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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD MERCHER, 11 MEDI, 2019 am 1:00 y. p.	WEDNESDAY, 11 SEPTEMBER 2019 at 1.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

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

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Richard Griffiths, Richard O. Jones

PLAID LAFUR CYMRU/ WALES LABOUR PARTY

J. Arwel Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

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

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

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

Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales)

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

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

A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 6)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 8 July, 2019.

3 MONITORING PERFORMANCE: CORPORATE SCORECARD QUARTER 1 2019/20 (Pages 7 - 18)

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

4 ANNUAL PERFORMANCE REPORT (IMPROVEMENT PLAN) 2018/19 (Pages 19 - 54)

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

5 MONITORING PROGRESS: CHILDREN'S SERVICES IMPROVEMENTS QUARTER - 1 2019/20 (Pages 55 - 60)

To present the report of the Head of Children and Families' Services.

6 MONITORING PROGRESS: SOCIAL SERVICES IMPROVEMENT PANEL - QUARTER 1 2019/20 (Pages 61 - 80)

To present the progress report of the Social Services Improvement Panel.

7 COMMON ALLOCATIONS POLICY AND LOCAL CONNECTION (Pages 81 - 212)

To present the report of the Head of Housing Services.

8 FORWARD WORK PROGRAMME (Pages 213 - 230)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the extraordinary meeting held on 8 July, 2019

- PRESENT:** Councillor Aled Morris Jones (Chair)
Councillor Dylan Rees (Vice-Chair)
- Councillors Lewis Davies, John Griffith, Richard Griffiths, Alun Roberts, Bryan Owen
- Portfolio Members**
- Councillor Llinos Medi Huws (Leader and Portfolio Member for Social Services)
Councillor R. Meirion Jones (Portfolio Member for Education, Libraries, Culture and Youth) (from item 4)
- IN ATTENDANCE:** Chief Executive
Interim Director of Social Services/Head of Adults' Services
Head of Children and Families' Services
Head of Democratic Services
Social Services Customer Care Development and Designated Complaints Officer (SS) (for item 4)
Committee Officer (ATH)
- APOLOGIES:** Councillors Richard Owain Jones, Mr Keith Roberts , Mrs Anest Frazer
Mr Dyfed Wyn Jones (Co-opted Members), Councillor Robin Williams (Portfolio Member for Finance)
- ALSO PRESENT:** Councillor Carwyn Jones (Portfolio Member for Major Projects and Economic Development) Miss Awen G. Maple (Denu Talent Assistant)
-

The Chair welcomed all those present to this meeting of the Corporate Scrutiny Committee and he extended a particular welcome to Miss Awen G. Maple who was in attendance in her capacity as Denu Talent Assistant.

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 3 June, 2019 were presented and were confirmed as a correct record.

3 DIRECTOR OF SOCIAL SERVICES' ANNUAL REPORT ON THE EFFECTIVENESS OF SOCIAL SERVICES IN 2018/19

The Director's Annual Report on the effectiveness of Social Services in 2018/19 was presented for the Committee's consideration. The report is produced in accordance with statutory requirement and seeks to promote awareness and accountability for the

performance and progress made over the past year in delivering Social Services within the Council as well as outlining the improvement priorities for the forthcoming year.

The Interim Director of Social Services and Head of Adults' Services said that he would firstly like to thank Dr Caroline Turner, his predecessor who was in post for most of 2018/19, for her work and support over the course of the past two years. The Officer said that it was pleasing to be able to report on the progress made collectively across both Children and Adults' Services in this the fourth Annual Report which Anglesey has issued under the Social Services and Well-being Act 2014. The good work in Children's Services has culminated in an inspection by Care Inspectorate Wales in 2018 which showed good progress but that this must continue on order to further strengthen services and practices.

Over the last 12 months there have been a number of developments within Children's Services of which the Service is proud including the underpinning of all work by the Improving Practice Quality Framework designed to govern and guide the workforce; the formulation of a Teulu Môn Engagement Strategy as well as the Stepping Forward Service which aims to further strengthen families who no longer require statutory support but continue to need guidance. The New Offer to Foster Carers employed by the Council has been implemented which it is hoped will increase the Council's ability to recruit foster carers and assist them to offer the best support to fostered children.

Likewise, Adults' Services have been able to make progress in their goal to support adults to remain independent in their own homes reflected in the opening of the new Hafan Cefni Extra Care Unit. In partnership with BCUHB, the Service has successfully commissioned new domiciliary care provision for residents from area based providers. Mental Health Support Services have strengthened their focus on helping individuals to improve their well-being through group health and fitness sessions and through engagement in sporting activities on their path to recovery.

Looking forward, whilst 2019/20 continues to hold further challenges for both Adults' Services and Children and Families' Services, it is considered that both services are well placed to meet them. The Social Services' staff were thanked for their work throughout the year and it was acknowledged that without their commitment and dedication, the many achievements to which the annual report is testament would not have been possible.

In considering the Annual Report, the Committee was agreed that in its message it notes many successes from which the Council can take assurance and encouragement. The Committee recognised that Social Services is a complex area where the challenges of a changing demographic, growing demand and cost pressures can be felt acutely and that securing progress and improvement is therefore an ongoing commitment. In the detailed discussion, the Committee raised the following matters –

- That under Measuring Quality Standard 3 it is noted that 79% of adults and carers and 81% of children in the Citizen Survey say that they feel safe. The Committee sought clarification of what these statistics say about the remaining 21% of adults and 11% of children and whether these individuals are at risk of slipping through the net and not being properly cared for.

The Interim Director of Social Services advised that the Citizen Survey allows respondents to remain anonymous if they so wish but in cases where respondents give their names and where it is within the Service's ability to bring influence to bear on their situation then the Service will contact the individual(s) in question. It is important to note that although the Service can and does endeavour to improve the lives of individuals, there are instances where despite the input and best efforts of the Service, individuals may not feel safe 100% of the time which in the case of an older person might be due to anxiety about falling for example. The Service will listen to

comments and where the opportunity arises will provide additional support e.g. to reduce the likelihood of a fall occurring.

- In acknowledging that Social Services face many challenges, the Committee sought clarification of the main challenges facing Adults' Services specifically.

The Interim Director of Social Services advised that the main challenge comes from the demographic change brought about by an ageing population and the potential increase in the number of people requiring social care which this might lead to in future. Getting the balance right between supporting individuals through preventative services via the community and recognising that some individuals whose needs are acute must be provided for appropriately is challenging. The challenge will be met most effectively through working in partnership with the University Health Board and with the Third and Independent Sectors and this is the approach going forwards with continued development of Community Resource Teams of health and social care to support people in their own local areas.

- In acknowledging the financial pressures on Children's Services as a result of the increase in the number of children and young people needing to be looked after, the Committee was concerned that Welsh Government may be bringing pressure to bear on local authorities to set a target for reducing the need for children to enter care. The Committee sought clarification of the Council's position on this approach.

The Portfolio Member for Social Services confirmed that it is Welsh Government's intention to work with each local council to appoint a target (albeit a soft target) to reduce the number of children in care. The Portfolio Member clarified that the Authority's view was that such an approach was not helpful and could be problematic since although the Authority would prefer it if children did not have to come into care in the first place, it is committed as a corporate parent to ensuring that all children are kept safe, and that where there is a need they are provided for appropriately; imposing a target in this way could deflect from this responsibility. That the Authority would therefore not be setting such a target had been communicated in a meeting of Social Services Portfolio Holders in Cardiff last week at which the Welsh Government's Minister, and Deputy Minister for Health and Social Services were in attendance. The Portfolio Member informed the Committee however that some authorities are going down the route of setting their own targets for reducing the number of children coming into their care

The Head of Children and Families' Services explained the Authority's current arrangements for reducing the number of children in care where it is safe to do so which includes reviewing the looked after child's situation at least twice a year to see if there is an alternative option. Whilst the Authority has a clear strategy to enable children to leave care it is less able to influence the number of children who require care. At the time of the meeting with Welsh Government Officials, all the children looked after by the Authority were in care because of a court order which means they were judged to be at risk of harm.

There was consensus among the Committee's members that setting a target for reducing the number of children coming into the Authority's care was a step regarding which they had serious reservations and was not an appropriate approach to addressing the issue of the growing number of looked after children to whom the Authority has a duty of care as being among the most vulnerable individuals in society. The Committee was of the view that once a target has been set, there is a danger that achieving the target rather than the best interests of the individual then becomes the focus of attention. The Committee indicated that it was happy with and

had confidence in the Service's strategy for reducing the number of children in care, and was in agreement with the Portfolio Member that imposing a target should be resisted.

The Vice-Chair, Councillor Dylan Rees proposed and was seconded, that the Committee notes that it is satisfied with the Department's reduction strategy plans for looked after children and believes that the Welsh Government's attempts to introduce targets would be counter-productive. The Committee therefore supports the decision not to introduce targets. The proposal was unanimously supported by the Committee.

It was resolved –

- **That the Corporate Scrutiny Committee accepts and notes the draft Isle of Anglesey County Council's Annual Director of Social Services' Report on the Effectiveness of Social Services in 2018/18 and that further, it notes that it is satisfied with the Department's reduction strategy plans for looked after children and believes that the Welsh Government's attempts to introduce targets would be counter-productive. The Committee therefore supports the decision not to introduce targets.**
- **That the Committee is satisfied that the report –**
 - **Captures the Council's current position with regards to delivering Social Services**
 - **Accurately reflects its improvement priorities for both Adults and Children and Families Services for the forthcoming year**
 - **Reflects the Council's accountability and responsibility with regard to its Social Services.**

NO FURTHER ACTION WAS RECOMMENDED.

4 ANNUAL REPORT 2018/19: LISTENING AND LEARNING FROM COMPLAINTS

The Annual Report on the operation of the Social Services' statutory Representations and Complaints Procedure for the period from April, 2018 to the end of March, 2019 /19 was presented for the Committee's consideration.

In synopsis, the report showed that –

- A total of 212 positive comments were recorded during the year – a flavour of which was provided in the report (68 for Children and Families Services and 144 for Adults' Services) – a small decrease on the total of 232 in 2017/18 but higher than the 202 received in 2016/17.
- A total of 59 negative comments/concerns were logged by the Complaints Officer during the year – 49 for Children and Families Services (up from 32 in the previous year) and 10 for Adults' Services (down from 11 in the previous year). This should be looked at in the context of a decreasing number of official complaints which suggests that more concerns are being resolved informally avoiding escalation to Stage 1 of the Complaints Procedure.
- A total of 44 Stage 1 complaints were recorded (51 in 2017/18) dividing into 14 for Adults' Services and 30 for Children and Families Services) and 8 Stage 2 investigations were carried out (9 in 2017/18) - 6 in Adults' Services and 2 in Children and Families Services.
- In respect of performance in responding to Stage 1 complaints within statutory timescales, in Children and Families Services 80% of complainants were offered a discussion (24 out of 30) within timescale which is slightly down on the 82% in

2017/18 whilst 57% (17 out of 30) received a written response within timescale which is a slight increase on the 55% in 2017/18. For Adults' Services, 92% of complainants were offered a discussion within timescale (12 out of 14) which is up from 62% in 2017/18 and 64% received a written response within timescale (9 out of 14) which is up from 31% in 2017/18.

The Portfolio Member for Social Services said that the number of compliments received is very encouraging and is reflective of the improvements overall in Social Services; however this is not to disregard the fact that there have also been negative comments about aspects of services which Social Services will look at and learn from. The Designated Complaints Officer has put in place a process for ensuring that complaints are responded to in a consistent and timely way and much investment has also made in Stage 1 of the process in local resolution of complaints.

The Interim Director of Social Services / Head of Adults' Services said that although response times have improved particularly in Adults' Services, the Service has set an objective of achieving a 100% response within timescale which it will work towards. An Action Plan has been formed to further strengthen complaints management during 2019/20 and is attached at Appendix 2 to the annual report.

The Committee in considering the report sought clarification of whether any of the complaints were workforce related and how would any such complaints be dealt with.

The Interim Director of Social Services / Head of Adults' Services said that any such complaints are addressed mainly at Team Manager level and support is provided to staff as part of the investigation process and their views are sought. An allegation relating to conduct or safeguarding could also be dealt with under the more formal safeguarding process – the Officer confirmed that no such matter had arisen in Adults' Services nor Children and Families' Services in 2018/19.

It was resolved –

- **To note the view of service users received during 2018/19 regarding the services provided by Social Services.**
- **To note the performance of Social Services in implementing the Representations and Complaints Procedure and in dealing with complaints.**
- **To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.**

NO FURTHER ACTION WAS RECOMMENDED.

**Councillor Aled Morris Jones
Chair**

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	11 SEPTEMBER 2019
Subject:	SCORECARD MONITORING REPORT - QUARTER 1 (2019/20)
Purpose of Report:	TO CHALLENGE PERFORMANCE
Scrutiny Chair:	COUNCILLOR ALED M JONES
Portfolio Holder(s):	COUNCILLOR DAFYDD RHYS THOMAS
Head of Service:	CARYS EDWARDS
Report Author:	GETHIN MORGAN
Tel:	01248 752111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s	
<p>1.1 This is the first scorecard of the financial year 2019/20.</p> <p>1.2 It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive via a workshop held on the 3rd July, 2019.</p> <p>1.3 The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future.</p> <p>These can be summarised as follows –</p> <p>1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q2.</p> <p>The Committee is asked to recommend the mitigation measures outlined above.</p>	

2 – Link to Council Plan / Other Corporate Priorities
Used as part of the monitoring of the Council Plan

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

1. The report discusses the continued implementation of the Council's digital strategy. Which elements of the strategy will be prioritised during Quarter 2?
2. The report refers to financial service pressures. What further contribution can the Finance Scrutiny Panel make to ensure that service pressures are addressed?
3. There is a reported decline in aspects of performance in housing, planning and children's services during Qtr1. What additional mitigation measures have been considered in order to have a positive impact on performance over the coming months?

5 – Background / Context

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. The delivery of the Council Plan is delivered through the realization of the Annual Delivery Document (ADD). The ADD is created at the beginning of each financial year and identifies the key priority areas which the council will focus on during the forthcoming 12 months. At the end of the financial year the Annual Performance Report is written to report on progress made, against this Annual Delivery Document over the last 12 months, and is published before the end of October.

1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.

1.4. The scorecard portrays the current end of Q1 position and will be considered further by the Corporate Scrutiny Committee and the Executive during September.

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

n/a

7 – Financial Implications

The end of Q1 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 1

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

- 2018/19 Scorecard Monitoring Report - Quarter 4 (as presented to, and accepted by, the Executive Committee in June 2019).

SCORECARD MONITORING REPORT – QUARTER 1 (2019/20)

1. INTRODUCTION

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. The delivery of the Council Plan is delivered through the realization of the Annual Delivery Document (ADD). The ADD is created at the beginning of each financial year and identifies the key priority areas, as outlined in the Council Plan, which the council will focus on during the forthcoming 12 months. At the end of the financial year the Annual Performance Report is written to report on progress made, against this Annual Delivery Document over the last 12 months, and is published before the end of October.
- 1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.4. This year's indicators included within the scorecard (similar to previous years) have been decided via a workshop held on the 3rd July, 2019 with members of the SLT, the Executive and Shadow Executive following guidance from Heads of Service as to which indicators they identified as key indicators and important.
- 1.5. The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

2. CONTEXT

- 2.1. It was agreed as part of the previously noted workshop that some changes were required of the Scorecard this year to ensure a greater strategic approach. To that end, the performance monitoring KPIs have been aligned to the Councils' three strategic objectives:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2. There are also some KPIs which have been removed as they were deemed too operational for the Scorecard.

- 2.3. This report will also bring together the Customer Service, People Management and Financial Management sections of the report into one section instead of the three used previously so that a greater in-depth analysis can be undertaken of related indicators to provide assurances to the Executive that our performance management achievements are robust and sustainable. This change will ensure a greater strategic emphasis is placed upon this report.
- 2.4. Since the 2018/19 Q4 Scorecard report was discussed in June 2019, the Public Accountability Measures (PAMs) have been published by Data Cymru.
- 2.5. The bar chart below (Chart 2) demonstrates our performance over the last 3 years for comparable PAM indicators, i.e. the PAM indicators which were previously monitored for 2016 to 2018. The chart demonstrates that 4 additional performance indicators were added to the Upper Quartile (Top 6), 1 was added to the Upper Medium Quartile (7th to 11th), 1 fewer indicators in the Lower Median Quartile (12th to 16th) and 2 remain in the Lower Quartile (17th to 22nd).

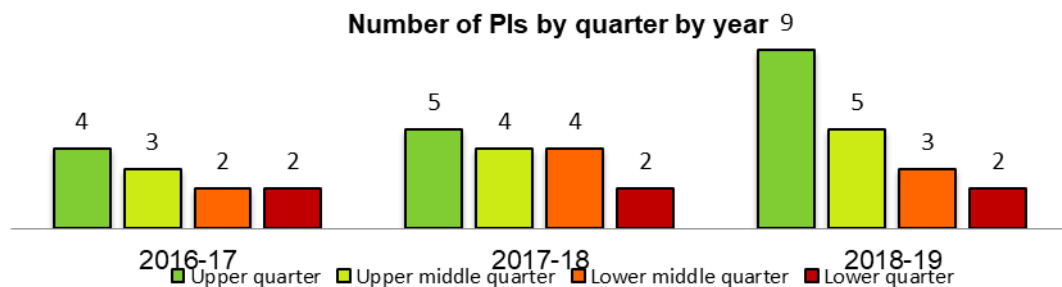


Chart 1

- 2.6. This performance associated with our published indicators, notes that our national standing has improved once again this year as we currently have the most amount of indicators in the upper quartile throughout Wales. This is encouraging to note and one could argue that such a performance is due to the increased challenge placed upon the scorecard and its monitoring over the past 3 years.
- 2.7. The pie chart below (chart 2) also shows that during 2018/19, 54% of our indicators either improved or maintained performance and 40% declined in performance when compared to the performance of 2017/18. 7% of the indicators are new PAM indicators for the year and do not therefore have performance data for 2017/18 which can be compared.

Summary of area performance 2018-19

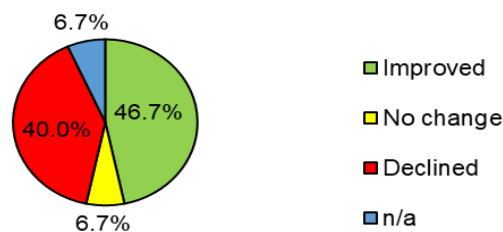


Chart 2

- 2.8. Further analysis of the overall annual performance will be gained through the Annual Performance Report to be adopted by the Council during the autumn.

3. CORPORATE HEALTH PERFORMANCE

- 3.1. It is encouraging to note that the majority of the indicators monitored are performing well against targets. Some of the highlights are noted below.
- 3.2. Attendance at work is an area which is reported on monthly and is analysed to ensure improvement. At the end of Q1 the Council is GREEN against its target with 2.24 days lost to absence per FTE in the period. This is an improvement on the levels seen during Q1 2018/19 where 2.69 days were lost to absence per FTE. It is also the same as the 2.23 days lost to absence per FTE seen in Q1 2017/18 which was the best performing year for absence since we began monitoring in this way.
- 3.3. The digital strategy continues to see fruition during Q1 where the majority of indicators under the digital service shift subheading sees an upward trend compared to Q4. This is positive as the transaction costs are theorised to be lower than face to face contact.
- 3.4. Currently there is no cause for concern with the customer service charter sub heading where the majority of indicators are performing well against targets. These indicators are being considered by the Transforming Business Processes Board in the development of the Customer Strategy which will be completed by the end of Q2.
- 3.5. The financial management section demonstrates at the end of Q1 an initial projection that the budget will be overspent by £1.6m for the year ending 31 March 2020. The service budgets are expected to overspend by £1.481m and corporate finance is forecast to overspend by £0.265m. An underachievement of £0.158m is expected on the standard Council Tax. Surplus income of £0.304m is forecast on the Council Tax Premium. The net surplus on Council Tax overall is £0.146m.
- 3.6. The Adults Service budgets continue to be under pressure due to increasing demand and the transition of a costly placement from Children's Services. It is the normal pattern for the final out-turn position to be better than the first quarter estimate. However, if the projected overspend transpires it would be funded from the Council's general balances which would reduce to £4.791m. This reduction weakens the Council's financial position but vindicates the decision not to use general balances to fund part of the 2019/20 budget.
- 3.7. Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q1' which will be discussed in The Executive meeting on the 16th September.
- 3.8. What this demonstrates therefore is the reasonable assurance which can be provided through the use of the scorecards analysis that the Council's day to day activities in managing its people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate and agreed by Members. This is also reflected in the fact that the majority of indicators from a performance management perspective are also performing well.

4. PERFORMANCE MANAGEMENT

4.1. At the end of Q1 it is encouraging to note that the majority of performance indicators are performing well against their targets. This compares favourably to the position we were in during Q1 in 2018/19. Having said this, we do note that five indicators have started the year as underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.

4.2. Performance for **Objective 1** at the end of Q1 has been good and no indicators that are monitored quarterly against the objective are currently underperforming and all but one are GREEN against targets for the quarter.

4.3. Performance against the indicators for **Objective 2** have also performed well with only three indicators of the 17 monitored in Q1 (18%) currently underperforming for the objective.

4.3.1. Indicator 25 – Percentage of child assessments completed in time – which is AMBER with a performance of 85.32% against a target of 90%. This is down from the 96.39% seen in Q1 2018/19 and slightly below the result seen at the end of 2018/19 of 86.17%.

The reason for the lateness in completing assessments was due to the lack of management in one practice group, which has since been addressed. Moving on a new process has been introduced where the data will be collated in a different manner that should lead to an improvement in Q2.

4.3.2. Indicator 34 - The average number of calendar days to let lettable units of accommodation (excluding DTLs) – which is RED with average of 25.6 days to let units against a target of 21 days.

During the quarter 62 units of accommodation were let and of these 43 (69% in total) were let outside of the target of 21 days. 17 of the 43 units (40%) also took more than 42 days to let during the period.

To improve the situation into Q2 onwards, a new streamlined process has been introduced within the Housing Service. It is hoped that the new process should result in units being let in a timelier manner.

4.3.3. Indicator 35 - Landlord Services: Percentage of rent lost due to properties being empty is RED on the scorecard with 1.6% lost against a target of 1.15%

This indicator is directly linked with the indicator discussed above. As it has taken more time to let lettable units of accommodation then the rent lost is higher.

4.4. The indicators to monitor **Objective 3** have also performed well in Q1 where only one indicator of the seven (14%) monitored for the objective has underperformed against target.

- 4.4.1. Indicator 43 - Percentage of planning enforcement cases investigated within 84 days – which is RED with a performance of 55% against a target of 80%. This is a new indicator for the Scorecard this year, however performance of this indicator was 17% during Q4 2018/19.

There is good progress being made given the historic backlog and current performance demonstrates a significant increase over every quarter result for 2018/19 as new processes are embedded and the backlog is cleared. It is anticipated that this improvement will continue into the year ahead.

5. RECOMMENDATIONS

- 5.1. The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –

- 5.1.1. Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q2.

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

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2019/20

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Targed BI / Yr Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result	Canlyniad 16/17 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential								
1) Percentage of pupil attendance in primary schools	Gwyrdd / Green	-	94.70%	93.90%	93.90%	-	93.90%	94.60%
2) Percentage of pupil attendance in secondary schools	Gwyrdd / Green	-	93.50%	93.30%	93.30%	-	93.30%	94.80%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual)	-	-	-	-	-	1.10%	4.20%	2.30%
4) Average Capped 9 score for pupils in year 11 (annual)	-	-	-	-	-	349.1	335.9	-
5) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual)	-	-	-	-	-	88.30%	72.60%	-
6) Percentage of year 11 pupils studying Welsh [first language] (annual)	-	-	-	-	-	65%	63.70%	-
7) Percentage of Quality Indicators (with targets) achieved by the library service (annual)	-	-	-	-	-	82%	-	-
8) Number of visits to leisure centres	Gwyrdd / Green	-	122k	120k	-	553k	508k	464k
9) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	-	98%	95%	95%	98%	98%	98%
10) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	Gwyrdd / Green	-	100%	90%	90%	-	-	-
11) Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	-	78%	50%	50%	70%	-	-
12) Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	-	85%	80%	80%	83%	-	-
13) Number of empty private properties brought back into use	Gwyrdd / Green	-	40	19	75	78	75	-
14) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	-	2	1	4	9	4	-
15) Number of additional affordable housing units delivered per 10,000 households (annual)	-	-	-	-	-	-	-	-
16) Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	-	100%	100%	100%	100%	-	-
17) Landlord Services: Average number of days to complete repairs	Melyn / Yellow	-	12.33	12	12	13.63	-	-
18) Percentage of tenants satisfied with responsive repairs (Ch4/Q4)	-	-	-	-	-	-	-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible								
19) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Gwyrdd / Green	-	1.66	3	3	7.78	6.58	6.05
20) The percentage of adult protection enquiries completed within statutory timescales	Melyn / Yellow	-	87.80%	90%	90%	90.91%	93.25%	90.48%
21) The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Gwyrdd / Green	-	80%	35%	35%	30.87%	59.26%	62.60%
22) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	-	61.80%	62%	62%	62.84%	62.65%	33.30%
23) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Gwyrdd / Green	-	17.4	19	19	17.35	17.44	20.51
24) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green	-	98.20%	93%	93%	93.30%	96%	94.40%
25) Percentage of child assessments completed in time	Ambr / Amber	-	85.32%	90%	90%	86.17%	67.57%	89.17%
26) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	-	1.88%	2.50%	10%	9.52%	9%	5%
27) The percentage of re-registrations of children on local authority Child Protection Registers	Melyn / Yellow	-	10.53%	10%	10%	16.87%	-	-
28) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Gwyrdd / Green	-	220	270	270	241	326.5	266
29) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	-	98.27%	95%	95%	98%	-	-
30) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	-	85.32%	90%	90%	86.17%	63.32%	79.35%
31) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	-	69.00%	60%	60%	-	-	-
32) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	-	83.30%	60%	60%	55.10%	65.20%	-
33) Average number of calendar days taken to deliver a Disabled Facilities Grant	Melyn / Yellow	-	173	170	170	161.9	177	-
34) Decision Made on Homeless Cases within 56 days (annual)	-	-	-	-	-	-	-	-
35) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Coch / Red	-	25.6	21	21	-	-	-
36) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red	-	1.60%	1.15%	-	1.30%	-	-
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment								
37) Percentage of streets that are clean	Gwyrdd / Green	-	100.00%	95%	95%	95.60%	93.60%	93.40%
38) Percentage of waste reused, recycled or composted	Gwyrdd / Green	-	72.79%	70%	70%	69.86%	72.20%	65.80%
39) Average number of working days taken to clear fly-tipping incidents	Melyn / Yellow	-	1.13	1	1	0.2	-	-
40) Kilograms of residual waste generated per person	Gwyrdd / Green	-	58.31kg	60kg	240kg	240kg	236kg	263kg
41) Percentage of all planning applications determined in time	Melyn / Yellow	-	86%	90%	90%	80%	86%	-
42) Percentage of planning appeals dismissed	Melyn / Yellow	-	50%	65%	65%	74%	47%	-
43) Percentage of planning enforcement cases investigated within 84 days	Coch / Red	-	55%	80%	80%	-	-	-
44) Percentage of A roads in poor condition (annual)	-	-	-	-	2.90%	2.90%	2.90%	2.30%
45) Percentage of B roads in poor condition (annual)	-	-	-	-	3.80%	3.80%	4.20%	3.20%
46) Percentage of C roads in poor condition (annual)	-	-	-	-	8.70%	8.70%	8.90%	10.10%

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2019/20

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↑	10	19	76	71
02) No of Stage 2 Complaints received for Social Services	-	-	2	-	8	9
03) Total number of complaints upheld / partially upheld	-	-	4	-	27	28
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↑	100%	80%	93%	92%
04b) Total % of written responses to complaints within 15 days (Social Services)	Ambr / Amber	↓	67%	80%	57%	-
05) Number of Stage 1 Complaints for Social Services	-	-	15	-	44	51
06) Number of concerns (excluding Social Services)	-	-	19	-	62	112
07) Number of Compliments	-	-	147	-	513	753
08) % of FOI requests responded to within timescale	Gwyrdd / Green	↑	85%	80%	81%	78%
09) Number of FOI requests received	-	-	205	-	1052	919
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	↑	9.6k	-	8.2k	-
11) No of reports received by AppMôn / Website	-	↑	1.9k	-	4.7k	2k
12) No of web payments	-	↑	3.8k	-	-	-
13) No of telephone payments	-	↑	2k	-	-	-
14) No of 'followers' of IOACC Social Media	-	↑	30k	29.5k	29.5k	25k
15) No of visitors to the Council Website	-	↓	194k	-	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2180	-	-	-
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1227	-	-	-
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	2.24	2.45	-	-
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	0.87	-	-	-
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	1.37	-	-	-
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	2.49	2.75	-	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	0.88	-	-	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	1.61	-	-	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Ambr / Amber	↓	2.11	1.92	-	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	0.66	-	-	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	1.44	-	-	-
06) Local Authority employees leaving (%) (Turnover) (Annual)	-	-	-	11%	11%	-
07) % of PDR's completed within timeframe (Q4)	-	-	-	80%	84%	90.50%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwellr / Forecasted Variance (%)
01) Budget v Actuals	Melyn / Yellow	-	£36,078,971	£36,230,418	0.42%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	-	£135,210,190	-	-	£136,809,905	1.18%
03) Forecasted end of year outturn (Capital)	-	-	£23,279,000	-	-	£18,481,000	-20.61%
04) Achievement against efficiencies	Melyn / Yellow	-	£2,735,000	-	-	£2,380,000	-12.98%
05) Income v Targets (excluding grants)	Gwyrdd / Green	-	-£2,723,899	-£3,115,152	14.36%	-	-
06) Amount borrowed	-	-	£2,184,000	-	-	£0	0.00%
07) Cost of borrowing	Gwyrdd / Green	-	£4,262,730	-	-	£4,260,516	-0.05%
08) % invoices paid within 30 days	Gwyrdd / Green	-	-	85.33%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	-	-	98.70%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	-	-	98.60%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	-	-	95.20%	-	-	-
12) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	-	-	99.36%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	-	-	98.65%	-	-	-

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny
Date:	11/9/19
Subject:	Annual Performance Report 18/19
Purpose of Report:	Statutory Publication
Scrutiny Chair:	Cllr Aled M Jones
Portfolio Holder(s):	Cllr Dafydd Rhys Thomas
Head of Service:	Carys Edwards
Report Author:	Gethin Morgan
Tel:	01248 752111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s
<p>The Committee is asked to recommend to the Executive:</p> <ul style="list-style-type: none"> that the final version of the 2018/19 Performance Report should be published by the statutory date at the end of October and that officers complete this in consultation with the Portfolio Holder so that it can be published as part of the Council's papers (7.10.19)

2 – Link to Council Plan / Other Corporate Priorities
Used as part of the monitoring of the Council Plan

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

- Integration
 - Collaboration
 - Involvement
- [focus on wellbeing]**

4 - Key Scrutiny Questions

1. 54% of our indicators have either maintained or improved their performance during 2018/19. What measures were put in place to have this positive impact on performance and what lessons can be learnt as to disseminate these throughout the organisation during 2019/20?
2. Using the information gained from this 2018/19 report should specific performance areas be prioritised on the basis of risk during 19/20 and how do the scrutiny panels play their part?

5 – Background / Context

- 1.1. The council is required to produce and publish its Annual Performance Report by 31 October each year - a statutory document that analyzes performance over the previous financial year against the improvements and priorities outlined by the Council in the Wellbeing objectives and the Council Plan.
- 1.2. This paper outlines our Performance Report that looks back on the Council's performance for 2018/19.
- 1.3. The report looks at the council's progress against our Annual Delivery Document for 2017/18 as outlined through our 3 specific objectives –
 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Support vulnerable adults and families and keep them safe, healthy and as independent as possible
 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 1.4 This draft looks at the outputs and outcomes against what we said we would achieve under the above objectives.
- 1.5 A key part of the final Performance Report will be an assessment of the Council's performance against its key performance indicators, which look at year on year performance. The report highlights our achievements and areas where further improvement is needed.

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

n/a

7 – Financial Implications

n/a

8 – Appendices:

Appendix A – Annual Performance Report 2018/19 (draft)

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

- Annual Delivery Document 18/19
- Council Plan 2017-22

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Foreword

TBC

Introduction

Our aim for the 2017-2022 period as stated in our Council Plan is that –

“We will be working towards an Anglesey that is healthy and prosperous where families can thrive”

The key theme running through the Council Plan is our ambition to work with the people of Anglesey, our communities and partners to ensure high quality services that will improve the quality of life for everyone on the Island.

In recent discussions with our communities, staff and elected members the following priorities have been identified:

- Ensure that the people of Anglesey can thrive and realise their long-term potential
- Support vulnerable adults and families and keep them safe, healthy and as independent as possible
- Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

We outlined what we would do to deliver our Council Plan in our Annual Delivery Document for 2018/19. This Annual Performance Report will review the progress of our actions in relation to our objectives and compare our performance to key measures.

We also noted that we will do our very best to ensure that our work aligns with the goals and the principle of sustainable development embodied in the Wellbeing of Future Generations Act. Our objectives have been aligned to these as can be seen in table 1 below.

Council Objectives & Link to National Goals	Prosperous	Resilient	Healthier	More Equal	Cohesive Communities	Welsh language / Culture	Globally Responsive
1. Ensure that the people of Anglesey can thrive and realise their long-term potential	✓	✓	✓	✓	✓	✓	✓
2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible		✓	✓	✓	✓	✓	
3. Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment	✓	✓	✓	✓	✓	✓	✓

Table 1

How we measure and analyse our performance

What is Performance Management?

Performance Management is a process in which the council and its staff work together to plan, monitor and review our corporate priorities through corporate objectives, service objectives and individual objectives, within allocated resources.

The Council Plan

The Council Plan sets out the Council's strategic Aims and Objectives for the electoral term. It informs the decision making process at all levels in the Council and:

- sets the framework we use to plan, drive and deliver our services
- influences how way we shape our budget annually, and
- helps to monitor progress and assess what we achieve annually

How and when is it monitored?

The delivery of the Council Plan is delivered through the realisation of the Annual Delivery Document (ADD). The ADD is created at the beginning of each financial year and identifies the key priority areas, as outlined in the Council Plan, which the council will focus on realising during the forthcoming 12 months. At the end of the financial year the Annual Performance Report (this document) is written to report on progress made, against this Annual Delivery Document over the last 12 months.

The Council Plan is monitored through a variety of different channels, these include:

- Quarterly Transformation Programme Boards;
- Quarterly Corporate Scorecard Report; and
- Annual Service Reviews

Reports using intelligence and information from these sources are thereafter considered by our corporate scrutiny function followed by the Executive. This ensures all members are aware of the progress we are making against our priorities.

Transformation Programme Boards

The Transformation Programme Boards, which sit every quarter, are chaired by the Chief Executive and the Deputy Chief Executive and consists of a membership of, Heads of Service, Senior Managers, Executive Members and Scrutiny Members.

The Programme Boards have a remit to monitor and drive progress on related Change Programmes and Projects giving confidence to elected Members & Senior Leaders that anticipated benefits to the Council and communities are realised and ensuring pace of change is key.

Service Reviews

Each Service is expected to undertake two Service Reviews per year which are undertaken and managed corporately:

1. Financial Service Review

Undertaken to forecast service savings and transformation work which can be used to assist the process of setting the annual Council budget.

2. Performance and risk Service Review

Requests that services complete a service self-assessment to identify how the Services are performing against key objectives. It is used to provide assurance to the Senior Leadership Team and The Executive that service direction is aligned to that of the wider Council direction and that resources are used effectively.

Corporate Scorecard

The corporate scorecard identifies and informs Council leaders of progress against National and local indicators which explicitly demonstrates the successful implementation of the Council's day to day activities. It assists in providing the evidential indicator base from which the annual performance report is drafted. It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and Shadow Executive.

The quarterly scorecard monitoring report outlines mitigating actions the Senior Leadership Team have identified to drive and secure improvements. This report is scrutinised by the Scrutiny Committee and the Executive where assurance can be gained that performance across services is being managed effectively.

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Performance indicators and analysis

The council monitors its performance through the corporate scorecard, the indicators within the scorecard reports on both national and local indicators.

National indicators, known as Performance Accountability Measures (PAM) are published and historically have been used to compare Local Authorities against the same indicators.

Each year the PAM indicators are reviewed and new performance indicators are introduced to monitor performance on a national basis. As well as including new performance indicators in the dataset some are also removed and are no longer relevant or no longer monitored.

Chart 1 below demonstrates what our performance was for the last 3 years when comparing the current set of PAM indicators, i.e. the PAM indicators which were previously monitored for 2016 to 2018, and the currently published PAM performance indicators for 2018/19 which includes 3 new additional indicators. The chart demonstrates that 4 additional performance indicator was added to the Upper Quartile, 1 was added to the Upper Medium Quartile, 1 fewer indicators in the Lower Median Quartile and 2 remain in the Lower Quartile.

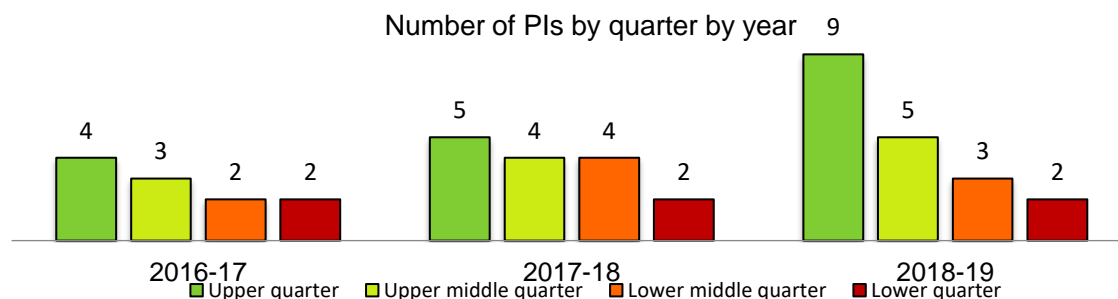


Chart 1

The pie chart below (chart 2) shows that during 2018/19, 54% of our indicators either improved or maintained performance and 40% declined in performance when compared to the performance of 2017/18.

7% of the indicators are new PAM indicators for the year and do not therefore have performance data for 2017/18 to be compared to.

Summary of area performance 2018-19

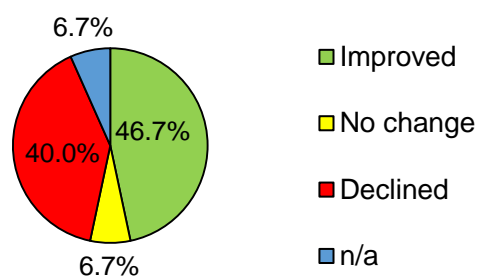


Chart 2

We are pleased to report that of the published indicators, our national standing has improved once again this year. We believe that the majority of the currently unpublished PAM indicators should also perform well if performance stays in line with the performance in 2017/18. All PAM indicators will be published by December 2019 and the currently published indicators can be seen in Appendix 1.

To improve our national performance in 2019/20, as part of a review into performance which included a workshop with representation from the Senior Leadership Team and Elected Members, all PAM indicators will be monitored through the Corporate Scorecard, the majority on a quarterly basis and the remaining indicators on an annual basis, so that improvements can be identified and undertaken sooner in the year. For the first time the Corporate Scorecard will also be monitored to demonstrate performance against our council objectives during 2019/20.

This change will ensure the council objectives are the focus of performance reporting rather than only RAYG status (definition below). This process gives our Senior Officers, Elected Members and members of the public a regular assessment of our performance and can be used to instigate corrective / mitigation measures.

As well as the PAM indicators, we have been monitoring local Key Performance Indicators identified by The Executive, Shadow Executive and the Senior Leadership Team within the Corporate Scorecard during the year. Our analysis of the comparable performance indicators note that 59% of our indicators have improved, 10% have maintained the performance, and 31% have declined in performance compared to 2017/18.

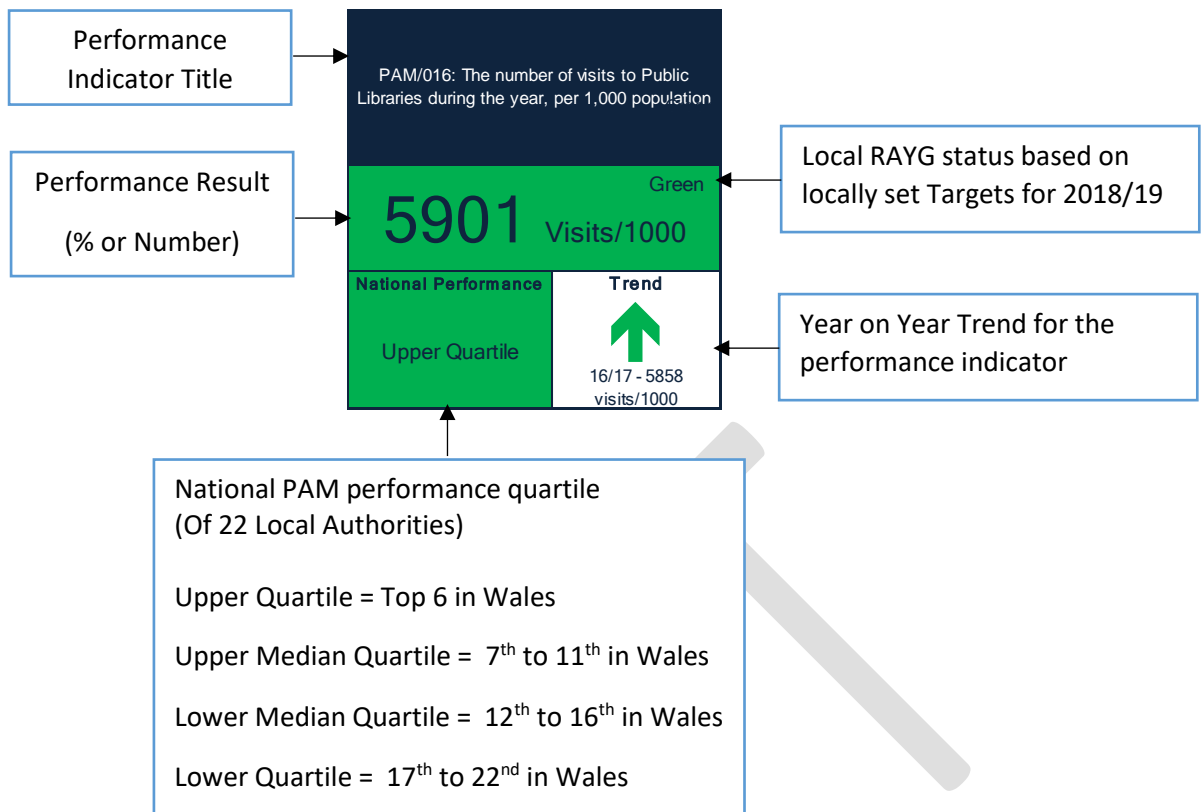
It should also be noted that 69% of the indicators performed above their targets for the year, 22% were within tolerances of the target, and the remaining 8% were below target.

How we present our performance:

The image below explains how we present our performance trends within the scorecard and throughout this document. The progress in relation to objectives during 2018/19 is presented as text within a chart and is colour coded to represent a progress status, referred to as a RAYG status:

Red = 10% or more behind target
Amber = between 5% and 10%
Yellow = within 5% of target
Green = on target

The RAYG status is brought together with relevant Performance Indicators at the end of each section. The Performance Indicators are displayed as the example below, which consists of the local RAYG status our national PAM performance quartile and our year on year trend.



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Objective 1: Ensure That The People Of Anglesey Can Thrive And Realise Their Long-Term Potential	
Jobs And Work Opportunities	
What we may do	What we have done
As part of the North Wales Growth Bid we will work with others to ensure investment from the UK Government and Welsh Government to ensure that powers are devolved to North Wales so that 5,000 jobs can be created, to support the local economy and to improve transport links and communication	<p>Our officers participated in the successful North Wales Economic Ambition Board Growth Bid to the Welsh and UK Government where a total of £240M was committed.</p> <p>The Council and other members of the board are all working together to create jobs, improve skills and training, enhance infrastructure and develop North Wales as a world leader in smart energy, technology, digital innovation and connectivity, and more.</p> <p>We expect the final Growth Deal to be in place later in 2019 and for work to begin on priority projects from 2020 onwards.</p>
<p>We will support the local economy by building a total of 15 new business units in</p> <ul style="list-style-type: none"> ○ Llangefni and ○ Holyhead <p>by also extending the Anglesey Business Centre in Bryn Cefni in order to expand the space which is available for local businesses</p>	<p>7 new business units were built and leased at Llangefni during the year. Building work on an extension to the Anglesey Business Centre in Bryn Cefni, Llangefni was also completed and can now be utilised by local businesses.</p> <p>We were unable to complete the 8 new business units in Holyhead during the year but we did gain planning permission to enable these to be built during 2019/20. This will remain a priority for us.</p>
We will complete the Llangefni Link Road to enable a better link between the A55 and Coleg Menai which, as a result, will create the opportunity for skills development and further training while also opening new industrial land.	We completed the Llangefni Link Road which has enabled a better link between the A55 and Coleg Menai. This will help enable better opportunities for training and skills development on the Coleg Menai campus through greater accessibility as well as better access to the industrial park which creates more opportunities for new businesses to be located here.
We will complete the work of regenerating the Market Hall in Holyhead for the purpose of housing local businesses and re-locating the current library.	Whilst a lot of work has been undertaken at Market Hall in Holyhead throughout the year it was not possible to complete on time due to not being able to access further EU funding in a timely manner. This together with complications with the building process meant it did not open until the summer of 2019 when the Holyhead Library was relocated there.

Objective 1: Ensure That The People Of Anglesey Can Thrive And Realise Their Long-Term Potential.	
Education And Skills	
What we may do	What we have done
<p>We will draft, consult and adopt the new school modernisation strategy which will highlight the importance of developing new learning environments in order to improve the provision and raise standards and the achievement of our children over the coming years with the early focus on creating an educational model in the Amlwch catchment area</p>	<p>We adopted, following an extensive period of consultation, a new School Modernisation Strategy (SMS) during the year that highlights the way forward for Education on Anglesey.</p> <p>The decrease in numbers and the increase in empty places, together with the cuts faced has resulted in significant budgetary challenges across the sector and this will probably continue or be even worse over the next few years.</p> <p>This challenge will need to be met head-on over future years in order to secure a sustainable efficient school footprint across Anglesey. It is envisaged this will be realised using the adopted SMS which notes that we will –</p> <ul style="list-style-type: none"> • establish a school system that is suitable for the next thirty years to ensure the best opportunities for our children and young people to flourish and take advantage of the world of work opportunities that are on the horizon • continue to operate relentlessly to ensure that our school standards and provision are nationally amongst the best • ensure that the Council's resources are used efficiently and effectively by developing a more equal cost-based organization across schools and establishing a suitable pattern for post-16 education • ensure that all schools lay firm foundations to ensure that all learners reach a level of proficiency in both languages that are relevant to their ability • create the circumstances for Headteachers to succeed by ensuring that they have sufficient time and support for leadership and management • establish a system so that the school system ensures an appropriate succession

	<ul style="list-style-type: none"> ensure that the strategy contributes to the aims of the Future Generations & Wellbeing Act and contributes to “Place Shaping”. <p>Further information on the Strategy can be found on our website link</p>
<p>We will work on completing the new school in Newborough – Ysgol Santes Dwynwen, so that it is a sustainable resource for the future</p>	<p>We completed the build of Ysgol Santes Dwynwen and officially opened the school on the 29th April 2019. The new 21st Century school has all the necessary resources to meet the needs of the new curriculum, which will be rolled out in schools in 2022, and provide the best possible environment for learning.</p> <p>The school will be voluntary controlled by the Church of Wales and the school has been designed for 180 pupils and 25 nursery places.</p> <p>The new school meets the global standard BREEAM ‘Excellent’ status which evaluates best practice for environmental performance of a building through design, specification, construction and operation. It aims to reduce the negative effects of construction and development on the environment. The BREEAM Excellent status puts the building in the top 10% of new non-domestic buildings in the UK for sustainability.</p> <p>The school replaces the four schools of Ysgol Bodorgan, Ysgol Dwyran, Ysgol Llangaffo and Ysgol Niwbwrch. Initial responses have been encouraging and the children have enjoyed making new friends as well as undertaking new experiences and opportunities such as coming to school on the bus and taking part in sports teams.</p>
<p>We will make decisions on the future of the primary schools in Llangefni and the surrounding area, ensuring that we work with Welsh Government to realise and start on the building work</p>	<p>Following an internal review of the Llangefni and Seiriol School Modernisation Projects, the Executive rescinded its previous decisions made in July 2018 on the future of education provision.</p>
<p>We will also decide on the future of education in the Seiriol area by considering the future of Llandegfan, Beaumaris and Llangoed Schools</p>	<p>The internal review highlighted concerns regarding the compliance with the School Organisational Code (Welsh Government) 2013.</p> <p>It was agreed to look afresh at the various options in relation to schools modernisation with the requirement to follow the updated Schools’ Organisation Code (Welsh Government) 2018 in</p>

	the Llangefni and Seiriol areas and to bring an appropriate report back to the Executive in early 2019/20.
We will continue to work with new Head Teachers in the County (13) by offering them regular support and also by developing temporary Head Teachers (3) and recognise the Heads of the future and support them by offering them experiences and opportunities to develop	During the year we provided regular support and advice to our newly qualified Head Teachers whilst they developed in their roles. X amount of potential heads of the future also completed their courses during the year enabling us to help secure that suitably qualified staff are in place for the future.
We will be launching the new Denu Talent Môn (Attracting Anglesey Talent) this year which will be an opportunity for 9 or 10 people 16 years old and over to have up to 12 weeks of paid work experience with the Council over the Summer. This will be a valuable opportunity for them to get a flavour of the work of a modern local authority by completing specific projects and tasks	Denu Talent Môn was successfully launched in the summer of 2018 where 10 young people were employed over a 12 week period in work placements throughout the Council Services. The Scheme provided an opportunity for young people to gain new skills, confidence and get an insight into the diverse range of careers that working in local government can offer. Following the scheme, one young person was successful in gaining employment with the Council while the others continued on to further education.

Objective 1: Ensure That The People Of Anglesey Can Thrive And Realise Their Long-Term Potential.

Health And Well-Being

What we may do	What we have done
We will work to increase the contribution made by our residents (with the emphasis on young people) in sport and leisure activities	<p>We continue to try and increase the contribution made by our residents, emphasising on young people, in sport and leisure activities.</p> <p>During the year we saw that 67% of participants of our NERS programme (National Exercise Referral Scheme) completed the full course. 85% of participants felt that the exercise programme had led to an improvement in health.</p> <p>During the spring and summer of 2018, with the support of local authorities and schools across Wales, over 120,000 sessions children and young people took the opportunity to have a say on sport and their wellbeing.</p> <p>The results show that on Anglesey 56% of children are taking part in sports at least three times a week, compared to 50% in 2015 and the current national average of 48%.</p>

	<p>The survey also showed that:</p> <ul style="list-style-type: none"> • 67% of pupils are members of a sports club • 71% of pupils enjoy sports outside of school a lot • 77% of pupils took part in sports at a club outside of school in the last year • 86% of pupils are confident in trying a new activity • 38% of pupils feel their opinions about sport and PE are always listened to <p>This is encouraging and provides a good base from which to generate a greater interest in sport and leisure amongst our young people into the future.</p>
<p>We will work with others and use capital funds to establish the first 3G pitch at Plas Arthur Leisure Centre in Llangefni and will also invest in new fitness equipment at Holyhead Leisure Centre</p>	<p>Wales Football Manager Ryan Giggs and his Assistant Manager and former Anglesey resident Osian Roberts officially opened the first 3G pitch on Anglesey at Plas Arthur, Llangefni, during the year thanks to a £200k investment by the Council and the Wales Collaborative Sports Facilities Group.</p> <p>During the year the fitness room at Holyhead undertook a refit including all new equipment.</p> <p>These changes amongst others led to a total of 553,000 visits to our leisure centres where physical activity was undertaken during the year. This is an improvement on the 508,000 visits the previous year.</p>
<p>We will work with others to bring 75 new houses back into use and will increase the number of affordable homes that are built</p>	<p>Over the year we helped bring 78 houses back into use as well as create 9 new homes so that they become homes for individuals, couples and families.</p> <p>The Electoral Wards which have seen properties being brought back into use are as follows</p> <p>Aethwy - 7 Bro Aberffraw - 7 Bro Rhosyr - 6 Caergybi - 29 Canolbarth Mon - 5 Llifon - 6 Lligwy - 2 Seiriol - 6</p>

	Talybolion - 6 Twrcelyn - 13 Ynys Cybi - 2
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A Case Study which demonstrates success under this Objective and demonstrates that we're doing our utmost to ensure each individual reaches his or her potential can be read as follows –

Family A was referred by the primary school in relation to concerns they had in regards to child A's emotional wellbeing and attendance. The Family wanted to be sure that the child would be supported in the transition between primary and secondary school.

The Team around the Family (TAF) coordinated a family meeting and developed a family plan that included the family, child and agencies such as the school, NSPCC Family Therapist / Play Therapist, Mental Health Service, Local Authority Housing, Housing Association and the education welfare officer.

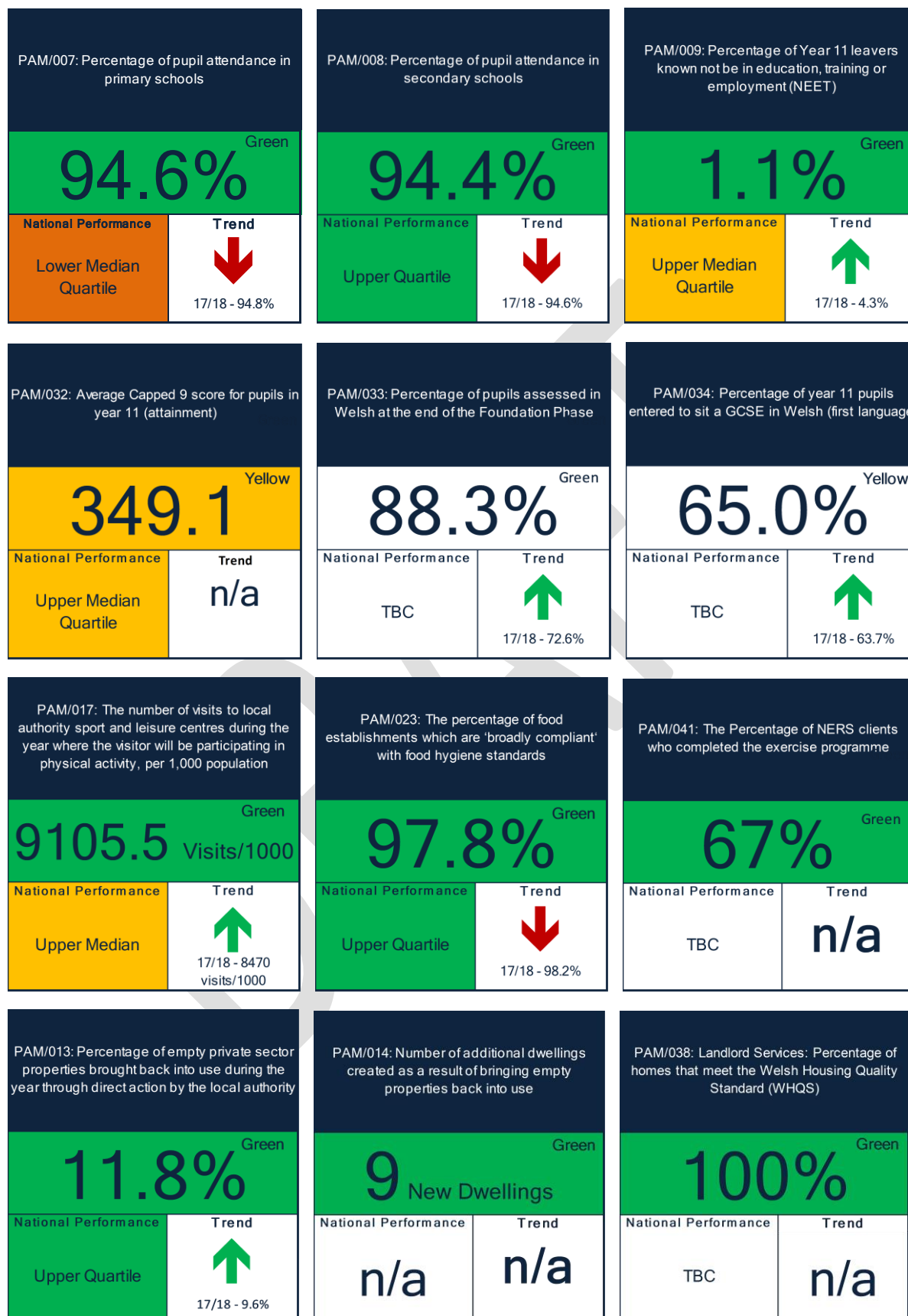
Child A no longer requires support as they have successfully settled in secondary school and they are implementing coping strategies they have learnt to deal with coping in the near future. Transition of child A to secondary school has been successful removing the need for agencies to be intervene and improving the child's attendance, confidence and emotional wellbeing.

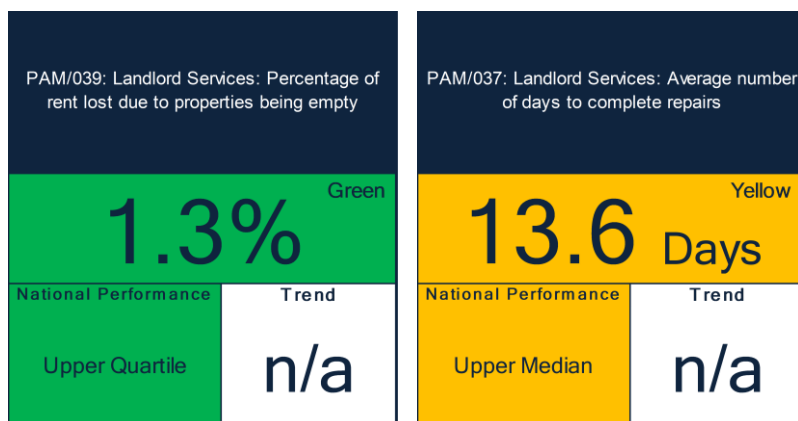
To measure how successful the council is aligned to the Future Generations of Wales Act, as part of this annual performance analysis, we undertook a Future Generation self-reflection (self-assessment) exercise using a tool specifically designed by the Future Generations Commissioner for Wales Office.

For this objective our Council Managers believe that we are currently '**Being More Adventurous**' with the work completed during the year. We believe this because we are undertaking work in this objective that is not of a 'business as usual' mind-set, is pushing boundaries by taking a proactive approach to the prevention agenda, developing talent and providing work-based opportunities, working collaboratively with partners with a view of ensuring immediate success whilst keeping an eye on the long term and integrating people's views into the decision making process which is much more evident than we have in the past.

Further work needs to be undertaken under this objective and our focus will be placed on achieving our revised Annual Delivery Document 2019/20.

Performance Indicators & Analysis





All of the identified indicators for Objective 1 have performed well during the year compared to their targets with the exception of 2 indicators which were within 5% of their set targets for the year. 5 of the indicators improved upon their performance from 2017/18 while 3 of the comparable indicators declined ever so slightly (less than 0.4% points) compared to 2017/18.

6 of the indicators however do not have any data to be compared to so it's deemed important that we use any benchmarking results to ensure that targets for the coming year are realistic and ensure good performance.

Attendance at our schools (PAM/007+008), although demonstrating a slight decline, have performed well in comparison with other local authorities and attendance at secondary schools have seen an improvement in national performance to the Upper Quartile whilst the primary schools also maintained their performance in the upper quartile.

One indicator which has seen a very good improvement during the year is the number of year 11 leavers that are not in employment, education or training (NEET). The 2017/18 performance for this indicator resulted in Anglesey having the highest percentage of year 11 leavers who were NEET in Wales. This led to an increased scrutiny of the indicator both within the Service and by our Elected Members and prompted a change in process to improve on the result. We are pleased to see that this indicator is now performing well, joint 6th in Wales, and that our young people leaving year 11 are capitalising on opportunities available to them locally, be that in further education, training or employment.

Our Empty Homes project has once again ensured that we managed to get 11.8% of the total number of empty homes back into use (PAM/013+014). This drive had ensured that another 78 empty properties are available to our residents improving their opportunities within local communities.

Objective 2: Support Vulnerable Adults and Families to Keep Them Safe, Healthy and As Independent As Possible

SUPPORT FOR OLDER AND VULNERABLE ADULTS

What we may do	What we have done
<p>We will complete the development of extra care housing in Llangefni – Hafan Cefni, which will enable 63 people to live independently within a supportive environment</p>	<p>We completed and officially opened the new state of the art extra care housing facility, Hafan Cefni, in Llangefni during the year. Hafan Cefni is a development which offers a home for life for people over 60 years of age who wish to live independently in a safe and welcoming community with care and support services available on site.</p>
<p>We will begin the work of planning for extra care housing in the Seiriol area – Beaumaris</p>	<p>Whilst planning work has been undertaken for the extra care facility in Beaumaris, the decision to rescind the previous decision on the future of Ysgol Gynradd Beaumaris has seen a delay in the project.</p> <p>Whilst this is disappointing we are keen to ensure that the development will be the best it can be. The delay will allow us to revisit the south of the Island as an area and consider further proposals which may be available to us.</p>
<p>We will work with the Health Board at Garreglwyd to provide better dementia care with the aim of preventing non-essential transfers to alternative and unsuitable care locations e.g. hospitals or out of county residential care</p>	<p>We continued to work with Betsi Cadwaladr Health Board to ensure that 15 beds are available for dementia care at Garreglwyd.</p>
<p>We will complete the work of re-tendering the home care contract, in partnership with the Health Board, into smaller areas so that there is a better provision</p>	<p>We successfully re-tendered, in partnership with Betsi Cadwaladr Health Board, the home care contract and we now have 3 providers responsible for home care provision sharing a third of the Island each.</p> <p>The contract ensures that the highest service is provided to users and will ensure that older people who have been admitted into hospital and are waiting to go home are able to go home quicker than under the previous provision provided by the Council.</p> <p>This will also ensure that hospital beds are available quicker and in turn reduce the demand on the local hospitals.</p>

<p>Increase the number of community hubs across the Island in areas such as</p> <ul style="list-style-type: none"> o Amlwch, o Llangefni, o Cemaes, o Menai Bridge, o Newborough and o Benllech <p>which will help the preventative agenda and keep individuals active and busy within their communities</p>	<p>The community hub model has successfully worked in many areas on the Island and there are approximately 1,100 people accessing community hub activities on a weekly basis.</p> <p>Some of the developments over the year include:</p> <ul style="list-style-type: none"> • Amlwch Agewell have relocated to the Leisure Centre and there are extra days available at the newly transformed community hub at Maes William Williams • Agewell Llangefni now operate from within Hafan Cefni and is seen as an innovative model • ICF capital investment has been completed to upgrade and improve access to hubs at Bryngwran, Llanfaelog and Llanfairpwll • Eglwys Fach in Newborough have improved their facilities and provide an increased number of activities • Work has started on transforming two community lounges into community hubs at Cae Gwyn, Holyhead, and Tan y Foel in Llanerchymedd <p>Progress in Cemaes and Benllech was not to the same degree due to the focus in other areas where the greater level of interest was displayed this year.</p> <p>Other areas, including these two areas will follow in the future.</p>
<p>Revise and change the day care arrangements which are provided by the Council and other providers so that more emphasis is placed on achieving personal aspirations</p>	<p>We wanted to revise and change the way that day care arrangements are provided by us during the year however this has unfortunately not been possible due to other activities taking priority and the need to draft and engage on a revised day opportunities strategy with end users.</p> <p>This activity will now be undertaken during 2019/20 under the direction of our Social Services Programme Board.</p>

<p>Complete the Llawr y Dref development in Llangefni which will provide the opportunity for those with learning difficulties to move to temporary flats so that they can be assessed and supported in preparation for independent living</p>	<p>The scheme, which has enabled us to fully refurbish the 29 flats, has benefited from significant financial investment, and the flats have been transformed to provide comfortable, modern living accommodation.</p> <p>We will be offering the chance for individuals and couples over the age of 60 to apply for social housing at the newly refurbished Llawr y Dref flats in Llangefni.</p> <p>Some flats have been put aside to provide the opportunity for those with learning difficulties to move to temporary flats so that they can be assessed and supported for independent living.</p> <p>These flats will be up and running during 2019/20.</p>
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Objective 2: Support Vulnerable Adults And Families To Keep Them Safe, Healthy And As Independent As Possible

SUPPORT FOR FAMILIES AND CHILDREN

What we may do	What we have done
<p>We will look at ways of strengthening our preventative and wellbeing services for children, young people and vulnerable people in society, with the aim of developing the resilience of individuals, families and communities</p>	<p>During the year we strengthened our preventative and wellbeing services for children, young people and vulnerable people in society by implementing the Children & Families Services Prevention Strategy that focuses on building resilience, de-escalating the need for statutory services and protecting children and young people from significant harm.</p> <p>We also created new posts in the service such as the Healthy Relationships Worker post which allows us to respond earlier with children and young people who are at risk of exploitation.</p> <p>The service participated in the Early Action Together Programme in conjunction with North Wales Police. This is a Home Office funded programme which seeks to formulate a response from the Police and their key partner agencies which is Adverse Childhood Experiences (ACE) aware and trauma informed. The benefits of the programme is a reduction in the Police referrals to the service and increase in the number of Early Help referrals. This supports the strategic</p>

	<p>objectives and statutory requirements for us to intervene earlier and focus on prevention.</p> <p>The Resilient Families Team continued to support families under the core aims of to <i>Prevent, Return, Reduce, and Review</i>. The team supported families with children at the edge of care, supporting them to not having to enter the care system and support families for their children to return home to them if they have been in care. Currently we co-working with approximately 60 children in this way.</p>
<p>We will work with others to build approximately 60 new social houses on the Island this year in the following areas –</p> <ul style="list-style-type: none"> o Llanddeusant o Cemaes o Holyhead o Dwyran o Penysarn o Newborough 	<p>We have worked collaboratively with Housing Associations throughout the year to provide more affordable housing on the Island.</p> <p>A total of 48 new houses were completed during the year in the following areas:</p> <ul style="list-style-type: none"> • Llanddeusant – 10 new units completed • Cemaes – 14 new units completed • Dwyran – 2 new units completed • Penysarn – 9 new units completed • Newborough – 5 new units completed • Holyhead – 8 new units completed <p>Work has also started on a further 25 new units in Holyhead.</p> <p>For the first time since the 1980s we agreed on plans to build our own council stock in order to provide suitable accommodation and meet the needs of our tenants and future residents.</p>
<p>We will continue with the work of promoting Teulu Môn so that all families on Anglesey have a specific place where they can access information, advice and support in relation to children and families who have children between 0 and 25 years old</p>	<p>Our Teulu Môn service is now well-established and has continued to provide information, advice and support to members of the public, partners, and families on enquiries in relation to children and families. We continued to promote Teulu Môn by attending open days, parent evenings and community events.</p> <p>We worked to develop the Early Help Hub. The hub is a multi-agency meeting that includes key partner agencies including the third sector. The purpose of the Hub is to make an offer of a service to those families who may benefit from early intervention and support. The families discussed are referred to the service from agencies and by self-referral.</p>

	<p>There is insufficient support for LGBT young people and their parents on Ynys Môn. In response, we started on the process of establishing a LGBT club and a support group for parents on the Island. The young people are central to the development of this project and they are members of the development group. This is a piece of work which is essential for us to develop further during 2019/20.</p>
<p>We will continue to safeguard the children and young people of the Island</p>	<p>We continued to safeguard the children and young people of the Island. We increased the number of Independent Reviewing and Safeguarding Officers within the service which has increased capacity.</p> <p>The timelines of responses within the Children & Families service remains good with assessments being completed on time and families having the right Social Work support at the right time.</p> <p>We contribute fully to the North Wales Safeguarding Board.</p> <p>We assist in training events and in raising agencies' awareness of a cross section of Safeguarding issues, making sure that Safeguarding remains high on partner agencies' agenda but also it remains everybody's business.</p>
<p>We will trial a wider choice of placements for some of our looked after children either by offering more services, increasing the available foster placements or by providing care in a different (alternative) way</p>	<p>We started to increase the number of Local Authority Foster Carers and placements by introducing an enhanced foster carer package.</p> <p>This includes a 50% discount in Council Tax; free parking in all of council run car parks; a 10% increase in fostering allowance and a free leisure services membership card.</p> <p>Following the announcement of the new fostering package in January 2019, we received several enquiries and assessments were started.</p> <p>We also started the process of developing the first Small Group Homes provision on the Island- Cartref Clyd Môn. This involves two children living together in 'homely' surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on.</p>

Case Study –

P lives with her family in Llangefni and has a learning disability and attends Canolfan Addysg Y Bont. P was referred to Specialist Children's Services when they were 17 years old for Community LD paediatric Nursing service to support the school to manage her behaviour. P's family had not requested any support or involvement from services prior to this.

As part of the Partneriaeth - Y Bont – Partnership Transition Project (Based in the Special School), P and her family were able to have the additional support from the service Transition Co-ordinator without having to be open to a social worker. The Transition Coordinator was able to work in partnership with other multi agency professionals who were working with P, to support in planning the Transition Process to adult learning disability services.

As part of the transition process to adult services it was felt that it would be positive for P to widen her range of interests and activities to help her to become more independent, and also support her parents in their caring role by enabling her to have short breaks.

It was agreed with the family that it was the right time to introduce a social worker from SCS, to look at the types of support that would help P and support the family through the Transition to Adult Services. As part of P's Care and Support Plan, the family used direct payments to enable her to take part in a range of activities in the community and this has provided the opportunity for P to develop her independence and social skills with the support of 2 personal assistants, on a weekly basis. This was the first time the family have had social work support and this relationship meant that the social worker was able to get to know the family and ensure that links were made with the social work team within the adult learning disability service.

Later in the year, the Social Workers visited the family so that the link with Adult LD would provide a seamless service for P and that the family were able to be confident that the Direct Payment service could continue and that where necessary the transfer of health services would be co-ordinated by the professionals that were part of the original MDT.

Both social workers will work together to support P until she is 18 years old and the Transition Coordinator will continue to be involved as part of Adult Learning Disability Services, looking at day activities and other options for further education opportunities.






















P's mother has shared with the social worker that she feels that the Transition Service has been "good" and she has especially valued the role of the Transition Coordinator and Social Worker from Specialist Children's Services in supporting P and the family at this point in the transition process.

























For this objective under the Future Generations & Wellbeing Act we believe that we are currently '**Being More Adventurous**' with the work already undertaken during the year. We believe this because of we are undertaking work in this objective that is not of a 'business as usual' mind-set.

Our Managers believe this due to our outstanding work at community hubs with projects such as 'falls prevention' and the Night Owls service. These community hubs are a good example of how we also integrate and involve people in our decisions and that is also evidenced in the good practice we

have with regards to Older People’s Council, peer mentors within our homes, our Learning Disabilities referral group and also the tenants participation team.

Performance Indicators & Analysis

<p>PAM/028: The percentage of assessments completed for children within statutory timescales</p> <p>86.2% Yellow</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>TBC</td> <td> 17/18 - 67.6%</td> </tr> </tbody> </table>	National Performance	Trend	TBC	 17/18 - 67.6%	<p>PAM/029: The percentage of looked after children on 31 March who have had three or more placements during the year</p> <p>9.5% Green</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>TBC</td> <td> 17/18 - 9%</td> </tr> </tbody> </table>	National Performance	Trend	TBC	 17/18 - 9%	<p>SCC/025: The % of statutory visits to looked after children due in the year that took place in accordance with regulations</p> <p>81% Yellow</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td> 17/18 - 63.3%</td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 63.3%
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<p>PM28 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)</p> <p>241 Days Yellow</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td> 17/18 - 326.5 Days</td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 326.5 Days	<p>SCC/010 - The percentage of referrals that are re-referrals within 12 months</p> <p>16.9% Yellow</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td>n/a</td> </tr> </tbody> </table>	National Performance	Trend	n/a	n/a	<p>SCC/006 - The percentage of referrals during the year on which a decision was made within 1 working day</p> <p>98% Green</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td>n/a</td> </tr> </tbody> </table>	National Performance	Trend	n/a	n/a
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<p>PAM/025: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over</p> <p>7.78 Red</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>TBC</td> <td> 17/18 - 6.58</td> </tr> </tbody> </table>	National Performance	Trend	TBC	 17/18 - 6.58	<p>SCA/18b: The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year</p> <p>96% Green</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td> 17/18 - 96%</td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 96%	<p>SCA/002b: The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March</p> <p>17.35 Green</p> <table border="1"> <thead> <tr> <th>National Performance</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td> 17/18 - 17.44</td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 17.44
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<p>PM18 - The percentage of adult protection enquiries completed within statutory timescales</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">90.9%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">n/a</td> <td style="text-align: center;">  17/18 - 93.25% </td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 93.25%	<p>PM20a - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later</p> <p style="text-align: right;">Red</p> <h1 style="text-align: center;">30.9%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">n/a</td> <td style="text-align: center;">  17/18 - 59.26% </td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 59.26%	<p>PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">62.8%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">n/a</td> <td style="text-align: center;">  17/18 - 62.5% </td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 62.5%
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National Performance	Trend													
n/a	 17/18 - 59.26%													
National Performance	Trend													
n/a	 17/18 - 62.5%													
<p>PAM/012: Percentage of households threatened with homelessness successfully prevented from becoming homeless</p> <p style="text-align: right;">Yellow</p> <h1 style="text-align: center;">55.1%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Lower Quartile</td> <td style="text-align: center;">  17/18 - 65.2% </td> </tr> </tbody> </table>	National Performance	Trend	Lower Quartile	 17/18 - 65.2%	<p>PAM/015: The average number of calendar days taken to deliver a Disabled Facilities Grant</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">162 Days</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Upper Quartile</td> <td style="text-align: center;">  17/18 - 177 Days </td> </tr> </tbody> </table>	National Performance	Trend	Upper Quartile	 17/18 - 177 Days	<p>PAM/041: The Percentage of NERS clients who completed the exercise programme</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">67%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">TBC</td> <td style="text-align: center;">n/a</td> </tr> </tbody> </table>	National Performance	Trend	TBC	n/a
National Performance	Trend													
Lower Quartile	 17/18 - 65.2%													
National Performance	Trend													
Upper Quartile	 17/18 - 177 Days													
National Performance	Trend													
TBC	n/a													
<p>PAM/042: The Percentage of NERS clients whose health had improved on completion of the exercise programme</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">85%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">TBC</td> <td style="text-align: center;">n/a</td> </tr> </tbody> </table>	National Performance	Trend	TBC	n/a	<p>PAM/024: Percentage of adults who are satisfied with the care and support that they received</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">97%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">n/a</td> <td style="text-align: center;">  17/18 - 92% </td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 92%	<p>PAM/026: Percentage of carers reporting they feel supported to continue in their caring role</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">94%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">n/a</td> <td style="text-align: center;">  17/18 - 90% </td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 90%
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TBC	n/a													
National Performance	Trend													
n/a	 17/18 - 92%													
National Performance	Trend													
n/a	 17/18 - 90%													
<p>PAM/027: Percentage of children who are satisfied with the care and support that they received</p> <p style="text-align: right;">Green</p> <h1 style="text-align: center;">89%</h1> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">National Performance</th> <th style="width: 50%;">Trend</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">n/a</td> <td style="text-align: center;">  17/18 - 82% </td> </tr> </tbody> </table>	National Performance	Trend	n/a	 17/18 - 82%										
National Performance	Trend													
n/a	 17/18 - 82%													

The performance of the indicators within this objective have performed relatively well against their targets for the year with the exception of 2 indicators which were red. 68% of the indicators were above target, 21% of the indicators were within 5% of their targets and the remaining 11% were red against their targets.

The indicators within the Children & Family Service (PAM/028+29, SCC/006+010+025, and PM28) have all performed well against their targets for the year and are above target or within tolerances of 5%. The good work in the service culminated in an inspection by CIW in October 2018 that tells us we are making good progress but must continue to strengthen services and practices. The service will continue on the good work already undertaken and develop a new Service Development Plan which will include the areas for development identified by the CIW following the re-inspection.

There were three positive results from surveys undertaken by adults, carers, children and young people during the year (PAM/24+26+27), all of which improved on the results in 2017/18. The positive feedback helps inform us that the work we are undertaking with our clients is working and that they are receiving good care and support from us.

We are also pleased with the number of adults who have completed the NERS exercise programme (PAM/041) as these clients have been referred to the service by Betsi Cadwaladr Health Board and Medical Doctors due to the health conditions of their clients. The programme is designed to help improve their health condition and it's positive to see that 85% of the clients believed their health was better after completing the course (PAM/042).

The two indicators which were red against targets were both from Adult Services. Whilst the performance was disappointing with these two indicators we have been managing the performance of these throughout the year as part of the Scorecard Monitoring reports.

The percentage of adults who completed a period of reablement who had a reduced package of care 6 months later (PM20a) involves a relatively small number of individuals and the performance can fluctuate from year to year because of this. All that could have been done for our clients had been done and their health conditions are first and foremost the most important factor for us and the performance of this indicator reflects the nature of their presenting illnesses. We will however be reviewing the current reablement service and considering methods of data collection that provides more detailed outcomes and rationale for ongoing interventions into 2019/20.

The second indicator was the rate of people aged over 75 that were kept in hospital while waiting for Social Care (PAM/25). It is acknowledged that there was a high rate of Delayed Transfer of Care (DTC) particularly during the first two quarters of the year before the new contracts were awarded. It was anticipated that the newly commissioned patch based Domiciliary Care contract would make a positive impact in the figures, and it did make an impact but not as much as we believed it would make. For 2019/20, we will work together with our three area providers towards ensuring that we have sufficient reablement capacity to meet increasing demands as well as working collaboratively with our Betsi Cadwaladr Health Board colleagues to secure a more robust data coding process.

Objective 3: Work In Partnership With Our Communities To Ensure That They Can Cope Effectively With Change And Developments Whilst Protecting Our Natural Environment

DEVELOPMENT AND PROMOTION

What we may do	What we have done
Realise the destination management plan by mainly concentrating on marketing the Island in collaboration with the annual Visit Wales campaign – ‘Year of the Sea’	We supported Visit Wales with the ‘Year of the Sea’ campaign which celebrated Wales’ outstanding coastline, and invited visitors to discover new epic experiences all around our shores, with special events and attractions throughout the year.
Welcome 52 cruise ships and over 32,000 visitors to Holyhead and encourage visitors to visit local tourist attractions and to receive a typical Welsh welcome	We welcomed 46 Cruise Ships into Holyhead Port over the year, slightly less than planned as 3 ships had to cancel because of the weather and the other 3 ships had to cancel due to issues with the ships. The 46 Cruise ships that did dock resulted in approx. 29,000 visitors to the island and North Wales.
Continue with our intention and achievement of ensuring that over 70% of all household waste is recycled which in turn, prevents waste from going to landfill sites	Our recycling levels continued to be above Welsh Government’s expectations where 70% was recycled, reused or composted during the year. This figure would have been higher for the year but unfortunately there was a fire at our contractors recycling plant which led to a loss of recyclable materials. We are confident that recycling rates will be higher during 2019/20.
Invest £250,000 in a number of energy efficiency projects across the Council estate, concentrating on our schools and leisure centres	A total of £287k was invested across the Council estate with investments ranging from LED lighting in our schools to the introduction of pool chemical dosing system at our leisure centres. We also had boiler room pipework undertaken and we commissioned Re:fit Cymru to advise us on where further energy efficiencies could be realised over the forthcoming years.
Also, complete the work of researching into those areas of the estate where further investment can create more energy efficiency savings and prepare plans for future years	
Co-ordinate the Energy Island programme to mitigate the effects and improve the benefits which result from large energy projects	This year saw the suspension of Wylfa Newydd by Horizon Nuclear Power and the suspension has highlighted the importance of the development to the Island, North Wales and the UK. Despite this a number of key milestones have been reached, primarily through a formal Section 106 Agreement which we believe safeguards the island’s interests, with no major disputes or disagreements between Horizon Nuclear Power and the Council.
Ensure that the County Council influences the DCO processes and the Horizon Nuclear Power and National Grid plans	We continued to engage with other major energy developers via the Energy Island Programme with a view of creating jobs and increasing prosperity by

	capitalising on a number of transformational projects.
Concentrate on developing flood defence plans at Pentraeth, Beaumaris and Bodffordd this year and research options for funding applications for plans in Menai Bridge and Llanfairpwll in 2019/20 (in order to defend them in future from the effects of various environmental issues)	<p>Engineering works to alleviate surface water at Beaumaris was started during the year but completing the scheme was delayed as our contractor, Dawnus, went into Administration. A new contractor has since been appointed, Alun Griffiths, and the work has commenced and will be completed during 2019/20.</p> <p>We successfully completed flood defence works at Bodffordd although we were unable to commence work at Pentraeth as planned and it is anticipated that work should start before the end of 2019.</p> <p>A drop in session was held in Menai Bridge to discuss future plans for flood defences and an application for funding to the Welsh Government was made. An outline business plan was also submitted to the Welsh Government for works at Llanfairpwll, Valley and Llansadwrn.</p>

Objective 3: work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

TRANSFORMATION

What we may do	What we have done
Continue to work with communities regarding the shaping of place with the aim of enabling them to take more responsibility and ownership for their own communities	Work continues with the wards of Twrcelyn, Llifon, Rhosyr, Aethwy and Canolbarth Môn with a view of securing ownership over the local agenda and priorities. Some wards have developed further along the journey than others but we hope through collaborating that each of the wards outlined will have progressed further during the forthcoming year.
Work with Beaumaris Town Council to outsource the management of the Court and Gaol for the purpose of maintaining a historical tourist attraction in the town	<p>An agreement with Beaumaris Town Council to outsource the management of the Court and Goal was put in place during the year. The agreement will allow the historical tourist attractions to remain open for the public and continue to provide a historical picture of court proceedings and prison life in the late 18th and 19th Centuries. We wish Beaumaris Town Council our best wishes for the future.</p> <p>We also outsourced the running of Melin Llynon Mill and Roundhouses during the year to local chef Richard Hill for whom we also give our best wishes.</p>

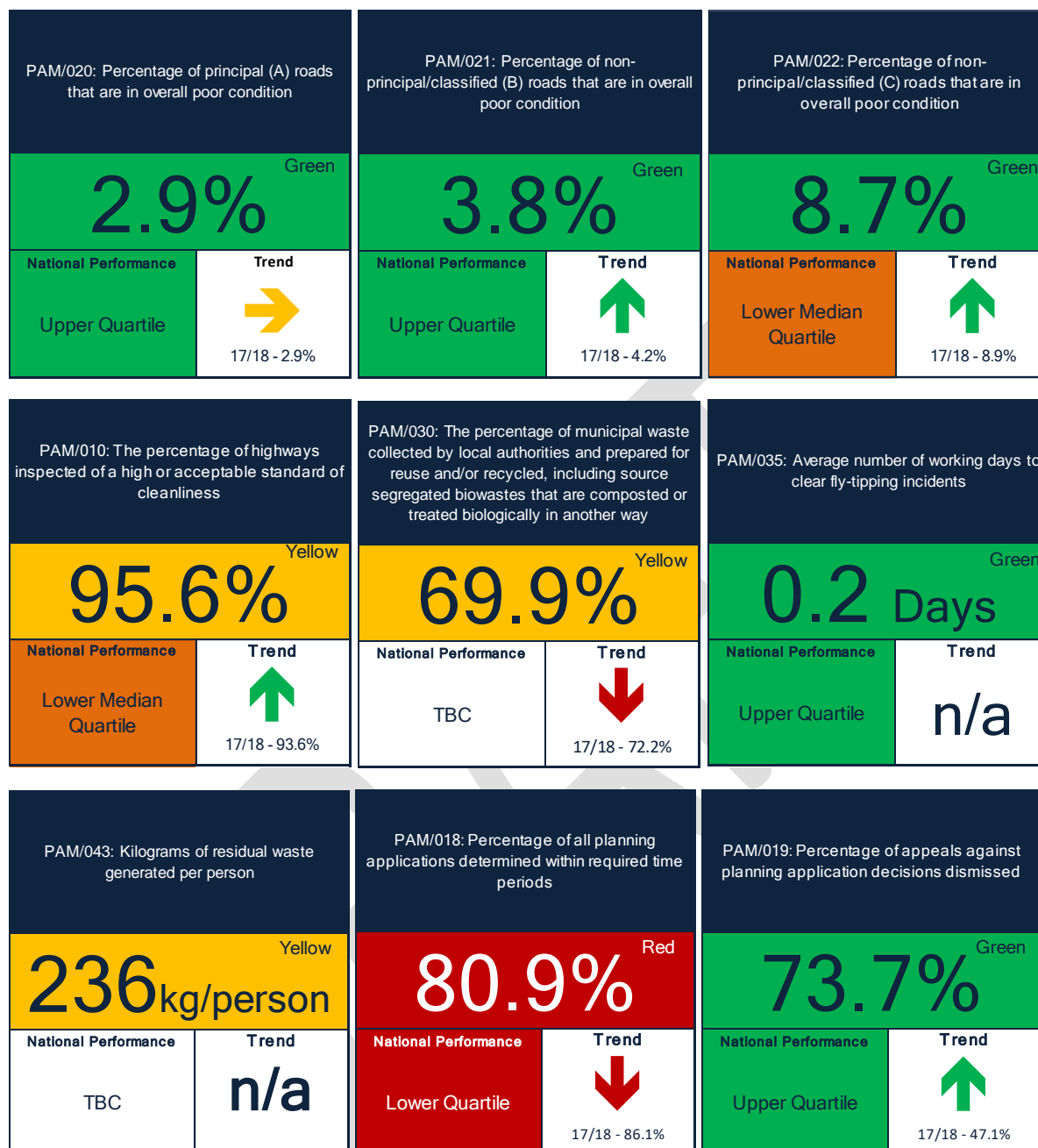
<p>Pilot an extension of our Cyswllt Môn service in the community in libraries in order promote access to information, advice and support more extensively</p>	<p>Our plans to pilot an extension of our Cyswllt Môn service into the community libraries did not happen during the year.</p> <p>We have however bought the equipment ready for the pilot and will start the pilot in Menai Bridge and Amlwch libraries in 2019. Technical issues kept us back, which have since been overcome.</p>
<p>Motivate and support the Public Protection and Leisure departments to increase the use of Welsh amongst the workforce by working intensely and proactively on successful interventions</p>	<p>As part of the Welsh Language Strategy action plan, the Council committed to a 6 year rolling programme to provide intensive support to the Council's Services to increase the use of the Welsh language internally.</p> <p>Language champions within Public Protection and Leisure services have actively promoted the use of Welsh during the year. Welsh learners in the services have been working with mentors and attending 'paned a sgwrs' sessions to improve their Welsh skills.</p>
<p>Re-design the corporate website to make it easier for the residents of the Island to be able to receive / search for and provide essential information in a new and meaningful way</p>	<p>We successfully re-designed our website which now has a fresh new look which supports all platforms from PC to Mobile.</p> <p>This will enable all users to get the best possible experience no matter which device they are on as well as enable us to implement our digital strategy and in turn help us reduce costs.</p>

For this objective under the Future Generations and Wellbeing Act we believe that we are currently 'Making Simple Changes' with the work already undertaken during the year. We believe this because of we are undertaking work in this objective that is relatively easy to achieve and many of the changes have already successfully been proved by other organisations similar to ourselves.

For example, we have worked tirelessly to collaborate and outsource some of our heritage assets to a local businessman / town council, we've delivered what we can from an Universal Credit perspective whilst understanding the greater national frustrations and have been proactive in our approach to homelessness by working with developers and ensuring that each under-represented group has a voice.

Our language strategy and associated workstreams also continue to bear fruit with a greater degree of Welsh being spoken in the targeted services.

Performance Indicators & Analysis



Similar to the first 2 objectives, the performance indicators associated with the objective have performed well against targets. 78% of the indicators were above target for the year, 11% were within tolerance of 5% of the target and the remaining 11% were red against target.

We are happy to report that our A, B, and C roads (PAM/021+022+023) have once again met the targets for the year. The performance of both A and B roads in particular put us in the top quartile on a national basis whilst our C roads improved on 2017/18 but remained in the lower median quartile.

Despite our recycling, reusing and composting indicator (PAM/030) not quite hitting the same levels of recycling as in 2017/18, we continue to be years ahead of the Welsh Governments target of 70% recycling by 2025. The reason for not hitting the 72% achieved in 2017/18 was due to circumstances

beyond our control after a fire broke out at our external provider's factory resulting in some of our waste not being available to recycle.

One indicator which did not meet its target for the year was the percentage of planning applications determined within 8 weeks (PAM/018). This indicator and mitigating action to remedy the performance was monitored in the quarterly scorecard during the year. The main reasons for this performance was due to long term sickness during a substantial proportion of the year and the impact of preparing a new electronic planning system. A new process is now in place which we anticipate will result in a better performance in 2019/20.

DRAFT

Financial Performance 2018/19

Revenue Budget

Prior to the start of each financial year, the Council is required to set a budget for its day to-day expenditure. This is called the Revenue Budget and is the amount of money the Council requires to provide its services during the year, taking into account grants it receives from the Government.

During 2017/18, the Council's revenue budget was set at £130.9 million (£126.2m in 2017/18).

The council manages its budgets and measures its financial performance through a management account, this enables us to track expenditure against planned activity over the year.

In 2018/19, the Revenue Account spent £131.5 million, overspending by £633 thousand against the planned expenditure of £130.9 million. During the same period, through transformation of services and improved ways of working, the council generated £2.1 million worth of savings. The impact of an overspend meant that the Council reduced its General reserves by the £633 thousand.

The table below reflects the final budget for 2018/19 and actual income and expenditure against it:

Services	Annual Budget £'000	Outturn £'000	Variance £'000
Lifelong Learning	48,959	49,183	224
Adult Services	24,921	26,094	1,173
Childrens & Families Services	8,729	10,565	1,836
Housing	1,091	802	(289)
Highways, Waste & Property	14,884	14,690	(194)
Regulation	3,820	3,646	(174)
Transformation	4,431	4,322	(109)
Resources	2,840	2,886	46
Council Business & Corporate Finance	21,225	19,345	(1,880)
Total Council Fund	130,900	131,533	633

Capital Expenditure

The capital programme supports the Council's wider objective to deliver services and to support economic growth. Capital expenditure is usually spending of a "one-off" nature and results in the construction or improvement of our asset, such as our properties.

In 2018/19, the Council approved a Capital Programme for non-housing services of £37.017 million and approved a Capital Programme for the HRA (Housing Management Account) of £12.417m. In addition, Capital commitments were brought forward from 2017/18 of £9.348m.

During the financial year, a further £5.058 million worth of Schemes were added to the programme, mostly funded by extra Capital Grants, and a revision of budgets amounting to a reduction of £0.959 million. This brings the capital budget for 2018/19 to £62.881 million.

The programme achieved a delivery rate of 48.78% and it is expected that the remaining schemes will be delivered over the coming few years. However one scheme 'the New Highway to Wylfa Newydd' is on hold, and one scheme 'the Extra Care in Seiriol' will now be funded through a different funding source.

This resulted in a total spend of £30.678 million, £19.307 million was added to the value of assets. The remainder is either in support of assets that are not in direct Council ownership (£1.954 million) or did not increase the value to the capital assets (£9.417 million).

Conclusion

The Isle of Anglesey County Council are proud to present our Annual Performance Report 2018/19 to our community. The council remain committed to providing a quality and valued service across the island and do our utmost to maintain or improve our performance to ensure that our residents and visitors receive the best value services.

Overall, our performance for 2018/19 has been very good, especially in a period where a further £2.5m was cut from the budget. It is encouraging that we continue to improve our services across the board, as is demonstrated throughout the report, as well as completing some important work during the year. Whilst this is positive, challenges still remain.

Recent news regarding the suspension of the Wylfa Newydd development has highlighted the importance of the development. Despite this news, we continue to work for the benefit of Anglesey with regard to the planning process and have presented evidence in order to safeguard the island's interests and the section 106 agreement is testament to our efforts to mitigate the impacts.

Looking forward into 2019/20, the Energy Island Programme remains a priority to maximise benefits from proposed major projects, as well as influence the draft Energy White Paper as a 'route map' to deliver a new nuclear development at Wylfa.

We will draft, consult and adopt a North Anglesey Economic Regeneration Plan to improve the prosperity of Amlwch and North Anglesey and secure funding to implement the plan, £495k has already been secured thanks to the NDA.

We will continue to implement our strategy to develop the Welsh language within our schools as well as motivating and supporting our staff in Housing, Leisure and Public Protection sections to increase the use of the Welsh language. We will also assist 20 local businesses to increase the use of the Welsh language through our Arfor project.

We will explore the options available to us regarding school modernisation in the Llangefni, Seiriol and Amlwch catchment areas and thereafter consult on the best way forward.

In Children's Services we will continue to focus on supporting the safety and wellbeing of children and have ambitious plans to develop 3 small group homes on Anglesey - Cartrefi Clud Mon in 2019/20. This will allow us to support children who have high needs within their local area and not in expensive out of county placements.

Adult Services aim to focus on a model of day support for individuals with a Learning Disability in a way that meets their goals and supports their progression. In partnership with our health and third sector partners we also aim to establish Community Resource Teams within 3 areas of Anglesey to provide the best support for people to remain independent delivered by integrated teams.

We will also provide opportunities for people to work with us by working in partnership with Medrwn Môn and the wards of Twrcelyn, Llifon, Rhosyr, Aethwy and Canolbarth Môn regarding the shaping of place with the aim of enabling them to take more responsibility and ownership for their own communities.

All of the above will be needed to be realised at a time when it is anticipated further budgetary cuts will be required. This challenge will be met head-on through our annual budget setting process.

For further information please see our Annual Delivery Document for 2019/20 at:

www.anglesey.gov.uk/councilplan

Further Information

For more information on any element of this document or if you have any comments, please contact:

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This document is available in Welsh and can be made available on disk, in braille and is available on the Council's website along with the Council Plan for 2017-22:

<http://www.anglesey.gov.uk/councilplan>

Further information may also be obtained as follows: Policies, plans and strategies published by the Council and can be accessed at: www.anglesey.gov.uk

Audit and Inspection Reports produced by the Council's Regulators are available from their respective websites, as follows:

- Wales Audit Office: www.wao.wales
- Care Inspectorate Wales: <https://careinspectorate.wales>
- Estyn: www.estyn.wales

If you do not have access to the internet, or would like to obtain a document that is not listed above, please contact the Council via the contact details outlined at the top of this page.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	11.09.19
Subject:	Quarterly Monitoring of Children & Families Services Improvements
Purpose of Report:	Report on progress in implementing the Service Development Plan
Scrutiny Chair:	Councillor Aled Morris Jones
Portfolio Holder(s):	Councillor Llinos Medi Huws
Head of Service:	Fôn Roberts, Head of Children and Families Services
Report Author:	Elin Williams, Children & Families Services Transformation Programme Manager
Tel:	01248 751813
Email:	ElinWilliams@ynysmon.gov.uk
Local Members:	Relevant to all members

1 - Recommendation/s
<p>The Committee is requested to:</p> <p>1.1. Confirm that the Committee is satisfied with the pace of progress and improvements made to date within Children & Families Services.</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>There are clear links from the Service Development Plan within Children and Families Services and the Isle of Anglesey Plan 2017/2022. The objectives are:</p> <ol style="list-style-type: none"> 1. Ensure that the people of Anglesey can thrive and realize their long-term potential. 2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible. 3. Work in partnership to ensure that they can cope effectively with change and developments whilst protecting our natural environment.

3 – Guiding Principles for Scrutiny Members
<p>The following set of guiding principles will assist Members to scrutinise this subject matter:</p> <p>3.1 The customer/citizen [looking at plans and proposals from the point of view of local people]</p>

- 3.2 Value [looking at whether plans and proposals are economic, efficient & effective. Also, looking at the wider requirements of community benefits]
- 3.3 Risk [Look at plans & proposals from the point of view of resilience and service transformation. It is about the transition from a traditional service to a transformed one, and about the robustness of the transformed service once it is in place]
- 3.4 Focus on the system (including organisational development) [Ensuring that the Council & its partners have the systems in place to ensure that they can implement transformation smoothly, efficiently and without having a negative effect on service delivery]
- 3.5 Focus on performance and quality [Scrutiny undertaking a performance monitoring or quality assurance role, on an exception basis]
- 3.6 Focus on Wellbeing [Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements]

4 - Key Scrutiny Questions

1. Is the Committee satisfied with the pace of progress and improvements made to date within Children and Families Services?

5 – Background / Context

As Elected Members you are fully aware of the background regarding the Service Improvement Plan and that this was regularly reviewed by the Children's Services Improvement Panel. Following the recent re-inspection of the service by Care Inspectorate Wales (CIW), the service is now working to a new Service Development Plan that is replacing the previous Service Improvement Plan.

Since the last report the focus of the work within the Children & Families Services has been:

1. Resilient Families

The Resilient Families Team has been operational since October 2017 and consists of a Practice Leader; two Social Workers; two Support Workers; a Parenting Development Officer and a Reflect Worker. The Reflect Worker post is part of a national project aimed at increasing the resilience of women who have had one or more children permanently removed from their care, to reduce the amount of repeat pregnancies which result in further removal of children into the care system.

The team intervenes with families who present a high level of need to provide intensive support and interventions around Prevent, Return, Reduce and Review principles to families in crisis. This is to support family breakdowns; preventing children from becoming looked after and the reunification of children with families from care.

The team provides structured face-to-face intensive intervention around parental change, developing strategies to manage behaviours and developing attachment-

focused parenting skills. The team also provides consultation, training, advice, and guidance to the wider workforce.

Through the Resilient Families Team, Anglesey is developing an increased national profile for actively contributing to the landscape and knowledge in the social care field and related professions. Anglesey is involved in creating, shaping and disseminating research and is involved in work around Personal Outcomes Approach in collaboration with Social Care Wales.

Sian Morgan, a Support Worker within the team, was honoured at this year's National Eisteddfod for the use of Welsh in the workplace. Sian received the 'Caring in Welsh' award at the National Eisteddfod in Llanrwst. Sian was one of six finalists for the award, and was chosen as the winner by a public vote.

The impact of the Resilient Families Team since October 2017 has been significant and has now become a part of the core service. A thorough report on the work of the Resilient Families Team will be presented to the Corporate Parenting Panel on the 9th September 2019.

2. Voices from Care Cymru Project

The Local Authority and its partners have a responsibility for the Corporate Parenting of local children in care and for young people who have left care. This group is amongst the most vulnerable in our society and we have a joint responsibility to ensure that we do our very best to improve their personal circumstances.

In this regard, we are keen to listen more to their experiences in order to try and improve services on their behalf by developing a Participation Group for children and young people who receive care and who have left care. The purpose of establishing the group is in order to co-produce a Strategy for Children in Care and Care Leavers in Anglesey and a Corporate Parenting Charter.

Following presenting the matter to the Anglesey Corporate Parenting Panel on the 10th of December 2018 and securing agreement in principle for the plan, both the Housing Service and Learning Services have made a contribution towards this work. North Wales Police and Betsi Cadwaladr University Health Board declined to contribute towards this project.

Activities with children and young people aged 11-17 will begin in August 2019 with a 'start up group' under the Change Makers Project which creates a space for care experienced children and young people to come together and become leaders for positive change for children looked after and care leavers in Ynys Môn. This one off workshop is to discuss and agree 10 key areas for change. Young people will choose their 'Top 3' over the coming months, with the Change Makers Project working in detail on these top 3 over the next year. Voices from

Care Cymru will also attend the STAR Awards and Fun Day in September to engage with care experienced children and young people.

Voices from Care Cymru are also in the process of recruiting a local officer that will be working on the project and will be co-ordinating the Participation Group meetings and taking forward what is important locally.

3. Fostering Fortnight 2019

Fostering Fortnight took place in June. The aim of the fortnight is to raise the profile of Foster Carers and to ultimately encourage more members of the public to sign up and become Foster Carers.

This year the Ynys Môn Child Placement Team held two main events. The first was an ambitious relay style walk around the whole of the island using the Coastal Path footpaths. Elected Members; Head of Service; various panel members; social work staff and managers; independent agency professionals; health workers; education workers; Mista'r Urdd and many more participated. Not only did the walk receive a positive response from the public in terms of support, but it also raised money for the Anglesey Foster Care Association. The sum of £836.52 was raised.

The second event that took place was the very popular Bake Off. Officers and officials of the Council baked cakes that were subsequently judged by Ynys Môn's very own celebrity chef, Richard Holt. After the judging, the cakes were sold to all who were present and raised another £440.

By holding these events, the profile of the Anglesey Foster Carers was raised and positive responses were received in terms of public relations and recruiting, with a total of £1,478.34 being raised for the Anglesey Foster Care Association. This will be presented formally to the association at the group's next meeting.

4. Foster Care Recruitment

Since the announcement of the new fostering package in January 2019; 18 foster carer households have enquired and have shown an interest in becoming foster carers for the Isle of Anglesey Borough Council.

12 have started on the assessment process with a further 2 imminent.

6 have already been approved as Foster Carers by the Fostering & Permanency Panel to date and a other foster carers will be presented to the Fostering in the coming months.

The recruitment campaign has been successful with the potential of up to 24 new foster care beds being available to Ynys Môn children by October 2019.

5. Service Development Plan

The Service Development Plan is a 3 year plan and consists of the following 5 themes:

1. A confident and competent workforce to provide a consistent and effective service;
2. Quality and timely assessments, care planning, interventions and decision making to protect, support and manage the risks for children: good quality chronologies, record keeping and research evidence and tools;
3. Quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children;
4. Appropriate social work intervention 'at the right time' in order to enhance family life and support families at times of trauma;
5. Improve outcomes for children in care.

There have been encouraging developments in all the above areas and the service continues to work through the 3 year Service Development Plan.

Area's which have progressed are:

1. A confident and competent workforce to provide a consistent and effective service

Workforce Strategy is now in place for the Children and Families Service. Whilst the Service has seen some staffing changes recently these have been in the main due to either internal or external progression by some staff and also maternity leave.

2. Quality and timely assessments, care planning, interventions and decision making to protect, support and manage the risks for children: good quality chronologies, record keeping and research evidence and tools;

Internal audits continue to take place which shows positive progress in Social Work practice, continued work need to be undertaken in order to assure Social Work practice is consistently good across all cases.

3. Quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children;

A thorough report in relation to the above was presented in June 2019 Committee.

4. Appropriate social work intervention 'at the right time' in order to enhance family life and support families at times of trauma;

Internal Audits continue to take place and children and their families are now offered appropriate intervention at the right time. The development of the Ynys Môn Early Help Hub also assures that families and children are offered advice, support and assistance at a much earlier stage on a Multi Agency basis.

5. Improve outcomes for children in care.

Several new policies are now operational which allow staff to support and improve outcomes for children in the care of the Local Authority:

- Joint Protocol for the Young People and Care Leavers of Anglesey between Housing Services and Children & Families Services;
- Leaving Care Policy;
- Young Person's Guide to Financial Help & Support.
- Pocket Money, Bank Account and Savings Policy for Looked After Children

The service is enthusiastic about its Service Development Plan moving forward.

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

Not applicable

7 – Financial Implications

The Head of Service continues to scrutinise all contracts and will at times challenge costs in particular to looked after children provision. An effort is also made to reduce spending across the service and this in turn has reduced the projected overspend to date.

8 – Appendices:

None

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

None

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	11th September, 2019
Subject:	Social Services Improvement Panel
Purpose of Report:	Progress update on the work of the Social Services Improvement Panel (formerly the Children’s Services Improvement Panel)
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Alwyn Jones, Statutory Director of Social Services / Fôn Roberts, Head of Children’s and Families’ Services
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	01248 752578
Email:	AnwenDavies@ynysmon.gov.uk
Local Members:	Not applicable

1 - Recommendation/s
<p>R1 The Corporate Scrutiny Committee is requested to note:</p> <ul style="list-style-type: none"> • Progress made to date with the work of the Social Services Improvement Panel in terms of achieving its new work programme • Areas of work covered during Laming Visits, as a means of further strengthening accountability, knowledge and understanding of Panel members • The ongoing development programme for Panel members much of which is delivered in-house • That the draft Corporate Prevention Strategy will be considered by the Committee in the Autumn, 2019 • The outcomes of the recent self-evaluation to measure impact and added value of the former Children’s Services Improvement Panel • The need to revise the terms of reference to reflect the recent decision to extend the scope of the Improvement Panel to include both adults’ services and children & families services. <p>R2 Escalate the following matter for the Corporate Scrutiny Committee to be aware:</p> <ul style="list-style-type: none"> • Good progress has been made on implementing the new fostering package but there has been a slight delay in opening the first of our Cartrefi Clyd Môn¹. This has happened as we needed to re-advertise the post of registered manager. A suitable registered manager has now been appointed and the Service will shortly advertise for a trainee registered manager position in preparation for the next development phase of our Cartrefi Clyd Môn service. The actions taken should be noted.

¹ Formerly referred to as Small Group Homes

R3 National LAC Reduction Strategy: recommend to the Corporate Scrutiny Committee that the response to Welsh Government should include:

- Reference to our strategy for preventing children from coming into care
- Not to set a target for the reduction in the number of Looked After Children on the Isle of Anglesey.

R4 Annual Social Services Complaints Report: recommend to the Corporate Scrutiny Committee that the Improvement Panel scrutinise the document to the future.

2 – Link to Council Plan / Other Corporate Priorities

Direct link with the Council Plan / transformation priorities. The Panel's consideration of the service development plan for children's services will provide assurance to the Executive that the Council is responding in a robust manner to the recommendations of two Care Inspectorate Wales reports on children's services² and that steps are in place to mitigate any risks. Also, the recommendations following a recent inspection of older people's services³.

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

At the request of the Panel:

1. Is the Scrutiny Committee satisfied with the work undertaken by the Panel thus far?
2. Are the actions of the Panel to date sufficiently robust and at an appropriate pace?
3. Are there any suggestions to further strengthen the work of the Panel?
4. Are there any other areas that need to be scrutinised by the Panel?

² Dated March, 2017 and December, 2018

³ At the time of writing this report the Authority is awaiting a copy of the final inspection report from Care Inspectorate Wales

5 – Background / Context

1. CONTEXT

As previously reported, Members will be aware that scrutiny has developed over the past 2 years through the work of 3 scrutiny panels. This report summarises progress made to date as regards the **Social Services Improvement Panel** (formerly the Children's Services Improvement Panel⁴).

Panel Governance Arrangements

Members will be aware of the robust governance arrangements in place to underpin the work of the Improvement Panel⁵ and it is intended to continue to convene monthly Panel meetings to the future. A process is in place for quarterly progress reporting by Cllr Richard Griffiths, as the Corporate Scrutiny Committee representative on the Panel.

Also, Members will recall that the Portfolio Member for Social Services sought the Committee's⁶ approval for the establishment of a Social Services Improvement Panel covering both adults' services and children and families services. This proposal⁷ was approved with immediate effect thereby enabling:

- i. Adults' services to have the same level of scrutiny as the Children's & Families Services have had in recent years
- ii. Elected Members to develop more detailed knowledge of the processes and challenges in Adults' Services

Membership of the Panel has been confirmed as those Members serving on the former Children's Services Improvement Panel which also includes those Members representing the Corporate Parenting Panel (as observers):

Social Services Improvement Panel: Membership

Councillor	Function
Llinos Medi Huws	Council Leader; Portfolio Member for Social Services; Young People's Champion
R Meirion Jones	Portfolio Member for Education, Libraries, Youth and Culture
Gwilym Owen Jones	Chair of the Partnership & Regeneration Scrutiny Committee
Richard Griffiths	Representing the Corporate Scrutiny Committee; Children in Care Champion
Bryan Owen	Leader of the Opposition
Kenneth P Hughes	Shadow Portfolio Member for Education, Libraries, Youth and Culture
Peter S Rogers	Shadow Portfolio Member for Social Services
Members of the Corporate Parenting Panel (as observers)	
Alun Mummery	
Margaret M Roberts	

⁴ The scope of the Panel has been extended to also include adult social care

⁵ Corporate Scrutiny Committee convened on 4th September and 13th November, 2017

⁶ A meeting of the Corporate Scrutiny Committee convened on 3rd June, 2019

⁷ Proposal recommended by the Adults' Social Care Transformation Board (22/05/19) and the Children's Services Improvement Panel (23/05/19)

2. FOCUS OF WORK OF THE SOCIAL SERVICES IMPROVEMENT PANEL

The newly constituted Panel has put a revised forward work programme in place covering all aspects of social services. As a starting point, priority is being given to adult services matters during the training & development sessions at the beginning of each Panel meeting. Children's services matters are prioritised for scrutiny on the agenda.

This progress report includes reference to the last meeting of the Children's Services Improvement Panel (23/05/19) and the first two meetings of the new Social Services Improvement Panel (convened on 27/06/19 and 23/07/19) – thus covering the period **May** → **July, 2019**:

- **Service Development Plan (SDP) for Children's & Families Services** – the Service Development Plan covers a 3 year period⁸ consisting of 5 themes and 14 development areas (2 of which have been transferred from the previous Service Improvement Plan). Detailed consideration was given at the July⁹ meeting of the Panel to Theme 5 of the SDP – Improving Outcomes for Children in Care, covering the following development areas:
 - Public Law Outline
 - Aftercare services
 - Adoption and post-adoption support
 - Education attainment and outcomes for Children in Care

Panel deliberations have enabled Members to come to a view that it has a level of confidence in terms of achieving on the Theme 5 development areas. Also, the Panel noted the need to ensure continuous momentum in order to fully realise the Service Development Plan.

- **Laming Visits** – Members will be aware of the strengthened governance framework underpinning Laming Visits which includes robust reporting arrangements by Members following individual Visits. The objective is to bring the Panel closer to cases and create the conditions for Members to fully appreciate the complexity and challenges of the responsibilities of the Service eg by meeting front line staff to discuss casework in general. During this period, Members reported back on the May, June and July Laming Visits which focused on:
 - ❖ **Complaints and positive comments (21/05/19)** – the Visit highlighted a 3 step process when dealing with complaints received under the Social Services complaints procedure → Step 1 (informal), Step 2 (formal) and Ombudsman. A template for responding to Stage 1 complaints has recently been introduced with the aim of improving response times. The Panel has requested that consideration be given to the process, steps and implications associated with Members considering the Annual Social Services Complaints Report –

⁸ The Service Development Plan for Children's & Families Services covers the period April, 2019 → March, 2022

⁹ Meeting of the Children's Services Improvement Panel convened on 23rd July, 2019

with a view to the Improvement Panel scrutinising the document to the future.

- ❖ **Meeting with families who have been supported by the Children's & Families Services (18/06/19)** – the June Visit met with families who have been supported by the Service. A powerful session with 4 key messages emerging for the Council:

- i. it is a significant challenge for families to cope with a change of social worker
- ii. the Authority should consider the need for additional social workers in order to reduce the number of cases allocated to individual caseworkers
- iii. input by the Resilient Families Team was praised
- iv. drug dependency has a significant negative impact on families.

- ❖ **Visit to Bryn Hwfa, Rhostrehwfa (22/07/19)** – visit to the respite care provision for children/young people with significant care needs. The current location of the service is limited in terms of space and layout but the Panel noted that this had been identified as a development priority in 2/3 years' time.

- **Care Inspectorate Wales & Health Inspectorate Wales inspection of older people's services** – in June¹⁰, the Panel considered the arrangements and process for the inspection of older people's services during July, 2019¹¹. It was noted that there were 3 objectives driving the inspection – identify how effective we are in promoting independence; factors that encourage good outcomes and any barriers. The inspection fieldwork focused on the experiences of 57 older people through the care and support system, using the Social Services and Wellbeing (Wales) Act 2014 as the basis for the fieldwork. At the time of writing this report, the Council are awaiting the final inspection report.
- **Performance management data** – ensuring a performance framework that supports the local authority in effectively managing its responsibilities towards children. This included looking at a summary of 2018/19 performance in children's services (both against national performance indicators and also financial performance).

These deliberations have enabled the Panel to conclude that performance has improved across Children's and Families Services. Also, that there is a degree of confidence in the ability of the Service to deliver on efficiency savings during 2019/20.

- **LAC Reduction Strategy** – in May¹² the Children's Services Improvement Panel received a presentation on the outcomes of a recent visit from Welsh Government regarding the proposed national strategy to reduce the number of children in care. After detailed consideration, the

¹⁰ Meeting of the Social Services Improvement Panel convened on 27th June, 2019

¹¹ The inspection fieldwork took place during the week commencing 1st July and week commencing 15th July, 2019

¹² Meeting of the Children's Services Improvement Panel convened on 23rd May, 2019

Panel resolved to recommend to the Corporate Scrutiny Committee that the response to Welsh Government should include:

- ✚ Reference to our strategy for preventing children from coming into care (eg interventions of the resilient families team)
 - ✚ Not to set a target for the reduction in the number of Looked After Children on the Isle of Anglesey.
- **Corporate Prevention Strategy** – the Panel received a verbal presentation by the Statutory Director of Social Services / Head of Adult Services at its July¹³ meeting on the work of preparing a corporate prevention strategy as the basis for preparing an annual action plan thereafter. It was noted that the draft prevention strategy will be considered by the Corporate Scrutiny Committee in the Autumn.
 - **Updates on individual work streams** – in July¹⁴ the Panel received updates on the following work streams:
 - i. **Fostering Strategy**
There has been a significant increase in the number of foster carers recruited since the introduction of the new strategy in January, 2019. It was noted that the Service is likely to over achieve against its recruitment target during 2019/20 and beyond.
 - ii. **Cartrefi Clyd Môn**
The first property is being prepared for occupation and a second in the process of being identified. A Registered Manager has now been appointed. There is a reported slippage in realising this work stream due to a couple of factors – recruitment of a suitably qualified registered manager and regulation requirements. Availability of suitable housing has also been a factor. It is likely that the first Cartref Clyd will be operational in December, 2019.
 - iii. **Elective Home Education**
The Panel have been updated on the national and local picture as regards elective home education. It has been noted that the Authority have prepared a comprehensive response to the current Welsh Government consultation on draft statutory guidance.
 - **Training / awareness raising sessions** – incorporated into the Panel work programme, these sessions are convened at the beginning of each Panel meeting. Topics covered over the last three months included – Ynys Môn Early Help Hub (children’s services), Care Inspectorate Wales & Health Inspectorate Wales inspection process for older people’s services and Single Point of Access (adult services).

3 MEASURING OUTCOMES AND IMPACT OF THE PANEL

3.1 Context

As previously reported, capturing and assessing the impact of Scrutiny is a challenge to achieve as the outcomes of scrutiny activities are not always tangible and often do not lend themselves to being measured in a systematic way. Also, it is not easy to measure the effectiveness of Scrutiny’s ability to influence decision makers through discussion and debate. The journey of the former Children’s Services Improvement Panel is however an example of where

¹³ Meeting of the Social Services Improvement Panel convened on 23rd July, 2019

¹⁴ Meeting of the Social Services Improvement Panel convened on 23rd July, 2019

the input of scrutiny has added value and influenced the way in which proposals have been implemented by the Council.

3.2 Children's Services Improvement Panel

Scrutiny of the improvement journey in children's services has matured significantly over the past two years through the input of the former Children's Services Improvement Panel. In April¹⁵, Panel members undertook a self-evaluation of its impact and reviewed 4 aspects of its work:

- ✚ What worked well
- ✚ Identify what impact the Panel has had
- ✚ Areas for improvement
- ✚ Member development needs

3.3 Outcomes of the Self-evaluation by Members of the Children's Services Improvement Panel

3.3.1 The following questions were used as a framework to enable Members to evaluate the contribution of the Panel on the journey towards improving Children's Services:

Q1 In terms of the work of the Panel, what were the highlights for you as individual Panel members during the past year?

Q2 In your opinion, what impact did the Panel have in challenging and holding Children's Services to account in implementing a significant improvement journey?

Q3 Are there any aspects of the Panel's work that could be improved or delivered more effectively in moving forward?

Q4 What effect has being a member of the Panel had on you as an individual?

Q5 What development needs do you have in order to support you in your role?

Q6 Any general observations on the influence and / or impact of the work of the Panel on decision making processes?



3.3.2 This work stream has evidenced the following positive outcomes:

- A team of Members, drawn from across the political parties and groups, who have developed a high level of knowledge about the complexities of children's services and a level of expertise in the service area
- Development of a model of working that focuses on a smaller group, encouraging good attendance and teamwork
- Creating conditions that are conducive to effective Scrutiny eg there has been a tangible improvement in the level and depth of questioning by the Panel
- Scrutiny activity is well planned, efficient and objective and based on evidence from a range of sources
- Better understanding by Elected Members of the complexities and risks in Children's Services in order to be able to effectively scrutinise, hold to account and identify priorities in moving forward

3.3.3 Development areas were identified by Panel members as part of the self-evaluation and these have been summarised under 6 key themes:

- ✚ Laming Visits
- ✚ Panel forward work programme
- ✚ Partnership working
- ✚ Frequency of meetings

¹⁵ Meeting of the Children's Services Improvement Panel convened on 25th April, 2019

-  Member development needs
-  Measuring scrutiny outcomes and impact

These themes have been included in the Panel's forward work programme and progress will continue to be reported to this Committee on a quarterly basis. Based on the findings of this self-evaluation, Members decided that RAG status **GOOD** (YELLOW – with significant elements being Green) best reflects the Children's Services Improvement Panel's contribution to the improvement journey in children's services.

A copy of the report on the self-evaluation is attached (**Appendix 1**).

4 MATTERS TO BE ESCALATED FOR CONSIDERATION BY THE PARENT COMMITTEE

The following matters be escalated for consideration by the Corporate Scrutiny Committee:

- 4.1 Good progress has been made on implementing the new fostering package but there has been a slight delay in opening the first of our Cartrefi Clyd Môn. This has happened as we needed to re-advertise the post of registered manager. A suitable registered manager has now been appointed and the Service will shortly advertise for a trainee registered manager position in preparation for the next development phase of our Cartrefi Clyd Môn service. The actions taken should be noted
- 4.2 The Corporate Scrutiny Committee is requested to come to a view about the robustness of the Panel's monitoring thus far.

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

N/A

7 – Financial Implications

N/a

8 – Appendices:

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

Anwen Davies, Scrutiny Manager, Isle of Anglesey County Council, Council Offices, Llangefni. LL77 7TW

Cllr Richard Griffiths
Corporate Scrutiny Committee representative on the Social Services Improvement Panel / Children in Care Champion
Date: 08/08/19



**MEASURING THE IMPACT OF SCRUTINY
SELF-EVALUATION BY MEMBERS OF THE
CHILDREN'S SERVICES IMPROVEMENT
PANEL**

April, 2019



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1. Background

1.1 Regulator expectations → leadership, management and governance Care Inspectorate Wales expect that:

“Leadership, management and governance arrangements comply with statutory guidance and together establish an effective strategy for the delivery of good quality services and outcomes for people. Meeting people’s needs for quality services are a clear focus for councillors, managers and staff.... Leaders, managers and elected members have sufficient knowledge and understanding of practice and performance to enable them to discharge their responsibilities effectively.”

1.2 Care Inspectorate Wales Inspection Reports

Two Care Inspectorate Wales inspection reports have been published during the past 2 years on Children’s Services in the Council¹:

Care Inspectorate Wales Inspection: March, 2017

The first report made 2 recommendations directly related to the role of Members:

- *“The Council should continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children’s services to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect*
- *Strong political and corporate support for children’s services must continue to ensure the service improvements needed are prioritised and the pace of improvement accelerated and sustained....”*

Care Inspectorate Wales Inspection: December, 2018

The second report concluded the following as regards the contribution made by Members to the improvement journey in Children’s Services:

- *“..... There is strong leadership and governance in IoACC. Members of the Council were able to demonstrate their contribution to children’s services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families....*
- *Elected Members had a clear understanding of their role and with officers are aware of their responsibilities as Corporate Parents. Members were equally clear of the need for accountability at all levels and the importance of quality assurance systems and processes being able to identify any dips in performance or missed opportunities and support improvement before they escalate...*
- *Members demonstrated commitment to improving services for children by agreeing the terms of reference of the Children’s Improvement Panel before the last election immediately after CIW’s last inspection. The*

¹ Inspections of Children’s Services: Isle of Anglesey County Council (March, 2017 and December, 2018)

improvement panel has continued to meet monthly and members report their confidence has grown and the panel is productive, giving them insight to progress being made in the service”.

1.3 Role of the Children’s Services Improvement Panel

The current Children’s Services Improvement Panel was established in July, 2017 as a standing sub-panel of the Corporate Scrutiny Committee, with the following aims:

- Developing a model of working on children’s services matters focusing on a smaller group to enable Members to become more involved, develop a level of subject expertise, encourage good attendance and teamwork
- Strengthen the capacity of Members to challenge performance by improving the quality of information regarding services and experiences of children and families who receive support and / or services
- Forum to discuss information regarding Service risks, as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- Forum to develop a group of Members with the expertise and ownership to lead discussions with regard to children and young people’s issues in the Corporate Scrutiny Committee
- Offer support to the Young People’s Champion and the Children in Care Champion, a new role since the 2017 Election.

2. Measuring Outcomes and Impact of Scrutiny

2.1 Context

Capturing and assessing the impact of Scrutiny is a challenge to achieve as the outcomes of scrutiny activities are not always tangible and often do not lend themselves to being measured in a systematic way. Also, it is not easy to measure the effectiveness of Scrutiny’s ability to influence decision makers through discussion and debate. There are however some local examples where the input of scrutiny has added value and / or influenced the way in which proposals have been implemented by the Council. The work of the Children’s Services Improvement Panel is a positive example in this regard.

2.2 Improvements and Performance of Children’s Services

Scrutiny of the improvement journey in children’s services has matured significantly over the past year through the input of the Children’s Services Improvement Panel.

What Care Inspectorate Wales had to say about the Panel’s contribution

In a recent review of progress² in implementation of Children’s Services improvements, Care Inspectorate Wales commended the contribution of the Panel:

“... We recognise the continued corporate commitment provided to ensure that children’s services improve and the willingness to reach a shared understanding of the challenges being faced. Similarly, the increased scrutiny and challenge from elected members has been a positive development...”

² Correspondence dated 11/01/18 from Care Inspectorate Wales (Review of Progress in implementation of Children’s Services Improvement Plan)

2.3 Self-evaluation

Context:

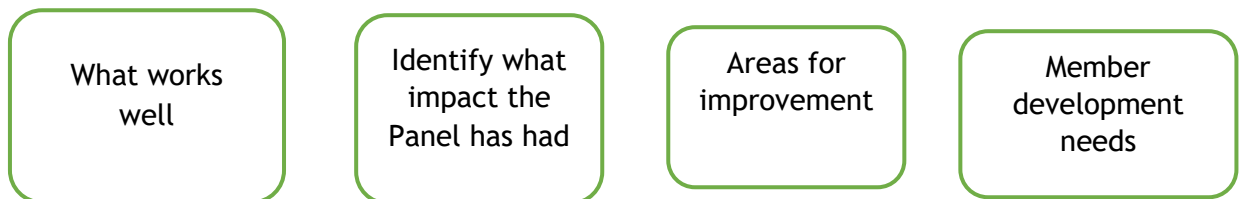
Since the local government elections in 2017, the Council has been working hard to introduce a more rigorous approach to member led forms of accountability through a revised scrutiny structure. As part of this structure, Members continue to invest in and actively contribute to scrutiny through the work of our 3 standing panels.

What drives self-evaluation locally?

We have prioritised providing periodic opportunities in the calendar for Member self-evaluation to enable review, reflection and learning. The objectives of this self-assessment exercise has been to:

- i. Take stock
- ii. Review, evaluate and reflect
- iii. Establish a foundation for the next period
- iv. Confirm Member ownership.

This is the second self-evaluation³ to be undertaken by the Children's Services Improvement Panel. The purpose of this self-evaluation has been to provide a framework for Panel Members to review 4 aspects:



3. The Task

3.1 Elected Members were invited during a recent meeting of the Children's Services Panel⁴ to grade the RAG status of the Panel's contribution to the improvement journey using the following framework:

- **Unsatisfactory** – important areas for improvement outweigh strengths
- **Adequate** – strengths outweigh areas for improvement
- **Good** – many strengths and no important areas requiring significant improvement
- **Excellent** – many strengths, including significant examples of sector-leading practice

4. Self-Evaluation Questions

4.1 Elected Members used a series of questions as a framework to enable them to evaluate the Panel's contribution to the Children's Services improvement journey:

³ The first self-evaluation was completed by the Children's Services Improvement Panel in May, 2018

⁴ Meeting of the Children's Services Improvement Panel convened on 25th April, 2019



Q1. In terms of the work of the Panel, what were the highlights for you as individual Panel members during the past year?

Q2. In your opinion, what impact did the Panel have in challenging and holding Children's Services to account in implementing a significant improvement journey?

Q3. Are there any aspects of the Panel's work that could be improved or delivered more effectively in moving forward?

Q4. What effect has being a member of the Panel had on you as an individual?

Q5. What development needs do you have in order to support you in your role?

Q6. Any general observations on the influence and / or impact of the work of the Panel on decision making processes?

5. Conclusions

5.1 Elected Member Observations on the Children's Services Panel

78%⁵ of the Panel's Elected Members participated in the self-evaluation. Below is a summary of what they had to say:

Q1. What were the highlights for you as individual Panel members during the past year?

Our depth of understanding of the complexities of Children's Services continues to improve

Without a doubt the highlight for me has been the publication of a positive Care Inspectorate Wales inspection report in December, 2018. We should be proud of the conclusions both in terms of operational matters and the role of Members and senior managers

Laming Visits:

Seeing the impact of the new staffing structure on the shop floor has been a definite highlight for me

Development sessions at the beginning of each meeting is an effective way of raising awareness and educating us as Members about the Service. This is an opportunity to enquire and ask questions and these should continue

There have been so many highlights this year and for me bringing the Service Improvement Plan to a successful close stands out as one of the significant achievements

⁵ 7 of the 9 Panel members



The level and depth of our questioning has greatly improved over the past year, reflecting a much better understanding of children's services and increased confidence to scrutinise. We now ask more probing questions

Q2. What impact did the Panel have in challenging and holding Children's Services to account in implementing a significant improvement journey?

For me, the greatest impact of the Panel has been the leadership and support Members have demonstrated to improving children's services

Our ability to ask probing questions now adds value to the improvement journey in Children's Services. There is evidence that our questioning has enabled positive change. Our success will be measured in the new Service Development Plan

It is true to say that there is evidence of joint ownership and understanding of the improvement journey in Children's Services across the political groups

The Panel has developed well over the past year and we have had honest conversations with officers about the challenges facing the Service. It is important that Members are fully aware of these challenges

We are leading more and contributing to discussions with our co-Members in committees when matters arise concerning children's services

We have a responsibility to question and challenge. The Service now see us as critical friends, which is having a positive impact on the improvement journey

Q3. Are there any aspects of the Panel's work that could be improved or delivered more effectively in moving forward?

I think that shadowing social workers would enable us to have a greater appreciation of their day to day work and the specific challenges of working in children's services

I sometimes think that we have too many items on the agenda. The topics covered in the development session at the beginning of each meeting are very informative and often result in further discussions. We should allow time on the agenda for this

Convene more mock case conferences during Laming Visits in order to gain a greater insight into the complexities of children's services casework

It would be beneficial for us to look at the work of other partners such as the Health Board, Youth Justice, Police etc

Q4. What effect has being a member of the Panel had on individual Members?

For me, the greatest impact of the Panel has been the leadership and support Members have demonstrated to improving children's services

I am now much more aware of the detail surrounding a number of different aspects of children's services

My confidence has increased as a result of presentations, Laming Visits and the opportunity to challenge and I feel well equipped to contribute when children's services matters are considered at committee meetings and at school governor meetings

Q5. What development needs do the Elected Members have in order to support them in their role?

Skills in order to analyse key performance indicator data in an informed way

A detailed look at the mechanics of Corporate Parenting

Children with mental health needs & role of CAMHS

Convene more mock case conferences during Laming Visits in order to gain a greater insight into the complexities of children's services casework

Q6. Any general observations on the influence and / or impact of the work of the Panel on decision making processes?

We get significant benefit from being Panel members

As a Panel, we need to continue to develop and mature eg by sharing information with other councils

There is no doubt that our level of understanding of the complexities of the Service has increased considerably over the past year

Our aim is to work as a "critical friend"

We are now able to ask probing questions and hold the service to account, ensuring that progress is maintained and reported to the Panel

Our attendance levels as Members has been consistently high over the past year. This shows political ownership and commitment to making a contribution to the improvement journey and creating the conditions for continuous improvement for the vulnerable children and young people of Anglesey

5.2 Outcomes

We are able to evidence some outcomes in light of our scrutiny work in Children and Families Services:

- A team of Members who have developed a high level of knowledge about the complexities of children's services and a level of expertise in this service area
- Model of working that focuses on a smaller group, encouraging good attendance and teamwork
- Creating conditions that are conducive to effective Scrutiny eg there has been a tangible improvement in the level and depth of questioning by the Panel
- Scrutiny activity that is well planned, efficient and objective and based on evidence from a range of sources
- Better understanding by Elected Members of the complexities and risks in Children's Services in order to be able to effectively scrutinise, hold to account and identify priorities in moving forward.

Based on the findings of this self-evaluation, Members decided that RAG status **GOOD** (YELLOW – with significant elements being green) best reflects the Panel's contribution to the improvement journey in children's services at this point in time.

6. Next Steps

6.1 Local Context

Keeping vulnerable children and young people safe is a critically important role and one that requires the Council and partners to work together effectively. There has been significant public attention in recent years due to high profile examples where the system has failed vulnerable individuals, with tragic consequences.

In reporting poor inspection outcomes, care inspectorates⁶ often cite poor scrutiny practices amongst other system failings. Ensuring meaningful and robust scrutiny of policies and also support and / or services available to protect vulnerable children and young people is therefore a key element of the leadership role of Scrutiny members.

6.2 Priorities for the next period

Some matters have arisen from the self-evaluation which require attention over the next period. The following matters will therefore be prioritised on the forward work programme of the Panel:

Development Areas

THEME	HOW
Laming Visits	i. Continue to schedule monthly Laming Visits during 2019/20 and beyond

⁶ Care Inspectorate Wales; Care Quality Commission (England)

THEME	HOW
	ii. Continue to include a range of topics / themes for the individual Visits eg mock case conferences; shadowing social workers
Panel Forward Work Programme	Forward work programme focusing on the quality of scrutiny with fewer items in order to add value.
Partnership Working	Add partnership working from the following areas to the Panel work programme: Health Board; Youth Justice; North Wales Police
Frequency of Meetings	Schedule monthly meetings of the Panel until the end of 2019/20
Member Development Needs	Add the following to the list of Panel development session topics: <ul style="list-style-type: none"> • Skills in analysing performance indicator data • Children with mental health needs & role of CAMHS • Detailed look at Corporate Parenting
Measuring Scrutiny Outcomes and Impact	Undertake a further self-evaluation by the Panel's Elected Members within the next 12 months

6.3 Review of Scrutiny Panels

This report will form part of a broader review by the Council of the work of all scrutiny panels⁷ to ensure:

- i. Clear and robust work programmes
- ii. Appropriate pace and focus
- iii. Areas of focus are in accordance with corporate priorities.

Anwen Davies
Scrutiny Manager
[On behalf of Elected Members on the Children's Services Improvement Panel]

⁷ Schools Progress Review Scrutiny Panel; Finance Scrutiny Panel; Children's Services Improvement Panel

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny
Date:	11.9.19
Subject:	Common Allocations Policy and Local Connection
Purpose of Report:	Scrutinise results of consultation and the amended Allocations Policy
Scrutiny Chair:	Councillor G.O.Jones
Portfolio Holder(s):	Councillor A. Mummery
Head of Service:	Ned Michael
Report Author:	Caron Jones and Eiliw Llyr
Tel:	01248 752137
Email:	UnedStrategol@ynysmon.gov.uk
Local Members:	n/a

1 - Recommendation/s
That the Committee scrutinise the consultations process and results That the Committee recommend that the Executive Committee to adopt the revised Common Allocations Policy

2 – Link to Council Plan / Other Corporate Priorities
Housing has a close link with all aspects of the Corporate Plan from it's objectives and deliver. The Elphicke-House report,2015, states that 'Housing is central to the success of a community'

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: <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration

- Involvement
[focus on wellbeing]

4 - Key Scrutiny Questions

Has the consultation process been sufficient – appendix report 1
 Are the changes to the Common Allocations Policy acceptable based on the responses received to the consultation?
 How does this proposal assist the Council in achieve it's Corporate Plan?
 How has the Service utilised the 5 ways of working (Future Generations Act) when developing this amended Policy?
 What are the long term effects of this amended Policy?
 What risks are there to the Council?

5 – Background / Context

Background

There are 4734 units of social housing on Anglesey. The following table indicates the percentage of the stock owned by each landlord:

Landlord	Number of Units	Percentage of the Stock
Isle of Anglesey County Council	3819	81%
Grŵp Cynefin	524	11%
North Wales Housing	143	3%
Clwyd Alyn	248	5%

On average, the Housing Options Team allocates around 260 Council houses every year.

During 2015/16 the Common Housing Allocations Policy was reviewed and revised from being a points-based system to a band-based system. The new Policy came into effect officially in July 2016.

The procedure is based on a banding system as follows:

- Urgent – Local connection and an urgent need for a house
- Band 1 – Need and local connection
- Band 2 – Urgent need but no local connection
- Band 3 – Need but no local connection

The revised Housing Allocations Policy was introduced in order to remove the inefficiency in the housing allocations process, ensuring that social housing are let to those individuals that have the greatest need for a house, and to ensure consistency in terms of

how every Registered Social Landlord operates when a property becomes available to be let.

Several changes have been introduced following the implementation of the Common Allocations Policy, in order to support efficiency, which are as follows:

- a) Applicants must provide 'proof' in the assessment for accommodation interview.
- b) Registered Social Landlord let their own houses.
- c) The applicant can no longer select a street.
- d) We will only accept one applicant on the Application Form for accommodation.
- e) The use of Orchard.
- f) The use of the banding system in order to reduce the waiting list.
- g) Applicants cannot register unless they have housing needs.

The use of the banding system in order to reduce the waiting list

Housing Services are keen to contribute towards sustainable communities by ensuring that family and community connections are maintained. Our aim is to review the Common Housing Register Policy in order to see whether our current Policy contributes towards sustainable communities.

A review was conducted to the proposed changes with the intention that a final Policy is presented to the Executive Committee in October, 2019.

In order to qualify for inclusion on the Common Housing Register, a person must be in housing need, and this is defined in the Housing Act 1996 and connection in terms of local connection is part of the Housing Act 2014.

At present, it is a requirement that any applicant has a minimum of 5 years' connection with the Island. If a person does not have a connection with the Island but has a need for a house, they will be in a lower band.

Applicants do not need to have a connection with a specific parish /village or town that they have applied for, applicants are able to be considered for any area that we have social rented stock that they have stated they wish to live in.

By reviewing the Policy it provides an opportunity to change some elements of the Policy to ensure it is fit for purpose when moving ahead.

Consultation with local partners and key stakeholders

The Executive Committee agreed to a communications plan which included further research on defining local connection as well as receiving feedback on how this can be achieved.

Target Audience

- a) By undertaking consultation with the public and the following key stakeholders:
 - Social Landlords; North Wales Housing, Pennaf and Grŵp Cynefin

- Supporting People providers; The Wallich, Digartref Ynys Môn, CAIS etc.
- Those providing advisory services
- The Welsh Government

- b) Service users that are likely to be affected
- c) Elected Members
- d) Town and Community Councils
- e) Council Officers, including Senior Managers

Appendix 1 shows the comprehensive report following the consultation.

114 responses were received with support for including the local connection as a consideration within the Policy. A good response was also received to the other questions relating to the implementation of the Policy.

Based on this **Appendix 2** provides an amended Common Allocations Policy which includes the following main changes:

Local Connection:

An applicant will be assessed in accordance with connection to the Town or Community Council which they have stated they wish to live where the empty property is located. An applicant will be considered within their banding in date order. A local connection of 5 years with the Island will still be required to be eligible, apart from being in urgent housing need as defined by Housing Act.

The review has also afforded us with an opportunity to look at other issues, such as:

- Being able to offer a transfer to those with children above 11 years who live in a social rented flat
- Remove from the Policy the need to be over 35 years old to have sharing points within Band 1 as the Local Housing Allowance will no longer take effect
- Strengthen the requirement of having to move due to fleeing crime or hate crime
- Create a Band for people with local connection but with no housing need so that the list is increased and provides an further options when it is not possible to allocate a property within the priority banding

Consideration was also given on how to define connection with a specific area by looking at:

1. Community and Town Councils catchment area
2. Local Members Catchment area
3. Catchment area for Secondary schools

See **Appendix 3** for a copy of the maps.

It was concluded that option 1 would respond to the local connection requirement that this matches the responses to the consultation.

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

Attached

7 – Financial Implications

The process of verifying applications against Town and Community Councils can take longer which could lead to an increase in time that a property is empty and therefore rental loss.

8 – Appendices:

Appendix 1 Report on consultations results
Appendix 2 Amended Common Allocations Policy
Appendix 3 Maps

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

Social Housing Allocation Policy Consultation: A Summary of Responses

August 2019

This report is a summary of the responses received from Anglesey's Social Housing Allocation Consultation. The consultation was open for 8 weeks between the 17th of June 2019 and the 5th of August 2019.

Background:

Housing Services are consulting on their Common Allocations Policy, in order to identify whether community connection should be included within the Policy.

Housing Services are eager to contribute towards sustainable communities through ensuring that family and community connections are maintained. Our intention is to review the Common Housing Allocation Policy in order to see if our current Policy contributes towards sustainable communities.

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

Methodology:

The consultation was published on the Council's corporate website, with a link to complete the consultation questionnaire through survey monkey (*see Appendix 1 for a copy of the questionnaire*). The consultation questionnaire was promoted through the following methods:

The questionnaire was regularly promoted to members of the public through the Council's social media platforms, throughout the 8 week consultation period.

A paper copy and link to the online questionnaire was sent to:

- 295 applicants on the Common Housing Register
- 42 applicants who were not eligible to join the Register, within the last 6 months

A link to the online questionnaire was sent to:

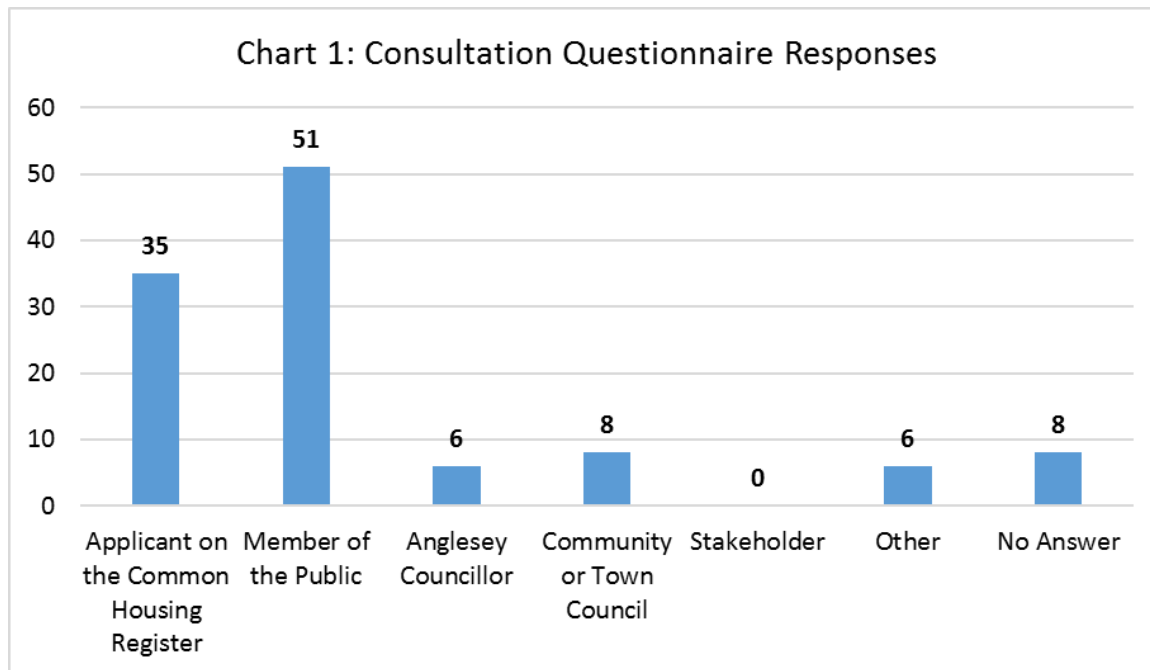
- 40 Community and Town Councils
- 30 Anglesey Councillors
- Supporting People Providers / Agencies
- Registered Social Landlords who operate on the Island

The consultation questionnaire was promoted at the following meetings:

- Supporting People Provider Group
- Town and Community Councils Liaison Forum Meeting

Questionnaire Results:

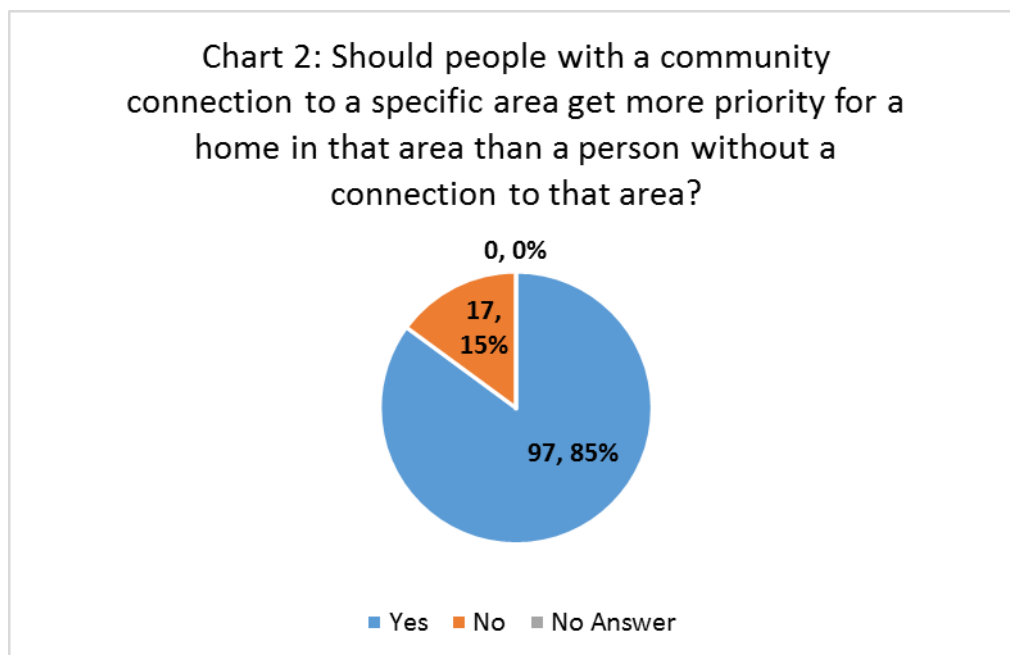
A total of 114 completed surveys were received, with 72 being presented online and 42 through paper copy. *Chart 1* shows which group each respondent belongs to.



A summary of responses to questions 2-10 can be seen below. Please note that some responses received may have included more than one of the “reasons for answering yes or no” as seen in the charts below.

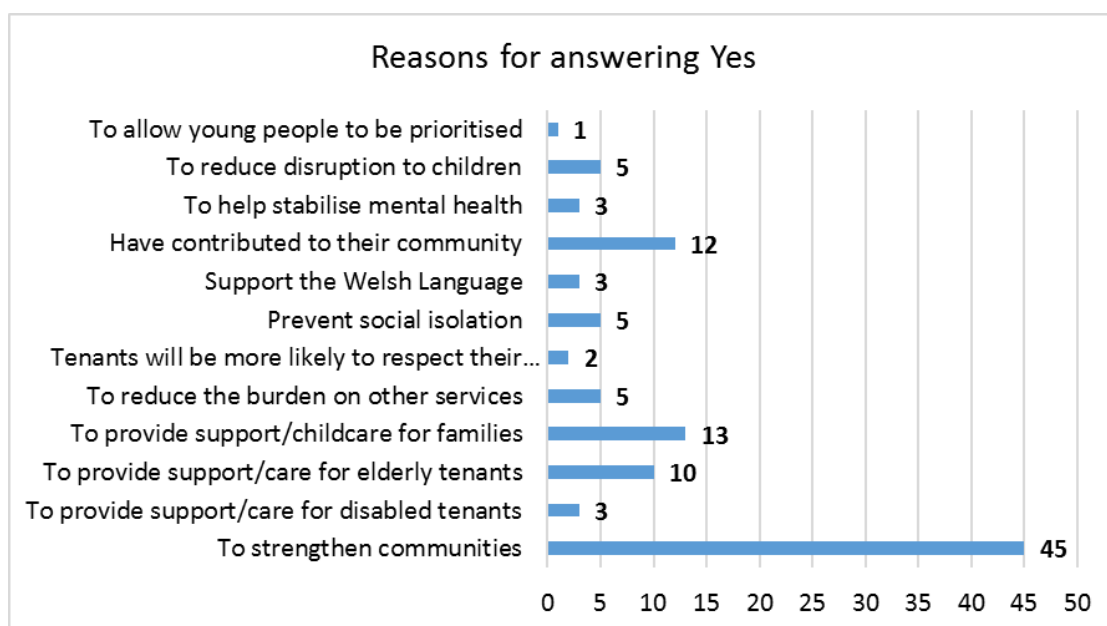
A full list of comments received as part of the questionnaire responses can be seen in *Appendix 2*.

Should people with a community connection to a specific area get more priority for a home in that area than a person without a connection to that area?



Reasons for answering Yes:

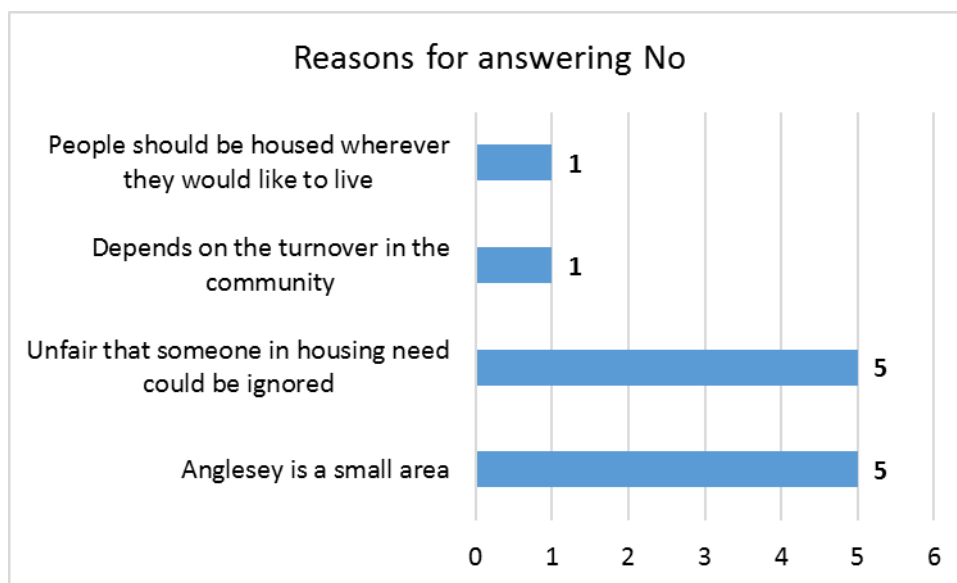
85% of respondents were of the opinion that people with a community connection to a specific area should get more priority for a home in that area (*see Chart 2 above*), with many of these respondents stating that this would strengthen communities and would make it easier to provide support to family and friends (*see chart below*).



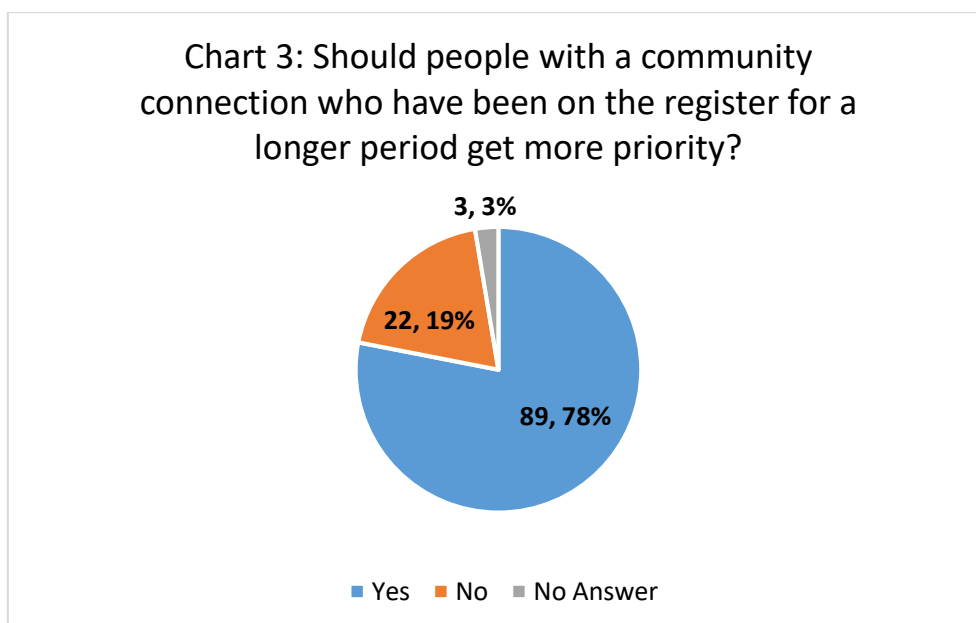
One respondent however had concerns that there are cultural differences between villages, and within wards.

Reasons for answering No:

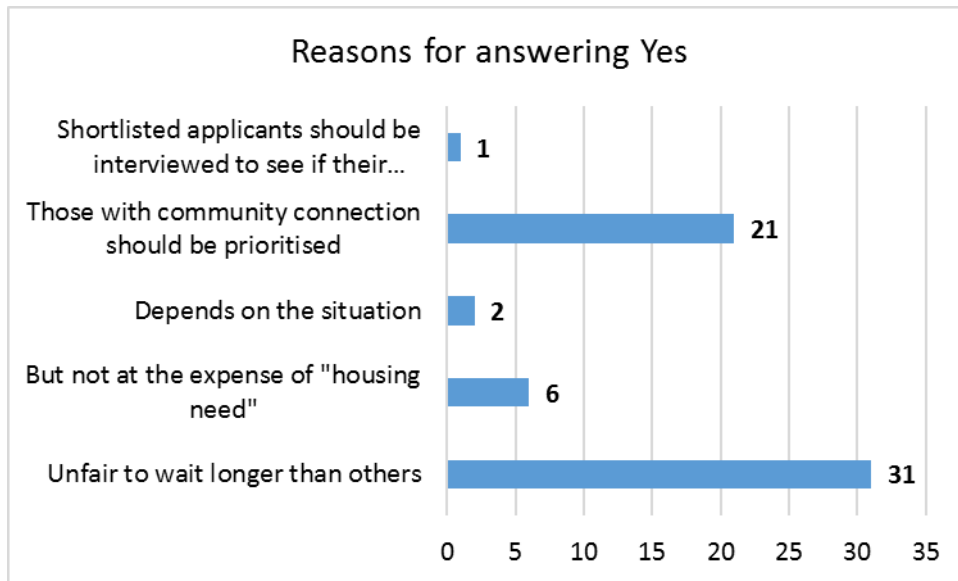
15% of respondents were of the opinion that people with a community connection to a specific area should not get more priority for a home in that area (see Chart 2 above), with some of these respondents stating that Anglesey is a small area, and expressing concerns that it would be unfair that those in housing need without a community connection could be ignored (see chart below).



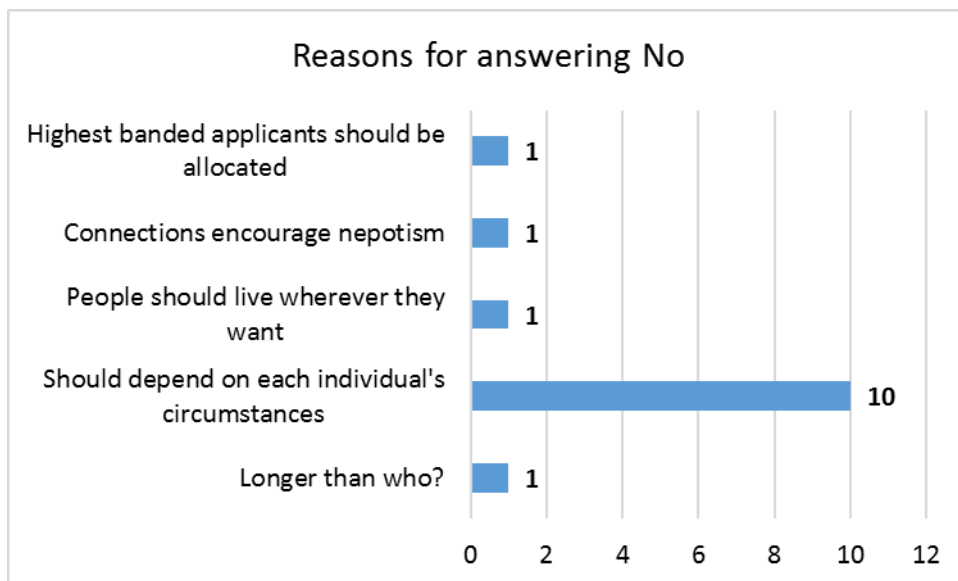
Should people with a community connection who have been on the register for a longer period get more priority?



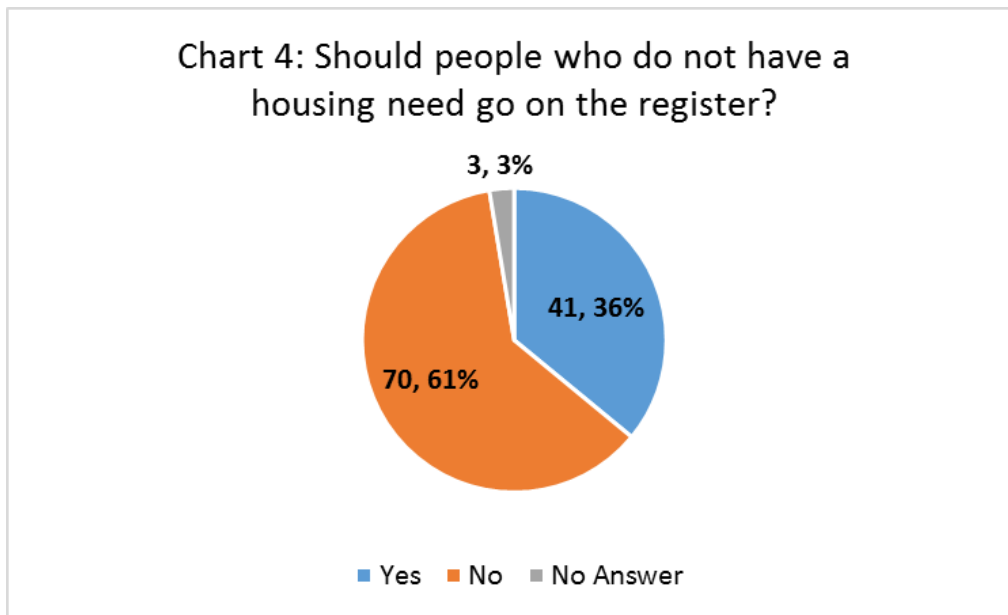
Reasons for answering Yes:



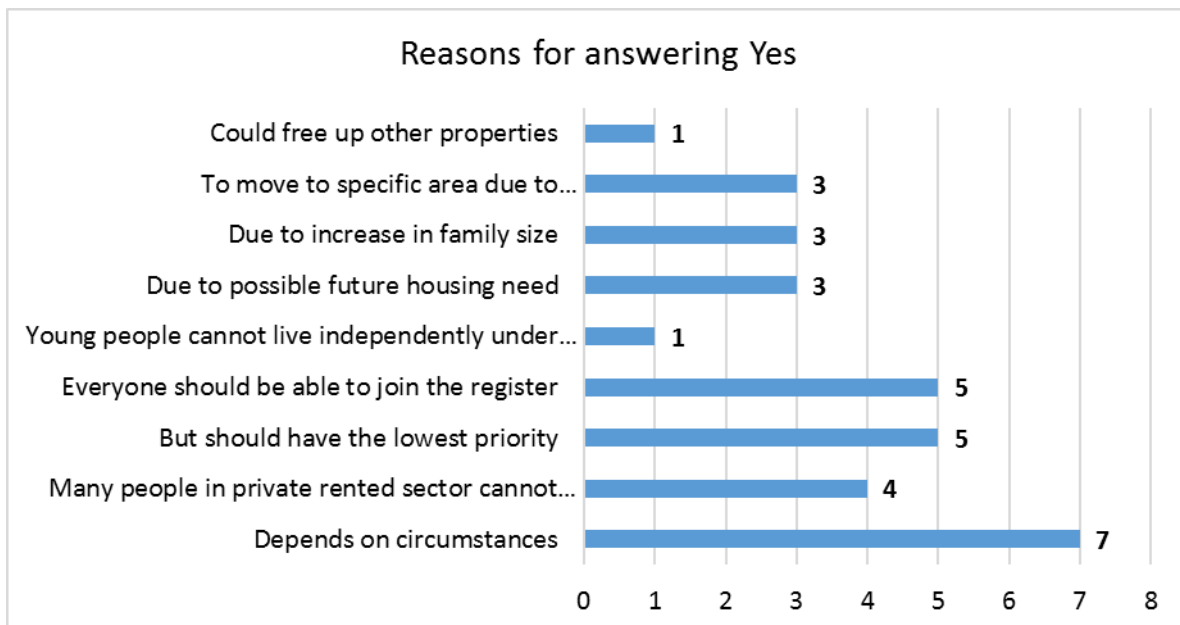
Reasons for answering No:



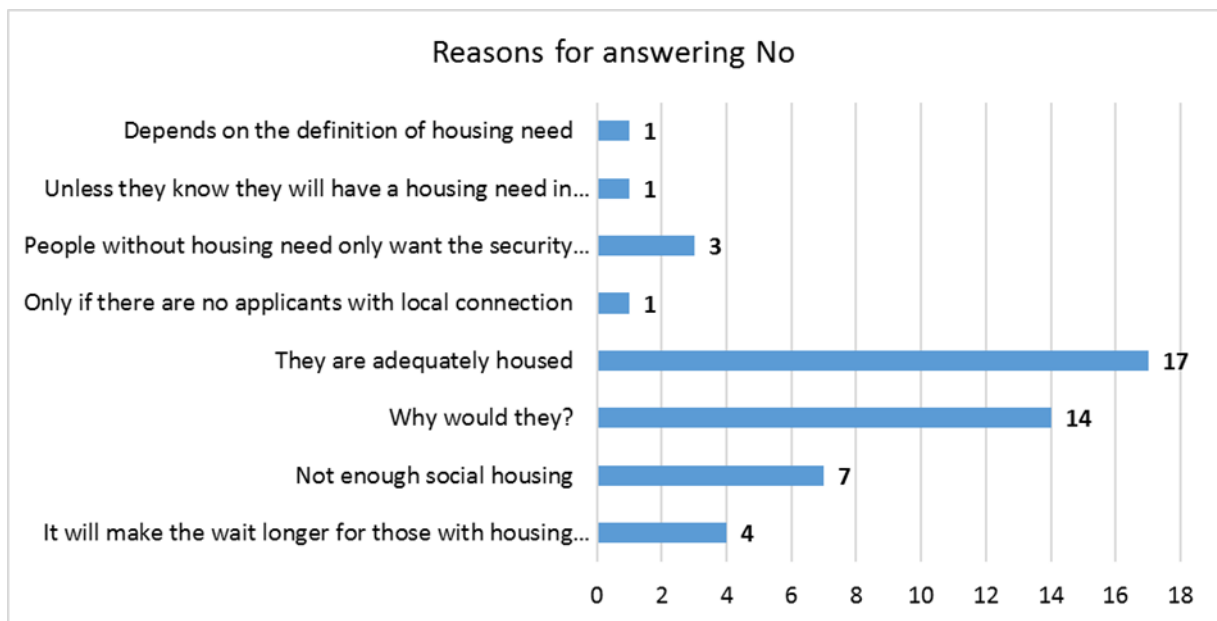
Should people who do not have a housing need go on the register?



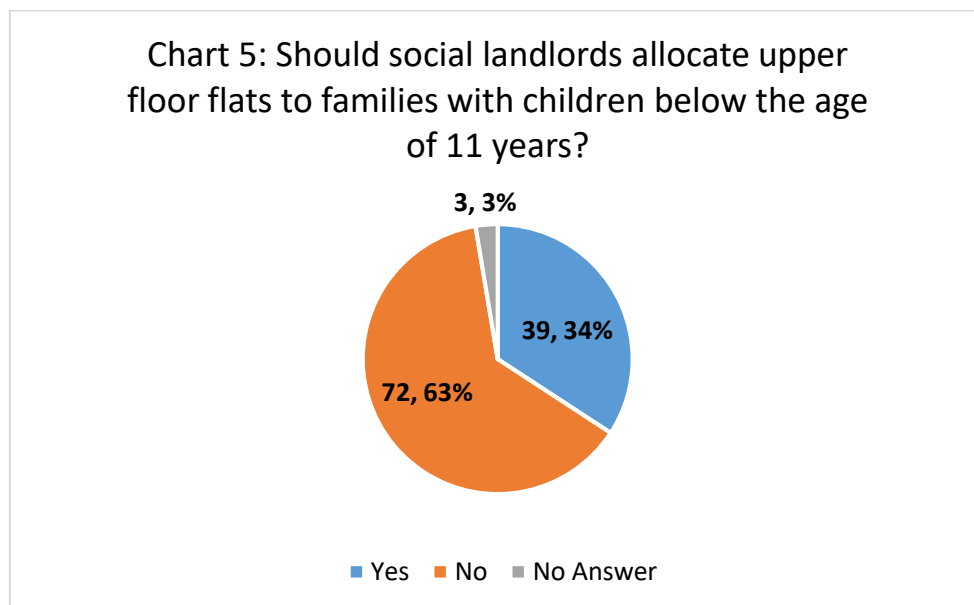
Reasons for answering Yes:



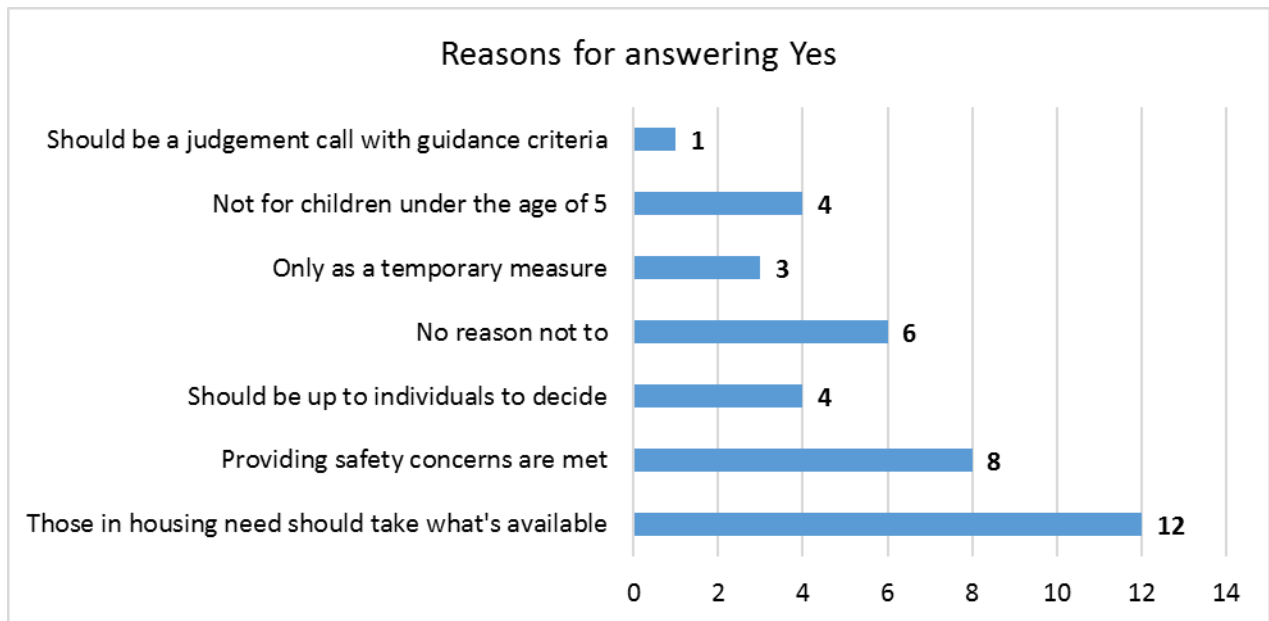
Reasons for answering No:



Should social landlords allocate upper floor flats to families with children below the age of 11 years?



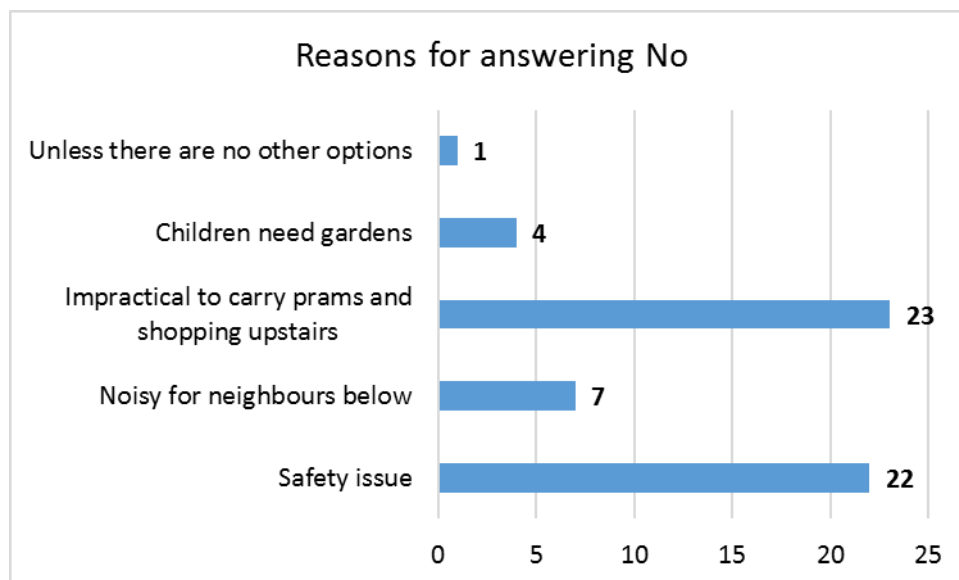
Reasons for answering Yes:



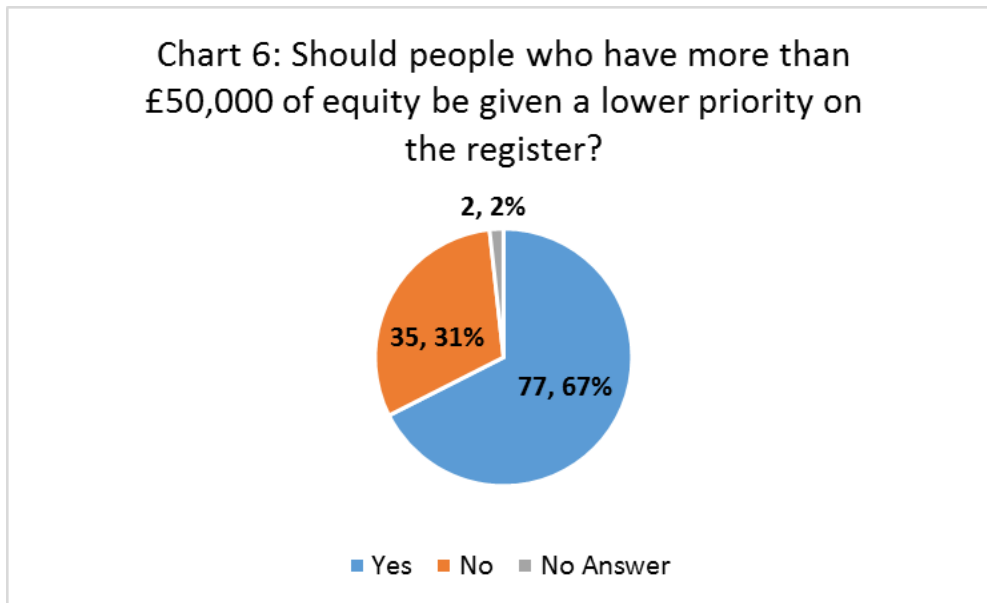
One respondent provided the following suggestion as to how the Council can make upper floor flats more suitable:

“Council may consider carpeting communal stairs to reduce risk of injury if fall and have a pram and bike storage area to prevent having to carry prams upstairs”

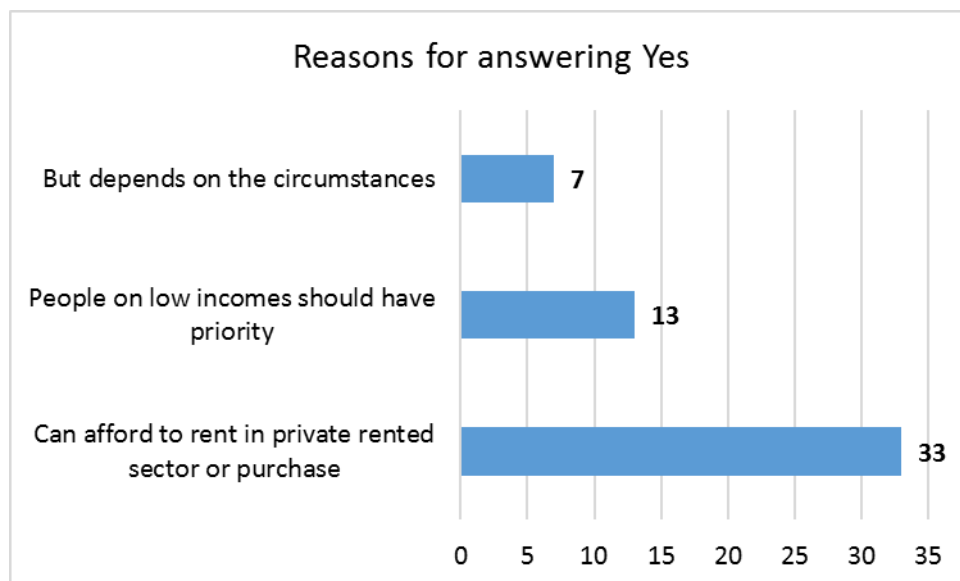
Reasons for answering No:



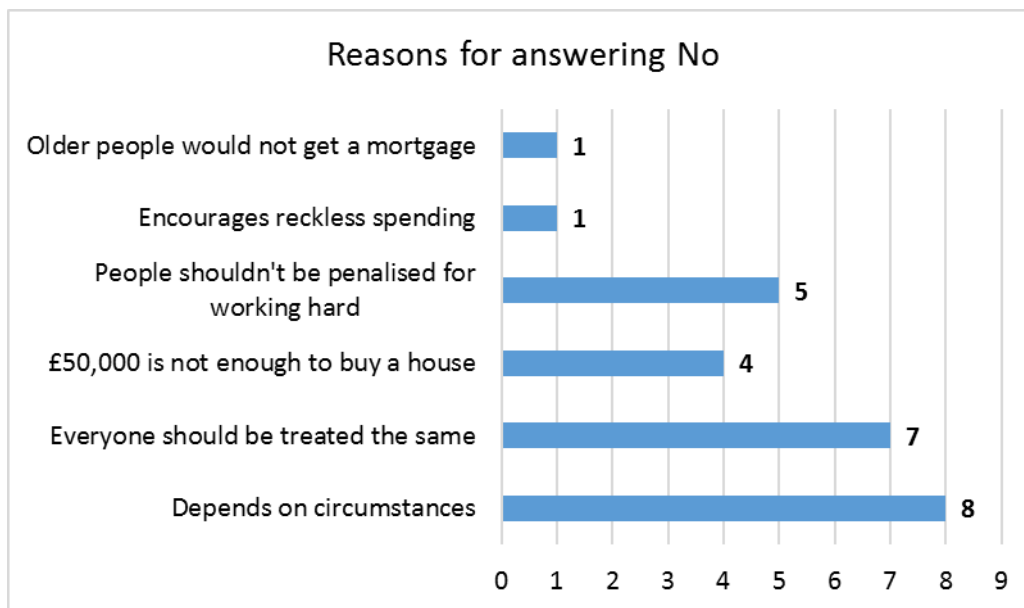
Should people who have more than £50,000 of equity be given a lower priority on the register?



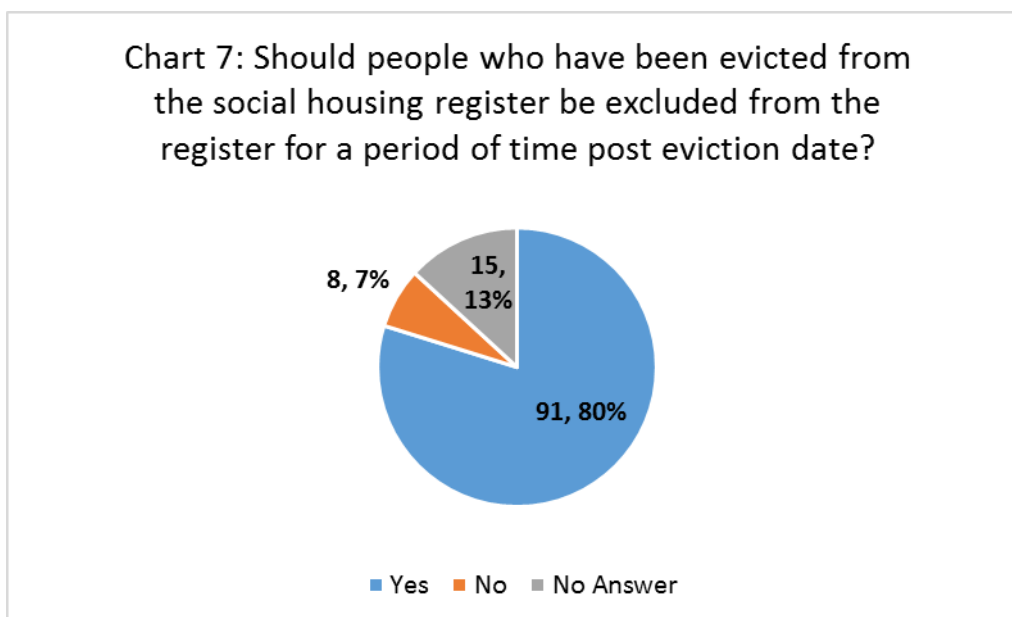
Reasons for answering Yes:



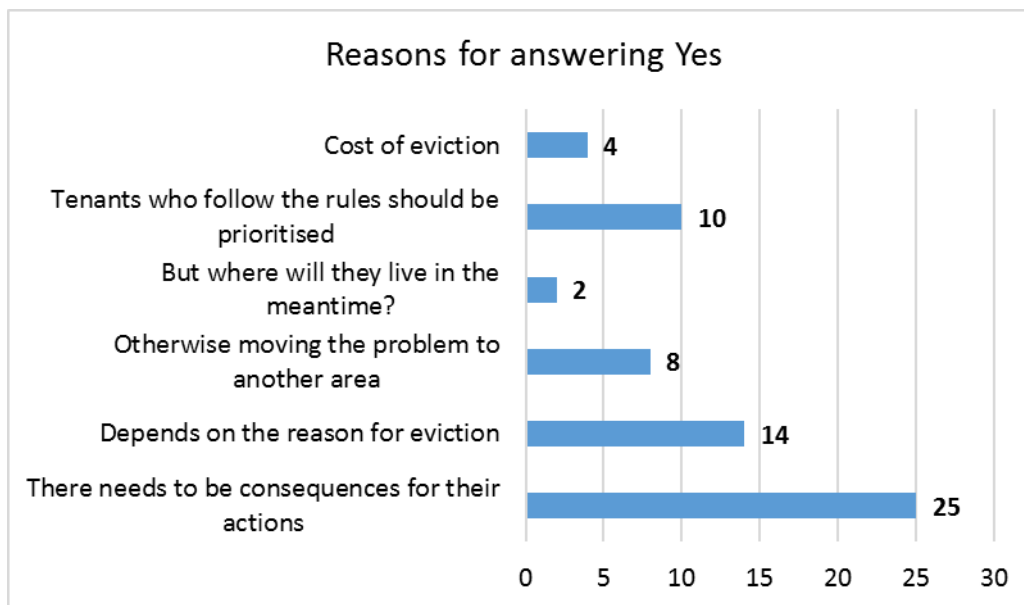
Reasons for answering No:



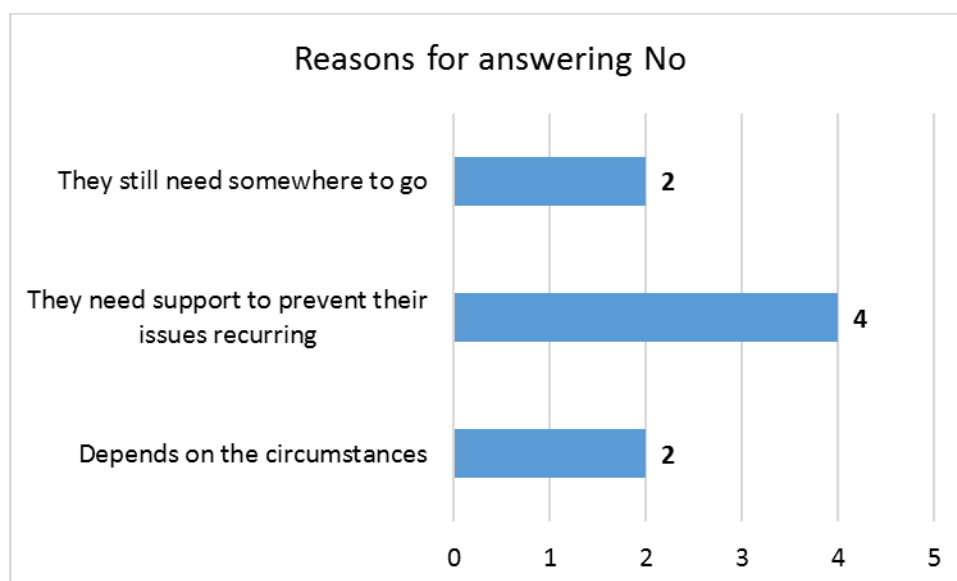
Should people who have been evicted from the social housing register be excluded from the register for a period of time post eviction date?



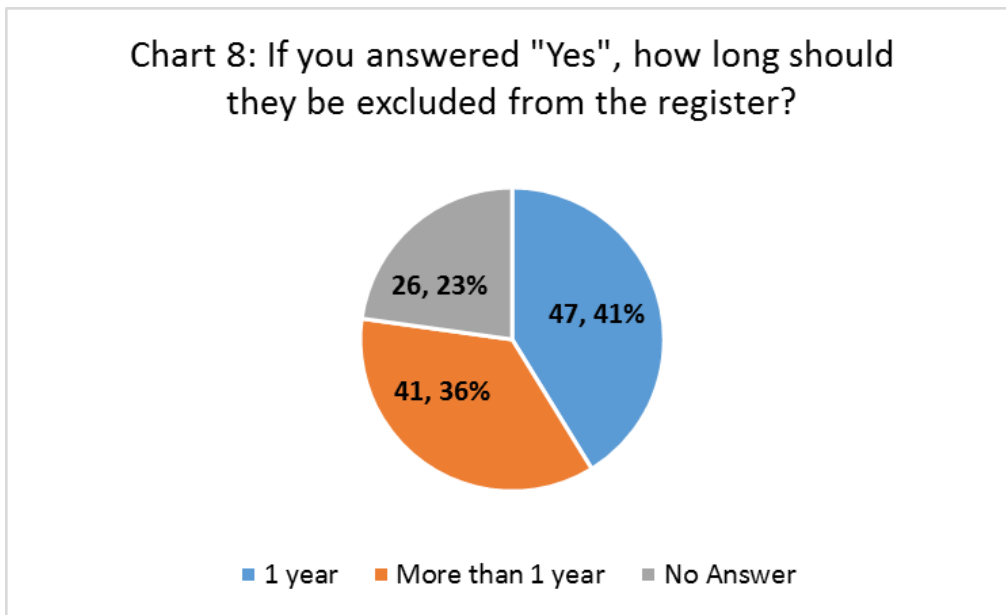
Reasons for answering Yes:



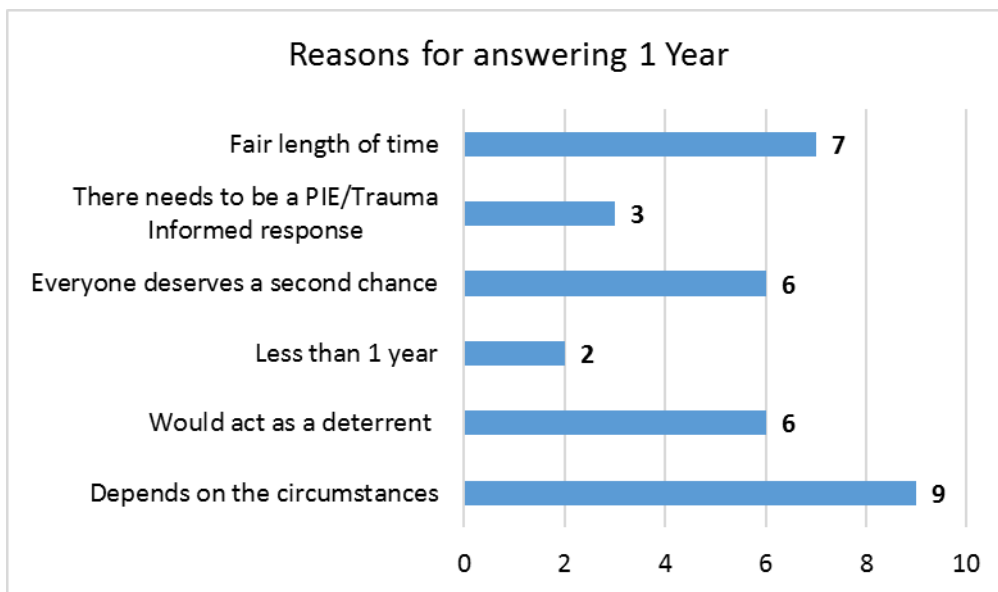
Reasons for answering No:



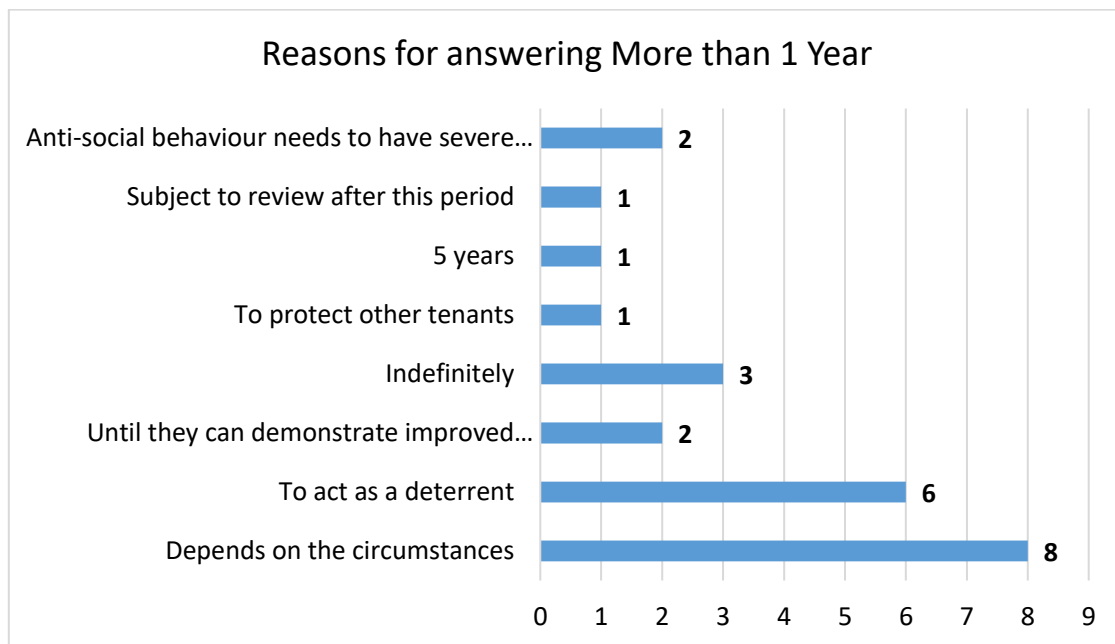
If you answered "Yes", how long should they be excluded from the register?



Reasons for answering 1 year:

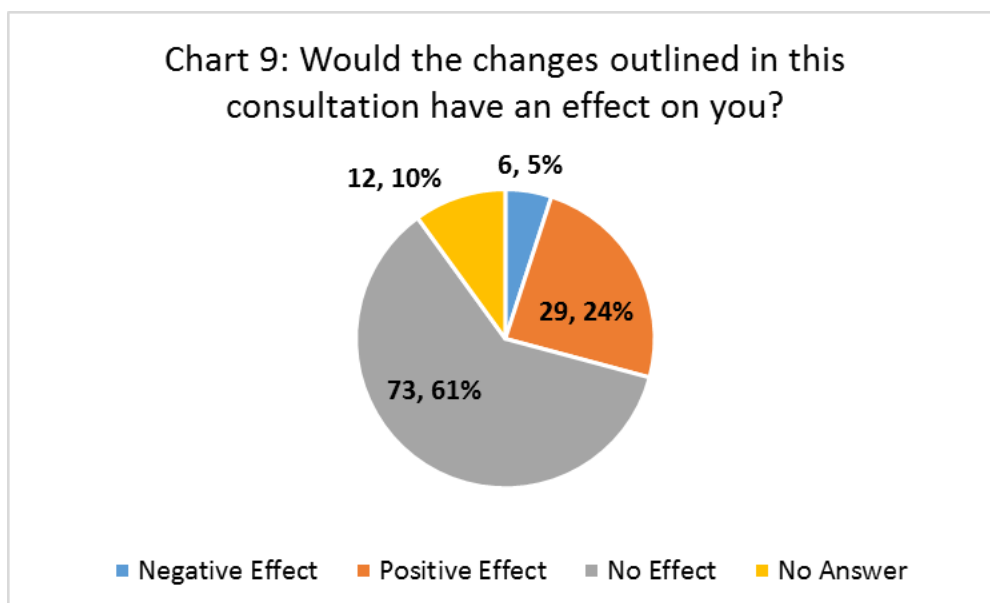


Reasons for answering more than 1 year:



Would the changes outlined in this consultation have an effect on you?

As seen in *Chart 9*, 85% of respondents were of the opinion that the changes outlined in the consultation would have no effect or a positive effect on them.



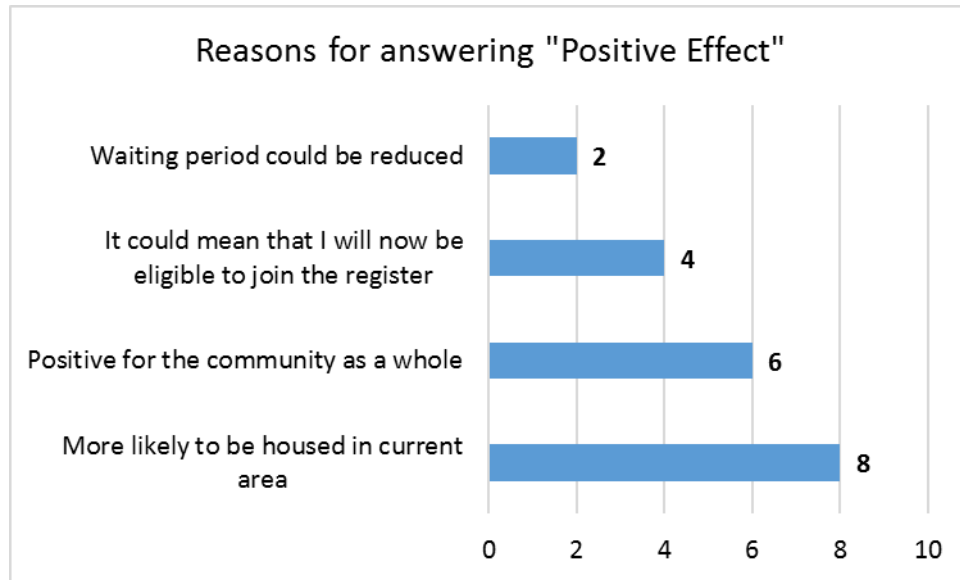
Reasons for answering “Negative Effect”:

Four out of the six respondents who stated that the changes outlined would have a negative effect on them gave a reason for this, which can be seen below:

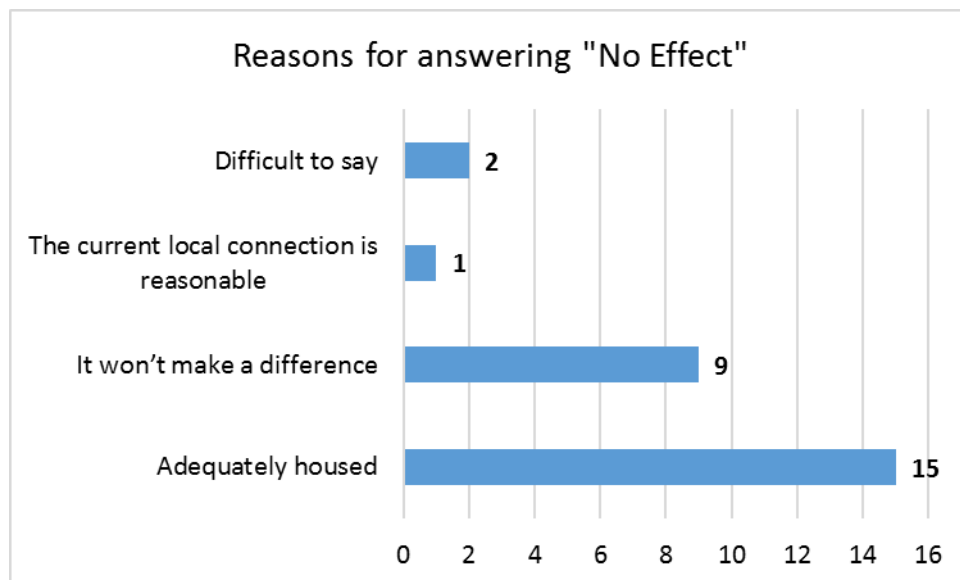
- The parish connection

- I would be happy to take somewhere outside my current ward but if community connections were given priority that could impact me
- I have been fortunate to have bought a house many years ago
- They could adversely affect the community in which I live both socially and economically

Reasons for answering "Positive Effect":



Reasons for answering "No Effect":



If you have any further comments on the Common Housing Allocation Policy, note here:

The responses to the above question can be seen in *Appendix 2*.

Other Responses Received:

In addition to the 114 responses received through the questionnaire, the following responses were received:

- The following feedback was received through the Council's website, in relation to the webpage explaining the consultation:
"paragraphs 5 & 6 seem contradictory and are confusing...needs clarification"
- Following a presentation at the Town and Community Councils Liaison Forum meeting on the 18th of July 2019, the Forum agreed to support the inclusion of a community connection within the Common Housing Allocations Policy.
- The following response was received through e-mail from Llaneilian Community Council:
"The consultation was discussed at the last Council meeting. Members were amazed that there was a need for consultation on whether a local connection should be taken into account when letting out common housing. Members felt strongly that local people who had lived in the area, had a close family in the area, or had worked in the area for a period of five years or more should be given priority when letting a house. The definition of 'local' should also be considered when starting with the community itself before considering the electoral ward and then the county i.e. the people of Llaneilian, then Twrcelyn and then Anglesey. We have recently worked with Grŵp Cynefin to secure this for a new social housing estate - the Dublin Estate in Penysarn. The importance of community and the support of family and friends is invaluable, and many people rely on this support in their daily lives."
- The following response was received through e-mail from Llanbadrig Community Council:
"The consultation was discussed at the last Council meeting. Members were amazed that there was a need for consultation on whether a local connection should be taken into account when letting out common housing. Members felt strongly that local people who had lived in the area, had a close family in the area, or had worked in the area for a period of five years or more should be given priority when letting a house. The definition of 'local' should also be considered when starting with the community itself before considering the electoral ward and then the county i.e. the people of Llanbadrig, then Twrcelyn and then Anglesey. We have recently worked with Grŵp Cynefin to secure this for a new social housing estate - the Cae Rhun Estate. The importance of community and the support of family and friends is invaluable, and many people rely on this support in their daily lives."

- The following response was received through e-mail from Amlwch Town Council:
*“The consultation was discussed at the last Council meeting. Members were amazed that there was a need for consultation on whether a local connection should be taken into account when letting out common housing. Members felt strongly that local people who had lived in the area, had a close family in the area, or had worked in the area for a period of five years or more should be given priority when letting a house. The definition of 'local' should also be considered when starting with the community itself before considering the electoral ward and then the county i.e. the people of Amlwch, then Twrcelyn and then Anglesey.
The importance of community and the support of family and friends is invaluable, and many people rely on this support in their daily lives.”*
- The following response was received through e-mail from Councillor Aled Morris Jones:
“I would wish the local location / local person based on a ward basis then Ynys Mon”
- A letter was received from Emma Williams, Welsh Government’s Deputy Director – Housing Policy & RSL Regulation, expressing:
“I am concerned therefore, that the approach used in your allocations policy appears to prioritise local connection ahead of an applicant’s ‘urgent housing need’. This approach may contravene section 167 of the Housing Act (1996) and the Welsh Government’s Code of Guidance on Housing Allocations and Homelessness.”

Please see *Appendix 3* for the full letter.

Conclusion:

114 responses were received through the consultation questionnaire, which is equivalent to 27% of the 416 individuals who were sent the consultation materials and specifically invited to respond (not including members of the public who were invited to respond through social media promotion). This represents a good rate of return for public consultations of this kind, and demonstrates a significant level of public engagement on the question of whether community connection should be included within the Common Housing Allocations Policy.

The consultation response demonstrates widespread support for the inclusion of a community connection within the Common Housing Allocations Policy, with 85% of respondents being in favour of this. Many respondents were in favour of this as they believed that it would strengthen communities and make it easier to provide support to family and friends, however some respondents expressed concerns around what would constitute a community connection.

In addition, 85% of respondents stated that the changes outlined would either have a positive effect or no effect on them. Of those who stated that the changes would have a positive effect on them, many believed that the changes would increase their chances of being housed within their communities whilst others believed that the changes would have a positive effect on their community as a whole especially in the cases of Welsh speaking communities.

It is therefore recommended that a community connection is included within the Common Housing Allocations Policy, and that the definition of community connection should be decided by the Council's Executive Committee.

Appendix 1 –



Social Housing
Questionnaire ENG.1

Appendix 2 –



Responses.docx

Appendix 3 –



Letter to Chief
Executive North Wal

COMMON HOUSING ALLOCATION POLICY

YNYS MÔN SOCIAL HOUSING ALLOCATION PARTNERSHIP

Draft August 2019



This policy is divided into sections and follows a 'question and answer' format. Please refer to the list of chapters (page 3) and the contents (pages 4 to 10) to find the section you need.

A summary of this policy is available on the Council's website at

<http://www.anglesey.gov.uk/housingallocation>

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

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

Housing Customer Services: (01248) 752200

housing@anglesey.gov.uk

www.anglesey.gov.uk/housingallocation

www.angleseyhousing.co.uk

CHAPTERS

1. Introduction
2. How do I apply for social housing?
3. What do I need to do once my interview has been arranged?
4. What choices do I have, and what housing do I qualify for?
5. When will I get a decision on my application?
6. Will I be allowed onto the housing register?
7. What priority will I have for housing?
8. What happens once I'm registered on the waiting list?
9. How does the banding system work?
10. How do the landlords decide who receives offers of accommodation?
11. What happens when I'm offered a property?
12. Your right to ask for decisions to be reviewed
13. What if I need an adapted or accessible property or have a medical need for housing?
14. Local and sensitive letting policies
15. Immediately available to let properties
16. What does the law say about how housing must be allocated?
17. How do social landlords monitor the allocation of housing?

Appendix 1 – Ways of obtaining social housing that do not count as an allocation

Appendix 2 – Letting areas

Appendix 3 – Ineligibility because of immigration and nationality status

Appendix 4 – Ineligibility because of serious unacceptable behaviour

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- 1.1 What is this policy about?
- 1.2 Is there a summary of this policy?
- 1.3 Does this policy cover lettings by all social landlords with properties on Anglesey?
- 1.4 Does this policy apply to people who are already social housing tenants as well as those who don't have a social tenancy?
- 1.5 Does this policy include all of the rules social landlords apply when letting social housing?
- 1.6 What is a housing 'allocation'?
- 1.7 Are there any other ways I can get social housing apart from receiving an allocation?
- 1.8 Do you hold a list of people who are entitled to be considered for an allocation of housing?
- 1.9 Who is responsible for managing the Housing Register?

2. HOW DO I APPLY FOR SOCIAL HOUSING?

- 2.1 Can I apply for social housing?
- 2.2 How do I apply for social housing?
- 2.3 I am 16 or 17 years old. Are there any special rules?
- 2.4 Can I apply with someone else?
- 2.5 I applied before and my application was refused. Can I re-apply?
- 2.6 Must I attend a housing options interview?
- 2.7 Will my request for an interview be acknowledged in writing?
- 2.8 Do I have a choice about when I'm interviewed?
- 2.9 What if I'm homeless or I'm going to lose my home?
- 2.10 What if I'm already listed on someone else's housing application?
- 2.11 What if I need support to apply for housing?

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- 3.1 What if I can't attend the housing options interview?
- 3.2 Do I need to bring anything to my housing options interview?
- 3.3 What if I don't bring the documents to my housing options interview?
- 3.4 What if I repeatedly fail to bring my documents to my interviews?
- 3.5 What if I'm having difficulty finding the documents I've been asked to bring to my interview?
- 3.6 What will the housing options interview involve?
- 3.7 Will the Council need to contact anyone else before processing my application?
- 3.8 Does the Council consider every application for housing?

- 3.9 What do I have to do to make sure my application is considered?
- 3.10 What happens if I don't meet the 'procedural requirements' listed at 3.9?
- 3.11 What if I don't have a settled address?
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- 4.1 Can I choose the areas I want to live in?
- 4.2 Can I choose which roads or estates I want within a letting area?
- 4.3 What letting areas can I choose?
- 4.4 How do I find out what housing is available in each area?
- 4.5 How do I find out how many properties are likely to become available in my preferred areas?
- 4.6 Are there any situations where my chosen areas won't be accepted?
- 4.7 I'm homeless. Will this affect my choice of areas?
- 4.8 Can I choose the types of properties I want?
- 4.9 I'm homeless. Will this affect the types of property I can choose?
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- 4.11 Who can be registered as part of my household?
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1. INTRODUCTION

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- 1.7 Are there any other ways I can get social housing apart from receiving an allocation?
- 1.8 Do you hold a list of people who are entitled to be considered for an allocation of housing?
- 1.9 Who is responsible for managing the Housing Register?

1.1 What is this policy about?

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

1.2 Is there a summary of this policy?

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

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

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

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

Yes.

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

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

1.6 What is a housing 'allocation'?

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

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

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

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

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

1.9 Who is responsible for managing the Housing Register?

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

2. HOW DO I APPLY FOR SOCIAL HOUSING?

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- 2.9 What if I'm homeless or I'm going to lose my home?
- 2.10 What if I'm already listed on someone else's housing application?
- 2.11 What if I need support to apply for housing?

2.1 Can I apply for social housing?

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

2.2 How do I apply for social housing?

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

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

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

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

2.4 Can I apply with someone else?

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

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

- a joint tenant will have the same rights as you under the tenancy, including the right to occupy the whole of the property (because there would only be one tenancy, which you'd jointly hold)
- there's no legal right to 'convert' a joint tenancy into a sole tenancy, eg if your joint tenant moves out and you want a sole tenancy in just your own name
- a joint tenant can end your tenancy without your permission by giving the landlord a notice to quit. Your joint tenant doesn't even have to tell you before they do this
- if your joint tenant ends your tenancy and you're left living at the property without a tenancy it won't always be possible to give you a new tenancy, eg if you have more bedrooms than you need
- joint tenants are 'jointly and severally' responsible for all of the rent and all other obligations under the tenancy agreement until the tenancy ends. If you're a joint tenant you'll continue to be responsible for rent and all tenancy obligations, even if you move out of the property, as long as the tenancy continues
- if your joint tenant dies you become a sole tenant automatically. However if you then die your family members cannot 'succeed' to the tenancy. The position if you were given a sole tenancy is different: members of your family who are living with you may succeed to the tenancy when you die.

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

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

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

2.6 Must I attend a housing options interview?

You may be asked to attend an interview if you have initially having been assessed as having a housing need which places you in Urgent or Band 1. This is to ensure that good quality housing advice is given.

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

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

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

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

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

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

If you're homeless or may become homeless within 56 days we'll arrange an appointment so we can decide if the Council owes you any duties under the

homelessness legislation. We'll also help you apply for social housing if this is appropriate in your particular situation.

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

If you're already registered on someone else's housing application we'll ask you to confirm that you don't want to be re-housed with them. Once you've confirmed this you'll be able to apply in your own right. We will also contact the other applicant and may suspend their application (see **8.8**).

2.11 What if I need support to apply for housing?

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

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

- 3.1 What if I can't attend the housing options interview?
- 3.2 Do I need to bring anything to my housing options interview?
- 3.3 What if I don't bring the documents to my housing options interview?
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- 3.7 Will the Council need to contact anyone else before processing my application?
- 3.8 Does the Council consider every application for housing?
- 3.9 What do I have to do to make sure my application is considered?
- 3.10 What happens if I don't meet the 'procedural requirements' listed at 3.9?
- 3.11 What if I don't have a settled address?
- 3.12 Will I be visited at home?

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

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

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

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

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

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

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

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

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

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

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

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

3.6 What will the housing options interview involve?

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

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

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

We may need to contact other organisations to get information we need before processing your application. For example we may need to check information you have

provided, eg by asking for tenancy references. We will ask your permission to contact third parties when you apply for housing.

3.8 Does the Council consider every application for housing?

Yes. We consider every application, providing you comply with certain procedural requirements (see **3.9** for these 'things you must do'). However it's important to note that having your application assessed does not necessarily mean you'll be entitled to go onto the Housing Register. See **6.1** for who isn't entitled to be registered on the waiting list.

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

If you want your application to be considered you must:

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

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

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

If you don't do those 'things you must do' listed above at **3.9** we'll tell you in writing that we cannot make a decision on your application. We'll give you a reasonable amount of time to put this right. If you still don't put this right we'll cancel your application. We'll tell you in writing if we do this.

3.11 What if I don't have a settled address?

If you only have temporary housing you should give us that address. If you don't have any accommodation at all you'll need to provide a c/o address so we can write to you. This can be the address of a family member or friend who's willing to receive post for you. If you provide a c/o address you'll need to make sure someone at that address tells you when you receive letters. You can ask us to send you correspondence by email.

3.12 Will I be visited at home?

We may need to visit you at home to confirm your situation, so we can make a decision on your eligibility and priority for re-housing. For example we may visit you at home if we need to check overcrowding, poor property conditions, that a property has been brought up to standard (if you have a tenancy with a partner landlord), or for other reasons. We may also visit you at home if we're satisfied we need to because you suffer from a disability which adversely affects your ability to visit the Council Offices or participate in an interview by phone.

4. WHAT CHOICES DO I HAVE, AND WHAT HOUSING DO I QUALIFY FOR?

- 4.1 Can I choose the areas I want to live in?
- 4.2 Can I choose which roads or estates I want within a letting area?
- 4.3 What letting areas can I choose?
- 4.4 How do I find out what housing is available in each area?
- 4.5 How do I find out how many properties are likely to become available in my preferred areas?
- 4.6 Are there any situations where my chosen areas won't be accepted?
- 4.7 I'm homeless. Will this affect my choice of areas?
- 4.8 Can I choose the types of properties I want?
- 4.9 I'm homeless. Will this affect the types of property I can choose?
- 4.10 How does the Council decide what size of property I'm entitled to?
- 4.11 Who can be registered as part of my household?
- 4.12 How many bedrooms am I entitled to?
- 4.13 I am pregnant. When will I be entitled to an extra bedroom?
- 4.14 Are there any situations where I might be offered a larger property than I'm entitled to?
- 4.15 Can I choose which landlord I want?
- 4.16 Can the Council and housing associations set qualifying criteria for certain properties or housing schemes?

4.1 Can I choose the areas I want to live in?

Yes. You can choose as few or as many areas as you like (unless you're homeless, see **4.7** below). You should only choose an area if you genuinely want to live there. This is because your application will be removed from the Register if you refuse two offers of housing (see **11.8**). Unfortunately some areas have very little social housing or have a lot of people wanting to live there. We'll tell you if it's realistic to choose a particular area during your housing options interview.

4.2 Can I choose which roads or estates I want within a letting area?

No. If you choose an area you could be offered a property in any part of that letting area.

4.3 What letting areas can I choose?

Please see **Appendix 2** for a map showing each letting area.

4.4 How do I find out what housing is available in each area?

We routinely publish a summary of what housing we have in each letting area. It's important to note that this is the total number of properties and only a few properties (or none) may become available each year. We therefore also routinely publish the following information:

- (a) how many properties have previously become available for an allocation in each area during the past year
- (b) what band priority the successful applicant had, and
- (c) how long they had to wait in that band before being allocated the property they accepted.

The above information is available on the Council’s website and given to any customer who asks for it.

The information at (b) and (c) will not be available until six months after this policy takes effect.

4.5 How do I find out how many properties are likely to become available in my preferred areas?

We don’t know in advance what properties will become available. We can only provide you general information, eg how many properties of the type and size you need have previously become available in a letting area over a particular length of time, and how many people are ahead of you on that waiting list (see **4.4**). This gives you a rough idea of how long it’s likely to be before you might be allocated a property (see also **16.6** for your right to ask for information).

4.6 Are there any situations where my chosen areas won’t be accepted?

Yes. We may refuse to register you for an area if we think it’s unlikely you’ll be offered housing in that area. For example there may be little or no housing of the size and type you need in a particular area. Or you may not meet the landlord’s letting criteria.

4.7 I’m homeless. Will this affect my choice of areas?

Yes. If the Council owes you one of the homeless duties below you’ll have to choose at least six letting areas. The only exception is if we decide there aren’t six areas where it’s likely accommodation would be legally suitable for you (as defined by the homelessness legislation). The homeless duties are:

- the section 66 duty under the Housing (Wales) Act 2014 (the duty to help prevent you losing accommodation because you may become homeless within 56 days)
- the section 68 duty under the 2014 Act (the duty to ensure interim accommodation is available for you if we have reason to believe you may be eligible for help, may be homeless and may be in priority need)
- the section 73 duty under the 2014 Act (the duty to help you find accommodation if you’re homeless), and
- the section 75 duty under the 2014 Act (the duty to ensure accommodation is available for you if you’re unintentionally homeless and in priority need, and your homelessness was not resolved when the section 73 duty was owed).
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If you're owed one of the above duties you'll have two months in which you can express a preference about the letting areas in which you'd like to be re-housed. At the end of the two months, beginning with the acceptance of one of the duties, we may widen the letting areas you're registered for. However, this will only be done if we think it's likely that accommodation in the additional letting areas would be suitable for you when ending the homelessness duty.

4.8 Can I choose the types of property I want?

Yes. You can choose the types of properties (house, flat etc) and the floor levels you want to be considered for. However, the type of property you're eligible for is decided not only by what you'd like, but also by your household type (see **4.12** below).

If you are over 55 years of age you can specify that you want to be considered for properties and housing schemes reserved for older persons.

4.9 I'm homeless. Will this affect the types of property I can choose?

Yes. If the Council owes you one of the duties listed at **4.7** you may have your preferences overridden. We may choose the types of properties you are eligible to be offered, based on what we consider is suitable for you.

4.10 How does the Council decide what size of property I'm entitled to?

We assess the size of home you need according to your household size and composition. We'll assess the number of bedrooms you need. See **4.11** and **4.12** below.

4.11 Who can be registered as part of my household?

We'll decide who is entitled to be included on your housing application as part of your household. People counted as needing to live with you must usually:

- normally reside with you as a member of your family, or
- be your child and be dependent on you.

If you have a child who is dependent on both you and someone else (eg a former partner) we'll consider if they should be treated as part of your household. If there's a shared custody arrangement we may decide the child should not be treated as part of your household, eg because they've already got accommodation with their other parent/guardian.

4.12 How many bedrooms am I entitled to?

The number of bedrooms you need is assessed using the following rules. You qualify for one bedroom for each of the following people in your household:

- a single person or couple aged 16 or over
- two children of the same gender, if both of the children are aged under 16
- two children aged under 10, regardless of gender

- any remaining child.

You may qualify for an extra bedroom if:

- you or your partner is disabled, and a non-resident overnight carer is needed, or
- it's unreasonable for two persons to share a bedroom because of an illness or disability

providing this need is evidenced and we're satisfied you'd be able to afford the accommodation.

The following table provides a guide to the size of properties the most common types of household are usually registered for.

HOUSEHOLD & PROPERTY SIZE

Household make-up	Number of bedrooms				
	1	2	3	4	5
Single person					
Couple					
Pregnant woman (single or in couple)					
Couple or single parent with one child under 16					
Couple or single parent with two children under 16 of the same sex, or with two children of opposite sex who are both under 10					
Couple or single parent with two children under 16 of opposite sex where one child is at least 10					
Couple or single parent with three children under 16					
Couple or single parent with four children under 16, in any of the following cases: <ul style="list-style-type: none"> ▪ all of same sex; ▪ two boys and two girls; ▪ three of one sex, where at least two of different sex are under 10. 					
Couple or single parent with four children under 16, three of one sex, where either three of one sex are all over 10, or the child of the other sex is over 10.					
Couple or single parent with five children under 16					
Couple or single parent with more than five children under 16					

Applicants who have dependent children between the ages of 17 and 21 years old will be considered for the above criteria of household and property size.

4.13 I am pregnant. When will I be entitled to an extra bedroom?

Once you are 26 weeks' pregnant we will treat you as if your child has already been born (for the purpose of calculating the size of property you're entitled to). We may exercise our discretion to change your bedroom entitlement earlier than this date if we consider it is appropriate to do so, having regard to issues such as:

- whether your circumstances are exceptional;
- demand from other applicants for the type and size of property which you would be entitled to;
- whether the waiting list for an increased size of property in the area(s) you have chosen has been exhausted; and
- your ability to afford the increased rent and costs associated with a larger property.

4.14 Are there any situations when I might be offered a larger property than I'm entitled to?

You'll usually only be offered the size of property you qualify for (see **4.12** above). We may sometimes offer a larger property, but this will usually only happen if:

- the waiting list has been exhausted, and
- the landlord is satisfied you can afford the rent.

4.15 Can I choose which landlord I want?

No. If you're accepted onto the Housing Register you may be offered a tenancy with any of the four partner landlords.

4.16 Can the Council and housing associations set qualifying criteria for certain properties or housing schemes?

Yes. For example some properties may be reserved for people over a certain age.

5 WHEN WILL I GET A DECISION ON MY APPLICATION?

- 5.1 When will I receive a decision on my application?
- 5.2 What will the decision letter tell me?
- 5.3 What if I want an update on how my application is progressing?
- 5.4 If I disagree with the Council's decision can I ask them to reconsider it?

5.1 When will I receive a decision on my application?

We'll process your application once you've met all the procedural requirements (these 'things you must do' are explained at **3.9**). We'll write to you within 21 calendar days of your housing options interview or within 21 days of having all the information and documents we need (if this is later). We may email you the decision if you've agreed to receive emails.

5.2 What will the decision letter tell me?

We'll write to you and tell you:

- whether you've been accepted onto the waiting list.

If you're accepted onto the waiting list we will tell you:

- what priority (band) you've been awarded (see **9.6 to 9.10**)
- what your waiting time date is (see **8.1**)
- the type (or types) of housing you're registered for (see **4.8**), and
- the size of properties you qualify for (see **4.10 to 4.14**).

We'll also tell you if we make any of the following types of decision:

- A decision that you're not eligible to be included on the Housing Register (see **section 6**). We'll tell you the reasons why.
- A decision that your priority band status has been reduced (see **9.11**) and if so what band you have been awarded. We'll tell you the reasons why.

We'll tell you about your right to ask for a review if you're dissatisfied with our decision on your application (see **section 12.5**).

The decision letter explains that a copy of the decision notification is available to collect from the Council's office for a reasonable period. The letter also explains that if you do not receive the decision letter (or email) you'll be treated as having been notified when the letter was sent to the postal or email address you gave us.

5.3 What if I want an update on how my application is progressing?

If you have any questions about your application please phone Housing's Customer Services on (01248) 752200 or email them at housing@anglesey.gov.uk

If your interview was in the last 21 days and you haven't received a decision we suggest you wait for our letter or email confirming the outcome of your application.

5.4 **If I disagree with the Council's decision can I ask them to reconsider it?**

Yes. When we write and tell you about the decision on your application we'll also tell you about your right to ask for a review (see **section 12** for more details about your right to ask us to reconsider decisions).

6 WILL I BE ALLOWED ONTO THE HOUSING REGISTER?

- 6.1 Is everyone entitled to go onto the Housing Register?
- 6.2 How will the Council help me if I'm not entitled to go on the Housing Register?
- 6.3 Why do you look at nationality and immigration status?
- 6.4 How do I find out if my immigration status disqualifies me from being allocated housing?
- 6.5 I'm ineligible for housing because of my immigration status. Can I be given a joint tenancy with someone else?
- 6.6 Restricted persons
- 6.7 My children are ineligible because of their immigration status. Will you take their needs into account?
- 6.8 Are there situations where the Council won't register someone on the waiting list because of past behaviour?
- 6.9 When isn't someone entitled to go on the Housing Register because of past behaviour?
- 6.10 Will the Council ask for tenancy references?
- 6.11 If the Council decides someone in my household is ineligible because of unacceptable behaviour can they be given a joint tenancy with me?

6.1 Is everyone entitled to go onto the Housing Register?

No. Some people aren't entitled to be registered on the waiting list. For example you won't be placed on the Housing Register:

- If you haven't met the 'procedural requirements' (see **3.9** for these 'things you must do').
- If you have sufficient financial resources to meet your housing needs (see **7.3** and **7.4** for more details).
- If you're ineligible because of your immigration status (see **6.3** to **6.7** and **Appendix 3** for the rules about immigration and nationality)
- If you're ineligible because of past behaviour (see **6.8** to **6.9** and **Appendix 4** for the rules about being unsuitable to be a tenant).
- If you've applied before, had your application refused, and your situation hasn't materially changed since the previous decision (see **2.5**).

We'll write and tell you if we decide you don't qualify to be included on the Register. We'll tell you our reasons for making the decision and tell you about your right to ask for a review (see **section 12** for more details about your right to ask us to reconsider decisions).

6.2 How will the Council help me if I'm not entitled to go on the Housing Register?

We'll advise you about your other housing options.

6.3 Why do you look at nationality and immigration status?

By law we can't allocate housing to people who are disqualified because of their immigration status. We won't register applications from anyone who is ineligible for an allocation under section 160A(1)(a) of the Housing Act 1996 and the related regulations.

6.4 How do I find out if my immigration status disqualifies me from being allocated housing?

Appendix 3 lists the groups of people who are ineligible for a housing allocation because of their immigration or nationality status. Please contact us if you need advice on how this may affect your application.

6.5 I'm ineligible for housing because of my immigration status. Can I be given a joint tenancy with someone else?

No. A household member who is ineligible can't be granted a sole or joint tenancy with an eligible applicant as the result of an allocation.

6.6 Restricted persons

We won't register the application of anyone who falls into a 'reasonable preference' group (see **16.1**) because of homelessness but only because their household includes a 'restricted person'. A restricted person is someone who:

- is ineligible for help under Chapter 2 of the Housing (Wales) Act 2014, and
- is subject to immigration control within the meaning of the Asylum and Immigration Act 1996, and
- either:
 - does not have leave to enter or remain in the United Kingdom, or
 - has leave to enter or remain in the United Kingdom subject to a condition to maintain and accommodate themselves, or any dependents, without recourse to public funds.

6.7 My children are ineligible because of their immigration status. Will you take their needs into account?

Yes. If you're eligible but you have ineligible dependents we'll take their housing needs into account, eg when deciding your priority and the type and size of housing you qualify for. However, we may take relatives' immigration status into account when deciding if they form part of your household. If your household includes a 'restricted person' we may not give you priority for housing (see **6.6**).

6.8 Are there situations where the Council won't register someone on the waiting list because of past behaviour?

Yes. If we decide that your immigration and nationality status means you're eligible for the Housing Register we'll then go on to consider if you may be ineligible because of unacceptable behaviour.

6.9 When isn't someone entitled to go on the Housing Register because of past behaviour?

We consider:

- if you or a member of your household has been guilty of unacceptable behaviour, and if so
- if the behaviour is serious enough to make you unsuitable to be a social housing tenant, and if so
- if you remain unsuitable to a tenant at the time we consider your application.

Appendix 4 gives more information on how we make this decision and the rules we apply.

6.10 Will the Council ask for tenancy references?

Yes. If you're currently a tenant or have held tenancies in the past we'll contact your landlord(s) and ask them to give details of how your tenancy was conducted. This helps us decide if you're suitable to be a tenant (see **6.9**).

6.11 If the Council decides someone in my household is ineligible because of unacceptable behaviour can they be given a joint tenancy with me?

No. Someone who is ineligible because of previous behaviour cannot be given a joint tenancy with an eligible applicant as the result of an allocation.

7 WHAT PRIORITY WILL I HAVE FOR HOUSING?

- 7.1 How does the Council decide what priority I have for housing?
- 7.2 What if I don't qualify for any of the priority bands?
- 7.3 Will the Council take my income and financial situation into account?
- 7.4 What does the Council take into account when deciding if I can afford housing in the private sector?
- 7.5 What if I'm already on the Housing Register when this policy takes effect?
- 7.6 Will I get more priority if I apply as homeless?

7.1 How does the Council decide what priority I have for housing?

If you're eligible to go on the Housing Register (see section 6) we'll then go on to decide if you have a housing need. There are four 'bands'. Your band award is based on whether or not you have a local connection and how urgently you need housing. The bands, in descending order of priority, are:

Band	You qualify if you have:
Urgent	a) an urgent housing need with an Anglesey Connection b) an urgent housing need (with no Anglesey connection)
Band 1	A housing need with and Anglesey connection
Band 2	A housing need with no Anglesey connection
Band 3	No housing need with an Anglesey connection

* There are some exceptions to this general rule. In Band 3 a local connection is required for housing need categories 28 and 30.

The banding groups are fully explained in **section 9**.

7.2 What if I don't qualify for any of the priority bands?

If you don't qualify for any of the bands you won't be allowed onto the Housing Register. This means you won't be considered for an allocation of housing. We'll send you our decision in writing and explain why you don't qualify for the waiting list. We'll also tell you about your right to ask for a review (see **section 12** for more details about asking us to reconsider decisions). If you have no housing need and no Anglesey connection will not be registered or subsequently cancelled if a current application. We can advise you on your other housing options if you need it.

7.3 Will the Council take my income and financial situation into account?

Yes. Social housing is usually only provided if you will have difficulty obtaining suitable housing because of your financial situation. We may decide you can't be included on the Housing Register if you can afford to obtain housing in the private sector. We may disqualify you if you can't afford private housing where you'd prefer to live, but could afford suitable housing elsewhere on the Isle of Anglesey.

7.4 What does the Council take into account when deciding if I can afford housing in the private sector?

We'll take various factors into account, depending on your situation. For example:

- your financial resources and those of household members (if any). Financial resources means gross income of £75,000 per annum and / or capital assets or savings exceed £50,000. This means you may be included on the register but you will not be actively considered until the financial resources no longer exceed the stated limits.
- ownership of and equity in land or property
- your reasonable expenditure and commitments
- the supply and cost of private market housing on the Isle of Anglesey that would be suitable for you
- if your current property could be sold and the resulting equity released to buy or rent privately
- your mortgage potential
- if adaptation of your current property is a viable option (if relevant).

The procedures for housing officers (see 1.5) includes guidance on how to assess individual cases, including guideline figures for the amount of income, savings and capital that may typically be considered acceptable for different types of household. When formulating these guideline figures the partner landlords will have regard to the Council's Local Housing Market Assessment and data concerning housing costs.

The following payments will be disregarded from the financial assessment:

- i. lump sums, on-going pensionable awards and/or Guaranteed Income Payments received by a member of the British Armed or Reserve Forces as compensation for an injury, medical condition or disability whilst sustained on active service. This includes sums received from the War Pensions Scheme and the Armed Forces Compensation Scheme.
- ii. compensation payments received by victims of crime or through personal injury claims.
- iii. Benefit payments designed to help people with the extra costs caused by ill-health or disability including but not limited to:
 - Personal Independent Payments;
 - Disability Living Allowance;
 - Attendance Allowance; and
 - Forces Independence Payment.

7.5 What if I'm already on the Housing Register when this policy takes effect?

If you have an active housing application when this policy takes effect we'll reassess your eligibility for housing using the new rules. If you don't qualify for one of the bands your application will be removed from the Register.

We'll write to tell you whether or not your application is included on the Register. If you qualify under the new policy we'll confirm your priority band status and waiting time date. If you have an active application when this policy takes effect your waiting time date will be the date you would have qualified for your band status had the banding scheme been previously operating. If your application is taken off the Register we'll confirm the reasons for the decision. We'll also tell you about your right to ask for a review (see **section 12** for more details about your right to ask us to reconsider decisions).

7.6 Will I get more priority if I apply as homeless?

If the Council accepts you're homeless you'll be awarded a band status reflecting your priority for re-housing (see **9.6** to **9.10** for the banding categories). However applying as homeless will not necessarily increase your chances of being offered social housing. This is because we can end homelessness duties by arranging privately rented housing. Also if you're owed a homelessness duty you'll have less choice about:

- where you are offered housing (see **4.7**), and
- the type of properties you'll be offered (see **4.9**).

8 WHAT HAPPENS ONCE I'M REGISTERED ON THE WAITING LIST?

- 8.1 Where will I be placed when I'm first entered onto the list?
- 8.2 Can I lose my waiting time date?
- 8.3 Can my waiting time date be backdated?
- 8.4 When will I get to the top of the waiting list?
- 8.5 Will I definitely be offered social housing?
- 8.6 What happens if my situation changes?
- 8.7 Are there situations where I may need to provide information or attend an interview to continue to qualify for an offer of housing?
- 8.8 Are there any situations where my application will be suspended so I don't qualify for an offer of housing?
- 8.9 Can I ask for my housing application to be suspended, for example if I don't want to be offered housing until sometime in the future?
- 8.10 Are there any situations where my application may be removed from the Housing Register?
- 8.11 What if I'm homeless or at risk of losing my home?
- 8.12 Do I have to regularly renew my application?

8.1 Where will I be placed when I'm first entered onto the list?

If you're a new applicant your application will be entered at the bottom of the priority band that you're entitled to (see **Section 9** for details of the banding system). This is because all applicants are awarded a 'waiting time date'.

Your waiting time date is the date on which you were awarded your current band status.

You'll be placed below other applicants in your band (who need the same type and size of housing) because they've been waiting longer to be re-housed. Those who apply after you will be below you on the waiting list (assuming they need the same type of housing in the same area).

8.2 Can I lose my waiting time date?

Yes, this can happen if:

- your application is removed from the housing register (see **8.10**);
- your application is sanctioned by your priority being reduced (see **9.11**);
- you do not inform us of a change in your circumstances that could affect your priority for housing (within one calendar month of the change taking effect if we don't have any contact with you, eg we're not in the process of allocating you a property) (see **8.6**);
- you do not respond to a request for confirmation of your current circumstances (see **8.7**);

- you do not respond when we ask you to renew your application (see **8.12**); or
- you are awarded 'Urgent' band priority and refuse an offer of tenancy (see **11.7**).

If we have reduced your priority for housing by suspending your application (see **9.12**) your waiting time date will be amended to the date you become eligible again to be offered housing (assuming your application is de-suspended). This will mean your application goes to the bottom of the relevant band when your application is de-suspended.

8.3 Can my waiting time date be backdated?

We may decide to award you a different waiting time date if there are exceptional circumstances. For example we may award an earlier date if we unreasonably delayed in processing your application, and this was not because of anything you did, eg failing to provide information or documents.

8.4 When will I get to the top of the waiting list?

You will gradually move up the waiting list as other applicants with the same band priority and earlier waiting time dates are re-housed or come off the list. We can give you advice about how many properties of the type you need have previously become available and how many people are ahead of you on the list in a particular area (see **4.4**). This can help you decide if you want to wait for social housing, consider other options, or choose other letting areas (see **4.1**) or other types of housing (see **4.8**).

8.5 Will I definitely be offered social housing?

No. We can't guarantee you'll be offered housing, even if you're accepted onto the waiting list. Unfortunately there aren't as many vacancies as people wanting social housing.

8.6 What happens if my situation changes?

You must tell us if your situation changes. If you become aware of any changes in circumstances that might affect your priority for housing please tell the Council's Housing Customer Services Team. For example you must tell us if:

- you move home
- someone leaves or joins your household
- your income or financial situation changes.

We may cancel your application if you don't tell us about your situation changing (see **8.10**). We may also be unable to offer you a property when you get to the top of the waiting list (see **10.8**). We may ask you to attend a housing options interview and provide supporting information and documentation if your circumstances change.

8.7 Are there any situations where I may need to be provide information or attend an interview to continue to qualify for an offer of housing?

Yes. For example, we may ask you to provide information or attend an interview if:

- We receive information suggesting we may need to remove your application from the housing register.
- We receive information suggesting we may need to reduce your priority on the waiting list.

The above is not an exhaustive list.

We may remove your application from the housing register if you do not provide the information we need or if you do not attend an interview (see **8.10**).

8.8 Are there any situations where my application will be suspended so I don't qualify for an offer of housing?

Yes. We may suspend your application or withdraw an allocation if:

- We've received information suggesting your situation may have changed and you may no longer be eligible for an allocation of housing, or your band priority status.
- You're a social housing tenant and haven't brought the condition of your home or garden up to the required standard.
- You're not in a position to take up an offer of accommodation, eg because you're in hospital, custody or an institution.
- We think one of the situations at **8.10** may apply but we've yet to make a decision.

We'll write to you and tell you if we suspend your application (or withdraw an allocation). We'll tell you the reasons for our decision. We'll also tell you if you need to provide information or do something before your application can be made active again.

8.9 Can I ask for my housing application to be suspended if I don't want to be offered housing until sometime in the future?

This is not usually allowed. The housing register is for people who *currently* need housing. We may make an exception if you're unable to accept an offer of housing because of a *temporary* situation preventing you from accepting housing, but you continue to need accommodation, eg:

- You have been admitted to hospital.
- You have been placed in custody.

8.10 Are there any situations where my application may be removed from the Housing Register?

Yes. We may remove your application from the waiting list if:

- You refuse two reasonable offers of accommodation (see **11.8**).
- You ask us to withdraw your application.
- Your situation changes and you're not entitled to remain on the Housing Register (see **6.1**).
- You withhold or fail to provide information we have asked you to provide in connection with your application.

- You don't comply with our 'procedural requirements' (see **3.9** for these 'things you must do').
- You don't reply to us when we've attempted to contact you, eg a request for you to confirm your circumstances and that you want to remain on the Housing Register (see **8.12**).
- You knowingly or recklessly give false or misleading information in connection with your application.
- You are ineligible for an allocation (see **section 6**).
- You accept an offer of accommodation following an allocation of accommodation.

8.11 What if I'm homeless or at risk of losing my home?

If you may be losing your home it's important to contact us as soon as possible. We'll be able to give you help and advice. You may be entitled to help under the homelessness legislation. If you become homeless we may have a duty to arrange temporary accommodation for you. Contact the Customer Services Team on (01248) 852200 as soon as you think you may become homeless. They will usually make you an appointment with a housing options officer.

8.12 Do I have to regularly renew my application?

Yes. You'll need to renew your application or re-apply at regular intervals. We need to keep an accurate record of people wanting social housing who continue to qualify. We will contact you if you need to renew your application, using the contact details you've given us. You'll be asked to confirm your current situation when we review your application.

If you don't respond or don't provide the information we need we'll remove you from the Register. We'll tell you in writing if we do this. You can ask us to review any decision to remove you from the waiting list (see **section 12** for more details about your right to ask us to reconsider decisions).

9 HOW DOES THE BANDING SYSTEM WORK?

- 9.1 What is banding?
- 9.2 How does banding work?
- 9.3 How does my priority compare with other people who've been awarded the same band?
- 9.4 What bands do I need a local connection for?
- 9.5 What counts as a local connection?
- 9.6 Who qualifies for the 'Urgent' band?
- 9.7 Who qualifies for Band 1?
- 9.8 Can I qualify for Band 1 if I'm intentionally homeless?
- 9.9 Who qualifies for Band 2?
- 9.10 Who qualifies for Band 3?
- 9.11 Can my priority be reduced?
- 9.12 If the Council decides to reduce my priority how will you reduce it?
- 9.13 How does the Council decide if my priority should be reduced?
- 9.14 Will the Council tell me if my priority is reduced?
- 9.15 Can I ask the Council to look again at a decision to reduce my priority under 9.11?
- 9.16 Are there any situations when I could be given a higher priority than under the usual rules?

9.1 What is banding?

We use banding to decide what priority you have for housing. Banding helps us to rank your application against everyone else who's entitled to go on the Housing Register. The priority you're entitled to depends on the following:

- if you need housing very urgently;
- if you have a local connection; and
- how long you've spent waiting for social housing.
- No housing need – if you have no housing need but you have an Anglesey Connection may be registered and placed in Band 3. If you have no housing need and no Anglesey Connection you will not be registered or subsequently cancelled if a have a current application.

If you are placed in Band 34 you may be considered for 'available to let' properties where there are no eligible applicants from Bands Urgent to 2.

9.2 How does banding work?

There are four bands. If you're eligible to be included on the Register we'll award you a band that reflects your particular situation.

In descending order of priority the bands are:

- Urgent Band

- Band 1
- Band 2
- Band 3

You can find out which band you qualify for by looking at **9.6** to **9.10**.

9.3 How does my priority compare with other people who've been awarded the same band?

Within each band applications are prioritised by how long everyone has been waiting for social housing (according to applicants' 'waiting time date'; see **8.1**).

9.4 Which bands do I need a local connection for?

You need a local connection to be awarded the Urgent, Band 1 and Band 3 (see **7.1**, **9.5**, **9.6** and **9.10**).

9.5 What counts as an Anglesey connection?

You have an Anglesey connection if you or a member of your household:

- have been normally resident in the area for five years (at any time), or
- have family associations in the area. Family associations normally arise when someone has a parent, adult child, brother or sister who has resided in the area for a period of at least five years at the date of application, and you and the locally residing close relative in question indicate a wish for you to be near the relative, or
- provide or receive essential support from a person or specialist provider in the area, or
- have been employed in the area for five years (at any time), or
- have been offered employment in the area but have a disability and are unable to take up the offer because of difficulties in finding adequate accessible housing in the area (the disability and the employment offer must be evidenced), or
- need to move to the area so that a member of the household with a disability can attend school or receive specialist support, but are unable to do so because of the difficulty in finding adequate accessible housing in the area (the need must be a consequence of the disability, and the disability and the need to move to the area must be evidenced), or
- are serving in the Armed Forces and are either employed or resident in the area;
- are serving in the Armed Forces or are former members of the Armed Forces who are not currently employed or resident in the area but have previously been resident in the area, including residency as a result of a former posting in the area while serving in the Armed Forces.

Within the Bands where there is a requirement for a connection with Ynys Môn, you will be prioritised based on the following:

- You or members of your household, with 5 years or more residency in the Community area in which the property to be allocated is situated.
- Your application will then appear in date order, with the application which has the earliest registration (or relevant) date considered first, and so on.
- If no applications fulfil the above criteria, then applications with less than 5 years' residency (or no residency at all) in the Community Council Area where the property to be allocated is situated will be considered. Each application will then appear in date order, with the application which has the earliest registration (or relevant) date considered first, and so on.
- In certain circumstances, applicants who have not resided in a neighbouring community can carry over their residency to another community. This can only happen where there is a need for specialised accommodation, which is not available in their current community and is available in a neighbouring community. Specialised accommodation would include sheltered housing, accessible housing or housing which provides a specialised and specific service.

9.6 Who qualifies for the 'Urgent' band?

You qualify for the 'Urgent' band if you:

- have an urgent housing need (as set out in the box below), and
- have an Anglesey connection (please see 9.5 for what counts as a Anglesey connection).

The Urgent Band is reserved for very urgent cases. Very few applicants are likely to be awarded this status.

URGENT BAND

1. Urgent medical, welfare or disability related need

Applicants whose household includes someone who:

- (a) has a medical condition which is life-threatening or likely to become so, and the current accommodation (or lack of accommodation) is significantly detrimental to the condition, or re-housing is likely to result in significant improvement;
- (b) has been assessed as having a need to move urgently to an accessible property;
- (c) has a serious physical or mental illness, disability, medical condition or behavioural disorder, which is causing serious dysfunction to themselves or the household unit such that they are unable to cope in their present accommodation and re-housing would alleviate the problem. For example, terminal illness or advanced progressive condition;
- (d) is hospitalised and unable to return home because the accommodation is wholly unsuitable for their long term needs by way of design, location and/or is unsuitable for adaptations that are required because of disability;
- (e) is disabled and is unable to access essential facilities within the property, for example where bathing or toilet or access to the property itself is wholly unsuitable. The property cannot be economically adapted to meet their needs;
- (f) needs to move to provide support to a person with a serious illness, disability or medical condition, and that person cannot cope in their present accommodation without the applicant's support; or
- (g) is living in overcrowded accommodation which leaves the person vulnerable to a potentially fatal or very serious infection, for example where they are suffering from late stage HIV.

Evidence will be required in these cases to demonstrate the legitimacy of the claim.

2. Loss of home as a result of a disaster

Applicants who suddenly and permanently lose their existing home as a result of a disaster and who have a reasonable prospect of an allocation within a short period.

3. Leaving armed forces or serious injury whilst serving in armed forces

- (a) An applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which they, or a member of their household, sustained as a result of service in the armed forces.
- (b) An applicant needing accommodation because of leaving the armed forces and losing military accommodation. People who have left the armed forces under Discharge as of Right (DAOR) are excluded from this provision and are not given urgent housing need band status.

4. People accommodated by the local authority in care or approved

supported housing who are deemed ready to 'move on'

5. The household needs social housing urgently to prevent a child being taken into care or remaining in care

Examples include:

- (a) Foster parents who urgently need accommodation to take care of a child.
- (b) Cases where a child care plan has identified the need for accommodation to prevent the child being looked after by the authority (for example, child in need / looked after child / child protection).

6. Existing tenants who are either under-occupying by one or more bedroom and wish to transfer to a smaller property or who are occupying an adapted property which they do not need, provided that one of the following applies:

- (a) They are suffering financial hardship (in the case of under-occupying social housing tenants); or
- (b) Their moving is likely to release a property for someone in need (in the case of both under-occupying tenants and tenants not requiring their adapted property).

Applicants must hold a social housing tenancy on Anglesey with a partner landlord.

7. Homeless because of abuse or threat of abuse

Those owed one of the following homelessness duties by Isle of Anglesey County Council:

- (a) the section 73 duty under the Housing (Wales) Act 2014; or
- (b) the section 75 duty under the Housing (Wales) Act 2014,

and who needs housing urgently as the result of:

- (aa) abuse, within the meaning of 58 of the 2014 Act (in the case of the section 73 and 75 duties).

This includes:

- Victims of domestic or other violence (those cases discussed at a MARAC).
- Victims of hate incidents
- Witnesses of crime, or victims of crime, who would be at risk of intimidation amounting to violence or threats of violence if you remained in your current homes.

8. Exceptional case of urgent need where the circumstances or the urgency of the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Urgent band status has been approved by the Council's Head of Housing Services.

9.7 Who qualifies for Band 1?

You qualify for Band 1 if you:

- have a housing need (as set out in the box below), and
- have a Anglesey (please see 9.5 for what counts as a Anglesey).

BAND 1

9. Applicants who are homeless within the meaning of Part 2 of the Housing (Wales) Act 2014, except where there is reason to believe they may have become homeless intentionally, as defined in section 77 of the 2014 Act.

This category includes homeless applicants both in priority need and not in priority need, provided there is no reason to believe they may have become homeless intentionally (even if no decision has yet been taken under Part 2 of the 2014 Act on whether the applicant has become homeless intentionally).

The definition of homelessness is contained in sections 55 to 57 of the Housing (Wales) Act 2014. A person is homeless if they do not have accommodation which they are entitled to occupy, which is physically and legally available for them to occupy, and which is reasonable for them to continue to occupy. This includes the following:

- (a) A person who has no accommodation available for their occupation in the United Kingdom or elsewhere, which they
 - (i) are entitled to occupy by virtue of an interest in it or by virtue of a court order;
 - (ii) have an express or implied license to occupy; or
 - (iii) occupy as a residence by virtue of any enactment or rule of law giving the person the right to remain in occupation, or restricting the right of another person to recover possession.
- (b) A person is also homeless if they have accommodation but
 - (i) they cannot secure entry to it, or
 - (ii) it consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where the person is entitled or permitted both to place it and reside in it.

A person is not treated as having accommodation unless it is accommodation which would be reasonable for them to continue to occupy, as defined under section 57 of the 2014 Act.

Accommodation may only be regarded as available for a person's occupation if it is available for occupation by that person together with:

- (aa) a person who normally resides with them as a member of their family, or
- (bb) any other person who might reasonably be expected to reside with them.

Applicants will usually be awarded this status by a housing options officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

Where an applicant is homeless and there is reason to believe the applicant may have become homeless intentionally they may qualify for lesser priority under Band 3, categories 18 or 19.

10. Applicants who, because of homelessness or threatened homelessness, are:

- **owed a duty under section 66 of the 2014 Act, and there is no reason to believe they may have become threatened with homelessness intentionally;**
- **owed a duty under section 73 of the Housing (Wales) Act 2014, and there is no reason to believe they may have become homeless intentionally;**
- **owed a duty under section 75 of the 2014 Act a duty to secure accommodation for applicants in priority need (when the duty in section 73 ends)**

This category includes applicants who are:

- (a) threatened with homelessness and owed the section 66 duty to help to secure that suitable accommodation does not cease to be available for their occupation, providing there is no reason to believe the applicant may have become threatened with homelessness intentionally (even though a decision on the homelessness application about intentionality has yet to be made). The duty can be owed by any local housing authority.
- (b) homeless and owed the section 73 duty to help to secure accommodation, providing there is no reason to believe the applicant may have become homeless intentionally within the meaning of section 77 of the 2014 Act (even though a decision on the homelessness application about intentionality has yet to be made). The duty can be owed by any local housing authority;
- (c) unintentionally homeless and in priority need, and owed the 'full' duty to secure ongoing accommodation under section 75. The duty can be owed by any local housing authority;
- (d) unintentionally homeless and in priority need, and owed the main housing duty under section 193(2). The duty must be owed by Isle of Anglesey County Council.

Where an applicant is either homeless or threatened with homelessness within 56 days and there is reason to believe the applicant may have become homeless (or threatened with homelessness) intentionally they may qualify for lesser priority under Band 2, categories **18** or **19**.

11. Applicants occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

This category includes the following:

- (a) Applicants whose current property:
 - (i) lacks a bathroom with facilities or the facilities are located in an insanitary location, for example within a kitchen;
 - (ii) lacks a kitchen and/or appropriate cooking facilities;
 - (iii) lacks an inside toilet;
 - (iv) lacks a hot or cold water supply due to a defect to the property;
 - (v) lacks an electrical supply due to a defect to the property;
 - (vi) lacks a gas supply due to a defect with the property where such a supply is required to operate existing or necessary services such as heating.
- (b) Applicants living in overcrowded housing. Accommodation is deemed to be overcrowded if it lacks at least one bedroom under the following definition on a permanent basis. One bedroom is deemed necessary for each of the following persons in the applicant's household:
 - (i) a single person or couple aged 16 or over; and
 - (ii) two children of the same gender, where both of the children are aged under

16; and

- (iii) two children aged under 10, regardless of gender; and
- (iv) any remaining child.

In addition, an additional bedroom will be deemed necessary where:

- (v) the tenant or their partner is disabled, and they require a non-resident overnight carer, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size; or
- (vi) it is unreasonable for two persons to share a bedroom, as the result of an illness or disability, providing that the Council is satisfied the applicant would be able to afford accommodation of the relevant size.

- (c) Applicants who have been referred by the Council's Enforcement Team for re-housing because they are occupying private sector accommodation where Category 1 hazards exist under the Health and Housing Safety Rating System, which the Council are satisfied the landlord or licensor should remedy, but which are unlikely to be remedied.

All applicants citing insanitary or hazardous accommodation in the private sector will be referred to the Council's Enforcement Team (part of the Contract Planning and Public Protection Service) so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

Category 1 and Category 2 hazards are assessed under Part 1 of the Housing Act 2004 using the Housing Health and Safety Rating System. The Enforcement Team's investigating officer will assess the property to determine whether Category 1 and Category 2 hazards exist.

In most cases hazards are dealt with informally by negotiation with the landlord. If negotiation fails and the hazards are not removed within a reasonable period time, the Enforcement Team must take the form of enforcement action they consider appropriate where a Category 1 hazard exists (such as the issuing of an enforcement notice or hazard awareness notice). Where a Category 2 hazard exists the Housing Enforcement Team may take appropriate action.

Where applicants are referred to the Enforcement Team because there is reason to believe there may be unsatisfactory housing conditions and Housing Enforcement consider a Category 1 hazard exists within the property to such an extent that there is an **imminent or serious risk of harm to the occupants** of the property that necessitates the service of one of the following types of enforcement notice:

- (i) Emergency Remedial Action;
- (ii) Emergency Prohibition Order; or
- (iii) Prohibition Order,

then Enforcement will refer the case with a recommendation for priority if, despite their best efforts, they consider the above definition is satisfied and the problem cannot be resolved within a reasonable period of time.

The Enforcement Team has a legal obligation to contact private sector landlords where there are issues of disrepair and attempt to resolve them.

- (d) Applicants occupying social housing accommodation that is insanitary or applicants experiencing unsatisfactory social housing conditions.

All applicants occupying social housing accommodation on Anglesey citing insanitary or unsatisfactory housing conditions will be visited by a housing officer. Enquiries will also ordinarily be made with the landlord so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

If the Housing Options Team is satisfied that the conditions will not be remedied within a reasonable period of time, priority may be awarded.

12. People sharing accommodation

This category includes:

- (a) Applicants sharing facilities with occupiers who are not part of the applicant's

household on a permanent basis. This applies to the sharing of a kitchen, bathroom/shower, or toilet.

13. People who reside in privately rented accommodation on Anglesey and have affordability issues

You must be able to show that their current private accommodation is not affordable and there is no other affordable private sector alternative.

14. People who need to move on medical or welfare grounds

The following categories of applicant qualify:

- (a) Applicants whose household includes someone with a medical condition which is directly linked to unsuitable housing and where re-housing is necessary to significantly improve their health.
- (b) Applicants occupying accommodation that is causing difficulties with access to the property for a member of the household, which has a detrimental impact on the person's welfare such that it cannot be resolved in the current property, and would be significantly alleviated if they were suitably re-housed.
Such cases will be assessed following advice from a relevant practitioner on whether the person requires a move to an accessible property within the above definition.
- (c) Applicants whose household includes a person who has social care needs that are not being met, and re-housing is necessary to significantly improve their care.

15. Existing social housing tenants who are under-occupying by one or more bedroom and wish to transfer to a smaller property

Applicants must hold a social housing tenancy on Anglesey with a partner landlord. Under-occupying social housing tenants who are experiencing financial hardship may qualify for higher 'Urgent' band priority if they qualify under housing need **category 6**.

16. People who need to move to a particular locality in the district, where failure to meet that need will cause hardship (to themselves or to others)

Examples include:

- (a) A failure to move to the particular locality will cause exceptional financial hardship.
- (b) The applicant or a member of their household is at risk of being admitted to residential care or hospital if they are not re-housed in the particular locality.
- (c) The applicant needs to move to the particular locality due to a relationship breakdown, and there is need to safeguard and promote the welfare of associated child(ren).
- (d) The applicant is a 'relevant child' under the Children Leaving Care Act 2000, is a care leaver, is vulnerable and has a high housing need that is best met by the provision of long term settled housing in the particular locality.
- (e) The applicant or a member of their household has permanent employment which cannot continue, or an offer of the same which they cannot take up, unless they reside in the particular locality.
- (f) The applicant is giving or receiving essential support, which can only be delivered if they live in the particular locality.
- (g) The applicant has been living in a flat for at least 2 consecutive years and have 1 or more children aged less than 11 years old

17. Exceptional case of housing need where the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 1 status has been approved by the Council's Head of Housing Services.

9.8 Can I qualify for Band 1 if I'm intentionally homeless?

No. If we've decided you're homeless but that you became homeless intentionally you won't qualify for Band 1. This is the case even if your situation is covered by one of the other Band 1 categories and you have a local connection. Instead you'll be awarded Band 2 status (see Band 2 categories **18** and **19** at **9.10**). You'll be disqualified from having priority under any of the Band 1 categories for six months. The six months starts when we decide you became homeless intentionally. The Council's Head of Housing Services may decide this sanction should not be applied if there are exceptional circumstances.

If you then get accommodation and are no longer homeless you'll no longer qualify for Band 3 priority under category **22** or **23**. If your application is removed from the Housing Register and you re-apply for housing after six months you may be awarded Band 1 priority if your situation is covered by one of the housing need categories, and you have a local connection.

If we've decided that you're homeless or likely to become homeless within 56 days but we have reason to believe you may have become homeless (or threatened with homelessness) intentionally you won't qualify for Band 1. This is the case even if your situation is covered by one of the other Band 1 categories and you have a local connection. Instead you'll be awarded Band 3 status (see Band 3 categories **18** and **19** at **9.10**). However, you won't necessarily be disqualified from having priority under any of the Band 1 categories for six months (as would happen if a decision was formally made on a homelessness assessment review that you are not owed the 'full' section 75 homelessness duty because you became homeless intentionally).

9.9 Who qualifies for Band 2?

You qualify for Band 2 if you:

- have a housing need (as set out in the box below), and
- do not have a local connection (please see 9.5 for what counts as a local connection).

* There are some exceptions to this general rule with Band 2. You also qualify for Band 2 if:

(a) you:

- (i) have a housing need because of homelessness or threatened homelessness (as set out at 22 or 23 below), and
- (ii) have a local connection, but
- (iii) do not qualify for a higher band, because you have become homeless intentionally, or because there is reason to believe you may have become homeless or threatened with homelessness intentionally (see 9.8).

(b) you:

- (i) are aged 55 years or over, and have expressed an exclusive preference for older persons' housing (as set out at 25 below), and
- (ii) you have a local connection.

(c) you are a displaced agricultural worker (as set out at 24 below), irrespective of whether you have a local connection.

BAND 2

18. Applicants who are homeless within the meaning of Part 2 of the Housing (Wales) Act 2014.

The definition of homelessness is contained in sections 55 to 57 of the Housing (Wales) Act 2014. A person is homeless if they do not have accommodation which they are entitled to occupy, which is physically and legally available for them to occupy, and which is reasonable for them to continue to occupy. This includes the following:

- (a) A person who has no accommodation available for their occupation in the United Kingdom or elsewhere, which they
 - (i) are entitled to occupy by virtue of an interest in it or by virtue of a court order;
 - (ii) have an express or implied license to occupy; or
 - (iii) occupy as a residence by virtue of any enactment or rule of law giving the person the right to remain in occupation, or restricting the right of another person to recover possession.
- (b) A person is also homeless if they have accommodation but
 - (i) cannot secure entry to it, or
 - (ii) it consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where the person is entitled or permitted both to place it and reside in it.

A person is not to be treated as having accommodation unless it is accommodation which would be reasonable for them to continue to occupy, as defined under section 57 of the 2014 Act.

Accommodation may only be regarded as available for a person's occupation if it is available for occupation by that person together with:

- (cc) a person who normally resides with them as a member of their family, or
- (dd) any other person who might reasonably be expected to reside with them.

Applicants will usually be awarded this status by a housing options officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

This category includes homeless applicants in priority need and not in priority need (including those whose priority need status has not been established), and cases where the authority has reason to believe the applicant may have become homeless intentionally.

19. Applicants who, because of homelessness or threatened homelessness, are:

- **owed a duty under section 66 of the Housing (Wales) Act 2014;**
- **owed a duty under section 73 of the 2014 Act;**
- **owed a duty under section 75 of the 2014 Act; or**
- **owed a duty by Isle of Anglesey County Council under section 193(2) of the Housing Act 1996.**

This category includes applicants who are:

- (a) threatened with homelessness and owed the section 66 duty to help to secure that suitable accommodation does not cease to be available for their occupation. The duty can be owed by any local housing authority.
- (b) homeless and owed the section 73 duty to help to secure accommodation. The duty can be owed by any local housing authority;
- (c) unintentionally homeless and in priority need, and owed the 'full' duty to secure ongoing accommodation under section 75. The duty can be owed by any local housing authority;
- (d) unintentionally homeless and in priority need, and owed the main housing duty under section 193(2) of the 1996 Act. This duty must be owed by Isle of Anglesey County Council.

Applicants will usually be awarded this status by a housing options officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

This category includes homeless applicants in priority need and not in priority need (including those whose priority need status has not been established), and cases where the authority has reason to believe the applicant may have become homeless (or threatened with homelessness) intentionally.

20. Applicants occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

This category includes the following:

- (a) Applicants whose current property:
 - (i) lacks a bathroom with facilities or the facilities are located in an insanitary location, for example within a kitchen;
 - (ii) lacks a kitchen and/or appropriate cooking facilities;
 - (iii) lacks an inside toilet;
 - (iv) lacks a hot or cold water supply due to a defect to the property;
 - (v) lacks an electrical supply due to a defect to the property;
 - (vi) lacks a gas supply due to a defect with the property where such a supply is

required to operate existing or necessary services such as heating.

- (b) Applicants living in overcrowded housing. Accommodation is deemed to be overcrowded if it lacks at least one bedroom under the following definition on a permanent basis. One bedroom is deemed necessary for each of the following persons in the applicant's household:
- (i) a single person or couple aged 16 or over; and
 - (ii) two children of the same gender, where both of the children are aged under 16; and
 - (iii) two children aged under 10, regardless of gender; and
 - (iv) any remaining child.

In addition, an additional bedroom will be deemed necessary where:

- (v) the tenant or their partner is disabled, and they require a non-resident overnight carer, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size; or
 - (vi) it is unreasonable for two persons to share a bedroom, as the result of an illness or disability, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size.
- (c) Applicants who have been referred by the Council's Enforcement Team for re-housing because they are occupying private sector accommodation where Category 1 hazards exist under the Health and Housing Safety Rating System, which the Council are satisfied the landlord or licensor should remedy, but which are unlikely to be remedied.

All applicants citing insanitary or hazardous accommodation in the private sector will be referred to the Council's Enforcement Team (part of the Contract Planning and Public Protection Service) so that the problem can be resolved, if possible, to enable the applicant to remain in their present accommodation.

Category 1 and Category 2 hazards are assessed under Part 1 of the Housing Act 2004 using the Housing Health and Safety Rating System. The Enforcement Team's investigating officer will assess the property to determine whether Category 1 and Category 2 hazards exist.

In most cases hazards are dealt with informally by negotiation with the landlord. If negotiation fails and the hazards are not removed within a reasonable period time, the Enforcement Team must take the form of enforcement action they consider appropriate where a Category 1 hazard exists (such as the issuing of an enforcement notice or hazard awareness notice). Where a Category 2 hazard exists the Housing Enforcement Team may take appropriate action.

Where applicants are referred to the Enforcement Team because there is reason to believe there may be unsatisfactory housing conditions and Housing Enforcement consider a Category 1 hazard exists within the property to such an extent that there is an **imminent or serious risk of harm to the occupants** of the property that necessitates the service of one of the following types of enforcement notice:

- (i) Emergency Remedial Action;
- (ii) Emergency Prohibition Order; or
- (iii) Prohibition Order,

then Enforcement will refer the case with a recommendation for priority if, despite their best efforts, they consider the above definition is satisfied and the problem cannot be resolved within a reasonable period of time.

The Enforcement Team has a legal obligation to contact private sector landlords where there are issues of disrepair and attempt to resolve them.

- (d) Applicants occupying social housing accommodation that is insanitary or applicants experiencing unsatisfactory social housing conditions.

All applicants occupying social housing accommodation on Anglesey citing insanitary or unsatisfactory housing conditions will be visited by a housing officer. Enquiries will also ordinarily be made with the landlord so that the problem can be resolved, if

possible, to enable the applicant to remain in their present accommodation.

If the Housing Options Team is satisfied that the conditions will not be remedied within a reasonable period of time, priority may be awarded.

21. People sharing accommodation

People occupying accommodation on Anglesey who share facilities with occupiers who are not part of the applicant's household on a permanent basis. This applies to the sharing of a kitchen, bathroom/shower, or toilet.

22. People who need to move on medical or welfare grounds

The following categories of applicant qualify:

- (a) Applicants whose household includes someone with a medical condition which is directly linked to unsuitable housing and where re-housing is necessary to significantly improve their health.
- (b) Applicants occupying accommodation that is causing difficulties with access to the property for a member of the household, which has a detrimental impact on that person's welfare that cannot be resolved in the current property, and would be significantly alleviated if they were suitably re-housed.

Such cases will be assessed following advice from a relevant practitioner on whether the person requires a move to an accessible property within the above definition.

- (c) Applicants whose household includes a person who has social care needs that are not being met, and re-housing is necessary to significantly improve their care.

23. People who need to move to a particular locality in the district, where failure to meet that need will cause hardship (to themselves or to others)

Examples include:

- (a) A failure to move to the particular locality will cause exceptional financial hardship.
- (b) The applicant or a member of their household is at risk of being admitted to residential care or hospital if they are not re-housed in the particular locality.
- (c) The applicant needs to move to the particular locality due to a relationship breakdown, and there is need to safeguard and promote the welfare of the associated child(ren).
- (d) The applicant is a 'relevant child' under the Children Leaving Care Act 2000, is a care leaver, or is vulnerable and has a high housing need that is best met by the provision of long term settled housing in the particular locality.
- (e) The applicant or a member of their household has permanent employment which cannot continue, or an offer of the same which they cannot take up, unless they reside in the particular locality.
- (f) The applicant is giving or receiving essential support, which can only be delivered if they live in the particular locality.

24. Displaced agricultural workers

This category applies where the Housing Options Team, taking account of any advice received from the Agricultural Dwelling House Advisory Committee, is satisfied that:

- (a) the applicant is an agricultural worker who is being displaced from a dwelling house on Anglesey,
- (b) the dwelling from which the worker is displaced is needed to accommodate another agricultural worker,
- (c) the farmer cannot provide suitable alternative accommodation for the displaced worker, and

(d) the displaced worker needs to be re-housed in the interests of efficient agriculture.

25. Applicants aged 55 years or over, who have expressed an exclusive preference for housing schemes reserved for older persons, and have a local connection

Applicants aged 55 years may qualify for higher priority under another housing need category.

26. Exceptional case of housing need where the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 2 status has been approved by the Council's Head of Housing Services or a senior Council manager.

9.10 Who Qualifies for No Housing Need band?

You qualify for no housing need if you:

- Have no urgent housing need or housing need
- Have an Anglesey connection (please see 9.5 for what counts as an Anglesey connection)

NO HOUSING NEED

27. Applicants in Band 3 may be considered for available to let properties where there are no eligible applicants from Bands Urgent to Band 2

9.11 Can my priority be reduced?

Yes. We may reduce your priority if we're satisfied:

- you have sufficient financial resources to meet your housing needs (see **7.3** and **7.4**), or
- your behaviour or the behaviour of a member of your household means you're unsuitable to be a tenant (see **Appendix 4**);
- you have property-related debts (such as rent arrears, council tax arrears, housing benefit overpayment, a debt resulting from property damage etc) exceeding £100, either relating to your existing or a former home, providing the debt is legally recoverable; or
- you have deliberately worsened your housing situation.

9.12 If the Council decides to reduce my priority how will you reduce it?

We may reduce your priority by:

- awarding you a lower band priority than you would otherwise be entitled to (see **9.6** to **9.10** for the priority bands)
- adjusting your waiting time date (see **8.1**)
- temporarily suspending you from being entitled to an allocation (so your application is 'bypassed' when we allocate a property that you'd normally be entitled to be considered for), or
- a combination of the above.

For example we may decide temporary suspension is appropriate because you owe a debt to a partner landlord and suspending your application gives you a chance to clear the debt or a chance to agree a repayment plan and demonstrate you can keep to the agreement.

If we adjust your waiting time date we may decide it's appropriate to award a date reflecting when the 'offending' issue was resolved or when a suspension was lifted (see **8.2**).

9.13 How does the Council decide if my priority should be reduced?

When deciding whether to sanction an application (under **9.11**) and what the sanction should be (under **9.12**) we treat each case on its own merits and consider all relevant issues. We also consider the need to achieve broader policy aims such as the need to achieve fairness between applicants, equality of opportunity, social inclusion, and the need to move under-occupying tenants who rely on welfare benefits to appropriately sized accommodation.

In exceptional circumstances we may decide no sanction should be applied even though one of the criteria at **9.11** applies. If you have a property-related debt of over £100 we may decide not to reduce your priority if you have made an agreement to reduce the debt by making regular payments and have kept to the agreement for a significant period. The procedural guidance for housing officers includes guidance on how decisions to reduce priority are made (see **1.5**).

9.14 Will the Council tell me if my priority is reduced?

Yes. We'll confirm a decision to reduce your priority in writing, and set a date by when we'll review the reduction in priority. We'll write to you again if, when reviewing the reduction in priority, we decide the reduction in priority should continue. Whenever we write to you to tell you about a decision on reducing your priority we'll also tell you about your right to ask for a review (see **9.15** and section **12**).

9.15 Can I ask the Council to look again at a decision to reduce my priority under 9.11?

Yes. If you want us to reconsider the decision we must receive your request for a review within 21 days of being notified of the decision (see **12.6**).

9.16 Are there any situations where I could be given a higher priority than under the usual rules?

This is rare and only happens in exceptional circumstances. For example we may place someone in a higher band or award an earlier waiting time because the Public Services Ombudsman for Wales has recommended this, or because of a legitimate expectation (legally binding promise) (see also **8.3**).

10 HOW DO THE LANDLORDS DECIDE WHO RECEIVES OFFERS OF ACCOMMODATION?

- 10.1 Are there different ways applicants can be selected for an allocation of housing?
- 10.2 How do the landlords decide which method will be used to allocate a property?
- 10.3 How do the landlords decide which applicant is going to be allocated a property?
- 10.4 Can a landlord 'bypass' the applicant at the top of the waiting list?
- 10.5 When will you select a housing applicant and allocate a property?
- 10.6 What happens if the person allocated a property refuses it?
- 10.7 I have previously engaged in anti-social behaviour in the area in which a vacant property is becoming available. Can I be considered for the property?
- 10.8 Will you review my situation if you're considering allocating me a property?
- 10.9 What happens if I've the same priority and waiting time as another applicant?

10.1 Are there different ways applicants can be selected for an allocation of housing?

Yes. For example, certain properties may be reserved for someone who:

- has a particular connection with the locality in which the property is situated (see **section 14**)
- needs an adapted or accessible home because of a physical disability (see **section 13**)
- meets criteria applying to that particular property or housing scheme (see **4.16**), or
- has specifically applied for a particular property.

Some properties don't have any particular letting criteria and can be allocated to anyone on the waiting list (providing they've chosen that letting area and qualify for that type and size of property).

10.2 How do the landlords decide which method will be used to allocate a property?

When a property becomes available we'll decide the method to be used to allocate it. If a property is reserved for a particular type of applicant (see **4.16** and **10.1**) we'll use that method to select who should receive an allocation.

The partner landlords may change the letting methods used to allocate particular housing schemes or properties, but will inform Housing Services so appropriate advice can be given to customers, and so the procedural guidance can be amended.

10.3 How do the landlords decide which applicant is going to be allocated a property?

We decide:

- (a) Which letting method will be used (see **10.1**).
- (b) Which applicants meet the specific letting criteria (if there are any).
- (c) Which applicants qualify for that type and size of property. Partner landlords may specify if the bedrooms are suitable for one or two people.

- (d) Which applicant has the highest priority. For properties with no specific letting criteria this usually means the applicant with the highest band priority that has been waiting the longest (according to their waiting time date, see **8.1** and **9.3**).

10.4 Can a landlord ‘bypass’ the applicant at the top of the waiting list?

Yes. However, a landlord can only do this if it’s allowed by the terms of the allocations scheme. Examples include:

- The property’s bedroom sizes are not suitable for the applicant’s household size (see **10.3(c)**).
- The Housing Options Team decides to suspend an application to enable its priority to be reviewed (see **8.8**).

A full list of the situations where applicants can be ‘bypassed’ and details of the procedure that must be followed is contained in the guidance for staff that accompanies this policy (see **1.5**).

10.5 When will you select a housing applicant and allocate a property?

We can decide to allocate a property either before or after the property becomes available to let. Sometimes we allocate the property before the previous tenant moves out.

10.6 What happens if the person allocated a property refuses it?

If the applicant we select for a property refuses it we will select someone else from the Housing Register to receive an allocation. For properties with no specific letting criteria this usually means the applicant with the next highest priority by band status and waiting time.

10.7 I have previously engaged in anti-social behaviour in the area in which a vacant property is becoming available. Can I be considered for the property?

We may not consider your application when choosing who should receive an allocation. We may do this if you, a member of your household, or a visitor to your home were previously responsible for anti-social behaviour in the area in which the property is situated. We can decide to ‘bypass’ you on the waiting list when short-listing for this reason even if we think you’re suitable to be a tenant (see **6.9**). We may advise you to consider choosing other letting areas if you’re likely to be affected by this rule.

10.8 Will you review my situation if you’re considering allocating me a property?

Yes. We can review how we have assessed your case before you’re allocated a property or offered a tenancy. If you haven’t told us about a change to your situation we may be unable to offer you a tenancy, even if you have received an allocation (see **8.6**).

10.9 What happens if I’ve the same priority and waiting time as another applicant?

If you have the same priority band status and waiting time as another applicant we’ll exercise our discretion when deciding who should receive the allocation. We’ll consider various factors. For example, someone may be favoured because they’ve spent more time waiting for social housing before being awarded their current band status, or

because it may free up a larger unit of accommodation, or because they have a stronger connection with the letting area. This isn't a complete list. We may take other factors into account, depending on the particular situation.

11 WHAT HAPPENS WHEN I'M OFFERED A PROPERTY?

- 11.1 How will I know I've been offered a property?
- 11.2 If the Council verbally offers me a tenancy can I insist the offer is confirmed in writing before I accept or refuse the offer?
- 11.3 Can I be offered a joint tenancy with my partner or someone in my household?
- 11.4 Can I view the property?
- 11.5 Do I have to accept a property I'm offered?
- 11.6 How long will I be given to accept or refuse an offer of tenancy?
- 11.7 How many offers can I receive?
- 11.8 What happens if I refuse two offers of housing?
- 11.9 What if I think the accommodation offered to me was unsuitable?
- 11.10 I think a refusal of housing should not be counted as one of my two offers. What can I do?
- 11.11 Are there any situations where an allocation can be withdrawn?
- 11.12 My application has been removed from the Housing Register because I've refused two offers. Can I reapply and go back on the waiting list?

11.1 How will I know I've been offered a property?

If we allocate you a property one of the partner landlords will usually tell you about this in writing. We may tell you by letter or email.

We may initially tell you about an allocation verbally (eg by phoning you). If you refuse the offer this will count towards your two refusals (see **11.7** and **11.8**) providing you were entitled to the allocation.

11.2 If the Council verbally offers me a tenancy can I insist the offer is confirmed in writing before I accept or refuse the offer?

Yes. You can then choose if you want to accept or refuse the offer of tenancy.

11.3 Can I be offered a joint tenancy with my partner or someone in my household?

If you're the applicant you can ask to be given a joint tenancy with your partner or someone else in your household if they:

- are eligible for housing (see **6.5** and **6.11**)
- are aged 16 or over (if they are 16 or 17 years old you need to be 18 or over)
- are included on your application
- intend to occupy the property as their only and main home.

If you've asked for a joint tenancy the landlord will decide whether or not to grant a joint tenancy. If a landlord refuses to grant a joint tenancy it will give you reasons in writing for the refusal.

11.4 Can I view the property?

Yes. The landlord will give you a time when you can view the property. A housing officer will be present to answer any questions you have about the property. You would usually be expected to accept or refuse the tenancy at the viewing.

11.5 Do I have to accept a property I'm offered?

No. You're free to accept or refuse any property offered to you. However it's important to note that refusing an offer may result in:

- you being taken off the Housing Register (see **11.8**), and
- the Council deciding that any duty owed to you under the homelessness legislation has ended.

11.6 How long will I be given to accept or refuse an offer of tenancy?

We must make sure properties are let quickly. You'll therefore need to decide quickly if you want to accept the offer of tenancy. We'll give you a time you need to tell us by. This is usually when you view the property. If you don't tell us whether you want to accept or refuse an offer of tenancy within the time we've given you we may decide you have refused the offer (i.e. infer from your behaviour that you have rejected the offer).

11.7 How many offers can I receive?

You can receive a maximum of two offers of accommodation if you've been awarded Band 1, 2, or 3 priority.

If you've been awarded the Urgent Band you'll receive one offer before losing the Urgent Band award. If you refuse that offer you'll then be placed in Band 1 and be eligible for one further offer. Your waiting time date (see **8.1**) will be amended to reflect your new band award.

If a management move will be required as the circumstances are not dealt within the Policy only one offer of accommodation will be made.

11.8 What happens if I refuse two offers of housing?

If you refuse two offers your application will be placed in Band 3 for non priority applications for a period of 6 months. This is to ensure fairness to other applicants who also need housing. You will not get a third offer.

In exceptional circumstances the Housing Options Manager or a senior Housing Services manager may decide not place your application in Band 3 and approve further offers. However, this will only be done if there are exceptional circumstances.

11.9 What if I think the accommodation offered to me was unsuitable?

If you refuse a property of the type you qualify for, in an area you chose, the refusal will count as one of your two offers. There would have to be exceptional circumstances for this not to be the case.

11.10 I think a refusal of housing should not count as one of my two offers. What can I do?

There may be situations where you think refusing a property should not be counted against you. For example if the property was not in one of your chosen areas, or if you think you should not have been offered that type of property. If you're unhappy with a decision that you've refused an offer or that your refusal should be counted against you, you can ask us to review that decision.

If it was your first offer you must ask for the review within 21 days of the date by which you were required to accept or refuse the offer.

If it was your second offer you must ask for the review within 21 days of us notifying you of the decision that you've been taken off the Housing Register (see **section 12** for more details about your right to ask us to reconsider decisions).

11.11 Are there any situations where an allocation can be withdrawn?

Yes. There may be situations where we withdraw an allocation (or an offer of tenancy resulting from an allocation). For example an allocation or offer may be withdrawn if:

- An affordability assessment could show that you are assessed as high risk of not being able to afford the property, on this basis the offer could be withdrawn. This will not mean a blanket no offer for other property types.
- Your situation has changed since we last reviewed your housing application, and you're no longer entitled to the same priority on the waiting list, or you're no longer entitled to remain on the housing register.
- You're a social housing tenant and have not brought the condition of your current home or garden up to the required standard.
- You're in arrears of rent, or have a property-related debt (see **9.11**).
- We become aware that you, or a member of your household, have engaged in behaviour that makes you unsuitable to be a tenant (see **6.8** and **6.9**).
- The allocation or offer was made in error.

The above is not exhaustive list.

12 YOUR RIGHT TO ASK FOR DECISIONS TO BE REVIEWED

- 12.1 What decisions can I ask the Council to reconsider?
- 12.2 What does category 12.1(h) mean?
- 12.3 How do I find out if I have a right to review a particular decision?
- 12.4 When will the Council tell me about my right to ask for a review?
- 12.5 What will the Council tell me about my right to review when I receive a decision on my application?
- 12.6 How do I ask for a review?
- 12.7 What if I don't receive the decision letter? Can I still ask for a review?
- 12.8 I've missed the 21-day time limit. Can I still ask for a review?
- 12.9 Do I need to provide reasons for asking for a review?
- 12.10 What procedure does the Council follow if I ask for a review?
- 12.11 Can I ask for a copy of my housing file?
- 12.12 Who will make the review decision?
- 12.13 How will the decision on my review be made?
- 12.14 How will you tell me about the review decision?
- 12.15 When will I get the review decision?
- 12.16 I'm dissatisfied with the review decision. Can I appeal?
- 12.17 Can I complain about the review decision?

12.1 What decisions can I ask the Council to reconsider?

You can ask the Council to review the following decisions:

- (a) a decision about what priority band status you're entitled to (see **9.6** to **9.10** for the banding groups)
- (b) a decision about what your waiting time date is (see **8.1**)
- (c) a decision that you're not entitled to go on the Housing Register (see **Section 6** for the rules on who is allowed onto the Housing Register)
- (d) a decision that your application will be taken off the Housing Register (see **8.10**)
- (e) a decision that your priority has been reduced (see **9.11** and **9.12**)
- (f) a decision that you refused an offer of housing (see **11.10**)
- (g) a decision that a refusal of housing should count as one of your two offers (see **11.10**)
- (h) a decision about the facts of your case that are likely to be, or have been, taken into account when considering whether to allocate accommodation (see **12.2**).

See **5.2** for details of what our initial decision letter will contain.

12.2 What does category 12.1(h) mean?

Category **12.1(h)** covers various possible negative decisions that you may not be told about. These decisions usually form part of another decision that you *will* have been notified of. For example, you may want us to review a decision that someone doesn't form part of your household, a decision about your financial resources, or a decision about the nature and effect of a medical condition you have. We may not tell you about these kinds of decisions because they're part of another decision, eg what band priority you are entitled to, or whether or not you're entitled to go on the Housing Register. If you want us to look again at a decision of the type described at **12.1(h)** it's usually a good idea to ask us first to confirm the information we took into account. This will help you to effectively exercise your right to a review.

12.3 How do I find out if I have a right to review a particular decision?

Please refer to **12.1** above. If you're still unsure if you can ask us to reconsider a decision contact the Housing Customer Services Team and we'll help you. You can contact Customer Services by telephoning (01248) 752200 or by emailing housing@anglesey.gov.uk

12.4 When will the Council tell me about my right to ask for a review?

We'll tell you about your right to ask for a review whenever we notify you of a decision that carries the right to review.

12.5 What will the Council tell me about my right to review when I receive a decision on my application?

We'll tell you:

- About your right to ask for a review of the decision.
- The decisions you can ask us to reconsider (see **12.1**).
- That if you want to ask for a review we must receive your request within 21 days of you being notified of the decision (unless the decision concerns the refusal of offers, see **11.10**)
- About where you can get independent advice.

The decision letter will explain that a copy of the decision notification is available to collect from the Council's office for a reasonable period. The letter also explains that if you do not receive the decision letter (or email) you'll be treated as having been notified when the letter was sent to the postal or email address you gave us.

12.6 How do I ask for a review?

If you want us to review a decision you must ask us within 21 days of being notified of the decision (subject to **11.10** where the review concerns the refusal of offers). If you don't receive the decision letter you must ask us within 21 days of when the decision letter was produced and sent to the address or email address you gave us. You don't need to complete a special form to ask for a review (although you can choose to use the form we provide for requesting a review). You can telephone or email us and ask for review.

You'll need to make sure you clearly ask for a review and tell us which decision(s) you want us to look at again.

Or you can complete the review form which is available online at:

www.anglseey.gov.uk/housingallocationreview

12.7 What if I don't receive the decision letter? Can I still ask for a review?

Yes, you can still ask for a review if you don't receive a copy of the decision. However, there are special rules. You must ask us to reconsider the decision within 21 days of when you're legally treated as having received the decision (this is called 'the date of deemed service').

The date of deemed service depends on how we sent the decision to you, and is:

- the second business day after the letter was posted, if sent by first class post, or
- the day you were sent or given the decision if it was hand delivered, personally served or emailed to you on a business day before 4.30 pm, or if after 4.30 pm, on the next business day.

If you don't ask us to reconsider the decision within 21 days of the date of deemed service you will lose your right to a review. However you can still ask if we're willing to extend the time limit (see **12.8**).

12.8 I've missed the 21-day time limit. Can I still ask for a review?

A review request received after the 21-day period has expired will be referred to the Housing Options Team Manager or another senior Council officer. They'll consider why your request was late and decide if we should extend the time limit and carry out a review.

12.9 Do I need to provide reasons for asking for a review?

Yes. We prefer it if you provide your reasons when you submit your review request. This helps us to make a quicker decision. However we'll write to you and give you a date by when you must provide your reasons and provide any supporting information you want us to consider (see **12.10** for details of the review procedure).

12.10 What procedure does the Council follow if I ask for a review?

Once we've received your review request we will, within 21 days, notify you in writing:

- that you, or someone acting on your behalf, can make representations in writing to the Housing Options Team in connection with the review
- of the procedure we'll follow in connection with the review, including the dates by which:
 - we must receive any supporting information (this cannot be earlier than 14 days from our letter confirming the procedure)
 - the date by which you'll be notified of the decision
- who will be carrying out the review
- the reviewing officer's contact details

- that the review decision will be notified in writing
- of the reasons for any adverse decision
- that you may ask for further information about any decision made about the facts of your case (see **12.1(h)**).

The reviewing officer may offer you an opportunity to make verbal representations in connection with the review. They may also ask other officers within the Housing Options Team to carry out tasks in connection with the review, eg making enquiries.

If, before the deadline for receipt of representations, you ask for further information about any decision relevant to the decision under review (for example matters covered by **12.1(h)**) the reviewing officer will ensure a response is given. He or she will extend the period for receiving representations if necessary to ensure fairness.

The Council will notify you of the decision made on your review within eight weeks of the date on which you asked for the review (unless an extension to this deadline is needed; see **12.15**).

12.11 Can I ask for a copy of my housing file?

Yes. We may charge you £10 to provide this. Please also see **16.6** about your legal rights to obtain information.

12.12 Who will make the review decision?

A Housing Services officer who was not involved in the original decision and who is senior to the officer who made the original decision will make the decision on your review.

12.13 How will the decision on my review be made?

The reviewing officer will consider the information you've given, and reconsider all of the relevant facts at the time the review is decided, in light of this policy and any legal requirements. We will consider information received since the original decision was made if it is relevant.

12.14 How will you tell me about the review decision?

We'll confirm the review decision in writing by post or email.

12.15 When will I get the review decision?

We'll usually notify you of the decision within eight weeks of when we received your review request. We may take longer if:

- we need more time to make the decision
- the extension of time is reasonable, having regard to the facts of your particular case, and
- we have notified you in writing of our reasons for needing an extension.

12.16 I'm dissatisfied with the review decision. Can I appeal?

No. You don't have any statutory right to appeal a negative review decision. You may be able to go to court using a process called judicial review. However to apply to court

you'd need reasons for claiming that the Council has acted unlawfully. You should seek independent legal advice.

12.17 Can I complain about the review decision?

Yes. You can complain under the Council's Concerns and Complaints Policy if you're dissatisfied with a review decision or the manner in which it was made. You can also complain if you're dissatisfied with any other aspect of how your housing application has been dealt with. A copy of the Council's Concerns and Complaints Policy is available on the Council's website.

If your complaint is about something a partner Registered Social Landlord (housing association) has done (that doesn't concern something the Council has done or is responsible for) you may complain using that landlord's complaints policy (details of complaints policies are given on each partner landlord's website).

If you want to complain to the Public Services Ombudsman for Wales you must usually first exhaust the formal complaints procedure.

13 WHAT IF I NEED AN ADAPTED OR ACCESSIBLE PROPERTY OR HAVE A MEDICAL NEED FOR HOUSING?

- 13.1 I have a medical condition. Does this mean I'll get extra priority for housing?
- 13.2 Who gets priority for medical reasons?
- 13.3 How do I apply for medical priority?
- 13.4 Do I need to supply evidence?
- 13.5 Who decides if I get extra priority on medical grounds?
- 13.6 I have a serious medical condition and provided supporting letters. Why haven't I received extra priority because of my ill-health?
- 13.7 What if I need an extra bedroom on medical grounds?
- 13.8 What if I need a physically adapted property?
- 13.9 What happens next?
- 13.10 I'm unhappy with how the Council have assessed my needs. What can I do?
- 13.11 Do you reserve certain properties for people who need an accessible or adapted home?
- 13.12 How do you decide which applicant is allocated a particular adapted property?
- 13.13 Will the partner landlords ensure information about obtaining accessible housing is widely available?

13.1 I have a medical condition. Does this mean I'll get extra priority for housing?

Having a medical condition does not necessarily mean you'll be given priority for housing (or awarded a higher band).

13.2 Who gets priority for medical reasons?

To receive priority because of a medical condition your situation must be covered by one of the priority groups contained in the banding scheme (see **section 9**). The table below lists the groups where a medical condition can give you a priority for housing:

Band	Category	Section	Found on page...
Urgent	1	9.6	41
Urgent	3	9.6	41
1	14	9.7	46
2	22	9.9	52

13.3 How do I apply for medical priority?

We'll ask you at your housing options interview if you have any medical conditions. We'll discuss with you how your medical condition is affected by your housing situation. If you may qualify for priority because of your medical condition under the banding categories we'll take details of your medical condition and how it affects your need for housing.

13.4 Do I need to supply evidence?

Yes. We'll need to see evidence of your medical condition and why this means you need housing. You can provide a letter from your GP (or another medical professional).

However the letter should:

- confirm the nature of your medical conditions
- give details of what treatment and medications (if any) you receive, and
- say how your current accommodation is having an adverse effect on your medical condition (or how having suitable accommodation would alleviate the condition).

The letter is only likely to help your case if it includes the above information.

13.5 Who decides if I get extra priority on medical grounds?

We'll decide if you're entitled to priority under the banding system because of your medical condition. This will be based on the information you provide. If someone has provided information supporting your application (eg a doctor) this will also be considered. If we can't make a decision without more information we may make enquiries and/or contact your doctor. We may also get advice on what you need from someone who is medically qualified before we make our decision.

13.6 I have a serious medical condition and have provided supporting letters. Why haven't I received extra priority because of my ill-health?

Medical priority is only awarded if your situation is covered by the one of the banding categories (see **section 9** and **13.2**). This normally means that your housing (or lack of suitable housing) must be having a significant detrimental effect on your medical condition. No matter how serious your medical problems, we can't give you priority unless we're satisfied your housing situation is making your condition worse. For the same reason you won't necessarily get priority just because you've provided supporting letters. If we don't award you priority (or higher priority) because of your ill-health it doesn't mean that we haven't accepted you have a medical condition.

13.7 What if I need an extra bedroom on medical grounds?

We'll only decide you need an extra bedroom if there are exceptional circumstances. Please see **4.12** for the rules on how many bedrooms you're entitled to.

We would usually expect evidence that an extra bedroom is essential for the health and well-being of a household member, or that you need care overnight on a regular and ongoing basis. If your child has challenging behaviour we'll consider your situation and what you need. However, you will only qualify as needing an extra bedroom if we're satisfied you meet the criteria at **4.12**.

13.8 What if I need a physically adapted property?

We'll discuss any need you have for adaptations at your housing options interview. If you may need adaptations we will assess what you need.

13.9 What happens next?

We may arrange for an occupational therapist to visit you at home to carry out a detailed assessment of your needs. We'll make a decision once we're satisfied we have all the information we need. We'll then write and tell you the outcome of the assessment and what band you've been awarded.

13.10 I'm unhappy with how the Council have assessed my needs. What can I do?

You can ask us to review the decision if you disagree with how we have assessed your needs (see **section 12** for more details about your right to ask us to reconsider decisions).

13.11 Do you reserve certain properties for people who need an accessible or adapted home?

Yes. Properties may be excluded from the general pool and earmarked for allocation to applicants who need adaptations because of a physical disability. We allocate adapted properties to households that will make best use of the facilities in place. This helps to ensure we make best use of the properties we have and avoids unnecessary expenditure. We may also exclude properties from the general housing pool if they aren't currently adapted but are suitable for adaptations.

13.12 How do you decide which applicant is allocated a particular adapted property?

We keep a record of:

- the adaptations you need, and
- what adaptations each property becoming available has.

We may also keep a record of additional adaptations that may be made to particular properties.

When a property in the 'adapted properties pool' becomes available we match applicants with the property and decide which applicant should receive the allocation. Before confirming the allocation we may seek further information from relevant professionals and we may ask an occupational therapist to visit the property to advise us on its suitability.

13.13 Will the partner landlords ensure information about obtaining accessible housing is widely available?

Yes. By doing this we will increase housing choices for disabled people and comply with our legal duties under the Equality Act 2010.

14 LOCAL AND SENSITIVE LETTINGS POLICIES

- 14.1 Introduction
- 14.2 How do the partner landlords identify a local letting policy is needed?
- 14.3 How are local letting policies approved?
- 14.4 What are sensitive letting policies and when are they used?
- 14.5 Section 106 agreements

14.1 Introduction

This policy recognises that partner landlords may wish to adopt policies designed to tackle local housing issues through the use of local lettings policies and sensitive lettings. Local lettings policies are used to achieve a wide variety of housing management and other housing policy objectives. They are usually developed when we decide we need to manage the balance of the community.

All local lettings policies must be based on a sound evidence base and are developed following a robust assessment of this evidence. When proposing a new local lettings policy the partner landlord must provide details of:

- (a) The particular issue affecting the community which requires a local lettings policy.
- (b) The area and list of dwellings to be incorporated.
- (c) The proposed duration of the policy.
- (d) The objectives the landlord hopes to achieve.
- (e) The policy provisions.
- (f) The impact the policy is likely to have on those groups of applicants who re-housing opportunities are reduced, including persons with protected characteristics under the equality legislation.

14.2 How do the partner landlords identify a local letting policy is needed?

All local policies will be based on an identified and evidenced need. Examples of local housing issues that may require a local policy include:

- (a) concentrations of deprivation
- (b) under-occupation
- (c) overcrowding
- (d) a need to facilitate tenant employment through job-related moves
- (e) the needs and sustainability of rural communities, for example where affordability of accommodation is an issue
- (f) allowing transfers for existing social housing tenants even where they do not fall into a reasonable preference category
- (g) ensuring compliance with planning obligations under section 106 of the Town and Country Planning Act 1990

- (h) properties being located within a regeneration area
- (i) large new developments

14.3 How are local letting policies approved?

The formulation of local policies will follow a protocol agreed by the Housing Allocations Sub-Group of the Anglesey Housing Partnership (see **17.1**). A proposal for a local lettings policy must:

- (a) contain detailed criteria governing the procedures by which lettings will be made
- (b) be approved by the Housing Allocations Sub-Group, and
- (c) make provision for the policy to be reviewed after a certain period of time.

When considering whether to approve the local policy the Sub-Group must invite views of the operational managers with responsibility for overseeing administration of the housing allocation function and allocations, and must have particular regard to the ease of administering the proposed criteria. The Sub-Group must have particular regard to the ease of administering the proposed criteria.

14.4 What are sensitive lettings and when are they used?

There may be occasions when partner landlords wish to make lettings outside the usual allocation rules to protect the interests of existing residents. For example, a sensitive lettings approach may be considered appropriate when re-letting a property if a community has been subject to serious and prolonged anti-social behaviour.

Partner landlords will inform the Housing Options Manager of any sensitive lettings made, together with:

- the reasons why the sensitive letting is needed, and
- the position on the waiting list of the applicant who the letting is made to (if applicable).

14.5 Section 106 agreements

Section 106 agreements determine the allocation of housing on new developments. These agreements are adopted to provide ways of restricting the occupancy of dwellings to those who have a local community need for an affordable home, both on first occupation and in perpetuity. Properties developed on sites incorporating a section 106 agreement will be let under the terms of that agreement.

15 IMMEDIATELY AVAILABLE TO LET PROPERTIES

- 15.1 Introduction
- 15.2 How can I find out about immediately available to let properties?
- 15.3 How do I apply to be considered for an immediately available to let property?
- 15.4 How do the partner landlords decide who is offered an immediately available property?
- 15.5 What information will I have to provide?

15.1 Introduction

There may be a small number of properties that are immediately available to let at any given time. This will usually happen when there's no-one on the Housing Register eligible to be offered a particular property, or where the Register has been exhausted.

The number and type of available properties may vary greatly and will be allocated on a case-by-case basis, having regard to the property type and any other allocation criteria which may apply to that particular dwelling i.e. local letting policy, property designation criteria etc.

15.2 How can I find out about immediately available to let properties?

We advertise details of any immediately available to let properties on the Council's website and at www.angleseyhousing.co.uk

15.3 How do I apply to be considered for an immediately available to let property?

If you want to be considered for a property you've seen advertised you should contact Housing Services' Customer Services Team (see page 2) or follow the guidance contained in the property advert. We will offer you an appointment if you may qualify to be offered the property.

15.4 How do the partner landlords decide who is offered an immediately available property?

Any allocation will be based on an applicant's circumstances including such matters as:

- your need for housing
- your local connection (either to the district or to the locality the property is situated in)
- your financial situation
- your previous tenancy record, and/or
- any other matters relevant to the aim of letting the property to a person in housing need.

15.5 What information will I have to provide?

You'll need to provide documents to verify your identity. The landlord may also ask you to provide other information and documents so they can be satisfied of your circumstances.

16 WHAT DOES THE LAW SAY ABOUT HOW HOUSING MUST BE ALLOCATED?

- 16.1 What legal requirements are there in relation to allocation policies?
- 16.2 Displaced agricultural workers
- 16.3 Equality and diversity
- 16.4 Confidentiality and the protection of your personal data
- 16.5 What role do elected members (councillors) have in the allocation process?
- 16.6 What information do I have a legal right to ask for?

16.1 What legal requirements are there in relation to allocation policies?

The various legal requirements concerning the allocation of social housing by councils are principally contained in Part 6 of the Housing Act 1996.

Councils are required to have an allocations scheme for determining the priorities and procedure to be followed in allocating social housing. The Council can adopt its own policy, provided the scheme complies with certain statutory requirements and basic legal principles of fairness and rationality. The Council must act in accordance with this policy and the accompanying procedures.

The housing association partners are Industrial and Provident Societies with charitable aims. The charitable aims of each association require them to accommodate people who need assistance with housing and accommodation because of financial hardship (because their financial means are so limited they are unable to obtain suitable accommodation on the open market) or because of needs relating to their age or infirmity.

The allocation scheme must state which officers make each type of decision (not by name but by description). This information is included in the procedures and guidance that accompanies this policy and which helps housing officers administer this policy (see **1.5**).

The allocation scheme must ensure that reasonable preference (a 'head start') is given to the following groups:

- (a) People who are homeless within the meaning of Part 2 of the Housing Act 2014.
- (b) People who are owed a duty by a local housing authority under sections 66, 73 or 75 of the 2014 Act.
- (c) People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- (d) People who need to move on medical or welfare grounds.
- (e) People who need to move to a particular locality in the district, where failure to meet that need would cause hardship.

The registering of an application and a priority award is no guarantee that an allocation will be made. There is no legal right to be allocated long term social housing.

This policy ensures reasonable preference is given to the above groups by adopting priority categories based on the statutory preference groups and by excluding people who do not have a housing need. The legislation allows for, and this policy provides, additional preference (or extra weight) for persons with urgent housing needs and people with a local connection. This policy also takes advantage of the legal power to take into account, when defining priority for re-housing, applicants' financial resources and behaviour by an applicant or a household member that affects their suitability to be a tenant. In addition, we have exercised the power to make provision for excluding applicants or demoting an applicant's priority because of serious unacceptable behaviour. More detail about how applicants are prioritised is given in **section 9**.

The Council must have regard to statutory guidance issued by the Welsh Ministers under section 169 of the Housing Act 1996, both when formulating the allocation scheme, and when making decisions on individual housing applications. The Council will have regard to guidance contained in Part 1 of the *Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness* (Welsh Government, 24 March 2016), and any amendments or subsequent statutory guidance.

The Council must, and has, given its partner registered social landlords an opportunity to comment on this allocation scheme. The Council has also taken reasonable steps to bring the policy to the attention of those likely to be affected by it, including people who were registered under the previous policy and tenants of the partner landlords. Partner organisations were consulted, including advice agencies. The Council has also taken into account its local housing strategy, and its homelessness review and strategy when formulating this policy.

16.2 Displaced agricultural workers

The Rent (Agriculture) Act 1976 requires the Council to use its best endeavours to provide accommodation for qualifying displaced agricultural workers. Section 27 of the 1976 Act requires the Council to be satisfied that:

- (a) the dwelling-house from which the worker is displaced is needed to accommodate another agricultural worker;
- (b) the farmer cannot provide suitable alternative accommodation for the displaced worker; and
- (c) the Council should provide suitable accommodation in the interests of efficient agriculture.

In reaching a decision, the Council may have regard to the advice of the Agricultural Dwelling-House Advisory Committee (ADHAC). The ADHAC's role is to advise on whether the interests of efficient agriculture are served by the re-housing of the worker, and on the applicant's urgency. If the Council is satisfied that the applicant's case is substantiated, they have a duty under section 28 of the 1976 Act to use their best endeavours to provide suitable alternative accommodation for the displaced worker. In assessing the application's priority the Council is required to consider:

- (d) the case's urgency;

- (e) the competing claims on the accommodation; and
- (f) their resources.

This policy aims to ensure the requirements of the 1976 Act are met by affording priority to qualifying agricultural workers (see Band 3, housing need **category 29**).

If it is considered that awarding Band 3 priority would not afford sufficient priority, approval must be sought to award a higher band (see housing need categories **8, 16** and **21**).

16.3 Equality and diversity

We are committed to providing equality of opportunity to everyone who wants to apply for housing. The partners are satisfied this policy does not discriminate against any person on the grounds of race, gender, sexuality, age, disability, class, appearance, religion or religious beliefs, responsibility for dependents, unrelated criminal activity, HIV or AIDS status, or any other matter that might cause a person to suffer injustice. This policy has been subject to an equality impact assessment. The partner landlords are satisfied this policy complies with their respective equality policies.

We will comply with the statutory requirements relating to equality and the relevant codes of practice. The operation of this policy will be monitored to ensure fair and equitable treatment of customers and legal compliance, including the obligation not to discriminate directly or indirectly on grounds related to the protected characteristics listed at section 4 of the Equality Act 2010.

Where we are aware applicants will experience difficulty understanding communications and that this is likely to impact upon their ability to apply for housing or meet procedural requirements we will record this fact and make appropriate arrangements to ensure future communications can be understood. This may, for example, include arranging for a third party to receive written correspondence on an applicant's behalf, or phoning an applicant to explain the nature and content of letters sent to them.

The Council's Welsh Language Standards and Welsh Language Policy apply to the maintenance of the Housing Register and those functions administered by the Council. The partner housing associations will comply with the relevant Welsh language policies and/or standards applying to them. We will communicate with customers in their preferred language. All materials and advice are available in Welsh and English.

16.4 Confidentiality and the protection of your personal data

If you apply for social housing you have a right to confidentiality. The fact you have applied for housing cannot be divulged to any other member of the public without your consent.

You will be asked to give permission to allow the Council to ask other people or organisations for information if we need to do this to administer your application. You will be told about your statutory rights and how your personal data will be used.

The partner landlords will share relevant information about housing applicants for the purpose of administering applications, making allocations and managing tenancies. It is

therefore a condition of applying for housing that you must be willing to consent to the sharing of your personal data with the partner landlords.

Each partner will ensure they have appropriate policies and arrangements in place to ensure customers' personal data is held securely and lawfully processed.

The partner landlords will agree a protocol governing the sharing of information about housing applicants, which complies with the Wales Accord on the Sharing of Personal Information (WASPI) standard.

16.5 What role do elected members (councillors) have in the allocation process?

The Council's elected members can advise and represent you if you have applied for housing. They have an important role in ensuring this policy is followed and operates in a fair and consistent way. You can contact your local councillor if you want them to make representations or make enquiries on your behalf.

Councillors aren't legally allowed to be involved in an allocation decision if the accommodation or your sole or main residence is located in their ward. It is important that landlords are not placed under (or give an appearance of) undue influence.

Councillors making enquiries on your behalf about the status of your housing application or a related matter must provide your written consent. We may ask for written clarification from you if it's unclear if the consent remains effective. For example, we may ask for evidence to demonstrate the consent is contemporaneous or covers the matter about which information is being sought.

An elected member may ask about the status of a property. We will tell them if it is currently held under a tenancy or 'void' (not subject to a tenancy), and if void if it has been allocated to another applicant. However, to comply with the Data Protection Act 1998 personal information (whether relating to an existing tenant, a prospective tenant or a new tenant) cannot be disclosed.

16.6 What information do I have a legal right to ask for?

The partner landlords provide general advice and information to members of the public about the right to apply for social housing. If you want to apply for housing you will be advised to contact the Council's Housing Customer Services Team (see **2.2**).

This policy and a summary of the allocation scheme is available on the Council's website. You are entitled to be given a free copy of the summary.

You can also ask for a copy of the housing allocation scheme. This is a full copy of all the rules, covering all aspects of the allocation process, including the procedures and guidance we provide for staff. A fee of £10 is payable. A copy of the housing allocation scheme is also available for you to inspect at the Council's Housing Services department at the Council Offices in Llangefni.

If you apply for social housing you have a legal right to ask for certain information. You are entitled to ask for and be given:

- (a) such general information as will help you assess:

- (i) how your application is likely to be treated under this policy, including if you're likely to be treated as a member of a group given priority
 - (ii) if appropriate accommodation is likely to be made available to you, and if so how long it is likely to be before accommodation becomes available for allocation to you
- (b) information about any decision about the facts of your case which has been, or is likely to be, taken into account when considering whether to allocate accommodation
- (c) details of the information you have previously provided about yourself or your family that we have recorded as being relevant to your application.

We will tell you the information at (a)(i) during your housing options interview. This will help you evaluate your chances of being offered social housing. We will provide you the information at (a)(ii), (b) and (c) if you ask for it.

The information at (a)(ii) will be given by telling you about the number of vacancies in a previous period (or periods) for the relevant size and type of property in the letting areas for which you are registered (or for the letting area where you're likely to have to wait the shortest time for accommodation), and by confirming the number of other applicants with greater priority than you (see **4.4** and **4.5**).

If you ask for it we'll provide information about specific aspects of the housing allocation process if we're legally obliged to.

The above rights are in addition to your right to access your personal information under section 7 of the Data Protection Act 1988. Further information about the partner landlords' data protection policies and how to access your personal information are available on each partner's website.

17 HOW DO SOCIAL LANDLORDS MONITOR THE ALLOCATION OF HOUSING?

17.1 How is this policy monitored?

17.2 Are lettings made outside of the usual allocation rules monitored?

17.3 Do the partner landlords set targets for who receives social housing?

17.1 How is this policy monitored?

Clwyd Alyn Housing Association, Grŵp Cynefin, Isle of Anglesey County Council, North Wales Housing and Tŷ Glas Housing Society participate in the Anglesey Housing Partnership. A sub-group of the Partnership meets regularly to monitor allocations and the effectiveness of this policy in meeting the Council's strategic objectives. The Housing Allocation Sub-Group consists of at least one senior manager from each of the partner landlords. The Council and partner Registered Social Landlords also report to their respective committees / boards as appropriate.

The Sub-Group will:

- Agree their terms of reference.
- Meet at least twice a year, or more often if required.
- Ask the Housing Options Manager and partner landlords to provide regular statistical information concerning the administration of housing applications and the letting of properties.
- Agree a schedule of the statistical indicators the Housing Options Team and partner landlords must provide, having regard to the ease of producing the indicators.
- Consider the effectiveness of arrangements for administering applications for housing.
- Monitor compliance with the terms of the allocation scheme by participating landlords.
- Consider the need for amending policy and procedures in light of changes to:
 - the law
 - statutory guidance
 - strategic objectives
 - the outcomes of review and appeals, or
 - any other relevant matters.
- Consider proposals to introduce local lettings policies and review their impact.
- Monitor the use of sensitive lettings by partner landlords.
- Monitor the use of management moves by partner landlords.
- Monitor the number of applicants not offered tenancies by the Registered Social Landlord partners because an offer would conflict with their charitable objectives.

17.2 Are lettings made outside of the usual allocation rules monitored?

Yes. The Housing Allocation Sub-Group (see **17.1**) monitors the number of management moves and sensitive lettings. Each partner landlord must notify the Housing Options Manager when they propose to make a sensitive letting, and confirm:

- the reason why they consider the letting is justified, and
- the position on the Housing Register (if any) of the applicant who is being considered.

The Housing Options Manager or a senior Housing Services manager will report to the Housing Allocation Sub-Group and confirm:

- the number of sensitive lettings made by each partner landlord
- the reasons for the use of sensitive lettings, and
- the mean average number of applicants overlooked when sensitive lettings have been made.

17.3 Do the partner landlords set targets for who receives social housing?

The Housing Allocation Sub-Group (see **17.1**) may (but does not have to) adopt targets to ensure a proportion of allocations (or a proportion of particular types of property) go to particular groups of applicants.

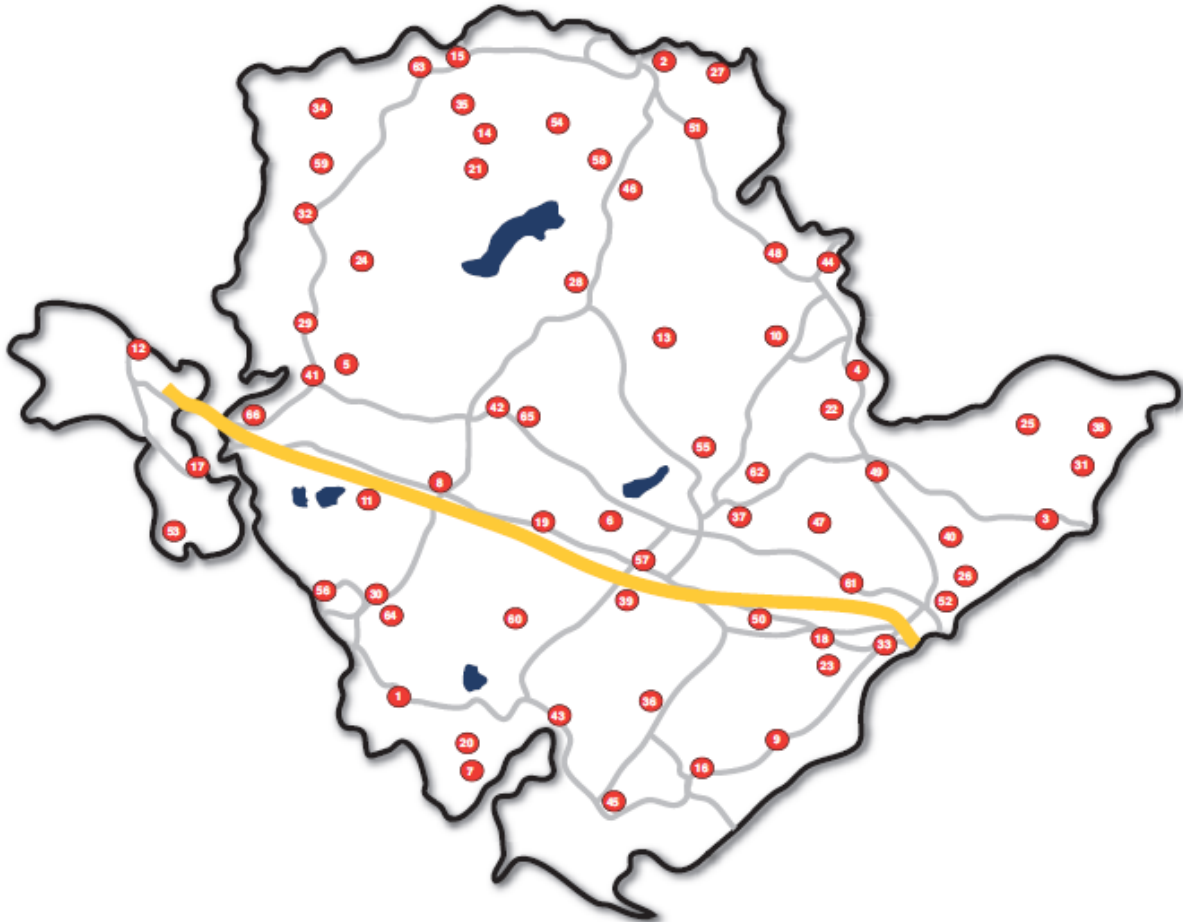
APPENDIX 1 – WAYS OF OBTAINING SOCIAL HOUSING THAT DO NOT COUNT AS AN ALLOCATION

This policy does not cover the following ways you may obtain accommodation:

- (a) A transfer initiated by the landlord, for example to enable property works or for management reasons.
- (b) Being provided temporary accommodation under the homelessness legislation.
- (c) Being granted a tenancy that is not an introductory, secure, assured shorthold or assured tenancy.
- (d) Automatically becoming a secure tenant when an introductory tenancy ends, or becoming an assured tenant when an assured shorthold tenancy ends.
- (e) Succeeding to an existing tenancy when the previous tenant dies.
- (f) Becoming a tenant by assignment, e.g. when exercising a legal right to exchange your tenancy with another social housing tenant ('mutual exchange').
- (g) Becoming a tenant because a court has ordered an existing tenancy to be transferred to you.
- (h) Re-housing because of compulsory purchase.
- (i) Being provided accommodation by the Council under the Land Compensation Act 1973, s.39.
- (j) Being provided accommodation that is let at an intermediate market rent.
- (k) Being offered 'extra-care' housing.

APPENDIX 2 – LETTING AREAS

The map below and the key on the opposite page show the letting areas you can choose. Not all property types are available in every area.



Key to letting areas

No.	Letting area	No.	Letting area
1	Aberffraw	34	Llanfairynghonwy
2	Amlwch	35	Llanfechell
3	Beaumaris	36	Llangaffo
4	Benllech	37	Llangefni
5	Bodedern	38	Llangoed
6	Bodffordd	39	Llangristiolus
7	Bodorgan	40	Llansadwrn
8	Bryngwran	41	Llanynghenedl
9	Brynsiencyn	42	Llynfaes
10	Brynteg	43	Malltreath
11	Caergeiliog	44	Moelfre
12	Caergybi / Holyhead	45	Niwbwch / Newborough
13	Capel Coch	46	Parc
14	Carreglefn	47	Penmynydd
15	Cemaes	48	Penrhoslligwy
16	Dwyran	49	Pentraeth
17	Four Mile Bridge	50	Pentre Berw
18	Gaerwen	51	Penysarn
19	Gwalchmai	52	Porthaethwy / Menai Bridge
20	Hermon	53	Rhoscolyn
21	Llanbabo	54	Rhosgoch
22	Llanbedrgoch	55	Rhosmeirch
23	Llanddaniel	56	Rhosneigr
24	Llanddeusant	57	Rhostrehwfa
25	Llanddona	58	Rhosybol
26	Llandegfan	59	Rhydwyn
27	Llaneilian	60	Soar
28	Llanerchymedd	61	Star
29	Llanfachraeth	62	Talwrn
30	Llanfaelog	63	Tregele
31	Llanfaes	64	Ty Croes
32	Llanfaethlu	65	Tyn Lôn
33	Llanfairpwll	66	Y Fali / Valley

APPENDIX 3 – INELIGIBILITY BECAUSE OF IMMIGRATION AND NATIONALITY STATUS

1. What rules do the Council have to apply when deciding if I'm eligible to go on the Housing Register on immigration or nationality grounds?

The Government sets the rules we have to apply. They are contained in section 160A of the Housing Act 1996 and in regulations issued by the Welsh Ministers. These regulations are currently The Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014 if you applied for housing on or after 31 October 2014. The rules explained below from 5 to 6 are the rules if you applied on or after this date.

2. Will I need to provide documents to prove my nationality and immigration status?

Yes, if we need it to be satisfied you're eligible for a housing allocation (see 3.9).

3. I'm already a social housing tenant and have a secure / introductory / assured tenancy. I received my accommodation because of a previous allocation from a council waiting list. Am I eligible to go on the waiting list and be allocated social housing?

Yes. If this is your situation you are eligible even if you wouldn't normally qualify under the rules explained below.

4. What does 'subject to immigration control' mean?

You're subject to immigration control if you:

- need permission to enter or remain in the United Kingdom but don't yet have permission, or
- have permission to enter or remain in the UK only if you don't claim benefits or use other public funds, or
- were given permission to enter or remain in the UK within the last five years on the grounds that someone else signed a maintenance undertaking agreeing to support you.

5. I'm subject to immigration control. Am I eligible for an allocation of housing?

The general rule is you will be ineligible for housing if you are subject to immigration control. However, there are exceptions. If you are subject to immigration control and fall into on the following groups you will be eligible for an allocation of housing:

- (a) You are recorded by the Secretary of State as a refugee within the definition of Article 1 of the Refugee Convention and have leave to enter or remain in the United Kingdom.
- (b) You:
 - (i) have exceptional leave to enter or remain in the UK granted outside the provisions of the Immigration Rules, and

- (ii) your leave to enter or remain is not subject to a condition requiring you to maintain and accommodate yourself, and any person who is dependent on you, without recourse to public funds.
- (c) You are habitually resident in the UK, the Channel Islands, the Isle of Man, or the Republic of Ireland and your leave to enter or remain in the UK is not subject to any limitation or condition, unless you:
 - (i) were given leave to enter or remain in the UK upon an undertaking given by your sponsor, and
 - (ii) you have been resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland for less than five years beginning on the date of entry or on the date on which the undertaking was given in respect of you, whichever date is the latter, and
 - (iii) your sponsor or where there is more than one sponsor, at least one of your sponsors is still alive.
- (d) You have humanitarian protection granted under the Immigration Rules.
- (e) You are habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland and you have limited leave to enter the UK as a relevant Afghan citizen under paragraph 276BA1 of the Immigration Rules.

6. I'm not subject to immigration control. Am I eligible for an allocation of housing?

The general rule is you are eligible for housing if you are not subject to immigration control. However, there are exceptions. If you are not subject to immigration control and fall into on the following groups you will be ineligible for an allocation of housing:

- (a) You are not habitually resident in the United Kingdom, the Channel Islands, the Isle of Man, or the Republic of Ireland and you do not fall into any of the following categories:
 - (i) a worker
 - (ii) self-employed
 - (iii) treated as a worker under the definition of a “qualified person” in Regulation 6(1) of the Immigration (European Economic Area) Regulations 2013 (right of residence of an accession State national subject to worker authorisation)
 - (iv) the family member of a person who is a worker, self-employed or treated as a worker under the “qualified person” definition
 - (v) someone with a right to reside permanently in the UK under Regulation 15(1)(c), (d) or (e) of the Immigration (European Economic Area) Regulations 2013, or
 - (vi) in the UK as a result of your deportation, expulsion or other removal by compulsion of law from another country to the UK.
- (b) Your only right to reside in the UK:

- (i) is derived from your status as a jobseeker or a family member of a jobseeker, or
 - (ii) is an initial right to reside for a period not exceeding three months under regulation 13 of the Immigration (European Economic Area) Regulations 2013, or
 - (iii) is a derivative right to reside to which you are entitled under regulation 15A(1) of the EEA Regulations, but only in a case where the right exists under that regulation because you satisfy the criteria in regulation 15A(4A) of those regulations, or
 - (iv) is derived from Article 20 of the Treaty on the Functioning of the European Union, if your right to reside arises because a British citizen would otherwise be deprived of the genuine enjoyment of the substance of their rights as a European Union citizen.
- (c) Your only right to reside in the Channel Islands, the Isle of Man or the Republic of Ireland:
- (i) is a right equivalent to one of those mentioned above in (b)(i), (ii) or (iii) which is derived from the Treaty on the Functioning of the European Union, where your right to reside:
 - (aa) in the Republic of Ireland arises because an Irish Citizen, or
 - (bb) in the Channel Islands or the Isle of Man arises because a British citizen also entitled to reside there,would otherwise be deprived of the genuine enjoyment of the substance of their rights as a European Union citizen.

APPENDIX 4 – INELIGIBILITY BECAUSE OF SERIOUS UNACCEPTABLE BEHAVIOUR

1. What effect does a decision about unacceptable behaviour have on my application?

If we decide that your behaviour, or the behaviour of a member of your household, makes you unsuitable to be a tenant we may:

- exclude you from the Housing Register (see **6.8** and **6.9**), or
- reduce your priority (see **9.11** and **9.12**).

2. What counts as unacceptable behaviour that may disqualify me from being considered for housing?

Examples of behaviour that may affect your suitability to be a tenant include:

- rent arrears
- anti-social behaviour
- a previous property-related debt resulting from damage to premises, or
- a housing benefit overpayment.

The above are only examples, and other situations can result in us deciding you're unsuitable to be a tenant.

3. How does the Council decide if behaviour is unacceptable and makes me unsuitable to be a social housing tenant?

By law we must consider:

- (a) whether – if you were a Council tenant – the behaviour was serious enough to entitle the Council to an outright possession order under section 84A of the Housing Act 1985 or under section 84 of the 1985 Act on any of the grounds listed in Part 1 of Schedule 2 to that Act (other than ground 8), and if so
- (b) Was the behaviour serious enough to render you as an applicant or a household member unsuitable to be a tenant
- (c) Whether you're unsuitable to be a tenant because of the behaviour at the time of your application.

4. If the Council decides I've been guilty of unacceptable behaviour will I definitely be excluded from the Housing Register?

No. We consider each case on its own merits, taking all relevant factors into account. We also consider the need to achieve broader policy aims such as equality of opportunity, social inclusion and the needs of existing residents.

Where the Council is satisfied on all three aspects, we will consider exercising its discretion to decide that you should be treated as ineligible for an allocation. In reaching its decision, the Council will consider each application on its own merits. Having regard for each applicant's personal circumstances (and the personal circumstances of the applicant's

household), including his or her health and medical needs, dependants and any other factors relevant to the application. A decision to treat an applicant as ineligible must be underpinned by compliance with the law and the Code of Guidance

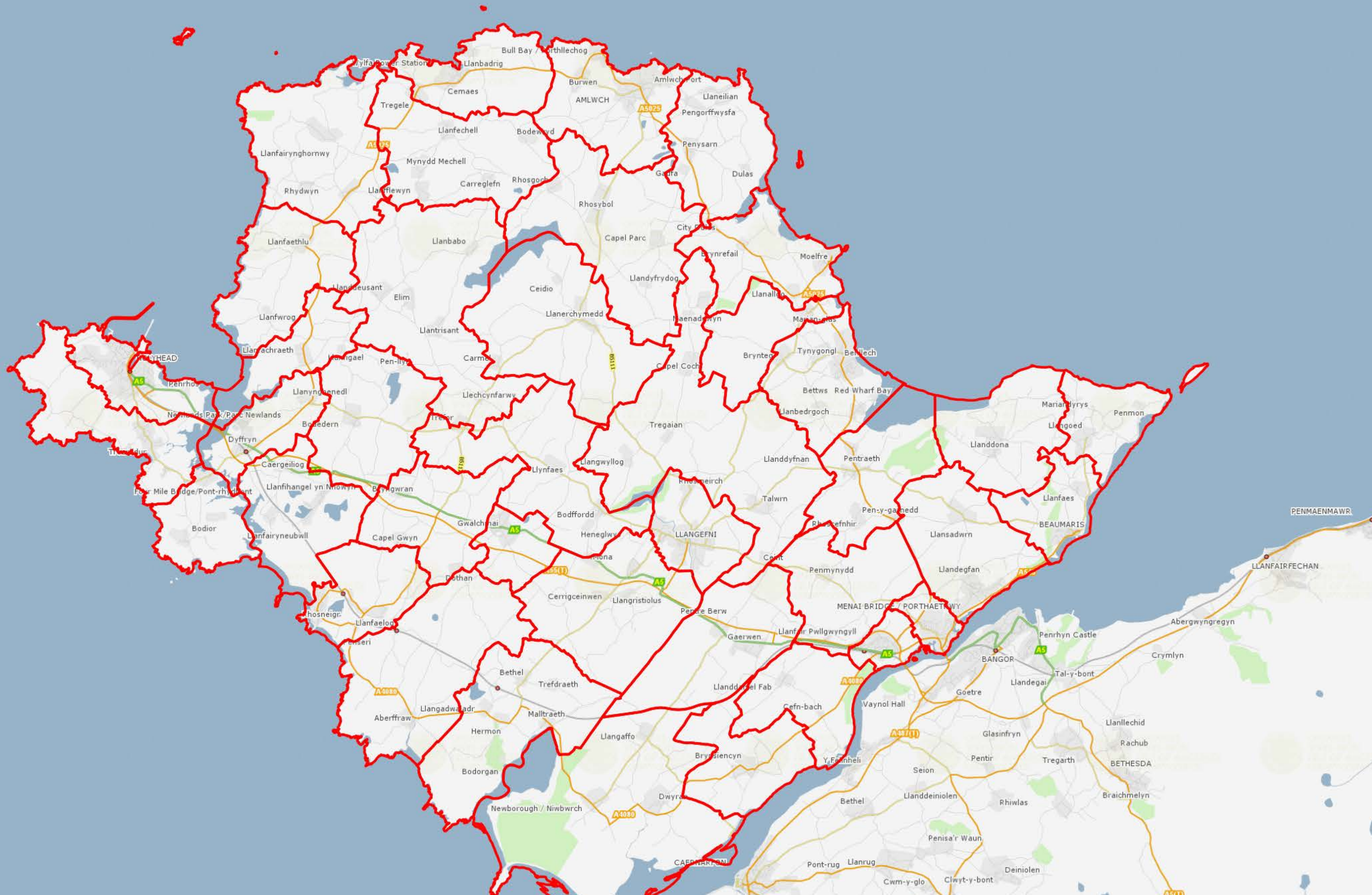
A sanction of 1 year will be applied if a to c above is applicable

We may exercise our discretion and not treat you as ineligible for housing and so include your application on the Housing Register. We may not sanction your application at all. Or we may include you on the waiting list, but award you a lower band than you would otherwise qualify for (see **9.11** and **9.12**. See also **9.6** to **9.10** for the priority categories).



"Catchment Area" Caerdydd yn cael dewis mynd i Ysgol Uwchradd Caerdydd neu Bodedern

Disgyblion yn byw yn Llanerchymedd yn cael dewis mynd i Syr Thomas Jones neu Bodedern





Isle of Anglesey County Council - Equality Impact Assessment Template

Revision history:		
Version	Date	Summary of changes
V1	August 2019	

Step 1: Background	
1 - What are you assessing?	Anglesey's Common Housing Allocations Policy
2 - Is this a new or existing proposal?	This is a proposal to review Anglesey's existing Common Housing Allocation Policy (July 2016).
3 - What are the aims and purpose of this proposal?	<p>The purpose of this proposal is to review Anglesey's Common Housing Allocations Policy – specifically to include a community connection within the Policy.</p> <p>By including a community connection within the Common Housing Allocations Policy, Housing Services aims to contribute towards sustainable communities through ensuring that family and community connections are maintained.</p>
4 - Who is responsible for the proposal you are assessing?	Isle of Anglesey County Council Housing Services
5 - Who is the Lead Officer for this assessment?	Elliw Llyr – Service Manager Housing Strategy, Commissioning and Policy

Step 1: Background	
6 - Who else is involved in undertaking this assessment?	<p>Anglesey's Social Housing Allocation Partnership includes:</p> <ul style="list-style-type: none"> • Isle of Anglesey County Council • Clwyd Alyn • Grŵp Cynefin • North Wales Housing
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?	<p>One of the aims set out in the Isle of Anglesey County Council's adopted Welsh Language Strategy 2016-2021 is to promote and identify opportunities to strengthen the Welsh Language within the communities and identify gaps in provision.</p> <p>It is anticipated that this proposal to include a community connection within the Common Housing Allocations Policy will help to achieve this, by allowing Welsh speaking communities to stay together.</p>
8 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?	<p>This proposal would predominantly affect the individuals currently on the Housing Waiting List, as this proposal may affect their waiting time.</p> <p>However, this proposal would also affect all residents of the Isle of Anglesey as they or their families may wish to join the Social Housing Register at some point. In addition, all residents would be affected as the Policy will impact who will be allocated social houses within their communities.</p>

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	Yes	
The advancement of equality of opportunity	Yes	
The fostering of good relations	Yes	
The protection and promotion of human rights	Yes	
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?	<p>The Isle of Anglesey County Council has adopted the principle that the Welsh language should be treated no less favourably than the English language, and that the residents of the island should be able to live their lives through the medium of Welsh if they so wish.</p> <p>This same expectation applies to the operating of this Policy, where every customer will have the opportunity to correspond with the Allocations Team/Customer Services in either Welsh or English. The same standard of service will be provided in both languages, and the use of either language will not lead to a delay.</p>
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?	<p>According to the 2011 Census 56% of the population of Anglesey can speak Welsh. This number is slightly higher in those living in Social Housing with 60% (HRP) being able to speak Welsh.</p> <p>It is hoped that the proposal, to give priority for homes to those who have a community connection to that area, will keep Welsh Speaking communities together. It is anticipated that this in turn would offer more opportunities for people to use the Welsh Language on a day-to-day basis.</p>
12 – Will this area of work proactively offer services in Welsh for users?	<p>The Council's Welsh Language Policy (2016) states that the Council will provide the public with a full bilingual service in Welsh and English across all its services. The language chosen for dealing with the Council, whether Welsh or English, will not impair on the effectiveness and standard of this service.</p> <p>This Policy will comply with this as:</p> <ul style="list-style-type: none"> • the Policy will be available on the Council's website in both languages, • the application form for social housing is available in both languages, • all members of the customer services team and the solutions team are bilingual and are consequently able to deal with any queries in the service user's chosen language
13 – Is this proposal likely to protect and promote the Welsh language within	<p>According to the Isle of Anglesey County Council's Welsh Language Strategy 2016-2021 there are 8 wards where more than 70% of the population (aged 3 and over)</p>

<p>communities?</p>	<p>are able to speak Welsh.</p> <p>It is anticipated that giving priority for homes to those who have a community connection, will strengthen Welsh Speaking communities and provide more opportunities for people to use the Welsh Language on a day-to-day basis. This will likely contribute towards the Council's Welsh Language Strategy 2016-2021's aim of maintaining the wards where 70% of the population speak Welsh and increase the percentages of the other remaining wards.</p> <p>The results of the 8 week consultation period into the Common Housing Allocations policy indicated that 85% of respondents were of the opinion that people with a community connection to a specific area should get more priority for a home in that area, with a number of these respondents stating that this would support the Welsh language.</p>	
<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>		
<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?)</p> <p>(The 16 basic rights are listed at Appendix 1).</p>	<p>This proposal will not impact any of the 16 basic rights listed in the Human Rights Act.</p>	
<p>15 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015?</p>	<p>A prosperous Wales</p>	<p>No</p>
	<p>A resilient Wales</p>	<p>No</p>
	<p>A healthier Wales</p>	<p>Yes – many of the consultation</p>

(Discriptions of the wellbeing goals are listed at Appendix 2)		respondents stated that helping cwsmeriaid to remain within their communities would help to stabilise mental health and provide support to elderly/disabled tenants, thus reducing the burden on other services.
	A more equal Wales	Yes
	A Wales of cohesive communities	Yes
	A Wales of vibrant culture and thriving Welsh language	Yes
	A globally responsible Wales	No
16 - What has been done to date in terms of involvement and consultation with regard to this proposal?	<p>An 8 week consultation of the Social Housing Allocation Policy was held between the 17th June 2019 and the 5th August 2019. The main purpose of the consultation was to identify whether community connection should be included within the policy.</p> <p>The consultation was published on the Council's corporate website, with a link to complete the questionnaire online through Survey Monkey.</p> <p>The questionnaire was regularly promoted to members of the public through the Council's social media platforms, throughout the 8 week consultation period.</p> <p>A paper copy and link to the online questionnaire was sent to:</p> <ul style="list-style-type: none"> • 295 applicants on the Common Housing Register • 42 applicants who were not eligible to join the Register, within the last 6 months <p>A link to the online questionnaire was sent to:</p> <ul style="list-style-type: none"> • 40 Community and Town Councils • 30 Anglesey Councillors 	

	<ul style="list-style-type: none"> • Supporting People Providers / Agencies <p>The results of the 8 week consultation period into the Common Housing Allocations policy indicated that 85% of respondents were of the opinion that people with a community connection to a specific area should get more priority for a home in that area. Some of the reasons respondents gave for being supportive of this proposal were as follows:</p> <ul style="list-style-type: none"> • To strengthen communities • To provide support for elderly tenants/young families • Have contributed to their local community • To reduce the burden on other services • To reduce disruption to children • To stabilise mental health • To support the Welsh Language <p>However some of the respondents, who were of the opinion that people with a community connection to a specific area should not get more priority for a home in that area, were concerned that the proposal would mean that those with housing need would lose priority to those with a community connection. <i>Please note that these concerns are mitigated by the fact that those with community connection would only be prioritised within their housing need band. Someone in a lower housing need band would not be prioritised over someone in a higher housing need band without community connection.</i></p>
<p>17 – Have you used any other information that is relevant to the proposal to inform your assessment? If so, please detail:</p>	<p>Previous data on housing allocations</p>
<p>18 - Are there any gaps in the information collected to date? If so, how will these be addressed?</p>	<p>None to date – however this equality impact assessment will need to be reviewed once the definition of “community connection” has been decided.</p>

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	No impact / Negative	<p>According to the 2011 Census, the age of those living in Social Housing (HRP) on Anglesey are:</p> <ul style="list-style-type: none"> • 4.9% Age 24 and under • 14.9% Age 25-34 • 24.2% Age 25-49 • 23.8% Age 50-64 • 14.5% Age 65-74 • 11.7% Age 75-84 • 5.9% Age 85 and over <p>Depending on the definition of community connection, some individuals who require older person's accommodation may have a community connection to an area where there are no older person's accommodation.</p> <p>(According to the 2011 Census 22.4% of the population of Anglesey are of retirement age, compared to 18.4% across Wales)</p>	The Isle of Anglesey County Council has a Strategic Equality plan (2016-2020) which states that it is illegal to discriminate based on an individual's age.
Disability	No impact / Negative	<p>Statistics held by the Council's Adults' Services on disability show that, as at 31 March 2015 (<i>Information from Isle of Anglesey County Council's Strategic Equality Plan 2016-2020</i>):</p>	The Isle of Anglesey County Council has a Strategic Equality plan (2016-2020) which states that it is illegal to discriminate based on an individual's disability.

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
		<ul style="list-style-type: none"> • 303 people were listed on the Learning Disability Register • 5,139 blue vehicle badges had been issued (during 2014/15) • 2,516 individuals were registered with physical disabilities <p>Depending on the definition of community connection, some individuals who require an adapted property may have a community connection to an area where there are no adapted properties.</p>	If issues arise, they will be dealt with sensitively.
Gender	No impact	<p>According to the 2011 Census, 49.1% of those living on Anglesey were male whilst 50.9% were female.</p> <p>Information regarding the gender of applicants and members of their household is used only to assess the number of bedrooms required.</p> <p>There is no evidence to suggest that the inclusion of a community connection within the allocations policy would have a negative impact on customers based on their gender.</p>	<p>The Isle of Anglesey County Council has a Strategic Equality plan (2016-2020) which states that it is illegal to discriminate based on gender.</p> <p>If issues arise, they will be dealt with sensitively.</p>
Gender Reassignment	No impact	<p>No data is available on this aspect.</p> <p>No information regarding whether an applicant has undergone gender reassignment is used in order to allocate properties.</p>	<p>The Isle of Anglesey County Council has a Strategic Equality plan (2016-2020) which states that it is illegal to discriminate based on sex change.</p> <p>If issues arise, they will be dealt with</p>

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
		<p>There is no evidence to suggest that the inclusion of a community connection within the allocations policy would have a negative impact on service users who have undergone gender reassignment.</p> <p>If a service user needs to relocate following harassment due to gender reassignment, the service user will be placed in the urgent housing need band.</p>	sensitively.
Pregnancy & Maternity	No impact	<p>No data is available on this aspect.</p> <p>There is no evidence to suggest that the inclusion of a community connection within the allocations policy would have a negative impact on pregnant service users.</p>	<p>The Isle of Anglesey County Council has a Strategic Equality plan (2016-2020) which states that it is illegal to discriminate based on pregnancy and maternity.</p> <p>If issues arise, they will be dealt with sensitively.</p>
Race / Ethnicity / Nationality	No impact	<p>According to the 2011 Census, the ethnicity of those living in Social Housing (HRP) on Anglesey are:</p> <ul style="list-style-type: none"> • 98.6% White • 1.0% Mixed/Multiple ethnic group • 0.1% Asian/Asian British • 0.1% Black/African/Caribbean/Black British • 0.2% Other ethnic group <p>Ethnicity of those living on Anglesey in any tenure:</p> <ul style="list-style-type: none"> • 98.7% White • 0.5% Mixed 	

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
		<ul style="list-style-type: none"> • 0.4% Asian • 0.1% Black • 0.2% Other <p>No information regarding an applicant's race or ethnicity is used in order to allocate properties. However, applicants must have immigration and nationality status to apply for social housing</p>	
Religion or Belief	No impact	It is not seen as a housing need, but there is provision within the Policy should an applicant be subject to abuse	
Sexual Orientation	No impact	It is not seen as a housing need, but there is provision within the Policy should an applicant be subject to abuse	
Welsh language	Positive	<p>According to the 2011 Census 56% of the population of Anglesey can speak Welsh.</p> <p>60% of those living in Social Housing (HRP) can speak Welsh.</p>	
Human Rights	No impact		
Marriage or Civil Partnership	No impact		
Any other relevant issue, eg poverty, access to services in rural areas	No impact / Negative		

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)	No major change
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)	We have considered this and propose that it contributes to the following headings: A healthier Wales A more equal Wales A Wales of cohesive communities A Wales of vibrant culture and thriving Welsh language
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?	Executive Committee
25 - Are there monitoring arrangements in place? What are they?	Yes, in co-operation with our Social Housing Partners

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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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	11 th September, 2019
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2019/20 and beyond
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Head of Function (Council Business) / Monitoring Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	01248 752578
Email:	AnwenDavies@ynysmon.gov.uk
Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s
The Committee is requested to: R1 agree the current version of the forward work programme for 2019/20 R2 note progress thus far in implementing the forward work programme.

2 – Link to Council Plan / Other Corporate Priorities
Effective work programming is the foundation of effective local government scrutiny. Our Scrutiny rolling forward work programmes are aligned with the corporate priorities of the 2017/2022 Council Plan and corporate transformation programmes – ensuring the role of Member scrutiny makes a tangible contribution to the Council’s improvement priorities.

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:
<ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

<p>1.1 Effective work programming is the bedrock of an effective local government scrutiny function¹. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:</p>

- | |
|--|
| <ul style="list-style-type: none"> i. Challenge around prioritising work streams ii. Need for a member-led approach and interface with officers. |
|--|

1.2 Basic principles of good work programming²
--

- | |
|---|
| <ul style="list-style-type: none"> • Work programming should not be a “start-stop” process • Complementary work programmes for separate scrutiny committees • Balance between different methods of work • An effective process for reporting / escalating issues to the Executive • Input and views of internal stakeholders • Close working with the Executive • Links with the Annual Scrutiny Report (evaluation and improvement tool). |
|---|

2. Local context

<p>2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Senior Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:</p>

- | |
|--|
| <ul style="list-style-type: none"> • Strategic aspects • Citizen / other stakeholder engagement and outcomes • Priorities of the 2017/2022 Council Plan and transformation projects • Risks and the work of inspection and regulation • Matters on the forward work programme of the Executive. |
|--|

<p>Outcome: rolling work programmes for scrutiny committees which are aligned with corporate priorities.</p>

<p>2.2 Committee chairs lead on developing the forward work programmes and are submitted to the monthly Scrutiny Chairs and Vice-chairs Forum and for approval at each ordinary meeting of the scrutiny committees. The Forum is</p>
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¹ A Cunning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

² A Cunning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

considered an important vehicle to oversee these programmes and jointly negotiate priorities.

2.3 **“Whole council” approach to Scrutiny:** our work programmes provide a strong foundation for our improvement programme, ensuring the role that Scrutiny plays in the Authority’s governance arrangements:

- i. Supports robust and effective decision-making
- ii. Makes a tangible contribution to the Council’s improvement priorities
- iii. Continues to evolve

2.4 **2019/20 Municipal Year:** the Corporate Scrutiny Committee work programme for 2019/20 was confirmed by the Committee in June, 2019³.

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2019/20 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document (3rd June, 2019).

3.2 Where appropriate, items may be added to the Committee’s forward work programme during the municipal year. Requests for additional matters to be considered for inclusion on the work programme can be submitted via the Members Request Form for an item to be considered for Scrutiny. Requests are initially considered by the Scrutiny Chairs and Vice-chairs Forum, using the following criteria:

- the Council’s strategic objectives and priorities (as outlined in the Council Plan 2017/2022)
- the ability of the Committee to have influence and/or add value on the subject (A Scrutiny Test of Significance Form will be completed).

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

Not applicable for this overarching issue but will be considered as an integral part of preparing for specific proposals to be submitted for consideration by the Committee.

7 – Financial Implications

Not applicable.

8 – Appendices:

Corporate Scrutiny Committee Forward Work Programme 2017/18 – 2018/19 – 2019/20.

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

Anwen Davies, Scrutiny Manager, Isle of Anglesey, Council Offices, Llangefni. LL77 7TW

³ A meeting of the Corporate Scrutiny Committee convened on 3rd June, 2019

ITEMS FOR SCRUTINY → AUTUMN, 2019
[Version dated 03/09/19]

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP & REGENERATION SCRUTINY COMMITTEE
September, 2019 (11/09/19)	September, 2019 (change date of meeting 23/09/19 →11/09/19)
Qtr 1 Performance Monitoring: 2019/20	Monitoring of Social Care Contracts
Monitoring of Improvements in Children's Services / Progress Report of the Social Services Improvement Panel	Safeguarding Arrangements
Annual Performance Report (Improvement Plan) 2018/19	Schools' Progress Review Panel: Progress Report
Housing Allocations Policy (local connection)	
October, 2019 (23/10/19)*	Additional Meeting (24/10/19)
2020/21 initial budget proposals	Joint Local Development Plan – Annual Monitoring Report
Consultation Plan for the 2020/21 budget	Day Opportunities Strategy (learning disabilities) (next steps)
Finance Scrutiny Panel: Progress Report	Galw Gofal Annual Report
Review of Scrutiny Panels	Scrutiny of Partnerships – annual report on work of the Committee
November, 2019 (change date of meeting 04/11/19 → w/c 11/11/19)	November, 2019 (12/11/19)
Qtr1 Performance Monitoring: 2019/20	Community Safety Partnership Annual Report
	Additional Learning Needs Partnership – Gwynedd & Ynys Môn
	Use of Welsh Language in Internal Administration of the Council
	Public Services Board – governance arrangements

*May need to reschedule the meeting to ensure alignment with publication by Welsh Government of the Initial Settlement for 2020/21.

Items to be agenda'd:

Schools Modernisation Programme – Amlwch area / post-16 / Llangefni and Seiriol areas.
 Strategic Equality Plan 2020/24 (Partnership & Regeneration Scrutiny Committee, February 2020)



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



CORPORATE SCRUTINY COMMITTEE FORWARD WORK PROGRAMME: 2017/2018 **→ 2018/19 → 2019/20**

Chair: Councillor Aled Morris Jones
Vice-Chair: Councillor Dylan Wyn Rees

This document summarises the forward work programme of the Corporate 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: Anwen Davies (Scrutiny Manager)
Tel: 01248 752578

E-mail: AnwenDavies@ynysmon.gov.uk

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
2017/18						
31st May 2017	Election of Chair of the Committee	Effective governance arrangements				
	Election of Vice-Chair for the Committee	Effective governance arrangements				
26th June 2017 [Qtr 4: 2016/17]	Corporate Scorecard [Q4] 2016/17 Report on Sickness by WAO included as appendix	Performance monitoring				
	Annual Report of the Statutory Director of Social Services 2016/17	Performance monitoring				
	Empty Homes Strategy 2017/2022	Policy development			√	
	Membership of Panels and Boards	Nominate Members		√ (Members)		
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
11th July 2017 [Extraordinary meeting]	Schools' Modernisation – Llangefni area Statutory Consultation	Pre-decision scrutiny		√ (All stakeholders)	√	√
	Schools' Modernisation – Strategic Outline Programme - Band B (2019/24)	Transformation		√ (All stakeholders)	√	√
	Monitoring Progress – Children's Services Improvement Plan	Performance monitoring	√		√	√
	Membership of Panels and Boards – Nomination to the Schools Progress Review Scrutiny Panel	Nominate Members		√ (Members)		
4th September 2017 [Qtr 1: 2017/18]	Corporate Scorecard [Q1] 2017/18	Performance monitoring				
	Council Plan 2017/2022	Pre-decision scrutiny		√ (All Stakeholders)	√	√

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Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
	Item for Information: Social Services Annual Complaints Report (2016/17)	For Information / performance monitoring				
2nd October 2017 [Extraordinary meeting]	Social Services Annual Performance 2016/17 (CSSIW)	Performance monitoring				√
	Annual Performance Report (Improvement Plan) 2016/17	Performance monitoring			√	√
	Extra Care Housing – Seiriol Area	Pre-decision scrutiny		√ (All stakeholders)	√	√
	Schools Modernisation Programme – Seiriol Area	Pre-decision scrutiny		√ (All stakeholders)	√	√
3rd October 2017 [Budget]	2018/19 Initial Budget Proposals	Pre-decision scrutiny		√ (Members)	√	√
	2018/19 Budget Consultation Plan	Pre-decision scrutiny		√ (Members)	√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
13th November 2017 [Qtr 2: 2017/18]	Corporate Scorecard [Q2] 2017/18	Performance monitoring				
	Transformation of Library Services	Transformation		√ (All stakeholders)	√	√
	Asset Management Strategy – Council Housing	Policy development			√	
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services	Performance monitoring	√		√	√

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Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
	Improvement Panel					
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
14th December, 2017 [Extraordinary meeting]	Transformation of Culture Service – Beaumaris Goal & Courthouse	Call in of decision by the Executive on 27/11/17 (called in by Cllrs Aled Morris Jones, Eric Wyn Jones, Kenneth Hughes, Bryan Owen & Peter Rogers)				√
31st January, 2018 [Extraordinary meeting]	Extra Care Housing – Seiriol Area (summary of feedback from engagement process)	Transformation		√ (All stakeholders)	√	√
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance Monitoring	√		√	√
	School transport	Referral from Audit and Governance Committee / Performance monitoring				
	Small Holdings Improvement Programme	Notice of Motion from the Full Council				√
	Welsh Public Library Standards – Annual Report (2016/2017)	Performance monitoring – for information				
5th February 2018 [Budget]	2018/19 Draft Budget	Pre-decision scrutiny	√	√ (All stakeholders)	√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
	Housing Revenue Account Business Plan (Finance Scrutiny Panel)	Pre-decision scrutiny	√			√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
12th March 2018 [Qtr 3: 2017/18]	Corporate Scorecard [Q3] 2017/18	Performance monitoring				
	Schools Modernisation Programme – Seiriol Area	Transformation		√ (All stakeholders)	√	√
	Schools Modernisation Programme – Llangefni Area (Y Graig & Talwrn)	Transformation		√ (All stakeholders)	√	√
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
23rd April 2018	Schools Modernisation Programme – Llangefni Area (Corn Hir, Bodffordd & Henblas)	Transformation		√ (All stakeholders)	√	√
	Social Services Performance – progress on priority actions	Performance monitoring [Scrutiny Committee resolution. 02/10/17]				
	Transformation of Learning Disabilities Services	Transformation			√	√
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
2018/19						
14th June, 2018 [Qtr4: 2017/18]	Corporate Scorecard [Q4] 2017/18	Performance monitoring				
	School transport – progress report on implementation of action plan (for information)	Performance monitoring [Scrutiny Committee resolution, 31/01/18]			√	
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
5th July, 2018	Schools’ Modernisation Programme –	Transformation		√	√	√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
[Extraordinary meeting]	Llangefni Area (Y Graig & Y Talwrn)			(All stakeholders)		
	Annual Report of the Statutory Director of Social Services	Performance monitoring				√
13th July, 2018 [Extraordinary meeting]	Schools' Modernisation Programme – Seiriol Area	Transformation		√ (All stakeholders)	√	√
2nd August, 2018 [Extraordinary meeting]	Schools' Modernisation Programme – Llangefni area (Y Graig & Y Talwrn)	Call in of decision by the Executive on 16/07/18 (called in by Cllrs Aled Morris Jones, Eric Wyn Jones, Lewis Davies, Bryan Owen & Peter Rogers)				√
6th August, 2018 [Extraordinary meeting]	Schools' Modernisation Programme – Seiriol area	Call in of decision by the Executive on 18/07/18 (called in by Cllrs Aled Morris Jones, Robert Llewelyn Jones, John Arwel Roberts, Bryan Owen & Peter Rogers)				√
12th September, 2018 [Qtr1: 2018/19]	Corporate Scorecard [Q1] 2018/19	Performance monitoring				
	Monitor progress – Children's Services Improvement Plan	Performance monitoring	√		√	√
	Progress report – Children's Services Improvement Panel					
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Item for Information: Social Services Annual Complaints Report (2016/17)	Performance monitoring – for information				
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
20th September, 2018 [Extraordinary meeting]	Disposal of former Ysgol Llaingoch, Holyhead building	Call in of decision by the Portfolio Holder on 30/08/18 (called in by Cllrs Shaun Redmond, Peter Rogers, Eric Wyn Jones, Bryan Owen & Aled Morris Jones)				√
8th October, 2018 [Extraordinary meeting]	Transformation of Education and Anglesey Schools Modernisation Strategy – update (2018)	Transformation			√	√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
	Annual Performance Report (Improvement Plan) 2017/18	Performance monitoring			√	
24th October, 2018 [Extraordinary meeting]	Schools' Modernisation Programme – Outline Business Case – New Primary School to replace Ysgol Bodffordd and Ysgol Corn Hir	Transformation		√ (All stakeholders)	√	√
6th November, 2018 [Budget]	2019/20 Initial Budget Proposals	Pre-decision scrutiny	√		√	√
	2019/20 Budget Consultation Plan	Pre-decision scrutiny	√	√	√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
23rd November, 2018 [Qtr 2: 2018/19]	Corporate Scorecard [Q2] 2018/19	Performance monitoring				
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
10th December, 2018 [Extraordinary meeting] P 09 223	Monitor progress – Children's Services Improvement Plan	Performance monitoring	√		√	√
	Progress report – Children's Services Improvement Panel					
	Schools Modernisation Programme – Outline Business Case – Expansion of Ysgol y Graig and closing Ysgol Talwrn	Transformation		√	√	√
17 January, 2019 [Extraordinary meeting]	Inspection of Children's Services by Care Inspectorate Wales	Performance Monitoring	√		√	√
	Item for Information: Annual Report 2017/18 – Library Service	Performance Monitoring – for information				
4th February, 2019 [Budget]	2019/20 Final Draft Budget	Pre-decision scrutiny	√	√	√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
11th March, 2019 [Qtr 3: 2018/19]	Corporate Scorecard [Q3]: 2018/19	Performance monitoring				
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	School Transport Policy – revised policy	Policy development	√	√ (TBC)	√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
8th April, 2019	MEETING CANCELLED					
2019/20						
17th May, 2019 [Extraordinary meeting]	Anglesey Further Education Trust Annual Report and Accounts 2017/18	Call in of decision by the Executive on 29/04/19 (called in by Cllr Peter Rogers, Shaun Redmond, Robert Llewelyn Jones, Ken Hughes & Bryan Owen)				√
3rd June, 2019 [Qtr 4: 2018/19]	Corporate Scorecard [Q4]: 2018/19	Performance monitoring				
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Membership of the Finance Scrutiny Panel		√	√ (Members)	√	
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities		√ (Members)		
8th July, 2019 [Extraordinary meeting]	Annual Report of the Statutory Director of Social Services	Performance monitoring				√
	Social Services Annual Complaints Report (2018/19)	Performance monitoring				

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Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
11th September, 2019 [Qtr 1: 2019/20]	Corporate Scorecard [Q1]: 2019/20	Performance monitoring				√
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Annual Performance Report (Improvement Plan) 2018/19	Performance monitoring				
	Housing Allocations Policy (local connection)	Policy development		√	√	√
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities		√ (Members)		
23rd October, 2019 [Budget]	2020/21 Initial Budget Proposals	Pre-decision scrutiny	√	√ (Members)	√	√
	2020/21 Budget Consultation Plan	Pre-decision scrutiny	√	√ (Members)	√	√
	Review of Scrutiny Panels & Membership of Transformation Boards	Measure impact	√	√ (Members)	√	
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
4th November, 2019 [Qtr2: 2019/20]	Corporate Scorecard [Q2]: 2019/20	Performance monitoring				
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
Extraordinary Meeting (December)	Monitor progress – Children’s Services Improvement Plan Progress Report – Children’s Services	Performance monitoring	√		√	√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
	Improvement Panel					
3 rd February, 2020 [Budget]	2020/21 Final Draft Budget	Pre-decision scrutiny	√	√	√	√
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities		√ (Members)		
9 th March, 2020 [Qtr3: 2019/20]	Corporate Scorecard [Q3] 2019/20	Performance monitoring				
	Monitor progress – Children’s Services Improvement Plan Progress Report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
6 th April, 2020						
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
Possible Items for the Forward Work Programme (dates to be determined)						
TBC	Energy Management	Performance monitoring (Scrutiny Committee resolution. 31/10/17)				

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
TBC	Fuel Poverty – plans to support households	Performance monitoring [Scrutiny Committee resolution, 13/11/17]				
TBC	Impacts of Welfare Reform	Performance monitoring				
TBC	Corporate Health and Safety Policy	Policy development [Scrutiny Chairs & Vice-Chairs Forum, 18/06/18]				
TBC	Schools' Modernisation Programme	Transformation		√	√	√
TBC (January, 2020)	Item for information – Annual Report 2018/19: Library Service	Performance monitoring – for information				

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