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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

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Prif Weithredwr – Chief Executive
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
CYFARFOD ARBENNIG O'R PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO	SPECIAL MEETING OF THE PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD IAU, 8 MAWRTH, 2018 am 3.00 o'r gloch yp	THURSDAY, 8 MARCH 2018 at 3.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI
Swyddog Pwyllgor	Mrs. Mairwen Hughes 01248 752516 Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Y Grwp Annibynnol/ The Annibynnol Group

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

Plaid Cymru / The Party of Wales

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

Annibynnwyr Môn/Anglesey Independents

Kenneth P Hughes, R.L.I. Jones (**Is-Gadeirydd/Vice-Chair**)

Plaid Lafur Cymru/Wales Labour Party

Glyn Haynes

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

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

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

A G E N D A

1 APOLOGIES

2 DECLARATION OF INTEREST

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

3 MINUTES (Pages 1 - 10)

To submit, for confirmation, the minutes of the meeting held on 6 February, 2018.

4 PUBLIC SERVICES BOARD - WELL-BEING PLAN (DRAFT) (Pages 11 - 32)

To submit a report by the Leader of the Council.

5 LOCAL TENANTS PARTICIPATION STRATEGY 2018 (Pages 33 - 66)

To submit a report by the Head of Housing Services.

6 WORK PROGRAMME (Pages 67 - 70)

To submit a report by the Scrutiny Officer.

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 6 February 2018

PRESENT: Councillor Gwilym O Jones (Chair)
Councillor Robert Llewelyn Jones (Vice-Chair)

Councillors K P Hughes, Vaughan Hughes, Alun Roberts, Dafydd Roberts, Margaret Murley Roberts, Nicola Roberts and Robin Williams.

Mr Keith Roberts (The Roman Catholic Church),
Mrs Anest G Frazer (The Church in Wales).

Councillor Llinos M Huws – Leader of the Council

Other Elected Members invited to attend the meeting

Councillors John Griffith, Richard Griffiths.

IN ATTENDANCE: Chief Executive,
Assistant Chief Executive (Partnerships, Community and Service Improvements),
Head of Learning,
Head of Democratic Services,
Senior Standards & Inclusion Manager (GMH),
Scrutiny Officer (GR),
Committee Officer (MEH).

APOLOGIES: Councillor Glyn Haynes.

Councillor R Meirion Jones (Portfolio Holder – Education, Libraries, Culture & Youth).

ALSO PRESENT: **Representatives from GwE**

Mr Arwyn Thomas – Managing Director
Mrs Meinir Huws – Schools Challenge Advisor – Primary
Mrs Sharon Vaughan – Schools Challenge Advisor – Secondary.

Mr Arwyn Williams – Designated Head of Learning

The Chair welcomed Councillor Kenneth P Hughes as a new Member on the Partnership and Regeneration Scrutiny Committee.

The Chair welcomed Mr Arwyn Williams the Designated Head of Learning to the meeting.

The Vice-Chair wished it to be noted that it is centenary, to the date, of the campaign of Suffragettes to allow women the right to vote. The Representation of the People Act was passed to allow women, at the time, the right to vote at the age of 30.

1 APOLOGIES

As noted above.

2 DECLARATION OF INTEREST

None received.

3 MINUTES

The minutes of the meeting held on 14 November, 2017 were confirmed.

4 PROGRESS REPORT : SCHOOL STANDARDS

Submitted – a report by the Head of Learning in relation to the above.

The Senior Standards & Inclusion Manager reported that the percentage of statutory school age pupils who are eligible for free school meals in Anglesey over the last five years in comparison to Wales and individual authorities has reduced substantially and the authority has been placed in the 7th most privileged in Wales. This is a concern as the comparison does not equate to the local economy of the Island. It was noted that schools receive grants as per numbers of each child eligible for free school meals.

The Officer referred to the table, within the report, which shows pupils on the additional learning needs register. The authority has been placed in the 4th LA position within the primary sector which again seems high in comparison to other local authorities in Wales. She expressed that the matter needs to be given priority over the coming months as regards to additional learning needs criteria. It has been shown that the number of pupils on the register for additional learning needs seems to reduce as the pupils move into secondary education as the authority has been placed 8th LA position in Wales. The Senior Standards & Inclusion Manager further referred to children that are educated at home and it seemed the Authority is categorised more favourably within this criteria.

The Chair welcomed Mrs Meinir Huws, Schools Challenge Advisor (Primary) and Mrs Sharon Vaughan, Schools Challenge Advisor (Secondary) to the meeting. He said that both Officers have been reporting to the Scrutiny Panel – Schools Progress Review on a regular basis.

The Schools Challenge Advisor (Primary) gave a detailed analysis of the performance data drawing attention to the main aspects requiring attention to the Committee.

Foundation Phase

- Setting higher expectations in the Foundation Phase and developing better resilience to school target setting, assessment and tracking procedures to close the gap between targets and performance;
- Promoting better use of data and intervention programmes to drive the necessary improvements;
- Continue to ensure better consistency across schools in relation to understanding of the 'best-fit' in setting final levels;
- Improving pedagogy in the Foundation Phase with specific focus on improving planned opportunities to develop literacy/numeracy across the learning areas; ensuring activities with a high level of challenge; ensuring improved opportunities to apply skills and ensuring an improved balance between teacher/learner led tasks.
- Raising standards in Welsh as a first language in the Foundation Phase;
- Continue to develop schools' ability to ensure a challenging approach to planning in improving performance, particularly at the higher levels;
- Close the gap in performance of free school meals/non-free school meals pupils in the expected outcomes and in Welsh and Personal and Social Development in the higher outcomes;
- Targeting support for schools where rolling performance has been in the lowest 50%;
- Continue to work with the Local Authority Officers to improve the quality of leadership on all levels to ensure that not one school is put into statutory follow-up category following an Estyn inspection;
- Promoting improved school-to-school collaboration to ensure that best practice is cascaded and embraced.

Key Stage 2

- Continue to set higher expectations in Key Stage 2 and developing better resilience to school target setting, assessment and tracking procedures and promoting better use of data and intervention programmes to drive the necessary improvements;
- Raising standards in Welsh as a first language;
- Continue to develop schools' ability to ensure a challenging approach to planning in improving performance, particularly on the higher levels;
- Close the gap in performance free school meals/non-free school meals pupils at the higher levels;
- Targeting support for schools where rolling performance has been in the lowest 50%;
- Continue to work with the local authority Officers to improve the quality of leadership at all levels to ensure that no school is put into statutory follow-up category following an Estyn inspection;
- Promoting improved school-to-school collaboration to ensure that best practice is cascaded and embraced.

The Committee considered the report and raised the following matters :-

- Clarification was sought as to the strategy that the authority has in place to identify pupils that are eligible for free school meals. The Schools Standards & Inclusion Manager responded that the system of identifying pupils eligible for free schools meals has changed over the years with the Department for Works and Pension targeting those people who receive benefits and that their children are eligible for free school meals. She expressed that it seems that the system has not been as successful as recent years and the Officers from the Education Department are now in the process of encouraging Headteachers to raise awareness with parents who are in receipt of benefits to the provision of free school meals for their children. The Head of Learning said that the Universal Credit system is to be introduced in June, 2018 and it is a concern as some parents are on the levels of 'just managing' at present with some parents having more than one job to able to be able to survive; these people do not qualify for benefits which is of concern.
- Clarification was sought whether there is a lack of consistence as regard to assessment of pupils between schools on the Island. The Schools Challenge Advisor (Primary) responded that she was not aware that there was inconsistency between schools as to the assessment of pupils. She said that training has been afforded to schools and noted that the size of the cohort within Anglesey schools is small and one pupil can have an impact on the data. She further expressed the view that the level of assessment may be too high in the past but schools that require support have been targeted..
- Questions were asked as to the Business Plan put in place for improvement of data as regard to performance of schools and whether the Officers were confident that there will be improvements next year and especially within the Foundation Phase. The Schools Challenge Advisor (Primary) responded that schools have set out targets as to performance of their pupils and data has been collected during the autumn period, which shows improvement up to date.
- Concerns were expressed as to the position of Anglesey as regard to the Welsh Language achievement within Key Stage 2. It was expressed that Anglesey and Gwynedd are the highest proportion of Welsh language speakers in Wales. The Schools Standards & Inclusion Manager responded that children seem to be communicate with each other whilst playing on the school yard in English. Schools need to be challenged by their Governing Bodies, parents and local communities as to their performance in the Welsh language.

The Schools Challenge Advisor (Secondary) gave a detailed analysis of the performance data of pupils as regard to core subject together with main aspects requiring attention to the Committee as follows :-

Key Stage 3, 4 & 5

- More intense collaboration with the Local Authority to address considerable concerns in underperforming secondary schools;
- Improving the efficiency of Senior Leadership Teams and Quality Assurance and accountability processes in Key Stage 4;
- Ensuring improvement in performance in core subjects through the support of the Subject Advisor. Targeted support in 'waves' with 'Wave 3' meaning intensive support :-

- Improving performance in Mathematics and Numeracy. 'Wave 3' support for 1 school, and 'Wave 1' support for two schools;
 - Improving performance in English. 'Wave 3' support for two schools. 'Wave 2' for one school, and 'Wave 1' support for two schools;
 - Improving performance in Science. 'Wave 3' support for two schools. 'Wave 2' support for two schools, and 'Wave 1' support for one school.
- Improving the performance of free school meals learners, particularly in two schools;
 - Improving the efficiency of middle management leaders in Quality Assurance and accountability processes in Key Stage 4 and in leading the learning/teaching assessment and tracking;
 - Ensuring more robust action to check the appropriateness of targets and progress towards targets and ensuring that leaders at all levels make effective and timely use of tracking systems to plan effective interventions and to address underperformance/schools that are not progressing;
 - Ensuring that comprehensive support plans are implemented and that they are effectively delivered to schools, and agree on follow-up activities and timescales with the Local Authority where there are any concerns about the speed of progress.
 - Through the Anglesey Schools' Collaboration Model (and beyond), ensuring more effective School-to School collaboration (on all levels) to disseminate good practice and ensure appropriate support.
 - Improving overall A Level performance, particularly in the higher grades;
 - Ensuring the availability of appropriate support;
 - Developing a regional model for tracking and evaluating performance in Key Stage 5 and scrutinising performance in specific subjects.

The Committee considered the report and raised the following matters :-

- Concerns expressed as to the performance of pupils in the newly introduced examinations. The Schools Challenge Advisor (Secondary) responded that pupils sat a three tier exam i.e. Higher, Intermediate or Foundation Tiers. Different to previous years, C grades were not awarded in the Foundation Tier. There were also notable changes in English and Welsh, in terms of syllabus content and also assessment. In 2017 the written course work element was removed, with only internal oral examinations being assessed, therefore most of the assessment was based on examinations papers. In 2018, only the Science GCSE will count towards the school performance indicators. Many schools in Wales have removed the Science BTEC from their options, and this has created difficulties when comparing Science with previous years. The Head of Learning said that it has been a challenge for teachers in having to adapt the new examination together with changes with the course work been removed. It is accepted that some schools have prepared sooner than others and therefore Anglesey schools need to learn from best performing schools. She further said that whilst accepting that some school years achieve better performance than other years, it was a concern that some schools during May 2017 were still unable to predict the grades of pupils taking their examination in that year. The Head of Learning further said that Headteachers and teachers

need to be able to assess and predict examination grades to pupils and to support them to achieve these grades;

- A Member raised that some Universities are offering non-conditional places to A Level students and he questioned if data shows that these pupils do not achieve their expected grades due to these non-conditional offers. The GwE Managing Director responded that this matter needs to be looked upon as the data is not available. He noted that Universities are competing for students to attend their particular University.

It was RESOLVED to note the progress in standards across Anglesey schools.

ACTION : As noted above.

5 GWE - ANNUAL REPORT 2016/17

Submitted – the GwE Annual Report 2016/17 by the Managing Director of GwE.

The GwE Managing Director gave a detailed report on the Business Plan Priorities for 2017/18, together with an overview on educational standards across North Wales (2015/16). He said that GwE is providing a range of professional learning programmes for practitioners ranging from Higher Level Teaching Assistants to experienced Head Teachers. The Senior Challenge and Support Advisers for each hub operated much more effectively in quality assuring all aspects of the work of Challenge Advisers within the respective teams. He reported further that improving standards and provision in the Foundation Phase is one of GwE's priorities. This year, GwE offered a regional Foundation Phase support programme for the first time, targeting planning, teaching, assessment and leadership. The team of Literacy and Numeracy Challenge Advisers have provided an extensive range of support and development programmes across the region to ensure the quality of planning and provision in both primary and secondary sectors. All schools in an amber or red support category have received a programme of support tailored their specific needs.

He further said that pace of improvement in the Foundation Phase has been slower than that seen on a national level. Raising standards in the Foundation Phase is a key priority for improvement for the consortium. In general, the pace of improvement in the main indicators in Key Stage 4 has been too slow compared to the rest of Wales and improving its performance is the consortium's main priority. At Key Stage 4, the performance of individual local authorities varies considerably across the region. He said that areas requiring development include :-

- Robust business plans that respond more acutely to the development needs of authorities and individual schools and that have been discussed and agreed with stakeholders.
- That all secondary schools and all amber/red support category schools have appropriately support plans in place.
- More effective deployment of subject Challenge Advisers and the use of subject networks to strengthen departmental collaboration.

- To target individuals who have the potential to be Headteachers of schools and to afford a level of support for these individuals and to plan sooner when Headteachers are retiring to have the best possible individual to take their place;
- To be at the forefront of challenges faced to address the new examination processes introduced by the government;
- That Anglesey is able to be supported by the Challenge Advisors at both primary and secondary sectors.

The Committee considered the report and raised the following matters :-

- Clarification was sought as to why there are still 'red' category identified schools whilst GwE have invested in Challenge Advisors to support these schools. The Managing Director of GwE responded that 'red' category schools are targeted with support and guidance to help them achieve the best possible education for the pupils. He said that some schools have received above their requirements and other schools have suffered as a consequence.
- Clarification was sought as to how the Authority was able to identify and attract Headteachers to lead schools on the Island. The Head of Learning responded that the Authority has a 'Recognising the Leaders of the Future' programme which was supported by the Executive Committee. Work is undertaken, especially in the primary sector, in collaboration with GwE, to identify leaders of the future;
- A Member referred to schools having to make efficiency savings and experienced teachers are having to leave their employment. The Leader of the Council responded that it is a challenge for the education sector during efficiency savings.

It was RESOLVED :-

- **To note the report and to thank the Managing Director of GwE for attending the meeting;**
- **To request that the GwE Annual Report for 2017/18 should include the requirements for support and guidance towards the Foundation Stage and Key Stage 4 in Anglesey.**

ACTION : As noted above.

6 SCRUTINY PANEL - SCHOOLS PROGRESS REVIEW

Submitted – a progress report by the Chair of the Schools Progress Review Scrutiny Panel and Supporting Officer in relation to the above.

The Chair as the Chair of the Schools Progress Review Scrutiny Panel reported that since the last progress report submitted to this meeting on the 14th November, 2017, the Panel has met on four occasions. 5 primary schools and 1 secondary school has addressed the Panel.

The Panel concluded that there were 10 key matters that would need addressing to ensure schools continued improvement :-

- Teacher and Headteacher workload
- Teacher Recruitment
- School Performance
- Relationship between Schools and GwE
- Identifying Pupils with Additional Learning Needs
- New Welsh Curriculum
- Free School Meals
- School Capacity
- Welsh Language Skills
- Basic skills

The Committee wished to express their appreciation to the Members of the Schools Progress Review Scrutiny Panel for their in depth work as regard to the range of topics and the process used to challenge schools that have attended the Panel. The Chair also wished to thank the two Schools Challenge Advisors and the Senior Standards & Inclusion Manager for their contribution to the Schools Progress Review Scrutiny Panel.

It was RESOLVED to note :-

- **That progress made to date with the work of the Scrutiny Panel : School Progress Review;**
- **That work-streams pertaining to the Education Service Improvement Plan are being addressed;**
- **That there are no matters that currently need to be escalated by the Panel to a decision making committee.**

ACTION : As noted above.

7 NOMINATION TO THE SCRUTINY PANEL - SCHOOL PROGRESS REVIEW

Submitted – a report by the Scrutiny Officer with regard to nomination of one Member of the Partnership and Regeneration Scrutiny Committee to serve on the School Progress Review : Scrutiny Panel.

The Scrutiny Officer reported that due to the resignation of Councillor Eric W Jones from the Partnership and Regeneration Scrutiny Committee a Member from the Committee needs to be nominated as a replacement on the Scrutiny Panel. It was noted that 4 Members of this Committee sit on the Scrutiny Panel : School Progress Review.

It was RESOLVED to nominate Councillor Kenneth P Hughes on the School Progress Review : Scrutiny Panel.

8 WORK PROGRAMME

Submitted – a report by the Scrutiny Officer on the Committee's Work Programme to May 2018.

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

ACTION : As noted above.

The meeting concluded at 4.40 pm

**COUNCILLOR GWILYM O JONES
CHAIR**

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ISLE OF ANGLESEY COUNTY COUNCIL
Scrutiny Report Template

Committee:	Partnership and Regeneration Scrutiny Committee
Date:	8 th March 2018
Subject:	Public Services Board Well-being Plan
Purpose of Report:	Scrutinise the draft Ynys Môn and Gwynedd Well-being Plan
Scrutiny Chair:	Councillor Gwilym Owen Jones
Portfolio Holder(s):	Councillor Llinos Medi, Council Leader
Head of Service:	Dr Gwynne Jones, Chief Executive
Report Author:	Geraint Roberts, Scrutiny Officer
Tel:	01248 752039
Email:	GeraintRoberts@ynysmon.gov.uk
Local Members:	All Members

1 - Recommendation/s

The Partnership and Regeneration Scrutiny Committee is requested to:

- R1** Express its comments on the draft Ynys Môn and Gwynedd Well-being Plan (as statutory consultee¹)
- R2** Authorise the Chair of the Committee to submit a formal response to the Public Services Board by the end of the public consultation period².

2 – Link to Council Plan / Other Corporate Priorities

There is a direct link between the Public Services Board Well-being Plan and the Council Plan for 2017/22. The Council Plan sets out our local well-being objectives and delivery priorities for the current term of the Council.

The Public Services Board Well-being Plan will set out the jointly agreed Well-being objectives and priorities of public service partners in North West Wales.

¹ Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards, Welsh Government (August, 2017)

² The public consultation period runs from 8th January to 30th March, 2018. The formal response will be in the form of a letter by the Chair of this Committee (as the Authority's designated scrutiny committee) to the Chair of the Public Services Board

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities **[focus on customer/citizen]**

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**

3.3 A look at any risks **[focus on risk]**

3.4 Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

4.1 As statutory consultee and the designated committee, the Partnership and Regeneration Scrutiny Committee may wish to divide its consideration of the Public Services Board draft Well-being Plan into two components namely:

- How the local objectives have been set
- The steps proposed to be taken by the Board to meet the identified objectives.

Scrutiny Questions

1. In what way will the 2 well-being objectives and priorities identified to realise these collective objectives improve the social, environmental, cultural and economic well-being of both counties?
2. Which priorities should be focused on first and are there any priorities missing?
3. How has advice and guidance provided by the Future Generations Commissioner been used to enhance the quality of the Well-being Plan?
4. In what areas can the two Councils work more efficiently together rather than separately?
5. The Public Services Board wish to ensure that communities continue to play a part in further developing the Well-being Plan for Ynys Môn and Gwynedd. How might the Board continue to effectively engage with communities in moving forward?
6. How will the Board achieve on its priorities and what is the timescale? Are there monitoring arrangements in place?
7. What risks face the Board and what measures to mitigate are in place?

5 – Background / Context

CONTEXT

5.1 The Act³ identifies that Public Services Boards must consult with local authority scrutiny committees (in addition to other named consultees)⁴ regarding the preparation of both their assessments of Local Well-being and their local Well-being Plans. This report considers the draft Well-being Plan for Ynys Môn and Gwynedd.

5.2 Whilst there is a requirement⁵ that Councils must designate an overview and scrutiny committee to scrutinise the work of the Public Services Board, it is a matter for each local authority to determine its own arrangements. Locally and in order to comply with the requirements of the Act, the Partnership and Regeneration Scrutiny Committee is to be confirmed as the designated scrutiny committee. This committee also undertakes scrutiny of the Gwynedd and Anglesey Community Safety Partnership⁶.

BACKGROUND

5.3 The Well-being of Future Generations (Wales) Act 2015 places a duty on Public Services Boards to publish a Well-being Plan which outlines how it is intended to improve the well-being of the area's residents.

5.4 Members will be aware that the Ynys Môn and Gwynedd Public Services Board have decided to collaborate and produce one Well-being Assessment and one Well-being Plan for the collective area. Board membership includes representation at the highest level across public service organisations in the area as follows:

Statutory Members:

- Isle of Anglesey County Council and Gwynedd Council
- Betsi Cadwaladr University Health Board
- North Wales Fire and Rescue Authority
- Natural Resources Wales.

Invited Participants:

- Welsh Government.
- North Wales Police.
- Public Health Wales.
- North Wales Police and Crime. Commissioner.

³ Wellbeing of Future Generations (Wales) Act 2015

⁴ the Future Generations Commissioner; its invited participants; its other partners; such of the persons who received but did not accept an invitation from the board under section 30 as the board considers appropriate; the local authority's overview and scrutiny committee; any relevant voluntary organisation as the board considers appropriate; representatives of persons resident in its area; representatives of persons carrying on business in its area; trade unions representing workers in its area; such persons with an interest in the maintenance and enhancement of natural resources in the board's area, as the board considers appropriate; any other persons who, in the opinion of the board, are interested in the improvement of the area's economic, social, environmental and cultural well-being

⁵ Wellbeing of Future Generations (Wales) Act 2015

⁶ Under the provisions made in the Crime and Disorder Act 1998

- Snowdonia National Park.
- Mantell Gwynedd.
- Medrwn Môn.
- Wales Probation Service.
- Bangor University.
- Cartrefi Cymunedol Gwynedd.
- Grwp Llandrillo Menai.

5.5 The first stage of the work of creating the Well-being Plan was to undertake an assessment of local well-being and carry out research in order to understand and learn more about those areas. In addition, several public consultation sessions were held in these areas in order to gather more information and give residents the opportunity to have their say.

5.6 In May 2017, Assessments of Local Well-being for the Ynys Môn and Gwynedd areas were published with both counties split into 14 smaller areas (eight in Gwynedd and six in Anglesey).

5.7 Having considered the data and the views of local people, nine main messages were highlighted in the assessments for the entire area. A further series of workshops was held in August 2017 based on the main messages identified in order to discuss how it would be possible to respond to the matters highlighted.

5.8 The Board considered the aforementioned information when creating the Draft Well-being Plan for Ynys Môn and Gwynedd. A copy of this document can be found in **Appendix 1**.

DRAFT WELL-BEING PLAN

5.9 The Plan outlines how the Board intends to make a real difference to the lives of residents by working together in order to deliver for the entire area (North West Wales).

5.10 The **Well-being Objectives** have been drawn up following an analysis of the main messages which were highlighted in the Well-being Assessment and consideration of other research and assessments e.g. Regional Population Assessment in the health and care field.

5.11 There are two well-being objectives with six priorities which the Board will focus on in order to realise these objectives. It is noted that these priorities are based on the messages which were highlighted as part of the Well-being Assessment:

Public Services Board Well-being Objectives

1. Communities that thrive and flourish in the long-term

- The Welsh language
- Homes for local people
- Effect of poverty on the well-being of our communities
- Effect of climate change on the well-being of communities

2. Residents that are healthy and independent with a good standard of living

- Health and care of adults
- Welfare and success of children and young people

5.12 The Board believes that these are areas in which public service partners could better collaborate, during a period of significant cutbacks in public sector resources, in order to secure the best outcomes for the residents of Ynys Môn and Gwynedd.

NEXT STEPS

5.13 The three month statutory consultation period will end on 30th March, 2018. Following this, the Board will consider the responses to the consultation before creating a final Well-being Plan. Once the Board have approved the final version, the Well-being Plan will need to be formally approved by each of the statutory members of the Board⁷ prior to its publication during May, 2018. Locally, the Wellbeing Plan will be considered by the Executive on 30th April, 2018 and submitted to Full Council for approval during May, 2018.

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

7 – Financial Implications

8 – Appendices:

Draft Well-being Plan of the Public Services Board

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

1. Wellbeing of Future Generations (Wales) Act 2015. The Essentials.

[Essentials](#)

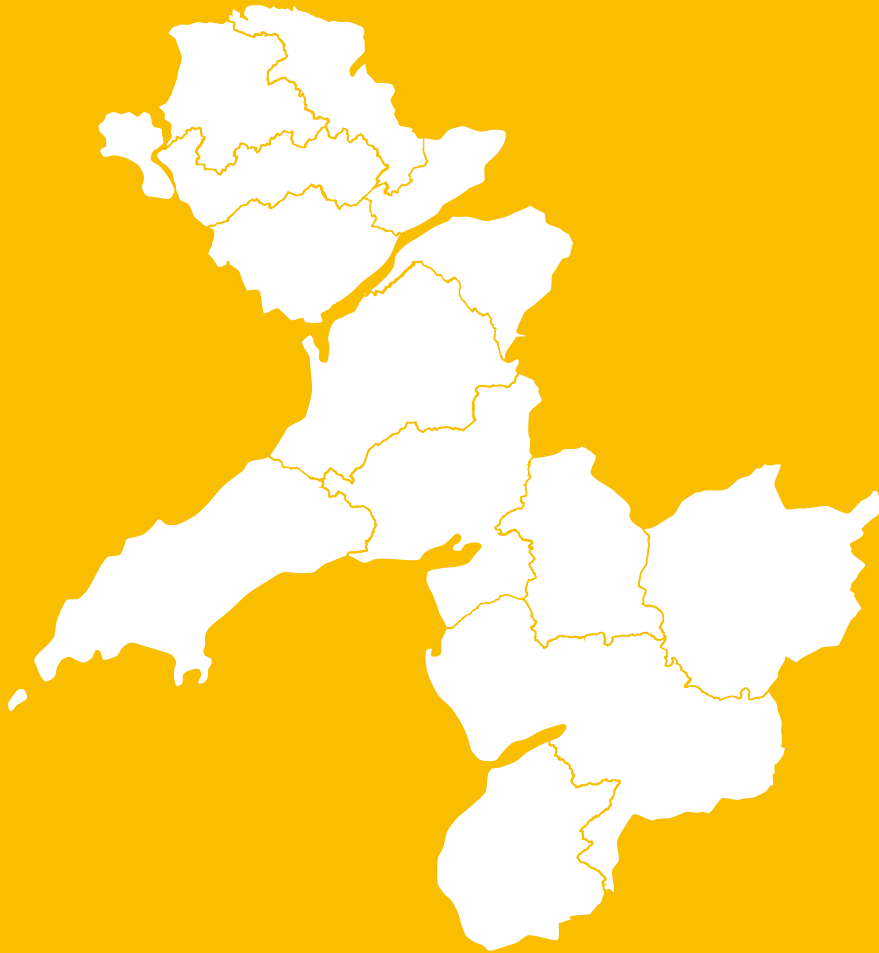
2. Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards

[Guidance](#)

⁷ Anglesey & Gwynedd Councils, Betsi Cadwaladr University Health Board, North Wales Fire & Rescue Authority and Natural Resources Wales

GWYNEDD & ANGLESEY

WELL-BEING PLAN



WELL-BEING PLAN

The Gwynedd and Anglesey Public Services Board is committed to achieving positive changes to ensure the best possible future for communities across both counties through this Well-being Plan. The aim is to make a real difference to the lives of residents and ensure that public service providers work together to achieve a common ambition for the whole region.

We have strong and proud communities, with a tradition of helping each other and working together. The role of these communities will be central to delivering the well-being objectives which have been set out in this plan.

Engaging with communities is core to the success of the plan, and the Board commits to providing clear guidance in order reach its objectives. As members, we will take collective responsibility for realising the plan and we will work with partners to improve the well-being of residents and our communities.

However, it is important to emphasise that this Plan should not be considered in isolation and it does not look to encompass all the services and activities of the public bodies working in Gwynedd and Anglesey. The individual organisations will continue to provide services which will deliver their own objectives as well as contribute to the well-being objectives of the Public Services Board.

Ffion Johnstone

Chair of the Gwynedd and Anglesey Public Services Board



WELL-BEING OF FUTURE GENERATIONS [WALES] ACT 2015

The aim of the Well-being of Future Generations Act (2015) is to improve the economic, social, environmental and cultural well-being of Wales.

The Act highlights seven well-being goals (see image below) and five ways of working in order to give public bodies a common purpose. It also tries to ensure that we are better at making decisions by placing a duty on organisations to think about the long-term, to collaborate and to consider people of all ages when resolving and preventing problems.

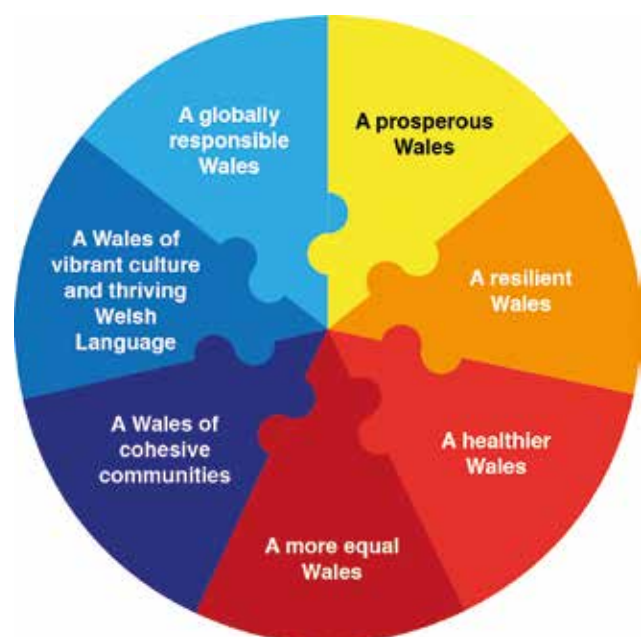
Together, the seven well-being goals and the five ways of working have been designed to support public bodies to meet the existing needs of their communities and ensure that the decisions of today do not harm future generations.

The Act has established a Public Services Board for every local authority area in Wales to ensure that public bodies work together to create a better future for the people of Wales. As part of this, the Public Services Boards must assess the well-being of their areas and create a Well-being Plan with the aim of improving communities.

The Boards must consider a host of other legislation which have also been created to improve public services, they include:

- Climate Change Act 2008
- Schools Standards and Framework Act 1998
- Childcare Act 2006
- Children and Families (Wales) Measure 2010
- Social Services and Well-being (Wales) Act 2014
- Crime and Disorder Act 1998
- Environment (Wales) Act 2016
- Planning (Wales) Act 2015

With all of this, the plan is being developed in a complex national and international context – with economic and political uncertainty placing added pressure on services, and having an impact on communities locally and across Wales.



PUBLIC SERVICES BOARD MEMBERSHIP

The Gwynedd and Anglesey Public Services Boards have decided to work together as one Board to deliver their objectives.

The statutory members of the Board are:

- Gwynedd Council and the Isle of Anglesey County Council
- Betsi Cadwaladr University Health Board
- North Wales Fire and Rescue Authority
- Natural Resources Wales

As well as the statutory members, the Board is duty-bound to invite other individuals and bodies to participate. The Gwynedd and Anglesey Public Services Board has invited the following organisations as guest members:

- Welsh Government
- North Wales Police
- Public Health Wales
- North Wales Police and Crime Commissioner
- Snowdonia National Park Authority
- Mantell Gwynedd
- Medrwn Môn
- Wales Probation Service
- Bangor University
- Cartrefi Cymunedol Gwynedd
- Grŵp Llandrillo Menai

There will be an opportunity to ask other bodies/ organisations/ partners to sit on the Gwynedd and Anglesey Public Services Board in the future as specific objectives and actions are identified.

ASSESSMENT OF LOCAL WELL-BEING

In May 2017, an Assessment of Local Well-being was published for Gwynedd and Anglesey. The Public Services Board decided to divide the two counties into 14 smaller areas and research was undertaken in order to understand and learn more about the well-being of those areas. Eight of these areas were in Gwynedd and six in Anglesey.

Once the data had been gathered and the research had been completed individual booklets were produced for each of the 14 areas. The booklets looked at well-being in the context of the four main headings of the Act – namely Social, Economic, Environmental and Cultural. 'Population and Language' has been included as an additional heading locally as the Board recognises the importance of this specific theme to the area.

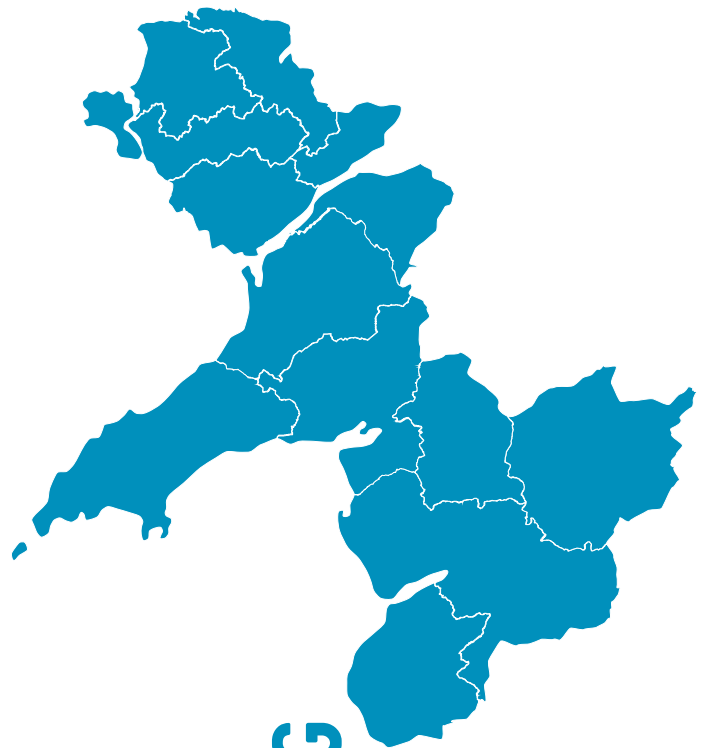
Twenty-eight public sessions were held, two in each of the areas, to gather more information and to give residents an opportunity to voice their opinion. We asked if they recognised their area from the booklets, what was important to them, and what they liked about their community as well as what they would like to see changing. Residents were also asked what was important in terms of the well-being of the individual and the well-being of the community.

It was important that we heard various opinions from across the area, so sessions were held at schools and with community groups. In addition, regional discussions were held with representatives of harder-to-reach groups.

There was a social media campaign and articles appeared in local press and on partners' websites to promote the assessment, and to encourage residents to complete an on-line questionnaire about their areas.

The information booklets for each area are still available on the website.

www.LlesiantGwyneddaMon.org.

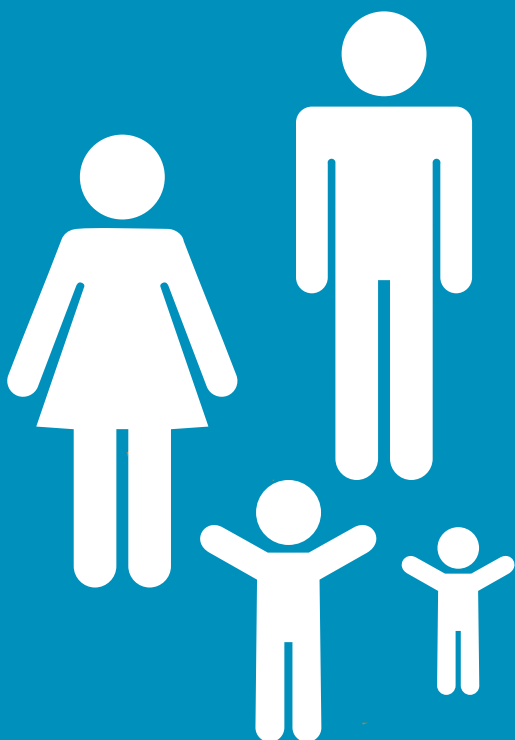


WWW.LLESIAANTGWYNEDDAMON.ORG

WHAT IS WELL-BEING?

There isn't one specific definition of 'well-being'. There are frequent discussions about the meaning, but it can mean something different to everyone. Well-being can describe those things which affect how good an individual's life is.

Our personal well-being can include feelings of happiness, quality of life and the concept of living life to the full. Our communities, culture, health, environment and economy all affect well-being and quality of life. What's important to personal well-being is also likely to change as people go through the various stages of life. It also follows that people's personal well-being has an impact on the well-being of their families, and the communities that they are a part of.



WHAT IS WELL-BEING FOR THE PEOPLE OF GWYNEDD AND ANGLESEY?

The following is a flavour of what the people across both counties said:

What's good about living in your area?

The fact that it has a high percentage of Welsh-speakers, and a strong sense of community is important to people. Several noted that being able to live in a safe area is also very important, as well as the natural environment and the views which surround them.

What's not so good?

A lack of good quality jobs is a concern for the residents of Gwynedd and Anglesey. It was also noted that the distance from services and facilities and a lack of suitable public transport is also a problem. Other factors which caused concern were high house and property prices and the appearance of streets in some towns.

What promotes your well-being and contributes to the quality of life in your area?

The opportunity to undertake outdoor activities, the natural environment, local facilities and a community spirit are all factors which have a positive impact on the well-being of the area's population. All of this, together with the support of family, friends and neighbours contribute to promoting well-being and improves the quality of life of the people of Gwynedd and Anglesey.

What would you change about your area to make it a better place to live?

The factors that residents would change about their area are public transport, more jobs with higher salaries, developing local activities and facilities, and improving the appearance of streets.

WHAT DID THE ASSESSMENT TELL US ABOUT THE WELL-BEING OF OUR AREAS?

The assessment was a starting point – an overview of well-being to accompany the area booklets which gave the Public Services Board a better understanding of Gwynedd and Anglesey.

Having considered the data and the views of local people, the Board concluded that the key messages of the assessment were as follows:

1. THE NEED TO MAINTAIN A HEALTHY COMMUNITY SPIRIT
2. THE IMPORTANCE OF PROTECTING THE NATURAL ENVIRONMENT
3. UNDERSTANDING THE EFFECT OF DEMOGRAPHIC CHANGES
4. PROTECTING AND PROMOTING THE WELSH LANGUAGE
5. PROMOTING THE USE OF NATURAL RESOURCES TO IMPROVE HEALTH AND WELL-BEING IN THE LONG-TERM
6. IMPROVING TRANSPORT LINKS TO ENABLE ACCESS TO SERVICES AND FACILITIES
7. THE NEED FOR GOOD QUALITY JOBS AND AFFORDABLE HOMES FOR LOCAL PEOPLE
8. THE EFFECT OF POVERTY ON WELL-BEING
9. ENSURING AN OPPORTUNITY FOR EVERY CHILD TO SUCCEED

These are the main messages, but the Board acknowledges that other important factors have not been highlighted. It is possible that one of the reasons for this is that the action already taken is effective and has a positive impact on residents' lives.

The Board will review the data in the Assessment regularly and will respond to any significant changes which have not already been identified as priorities within this plan.

Similarly, the Board will work to get a more detailed understanding of future developments and challenges which could influence well-being in the area. These include Wylfa Newydd, leaving the European Union and the effects of climate change, such as flooding.

DEVELOPING THE PLAN

HOW WERE THE WELL-BEING OBJECTIVES AGREED UPON?

With nine main messages highlighted in the Well-being Assessment, a series of workshops were held throughout the summer of 2017 in order to listen to views about which areas to prioritise. The workshops were open to public bodies, the third sector, town and community councils and community groups.

Eighteen workshops were held in total, two for each of the messages.

The workshop looked at each one from the perspective of:

- a) ambition
- b) the Board's influence
- c) confirming whether the message should be a well-being goal
- d) how Board members should work together to make a difference to residents

A summary of the responses was submitted to the Public Services Board and it was decided which areas should be prioritised for this Well-being Plan.

1. THE NEED TO MAINTAIN A HEALTHY COMMUNITY SPIRIT

It is clear that there is a healthy community spirit in Gwynedd and on Anglesey – with each of the 14 areas saying that this was central to their well-being. It is important that this spirit is nurtured and promoted to create prosperous and sustainable communities and areas which are confident to face the challenges of the future.

The Board sees healthy communities as a basis to achieving its goals over the coming years, therefore members will work together to reinforce the strengths within our communities.

The work of delivering the priorities and maintaining healthy communities will happen hand in hand with those communities.



2. THE IMPORTANCE OF PROTECTING THE NATURAL ENVIRONMENT



The natural environment of Gwynedd and Anglesey is very important to the well-being, culture, health and economy of the area. We have special habitats across both counties which are important natural assets and are a home to a variety of wildlife, which contribute to the well-being of the area and the wider population. Wide areas of Gwynedd and Anglesey have also been designated due to the importance of the landscape or conservation which reflect the value of this natural environment.

Our climate is changing and it will continue to do so – causing the sea level to rise and more extreme weather events such as flooding. This will affect the well-being of communities and the services which are provided, **therefore, this will be a priority area for the Board.**

The Board considers that protecting the natural environment is a key part of delivering its priorities and it will be a common theme that runs across all the well-being objectives.

3. UNDERSTANDING THE EFFECT OF DEMOGRAPHIC CHANGES

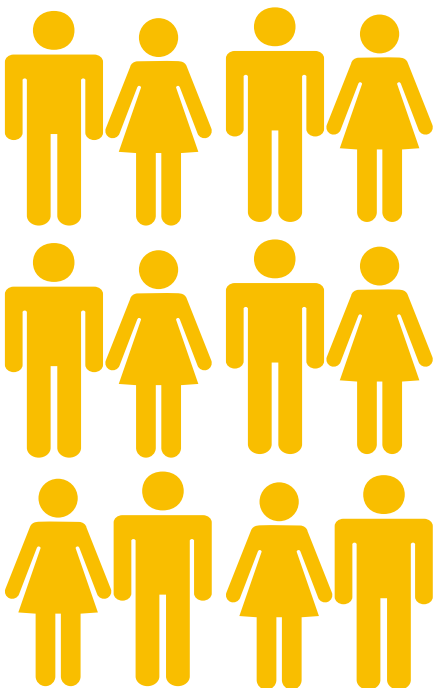
The population of Gwynedd and Anglesey is ageing, with the number of young people in our communities declining. The demography of the area will change significantly and the nature and needs of our society will be very different as a result.

The Board is keen to improve its understanding of how this change will affect the well-being of communities and individuals. It is possible many older people will continue to work and contribute in full within their communities. However, we also acknowledge that older people are more likely to need more care and support and we'll need to plan for this. We understand that an older population does not necessarily mean an unhealthy population, but we must acknowledge that there will be an increased demand for services due to the ageing population.

4. PROTECTING AND PROMOTING THE WELSH LANGUAGE

Data about the Welsh language clearly shows the decline that has occurred over the last 30 years in the number of Welsh-speakers. The reduction of 11% is higher in Gwynedd than the rest of Wales. Gwynedd and Anglesey are the two counties in which the Welsh language is strongest and is used daily by a vast majority of the population. However, if the decline continues, parts of the county could be at risk of losing the language for future generations.

The Board understands the importance of the Welsh language in terms of the social make-up and cultural identity of the area. We must ensure that residents can and choose to live their lives through the medium of Welsh and that they can access community services and activities in Welsh. **This is therefore a priority for future joint working.**



5. PROMOTING THE USE OF NATURAL RESOURCES TO IMPROVE HEALTH AND WELL-BEING IN THE LONG-TERM



Our information shows that the health of the population of Gwynedd and Anglesey is not as good as it could be. For example, **52%** of adults and **30%** of children aged 4-5 in Gwynedd are obese or overweight. The picture on Anglesey is similar with **58%** of adults and **29.6%** of children aged between 4 and 5 overweight or obese. Children and adults should be enabled to be more active, particularly in the outdoors, we should do this by promoting and improving access to natural green spaces.

People need to be encouraged to take responsibility for their own health and to take part in activities which will prevent illness in the future.

Due to the need to improve the population's physical and mental health and the long-term effect this will have on well-being, **health and care will be a priority for the Board.**

6. IMPROVING TRANSPORT LINKS TO ENABLE ACCESS TO SERVICES AND FACILITIES



The lack of access to services was one of the issues raised most frequently during the Well-being Assessment consultation. It's clear that this is a matter of concern and has a significant effect on the well-being of individuals. So, services need to be planned locally and target the well-being areas.

A specific plan for the region has been developed by the North Wales Ambition Board which includes a Local Transport Plan. The Public Services Board believes that the best way of securing improvement is by supporting the work of the Ambition Board. The Board will put a formal structure in place in order to collaborate and influence the work of the Ambition Board.



7. THE NEED FOR GOOD QUALITY JOBS AND AFFORDABLE HOMES FOR LOCAL PEOPLE

GOOD QUALITY JOBS

The need for good quality jobs was one of the main messages of the consultation. Our information shows that the median weekly salary in Gwynedd (£347 per week) is lower than the same figure for Wales as a whole and the money that people in Gwynedd have to spend after taxes and the costs of running a home is £662 which is lower than the Wales figure. The picture is slightly better on Anglesey with the median weekly wage 8% higher than the same figure for Wales.

During the consultation, many residents said that this was one of the reasons why young people leave their communities and identify this as an important issue in terms of the general well-being of the area.

The Board fully understands the need for good quality sustainable jobs. We also recognise the work that's happening on this across the region under the leadership of the North Wales Ambition Board. The Ambition Board is in the process of creating a growth bid which will address this matter. Therefore, as with transport, the Public Services Board will collaborate and support the work of the Ambition Board in order to ensure the full benefits for Gwynedd and Anglesey.

AFFORDABLE HOMES FOR LOCAL PEOPLE

Given the median property price and median household income, 60% of Gwynedd families are priced out of the housing market. This percentage varies from area to area with the highest percentage in Llŷn where 73% of families have been priced out of the market. On Anglesey 64% of families are priced out of the housing market with this as high as 72% in the Lligwy and Twrcelyn area.

Residents believe that this is another reason for the outward migration of young people and this has a negative effect on the well-being of those communities. People are keen to see more affordable houses to support and maintain strong and healthy communities.

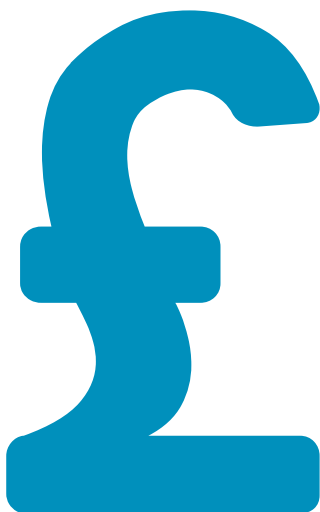
The Board will prioritise this over the next period and it will work to find an achievable solution for the problem.

8. THE EFFECT OF POVERTY ON WELL-BEING

Evidence shows clearly that living in poverty has a detrimental effect on individuals' well-being – in the short-term and long-term. Poverty is caused by a lack of resources, the most obvious of which is income, but it also includes the lack of ability to obtain goods and access basic services.

The data gathered highlights issues such as the difference in the educational attainment of pupils who receive free school meals and those who pay. On Anglesey the gap is **25%**, and in Gwynedd it is **36%** - this compares to **33%** across the whole of Wales. In addition to this, **18%** of Anglesey households and **21%** of Gwynedd households are in fuel poverty, both higher than the Welsh figure of **14%**.

The Board will prioritise this area of work in order to get a detailed understanding of the implications of living in poverty. We will continue to develop the Well-being Assessment to get a better picture of the area and where the lack of access to services is more challenging due to poverty.



9. ENSURING AN OPPORTUNITY FOR EVERY CHILD TO SUCCEED

A lack of educational attainment can have an impact on the well-being of individuals throughout their lives, so we need to ensure that every pupil has an opportunity to succeed.

Health data also shows that obesity is a problem, and this can have a long-term effect on the well-being of children and young people.

There is clear evidence about the long-term detrimental effect of negative experiences in childhood and how this can affect the well-being of people throughout their lives. The need to ensure that our children and young people have positive experiences during their childhood is therefore important.

The Board will give priority to supporting families to try to ensure that every child has the best start in life. We will also work with key partners to deliver the best possible results for children and young people.



OUR WELL-BEING OBJECTIVES

Having looked at the main messages of the Well-being Assessment and considered findings of other research and assessments e.g. Regional Population Assessment, two well-being objectives have been agreed. The Public Services Board will give priority to specific areas to achieve those objectives.

In a period of reduced public sector resources, we believe that we can improve joint-working in these areas to ensure the best possible results for the people of Gwynedd and Ynys Môn.

1 COMMUNITIES WHICH THRIVE AND ARE PROSPEROUS IN THE LONG-TERM

TO REALISE THIS OBJECTIVE, WE WILL PRIORITISE:

✓ The Welsh language

We will work together to increase the use of the Welsh language within public bodies in Gwynedd and Anglesey.

We will promote the use of Welsh as the preferred language of communication between public bodies across both counties.

✓ Homes for local people

We will work with the housing sector to ensure more suitable and affordable homes in the right places to meet local needs.

We will work together to ensure that homes are of high quality and meet the needs of residents.

✓ The effect of poverty on the well-being of our communities

We will develop a detailed understanding of how poverty affects the area and look to ensure that the work happening across public bodies is more effective in mitigating the long-term effects of poverty.

✓ The effect of climate change on the well-being of communities

We will work together locally to mitigate the effects of climate change on our communities.

2 RESIDENTS WHO ARE HEALTHY AND INDEPENDENT WITH A GOOD QUALITY OF LIFE

TO REALISE THIS OBJECTIVE, WE WILL PRIORITISE:

✓ Health and care of adults

We will work with the Regional Partnership Board to ensure that the services planned for the older population meet local needs.

We will collaborate locally to plan a wide range of preventative activities for adults to enable them to live healthy and independent lives.

✓ The welfare and achievement of children and young people

We will plan preventative services and activities together to support families before the need for intensive intervention arises.

We will encourage children, young people and their families to improve their health so that they can live healthily and independently within their communities in the long-term.

HOW WE'LL WORK IN THE FUTURE?

The Gwynedd and Anglesey Public Services Board will operate in line with seven principles. Five of these are national sustainable development principles and two have been added by the Board locally. These principles will help us to work together, avoid repeating past mistakes and get to grips with some of the challenges we will face in the future.

THE WELSH LANGUAGE

The Welsh language will be a golden thread running through the plan. We will promote the use of the language in all aspects of our work and will work with communities to develop services and activities through the medium of Welsh.

EQUALITY

We will continue to target local and national resources to tackle inequality and disadvantage in order to close the gap between the most privileged communities and the most deprived communities.

LONG TERM

We will continue to gather data to ensure a better understanding of how communities look now and how they will look in the future as a result of factors such as demographic changes. We will also look at which national and regional changes are on the horizon and try to analyse the effect on our communities. By doing so, we can work together as partners and residents to plan services for the future.

PREVENTION

We will use trends data to identify the problems which will face our communities in the future and will develop and implement plans to prevent them. We will work with communities to enable them to do more to prevent issues from developing and support programmes which can make a real difference in the long-term.

COLLABORATION

We will try to remove the barriers which prevent effective collaboration. We will also share information and good practice between Board members and our residents about what is being done to realise objectives and priorities. We will consider the Board's membership regularly and will ensure that the right partners are included in order to achieve our objectives.

INTEGRATION

We will work in a way which will contribute to more than one goal where appropriate and in accordance with Welsh Government's national well-being objectives. We will try to integrate services if evidence shows that this gets the best results for our communities. We will consider other local and regional strategies and plans which work towards the same or similar goals and work together in order to achieve them.

INVOLVEMENT

Our residents and our communities have an important role to play when planning services for the future and we will ensure that their perspectives and experiences are central to the process of planning the work of the Board. We will adopt the National Participation Standards for all ages and ensure that the Board works within those standards. We will ensure that people can communicate with us in their preferred language and medium.

THE NEXT STEPS

In May 2018, the Board will publish the final Local Well-being Plan for Gwynedd and Anglesey. The Board wants to include you in the consultation process and we are keen to hear your opinion about what will work in your area. By agreeing to the steps, we need to take to improve well-being across both counties, we will ensure that public service providers work together to develop an action plan which will focus on preventative activities for positive future results.

There is some way to go, and we want to hear your views on this draft plan to ensure that we set the right goals and priorities for the well-being of residents in Gwynedd and Anglesey. The consultation runs from **8th of January 2018** to **30th of March 2018**.

To take part in the consultation, please contact us via the website.

FOR MORE INFORMATION ...

For more information and to see all the documents in relation to this assessment, go to:

WWW.LLESIANTGWYNEDDAMON.ORG
01766 771000

Ask for
**Gwynedd and Anglesey Public Services
Board Programme Manager**



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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	8.3.18
Subject:	Local Tenant Participation Strategy (LTPS)
Purpose of Report:	To receive feedback on the Strategy
Scrutiny Chair:	Councillor G O Jones
Portfolio Holder(s):	Councillor Alun Mummery
Head of Service:	Ned Michael
Report Author:	Elliw Llyr
Tel:	01248 752137
Email:	ElliwLlyr@ynysmon.gov.uk
Local Members:	n/a

1 - Recommendation/s
To scrutinize the Local Tenant Participation Strategy (LTPS) To recommend the Executive Committee to approve the Strategy for consultation

2 – Link to Council Plan / Other Corporate Priorities
Corporate Plan- The LTPS contributes to all the Councils objectives of promoting independence, providing skills, tackling isolation and providing participation opportunities. The Housing Business Plan underpins this by including resources to achieve these objectives.

3 – Guiding Principles for Scrutiny Members
To assist Members when scrutinising the topic:-
The emphasis of this Strategy is to offer a range of opportunities for Tenants to take part in a way that suits them best. It also provides an opportunity for communities to work together to improve opportunities to socialise locally in partnership an offer grants should they wish. The Strategy will demonstrate the impact when Tenants take part, be it by providing information, providing new skills or improving a procedure within Housing Services.
The Strategy is been developed with Tenants and Staff by assessing what worked well in the previous Strategy and what needs to move forward during the next period of the Strategy.
The Aims and of the Objectives of the Strategy is to:
To encourage tenants to work in partnership with Housing Services of Isle of Anglesey Council to influence and improve the services provided
This will be done by:

- Provide a range of meaningful involvement options to ensure tenants can influence decisions about housing policies, conditions and services
- Use digital technology to modernise the Tenant Participation service
- Inform tenants about services that affect them
- Ensure tenant participation is recognised as a core activity within the department
- Support tenants affected by Welfare Reform

The Action Plan for the year, 2018-19 describes the activity that will be measured.

4 - Key Scrutiny Questions

Does the Scrutiny Committee agree that the Strategy provides a meaningful method for Tenants to participation?

Are the members sufficiently reassured that this is achievable over the course of the Strategy?

What role does the Scrutiny Committee have in monitoring the Strategy?

5 – Background / Context

All social housing tenants and leaseholders have a right to be consulted and to be involved in tenant participation activities. The purpose of the Local Tenant Participation Strategy is to ensure tenants understand what tenant participation is and how they can take part.

As a social landlord Anglesey Council must have a LTPS in place to comply with the Welsh Government's National Tenant Participation Strategy 2007.

Tenants and staff have taken part in developing this Strategy by means of series of meetings and questionnaires. A series of 5 workshops have jointly been held, here are some of the comments from tenants:

I have had an opportunity to have an input and influence the strategy'. ' I have a better understanding of how the Housing Services work now'.

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

Appended

7 – Financial Implications

The Housing Business Plan accounts for the financial contribution of achieving this Strategy.

8 – Appendices:

Local Tenant Participation Strategy

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

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FRONT COVER

Tenant Participation team contact details:

Telephone number : 01248 752166

Email: tenant@anglesey.gov.uk

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1 Foreword



“I am pleased to introduce Anglesey’s 2018 - 2023 Local Tenant Participation Strategy.

As a Council we recognise the importance of working in partnership with tenants to improve services. Tenants have been at the heart of our service for a number of years which, has helped us to work towards our vision ‘quality homes: sustainable communities’.

This strategy builds upon the success of the previous strategies and demonstrates our continued commitment to tenant participation.

This is a particularly exciting time to get involved in tenant participation as many positive changes are happening within Housing Services. Following the reform of the Housing Revenue Account, we have become self-financing which means we have much more flexibility to manage our housing stock and improve housing conditions. Tenants have a key role to play in making sure resources are targeted effectively and that we are providing value for money.

In addition, we need the support of our tenants and partners to help us to respond positively to the challenges brought by Welfare Reform and reduced public spending, using innovation.

I would like to take this opportunity to thank all those who have contributed to developing the new Strategy, I hope it will encourage more tenants to get involved. I look forward to working with you in the future”. **Ned Michael, Head of Housing Services.**

2 Introduction

What is Tenant Participation?

Tenant Participation means tenants and landlords working together to share information and ideas to improve housing services.

Tenants can influence decisions about:

- Housing policies
- Housing conditions
- Housing services

Tenant Participation can benefit tenants and the landlord:



What is the Local Tenant Participation Strategy (LTPS)?

All social housing tenants and leaseholders have a right to be consulted and to be involved in tenant participation activities. The purpose of the Local Tenant Participation Strategy is to ensure tenants understand what tenant participation is and how they can take part.

As a social landlord Anglesey Council must have a LTPS in place to comply with the Welsh Government's National Tenant Participation Strategy 2007.

This Local Tenant Participation Strategy and Action Plan (see Appendix 1) outlines Anglesey Council's commitment to tenant participation and aims to:

- ü Inform tenants about what tenant participation is and the key benefits
- ü Highlight the range of involvement opportunities available
- ü Explain how the tenant participation service will be delivered, supported and resourced during 2018 – 2023 (including a 12 month action plan)
- ü Explain how the tenant participation service will be monitored

3 Aim and objectives of the 2018 – 2023 LTPS

The aim of the 2018 – 2023 Local Tenant Participation Strategy is to:

“To encourage tenants to work in partnership with Housing Services of Isle of Anglesey Council to influence and improve the services provided”.

The 5 key objectives which will help to meet the overall aim include:

	<u>Key objectives</u>	<u>Intended outcomes</u>
A	Provide a range of meaningful involvement options to ensure tenants can influence decisions about housing policies, conditions and services.	<ul style="list-style-type: none"> • Improved service. • Improved tenant satisfaction. • Decision making is directly influenced by tenants • Tenant Participation activities are accessible. • Consultations are representative of the wider tenant body.
B	Use digital technology to modernise the Tenant Participation service.	<ul style="list-style-type: none"> • Tenants feel informed about services that affect them. • Tenants understand what has changed as a result of their involvement. • Improved service. • Improved tenant satisfaction. • Decision making is directly influenced by tenants • Tenants feel more digitally included and connected through technology. • Tenant Participation activities are accessible. • Consultations are representative of the wider tenant body.
C	Inform tenants about services that affect them.	<ul style="list-style-type: none"> • Tenants feel informed about services that affect them. • Tenants understand what has changed as a result of their involvement. • Improved service. • Improved tenant satisfaction.
D	Ensure tenant participation is recognised as a core activity within the department.	<ul style="list-style-type: none"> • Improved service. • Improved tenant satisfaction. • Decision making is directly influenced by tenants • Officers understand the importance of Tenant Participation.
E	Support tenants affected by Welfare Reform.	<ul style="list-style-type: none"> • Tenants increase their knowledge of Welfare Reform. • Tenants increase their confidence to deal with the challenges of Welfare Reform. • Reduced rent arrears

Each year the LTPS will have an up-to-date Action Plan in place to explain how the Tenant Participation service will be delivered. It will include:

- The tasks that will be carried out to achieve each objective.
- Timescales; when the task will be completed.
- The intended outcomes of each task (what difference will be made).
- How the outcomes will be measured.

4 Monitoring the strategy

The Strategy's 12 month Action Plan will be monitored quarterly by the LTPS monitoring group and an annual progress report will be prepared for the Housing Board.

The LTPS monitoring group is a formal group set up to monitor the implementation of the Local Tenant Participation Strategy. Membership is limited to 10 members and is an equal balance of Housing Officers and tenants.

To monitor the progress, the group will meet once every three months to look at the action plan and decide:

- Have we achieved what we said we would? If not, why not?
- Have we achieved value for money? If not, why not?

The group will also agree:

- What will be achieved in the next three months.
- If there is a need to change the priorities within the action.

A copy of the group's terms of reference can be found on the Council's website www.anglesey.gov.uk

5 Resources to deliver the Tenant Participation service

To co-ordinate Tenant Participation activities there is two dedicated Tenant Participation Officers, the 'Tenant Participation Team'.

There is an annual budget of £102,000 to fund Tenant Participation activities and staff resources. To supplement the budget, the Tenant Participation team will aim to work in partnership to carry out activities. Working in partnership will also help to secure non-financial resources such equipment, officer time and skills.

6 Equality and diversity

All tenants have the right to participation and for that reason the Tenant Participation team aim to ensure Tenant Participation activities are open and accessible to everyone:

- Tenant Participation activities are held in accessible venues.
- Tenant Participation activities are held at different times and locations.
- Free transport and childcare is offered.
- Tenant Participation activities are bilingual and tenants are able to use the language of their choice.
- Information is provided in different formats such as large print and braille (upon request).

Housing Services is committed to promoting equality and removing unlawful discrimination in relation to the 9 protected characteristics as referred to in the Equality Act 2010; Age, Gender reassignment, Race, Sex, Sexual orientation, Disability, Marriage and Civil partnership, Pregnancy and Maternity, Religion or belief.

7 Developing the 2018 Strategy

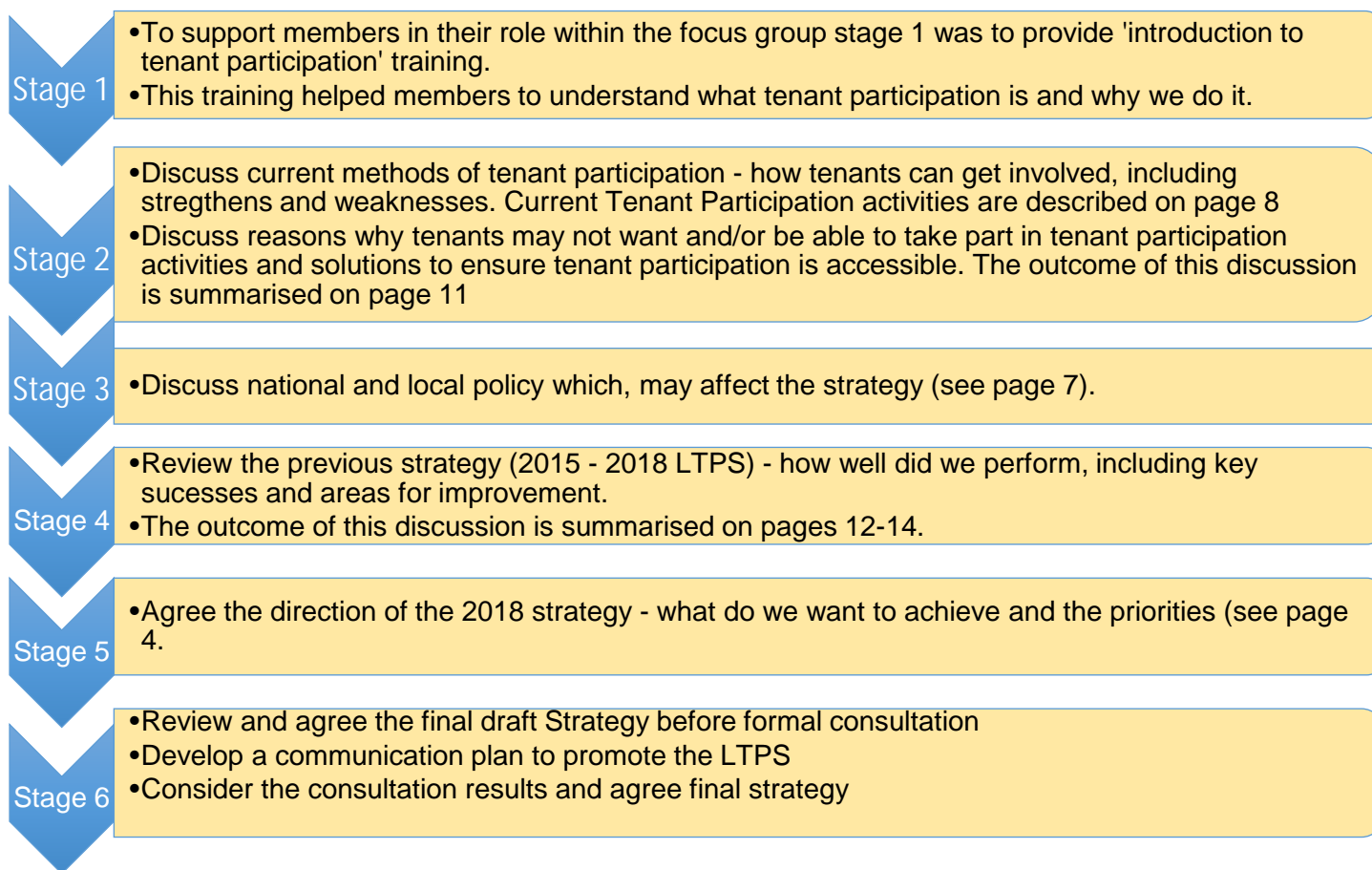
As Tenant Participation means tenants and landlords working together, it was important that the strategy was written in partnership with tenants.

To develop of the strategy tenants and Housing Officers were invited to take part in a focus group.

A focus group is a type of tenant participation activity used to gather feedback and opinions on a specific subject. A focus group takes place over a short period of time and is planned to ensure the end outcome is achieved.

The focus group set-up to write the Local Tenant Participation Strategy was facilitated by TPAS Cymru, an independent body who support landlords and tenants to deliver an effective tenant participation service.

The stages of the LTPS focus group is outlined below:



Working in partnership in this way:

1. Demonstrates our commitment to tenant participation,
2. Shows how tenants can share their views and influence
 - a. a housing policy and
 - b. the delivery of housing services.

What do we hope to achieve by working in partnership to develop the LTPS?

1. Tenants feel confident that they can share their views and will be listened to.
2. The priorities of the strategy reflect the needs of the tenants and the landlord.
3. Housing Officers understand the benefits of tenant participation.
4. The strategy is tenant friendly and easy to understand.

This will be monitored by the LTPS monitoring group (see page 5).

8 National and Local context

To ensure Tenant Participation is at the heart of service delivery, Tenant Participation activities must be developed in line with Housing Services' business priorities. These priorities are influenced by national UK and Welsh Government policy and legislation.

National UK and Welsh Government policy and legislation currently affecting Housing Services' business priorities:

Welfare Reform (WR)

Is changing the welfare benefits system and is being implemented in phases.

Changes influenced by WR are likely to affect a tenant's ability to pay their rent.

Tenant Participation activities need to help prepare tenants for WR.

The Renting Homes (Wales) Act 2016

Abolition of the Right to Buy and Associated Rights (Wales) Act 2018

Is changing all tenancy agreements in Wales

Will end the Right to Buy for Local Authority tenants

Tenants will need to be informed of these changes

Social Services and Well-being (Wales) Act 2014

Puts people at the heart of their health, care and support services

Local Authorities have a role to play in improving health and wellbeing & strengthening the links between health and housing.

The Housing (Wales) Act 2014

Wales' first ever housing act aims to improve the supply, quality and standards of housing in Wales.

Current priorities likely to affect the LTPS:

LAs are required to have a Homeless Prevention Strategy in place by 2018.

Need to target resources effectively & demonstrate value for money

Anti-social Behaviour, Crime and Policing Act 2014

Sets out a new approach to dealing with anti-social behaviour.

Housing policies and service delivery need to reflect the changes influenced by the Act.

Housing Services' current business priorities include the following:

- Ü Preparing tenants for Welfare Reform
- Ü Reducing fuel poverty
- Ü Working towards the Welsh Housing Quality Environmental Standard
- Ü Improving the use of IT to deliver housing services and improve communication
- Ü Increasing the number of affordable housing units.
- Ü Developing and implementing a Regional Homeless Prevention Strategy
- Ü Implementing the Renting Homes (Wales) Act 2016
- Ü Implementing the Abolition of the Right to Buy and Associated Rights (Wales) Act 2018

9 Opportunities for involvement

The Tenant Participation team aim to offer a wide range of Tenant Participation activities to ensure tenants can 'get involved' in a way that suits them, this is called the 'menu of options'.

Tenant Participation activities are offered at 4 levels:

- Ü High level formal meetings.
- Ü Medium level informal meetings.
- Ü Low level community events in your area.
- Ü Low level in the comfort of your own home.

The table on page 9 describes the current Tenant Participation methods available.



<u>Activity</u>	<u>Description</u>
<u>Low level participation – in the comfort of your home</u>	
Fill in questionnaire or survey (postal, door-to-door, telephone or online surveys)	Used to consult and gain tenant feedback.
Read Llais Môn Tenant Newsletter and send us feedback.	Used to share information with tenants.
<u>Low level participation – event in your area</u>	
Housing Roadshow including an Estate Walkabout	Roadshows operate from a trailer on an estate and aim to raise awareness of services, information and support which is available to tenants. The estate walkabout is an opportunity for tenants to tell us about any environmental issues causing concern to local people, this helps us to work towards ensuring tenants feel safe and proud of their area.
Community clean-up day.	A Community Clean-up day is aimed at empowering tenants to take pride in their local area. Skips are available throughout the event and tenants (from the particular area) are encouraged to use the skips to discard unwanted household items. (Request via the Environmental and Community improvement fund)
Environmental projects	Community events is aimed at supporting tenants to feel proud and safe of where they live for example, creating community allotments or a sensory garden. (Request via the Environmental and Community improvement fund)
Environmental and Community improvement fund	The Environmental and Community Improvement Fund allows tenants to bid for a grant up to the value of £5000 for environmental improvements or to set up an environmental project including a community clean-up day.
Tenant training	Tenant training is available to support tenants, training can include support to participate effectively e.g. committee member training or support to sustain their tenancies such as budgeting skills.
Tenant and Resident Association	A Tenant and Resident Association is a group of tenants and residents who join together to <i>represent</i> an estate, neighbourhood, street or block of flats, the actual role is decided by its members. For example a Tenant and Resident Association can work together with the Council to improve the environment and facilities on their estate or help improve front line housing services.

Inter-generational project	Intergenerational Projects involve different generations of the community working together to achieve a goal for example, young people teaching older people how to use a computer.
<u>Medium level participation – informal meetings</u>	
Sheltered Housing Forum	<p>Anglesey's Sheltered Housing Forum was set up in 2007 and is open to all tenants living in Sheltered accommodation.</p> <p>The aim of the Sheltered Housing Forum is to: share information about services and improve the health and wellbeing of tenants by increasing the confidence of tenants who participate and reducing isolation.</p>
<u>High level participation – formal meetings</u>	
Task and Finish group	A focus group is a type of tenant participation activity used to gather feedback and opinions on a specific subject. A focus group takes place over a short period of time and is planned to ensure the end outcome is achieved.
Publication group	<p>The publication group ensure all documents produced by Housing Services is in a format that is easy to understood and tenant friendly.</p> <p>Documents may include the following: Tenant Newsletter, Leaflets, Tenant Handbook, Housing Factsheets'</p>
Repairs and Maintenance Forum	The Repairs forum monitors the repairs and maintenance service including customer satisfaction. The aim is to ensure the service is continuously improving and resources are being targeted effectively.
Tenant Auditor	The Tenant Auditing Group work with Housing Services' to improve services for the tenants and landlord.
Môn Tenants and Officers Voice panel	Môn Tenants and Officers Voice is a strategic panel called the MTOV which is made up of tenants and housing officers who meet quarterly to monitor the progress of the LTPS. The panel agree the priorities for Tenant Participation activities and the allocation of the Tenant Participation budget to " <i>ensure value for money and continuous improvement</i> ".

Tenant barriers to tenant participation

The table below summarises the LTPS focus group's thoughts on the reasons why tenants may not be able to take part in Tenant Participation activities and how the Tenant Participation service will be adapted to try encourage more tenants to take part.

	Barrier	How the Tenant Participation service will be adapted
Internal	Tenant's confidence	Be welcoming Offer a 'buddy' system
	Language – tenants may feel they do not understand the jargon	Use plain language when inviting tenants to take part and during meetings.
	Physical health	Ensure venues and transport are disabled friendly.
	Literacy skills – tenants may think that they would be asked to read in a meeting or might not understand the invitation to attend an activity.	Explain what is expected of tenants during a meeting. Ensure all Housing Officers are aware of TP activities to promote the involvement options.
	Tenants may be sceptical – that the Council will not listen to their views.	Feedback on all tenant participation activities; you said, we did or you said, we could not do, because.
External	Work commitments	Varied times of meetings
	Lack of information	Need to advertise TP activities more.
	Family commitments	Promote the childcare incentive.
	Location – tenants lack of transport or unwilling to travel due to commitments.	Vary the location of meetings.
	Money	Promote the travel cost incentive.
	Dress code – tenants may worry about what to wear.	Say what is expected of tenants during a meeting.

10 2015 – 2018 How well did we perform?

In order to ensure continuous improvement, before developing this strategy it was important to review the Tenant Participation service currently being delivered and the performance against the 2015 – 2018 LTPS.

To review the Tenant Participation service key stakeholders were consulted between 1st November and 22nd December 2017 and the results were analysed by the LTPS focus group.

The focus for the third strategy was on improving communication with tenants, training tenants to become involved at a strategic level and monitoring the impact of tenant participation.

6 key targets were set:

- 1) **Involvement;** Provide a range of involvement options to ensure decision making takes into account tenant's views.
- 2) **Support;** Develop the skills, knowledge and confidence of tenants to ensure effective involvement.
- 3) **Consultation;** Increase the involvement of tenants from underrepresented groups to ensure consultation results reflect the profile of Anglesey tenants.
- 4) **Sharing Information;** Improve communication with tenants to ensure that tenants are informed about services that affect them in a format that suits them.
- 5) **Partnership Working;** Work with partners to enhance and maximise outcomes for our tenants and the community.
- 6) **Mainstreaming;** Ensure tenant participation is recognised as a core activity.

The results of the review have been summarised in this section, a full copy of the *2015 -2018 LTPS review; How well did we perform?* can be found on the Council website www.anglesey.gov.uk

10.1 Key successes

Involvement

The Tenant Auditing group completed two audits of the corporate Customer Care Charter and reported their findings to the Corporate Customer Care Board, including recommendations for improvement.

Outcome: Decision making was influenced by tenants and services have improved.

Set up two new forums; Anti-Social Behaviour forum and Service User Homeless Prevention forum. The ASB forum have been consulted on the ASB policy and monitor the ASB service delivery.

The Service User Homeless Prevention forum have been consulted on the Interim Homeless Prevention Strategy and monitor the implementation of the Action Plan.

Outcome: Tenants influenced housing policy, resources have been targeted effectively and services have improved.

Partnership working

The majority of Tenant Participation activities were carried out in partnership with local agencies. This helped to increase the involvement opportunities and participation from under-representative groups such as young people.

Outcome: Tenants were informed about services that affect them. Consultation results were representative of the wider tenant body. Improved services and tenant satisfaction.

Support

Received £10k

Intermediate Care funding; to support the development of two community hubs; 1 in Llangoed and the other in Llanddona (including free wifi and laptops).

Provided computer equipment and free internet for two years in Aberffraw communal lounge and Llanfaes community hall.

Purchased 8 (touch screen) computer kiosks with internet access, these are available to use (free of charge) in rural areas.

Outcome: These projects have helped to improve customer satisfaction as tenants affected by digital exclusion have access to equipment. Reduced rent arrears as tenants are able to claim Universal Credit.

Following a request from tenants using a communal gas tank, for support to reduce their fuel bills, developed an initiative project, 'the fight against fuel poverty' which supported over 250 Council tenants using Calor gas, to reduce their bills from 42p per unit to 21p and out of fuel poverty.

Outcome: Service delivery was influenced by tenants. Resources have been targeted effectively. Improved customer satisfaction.

Consultation

Consulted tenants on the Welsh Housing Quality Environmental Standards and completed:
22 community clean-up days and
5 environmental projects.

Consulted the Service User Homeless Prevention forum on the Interim Homeless Strategy and Action Plan and Anti-social behaviour forum on the new anti-social behaviour policy.

Outcome: Service delivery has been influenced by tenants. Resources have been targeted effectively. Improved customer satisfaction; tenants feel safe and proud of where they live. Tenants have been empowered to take pride in their area.

Mainstreaming

Launched a quarterly staff bulletin to share information about tenant participation activities and feedback how officers involvement had a made a difference. This increased the commitment from staff to get involved in tenant participation activities.

Outcome: Service delivery is influenced by tenants. Resources are targeted effectively. Improved service and customer satisfaction. Tenants were informed about services that affect them.

Sharing Information

Launched the Tenant Self-Service Portal which helped to improve communication with tenants.

Set-up a community Ti a Fi group to support community cohesion and provide an opportunity for young mothers to develop their skills and confidence by taking part in informal group sessions.

Continued to facilitate a successful sheltered housing forum, which was used as an example of good practice in a TPAS Cymru training session. The forum has helped to inform tenants about services that affect them.

Outcome: Tenants were informed about services that affect them. Service delivery is influenced by tenants. Improved service and customer satisfaction.

TPAS Cymru awards

The Tenant Participation team won four TPAS Cymru awards during 2015 – 2018:

The Community Action Award (non-environmental); *The fight against fuel poverty initiative.*

Improving Services Award; *The fight against fuel poverty initiative.*

The Digital Involvement Award; *'My Home' Tenants Self Service Portal*

Improving Services Awards; *Service User Homeless Prevention Forum*



Areas for improvement

The areas for improvement as identified by the LTPS focus group include the following:

- Review all Tenant Participation activities; are they achieving value for money?
- Tenant Participation activities must be planned and evaluated. Record the outcomes using a variety of methods - what has changed as a result of the tenant participation activity?
- Feedback to tenants, officers and partners about how their involvement has made a difference.
- The LTPS monitoring group to be clear on their role in monitoring progress of the LTPS.
- Quarterly LTPS progress reports to be completed and published on the Council website.
- Re-launch the staff quarterly bulletins.
- A member of the Tenant Participation team to attend staff team meetings to feedback on work done and to discuss involvement opportunities.
- Modernise Tenant Participation to encourage more tenants to take part.
- Re-launch the tenant publication group to improve communication

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ACTION PLAN



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Tenant Participation Action Plan 2018/19

1 Using digital technology modernise the Tenant Participation service

Page 50

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
1.1	In partnership with the Orchard IT team and tenants upgrade the Tenant's self-service portal.	September 2018	Improves communication with tenants.	Increase % of tenants using the portal. Increase use of the portal. Tenant feedback.		
1.2	Identify opportunities for digital engagement such as online feedback forms/ text messaging/ TP mobile phone app	Ongoing	Consultations are representative of the wider tenant body.	Change in the age range of tenants taking part.		
1.3	In partnership with the corporate IT team and tenants upgrade the Tenant Participation pages on the Council website.	September 2018	Tenants are informed about services that affect them. Tenants understand how their involvement has made a difference	Increased use of the website (website hits). Tenant feedback		

1.4	Include Tenant Participation on APP MON – for example, environmental fund application form/ register for TP & link to SSP.	June 2018	Tenant Participation activities are accessible. Improves communication with tenants. Resources are targeted effectively.	Increased % of tenants using the portal. Increased use. Change in the age range of tenants taking part. Tenant feedback		
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2 Provide a range of meaningful involvement options to ensure tenants can influence decisions about housing policies, conditions and services

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
Polices						
2.1	Service user Homeless Prevention forum to monitor the implementation of the interim 201718 homeless prevention strategy and support the development of the 2018 regional strategy.	June 2018 September 2018 December 2018 March 2019	Tenants influenced housing policy. Resources are targeted effectively. Improved service.	Reduction in the number of people presenting homeless. Reduction in the use of emergency accommodation. Tenant feedback.		
2.2	ASB Forum to monitor the implementation of the ASB Policy.	June 2018 September 2018 December 2018 March 2019	Tenants influenced housing policy. Resources are targeted effectively. Improved service.	Reduction in the number of anti-social behaviour. Reduction in the time taken to deal with anti-social behaviour. Tenant feedback.		

2.3	Consult tenants on any emerging policies	Ongoing				
Housing conditions						
2.4	Promote the Environmental and community improvement fund to support environmental improvements.	June 2018 March 2019	Tenants target resources effectively. Tenants feel empowered to take pride in their area.	Tenant satisfaction. Reduced complaints. Improved appearance of estates.		
2.5	Invite new tenants to take part in a task and finish group to review the minimum lettable standard.	September 2018	Improved service Tenants target resources effectively.	Reduced number of refusals. Reduced complaints. Reduction time taken to let properties. Reduced number of difficult to let properties. Tenant feedback.		
2.6	Set-up a repairs forum to monitor the repairs and maintenance service including customer satisfaction.	June 2018 September 2018 December 2018 March 2019	Improved service Tenants target resources effectively	Reduced complaints Reduced number of responsive repairs. Improved tenant satisfaction levels.		
Housing Services						
2.7	Set-up a task and finish group to review the following allocation policy procedures:	May 2018	Letters are easy to understand. The review process is improved.	Reduced complaints		

	Letter to inform applicants when their housing application has been successful. 6 month housing waiting list review. Monitoring progress of housing applications.		Improved customer satisfaction Improved communication	Reduced number of people taken off the register/ re-applying. Reduced number of enquiries. Tenant feedback		
2.8	Tenant Auditing group to carry out 2 audits in line with Housing Services' Business plan priorities.	June 2018 March 2019	Tenants influence service improvements. Improved service	The recommendations implemented following the audit.		
2.9	Develop a plan to ensure tenant profiling information is accurate and up-to-date ready for the implementation of the Renting Homes (Wales) Act 2016	September 2018	Improved service	Tenant information is up-to-date. New contracts issued to tenants,		

3 Inform tenants about services that affect them

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
3.1	Develop a communication plan to inform tenants about changes to their tenancy agreements following the implementation of the Renting Homes (Wales) Act 2016	September 2018	Tenants are informed about proposed changes.	Tenant feedback.		
3.2	Develop a communication plan to	May 2018	Tenants are informed about proposed changes.	Tenant feedback.		

	inform tenants about changes to their Right to Buy following the implementation of the Abolish of the Rights to Buy and Associated Rights (Wales) Act 2018.					
3.3	Facilitate a sheltered housing forum twice a year.	June 2018 December 2018	Tenants are informed about services that affect them. Reduced isolation. Service improvements are influenced by tenants.	Tenant feedback.		
3.4	In partnership with the tenant's publication group develop Llais Mon tenants newsletter	June 2018 December 2018	Tenants are informed about services that affect them.	Tenant feedback.		
3.5	Set-up a task and finish group to review the tenants handbook	April 2019	Handbook is tenant friendly and easy to read. Tenants are informed about services that affect them.	Tenant feedback. Reduced customer service enquiries.		

4 Ensure tenant participation is recognised as a core activity within the department.

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
4.1	Develop a quarterly staff bulletin to to share information about tenant participation activities and feedback how officers involvement had a made a difference	June 2018 September 2018 December 2018	Staff understand the benefits of tenant participation. Tenant Participation is recognized as a core activity.	Staff feedback/ comments after reading bulletin/ staff meetings/ attending the MTOV		

		March 2019		Increased involvement opportunities within the department.		
4.2	Tenant Participation to be standard agenda item at team meetings & TP team to regularly attend.	Monthly				
4.3	Review the terms of reference of the MTOV panel	April 2018				

5 Support tenants affected by Welfare Reform

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
5.1	Set-up a task and finish group with tenants affected by Universal Credit to understand the barriers and how tenants can be supported.	June 2018	Resources can be targeted effectively. Tenants can influence service delivery.	Reduced rent arrears. Increase number of tenants paying their rent by direct debit. Increase number of tenants opening bank accounts		
5.2	Review the use of the computer kiosks and implement any necessary service improvements.	June 2018	Kiosks are used by the community to compare prices/ set-up internet banking/ apply for UC.	Increased use of the kiosks. Monitor websites visited. Tenant feedback		
5.3	Train tenants to become digital champions and facilitate opportunities to reduce digital exclusion.	Ongoing	Reduce digital exclusion. Promote the use of kiosks by the community.	Tenant champions to record kiosks use. Tenant feedback.		

5.4	In partnership with the financial inclusion team and local agencies, raise awareness of WR and support services available to tenants	Ongoing	<p>Tenants feel supported to respond positively to the challenges of WR.</p> <p>Tenants understand the different ways to pay their rent and are confident paying their rent.</p>	<p>Reduced rent arrears.</p> <p>Increase number of tenants paying their rent by direct debit.</p> <p>Increase number of tenants opening bank accounts</p>		
5.5	Develop an initiative project to support tenants affected by fuel poverty.	June 2018	Tenants are supported out of fuel poverty.	<p>% of tenants who have been helped out of fuel poverty.</p> <p>Tenant feedback.</p>		

Isle of Anglesey County Council - Equality Impact Assessment Template

Revision history:		
Version	Date	Summary of changes
V0.1	26.2.18	

Step 1: Background	
1 - What are you assessing?	Local Tenant Participation Strategy
2 - Is this a new or existing proposal?	Existing
3 - What are the aims and purpose of this proposal?	Offer a way for tenants to improve services
4 - Who is responsible for the proposal you are assessing?	Housing Services
5 - Who is the Lead Officer for this assessment?	Strategic Housing, Commissioning and Policy Manager
6 - Who else is involved in undertaking this assessment?	Housing Strategy Officer and Tenant Participation Officer

Step 1: Background

7 - Is the proposal related to other areas of work? For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	Offering tenants the opportunity to take part in service improvements is crucial to all services the Council offer tenants
8 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?	Every tenant

9 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010?	Yes	No
The elimination of discrimination and harassment	x	
The advancement of equality of opportunity	x	
The fostering of good relations	x	
The protection and promotion of human rights	x	
Note: As a general rule, any policy that affects people is likely to be relevant across all protected groups		

Step 2: Information Gathering	
10 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?	yes
11 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	yes
12 – Will this area of work proactively offer services in Welsh for users?	bydd
13 – Is this proposal likely to protect and promote the Welsh language within communities?	bydd
<p>Appendix 1 to the Impact Assessment Guidance lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. The purpose of these questions is to make you think about the wider impact or contribution and these questions could be used as a prompt when responding to questions 10 – 13 above.</p> <p>However, when assessing how the Council's main policies and strategies impact on the Welsh language, it is recommended that these questions are considered in more detail so that comprehensive assessment is undertaken – a separate template is available with these papers on MonITor, for you to complete, if appropriate.</p>	
14 - Are there any Human Rights issues? If so, what are they? (For example, could this proposal result in the failure to safeguard the right to privacy?) (The 16 basic rights are listed at Appendix 1).	no

15 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015? (Discriptions of the wellbeing goals are listed at Appendix 2)	A prosperous Wales	
	A resilient Wales	x
	A healthier Wales	x
	A more equal Wales	x
	A Wales of cohesive communities	x
	A Wales of vibrant culture and thriving Welsh language	x
	A globally responsible Wales	
16 - What has been done to date in terms of involvement and consultation with regard to this proposal?	Questionnaires have been circulated and a group of tenants have worked in partnership to develop this Strategy	
17 – Have you used any other information that is relevant to the proposal to inform your assessment? If so, please detail:	no	
18 - Are there any gaps in the information collected to date? If so, how will these be addressed?	no	

Step 3: Considering the potential impact and identifying mitigating action

19 — Note below any likely impact on equality for each individual group, and identify what action could be taken to reduce or improve the impact. *For determining potential impact, please choose from the following: **Negative / Positive / No impact**

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
Age	Positive	All ages can take part	
Disability	Positive	Offers a range of methods and suitable locations	
Gender	No impact		
Gender Reassignment	No impact		
Pregnancy & Maternity	No impact		
Race / Ethnicity / Nationality	No impact		
Religion or Belief	No impact		
Sexual Orientation	No impact		
Welsh language	positive	Offers opportunities to take part within local community	
Human Rights	No impact		
Marriage or Civil Partnership	No impact		
Any other relevant issue, eg poverty, access to services in rural areas	positive	Provides opportunity to contribute and obtain new skills	

Step 4: Outcome of the assessment	
20 - Note the impacts identified and how it is intended to mitigate any negative impact (ie a summary of the above table)	none
21 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?	
22 - Describe any actions taken to maximise the opportunity to promote equality and/or the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability). (The seven well-being goals are listed in Appendix 2)	
23 – Is there a need to reconsider the proposal as a result of conducting this assessment? (Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you should consider at this stage whether it is possible to proceed with the proposal).	no
24 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?	Yes, Executive Commitee
25 - Are there monitoring arrangements in place? What are they?	Yeas, an action plan which is monitored

Step 5: Action Plan

Please detail any actions that are planned following completion of your assessment. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship. There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights. For the purposes of the Act, they are known as ‘the Convention Rights’. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)

Article 2: The right to life

Article 3: Prohibition of torture

Article 4: Prohibition of slavery and forced labour

Article 5: Right to liberty and security

Article 6: Right to a fair trial

Article 7: No punishment without law

Article 8: Right to respect for private and family life

Article 9: Freedom of thought, conscience and religion

Article 10: Freedom of expression

Article 11: Freedom of assembly and association

Article 12: Right to marry

Article 14: Prohibition of discrimination

Article 1 of Protocol 1: Protection of property

Article 2 of Protocol 1: Right to education

Article 3 of Protocol 1: Right to free elections

Article 1 of Protocol 13: Abolition of the death penalty

Appendix 2 - Well-being of Future Generations (Wales) Act 2015

This Act is about improving the social, economic, environmental and cultural well-being of Wales. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. The Act puts in place seven well-being goals:

Goal	Description of the goal
A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
A healthier Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

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PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE WORK PROGRAMME: 2017/2018→2018/2019

Chair: Councillor Gwilym O Jones

Vice- Chair: Councillor Robert Llewelyn Jones

This document summarises the forward work programme of the Partnership and Regeneration Scrutiny Committee Work Programme for the period May 2017 onwards, as a rolling programme and purposeful Scrutiny planning tool. The forward work programme will be submitted to each ordinary meeting of the Scrutiny Committee for the purpose of reviewing its content, consideration of new items or adjournment / withdrawal of items. Its purpose is also to ensure alignment with the forward work programmes of the Executive and Senior Leadership Team.

Contact: Geraint Wyn Roberts (Scrutiny Officer)

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

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

Date of Meeting	Item	Purpose
Committee Room 1/ 2pm	Membership of the Scrutiny Panel: Schools Progress Review	-
	Forward Work Programme	Review
March, 2018		
8 March 2018 Council Chamber /2pm	Draft Well-being Plan: Anglesey and Gwynedd Public Services Board	Policy Development
	Tenants Participation Strategy (to be confirmed)	Policy Development
	Forward Work Programme	Review
April, 2018		
10 April 2018 Committee Room 1/ 2pm	Environmental Enforcement Trial -Update (To be confirmed)	Monitoring Performance
	Additional Learning Needs Partnership – Gwynedd and Môn (To be confirmed)	Monitoring Performance
	Tackling Poverty Strategy (to be confirmed)	Policy development
	Forward Work Programme	Review
June, 2018		
19 June 2018 Committee Room 1/ 2pm	Annual Report of Communities First (to be confirmed)	Monitoring Performance
	Supplementary Planning Guidance – Welsh Language (to be confirmed)	Consultation
	Scrutiny Panel: Schools Progress Review (Progress Report)	Monitoring Performance
	Scrutiny of Partnerships	Review
	Forward Work Programme	Review
September, 2018		
24 September 2018 Committee Room 1/ 2pm	Annual Report of the Community Safety Partnership (to be confirmed)	Monitoring Performance
	Forward Work Programme	Review
November, 2018		
13 November 2018 Committee Room 1/ 2pm	Public Services Board- initial scrutiny of PSB governance and delivery structure (to be confirmed)	Monitoring performance
	Scrutiny Panel: Schools Progress Review (Progress Report)	Monitoring performance
	Forward Work Programme	Review
February, 2019		

Date of Meeting	Item	Purpose
5 February 2019 Committee Room 1/ 2pm	Anglesey Schools Performance 2017-2018(to be confirmed)	Monitoring performance
	GwE - Annual Report 2017 / 2018 (to be confirmed-earlier date)	Monitoring performance
	Forward Work Programme	Review
March, 2019		
12 March 2019 Committee Room 1/ 2pm	Public Services Board - scrutiny of progress on delivery of the Well-being Plan (to be confirmed)	Monitoring performance
	Forward Work Programme	Review
April, 2019		
9 April 2019 Committee Room 1/ 2pm	Additional Learning Needs Partnership – Gwynedd and Môn	Monitoring Performance
	Scrutiny Panel: Schools Progress Review (Progress Report)	Monitoring Performance
	Forward Work Programme	Review
TOPICS TO BE SCHEDULED		
June, 2019	scrutiny of 1st PSB Annual Report	