceptional circumstances we may decide no sanction should be applied even though one of the criteria at **9.11** applies. If you have a property-related debt of over £100 we may decide not to reduce your priority if you have made an agreement to reduce the debt by making regular payments and have kept to the agreement for a significant period. The procedural guidance for housing officers includes guidance on how decisions to reduce priority are made (see **1.5**).

9.14 Will the Council tell me if my priority is reduced?

Yes. We'll confirm a decision to reduce your priority in writing, and set a date by when we'll review the reduction in priority. We'll write to you again if, when reviewing the reduction in priority, we decide the reduction in priority should continue. Whenever we write to you to tell you about a decision on reducing your priority we'll also tell you about your right to ask for a review (see **9.15** and section **12**).

9.15 Can I ask the Council to look again at a decision to reduce my priority under 9.11?

Yes. If you want us to reconsider the decision we must receive your request for a review within 21 days of being notified of the decision (see **12.6**).

9.16 Are there any situations where I could be given a higher priority than under the usual rules?

This is rare and only happens in exceptional circumstances. For example we may place someone in a higher band or award an earlier waiting time because the Public Services

Ombudsman for Wales has recommended this, or because of a legitimate expectation (legally binding promise) (see also [8.3](#)).

10. HOW DO THE LANDLORDS DECIDE WHO RECEIVES OFFERS OF ACCOMMODATION?

10.1 Are there different ways applicants can be selected for an allocation of housing?

Yes. For example, certain properties may be reserved for someone who:

- has a particular connection with the locality in which the property is situated (see [section 14](#))
- needs an adapted or accessible home because of a physical disability (see [section 13](#))
- meets criteria applying to that particular property or housing scheme (see [4.16](#)), or
- has specifically applied for a particular property.

Some properties don't have any particular letting criteria and can be allocated to anyone on the waiting list (providing they've chosen that letting area and qualify for that type and size of property).

10.2 How do the landlords decide which method will be used to allocate a property?

When a property becomes available we'll decide the method to be used to allocate it. If a property is reserved for a particular type of applicant (see [4.16](#) and [10.1](#)) we'll use that method to select who should receive an allocation.

The partner landlords may change the letting methods used to allocate particular housing schemes or properties, but will inform Housing Services so appropriate advice can be given to customers, and so the procedural guidance can be amended.

10.3 How do the landlords decide which applicant is going to be allocated a property?

We decide:

- (a) Which letting method will be used (see [10.1](#)).
- (b) Which applicants meet the specific letting criteria (if there are any).
- (c) Which applicants qualify for that type and size of property. Partner landlords may specify if the bedrooms are suitable for one or two people.
- (d) Which applicant has the highest priority. For properties with no specific letting criteria this usually means the applicant with the highest band priority that has been waiting the longest (according to their waiting time date, see [8.1](#) and [9.3](#)).

10.4 Can a landlord 'bypass' the applicant at the top of the waiting list?

Yes. However, a landlord can only do this if it's allowed by the terms of the allocations scheme. Examples include:

- The property's bedroom sizes are not suitable for the applicant's household size (see [10.3\(c\)](#)).

- The Housing Options Team decides to suspend an application to enable its priority to be reviewed (see **8.8**).

A full list of the situations where applicants can be ‘bypassed’ and details of the procedure that must be followed is contained in the guidance for staff that accompanies this policy (see **1.5**).

10.5 When will you select a housing applicant and allocate a property?

We can decide to allocate a property either before or after the property becomes available to let. Sometimes we allocate the property before the previous tenant moves out.

10.6 What happens if the person allocated a property refuses it?

If the applicant we select for a property refuses it we will select someone else from the Housing Register to receive an allocation. For properties with no specific letting criteria this usually means the applicant with the next highest priority by band status and waiting time.

10.7 I have previously engaged in anti-social behaviour in the area in which a vacant property is becoming available. Can I be considered for the property?

We may not consider your application when choosing who should receive an allocation. We may do this if you, a member of your household, or a visitor to your home were previously responsible for anti-social behaviour in the area in which the property is situated. We can decide to ‘bypass’ you on the waiting list when short-listing for this reason even if we think you’re suitable to be a tenant (see **6.9**). We may advise you to consider choosing other letting areas if you’re likely to be affected by this rule.

10.8 Will you review my situation if you’re considering allocating me a property?

Yes. We can review how we have assessed your case before you’re allocated a property or offered a tenancy. If you haven’t told us about a change to your situation we may be unable to offer you a tenancy, even if you have received an allocation (see **8.6**).

10.9 What happens if I’ve the same priority and waiting time as another applicant?

If you have the same priority band status and waiting time as another applicant we’ll exercise our discretion when deciding who should receive the allocation. We’ll consider various factors. For example, someone may be favoured because they’ve spent more time waiting for social housing before being awarded their current band status, or because it may free up a larger unit of accommodation, or because they have a stronger connection with the letting area. This isn’t a complete list. We may take other factors into account, depending on the particular situation.

11. WHAT HAPPENS WHEN I’M OFFERED A PROPERTY?

11.1 How will I know I’ve been offered a property?

If we allocate you a property one of the partner landlords will usually tell you about this in writing. We may tell you by letter or email.

We may initially tell you about an allocation verbally (eg by phoning you). If you refuse the offer this will count towards your two refusals (see **11.7** and **11.8**) providing you were entitled to the allocation.

11.2 If the Council verbally offers me a tenancy can I insist the offer is confirmed in writing before I accept or refuse the offer?

Yes. You can then choose if you want to accept or refuse the offer of tenancy.

11.3 Can I be offered a joint tenancy with my partner or someone in my household?

If you're the applicant you can ask to be given a joint tenancy with your partner or someone else in your household if they:

- are eligible for housing (see **6.5** and **6.11**)
- are aged 16 or over (if they are 16 or 17 years old you need to be 18 or over)
- are included on your application
- intend to occupy the property as their only and main home.

If you've asked for a joint tenancy the landlord will decide whether or not to grant a joint tenancy. If a landlord refuses to grant a joint tenancy it will give you reasons in writing for the refusal.

11.4 Can I view the property?

Yes. The landlord will give you a time when you can view the property. A housing officer will be present to answer any questions you have about the property. You would usually be expected to accept or refuse the tenancy at the viewing.

11.5 Do I have to accept a property I'm offered?

No. You're free to accept or refuse any property offered to you. However it's important to note that refusing an offer may result in:

- you being taken off the Housing Register (see **11.8**), and
- the Council deciding that any duty owed to you under the homelessness legislation has ended.

11.6 How long will I be given to accept or refuse an offer of tenancy?

We must make sure properties are let quickly. You'll therefore need to decide quickly if you want to accept the offer of tenancy. We'll give you a time you need to tell us by. This is usually when you view the property. If you don't tell us whether you want to accept or refuse an offer of tenancy within the time we've given you we may decide you have refused the offer (i.e. infer from your behaviour that you have rejected the offer).

11.7 How many offers can I receive?

You can receive a maximum of two offers of accommodation if you've been awarded Band 1, 2, or 3 priority.

If you've been awarded the Urgent Band you'll receive one offer before losing the Urgent Band award. If you refuse that offer you'll then be placed in Band 1 and be eligible for one further offer. Your waiting time date (see **8.1**) will be amended to reflect your new band award.

11.8 What happens if I refuse two offers of housing?

If you refuse two offers your application will be removed from the Housing Register providing we're satisfied both offers were properly made under this policy. This is to ensure fairness to other applicants who also need housing. You will not get a third offer. In exceptional circumstances the Housing Options Manager or a senior Housing Services manager may decide not to exclude you from the Register and approve further offers. However, this will only be done if there are exceptional circumstances.

11.9 What if I think the accommodation offered to me was unsuitable?

If you refuse a property of the type you qualify for, in an area you chose, the refusal will count as one of your two offers. There would have to be exceptional circumstances for this not to be the case.

11.10 I think a refusal of housing should not count as one of my two offers. What can I do?

There may be situations where you think refusing a property should not be counted against you. For example if the property was not in one of your chosen areas, or if you think you should not have been offered that type of property. If you're unhappy with a decision that you've refused an offer or that your refusal should be counted against you, you can ask us to review that decision.

If it was your first offer you must ask for the review within 21 days of the date by which you were required to accept or refuse the offer.

If it was your second offer you must ask for the review within 21 days of us notifying you of the decision that you've been taken off the Housing Register (see **section 12** for more details about your right to ask us to reconsider decisions).

11.11 Are there any situations where an allocation can be withdrawn?

Yes. There may be situations where we withdraw an allocation (or an offer of tenancy resulting from an allocation). For example an allocation or offer may be withdrawn if:

- Your situation has changed since we last reviewed your housing application, and you're no longer entitled to the same priority on the waiting list, or you're no longer entitled to remain on the housing register.
- You're a social housing tenant and have not brought the condition of your current home or garden up to the required standard.
- You're in arrears of rent, or have a property-related debt (see **9.11**).

- We become aware that you, or a member of your household, have engaged in behaviour that makes you unsuitable to be a tenant (see **6.8** and **6.9**).
- The allocation or offer was made in error.

The above is not exhaustive list.

11.12 My application has been removed from the Housing Register because I've refused two offers. Can I re-apply and go back on the waiting list?

Yes. But you will not be eligible to be included on the waiting list until six months have passed since you refused the second offer of housing (unless you ask for a review and it's successful, see **11.10** and **section 12**).

The Council's Head of Housing Services may approve earlier re-admittance to the Register if there are exceptional circumstances.

12. YOUR RIGHT TO ASK FOR DECISIONS TO BE REVIEWED

12.1 What decisions can I ask the Council to reconsider?

You can ask the Council to review the following decisions:

- a decision about what priority band status you're entitled to (see **9.6** to **9.10** for the banding groups)
- a decision about what your waiting time date is (see **8.1**)
- a decision that you're not entitled to go on the Housing Register (see **Section 6** for the rules on who is allowed onto the Housing Register)
- a decision that your application will be taken off the Housing Register (see **8.10**)
- a decision that your priority has been reduced (see **9.11** and **9.12**)
- a decision that you refused an offer of housing (see **11.10**)
- a decision that a refusal of housing should count as one of your two offers (see **11.10**)
- a decision about the facts of your case that are likely to be, or have been, taken into account when considering whether to allocate accommodation (see **12.2**).

See **5.2** for details of what our initial decision letter will contain.

12.2 What does category 12.1(h) mean?

Category **12.1(h)** covers various possible negative decisions that you may not be told about. These decisions usually form part of another decision that you *will* have been notified of. For example, you may want us to review a decision that someone doesn't form part of your household, a decision about your financial resources, or a decision about the nature and effect of a medical condition you have. We may not tell you about these kinds of decisions because they're part of another decision, eg what band priority you are entitled to, or whether or not you're entitled to go on the Housing Register. If you want us to look again at a decision of the type described at **12.1(h)** it's usually a good

idea to ask us first to confirm the information we took into account. This will help you to effectively exercise your right to a review.

12.3 How do I find out if I have a right to review a particular decision?

Please refer to **12.1** above. If you're still unsure if you can ask us to reconsider a decision contact the Housing Customer Services Team and we'll help you. You can contact Customer Services by telephoning (01248) 752200 or by emailing housing@anglesey.gov.uk.

12.4 When will the Council tell me about my right to ask for a review?

We'll tell you about your right to ask for a review whenever we notify you of a decision that carries the right to review.

12.5 What will the Council tell me about my right to review when I receive a decision on my application?

We'll tell you:

- About your right to ask for a review of the decision.
- The decisions you can ask us to reconsider (see **12.1**).
- That if you want to ask for a review we must receive your request within 21 days of you being notified of the decision (unless the decision concerns the refusal of offers, see **11.10**)
- About where you can get independent advice.

The decision letter will explain that a copy of the decision notification is available to collect from the Council's office for a reasonable period. The letter also explains that if you do not receive the decision letter (or email) you'll be treated as having been notified when the letter was sent to the postal or email address you gave us.

12.6 How do I ask for a review?

If you want us to review a decision you must ask us within 21 days of being notified of the decision (subject to **11.10** where the review concerns the refusal of offers). If you don't receive the decision letter you must ask us within 21 days of when the decision letter was produced and sent to the address or email address you gave us. You don't need to complete a special form to ask for a review (although you can choose to use the form we provide for requesting a review). You can telephone or email us and ask for review. You'll need to make sure you clearly ask for a review and tell us which decision(s) you want us to look at again.

Or you can complete the review form which is available online at:

www.anglesey.gov.uk/housingallocationreview

12.7 What if I don't receive the decision letter? Can I still ask for a review?

Yes, you can still ask for a review if you don't receive a copy of the decision. However, there are special rules. You must ask us to reconsider the decision within 21 days of

when you're legally treated as having received the decision (this is called 'the date of deemed service').

The date of deemed service depends on how we sent the decision to you, and is:

- the second business day after the letter was posted, if sent by first class post, or
- the day you were sent or given the decision if it was hand delivered, personally served or emailed to you on a business day before 4.30 pm, or if after 4.30 pm, on the next business day.

If you don't ask us to reconsider the decision within 21 days of the date of deemed service you will lose your right to a review. However you can still ask if we're willing to extend the time limit (see **12.8**).

12.8 I've missed the 21-day time limit. Can I still ask for a review?

A review request received after the 21-day period has expired will be referred to the Housing Options Team Manager or another senior Council officer. They'll consider why your request was late and decide if we should extend the time limit and carry out a review.

12.9 Do I need to provide reasons for asking for a review?

Yes. We prefer it if you provide your reasons when you submit your review request. This helps us to make a quicker decision. However we'll write to you and give you a date by when you must provide your reasons and provide any supporting information you want us to consider (see **12.10** for details of the review procedure).

12.10 What procedure does the Council follow if I ask for a review?

Once we've received your review request we will, within 21 days, notify you in writing:

- that you, or someone acting on your behalf, can make representations in writing to the Housing Options Team in connection with the review
- of the procedure we'll follow in connection with the review, including the dates by which:
 - we must receive any supporting information (this cannot be earlier than 14 days from our letter confirming the procedure)
 - the date by which you'll be notified of the decision
- who will be carrying out the review
- the reviewing officer's contact details
- that the review decision will be notified in writing
- of the reasons for any adverse decision
- that you may ask for further information about any decision made about the facts of your case (see **12.1(h)**).

The reviewing officer may offer you an opportunity to make verbal representations in connection with the review. They may also ask other officers within the Housing Options Team to carry out tasks in connection with the review, eg making enquiries.

If, before the deadline for receipt of representations, you ask for further information about any decision relevant to the decision under review (for example matters covered by **12.1(h)**) the reviewing officer will ensure a response is given. He or she will extend the period for receiving representations if necessary to ensure fairness.

The Council will notify you of the decision made on your review within eight weeks of the date on which you asked for the review (unless an extension to this deadline is needed; see **12.15**).

12.11 Can I ask for a copy of my housing file?

Yes. We may charge you £10 to provide this. Please also see **16.6** about your legal rights to obtain information.

12.12 Who will make the review decision?

A Housing Services officer who was not involved in the original decision and who is senior to the officer who made the original decision will make the decision on your review.

12.13 How will the decision on my review be made?

The reviewing officer will consider the information you've given, and reconsider all of the relevant facts at the time the review is decided, in light of this policy and any legal requirements. We will consider information received since the original decision was made if it is relevant.

12.14 How will you tell me about the review decision?

We'll confirm the review decision in writing by post or email.

12.15 When will I get the review decision?

We'll usually notify you of the decision within eight weeks of when we received your review request. We may take longer if:

- we need more time to make the decision
- the extension of time is reasonable, having regard to the facts of your particular case, and
- we have notified you in writing of our reasons for needing an extension.

12.16 I'm dissatisfied with the review decision. Can I appeal?

No. You don't have any statutory right to appeal a negative review decision. You may be able to go to court using a process called judicial review. However to apply to court you'd need reasons for claiming that the Council has acted unlawfully. You should seek independent legal advice.

12.17 Can I complain about the review decision?

Yes. You can complain under the Council’s Concerns and Complaints Policy if you’re dissatisfied with a review decision or the manner in which it was made. You can also complain if you’re dissatisfied with any other aspect of how your housing application has been dealt with. A copy of the Council’s Concerns and Complaints Policy is available on the Council’s website.

If your complaint is about something a partner Registered Social Landlord (housing association) has done (that doesn’t concern something the Council has done or is responsible for) you may complain using that landlord’s complaints policy (details of complaints policies are given on each partner landlord’s website).

If you want to complain to the Public Services Ombudsman for Wales you must usually first exhaust the formal complaints procedure.

13. WHAT IF I NEED AN ADAPTED OR ACCESSIBLE PROPERTY OR HAVE A MEDICAL NEED FOR HOUSING?

13.1 I have a medical condition. Does this mean I’ll get extra priority for housing?

Having a medical condition does not necessarily mean you’ll be given priority for housing (or awarded a higher band).

13.2 Who gets priority for medical reasons?

To receive priority because of a medical condition your situation must be covered by one of the priority groups contained in the banding scheme (see **section 9**). The table below lists the groups where a medical condition can give you a priority for housing:

Band	Category	Section	Found on page...
Urgent	1	9.6	30
Urgent	3	9.6	31
1	13	9.7	35
2	17	9.9	36
2	19	9.9	37
3	26	9.10	41

13.3 How do I apply for medical priority?

We’ll ask you at your housing options interview if you have any medical conditions. We’ll discuss with you how your medical condition is affected by your housing situation. If you may qualify for priority because of your medical condition under the banding categories we’ll take details of your medical condition and how it affects your need for housing.

13.4 Do I need to supply evidence?

Yes. We'll need to see evidence of your medical condition and why this means you need housing. You can provide a letter from your GP (or another medical professional).

However the letter should:

- confirm the nature of your medical conditions
- give details of what treatment and medications (if any) you receive, and
- say how your current accommodation is having an adverse effect on your medical condition (or how having suitable accommodation would alleviate the condition).

The letter is only likely to help your case if it includes the above information.

13.5 Who decides if I get extra priority on medical grounds?

We'll decide if you're entitled to priority under the banding system because of your medical condition. This will be based on the information you provide. If someone has provided information supporting your application (eg a doctor) this will also be considered. If we can't make a decision without more information we may make enquiries and/or contact your doctor. We may also get advice on what you need from someone who is medically qualified before we make our decision.

13.6 I have a serious medical condition and have provided supporting letters. Why haven't I received extra priority because of my ill-health?

Medical priority is only awarded if your situation is covered by the one of the banding categories (see **section 9** and **13.2**). This normally means that your housing (or lack of suitable housing) must be having a significant detrimental effect on your medical condition. No matter how serious your medical problems, we can't give you priority unless we're satisfied your housing situation is making your condition worse. For the same reason you won't necessarily get priority just because you've provided supporting letters. If we don't award you priority (or higher priority) because of your ill-health it doesn't mean that we haven't accepted you have a medical condition.

13.7 What if I need an extra bedroom on medical grounds?

We'll only decide you need an extra bedroom if there are exceptional circumstances. Please see **4.12** for the rules on how many bedrooms you're entitled to.

We would usually expect evidence that an extra bedroom is essential for the health and well-being of a household member, or that you need care overnight on a regular and ongoing basis. If your child has challenging behaviour we'll consider your situation and what you need. However, you will only qualify as needing an extra bedroom if we're satisfied you meet the criteria at **4.12**.

13.8 What if I need a physically adapted property?

We'll discuss any need you have for adaptations at your housing options interview. If you may need adaptations we will assess what you need.

13.9 What happens next?

We may arrange for an occupational therapist to visit you at home to carry out a detailed assessment of your needs. We'll make a decision once we're satisfied we have all the information we need. We'll then write and tell you the outcome of the assessment and what band you've been awarded.

13.10 I'm unhappy with how the Council have assessed my needs. What can I do?

You can ask us to review the decision if you disagree with how we have assessed your needs (see **section 12** for more details about your right to ask us to reconsider decisions).

13.11 Do you reserve certain properties for people who need an accessible or adapted home?

Yes. Properties may be excluded from the general pool and earmarked for allocation to applicants who need adaptations because of a physical disability. We allocate adapted properties to households that will make best use of the facilities in place. This helps to ensure we make best use of the properties we have and avoids unnecessary expenditure. We may also exclude properties from the general housing pool if they aren't currently adapted but are suitable for adaptations.

13.12 How do you decide which applicant is allocated a particular adapted property?

We keep a record of:

- the adaptations you need, and
- what adaptations each property becoming available has.

We may also keep a record of additional adaptations that may be made to particular properties.

When a property in the 'adapted properties pool' becomes available we match applicants with the property and decide which applicant should receive the allocation. Before confirming the allocation we may seek further information from relevant professionals and we may ask an occupational therapist to visit the property to advise us on its suitability.

13.13 Will the partner landlords ensure information about obtaining accessible housing is widely available?

Yes. By doing this we will increase housing choices for disabled people and comply with our legal duties under the Equality Act 2010.

14. LOCAL AND SENSITIVE LETTINGS POLICIES

14.1 Introduction

This policy recognises that partner landlords may wish to adopt policies designed to tackle local housing issues through the use of local lettings policies and sensitive lettings. Local lettings policies are used to achieve a wide variety of housing management and

other housing policy objectives. They are usually developed when we decide we need to manage the balance of the community.

All local lettings policies must be based on a sound evidence base and are developed following a robust assessment of this evidence. When proposing a new local lettings policy the partner landlord must provide details of:

- (a) The particular issue affecting the community which requires a local lettings policy.
- (b) The area and list of dwellings to be incorporated.
- (c) The proposed duration of the policy.
- (d) The objectives the landlord hopes to achieve.
- (e) The policy provisions.
- (f) The impact the policy is likely to have on those groups of applicants who re-housing opportunities are reduced, including persons with protected characteristics under the equality legislation.

14.2 How do the partner landlords identify a local letting policy is needed?

All local policies will be based on an identified and evidenced need. Examples of local housing issues that may require a local policy include:

- (a) concentrations of deprivation
- (b) under-occupation
- (c) overcrowding
- (d) a need to facilitate tenant employment through job-related moves
- (e) the needs and sustainability of rural communities, for example where affordability of accommodation is an issue
- (f) allowing transfers for existing social housing tenants even where they do not fall into a reasonable preference category
- (g) ensuring compliance with planning obligations under section 106 of the Town and Country Planning Act 1990
- (h) properties being located within a regeneration area
- (i) large new developments

14.3 How are local letting policies approved?

The formulation of local policies will follow a protocol agreed by the Housing Allocations Sub-Group of the Anglesey Housing Partnership (see **17.1**). A proposal for a local lettings policy must:

- (a) contain detailed criteria governing the procedures by which lettings will be made
- (b) be approved by the Housing Allocations Sub-Group, and
- (c) make provision for the policy to be reviewed after a certain period of time.

When considering whether to approve the local policy the Sub-Group must invite views of the operational managers with responsibility for overseeing administration of the housing allocation function and allocations, and must have particular regard to the ease of administering the proposed criteria. The Sub-Group must have particular regard to the ease of administering the proposed criteria.

14.4 What are sensitive lettings and when are they used?

There may be occasions when partner landlords wish to make lettings outside the usual allocation rules to protect the interests of existing residents. For example, a sensitive lettings approach may be considered appropriate when re-letting a property if a community has been subject to serious and prolonged anti-social behaviour.

Partner landlords will inform the Housing Options Manager of any sensitive lettings made, together with:

- the reasons why the sensitive letting is needed, and
- the position on the waiting list of the applicant who the letting is made to (if applicable).

14.5 Section 106 agreements

Section 106 agreements determine the allocation of housing on new developments. These agreements are adopted to provide ways of restricting the occupancy of dwellings to those who have a local community need for an affordable home, both on first occupation and in perpetuity. Properties developed on sites incorporating a section 106 agreement will be let under the terms of that agreement.

15. IMMEDIATELY AVAILABLE TO LET PROPERTIES

15.1 Introduction

There may be a small number of properties that are immediately available to let at any given time. This will usually happen when there's no-one on the Housing Register eligible to be offered a particular property, or where the Register has been exhausted.

The number and type of available properties may vary greatly and will be allocated on a case-by-case basis, having regard to the property type and any other allocation criteria which may apply to that particular dwelling i.e. local letting policy, property designation criteria etc.

15.2 How can I find out about immediately available to let properties?

We advertise details of any immediately available to let properties on the Council's website and at www.angleseyhousing.co.uk.

15.3 How do I apply to be considered for an immediately available to let property?

If you want to be considered for a property you've seen advertised you should contact Housing Services' Customer Services Team (see page 2) or follow the guidance contained in the property advert. We will offer you an appointment if you may qualify to be offered the property.

15.4 How do the partner landlords decide who is offered an immediately available property?

Any allocation will be based on an applicant's circumstances including such matters as:

- your need for housing
- your local connection (either to the district or to the locality the property is situated in)
- your financial situation
- your previous tenancy record, and/or
- any other matters relevant to the aim of letting the property to a person in housing need.

15.5 What information will I have to provide?

You'll need to provide documents to verify your identity. The landlord may also ask you to provide other information and documents so they can be satisfied of your circumstances.

16. WHAT DOES THE LAW SAY ABOUT HOW HOUSING MUST BE ALLOCATED?

16.1 What legal requirements are there in relation to allocation policies?

The various legal requirements concerning the allocation of social housing by councils are principally contained in Part 6 of the Housing Act 1996.

Councils are required to have an allocations scheme for determining the priorities and procedure to be followed in allocating social housing. The Council can adopt its own policy, provided the scheme complies with certain statutory requirements and basic legal principles of fairness and rationality. The Council must act in accordance with this policy and the accompanying procedures.

The housing association partners are Industrial and Provident Societies with charitable aims. The charitable aims of each association require them to accommodate people who need assistance with housing and accommodation because of financial hardship (because their financial means are so limited they are unable to obtain suitable accommodation on the open market) or because of needs relating to their age or infirmity.

The allocation scheme must state which officers make each type of decision (not by name but by description). This information is included in the procedures and guidance

that accompanies this policy and which helps housing officers administer this policy (see **1.5**).

The allocation scheme must ensure that reasonable preference (a 'head start') is given to the following groups:

- (a) People who are homeless within the meaning of Part 2 of the Housing Act 2014.
- (b) People who are owed a duty by a local housing authority under sections 66, 73 or 75 of the 2014 Act.
- (c) People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- (d) People who need to move on medical or welfare grounds.
- (e) People who need to move to a particular locality in the district, where failure to meet that need would cause hardship.

The registering of an application and a priority award is no guarantee that an allocation will be made. There is no legal right to be allocated long term social housing.

This policy ensures reasonable preference is given to the above groups by adopting priority categories based on the statutory preference groups and by excluding people who do not have a housing need. The legislation allows for, and this policy provides, additional preference (or extra weight) for persons with urgent housing needs and people with a local connection. This policy also takes advantage of the legal power to take into account, when defining priority for re-housing, applicants' financial resources and behaviour by an applicant or a household member that affects their suitability to be a tenant. In addition, we have exercised the power to make provision for excluding applicants or demoting an applicant's priority because of serious unacceptable behaviour. More detail about how applicants are prioritised is given in **section 9**.

The Council must have regard to statutory guidance issued by the Welsh Ministers under section 169 of the Housing Act 1996, both when formulating the allocation scheme, and when making decisions on individual housing applications. The Council will have regard to guidance contained in Part 1 of the *Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness* (Welsh Government, 24 March 2016), and any amendments or subsequent statutory guidance.

The Council must, and has, given its partner registered social landlords an opportunity to comment on this allocation scheme. The Council has also taken reasonable steps to bring the policy to the attention of those likely to be affected by it, including people who were registered under the previous policy and tenants of the partner landlords. Partner organisations were consulted, including advice agencies. The Council has also taken into account its local housing strategy, and its homelessness review and strategy when formulating this policy.

16.2 Displaced agricultural workers

The Rent (Agriculture) Act 1976 requires the Council to use its best endeavours to provide accommodation for qualifying displaced agricultural workers. Section 27 of the 1976 Act requires the Council to be satisfied that:

- (a) the dwelling-house from which the worker is displaced is needed to accommodate another agricultural worker;
- (b) the farmer cannot provide suitable alternative accommodation for the displaced worker; and
- (c) the Council should provide suitable accommodation in the interests of efficient agriculture.

In reaching a decision, the Council may have regard to the advice of the Agricultural Dwelling-House Advisory Committee (ADHAC). The ADHAC's role is to advise on whether the interests of efficient agriculture are served by the re-housing of the worker, and on the applicant's urgency. If the Council is satisfied that the applicant's case is substantiated, they have a duty under section 28 of the 1976 Act to use their best endeavours to provide suitable alternative accommodation for the displaced worker. In assessing the application's priority the Council is required to consider:

- (d) the case's urgency;
- (e) the competing claims on the accommodation; and
- (f) their resources.

This policy aims to ensure the requirements of the 1976 Act are met by affording priority to qualifying agricultural workers (see Band 3, housing need category 29).

If it is considered that awarding Band 3 priority would not afford sufficient priority, approval must be sought to award a higher band (see housing need categories 8, 16 and 21).

16.3 Equality and diversity

We are committed to providing equality of opportunity to everyone who wants to apply for housing. The partners are satisfied this policy does not discriminate against any person on the grounds of race, gender, sexuality, age, disability, class, appearance, religion or religious beliefs, responsibility for dependents, unrelated criminal activity, HIV or AIDS status, or any other matter that might cause a person to suffer injustice. This policy has been subject to an equality impact assessment. The partner landlords are satisfied this policy complies with their respective equality policies.

We will comply with the statutory requirements relating to equality and the relevant codes of practice. The operation of this policy will be monitored to ensure fair and equitable treatment of customers and legal compliance, including the obligation not to discriminate directly or indirectly on grounds related to the protected characteristics listed at section 4 of the Equality Act 2010.

Where we are aware applicants will experience difficulty understanding communications and that this is likely to impact upon their ability to apply for housing or meet procedural

requirements we will record this fact and make appropriate arrangements to ensure future communications can be understood. This may, for example, include arranging for a third party to receive written correspondence on an applicant's behalf, or phoning an applicant to explain the nature and content of letters sent to them.

The Council's Welsh Language Standards and Welsh Language Policy apply to the maintenance of the Housing Register and those functions administered by the Council. The partner housing associations will comply with the relevant Welsh language policies and/or standards applying to them. We will communicate with customers in their preferred language. All materials and advice are available in Welsh and English.

16.4 Confidentiality and the protection of your personal data

If you apply for social housing you have a right to confidentiality. The fact you have applied for housing cannot be divulged to any other member of the public without your consent.

You will be asked to give permission to allow the Council to ask other people or organisations for information if we need to do this to administer your application. You will be told about your statutory rights and how your personal data will be used.

The partner landlords will share relevant information about housing applicants for the purpose of administering applications, making allocations and managing tenancies. It is therefore a condition of applying for housing that you must be willing to consent to the sharing of your personal data with the partner landlords.

Each partner will ensure they have appropriate policies and arrangements in place to ensure customers' personal data is held securely and lawfully processed.

The partner landlords will agree a protocol governing the sharing of information about housing applicants, which complies with the Wales Accord on the Sharing of Personal Information (WASPI) standard.

16.5 What role do elected members (councillors) have in the allocation process?

The Council's elected members can advise and represent you if you have applied for housing. They have an important role in ensuring this policy is followed and operates in a fair and consistent way. You can contact your local councillor if you want them to make representations or make enquiries on your behalf.

Councillors aren't legally allowed to be involved in an allocation decision if the accommodation or your sole or main residence is located in their ward. It is important that landlords are not placed under (or give an appearance of) undue influence.

Councillors making enquiries on your behalf about the status of your housing application or a related matter must provide your written consent. We may ask for written clarification from you if it's unclear if the consent remains effective. For example, we may ask for evidence to demonstrate the consent is contemporaneous or covers the matter about which information is being sought.

An elected member may ask about the status of a property. We will tell them if it is currently held under a tenancy or 'void' (not subject to a tenancy), and if void if it has been allocated to another applicant. However, to comply with the Data Protection Act 1998 personal information (whether relating to an existing tenant, a prospective tenant or a new tenant) cannot be disclosed.

16.6 What information do I have a legal right to ask for?

The partner landlords provide general advice and information to members of the public about the right to apply for social housing. If you want to apply for housing you will be advised to contact the Council's Housing Customer Services Team (see 2.2).

This policy and a summary of the allocation scheme is available on the Council's website. You are entitled to be given a free copy of the summary.

You can also ask for a copy of the housing allocation scheme. This is a full copy of all the rules, covering all aspects of the allocation process, including the procedures and guidance we provide for staff. A fee of £10 is payable. A copy of the housing allocation scheme is also available for you to inspect at the Council's Housing Services department at the Council Offices in Llangefni.

If you apply for social housing you have a legal right to ask for certain information. You are entitled to ask for and be given:

- (a) such general information as will help you assess:
 - (i) how your application is likely to be treated under this policy, including if you're likely to be treated as a member of a group given priority
 - (ii) if appropriate accommodation is likely to be made available to you, and if so how long it is likely to be before accommodation becomes available for allocation to you
- (b) information about any decision about the facts of your case which has been, or is likely to be, taken into account when considering whether to allocate accommodation
- (c) details of the information you have previously provided about yourself or your family that we have recorded as being relevant to your application.

We will tell you the information at (a)(i) during your housing options interview. This will help you evaluate your chances of being offered social housing. We will provide you the information at (a)(ii), (b) and (c) if you ask for it.

The information at (a)(ii) will be given by telling you about the number of vacancies in a previous period (or periods) for the relevant size and type of property in the letting areas for which you are registered (or for the letting area where you're likely to have to wait the shortest time for accommodation), and by confirming the number of other applicants with greater priority than you (see 4.4 and 4.5).

If you ask for it we'll provide information about specific aspects of the housing allocation process if we're legally obliged to.

The above rights are in addition to your right to access your personal information under section 7 of the Data Protection Act 1988. Further information about the partner landlords' data protection policies and how to access your personal information are available on each partner's website.

17. HOW DO SOCIAL LANDLORDS MONITOR THE ALLOCATION OF HOUSING?

17.1 How is this policy monitored?

Clwyd Alyn Housing Association, Grŵp Cynefin, Isle of Anglesey County Council, North Wales Housing and Tŷ Glas Housing Society participate in the Anglesey Housing Partnership. A sub-group of the Partnership meets regularly to monitor allocations and the effectiveness of this policy in meeting the Council's strategic objectives. The Housing Allocation Sub-Group consists of at least one senior manager from each of the partner landlords. The Council and partner Registered Social Landlords also report to their respective committees / boards as appropriate.

The Sub-Group will:

- Agree their terms of reference.
- Meet at least twice a year, or more often if required.
- Ask the Housing Options Manager and partner landlords to provide regular statistical information concerning the administration of housing applications and the letting of properties.
- Agree a schedule of the statistical indicators the Housing Options Team and partner landlords must provide, having regard to the ease of producing the indicators.
- Consider the effectiveness of arrangements for administering applications for housing.
- Monitor compliance with the terms of the allocation scheme by participating landlords.
- Consider the need for amending policy and procedures in light of changes to:
 - the law
 - statutory guidance
 - strategic objectives
 - the outcomes of review and appeals, or
 - any other relevant matters.
- Consider proposals to introduce local lettings policies and review their impact.
- Monitor the use of sensitive lettings by partner landlords.
- Monitor the use of management moves by partner landlords.

- Monitor the number of applicants not offered tenancies by the Registered Social Landlord partners because an offer would conflict with their charitable objectives.

17.2 Are lettings made outside of the usual allocation rules monitored?

Yes. The Housing Allocation Sub-Group (see **17.1**) monitors the number of management moves and sensitive lettings. Each partner landlord must notify the Housing Options Manager when they propose to make a sensitive letting, and confirm:

- the reason why they consider the letting is justified, and
- the position on the Housing Register (if any) of the applicant who is being considered.

The Housing Options Manager or a senior Housing Services manager will report to the Housing Allocation Sub-Group and confirm:

- the number of sensitive lettings made by each partner landlord
- the reasons for the use of sensitive lettings, and
- the mean average number of applicants overlooked when sensitive lettings have been made.

17.3 Do the partner landlords set targets for who receives social housing?

The Housing Allocation Sub-Group (see **17.1**) may (but does not have to) adopt targets to ensure a proportion of allocations (or a proportion of particular types of property) go to particular groups of applicants.

APPENDIX 1 – WAYS OF OBTAINING SOCIAL HOUSING THAT DO NOT COUNT AS AN ALLOCATION

This policy does not cover the following ways you may obtain accommodation:

- (a) A transfer initiated by the landlord, for example to enable property works or for management reasons.
- (b) Being provided temporary accommodation under the homelessness legislation.
- (c) Being granted a tenancy that is not an introductory, secure, assured shorthold or assured tenancy.
- (d) Automatically becoming a secure tenant when an introductory tenancy ends, or becoming an assured tenant when an assured shorthold tenancy ends.
- (e) Succeeding to an existing tenancy when the previous tenant dies.
- (f) Becoming a tenant by assignment, e.g. when exercising a legal right to exchange your tenancy with another social housing tenant ('mutual exchange').
- (g) Becoming a tenant because a court has ordered an existing tenancy to be transferred to you.
- (h) Re-housing because of compulsory purchase.
- (i) Being provided accommodation by the Council under the Land Compensation Act 1973, s.39.
- (j) Being provided accommodation that is let at an intermediate market rent.
- (k) Being offered 'extra-care' housing.

APPENDIX 2 – LETTING AREAS

The map below and the key on the opposite page show the letting areas you can choose.

[insert map with numbers to indicate location of towns and villages]

Key to letting areas

No.	Letting area	No.	Letting area
1	Aberffraw	34	Llanfairynghonwy
2	Amlwch	35	Llanfechell
3	Beaumaris	36	Llangaffo
4	Benllech	37	Llangefni
5	Bodedern	38	Llangoed
6	Bodffordd	39	Llangristiolus
7	Bodorgan	40	Llansadwrn
8	Bryngwran	41	Llanynghenedl
9	Brynsiencyn	42	Llynfaes
10	Brynteg	43	Malltreath
11	Caergeiliog	44	Moelfre
12	Caergybi / Holyhead	45	Niwbwch / Newborough
13	Capel Coch	46	Parc
14	Carreglefn	47	Penmynydd
15	Cemaes	48	Penrhoslligwy
16	Dwyran	49	Pentraeth
17	Four Mile Bridge	50	Pentre Berw
18	Gaerwen	51	Penysarn
19	Gwalchmai	52	Porthaethwy / Menai Bridge
20	Hermon	53	Rhoscolyn
21	Llanbabo	54	Rhosgoch
22	Llanbedrgoch	55	Rhosmeirch
23	Llanddaniel	56	Rhosneigr
24	Llanddeusant	57	Rhostrehwfa
25	Llanddona	58	Rhosybol
26	LLandegfan	59	Rhydwyn
27	Llaneilian	60	Soar
28	Llanerchymedd	61	Star
29	Llanfachraeth	62	Talwrn
30	Llanfaelog	63	Tregele
31	Llanfaes	64	Ty Croes
32	Llanfaethlu	65	Tyn Lôn
33	Llanfairpwll	66	Y Fali / Valley

APPENDIX 3 – INELIGIBILITY BECAUSE OF IMMIGRATION AND NATIONALITY STATUS

1. What rules do the Council have to apply when deciding if I'm eligible to go on the Housing Register on immigration or nationality grounds?

The Government sets the rules we have to apply. They are contained in section 160A of the Housing Act 1996 and in regulations issued by the Welsh Ministers. These regulations are currently The Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014 if you applied for housing on or after 31 October 2014. The rules explained below from 5 to 6 are the rules if you applied on or after this date.

2. Will I need to provide documents to prove my nationality and immigration status?

Yes, if we need it to be satisfied you're eligible for a housing allocation (see 3.9).

3. I'm already a social housing tenant and have a secure / introductory / assured tenancy. I received my accommodation because of a previous allocation from a council waiting list. Am I eligible to go on the waiting list and be allocated social housing?

Yes. If this is your situation you are eligible even if you wouldn't normally qualify under the rules explained below.

4. What does 'subject to immigration control' mean?

You're subject to immigration control if you:

- need permission to enter or remain in the United Kingdom but don't yet have permission, or
- have permission to enter or remain in the UK only if you don't claim benefits or use other public funds, or
- were given permission to enter or remain in the UK within the last five years on the grounds that someone else signed a maintenance undertaking agreeing to support you.

5. I'm subject to immigration control. Am I eligible for an allocation of housing?

The general rule is you will be ineligible for housing if you are subject to immigration control. However, there are exceptions. If you are subject to immigration control and fall into on the following groups you will be eligible for an allocation of housing:

- (a) You are recorded by the Secretary of State as a refugee within the definition of Article 1 of the Refugee Convention and have leave to enter or remain in the United Kingdom.
- (b) You:

- (i) have exceptional leave to enter or remain in the UK granted outside the provisions of the Immigration Rules, and
 - (ii) your leave to enter or remain is not subject to a condition requiring you to maintain and accommodate yourself, and any person who is dependent on you, without recourse to public funds.
- (c) You are habitually resident in the UK, the Channel Islands, the Isle of Man, or the Republic of Ireland and your leave to enter or remain in the UK is not subject to any limitation or condition, unless you:
- (i) were given leave to enter or remain in the UK upon an undertaking given by your sponsor, and
 - (ii) you have been resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland for less than five years beginning on the date of entry or on the date on which the undertaking was given in respect of you, whichever date is the latter, and
 - (iii) your sponsor or where there is more than one sponsor, at least one of your sponsors is still alive.
- (d) You have humanitarian protection granted under the Immigration Rules.
- (e) You are habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland and you have limited leave to enter the UK as a relevant Afghan citizen under paragraph 276BA1 of the Immigration Rules.

6. I'm not subject to immigration control. Am I eligible for an allocation of housing?

The general rule is you are eligible for housing if you are not subject to immigration control. However, there are exceptions. If you are not subject to immigration control and fall into on the following groups you will be ineligible for an allocation of housing:

- (a) You are not habitually resident in the United Kingdom, the Channel Islands, the Isle of Man, or the Republic of Ireland and you do not fall into any of the following categories:
- (i) a worker
 - (ii) self-employed
 - (iii) treated as a worker under the definition of a “qualified person” in Regulation 6(1) of the Immigration (European Economic Area) Regulations 2013 (right of residence of an accession State national subject to worker authorisation)
 - (iv) the family member of a person who is a worker, self-employed or treated as a worker under the “qualified person” definition
 - (v) someone with a right to reside permanently in the UK under Regulation 15(1)(c), (d) or (e) of the Immigration (European Economic Area) Regulations 2013, or

- (vi) in the UK as a result of your deportation, expulsion or other removal by compulsion of law from another country to the UK.
- (b) Your only right to reside in the UK:
- (i) is derived from your status as a jobseeker or a family member of a jobseeker, or
 - (ii) is an initial right to reside for a period not exceeding three months under regulation 13 of the Immigration (European Economic Area) Regulations 2013, or
 - (iii) is a derivative right to reside to which you are entitled under regulation 15A(1) of the EEA Regulations, but only in a case where the right exists under that regulation because you satisfy the criteria in regulation 15A(4A) of those regulations, or
 - (iv) is derived from Article 20 of the Treaty on the Functioning of the European Union, if your right to reside arises because a British citizen would otherwise be deprived of the genuine enjoyment of the substance of their rights as a European Union citizen.
- (c) Your only right to reside in the Channel Islands, the Isle of Man or the Republic of Ireland:
- (i) is a right equivalent to one of those mentioned above in (b)(i), (ii) or (iii) which is derived from the Treaty on the Functioning of the European Union, where your right to reside:
 - (aa) in the Republic of Ireland arises because an Irish Citizen, or
 - (bb) in the Channel Islands or the Isle of Man arises because a British citizen also entitled to reside there,would otherwise be deprived of the genuine enjoyment of the substance of their rights as a European Union citizen.

APPENDIX 4 – INELIGIBILITY BECAUSE OF SERIOUS UNACCEPTABLE BEHAVIOUR

1. What effect does a decision about unacceptable behaviour have on my application?

If we decide that your behaviour, or the behaviour of a member of your household, makes you unsuitable to be a tenant we may:

- exclude you from the Housing Register (see 6.8 and 6.9), or
- reduce your priority (see 9.11 and 9.12).

2. What counts as unacceptable behaviour that may disqualify me from being considered for housing?

Examples of behaviour that may affect your suitability to be a tenant include:

- rent arrears
- anti-social behaviour
- a previous property-related debt resulting from damage to premises, or
- a housing benefit overpayment.

The above are only examples, and other situations can result in us deciding you're unsuitable to be a tenant.

3. How does the Council decide if behaviour is unacceptable and makes me unsuitable to be a social housing tenant?

By law we must consider:

- (a) whether – if you were a Council tenant – the behaviour was serious enough to entitle the Council to an outright possession order under section 84A of the Housing Act 1985 or under section 84 of the 1985 Act on any of the grounds listed in Part 1 of Schedule 2 to that Act (other than ground 8), and if so
- (b) whether you're unsuitable to be a tenant because of the behaviour at the time of your application.

4. If the Council decides I've been guilty of unacceptable behaviour will I definitely be excluded from the Housing Register?

No. We consider each case on its own merits, taking all relevant factors into account. We also consider the need to achieve broader policy aims such as equality of opportunity, social inclusion and the needs of existing residents. We may exercise our discretion and not treat you as ineligible for housing and so include your application on the Housing Register. We may not sanction your application at all. Or we may include you on the waiting list, but award you a lower band than you would otherwise qualify for (see 9.11 and 9.12. See also 9.6 to 9.10 for the priority categories).

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	25 April 2016
Subject:	Remodelling of Llawr y Dref, Llangefni
Portfolio Holder(s):	Aled Morris Jones
Head of Service:	Shan Lloyd Williams
Report Author:	Ned Michael – Housing Services Business Manager
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Local Members:	Bob Parry Dylan Rees Nicola Roberts

A –Recommendation/s and reason/s
<p>Agree to change the designation of units 1 – 4 and 6 – 29 of Llawr y Dref, Llangefni from a sheltered housing scheme for people aged 60+ to a general needs housing scheme.</p> <p>Carry out minor works to remodel the internal space of the units to maximise the internal floor area available as well as fitting new kitchens in the units to make them more attractive to tenants.</p> <p>Improve the communal areas within block A and B to include the provision of a communal room and improving and upgrading the fire safety equipment, as well as undertaking external works such as painting and landscaping the garden in order to improve the external appearance of the building.</p> <p>To offer a menu of choices for furnishing the flats to the value of £500 for tenants moving into the scheme as their first home, or pay for the removal costs of any tenant moving into the scheme as a result of being affected by the bedroom tax in their current home.</p>

B – What other options did you consider and why did you reject them and/or opt for this option?
<p>A report was submitted to the Strategic Executive Committee in February where guidance was received regarding the type of provision they would support in terms of remodelling the scheme, and a request was made for a business plan to be prepared for the Executive Committee with two options and to be approved by the Executive Committee in order to</p>

proceed with remodelling the Llawr y Dref scheme.

Both options proposed changing the scheme's designation to a general needs housing scheme as a need exists for one bedroom units as a consequence of the bedroom tax through the Welfare Reform agenda.

C – Why is this a decision for the Executive?

This is a decision for the Executive because we are requesting the right to change the designation of units 1 – 4 and 6 – 29 of Llawr y Dref to general needs rented housing rather than units for people aged 60+.

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

This decision is consistent with two of the Corporate Objectives that have already been approved by the full Council, namely:-

- i) Increasing our Housing Options and Reducing Poverty
- ii) Regenerating our Communities and Developing the Economy.

DD – Is this decision within the budget approved by the Council?

A provision of £832k has been included in the Council's capital budget for 2016/17 for remodelling Llawr y Dref.

The general feeling is that if an investment of this scale were to be made in the scheme the additional rental income generated by letting more units would not recoup the costs of the investment.

An investment of £400k would create an NPV of £2.616m over 35 years.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The business case was presented to the SLT and they supported proceeding with Option 1.
2	Finance / Section 151 (mandatory)	Discussed the business case in SLT and is supportive of the recommendation.
3	Legal / Monitoring Officer (mandatory)	Discussed the business case in SLT and is supportive of the recommendation

5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	

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

FF - Appendices:	
Business Case for Remodelling units 1 – 4 and 6 – 29 Llawr y Dref, Llangefni	

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

Business case

for remodelling

1 – 29 Llawr y Dref, Llangefni



March 2016

Content

1. Introduction
2. Current Situation
3. Option 1
4. Option 2
5. Waiting list for smaller units in Llangefni
6. Consultation with Tenants
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Appendix 3 – Photographs

1. Introduction

The 51 unit development in Llawr y Dref, Llangefni was completed in 1982. The aim of the original scheme was to offer homes to tenants aged 60 or over. The scheme has been built in blocks, block A numbers 1 - 4, block B numbers 5 - 29 (this block was a sheltered housing scheme with a warden service), block C numbers 30 - 35, block Ch numbers 36 - 41, block D numbers 42 - 47 and block Dd numbers 48 - 51.

See Appendix 1

The warden service for block b was ended some years ago and the former warden's house (number 5) was let as a family home. Over the years, in order to enable us to let some of the units as they became vacant in blocks C to Dd, we have had to reduce the admission age to 40 years old and over.

At present 3 of the 4 units in block A are empty and 17 of the 24 units in block B are empty which gives a total of 20 units within the scheme that are currently empty and difficult to let.

In terms of provision for older people, as a Council we have the Glan Cefni scheme which has received a significant investment recently to carry out improvements and to modernise it to ensure that it remains fit for purpose for the future. We also have an extra care housing scheme coming up in Llangefni, and development work is about to begin on this by the Pennaf Group, one of our Registered Social Landlords working on the island.

2. The Current Situation

A report was submitted to the Strategic Executive Committee in February where guidance was received regarding the type of provision they would support in terms of remodelling the scheme, and a request was made for a business plan to be prepared with two options, and to be approved by the Executive Committee in order to proceed with remodelling the Llawr y Dref scheme.

Both options propose changing the scheme's designation to a general needs rented scheme as a need exists for one bedroom units as a consequence of the bedroom tax through the Welfare Reform agenda.

Within the Housing Revenue Account business plan a budgetary provision of £832k has been included in the capital plan for 2016/17 for remodelling Llawr y Dref.

3. Option 1

Carry out minor works to remodel the internal space of the units to maximise the internal floor area available as well as fitting new kitchens in the units to make them more attractive to tenants.

In addition to improving the internal layout of the flats we will also spending on improving the communal areas within block A and B including the provision of a communal room and improving and upgrading the fire safety equipment.

We will be installing a lift in block B and carrying out external works such as painting and landscaping the garden in order to improve the external appearance of the building.

In order to ensure that the units are attractive to tenants we will offer a menu of choices for furnishing the flats to the value of £500 for tenants moving into the scheme as their first home, or pay for the removal costs of any tenant moving into the scheme as a result of being affected by the bedroom tax in their current home.

This means that we would have 28 one bedroom units available in Llangefni where there is sufficient demand for these types of units as a result of the impact of the bedroom tax.

We would not need to increase our estate management staffing costs in relation to this .

It has been estimated that around £400,000 would need to be invested in the scheme to deliver this and we would then be able to let an extra 20 units that are currently empty, which would generate an additional rental income of approximately £85k a year.

The interest costs for a £400k loan@ 3.5% per annum would be £14k which means that the investment would create an NPV of £2,616,769 at the end of the 35 year period.

4. Option 2

Make significant alterations to the two blocks in order to provide fewer and larger units within the scheme.

We would change block A to be 2 two-bedroom units, either as two houses or two flats. The estimated cost of doing this would be approximately £60k.

This would enable us to let one extra unit within block A (as only 1 unit from the current 4 units has been let) which would generate an additional rental income of around £4k a year.

We would also alter block B to be 18 larger units in the form of two-bedroom flats or possibly duplex-type houses.

We would install a lift in block B and also carry out external work such as painting and landscaping the garden in order to improve the external appearance of the building and we would create more communal spaces such as lounges and activity rooms as well as improving and upgrading the fire safety equipment.

It has been estimated that around £832,000 would need to be invested in blocks A and B of the scheme to deliver this. We would then be able to let an extra 12 units and would generate an additional rental income of approximately £44k a year.

The annual interest on an investment of £832k @ 3.5% would be £29,120 which means that the investment would create an NPV of £152,885 at the end of the 35 year period.

Appendix 2 shows the financial viability for option 1 and option 2.

The main financial assumptions that have been included in the financial viability are:-

- Rent Levels – Welsh Government Target Rent Levels 1% above CPI inflation
- Interest rates on loans – 3.5%
- Responsive/cyclical maintenance costs – £700 per unit per annum
- Rent losses from void properties – 1.5%
- Discount rate to calculate NPV – 3.5%
- Inflation – 2%

5. Waiting List for smaller units in Llangefni

At present there are 139 people on our general waiting list for a one or two-bedroom flat in Llangefni with ages varying from 17 to 85 years old.

If we looked further into the age profile of these applicants on the waiting list we can see that 53 are in the 21 – 40 age range and 77 are in the 21 – 50 age range.

Looking at these statistics I believe they evidence the need for smaller-sized units in Llangefni for general housing needs.

In addition to the above we have 4 tenants currently looking to move to smaller properties in Llangefni.

6. Consultation with the Tenants

Before proceeding with any of the above two options it will be necessary to undertake a consultation with the 7 tenants who are currently living in blocks A and B and it would be good practice to appoint an independent advocate to undertake the consultation with the tenants.

As a result of remodelling the scheme we may be required to pay a statutory home loss payment of £5,300 to the tenants should they be likely to lose their home. This is more likely to be applicable to option 2.

7. Timetable

April	The Executive Committee to approve one option
May – June	Consultation with tenants
July	Agree the specification for going out to tender
August	Out to tender
September	Begin work on the site

October/November	Practical completion (October Option 1/ November Option 2)
November /December	Let the units (November Option 1/ December Option 2)

8. Recommendation

We would recommend proceeding with Option 1 as this option would maximise the returns on investment and would offer a higher number of one-bedroom rented units.

Option 1 would also give our current tenants the choice not to move should they wish to remain in their present home.

Appendix 3





Lounge



A small bedroom for a single bed



Inside the main foyer



Fire extinguisher equipment



Hall inside block B



The front of block B



The front of block A



The rear of block B



Garden behind block B

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