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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mrs Annwen Morgan
Prif Weithredwr – Chief Executive
CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD MAWRTH, 8 MAWRTH, 2022 am 2.00 o'r gloch yp	TUESDAY, 8 MARCH, 2022 at 2.00 pm
CYFARFOD RTHITHIOL WEDI'I FFRYDION'N FYW (AR HYN O BRYD NID OES MODD I'R CYHOEDD FYNCHU)	VIRTUAL LIVE STREAMED MEETING (AT PRESENT MEMBERS OF THE PUBLIC AR UNABLE TO ATTEND)
Swyddog Pwyllgor	Mrs. Mairwen Hughes 01248 752516 Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Y Grwp Annibynnol/ The Annibynnol Group

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

Plaid Cymru / The Party of Wales

T Ll Hughes MBE, Vaughan Hughes, Alun Roberts, Margaret M. Roberts, Nicola Roberts

Annibynnwyr Môn/Anglesey Independents

Kenneth P Hughes, R Ll Jones

Plaid Lafur Cymru/Wales Labour Party

Glyn Haynes (**Is-Gadeirydd/Vice-Chair**)

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

Sedd Wag/Vacant Seat (Yr Eglwys yng Nghymru/The Church in Wales), Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor – Primary Schools Sector), Mrs Llio Johnson-(Rhiant Llywodraethwyr – Sector Ysgolion Uwchradd ac ADY/Parent Governor – Secondary Schools Sector and ALN) and Mr. Keith Roberts (Yr Eglwys Babyddol Rufeinig/The Roman Catholic Church)

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

Mr. Dafydd Gruffydd (Rheolwr Gyfarwyddwr/Managing Director - Menter Môn)

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

A G E N D A

1 APOLOGIES

2 DECLARATION OF INTEREST

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

3 MINUTES (Pages 1 - 6)

To submit, for confirmation, the minutes of the meeting held on 18 January, 2022.

4 ANNUAL EQUALITY REPORT - 2020/2021 (Pages 7 - 50)

To submit a report by the Interim Director of Function (Council Business)/Monitoring Officer.

5 POPULATION NEEDS ASSESSMENT : SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014 (Pages 51 - 212)

To submit a report by the Director of Social Services.

6 PUBLIC SERVICES BOARD - SCRUTINY OF PROGRESS AND DELIVERY OF THE WELLBEING PLAN/DRAFT WELLBEING ASSESSMENT FOR ANGLESEY (Pages 213 - 352)

To submit a report by the Chief Executive.

7 REGIONAL EMERGENCY PLANNING SERVICE ANNUAL REPORT: 2020/21 (Pages 353 - 368)

To submit a report by the Deputy Chief Executive.

8 ITEM FOR INFORMATION (Pages 369 - 394)

North Wales Economic Ambition Board - Quarter 3 Progress Report : 2021/2022

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 18 January 2022

PRESENT: Councillor Gwilym O Jones (Chair)
Councillor Glyn Haynes (Vice-Chair)

Councillors T LI Hughes MBE, K P Hughes, Vaughan Hughes,
R LI Jones, Alun Roberts, Dafydd Roberts and
Margaret M Roberts.

IN ATTENDANCE: Chief Executive,
Deputy Chief Executive,
Director of Social Services (item 4),
Director of Education, Skills and Young People (item 4),
Safeguarding and Quality Service Manager (AH) (item 4),
Senior Manager – Welfare (GMH) (item 4),
Legal Services Manager (RJ),
Scrutiny Manager,
Committee Officer (MEH).

APOLOGIES: Mr Keith Roberts (The Roman Catholic Church).

Interim Director of Function (Council Business)/Monitoring Officer.

ALSO PRESENT: Leader of the Council – Councillor Llinos M Huws (item 4),
Councillor R Meirion Jones – Portfolio Holder – Education,
Libraries, Culture and Young People,
Councillor Alun Mummery – Portfolio Holder – Housing and
Supporting Communities,
Councillor Dafydd R Thomas – Portfolio Holder – Corporate.

Ms Daron Owens – Implementation and Projects Officer (item 5).

The Chair congratulated Mr Dylan Williams on his appointment as Chief Executive and wished him well.

1 APOLOGIES

As noted above.

2 DECLARATION OF INTEREST

None received.

3 MINUTES

The minutes of the meeting held on 9 November, 2021 were confirmed as correct.

4 CORPORATE SAFEGUARDING ARRANGEMENTS

Submitted – a report by the Director of Social Services in respect of an overview of the work of the Corporate Safeguarding Board.

The Leader of the Council said that Corporate Safeguarding is the responsibility of all services of the Council. To support the implementation of the Safeguarding Action Plan an Operational Corporate Safeguarding Board was established with a membership of safeguarding champions from all services of the Council. She further said that this report is to assure the Elected Members of the effectiveness of the Council's safeguarding arrangements.

The Director of Social Services reported that the Authority has established a Strategic and Operational Corporate Safeguarding Boards which has a robust agenda in place which include important data which is shared with the Boards. He accepted that the report contains extensive information and that there is a need to summarise the information in the next report to this Committee. The Director of Social Services further said that there are other partnership and governance arrangements in place such as North Wales Regional Safeguarding Boards for Children and Adults, for dealing with specialist safeguarding matters. The Council has a duty to contribute to the operation of these Boards on a regional basis. There is a Regional Contest Board and the Deputy Chief Executive, Mr Dylan Williams is the representative of this Authority. The Gwynedd and Anglesey Community Safeguarding Partnership has responsibility for overseeing Prevent programmes within the partnership's services. The Regional Vulnerabilities and Exploitation Board has oversight in respect of Violence against Women, Domestic Abuse and Sexual Violence and the Safeguarding and Quality Service Manager Represents this Authority on this board.

The Committee considered the report and made the following main points:-

- Questions were raised as to whether the partner organisations are in agreement as to the priorities with the safeguarding arrangements and whether they share information. The Director of Social Services referred to Domestic Abuse and noted that North Wales Police share information between partner organisations across North Wales; this allows for lessons to be learnt if a specific areas sees a rise in Domestic Abuse figures and as to address the issue and to put services in place to tackle the issue. Multi-agency response is undertaken and discussions are also undertaken within the Vulnerability and Exploitation Board as regards to Domestic Abuse. He noted that this Authority has an 'one front door' service in relation to domestic abuse referrals that allows for low level Domestic Abuse cases up to high level; cases are addressed at an early intervention to alleviate potential issues reaching a high level of abuse and also as regards to placing children into care if the situation escalates. The Director of Social Services also said that this Authority has employees that specifically deals with families where domestic abuse is present and there is also a good working relationship with

Gorwel who provides support for people who suffer domestic abuse or support for people at risk of losing their homes and prevent homelessness;

- Questions were raised as to whether any service needs to be prioritised within the Corporate Safeguarding Action Plan. The Director of Social Services said that lessons have been learnt as regards to the pandemic and there is a need to focus and prioritise the demand lead services that have been affected by the pandemic. He said that priorities within the previous Action Plan could have been too ambitious as safeguarding will need to be reviewed on a continuous basis to address factors that will arise as the needs of people change;
- Questions were raised as to whether each service is prioritising the training of staff. Reference was made to the data within the report with regard to the education service with 52% afforded training as regard to cyber security. The Director of Social Services responded that when staff are able to return to the Council Offices it is hoped that the training session can be convened in group that can focus on safeguarding. The Director of Education, Skills and Young People said that the Education Service work closely with the Social Services Department as regards to safeguarding but schools also has a structure in place as regards to safeguarding. He noted that safeguarding is a priority within Estyn's visits to schools to make sure that safeguarding structures are in place to protect the children and young people;
- Reference was made to the CIW inspection of the Adults' and Children and Families Services in June 2021 with comments received as regards to the National recruitment issues and specifically within Adults' Services on Anglesey. Questions were raised as to whether recruitment issues continue and whether it is a risk factor for the service. The Chair said that recruitment issues within the Care Sector has been a problem for a number of years and he questioned as to whether it was the salary of these posts is a factor in attracting young people to apply for such posts. The Director of Social Services responded that salary for such posts is not always an issue when recruiting for staff. He noted that it requires caring support workers that are able to afford support and personal care to vulnerable people which can be challenging at times. He further said that affording good working conditions is also important factor when recruiting care staff; the Authority has been working in partnership with Coleg Menai to afford work experience within Care Homes;
- Questions were raised as to the risk assessments decline within the Children's and Adults' Services. The Safeguarding and Quality Service Manager clarified that this related to a self-assurance exercise not to a decline in undertaking risk assessments to ensure a safe workforce. The Safeguarding and Quality Service Manager explained that each service should have a process for undertaking risk assessments if there was an issue or concern in relation to an employee. Services also need to have processes in place to assure themselves that they were compliant with the Local Authority's Corporate Safeguarding Policy. However, the Action Plan also include two assurance activities per year to be conducted by each service and reported on a corporate basis. The current plan included an assurance activity in relation to the risk assessment requirement in relation to employees in some situations. It was this assurance that was not completed within the planned timescale.

It was RESOLVED to note the arrangements that are in place, as well as the areas that the Strategic Corporate Safeguarding Board are driving to ensure that the Authority meets the statutory duties in this field.

ACTION : As noted above.

5 ANNUAL REPORT - COMMUNITY SAFETY PARTNERSHIP GWYNEDD AND YNYS MÔN

Submitted – the Annual Report of the Community Safety Partnership Gwynedd and Ynys Môn.

The Portfolio Holder – Housing and Supporting Communities said that he was pleased that since the meetings have been held virtually the attendance at the meeting has improved and in depth discussions has undertaken within the Committees.

The Chair referred that there is a statutory duty on Local Authorities in accordance with the Crime and Disorder Act 1998, and subsequent amendments because of the Police and Criminal Justice Act 2002 and 2006, to work in partnership with the Police, the Health Service, the Probation Service and the Fire and Rescue Service, to address the local community safety agenda.

The Deputy Chief Executive reported that the Community Safety Partnership has now been in place for 22 years, latterly, as a joint county partnership between Gwynedd and Ynys Môn. He noted that the areas of responsibility remain to be:-

- Crime and Disorder;
- Substance Misuse;
- Reducing re-offending;
- Delivering a strategic assessment to identify priorities (work that is now undertaken on a regional basis);
- Putting plans in place to deal with these priorities (a plan now exists on a regional and local basis)

Working between partners is fundamental to community safety and has enabled the Community Safety Partnership to share data and good practice. The Deputy Chief Executive further reported that the Domestic Abuse continues to be a focus by the Community Safety Partnership. Partners agreed that in addition to the monthly MARACs (Multi-agency Risk Assessment Conference) weekly virtual meetings would also be held, so the heightened risk factors could be dealt with quickly. The Partnership has also had an input into the Prevent Plan which is a plan to prevent people from being drawn into terrorism. The North Wales Alcohol Harm Reduction Strategy was launched in March 2020 and the Community Safety Partnership has supported the delivery of the strategy in Anglesey by attending the regional meetings and keeping up to date with priorities and relevant actions as they arise. Cyber Crime has also increased due to use of virtual activities and training sessions

have been afforded by North Wales Police as fraud has been identified by the Partnership.

Ms Daron Owens, the Implementation and Projects Officer reported that the Community Safety Partnership has faced many changes over the years and some of the main changes are the loss of local grants and the loss of local co-ordinators; however the Partnership is focused in maintaining close and purposeful membership of the regional groups, and is confident that local needs are embedded in all regional plans and activity. She further reported that the Partnership works to an Annual Plan and seven priorities have been identified by Community Safety Partnership which is noted within the report. These priorities are based on a regional strategic assessment, the Police and Crime Commissioner's Plan and the regional Safer Communities Plan. The Police looks at crime figures constantly, and reviews all changes on a regional and local basis. Problem areas will then be reviewed with Policing plans put in place to tackle the issues. The Partnership receives data on crime levels on a quarterly basis. Most recent crime data for Anglesey for January 2022 was included within the report to the Committee. During the early part of last year, due to the lockdown situation, all crime reported to the Police reduced in numbers. However, Domestic Abuse figures has risen across the North Wales Police area and these cases are considered via MARAC as was noted previously by the Deputy Chief Executive. Anti-social behaviour in Anglesey has also seen an increase in the first half of 2021/22 which has been seen across North Wales. Nationally increase in youth related Anti-social behaviour since the end of lockdown and similar increases have been noted in the monthly Anti-social behaviour multi-agency tasking groups across North Wales. The Implementation and Projects Officer further said that some of the activities within the 2020/21 Plan have not been achieved due to the pandemic and this has resulted in 5 out of the 28 actions being incomplete at the end of the year.

The Committee considered the report and made the following main points:-

- Questions were raised as to whether the loss of grants has affected the efficiency of the Community Safety Board. The Implementation and Projects Officer responded that the loss of grants has not had a substantial effect on the activities of the Board as the financial allocation has now been afforded regionally;
- Reference was made that the Partnership works to an Annual Plan and has seven priorities which has been identified by Community Safety Partnership. Questions were raised whether the Board reviews their priorities and especially during the pandemic where there has been a rise in Domestic Abuse. The Implementation and Projects Officer responded that the Board's priorities are driven by the Strategic Review by North Wales Police and the Safer North Wales Regional Board, PCB and the Beating Crime Plan by Welsh Government;
- Questions were raised as to the extent does the partner organisations within the Board agree as regards to the priorities which are based on the local needs assessment process and whether there are other matters which need to be prioritised. The Deputy Chief Executive responded that he believed that the partner organisations are in agreement with the priorities identified as the strategic data is driven by these priorities. He noted that partner organisations

are focus to work in partnership and no changes occur to the priorities during the current year. However, the focus and activities can change if data shows the need to priorities a particular rise in a specific crime in communities;

- Questions were raised as to the situation as regards to County lines drug trafficking problems within local communities. The Deputy Chief Executive responded that North Wales Police is working to reduce the County lines issues and there has been considerable success recently in tackling the problem of drug trafficking. He noted that at the recent meeting of the Community Safety Board it was reported that there is no County lines drug trafficking operation on the Island at present which is to be welcomed.

The Deputy Chief Executive wishes it to be noted that whilst the data figures within the report are currently red, however, it must be realised that the data need to be compared in respect of 2019 data figures on an 'year on year' basis as there has been a period of lockdown due to the pandemic and people will be returning to their usual pattern of working and socialising. He also referred that data figures should be evaluated to population figures in the summer and the winter on the Island due to the influx of visitors.

It was RESOLVED to note the contents of the report and to support the priorities and future direction of the work of the Community Safety Partnership.

ACTON : As noted above.

6 FORWARD WORK PROGRAMME

Submitted – a report by the Scrutiny Manager.

The Scrutiny Manager said that the Chair has agreed that the meeting scheduled to be convened on 8 February, 2022 will be cancelled due to lack of items for discussion.

It was RESOLVED:-

- **To agree the current version of the forward work programme for 2021/2022;**
- **To note the progress thus far in implementing the forward work programme.**

The meeting concluded at 3.30 pm

**COUNCILLOR GWILYM O JONES
CHAIR**

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	8 March 2022
Subject:	Annual Equality Report 2020/21
Purpose of Report:	To present the report for comment before it is submitted for delegated approval for publication.
Scrutiny Chair:	Cllr Gwilym O Jones
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service:	Rhys Hughes, Interim Director of Function – Council Business / Monitoring Officer
Report Author:	Ffreuer Owen, Policy and Welsh Language Manager
Tel:	01248 752561
Email:	FfreuerOwen@ynysmon.gov.uk
Local Members:	Not applicable

1 - Recommendation/s
The Committee is invited to provide comments on the Annual Equality Report 2020/21 before it is submitted for delegated approval by the Portfolio Holder for publication.

2 – Link to Council Plan / Other Corporate Priorities
To demonstrate our commitment to mainstreaming equality into the work of the Council - and in line with our 'One Council' approach to service delivery - we have sought to maintain close links between our Strategic Equality Plan for 2020-2024 Plan and the Council Plan 2017-2022 . This annual equality report seeks to continue these links.

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 – What steps have been put in place to ensure that children / vulnerable people do not experience inequality as a result of the Covid-19 pandemic?

2 – How is it intended to ensure that the socio-economic duty becomes an integral part of the Council's work?

3 – To what extent has the Council successfully achieved the equality objectives?

4 – What performance indicators or data are used to measure and monitor equality across the island?

5 – Background / Context

The Public Sector Equality Duty (PSED) requires that all public authorities covered under the Equality Act 2010 Statutory Duties (Wales) Regulations 2011 must publish an annual equality report by 31 March in the year following each reporting period. The main role of the Annual Equality Report is to support the authority in meeting its general equality duty to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

The report must include employment data and progress reports against achieving the equality objectives identified in the Council's Strategic Equality Plan. The draft Strategic Plan for 2020-2024 was submitted to this Committee for observations on 4 February 2020 and was approved by the full Council on 10 March 2020.

In accordance with the requirements, the employment data in this year's annual report is based on the period between 1 April 2020 and 31 March 2021. The remainder of the report outlines progress up to December 2021, so as to provide a more up-to-date picture of the situation.

6 – Equality Impact Assessment [including impacts on the Welsh Language]
6.1 Potential impacts on protected groups under the Equality Act 2010
The purpose of this annual report is to look back at how the Council has met with its equality duties. This includes an outline of progress against work related to our priority to establish an effective corporate process to ensure the ongoing assessment of impact across services (Objective 8, Priority 8.2).
6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)
See above.
6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
See above

7 – Financial Implications
Not relevant.

8 – Appendices:
Draft Annual Equality Report 2020/21

9 - Background papers (please contact the author of the Report for any further information):
Strategic Equality Plan 2020-2024



Isle of Anglesey County Council

DRAFT Annual Equality Report 2020/21

March 2022

How to contact us

We welcome any comments, suggestions or feedback about this Annual Equality Report. Please contact us:

E-mail: equality@ynysmon.gov.uk
Telephone: 01248 752520 / 752561

Democratic Services (Equality)
Council Business
Isle of Anglesey County Council
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Anglesey
LL77 7TW

We are also happy to provide this document in alternative formats on request. Please use the above details to contact us.

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Introduction and Background

The Equality Act 2010

The Equality Act 2010 is about ensuring fairness and protects the following characteristics (also known as 'protected groups'):

- Age
- Disability
- Sex
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief, including lack of belief
- Sexual orientation
- Marriage and civil partnership

The promotion and use of the Welsh language is not included within the Equality Act 2010 as this aspect is covered by the requirements set out in the **Welsh Language (Wales) Measure 2011**. However, it is important to include the Welsh language alongside the above protected characteristics to encourage a holistic approach to the needs of all communities in planning and delivering services.

The General Equality Duty

The Act places a General Duty on public bodies in carrying out their functions to have due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristics and those who do not.

Specific Duties

The Welsh Government introduced specific duties to help public bodies in Wales to meet the general duty. These specific duties include a requirement to develop and publish **equality objectives** and **Strategic Equality Plans** at least once every four years. **Annual equality reports** (ie this report) must also be produced by 31 March each year, the purpose of which is to demonstrate how we have met our general and specific equality duties.

The Socio-Economic Duty

The Socio-Economic Duty (Section 1 of the Equality Act 2010) came into force in Wales on 31 March 2021. The overall aim of the Duty is to deliver better outcomes for those who experience socio-economic disadvantage. The Duty will support this through ensuring that those taking strategic decisions:

- take account of evidence and potential impact through consultation and engagement
- understand the views and needs of those impacted by the decision, particularly those who suffer socio-economic disadvantage
- welcome challenge and scrutiny
- drive a change in the way that decisions are made and the way that decision makers operate

We set out how we prepared for the introduction of this new Duty in Appendix 1 (Objective 7).

Strategic Equality Plan

The Council published its third Strategic Equality Plan (2020–2024) in March 2020. The Plan and other documents can be found on our website.

Annual Equality Report

This is our Annual Equality Report, the main purpose of which is to demonstrate how we are complying with our equality duties.

The employment data within this report covers the period from 1 April 2020 to 31 March 2021. The remainder of the report includes an outline of developments up to December 2021 so as to provide a more up-to-date picture.

Council Priorities

Council Plan 2017-2022

The Council's aim, as stated in our Council Plan, is that we will be working towards an Anglesey that is healthy and prosperous where families can thrive. To fulfil this aim, the Council's objectives for 2017-2022 are to:

- (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.

We have sought to maintain close links between our current Strategic Equality Plan and the Council Plan 2017-2022, which informs the decision making process at all levels in the Council.

The Council also publishes:

- **An Annual Delivery Document** which focuses on the work we are doing to realise the targets set in the Council Plan.
- **An Annual Performance Report** which looks at performance over the previous financial year against the improvements and priorities set out in the Annual Delivery Document for the same year.

Transitional Plan

A Transitional Plan was approved by the Council on 7 December 2021. The Plan outlines key priorities and aspirations, covering the period between the current Council administration and the new administration following the local elections in May 2022.

Maintaining and modernising critical community services such as care and education across the island is one of the Plan's three post pandemic strategic objectives.

Identifying, collecting and using relevant information

Our Communities

We believe that we are continuing to take positive steps to identify and collect relevant equality information. This information is included within a wide range of corporate and service strategies, plans and committee reports that are published on our website. Paper copies or other alternative formats are also available on request – please use the contact details on page 2 to get in touch with us.

We are committed to continuously developing and improving the information we hold about protected groups on Anglesey and will continue to work with our partners and involve people to achieve this.

Our Staff

Employment Information

The Isle of Anglesey County Council sees data as a vital tool in the fulfilment of its public sector duties in relation to employment to promote equality of opportunity, to help eliminate discrimination, harassment and victimisation. The Authority is constantly striving to collect accurate information on its staff and then analyse this data on the required protected groups through the electronic Human Resources system.

The data held relates to some 3,031 Council employees (including teaching staff) and consideration has been given to the protected characteristics of sex, age, ethnicity, sexual orientation and disability of current staff, where that information is known and has been shared with the Authority. There is also an analysis of those who have applied for vacant posts within the Authority below the current staff information.

The following information graphs outline the employment information currently available for the Isle of Anglesey County Council:

Note: It is not mandatory for employees or applicants to provide data regarding disability, race, religion or belief, or sexual orientation. The category 'unknown' in the following graphs indicates the number of individuals that have chosen not to provide any data regarding that particular protected characteristic.

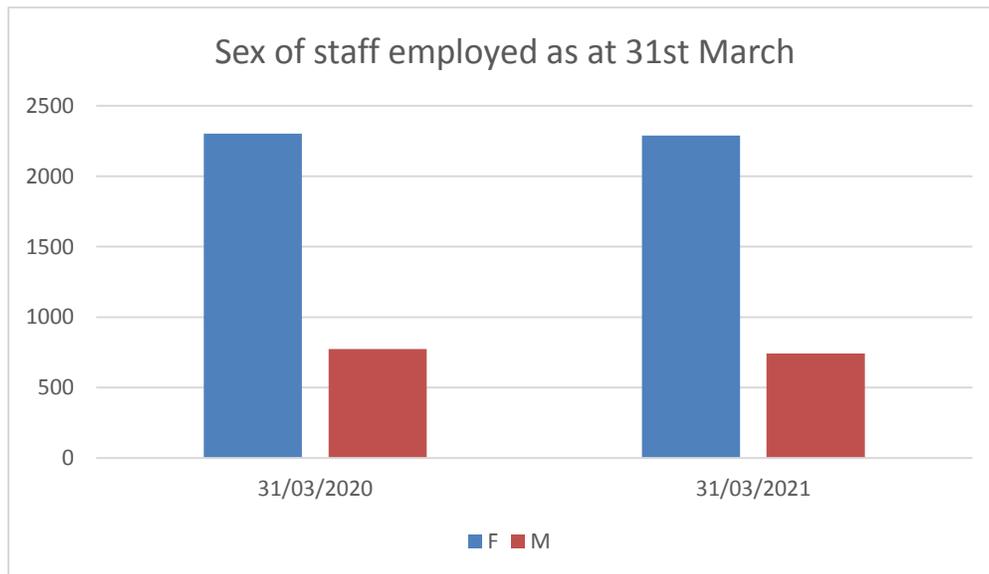
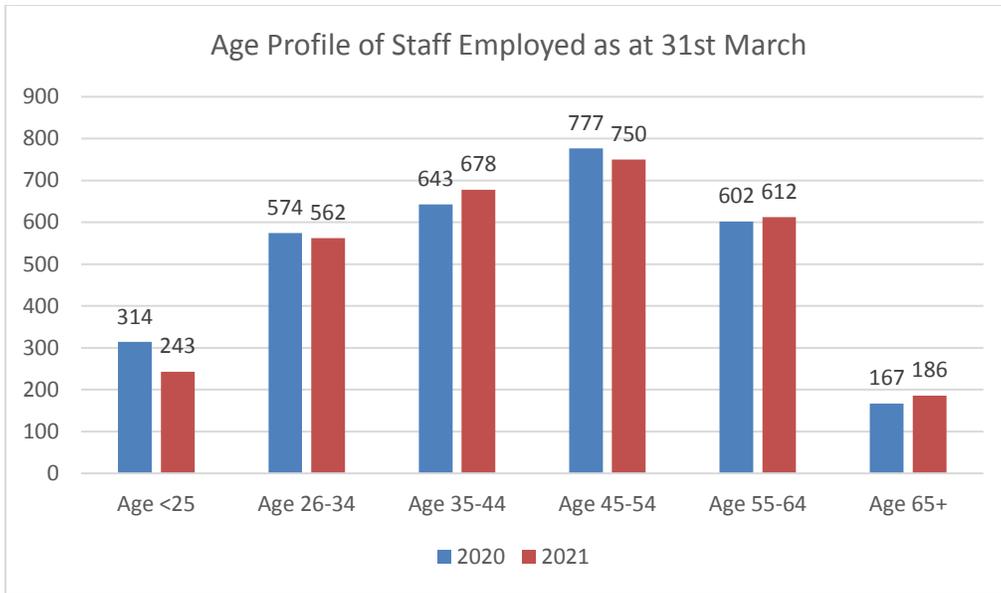
People employed by the Authority as at 31 March 2021

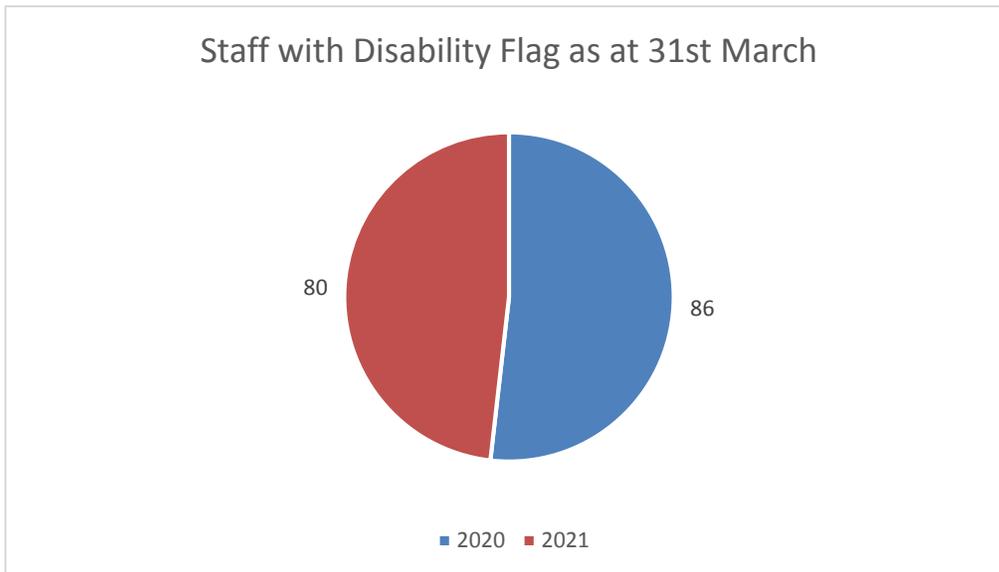
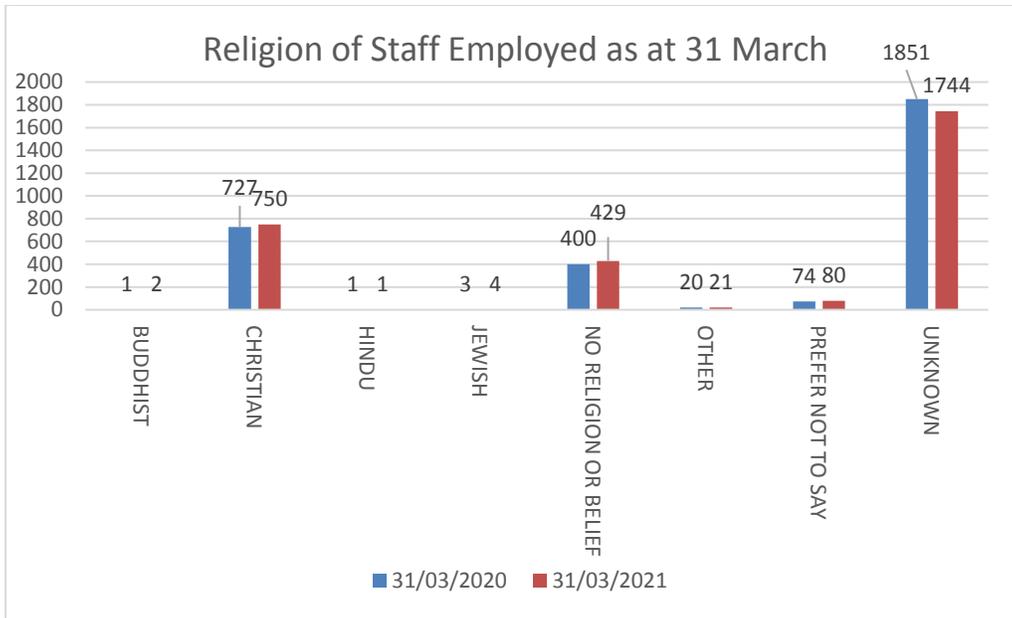
Male	Female	Total	Age <25	Age 26-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	*Dis-abled	*BME**	*LGB** *
742	2289	3031	243	562	678	750	612	186	80	8	28

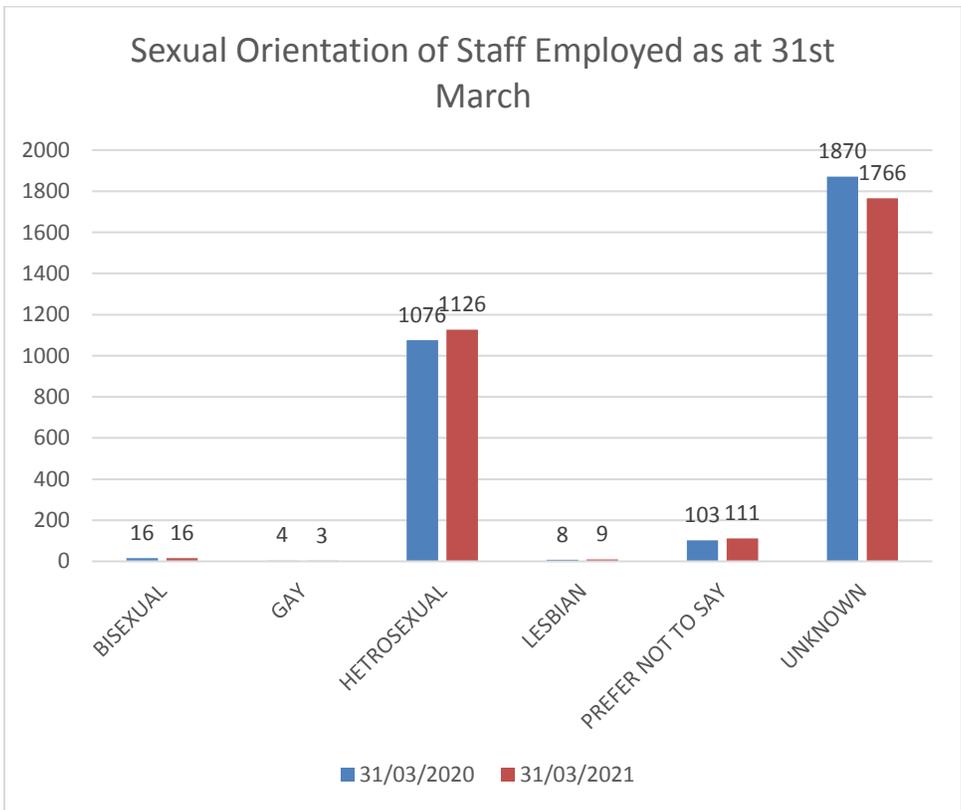
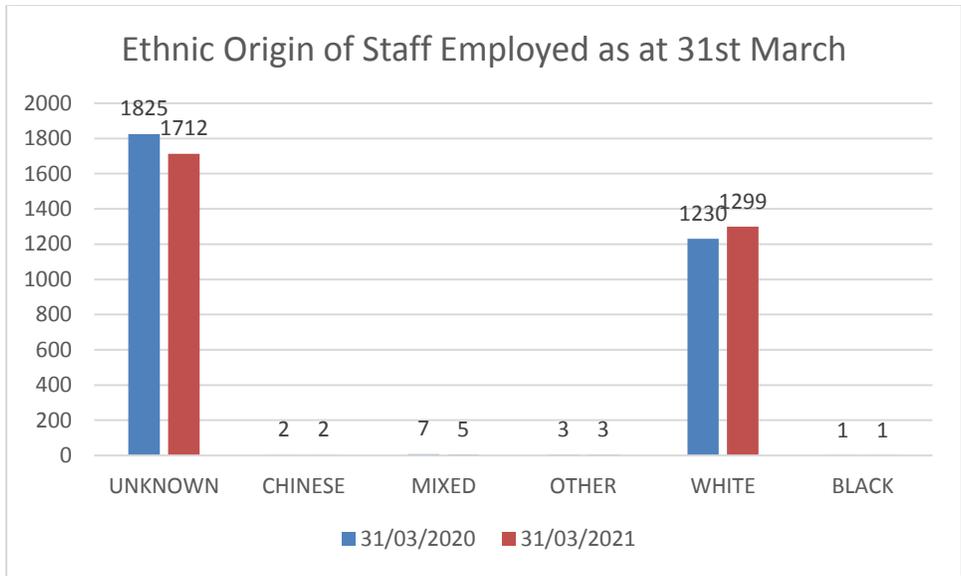
*Of those who have declared, this is the breakdown.

**BME – Black, Minority Ethnic

***LGB – Lesbian, Gay, Bisexual







Other information currently available includes the following;

People who have successfully changed position within the Authority in 2020/2021											
These figures will include those who have been promoted, changed roles at the same level or taken on second jobs with the Authority											
Male	Female	Total	Age <25	Age 26-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	*Dis-abled	*BME**	*LGB** *
106	429	535	104	144	122	103	51	11	11	0	9
<p>*It is not mandatory for employees or applicants to provide this data. Of those who have declared, this is the breakdown. **BME – Black, Minority Ethnic ***LGB – Lesbian, Gay, Bisexual</p>											

Training Data		
Training Completed	Male Completed	Female Completed
767	248	519

Grievance

There is a formal procedure for raising issues of concern that cannot be resolved informally. The table below contains information in relation to employees involved in formal grievance procedures either as a complainant or as a person against whom a complaint was made between 01 April 2020 and 31 March 2021 and is presented for each of the protected characteristics.

Number of grievances - 0	
Age	16-24 – n/a (not applicable) 25-34 – n/a 35-44 – n/a 45-54 – n/a 55-64 – n/a 65+ – n/a
Disability	n/a
Gender reassignment	n/a
Pregnancy and maternity	n/a

Race	n/a
Religion or Belief	n/a
Sex	Male - n/a Female - n/a
Sexual Orientation	n/a

Disciplinary

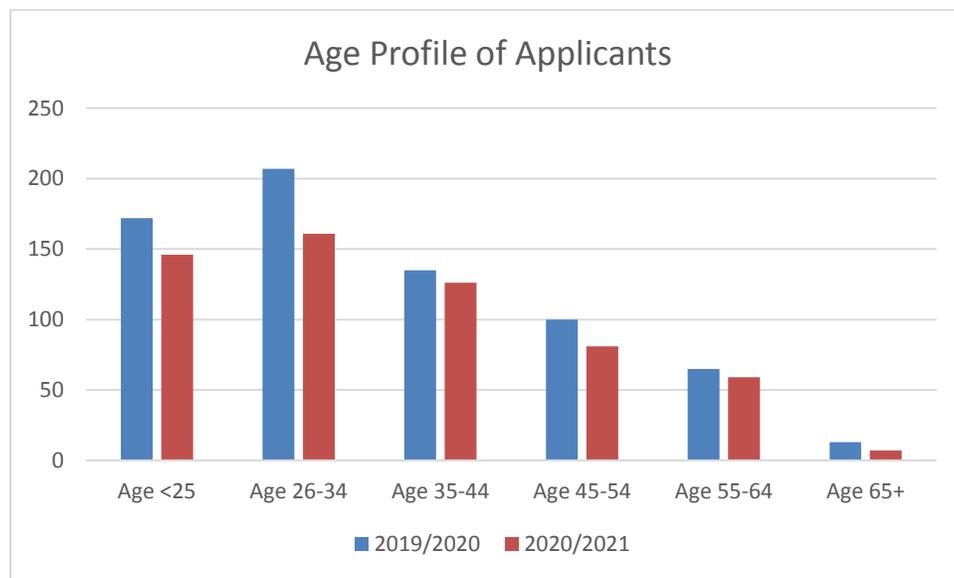
The table below contains information in relation to employees subject to disciplinary procedures between 01 April 2020 and 31 March 2021 and is presented for each of the protected characteristics.

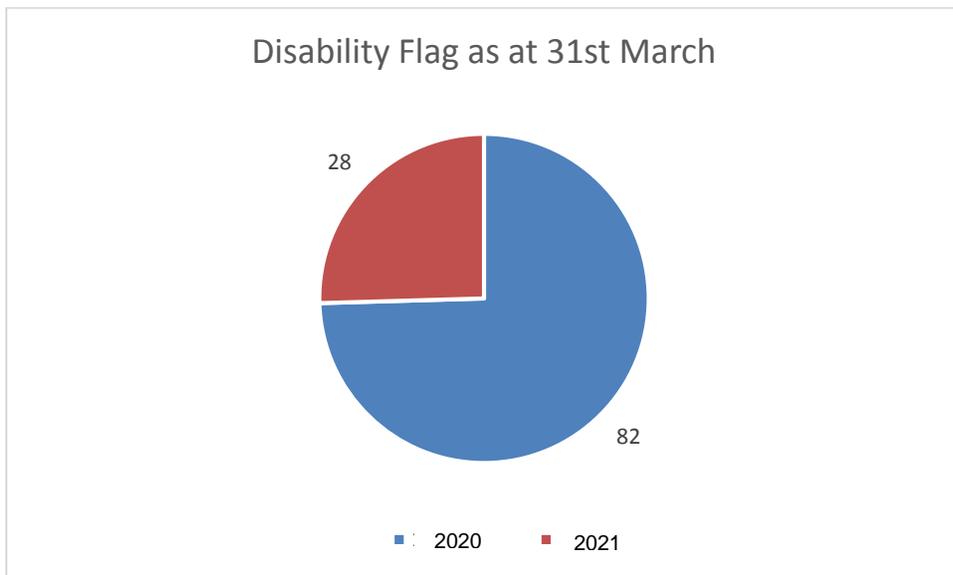
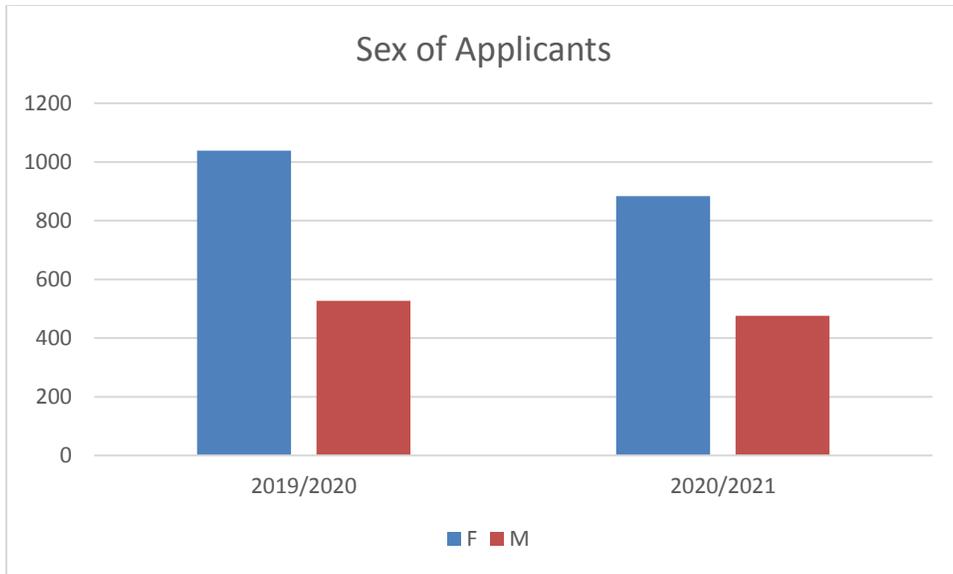
Number of employees subject to disciplinary procedures - 18	
Age	16-24 – 1 25-34 – 4 35-44 – 4 45-54 – 2 55-64 – 7 65+ – 0
Disability	Disability flag – 1 No disability – 1 (Information recorded for 2 out of 18)
Gender reassignment	None recorded
Pregnancy and maternity	None recorded
Race	White – 9 (Information recorded for 9 out of 18)
Religion or Belief	Christian – 3 No Religion or Belief – 5 Prefer not to say – 1 (Information recorded for 9 out of 18)
Sex	Male – 5 Female – 13
Sexual Orientation	Heterosexual – 9 Information recorded for 9 out of 18

Information in relation to Applicants to vacancies advertised within the Authority:

People who have applied for jobs with the Authority in 2020/21											
Male	Female	Total	Age <25	Age 26-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	*Dis-abled	*BME**	*LGB** *
476	884	1360	146	161	126	81	59	7	28	14	35

*It is not mandatory for employees or applicants to provide this data. Of those who have declared, this is the breakdown.
 **BME – Black, Minority Ethnic
 ***LGB – Lesbian, Gay, Bisexual





The Authority has a fully functioning online recruitment system which links a successful applicant’s equality monitoring data automatically to their electronic personnel record. The form also includes an option for staff to note ‘prefer not to say’. Moving forward, this means that the information of those who choose to provide their equality monitoring information is reflected in the workforce data.

The self-service system, My View, allows staff to update their own equality monitoring information, at their own convenience. Although there remains some gaps in this data, work has been undertaken around this. There is a commitment to carry on ensuring information held is as current as possible.

Training

In accordance with the People Strategy, the Council is committed to the development of employees and elected members as an integral part of ensuring that staff are skilled, trained and motivated to meet the challenging and diverse needs of the community. Training and development opportunities can involve qualifications and accreditations, classroom based learning, e-learning, blended learning, self-directed learning, shadowing and on-the-job learning.

In order to deliver services effectively, all staff and Elected Members need to be aware of the general and specific Equality Duties to ensure that it is considered in the work they undertake.

Due to the pandemic, adaptations were required to the planned training schedule and e-learning modules were promoted to ensure the information and knowledge was shared with relevant staff and Elected Members. This past year included:

- Equality in the Workplace e-learning module for staff and Elected Members (completed by 182 people)
- Section on Equality and Diversity delivered in the corporate induction for new employees

During the year, positive steps were made to further engage with trainers in order to expand on the training provision offered in order to be able to deliver virtual training sessions until such time that classroom-based training could safely resume.

Overall, the Authority continues to make positive steps towards promoting and developing equality and diversity within the organisation, and will continue to develop and evolve current methods to ensure progress continues.

Assessing for Impact

The Authority recognises the statutory requirement for undertaking equality impact assessments and training is available for any staff members who feel they require further guidance when using the Authority's Equality Impact Assessment templates. The aim is for this process to become mainstreamed into day to day work of policy-making, employment practice, service delivery and other functions carried out within the organisation. This appears to be moving positively with more areas recognising the need for the equality impact assessments and evidence demonstrating that the guidance and templates available are being utilised.

Promoting Equality

Examples of how we promote equality within our communities can be found in the 'Newsroom' section of our website:

<https://www.anglesey.gov.uk/en/Newsroom/Newsroom.aspx#/>

With regard to our workforce, this year's highlights include:

- **Workforce planning** embedded into business processes and monitoring workforce data is an integral part of this process.
- Continuing to be a **Disability Confident Committed Employer** through the Department of Works and Pensions, to demonstrate a commitment to employing, supporting and promoting disabled people in the workplace.
- The Authority has **mean gender pay gap** of 11.24% for the period 31/3/2021, which is a slight reduction on the previous year and remains below the national average.
- Creating **Hybrid Working Policy** to promote flexible working culture to balance business needs with work-life balance

Collaboration

The North Wales Public Sector Equality Network (NWPSSEN) is a group of equality officers from all six North Wales Local Authorities, Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, Welsh Ambulance Service NHS Trust, National Parks Authority, North Wales Police and the Office of the Police and Crime Commissioner. The group has been working together since 2010 when the Equality Act came into force. During 2011/12, NWPSSEN developed a set of shared objectives which every partner agreed to. These objectives were reviewed to coincide with the preparation of Strategic Equality Plans for 2016-20 and 2020-2024.

NWPSSEN members will continue to work together to share good practice and make the most of the resources available.

Our 2020-2024 Equality Objectives

What we have done so far

Our 2020-2024 Strategic Equality Plan outlines our equality objectives, how we chose them and the actions identified to work towards achieve them. The Plan also includes some indicators of what we should expect to see if these actions have been completed successfully by 2024.

Appendix 1 gives an outline of the progress made as at December 2021. Despite some delays in some areas due to additional challenges of the pandemic, we believe that this information shows we are still on the right track.

Our commitment to equality is not confined to the objectives within the Strategic Equality Plan alone. Many more examples of how the Council contributes to improving the lives of people with different protected characteristics can be found in our Council Plan as well as other corporate and service plans and strategies.

What we intend to do next

We will continue to report annually on the progress we make and will take every opportunity to progress equality through our work at all levels within the Council to help us build a fairer society for all our citizens. We remain committed, within the capabilities and influence of the County Council, to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- advance equality of opportunity between persons who share a relevant protected characteristic and those who do not
- foster good relations between people who share a relevant protected characteristic and people who do not

March 2022

Objective 1: Outcomes in Education attainment and wellbeing in schools are improved

This year's report is different from the usual practice as a result of the national agreement not to publish attainment performance data during the Covid period. Schools continue to monitor data internally and use this data to report on pupil progress during the year. The data is used by schools to plan specific interventions, to reduce any attainment gap, and the Governors' key role continues to be important in challenging this. Visits and meetings with school improvement support advisers have continued, and are supporting schools to scrutinise the data and support any further action.

Priority 1.1: We will reduce the educational attainment gap between different groups

1.1.1: Maintain the performance of pupils with additional learning requirements at GCSE level so that no significant gap in educational attainment is seen:

Over the course of the pandemic, urgent attention was given to ensuring that all pupils with Additional Learning Needs (ALN) had access to a laptop or other acceptable electronic equipment, to enable good blended learning. The schools, together with the support teachers, engaged with the pupils on a regular basis to ensure that pupils made appropriate progress with their tasks. The Anglesey and Gwynedd Strategy has a dedicated website to support and the site is available to schools, pupils and their parents - we continue to upload new resources on the website regularly.

During the reporting period, it was decided to undertake institutional assessments, which replaced the need for routine external examinations. This made comparing this year's results and performance with previous years difficult. In addition, pupil performance results at GCSE and A level are no longer published and therefore it is not possible to compare data between authorities in the same way as in the past.

Last year's Hwb grant was used to fund 2,700 Chromebooks. The Chromebooks were shared across Anglesey schools; and schools, welfare officers and the Learning Service worked together to ensure that the devices were shared with the relevant families who needed devices. This has ensured that pupils without devices are not disadvantaged and can continue to learn effectively during lockdown periods. 150 'wifi dongles' were also funded and distributed to families where wifi was not available in the home.

Appendix 1 - SEP 2020-2024 Priorities Progress as at December 2021

In addition to the Hwb grant, other additional grants have been allocated to try and ensure that schools can reduce learning and teaching gaps, including the Accelerated Learning Grant. This grant was used to create additional capacity within schools to support learners who required additional support following school closures.

School Action Plus	16	22	38	58	42	36	17	15	4		11		259
Statemented	4	5	14	2	8	26	13	17	6	3	3		101
Totals Overall	811	834	1400	1511	625	454	213	189	106	31	91	8	6273

1.1.2: Lessen the educational attainment gap between boys and girls achieving the Capped 9 points score at school leaving age, where it is more than 10% and to continue to address this issue across all schools:

Bearing in mind that there were no external "exams", careful attention was paid to institutions' assessment procedures and processes (Schools supporting one another and support available through WJEC). A range of grade assessment methods, including tests, as well as ongoing assessments, have been introduced to ensure that everyone is treated equally.

1.1.3: Implement plans to lessen the difference in performance of pupils who receive free school meals (FSM) and those who do not, through the effective use of Pupil Development Grant finance at individual school level:

Schools are carefully planning to use the Pupil Development Grant to ensure that pupils who are entitled to free school meals are not adversely affected by poverty. Each school operates a spending plan that shows the extra support given to this cohort of pupils to reduce the impact of poverty on achievement. The expenditure plan, resources and provision are discussed regularly with the GwE Support Adviser, who in turn cascades the information to the Authority through regular Quality Board meetings.

	A*	A	B	C	D	E	F	G	P	Q	U	X	Total
Non FSM	741	751	1229	1323	513	368	146	122	81	15	58	5	5352
FSM	70	83	171	188	112	86	67	67	25	16	33	3	921
Total	811	834	1400	1511	625	454	213	189	106	31	91	8	6273

Appendix 1 - SEP 2020-2024 Priorities Progress as at December 2021

Over the period of the pandemic, the number of pupils entitled to free school meals has increased. In March 2020 1,545 Anglesey pupils were entitled to free school meals, but by the end of December 2021 the figure had increased to 2,030. These figures show that the percentage of the number of pupils entitled to free school meals has increased by 31%.

With more FSM pupils on Anglesey schools registers, cross-departmental co-operation by the Authority has been effective in ensuring that this group of children continue to have provision for lockdown, self-isolation and school holidays. Working closely with the benefits department and schools, all FSM eligible families receive electronic cash payments directly into a bank account.

Priority 1.2: We will reduce identity based bullying in education

1.2.1: Assist schools to implement the recommendations of the Welsh Government's guidance *Rights, Respect, Equality*:

It is a statutory requirement on schools to report incidents of bullying each term to its Governing Body and the Authority. The School Safeguarding Annual Report to the Governing Body summarises the number of incidents of bullying per year in a school and clearly shows the different types of bullying incidents that have taken place, eg cyberbullying, racial, physical etc. The Authority receives a copy of the annual report from each school and monitors the cases by looking for trends. In the future the Authority is moving to an electronic system that will provide a live overview of the situation of bullying.

The Authority has held a briefing for School Heads to support them with their equality plans.

1.2.2: Distribute information to schools during the annual All-Wales Hate Crime Awareness Week (October):

Circulating information to schools during the All Wales Hate Crime Awareness week continues to be a great opportunity to bring this important issue to the attention of schools. Sharing resources such as Show Racism a Red Card, Schoolbeat.cymru and NSPCC resources enable schools to focus on the area. However, we point out to schools that awareness week is not an event that is then forgotten for the rest of the year. We encourage schools to ensure that these important themes receive ongoing cross-curricular consideration within our schools.

Appendix 1 - SEP 2020-2024 Priorities Progress as at December 2021

Three primary schools and three secondary schools have completed P4C training. The 6 schools that have completed P4C training are now being supported by the North Wales Regional Equality Network (NWREN) to develop resources and schemes of work that give appropriate attention to preventing hate crime and encouraging tolerance. This work is particularly relevant to the areas of learning and experience of Humanities and Health and Well-being. The schools involved in the project are complimentary of the training and the teachers appreciate the support available to them in delivering suitable classroom resources. The pilot has had a positive impact on raising the confidence of a specific group of teachers to deliver such sessions. However, it is premature to evaluate an outcome on pupils' skill development.

Objective 2: We will take action to ensure we are a fair employer and reduce pay gaps

Priority 2.1: We will identify and address inequalities within recruitment, retention, training and promotion processes

2.1.1: Continually look to develop further strategies to assist staff to work flexibly and other family friendly policies:

The consequences of the pandemic on working practices have continued this year. Staff have been encouraged to work from home where possible and in line with business needs. Following a staff survey, it was found that this flexibility has supported their work-life balance for some staff. However, other staff preferred the structure of an office environment. In line with best practice, a Hybrid Working Policy has been adopted and is expected to be launched in 2022.

Priority 2.2: We will identify and address any pay gaps between people with different protected characteristics

2.2.1: Continue to encourage more staff to provide personal information to enable the Authority to obtain a fuller picture of the number of Council employees by protected characteristic:

The Authority encourages staff to provide personal information and has created several channels to support staff to share this information. During the recruitment process, data from the successful applicant's application can be transferred to their employee electronic personal files when they start with the Authority. There is also an opportunity for them to confidentially update this information at any time, using the Authority's self-service system, My View.

2.2.2: Analyse the workforce data year-on-year and produce annual reports of the information analysed - gender pay gap reports and employment information must be published annually by 31 March (reporting on data as at 31 March in the preceding year):

The annual workforce data has been collated and analysed, reporting data as at 31 March, 2021.

Similar to the analysis last year, there was an increase in the two highest ranges (55-64 and 65+). However, the most significant change has been a decrease in the lowest age range (under 25). It is positive to see the Authority is able to attract and retain experienced staff. However, there appears to be a need to focus further on attracting younger people to seek careers with the Authority. Due to the pandemic, it has not been possible to undertake the Denu Talent Scheme or attend careers events, which may somewhat account for this change.

Each Service has a workforce plan to analyse the workforce information and to address such matters as succession planning to ensure knowledge transfer and that suitably trained staff are available when staff wish to retire.

The gender profile again confirms the Authority employees significantly more females than males, which is consistent with the trend across many local authorities. The data regarding protected characteristics appears stable. This suggests further work is required to promote the self-service system to ensure all staff are aware of why this data is collated and the way in which it is confidentially retained and managed.

Objective 3: We will take action to improve the living standards of people with different protected characteristics

Priority 3.1: We will improve physical access to services, transport, the built environment and open spaces

3.1.1: Continue, where possible, to improve bus stops on the island to make them accessible

On-going work in improving bus stop facilities across the Island following Welsh Government funding in 2020/21 and 2021/22.

3.1.2: Continue to provide suitable dropped kerbs and tactile crossing facilities as part of footway improvement schemes:

Numerous pedestrian crossing points have been improved since the last review, funded from capital road safety grant and Covid-19 recovery fund. New dropped kerbs have been provided in eight locations across the Island together with the installation of three new zebra crossing points near school sites.

3.1.3: Respond as appropriate to complaints received by members of the public by using our powers under traffic management legislation to keep pavements and crossing points clear of obstructions caused by parked cars:

Patrols have been undertaken and parking enforcement action taken in response to calls received from the public of vehicles obstructing pedestrian crossing points. Also, ongoing work in preparation for the introduction of a national ban on pavement parking to be introduced by the Welsh Government in 2022.

Priority 3.2: We will continue to work towards ensuring more suitable and affordable homes in the right places to meet local needs

3.2.1: Continue to assess existing Council and registered social landlord owned properties to ensure their accessibility for disabled people:

Our Housing Services Occupational Therapist (OT) commenced employment in September 2020. The primary aims of this role is to advise and support existing Council tenants and incoming tenants concerning to health & wellbeing needs and adaptation requirements within various work streams internal to Housing Services.

Housing Services OT ensures value for money and making the best use of existing and future Council Housing and Registered Social Landlord (RSL) stock on Anglesey. Emphasis is given to void turnaround days to ensure void days are kept to a minimum. This role and function can support a number of work streams within Housing Services, as detailed in last year's Annual Equality Report.

To date, circa 250 applicants on the housing register have been assessed for medical banding. This includes individuals with mental health and physical health challenges.

Housing Services have provided two houses for Children's Services to use as Small Group Homes (Cartrefi Clyd Môn) and are currently in the process of acquiring two further properties to enable Social Services to fulfil their accommodation requirements for clients currently placed out of county.

The sheltered housing and older people's survey has been completed, with a 44% response rate. This response rate is recognised as a positive aspect of allowing Housing Services to further develop accommodation approaches with tenant and community wellbeing being forefront of our service delivery.

**Appendix 1 - SEP 2020-2024 Priorities
Progress as at December 2021**

3.2.2: Continue to invest in minor and major adaptations for council properties - social housing - through the Housing Revenue Account (HRA), in accordance with the HRA Business Plan and annual HRA budget:

Accommodation for specific groups, for example older people, people with mental health issues is included as a priority in the HRA Business Plan.

Housing Services continue to invest in both minor and major adaptations for Council properties. The service works closely with both Children's and Adults Services to forward plan potential need and demand for adaptations, ensuring we intervene as early as possible for the benefit and wellbeing of our residents with Health and Wellbeing needs.

3.2.3: Continue to monitor quarterly performance levels on turnaround days for Disabled Facilities Grant applications for continuous improvement:

National Performance Indicator Results		2021-22						Target 2021-22	Performance
		Qrt1			Qrt2				
Ref	Indicator	April	May	June	July	Aug	Sept		
PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant			178.54			177	170	↑
PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant for								
	A) Children and Young People			132.25			132.25	300	
	B) Adults			186.91			-	170	

Objective 4: We will improve health, wellbeing and social care outcomes

Priority 4.1: We will increase the number of people in all sectors of the community, particularly under-represented groups, choosing healthy lifestyles

4.1.1: Progress actions to achieve the Insport Gold Award by April 2021: Achievements so far include:

- Over 70 Leisure staff completed the DSW on-line Autism course.
- All swimming teachers completed Aquatics Disability Inclusion Training.
- Inclusive sailing club based at Conwy Centre (S.E.A.S.) gained a grant to adapt boats for disability use. The Club was put forward for a Disability Sport Wales Award and gained coverage on the BBC 'Countryfile' programme.
- Summer care centres in the community became a priority due to Covid-19. Leisure staff worked in partnership with Social Services and Youth Services to run six centres for vulnerable children, including some with conditions such as autism, dyslexia and learning difficulties.
- Consultation exercise completed: survey questions distributed to the following groups:
 - Disabled clients on the Ynys Mon Exercise Referral Scheme;
 - Pupils and staff of Canolfan Addysg y Bont;
 - Members of Môn Independents Disability Club;
 - All insport clubs registered on the Ynys Mon database;
 - Shared on Môn Actif social media and hard copies available at leisure centres.

From the survey, aims for Gold Award have been set as follows:

- Improve services for disabled people on Anglesey.
- Give disabled people (and the services that support them) an opportunity to 'have their say'.
- Identify any gaps in disability provision on the island.
- Expand provision of inclusive sport on Anglesey by working with identified national governing bodies to achieve this.

The main actions for 2022 will therefore be to:

- Set up disability sports forum.
- Map current opportunities against location and impairment groups.
- Work with 6 national governing bodies to expand provision on the Island.

4.1.2 Continue to offer the Anglesey Referral Scheme, working towards the following national NERS targets:

- Percentage of NERS clients who complete the exercise programme (50% and above)

232 people have attended their first session on the Exercise Referral scheme. Of these, 55 have gone on to complete the scheme. This number is growing weekly as more people come to the end of their 16 week programme. Due to Covid-19 the scheme was put on hold for most of the year.

- Percentage of NERS clients whose health had improved on completion of the exercise programme (80% and above)

Of those who completed the scheme, 62% reported an increase in fitness, with 31% staying the same/not decreasing.

Although we have not met the target during Q3, it is positive that the numbers are improving and that we are either above or equal to the national average. More people will complete the scheme in the next quarter as referral rates increased towards the end of Q2.

Also linked to this work, we have managed to gain two extra members of staff in recent months that work specifically with clients with dementia and clients that are overweight.

Priority 4.2: We will create the conditions for individuals to improve their health and wellbeing

4.2.1: Work in partnership with primary care providers in Anglesey as part of a pilot scheme to raise awareness of the annual health check service for people with learning impairments:

The Learning Disability Mortality Review in 2018 study identified that adults with learning disability die on average 20 years younger than the average population. The Welsh Government has set a target of 75% for annual health checks. Anglesey was on 14% and are working with the Health Board to target and improve this uptake. This has been hindered by Covid-19 but will need to be reviewed. Prior to the Covid-19 pandemic work, was undertaken with GPs in Anglesey to identify the barriers to the carrying out of health checks to pilot how to overcome these barriers. Key themes that emerged included:

Appendix 1 - SEP 2020-2024 Priorities Progress as at December 2021

- the need to have an accurate and up to date citizen register
- the need for regular contact between the Practice and the Health Liaison Team
- easy access to accessible information about Annual Health Checks, and
- training for practice staff.

Unfortunately, due to the pandemic, there was a need across health services to divert resources to other areas to support the response. As GP practices were not carrying out Annual Health Checks or receiving any training because of their response to the pandemic and were only dealing with urgent cases, Anglesey's pilot was unable to continue. On review, as of 2021, there are now up to date GP registers in all GP surgeries in Anglesey. There are a number of health education films co-produced with Health Liaison, Conway Connect and TAPE, which have been scripted and co-produced with citizens. There are 15 Health Check Champions (peer educators) in North Wales. These are citizens who are taking part in a project to educate other citizens in what to expect when they go for a health check and to encourage them to go for an annual health check. There are a number of dates for any citizen to attend these sessions in 2022. This area of work will be reviewed in 2022 with a view to progressing.

4.2.2: Continue to promote the proactive offer of services through the medium of Welsh:

There is an expectation that services through the medium of Welsh is proactively offered to customers across all areas of Social Services.

Services continue to monitor and ensure that there are Welsh-speaking staff across all areas of the services, in order to be able to provide Welsh-medium services across all areas.

Services continue to encourage staff who are learning Welsh to participate in relevant training in order to develop their language skills.

Raising awareness of More than Just Words, the Welsh Language Standards and the requirements of the Customer Service Charter continues to be a required element of all departmental staff inductions.

All staff on the email system have been sent a written reminder of the importance of answering telephones bilingually and offering the choice to communicate through the medium of Welsh, and respond in accordance with the customer's language preference to any correspondence, in line with the Council's Customer Service Charter.

**Appendix 1 - SEP 2020-2024 Priorities
Progress as at December 2021**

Work is being done to develop methods to monitor and record the pro-active offer and language choice of service users by deriving statistics from the electronic case records system.

Social Services have received some compliments during the year regarding the provision of services through the medium of Welsh.

Objective 5: We will improve personal security and access to justice

Priority 5.1: We will increase the reporting of hate crime and harassment, and take steps to reduce incidents of hate crime and harassment, including online abuse and bullying.

5.1.1: Continue to work with partners across North Wales to highlight the issues of hate crime and promote reporting to North Wales Police or Victim Support during the annual All-Wales Hate Crime Awareness Week (in October):

The Community Cohesion Team prepared a hate crime podcast for broadcast on Community Radio stations across Wales following an All-Wales workshop held during the hate crime awareness week.

The Council continues to work with partners across North Wales, during the annual All-Wales Hate Crime Awareness Week and throughout the year, to raise awareness of hate crime and promote reporting to North Wales Police or Victim Support. See also action 1.2.2, for an outline of what is happening in the island's schools to raise awareness and tackle hate crime.

5.1.2: The multi-agency Hate Crime Working Group to develop and implement a hate crime action plan in order to improve reporting and support individuals who are victims of hate crime (in accordance with the timescales set out in the hate crime action plan):

Hate Crime reporting is an ongoing area of responsibility for our Housing Officers, Community Cohesion team, Victim Support and North Wales Police. We continue to promote methods of reporting these crimes and increase the general understanding on the types and symptoms of hate crime within our communities.

Priority 5.2: We will ensure that the Council's members and officers are equipped to discharge their safeguarding duties effectively, through safeguarding training at a level commensurate with their roles and responsibilities

5.2.1: Use the Policy Portal to ensure that all current and new staff (who have current email accounts) have read, understood and accepted the Corporate Safeguarding Policy:

The Corporate Safeguarding Policy is one of nine key policies in the Council's electronic policy management system (Policy Portal) that must be accepted every two years by staff with Council email account. It was first made available for acceptance in December 2018 and compliance is monitored by the Corporate Safeguarding Board.

Re-acceptance is overdue, but the policy will be re-introduced for acceptance once it has been reviewed and updated to incorporate the requirements of the Wales Safeguarding Procedures 2019. In the meantime, the current policy is still available and is automatically assigned within 24 hours to any new staff added to the electronic service groups.

5.2.2: Ensure that staff and members receive information and training regarding relevant aspects of the Corporate Safeguarding Policy, as directed by the Corporate Safeguarding Board:

The rolling programme for safeguarding training continues to provide staff with the essential information required for their role. Staff are invited to attend the relevant training for their role every three years, namely General or Basic Safeguarding. There is also a more specialist and tailored programme for Social Services staff which includes sessions on a regional footprint. A number of e-learning modules are also available – Prevent, (88%) VAWDASV (84%), Modern Slavery (89%) – and compliance across the organisation (not including schools) in their completion is good. Ask and act Group 2 training (part of the VAWDASV national training framework) is being rolled out.

We have reviewed the Corporate Safeguarding Training Framework to ensure that we are in line with and are making the best use of the regional and national resources that will be made available to support the implementation of the Wales Safeguarding Procedures 2019.

Social Care Wales have launched a new online safeguarding module primarily aimed at those working in the public and voluntary sectors. This module is now available for all staff to view and complete on Learning Pool.

Priority 5.3: We will increase awareness in vulnerable communities around fraud

5.3: Continue to work with partners to raise awareness and provide education to local communities on how to deal with cold callers, doorstep crime, face to face fraud and general consumer disputes:

As a result of re-prioritising the work plan in order to continue to deal with the Covid-19 pandemic, progress has unfortunately been limited again this year. However, the Team has recorded and dealt with 86 complaints / enquiries concerning scams. Also:

- 48 letters and information packs were sent to consumers recognised as “victims” via the National Scams Hub.
- Several ‘No Cold Calling’ stickers were sent to vulnerable individuals living either inside or outside a No Cold Calling Zone.
- Warnings and messages were posted on social media concerning cold callers and rogue traders.
- Work was carried out with partner agencies (Social Services and Police) to identify needs of potential victims of scams.

The Consumer Advice Team within Trading Standards received approximately 800 complaints, enquiries and requests for advice from our partners at the Citizens Advice Consumer Service, which led to further investigations and interventions for consumers in disputes.

Objective 6: We will increase access to participation to improve diversity of decision making

Priority 6.1: Decision-making bodies become more representative of the communities they serve

6.1.1: Take all necessary steps locally to support the national campaign to widen participation in the 2022 local elections:

This Council, along with all councils in Wales, has adopted a declaration to increase diversity amongst candidates standing to be elected councillors.

Information about the role of councillors will be shared widely over the coming months to attract individuals from under-represented groups to stand for election. Information will be available on the Council's website and virtual sessions for prospective candidates will be held in the new year.

6.1.2: Make use of positive action as part of the process of recruiting co-opted members:

Four of the Council's committees include co-opted members, who are recruited for fixed terms to represent a specific area of interest or issue of consideration.

The Local Government and Elections (Wales) Act 2021 requires that a third of Governance and Audit Committee membership must be lay members. For Anglesey, this means that the number of lay members required on the Committee will increase from two to four.

The Council participated in a Welsh Local Government Association (WLGA) Task and Finish Group to develop an application form and advert for the recruitment of lay members, as well as a national programme of promotion. The advert went live on 10 October 2021 on the WLGA's website, which directed potential applicants to the Council's dedicated web page. The vacancies were widely advertised, including media outlets that younger people were likely to access, such as Facebook and LinkedIn, in accordance with the Council's duty to attract under-represented groups.

The outcome of the recruitment process will be outlined in our next annual equality report.

Priority 6.2: Consultation and engagement is improved through strengthening links between the public sector and local and national groups representing people from all protected groups

6.2.1: Work in partnership with the third sector to raise awareness of relevant engagement and consultation opportunities amongst representatives of all protected characteristics:

6.2.2: The Joint Engagement and Consultation Board to adopt an Engagement and Consultation Checklist and ensure that they are used effectively by services:

Due to the impact of the Covid-19 pandemic, the joint engagement and consultation board remained static until December 2021 when it was re-established under the direction and leadership of the Deputy Chief Executive. The said checklist continued to be used amongst Council services dependent on topic.

The engagement and consultation activity has obviously been restricted to electronic means since Covid-19 began but there is scope to anticipate that local engagement work will be refreshed and delivered in an updated manner taking into account the benefits of digital and the necessities of face to face discussions in a hybrid manner. It is envisaged that this will develop as 2022 progresses under the direction of the re-established joint engagement and consultation board.

6.2.3: Continue to work on engagement with our regional partners (as members of NWPSEN) by making the most of resources available to us:

NWPSEN has been working together since 2010 when the Equality Act came into force and a number of regional engagement activities have taken place to inform our Strategic Equality Plans since then.

NWPSEN members have continued to meet regularly online during 2021 to share information and good practice.

Objective 7: We will develop our knowledge and understanding of the socio-economic duty to identify the key areas of impact to be addressed under each objective

7.1: Develop our knowledge and understanding of the socio-economic duty and ensure that the duty becomes an integral part of our day-to-day business:

Virtual sessions were held in April 2021, to share information on the Socio-Economic Duty with relevant officers. The Council also used its electronic policy management system (Policy Portal) to ensure that managers and relevant staff had read, understood and accepted a briefing a briefing paper on the requirements of the Socio-Economic Duty. A compliance rate of 93% was reported to the Governance and Audit Committee on 21 September 2021 and all officers within the group as at November 2021 had completed this task. (89 officers).

7.2: Reviewing corporate guidance and templates to ensure that due regard is given to the need to reduce socio-economic disadvantage;

Revised templates for Executive and Scrutiny Committee reports were introduced in April 2021 and now include specific sections to record any implications related to equality, Welsh language and the Socio-Economic Duty. Corporate guidance and templates for carrying out impact assessments were also revised accordingly and have been available on the Council's intranet since April 2021.

7.3: Use our Annual Equality Reports to report on developments and demonstrate how we are complying with the socio-economic duty:

See above

Objective 8: We will improve the Council's procedures to ensure fairness for all

Priority 8.1: A staff training programme is in place to ensure the right staff have the right skills to deliver equality improvement

8.1.1: Continue to raise awareness of equality and diversity amongst Council staff during corporate induction sessions and by requiring staff who have Council email accounts to read, understand and accept the Equality and Diversity Policy:

The Equality and Diversity Policy is one of nine key policies in the Council's electronic policy management system (Policy Portal) that must be accepted every two years by staff with Council email accounts. The policy has been available for acceptance since July 2019 and is automatically assigned within 24 hours to any new staff added to service groups. It was re-introduced for acceptance in August 2021 and the overall compliance rate as at the end of November 2021 was 94%.

8.1.2: Continue to promote equality and diversity training for all staff and respond appropriately where specific needs have been identified:

Equality and Diversity training remains a key component of the corporate training programme. Due to the pandemic, training has mainly been delivered through e-learning this year. Staff can access equality training through the Equality in the Workplace e-learning module available on Learning Pool which can be accessed by any device at work or at home. Plans are in place for virtual sessions facilitated by a trainer to be held on relevant topics such as Unconscious Bias and Equality Impact Assessments.

The Annual Appraisal Process provides structure to collating staff training needs and relevant training is provided annually in response to this and other corporate priorities or legislative requirements.

Priority 8.2: An effective corporate process is established to ensure the ongoing assessment of impact across services

8.2.1: Continue to provide support and development opportunities for members and officers to ensure that they have sufficient information about their duties towards people with protected equality characteristics:

In addition to the equality and diversity training, there is an opportunity for relevant staff and Elected Members to attend equality impact assessment training. The session provides further information regarding the Public Sector Equality Duty and its relation to the need to assess for impact on equality.

The Member Development Strategy states that the Council will provide Elected Members with flexible and responsive training and development that is based on individual and organisational need. Both equality and diversity and assessing for impact on equality remain a key part of the training provision provided to Elected Members.

8.2.2: Review the following templates to strengthen the link with the Wellbeing of Future Generations Act and the socio-economic duty:

- Scrutiny reporting templates
- Corporate EIA template and guidance.

Please see Objective 7.

8.2.3: To support decision-making in the context of the Wellbeing of Future Generations Act:

- Review the Questioning Strategy for scrutiny members
- Develop a set of stock questions for scrutiny members, based on the Future Generations Framework for Scrutiny produced by the Future Generations Commissioner for Wales

The questioning strategy for scrutiny members was reviewed during 2020 as part of a review of our local scrutiny development programme and captured in the Annual Scrutiny Report 2019/2020.

Isle of Anglesey County Council Gender Pay Gap 2021

The Isle of Anglesey County Council (IOACC) is required by law to publish an annual gender pay gap report. This is its report for the snapshot date of 31st March 2021 and includes statistics for all Council employees apart from those employed in schools. The results are as follows:

- The mean gender pay gap for Isle of Anglesey County Council is 11.24%.
- The median gender pay gap for Isle of Anglesey County Council is 14.65%.

As IOACC does not pay bonuses to its employees any gender bonus gap indicators are not applicable.

What are the underlying causes of Isle of Anglesey County Council's gender pay gap?

Isle of Anglesey County Council supports the principle of equal pay for equal work of equal value and recognises that there should be a pay and grading structure which is free from bias and based on objective criteria. It has a clear policy of paying employees equally for the same or equivalent work, regardless of their sex. All job roles are evaluated as necessary to ensure a fair structure. IOACC is confident that its gender pay gap does not stem from paying men and women differently for the same or equivalent work and is pleased to report that its mean gender pay gap, at 11.24% is below the national average of 14.9% (ONS ASHE Provisional figures 2021).

IOACC's gender pay gap is the result of the roles in which men and women work within the organisation and the salaries that these roles attract. Across the UK economy as a whole, men are more likely than women to be in senior roles while women are more likely than men to be in front-line roles at the lower end of the organisation. A higher percentage of part-time workers are women and women are still more likely to have unpaid caring responsibilities than men. Men continue to dominate some types of highly paid jobs while more women continue to be employed in occupations such as caring and cleaning, roles which do not score high within job evaluation schemes thus are afforded lower grades of pay. Women are also more likely than men to have had breaks from work that may have affected their career progression.

This pattern from the UK economy as a whole is reflected in the make-up of IOACC's workforce, where the majority of its employees are female and a large proportion of these work part-time hours in jobs which are afforded a lower level of pay, such as front-line social care, cleaning, etc.

How does IOACC's gender pay gap compare with that of other organisations?

The vast majority of organisations and Local Authorities have a gender pay gap. The mean gender pay gap for the whole economy (ONS provisional 2021 figures) was 14.9%. At 11.24%, IOACC's mean gender pay gap is below the UK average figure.

What is IOACC doing to address its gender pay gap?

Although its gender pay gap is below the UK average, IOACC remains committed to continuing to reduce its gender pay where it can. The Authority recognises that its scope to act is limited as pay scales are agreed nationally and there is therefore no direct control over salaries. IOACC does not operate any performance related pay or bonus schemes. The Authority recognises that the pay and grading of all jobs must be fair, transparent and non-discriminatory. It operates a Job Evaluation scheme adhering to equality principles and maintaining integrity and fairness of its pay and grading structure on an ongoing basis.

The Covid-19 pandemic has resulted in new ways of working for the authority and it is hoped that this will increase flexibility and remove barriers to progression for women and the whole workforce. Flexible and family friendly policies will ensure that IOACC can attract and retain staff. The Authority has taken steps to promote gender diversity in all areas of its workforce and continues its gender monitoring to identify any barriers to gender equality e.g:

- Monitoring areas such as the proportions of men and women applying for jobs, being recruited, and gaining promotions;
- the numbers of men and women in each role and pay grade;
- the proportions of men and women leaving the organisation and their reasons for leaving;
- the take-up of flexible working arrangements by gender and level;
- Reviewing its flexible working and other family friendly policies;
- Reviewing its recruitment and retention strategies and establishing different methods to attract talent;
- Monitoring Equal Pay information;
- Monitoring adherence to Job Evaluation processes;
- Reviewing terms and conditions regularly with the recognised Trade Unions.

None of these initiatives will, in isolation, remove the gender pay gap and it may be several years before we see a significant impact. The Authority is committed to continue to report on an annual basis on what it is doing to reduce the gender pay gap and any further progress that it is making.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	8 th March 2022
Subject:	North Wales Population Needs Assessment (PNA) Draft Report 2022
Purpose of Report:	To receive comments and suggestions for any improvements on the final draft of the PNA
Scrutiny Chair:	Councillor Gwilym O Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Fôn Roberts, Director of Social Services & Head of Children and Families Services, and Arwel Owen, Head of Adults Services.
Report Author:	Lead SRO: Morwena Edwards (Chair of the Regional Commissioning Board)
Tel:	Emma Edwards, Business Manager 01248 751887
Email:	Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s

Recommendations

- a) That the Committee supports the North Wales Population Needs Assessment 2022.

2 – Link to Council Plan / Other Corporate Priorities

The work undertaken by Social Services links to each of the three objectives stated within the Isle of Anglesey Plan 2017/2022, and will assist in shaping the next replacement Plan which is currently being developed.

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].

The Report has considered both individual and community, as its foundation for the future provision of our services across the Health and Social Care Sector ensuring that our peoples needs are met sufficiently. The report includes a separate appendix outlining the extensive consultation carried out across the region to support the content of the final report.

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

The final report will feed into the next stage – the Market Stability Report, which will be drafted over the next few months.

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]

The report has been compiled as a collaborative document across the North Wales Region, and will assist in developing the future pathway for our services across the region.

4 - Key Scrutiny Questions

It is recommended that members consider:

4.1 Does the Report adequately reflect the population needs across north Wales?

4.2 What is the purpose of the Population Needs Assessment and what plans are in place to use the Assessment in planning future services?

4.3 To what extent is the information gathered a fair reflection of the care and support needs assessment of the population on Ynys Môn?

4.4 What is the relationship between the Population Needs Assessment and the Well-being Assessment by the Public Services Board?

5 – Background / Context

Purpose:

To provide an overview of the North Wales Population Needs Assessment 2022 which has been produced as a requirement of the Social Services and Well-being (Wales) Act 2014.

Background:

Section 14 of the Social Services and Wellbeing Act (2014) requires local authorities and health boards to jointly assess:

- a) The extent to which there are people in a local authority's area who need care and support
- b) The extent to which there are carers in the local authority's area who need support
- c) The extent to which there are people in a local authority's area whose needs for care and support are not being met
- d) The range and level of services required to meet the care and support needs of people in the local authority's area
- e) The range and level of services required to achieve the purposes in Section 15(2) (preventative services) in the local authority area
- f) The actions required to provide the range and level of services identified in accordance with paragraphs (d) and (e) through the medium of Welsh

The report must cover as a minimum the following themes / groups:

- Children and young people
- Older People
- Health, Physical Disability and Sensory Impairment
- Learning Disabilities (Children and Adults)
- Autism
- Mental Health
- Carers

Within the assessment regard has also been given for secure estate, homelessness and veterans. The assessment has been guided by the requirements set out in the code of practice for population needs assessment and has given due regard to other duties and policies that have a significant impact on the groups listed. Each chapter contains an assessment of;

- The Welsh language (the 'active offer')
- Equalities and Human Rights
- Socio-economic considerations
- Impact of COVID-19 pandemic
- Safeguarding considerations
- Violence Against Women, Domestic Abuse and Sexual Violence
- Social Value

The population assessment report was engagement led. The key issues and themes identified are based on feedback from staff, partner organisations, service users and the general public to identify strategic needs for care and support. This included information from existing commissioning strategies and needs assessments. The project team collected evidence to challenge these hypotheses through data analysis, background literature reviews, service reviews and additional focussed local engagement work.

The requirement to produce an accessible, regional report in a short timescale has limited what can be included. The report provides an evidence base to support organisations and services across the region, specifically it is to be used for strategic planning cycles underpinning the integration of services and support partnership arrangements.

The report takes a regional focus but will be a useful tool for planners and commissioners in local authorities and health. There is still a need for a local vision and plan for services in each area. Going forward the partnership would seek to continue the work of the needs assessment to ensure that assessing the needs of our populations is an ongoing process.

A single regional report must be produced for the North Wales Region and be approved by Full Council for each of the local authority areas (Gwynedd, Ynys Mon, Conwy, Denbighshire, Flintshire and Wrexham) and the Board of the Local Health Board.

The report must be published no later than April 2022. The report will be published on all local authority websites, the health board website and the regional partnership website in both English and Welsh. Summary reports, children and young people and other accessible formats will also be made available. A copy of the report will be submitted to Welsh Ministers.

What consultations have been carried out?

The North Wales Social Care and Wellbeing Services Improvement Collaborative set up a regional steering group to lead the work for the technical, engagement, data and other theme-based groups to lead on specific tasks. Membership of the groups is from each North Wales local authority, Betsi Cadwaladr University Health Board (BCUHB), Public Health Wales and other parties with an interest in the needs assessment such as officers for the PSBs. A governance structure is attached in appendix 1.

Engagement for the population assessment included: a questionnaire for organisations that asks for their views and evidence; a facilitator's guide for partners to use to run discussion groups with service users; workshops with staff and councillors organised by each local authority. A total of 350 questionnaire responses were received during the consultation, the feedback received is included within the needs assessment. A full consultation report is also available and is appended to the main report.

A stakeholder map has been produced and reviewed listing all the population groups who may need care and support services to ensure that as many people as possible have the opportunity to have their say. This includes engagement with hard to reach groups.

A copy of the Consolation Report can be found in the Appendix.

How does the decision contribute to the corporate priorities?

The population needs assessment contributes to regional and local level strategic planning cycles, consequently this will support the local authorities corporate priorities that are linked to the health and social care needs of its resident population.

In addition to the requirement to assess the care and support needs of the population there is a further requirement for local authorities and health boards to assess the sufficiency of the care and support provide to meet the needs of the population in the form of a Market Stability Report. This includes an assessment of the stability of the market for regulated care and support services. Following the publication of the population needs assessment a market stability report will be prepared and published in 2022.

A Well-being Assessment must be produced as a requirement of the Well-being of Future Generations (Wales) Act 2015 by each Public Service Board in a similar timescale to the Population Assessment. The population assessment considered the care and support needs of the population while the Well-being Assessment covers prosperity, health, resilience, equality, vibrant culture, global responsibility and cohesive communities. There is overlap between the two so the project team for the population needs assessment are liaising with officers for the PSBs about the progress of the needs assessment and Well-being assessments and sharing information where necessary.

The next phase of the project will involve using the population assessment to develop an area plan for the region. Future work on the area plan may involve further research and consultation to explore priority areas in more depth before agreeing which areas to prioritise for regional work. The area plan is to be developed and published in 2023.

Resource implications / Chief Finance Officer Statement

The North Wales Social Care and Wellbeing Services Improvement Collaborative has funded the regional project which has included 2 x regional project managers to support the development of the population needs assessment. Associated costs, such as translation and for specialist engagement was also funded by the partnership.

There has been a cost to the local authorities, BCUHB and Public Health Wales in staff time and resource to support the project. This includes staff to carry out engagement work with the public, service users, staff and elected members and staff to support the analysis and writing of the report. The majority of this work took place between April 2021 and December 2021 for the population needs assessment.

Going forward the population needs assessment will identify regional and local priorities, it may be the case that these priorities require some level of investment at either regional or local level.

Risks and Impact Assessment

It will not be possible gain approval from all six councils and the Board of BCUHB in time to publish by April 2022. To mitigate the project team, aim consult as widely as possible before the approval process.

Anglesey Timetable

It is proposed that the report is shared with the following committees:

Senior Leadership Team - 28/2/22

Corporate Scrutiny Committee - 8/3/22

Executive Committee – 9/3/22

Full Council - 11/3/22

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

Not Applicable.

Welsh Government have removed the requirement for an EQIA on the needs assessment as a report in itself. The needs assessment is inclusive of equalities, human rights and socio-economic analysis and research pertaining to each of the groups included within the needs assessment.

6.1 Potential impacts on protected groups under the Equality Act 2010

Yes, one of the aims of the report.

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

Yes, one of the aims of the report.

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

Considered within the report.

7 – Financial Implications

As stated above (5 - Resource implications / Chief Finance Officer Statement).

8 – Appendices:

Copy of Draft Report



North Wales
Population Assessm



PNA Ynys Mon
Final.docx

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

Social Services and Well-being (Wales) Act 2014: Code of Practice
<http://www.ccwales.org.uk/codes-of-practice-and-statutory-guidance/>

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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Population Needs Assessment

Consultation survey report October 2021



Contact us

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Summary

The consultation for the Population Needs Assessment involved people who use care and support services and carers as well as staff who work for the health board, local councils and third sector or voluntary organisations. We used a wide range of information from partner organisations about the needs of people they support. In addition, we carried out a survey which around 350 people took part in during August and September 2021. This report summarises the findings from that survey.

What works well

There are examples of care and support services working well across North Wales, particularly third sector services. There are also examples of strong partnership working, better access to support and people having more voice, choice and control over how their needs are met.

What needs to be improved

Examples of where services could be improved, include relationships and communications within and between organisations. Many thought social care services need a complete overhaul along with more staff and better funding. The people who are directly affected by current policy, such as providers and people who use services, need to be involved in finding solutions to this crisis. More early intervention services can help people before they reach a crisis.

Service providers would like longer term funding to enable them to plan and improve staff retention and development as well as clarity around funding streams.

What changed during the COVID-19 pandemic?

The pandemic exacerbated problems with waiting lists, lack of staff and services. It left many people who use services and carers without support and with their lives severely restricted leading to loneliness, isolation and deteriorating health. The pressures have taken a toll on the mental and physical health of staff.

Not all the impacts were negative. A small number of respondents commented that they had not experienced any change in services. Lockdowns helped some become more self-reliant, spend quality time with family and some pupils, especially those

with social anxieties or bullying issues at school, have benefited from not going to school.

The pandemic accelerated developments to create online methods of programme delivery and has made people more open to using IT options. This has had a positive impact for many people but the digital approach does not suit everyone and may make it difficult, especially for older people, to access and engage with services.

Respondents thought that in the long term it will be important to:

- Fix the problems that existed before Covid
- Support people to re-engage with services
- Support a return to face-to-face services
- Prepare for new and increased demands for services
- Increase mental health support especially for young people
- Continue providing services online
- Support existing staff and boost recruitment

Experience of Welsh-language services

Overall, respondents concluded that provision of the Active Offer is “patchy”. Some reported doing this very effectively. Others reported that they can only make the offer at the point at which users of a service are assessed, rather than when they first make contact. Some were concerned that in practice, the offer is still tokenistic. Many care homes and domiciliary care providers find it difficult to follow through with the provision of a Welsh speaker: They conclude that more needs to be done to attract Welsh speakers to the profession and to support staff to improve their Welsh. This needs to include opportunities for both complete beginners and those who need to gain confidence.

Introduction

This report sets out how we carried out consultation and engagement with people who provide or use care and support services to inform the North Wales Population Needs Assessment.

This report will help inform the Equality Impact Assessments that will be carried out on decisions that use evidence from the Population Needs Assessment. It also provides evidence of how we are meeting the requirements of the public sector equality duty.

Background

The Social Services and Wellbeing Act (Wales) 2014 requires each region to produce an assessment of the care and support needs of the population in their area, including the support needs of carers by April 2021. The six North Wales local authorities and Betsi Cadwaladr University Health Board (BCUHB) supported by Public Health Wales have produced a population needs assessment for the North Wales region. This is the second assessment we have produced. The first one was published on 1 April 2017.

The report will be used to inform the area plan which has to be prepared jointly between the health board and local councils overseen by the Regional Partnership Board. The area plan must be published by April 2022.

It has been agreed with Welsh Government that there is no requirement to carry out an Equality Impact Assessment on the Population Needs Assessment. This is because the needs assessment is part of the evidence gathering process that informs decision making alongside the Equality Impact Assessment process. The needs assessment will include information about the needs of people with protected characteristics, informed by consultation and engagement, which will help inform new policies, strategies and service changes and understand their potential impact.

Actions and plans developed using the evidence in the Population Needs Assessment will need an Equality Impact Assessment to assess their potential impact.

Public sector equality duty

The Equality Act 2010 introduced a new public sector duty which requires all public bodies to tackle discrimination, advance equality of opportunity and promote good relations. This means public bodies must have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Having due regard for advancing equality means:

- Removing or minimising discrimination, harassment or victimisation experienced by people due to their protected characteristic.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Taking steps to build communities where people feel confident that they belong and are comfortable mixing and interacting with others.

Councils in Wales also have specific legal duties set out in the Equality Act 2010 (Wales) regulations 2011 including assessing the impact of relevant policies and plans – the Equality Impact Assessment.

In order to establish a sound basis for the strategy we have:

- reviewed performance measurement and population indicator data
- consulted as widely as possible across the North Wales region including with the general public, colleagues and people with protected characteristics;
- reviewed relevant research and consultation literature including legislation, strategies, commissioning plans, needs assessments and consultation reports

More information is available in the background information paper.

This report sets out the consultation carried out for the strategy:

- who we have consulted with;

- how we have consulted; and
- the consultation feedback.

Consultation principles

A key part of the process is consulting with people who may be affected by the strategy and in particular people with protected characteristics. The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation
- Welsh language

Case law has provided a set of consultation principles which describe the legal expectation on public bodies in the development of strategies, plans and services. These are known as the Gunning Principles:

1. Consultation must take place when the proposal is still at a formative stage.
2. Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response.
3. Adequate time must be given for consideration and response.
4. The product of the consultation must be conscientiously taken into account.

Local councils in North Wales have a regional citizen engagement policy. This is based on the national principles for public engagement in Wales and principles of co-production which informed our consultation plan.

Consultation and engagement

Consultation process

The aim of the consultation was to identify the care and support needs of people in North Wales and the support needs of carers. The Welsh Government guidance requires that the report include the following population groups:

- Children with complex needs
- Older people, including dementia
- Health, physical disabilities and sensory impairment
- Learning disabilities
- Autism
- Mental health
- Carers
- Violence against women, domestic abuse and sexual violence

We worked with partners, including those working on the Public Services Board Well-being Assessments, to collate and summarise findings from consultations that had been undertaken in the last few years. We have published these summaries as part of a new [North Wales engagement directory](#) to help encourage wider use of findings from local and regional engagement activity. In addition, we carried out a survey to identify any other issues affecting people who use care and support services that we may have missed. This report focusses on the findings from the survey. The survey findings along with findings from previous consultations and engagement activities carried out by local leads informed the final population needs assessment.

Consultation questions

Due to the wide range of population groups and services that we planned to cover with this survey, the engagement group agreed a small number of open-ended questions so that participants had the opportunity to share what matters to them. This approach had worked well in previous regional consultations, providing a rich source of meaningful data. The consultation questions used were:

About care and support services

Care and support includes help with day-to-day living because of physical or mental illness or disability for people of all ages. It includes children and young people with experience of foster care or adoption as well as unpaid carers who provide support to family or friends.

1. What do you think works well at the moment?
2. What do you think could be improved?
3. How has support changed due to Covid-19 and what do you think the long-term impact of this will be?

Welsh language

All care and support services should provide an “Active Offer”. This means providing a service in Welsh without someone having to ask for it. The Welsh language should be as visible as the English language. For more information, please visit Social Care Wales: Using Welsh at work webpages. We would like to hear your experiences of using and/or providing services in Welsh, including:

- the “Active Offer”
 - opportunities for people to use Welsh and,
 - on treating the Welsh language no less favourably than English
4. Please tell us about what is working well at the moment and what needs to be improved

Project timetable

The timetable for the development of the needs assessment was as follows.

Month completed	Actions
June 2021	Project planning and recruitment
October 2021	Data collection and analysis
October 2021	Engagement and co-production with people who use services, carers, providers, front-line staff and other stakeholders
December 2021	Write draft chapters and share for feedback

Month completed	Actions
March 2022	Approval by the Regional Partnership Board, six local authorities and health board
April 2022	Publish

Consultation methods

The consultation methods we used were:

- Online questionnaire circulated widely to staff, partner organisations, people who use services and carers. Alternative versions included an EasyRead version, British Sign Language (BSL) version, young people's version and print version.
- We also advertised the opportunity to take part through a conversation over the phone or an online chat.
- Partner organisations held consultation events.
- We asked partners to send us the reports from any related consultation events or surveys that they had already carried out in North Wales for other projects.

Promotion plan

The survey was open between 2 August 2021 and 1 October 2021, with an extension to 11 October 2021 for the young people's survey.

Details of the consultation were made available on [our website](#). We promoted the link through steering group members (representing the six local authorities, health and other partners), to people on regional collaboration teams mailing lists including members of the provider portal. A press release was sent out by the Regional Collaboration Team together with the local authorities and health board. Various social media posts were shared on the Regional Collaboration Team Twitter feed as well as LinkedIn pages. Follow-up phone calls were made to encourage people to take part.

Local leads shared the survey widely through a variety of channels. The Regional Collaboration Team shared weekly updates about the number of responses received from each area and population group so that local leads could follow-up with under-represented groups.

In addition, the link to the online survey was sent to the county voluntary councils below, asking them to circulate it to their networks:

- Mantell Gwynedd (Gwynedd)
- Medrwn Mon (Anglesey)
- CVSC (Conwy)
- DVSC (Denbighshire)
- FLVC (Flintshire)
- AVOW (Wrexham)

Information was sent to members of the:

- Regional Partnership Board
- North Wales Leadership Group,
- North Wales Adult Social Services Heads (NWASH),
- North Wales Heads of Children's Services (NWHoCS)
- North Wales Learning Disability Group

Details were shared with to the third sector representatives on the regional population assessment leads network.

There was an event for seldom heard and ethnic minority groups held on 5 October 2021 jointly with the Regional Cohesion Teams East and West and Coproduction Network Wales, which about 40 people attended. Seldom heard and ethnic minority groups were also supplied with the survey together with the PowerPoint workshop presentation for dissemination and response - either by group representatives or individual members directly.

The young people's survey was also shared with Pride Cymru Youth, EYST (Ethnic Minorities and Youth Support Team Wales, Heads of Education and other young people's groups.

Consultation and engagement review

There were 350 responses to the survey. Around 61% of responses were from people who work for an organisation involved in commissioning or providing care and support services. More people took part in previous engagement activities and those organised by local leads, but this report focusses on responses to the survey.

Table 1 show the areas that participants were interested in.

Table 1 Number of responses by area of interest

Type of response	Number	Percentage
Older people	150	44%
Children and young people	125	35%
Mental health	115	33%
Learning disabilities	110	32%
Physical and/or sensory impairments	90	26%
Carers	90	25%
Autistic people	70	21%
Total number of responses	350	100%

Some people may have ticked more than one box. Numbers have been rounded to the nearest 5 to prevent disclosure of personal information.

The consultation reached people from across North Wales as shown below.

Table 2 Number of responses by local council area

Local council area	Number	Percentage
Anglesey	80	23%
Gwynedd	50	14%
Conwy	60	17%
Denbighshire	75	21%
Flintshire	135	39%
Wrexham	100	28%
Total number of responses	350	100%

Some people may have ticked more than one box (for example if they lived and worked in different counties). Numbers have been rounded to the nearest 5 to prevent disclosure of personal information.

We also reached people in all age groups apart from those under 16, disabled people including people with a learning disability or long standing illness/health condition, carers, Welsh and English speakers. There were fewer responses from people aged over 75. We had responses from women and men although there were not as many responses from men. We also had a small number of responses from people with different ethnic identity, national identity and sexuality to the majority. We only got a small number of responses from trans people although we will be including findings in the needs assessment from other research and consultation reports about the care and support needs of trans people.

We will make sure to use evidence from previous local and national consultations about the needs of children and young people in the needs assessment due to the low number of responses to the survey. We will also review how we engage with children and young people as a regional team because an online survey with does not seem to be an effective method for this type of consultation.

We are making these limitations clear so that anyone using the needs assessment as evidence can take any additional action needed to eliminate potential discrimination.

We used the equality data to monitor the responses while the consultation was open and encouraged groups representing under-represented groups to share the survey and take part. The consultation deadline was extended by two weeks to allow more time to reach under-represented groups. We also extended response for the young people's survey a further two weeks. The full list of data tables showing the number of responses from people with protected characteristics is included in [appendix 1](#).

As part of this process, we identified many similar consultations being undertaken by partner organisations and concerns around consultation fatigue. To help coordinate, we created a webpage that collated the different surveys and events that we were aware of and let participants know that we were working together to share findings. We also developed an online [North Wales engagement directory](#) to make the findings from these surveys more easily accessible. However, the regional engagement group that oversaw this work recognise that there is more to be done to improve the coordination of consultation and engagement exercises. We need to reduce duplication and make best use of people's time and effort in providing feedback to our organisations.

Organisations represented in the online survey

Below is a list of organisations whose staff took part in the online consultation.

Local authorities and health

- Betsi Cadwaladr University Health Board
- Isle of Anglesey County Council
- Gwynedd Council
- Conwy County Borough Council
- Denbighshire County Council
- Flintshire County Council
- Wrexham County Borough Council

Other groups and organisations

- Action for Children
- Adferiad
- Adra Housing Association
- Age Connects North Wales Central
- Age Cymru Gwynedd a Mon
- Alexander's Pharmacies
- Allied Health Care
- Amber Care Ltd
- Anheddau Cyf
- AVOW
- Awel Homecare and Support
- Caia Park Community Council
- Canolfan Felin Fach Centre Limited
- Carers Outreach Service
- Carerstrust Crossroads
- Cartrefi Conwy
- Castell Ventures
- Centre of Sign-Sight-Sound
- Child development centre
- Citizen's Advice Bureau
- Colwyn Bay Men's Shed
- Conwy Connect
- Co-options
- Corwen Family Practice
- Designed to smile
- Digartref
- Doridale Ltd
- Double Click Design & Print CIC
- DSN
- Epilepsy Action Cymru
- Fairways Care Ltd
- Family Friends
- Flint connections office
- GISDA
- Gresford Community Council
- Grwp Cynefin
- Gwynedd and Anglesey Youth Justice Service
- Gwersyllt Community Council
- HF Trust
- Hollybank Home Care Ltd
- Home-Start Cymru
- Integrated family support service

- Medrwn Mon
- Mental Health Care Ltd (Avalon)
- Menter Fachwen
- MHC
- Newcross health and social care
- Next steps
- North East Wales Mind
- North Wales Advice and Advocacy
- North Wales Community Dental Service
- North Wales Together Learning Disability Transformation Programme
- NW Nappy Collaborative CIC (Given To Shine)
- Offa community council
- Plas Garnedd Care ltd
- Premier Care Ltd
- Q care ltd Prestatyn
- QEWC Ltd
- Resilience
- Rhyd y Cleifion Ltd
- Same but Different
- Sanctuary Trust
- Stepping Stones North Wales
- Stroke Association
- Summit Care Services
- TGP Cymru
- The Wallich
- Total Care North Wales Ltd
- Towyn Capel Care Homes
- TRAC (part of North Wales Project)
- Ty Ni Family Centre- Flying Start
- Tyddyn Mon
- Vesta Specialist Family Support
- Vision Support
- We Care Too Ltd
- Wepre Villa Homecare Ltd
- Whitehouse Residential Home
- Woodland Skills Centre
- Y Teulu Cyfan

Consultation findings

1. Social care for people of all ages

(a) In general

What is working well:

At a strategic level, information flow and co-operation across the Care Inspectorate Wales, Public Health Wales and Welsh Government and Local Authorities has been working well.

Third sector services are thought to be very effective, covering a wide range of support areas, fulfilling the role of many statutory services, and successfully engaging and connecting with those in need. Third sector and statutory sector organisations are developing strong partnerships, particularly in North Wales, and when both are supporting community development. The gradual move to longer term contracts is allowing third sector organisations to invest in staff development and capital projects.

The approach set out in the SSWB Act (Wales) 2014 is generally being followed. Signposting between services and improved networking has led to better access to support. For example, if someone is not eligible for a service, they are signposted to another relevant service to ensure they're not left without help.

The Well-being Network in Anglesey is one example of an effective network. They share a vision of developing services in accordance with the Well-being of Future Generations Act. The joint planning and provision between the Health Board, the Anglesey GP Cluster, Anglesey County Council and Medrwn Môn (and the wider Third Sector) is thought to be extremely successful. The Integrated Care Fund "has been a blessing" for the Network, enabling effective planning and ensuring quality services.

The Single Point of Access provides easy access for some services, and might prove effective for all assessments. The community Hub (Canolfan Ni) is thought to be excellent.

Some people using care services are having more voice, choice and control over how their needs are met, especially through use of direct payments. People are

supported to make choices that are right for them, their families, their priorities and aspirations. People are actively involved in identifying, implementing, monitoring and managing their support, rather than being passive recipients of a service. This creates true co production within the system and real incentives for arrangements to be successful and sustainable.

What needs to be improved:

Relationships between the voluntary and third sector and health and social care professionals need to be improved, since third sector services often seem to be “grossly undervalued” by many health and social care staff. Issues raised by third sector organisations appear not to be taken seriously by some health and social care professionals, in particular when system failures are highlighted that cause significant concern for residents/patients. Third sector staff are not treated with respect, even though their levels of engagement and understanding of the issues are far more in depth.

Community Care Collaboratives were thought to be “too big and are giving a very poor service at present”.

Communication within organisations and between organisations needs to be improved to support effective implementation of the SSWB (Wales) Act 2014:

“There appears to be a huge contradiction between the intentions of the Act and the reality of care for thousands of older people... there is a clear divide between people who need critical care in their own homes, and support to achieve personal well-being outcomes... Whilst empowering people to have greater control over their lives is an embedded principle, it is not appropriate when people are in crisis. If initial support helped people overcome their crisis, then there may be an opportunity to have another conversation about how their needs could be met in different ways going forward. This may free up capacity in the system.”

Service providers would like longer term funding, to be able to plan for “*long term provision that can develop and evolve, whilst maintaining consistency in the workforce*”. Short term contracts can be detrimental to services, as the good workers leave for longer term jobs, and the process of interviewing, appointing and training

has to be regularly repeated. This negatively impacts on consistency, skill development and relationship building.

Some would also like greater clarity around funding streams such as the Integrated Care Framework (ICF) and Continuing Healthcare (CHC) funding. People applying for CHC funding would like there to be less paperwork and for support with the application to be provided, for example, via their social worker.

In general, many thought social care services need more staff and the services themselves need a complete overhaul. Levels of support are poor, waiting lists are long and often services or transport to services are not available. The people who are directly affected by current policy, i.e. providers and service users, need to be involved in finding solutions to this crisis.

One major way forward would be to improve pay and conditions for staff so as to attract more people to the profession. Otherwise it will be impossible to meet the increasing needs of the community. As well as being “very underfunded”, social care seems to be “undervalued by large chunks of society”. Future policy needs to raise the profile of these services and improve their public image, to better reflect their importance and value to society:

“We need positive messaging that supports people’s choices to move into social care. Positive information about the role of Personal Assistants, what they give, but also what they get back in return.”

When recruiting care staff, one service user suggested that paid carers are “vetted more thoroughly” to avoid risks to vulnerable people. A service provider recommended greater specialisation in caring roles, for example by providing additional training for working with migrant workers. Any training, within a 12 or 24 month period from a previous provider, should be able to transfer to new provider/employer in the same way as DBS checks.

Service users would like improved access to social workers, to be able to speak to them when needed. Some thought social workers should be allowed more time to work with and listen to their clients, and should not be allowed to hold another active post. Also referrals to social workers need to be dealt with more quickly.

Other service users felt that more people need to be given the option of direct payments for health and social care support, since few have a choice and level of control at present. They emphasised that choice of care package needs to meaningfully involve the service user, carer/funder and social worker to ensure “client-centred care”. In addition, people pooling their resources get better outcomes together, help to build communities of support, reduce the need for statutory support and are cost efficient. However a change in culture and approach is needed to support such opportunities.

Some respondents suggested that more should be done to reduce any stigma and shame around asking for help, particularly for families experiencing in-work poverty:

“This is a service which enters individual’s homes and families. So it needs to be viewed in a sensitive way, as it does take a lot of courage to request for this help in the beginning!”

Access to services could be improved by “Wider communication of how to contact social care for those who do not have computer skills”.

(b) Mental health services

What is working well:

Several respondents commented that “nothing” is working well in mental health services, concluding that “the system is quite broken”.

A service user was concerned that services tend to focus on prevention or crisis, failing to provide support to people “at all the stages in between”. Furthermore, during crises, people with mental health problems can find themselves caught up in the criminal justice system, resulting in people being “criminalised because of their illness”. The system does not seem able to support people who have mental health problems as a result of past trauma. Many services need to become more trauma informed.

A few services were mentioned as providing positive support including:

- Team Dyfryn Clwyd
- the Mental Health Support services team of Flintshire County Council
- Mind’s Active Monitoring, an early intervention service

- charity services like Samaritans, CRUSE, Relate
- ongoing group support from charities (KIM, Advance Brighter Futures, Mind, ASNEW)
- rehabilitation units to provide support for a return to living in the community

Similarly, some individual professionals were reported to provide excellent care, but generally, “it’s a bit of a lottery” as to the quality of support provided.

One service provider highlighted that it is important for mental health care plans to be regularly reviewed to allow for any improvement or changes in an individual’s needs.

What needs to be improved:

Given the serious concerns about mental health services, not surprisingly many commented that “everything” needs improving, including:

- more mental health service provision
- increased funding to ensure a decent wage for staff and sufficient service provision for each individual client
- improved access for BME communities
- more long-term funding to allow projects to be embedded and to retain staff
- more flexibility – one-to-one sessions as well as group sessions
- higher staffing levels in all services to avoid gaps in care and provide back-up when staff are off-sick
- more local counselling services
- better substance misuse support
- better support for people with Autistic Spectrum Condition (ASC), especially higher functioning or with coexisting mental health issues
- greater access to interventions other than medication
- many more out of hours services where people can “held” when mental health services are closed
- improved referrals to mental health services, to streamline the process, reduce the number of inappropriate referrals and allow e.g. housing managers to refer tenants for specialist mental health support
- more mental health services in the local community
- smaller rehabilitation units for up to six people with 24 hr support

- greater availability of permanent accommodation and supported housing for people who are homeless
- case reviews need to be completed in a timely manner, and caseloads managed more effectively

Service users emphasised the need for many more early intervention services so they can access mental health support when in need, and **before** they reach crisis point. Waiting times were already very long and have only got longer. Currently, people experience added stress with delays, and their symptoms often get worse than they need to:

“I would prefer not to reach crisis. It should be less about having to be in crisis to receive support and more about preventative approaches to keeping me well at home.”

Similarly, gaps in service provision may cause people’s mental health to deteriorate:

“I now am in a waiting list for a new support worker and feel deserted at a crucial time in my wellbeing.”

Some thought greater priority should be given to investment in services for parents with mental health difficulties because of the risk of long term impacts on children and young people.

Two geographical areas reported to be in need of greater funding were mental health services provided by the Betsi Cadwaladr University Health Board (BCUHB), and the mental health support system in North East Wales, as one service provider commented:

“Often people come to us in crisis because they cannot get support, either with their mental health or with the practical issues that impact on their mental health (e.g. housing, debt, poverty, transport, family relationships etc). In order to make a step-change, much more money needs to be put into the system (parity of esteem with physical health) and the way funding is used needs to change so that there is more early intervention.”

One solution is for closer working with third sector services, to provide the stabilisation that service users need before they can benefit from psychological support:

“Peer support, activity and wellbeing groups, mindfulness and CBT based training courses could all support people during their wait and “get them ready” to get the most out of the professional services. It would also provide a valuable step-down after using the services, making leaving easier.”

Such an approach would also help to prevent dependence on the team and enable service users to develop coping skills and strategies. This could help to reduce staff caseloads and budget pressures.

In terms of staff development, students could be more involved to bring new ideas and skills sets to services. Existing staff may benefit from specialist training and support to develop their practice, completing performance and development reviews annually to enable them to deliver a more robust and cost-effective service.

(c) Services for people with learning disabilities

What is working well:

Services for people with learning disabilities are working well where they:

- take a flexible approach
- provide different opportunities for people to have a variety or choice of activities or work placements
- make good use of community facilities and/or groups
- include online and face-to-face activities
- support people to learn new skills to become independent

Service users appreciated the support they had received during the pandemic from “good and helpful staff”. One service user praised their work experience at Abbey Upcycling, and others reported:

“I currently receive support from Livability. They’ve helped me a lot especially through lockdown. Quite a lot of fun was had – they’d ring, we’d play games, had a chat on the What’s App group. My support workers have all been wonderful.”

“The Salvation Army (Wrexham) are providing my son with Till Training Skills, so that he might one day be able to volunteer in a shop. He has been turned

down for this type of work as he lacks these skills. The training is excellent. He has work experience with The Red Cross - this is excellent.”

Service providers commented on how well they are working with other agencies and were grateful for the recent support they received from social services, mentioning the Local Authority at Gwynedd and the BCUHB. BCUHB is acting as host employer for a project that helps people with learning difficulties gain employment, and has developed an “accessible” recruitment pathway for this purpose.

What needs to be improved:

In common with other care services, some respondents commented that much needs to be improved. Council services were described as “poor and too generalised”, and needing “rebuilding from top to bottom”. Again it was suggested that funding be increased, and staff wages improved to reflect their level of responsibility and to encourage them to stay in the job. Waiting times for assessments also need to be reduced.

Support workers could benefit from developing their digital skills to be able to support service users to become connected digitally. In addition, many more social workers and other professionals are needed with specialist skills to support people with complex needs, for example:

“We definitely need more Adult Care Social Workers to help people with a learning disability and autism, like my son. We also urgently need a specialist psychologist for people with a learning disability and autism. There is no-one qualified in Wrexham to do this work. As our son was suicidal, we paid for a specialist psychologist as we were desperate for someone to help him.”

“People with learning difficulties said they would like, “More hours for direct payments please so I can go to other places and more often”, and “a non- judgemental support centre, to access information, ask questions, socialise, and share/talk”.

Carers commented that having regular reviews with service providers would be very valuable to be able to discuss whether any changes to support levels are required and to ensure that care is tailored to the individual. For example, one parent wanted to inform support workers that their child needed to be told to take a jumper off when hot, as this had not happened during hot weather.

Some were concerned that carers/ parents might not ask for the help they need if isolated and “feel a failure”. It is important that social services don’t always focus on “those who shout the loudest”.

Adults with learning disabilities need more opportunities for work experience and training to develop their confidence and skills. While the availability of Access to Work services is patchy, existing services are lacking referrals and would like more to be done at the point at which people leave college, to help match individuals to the opportunities available. The culture of low expectations and poor perceptions amongst employers needs to be challenged and clear pathways into work for people with learning disabilities need to be created. The local authorities could play a key role, but currently employ very few people with learning disabilities.

More bespoke housing is needed to cater for individual needs, particularly adults with learning difficulties and others with complex disabilities. Step up/step down services are needed, where there is a placement breakdown and an individual needs more intense support for a period, rather than admission to hospital.

The involvement of people in the co-design of care and support services is still an area that needs improving, as well as person-centred approaches to increase the service user’s voice and control over own their lives. This could be helped by mandatory training in the values and principles of co-production for all staff, co-delivered by service users.

At a system level, there needs to greater integration of health and social care services, as this has not progressed for learning disability services, since “different models are still in use across the region and joint funding is still an ongoing area of disagreement and dispute”.

(d) Services for people with physical and/or sensory impairments

What is working well:

One service user reported that they are “struggling to get the support they need.”

Others thought that the Accessible Health Service and BCUHB’s diversity work is working well, as well as the provision of aids, adaptations and the befriending service offered by the Live Well with Hearing Loss project.

A service provider commented that partnership work with local social service departments and third sector organisations is strong, which supports delivery of a wide range of quality services, networking and sharing good practice.

What needs to be improved:

Access to information and advice in alternative formats is a big challenge for service users with sensory and physical disabilities, in particular information from local authorities and the NHS. Printed material is not appropriate for many, while the increase in online only access to services and information is a major barrier for others.

For Deaf people in North Wales, the provision of information, advice and assistance (IAA) is described as a “postcode lottery”, where some people can access support Monday to Friday 9am to 5pm, while others are limited to certain days of the week. More generally, Deaf people find it difficult to access many activities, as there is no communication provision.

People with disabilities, especially younger adults with disabilities have limited access to care and support that is person centred. People have to wait too long for assessments and support, and communication with social workers needs to be improved.

Those with disabilities that are invisible, fluctuating or rare, can find themselves excluded from services because they fail to meet certain criteria, such as “full-time wheelchair use”. In fact, many wheelchair users have some mobility. Services are therefore creating a “disability hierarchy”, rather than responding to individual needs.

Again lack of care staff is a concern, which means care is provided at a time that suits the care agency, rather than when the client needs it, and staff sickness and holidays are not always being covered.

(e) Services for people with autism

What is working well:

Few respondents commented on what is working well, and a couple responded that services are too slow and not much support is available.

The Integrated Autism Services (IAS) are thought to be very positive, as well as the use of direct payments.

What needs to be improved:

Some respondents thought “everything” needs improving. In particular they recommended that:

- services should be more person centred
- staff should receive specialist training
- waiting times for assessments should be reduced
- communication with services should be improved
- staff could be more open and honest throughout all services
- a Partnership Board Hub should be established for all providers to meet and share information

2. Social care for children and young people

(a) In general

What is working well:

Across the sector as a whole, respondents described the following as working well:

- positive and trusting relationships with Local Authority managers, social workers and health colleagues, to support collaborative working
- good communication between support providers
- flexibility in working practices, especially though the pandemic
- making a wide range of services available
- funding from the Welsh Government to support the early years
- the passion, resilience and commitment of staff in this sector
- links between care services and schools, School Youth Workers especially have improved the number of young people who get access services
- Post-16 Wellbeing Hubs have engaged with those who have been NEET for a while and helped them into training

Specific mention was made of the services provided by Teulu Mon, which are thought to be “friendly and efficient”, the team around the tenancy at TGP Cymru, who “go above and beyond to help sort things”, and the early years” sector in Flintshire.

The Wrexham Repatriation and Preventative project (WRAP) service was described as working well to increase placement stability for children and young people in foster care, in residential care or going through adoption. It helps carers to work in a more informed way with children who have experienced trauma, and helps the children to process their early traumatic experiences. More generally, the processes in place to approve and support foster carers are thought to be effective.

The general approaches to providing services for children and their families that are thought to work well included:

- working with the whole family holistically, and being adaptive and flexible enough to respond to the needs of each family member at any one time
- tailoring any individual’s care plan to their specific needs

- focusing on recovery to enable people to achieve personal outcomes and become less reliant on services
- using direct payments, including group payments as this provides a cost efficient way of supporting people
- providing support for families in the early years, via the Early Year Hub or Team around the Family
- making good use of community based resources
- making good use of volunteers, as they are accepted as “friends” rather than “someone from a specific agency telling them what to do”

What needs to be improved:

The level of staffing was again raised as a serious concern:

“The local authority is really struggling, and at times they are overwhelmed. They are struggling to fill posts, many of the social workers have high caseloads and there is a high turnover of staff.”

This is detrimental to the children receiving care, as they need consistency and positive relationships. Better workforce planning is needed to deliver quality services and avert a social care crisis. This is likely to require increasing salaries and job benefits, increasing respect for the skills required for this work and finding ways to retain existing staff.

Many respondents commented that more funding is required from the Welsh government to address the staffing issues and to ensure a full range of services can be made available. Many services are not fully funded. Longer term funding is required to provide sustained support to young people. Each child would benefit from having a key worker to help co-ordinate services and meetings, and to support them to ensure their voice is heard throughout. This means moving away from short term project work:

“Funding currently runs year to year, this doesn’t give the project enough time to put in the right support for some young people and some of them need over 6 months of support.”

“Working on a shoe string poses more challenges than solutions... longer term grant awards would ensure better planning and value for money, and improve internal processes e.g. procurement/legal processes.”

Some thought that early intervention, especially where adverse childhood experiences (ACEs) are identified in the family, needs to happen more often. Similarly, early therapeutic intervention for children that are in care is needed to help them deal with the ACEs they have experienced.

Schools could do more to identify and refer children at risk before escalation, particularly as some teenagers are falling through the gaps. Greater provision of edge of care services with appropriately qualified and experienced staff is needed. More local venues are needed to provide therapeutic support for families.

Problems re-emerge when young people leave school, as their support systems stop unless they continue in further education. They often need continued support as they transition to adult services, which isn't often available. This is especially a concern for young people with complex needs. One practical solution would be to increase the availability of single bedroom housing stock, to enable young people leaving supported accommodation to move into a tenancy and receive intensive support.

One group of children thought to be frequently missed by social care services are those with rare diseases. They might only be identified if their condition involves disability or their family has other social care issues. Social care pathways do not seem to be adapted for these families, and are insufficiently sensitive to the challenges, leaving intervention too late or assigning issues to poor parenting too quickly. These concerns could be addressed by creating a register of affected families and increasing professionals' understanding of the conditions.

Greater numbers of foster carers are required to keep up with the demands on the service, especially when families are in crisis. Solutions include increasing the support package for foster carers as well as recruiting and training more carers. This will be cost-effective if it prevents numerous placement breakdowns and reduces the number of children in out of county placements and very expensive residential settings.

Given the scale of concerns about children's services, some suggested that a systems thinking approach to service delivery is required across the Local Authority,

Health Board, and Third Sector, to remove waste in systems and ensure service users don't have to wait a long time for care. The infrastructure to support a more collaborative way of working, such as IT systems, needs substantial investment. More joint working is needed on the Continuing Health Care process and Community Care Collaboratives for children.

(b) Services for children and young people with physical/sensory impairments

Few respondents commented on this issue and those that did commented on healthcare provision.

(c) Services for children and young people with learning disabilities

What is working well:

Few comments were made here. Some mention was made of good support from schools and successful joint working across care organisations.

What needs to be improved:

Recommendations for improvement included:

- more funding and staff
- better communication between services
- more activities made available
- more support for families with children with additional needs, who are violent

(d) Mental health services for children and young people

What is working well:

Respondents described the following as working well:

- collaborative working with local councils to promote services and ensure they reach the maximum number of people
- communication between agencies - police, children services and education
- counselling in high schools
- mental health and well-being apps
- phone lines such as The Samaritans and MIND

Others thought these services are not working well at all, since “it is impossible to get appointment for mental health and child related services”.

What needs to be improved:

A consistent message from many respondents was that there is a massive gap in children’s mental health services, waiting lists are too long and families are struggling.

Specific recommendations for improvements were:

- better access to Child and Adolescent Mental Health Services (CAMHS) and the neurodevelopmental team for young people
- integrating mental health services into schools, especially counselling for primary school children and raised awareness of trauma amongst staff
- increasing the number of Looked-after Children nurses
- joint working between mental health services and other children’s services to streamline care
- increasing psychological support for children, especially those in care and less reliance on medication as an intervention
- more counsellors, especially male counsellors and counsellors speaking Welsh, Polish and other languages
- one stop shops to find out about and access all services in a local area
- making the transition from child to adult services more user-friendly for young people and tailored to the individual’s developmental needs

(e) Services for children and young people with autism

What is working well:

Few respondents identified where services for children and young people with autism are working well, but these included:

- individual educational psychologists
- organisations providing quality support, STAND NW, the Conwy Child Development Centre and Ysgol Y gogarth
- the bespoke tailored support offered to each family/individual

What needs to be improved:

Some respondents concluded that “*everything*” needs to be improved to give more attention, care and support to parents and their autistic children. Waiting lists for autism assessments are “*phenomenally long*” and few services available. Parents said they would like more information about how their case is progressing up the list, and to be given some advice while waiting.

Identified gaps in services included:

- services for children at the high end of spectrum
- respite care once children are 11 years old
- after school facilities with sufficiently trained staff
- services for autistic children with anxiety and communication problems

Parents voiced concerns that teachers in specialist schools are not all qualified and accredited to work with autistic children. They thought that all lessons need to be delivered by teachers who have training in dyslexia, sensory needs, executive functioning difficulties, slow processing and so on. It is especially important for teachers to be trained to recognise and support autistic children with complex needs, who present as socially fine and can mask their problems well. Twenty minutes per week of one-to-one teaching from the additional learning needs co-ordinator is not sufficient.

Parents and carers described, “being left with the results of trauma caused by teachers who don’t understand the pupil’s needs. So as well as caring for our child, we have to fight to try to force school to make provision for our children. We have this tremendous extra burden over and above our own caring role”.

Parents and carers need more respite care themselves as one parent explained, “I am beyond exhausted. I’ve had to leave my specialist nurse job of 23 years to become my daughter’s full time carer, as there’s no support for her”.

Social groups for parents could provide opportunities to discuss common difficulties and share learning about solutions. More support and training is needed to helping parents cope with their child’s autism.

At a system level, service providers would gain from:

- improved networking forums
- secure funding from local authority
- co-ordination and collaboration to prevent competing with one another for the same grants and avoid overlapping services

Parents would like staff across organisations to be working together “so you don’t have to give the same information every time and it’s not someone new every time”.

3. Social care for older people

(a) Older people's services in general

What is working well:

Many respondents commented that “nothing” is working well in older people's services:

“Everyone is trying their best, but the money isn't there, either for extra staff or better use of departments, and communication between them all is a huge problem too.”

Some thought there are pockets of examples where services work well, where teams from across different sectors and different organisations work together to meet the needs of older people, and where well-trained and committed staff work very hard in difficult situations.

“I needed care support quickly for my father, when mum went into hospital. Even though they had only recently moved here, their needs were met by a combination of Community Agent, Social Services and Homecare Matters. I was very impressed with the speed their care needs were arranged.”

Specific examples of local services working well included:

- fast assessments for older people in Flintshire
- proactive and dynamic social services in Flintshire
- improved integrated care and support plans in Denbighshire
- excellent care from individual staff in Wrexham Social Services
- support from Gorwel with housing related needs

The approaches to providing care to older people that respondents thought to be working well included:

- offering a variety of support options for people to choose from
- options to engage with services and communities both online and offline
- delivery of bilingual services
- care homes that ensure wellbeing outcomes and independence, and provide the security of overnight care when needed

- support services in people's own homes
- providing older people with low level support, such as information and contact numbers, so that they can help themselves and remain independent

What needs to be improved:

Again a number of respondents thought that “everything” needs to be improved because, “The Health and Social Care system is broken. We have an increasing ageing population and no provision for this”.

Many more staff are required. One important gap is the provision of support to older people leaving hospital. People are being discharged from hospital with no care in place, and end up back in hospital because they can't manage:

“More people could be seen, if there was less paperwork. People could be discharged from hospital and mental health wards more quickly, if health colleagues were more aware/familiar with processes involved. Not enough social workers for the amount of referrals that are being received. Urgent cases are dealt with by the duty social worker on that day. Having to have a duty social worker each day, means that the social workers lose a day or so out of each week, which impacts on their ability to oversee their own case load and take new cases.”

Some respondents questioned whether there needs to be reconsideration of what's safe in the current context:

“Packages of care that require 4 double-manned visits a day are becoming increasingly impossible to provide. Does there need to be a rethink on what/who can safely be managed at home?”

“I cannot get my husband home. He's been in hospital 16 weeks waiting for care at home to be arranged. He is immobile and cannot do anything for himself, so needs carers four times a day. He's had COVID on his ward on three occasions.”

Health professionals would benefit from being able to access live information about which providers currently have capacity to provide this care, to avoid wasting time contacting multiple organisations.

A carer questioned whether the current focus on independence for older people is in fact a mechanism by which to shift responsibilities and costs onto unpaid carers, ignoring the reality that frail, very old people “are only likely to decline mentally and physically”.

Services are aimed at crisis management rather than focussing on preventative support. This results in people being admitted to placements far away from their homes and against the wishes of the family. Further investment in specialised services is required to ensure older people receive the help that they need **before** they reach crisis point.

Some respondents were concerned that older people with high levels of need, such as nursing needs and dementia care, are not receiving adequate levels of care, because only low level care is available. While emergency care is being provided for older people who fall and are injured, a response service is needed for non-injured fallers and for out of hours domiciliary care. Currently if an older person needs additional support due to an unexpected incident such as their carer becoming unwell, they have no access to support whatsoever.

A wider range of suitable housing options is also needed to accommodate the different needs and varying levels of care support of older people.

People using services thought older people’s care needs to be:

- streamlined so that one person can provide a range of support rather than lots of people doing their own little bit of support
- better organised so that the individual’s needs can be met properly
- provided by the same staff member, so “you don’t have to repeat yourself every time” and the staff get to know the individual and their needs
- better monitored to ensure the correct amount of hours are delivered
- more flexible, so they can be delivered only when needed, at a time that suits the client, and can be adapted in response to a change in needs
- longer-lasting, with lengthier review periods, rather than closing cases “at the first opportunity”
- better advertised so that information is available in multiple places and media formats, not only relying on the internet
- needs-led rather than requiring the service user to fit with what’s on offer

- supported by direct payments, so older people can manage their own care, employ their own staff

“As a 92 year old man, I found the home-help service helpful but limited. I became able to do jobs myself, so cancelled the service. I am now wondering whether the service could “wash, clean areas above head height and below knee height”. The point being that my needs change and require reviewing.”

Some thought that improvements to services would come from more effective and extensive joined up working between local authority and private care, and between health and social care services. Communication around hospital discharge from hospital and co-ordination of joint care packages are two of the main issues of concern.

“There is absolutely no joined up thinking or approach between health, social care, charitable and contracted care companies. This means a carer has to try to co-ordinate all these services, which adds to their burden.”

The majority of respondents reported that staff shortages are one of the biggest problems for older people’s services. Few people want to work in the care sector, and salaries are too low, given that older people’s needs are far more intensive than they were years ago.

“A massive recruitment shortage is affecting the end service user, who is vulnerable and elderly, with poor quality of calls, missed calls, and not being able to provide full amount of time agreed in care packages.”

Proposed solutions included:

- increasing staff salaries above minimum wage and improving working conditions to attract more new recruits and retain existing staff
- investing in training and creating a better career structure for care staff with financial reward for developing skills and experience, so that services are provided by trained professionals, rather than inexperienced young people
- posts to become permanent rather than fixed term or reliant on funding
- establishing standard terms and conditions for staff across the sector to improve the stability of the workforce

- supporting and incentivising care agencies to deliver safe, single-handed care and upskilling staff in this, so that double-handed care isn't automatically assumed to be necessary

“There should be a Wales wide approach so that all public and private providers pay the same improved wages to staff. Gwynedd are looking to give the carers more responsibility for their work and thus pay them more. To partly facilitate this, they are going to pay a higher fee to the providers and enforce a set rate per hour for the carers. If this approach were adopted across Wales it would attract and retain more carers and would help solve one of the most important problems with community care at the moment.”

Such changes clearly require more funding from the Welsh Government, so that services can function at their optimum level, and service users are supported with high quality care in a timely manner.

Another suggestion was to adopt an Italian model of “strawberry patch” care providers, whereby small businesses work together to share purchasing and training and then spread out via additional small enterprises.

(b) Services for older people with physical/sensory impairments

What is working well:

Few respondents commented on where services for older people with physical/sensory impairments are working well. They reported the following:

- health and social care staff and the third sector are working more closely together than they used to, partly through the introduction of Community Resource teams
- the new Chief Office of Denbighshire Voluntary Services Council is encouraging better working links between the third sector and social value organisations
- NEWCIS, is providing valuable respite care (though this is limited)

What needs to be improved:

Accessible and affordable housing is desperately lacking, which has a knock on effect on services as people have to access more support. Many new houses are not designed to be accessible. This has a detrimental impact on how disabled people

and older people live. Their only option is residential care, as more flexible and creative options are lacking.

Very little support/counselling/advice is available for people who are having problems coping with loss of hearing and are feeling isolated and or frightened. It is difficult for example to find courses to learn sign language. Services are fragmented and there is no central point of contact for support, information. Social workers who specialise in helping people with hearing difficulties would be helpful.

Staff in a nursing home reported finding it difficult to access social care for their residents, because social workers are closing cases once the individual is admitted to the care home. They said they found the Single Point of Access referrals time-consuming and were concerned about the lack of continuation in care.

Specific recommendations to improve services included:

- better timekeeping
- more staff so that carers are not rushed and the two staff turn up when needed
- better liaison between staff so that the needs of the client are always met
- increased frequency of review of care needs
- actions being taken to ensure matters raised on review are addressed

(c) Services for older people with learning disabilities

What is working well:

Only direct payments were thought to be working well.

What needs to be improved:

Recommendations included allocating more hours of care and increasing the number of staff.

(d) Mental health services for older people

What is working well:

Service users and carers mentioned the following specific services as providing valuable advice and support:

- The Alzheimer's Society
- NEWCIS

- The 24/7 carers in Plas Cnigyll
- Crossroads Health Respite
- The Trio service
- Bridging the Gap scheme for carers
- Dementia Social Care Practitioners
- The Hafan Day Centre

Services work well when they provide respite and support to both the person with dementia and their carer, so they can “have a short break from each other, but be in the same building”. Home visits also work well, particularly to help the carer adapt to living with dementia.

Some carers reported being able to find care quickly when they needed and feeling well-supported:

“When I made a call to “single point of access” I couldn’t have spoken to a more caring person, and I was extremely distressed at the time. Having that access was reassuring - their help will be required again I’m sure.”

Service providers reported that support from social services is working well, particularly the weekly meetings with staff, financial support and PPE provision as well as good communication about what’s happening in the care sector. One respondent highlighted the high quality support from CIW and Flintshire Social Services.

However, a social worker with many years’ commented, “currently I honestly think there is very little that is working well”. Only the Telecare services, along with the fire service, were thought to have been working well to keep older people safe.

What needs to be improved:

Generally more services need to be made available to reduce waiting lists, and referrals improved to make access easier. Specific recommendations for improvement included:

- make a comprehensive list of the existing services more widely available to reach potential service users before a crisis point
- open day centres for a greater number of days per week, including bank holidays and weekends

- end any “postcode lottery” in services such as the free sitting service for people with dementia that is available in Denbighshire, but not Flintshire

To this end, funding of services for older people needs to be equal to those of other service groups. Funding for individual care also needs to be simplified and made consistent. For example, Continuing Health Care funding is reported to lead to different outcomes in similar cases.

Recruitment of care staff for dementia services is difficult:

“The stress has been too much on the staff during the pandemic, no matter what we pay them, they are just utterly exhausted. It puts others off to come into care work.”

The lack of staff means that care becomes task-focused rather than treating service users “as human beings”. Lack of staff in care homes is reducing communication with families and calls are not being answered.

The care provided by domiciliary carers could be improved by ensuring staff are encouraged to work in the field where they have most talent, either working with mental health or physical health. Those working with people with dementia require specialist training and extra time to complete tasks. There is a lack of dementia trained care workers, which should be addressed by the local authorities. Social services need to ensure the agencies they employ to provide dementia care are fulfilling their obligations and following care plans carefully. The profile of the profession needs to be raised to attract a high calibre of staff.

A gap in services exists in relation to short home calls for support with medication. Neither health nor social care services provide calls only for medication, but older people with memory problems do need this vital care.

At a system level, health and social care need to work together more effectively. One suggestion for a joint initiative would be to develop a North Wales Dementia Centre, that can provide pre- and post- diagnostic support to all. This is supported by the All Wales Dementia Standards.

4. Services for carers

What is working well:

A small number of carers reported the following services as working well:

- counselling for carers
- fast carers' assessments and referrals adult social services, as well as their high quality support
- Hafal carers' support
- NEWCIS

However, a similar number reported that "Nothing has worked well" based on their experience of social care services.

"From my initial contact with social services, I have been fobbed off five times... when I was experiencing carer breakdown, with my father's dementia, working full time and shielding. Nothing has improved and I have a list of misinformation, conflicting information, conflict within the team itself etc, etc"

What needs to be improved:

Several recommendations were made for improving services for carers including:

- ensure carers' assessments are carried out by people who understand the carer's situation
- increase the provision of respite care services, sitting services, night support and day centres
- ensure social workers include respite care in care plans and increase the amount of respite care allowed - "*four hours a month is ridiculous*"
- increase funding for services to improve carers' mental health
- provide carers with training and support to access information and services online
- create peer support groups for carers with different experiences for example a group for parents of disabled children
- involve carers in writing care plans
- include contingency plans in care plans for when the carer can no longer cope and/ or the health of the person being cared for deteriorates

Some carers' felt that they were close to breaking point, which will ultimately cost more than providing them with more support:

“There is zero reliable and dependable mental health support for carers. Unpaid carers are in crisis and this will always have an impact on those being cared for. With better support, I could probably keep my Mum in her own home as I have done for ten years, but if the support level continues to deteriorate, against her will and mine, I will have to put her in a nursing home. This has a social and economic impact for all concerned.”

5. What changed during the COVID-19 pandemic?

(a) How services were affected and the impact on staff, service users and carers

Lack of services

Overall, the pandemic is thought to have had the biggest impact on the most vulnerable in society and exposed existing weaknesses in the social care system. It has exacerbated problems with waiting lists, lack of staff and services, and the concern is it has become “*a useful excuse for why services are failing*”. The pressures on health and social care have increased, but no action seems to be being taken to address these very serious issues.

Some of the systemic issues have been made worse during this period, with reports of care becoming more disjointed, lack of co-ordination across the sector, poor planning and unclear lines of responsibility.

“Our contracted care company has a staffing crisis, but some of that is their own making, due to a critical lack of organisation and management skills, rather than COVID.”

Many services initially stopped during the pandemic. They were gradually reintroduced with even fewer staff (who were isolating or off-sick) and with all the limitations created by the need to reduce contact with others and maintain social distancing. Reduced availability of services restricted access to those who were at risk of going into crisis.

Impact on service users and carers

Many service users and carers described being left without support and their lives being severely restricted:

“It just stopped everything, so what was a two year wait is now almost four.”

“Services for autistic people or people with learning disabilities went from being barely there, to non-existent.”

“My day services have been closed so I have been very bored during the day.”

“Could not get any help during COVID lockdown, only got allocated a Social Worker after numerous calls and pleas after restrictions were lifted a little.”

“There is a lack of things to do with support for physically disabled people with also a dementia diagnosis. It feels like a very forgotten sector of society.”

“Less people within vehicles for transport, reducing our ability to get people with learning difficulties to and from work.”

Some service users described feeling very lonely isolated as a result and “despairing of the local social service”. Concerns were raised that this has led to “escalation of chaotic lifestyles” and a danger “increased suicides due to helplessness”. Fewer home visits to check people are well may have led to greater numbers reaching crisis point:

“The pressures the care sectors are facing at the moment are stressful and unimaginable. Without appropriate support from vital services, I fear many older people will not be receiving the care they need to help them thrive.”

“The long term effect is it may be too late to help some.”

As time has gone on, the lack of support has led many service users to decline, losing skills and confidence and/or experiencing deteriorating health:

“He has lost all his confidence, which took around 25 years to build. He can no longer use buses on his own or go out alone. I have to go with him because he is so frightened of social interactions since COVID-19.”

“Our son’s mental health has deteriorated. He was already being treated for depression and panic attacks before COVID-19 struck.”

“The lack of face to face contact and stopping of activities had a very serious negative impact which won’t be recovered from as dementia has progressed.”

Children with a learning disability were thought to be particularly vulnerable due to COVID. Parents have kept them at home to protect their health, and so children have missed school and appointments. As a result, problem behaviours are increasing. Any existing problems have been made worse, for example, if a home was too small for the family or unsuitable, this has become even more difficult during lockdown.

Many carers reported feeling like they had been left to “pick up the pieces”, and some felt close to breaking point. Respite care has been limited to emergencies, and 24/7 caring responsibilities have negatively affected carer’s physical and mental health:

“As a carer there is nowhere to go for help regarding finance, mobility or mental health all you get is “well we have nothing at the moment due to COVID”, I can’t see anyone to talk to, no respite from the daily grind.”

This is expected to lead to greater numbers of older people going into care homes.

Restricted visiting to care homes has caused great distress to residents and their families and raised concerns that older people with memory issues may not remember family or friends by the time they are able to see them regularly again. Some care home staff are concerned that experience has changed the culture of care homes in negative ways:

- slightly authoritarian/paternal approaches have developed without visits from family
- homes are likely to have felt much more like an institution without links to the community
- structured testing regimens for staff, residents and visitors as well as the introduction of PPE have created barriers to communication and relationship building with residents

However, the impacts have not been negative for everyone. For some service users, the lockdowns allowed them to become “more self-reliant in their abilities”. Families have spent quality time together which helped them to become more resilient. Some pupils, especially those with social anxieties or bullying issues at school, have benefited from not going to school, but it is proving difficult to help them re-engage.

A small number of respondents commented that they had not experienced any change in services as a result of COVID-19, and had happily continued to receive care from their usual carer or respite services.

Lack of community services

Many community services have ceased, reducing the level of social support in local communities. For example:

- peer support groups for people with mental health problems have stopped meeting, which has made service users more dependent on social services
- school closures, and the loss of after-school clubs has placed a strain on some foster households, increasing tensions and in some cases leading to placement breakdowns
- informal carers have been unable to attend service users in response to telecare alerts during an emergency, because they have been isolating, making it difficult for the service to discharge their duty of care

At the same time, people have also got better at supporting each other, as local support was stepped up during lockdowns, and larger numbers than usual signed up for volunteering. This may improve community resilience if it continues:

“We have seen an increase in community support as a result of COVID, but we can already see that having structures in place to support volunteers and community groups is essential for them to be able to provide their services.”

Increased demand for services

The experience of lockdown has created new and increased demands for services due to:

- higher levels of domestic violence, drug and alcohol abuse
- greater numbers of people with low level mental health problems, which aren't met through the NHS Community Mental Health Team services
- disruption of family life and greater need for parenting support

The demand for support has therefore increased at exactly the time services are most stretched, leaving many people struggling, which is likely to continue for a while to come.

Providing services online

The pandemic accelerated developments to create online methods of programme delivery and has made people more open to using IT options. Examples of where this has had a positive impact include:

- creating more flexible ways to deliver services such as telephone and video counselling services

- support for communities such as Welsh speakers where numbers may have been too small in a local area, but become large enough across a region
- support for communities in isolated areas where transport to services may be limited, or for those who can't leave home as they have caring responsibilities
- support for those who can't travel because of their health condition or a disability, providing opportunities for distance learning and remote working
- new and innovative ways to work with children and young people
- using technology such as FaceTime and WhatsApp to improve communication with service users

However, the digital approach does not suit everyone and may make it difficult, especially for older people, to access and engage with services. Other people simply don't like to use the technology or may not have the means to do so.

Service providers reported that face to face contact is preferable in some circumstances, particularly when making assessments or providing support, when picking up on non-verbal cues is important. Reduced contact has impacted on developing trust and building relationships with service users, especially children and families. This also seems to reduce some people's motivation to engage in support, if it is provided online or by telephone:

“Many organisations moved their face to face services such as parenting courses and domestic violence groups to virtual platforms, which takes away the ‘personal element and many parents have stated that they struggled with accessing support this way.”

“Some families with children have had hardly any social worker engagement and in lots of cases only phone contact, which does not give a full picture of what is happening in a household.”

“It is now virtually which has lost the essence of my job role I am struggling to keep people engaged or getting them to engage.”

Young people who have been socially isolated, now need to interact with people outside of their house and with other people outside of their family circle to help them build up their confidence and self-esteem. They may be in need of face-to-face support, rather than being online.

The lack of face to face support has caused some foster carers to rethink their situation and resign as carers.

Another group who have found the move to telephone based services a barrier are the Deaf community. Deaf people have become more and more isolated, lacking accessible information from local authorities and central government. The widespread wearing of masks has also caused anxieties for those who lip-read.

Other service users, in particular people with learning difficulties and people with dementia, have struggled with staff wearing masks and PPE equipment, as it has made it difficult to recognise their carers. This has improved with familiarity and most now accept this is necessary to stay safe.

Impact on social care staff

Some staff welcomed the opportunity to work from home and found remote visits a more flexible way to work. Several mentioned the following benefits of virtual meetings:

- less time wasted travelling to and from meetings
- better access to information and records for example when all staff are in their office or in meeting with schools
- Multi-disciplinary Team meeting attendance has been better because professionals can attend virtually

They have also benefited from greater access to online training. However, some stated they were looking forward to going back to the office to be able to share practice, gain support from their peers and return to a more structured way of working.

Several providers were very grateful for the support they had received from local authorities to manage COVID-19, in particular the hardship payments to care homes and free provision of PPE, which they hoped would continue. This has had a positive influence on working relationships between the organisations.

Many third sector providers have stopped providing face to face services during the pandemic which has again added to the demand on statutory sector services. Some saw this as “an impossible task given the reduced staff levels, enhanced and

increased demands, greater complexity of cases, reduced community support and programmes and higher expectations from all stakeholders”.

The pressures have taken a toll on the mental and physical health of staff. Many are experiencing burn-out from the demands at work and in their personal lives. They struggle with having to get tested and booking tests for others on top of their daily workload. Many feel frustration at their inability to provide appropriate services. Some have been ill with COVID-19 themselves, which continues to have an impact on their long-term health and may affect their ability to work in future. Others are feeling “tired and demoralised” and considering leaving the care sector.

(b) Long-term impacts of the pandemic

Respondents thought that in the long term it will be important to:

(i) Fix the problems that existed before COVID

Throughout the pandemic, most services were simply focused on “*survival*” and “*avoiding COVID-19*”, for the users of their service and for themselves. As service levels slowly return to “*normal*”, the national crisis in social care is again becoming evident.

“Since COVID, an already struggling system has become almost irreparable.”

The demand for support is increasing at the same time as a backlog in the provision of care needs addressing and staffing levels are low. Staff expect to continue in firefighting mode for some time to come, meaning that more people are likely to reach crisis before receiving support.

“The pandemic has highlighted further the dire situation we are in... long term impact is more and more of our society needing help. I’ve seen working class people desperate for help but the system is failing everybody.”

Many respondents believe that the only solution is to increase social care funding and for longer periods to sustain existing services, develop new ones and employ more people.

(ii) Support people to re-engage with services

One of the expected long term impacts of the lack of support during the pandemic is that service users will have lost faith in services:

“I think some families will not return to services... due to the impact of isolation and changes in behaviours... many of them will not return to education successfully.”

This may mean that people wait to seek help at a more critical stage, rather than at a point where an early intervention could have reduced the need for support. Some concluded:

“There is a need to have planned “re-engagement” for people back into society and for services to ensure everyone is being picked up and not falling through cracks.”

(iii) Support a return to face-to-face services

As a result of isolation during the pandemic, many people of all ages have lost social skills and confidence in being with others. Some respondents therefore recommended planning to provide support to help people return to face-to-face services. Specific groups in need of this support include:

- people using respite care, day and overnight
- older people returning to community activities
- young people, especially years 7 and 8, to be confident with people again

At the same time, staff need to “get out there” and see the people who require care, as they may have become “too used to screens and distant from reality of assessing and responding to unstated needs”. Some mentioned that they are starting to restore face-to-face services, with a gradual re-introduction through to 2022.

(iv) Prepare for new and increased demands for services

Many service users have deconditioned due to the effects of the lockdown, which is now impacting their function significantly, and means they are now placing greater demand on support services in the community. The economic impact of the pandemic is also likely to increase need for support in the immediate future:

“With so many businesses failing to survive, so many families losing loved ones, and huge debts accrued by so many trying to survive financially during the pandemic (increase in food bank use), demand for support will only increase.”

A key group of people who may need intensive support are family carers who are worn out from providing all the care when statutory services weren't available. More carer respite is now needed to give them a break and prevent them from burning out.

Some thought it important not to revert back to previous practice without reflecting on what could be done differently and improved. Also any service redesign needs to meet future needs, not previous needs. New types of services might be required to respond to different support needs that emerge post-COVID. These include services for:

- children and young people with anxiety disorders
- people with long-COVID
- people who have developed OCD or other anxiety conditions during lockdown
- babies and children with developmental delays as a result of being in poor environments during lockdown – this will have an impact on services and on society for years to come.

(v) Increase mental health support especially for young people

Many respondents are expecting a mental health crisis in the longer-term as a result of the pandemic. Vulnerable people who were left without support may now be experiencing the mental health impacts of that pressure, exactly when waiting times for mental health care are worse than ever before. Specific concerns were raised about:

- people with existing mental health problems whose mental health is deteriorating
- adults with learning disabilities and their families
- people who have experienced trauma/domestic violence during lockdown
- increased family conflict as a result of isolation and financial strain
- young people who have not left their house, had nowhere to go and did not have a network of support
- people who will be fearful of confined spaces with new people
- carers who have developed mental health problems under the strain

- young people who have missed out on their education and started university in lockdown

Many respondents commented that young people's mental health in particular has "suffered greatly and their confidence and communication skills are at an all-time low". The impact of this will be ongoing and evident for years to come in terms of their mental health and education attainment.

(vi) Continue providing services online

Some of the changes to service delivery are believed to have increased the flexibility and availability of services and seem to be popular among young people, parents, families and carers, who find digital support easier to access. However this is unlikely to suit everyone and therefore a "blended approach" is required going forward.

To ensure people are not excluded by the use of technology it is important to:

- equip people with the necessary skills and access to IT if they wish
- ensure online information and virtual meetings are accessible to all for example, to include BSL speakers and interpreters in Zoom meetings

Some respondents were concerned that the people who do not wish to go digital are not forgotten by services, and that more effort is put into reaching those people, so that they don't "fall through the cracks and risk having no care at all." It will also be important to make sure that going digital doesn't cause people to disengage from services, given the importance service users place on knowing and building relationships with the people in their care teams.

Social care staff emphasised that they also need training and investment in their IT systems, so that they can continue to work and provide support remotely.

(vii) Supporting existing staff and boosting recruitment

Many respondents were concerned that skilled staff are being lost from the care sector, because they are exhausted from their experience of the pandemic and are now deciding to leave. It was proving difficult to recruit new staff before COVID, and it may be even more difficult now. This is unlikely to change overnight.

Care home staff are worried that their professional reputations have been harmed by the poor management of COVID in care homes:

“This has been the most difficult time for social care in my life time, and we hope that there will be a change with how we are thought of as a group... We felt we were last on the list especially with PPE, and we lacked guidance, or were given conflicting information.”

Since the demands on services are unlikely to reduce anytime soon, many expect there to be an increase in mental health problems and burnout among staff during the next few years. It will therefore be important to improve mental health support and occupational health services for care staff.

On a more positive note some staff thought that working at home, where possible, will provide an opportunity for more flexible working practices and increase productivity.

6. Experience of using or providing services in Welsh

(a) Experience of the Active Offer

Overall, respondents concluded that provision of the Active Offer is “patchy”. Some reported doing this very effectively, for example throughout Denbighshire Social Services and in some services for older people:

“Every individual I work with, is offered the active offer and there are appointed members of staff who have been identified who can assist if needed.”

“All advertisements and notifications have both the Welsh and English versions and even our phone salutation is Welsh first then English.”

Others reported that they can only make the offer at the point at which users of a service are assessed, rather than when they first make contact:

“I think it would be more appropriate for this to be offered at the first point of contact. However, I am aware that the first contact office has a high level of enquiries and as with us all, not enough staff to cope.”

“Our single point of access team give dual greetings. It would be better to have a phone system where you can press 1 for Welsh, 2 for English etc, but with limited staff members speaking Welsh this may mean a longer wait for those people.”

Some were concerned that in practice, the offer is still tokenistic. Many care homes and domiciliary care providers find it difficult to follow through with the provision of a Welsh speaker:

“Staff remain frightened of offering a service in Welsh as in reality it would require a translator.”

“I was offered Welsh worker from the charities I have worked with, but councils always say they can’t just get me a Welsh worker. They have to ask their manager and it seems to be a lot of hassle.”

They conclude that more needs to be done to attract Welsh speakers to the profession and to support staff to improve their Welsh. This needs to include opportunities for both complete beginners and those who need to gain confidence:

“Unless more teams are encouraged to learn Welsh in work time, it will never be a truly active offer.”

“It shouldn’t be looked upon as an opportunity for people to use Welsh. Every service provided should be able to start and end a conversation in Welsh and staff encouraged to make an effort to learn enough Welsh to be able to hold a brief conversation.”

Some respondents said that although they make the Active Offer, to date none of their service users have taken it up. A couple of respondents had not heard of the Active Offer.

(b) Providing written information in Welsh

Many of the respondents confirmed that they provide all their written information, publications, signage, newsletters, emails and so on in Welsh. Some relied on staff to help with translation, others relied on external translators. Some said this was all they could do because none of their staff were Welsh speakers.

While the local authority translation services were found to be quick and efficient, others found that getting all their documents translated was “complex and time consuming” and had caused delays to their work. Cost is a barrier for small non-profit providers, who would like additional support and funding to be able to translate “everything and do it quickly”. Concerns about copyright issues become an issue when translating resources from third parties or the internet.

Some respondents commented that translating written information into Welsh is less of a priority because “most Welsh speakers like to be spoken to in Welsh but don’t like leaflets or forms in Welsh as the language is too formal”. They recommended that improvements must be made in simultaneous translation facilities for virtual meetings, webinars and video calls.

(c) Staff speaking Welsh

Many respondents reported that staff providing care did speak Welsh. However, they ranged in capacity, from fully bilingual services, with multiple native Welsh speakers at all levels in an organisation, through to more informal arrangements:

“Although not all staff speak Welsh fluently, there is usually someone available who does.”

Some services were able to provide training in Welsh, for example for Welsh speaking foster carers. Others stated that, while able to chat with service users in Welsh, their staff felt more confident delivering care and making formal assessments in English. Often staff do not have the same level of confidence with written Welsh:

“All employees have access to Welsh phrases commonly used within care and support environments, to enable staff to speak in Welsh to individuals whom it is their first language.”

“The systems we have do not have the assessment available in Welsh.”

A major barrier is being able to recruit Welsh speakers. This is more of a challenge when seeking staff with specialist skills, and may become more difficult as services come to rely more and more on agency staff.

“Our rehabilitation workers have a specialist qualification. There are very few of them across the UK, so to find a qualified worker is difficult let alone a Welsh speaker.”

“It is hard to attract Welsh speaking-staff in North East Wales which makes it harder to provide the quality of Welsh language support we would like.”

“Employees providing services to the public should be fluent in both Welsh and English – ‘being willing to learn Welsh’ or ‘Learning Welsh’ should not be a sufficient qualification for these posts.”

Many organisations provide Welsh language training to their staff, either formally or informally. Examples included:

- courses offered by the local council or health board
- lunchtime Welsh Language groups

- Welsh speaking staff delivering workshops to their non-Welsh speaking peers

Some thought Welsh speaking courses should be offered to staff on a more regular basis. However, the challenge for many is finding time within their busy and highly demanding working day. The staff said they would need protected time on their rotas to be able to attend classes.

Similarly, there is a severe lack of fluent Welsh-speaking volunteers. Some suggested more classes should be available in the community. The cost of these may again be a barrier to attending, so some thought they should be free.

(d) Priority areas for speaking Welsh

Respondents working in the West of Wales reported that having Welsh speakers to provide care is essential as the majority of the older population are Welsh speaking, and the working language is Welsh:

“Welsh speakers are essential for Anglesey and Gwynedd settings. All the council’s residential homes have Welsh speaking staff, and all staff are encouraged to speak or learn Welsh.”

“More demand is present in the South of Denbighshire, but this is reflected in the skills of the workforce too, for example, 95% of staff in Cysgod Y Gaer are Welsh Speaking.”

Similarly, many adults with a learning difficulty in Gwynedd prefer to communicate in Welsh. This is not an issue for local staff, but can sometimes prove to be a barrier when working across county borders, for example, all regional meetings are held in English, which means some individuals with a Learning Disability cannot contribute.

Some thought there are not enough staff with Welsh speaking skills working in children and young people’s learning disability services, and therefore families do not have the option to speak Welsh. More Welsh speakers need to be employed. Nor are validated Welsh assessments available, so it is not possible to carry out appropriate assessments with children and young people with learning disabilities.

Others highlighted that learning Welsh is particularly important when supporting people with dementia, who often revert back to the language spoken at home as a child. This is vital for building trust with service users:

“I have started entry level Welsh classes, it allowed me a brief introductory conversation with an elderly man with dementia, and a good relationship developed.”

(e) Promoting the Welsh culture

Some organisations in areas where Welsh is rarely spoken showed their support for the Welsh culture in other ways for example celebrating all Welsh days:

“We use a phrase a week for the residents and staff to promote the Welsh language and always celebrate our culture.”

“We greet in Welsh and keep the Welsh spirit up and are proudly Welsh.”

They expressed “weariness” at the thought that everything will have to be bilingual, because “it will just mean more and more paperwork”.

(f) Preferences for speaking English

As many respondents were in favour of speaking English as the number of respondents in support of speaking Welsh. This group concluded that the Active Offer was not applicable to them, because either they or the people using their services did not speak Welsh. This seemed to be especially true for services for children and young people:

“We’ve only received three calls in Welsh in over a decade.”

The English speaking service users expressed concern at not being able to read their case notes in Welsh, and reported feeling uncomfortable when their carers speak Welsh between themselves. Providing all paperwork in both languages is sometimes unhelpful:

“This makes it harder for Dad to follow the information provided. It would be good to have English-only forms once language preference is established.”

The visibility and clarity of information could be improved if the two languages were kept separate. Duplication of documentation is seen as a waste of resource.

“Mum says that making everything bilingual decreases the text size and as her vision is impaired she would prefer it one language in larger text.”

Several respondents felt too much emphasis is placed on speaking Welsh, when other languages are more commonly spoken amongst service users, whose needs are not being met. Some would like more attention to be given to use of Makaton, British Sign Language and Polish, providing interpreters when needed. Plain language options in Welsh are also hard to come by.

7. NHS services

(a) What is working well

Few respondents commented on the health services that are working well. They highlighted the following:

- The service received at Bron Ffynnon Health Centre, Denbigh is commendable, and the care received at Glan Clwyd Hospital's Cardiology department is priceless
- Social care workers value their close collaboration with primary health professionals
- Many were grateful for the support from environmental health and NHS service during the pandemic
- Care workers reported that health services for young people are working well to ensure they receive the correct health support and advice, especially around sexual health advice, getting registered with a GP and referral to Community Dental Services

(b) What needs improving

A range of services were mentioned as needing improving including:

- Improved end of life support particularly at nights.
- Continence products are very poor quality and often use more than predicted.
- Speech and language therapists should give more time to non-verbal children.
- Improve older people's access to dental care to avoid impact of oral conditions and dental issues. This includes care home residents receiving dental care in their care home.
- Artificial Limb and Appliance Services are challenging to navigate and very slow to respond.
- Make greater use of telehealth services to prevent hospital admissions and improve discharge planning and district nurse visits.

- Encourage care home staff to have COVID vaccinations.
- Marches Medical Practice is not large enough for the population of Broughton.

Some health staff commented that poorly functioning computer systems were negatively affecting their ability to provide a quality service.

(c) The impact of COVID-19

Three main areas were mentioned as being negatively impacted by COVID-19, which will be discussed in turn:

Dental care

During the pandemic, dental care in the community (for example, the tooth-brushing and fluoride varnish programme in schools) was suspended. Plans are in place to restart these services, prioritising the schools with most need, but dentists have the following concerns:

- schools and nurseries are under a lot of pressure already and may not consent to visits
- oral health outcomes for the target group may have worsened – dental health in children will be worse because the programme wasn't delivered last year
- staff in schools will need retraining on the programme
- dental staff feel a loss of morale in 'going backwards' after all of the hard work on this programme over the last 10 years
- community dental services are working at reduced capacity, and waiting lists have grown considerably

Similarly, dental services providing care for those who would find it too challenging to attend a regular dental practice, have not seen their patients for routine check-ups and fear that some people with complex needs will have become even more complex. Recommendations for improvements include:

- improved information online and on social media about what this service provides
- improved collaboration with social care services
- improved record sharing and sharing of information to help with decision making of patients who have complex needs

GP appointments

Many respondents expressed frustration at not being able to see a GP face to face. They felt this to be a particular issue for older people, who may not be comfortable talking on the phone or are housebound:

“In Mum and Dad’s surgery nobody seems to care about the elderly. Long term, people are going to potentially die earlier than they would if they could get seen by the appropriate clinician on time.”

“Many people are not comfortable talking on the phone, so misdiagnosis or incorrect health care could be given.”

“GP services being restricted has impacted me personally and had a detrimental impact on both my mental and physical health due to not feeling comfortable trying to obtain a face to face appointment... I feel unable to reach out due to the perception of pressure on services and the response from services when enquiring.”

Suggestions for improvements included creating a different system for waiting outside the doctor’s surgery to avoid 'standing in some of the hottest weather’. Others suggested that staff who work at doctors’ surgeries “need to understand mental health and disabilities more and choose words better”. NHS staff seem to have less patience for people who struggle, “which knocks people’s confidence”.

Waiting lists

Waiting lists for assessments and treatment in the NHS have got longer.

Respondents highlighted the following:

- prolonged delay for Occupational Therapist assessment
- longer waits for ambulance visits, especially to non-injured fallers. Calls are declined, if Welsh Ambulance Service NHS Trust resources under pressure.
- end of life care has diminished, falling mainly on District Nurses and the end stage home care team
- no respite beds available for chronic disease patients needing to give main carers (family) a break
- impossible to access psychology team

People with complex needs are particularly affected as they are likely to be using a wide range of services and are “being failed at almost every touchpoint”.

Another major concern is that people will allow conditions to get very serious before seeking help, because they are afraid to go into hospital. Lack of staff in the community also makes it difficult to keep patients home safely. This leads to increasing pressures because demand for treatment will get greater, adding to the length of time it will take to return to baseline.

Midwives are reported to be especially affected:

“Due to shielding, isolation and illness staff levels are very low. Staff morale is rock bottom. Long term, midwives will leave or be off on long term sickness. Adherence to Birth Rate Plus during COVID restricts management from being able to staff effectively. Maternity care in North Wales is now so short staffed it is becoming dangerous.”

(d) Providing services in Welsh

Respondents were concerned about the lack of Welsh speaking staff in the NHS and recommended:

- access for Welsh training for staff in the NHS
- employing nursing and medical staff who speak Welsh, especially in North West Wales where Welsh is the first language for many young people
- the GP surgery’s answering machine recording is played in English first and then in Welsh. The Welsh needs to come first.

“When my relative was in the Maelor I was told we don’t know what your father is saying as he will only speak in Welsh!”

Appendix 1: Equality monitoring data

Please note, the tables below reflect the characteristics of the 250 participants who gave answers the equality questionnaire rather than all 350 participants in the survey. For a full picture of the engagement with people with protected characteristics these figures should be considered alongside the list of organisations who responded to the consultation.

In all tables numbers have been rounded to the nearest 5 to prevent disclosure of personal information.

Age

Age	Number	Percentage
16 to 24	5	2%
25 to 34	30	12%
35 to 44	5	17%
45 to 54	75	30%
55 to 64	60	25%
65 to 74	30	11%
75 and over	10	3%

Sex and gender identity

Sex	Number	Percentage
Female	210	85%
Male	35	15%

Less than 5 responses were received from transgender people.

Disability

In total, 27% of participants said they had a disability. The table below shows the what percentage of these 70 people have each impairment or condition.

Disability	Number	Percentage
Long standing illness / health condition	35	52%
Mental health condition	30	42%
Physical impairment	25	36%
Sensory impairment	10	18%
Learning disability / difficulty	10	12%

Caring responsibilities

A total of 44% of participants had caring responsibilities. The table below shows the amount of care provided by these participants each week.

Caring responsibilities	Number	Percentage
1 to 19 hours	50	46%
20 to 49 hours	25	23%
50 hours or more	35	31%

National identity

National identity	Number	Percentage
Welsh	140	56%
British	60	25%
English	60	25%
Scottish	<5	2%
Northern Irish	<5	2%
Other	5	3%

The other nationalities included participants who described their national identity as Polish, South African, Canadian and British European.

Ethnic group

Ethnic group	Number	Percentage
White	245	98%
Mixed heritage	<5	1%
Indian	<5	1%

Preferred language

Spoken language	Number	Percentage
English	180	74%
Both English and Welsh	35	14%
Welsh	30	12%

Written language	Number	Percentage
English	200	84%
Both English and Welsh	20	8%
Welsh	20	7%

Religion

Religion	Number	Percentage
Christian	125	51%
No religion	100	42%
Hindu	<5	-

Sexual orientation

Sexual orientation	Number	Percentage
Heterosexual	220	91%
Gay or Lesbian	5	3%
Bisexual	5	2%
Pansexual/Queer	<5	-

Marital status

Marital status	Number	Percentage
Married	125	55%
Never married	55	25%
Divorced	20	8%
Widowed	10	5%
Separated	10	5%
In a registered civil partnership	5	2%

Anglesey County Council local population needs assessment

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Introduction

About the report

This report is an assessment of the care and support needs of the population in Anglesey County Council, including the support needs of carers. It has been produced by Anglesey County Council, to meet the requirements of the Social Services and Wellbeing Act (Wales) 2014.

The reasoning behind the report is give an overview of the current state of play of those in Anglesey who do have some sort of a disability/ illness. With this being the first time that the Population Needs Assessment has been carried out in this format, the hope is that our services will be able to build on this document, viewing it as a working document, whilst also learning from what we have already discovered. Furthermore, the template used aligns with what has been used for the whole of the north Wales region and thus further information from a north Wales perspective can also be viewed.

Consultation and engagement

A regional questionnaire was launched online which were used to address the ‘What are people telling us?’ section of each chapter, this can essentially be seen as our consultation for the assessment. For this questionnaire, results were broken down to each region in north Wales and for Anglesey there were 86 respondents.

In terms of engagement, a huge array of other engagement work that has taken place over the years has been reviewed and used when relevant for the varying chapters that are included within this report.

Issues impacted by the current environment

The timing of the Population Needs Assessment (PNA) has been challenging. The ability to undertake an assessment during a pandemic has meant that consultation has been focused on online activity, often meaning that responses aren't as in-depth and detailed as they could be face-to-face. This was apparent for the Children and Young People's questionnaire, whereby Anglesey did not receive a single response - this was equally true for the whole of the North Wales region. Furthermore, with much of the statistical evidence for the previous PNA dependent upon the 2011 census results, it must be acknowledged that we have not been able to access more current information which would have offered an up to date figure on some of statistics that have been used throughout the report. Adding on, it has been difficult to collate information from external partners in the throws of the pandemic and we have not been able to explore some matters alongside Betsi Cadwaladr as extensively as we would have liked to create a fuller picture for some of the chapters. As a result, some of the chapters do have gaps due to the pressures that we have faced. This is something that we will look to fill in the future once we have the necessary resources. However, we believe that we have captured the main priorities which we will focus upon.

Children and young people

About this chapter

Population overview

Category	2015	2016	2017	2018	2019	2020
Number of children ages 0-15	12,000 (expected to drop by 6% by 2039)					[Accurate as of 2019] 12,000
Number of referrals to children's service during the year	3154	3679	3588	4329	3968	3842
Number of children in need (per 10,000)	170					123
Number of children in need (by age)	Under 1 (15); Age 1 to 4 (50); Age 5 to 9 (80); Age 10 to 15 (70); Age 16 to 17 (30); Age 18 + (15)					Under 1 (0); Age 1 to 4 (30); Age 5 to 9 (40); Age 10 to 15 (65); Age 16 to 17 (25); Age 18 + (0)
Number of children on child protection register March 31 (Per 10,000)	124	101	46	79	70	68
Number of children on child protection by age						
Under 1	12	8	6	14	6	7
1 to 4	27	24	13	23	16	16
5 to 9	37	29	7	15	20	20
10 to 15	45	37	19	22	25	22
16 to 17	3	3	1	5	3	3
18+	0	0	0	0	0	0

Number of children looked after by local authority	112	142	145	149	158	161
Number of children in need with a disability (Percentage of children in need with a disability)	70 (27%)					[Accurate as of 2019] 40 (12%)
Estimated number of children with eating disorders	[Accurate from 2014] Age 5 to 10 (15); Age 11 - 16 (15)					9 (for Ynys Mon + Gwynedd)
Under age of 20 births	[Accurate from 2014] 36					[Accurate as of 2017] 30
Flying start formal parental structured courses offered by local authority (%)	91 places (62%)					55 places (47%)

Children with disabilities and/or illness

Ynys Mon Specialist Children's Service is an integrated Team with members from Health and Social Services being co-located in local authority premises. The service was set up under the auspices of a Section 33 Agreement.

The team works with disabled children and young people between the ages 0 – 17 and their families who have multiple complex needs that cannot be met by universal or targeted services.

The range of needs include children and young people who have a learning disability, physical impairments and lifelong chronic illness/medical conditions.

The Team is made up of:-

Social Workers, Community Paediatric Learning Disability Nurses, Nursing Assistants, Paediatric Learning Disability Clinical Psychology, Occupational Therapist, Transition Co-ordinator, Inclusion and Wellbeing Officer, Social Services Support Worker Manager and Team of Support Workers, Service Administrator.

Shared posts with adults as well as transition coordinator include - Direct Payments Officer and Carers Assessor

What we know about the population

Breakdown:	(Total Number of cases open to SCS: 194)
Learning Disability / ASD / ADHD	116
Physical Impairment	32
Chronic Illness	22
In Assessment Diagnosis not confirmed	24

In September 2021 the service was working with 194 children and young people (0 – 18 years of Age).

Of these 116 had a learning disability including those with ASD, ADHD.

Other children and young people open to the service include 32 with physical impairments and 22 with chronic illness and complex health needs

There are a number of children (24) who are currently being assessed with no diagnosis confirmed at this point.

What are people telling us?

There were 4 responses from the questionnaire which offered a small insight in to what people are telling us in regards to children with disabilities and/or illnesses.

ID 96 noted that a gap that needed addressing was supporting parents with identified needs through the children's service process.

ID 70 noted that their local GP and local consultant had supported their son who suffers from a chronic kidney disease very well.

ID 348 noted that they are developing parental programmes, which will help assist parents who have children that have learning disabilities

ID 299's point revolved around young people who have a learning disability. They noted, that the Project Search – which is a supported internship programme for young people – had been successful in achieving 'excellent employment outcomes' for those that are involved. They added that BCUHB are leading the way in terms of employing graduate interns and have developed an 'accessible' recruitment pathway that is fit for purpose.

ID 348's point also revolved around learning disability within children, however from a different angle. They explained that children who have learning disabilities are more vulnerable to Covid-19. Essentially the point comes about due to parents feeling the need to keep them away in order to protect their health. This means that children miss school, appointments and there isn't much demand/pressure to see them come back – miss out on a structure and learning new skills. On top of that, problems that were there in the first place are exacerbated e.g if a home is too small for the family or unsuitable, the problem has manifested itself even more during lockdown.

Review of services currently provided

As the figures indicate we are supporting families within the service who have a very wide range of needs dependent on the nature of the individual's diagnosis, disability or impairment.

- We know that children and young people and their families value the short breaks they receive, either via our own support services or direct payments. (Questionnaires completed by Families who attend our in house support services).
- The children and young people who have complex needs and have overnight short breaks in Residential Short Breaks Unit. (HYS Questionnaires)
- Parents and young children enjoy attending our Paediatric Nursing Learning Disability Service Play and Development Sessions.
- Parents of young children value the PACT sessions that our Psychology Service co-ordinates
- Parent/carers value the support they receive from our community nurses and social workers in offering practical advice and guidance (CS Compliments File)
- Families valued our 'keeping in touch calls' throughout the Pandemic lockdowns and the 'activity packs' provided during that period.

Mencap Cymru and Mon are currently working with SCS to develop services for our 'Early Years' children and the Project Worker is undertaking a variety of engagement sessions with parent/carers to explore and create opportunities to develop the Co-Production of activities and services to support the families of disabled children.

To date these are the themes that families have shared a range of concerns

- Concern about access to SALT. This topic has been raised by families with older children (age 7 plus) and families of younger children. The families of the older children who have raised this have described their past experiences of trying to access SALT as a constant battle, with one family stating they gave up and accepted that their child would not access speech therapy. One younger family (child age 4) described feeling distressed as everything they were reading around speech therapy and language indicated that 2-3 was a 'pivotal' age for language development. This particular family have borrowed money to access private speech and language therapy.
- Families with children who have a learning disability of any age have all described feeling frightened and lost during periods of transition. Specific examples include starting school and delays in assessments to determine what school provision will be most suitable, the transition from school into other placements, and the transition into adult services.
- Families report feeling isolated, and of wanting the opportunity to spend time with similar families and creating stronger peer networks. Families who are accessing community initiatives run by parents such as Cylch Teulu, 3D Kids and Autism Parents Group report positive experiences.

Carers Outreach also facilitate support groups for parent carers and can offer support on an individual basis.

Over view of services

There has been a significant increase in referrals to SCS during the past 2-3 years. From the assessments undertaken it is evident that the number of children with complex needs has increased overall and this includes those who have or are waiting to be assessed for ASD and that a high number of referrals are for early years/pre-school children. There have also been a number of children and young people who have or are open to Children's Services and CAMHs who have been late in being assessed as having a learning disability.

There has also been an increase in referrals for the assessment and support of children and young people who do not meet the eligibility criteria for support around their behavioural needs as they do not have a learning disability. At the moment there is no alternative service provided by Nursing and Psychology to meet the needs of this group of children and young people.

This has led to an increase in referrals for our Community Paediatric Learning Disability nursing service and also for direct services e.g. short breaks because of their complex needs.

We are in the process of developing support and training packages for families' that are in line with evidence based programmes like Incredible Years, Epats and more bespoke courses around 'emotional regulation' and topic specific workshops.

The need for Social work assessment and support has also increased including safeguarding and Looked After Children.

The service has appointed to the Transition Co-ordinator post and they will be starting in the near future and will enable us to review the current transition process and develop guidance that is in line with the work undertaken by the Learning Disability Transformation Project and other national developments i.e. ALN Act, LPS,

Service Development Project.

Integrated Care Fund (ICF)

ICF funding has enabled us to:-

- Set up a small residential children's home that will provide overnight short breaks for children with complex needs.
- Work in partnership with Gwynedd to develop specialist short break foster carer project across both counties and enhance our current support services to meet changing needs
- Establish a new support services base to be registered to provide a range of short breaks for disabled children and young people
- Fund 'Helping Out' project in partnership with Carers Outreach to provide funding for a range of one off carers support requests that they administer on our behalf

Mencap/Epats Partnership project

Ynys Mon Children and Families Service have been working in partnership to develop a preventative Early Years service for children with a learning disability. Following a well-received seminar on Early Years led by Professor Richard Hastings from the CEDAR Centre at Warwick University & Mencap Northern Ireland, a three year pilot project was set up. The pilot will focus on developing a foundation of Co-production, Asset mapping of current provision and gaps, structured Early Years interventions such as EPATS and supporting parents to design and develop support they feel they need to help their families thrive.

The project involves working with four key partners:

Parent/carers, Mencap Mon, Mencap Cymru, Ynys Mon Social Services Department and will work closely with BCUHB.

A Family Support Coordinator has been appointed, employed by Mencap and work has started to engage with families and professionals and Services across the county involved in supporting Learning disabled children and their families.

Conclusion and recommendations

1. Work together to identify gaps and improve existing services and promote the ethos of co-production to support future development of services for disabled children and their families.
2. The next phase of development of Services for disabled children and their families will be guided by the Additional Learning Needs Act, introduction of Autistic Spectrum Disorder Code of Practice, and Liberty Protection Safeguards.
3. There is a need to further develop joint working across a range of adult services of service so that the needs of vulnerable adults can be met who may not meet the threshold for services from adult CMHT & Learning disability services.

Children who are care experienced

We currently have two **Small Group Homes** – known as “**Cartefi Clyd Môn**” - that are registered and running – Cartref Clyd Bryn Hwfa, which homes one young person and the second which is Cartref Clyd Llanfair, where two young people reside. We work with young people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders.

We plan to have a further specialist small group home registered by mid-2021, which will be an opportunity for respite for children supported by the specialist children’s services. We also hope to have a third small group home for looked after children registered before the end of the next financial year, which will allow us to be able to place another two local young people, who would otherwise be at risk of being placed out of county.

As at the end of March 2021, the Child Placement Team (Anglesey Fostering Service) had a total of 64 foster families, made up of:

- 36 mainstream fostering households
- 28 connected persons fostering households, (this includes 1 registered temporarily under Regulation 26)

A positive in the past year was that we were able to continue recruiting, assessing, approving and supporting Anglesey foster carers during the pandemic by making use of new ways of working such as ‘virtual’ home visits by video. During 2020/21 we approved:

- **9** mainstream (general) fostering households
- **14** connected persons (family and friends) households, (this includes 2 who then went straight to SGO – Special Guardianship Order).

We continue to contribute to the regional **North Wales Adoption Service**. During 2020-21, five children from Anglesey were placed with families for adoption and of those five, one has subsequently become the subject of an adoption order and has therefore been formally adopted. It is likely that the other four children will be formally adopted during 2021-22.

Positively, five Anglesey families are currently in the process of being assessed to adopt. The likelihood is that, if successful, children of Anglesey will not be placed with these families; however, they will

contribute to the pool of adopters who are able to provide placements for Welsh children across North Wales and beyond.

- There are approximately 12,000 children and young people resident on the Isle of Anglesey. This population is forecast to decline over the next twenty years.
- Currently there are 157 children placed in the care of the Local Authority ('looked after').
- 87 males (55%) and 70 females (45%) make up the population.
- The ethnicity of Anglesey's 'looked after' children (LAC) population is overwhelmingly white Welsh/British (98+%). Two children are designated 'Unaccompanied Asylum Seeking Children'.
- 45 (29%) children are placed 'out of county'. 7 are placed for adoption, which is a positive determination given the small geographical spread of the island. Three additional children are placed outside of Wales due to the unavailability of matches within Wales at the time the need arose.
- 103 (65%) children are placed with foster carers, 24 (15%) of whom are placed 'out of county'.
- 1 child is placed in secure accommodation and 4 children are living 'independently', with the support of the service.
- The vast majority of 'looked after' children are the subject of care orders or interim care orders (140 = 89%). 6 (4%) are voluntarily accommodated, whilst 11 (7%) are the subject of placement orders.

What are people telling us?

There were 4 comments from the questionnaire that were linked to children who are care experienced.

ID 100 felt that there was great communication between support providers. Adding that good flexibility in relation to working practices had been demonstrated through the pandemic.

ID 204 felt that Teulu Mon was working well at the moment. Highlighting how they deal with stakeholders in a friendly, efficient way. Moreover, they felt that the service makes the right decision more often than not, which is reflected in the re-registration figures.

ID 227 felt that there had been an improved provision for this vulnerable group. Key workers were providing consistency, early recognition was happening and that support and signposting as required was being integrated in to the core service. They were keen to ensure that the provision allows the voice of the child to be heard, and gives the confidence to seek support.

ID 100 felt that an increase in the single bedroom housing stock would be valuable to the service and of improvement. They added that the creation of a project, similar to that of Llety Pontio but for young people would be of worth. It would allow those associated that come under this to leave supported accommodation and to into a tenancy, where they would be able to receive intensive support.

Review of services currently provided

Children's Questionnaire from 2018-19

The number of participants involved in this questionnaire was 35.

The first statement within the questionnaire revolved around happiness: 'Thinking about your life at the moment, do you agree with the following: I live in a home where I am happy'

- 80% agreed that they were happy in the home that they were living in.
- 3% disagreed and were not happy with where they were living
- 14% felt that they were sometimes happy with their home
- 3% answered 'don't know'

Additional comments:

- 2 of the comments expressed how happy they were in their home.
- 2 of the comments noted their frustration at still being in a care home due to their age and feeling that they had outgrown their surroundings.
- 1 comment was unhappy at the number of people living in the house. Explained that that they wanted their own bedroom.

The support and care of children who need care can often result in a beneficial relationship between the child and their family. The following statement looked to understand whether this was true: 'I feel that my family life is better because of the care and support we've received'.

- 67% agreed that family life was better because of the care and support they had received
- 5% disagreed
- 17% felt that it was sometimes better
- 11% answered 'don't know'

Additional comments:

- 1 comment noted how they felt that they had drifted away from their family

The next statement looked to see whether the children in care liked living with the people they do: 'I am happy with the people that I live with.'

- Vast majority agreed, with 81% noting that they are happy with the people they live with.
- 14% expressed that they sometimes liked living with the people in their home.
- 5% did not like living with the people in their home

Additional comments:

- 2 comments noted how they were very happy with the people they lived with, and how they take good care of them.

- 2 other comments expressed how they found some of the people living in their home with them as annoying.

Hand-in-hand with the previous statement, what children in care can and can't do plays a part in how much they enjoy their home environment: 'I can do the things I like to do'

- 67% agreed that they can generally do the things they like to do.
- 25% noted that they are sometimes allowed to do what they like to do.
- 3% disagreed completely
- 5% answered 'don't know'

Additional comments:

- 1 comment explained how they can more or less do everything they like, other than move home.
- The other comments noted that they could do what they want occasionally and within reason.

For some of the children who have moved to a home, they are taken away from the surroundings that they are used to. This can often be problematic, thus the following statement looked to gather a greater understanding: 'I feel I belong in the area where I live'.

- 72% agreed and felt that they belonged in the area where they live.
- 9% disagreed and did not feel that they belonged in area where they are living.
- 11% felt that they sometimes belonged in their surroundings.
- 8% answered 'don't know'

Additional comments:

- 1 comment revealed that they did not see where they were living in as they're home at all and wanted to go back to their hometown.
- 1 noted that they only use the area they now live in for the shops and do not attend the local school.
- 1 expressed how their carers would take them back to their hometown to see their friends from their hometown.

Comfort around family, friends and neighbours is something many people take for a given. However, for those who have moved to homes it can often be strenuous: 'I am happy with my family, friends and neighbours'

- 72% agreed that they were happy with their family, friends and neighbours
- 5% disagreed and that they were not happy
- 17% noted that they were sometimes happy
- 6% answered 'don't know'

Additional comments:

- 1 comment made us aware that they were very happy for the support of family and friends.
- 1 comment noted that their friends are of annoyance to them occasionally.

Safety is paramount for those who are moved to a different home: 'I feel safe. For example, cared for and safe from anyone who can hurt you or treat you badly, both inside and outside your home'.

- 81% felt that they did feel safe in their surroundings.
- 14% sometimes felt safe.
- 5% did not feel safe both inside and outside of their home.

Additional comments:

- 2 commented explaining how they feel safe, with one of these comments explaining that they do tend to feel safer at home, however.

Knowing who to talk to when in need of support plays an important role in ensuring that these children can settle in their new environment: 'Thinking about the care and support you have had, do you agree with the following: I know who to speak to about my care and support'.

- 86% felt that they knew who to speak in regards to their care and support.
- 8% sometimes knew who to contact, whilst a further 3% did not know who to call upon for further support and care.
- 3% answered 'no' to this question, and thus do not know who to ask.

Additional comments:

- 1 comment answered 'My foster carers, I speak to them about everything and my family'.

Coinciding with the above statement, it's important that when these children do seek support that they receive the correct advice: 'I have had the right information or advice when I needed it'.

- 70% agreed that they had received the correct advice when needed.
- 22% answered that they had sometimes been given the correct information/advice
- 8% didn't know how to answer this statement.

Additional comments:

- 1 comment revealed that social services did not help when they had a mental health issue.
- 1 comment explained that they feel that their social worker sometimes withholds important information that they would like to know.
- 1 comment felt that their contacts tend to just relay the same information over and over.

Respect is an aspect of life that people expect, and this is the same for children. The following statement looked to establish whether or not the children who go a home are treated with respect like anybody else.

- 83% agreed that they had been treated with respect.
- 9% felt that they were sometimes treated with respect.
- 8% answered 'don't know'.

Additional comments:

- 2 comments noted that they did not understand what the word respect meant, which could suggest a reason behind why 8% answered 'don't know'.
- 1 comment commended their foster carers and felt that the respect she received was mutual.
- 1 comment noted that they receive respect from staff, however not from others.

Tying many of the above questions together, the statement: 'I am happy with the care and support I have had' helps create an overall picture for the children live in homes.

- 72% agreed that they were happy with the care and support that they had received.
- 17% felt that they were sometimes happy with the support that they had received.
- 3% were not happy with the care and support offered.
- 8% answered 'don't know'.

Additional comments:

- One comment noted that they were 'not happy with the help of Social Services'.

The final question in the questionnaire was aimed at children who were 16/17 years old and would soon be able to stand on their own two feet: 'I have had advice, help and support that will prepare me for adulthood'.

- 55% agreed that they had received advice preparing them for adulthood.
- 9% said that they sometimes receive advice for adulthood.
- 27% of participants noted that they had not received any advice preparing them for adulthood.
- 9% answered 'don't know'

Additional comments:

- 1 person commented that they were unhappy with the help offered by social services.

Conclusion and recommendations

The 'looked after' population has remained stable despite the undoubted pressures placed upon families and services due to the global Covid-19 pandemic, swinging slightly between 155 and 160.

The number of children placed with their parents, subject to care orders, remains higher than the service would like (18%). There is a renewed focus upon discharge applications where assessment has concluded this is proportionate. The family justice reforms regarding the granting of supervision orders for children subject to care proceedings where children continue to reside with parents is a welcome development in terms of proportionality.

A primary driver for the Local Authority is the stability of placements for 'looked after' children. A recent audit of children who experienced three or more placements within a twelve month period revealed that the majority experienced moves for positive reasons (e.g. removal from parental care, placement in foster care, move to connected carers during the lifespan of care proceedings). A small number related to unplanned moves for teenagers, which also exposed the difficulties in identifying suitable placements for this cohort of children, either by way of foster care/residential care either internally or within the private market.

The service's development of small group homes is one response to this challenge. Those children placed within the Authority's small group homes have experienced stability, with no placement moves experienced by any of the children placed within those homes.

Further, the development of 'Foster Wales' is anticipated to target potential carers for older children with more complex presentations.

The emotional wellbeing of 'looked after' children remains a high priority of the service. Notwithstanding the generally higher representation of 'looked after' children within mental health services both as children and later, as adults, on account of their life experiences, the global pandemic has also impacted upon the emotional wellbeing of a significant number of our children. A recent internal survey considered the increased isolation of our children in light of the pandemic and how services have adapted to meet increasing demand as well as new ways of working. The importance of access to leisure/social/sporting activities to assist in emotional wellbeing is recognised.

Recommendations

1. Continued focus upon discharge of care orders for children placed with parents, together with applications for supervision orders for those children who live with parents during care proceedings and thereafter.
2. Focus upon availability of suitably matched placements for teenagers with complex presentations, inclusive of continued development of small group homes and engagement with Foster Wales.
3. Partnership work with agencies supporting emotional wellbeing of 'looked after' children.

Children who are in need of care and support

Voices for Care, working with Anglesey Children & Family Services have increased the local group membership significantly during the past year, going from 0 to 4 and are now hosting regular meetings. Although Covid-19 had an impact on this, meeting virtually has allowed young people placed outside of Anglesey to attend, however there is enthusiasm to carry out face-to-face meetings, once we are allowed to do so safely. Two outreach events have been hosted, both of which were successful in recruiting new members and maintaining current members. Over the next few months, Voices from Care will work with our young people, who have come up with a project to provide information about the group, potentially recruit new members, and allow the wider Ynys Mon care experienced population to have their input on the group identity.

The overall vision for the One Front Door project in Anglesey would be to create a single access point for support with the whole spectrum of needs for families. This includes, but is not exclusive to DA, mental health, substance misuse, housing and child or adult safeguarding. We envisage that this would be done in stages over a period of time. The initial stage of the project would concentrate on the screening of referrals made to Teulu Môn the information advice and assistance hub for Anglesey children and families service.

Aims of One Front Door:

- To identify risks and needs within families experiencing domestic abuse at the earliest opportunity
- To support vulnerable adults and children to get a swift and effective response to address the needs within their family before safeguarding thresholds are met
- To mitigate the impact of Adverse Childhood Experiences (ACEs) on children and young people and reduce future incidence of ACEs
- To reduce the rate of re-referrals to the service
- To reduce the number of reported crimes pertaining to domestic abuse on the island
- Develop current and new services based on needs and risks.
- Develop pathways for services dependent on need and risk.

During 2020-21, a total of 154 children have been discussed at the one front door meeting during the year. The membership of the meeting has increased and now includes the third sector mental health providers PARABL, GORWEL, North Wales Police, Education, Housing support services, and health services. An audit and evaluation of the one front door project will be conducted in April and May 2021.

The Early Help Hub has been formed in reaction to the work completed within the “Early Action Together programme” on the multi-agency response to adverse childhood experiences and other legislative and regulatory requirements that aims to provide better quality, cost effective services that secure good outcomes for all in Anglesey. Primarily, these concern:

- Requirements of the Social Services and Wellbeing (Wales) Act (2014) to ensure families have access to relevant information, advice and support as much as possible within their communities to build wellbeing and resilience.
- Anglesey County Council (Family and Community Coordinators)’s ongoing response to four of 12 recommendations of the Care and Social Services Inspectorate Wales (CSSIW) Inspection of Children’s Services (2015). These relate to making available more integrated, early intervention for children and families through closer partnership work and better information-sharing.

The membership and attendance at the hub by agencies remains strong. A total of 275 children have been discussed at the hub during 2020/21. All of those children and their families have been offered support services.

The Family and Community Coordinators (FACC’s) have attended the Early Help Hub bi-weekly (conducted as virtual teams meeting), Medrwn Môn Local Area Coordination Teams Meetings and Medrwn Môn Staff Meetings.

Following the COVID-19 outbreak FACCs have continued to support those referred to us through telephone contact, zoom meetings and email ensuring that the families have access to appropriate resources during this difficult time. Referrals are received through the EHH and the Môn Community Link Service.

- Sharing relevant online resources with service users during lockdown (Virtual activities, training resources, online arts and crafts and mental health resources).
- Managed and distributed the Children and Families Community Grant and the Keep Active Fund for community groups across the island.
- Partnership working – Welfare Officers, Local Support Teams, local foodbanks, GP surgeries, Menter Môn, Youth Services, Action for Children, Team Around the Family (TAF), Gwynedd Youth Services. Attended Meet the Teams sessions with Anglesey’s Housing Dept, CMHT and the Fire Service.

The Family and Community Coordinators have worked with 43 children during the year.

What are people telling us?

6 remarks were left in the questionnaire which were attributed to children who are in need of care and support.

ID 83 felt that third sector organisations being available to support those in need, in particularly young people who are homeless, was something positive that was happening.

3 of the points involved revolved around the way in which Covid-19 had changed the support that children were receiving. ID 100 explained how electronic communication had become the norm, whilst face-to-face contact was suspended. It was problematic in their opinion, as telephone contact acts as a barrier to one's ability to pick up on non-verbal cues. They finished by explaining that they hope to see a return to face-to-face contact as that is the most effective way to support children. ID 104 backed this point, feeling that more funding was needed as the demand has increased. They felt that services were now under greater pressure to reach those who require their support, and thus a need to employ more staff was paramount. They warned that the 'back log' will increase in the long-term if further support is not given to the service.

ID 227 on the other hand disagreed with the previous 2 comments, noting that they had continued throughout the lockdown period. They add that they had moved initially to virtual consultations, however all services are now resuming face-to-face support as required.

ID 117 noted that they had extended their engagement phase, and persevered when young people have been resistant to their help.

ID 348 made a slightly different point, and noted how they were supporting parents. They explained how they would like to develop the E-PATS service, which is essentially a service that offers co-production with parents to support and support other parents. Furthermore, in order to achieve this they feel that appropriate funding will be required – with a pilot currently being undertaken on Anglesey.

Review of services currently provided

Due to the circumstances faced as mentioned in the introduction, we are looking to fill this part of the report in the near future.

Conclusion and recommendations

Priorities:

- Deliver on our integration agenda with health and third sector partners within our CRTs to three designated sites on the island.
- Complete the re-tendering and implementation of the new Supported Living Service

- Consult, adopt and implement our new Learning Disabilities Day Opportunities Strategy.
- Continue to imbed and promote the work of the Family and Community Coordinators (FACC's)

Children who are at risk of becoming looked after

Youth Clubs remained closed from March and schools were also closed for significant periods making usual youth service programme delivery impossible. From March to July Youth Workers were delivering free-school-meal packages, which also gave them the opportunity to make informal welfare checks on behalf of schools and social services to vulnerable families. In total 3880 home deliveries were made in this period. This was followed by producing over 500 weekly issue based Activity Packs to vulnerable young people.

During 20-21 Youth Service staff had made 9076 face-to-face contacts with young people during this difficult period, as well as 2221 virtual contacts. Doorstep visits also enabled contact with 1783 parents, which has ensured that workers now have more empathy with the home-life of the young people and established a relationship with many parents. Work to support young people on their Duke of Edinburgh Award continued with 4982 virtual contacts made ensuring that 42 young people completed their Silver award and 66 their Bronze – the only Authority in Wales having managed to complete DofE Expeditions, under strict Covid-19 and WG guidelines. On easing lockdown, youth work staff worked with the police to target areas where young people were out flaunting covid restrictions. They also gave guidance and support to young people in staying safe, and discouraging pockets of ASB. 833 contacts were made with young people as part of this work.

What are people telling us?

The questionnaire yielded 4 comments that can be linked to this chapter, which came from individuals from varying backgrounds.

ID 228 noted that they were meeting a gap through securing ICF funding for edge of care health service. The purpose behind this is to assist and signpost relevant health services for young people on the edge of care or are care leavers.

ID 104 felt that an improvement would be to have 'one shop' that is available to all. Essentially it would be used as a point of call in which people would be able to access/find out about the varying services that are on offer in a particular area – raising awareness of local services.

ID 41 noted problems that Covid-19 had caused to their service. They explained, that responding to referrals had been moving very slowly, which had meant that several cases had not been assessed within the correct time-frame. There had been poor contact with families due to the lack of face-to-face contact, with an example of this being only using landline phone numbers and not mobile in order to get in contact. This has ultimately had an impact on the level of trust between recipients and the service itself.

ID 77 echoed the above point, noting that support had changed during the pandemic from being 'practical support' to remote support. They felt that the long-term effect of this was uncertain, however what was clear is that many families have not chosen to receive the remote support that was/is being offered.

Review of services currently provided

Due to the circumstances faced as mentioned in the introduction, we are looking to fill this part of the report in the near future.

Conclusion and Recommendations

Priorities:

1. Roll out the Young Carers ID.

Children with emotional and behavioural needs

What we know about the population

There are approximately 12000 children and young people resident on the Island of Anglesey. This population is forecast to decline over the next twenty years.

Moreover, the total number of children with identified general anxiety disorders and have received a service from PARABL, GOLAU and Action for Children services are 1,230.

The emotional wellbeing of 'looked after' children remains a high priority of the service. Notwithstanding the generally higher representation of 'looked after' children within mental health services both as children and later, as adults, on account of their life experiences, the global pandemic has also impacted upon the emotional wellbeing of a significant number of our children. A recent internal survey considered the increased isolation of our children in light of the pandemic and how services have adapted to meet increasing demand as well as new ways of working. The importance of access to leisure/social/sporting activities to assist in emotional wellbeing is recognised.

What are people telling us?

There were 3 responses from the questionnaire that can be attributed to children with emotional and behavioural needs.

ID 297 explained that they were looking to fill a gap in their service by supporting young people with mental health problems; ensuring early intervention for young people who are at risk of becoming homeless, and supporting post-16 LGBTQ+ clubs.

ID 117 felt that one of the aspects that works well within their line of work at the moment, was that they spend time with young people and 'taking it slowly'. They believe that this nurtures a good relationship and in turn trust is earned over time.

ID 193 felt disheartened at the effect the Covid-19 had seen on their programme. They explained that the programme was suspended due to the pandemic, and worry that the hard work that has been done over the past 11 years may be lost now. Schools and nurseries are the main areas of work for this programme which was related to dental health, and due to them being under severe pressure they fear a negative response now that they are looking to re-introduce the programme.

Review of services currently provided

Recent Positive Quotes from Service Users

A recent review highlighted the positive work that has been done to ensure that children who have emotional and behavioural problems have the support they need.

One account noted: "I am trying harder in school and feeling better inside. Thinking of different ways to be happier in school helped me." 9 year old boy (behaviour/emotional regulation/emotional wellbeing).

Four other accounts noted how one of the social workers had played a key role in ensuring that their children could cope when in school and deal with their feelings. The accounts make a point of highlighting the importance of being able to stay calm, and coping when overwhelmed:

"I wanted my child to be happy, he is now happier in school and can control his feelings better. There was good communication with social worker A and she was approachable. It was nice for someone to say positive things about C and see the boy I love." Mother of 9 year old boy (behaviour/emotional regulation/emotional wellbeing).

"My child is happier and feels good about himself, he has been understood. He is now able to talk about his feelings without being judged and his low mood/depression has improved. I have felt able to talk about my concerns and be listened to. I wouldn't change anything, everything with social worker A has been good and reassuring." (Mother of 13 year old boy (behaviour, low mood, suicidal feelings))

"Talking to social worker A has taught me different things like how to calm down. I have enjoyed making model cars and talking with social worker A, she gets me." 13 year old boy (behaviour, low mood, suicidal feelings)

"I feel able to cope with life. I am able to manage my emotions better. I believe in myself now. Social worker A has been amazing in the way she has worked with me. I feel so much lighter after my

sessions. I can't fault the service – very grateful.” (Mother of 10 year old boy, trauma/domestic abuse).

The points made above by the children involved offer an insight in to the importance of talking, in order to receive the support that they need. Social worker A plays a key role in ensuring that the children involved have a point of call, whereby they can discuss anything that they need.

Another example within this review gave us an understanding of the good work that has been done to support older children who are nearing adulthood. Again, social worker A is mentioned which highlights the important role that this individual has played in ensuring that vulnerable children who suffer from emotional problems do receive the support that they need.

“I have become more honest and started writing about how I feel more regularly. I allowed myself to accept help from those around me and I am coping better with social situations. I avoid my thoughts and feelings less and have learned calming techniques to help with anxiety. I felt comfortable enough to open up more than I have in the past.” (17 year old young woman, anxiety & low mood)

“E is more relaxed. She has told me that the support helps and she feels the benefit. We can carry on, on our own again. My daughter has been able to express herself to me and hugs me now and again :-) The best things about the service we received were the consistency in support and having someone who was able to listen to me as a parent too. Thank you social worker A for all your help and support, E and myself really appreciate it. And we both agree you are the only person in all the years we have fought for help that has been consistent and actually helped and that's massive for E so thank you.” (Mother of 17 year old young woman, anxiety & low mood)

The realistic nature of the support that is given here not only benefits the child, but is of huge relief to the parents too. All the accounts that have been mentioned above offer an insight in to how the support from care workers has benefitted the child, however the strain of having a child who is struggling can have a bearing impact on the parents too. The following accounts give an insight as to how the work done by social workers has positively affected the lives of the parents.

‘I am thankful for the support and I am hopeful that the counselling sessions will help J understand his feelings better’

‘I have seen changes in E’s behaviour since you have started to see him’

‘J talks about the sessions you have at school and he told me that he likes you coming to see him’.

‘I have started not fighting and not having a row, and finishing my schoolwork. I help more outside with Dad, instead of playing with my PS4’. (10 year old boy)

‘X is more open about his problems. He asks more questions and deals with problems better.’

‘X is much more calm.’

'This is the first support I've received and I am very pleased'.

'I know there is someone at the end of the phone'.

'Z is no longer violent, which makes a huge difference'.

'You are amazing with what you've done to help me 😊' (Mum with mental health difficulties)

'Social worker B is very helpful, calm and patient'.

'Thank you for all your help, you've been amazing'.

'I feel that someone listens to me'.

Conclusion and recommendations

A marked increase in the reporting of emotional problems within children and young people in Anglesey has been identified in the past year. The pandemic has exacerbated the situation with the pressures of lock down and a decrease in contact with key support networks such as friends, teachers and other professionals having a significant impact.

The Children and families services provided additional funds to bolster and increase capacity to existing services. The service has recently been informed that the GOLAU (Barnardo's) service will cease in March 2022 due to the termination of lottery funding to the project. This will in turn place a greater pressure on other early intervention and prevention services.

A primary driver for the Local Authority is the early identification of children who may be suffering with emotional wellbeing difficulties and prevent them from escalating into more serious and complex mental health conditions.

The emotional wellbeing of 'looked after' children remains a high priority of the service. Furthermore, the generally higher representation of 'looked after' children within mental health services both as children and later, as adults, on account of their life experiences, the global pandemic has also impacted the emotional wellbeing of a significant number of our children. A recent internal survey considered the increased isolation of our children in light of the pandemic and how services have adapted to meet increasing demand as well as new ways of working. The importance of access to leisure/social/sporting activities to assist in emotional wellbeing is recognised.

Recommendations

1. Continued focus on early intervention and prevention services. It is imperative that the approach is a multi-disciplinary approach involving the schools, camhs, g.p's, children and families in house and commissioned early intervention services.
2. Focus upon availability of early intervention services at the earliest possible opportunity ensuring that children and young people access the right services at the right time.
3. Development of better partnership work with agencies supporting emotional wellbeing of all children and young people.

About this chapter

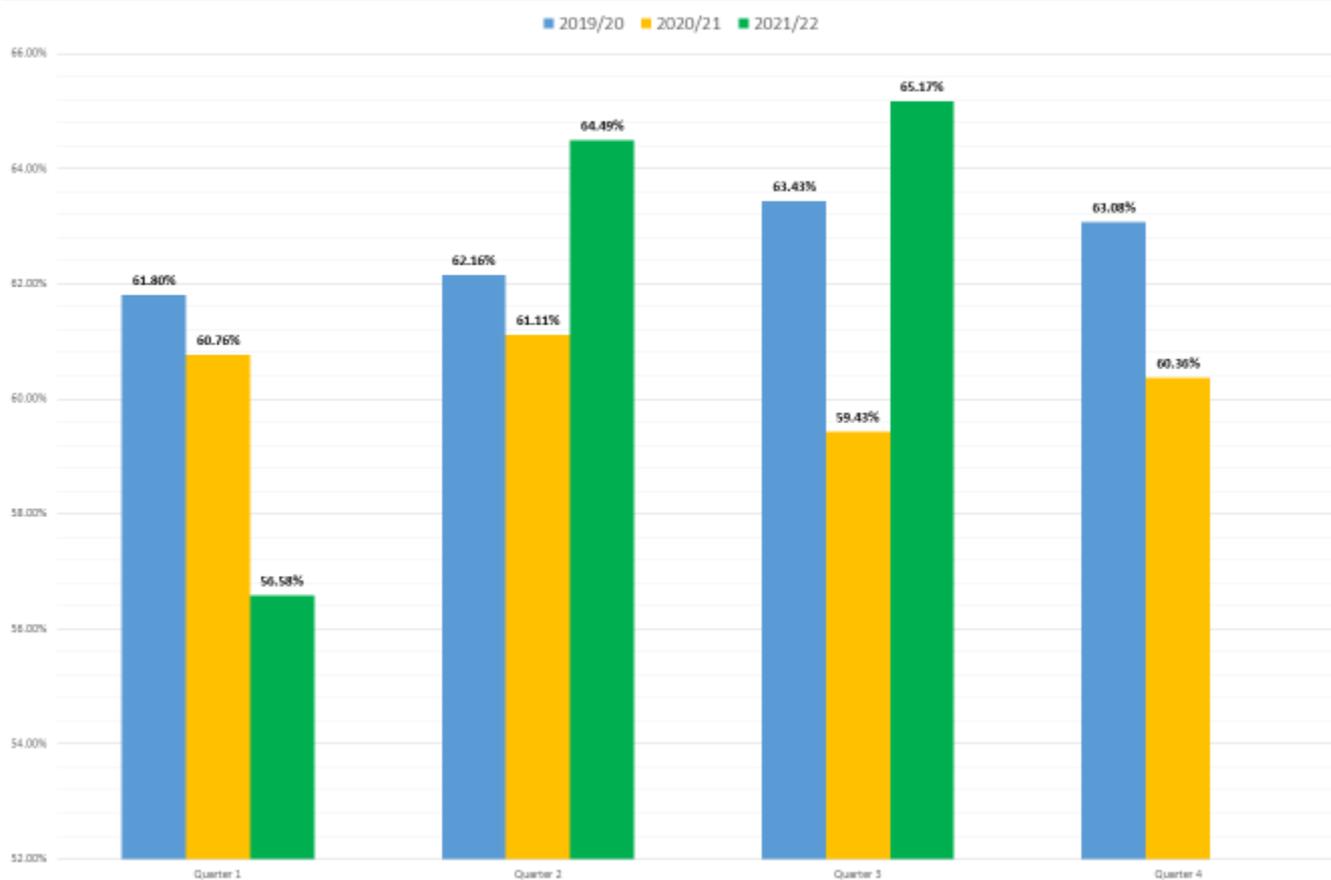
Anglesey Council are working towards meeting the World Health Organisations` definition of Age Friendly Communities. Our local priorities are in keeping with the fundamental principles of the Social Services and Wellbeing Wales Act which are:

- **Voice and control** – putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being; this also includes having effective safeguarding measures to support adults at risk.
- **Prevention and early intervention** – increasing preventative services within the community to minimise the escalation of critical need.
- **Well-being** – supporting people to achieve their own well-being and measuring the success of care and support.
- **Co-production** – encouraging individuals to become more involved in the design and delivery of services.
- **Multi agency** – strong partnership working between all agencies and organizations

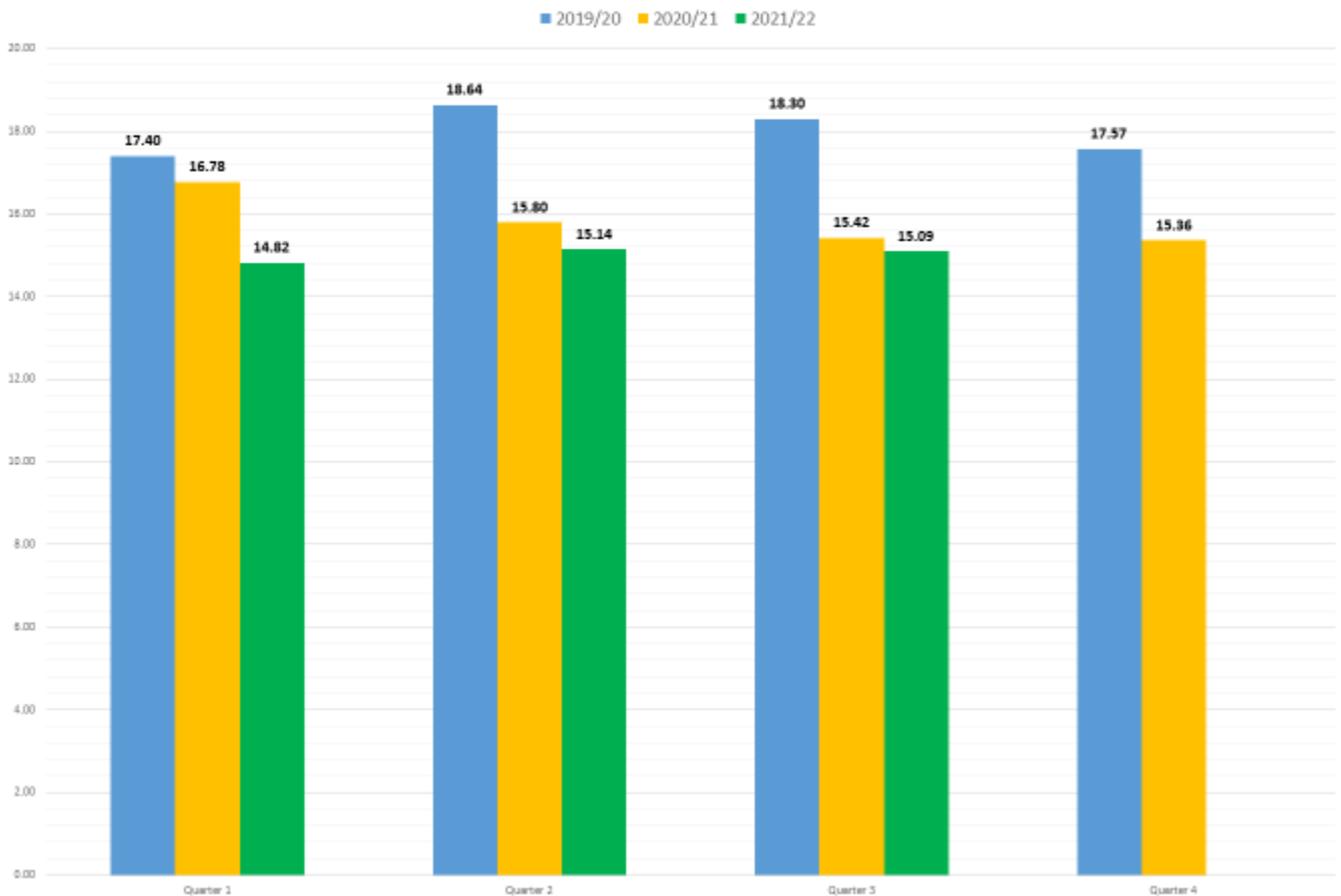
The practical application of these principles and meeting the challenges of the future means:

- Older people are supported within their communities to lead safe, fulfilling lives which include taking responsibility for their own health and wellbeing.
- They and their carers, where appropriate, are able to directly influence the planning, design and delivery of services
- Home is be the option of choice for the provision of care services for older people.
- Alternative options of care, such as extra care housing, have been developed for those people who cannot stay in their own homes but do not require specialist care.
- Residential care will provide for those people requiring specialist care, because of their physical or mental needs. This will include residential care homes and care homes with nursing care.
- Partners work together to provide 7 day a week, 24 hour care services.
- Services are flexible and adaptable and not of necessity building based in order to meet individual needs.

Adults who completed a period of Reablement: and have no package of Care and Support 6 months later



Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March



Gwasanaethau Oedolion – Ceisiadau Gwasanaeth / Adults Services – Service Requests

Nifer o'r ceisiadau gwasanaeth a dderbyniwyd ym mis Medi 2021 ynghyd a cymhariaeth yn erbyn yr un pryd yn 2020:
Number of service requests received in September 2021 and a comparison against the same point in 2020:



O rhain, cafodd y canlynol i'w rhyddhau neu'n disgwyl i'w rhyddhau o'r ysbyty:
Of which the following were discharged or awaiting discharge from hospital:



↑↓↔ dynodi newid o'r un pryd o'r blwyddyn blaenorol / denotes change from the same point of previous year

What we know about the population

- We know that the **number of people aged 65 +** has increased from 17,000 in 2015, to 18,639 now in 2020.
- Coinciding with the above, the **number of people aged 85+** has also increased. The number of people aged 85+ on Anglesey stood at 2,200 in 2015, now in 2020 there are 2,403 people who come under this bracket.
- We know that the **number of people aged 65+ and receiving services** has increased since 2015. In 2015, the number of people who fell in to this category was 1,200. For 2020, we know that the number now stands at 1,488.
- The **number of people aged 65+ receiving domiciliary care (hours of domiciliary care being received)** was 340 in 2015, with 3,900 hours of care provided per week (average of 11 hours per week). For 2020, the number had declined with 316 people over the age of 65 receiving domiciliary care. This has also meant that 3,760 hours a week of care is provided on average per week (however the average hours per week, per client has increased to an average of 12 hours per week, per client).
- The number of **registered beds by sector** has also increased since the previous Population Needs Assessment. In 2015, there were 614 beds (Local council - 162; Independant/ Private Sector - 452; Voluntary/ third sector - 0). The overall amount has increased by 10, in 2020, to a total of 624 (Local council - 161; Independant/ Private sector - 463; Voluntary/ third sector - 0).
- The number of **registered beds by county** has seen a sharp increase in the past 5 years. In 2016, there was a total of 614 beds (Residential - 344; Residential Mental Health - 90; General Nursing – 124; Nursing Mental Health – 56). By 2020, there was a total of 755 beds (Housing with care - 117; Residential Care - 441; Nursing Care - 177)
- The **number of people aged 65+ with dementia** has stayed more or less the same since 2015. In 2015, the figure was 1,300. By 2020, there was slight increase to 1,305.
- The **number of people aged 65+ that will be admitted to hospital due to a fall** has increased. In 2015, the number was 450. However, by 2020 this figure had increased to 501.
- The number of **registered beds, for each 100+ people aged 65+** has declined, however the average number of beds in each home has increased. In 2015, the number of homes stood at 23, the number of beds was 611 and the average beds in each home was 27. By 2020, the number homes was 19, the number of beds was 576, however the average number of beds in each home was 30.
- In 2015, **the number of registered beds, for each 100 people aged 65+** showed that in total there was 3.5 beds per 100 people aged 65+. With 2.5 of those places coming from residential places and the remaining 1 coming from nursing places. In 2020 however the stats we were able to gather were not the same as those of 2015, but still helped create an overview of the situation. The total number of beds stood at 9.3. With 5.4 of those beds falling under residential care, 1.4 coming from housing care and 2.2 coming from nursing care.

What are people telling us?

Good Care and Support Offered

When asked what people felt were working well at the moment from an older people perspective, the majority of the respondents felt that the care they were being offered by staff had been very good. ID 120 explained how weekly clubs, whereby people living with dementia are able to meet for a cup of tea without the assistance of a carer was something that they found pleasure in doing. The club allows individual's to enjoy each other's company, whilst carers are given the opportunity to receive peer support. ID 307 echoed the good work that is provided to those who live with dementia. They felt

that the service being provided in Hafan Day centre for people with dementia had greatly benefitted the user, whilst allowing the carer a needed break.

To add to the above point, respondents highlighted the good use of networking and communication that was being employed within the care homes across the island. ID 136 noted that there was a good level of communication between key stakeholders, meaning that people are fully aware of what the day-to-day issues are. ID 68's response coincided with this, expressing that there is support to allow people the option of engaging with services and their communities – both online and offline.

Lack of Clarity an issue

Several respondents noted that they felt there was a lack of clarity surrounding several issues. ID 73 felt that there was a lack of clarity surrounding funding from streams such as Integrated Care fund, and Continuous Health Care grant.

ID 311 felt that there needed to be greater clarity surrounding what are the rules and regulations on the current state of affairs, and ensuring that all within the care homes are fully aware of what is considered right and wrong with the ever changing Covid-19 environment.

The final point that revolves around clarity is to do with fully understanding clients' condition – specific to dementia and mental health. The current situation is one, whereby the service does not fully adhere with the specialist trained carers and additional time to complete tasks that people with dementia need.

More Opportunities

Older people generally want more opportunities. The effect of the pandemic has clearly affected the ability of older people to take part in opportunities and activities. ID 306 noted that the residents were keen to see more opportunities, such as going on more trips. ID 308 highlighted a similar point, pointing that there should be more day care opportunities that are included within bank holidays and weekends. They added that there are currently only 2 days service at the Hafan Day centre. The feeling is, that if there was a way of adding one more day of day care, it would be beneficial for both the senior carers and the family members.

The effect of Covid-19

Covid-19 has changed the way in which the world works, and this is true for older people too. However, all things considered it would be a fair assessment to suggest that the pandemic has impacted the way in which we deal with older people far more negatively than it has in a positive sense. Similar to the way in which the council now works, there has been a change in the status quo to the way in which older people have been able to connect – specifically support for older people. This has been seen via a shift to doing matters online, instead of face-to-face. ID 68 notes this point, explaining that initially the move was done solely due to Covid-19, however these practices have been continued simply due to convenience. They add that it is now imperative that clients who do not wish to embrace the online climate are not excluded and forgotten about. ID 186 made a similar point regarding the shift to supporting via methods that do not mean meeting face-to-face with clients.

Similar to the point made by ID 68, they noted that change had been beneficial for some, however for others it was not appropriate. ID 186 did point that the shift to digitising support had meant that carers generally have a greater capacity now, due to being able to support from their homes and not having to travel as much.

From a human and social point of view, the effect of the pandemic has been catastrophic for many. ID 303 felt that Covid-19 had been 'devastating' for residents. They noted that visiting restrictions had led to isolation, whilst restrictions on movement within the care homes themselves had also deeply affected the clients. Furthermore, structured testing regimens have acted as barrier between visitors, carers and residents – with ultimately the residents themselves feeling the brunt of these measures.

ID 140 echoed the points made by ID 303, adding that the effect of these measures had been detrimental to the mental health of the residents and carers. ID 140 explained that the anxiety surrounding covid-19 potentially entering the care homes was something that was truly felt amongst all residents, and as a result many are worrying what lies for them in the future with rules being relaxed as time goes by.

Another issue that has arisen as a result of Covid-19 is the effect it has had on people who live with dementia. ID 302 noted that the long-term impact on individuals' wellbeing and cognitive ability had been negative, with many now unable to recognise family members. ID 314 strengthened this point, explaining that moods were low in the care homes amongst both staff and residents. The measures that meant visitors were not allowed in to the care homes has decimated the cognitive ability of dementia clients, they added. Which offers a greater understanding as to why dementia clients are unable to recognise loved ones, as mentioned by ID 302.

Review of services currently provided

Sheltered Housing and OAP review August 2021

1,200 surveys were sent to all sheltered and OAP housing tenants. With 445 of the surveys being returned either completed, or partially completed. This equates to a 35% response rate.

The first two questions asked for people's **gender and age**. The results showed that 53% of participants were female, whilst 47.7% were male. For age, the majority of participants were between the ages of 60 – 80 - with 65.8% noting this. From gathering this data, there is an expectation that the overall population of Anglesey will generally be becoming older in the coming years, thus these recommendations have been offered:

- Strategic consideration is required on the type of accommodation that will be needed on Anglesey

- Ensure DFG funding levels are positioned to meet the increase in our older persons' population between now and 2035. Housing Services will need to continuously monitor expenditure and DFG applications to ensure it meets current and future demand, in order to allow owner-occupiers and those living in private rented accommodation can live as independently as possible within their homes.
- Ongoing feedback from social housing tenants regarding their existing properties meeting their existing and future needs in order to listen and ensure tenants can reside within their property as independently, safely and well as possible.

The third question asked within this review revolved around **loneliness and isolation**.

The participants were asked: 'To what extent do you agree with the following statements? 'I feel I have someone to turn to for support when I need it'.

The results showed that:

- Positively, 66% of our tenants (a total of 292 tenants) report they have someone to turn to when requiring support. Tenants reported that their main sources of support included: friends & family / Gorwel / Medrwn Môn / 24 hour care / church group as support / Housing Support Service and neighbours
- 12.5% (55 tenants) reported they were often supported by the organisations or individuals named above
- 8.6% (38 tenants) reported they were sometimes supported by the organisations or individuals named above.
- The remaining 12.7% (56 tenants) reported either no or very limited support interactions. Whilst this level is viewed as low in terms of numbers, the actual effects of isolation and loneliness on this cohort of tenants could be profound and a view can be taken that their wellbeing is not as good as those who are in the frequently supported category.
- Several tenants have reported they have access to ongoing floating support, through Gorwel or Housing Support services, however during the follow up calls as part of this review, those who had noted they were isolated and / or lonely, were provided with options on agencies they could be referred onto for additional support.

The review also looked in to what people are **capable of doing on their own**. They asked the question 'I am able to do most things on my own with no support', and whether they agreed with the statement or not.

The results showed that:

- Almost 50% / 221 of tenants confirm they are able to do things on their own most of the time with no support
- 30% / 133 of tenants are at times able to do things on their own for most of the time with no support
- 14% / 63 of tenants are only occasionally able to do things on their own without support
- 6% / 26 of tenants are unable to do anything for themselves and require full support to do things on their own

Health was big part of the survey. The question 'We would like to know how good or bad your health is. On a scale of 1 to 10, with 10 being the best health, what would you rate yourself?'.

The results showed that:

- 34.6% / 142 tenants rate their health being 8 and above
- 0.5% / 2 tenants rate their health to being **very** poor.
- 47% / 193 tenants rate their health being between 5 and 7. This category has the highest rating number.

Generally speaking, the results showed that the majority consider their health to be fair, or good.

The next part of the review asked a number of questions around people's **dietary needs** and whether they agreed or not with the statement.

- I eat fewer than 2 meals a day
- I eat fruit, vegetables and dairy products
- I have tooth or mouth problems that make it hard for me to eat
- I don't always have enough money to buy food I need
- I eat alone most of the time
- I find myself unable to go out to get food

The results showed that:

- A high number of tenants eat very few fruit, vegetables and dairy products, with 190 in total reporting this being a challenge to them
- 64 tenants have financial challenges in order to purchase the food that they need. There is potential here for tenants in concern to be referred to the Welfare Rights Team, CAB Ynys Môn or Financial Inclusion Team to ensure their benefit entitlement is accurate and maximised.
- 139 of tenants find themselves unable to go out to get food. This is due to several challenges including the lack of or costly public transport thus resulting in them having to use local shops, which at times, can be more expensive than budget supermarkets. Additionally and due to Covid-19, shielding households have relied heavily on local volunteers to support with shopping and have had to therefore, adapt their shopping list and budgets to ensure they were able to be supported.
- 312 tenants report they eat alone, however this could be implicated by Covid-19 restrictions whereby there is a reduction on tenants eating together or with families due to concerns regarding the pandemic and breaching regulations. Pre Covid-19, we are aware that several schemes had developed their own local luncheon clubs to which tenants came together for food and meet within communal lounges in their local areas. This has been suspended due to Covid-19 health & safety risks.
- TP officers followed up with all tenants voicing concern. Several reported that due to Covid, they have been unable to go shopping, however this is addressed by family members.

Community is an important part of anybody's life, thus the question was asked as to whether they liked living in their communities. The results yielded that:

- Positively, 83.7% / 367 of tenants confirmed they like living within their community
- 0.9% / 4 tenants confirmed they did not like living within their community

- 16.4% / 73 tenants responded they 'sometimes' enjoyed living within their community. Several provided additional information on the challenges they faced which impacted upon them enjoying their local community

Along with this, the responses gave an idea of what they believed to be concerns of living in their area and what were the positives.

Concerns:

- Lack of local amenities such as shops
- Noise nuisance including neighbours, cars and music
- Loneliness and isolation
- Dog faeces on local paths
- Reduced feeling of being a part of the community as tenants don't know each other
- Local transport challenges (lack of buses)
- Parking is an issue
- Covid-19 has affected how the community interacts

Positives:

- Great community, excellent friends
- Quiet and relaxing rural communities
- Living in the community is better than being in the hospital
- Living close to family and friends in the same community

Adding on the following question, it was asked whether people took part in **activities within their communities**.

Overall, 16% stated they took part in local activities and the remainder (84%) stated they did not partake in activities within their community.

It is fair to assume that should this review have been conducted outside pre-Covid 19, the numbers of those engaged in activities would have been higher.

Of the 344 respondents who provided additional information as part of this question response:

- 66 stated that their activities had affected their access to local support services through temporary closures of communal lounges and other local resources
- 25 stated they were not aware of any activities going on in their locality
- 66 stated they are unable to attend community-based activities due to challenges faced with their health and mobility – including shielding, clinically vulnerable groups
- 59 stated they were active with community activities, ranging from walking, photography, and luncheon clubs, seeing friends and family, bingo. It is believed that this number would be much higher if Covid-19 restrictions were not in place.

For older people, **support** via services is a very important aspect of their lives. The review therefore asked whether the participants felt that they were receiving the required support that they needed.

The results showed that:

Overall, 73% confirmed that there are sufficient services to meet their needs. 6% stated that they did not feel there were sufficient services around to meet their needs. 21% provided additional information as to localised support services:

- 87 respondents provided additional information regarding their perception on sufficient amount of services available to support their needs
- Of the 87 respondents, the main concerns raised regarding the lack of local support services included: lack of local public transport, lack of digital spaces in order to improve technological connectivity and training, either no or limited amount of local shops available, distance between their accommodation to their local GP & pharmacy.

Coinciding with the above. It's important that tenants feel safe in their environments and do not have any **worries** in their accommodation. The following question was centred around how often the participants worried.

The analysis showed that:

- Over half of tenants have no or reduced worries regarding having enough funds to heat their home during Winter (50.2% / 222 tenants)
- Worryingly, 49.8% / 220 tenants report frequent or constant worries regarding having sufficient funds to heat their home during Winter months

A question within the review was based around how the participants **felt about themselves**. This was done through 3 separate statements and whether or not the participants agreed or not with them:

- Not feeling worthwhile or valued
- Feeling that I am a burden on others
- Not being treated with respect or understanding by others

A key question from the councils point of view, is whether the participants felt that their **home was suitable to their needs**.

The analysis for this question showed that:

- Encouragingly, 91% / 403 of tenants report their home is suitable for their needs.
- 9% / 42 of tenants report their home is unsuitable for their needs
- Tenants who reported their home were unsuitable for their needs we contacted in order to discuss their concerns further. Actions included referrals to Tai Môn Occupational Therapist and some tenants were offered the opportunity to undertake a first contact with the view to discussing their current challenges and accommodation
- Some tenants living in one-bed properties have informed Tai Môn they would prefer a two bed property in order to have space to accommodate friends & family, particularly if they are aware their care needs will change through health deterioration, which may require more care type support within their home.

Conclusion and recommendations

Ynys Môn Older People PRIORITIES

1. Accommodation based services that are adaptable enough to meet people's changing needs as they grow older.
2. Care homes that focus on specialised provision, including dementia and complex care and health needs.
3. The continued development and embedding of the CRT model on Anglesey continues to be a key priority objective to integrate Health and Social Care to better meet the needs of Adults in their communities
4. The SPOA function being developed in order to improve citizen journey and ensure that they can receive good quality Information, Advice and Assistance through one contact
5. Dementia - improve the lives of people living with dementia and their carers by implementing the regional dementia strategy/action plan.
6. Loneliness and isolation – Supporting healthy ageing programmes and initiatives. Working towards the Age Friendly Communities criteria as defined by the World Health Organisation.
7. Digital inclusion.- promote digital inclusion for older people by improving access to the internet, availability of equipment in settings such as care homes and personalised support to give confidence to people in developing digital skills.
8. Opportunities for providers offering a range of respite/short breaks provision locally in a variety of settings.
9. Provide alternative models of care to include increased uptake of direct payments and establishing worker and user co-operatives

10. To promote Telecare and Telehealth services to enable more independent living.

11. To explore how assistive technology can increase independence in care settings as well as delivering value for money.

12. The Council will work with Community and Voluntary groups that can design and develop services to reduce social isolation, build community capacity, social capital and develop social networks so that people feel safe and empowered in their own communities. Work in partnership with Medrwn Môn on the Place Shaping programme.

13. We will promote and support the development of social enterprise and user led organisations, through the community and voluntary sector to increase the range and options available to service users

Health and physical disabilities

About this chapter

The World Health Organisation (WHO, 1948) defines health as: 'a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity'. They further define

The Equality Act (2010) defines a disability as 'a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities'.

What we know about the population

- We know that the **percentage of people who reported their health status as fair or poor** has increased hugely since the previous Population Needs Assessment. In 2015, the number of people who stated their health as being fair or poor was 15%, however for 2020 we know that this has risen to 25%.
- Coinciding with the above, **number and percentage of GP practice patients registered as having a chronic condition** has generally increased. For 2012, the chronic condition landscape of Anglesey was: Hypertension (10,910, 16%); Asthma (4,950, 7%); Diabetes (3,490, 5%); CHD (3,050, 5%); COPD (1,780, 3%); Epilepsy (450, 1%); Heart Failure (800, 1%); Total (25,460, 39%).
However, for 2020 it was: Hypertension (11,764, 18%); Asthma (5,573, 8.5%); Diabetes (4,662, 7%); CHD (2,606, 4%); COPD (2,019, 3%); Epilepsy (504, 1%); Heart Failure (788, 1%); Total (27,916, 42.5%). These figures offer a harsh insight in to the health problems that reside within Anglesey. The total number of chronic conditions has increased hugely with an additional 2,456 more cases in 2020, compared to 2012. However, to some extent this is understandable, due to the general population demographic being one of an ageing population.
- The **number of people aged 18+ with limiting long-term illness** has also increased exponentially. In 2015, the number of people that fell under this category stood at approximately 10,500. However in the past 5 years this has risen hugely, with the number now standing at 16,109.

What are people telling us?

Shift to Digital Support – Pros and Cons

The overriding theme that came across from the questionnaires from a health and physical disabilities point of view, was the impact that digital support had seen. As we know, this wasn't a voluntary change in the status quo – it was forced due to the pandemic. However, there are several examples of how this has been of benefit to some, whilst perhaps difficult for others.

ID 79 makes the point that people with disabilities – especially younger adults with disabilities – have limited access to care and support that is 'people centred'. The current provisions have meant that some people have struggled to adapt to the new digital way of working and prefer the support they received pre-pandemic. ID 79 noted another point, that one of the gaps that they were looking to address was providing person centred services. They intend on engaging with people who have care and support needs in order to develop their services.

As noted at the beginning, many feel that the shift to digital support has been a welcome change. ID 125 notes that through having more methods of programme delivery, people are now more open to utilising IT options. ID 299 strengthened this point. They explained that during lockdown a number of statutory services which people attended closed down. However, there was a huge effort in the third sector to go online, and more so, ensure that they were able to get people with disabilities to get online and feel comfortable in doing so. ID 299 believes that a hybrid approach is now the future, and that by helping people maintain their wellbeing (reducing isolation and loneliness) when providing support will be very important in the long run.

Review of services currently provided

Adults Questionnaire 2018-19

The number of responses for this questionnaire was 431.

The questionnaire was done through a number of statements that looked to establish how many people agreed with the each one. The first statement was: 'I live in a home that best supports my well-being. For example, it is the right home for your current needs'.

- The results showed that 85% of people were in agreement that their home best supports their needs.
- 6% disagreed with the above statement.
- 5% sometimes felt that their current needs were met in the home that they were living in.
- 4% did not know what to answer.

Additional comments:

- A huge number of the additional comments revolved around the participants noting that they still live in their own home's, with many of those comments also explaining that they receive support from friends, family and social workers if needed.
- A significant number of comments highlighted how they were happy still living in their own home's, however that they needed adaptations to be made to suit their current conditions.

For people who do have health and physical disabilities, making the most of what they physically can do is imperative. The statement 'I can do the things that are important to me', gives an idea of what the situation is for the participants involved in this questionnaire.

- 52% noted that they can do the things that are important to them.
- 32% felt that it was sometimes possible.
- 14% disagreed and felt that they could no longer do the activities that are considered important to themselves.
- 2% answered with 'don't know'.

Additional comments:

- The vast majority of the comments explain how due to the deterioration in their health, it has led to many now being unable to take part in activities that are important to themselves.

- A number of comments noted that they are able to do some of the things that are important to themselves, however this is heavily reliant on whether or not they have someone there to support them.
- The other theme that came through was essentially the opposite of what was noted in the second bullet point. A number of people expressed how they would like to continue doing the things that they enjoy doing, however do not have the support or means in order to do so.

Being a part of a community is an important factor in many people's lives. The statement 'I feel I am part of my community', looks to gather an understanding of whether the participants within this questionnaire felt that they were a part of their respective communities.

- 60% noted that they do feel that they are a part of their local communities.
- 17% disagreed and did not feel a part of the community.
- 16% felt that they sometimes were a part of the community.
- 7% did not know what to answer with for this question.

Additional comments:

- Similar to what was noted previously, many of the participants feel that the deterioration in their health has meant that they cannot/are not a part of the community due to their own physical needs.
- Many of participants noted that they are part of a club which allows them to spend sometime in the week in a community based environment.
- A small number of people felt that they were excluded from their local community due to their nationality being English, and not Welsh.

For people who do suffer with health and physical disabilities the support of friends, family and neighbours is often imperative. The statement 'I am happy with the support from my family, friends and neighbours', offers important information for those with health problems.

- 87% noted that they were happy with the support of friends and loved ones.
- 9% felt that they were sometimes happy with the help that they received.
- 2% disagreed with the statement and were not happy with the support that they were receiving.
- 2% did not know what to answer.

Additional comments:

- The majority of the comments revolved around how grateful the participants were for the support they receive from friends or family.
- A portion of the comments noted how they either do not have any family, or that their families live far away. Thus, they are forced to look after themselves and will likely need further support from carers in the future.

People who have health and physical disabilities can often be vulnerable. Therefore the statement 'I feel safe. For example, safe from any kind of abuse, physical harm or from falling both inside and

outside your home', offers an idea as to whether the people in this questionnaire considered themselves vulnerable to any form of harm.

- 79% agreed that they did feel safe.
- 14% felt that they sometimes feel unsafe in certain environments.
- 5% disagreed and expressed that they generally do not feel safe.
- 2% answered with 'don't know'.

Additional comments:

- The vast majority of the comments revolved around people worrying about falling over and hurting themselves.
- Coinciding with the above point, many of participants noted that they did feel safer when safety precautions were installed such as a red button service and handles etc.

Knowing who to support can be half the battle for those who do suffer from health and physical disabilities. The following statement looks to gather an understanding of what the picture is like for the participants involved from Anglesey: 'Thinking about the care and support you have had, do you agree with the following: I know who to contact about my care and support.'

- 85% agreed that they do know who to contact about their care and support.
- 6% felt that they sometimes know who to contact.
- 5% did not know who to contact.
- 4% answered 'don't know'.

Additional comments:

- A large number of the additional comments revealed how family members ensure that the individual does receive the care and support that they need.

Coinciding with the previous statement, receiving the correct advice needs to be given when getting in contact with a service that is responsible for care and support. The next statement therefore was: 'I have had the right information or advice when I needed it'.

- 81% agreed that they had received the correct information/ advice when needed.
- 10% felt that they had sometimes received the correct information
- 3% did not feel that they were receiving the correct advice/information when needed.
- 6% answered 'don't know'.

Additional comments:

- The theme here was similar to the previous question. Many of the participants rely on family members to get the right information for them.

The next statement within the questionnaire looked to gather an understanding of how much of a say the participants have in their care. The statement that was used was, 'I have been actively involved in decisions about how my care and support was provided'.

- 83% agreed with the statement and felt that they were actively involved in the decision making.
- 7% felt that they were sometimes involved in the decision making.
- 4% disagreed and did not feel that they were involved in the decisions that surround their care and support.
- 6% answered 'don't know'.

Additional comments:

- Nearly all of the comments noted that they were either always involved in the decision making regarding their care and support, or were supported with the help of a family member when making these decisions.
- A very small number of the comments were unhappy as they felt that they had not been involved enough.

Those who do have health issues and physical disabilities expect to be treated fairly and with dignity. The following statement 'I was treated with dignity and respect' looked to ensure that this was the case.

- 95% agreed that they had been treated with dignity and respect.
- 4% felt that they were sometimes treated with respect.
- 1% answered 'don't know'.

Additional comments:

- All the comments expressed how they were happy with the level of respect and dignity they received from their support networks.
- A few comments did however note that they were being addressed by their wrong name or title.

From the perspective of the council, ensuring that the clients are happy with the service that they are receiving is absolutely paramount. The following looked to ensure that this was the case: 'I am happy with the care and support I have had'.

- 88% of people noted that they were happy with the care and support that they had received.
- 9% expressed that they were sometimes happy with the support that they had received.
- 1% of participants were unhappy with the service they were receiving.
- 2% answered 'don't know'.

Additional comments:

- The overwhelming response of the participants comments were positive, with a huge array of the comments highlighting how grateful they have been for the support and care they have received.
- Some of the comments noted that they were unhappy with some smaller aspects of the care they had received. These usually revolved around the care staff not following up on a specific issue.

The final question within this questionnaire wanted to gather an understanding of what the ages of the participants were.

- 41% noted that they were between the ages of 65-84.
- 28% were between the ages 25-64.
- 29% were 85 years old or older.
- 2% of the participants were between the ages of 18-24

Conclusion and recommendations

Whilst the majority of responder's felt that home was the best place for them, the Council should continue to support disabled citizens to live as independently as possible taking into consideration the citizen's strengths and support systems. This includes signposting and where appropriate, provision of adaptations to enable citizens to live at home for longer.

Citizens with physical disabilities should be able to participate in community activities to support positive well-being outcomes. Accordingly, the Council should maintain and enhance its buildings, transport and leisure facilities to disabled friendly environments which can be used across the community.

The questionnaire indicated that community presence was a significant factor for citizens with disabilities. With this in mind, the Council continue to work with the third sector to strengthen its community resources. Likewise, promoting the use of the Welsh language to support non-Welsh speaking citizens to further integrate into the community.

The questionnaire suggested that the majority of respondents were happy with the support they receive from family, friends and the support networks from within their community. The Council will continue to work closely with citizens to co-produce what matters to them, utilising the support systems they have in place. Where additional support is required, working together with the citizen to identify options and opportunities.

Personal safety featured in the responses, particularly in relation to fear of falls. To reduce this concern, citizens who could be identified as falls risk can where appropriate access telecare technology to enable them to seek assistance in the event of a fall. The Council will continue to work with partner agencies and the community to promote the safeguarding agenda, and to encourage citizens to self-report and report suspected and identified abuse.

Independent living and community access was raised in the questionnaire as a factor that mattered to the island's citizens. The Local Authority will continue to assess the needs of individuals and families to support independent living in an all age approach. Enabling people to reduce the risk of poor health and well-being through community support and early intervention.

Whilst the vast majority of citizens knew who to contact about their care and support needs, there was still a small percentage that were not sure. The Local Authority will ensure that our information, advice and assistance framework is in place to support the client and signpost to the relevant professional,

agency or third sector. Sometimes this will be delivered to the citizen or to the family / friend representing them.

The questionnaire indicated that the vast majority of participants were actively involved in their care planning and what mattered to them. This means working closely with citizens who have the mental capacity to participate in the planning and delivery of their support needs.

Overwhelmingly, citizens reported that they were treated fairly with respect and dignity. Likewise, the majority of the citizens were satisfied by the model of support they were receiving.

Priorities

1. To strengthen the use of Direct payments to deliver social care which will promote independence and give more choice to the citizen where there are eligible care and support needs. This will empower the citizen to build on their own achievements and solutions.
2. To make Local Authority run buildings and facilities disability friendly environments which can be utilised by the community.

Sensory impairment

About this chapter

Local council	Estimated number with dual sensory loss	Rate with dual sensory loss
Anglesey	560	800
Gwynedd	910	731
Conwy	1,070	913
Denbighshire	710	742
Flintshire	1,040	666
Wrexham	880	647
North Wales	5,170	739
Wales	21,300	676

Source: RNIB sight loss data tool version 4.3.1

Visual Impairment has a devastating impact on people of all ages necessitating a change in lifestyle and rehabilitation to adjust to the loss. Data suggests that an ageing population will see an increase in those having to adjust to the loss of sight and/or hearing and we need to have adequate services in place to support people to live well with their sensory loss.

The specialist role of the Rehabilitation Officer for Visual Impairment (ROVI) is considered invaluable in building individuals' confidence, providing emotional support, regaining lost skills, teaching new skills and maintaining independence based on personal choice. Interventions aim to enable people impacted with sight loss to live safely and contribute to society as active citizens.

Ynys Mon through a long standing partnership with North Wales Society for the Blind employ a Rehabilitation Officer providing island-wide support to individuals impacted by Sensory loss. The post supports the evolving multi-disciplinary Community Resource Teams (CRT) and children services with specialist assessment and rehabilitation programmes following receipt of the Certificate of Visual Impairment (CVI) from a hospital based Ophthalmologist.

Interventions are underpinned by the **Social Services & Wellbeing (Wales) Act 2014** which places a statutory duty on Local Authorities to provide a preventative approach to meeting individual needs and minimising the effects of sensory impairment on the life of the individual and their families.

Rehabilitation is key to adapting to sensory loss. Supporting individuals to learn new ways to accomplish tasks and be introduced to a range of equipment and techniques to avoid personal injury and enhance a sense of health and wellbeing.

With the number of Blind and partially sighted people expected to significantly increase in Wales from **121,000 to 146,000 by 2030 (20%)** it is important that commissioning partners and third sector providers consider and develop a commissioning strategy to meet this presenting challenge.

We will need to review the more specialised services currently provided, consider workforce planning and training, revise and raise awareness of available information and advice across the region to ensure that people receive support in a timely manner. The shortage of Welsh speaking Rehabilitation officers across Wales is recognised as a challenge, however this is not currently a local issue.

As part of workforce succession planning, North Wales Society for the Blind have recently recruited 2 trainees to ensure business continuity for the Local Authorities across Gwynedd and Ynys Mon in recognition of increasing demand and the imminent retirement of our local ROVI. It is anticipated that the traineeships will ensure a bilingual onward service delivery, and supports a period of smooth transition between officers mitigating any negative impact on service delivery.

The importance of developing built environments that fully appreciate the impact of sensory loss, accompanied by the need to develop purpose built accommodation, accessible transport provision and access to social and leisure opportunities is viewed imperative by key stakeholders and is integral to any service developments and local initiatives. Statutory services have embraced the concept and are mindful to ensure specialist partners are consulted and joint working fostered when initiating any developments both internally and externally to the Council and Health Board.

Research suggests that visual impairment is strongly associated with falls and hip fractures with data highlighting that falls in older people with visual impairment are **1.7 times higher and fractures 1.9 higher than in the general older population**. A home safety assessment and modifications aligned with the introduction of coping strategies can **reduce risks by 41%**. Local early intervention and preventative strategies will support a reduction in numbers leading to a positive impact on people's lives and deliver whole system cost efficiencies.

The British Medical Journal notes that Older people with sight loss are 3 times more likely to experience isolation and depression as a result of sensory loss leading to a complexity of health and well-being issues. The need to ensure that all health and social care practitioners are sensitive to the impact of sensory impairment as part of a care and support assessment is acknowledged with additional specialist training identified as a way of enhancing best practice.

A shortage of British Sign Language trained practitioners and carers within the health and social care workforce - particularly in care homes - is recognised as an area for further development and will be considered as part of a local action plan to meet anticipated increased demand.

User satisfaction feedback together with outcome measures ensures that service delivery continues to meet demand and aligns to individual aspirations to maintain employment, family life, financial viability and health and well-being when adjusting to the impact of sensory loss. An outcome measurement tool adopted locally, measures personal developments at the commencement of interventions and 4 months post interventions.

North Wales Society for the Blind in partnership with the Local Authority have mainstreamed user satisfaction feedback as a continuous service development opportunity and have a designated proactive regular contact provision with all registered individuals promoting well-being - a much valued service.

Covid has significantly impacted on the number of new referrals, however we have continued to regularly contact individuals and conduct home assessments based on a risk assessment and in line with Covid regulations. The impact of Covid has increased vulnerability in respect to isolation and mental health reported by individuals with sensory loss and the use of face masks has hindered the ability of people dependent on BSL as a communication medium to fully interpret dialogue.

RNIB Cymru research notes that “**66% of blind and partially sighted respondents to a survey are feeling less independent now compared to before lockdown**”

The use of Information technology during the pandemic has provided a new way of conducting assessments and offering opportunities for socialising and engagement for isolated individuals. This will be an additional future service available, which will be supported by designated staff within the North Wales Society for the Blind via access to iPads, Tablets and IT training.

What we know about the population

- For **physical/ sensory disabled people without visual impairment** we know that in 2015, the number of people that came under this category was approximately 1,950. However as of 2018/19 this figure has decreased massively, with the number of people who come under this statistic now only standing at 1,012.
- As of 2021, we know that the number of **people living with sight loss** was approximately 2,960 on Anglesey. With 2,560 of that number being partial sight, and the remaining 400 being blindness.
- The **age profile of people living with sight loss is:** 18 – 64 (460); 65 – 74 (650); 75 – 84 (890); 85 + (940).
- 428 people were **registered as being blind or partially sighted** as of 2021.
- For **age-related macular degeneration (AMD)** we know in 2021, that 4,070 people are living with early stages AMD; 310 with late stage dry AMD; 640 living with late stage wet AMD; 900 with combined late stage AMD.
- In 2021, it was estimated that the **number of people who are living with cataract** is 1,010.
- For **glaucoma**, it is estimated that 1,560 people are living with ocular hypertension, and a further 950 people with glaucoma, in 2021.
- For **diabetic eye disease**, 1,400 people were living with diabetic retinopathy. Of these, 130 had severe diabetic retinopathy, in 2021.

What are people telling us?

Responders to the regional engagement survey said that they thought that the Accessible Health Service and BCUHB's diversity work is working well, as well as the provision of aids, adaptations and the befriending service offered by the Live Well with Hearing Loss project. A service provider commented that partnership work with local social service departments and third sector organisations is strong, which supports delivery of a wide range of quality services, networking and sharing good practice.

However, feedback indicated that there are areas for improvement for people with sensory impairments which included access to information and advice in alternative formats is a big challenge for service users with sensory, in particular information from local authorities and the NHS. Printed material is not appropriate for many, while the increase in online only access to services and information is a major barrier for others.

For Deaf people in North Wales, the provision of information, advice and assistance (IAA) is described as a '*postcode lottery*', where some people can access support Monday to Friday 9am to

5pm, while others are limited to certain days of the week. More generally, Deaf people find it difficult to access many activities, as there is no communication provision.

Again lack of care staff is a concern, which means care is provided at a time that suits the care agency, rather than when the client needs it, and staff sickness and holidays are not always being covered.

NHS Services – General Health

What is working well

Few respondents commented on the health services that are working well. They highlighted the following:

- Social care workers value their close collaboration with primary health professionals
- Many were grateful for the support from environmental health and NHS service during the pandemic
- Care workers reported that health services for young people are working well to ensure they receive the correct health support and advice, especially around sexual health advice, getting registered with a GP and referral to Community Dental Services

What needs improving

A range of services were mentioned as needing improving including:

- Improved end of life support particularly at nights.
- Continence products are very poor quality and often use more than predicted.
- Speech and language therapists should give more time to non-verbal children.
- Improve older people's access to dental care to avoid impact of oral conditions and dental issues. This includes care home residents receiving dental care in their care home.
- Artificial Limb and Appliance Services are challenging to navigate and very slow to respond.
- Make greater use of telehealth services to prevent hospital admissions and improve discharge planning and district nurse visits.
- Encourage care home staff to have COVID vaccinations.
- Some health staff commented that poorly functioning computer systems were negatively affecting their ability to provide a quality service.

Review of services currently provided

Operational Pathways.

People with sight impairment are registered by Local Authorities following certification by an Ophthalmologist. The Certification of Vision Impairment (CVI) notes the degree of impairment, and whilst registration is voluntary it may provide access to an assessment for social services as well as an assessment by the Rehabilitation Officer.

There are well established pathways to third sector and community support, however we recognise the need to raise awareness amongst front line practitioners within the health economy of the benefit of social prescribing as a pathway for primary care practice.

The rehabilitation Officer will focus an assessment on Orientation, Mobility, Independent Living and Communication Skills and any presenting care and support needs utilising the national 'What matters' care management assessment framework. This may lead to a variety of support e.g. rehabilitation programme, financial benefits, home adaptations, access to work and leisure opportunities.

Rehabilitation Officers for Visual Impairment

Addressing a workforce crisis in Wales.

In terms of referrals for Betsi Cadwaladr, it showed that from an Anglesey perspective the following:

- Self-referral: individual goes through the call centre. They complete the What Matters conversation before it goes to ROVI.
- CVI: goes to SPoA and is referred to the ROVI. ROVI goes out and visits as result of CVI. There is a backlog of visits to register clients currently. It is recognized that if the ROVI does not go out and visit they could miss things.
- ECLO: completes core data of local authority What Matters form. This is sent to authority and then on to the ROVI.
- LVSW: Optometrist completes What Matters form and sends to Local Authority SPoA, who then sends on to the ROVI. Domiciliary visits – the optometrist can telephone the ROVI directly.

Appendix 1 – Operational Pathways

Conclusion and recommendations

Service developments

1. Promote awareness of the role of the Rehabilitation Officer amongst affiliated health and social care practitioners and the general public.
2. Provide BSL training for designated health and social care front line care providers.
3. Further develop employment opportunities and enhance links to create local paid and voluntary work initiatives.
4. Develop a specialist training programme for Reablement staff and care providers.
5. Ensure that information leaflets, Newsletters and details of how to access services are widely available.
6. Utilise user satisfaction feedback to identify service gaps that informs a local service development plan.
7. Continue to work in partnership with Community and Third sector providers as an integral element of early intervention and a preventative strategy.
8. In recognition that people with sensory loss may be vulnerable to abuse within the community raise awareness within the community of safeguarding procedures.
9. Enhance the input of the ROVI into Learning Disability and Dementia services.
10. Consider ROVI capacity to meet projected demand.

Deafblindness

Deafblindness is a loss of sight and hearing to the point where communication, mobility and ability to access information are impacted and may deteriorate over a period of time. Deafblindness is often referred to as 'dual sensory loss' or 'dual sensory impairment.'

It is estimated that there are nearly 400,000 deafblind people in the UK which is expected to increase to over 600,000 by 2030 due to an ageing population. Deafblindness affects people of all ages including children and young people, however is more common in older people.

In 2017 Welsh Government published a Framework for Action for Wales for people who are Deaf or living with hearing loss and we are involved with the regional action plan.

The Council are compliant with requirements to support people to access services providing communication via loop systems for the hard of hearing with staff trained to respond to presenting needs. There is a BSL trained staff member within Social Services available to support as required.

Currently numbers registered as Deaf/Blind are low on the island, however this may not reflect the true data as individuals may choose not to register.

Referrals are signposted to regionally based specialist providers with key workers working closely with the referring agency during the assessment and onward intervention process.

We have well established channels for referring to specialist and external agencies to support the local population eg. Sense Cymru, Deafblind UK. North Wales Deaf Association and RNIB.

Services provided to Children and Young people with multiple disabilities are provided on an individual basis and primarily sensory assessments of light, smell, touch and temperature.

The specialist school in the area is purpose built and has integrated therapy and sensory rooms with a wide range of specialist equipment, hydrotherapy pool and a sensory garden.

Focusing on 'what matters' to an individual will support addressing the broader aspects by continuing to work in partnerships with people, families, the Third and independent sectors as well as other public services.

Service Priorities

1. We intend to focus on early intervention and prevention, raising awareness of the benefits of a healthy lifestyle, the provision of good information and availability of advice in order to gain access to early assessments and the enhancement of independence.
2. Further develop provision and access to specialist services, support staff training and raise awareness of specialist services available locally in support of individuals with sensory impairment.
3. We will review the need for our more specialised services to provide care closer to home where possible and ensure access to support in a timely manner. Currently services for the hard of hearing are based out of County and whilst effective in their response there are travel implications for local residents
4. Improve data collection mechanisms across the West region in order to understand localised needs and provide comparative All Wales data.
5. Enhance support for informal Carers and signposting to organisations eg. Deaf/Blind UK for access to information advice and specialist equipment, befriending services and emotional support.
6. Deliver Deaf awareness training sessions for staff.
7. Provision of more Speech and Language Therapist

Learning disability

About this chapter

This chapter looks at what the needs of the population with a learning disability on Anglesey looks like and what they are telling us about services. The term learning disability is used to describe individuals who has:

- Significant reduced ability to understand new or complex information, or to learn new skills (impaired intelligence) and or
- A reduced ability to cope independently (impaired adaptive functioning) which started before adult-hood and has a lasting effect on development

It is predicted that 2% of the population have a learning disability but many of these have not been assessed and are not receiving services.

What we know about the population

- We know that the **number of adults on the learning disability register** has increased since 2015. As of 2018-19, the number of adults on Anglesey on the learning disability register has increased from 303 in 2015, to 322.
- The **number of adults aged 18-64 receiving learning disability services** has also increased since 2015. As of 2018-19, there are now 264 individuals between the ages of 18-64 who receive learning disability services. This a sharp increase considering the number was 180 back in 2015.
- However, **the number of adults 65+ receiving learning disability services** has decreased since 2015. The number of adults who were 65+ receiving learning disability services in 2015 stood at 27. As of 2018-19 there are only 22 people who come under this.
- The **estimated number of people with learning disabilities living with carers aged 60+** was 27 in 2016. As of 2018-19, this has decreased with the number of people who fall under this category standing at 11. Should be noted however, that the 11 for 2018-19 were all aged 65+.

What are people telling us?

Transition to Adulthood (Support)

Within the results of the questionnaire, it was noted that those who are diagnosed with a learning disability need more support to transition in to the working world and adulthood. Some comments made by the service users or carers are below:

ID 227 felt that there needs to be a greater focus on prevention, and the continued support when transitioning to adult services. They felt that this should be done through improved teamwork and links with children who have complex needs.

ID 299 noted that the involvement of people in the co-design of care and support services is still an area that needs improving. They added that there had not been much progress in terms of the integration of health and social care services for those who do suffer from learning disability services.

ID 229 adds that they feel there isn't a clear pathway into work for people with learning disabilities, with 'patchy supported employment services' that shows works to enable people to enter meaningful paid employment. They finished by noting that local authorities have a key role to play here, however currently, only very few people with learning disabilities are employed.

ID 296 again pointed that people with learning disabilities need support in becoming independent from others. They added, that by helping them become independent it empowers them to make their own choices. Essentially breaching the confidence that they need to use their own voice to make the decisions and choices for their own futures.

Review of services currently provided

Day Opportunities Strategy Engagement Sessions Feedback

As part of developing the Day Opportunities Strategy for Anglesey a consultation and engagement session was completed and a Strategy developed and the the main areas identified as being important to people were:

People want good day opportunities:

Participants were in agreement that they would like to see more good day opportunities. Service recipients by and large want more "it's good to have lots things to do", but the caveat to that is that it was often spoken about in terms of "doing more things here". Again it is about shifting understanding towards the aim of "day opportunities". When the conversation moves towards thinking about wider opportunities beyond "here", it is interesting to see the reservations that build in many people. If people have more there is a fear that they are going to "lose out" on what they already have. There are countless examples of people telling and showing to us about what they do currently, why they both enjoy and value it – in ways that cut across and ally to all the points in this plan. And they want more of these types of things.

People want to be able to choose what they're doing:

We saw and heard of lots of choice in the opportunities people already have. We saw and heard of individuals being offered many different, innovative and interesting things. Again, people are reluctant when it comes to choice to think that by choosing something different, they might lose what they already have and value.

It was interesting to note that where the vision says :

"Promote Direct Payments so that individuals have the opportunity to have greater choice and control over how their support needs are met"

There was a very limited understanding of this, even among those who (we know) receive them. Similarly, there were quite a lot of people who felt they had had bad experiences with DP in the past. It was also the case a number of individuals were unaware of how they might find out about things beyond what they do. "there's nowhere that tells you what else is happening". This may or may not be true, but it was said several times and when we said "X happens there", "I didn't know that" was the response.

People want to learn new things:

Individuals could point to lots of things they do that teach them new skills and lead to them gaining certificates, validation, and recognition. Many are putting these into regular use and in settings that go beyond their day services. This is one aim of the strategy it seems, to encourage using these skills in opportunities in wider settings. It was interesting to note how many people said they learnt things as "part of my work", and how these were things they were proud of. Some people talked about barriers but this is again about changing the focus of what opportunity is? There is proper skill, real ability and true desire to put them into practice.

Some individuals talked about wanting access to other services like college, or using local facilities that could offer the chance to develop other skills. However, with a lack of access to these, often it was felt due to a lack of co-ordination of services - "if there's a computer suite up the road in college, why can't we use it when it's not being used?"

There were other issues around funding and transport that seemed to impede the ability to take skills learnt in one place to the next level.

People want to take part in things that happen near them:

Several individuals made mention of the distance they had to travel each and every day. Most people were in agreement that if something was closer, "I could do it more often".

Likewise, there was a feeling that things happening in one place were not shared or tried in other areas, which they could be if "people joined up together".

It should also be said that some individuals did really like going somewhere else because "it's different" and "I get to meet new people".

Again, people don't want to lose choice of going somewhere not local to them if they don't get what they want.

People want to feel safe:

Individuals felt safe in the places they went currently, and others felt they were safe. This is of vital importance to all people affected by the plan. To have different choices and opportunities, which is what is wanted, does cause disquiet for some people in that they don't know or have the same trust that they have. It was interesting to note that when we did talk to some individuals about what made them feel safe, it was the places and people they had now. No one really pointed to wider community services.

People want to be healthy:

Again, in the places and things people do now, there is much promotion of health and wellbeing, physically and mentally. Access to wider services is something individuals want but there was some mention of cost and lack of support if not during the day. As an observation, we heard quite a few people say they like the gym, none went in the evening.

People want to have a good place to live:

People wanted this, allied as it is to safety and security and generally being happy. "I like where I live now".

No-one we really spoke to saw this as part of their day opportunities, it was separate. As above, the wider aim of opportunities and when people were encouraged to think about the wider context of where you live giving you more opportunity, they could see the importance. "If lived in town I could go out more"

People want to have the support they need:

Trust in the people supporting them is key to individuals and to others. In respect of comments about DP, it was mentioned that "it's ok being able to pay for your own support but you can't always get it!"

People want to have the friends and relationships that they need:

Individuals value the people around them, the friends they have. This element of the plan was one that threw up some of the biggest worries. "if I went somewhere else I wouldn't see X and Y, and I want to". "I had to stop going to X and I miss my friends"

Perhaps that last comment sums up much of the overarching views regarding this plan. Broadly speaking it is what people want, but there's an underlying feeling that its being done for other reasons that "isn't about all these nice words and ideas".

There was a general view that this had come out of the blue for people. There was also a view that "the Council doesn't know what we do here!" (that was said by a service recipient so we use their quote, but it was echoed by others). People feel they are already getting what this plan wants, but as above, it is about aiming for something much more. No one we talked to is not open to having more opportunities, but equally they don't want to lose the one's they have.

Conclusion and recommendations

The priorities for the Learning Disability Service on Anglesey are:

1. Development of Day Opportunities

The Strategy aims to develop meaningful day opportunities integrated within their communities. Looking at utilising existing community provision to build and strengthen opportunities close to home

to increase choice. There is a need to look at accredited courses and linking in with work opportunities

2. Review of Supported Living

In 2021, a review of the current Supported Living services on Anglesey has been commissioned and is under way. This will support the development of a Supported Living Strategy to ensure that adults with Learning Disabilities have their own homes and a place to live that gives them more control over their lives and ensures effective commissioning of services.

3. Direct Payments

Further developments are underway to boost recruitment and arm individuals with information in regards to the benefits of choice and control. Work in regards to worker and service user co-operatives is being developed. This will strengthen the direct payments network on the island.

4. Integration with Health through Pooled Fund

Anglesey are piloting a Pooled Fund with BCU. This will give an opportunity to review and develop joint decision making in relation to funding and it is hoped this will improve outcomes for citizens

5. Improving Health Equality

Further review is required in 2022 to review the progress against the Welsh Government target of 75% of the Learning Disability population receiving a health check. Work will be continued with BCU to ensure progress against this measure to improve the health outcomes of individuals.

About this chapter

Due to the circumstances faced, as mentioned in the introduction, we are looking to fill this part of the report in the near future. A lack of responses from the questionnaire for Autism meant that it was difficult to create a fair analysis of what the state of play is for Autism, on Anglesey. Furthermore, the service has found it difficult to find engagement work that can be directly linked to Autism from an Anglesey perspective.

What we know about the population

What are people telling us?

Review of services currently provided

Conclusion and recommendations

Mental health

About this chapter

This chapter looks at what the needs of the population on Anglesey is in relation to their mental health and what they are telling us about current services. The World Health Organisation (2014) has defined mental health as:

“...a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community”

What we know about the population

- The Adult Psychiatric Morbidity Survey and national Survey for Wales estimate that the prevalence of mental health problems are higher than the estimate of people who are receiving treatment.
- We know that **the number of people aged 16+ predicted to have a common mental health** problem has largely stayed the same since the last Population Needs Assessment. In 2015 the figure stood at 9,300. Now in 2020 this has number decreased slightly to 9,274.
- The **mental component summary score (higher scores indicate better health)** for Anglesey in 2015 was 51.1. However, as of 2018/19 we know that this has increased slightly to 51.8
- Information from GP's which is collated in the **Quality and Outcomes Framework (QoF)** provides rough estimates of the **prevalence of some psychiatric disorders**. The table overleaf defines the mental health section as including schizophrenia, bipolar affective disorder and other psychoses and mental health conditions.

Number of people on QoF disease registers in North Wales

Local council	Mental health number	Mental health percent	Dementia number	Dementia percent
Anglesey	639	0.97%	559	0.85%

What are people telling us?

The effect of the pandemic on resident's mental health in care homes is very clear from the responses that came back for the questionnaire.

ID 83 noted that the pandemic had affected their clients for the worse. They added, that waiting lists are very long for any support from the Community Mental Health Team (CMHT) and Substance Misuse Service (SMS). They felt that remote contact had not been working and that the long-term effect will end up leading to a mental health crisis.

ID 311 echoed a similar point, noting that the 'massive' changes had affected the residents' mental health hugely. They added, that the deterioration in such important contact with families had been detrimental.

ID 324 explained the impact that the pandemic has had on them. They noted that life had been difficult since Covid-19 and that it had not been very good for their mental health. Furthermore, they explained that difficulty in having face-to-face meetings with doctors had not helped either.

From a carer's point of view, there is no doubt that they have also suffered from the pressures and anxiety of the pandemic over the past year. This has ultimately resulted in a deterioration of their mental health in several examples.

ID 331 highlights this, explaining that it has been a 'nightmare' for everyone involved and that they think there will be a long-term impact on the mental health of those who have been involved since the start of pandemic. It is something that they have had to 'learn to live with', and that it does not matter how big or small their role is within the care homes, as the common theme for all is increased stress and anxiety.

ID 61 noted a point that coincided with what was mentioned by ID 331. They noted that the pandemic had affected people's mental health, and that this had been made all the harder as they felt that there was no where they could go to receive support.

People's Mental Health in General

For people's mental health in general there are some success stories that were noted, but also examples of where people felt they required more support.

ID 77 explained how they run a Parent and Child groups for those who are not comfortable attending the usual groups. They added, that there are also peer support groups for women with mild to medium mental health problems.

ID 186 offered an example of how certain groups have been able to stand up to the challenge of mental health within people. They noted, that gaps in emotional support and mental health needs had been identified. Adding, that they are now looking to develop services to the needs of stroke survivors/ their carer's across the region.

ID 79 offered an example of how there is good work that happens for people with mental health issues. They explained that people with mental health issues have access to a range of activities that help them to improve their physical, mental health and general well-being. This is done via a strong partnership working with the third sector, who put an emphasis on community development.

On the other hand, there are examples where people's mental health needs have not been met. ID 83 explains that there needs to be better substance misuse support, as this often goes hand-in-hand with mental health problems – there needs to be better dual diagnosis support. ID 163 offered a personal experience of how they felt there was something very wrong between the way in which mental health

services and the police and justice services are linked. They explained that people who are suffering from a mental health crisis' are often dragged into the criminal justice system, and essentially being criminalised for their mental illness. The result is one, whereby the prisons are filled with people with mental illnesses. They added that their services are focused on prevention and crisis when it comes to mental illness. Thus, there needs to be a greater emphasis on everything that comes between, as those stages are considered 'inadequate'.

Review of services currently provided

The Pandemic has had a significant impact on the population's mental health as a whole, for those with existing mental health conditions they have experienced a deterioration in well-being. A survey by Mind Cymru (June 2020) stated that more than half of adults reported that their mental health had worsened during lockdown periods. With this in mind it is important to ensure that we are able to identify mental health issues early enough and respond through preventative services as well as through the primary and secondary care pathways.

A Healthier Wales and Together for Mental Health outline the need to change the way that services are delivered, offering people care closer to home which is tailored to their needs. The development of ICAN Community Hubs across the Region aims to improve availability, awareness of and connection to universal, third sector and other community based holistic support and well-being services, and how ICAN Community Hubs can support people particularly with lower level mental health issues or to help sustain recovery.

On Anglesey arrangements are in place to establish a Primary Care ICAN Service at Hafan Cefni, Llangefni and 2 other locations will be developed. The ICAN Centres will serve as a crisis intervention service to support patients who come into the surgery in crisis or in a situation which impacts on their emotional health and wellbeing, and could impact on their Mental Health in general.

Both CAMHS and CMHT are supportive and will be delivering assessments if needed. In addition, ICAN volunteers will be situated in GP practices and will offer support to people in crisis or emotional distress, feelings of loneliness, anxiety, isolation and many other social or psychological issues, who do not necessarily need medical intervention or psychiatric assessment. A recent report in Quarter 2 2021 From ICAN indicated the number of individuals who had received support and the number of referrals to the Service

WEST ICAN hub	Anglesey
Number of people supported through the ICAN Community Hub	653

Number of Interventions Offered through the ICAN Community Hub	1265
Number of referrals received from GP Surgeries	241
Number of referrals received from CMHT's	118
Number of self-referrals to the ICAN community Hub	77
Number of Individuals supported via online services	21

One area the Community Mental health team have noted they would like to further develop moving forward is to strengthen the relationship between Primary and Secondary Care. It was noted that they would like to strengthen and improve the flow of referrals between services to ensure people are supported by the right service at the right time. This would link into the continued development of the ICAN service across the Island.

The Pandemic has increased the challenges within the Community Mental Health Team to maintain current services. The Team are reviewing the data they have in relation to the Mental Health (Wales) Measure in 2022 to see whether there are any trends or changes that can be identified. The data was not available at present.

The Community mental health Team are supported to achieve individuals' outcomes by the Community Mental Health Support Service (CMHSS). There was a commissioned review in October 2020 of Anglesey Councils of this service. As part of this review it looked at outcomes for service users.

The review concludes that the CMHSS delivers a valuable preventative suite of services to individuals with low-mid level mental health issues and is well-placed to provide services which reduce the likelihood of further deterioration of people's mental health, whilst also maximising independence in a safe environment. To this extent, the service supports the overall strategic direction of the council in outcomes-based support to using therapeutic community-based activity.

The CMHSS has the ability to support individuals across every part of the Mental Health Measure, which includes a) people accessing Primary Care; b) people accessing Secondary Care (via a Care & Treatment Plan [CTP]); c) people who have had a Hospital or Community MH Service discharge who are eligible for re-assessment; and d) those requiring access to advocacy.

As part of this Service they provide Housing related support for individuals with mental health issues. This is provided within the community and in supported accommodation on Anglesey. This aims to support individuals to develop their independent living skills and then ability to maintain tenancies successfully. There is a need to review the accommodation currently available within the supported living stream to ensure that it meets the needs of service users.

Service user feedback reports were also submitted during Covid-19, based on questionnaires completed in relation to the support individuals were receiving by CMHSS. Individuals reported that they were satisfied with the support they were receiving and were happy to be supported remotely during the pandemic including reporting receiving regular telephone contact by CMHSS. Comments included:

“Very grateful of all the support I have been having, would be lost without my support worker”

“Grateful of the support and looking forward to moving into Heddfan next week”

In relation to providing remote support: *“You can provide face to face support session right now... please don’t start groups any time soon. I want it like this at the minute so everyone is protected and there is full staff at the end of this for the best possible support once this is over... I want to make sure everyone is safe”.*

Supporting carers is crucial. Hafal is a Member-led Charity supporting people with mental health problems and their carers and families. Hafal’s services in Anglesey include:

- Family Support Service
- Social Networks
- General Support
 - Information
 - Advice
 - Groups
 - Befriending
 - A voice in planning

During October to December 2020 there was no direct contact with carers due to COVID restrictions. They continued to have indirect contact through telephone, email and letters. Direct contact has begun in 2021.

<i>PERFORMANCE MEASURES FOR THE PERIOD October/December 2020</i>			
	<i>Direct Contact</i>	<i>Telephone</i>	<i>Mailing</i>
<i>Number of service users/carers supported</i>	No direct contact due to covid19	245 calls; 134 texts.	288 direct mail; 160 emails
<i>PERFORMANCE MEASURES FOR THE PERIOD April/ June 2021</i>			
	<i>Direct Contact</i>	<i>Telephone</i>	<i>Mailing</i>
<i>Number of service users/carers supported</i>	36 – we are currently starting to provide one to one face to face support to carers	260 calls; 105 texts.	235 direct mail; 144 emails

The key messages received from feedback questionnaires highlighted the following:

- They wanted a more active group to attend, and so a monthly walking group was set up to offer this.
- Carers state that they feel supported and Value the easy access to the service.
- Carers state that they feel supported by the quick response to referrals.
- Carers state that they feel that progress is made in their situations.

Conclusion and recommendations

The Pandemic has had a significant impact on the population's mental health as a whole, for those with existing mental health conditions they have experienced a deterioration in well-being. A survey by Mind Cymru (June 2020) stated that more than half of adults reported that their mental health had worsened during lockdown periods. With this in mind it is important to ensure that we are able to identify mental health issues early enough and respond through preventative services as well as through the primary and secondary care pathways.

The priorities for the Service moving forward:

1. Continued development of i-Can HUBS on Anglesey. There has been a commitment to provide additional funding
2. To build on the recommendations in relation to the Community Mental Health Support Service (CMHSS) and enhance the service provided across prevention, primary and Secondary Care
3. To review and look at the supported accommodation model and plan to meet future demand with appropriate accommodation that can meet this needs
4. To continue to support the training and development of Approved Mental health Practitioners within the Community Mental Health Team to increase resources to meet demand
5. To review and develop the ability to capture and report on KPI type issues and service activity

Carers who need support

About this chapter

A carer is "a person of any age, adult or child, who provides unpaid support to a partner, child, relative or friend who couldn't manage to live independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse."

A lot of people who provide unpaid support do not see themselves as carers as they may feel that is a normal part of life. This support might include:

- personal care such as assistance with bathing and dressing
- help with medication
- cooking, grocery shopping and domestic tasks
- accompanying to appointments
- transport
- help managing finances
- emotional support.

Under the Social Services and Wellbeing Wales Act carers have the same rights as those they care for. Local councils have a new duty to offer an assessment to any carer where it appears to the local authority that a carer may have a need for support

The Act sets out a new national 'eligibility framework' to determine whether or not a carer who has been assessed and who has support needs will meet the criteria for services. Carers with eligible needs will have a support plan centred on outcomes they have identified themselves. It will also set out the support to help them achieve the outcomes identified. Support plans will be subject to regular reviews by local councils, and re-assessment of needs if their circumstances change.

Ynys Môn

Carers play an essential and central role in the provision of care in our communities on Anglesey. Their contribution to promoting and maintaining the wellbeing of the people of Anglesey is huge. Unpaid carers are the single largest provider of care to people with support needs in our communities, and they save the UK economy £119 billion a year.

Anglesey Council has developed a Carers Strategy. The aim of this Strategy is to improve the lives of Carers on Anglesey. Carers are important to the people they care for; the relationship between Carers and the people they care for is based on friendship, love, and family ties. They are also important for the part they play in the overall provision of health and social care.

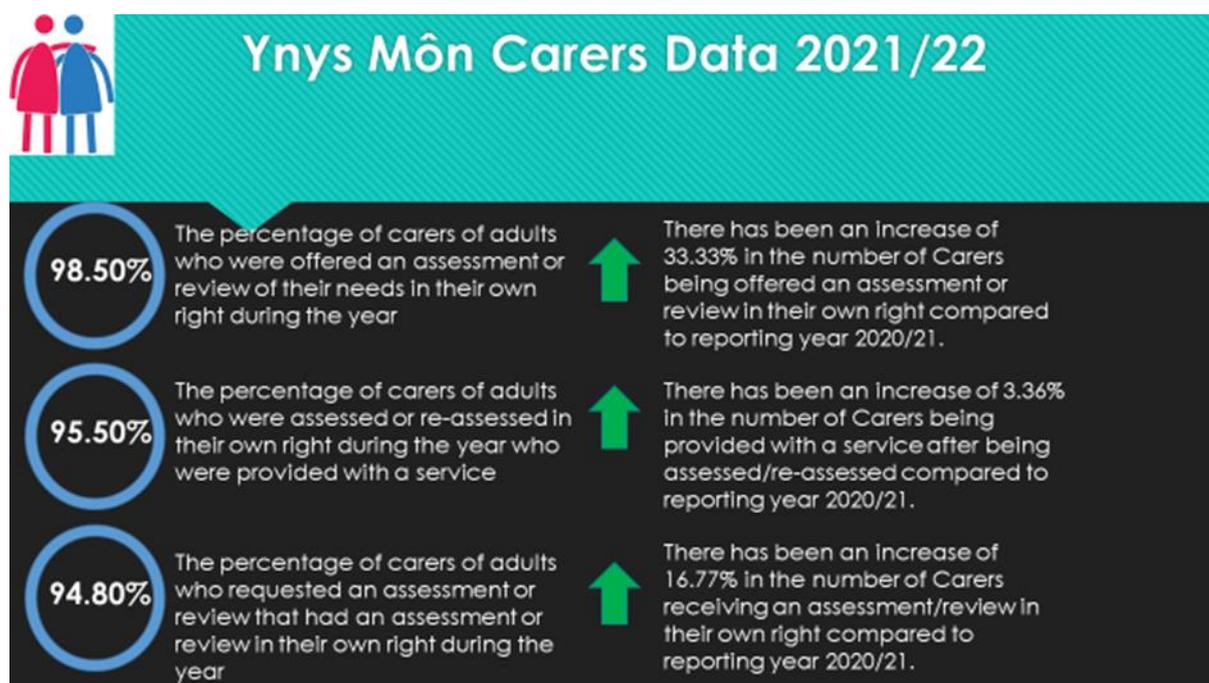
During the COVID-19 pandemic, the responsibilities of unpaid carers have increased considerably. There are more unpaid carers than ever before, and most of those who provided unpaid care before the pandemic are now spending more time on providing care for another person.

What we know about the population

- The **number of carers** has increased since the last population needs assessment. Although the statistic for the 2015 version was taken from 2011, it stood at 8000. Now in 2020, we know that this number has increased to 9,138 (which is a 14% increase).
- The **number of young carers, open caseload** has increased slightly since 2016. In 2016, the number of young carers was 80, however by 2020 the number stood at 90.

With much of the carers' statistics coming from 2011 for the previous Population Needs Assessment, the likeliness is that these will have come from the census that was also published in 2011. Due to the most recent census results not being published yet, we can only offer the same statistics as we did for the PNA in 2015 for the following categories.

- For **percentage of total population who provide unpaid care** the percentage of people on Anglesey who fall under this category is approximately 11.5%.
- The **number of carers by age in local authority** were 0 - 15 (140); 16-24 (360); 25 - 34 (520); 35 - 49 (1800); 50 - 64 (3,000); 65+ (2,200).
- The **number of people receiving carers allowance** was approximately 800 for 2011.



What are people telling us?

A need for more staff

An overwhelming theme that came across in the Population Needs questionnaire results for Anglesey, was the need for more carers. This was noted 12 times from varying different respondents from different working backgrounds for the question: 'What do you think could be improved?'.

Essentially the general consensus was that many care homes are stretched to the limit, with a significant number now reaching a point of 'crisis'.

Respondents attribute the lack of carers down to several factors, however there is no doubt that the majority believe that it is down to a lack of funding, and poor wages. 8 respondents noted this, with one comment explaining that 'salary needs to be improved for carers, carers feel very undervalued'. The pressure of the past year and a half on carers has been huge. Many who worked as carers prior to the pandemic will not have signed up to the caring environment we have seen over this period and thus they feel that the only way to keep current carers - whilst enticing new carers in to the profession - is through offering better wages and funding. This was summed up by ID 245 who explained how there was no respite for carers, this had meant that 'there is no retention of staff within care agencies and those staff who are retained are being worked into the ground.' The realistic nature of working as a carer at the current moment in time - and over the past year and half - is one of immense pressure, little respite, whilst earning what cannot be considered a privileged wage. Furthermore, ID 88 highlighted the issues that surround care homes due to the lack of funding that they are receiving. ID 88 explained that the lack of funding had resulted in short-term contracts (typically 6 months to a year) which they considered to be 'detrimental' to the service. ID 88 added that due to the current climate surrounding contracts for carers it had meant that they had entered an unwanted cycle. The cycle is one, whereby they appoint a carer on a 6 month contract, the carer eventually leaves when offered a long-term contract from another care home and they are then left to go through the process of recruiting and training once again. ID 88 summed the situation up, 'This process is repeated and means that we lose consistency, skills and relationships, because the 6-month or year-long contracts are so vulnerable'. The lack of job assurance and career structure for the carers mentioned by ID 88, offers another insight as to why staffing levels within care homes has become such an overriding problem.

Carers working as a cohesive unit (Teamwork)

For the question 'What do you think works well at the moment?', the overwhelming theme was that carers and the management teams are cohesive in their work. It was something that was attributed 16 times in total, which gives an idea of the belief behind this point. An example of this can be seen in the comments offered by ID 305, who highlighted that they felt comfort in fact that they could approach their manager and assistant manager for support – knowing that they are understanding and have the staffs best interests in mind. The volume of the responses that were made for this point highlight the important role that carers have played in the past few years, and how they worked together to overcome the challenges that they have faced.

Carers want more support

Although it has already been highlighted that the clients that the carers deal with are receiving good levels of support, the same cannot be said for the carers themselves. Naturally speaking the past year and a half has been incredibly tough for most people, with the pandemic bringing day-to-day life to a standstill for many. However for carers, this has not been the case. ID 245 noted that there is little provision for respite from caring for a loved one, and even when this is theoretically included in a care package, the care companies cannot provide it. ID 317 flagged a similar point, however their point

was based on the issue of poor levels of communication. ID 317 noted that people were still finding it difficult to know how and where they can access support. They added that this wasn't something unique to any specific care home – it's a problem felt amongst them all.

ID 133 noted that a lack of access to CMHT had caused further stress for families and carers who are 'desperate' for information and support for those that they are caring for. They added, that the long-term impact of this will result in a lack of faith in the services.

ID's 317 and 323 made similar points, explaining how the lack of support had affected carers and the future of the profession. ID 317 pointed that care homes did not feel valued, and that the extra pressures of the pandemic had not been fully recognised. They added that carers were tired, demoralised and in turn contemplating their future in remaining within Social Care. ID 323 echoed this point, explaining that staff do not want to work in care anymore. The effect of Covid had left them exhausted and thus they do not feel that they wish to continue working in care.

Review of services currently provided

Carers Questionnaire from 2018-19

The participants in this questionnaire were 55 individuals.

The first question within this questionnaire asked: Thinking about your life at the moment, do you agree with the following: 'I live in a home that best supports my well-being. For example, it is the right home for your current needs.'

The results showed that:

- 81% agreed that they were in a home which best supports their well-being
- 9% felt sometimes it did
- 4% disagreed
- 6% noted that they did not know

Some participants noted that they:

- Need adaptations to their house
- Their home had helped very much as it was nearer to help if needed
- Their home had been adapted to meet day-to-day needs

Free time is often an issue for those who care. Thus, the following statement asked: 'I can do the things that are important to me.'

- 48% felt that they did have the time to do things that are important to them
- 39% expressed that they could sometimes find time to take part in activities which are important to themselves
- 9% disagreed, with the final 4% not knowing

Additional comments showed that:

- 3 individuals noted that they were caring 24/7 and therefore finding time to take part in activities simply was not possible.
- 1 individual noted that they could partake in activities, but only on Monday afternoons and Tuesday morning's due to a 'crossroads' lady being able to help at these times
- 3 noted that their own health issues meant that they would not take part in their activities of old.
- 1 more expressed how she did not drive, and that the bus service did not go often enough for her to be able to reach the activities she'd like to go to.

Being part of a community is an important part for many people. The questionnaire therefore looked to see whether carers felt that this was possible for them too.

- 46% felt that they were a part of their local community
- 26% expressed that they sometimes feel a part of the community
- 19% disagreed completely
- 9% were unsure and did not know whether they felt if they were part of the community

The additional comments painted a different picture to what was noted above, however:

- From the 9 available comments, 8 of them noted that they did not feel a part of the community.
- The reasons varied, however many felt that being a full-time carer had led to them feeling isolated. Essentially they explained that could not leave the house due to their commitments, which made it impossible to become a part of the community.

As noted in the question above, the reality for carers can often be one of isolation. Therefore, the importance of friends and family is key. The questionnaire asked: 'I am happy with the support from my family, friends and neighbours.'

- 59% felt that they were happy with the support they were receiving
- 22% sometimes felt that they had the support of family, friends and neighbours
- 11% disagreed, with 8% not knowing how they felt

The additional comments were a fairly mixed response:

- 6 noted that they had little to no support. The reasons varied from not having many friendly neighbours/ many friends or family that would help, to family and friends living too far away to be able to help.
- Others who added comments expressed how they were receiving great help from neighbours, friends and neighbours

For carers their own personal safety is often something that can be an issue. The statement: 'I feel safe. For example, safe from any kind of abuse, physical harm or from falling both inside and outside your home.'

- 79% felt safe
- 4% did not feel safe in their surroundings
- 9% sometimes felt safe, whilst 8% did not know

There were 4 additional comments to this question:

- 2 were concerned about falling, one of the two mentioned that they suffer from fainting which had caused a few bruises
- One of the comments noted that their neighbours were abusive and that their children tended to play ball games late in the night
- One comment noted their concerns of being alone with her son who has autism and SLD. Worried due to him now being 11 years old, and thus growing in strength and height which is problematic when he does go through a 'meltdown'.

Having established that for many carers there is a feeling of isolation, and that support from friends and family isn't always practical. The need to know who to contact for further support is important: 'Thinking about the support you have had as a carer, do you agree with the following: I know who to contact about my support.'

- 85% knew who to contact
- 11% sometimes knew who to contact, whilst the remaining 4% did not.

Additional comments:

- Majority of comments commended the help that they had received from services such as Social Services and Carers Outreach
- One did however note that it wasn't easy to find the correct kind of support.

The 9th question looked to gather an idea of whether carers believed that they had been involved in the decision making for the person that they cared for.

- 83% agreed that they had been an active participant in all decision making in regards to support and care.
- 4% disagreed
- 11% felt that they were sometimes involved, whilst the remaining 2% did not know.

Additional comments:

- One comment noted that it wasn't always possible
- Another noted that due to the person they care for being disabled they can only be with their mother.

The final two questions in the questionnaire revolved around support. The first one was: 'I feel supported to continue in my caring role.'

- 63% agreed that they felt supported to continue in their caring role
- 6% disagreed
- 24% felt that they sometimes felt supported to continue, whilst the remaining 7% did not know

Additional comments:

- A large portion of the additional comments noted how they are becoming older as carers, and therefore are concerned that they will not be able to meet the needs of the person that they care for.

- A few of the other comments expressed how they would like to see further support as there is a lack of respite for them.

The final question looked to understand how happy people are with the support that they were receiving.

- 68% of people were happy with the support that they had received
- 4% were not happy with the support that they had received
- 26% were sometimes happy with the support that they had received
- 2% did not know

Additional comments:

- 2 people did not feel that they had received enough support.
- 2 people noted that more needs to be done in regards to respite, whilst another person noted that they appreciated the 3 hours in the week where they do receive respite.
- 1 individual expressed how they felt that the support was excellent.

Conclusion and recommendations

Ynys Môn Priorities.

1. Early identification of unpaid carers and young carers to support them to access information, advice and assistance to continue in the caring role.
2. Support unpaid carers to plan for the future. Pre-emptive planning through the Forward Thinking, Forward Planning service facilitated by Carers Outreach Service.
3. Improve carer assessment to ensure consistency
4. Provide the required mental health and wellbeing support for carers as identified in the carers assessment.
5. Review the current respite services. Utilise the six bedded unit in Garreglwyd as a respite/short breaks unit.
6. Increase respite options for carers and young carers. Pilot the Respitality project.
7. Pilot the Young Carers Digital ID App launched across Gwynedd and Mon.
8. Reviewing the current dementia Connect service with a possible option of a regional contract being developed.
9. Launch of the Cymuned website and promote with all carers groups and organisations on Anglesey.

10. Purchase of a second caravan in Hafan y Mor to provide a further short breaks option for carers.
11. Provide increased capacity to support the rising demand for counselling and CBT for unpaid carers
12. Continue to work in partnership with Gwynedd Council to establish the Shared Lives short breaks project.

Safeguarding

Impact of Covid

Working practices were amended during the pandemic and it is likely that this will inform some different ways of working to the future. Staff have shown their ability to adapt and work creatively and the use of virtual platforms to support multi-disciplinary work is likely to continue.

Covid 19 has exasperated many of the inequalities within our communities and has had a "catastrophic" impact on many families.

- For many families it has been a perfect storm of financial hardship, lack of work, new and evolving sources of stress, children not at school, access to food, discrimination and none of the normal support networks available.
- Mental health problems are more common in vulnerable and disadvantaged groups following individual or community-wide periods of social isolation in the context of the public health crisis.
- The social restrictions that confined people to their homes for extended periods increase the risk of abuse and exploitation, particularly among girls and women.
- The mental health and wellbeing of children has been impacted through the crisis and many are experiencing a number of ACE through this period, it is likely that the longer-term impact of covid will be an increase in the number of young people experiencing poor emotional wellbeing.
- Children were losing the face to face social interaction, impacting on social skills and an increase in online social media interact action, placing them at risk of online abuse.
- Social restrictions that confined people to their homes for extended periods increase the risk of abuse and exploitation, and deconditioning.
- Cognitive decline, exacerbated by the very difficult, often isolated conditions in which individuals were living, due to the pandemic.
- Deteriorating physical health and increased pain due to untreated health conditions.

Self-neglect cases have and continue to be increasing in numbers and complexity. It is not clear whether these cases were previously masked by third sector services who were provided support so the individual was able to maintain themselves independently or, whether the impact of Covid-19 (self-isolation, shielding etc) has had a detrimental impact upon the coping strategies of some individuals in the community. Likewise, it could be that awareness raising internally and across the sectors has heightened this risk.

Following the need for parents to home school during the periods that children could not physically attend their school, we are concerned as to a possible increase of those who decide to take up Home Education.

We will need to continue to provide support to all of the most vulnerable children in our society and to consider how best to support children and to keep children safe within a changed safeguarding landscape.

Performance data shows that children and their families can be confident that timely decisions are to all reports of suspected child abuse or neglect. There is no waiting list for allocation of cases where safeguarding enquires are required. Safeguarding reports receive a quick and comprehensive response with evidenced risk assessment and management. Performance data shows that the level of re registration over the year was 22.22% and the average time a child's name is placed on the

Child Protection register was 321 days. Mostly Initial Child protection conferences are held on time with a performance of 85%: good performance achieved within a period of the pandemic

Domestic Abuse: “One front door”.

Pre Covid 19 - We established a working group to look at the model of intervention provide and review all services commissioned in relation to domestic abuse: because of this, we embarked on a new programme called the “One front door”. The One front door is a multi-agency approach to identifying and RAG rating received referrals and a forum to evaluate and develop services around domestic abuse dependent on risk and needs. We have secured funding to assist us with the development.

In addition we have provided additional resources to GORWEL in order to respond and limit / mitigate any developing waiting list caused by the impact of covid.

Mental health:

The impact of COVID has been significant on children and young people’s emotional wellbeing. We have provided additional resources through Action for children, and PARABL to provide additional capacity to respond to the increase in demand. We will continue with this additional resourcing for as long as we can. Plans are in place to continue with this for 2022/2023. Services include The blues project and bounce back projects, grief counselling, additional support for young carers and additional capacity in the emotional wellbeing roles within Action for Children, provision of mental health services for generalised anxiety conditions within PARABL for adults and young people over the age of 14.

GOLAU the emotional wellbeing service provided by Barnardo’s for the past three years will come to an end in March 2022. This will potentially have an impact on the wider capacity within the system to receive referrals and provide intervention. The additional funding for early intervention CAMHS services are welcomed and will fit in well within our early help processes and new roles within schools such as the wellbeing and inclusion officers roles. These are new roles, 2 in each of the secondary schools in Anglesey.

Contextual Safeguarding

Whilst the number of referrals pertaining to child exploitation initially decreased over lockdown we have since seen an increase in the numbers and in particular children who are being exploited sexually in the internet and criminally in the communities of Anglesey. We have two healthy relationships workers tasked with leading on this work and response. National and regional work is ongoing into developing a more consistent approach to this work. We also welcome the expansion of the ONYX (NWP) team to include all forms of exploitation.

Deprivation of Liberty Safeguards

We have seen an increase in the referrals received and undertaken more assessments, many of which have been reviews and requests for Part 8 reviews as Managing Authorities have identified additional restrictions during the course of the pandemic. We have commissioned an impact assessment in relation to the implications of Liberty Protection Safeguards (LPS): to identify financial, workforce and system changes required. Whilst we will not be able to fully appraise those demands until the Code of

Practice is available, we are taking steps to ensure readiness for what will undoubtedly be a considerable additional pressure.

Violence against women, domestic abuse and sexual violence

What we know:

- We know that the **total number of domestic incidents (crimes and non-crimes)** increased significantly since the previous PNA, in 2015. In 2015, we knew that the number of incidents was 760, which grew to 960 by 2016. However for the current PNA, the figure now stands at 1,303, with 957 coming under crime and the remaining 346 coming under non-crimes.
- The **total number of domestic violent crimes with injury** has fluctuated over the past 5 years since the last PNA. In 2015, the number of cases that came under this category was 130. This increased to 170, in 2016. However, as of 2020 this has decreased from the 2016 figure to 156 – which is still an overall increase since the last PNA was carried out.
- For the whole of North Wales, approximately 2500 women and 600 men were involved in **domestic violence by victims gender**, for the previous PNA, in 2015. This increased in 2015/16, with approximately 2900 women and 800 men coming under this category. For the current PNA, we know from an Anglesey point of view that the number of women cases stood at 921, whilst the number of men was 312.
- The **number of sexual offences** was 130, in 2014/15. By 2015/16, this number had decreased to 120. However for the current PNA there has been a sharp increase, with the number of sexual offences cases now being 168, as of 2020.
- The **number of MARAC (multi-agency risk assessment conferences) cases** has doubled in the past 5 years. For 2015/16, the number of MARAC cases was 80, however this has sharply risen to 168 for 2020.
- For **MARAC cases by protected characteristics**, 2% of these cases were BME; 0% were LGBT; males was 1%; disability was 0%; and people aged 16-17 was 3%, in 2015/16. However, we were unable to collect the percentage figure, but instead had the number of cases that come under these protected characteristics. Thus for 2020 there were 4 BME cases; 1 LGBT case; 18 male cases; and 1 disability case.

Data gathered from the Single Point of Access Gateway for Housing Support for the 2020/21 financial year recorded 314 (12.4%) cases of need in relation to domestic abuse from a total of 2,541 for all service user groups. In comparison for the period 01.04.2021 to 30.9.2021, the sum of 137 (10.7%) identified need was recorded from a total number of 1,282. Anglesey also has two refuges for victims / survivors of domestic abuse. The first can accommodate up to 4 families (female only apart from children up to 16yrs) and a dispersed refuge for one person which can be used for either male or female victims / survivors of domestic abuse.

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

Despite an apparent decrease in the above data, concerns remain across key agencies such as Children and Adult Services, and North Wales Police, that actual incidence of domestic abuse is significantly increasing. According to the needs assessment findings there appears to be a gap of

provision made available for cases of sexual abuse, and this is an area we will explore further. A report received from North Wales Police indicated at the halfway point of 2021/22, domestic abuse incidents on Anglesey had increased by 23% compared with the corresponding period for the previous year. See table and graph below. It has also been noted that the number of open cases held by the designated provider exceeds the expected caseload of 15-18 per support worker on a regular basis.

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

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

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

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

Welsh language

Review of services currently provided

Strategic Equality Plan 2020-2024 – Priorities / Actions - Progress as at December 2020

- During 2020, presentations regarding implementation of the Welsh Language Standards, and communication and customer care (including the requirement to make the proactive offer of a service through the medium of Welsh to all customers) have been delivered at staff conferences.
- Raising awareness of More than Just Words and the Welsh Language Standards continues to be a required element of all departmental staff inductions.
- All staff on the email system have been sent a written reminder of the importance of answering telephones bilingually.
- Ways of monitoring the recording of the Active Offer and language choice of service users by deriving statistics from the electronic case records system are being developed, in order for performance in relation to the recording of this to be monitored.
- Services continue to monitor and ensure that there are sufficient Welsh-speaking staff across all areas of the Services in order to be able to provide Welsh-medium services across all areas.

Services continue to encourage staff who are learning Welsh to participate in relevant training in order to develop their language skills

Equality, socioeconomic duty and human rights

Veterans

- The **estimated veteran population, all persons aged 16+** has decreased significantly since the previous PNA. In **2015**, there were: 16 - 24 (50); 25 - 34 (100); 35 - 44 (260); 45 - 54 (520); 55 - 64 (730); 65 - 74 (890); 75 - 84 (2,360); 85+ (540); Total 16+ (5,470). However for **2020**, there were: 16 - 24 (40); 25 - 34 (100); 35 - 44 (200); 45 - 54 (450); 55 - 64 (620); 65 - 74 (820); 75 - 84 (1090); 85+ (830); Total 16+ (4,150).
- Coinciding with the above, the **percentage of veteran population aged 16+** has also decreased by a huge amount. In 2015 the percentage of the veteran population above the age of 16 was 11%. However, as of 2020 this figure now only stands at 7%.
- The **percentage of each local council population age 16+ that are veterans** highlights the above and gives a more rounded demographic of the veteran population, on Anglesey. In **2015**, there was: Population age 16+ (58,100); Estimated number of veterans (5,470); Percentage veteran population (11%). However for **2020**, although the general population largely stayed the same, the veteran population did decrease: Population age 16+ (58,519); Estimated number of veterans (4,150); Percentage veteran population (7%).

What we know:

Disparities in old age in income and wealth, access to financial services and employment often reflect accumulated disadvantage due to one's location, gender, socio-economic status and other characteristics, ageist attitudes and practices, and lacking or inadequate laws and policies.

Social exclusion affects people's personal wellbeing and participation in society in multiple ways. These include access to the social networks within communities that support integration and connection with others, access to community services and amenities that support a fulfilling life.

Community participation is the process by which an individual engages with locally-based activities which may benefit them and their community.

The percentage of pensioners living in relative income poverty increased for 4 consecutive periods reaching 20% between 2014/15 and 2016/17 before falling to 19 per cent between 2015/16 and 2017/18 (StatsWales).

Priorities

1. Investing in local support that matters to older people
2. Improving digital confidence through the virtual community hub project and My Health Online project to improve engagement/contact with primary care.
3. Promoting volunteering

4. Commence the socio-economic duty. The socio-economic duty came into force on the 31st March 2021. The duty requires certain public bodies when making strategic decisions such as deciding priorities and setting objectives to consider how their decisions might help to reduce the inequalities associated with socio-economic disadvantage.
5. Increasing take up of pension credit

Appendices:

Appendix 1 – Operational Pathways

OPERATIONAL PATHWAYS

Mrs B is a 74-year-old married woman, she is registered Severely Sight Impaired (Blind), she suffers with Age Related Macular Degeneration wet type. Although she has been having Lucentis eye injections to reduce the deterioration these has not been successful. Mr B suffers from dementia and heart problems. Both have supported one another in the past, this is becoming increasingly difficult due to Mr B's memory problems. All the family live away: the nearest is a four-hour drive. They live in a remote village with no local shops.

Mrs B has had ROVI support following assessment of need. Activities of daily living have become increasingly difficult due to her husband's condition. Food in the freezer has been labelled: previously her husband would get the items. Oven and Combi microwave have been marked. These are also helping Mr B remember how to turn on and off. The washing machine/tumble drier is now marked: this is of benefit to both. Additional lighting has been fitted in the kitchen. All the above has enabled both to prepare and cook meals without additional support.

Mrs B in the past used a 'Visum' electronic reader to read her mail, magazines etc. As her vision has deteriorated further she is no longer able to use the equipment. She is unable to rely on Mr B to read to her. Mrs B visited the North Wales Society for the Blind open day she had a demonstration of the Iris Vision Live talking scanner followed by a home visit by the company. Mrs B bought the equipment. She is finding it of great benefit.

Mrs B has had on-going intervention from the Rehabilitation Officer (ROVI). She has been signposted to the RNIB benefit service, 94 Council Tax applied for reduction in tax as she has specialist reading scanner due to her disability, power company to register as disabled this will avoid her to not provide account number in an emergency, lunch club allowing both to have time apart enabling both to socialise and private company for cleaning service weekly. Mrs B wears makeup. She was getting distressed as she was experiencing difficult applying it and drying/styling her hair. The ROVI was able to advise on magnifying mirrors and suitable lighting for the bedroom. Client always wears jewellery but she was unable to locate matching earrings, for example. A tablet container was introduced, enabling her to place a pair of earrings in one compartment. This proved beneficial. The above mattered and was very important to Mrs B's self-esteem. She needed to be able to continue to do this independently.

Additional handrails have been fitted on ROVI request by the local authority in the shower unit and outside the front door.

During lockdown the Rehabilitation Officer regularly phoned to support and give information regarding local services such as shopping and prescription collection. This enabled both Mr B a Mrs B to keep independent during this difficult time.

The service provided by the ROVI has allowed both to remain in their own home without a package of care. Without ROVI support Mrs B would be unable to manage independently. A person-centred rehabilitation programme has allowed Mrs B to maintain her independence at home, carry out tasks, and continue with the activities that matter to her. At present Mr B is still able to drive so they continue to go out in the car for rides and lunch occasionally.

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ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u>	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	8 March 2022
Subject:	Well-being Plan and Assessments
Purpose of the report	To report on the progress on completing the Well-being Plan, the Well-being Assessments and an update on the work of the Gwynedd and Anglesey Public Services Board.
Scrutiny Chair:	Cllr Gwilym Owen Jones
Portfolio Member(s):	Cllr Llinos Medi
Head of Service:	Annwen Morgan, Chief Executive
Author of the Report: Telephone Number: E-mail:	Sandra Thomas, Gwynedd and Anglesey Public Services Board Programme Manager 01286 679906 sandralynnethomas@gwynedd.llyw.cymru
Local Members:	Not relevant to any specific ward

1 - Recommendation(s)

The Scrutiny Committee is requested to note and offer observations on the proposed timetable to create the new Well-being Plan which is to be published in May 2023.

The Scrutiny Committee is requested to note and offer observations on the Anglesey Draft Well-being Assessments. In addition, to note the information which has been collected about the six areas and consider whether this is a fair reflection of the state of well-being in the area and whether anything is missing?

(For information, an update on progress against the current Well-being Plan (2018 - 2023) will be submitted separately, in accordance with the timetable agreed at the Scrutiny Committee meeting held in November 2021).

2 - Link to the Council's Plan / Other Corporate Priorities

Isle of Anglesey County Council is committed to the principles within the Well-being of Future Generations (Wales) Act 2015. The Council provides a range of services which will fulfil its individual well-being objectives, as well as contributing to supporting the well-being objectives of the Public Services Board.

3 - Principles as a Guide for Scrutiny

To assist Members when scrutinising the subject:-

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

3.2 Look at efficiency and the effectiveness of any proposed change - financially and in terms of quality [focus on value]

3.3 Look at any risks [focus on risks]

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

3.5 Look at plans and proposals in terms of:

- Long term
- Prevention
- Integration
- Collaboration
- Inclusion

[focus on wellbeing]

3.6 Potential impact this decision would have on:

- the groups protected under the Equality Act 2010
- those who experience socio-economic disadvantage in their lives (when making strategic decisions)

- opportunities for people to use the Welsh language and not treat the Welsh language less favourably than English

[focus on equality and the Welsh language]

4- Key Scrutiny Questions

- i. Following the public consultation period, what will be the process and timetable when completing the final well-being assessment for the County?
- ii. To what extent is the information gathered to date about the 6 areas a fair reflection of the state of well-being of Anglesey?
- iii. How do we seek the views of local residents and communities on the local well-being assessments?

5 - Background / Context

5.1 Introduction and context

5.1.1 The Gwynedd and Anglesey Public Services Board was established in 2016, in accordance with the Well-being of Future Generations (Wales) Act 2015. The aim of the Well-being of Future Generations Act (2015) is to improve the economic, environmental and cultural well-being of Wales. The Act highlights seven well-being goals and five ways of working in order to give public bodies a general purpose. The decision made by the Anglesey Executive was to establish a Public Services Board (PSB) for Anglesey that would *collaborate* with the Gwynedd Public Services Board.

5.1.2 In order to set priorities for the Public Services Board, Well-being assessments were undertaken across Gwynedd and Anglesey Well-being areas and, as a result, a series of engagement and consultation sessions were held. All of this work contributed towards the publication of the Well-being Plan in 2018.

5.1.3 The Well-being Plan confirms the two objectives and six priority fields for which it was agreed that the Board could collaborate in order to ensure the best results for the residents of Gwynedd and Anglesey. Therefore, priority fields common to both Counties were agreed upon and the Board is responsible for responding to these matters jointly across both Counties.

5.1.4 Every five years, in accordance with one of statutory requirements of the Well-

being of Future Generations Act (2015), Public Service Boards must prepare and publish an assessment of the state of the economic, social, environmental and cultural well-being of their areas. By now, the Gwynedd and Anglesey Public Services Board has started the process of reviewing the Well-being Assessment.

5.1.5 Once again, the Assessments will draw together a range of information about the communities of Anglesey and Gwynedd. We have examined research, gathered data and engaged with our residents to ascertain what is good about our communities, and which aspects are not so positive. It is also an opportunity to consider the challenges and opportunities facing our communities, and to consider the impact of Covid-19 and Brexit on them. A progress report on the work is below.

5.1.6 Gwynedd and Anglesey PSB has divided the two counties into 14 smaller areas - 8 in Gwynedd and 6 in Anglesey - and has undertaken research on those areas to better understand the well-being needs.

5.1.7 The research, consultation and the creation of the assessment will ultimately lead to the creation of the new Well-being Plan for both counties, to be published in May 2023. The following is the proposed timetable (Table 1):

Date	Activity
March 2022	<ul style="list-style-type: none"> • Anglesey Scrutiny Committee Meeting (08/03/22) • Well-being Assessment Consultation closes (15/03/22) • Gwynedd and Anglesey Public Services Board Meeting (16/03/22)
May 2022	<ul style="list-style-type: none"> • Publish the Well-being Assessments (31/05/22)
June 2022	<ul style="list-style-type: none"> • Workshop to start discussions about the Well-being Plan (date to be arranged) • Gwynedd and Anglesey Public Services Board Meeting (15/03/22) • Publish the Annual Report
October 2022	<ul style="list-style-type: none"> • Publish a draft of the Well-being Plan for consultation (14 weeks statutorily). <i>(The plan must be submitted to the Scrutiny Committee, Cabinet and full Council of both local authorities)</i>
February 2023	<ul style="list-style-type: none"> • Consultation on the Well-being Plan ends
May 2023	<ul style="list-style-type: none"> • Publish the Well-being Plan

5.2 Well-being Assessments

5.2.1 As noted above, there is work in the pipeline to update the well-being assessments. Analysis of the work and engagement findings of our partners has been completed and the Anglesey well-being questionnaire was circulated publicly live until 11 October 2021. In addition, updating the data for the well-being assessments has been completed by Gwynedd Council's Research and Information Team.

5.2.2 The regional PSB grant was used to commission Glyndŵr University to collaborate on the well-being assessments in north Wales. In addition, a regional workshop was held in order to hear from under-represented groups, in relation to matters that affect their well-being.

5.2.3 The timetable for completing the Well-being Assessments is as set out in table 1 above. We are now in the 12-week consultation period on the well-being assessments which will end on 15 March 2022.

5.2.4 See the individual draft assessments for the six areas of Anglesey in the appendices below.

5.3 The Governance Arrangements of the Public Service Board

5.3.1 As highlighted in the Terms of Reference of the Public Services Board, the Board has four statutory members, along with guest participants who contribute towards the duties of the Board.

5.3.2 The Board has established sub-groups to support it to implement its functions. The Board has four sub-groups, namely the Welsh Language, Climate Change, Health and Social Care and Homes for local people. An update on the work of the sub-groups was provided to the Scrutiny Committee last time.

5.4 Monitoring

5.4.1 The four sub-groups noted above are accountable to the Public Services Board in relation to delivering any work commissioned. The sub-groups will update the Board on progress every quarter, and their submitted progress reports will be challenged and discussed at Board meetings.

5.4.2 The Board's support team also has a role to play between Board meetings to support and maintain the work of the sub-groups. In addition, an annual report will be published by the Board summarising progress as the Board works towards achieving its strategic aims.

5.4.3 The following is a summary of the work that is underway by the sub-groups:

5.4.3.1 Objective 1 - Communities that thrive and flourish in the long term:			
Priority	Update on the work of the sub-group	What does the sub-group deliver that adds value to the current schemes of public bodies?	Proposed timescale
The Welsh language	During the Board's meeting in September, approval in principle was granted to a project to promote the use of the Welsh language when the public use our first contact services.	Collaboration on this project could lead to an increase in the use of the Welsh language (and the desire to use it from choice) when engaging with us as public organisations while organisations could also assist each other.	Part 1 of the work to be completed by summer 2022.
Climate Change	During the Board's meeting held in September, it was agreed to support the work of Natural Resources Wales to engage with the residents of Porthmadog on climate change issues. The sub-group will prioritise Porthmadog as one of the first areas to work with, with the intention of moving forward to work with other communities in Gwynedd and Anglesey that are at risk of flooding in future.	The anticipated outcomes of collaboration are to: <ul style="list-style-type: none"> • Develop communities that are able to adapt, manage and mitigate climate change effects • Change the focus to wider Climate Change rather than solely Flooding. • Various groups of people, agencies, organisations, partners collaborating. • Establish two-way communication arrangements between members of the community and public bodies. 	Porthmadog will be the priority for the sub-group initially, and then continue to work with the other areas during 2022/23

5.4.3.2 Objective 2 – Residents that are healthy and independent with a good standard of living

Two priority fields, namely 'Health and Care of adults' and 'Welfare and success of children and young people' address objective 2. It was agreed to establish one sub-group to address both priorities, namely the Integrated Health and Care of the West Group.

Priority	Update on the work of the sub-group	What does the sub-group deliver that adds value to the current schemes of public bodies?	Proposed timescale
Health and Care	<p>The purpose of the sub-group is to bring together key partners in the field of health and care to collaborate on responding to obstacles that prevent integrated working. We have already reported that the sub-group has specific work streams, namely adults, children and mental health. The work of updating the remits of the work streams is in progress.</p> <p>The transformation work within the work streams is funded by the Integrated Care Fund (ICF) and the Transformation Fund (TF).</p> <p>There is acknowledgement that the community transformation programme that has started is long-term and ambitious, that will require significant resources and capacity for many years to ensure that the work is completed. Planning work will happen jointly between the key partners in preparation for the work of making applications for the new funding programme.</p>	Collaboration arrangements continue to be developed	Because of the pressures that have been placed on organisations in the field due to the pandemic these work streams will re-establish themselves/get their plans in order early in 2022/23

5.5 Scrutiny arrangements

5.5.1 The Board's work will be checked regularly by the Scrutiny Committees of Gwynedd Council and the Isle of Anglesey County Council.

5.5.2 The Well-being Act and the associated national guidelines note three roles for scrutiny committees of Local Authorities when providing democratic accountability for the Public Services Board:

- Reviewing the governance arrangements of the PSB
- Statutory consultee on the Well-being Assessment and the Well-being Plan
- Monitoring progress of the efforts of the PSB in the implementation of the Well-being Plan

5.5.3 It was agreed at the last meeting in November 2021 that the scrutiny committees would scrutinise the work of the Board twice a year in the future rather than three times as has been the case in the past. It is anticipated that six months between reporting is a timetable that will allow the Board to make significant progress and to submit more detailed reports for scrutiny. It is therefore suggested that the annual report be submitted in May/June (depending on timetable) and then report on overall progress six months afterwards.

6 – Equality Impact Assessment [including impacts on the Welsh Language]
6.1 Potential impact on the groups protected under the Equality Act 2010
No negative impact
6.2 Potential impact on those experiencing socio-economic disadvantage in their lives (strategic decisions)
No negative impact
6.3 The potential impact on the opportunities for people to use Welsh and treat the Welsh language no less favourably than the English language
The Support Team of the Public Services Board has already considered and identified the need for impact assessments (e.g. Language and Equality) and assessments will be developed and used when the Board engages with our communities on specific points and to update the Well-being Assessments.
7 - Financial Implications
None

8 - Appendices

Well-being Assessment Summary for the 6 areas of Anglesey:

<https://www.llesiantgwyneddamon.org/cy/Asesiad-Llesiant/Asesiad-Llesiant/>

1. What matters in the **Bro Aberffraw and Bro Rhosyr** area:

[3-4-3-32-2-Asesiad-Drafft-Bro-Aberffraw-a-Bro-Rhosyr.pdf \(llesiantgwyneddamon.org\)](#)

2. What matters in the **Aethwy and Seiriol** area:

[3-4-3-31-2-Asesiad-Drafft-Aethwy-a-Seiriol.pdf \(llesiantgwyneddamon.org\)](#)

3. What matters in the **Lligwy and Twrcelyn** area:

[3-4-3-35-2-Asesiad-Drafft-Lligwy-a-Twrcelyn.pdf \(llesiantgwyneddamon.org\)](#)

4. What matters in the **Canolbarth Môn and Llifon** area:

[3-4-3-34-2-Asesiad-Drafft-Canolbarth-M244n-a-Llifon.pdf \(llesiantgwyneddamon.org\)](#)

5. What matters in the **Talybolion** area:

[3-4-3-36-2-Asesiad-Drafft-Talybolion.pdf \(llesiantgwyneddamon.org\)](#)

6. What matters in the **Caergybi and Ynys Cybi** area:

[3-4-3-112-2-Asesiad-Drafft-Caergybi-ac-Ynys-Cybi.pdf \(llesiantgwyneddamon.org\)](#)

9 - Background Papers (please contact the Report's author for any further information):

1. Minutes of the Anglesey Partnership and Regeneration Scrutiny Committee 9 November 2021

IT'S YOUR AREA WHAT'S IMPORTANT?

CAERGYBI AND YNYS CYBI AREA



The Well-being of Future Generations (Wales) Act came into force on 1 April 2016. The aim of the Act is to improve the social, economic, environmental and cultural well-being of Wales.

The Act has established a Public Services Board (the Board) for every local authority area in order to ensure that public bodies work together to create a better future for the people of Wales.

For Gwynedd and Anglesey, the two Boards have come together to collaborate, and it is a partnership that includes the county councils, the fire and rescue service, the health service, Natural Resources Wales and other partners from the public and third sector.

The Gwynedd and Anglesey Public Services Board has divided the whole area into 14 smaller areas. Research has been undertaken on behalf of the Board on each of the 14 areas in order to understand and learn more about the well-being of those areas. In addition to the available data, we also want to know what you think about your area and your community. Partners of the Public Services Board have engaged extensively with our communities in recent months and we have taken the outcomes of those sessions into consideration along with the main messages that were conveyed about the state of well-being of our communities.

It is also important to note that the research has highlighted some data gaps and that some figures are based on 2011 Census data, which is now over 10 years old. Our intention is to regularly update the data contained in this booklet in order to capture the key messages that have been conveyed about the wellbeing of the county, and thus led to the formulation of a Well-being Plan, which will guide the Board's work over the coming years.

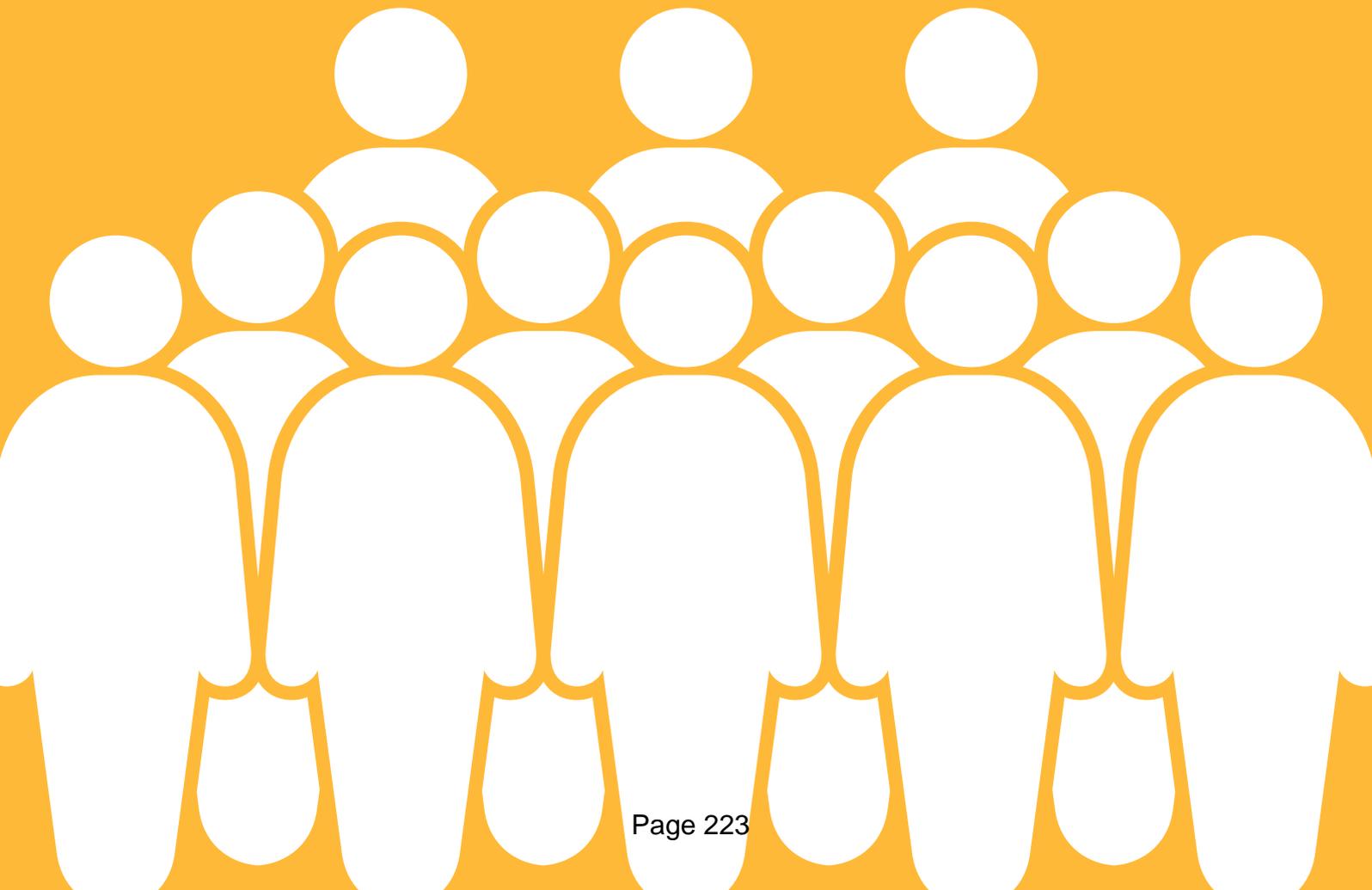
This work builds on the Well-being Assessment that was carried out in 2016 by the Public Services Board. This assessment led to the formulation of a Well-being Plan, which has led the work of the Board thus far. Since the previous assessment, our communities have faced substantial changes in light of Brexit and more recently the Covid-19 pandemic. Dealing with the crisis has highlighted the importance of services provided by the voluntary and public sector to our communities, and the importance of the joint-working between them. Also, the crisis has highlighted issues that already existed in our communities, for example, poverty and employment, mental health, second homes and loneliness.

The period has also highlighted the importance of our environment which is central to the health and well-being of our residents and our local economy, attracting visitors to the area. As we look towards a greener path out of the Covid-19 pandemic, it is an opportunity for us to revisit how we use our natural assets to tackle the threats of the climate and nature crises.

The Well-being Assessment will further address those matters that were brought to our attention during the pandemic.

THIS IS THE INFORMATION WE HAVE GATHERED ABOUT THE CAERGYBI AND YNYS CYBI AREA SO FAR. DO YOU RECOGNISE THE PICTURE THAT'S BEEN CREATED OF YOUR AREA?

POPULATION



Who are the people of Caergybi and Ynys Cybi?

14,133 people live in Caergybi and Ynys Cybi - this is about 20% of the total population of Anglesey.

Compared to the rest of Anglesey, there are more children and young people up to 34 years old in the Caergybi and Ynys Cybi area, and fewer people aged over 50.

The population of Caergybi and Ynys Cybi is expected to increase by 15%, to 16,220 by 2043. This is different to the change that is projected for Anglesey where the population is expected to remain quite consistent with a reduction of 0.7% between 2019 and 2043.



In Caergybi and Ynys Cybi we expect to see an increase in every age group, and the largest increase of 43% in the population aged 75 and over. This increase in the 75 and over population is similar to what is expected across Anglesey, but every age group under 65 years old is expected to decrease across Anglesey where these groups are expected to increase in Caergybi and Ynys Cybi.

Language

According to the 2011 Census, **42% of Caergybi and Ynys Cybi residents can speak Welsh** - this is the lowest percentage for all areas in Anglesey. The numbers have fallen from 52% in 1981. A reduction was seen across Anglesey where 57% could speak Welsh in 2011 and 62% in 1981.

The latest figures note that 50% of the people of Anglesey use the Welsh language in their day-to-day lives, compared with 10% in Wales.

Concern about the Welsh language was raised as a theme among residents and some felt that there was a division between English and Welsh speakers in the area. One indicator was the use of English terms for footpaths and routes and also names of houses being changed, to the detriment of the area's history and culture. (Place Planning Survey)



ENVIRONMENTAL



How green is the area?

Between 2014/15 and 2020/21, the percentage of urban waste sent to be reused, recycled or composted in Anglesey rose from 59.5% to 63%.

This is slightly lower than the increase from 60.2% to 65.1% seen in Wales as a whole for the same period.

The cases of fly-tipping recorded for every 1,000 of the population is higher in Anglesey than Wales, with 18.6 recorded in Anglesey and 10.6 in Wales in 2019/20.



How clean are our streets?

Street hygiene is inspected every year by Keep Wales Tidy.

In 2019/20, 65 streets in Anglesey were inspected, and 97% were of a high or acceptable standard of cleanliness, that is, a Grade B or above. This is similar to 2015/16 data where 95% of Anglesey's streets were of the same standard.

Within the Caergybi and Ynys Cybi area 11 streets were inspected, 100% of which received Grade B or higher in 2019/20. This percentage is the same as the percentage awarded Grade B or higher in 2015/16.



The natural environment

Sea and moorland

The complex marine conditions around Ynys Cybi give way to a variety of habitats, including bedrocks, which are home to lobster and crab populations, which are of commercial importance.

The relative shelter of Rhoscolyn Bay supports a subtidal seagrass community, and is home to several species of algae, crustaceans, molluscs, fish, sponges and anemones. Porpoises and dolphins are also often found in the waters.

South Stack is home to internationally important heath and seabirds. Under the care of the RSPB, the rocky western coast of Ynys Cybi is ideally suited to support and protect the Red-billed Chough.

Caergybi is home to an internationally important seabird breeding colony. These saltmarsh strips and seagrass beds have been designated a Site of Special Scientific Interest and these habitats support a wide range of winter migratory birds. There are sparse heathland dune areas and the whole area supports a range of rare plants such as sea lavender, heath and succulents.



Land and marshes

The Anglesey Fens are some of the most important wetlands in Europe, namely Cors Erddreiniog (the largest), Cors Bodeilio and Cors Goch. Together they form part of a Special Area of Conservation and are also attract visitors and people to the area.

Very little of Anglesey is covered by woodlands, only 4.3% of this compared to an average of 14% across Wales.

Anglesey is under relatively high agricultural pressure. Agriculture is the main land use on Anglesey, accounting for approximately 92% of the land area of the island. This is slightly higher than the national average of around 88%.

“It’s tranquil with an abundance of wild flowers, trees, birds and wild animals.”
(Caergybi and Ynys Cybi resident, Anglesey Well-being Survey)

Ecosystem resilience

Wales' wildlife is in decline, with latest findings showing that one in six species in Wales is at risk of extinction. In 2021, the Welsh Government declared a nature crisis and called for targets to be set to halt and reverse the decline in biodiversity.

Challenges facing species include lack of grazing land, dispersed nutrient inputs in the countryside, historic land, and water management. Water quality is under pressure due to impacts such as nutrient enrichment, intensive land management practices, discharges from sewage and waste water sources and historic metal extraction from Mynydd Parys.

Despite this, two species that thrive on Anglesey are the red squirrel and the water vole.

Climate change and flooding

The climate and nature crisis is one of the major challenges facing future generations. Over the past century, temperatures have increased, sea levels have risen, and weather patterns have changed significantly.

In North West Wales and the Isle of Anglesey local authority, there are a number of communities at risk of flooding, as identified by the Register of Communities at Risk (2019).

According to the Flood Risk Assessment for Wales, **on Anglesey there are 2,826 properties at risk of flooding river, sea and surface water.**



2,826

Anglesey homes are at risk of flooding

Fresh air

NO₂ concentration is one way of measuring air quality and is conveyed as average micrograms (µg) per m³. In 2019, there was an average of 5.1 µg/m³ NO₂ in residential dwelling locations in Anglesey. This was much lower than the Wales average measurement of 9.2 µg/m³.

SOCIAL



Good health?



In the Caergybi and Ynys Cybi area in 2020-2021 an ambulance response time for a 'red' call, which is the most serious type, averaged 10 minutes.

This has risen in recent years from 06:22 minutes in 2018-2019 and 07:12 minutes in 2019-2020.



Ambulance response time:

10 minutes

Return public and private travel times to a *GP surgery* is higher in Anglesey than Wales, with an average time of 47 minutes and 8 minutes compared to 40 minutes and 7 minutes.

This is also true for travelling to a *pharmacy* where the average return public travel takes 48 minutes and 10 minutes by private travel compared to 38 minutes and 7 minutes for Wales.

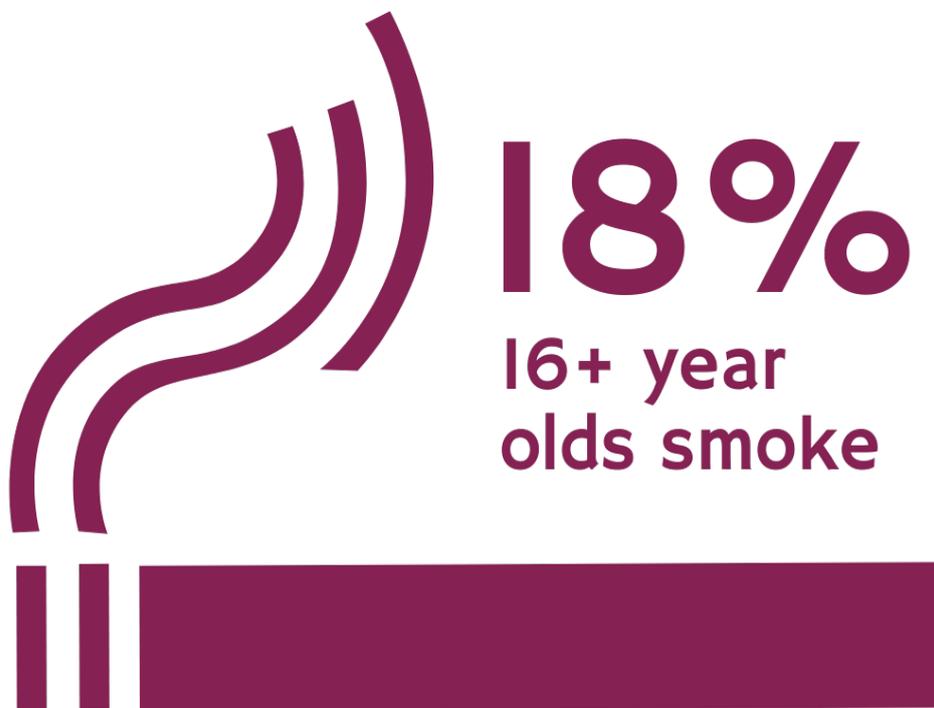
Travel times vary within the Caergybi and Ynys Cybi area, where areas including Trearddur 1 and Trearddur 2 have a much longer average public travel time than the average time for Anglesey, while areas including Holyhead Town and London Road have some of the shortest public travel times to pharmacies and GP surgeries.

Further population health figures are available for Anglesey to provide an indication of the county's health conditions and patterns.

Men's life expectancy at birth in Anglesey is 79.3 years, while **women's life expectancy at birth is 82.9**. This is slightly higher than Wales figures where men's life expectancy at birth is 78.3 years and the figure for women is 82.1 years.



According to 2017/18-2019/20 figures, 37% of adults aged 16-64 have a healthy weight in Anglesey, this is slightly lower than the percentage for Wales, namely 38%. This figure increases to 46% in adults aged 65 and over, which is higher than the Wales percentage of 38%, and it is the highest percentage of all local authorities in Wales.



Other factors affecting our health are smoking and alcohol consumption. **18% of people aged 16 and over in Anglesey state that they smoke**, a very similar percentage to all of Wales where a little over 17% say that they smoke. 14% of Anglesey adults note that they drink more than 14 units of alcohol a week, a figure that is lower than the 19% for all of Wales.

Mental health is an important part of well-being and health. Public Health Wales data from 2018-19 identifies adult mental well-being (16 and over) in the form of age-standardised scores. Anglesey's score is 51.8 which is slightly higher, but comparable, with Wales's score of 51.4.

Data from the National Survey for Wales for 2018/19-2019/20 indicates that 10% of Anglesey adults have mental disorders, the same percentage as the rest of Wales.

Child and adolescent health

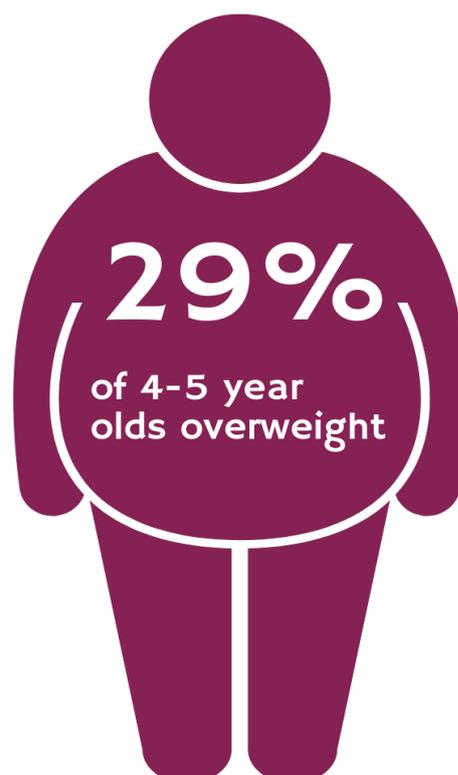
Specific health statistics for Anglesey children are also available.

The percentage of individual live births of a low birth-weight is lower in Anglesey than Wales, namely 4.9% compared to 5.9%. The percentage for Anglesey has remained consistent between 2017 and 2019.

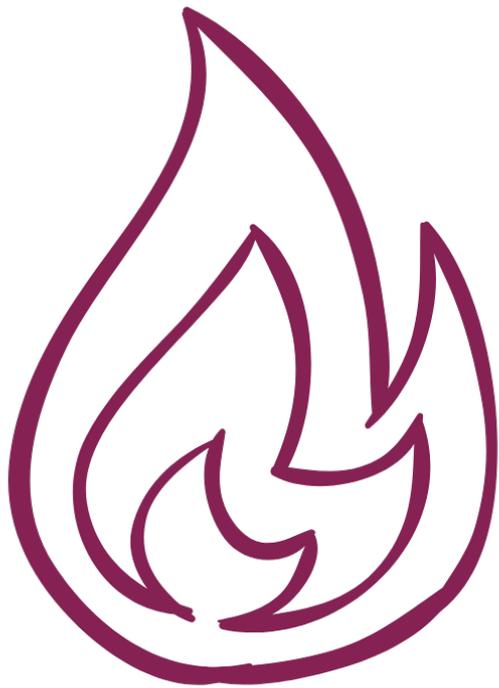
The percentage of children fully immunised as scheduled by the time they are four years old has increased in Anglesey from 90.4% in 2017 to 93.7% in 2019. This percentage has been consistently higher than the percentage for Wales where 88% were immunised in 2019.

Public Health Wales' figures for 2018/19 show that in Anglesey, 29% of 4-5 year old children are overweight or obese - which is higher than the Wales figure of 27%.

According to data from 2017/18, approximately 8% of Anglesey children aged 11-16 consume alcohol and 5% smoke. This compares with 8% and nearly 4% for Wales.



Keeping safe



74 fire incidents in Caergybi and Ynys Cybi

The crime rate per 1,000 people (aged 16 and over) in the Caergybi and Ynys Cybi area has increased since the last well-being assessment, from 148 in 2015 to 176 in 2020. This is the highest crime rate for all of Anglesey's well-being areas.

61% of the people of Anglesey feel very safe in the local area after dark, a figure that is much higher than 46% for Wales.

On average between 2017/18-2019/20 there were **27 fires that were started deliberately a year in the Caergybi and Ynys Cybi area**, which is lower than the number noted in the last well-being assessment. **In the same period there were 47 accidental fires**, which is broadly in line with what was noted in the last well-being assessment.

The annual average deliberate and accidental fire incidents in Anglesey have reduced since the last well-being assessment.

Keeping in touch



68% of homes have a car or van in Caergybi and Ynys Cybi

According to the 2011 Census, **68% of households in the Caergybi and Ynys Cybi area have a car or van** - this is low compared to the rest of Anglesey, where 82% of households have a car or van.

This is in line with concerns expressed about unreliable and inadequate public transport. It has emerged as one of the main themes when seeking the views of residents, with the people of Caergybi and Ynys Cybi noting that this creates a barrier in accessing key facilities such as shops and the GP surgery (Place Planning Survey and Anglesey Well-being Survey).

The average return public travel time to a grocery store is higher in Anglesey than the

whole of Wales, with an average time of 38 minutes compared to 32 minutes. The return travel time is similar for Anglesey and Wales, with an average time of 5 minutes and 4 minutes respectively.

“(There’s) only one bus service in Llaingoch between Llaingoch and Holyhead - used to be a lot more pre-Covid and could go to the shops and leisure centre.”

(Caergybi and Ynys Cybi resident, Anglesey Well-being Survey)

Figures from 2019 show that Anglesey had a higher percentage of broadband unavailability at 30Mb/e than the whole of Wales, namely 10% compared to 7%.

In 2019, nearly 12% of the people of Anglesey were lonely, this has fallen since 2016 where 16% were lonely. This figure is lower than Wales where 15% were lonely in 2019.

Helping each other

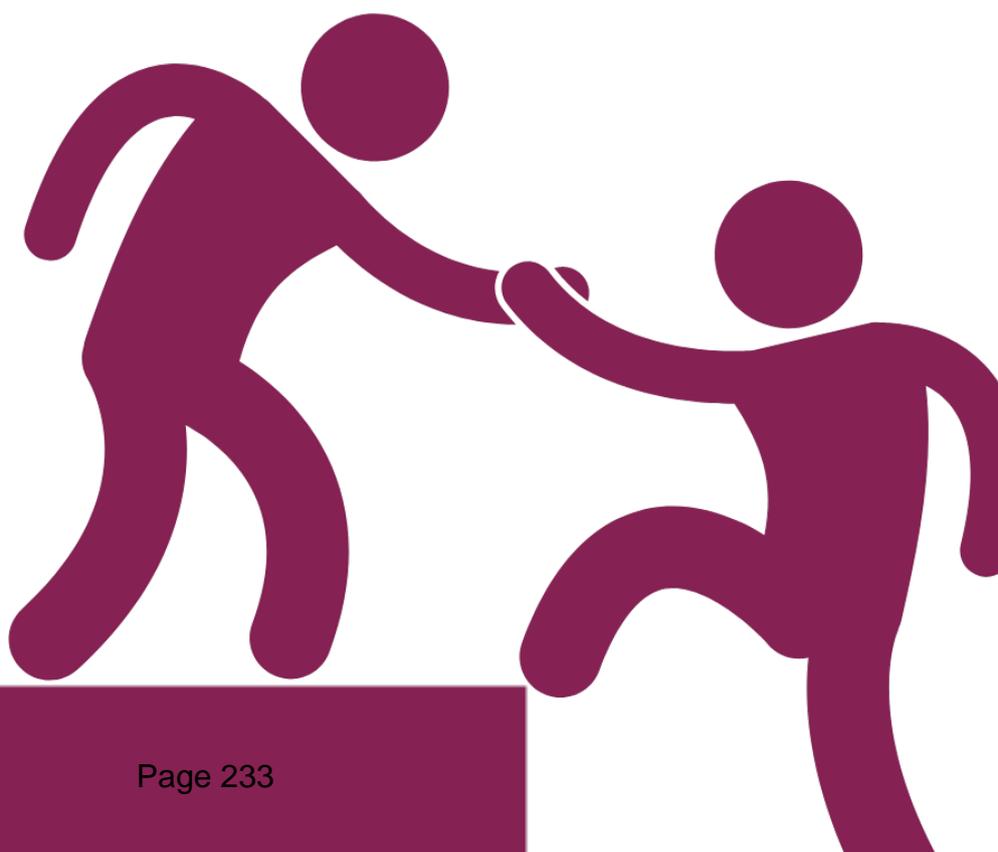
According to the Census in 2011, 11% of the population in the Caergybi and Ynys Cybi area provide at least one hour a week of unpaid care. This figure is similar to other areas in Wales and Anglesey.

Pre-pandemic figures show that the percentage of people who volunteer in Anglesey has fallen slightly from 31% in 2016 to 28% in 2019. A similar reduction was witnessed in Wales from 28% in 2016 to 26%, with fewer people volunteering across Wales than Anglesey. Covid-19 probably led to an increase in this figure, however, there is no data by local area available to measure this.

According to the residents of Caergybi and Ynys Cybi, friendship and sense of belonging to the community is one of the main features that makes the area a good place to live. (Anglesey Well-being Survey)

“It is a friendly community and people look out for each other”

(Caergybi and Ynys Cybi resident, Anglesey Well-being Survey)



ECONOMY



Houses and second homes

In 2020, the median house price in the Caergybi and Ynys Cybi area was around £140,000, an increase of £30,000 since the last assessment in 2015. This is the lowest median for Anglesey.



The median income of Caergybi and Ynys Cybi households is around £24,576, but at least £ 26,429 is needed to afford an entry level market price house.

This means that 54% of Caergybi and Ynys Cybi households have been priced out of the market. This is generally lower than the rest of Anglesey at 62% and Wales at 56%.

It's likely, however, that the 2020 figures does not fully illustrate the impact of the pandemic on the area's house prices, and these will be updated as the data becomes available.

Housing and second home issues were highlighted when engaging with residents as part of the Place Planning survey. The comments related to young people and families being unable to afford housing in the area, a lack of rented housing and also concerns about increasing numbers of second homes and Air BnBs in the Caergybi and Ynys Cybi area.

What do the people of Caergybi and Ynys Cybi do?

Figures from the 2011 Census show that 15% of people who are employed in the Caergybi and Ynys Cybi area work in the caring, leisure and other service sector. On the other hand, only 12% work in the skilled trades - lower than the percentage in all other areas of Anglesey.

While 17% of the people in work and with no qualifications are in the processing, plant and machine operation sectors, only 0.5% work in the professional occupations. This is a similar figure to the rest of Anglesey and Wales. Reliable data on areas of work by local well-being area after 2011 is not available, and therefore a significant data gap is evident.



Salary

The median weekly salary for the Anglesey is around £ 506 per week. This amount is 27% higher than Gwynedd (£ 386 a week), and 8% higher than Wales as a whole (£ 469 a week).

In Anglesey women's wages are 6% higher than men's in the area. This is in stark contrast to the situation in Gwynedd, where women's wages are 32% less than men and in Wales where women are paid 31% less.



£ 506 median weekly wage

Unemployment

80% of Anglesey residents aged 16 to 64 are in work or education, which is higher than Wales' 76%.

On average, **the percentage of people aged 16-64 claiming Jobseeker's Allowance in the Caergybi and Ynys Cybi area between November 2020 and October 2021 was 8.3%**, higher than Anglesey for the same period (5.3%).

The figure was highest in November 2020 (9%) and lowest at October 2021 (7.1%), suggesting that the Covid-19 lockdown period has had an effect on the figures.



“We need more jobs that are not seasonal or jobs that offer the same hours of work each week.”
(Caergybi and Ynys Cybi resident, Anglesey Well-being Survey)

Businesses

In 2020, a total of 2,155 businesses were registered in Anglesey. The rate of new business start-ups in Anglesey is higher than Gwynedd, but less than North Wales and Wales.

59% of companies in Anglesey stay in business for at least three years or more. This is higher than Wales at 54%.

Anglesey also has a lower rate of business failures compared to North Wales and Wales.

Skills for life

From 2018/19 the Welsh Government has introduced a new set of performance measures which include literacy, numeracy and science points score. This makes it difficult to make year-on-year comparisons over recent years and there is no breakdown by county since 2018/19.

However, figures are available for the number of year 11 school leavers known not to be in education, employment or training (NEET). In Anglesey the percentage for 2020 is 4.7%, which is significantly higher than the 2018 percentage of 1.1%. The percentage is also higher than the Wales figure for 2020, namely 1.7%.



The money in your pocket

Income available to spend after the costs of paying for a home and taxes from people in Anglesey is £17,529 per person per year, which is £ 266 more than Wales as a whole.

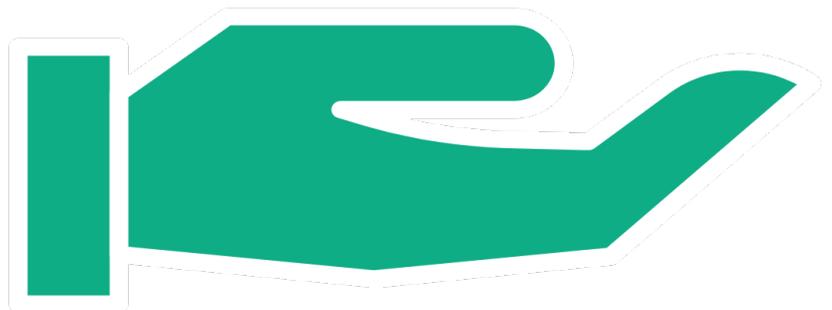
In the Caergybi and Ynys Cybi area, 25% of primary school pupils claim free school meals, the highest percentage of all of Anglesey's well-being areas.

This is also the case with the number of secondary school pupils, with 23% claiming free school meals, which is also higher than the 16% for Anglesey.

According to pre-pandemic figures, nearly 23% of households in the Caergybi and Ynys Cybi area are in fuel poverty, this is the highest in Anglesey where the average is 18%. Of all the homes in the area, 5% have no central heating, similar to the rest of Anglesey but higher than Wales which has 2%

£17,529

income available to spend after home and tax costs



However, with the recent fuel price increase this figure is likely to be much higher than estimated in 2018, but unfortunately sourcing reliable data in this field was problematic.

CULTURAL



Keeping fit

According to the latest School Sport Survey by Sport Wales, more of Anglesey's children participate in sports three or more times per week compared to Wales.

In 2018, nearly 56% of Anglesey's pupils participated in sports activities at least three times a week, compared with 48% in Wales.



56%

of children participating in sports 3+ times a week

By now, the picture is similar for adults in Anglesey. In 2016, 28% of people participated in sports activities at least three times a week in Anglesey and 29% across Wales, by 2019 the number for Anglesey increased to 34% compared to 32% across Wales.

Return public and private travel times to a sports facility is higher in Anglesey than Wales, with an average time of 70 minutes and 13 minutes compared to 55 minutes and 10 minutes respectively. Again, the figure varies within the area, where Holyhead Town, Porthyfelin 1 and Porthyfelin 2 have some of the shortest public travel times on the island and Trearddur 1 and Trearddur 2 have travel times that are higher than the figure noted for Anglesey. There is variation also when looking at private travel, where the average times for Kingsland, Porthyfelin 1 and Porthyfelin 2 are some of the shortest on the island, and the travel times in Trearddur 1 are longer than that of Anglesey.

Leisure time

The average return public and private travel times to a public library is higher in Anglesey than the whole of Wales, with an average time of 53 minutes and 13 minutes compared to 45 minutes and 10 minutes.



The figure varies within the Caergybi and Ynys Cybi area, where Holyhead Town, London Road, Porthyfelin 1 and Porthyfelin 2 have some of the shortest public travel times on the island and Trearddur 1 and Trearddur 2 have travel times that are higher than the figure noted for Anglesey. The average private travel times for Porthyfelin 1 and Porthyfelin 2 are also some of the shortest on the island.



Leisure time figures are available for the run up to the pandemic. **66% of adults in Anglesey attended an arts event during 2019-20.** This is similar to Gwynedd and slightly lower than the rest of Wales.

In 2016-17, 68% of Anglesey adults stated that they had visited historic locations over the last year. This figure is higher than the figures for Gwynedd and Wales where 47% and 58% respectively stated that they had visited historic locations.

The effect of the pandemic on arts and culture is apparent, with theatre and cinemas having to close over the lockdown period and subsequent restrictions on attendance. However reliable figures to measure this effect per local area was not available.

Green spaces

There is a link between cultural well-being and spending time in green spaces and nature, and proximity to a natural green space is one form of assessing an area's physical environment.

Although the score for proximity to an Accessible Natural Green Space is lower than that of Anglesey and Wales, namely 65% compared with 77%, some areas in Caergybi and Ynys Cybi have the best scores for the island including 97% for London Road and Morawelon and 95% for Porthyfelin 1 and Porthyfelin 2.

“(The) ability to walk from the doorstep up the mountain or the Breakwater park and rocky coast. This is very important to me.”
(Caergybi and Ynys Cybi resident, Anglesey Well-being Survey)



FOR MORE INFORMATION...

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Ask for the Programme Manager – Gwynedd and Anglesey Public Services Board

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IT'S YOUR AREA WHAT'S IMPORTANT?

TALYBOLION

AREA



The Well-being of Future Generations (Wales) Act came into force on 1 April 2016. The aim of the Act is to improve the social, economic, environmental and cultural well-being of Wales.

The Act has established a Public Services Board (the Board) for every local authority area in order to ensure that public bodies work together to create a better future for the people of Wales.

For Gwynedd and Anglesey, the two Boards have come together to collaborate, and it is a partnership that includes the county councils, the fire and rescue service, the health service, Natural Resources Wales and other partners from the public and third sector.

The Gwynedd and Anglesey Public Services Board has divided the whole area into 14 smaller areas. Research has been undertaken on behalf of the Board on each of the 14 areas in order to understand and learn more about the well-being of those areas. In addition to the available data, we also want to know what you think about your area and your community. Partners of the Public Services Board have engaged extensively with our communities in recent months and we have taken the outcomes of those sessions into consideration along with the main messages that were conveyed about the state of well-being of our communities.

It is also important to note that the research has highlighted some data gaps and that some figures are based on 2011 Census data, which is now over 10 years old. Our intention is to regularly update the data contained in this booklet in order to capture the key messages that have been conveyed about the wellbeing of the county, and thus led to the formulation of a Well-being Plan, which will guide the Board's work over the coming years.

This work builds on the Well-being Assessment that was carried out in 2016 by the Public Services Board. This assessment led to the formulation of a Well-being Plan, which has led the work of the Board thus far. Since the previous assessment, our communities have faced substantial changes in light of Brexit and more recently the Covid-19 pandemic. Dealing with the crisis has highlighted the importance of services provided by the voluntary and public sector to our communities, and the importance of the joint-working between them. Also, the crisis has highlighted issues that already existed in our communities, for example, poverty and employment, mental health, second homes and loneliness.

The period has also highlighted the importance of our environment which is central to the health and well-being of our residents and our local economy, attracting visitors to the area. As we look towards a greener path out of the Covid-19 pandemic, it is an opportunity for us to revisit how we use our natural assets to tackle the threats of the climate and nature crises.

The Well-being Assessment will further address those matters that were brought to our attention during the pandemic.

THIS IS THE INFORMATION WE HAVE GATHERED ABOUT THE TALYBOLION AREA SO FAR. DO YOU RECOGNISE THE PICTURE THAT'S BEEN CREATED OF YOUR AREA?

POPULATION



Who are the people of Talybolion?

There are **6,471** people living in the Talybolion area - this is about 9% of the total population of Anglesey.

The population of Talybolion is expected to increase by **6%, to 6,783 by 2043**. This is different to the change that is projected for Anglesey where the population is expected to remain quite consistent with a reduction of 0.7% between 2019 and 2043.



In Talybolion, we expect to see the biggest increase, namely 84.1%, in the population aged 75 and over. This is also the case for Anglesey and Wales, where an increase of 47.9% and 60.3% in the population aged 75 and over is projected respectively.

Language

According to the 2011 Census, **66% of Talybolion residents can speak Welsh** - which is higher than the percentage that speak Welsh across Anglesey. The percentage in Talybolion has decreased since 1981 where 71% could speak Welsh. This is similar to the whole of Anglesey, which has decreased from 62% to 57% in the same period.



The latest figures note that 50% of the people of Anglesey use the Welsh language in their day-to-day lives, compared with 10% in Wales.

The Welsh language was identified as one of the five main good things about the area when residents were asked what they liked about Talybolion. (Anglesey Well-being Survey)

ENVIRONMENTAL



How green is the area?

Between 2014/15 and 2020/21, the percentage of urban waste sent to be reused, recycled or composted in Anglesey rose from 59.5% to 63%. This is slightly lower than the increase from 60.2% to 65.1% seen in Wales as a whole for the same period.

The cases of fly-tipping recorded for every 1,000 of the population is higher in Anglesey than Wales, with 18.6 recorded in Anglesey and 10.6 in Wales in 2019/20.



How clean are our streets?

Street hygiene is inspected every year by Keep Wales Tidy.

In 2019/20, 65 streets in Anglesey were inspected, and 97% were of a high or acceptable standard of cleanliness, that is, a Grade B or above. This is similar to 2015/16 data where 95% of Anglesey's streets were of the same standard.

The streets of Talybolion were not included in the audit in 2019/20.

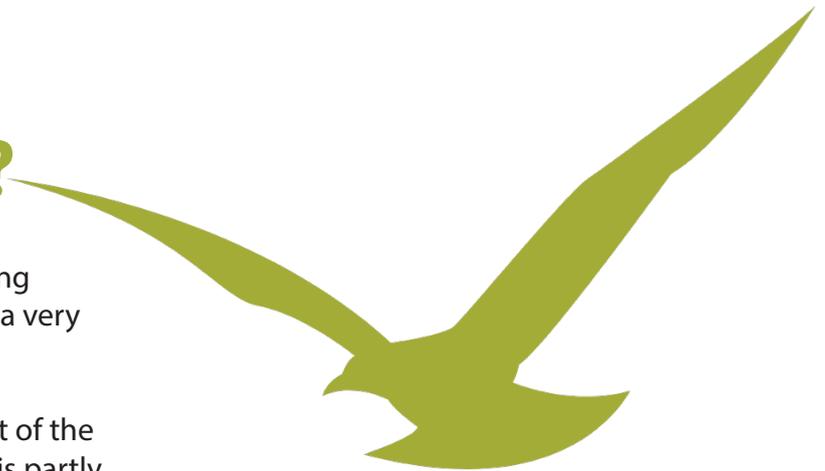


The natural environment

What's unique about Talybolion?

Cemlyn Nature Reserve has the only breeding population of Black Terns in Wales, which is a very spectacular sight in nature.

In Talybolion, there's also Cemaes Bay, a part of the Area of Outstanding Natural Beauty, which is partly owned by the National Trust.



Anglesey fens

The Anglesey Fens are some of the most important wetlands in Europe, namely Cors Erddreiniog (the largest), Cors Bodeilio and Cors Goch. Together they form part of a Special Area of Conservation. The Fens Forever Project was highlighted as an opportunity to explore improved habitat management and access to Anglesey fens, by working with local communities and businesses.

Globally, inland stores more carbon than the world's rainforests. Because healthy inland is considered to contribute to a host of natural services, such as clean water and flood reduction, the case for restoration is strengthened.



Land and trees

Little of the county is covered by woodlands, only 4.3% of it (compared to an average of 14% across Wales).

Anglesey is under comparatively high agricultural pressure. Agriculture is the main land use on Anglesey, accounting for approximately 92% of the island's area. This is slightly higher than the national average of approximately 88%.



**“The area itself, the beaches, the cleanliness, the environment and the people are all good things about the area.”
(Talybolion resident, Anglesey Well-being Survey)**

Ecosystem resilience

Wales' wildlife is in decline, with latest findings showing that one in six species in Wales is at risk of extinction. In 2021, the Welsh Government declared a nature crisis and called for targets to be set to halt and reverse the decline in biodiversity.

Challenges facing species include lack of grazing land, dispersed nutrient inputs in the countryside, historic land, and water management. Water quality is under pressure due to impacts such as nutrient enrichment, intensive land management practices, discharges from sewage and waste water sources and historic metal extraction from Mynydd Parys.

Despite this, two species that thrive on Anglesey are the red squirrel and the water vole.

Climate change and flooding

The climate emergency and nature crises are major challenges facing future generations. Over the last century, temperatures have increased, sea levels have risen, and weather patterns have changed significantly.

In North West Wales and the Isle of Anglesey local authority, there are a number of communities at risk of flooding, as identified by the Register of Communities at Risk (2019).

According to the Flood Risk Assessment for Wales, **on Anglesey there are 2,826 properties at risk of flooding river, sea and surface water.**



2,826

Anglesey homes are at risk of flooding

Fresh air

NO₂ concentration is one way of measuring air quality and is conveyed as average micrograms (µg) per m³. In 2019, there was an average of 5.1 µg/m³ NO₂ in residential dwelling locations in Anglesey. This was much lower than the Wales average measurement of 9.2 µg/m³.

SOCIAL



Good health?



In the Talybolion area in 2020-2021 an ambulance response time for a 'red' call, which is the most serious type, averaged 11:27 minutes. This has risen in recent years from 10:27 minutes in 2018-2019 and 11:10 minutes in 2019-2020.



Ambulance response time:

11:22
minutes

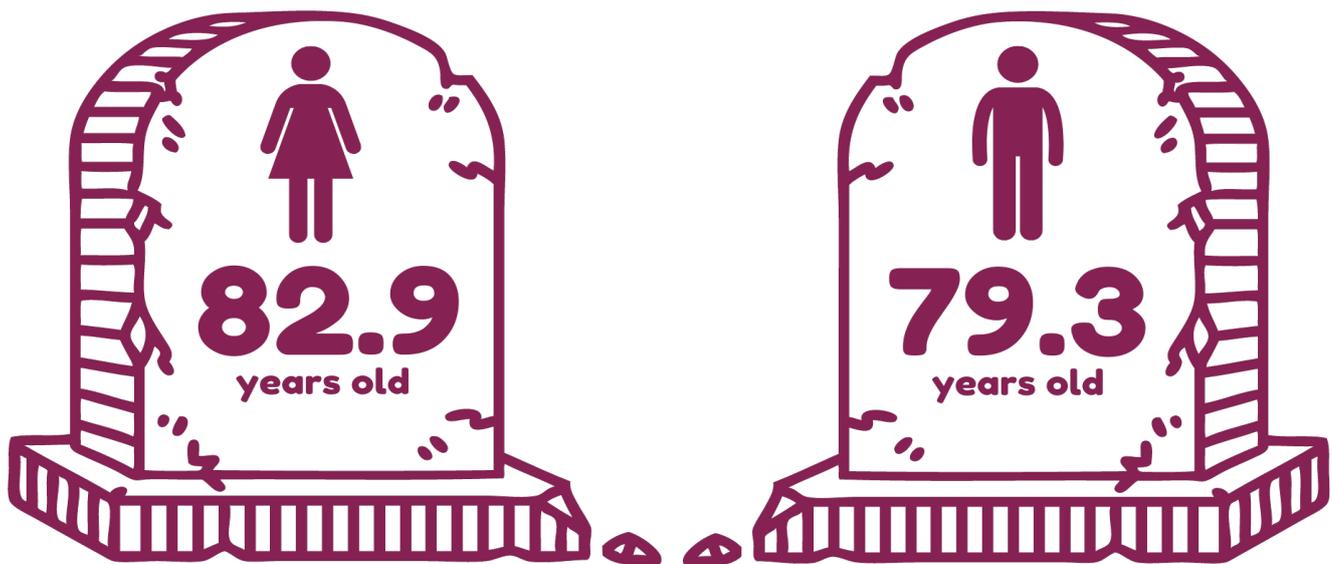
Return public and private travel times to a *GP surgery* is higher in Anglesey than Wales, with an average time of 47 minutes and 8 minutes compared to 40 minutes and 7 minutes.

This is also true for travelling to a *pharmacy* where the average return public travel takes 48 minutes and 10 minutes by private travel compared to 38 minutes and 7 minutes for Wales.

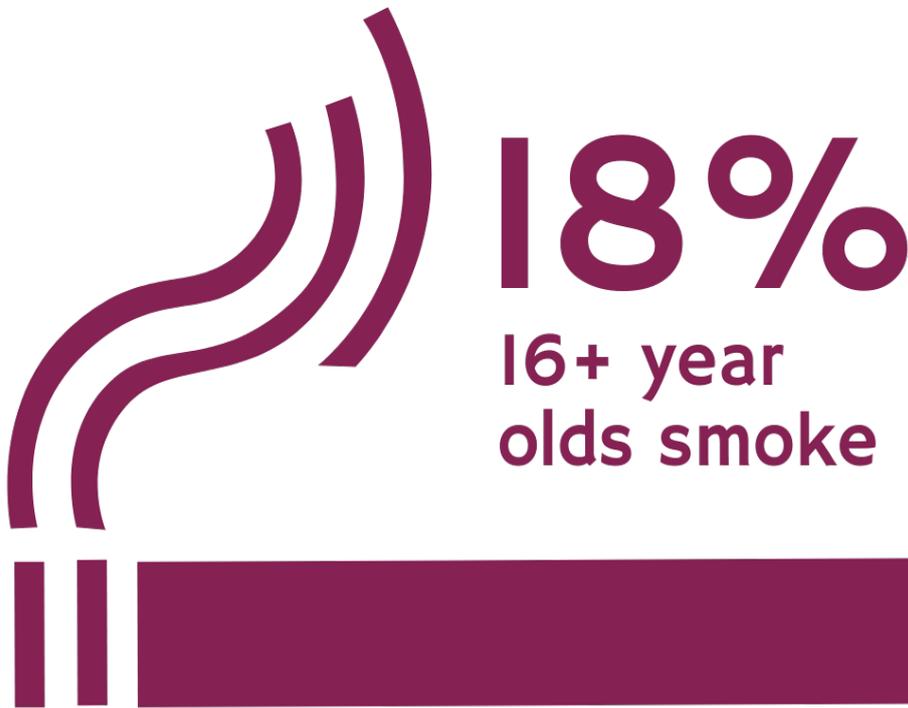
Within the Talybolion area, return public travel time to a *GP surgery* in Llanfaethlu and Mechell are some of the highest average times on the island. Both of these areas, as well as Llanerch-y-medd, also have some of the longest public return travel times to a *pharmacy* on the island.

Further population health figures are available for Anglesey to provide an indication of the county's health conditions and patterns.

Men's life expectancy at birth in Anglesey is 79.3 years, while women's life expectancy at birth is 82.9. This is slightly higher than Wales figures where men's life expectancy at birth is 78.3 years and the figure for women is 82.1 years.



According to 2017/18-2019/20 figures, 37% of adults aged 16-64 have a healthy weight in Anglesey, this is slightly lower than the percentage for Wales, namely 38%. This figure increases to 46% in adults aged 65 and over, which is higher than the Wales percentage of 38%, and it is the highest percentage of all local authorities in Wales.



Other factors affecting our health are smoking and alcohol consumption. **18% of people aged 16 and over in Anglesey state that they smoke**, a very similar percentage to all of Wales where a little over 17% say that they smoke. 14% of Anglesey adults note that they drink more than 14 units of alcohol a week, a figure that is lower than the 19% for all of Wales.

Mental health is an important part of well-being and health. Public Health Wales data from 2018-19 identifies adult mental well-being (16 and over) in the form of age-standardised scores. Anglesey's score is 51.8 which is slightly higher, but comparable, with Wales's score of 51.4.

Data from the National Survey for Wales for 2018/19-2019/20 indicates that 10% of Anglesey adults have mental disorders, the same percentage as the rest of Wales.

Child and adolescent health

Specific health statistics for Anglesey children are also available.

The percentage of individual live births of a low birth-weight is lower in Anglesey than Wales, namely 4.9% compared to 5.9%. The percentage for Anglesey has remained consistent between 2017 and 2019.

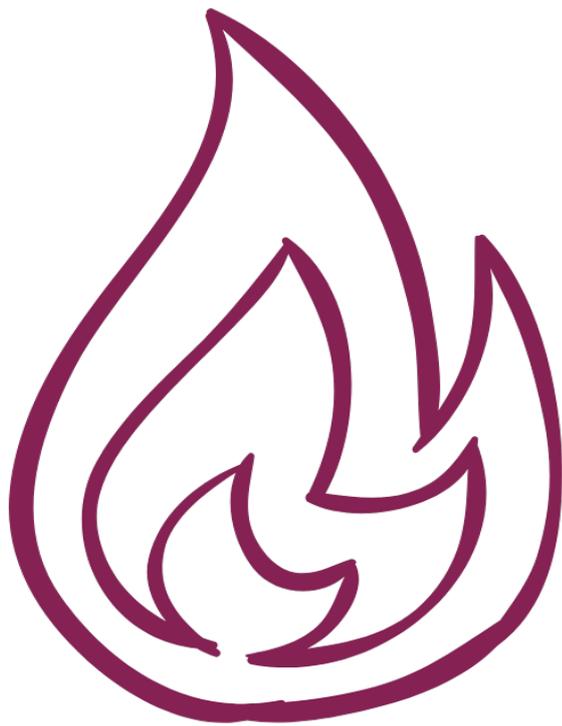
The percentage of children fully immunised as scheduled by the time they are four years old has increased in Anglesey from 90.4% in 2017 to 93.7% in 2019. This percentage has been consistently higher than the percentage for Wales where 88% were immunised in 2019.

Public Health Wales' figures for 2018/19 show that in Anglesey, 29% of 4-5 year old children are overweight or obese - which is higher than the Wales figure of 27%.

According to data from 2017/18, approximately 8% of Anglesey children aged 11-16 consume alcohol and 5% smoke. This compares with 8% and nearly 4% for Wales.



Keeping safe



16 fire incidents in Talybolion

The crime rate per 1,000 (aged 16 and over) in the Talybolion area has risen since the last well-being assessment, from 46 in 2015 to 55 in 2020. Nevertheless the area continues to have the lowest crime rate of Anglesey's well-being areas.

61% of the people of Anglesey feel very safe in the local area after dark, a figure that is much higher than the 46% for Wales.

On average between 2017/18-2019/20 there was **1 fire that was started deliberately and 15 accidental fires a year in the Talybolion area**, which is lower than the number noted in the last well-being assessment.

The annual average deliberate and accidental fire incidents in Anglesey have also reduced since the last well-being assessment.

Keeping in touch



90% of homes have a car or van in Talybolion

According to the 2011 Census, **90% of households in the Talybolion area have a car or van** - this is high compared to the rest of Anglesey, where 82% of households have a car or van.

The average return public travel time to a grocery store is higher in Anglesey than the whole of Wales, with an average time of 38 minutes compared to 32 minutes. The return travel time is similar for Anglesey and Wales, with an average time of 5 minutes and 4 minutes respectively.

Within the Talybolion area, the average public travel time of Llanfaethlu, Llanerch-y-medd and Mechell are some of the longest on the island. Mechell's private average time is also one of the highest on the island.



Figures from 2019 show that Anglesey had a higher percentage of broadband unavailability at 30Mb/e than the whole of Wales, namely 10% compared to 7%.

In 2019, nearly 12% of the people of Anglesey were lonely, this has fallen since 2016 where 16% were lonely. This figure is lower than Wales where 15% were lonely in 2019.

Helping each other

According to the 2011 Census 12% of the population in the Talybolion area provide at least one hour a week of unpaid care. This figure is similar to other areas in Wales and Anglesey.

Pre-pandemic figures show that the percentage of people who volunteer in Anglesey has fallen slightly from 31% in 2016 to 28% in 2019. A similar reduction was witnessed in Wales from 28% in 2016 to 26%, with fewer people volunteering across Wales than Anglesey. Covid-19 probably led to an increase in this figure, however, there is no data by local area available to measure this.



ECONOMY



Houses and second homes

In 2020, the median house price in the Talybolion area was £186,000, an increase of £36,000 since the last assessment in 2015.



The median income of Talybolion households is around £28,020, but at least £31,643 is needed to afford an entry level market price house. This means that 55% of Talybolion households have been priced out of the market. This is generally lower than the rest of Anglesey at 62% and Wales at 56%. It's likely, however, that the 2020 figures does not fully illustrate the impact of the pandemic on the area's house prices, and these will be updated as the data becomes available.

Housing and second home issues were highlighted when asking residents as part of the Anglesey Well-being Survey.

“Relaxing planning rules for local people to build homes rather than holiday homes - local people cannot afford to buy.”
(Talybolion resident, Anglesey Well-being Survey)

What do the people of Talybolion do?

Figures from the 2011 Census show that 29% of working people in Talybolion who have no qualification, work in the skilled crafts – this is different to the rest of the island where a higher percentage of people in this group work in elementary occupations.

Only 7% of those with no qualifications work as managers or directors. The 39% of people with a degree or equivalent are working in the professional field. This is a slightly higher figure than the rest of Anglesey (36%) but lower than Wales (43%). Reliable data on areas of work by local well-being area after 2011 is not available, and therefore a significant data gap is evident.



Salary

The median weekly salary for the Anglesey is around **£ 506 per week**. This amount is 27% higher than Gwynedd (£ 386 a week), and 8% higher than Wales as a whole (£ 469 a week).

In Anglesey women's wages are 6% higher than men's in the area. This is in stark contrast to the situation in Gwynedd, where women's wages are 32% less than men and in Wales where women are paid 31% less.



£ 506 median weekly wage

Unemployment

80% of Anglesey residents aged 16 to 64 are in work or education, which is higher than Wales' 76%.

On average, the **percentage of people aged 16-64 claiming Jobseeker's Allowance in the Talybolion area between November 2020 and October 2021 was 4.7%**, lower than Anglesey for the same period (5.3%).

The figure was highest in February - April 2021 (5.1%) and lowest at September 2021 (4%), suggesting that the Covid-19 lockdown period has had an effect on the figures.



4.7%

claiming Jobseeker's Allowance

Businesses



59%

of companies survive 3+ years

In 2020, a total of 2,155 businesses were registered in Anglesey. The rate of new business start-ups in Anglesey is higher than Gwynedd, but less than North Wales and Wales.

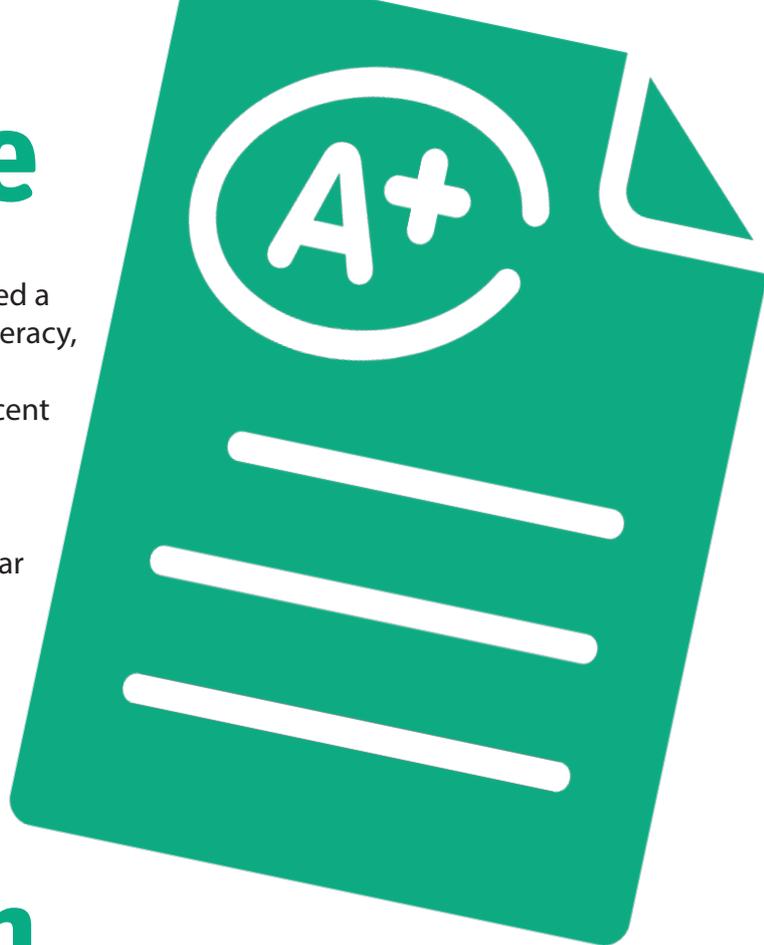
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Anglesey also has a lower rate of business failures compared to North Wales and Wales.

Skills for life

From 2018/19 the Welsh Government has introduced a new set of performance measures which include literacy, numeracy and science points score. This makes it difficult to make year-on-year comparisons over recent years and there is no breakdown by county since 2018/19.

However, figures are available for the number of year 11 school leavers known not to be in education, employment or training (NEET). In Anglesey the percentage for 2020 is 4.7%, which is significantly higher than the 2018 percentage of 1.1%. The percentage is also higher than the Wales figure for 2020, namely 1.7%.



The money in your pocket

Income available to spend after the costs of paying for a home and taxes from people in Anglesey is £ 17,529 per person per year, which is £ 266 more than Wales as a whole.

£17,529

income available to spend after home and tax costs



In the Talybolion area, 15% of primary school pupils claim free school meals which is lower than Anglesey's 18%.

The percentage of Talybolion secondary school pupils claiming free school meals rises slightly to 16%, which is very similar to the figure for Anglesey.

According to pre-pandemic figures, 18% of households in the Talybolion area are in fuel poverty, which is the same as the figure for Anglesey, but higher than Wales (14%).

However, with the recent fuel price increase this figure is likely to be much higher than estimated in 2018, but unfortunately sourcing reliable data in this field was problematic.

CULTURAL



Keeping fit

According to the latest School Sport Survey by Sport Wales, more of Anglesey's children participate in sports three or more times per week compared to Wales.

In 2018, nearly **56%** of Anglesey's pupils participated in sports activities three or more times per week, compared with 48% in Wales.



56%

of children participating in sports 3+ times a week

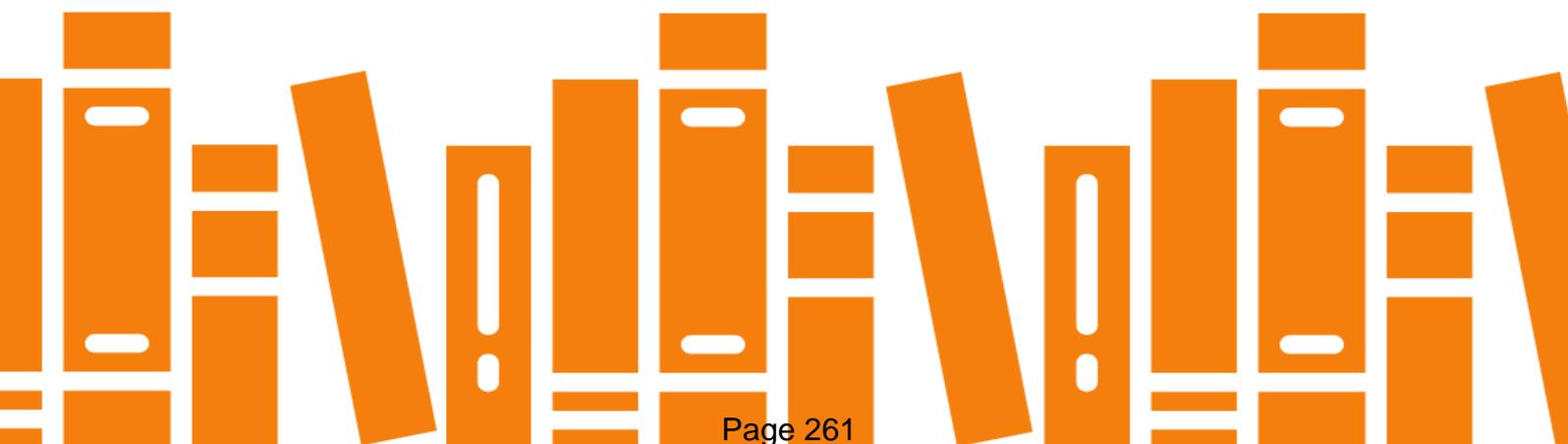
By now, the picture is similar for adults in Anglesey. In 2016, 28% of people participated in sports activities at least three times a week in Anglesey and 29% across Wales, by 2019 the number for Anglesey increased to 34% compared to 32% across Wales.

Return public and private travel times to a sports facility is higher in Anglesey than Wales, with an average time of 70 minutes and 13 minutes compared to 55 minutes and 10 minutes respectively. Within the Talybolion area, the return public and private travel times at Llanfaethlu, Llanerch-y-medd and Mechell are some of the longest on the island.

Leisure time

The average return public and private travel times to a public library is higher in Anglesey than the whole of Wales, with an average time of 53 minutes and 13 minutes compared to 45 minutes and 10 minutes.

Within the Talybolion area, the two-way public and private travel times at Llanfaethlu, Llanerch-y-medd and Mechell are some of the longest on the island.





Leisure time figures are available for the run up to the pandemic. **66% of adults in Anglesey attended an arts event during 2019-20.** This is similar to Gwynedd and slightly lower than the rest of Wales.

In 2016-17, 68% of Anglesey adults stated that they had visited historic locations over the last year. This figure is higher than the figures for Gwynedd and Wales where 47% and 58% respectively stated that they had visited historic locations.

The effect of the pandemic on arts and culture is apparent, with theatre and cinemas having to close over the lockdown period and subsequent restrictions on attendance. However reliable figures to measure this effect per local area was not available.

The lack of leisure activities for children and young people was one theme that arose when residents of Talybolion were asked what was not so good about the area. (Anglesey Well-being Survey).

“Lack of facilities for children and young adults, for example, decline in Youth Clubs and Young Farmers Clubs.”
 (Talybolion resident, Anglesey Well-being Survey)

Green spaces

There is a link between cultural well-being and spending time in green spaces and nature, and proximity to a natural green space is one form of assessing an area’s physical environment.

The score for proximity to an Accessible Natural Green Space is lower in Anglesey than in Wales, namely 65% compared with 77%.

There are a variety of scores within the Talybolion area and Mechell has one of the lowest scores on Anglesey.



FOR MORE INFORMATION...

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Ask for the Programme Manager – Gwynedd and Anglesey Public Services Board

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IT'S YOUR AREA WHAT'S IMPORTANT?

CANOLBARTH MÔN AND LLIFON AREA



The Well-being of Future Generations (Wales) Act came into force on 1 April 2016. The aim of the Act is to improve the social, economic, environmental and cultural well-being of Wales.

The Act has established a Public Services Board (the Board) for every local authority area in order to ensure that public bodies work together to create a better future for the people of Wales.

For Gwynedd and Anglesey, the two Boards have come together to collaborate, and it is a partnership that includes the county councils, the fire and rescue service, the health service, Natural Resources Wales and other partners from the public and third sector.

The Gwynedd and Anglesey Public Services Board has divided the whole area into 14 smaller areas. Research has been undertaken on behalf of the Board on each of the 14 areas in order to understand and learn more about the well-being of those areas. In addition to the available data, we also want to know what you think about your area and your community. Partners of the Public Services Board have engaged extensively with our communities in recent months and we have taken the outcomes of those sessions into consideration along with the main messages that were conveyed about the state of well-being of our communities.

It is also important to note that the research has highlighted some data gaps and that some figures are based on 2011 Census data, which is now over 10 years old. Our intention is to regularly update the data contained in this booklet in order to capture the key messages that have been conveyed about the wellbeing of the county, and thus led to the formulation of a Well-being Plan, which will guide the Board's work over the coming years.

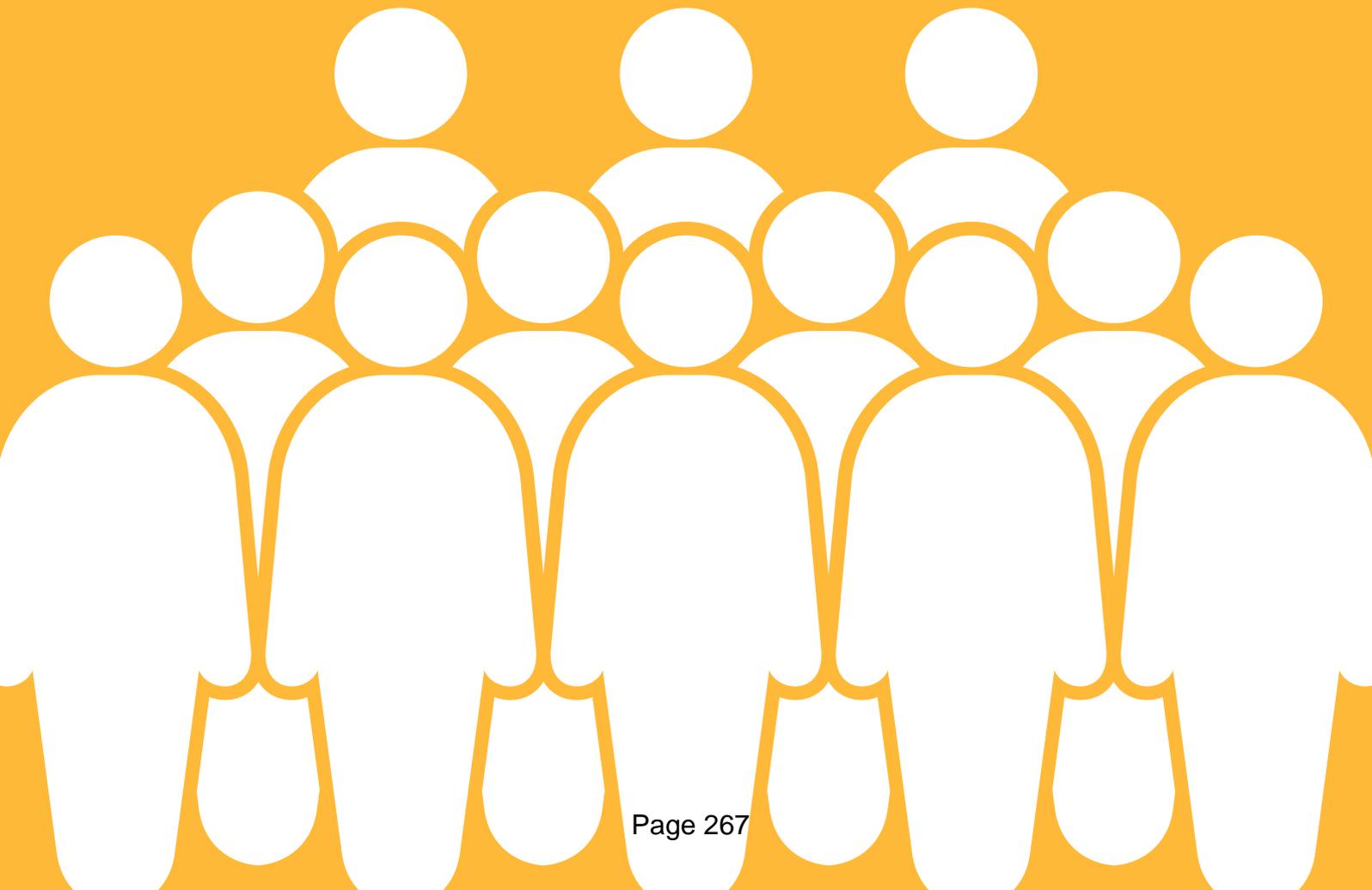
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The Well-being Assessment will further address those matters that were brought to our attention during the pandemic.

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POPULATION



Who are the people of Canolbarth Môn and Llifon?

15,006 people live in Canolbarth Môn and Llifon - this is about 21% of the total population of Anglesey.

The population of Canolbarth Môn and Llifon is expected to increase by 2% to 15,278 by 2043. This is different to the change that is projected for Anglesey where the population is expected to remain quite consistent with a reduction of 0.7% between 2019 and 2043.



The estimated increase is not uniform across the population. The largest increase is expected in the population aged 75 and over, where a 55% increase is estimated. This is in line with the Anglesey figures, where the largest increase in population is also expected in the 75 and over age group.

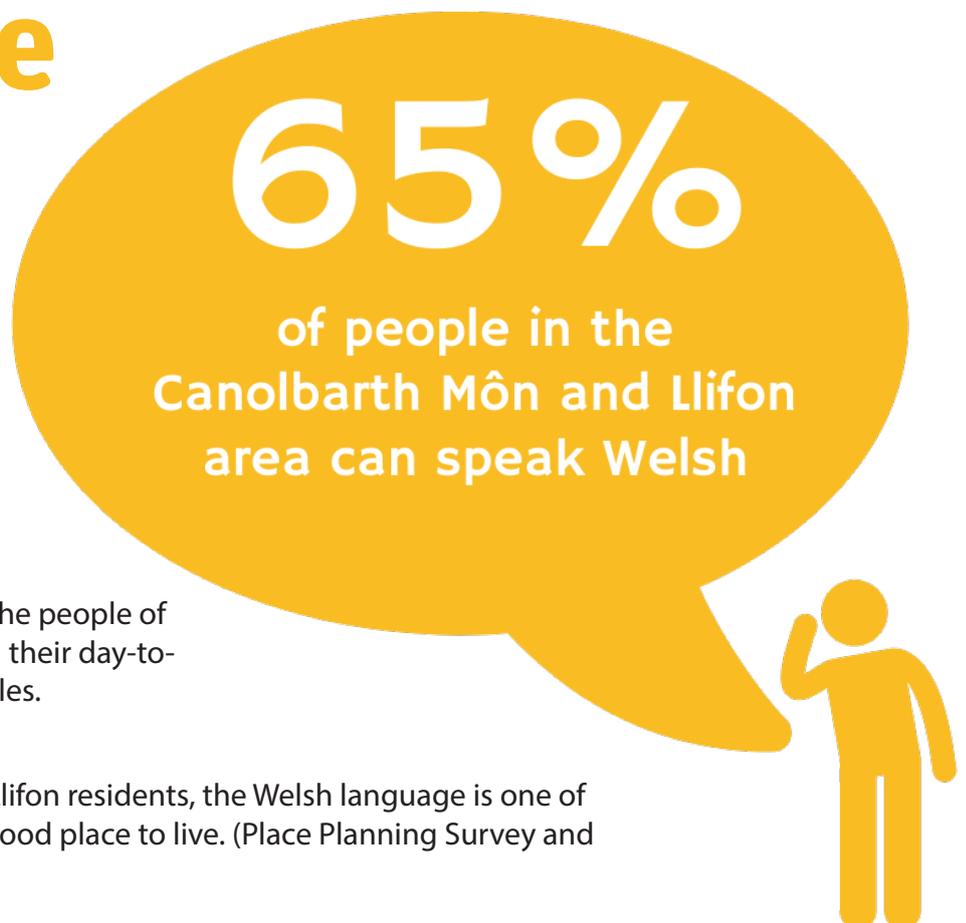
It is also expected to see a reduction in some age groups in Canolbarth Môn and Llifon, including the under 24 and 40-64 age groups.

Language

According to the 2011 Census, **65% of Canolbarth Môn and Llifon residents can speak Welsh.** This compares with 67% in 1981. This reflects the pattern for the rest of the county which has seen a decline in speakers from 62% in 1981 to 57% in 2011.

The latest figures note that 50% of the people of Anglesey use the Welsh language in their day-to-day lives, compared with 10% in Wales.

According to Canolbarth Môn and Llifon residents, the Welsh language is one of the features that makes the area a good place to live. (Place Planning Survey and Anglesey Well-being Survey)



ENVIRONMENTAL



How green is the area?

Between 2014/15 and 2020/21, the percentage of urban waste sent to be reused, recycled or composted in Anglesey rose from 59.5% to 63%. This is slightly lower than the increase from 60.2% to 65.1% seen in Wales as a whole for the same period.

The cases of fly-tipping recorded for every 1,000 of the population is higher in Anglesey than Wales, with 18.6 recorded in Anglesey and 10.6 in Wales.



How clean are our streets?

Street hygiene is inspected every year by Keep Wales Tidy.

In 2019/20, 65 streets in Anglesey were inspected, and 97% were of a high or acceptable standard of cleanliness, that is, a Grade B or above. This is similar to 2015/16 data where 95% of Anglesey's streets were of the same standard.

Within the Canolbarth Môn and Llifon area, 15 streets were inspected, with 100% receiving a Grade B or above. This percentage is the same as it was 2015.

100%

of Canolbarth Môn and Llifon streets reach a high or acceptable standard of cleanliness



The natural environment

Anglesey Fens

Anglesey has a wealth of designated and protected sites that span the sea, coast, marsh, estuaries, moorland and woodland. These are important tourist sites and attract visitors to the area.

The Anglesey Fens are some of the most important wetlands in Europe, namely Cors Erddreiniog (the largest), Cors Bodeilio and Cors Goch. Together they form part of a Special Area of Conservation.



The Fens Forever Project was highlighted as an opportunity to explore improved habitat management and access to Anglesey fens, by working with local communities and businesses.

Globally, inland stores more carbon than the world's rainforests. Because healthy inland is considered to contribute to a host of natural services, such as clean water and flood reduction, the case for restoration is strengthened.

Land and trees

Very little of Anglesey is covered by woodlands, only 4.3% of this compared to an average of 14% across Wales.

Anglesey is under relatively high agricultural pressure. Agriculture is the main land use on Anglesey, accounting for approximately 92% of the land area of the island. This is slightly higher than the national average of around 88%.



“Nice area for walking - trails well maintained by the Community Council and others. Nice lakes too.”
(Place Planning Survey)

Ecosystem resilience

Wales' wildlife is in decline, with latest findings showing that one in six species in Wales is at risk of extinction. In 2021, the Welsh Government declared a nature crisis and called for targets to be set to halt and reverse the decline in biodiversity.

Challenges facing species include lack of grazing land, dispersed nutrient inputs in the countryside, historic land, and water management. Water quality is under pressure due to impacts such as nutrient enrichment, intensive land management practices, discharges from sewage and waste water sources and historic metal extraction from Mynydd Parys.

Despite this, two species that thrive on Anglesey are the red squirrel and the water vole.

Climate change and flooding

The climate and nature crises are major challenges facing future generations. Over the past century, temperatures have increased, sea levels have risen, and weather patterns have changed significantly.

In North West Wales and the Isle of Anglesey local authority, there are a number of communities at risk of flooding, as identified by the Register of Communities at Risk (2019).

According to the Flood Risk Assessment for Wales, on Anglesey there are **2,826 properties at risk of flooding river, sea and surface water.**

Within the Canolbarth Môn and Llifon area, Llangefni has been identified as a community that's at risk of flooding from river water.



2,826

Anglesey homes are at risk of flooding

Fresh air

NO₂ concentration is one way of measuring air quality and is conveyed as average micrograms (µg) per m³. In 2019, there was an average of 5.1 µg/m³ NO₂ in residential dwelling locations in Anglesey. This was much lower than the Wales average measurement of 9.2 µg/m³.



SOCIAL



Good health?



In the Canolbarth Môn and Llifon area in 2020-2021 an ambulance response time for a 'red' call, which is the most serious type, averaged 09:21 minutes.

This has risen in recent years from 06:04 minutes in 2018-2019 and 07:21 minutes in 2019-2020.



Ambulance response time:

**9:21
minutes**

Return public and private travel times to a *GP surgery* is higher in Anglesey than Wales, with an average time of 47 minutes and 8 minutes compared to 40 minutes and 7 minutes. There is great variation in public return times within the Canolbarth Môn and Llifon area. Whilst some areas such as Cefni and Cyngar have much lower travel times than Anglesey, others such as Aberffraw and Rhosneigr 1 (also within the Bro Aberffraw and Bro Rhosyr area) and

Llanddyfnan (also within the Talybolion area) have some of the longest public travel times on the island. There is also variation within private travel times, and whilst Bryngwran, Cefni and Cyngar have some of the shortest average times on the island, Valley 1 and Valley 2 are the longest.

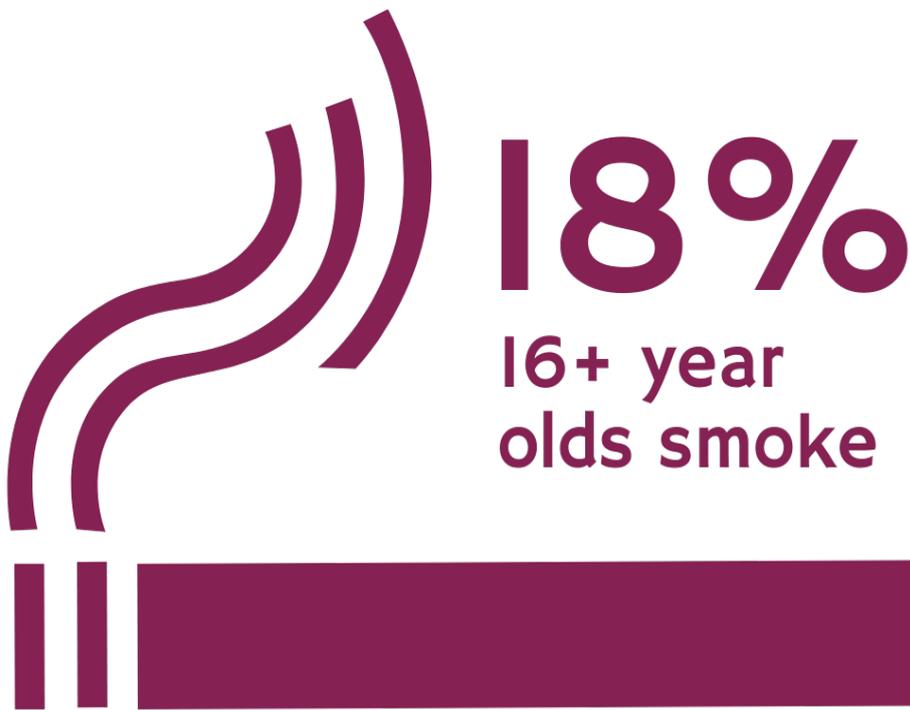
This is also true for travelling to a *pharmacy* where the average return public travel takes 48 minutes and 10 minutes by private travel compared to 38 minutes and 7 minutes for Wales. Again, within the Canolbarth Môn and Llifon area, there is variation in public return travel times, and where some areas such as Valley 1 and Cefni have a much lower travel time than Anglesey, Llanddyfnan (also within the Talybolion area) has one of longest on the island.

Further population health figures are available for Anglesey to provide an indication of the county's health conditions and patterns.

Men's life expectancy at birth in Anglesey is 79.3 years, while **women's life expectancy at birth is 82.9**. This is slightly higher than Wales figures where men's life expectancy at birth is 78.3 years and the figure for women is 82.1 years.

According to 2017/18-2019/20 figures, 37% of adults aged 16-64 have a healthy weight in Anglesey, this is slightly lower than the percentage for Wales, namely 38%. This figure increases to 46% in adults aged 65 and over, which is higher than the Wales percentage of 38%, and it is the highest percentage of all local authorities in Wales.





Other factors affecting our health are smoking and alcohol consumption. **18% of people aged 16 and over in Anglesey state that they smoke**, a very similar percentage to all of Wales where a little over 17% say that they smoke. 14% of Anglesey adults note that they drink more than 14 units of alcohol a week, a figure that is lower than the 19% for all of Wales.

Mental health is an important part of well-being and health. Public Health Wales data from 2018-19 identifies adult mental well-being (16 and over) in the form of age-standardised scores. Anglesey's score is 51.8 which is slightly higher, but comparable, with Wales's score of 51.4.

Data from the National Survey for Wales for 2018/19-2019/20 indicates that 10% of Anglesey adults have mental disorders, the same percentage as the rest of Wales.

Child and adolescent health

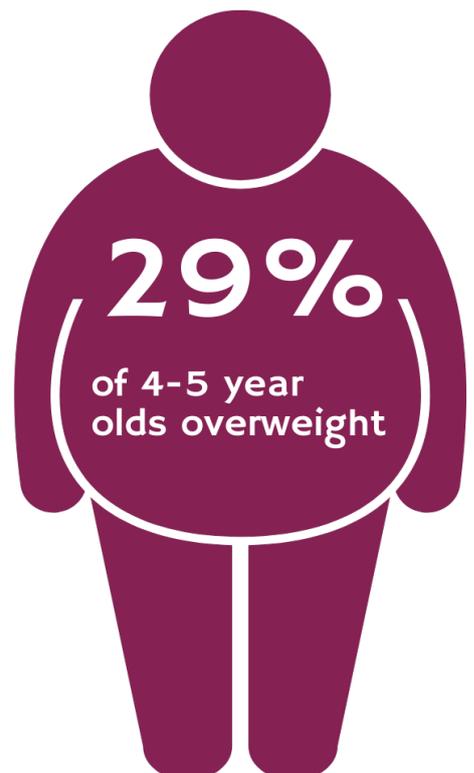
Specific health statistics for Anglesey children are also available.

The percentage of individual live births of a low birth-weight is lower in Anglesey than Wales, namely 4.9% compared to 5.9%. The percentage for Anglesey has remained consistent between 2017 and 2019.

The percentage of children fully immunised as scheduled by the time they are four years old has increased in Anglesey from 90.4% in 2017 to 93.7% in 2019. This percentage has been consistently higher than the percentage for Wales where 88% were immunised in 2019.

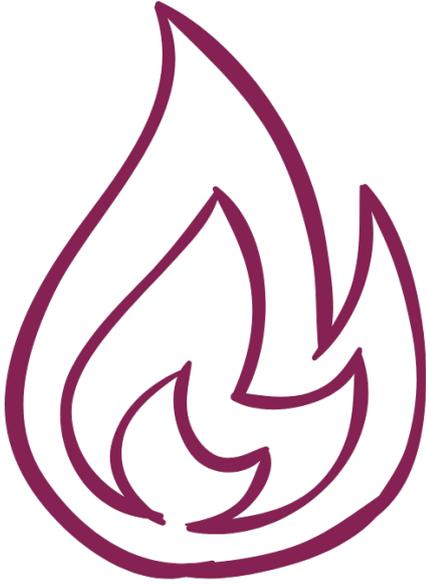
Public Health Wales' figures for 2018/19 show that in Anglesey, 29% of 4-5 year old children are overweight or obese - which is higher than the Wales figure of 27%.

According to data from 2017/18, approximately 8% of Anglesey children aged 11-16 consume alcohol and 5% smoke. This compares with 8% and nearly 4% for Wales.





Keeping safe



37 fire incidents in Canolbarth Môn and Llifon

The crime rate per 1,000 (aged 16 and over) in the Canolbarth Môn and Llifon area has been noted as 97 in 2020, compared to the last well-being assessment in 2015, where a rate of 94 was noted. In Anglesey the crime rate has risen from 83 in 2015 to 93 in 2020.

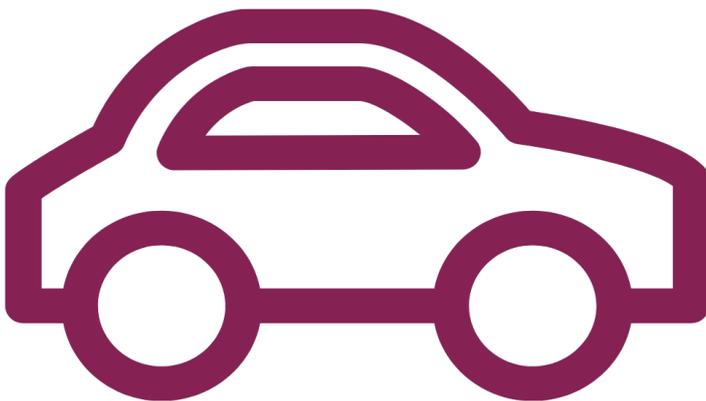
61% of the people of Anglesey feel very safe in the local area after dark, a figure that is much higher than 46% for Wales.

On average between 2017/18-2019/20 there were **12 fires that was started deliberately in the Canolbarth Môn and Llifon area**, which is higher than the number noted in the last well-being assessment. **During the same period there was an average of 25 accidental fires**, which is lower than the number reported in the last well-being assessment.

The annual average deliberate and accidental fire incidents in Anglesey have reduced since the last well-being assessment.

Keeping in touch

According to the 2011 Census, **84% of households in the Canolbarth Môn and Llifon area have a car or van** - this is slightly higher compared to the rest of Anglesey, where 82% of households have a car or van.



84% of homes have a car or van in Canolbarth Môn and Llifon

The average return public travel time to a grocery store is higher in Anglesey than the whole of Wales, with an average time of 38 minutes compared to 32 minutes. The return travel time is similar for Anglesey and Wales, with an average time of 5 minutes and 4 minutes respectively.

Concerns about public transport and the lack of access to buses were some of the main concerns of residents. It was identified as an issue that had a negative impact on the way people felt about the Canolbarth Môn and Llifon area. (Anglesey Well-being Survey and Place Planning Survey)

“Poor bus links ... we rely heavily on private transport.”
(Canolbarth Môn and Llifon resident, Anglesey Well-being Survey)



Figures from 2019 show that Anglesey had a higher percentage of broadband unavailability at 30Mb/e than the whole of Wales, namely 10% compared to 7%.

In 2019, nearly 12% of the people of Anglesey were lonely, this has fallen since 2016 where 16% were lonely. This figure is lower than Wales where 15% were lonely in 2019.

Helping each other

According to the 2011 Census 11% of the population in the Canolbarth Môn and Llifon area provide at least one hour a week of unpaid care. This figure is similar to other areas in Wales and Anglesey.

Pre-pandemic figures show that the percentage of people who volunteer in Anglesey has fallen slightly from 31% in 2016 to 28% in 2019. A similar reduction was witnessed in Wales from 28% in 2016 to 26%, with fewer people volunteering across Wales than Anglesey. Covid-19 probably led to an increase in this figure, however, there is no data by local area available to measure this.

Friendship and a sense of community have also been identified by residents as one of the main positive features of the area. (Anglesey Well-being Survey)



ECONOMY



Houses and second homes

In 2020, the median house price in the Canolbarth Môn and Llifon area was £172,750, an increase of £14,750 since the last assessment in 2015.



The median income of Canolbarth Môn and Llifon households is around £28,670 but at least £34,286 is needed to afford an entry level market price house. This means that 59% of Canolbarth Môn and Llifon households have been priced out of the market. This is lower than the Anglesey figure (62%), but lower than Wales at 56%. It's likely, however, that the 2020 figures does not fully illustrate the impact of the pandemic on the area's house prices, and these will be updated as the data becomes available.

Lack of affordable housing was highlighted as a problem in the area whilst engaging with residents as part of the Anglesey Well-being Survey and Place Planning Survey. Addressing the needs of local people by providing or building more affordable housing was a key change that residents wanted to see over the next 10-15 years.

“(We) need more affordable housing for people of all ages to buy - a lot of people are renting.”
(Canolbarth Môn and Llifon resident, Anglesey Well-being Survey)

What do the people of Canolbarth Môn and Llifon do?

Figures from the 2011 Census show that 27% of people in work, but with no qualifications, work in elementary occupations in Canolbarth Môn and Llifon e.g. cleaning, waste collection, farm or factory work. This is very similar to the pattern across the island.

Skilled crafts employ most workers in this area – at 17%. Around 37% of people with a degree or equivalent work in a professional field, this pattern is similar to the rest of Anglesey and Gwynedd. Reliable data on areas of work by local well-being area after 2011 is not available, and therefore a significant data gap is evident.



Salary

The median weekly salary for the Anglesey is around £ 506 per week. This amount is 27% higher than Gwynedd (£ 386 a week), and 8% higher than Wales as a whole (£ 469 a week).

In Anglesey women's wages are 6% higher than men's in the area. This is in stark contrast to the situation in Gwynedd, where women's wages are 32% less than men and in Wales where women are paid 31% less.



£ 506 median weekly wage

Unemployment

80% of Anglesey residents aged 16 to 64 are in work or education, which is higher than Wales' 76%.

On average, **the percentage of people aged 16-64 claiming Jobseeker's Allowance in the Canlbarth Môn and Llifon area between November 2020 and October 2021 was 4.9%**, lower than Anglesey for the same period (5.3%).

The figure was highest in November-December 2020 and February 2021 (5.6%), and lowest at September - October 2021 (3.9%), suggesting that the Covid-19 lockdown period has had an effect on the figures.



4.9%

claiming Jobseeker's Allowance

Businesses



59%

of companies survive 3+ years

In 2020, a total of 2,155 businesses were registered in Anglesey. The rate of new business start-ups in Anglesey is higher than Gwynedd, but less than North Wales and Wales.

59% of companies in Anglesey stay in business for at least three years or more. This is higher than Wales at 54%.

Anglesey also has a lower rate of business failures compared to North Wales and Wales.

Skills for life

From 2018/19 the Welsh Government has introduced a new set of performance measures which include literacy, numeracy and science points score. This makes it difficult to make year-on-year comparisons over recent years and there is no breakdown by county since 2018/19.

However, figures are available for the number of year 11 school leavers known not to be in education, employment or training (NEET). In Anglesey the percentage for 2020 is 4.7%, which is significantly higher than the 2018 percentage of 1.1%. The percentage is also higher than the Wales figure for 2020, namely 1.7%.



The money in your pocket

Income available to spend after the costs of paying for a home and taxes from people in Anglesey is £ 17,529 per person per year, which is £ 266 more than Wales as a whole.

£17,529

income available to spend after home and tax costs



In the Canolbarth Môn and Llifon area, 19% of primary school pupils claim free school meals which is slightly higher than Anglesey's 18%. The percentage of Canolbarth Môn and Llifon secondary school pupils claiming free school meals falls slightly to 16%, which is very similar to the figure for Anglesey.

According to pre-pandemic figures, 16% of households in the Canolbarth Môn and Llifon area are in fuel poverty, which is lower than Anglesey (18%), but higher than Wales (14%).

However, with the recent fuel price increase this figure is likely to be much higher than estimated in 2018, but unfortunately sourcing reliable data in this field was problematic.

CULTURAL



Keeping fit

According to the latest School Sport Survey by Sport Wales, more of Anglesey's children participate in sports three or more times per week compared to Wales.

In 2018, nearly **56%** of Anglesey's pupils participated in sports activities at least three times a week, compared with 48% in Wales.



56%

of children participating in sports 3+ times a week

By now, the picture is similar for adults in Anglesey. In 2016, 28% of people participated in sports activities at least three times a week in Anglesey and 29% across Wales, by 2019 the number for Anglesey increased to 34% compared to 32% across Wales.

Return public and private travel times to a sports facility is higher in Anglesey than Wales, with an average time of 70 minutes and 13 minutes compared to 55 minutes and 10 minutes respectively. Within the Canolbarth Môn and Llifon area there's variation in average travel times, and whilst the Llanddyfnan area (also within the Lligwy and Twrcelyn area) has one of the longest public travel times, Cefni has one of the shortest private travel times on the Island.

Leisure time

The average return public and private travel times to a public library is higher in Anglesey than the whole of Wales, with an average time of 53 minutes and 13 minutes compared to 45 minutes and 10 minutes.

The average travel time varies within the Canolbarth Môn and Llifon area - Llanddyfnan area (also within the Lligwy and Twrcelyn area) has one of the longest public travel times, whereas Llanfair-yn-Neubwll 1 (also within the Talybolion area) and Llanfair-yn-Neubwll 2 have some of the longest private travel times on the island.





Leisure time figures are available for the run up to the pandemic. **66% of adults in Anglesey attended an arts event during 2019-20.** This is similar to Gwynedd and slightly lower than the rest of Wales.

In 2016-17, 68% of Anglesey adults stated that they had visited historic locations over the last year. This figure is higher than the figures for Gwynedd and Wales where 47% and 58% respectively stated that they had visited historic locations.

The effect of the pandemic on arts and culture is apparent, with theatre and cinemas having to close over the lockdown period and subsequent restrictions on attendance. However reliable figures to measure this effect per local area was not available.

The lack of leisure activities for children and young people was also one theme that arose when residents of Canolbarth Môn and Llifon were asked what was not so good about the area. (Anglesey Well-being Survey)

Green spaces

There is a link between cultural well-being and spending time in green spaces and nature, and proximity to a natural green space is one form of assessing an area's physical environment.

The score for proximity to an Accessible Natural Green Space is lower than that of Anglesey and Wales, namely 65% compared with 77%.

Having enough outdoor spaces and trails for walking were some of the main benefits residents of Canolbarth Môn and Llifon felt contributed to their well-being. (Anglesey Well-being Survey and Place Planning Survey)

“The Dingle, Llangefni - a beautiful place to walk.”
(Canolbarth Môn and Llifon resident, Anglesey Well-being Survey)



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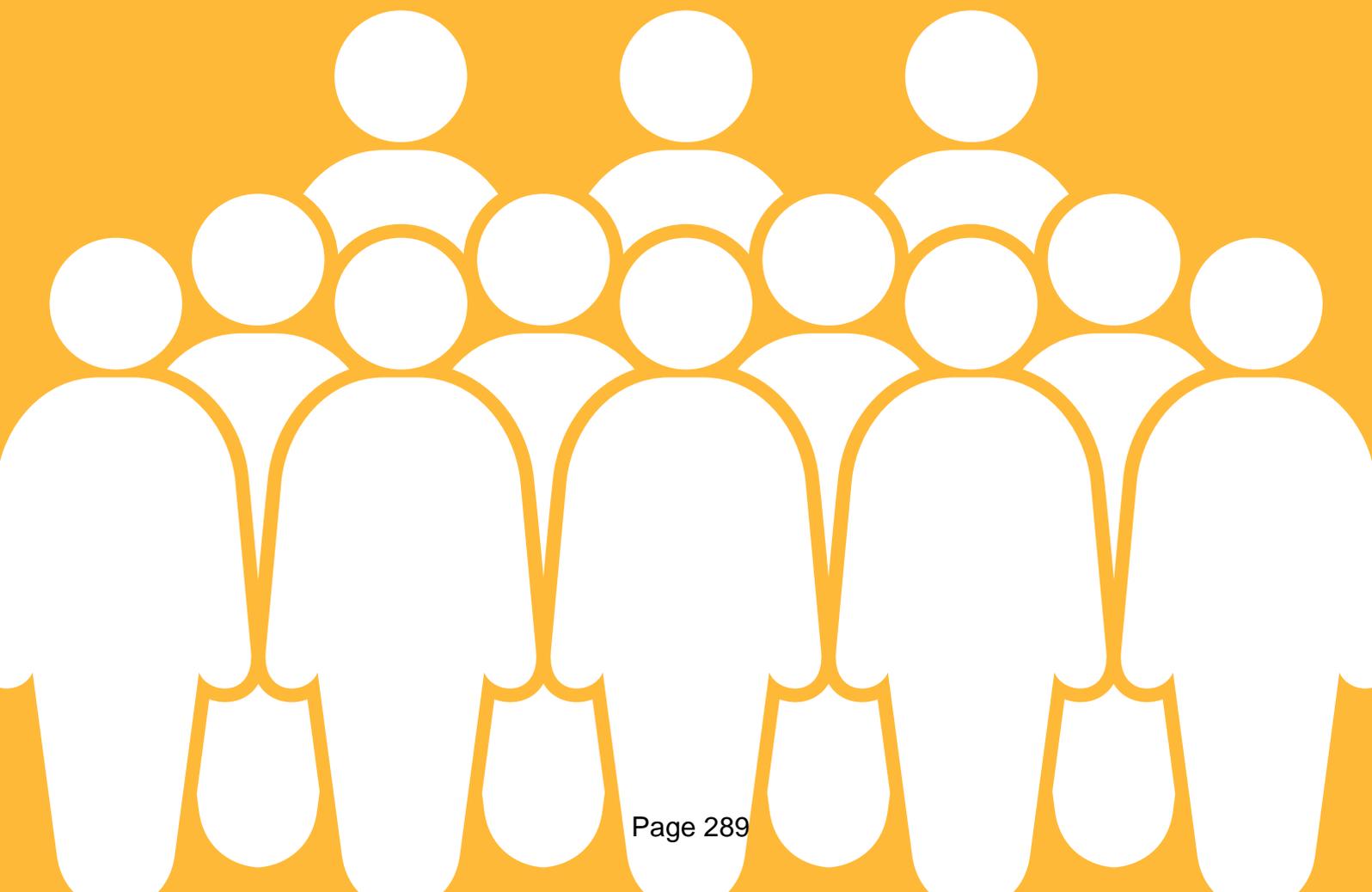
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POPULATION



Who are the people of Lligwy and Twrcelyn?

13,438 people live in Lligwy and Twrcelyn - this is about 19% of the total population of Anglesey. As in the last assessment, the population of the Lligwy and Twrcelyn area is generally older than the population of Anglesey and Wales as a whole.

The population of Lligwy and Twrcelyn is expected to decrease by 12% to 11,710 by 2043. This is different to the change that is projected for Anglesey where the population is expected to remain quite consistent with a reduction of 0.7% between 2019 and 2043.

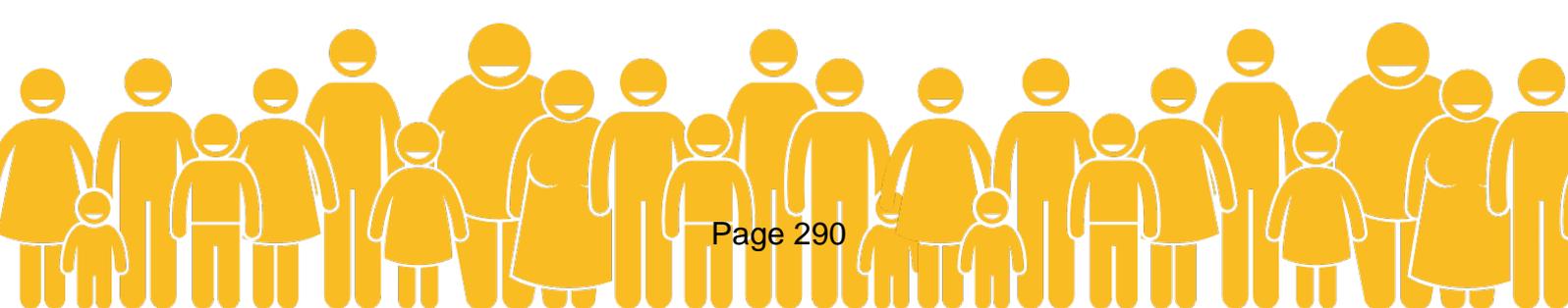


This decline is expected across all age groups, except for the population aged 75 and over, where numbers are expected to rise by 36%. The largest decrease is expected in the population aged 25-39, where numbers are expected to decrease by 31%.

Language

According to the 2011 Census, **55% of Lligwy and Twrcelyn residents can speak Welsh.** This compares with 57% across Anglesey.

The latest figures note that 50% of the people of Anglesey use the Welsh language in their day-to-day lives, compared with 10% in Wales.



ENVIRONMENTAL



How green is the area?

Between 2014/15 and 2020/21, the percentage of urban waste sent to be reused, recycled or composted in Anglesey rose from 59.5% to 63%. This is slightly lower than the increase from 60.2% to 65.1% seen in Wales as a whole for the same period.

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How clean are our streets?

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In 2019/20, 65 streets in Anglesey were inspected, and 97% were of a high or acceptable standard of cleanliness, that is, a Grade B or above. This is similar to 2015/16 data where 95% of Anglesey's streets were of the same standard.

Within the Lligwy and Twrcelyn area, 16 streets were inspected, with 100% receiving a Grade B or above. This percentage is slightly higher than the percentage awarded Grade B or above in 2015.

100%
of Lligwy and Twrcelyn
streets reach a high or
acceptable standard of
cleanliness



The natural environment

Anglesey Fens

Anglesey has a wealth of designated and protected sites that span the sea, coast, marsh, estuaries, moorland and woodland. These are important tourist sites and attract visitors to the area.

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Very little of Anglesey is covered by woodlands, only 4.3% of this compared to an average of 14% across Wales.

Anglesey is under relatively high agricultural pressure. Agriculture is the main land use on Anglesey, accounting for approximately 92% of the land area of the island. This is slightly higher than the national average of around 88%.



“Natural beauty, the Anglesey coastal footpath on our doorstep, and a peaceful location.”
(Lligwy and Twrcelyn resident, Anglesey Well-being Survey)

Ecosystem resilience

Wales' wildlife is in decline, with latest findings showing that one in six species in Wales is at risk of extinction. In 2021, the Welsh Government announced a nature crisis and called for targets to be set to halt and reverse the decline in biodiversity.

Challenges facing species' include lack of pasture, dispersed nutrient inputs in the countryside, historic land, and water management. Water quality is under pressure due to impacts such as nutrient enrichment, intensive land management practices, leaks from sewage and wastewater sources and historic metal extraction from Parys Mountain.

Despite this, the red squirrel and water vole thrive on Anglesey.

Climate change and flooding

The climate and nature crises are major challenges facing future generations. Over the past century, temperatures have increased, sea levels have risen, and weather patterns have changed significantly.

In North West Wales and the Isle of Anglesey local authority, there are a number of communities at risk of flooding, as identified by the Register of Communities at Risk (2019).

According to the Flood Risk Assessment for Wales, **on Anglesey there are 2,826 properties at risk of flooding river, sea and surface water.**



2,826

Anglesey homes are at risk of flooding

Fresh air

NO₂ concentration is one way of measuring air quality and is conveyed as average micrograms (µg) per m³. In 2019, there was an average of 5.1 µg/m³ NO₂ in residential dwelling locations in Anglesey. This was much lower than the Wales average measurement of 9.2 µg/m³.



SOCIAL



Good health?



In the Lligwy and Twrcelyn area in 2020-2021 an ambulance response time for a 'red' call, which is the most serious type, averaged 11:06 minutes. This has risen in recent years from 09:01 minutes in 2018-2019 and 10:13 minutes in 2019-2020.



Ambulance response time:

11:06
minutes

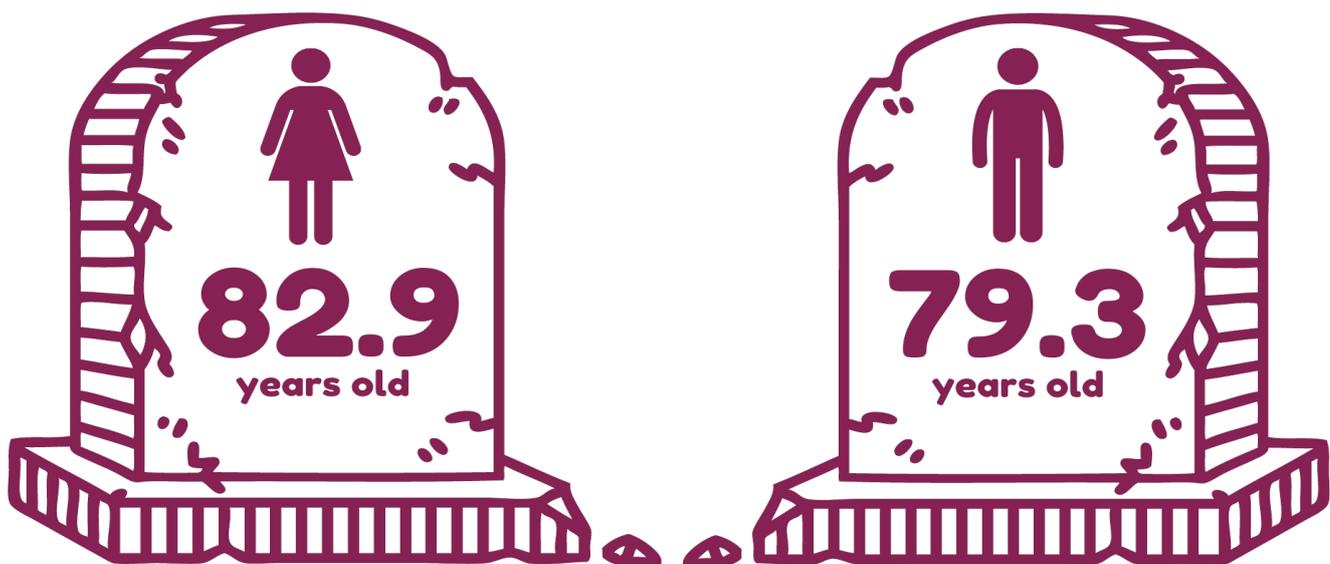
Return public and private travel times to a *GP surgery* is higher in Anglesey than Wales, with an average time of 47 minutes and 8 minutes compared to 40 minutes and 7 minutes.

This is also true for travelling to a *pharmacy* where the average return public travel takes 48 minutes and 10 minutes by private travel compared to 38 minutes and 7 minutes for Wales.

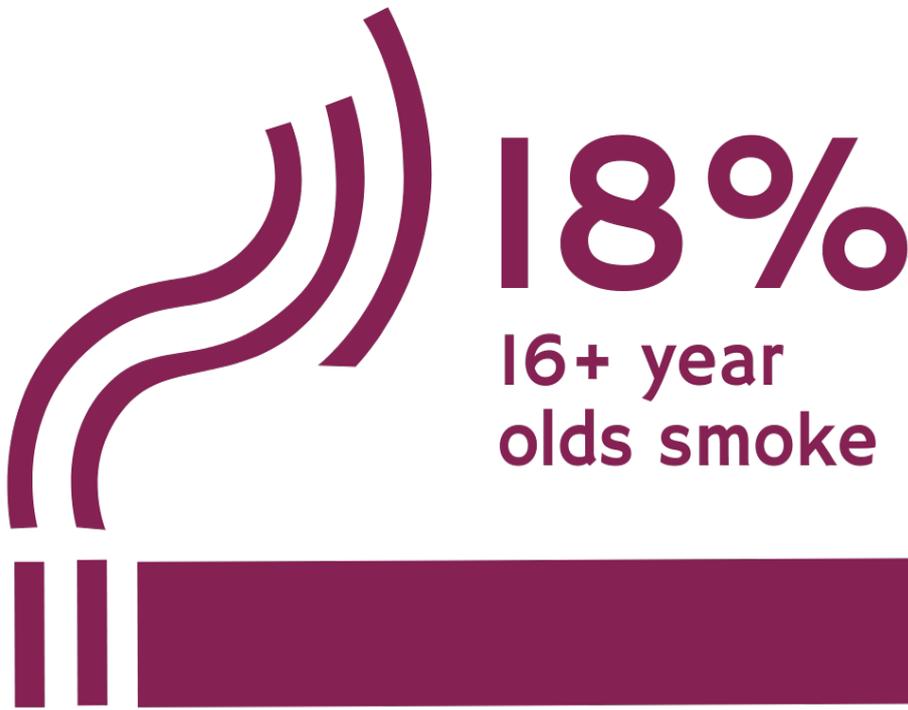
There were several comments regarding the health service when residents were asked what was not so good about Lligwy and Twrcelyn, including the lack of doctors locally and the need to travel long distances for treatment of mental health conditions (Place Planning Survey).

Further population health figures are available for Anglesey to provide an indication of the county's health conditions and patterns.

Men's life expectancy at birth in Anglesey is 79.3 years, while women's life expectancy at birth is 82.9. This is slightly higher than Wales figures where men's life expectancy at birth is 78.3 years and the figure for women is 82.1 years.



According to 2017/18-2019/20 figures, 37% of adults aged 16-64 have a healthy weight in Anglesey, this is slightly lower than the percentage for Wales, namely 38%. This figure increases to 46% in adults aged 65 and over, which is higher than the Wales percentage of 38% and it is the highest percentage of all local authorities in Wales.



Other factors affecting our health are smoking and alcohol consumption. **18% of people aged 16 and over in Anglesey state that they smoke**, a very similar percentage to all of Wales where a little over 17% say that they smoke. 14% of Anglesey adults note that they drink more than 14 units of alcohol a week, a figure that is lower than the 19% for all of Wales.

Mental health is an important part of well-being and health. Public Health Wales data from 2018-19 identifies adult mental well-being (16 and over) in the form of age-standardised scores. Anglesey's score is 51.8 which is slightly higher, but comparable, with Wales's score of 51.4.

Data from the National Survey for Wales for 2018/19-2019/20 indicates that 10% of Anglesey adults have mental disorders, the same percentage as the rest of Wales.

Child and adolescent health

Specific health statistics for Anglesey children are also available.

The percentage of individual live births of a low birth-weight is lower in Anglesey than Wales, namely 4.9% compared to 5.9%. The percentage for Anglesey has remained consistent between 2017 and 2019.

The percentage of children fully immunised as scheduled by the time they are four years old has increased in Anglesey from 90.4% in 2017 to 93.7% in 2019. This percentage has been consistently higher than the percentage for Wales where 88% were immunised in 2019.

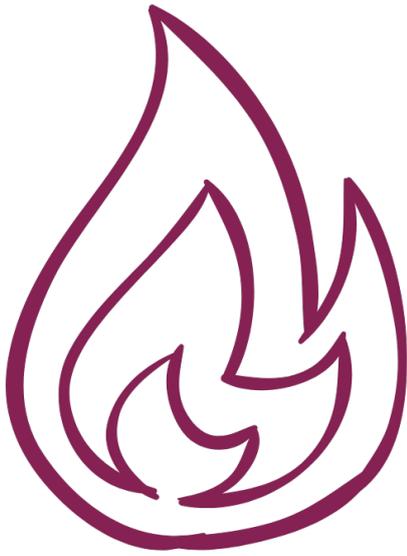
Public Health Wales' figures for 2018/19 show that in Anglesey, 29% of 4-5 year old children are overweight or obese - which is higher than the Wales figure of 27%.

According to data from 2017/18, approximately 8% of Anglesey children aged 11-16 consume alcohol and 5% smoke. This compares with 8% and nearly 4% for Wales.





Keeping safe



34 fire incidents in Lligwy and Twrcelyn

The crime rate per 1,000 (aged 16 and over) in the Lligwy and Twrcelyn area has been noted as 56 in 2020, compared to the last well-being assessment in 2015, where a rate of 58 was noted. In Anglesey the crime rate has risen from 83 in 2015 to 93 in 2020.

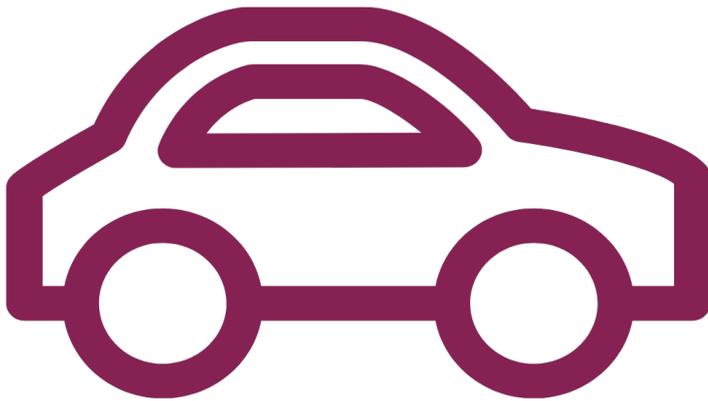
61% of the people of Anglesey feel very safe in the local area after dark, a figure that is much higher than 46% for Wales.

On average between 2017/18-2019/20 there was **3 fires that was started deliberately and 31 accidental fires a year in the Lligwy and Twrcelyn area**, which is lower than the number noted in the last well-being assessment.

The annual average deliberate and accidental fire incidents in Anglesey have reduced since the last well-being assessment.

Keeping in touch

According to the 2011 Census, **85% of households in the Lligwy and Twrcelyn area have a car or van** - this is slightly higher than Anglesey as a whole, where 82% of households have a car or van.



85% of homes have a car or van in Lligwy and Twrcelyn

Traffic and parking problems were also one of the main themes to arise when residents were asked what was not so good about the Lligwy and Twrcelyn area (Place Planning Survey and Anglesey Well-being Survey).

The average return public travel time to a grocery store is higher in Anglesey than the whole of Wales, with an average time of 38 minutes compared to 32 minutes. The return travel time is similar for Anglesey and Wales, with an average time of 5 minutes and 4 minutes respectively.

“Lack of traffic patrols and enforcement of double yellow lines, leading to traffic chaos and loss of car park revenue.”
(Lligwy and Twrcelyn resident, Anglesey Well-being Survey)



Figures from 2019 show that Anglesey had a higher percentage of broadband unavailability at 30Mb/e than the whole of Wales, namely 10% compared to 7%.

In 2019, nearly 12% of the people of Anglesey were lonely, this has fallen since 2016 where 16% were lonely. This figure is lower than Wales where 15% were lonely in 2019.

Helping each other

According to the 2011 Census 13% of the population in the Lligwy and Twrcelyn area provide at least one hour a week of unpaid care. This figure is similar to other areas in Wales and Anglesey.

Pre-pandemic figures show that the percentage of people who volunteer in Anglesey has fallen slightly from 31% in 2016 to 28% in 2019. A similar reduction was witnessed in Wales from 28% in 2016 to 26%, with fewer people volunteering across Wales than Anglesey. Covid-19 probably led to an increase in this figure, however, there is no data by local area available to measure this.

Friendship and a sense of community have also been identified by residents as one of the main positive features of the area. (Anglesey Well-being Survey)



ECONOMY



Houses and second homes

In 2020 the median house price in the Lligwy and Twrcelyn area was £214,000, an increase of £44,750 since the last assessment in 2015.



The median income of Lligwy and Twrcelyn households is around £29,519 but at least £42,571 is needed to afford an entry level market price house. This means that 69% of Lligwy and Twrcelyn households have been priced out of the market. This is the highest percentage of all Anglesey well being areas. It's also significantly higher than Wales at 56%. It's likely, however, that the 2020 figures does not fully illustrate the impact of the pandemic on the area's house prices, and these will be updated as the data becomes available.

Housing and second home issues were highlighted when asking residents as part of the Anglesey Well-being Survey.

“Lack of new housing developments suitable for families (not social housing).”
(Lligwy and Twrcelyn resident, Anglesey Well-being Survey)

What do the people of Lligwy and Twrcelyn do?

Figures from the 2011 Census show that around 40% of people in work, but without qualifications in the Lligwy and Twrcelyn area work in the skilled crafts.

About 24% of people with a degree or equivalent work in the professional field, this is lower than the figure for Anglesey and the rest of Wales. A relatively high percentage, 20%, of those with a degree qualification or equivalent in this area work the skilled crafts. This area also has the highest percentage in Anglesey of people who have an apprentice qualification. Reliable data on areas of work by local well-being area after 2011 is not available, and therefore a significant data gap is evident.



Salary

The median weekly salary for the Anglesey is around £ 506 per week. This amount is 27% higher than Gwynedd (£ 386 a week), and 8% higher than Wales as a whole (£ 469 a week).

In Anglesey women's wages are 6% higher than men's in the area. This is in stark contrast to the situation in Gwynedd, where women's wages are 32% less than men and in Wales where women are paid 31% less.



£ 506 median weekly wage

Unemployment

80% of Anglesey residents aged 16 to 64 are in work or education, which is higher than Wales' 76%.

On average, the **percentage of people aged 16-64 claiming Jobseeker's Allowance in the Lligwy and Twrcelyn area between November 2020 and October 2021 was 5.4%**, similar to Anglesey for the same period (5.3%). The figure was highest in November 2020 (6.3%) and lowest in October 2021 (4.1%), suggesting that the Covid-19 lockdown period has had an effect on the figures.

Lack of high value jobs and training opportunities were both noted as issues that had a negative impact on how residents felt about the Lligwy and Twrcelyn area. (Anglesey Well-being Survey)

“Unemployment and a lack of opportunities for young graduates to remain in the area.”
(Lligwy and Twrcelyn resident, Anglesey Well-being Survey)

Businesses



59%
of companies survive 3+ years

In 2020, a total of 2,155 businesses were registered in Anglesey. The rate of new business start-ups in Anglesey is higher than Gwynedd, but less than North Wales and Wales.

59% of companies in Anglesey stay in business for at least three years or more. This is higher than Wales at 54%.

Anglesey also has a lower rate of business failures compared to North Wales and Wales.

Skills for life

From 2018/19 the Welsh Government has introduced a new set of performance measures which include literacy, numeracy and science points score. This makes it difficult to make year-on-year comparisons over recent years and there is no breakdown by county since 2018/19.

However, figures are available for the number of year 11 school leavers known not to be in education, employment or training (NEET). In Anglesey the percentage for 2020 is 4.7%, which is significantly higher than the 2018 percentage of 1.1%. The percentage is also higher than the Wales figure for 2020, namely 1.7%.



The money in your pocket

Income available to spend after the costs of paying for a home and taxes from people in Anglesey is £17,529 per person per year, which is £ 266 more than Wales as a whole.

£17,529

income available to spend after home and tax costs



In the Lligwy and Twrcelyn area, 17% of primary school pupils claim free school meals, which is slightly lower than Anglesey's 18%. The percentage of Lligwy and Twrcelyn secondary school pupils claiming free school meals has lowered slightly to 15%, which is again slightly lower than the figure for Anglesey (16%).

Pre-pandemic figures show that 16% of households in Lligwy and Twrcelyn area are in fuel poverty, which is lower than the percentage for the whole of Anglesey, which is 18% but slightly higher than the Welsh figure of 14%.

However, with the recent fuel price increase this figure is likely to be much higher than estimated in 2018, but unfortunately sourcing reliable data in this field was problematic.

CULTURAL



Keeping fit

According to the latest School Sport Survey by Sport Wales, more of Anglesey's children participate in sports three or more times per week compared to Wales.

In 2018, nearly 56% of Anglesey's pupils participated in sports activities at least three times a week, compared with 48% in Wales.



56%

of children participating in sports 3+ times a week

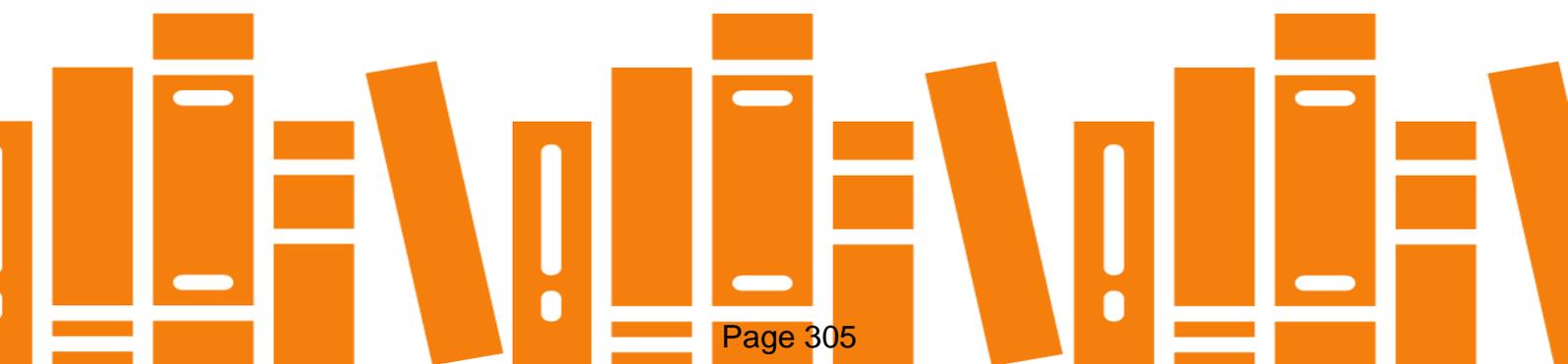
By now, the picture is similar for adults in Anglesey. In 2016, 28% of people participated in sports activities at least three times a week in Anglesey and 29% across Wales, by 2019 the number for Anglesey increased to 34% compared to 32% across Wales.

Return public and private travel times to a sports facility is higher in Anglesey than Wales, with an average time of 70 minutes and 13 minutes compared to 55 minutes and 10 minutes respectively. All areas within Lligwy and Twrcelyn have longer public return travel times than the Anglesey average, except for Amlwch Port, which is lower. Average private travel time is also longer in most Lligwy and Twrcelyn areas, except for Llaneilian, Amlwch Port and Amlwch Wledig.

Leisure time

The average return public and private travel times to a public library is higher in Anglesey than the whole of Wales, with an average time of 53 minutes and 13 minutes compared to 45 minutes and 10 minutes.

Average public return travel time to a public library is lower in many Lligwy and Twrcelyn areas than Anglesey, including Porth Amlwch, Brynteg, Llanbadrig and Llanbedrgoch. But it's also longer in some areas including Llaneilian and Llanddyfnan which are partly within the Lligwy and Twrcelyn area. The private travel times of Amlwch Port and Llanbadrig are some of the shortest on the island.





Leisure time figures are available for the run up to the pandemic. **66% of adults in Anglesey attended an arts event during 2019-20.** This is similar to Gwynedd and slightly lower than the rest of Wales.

In 2016-17, 68% of Anglesey adults stated that they had visited historic locations over the last year. This figure is higher than the figures for Gwynedd and Wales where 47% and 58% respectively stated that they had visited historic locations.

The effect of the pandemic on arts and culture is apparent, with theatre and cinemas having to close over the lockdown period and subsequent restrictions on attendance. However reliable figures to measure this effect per local area was not available.

Green spaces

There is a link between cultural well-being and spending time in green spaces and nature, and proximity to a natural green space is one form of assessing an area's physical environment.

The score for proximity to an Accessible Natural Green Space is lower than that of Anglesey and Wales, namely 65% compared with 77%, and varies within the Lligwy and Twrcelyn area. Brynteg has one of Anglesey's lowest scores at 23%, while Amlwch Port, Llanbadrig and Moelfre have much higher scores than Anglesey at 93%, 89% and 79% respectively.

“Lack of provision for disabled people to access the coastal path or footpaths.”
(Lligwy and Twrcelyn resident, Anglesey Well-being Survey)



FOR MORE INFORMATION...

www.LlesiantGwyneddaMon.org

post@llesiantgwyneddamon.org

01766 771000

Ask for the Programme Manager – Gwynedd and Anglesey Public Services Board

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IT'S YOUR AREA WHAT'S IMPORTANT?

AETHWY AND SEIRIOL AREA



The Well-being of Future Generations (Wales) Act came into force on 1 April 2016. The aim of the Act is to improve the social, economic, environmental and cultural well-being of Wales.

The Act has established a Public Services Board (the Board) for every local authority area in order to ensure that public bodies work together to create a better future for the people of Wales.

For Gwynedd and Anglesey, the two Boards have come together to collaborate, and it is a partnership that includes the county councils, the fire and rescue service, the health service, Natural Resources Wales and other partners from the public and third sector.

The Gwynedd and Anglesey Public Services Board has divided the whole area into 14 smaller areas. Research has been undertaken on behalf of the Board on each of the 14 areas in order to understand and learn more about the well-being of those areas. In addition to the available data, we also want to know what you think about your area and your community. Partners of the Public Services Board have engaged extensively with our communities in recent months and we have taken the outcomes of those sessions into consideration along with the main messages that were conveyed about the state of well-being of our communities.

It is also important to note that the research has highlighted some data gaps and that some figures are based on 2011 Census data, which is now over 10 years old. Our intention is to regularly update the data contained in this booklet in order to capture the key messages that have been conveyed about the wellbeing of the county, and thus led to the formulation of a Well-being Plan, which will guide the Board's work over the coming years

This work builds on the Well-being Assessment that was carried out in 2016 by the Public Services Board. This assessment led to the formulation of a Well-being Plan, which has led the work of the Board thus far. Since the previous assessment, our communities have faced substantial changes in light of Brexit and more recently the Covid-19 pandemic. Dealing with the crisis has highlighted the importance of services provided by the voluntary and public sector to our communities, and the importance of the joint-working between them. Also, the crisis has highlighted issues that already existed in our communities, for example, poverty and employment, mental health, second homes and loneliness.

The period has also highlighted the importance of our environment which is central to the health and well-being of our residents and our local economy, attracting visitors to the area. As we look towards a greener path out of the Covid-19 pandemic, it is an opportunity for us to revisit how we use our natural assets to tackle the threats of the climate and nature crises.

The Well-being Assessment will further address those matters that were brought to our attention during the pandemic.

THIS IS THE INFORMATION WE HAVE GATHERED ABOUT THE AETHWY AND SEIRIOL AREA SO FAR. DO YOU RECOGNISE THE PICTURE THAT'S BEEN CREATED OF YOUR AREA?

POPULATION



Who are the people of Aethwy and Seiriol?

12,573 people live in Aethwy and Seiriol - this is about 18% of the total population of Anglesey.

The population of Aethwy and Seiriol is expected to decrease by 12% to 10,956 by 2043. This is different to the change that is projected for Anglesey where the population is expected to remain quite consistent with a reduction of 0.7% between 2019 and 2043.



The projected decrease is not uniform across the population. We expect to see a rise in the 75 and older population, where an increase of 36% is projected. This is in line with the Anglesey figures, where the largest increase in population is also projected in the 75 and over age group.

A reduction is projected in every other age group in Aethwy and Seiriol, with the largest reduction (30%) projected in children under 15 years old and adults aged 25-39.

Language

According to the 2011 Census, **57% of Aethwy and Seiriol residents can speak Welsh**, compared to 60% who could speak Welsh in 2001. These figures are exactly the same as the figures for Anglesey for the same period.

The latest figures note that 50% of the people of Anglesey use the Welsh language in their day-to-day lives, compared with 10% in Wales.

According to Aethwy and Seiriol residents, the friendly Welsh community is one of the features that makes the area a good place to live. (Anglesey Well-being Survey)

57%
of people in the
Aethwy and Seiriol
area can speak
Welsh

ENVIRONMENTAL



How green is the area?

Between 2014/15 and 2020/21, the percentage of urban waste sent to be reused, recycled or composted in Anglesey rose from 59.5% to 63%. This is slightly lower than the increase from 60.2% to 65.1% seen in Wales as a whole for the same period.

The cases of fly-tipping recorded for every 1,000 of the population is higher in Anglesey than Wales, with 18.6 recorded in Anglesey and 10.6 in Wales.



How clean are our streets?

Street hygiene is inspected every year by Keep Wales Tidy.

In 2019/20, 65 streets in Anglesey were inspected, and 97% were of a high or acceptable standard of cleanliness, that is, a Grade B or above. This is similar to 2015/16 data where 95% of Anglesey's streets were of the same standard.

13 streets were inspected within the Aethwy and Seiriol area, 92% of which were given a Grade B or higher. This is the same percentage as the area's data in 2015.

92%

of Aethwy and Seiriol streets reach a high or acceptable standard of cleanliness



The natural environment

Anglesey Fens

Anglesey has a wealth of designated and protected sites that span the sea, coast, marsh, estuaries, moorland and woodland. These are important tourist sites and attract visitors to the area.

The Anglesey Fens are some of the most important wetlands in Europe, namely Cors Erddreiniog (the largest), Cors Bodeilio and Cors Goch. Together they form part of a Special Area of Conservation.



The Fens Forever Project was highlighted as an opportunity to explore improved habitat management and access to Anglesey fens, by working with local communities and businesses.

Globally, inland stores more carbon than the world's rainforests. Because healthy inland is considered to contribute to a host of natural services, such as clean water and flood reduction, the case for restoration is strengthened.

Land and trees

Little of the county is covered by woodlands, only 4.3% of it (compared to an average of 14% across Wales).

Anglesey is under comparatively high agricultural pressure. Agriculture is the main land use on Anglesey, accounting for approximately 92% of the island's area. This is slightly higher than the national average of approximately 88%.



“Peaceful with a number of circular walks around the area.”
(Aethwy and Seiriol resident, Anglesey Well-being Survey)

Ecosystem resilience

Wales' wildlife is in decline, with latest findings showing that one in six species in Wales is at risk of extinction. In 2021, the Welsh Government announced a nature crisis and called for targets to be set to halt and reverse the decline in biodiversity.

Challenges facing species' include lack of pasture, dispersed nutrient inputs in the countryside, historic land, and water management. Water quality is under pressure due to impacts such as nutrient enrichment, intensive land management practices, leaks from sewage and wastewater sources and historic metal extraction from Parys Mountain.

Despite this, the red squirrel and water vole thrive on Anglesey.

Climate change and flooding

The climate and nature crises are major challenges facing future generations. Over the past century, temperatures have increased, sea levels have risen, and weather patterns have changed significantly.

In North West Wales and the Isle of Anglesey local authority, there are a number of communities at risk of flooding, as identified by the Register of Communities at Risk (2019).

According to the Flood Risk Assessment for Wales, **on Anglesey there are 2,826 properties at risk of flooding river, sea and surface water.**



2,826

Anglesey homes are at risk of flooding

Fresh air

NO₂ concentration is one way of measuring air quality and is conveyed as average micrograms (μg) per m³. In 2019, there was an average of 5.1 $\mu\text{g}/\text{m}^3$ NO₂ in residential dwelling locations in Anglesey. This was much lower than the Wales average measurement of 9.2 $\mu\text{g}/\text{m}^3$.



SOCIAL



Good health?



In the Aethwy and Seiriol area in 2020-2021 an ambulance response time for a 'red' call, which is the most serious type, averaged 09:14 minutes.

This has risen in recent years from 07:40 minutes in 2018-2019 and 07:48 minutes in 2019-2020.



Ambulance response time:

**9:14
minutes**

Return public and private travel times to a *GP surgery* is higher in Anglesey than Wales, with an average time of 47 minutes and 8 minutes compared to 40 minutes and 7 minutes.

There is a variety of travelling times within the Aethwy and Seiriol area, with some shorter and some longer than the Anglesey average time. The Cadnant and Braint area has some of the shortest average return public and private travel time on the

island, namely 22 minutes and 4 minutes and 23 minutes and 3 minutes respectively. On the other hand, Pentraeth, which is partially within the Aethwy and Seiriol area, has one of the longest private travelling times, namely 16 minutes.

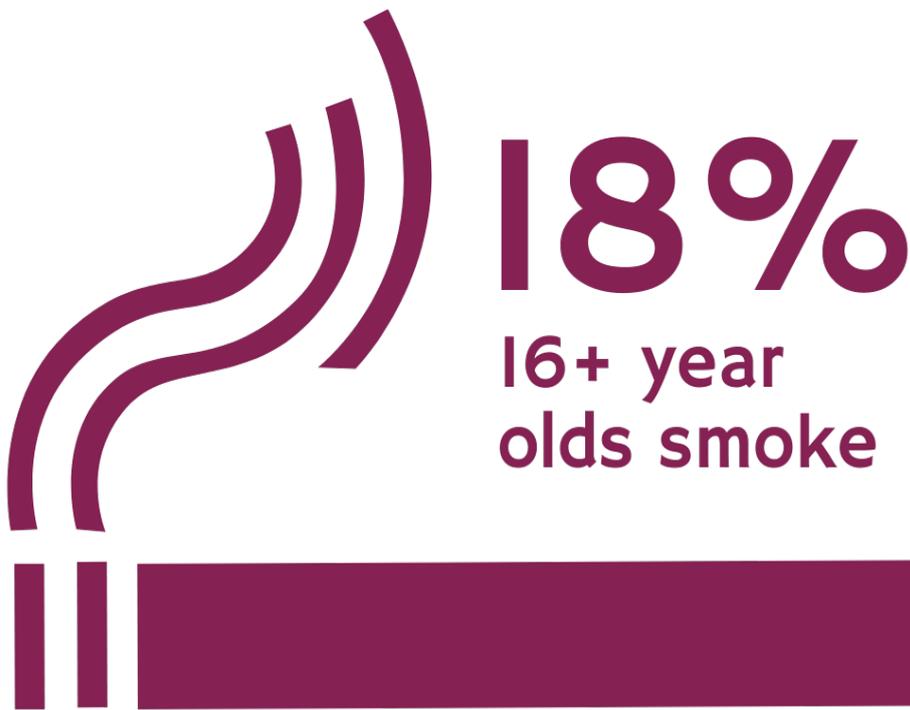
This is also true for travelling to a *pharmacy* where the average return public travel takes 48 minutes and 10 minutes by private travel compared to 38 minutes and 7 minutes for Wales. Again, there is a variety within the Aethwy and Seiriol area with some longer and shorter than the Anglesey average time, and Beaumaris, Braint and Cadnant have some of the shortest return private travelling times of the island.

Further population health figures are available for Anglesey to provide an indication of the county's health conditions and patterns.

Men's life expectancy at birth in Anglesey is 79.3 years, while women's life expectancy at birth is 82.9. This is slightly higher than Wales figures where men's life expectancy at birth is 78.3 years and the figure for women is 82.1 years.

According to 2017/18-2019/20 figures, 37% of adults aged 16-64 have a healthy weight in Anglesey, this is slightly lower than the percentage for Wales, namely 38%. This figure increases to 46% in adults aged 65 and over, which is higher than the Wales percentage of 38%, and it is the highest percentage of all local authorities in Wales.





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Data from the National Survey for Wales for 2018/19-2019/20 indicates that 10% of Anglesey adults have mental disorders, the same percentage as the rest of Wales.

Child and adolescent health

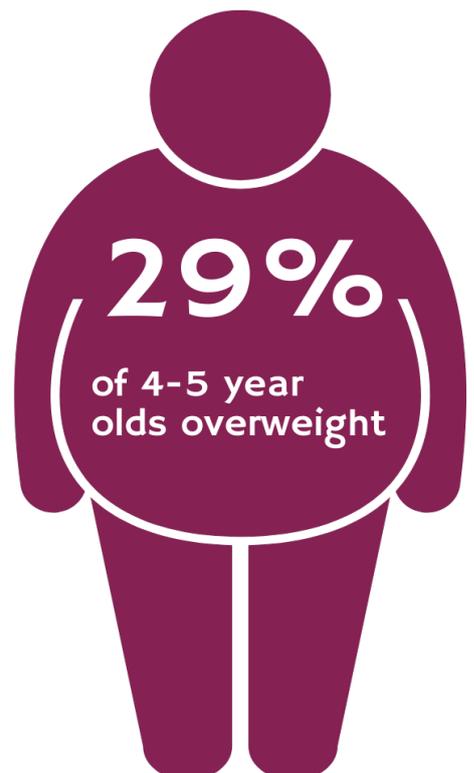
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The percentage of children fully immunised as scheduled by the time they are four years old has increased in Anglesey from 90.4% in 2017 to 93.7% in 2019. This percentage has been consistently higher than the percentage for Wales where 88% were immunised in 2019.

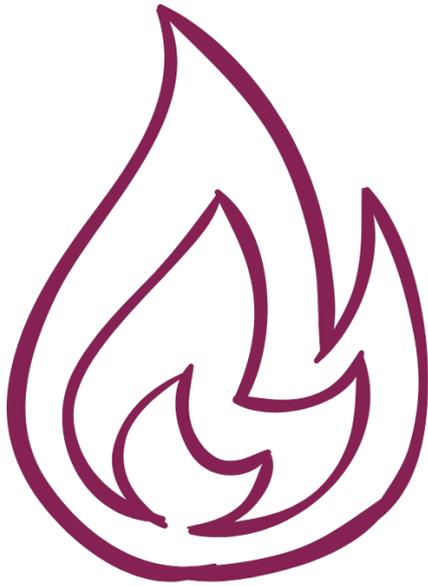
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According to data from 2017/18, approximately 8% of Anglesey children aged 11-16 consume alcohol and 5% smoke. This compares with 8% and nearly 4% for Wales.





Keeping safe



23 fire incidents
in Aethwy and
Seiriol

The crime rate per 1,000 (aged 16 and over) in the Aethwy and Seiriol area has increased since the last well-being assessment, from 68 in 2015 to 73 in 2020. This is lower than the Anglesey rate in 2020, namely 93.

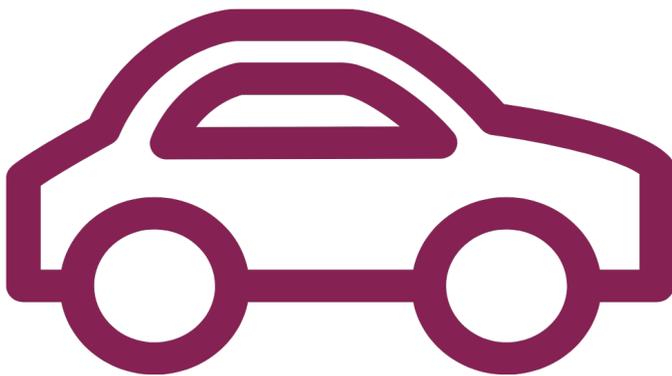
61% of the people of Anglesey feel very safe in the local area after dark, a figure that is much higher than 46% for Wales.

On average between 2017/18-2019/20 there were 5 fires that was started deliberately in the Aethwy and Seiriol area, this is the same number that was noted in the last well-being assessment. During the same period there was an average of 18 accidental fires, which is lower than the number reported in the last well-being assessment.

The annual average deliberate and accidental fire incidents in Anglesey have reduced since the last well-being assessment.

Keeping in touch

According to the 2011 Census, 85% of households in the Aethwy and Seiriol area have a car or van - this is slightly higher compared to the rest of Anglesey, where 82% of households have a car or van.



85% of homes have
a car or van in
Aethwy and
Seiriol

The average return public travel time to a grocery store is higher in Anglesey than the whole of Wales, with an average time of 38 minutes compared to 32 minutes. The return travel time is similar for Anglesey and Wales, with an average time of 5 minutes and 4 minutes respectively.

Concerns about parking, the condition of roads and the distance to local shops and amenities were all themes that were raised as an issue by residents. They were identified as things that had a negative impact on the way people felt about the Aethwy and Seiriol area. (Anglesey Well-being Survey and Place Planning Survey)

**“The roads are horrific and need to be redone as a matter of urgency.”
(Aethwy and Seiriol resident, Anglesey Well-being Survey)**



Figures from 2019 show that Anglesey had a higher percentage of broadband unavailability at 30Mb/e than the whole of Wales, namely 10% compared to 7%.

In 2019, nearly 12% of the people of Anglesey were lonely, this has fallen since 2016 where 16% were lonely. This figure is lower than Wales where 15% were lonely in 2019.

Helping each other

According to the 2011 Census 11% of the population in the Aethwy and Seiriol area provide at least one hour a week of unpaid care. This figure is similar to other areas in Wales and Anglesey.

Pre-pandemic figures show that the percentage of people who volunteer in Anglesey has fallen slightly from 31% in 2016 to 28% in 2019. A similar reduction was witnessed in Wales from 28% in 2016 to 26%, with fewer people volunteering across Wales than Anglesey. Covid-19 probably led to an increase in this figure, however, there is no data by local area available to measure this.

Friendship and a sense of community have also been identified by residents as one of the main positive features of the area. (Anglesey Well-being Survey)



ECONOMY



Houses and second homes

In 2020, the median house price in the Aethwy and Seiriol area was £225,000, an increase of £35,000 since the last assessment in 2015. This is the highest median price of all Môn areas.



The median income of Aethwy and Seiriol households is around £34,012 but at least £48,00 is needed to afford an entry level market price house. This means that 68% of Aethwy and Seiriol households have been priced out of the market. This is higher than the Anglesey figure (62%), and the figure for Wales at 56%. It's likely, however, that the 2020 figures does not fully illustrate the impact of the pandemic on the area's house prices, and these will be updated as the data becomes available.

When Aethwy and Seiriol residents were asked about the changes they would like to see in their area over the next 10 to 15 years, the main theme noted was the need for more affordable housing for local people. (Anglesey Well-being Survey)

“Stop houses being sold to out of area people/tourists/ buy to let and holiday homes. This should be the Council's main priority.”

(Aethwy and Seiriol resident, Anglesey Well-being Survey)

What do the people of Aethwy and Seiriol do?

Figures from the 2011 Census show that 28% of people in work, but with no qualifications in Aethwy and Seiriol, work in elementary occupations e.g. cleaning, factory work, waste collection, farm work – this follows a very similar pattern across the island. Aethwy and Seiriol also has the largest percentage of people without a qualification working as managers and directors (11%).

The skilled crafts employ most workers in this area at 20% - this is a pattern across Anglesey and Gwynedd. 38% of people with a degree or equivalent work in the professional field, this is similar to the pattern across both counties. Reliable data on areas of work by local well-being area after 2011 is not available, and therefore a significant data gap is evident.



Salary

The median weekly salary for the Anglesey is around £ 506 per week. This amount is 27% higher than Gwynedd (£ 386 a week), and 8% higher than Wales as a whole (£ 469 a week).

In Anglesey women's wages are 6% higher than men's in the area. This is in stark contrast to the situation in Gwynedd, where women's wages are 32% less than men and in Wales where women are paid 31% less.



£ 506 median weekly wage

Unemployment

80% of Anglesey residents aged 16 to 64 are in work or education, which is higher than Wales' 76%.

On average, the percentage of people aged 16-64 claiming Jobseeker's Allowance in the Aethwy and Seiriol area between November 2020 and October 2021 was 4.2%, lower than Anglesey for the same period (5.3%).

The figure was highest in March 2021 (5%), and lowest at October 2021 (3%), suggesting that the Covid-19 lockdown period has had an effect on the figures.



4.2%

claiming Jobseeker's Allowance

Businesses



59%

of companies survive 3+ years

In 2020, a total of 2,155 businesses were registered in Anglesey. The rate of new business start-ups in Anglesey is higher than Gwynedd, but less than North Wales and Wales.

59% of companies in Anglesey stay in business for at least three years or more. This is higher than Wales at 54%.

Anglesey also has a lower rate of business failures compared to North Wales and Wales.

Skills for life

From 2018/19 the Welsh Government has introduced a new set of performance measures which include literacy, numeracy and science points score. This makes it difficult to make year-on-year comparisons over recent years and there is no breakdown by county since 2018/19.

However, figures are available for the number of year 11 school leavers known not to be in education, employment or training (NEET). In Anglesey the percentage for 2020 is 4.7%, which is significantly higher than the 2018 percentage of 1.1%. The percentage is also higher than the Wales figure for 2020, namely 1.7%.



The money in your pocket

Income available to spend after the costs of paying for a home and taxes from people in Anglesey is £ 17,529 per person per year, which is £266 more than Wales as a whole.

£17,529

income available to spend after home and tax costs



In the Aethwy and Seiriol area, 11% of primary school pupils claim free school meals, which is the lowest of all Anglesey areas.

The percentage of Aethwy and Seiriol secondary school pupils claiming free school meals falls slightly to 9%, which is again the lowest of all Anglesey areas.

According to pre-pandemic figures, 16% of households in the Aethwy and Seiriol area are in fuel poverty, which is lower than Anglesey (18%), but higher than Wales (14%).

However, with the recent fuel price increase this figure is likely to be much higher than estimated in 2018, but unfortunately sourcing reliable data in this field was problematic.

CULTURAL



Keeping fit

According to the latest School Sport Survey by Sport Wales, more of Anglesey's children participate in sports three or more times per week compared to Wales.



56%

of children participating in sports 3+ times a week

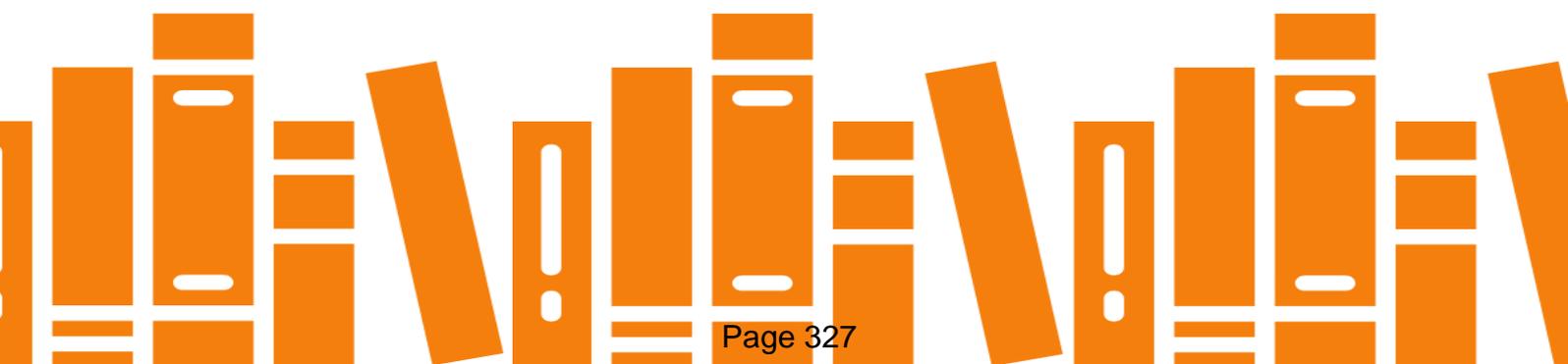
In 2018, nearly 56% of Anglesey's pupils participated in sports activities at least three times a week, compared with 48% in Wales.

By now, the picture is similar for adults in Anglesey. In 2016, 28% of people participated in sports activities at least three times a week in Anglesey and 29% across Wales, by 2019 the number for Anglesey increased to 34% compared to 32% across Wales.

Return public and private travel times to a sports facility is higher in Anglesey than Wales, with an average time of 70 minutes and 13 minutes compared to 55 minutes and 10 minutes respectively. Again, a variety can be seen within the area, with some longer and some shorter than the Anglesey average time. Beaumaris has one of the shortest average return public and private travel times on the island (26 minutes and 4 minutes respectively). Tysilio also has one of the shortest public travel times namely 27 minutes.

Leisure time

The average return public and private travel times to a public library is higher in Anglesey than the whole of Wales, with an average time of 53 minutes and 13 minutes compared to 45 minutes and 10 minutes.



There is a variety within the Aethwy and Seiriol area with some longer and some shorter than the Anglesey average time, and Cadnant has one of the shortest average public and private travel times on the island namely 20 minutes and 3 minutes respectively.



Leisure time figures are available for the run up to the pandemic. **66% of adults in Anglesey attended an arts event during 2019-20.** This is similar to Gwynedd and slightly lower than the rest of Wales.

In 2016-17, 68% of Anglesey adults stated that they had visited historic locations over the last year. This figure is higher than the figures for Gwynedd and Wales where 47% and 58% respectively stated that they had visited historic locations.

The effect of the pandemic on arts and culture is apparent, with theatre and cinemas having to close over the lockdown period and subsequent restrictions on attendance. However reliable figures to measure this effect per local area was not available.

Green spaces

There is a link between cultural well-being and spending time in green spaces and nature, and proximity to a natural green space is one form of assessing an area's physical environment.

The score for proximity to an Accessible Natural Green Space is lower than that of Anglesey and Wales, namely 65% compared with 77%.

Having enough outdoor spaces and trails for walking were some of the main benefits residents of Aethwy and Seiriol felt contributed to their well-being. (Anglesey Well-being Survey and Place Planning Survey)



FOR MORE INFORMATION...

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Ask for the Programme Manager – Gwynedd and Anglesey Public Services Board

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IT'S YOUR AREA WHAT'S IMPORTANT?

BRO ABERFFRAW AND BRO RHOSYR AREA



The Well-being of Future Generations (Wales) Act came into force on 1 April 2016. The aim of the Act is to improve the social, economic, environmental and cultural well-being of Wales.

The Act has established a Public Services Board (the Board) for every local authority area in order to ensure that public bodies work together to create a better future for the people of Wales.

For Gwynedd and Anglesey, the two Boards have come together to collaborate, and it is a partnership that includes the county councils, the fire and rescue service, the health service, Natural Resources Wales and other partners from the public and third sector.

The Gwynedd and Anglesey Public Services Board has divided the whole area into 14 smaller areas. Research has been undertaken on behalf of the Board on each of the 14 areas in order to understand and learn more about the well-being of those areas. In addition to the available data, we also want to know what you think about your area and your community. Partners of the Public Services Board have engaged extensively with our communities in recent months and we have taken the outcomes of those sessions into consideration along with the main messages that were conveyed about the state of well-being of our communities.

It is also important to note that the research has highlighted some data gaps and that some figures are based on 2011 Census data, which is now over 10 years old. Our intention is to regularly update the data contained in this booklet in order to capture the key messages that have been conveyed about the wellbeing of the county, and thus led to the formulation of a Well-being Plan, which will guide the Board's work over the coming years.

This work builds on the Well-being Assessment that was carried out in 2016 by the Public Services Board. This assessment led to the formulation of a Well-being Plan, which has led the work of the Board thus far. Since the previous assessment, our communities have faced substantial changes in light of Brexit and more recently the Covid-19 pandemic. Dealing with the crisis has highlighted the importance of services provided by the voluntary and public sector to our communities, and the importance of the joint-working between them. Also, the crisis has highlighted issues that already existed in our communities, for example, poverty and employment, mental health, second homes and loneliness.

The period has also highlighted the importance of our environment which is central to the health and well-being of our residents and our local economy, attracting visitors to the area. As we look towards a greener path out of the Covid-19 pandemic, it is an opportunity for us to revisit how we use our natural assets to tackle the threats of the climate and nature crises.

The Well-being Assessment will further address those matters that were brought to our attention during the pandemic.

THIS IS THE INFORMATION WE HAVE GATHERED ABOUT THE BRO ABERFFRAW AND BRO RHOSYR AREA SO FAR. DO YOU RECOGNISE THE PICTURE THAT'S BEEN CREATED OF YOUR AREA?

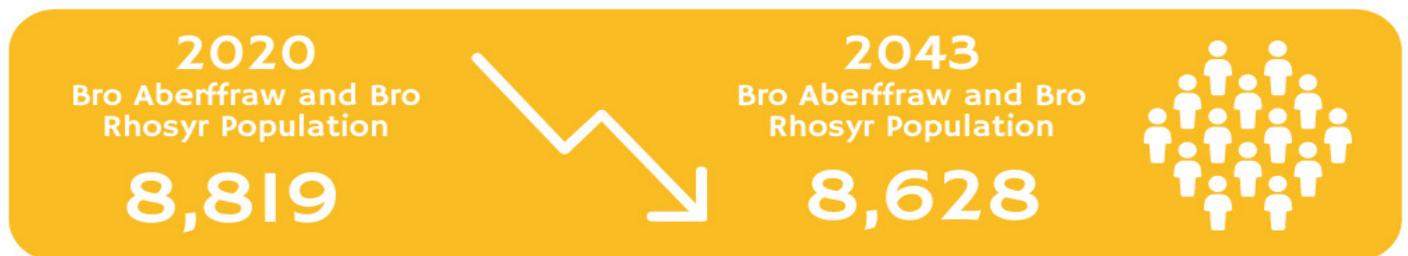
POPULATION



Who are the people of Bro Aberffraw and Bro Rhosyr?

8,819 people live in Bro Aberffraw and Bro Rhosyr - this is about 13% of the total population of Anglesey.

The population of Bro Aberffraw and Bro Rhosyr is expected to slightly decrease by 1% to 8,628 by 2043. This is fairly similar to what is projected for Anglesey where the population is expected to remain quite consistent with a reduction of 0.7% between 2019 and 2043.



The projected change is not uniform across the population. An increase is projected in the population aged 65-74 and aged 75 and over (an increase of 5% and 66% respectively). This is similar to the figures for Anglesey, where it is expected for the population aged 65-74 to remain quite consistent and the 75 and over population to increase by 48%.

The remaining age groups of Bro Aberffraw and Bro Rhosyr are expected to decrease, with the largest reduction of 15% projected in the under 15 years old and the population aged 40-64.

Language

According to the 2011 Census, **67% of Bro Aberffraw and Bro Rhosyr residents can speak Welsh.** This has reduced from 78% in 1981.

More people could speak Welsh in the Bro Aberffraw and Bro Rhosyr area than there were in the whole of Anglesey, where 57% could speak Welsh in 2011.

The latest figures note that 50% of the people of Anglesey use the Welsh language in their day-to-day lives, compared with 10% in Wales.



ENVIRONMENTAL



How green is the area?

Between 2014/15 and 2020/21, the percentage of urban waste sent to be reused, recycled or composted in Anglesey rose from 59.5% to 63%. This is slightly lower than the increase from 60.2% to 65.1% seen in Wales as a whole for the same period.

The cases of fly-tipping recorded for every 1,000 of the population is higher in Anglesey than Wales, with 18.6 recorded in Anglesey and 10.6 in Wales.



How clean are our streets?

Street hygiene is inspected every year by Keep Wales Tidy.

In 2019/20, 65 streets in Anglesey were inspected, and 97% were of a high or acceptable standard of cleanliness, that is, a Grade B or above. This is similar to 2015/16 data where 95% of Anglesey's streets were of the same standard.

Within the Bro Aberffraw and Bro Rhosyr area, 10 streets were inspected, and 90% of which were given a Grade B or higher. This is very similar to the area's data in 2015.

90%
of Bro Aberffraw and
Bro Rhosyr streets
reach a high or
acceptable standard
of cleanliness



The natural environment

Newborough National Nature Reserve and Forest

The Newborough National Nature Reserve and Forest is a splendid and complex site, which spans forestry management, timber production and sand dunes of international importance.

One of the largest sand dune sites in Europe is in Newborough. Some sites, such as Newborough Warren, have been designated as a Special Area of Conservation, a Site of Special Scientific Interest and is one of the National Nature Reserves as a result of the unique geographical and biological features of the site. This includes its dune habitat and salt marshes, along with the presence of an important habitation for wading birds and water-fowls in winter.

It is one of the most popular locations on the Island, attracting around 450,000 visitors a year, which does mean an increased pressure on resources and significant maintenance costs.



Anglesey Fens

The Anglesey Fens are some of the most important wetlands in Europe, namely Cors Erddreiniog (the largest), Cors Bodeilio and Cors Goch. Together they form part of a Special Area of Conservation. The Fens Forever Project was highlighted as an opportunity to explore improved habitat management and access to Anglesey fens, by working with local communities and businesses.

Globally, inland stores more carbon than the world's rainforests. Because healthy inland is considered to contribute to a host of natural services, such as clean water and flood reduction, the case for restoration is strengthened.

Land and trees

Anglesey is under comparatively high agricultural pressure. Agriculture is the main land use on Anglesey, accounting for approximately 92% of the island's area. This is slightly higher than the national average of approximately 88%.

Ecosystem resilience

Wales' wildlife is in decline, with latest findings showing that one in six species in Wales is at risk of extinction. In 2021, the Welsh Government announced a nature crisis and called for targets to be set to halt and reverse the decline in biodiversity.

Challenges facing species' include lack of pasture, dispersed nutrient inputs in the countryside, historic land, and water management. Water quality is under pressure due to impacts such as nutrient enrichment, intensive land management practices, leaks from sewage and wastewater sources and historic metal extraction from Parys Mountain.

Despite this, the red squirrel and water vole thrive on Anglesey.

Climate change and flooding

The climate and nature crises are major challenges facing future generations. Over the past century, temperatures have increased, sea levels have risen, and weather patterns have changed significantly.

In North West Wales and the Isle of Anglesey local authority, there are a number of communities at risk of flooding, as identified by the Register of Communities at Risk (2019).

According to the Flood Risk Assessment for Wales, on Anglesey there are **2,826 properties at risk of flooding river, sea and surface water.**



2,826

Anglesey homes are at risk of flooding

Fresh air

NO₂ concentration is one way of measuring air quality and is conveyed as average micrograms (μg) per m³. In 2019, there was an average of 5.1 $\mu\text{g}/\text{m}^3$ NO₂ in residential dwelling locations in Anglesey. This was much lower than the Wales average measurement of 9.2 $\mu\text{g}/\text{m}^3$.



SOCIAL



Good health?

In the Bro Aberffraw and Bro Rhosyr area in 2020-2021 an ambulance response time for a 'red' call, which is the most serious type, averaged 10:14 minutes. This has risen in recent years from 10:00 minutes in 2018-2019 and 09:47 minutes in 2019-2020.



Ambulance response time:

10:14 minutes

Return public and private travel times to a *GP surgery* is higher in Anglesey than Wales, with an average time of 47 minutes and 8 minutes compared to 40 minutes and 7 minutes.

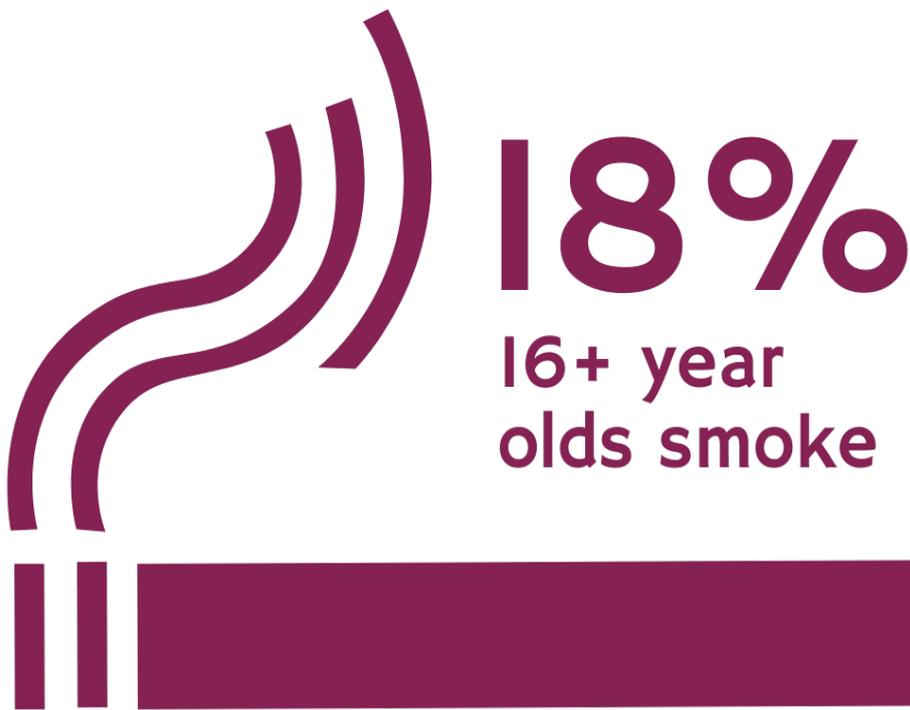
This is also true for travelling to a *pharmacy* where the average return public travel takes 48 minutes and 10 minutes by private travel compared to 38 minutes and 7 minutes for Wales.

Further population health figures are available for Anglesey to provide an indication of the county's health conditions and patterns.

Men's life expectancy at birth in Anglesey is 79.3 years, while **women's life expectancy at birth is 82.9**. This is slightly higher than Wales figures where men's life expectancy at birth is 78.3 years and the figure for women is 82.1 years.

According to 2017/18-2019/20 figures, 37% of adults aged 16-64 have a healthy weight in Anglesey, this is slightly lower than the percentage for Wales, namely 38%. This figure increases to 46% in adults aged 65 and over, which is higher than the Wales percentage of 38%, and it is the highest percentage of all local authorities in Wales.





Other factors affecting our health are smoking and alcohol consumption. **18% of people aged 16 and over in Anglesey state that they smoke**, a very similar percentage to all of Wales where a little over 17% say that they smoke. 14% of Anglesey adults note that they drink more than 14 units of alcohol a week, a figure that is lower than the 19% for all of Wales.

Mental health is an important part of well-being and health. Public Health Wales data from 2018-19 identifies adult mental well-being (16 and over) in the form of age-standardised scores. Anglesey's score is 51.8 which is slightly higher, but comparable, with Wales's score of 51.4.

Data from the National Survey for Wales for 2018/19-2019/20 indicates that 10% of Anglesey adults have mental disorders, the same percentage as the rest of Wales.

Child and adolescent health

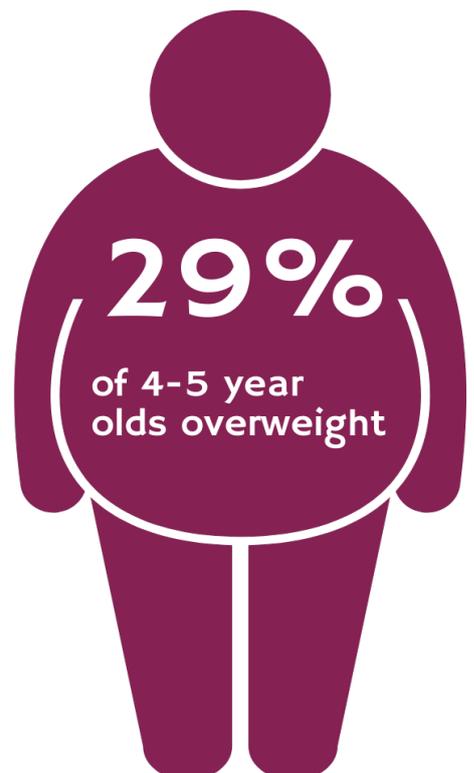
Specific health statistics for Anglesey children are also available.

The percentage of individual live births of a low birth-weight is lower in Anglesey than Wales, namely 4.9% compared to 5.9%. The percentage for Anglesey has remained consistent between 2017 and 2019.

The percentage of children fully immunised as scheduled by the time they are four years old has increased in Anglesey from 90.4% in 2017 to 93.7% in 2019. This percentage has been consistently higher than the percentage for Wales where 88% were immunised in 2019.

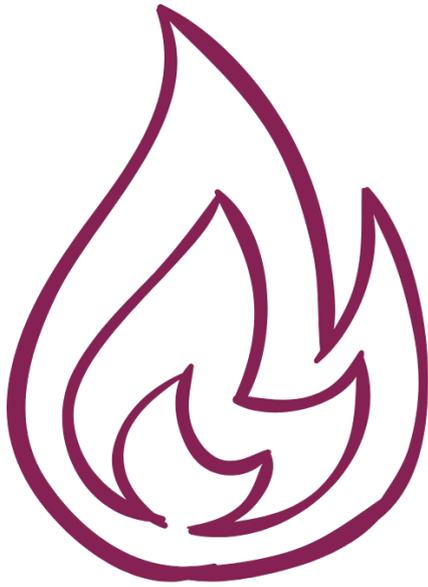
Public Health Wales' figures for 2018/19 show that in Anglesey, 29% of 4-5 year old children are overweight or obese - which is higher than the Wales figure of 27%.

According to data from 2017/18, approximately 8% of Anglesey children aged 11-16 consume alcohol and 5% smoke. This compares with 8% and nearly 4% for Wales.





Keeping safe



23 fire incidents in Bro Aberffraw and Bro Rhosyr

The crime rate per 1,000 (aged 16 and over) in the Bro Aberffraw and Bro Rhosyr area has increased since the last well-being assessment, from 57 in 2015 to 68 in 2020. This is lower than the Anglesey rate in 2020, namely 93.

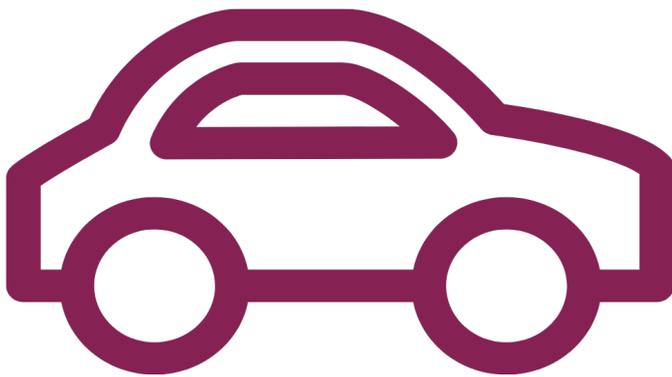
61% of the people of Anglesey feel very safe in the local area after dark, a figure that is much higher than 46% for Wales.

On average between 2017/18-2019/20 there was **1 fire that was started deliberately in the Bro Aberffraw and Bro Rhosyr area**, slightly lower than the 2 reported in the last well-being assessment. **During the same period there was an average of 22 accidental fires**, which is slightly higher than the 19 reported in the last well-being assessment

The annual average deliberate and accidental fire incidents in Anglesey have reduced since the last well-being assessment.

Keeping in touch

According to the 2011 Census, 89% of households in the Bro Aberffraw and Bro Rhosyr area have a car or van - this is higher compared to the rest of Anglesey, where 82% of households have a car or van.



89% of homes have a car or van in Bro Aberffraw and Bro Rhosyr

The average return public travel time to a grocery store is higher in Anglesey than the whole of Wales, with an average time of 38 minutes compared to 32 minutes. The return travel time is similar for Anglesey and Wales, with an average time of 5 minutes and 4 minutes respectively.

Concerns about parking, the condition of roads and lack of public transport were all themes that were raised as an issue by residents. They were identified as things that had a negative impact on the way people felt about the Bro Aberffraw and Bro Rhosyr area. (Anglesey Well-being Survey and Place Planning Survey)

“People depend on cars - public transport isn’t suitable and there are not enough services.”
(Place Planning Survey)



Figures from 2019 show that Anglesey had a higher percentage of broadband unavailability at 30Mb/e than the whole of Wales, namely 10% compared to 7%.

In 2019, nearly 12% of the people of Anglesey were lonely, this has fallen since 2016 where 16% were lonely. This figure is lower than Wales where 15% were lonely in 2019.

Helping each other

According to the 2011 Census 12% of the population in the Bro Aberffraw and Bro Rhosyr area provide at least one hour a week of unpaid care. This figure is similar to other areas in Wales and Anglesey.

Pre-pandemic figures show that the percentage of people who volunteer in Anglesey has fallen slightly from 31% in 2016 to 28% in 2019. A similar reduction was witnessed in Wales from 28% in 2016 to 26%, with fewer people volunteering across Wales than Anglesey. Covid-19 probably led to an increase in this figure, however, there is no data by local area available to measure this.

Friendship and a sense of community have also been identified by residents as one of the main positive features of the area. (Anglesey Well-being Survey)



ECONOMY



Houses and second homes

In 2020, the median house price in the Bro Aberffraw and Bro Rhosyr area was £174,000, an increase of £36,000 since the last assessment in 2015.



The median income of Bro Aberffraw and Bro Rhosyr households is around £30,555 but at least £39,179 is needed to afford an entry level market price house. This means that 63% of Bro Aberffraw and Bro Rhosyr households have been priced out of the market. This is slightly higher than the Anglesey figure (62%), and the figure for Wales at 56%. It's likely, however, that the 2020 figures does not fully illustrate the impact of the pandemic on the area's house prices, and these will be updated as the data becomes available.

Housing and second home issues were highlighted when engaging with residents as part of the Anglesey Well-being Survey and the Place Planning Survey.

“Too many second homes mean the village is empty a lot of the year - this has an effect on the Welsh language and culture as there is now less children and young people in the area.”
(Place Planning Survey)

What do the people of Bro Aberffraw and Bro Rhosyr do?

Figures from the 2011 Census show that 27% of people in work and with no qualifications in Bro Aberffraw and Bro Rhosyr are employed in elementary occupations e.g. cleaning, waste collection, farm work. A high proportion – 25% also work as equipment and machine operators, this is the highest percentage on Anglesey.

The highest percentage of people in work are employed in skilled crafts in this area, at 25%. Of those with a degree or similar qualification 29% work in the professional field, slightly lower than across the rest of Anglesey and Gwynedd. Reliable data on areas of work by local well-being area after 2011 is not available, and therefore a significant data gap is evident.



Salary

The median weekly salary for the Anglesey is around £ 506 per week. This amount is 27% higher than Gwynedd (£ 386 a week), and 8% higher than Wales as a whole (£ 469 a week).

In Anglesey women's wages are 6% higher than men's in the area. This is in stark contrast to the situation in Gwynedd, where women's wages are 32% less than men and in Wales where women are paid 31% less.



£ 506 median weekly wage

Unemployment

80% of Anglesey residents aged 16 to 64 are in work or education, which is higher than Wales' 76%.

On average, **the percentage of people aged 16-64 claiming Jobseeker's Allowance in the Bro Aberffraw and Bro Rhosyr area between November 2020 and October 2021 was 3.6%**, the lowest of all Anglesey well-being areas for the same period.

The figure was highest in February 2021 (4.4%), and lowest at September and October 2021 (3%), suggesting that the Covid-19 lockdown period has had an effect on the figures.



3.6%

claiming Jobseeker's Allowance

Businesses



59%

of companies survive 3+ years

In 2020, a total of 2,155 businesses were registered in Anglesey. The rate of new business start-ups in Anglesey is higher than Gwynedd, but less than North Wales and Wales.

59% of companies in Anglesey stay in business for at least three years or more. This is higher than Wales at 54%.

Anglesey also has a lower rate of business failures compared to North Wales and Wales.

Skills for life

From 2018/19 the Welsh Government has introduced a new set of performance measures which include literacy, numeracy and science points score. This makes it difficult to make year-on-year comparisons over recent years and there is no breakdown by county since 2018/19.

However, figures are available for the number of year 11 school leavers known not to be in education, employment or training (NEET). In Anglesey the percentage for 2020 is 4.7%, which is significantly higher than the 2018 percentage of 1.1%. The percentage is also higher than the Wales figure for 2020, namely 1.7%.



The money in your pocket

Income available to spend after the costs of paying for a home and taxes from people in Anglesey is £ 17,529 per person per year, which is £266 more than Wales as a whole.

£17,529

income available to spend after home and tax costs



In the Bro Aberffraw and Bro Rhosyr area, 14% of primary school pupils claim free school meals, which is lower than the Anglesey figure of 18%. The percentage of Bro Aberffraw and Bro Rhosyr secondary school pupils claiming free school meals falls slightly to 10%, which is again the lower than Anglesey's 16%.

According to pre-pandemic figures, 18% of households in the Bro Aberffraw and Bro Rhosyr area are in fuel poverty, which is the same as the figure for Anglesey, but higher than Wales (14%).

However, with the recent fuel price increase this figure is likely to be much higher than estimated in 2018, but unfortunately sourcing reliable data in this field was problematic.

CULTURAL



Keeping fit

According to the latest School Sport Survey by Sport Wales, more of Anglesey's children participate in sports compared to Wales.



56%

of children participating in sports 3+ times a week

In 2018, nearly **56% of Anglesey's pupils participated in sports activities at least three times a week**, compared with 48% in Wales.

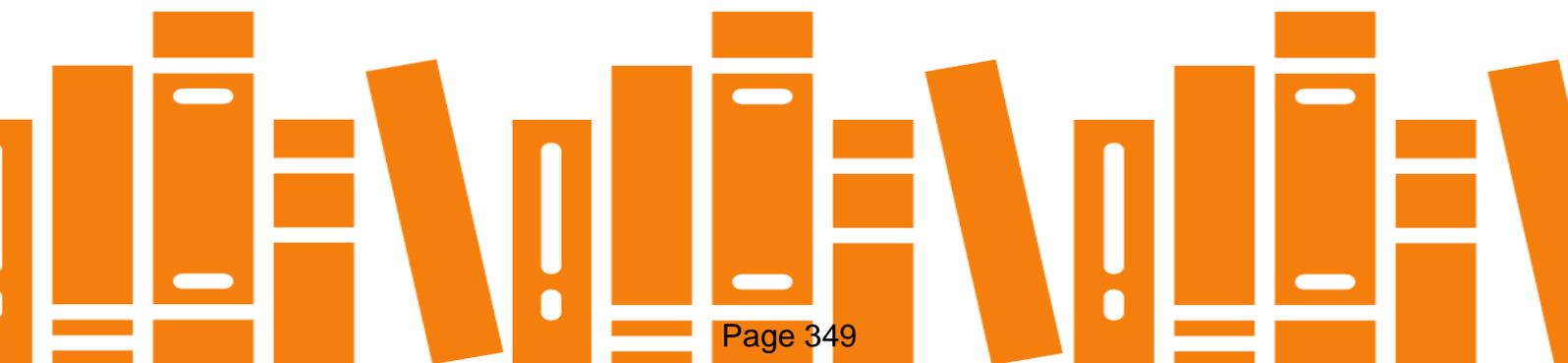
By now, the picture is similar for adults in Anglesey. In 2016, 28% of people participated in sports activities at least three times a week in Anglesey and 29% across Wales, by 2019 the number for Anglesey increased to 34% compared to 32% across Wales.

Return public and private travel times to a sports facility is higher in Anglesey than Wales, with an average time of 70 minutes and 13 minutes compared to 55 minutes and 10 minutes respectively. Again, a variety can be seen in the area and the average private travel time of the Rhosyr area is one of the longest on the island.

Leisure time

The average return public and private travel times to a public library is higher in Anglesey than the whole of Wales, with an average time of 53 minutes and 13 minutes compared to 45 minutes and 10 minutes.

There is a variety within the Bro Aberffraw and Bro Rhosyr area, and the average private travel time of the Rhosyr area is one of the longest on the island.





Leisure time figures are available for the run up to the pandemic. **66% of adults in Anglesey attended an arts event during 2019-20.** This is similar to Gwynedd and slightly lower than the rest of Wales.

In 2016-17, 68% of Anglesey adults stated that they had visited historic locations over the last year. This figure is higher than the figures for Gwynedd and Wales where 47% and 58% respectively stated that they had visited historic locations.

The effect of the pandemic on arts and culture is apparent, with theatre and cinemas having to close over the lockdown period and subsequent restrictions on attendance. However reliable figures to measure this effect per local area was not available.

Green spaces

There is a link between cultural well-being and spending time in green spaces and nature, and proximity to a natural green space is one form of assessing an area's physical environment. The score for proximity to an Accessible Natural Green Space is lower in Anglesey than in Wales, namely 65% compared with 77%.

Having enough outdoor spaces and trails for walking were some of the main things residents of Bro Aberffraw and Bro Rhosyr felt contributed to their well-being. (Anglesey Well-being Survey and Place Planning Survey)

“Lots of green spaces, footpaths and Lon Las cycle track to get in to Llangefni or to Malltraeth.”
(Bro Aberffraw and Bro Rhosyr resident, Anglesey Well-being Survey)

FOR MORE INFORMATION...

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Ask for the Programme Manager – Gwynedd and Anglesey Public Services Board

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership & Regeneration Scrutiny Committee
Date:	8 March 2022
Subject:	North Wales Council's Regional Emergency Planning Service (NWC-REPS)
Purpose of Report:	Annual Report 2020/21
Scrutiny Chair:	Councillor Gwilym Owen Jones
Portfolio Holder(s):	Councillor Llinos Medi Huws
Head of Service:	Dylan Williams, Deputy Chief Executive
Report Author:	Helen Kilgannon, Regional Manager NWC-REPS Helen.Kilgannon@nwc-reps.org.uk Susan Owen Jones, Executive Manager (SLT) SusanJones4@ynysmon.gov.uk
Local Members:	Relevant to all members

1 - Recommendation/s
1.1 The Committee is asked to note the progress of the North Wales Council's Regional Emergency Planning Service work to date.

2 – Link to Council Plan / Other Corporate Priorities
2.1 The Council has duties for emergency planning and response under the Civil Contingencies Acts 2004, the Radiation (Emergency Preparedness and Public Information) Regulations 2001, and the Pipeline Safety Regulations 1996.
2.2 The Council is a principal responder and meets its obligations by collaborating with the North Wales Local Authorities through the North Wales Councils Regional Emergency Planning Service (NWC-REPS).
2.3 The North Wales Council's Regional Emergency Planning Service is required to report annually to this committee each year through an Annual Report.

3 – Guiding Principles for Scrutiny Members
To assist Members when scrutinising the topic:-
3.1 Impact the matter has on individuals and communities [focus on customer/citizen]
3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]
3.3 A look at any risks [focus on risk]

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

4.1 To what extent did the regional service deliver its functions and key aims for 2020/2021 (during a pandemic period)?

4.2 What are the immediate key priorities for the service to support the Council and North Wales as we hopefully move out of the pandemic period?

5 – Background / Context

5.1 The Council has duties for emergency planning and response under the Civil Contingencies Acts 2004, the Radiation (Emergency Preparedness and Public Information) Regulations 2001, and the Pipeline Safety Regulations 1996.

5.2 The Council is a principal responder and meets its obligations by collaborating with the North Wales Local Authorities through the North Wales Councils Regional Emergency Planning Service (NWC-REPS), for which Flintshire County Council is the host authority.

5.3 North Wales is the first region in Wales to form a fully integrated service to support all councils to fulfil their duties. It is supported by an Executive Board of all six Councils. This is underpinned by a Service Level Agreement and an Inter-Authority Agreement.

5.4 Within the Council, responsibilities for emergency planning and response are shared across services and nominated service representatives are identified within the Emergency Management Response Team structure.

5.5 Whilst much progress has been made, work is underway to further consolidate how the activities provided by the service are undertaken, particularly by strengthening performance management and training delivery. This will enable the service to more effectively prioritise areas of work and resource allocation but also ensure that councils benefit fully from the range of expertise held within the service.

Regional Activity

5.6 NWC-REPS provides the primary link between the Council and North Wales Local Resilience Forum (LRF), with contributions from service staff being fundamental to multi-agency groups, events, processes and plans.

5.7 Review and renewal of North Wales 4 x 4 Service Agreement. This is a formal agreement between the six authorities and the 4 x 4 Wales Service and describes the mechanisms to be followed should any authority need the support in delivering services. The voluntary service has proved to be an invaluable partner in assisting in severe weather where they have assisted with evacuations during floods and transporting care staff to remote areas not accessible by car following heavy snowfall.

5.8 As the pandemic has restricted classroom-based training, NWC-REPS have diversified to ensure staff continue to be competent in their emergency planning and incident response roles. NWC-REPS have designed and implemented a range of e-learning modules including, Strategic Management, Tactical Management and Rest Centre staff Training. These are currently being integrated within the Isle Anglesey County Council's internal Learning Pool portal.

5.9 NWC-REPS continues to provide out of hours support to the local authority and blue light services in response to queries and incidents 24 hours a day, 365 days a year. To test responses within local authorities NWC-REPS carry out Exercise Cooper quarterly to test both the contact details we hold and the out of hours availability of key staff.

Activity within the Council

5.10 The Emergency Management Response Team (EMRT) structure within the Council facilitates the coordination of incidents with Business Continuity implications for the authority. EMRT will coordinate the response on behalf of the Council to any multi-agency incidents.

5.11 The EMRT provides a robust mechanism for the delivery of planning and response functions. Teams meet regularly to review arrangements in place and identify future activities. Oversight is provided via the Senior Leadership Team.

5.12 NWC-REPS supports the EMRT by representing the Local Authorities at the Local Resilience Forum and their sub-groups. In addition, NWC-REPS assist the authority by writing, exercising and testing emergency plans as detailed below:

5.13 A Regional Emergency Rest Centre Plan has been developed for the Council. Training of Rest Centre staff is being further supported by the addition of e-learning. This also supports mutual aid requests from other local authorities as the plan is now generic to all 6 North Wales Councils.

5.14 Business Continuity Plans – At the beginning of the Pandemic, Business Continuity plans were implemented for the Council to identify and prioritise the critical services and work to ensure these were maintained. Throughout the pandemic, NWC-REPS circulated a questionnaire to gain insight into the usage of the plans during the pandemic and also identify any improvements. Having Business Continuity plans in place is a statutory requirement of the Civil Contingencies Act 2004. A review of the plan template is underway and a regional task and finish group has been established to take this work forward. Once this template is complete, a review of both corporate and service level plans will commence within the council.

5.15 Major Emergency Arrangements – NWC-REPS has finalised a template for the Major Emergency Arrangements. Once the template is implemented, officers will be able

to plan for emergencies and respond effectively and efficiently in a coordinated manner to any crisis or any threatened crisis within the County. The completed template is in draft form and under review.

COVID-19

5.16 Emergency Planning for the coronavirus pandemic falls under Civil Contingency legislation and is led nationally by the United Kingdom and Welsh Governments. At a North Wales level this is co-ordinated and led by the Local Resilience Forum (where the public sector works collaboratively), through the emergency Strategic Co-ordination Group (SCG).

Regional Activity

5.17 In the early stages of the COVID-19 pandemic, Multi-Agency meetings were taking place on a daily basis. One mutual aid request came to NWC-REPS from Betsi Cadwaladr University Health Board (BCUHB). While many Health services across the Country had stopped, midwifery services had to be maintained with routine appointments, pre and post-natal check-ups.

5.18 As COVID-19 cases were rising across North Wales, and patients were being admitted to local community hospitals, BCUHB could no longer ask their pre and post-natal clients to attend COVID-19 premises. Working collaboratively and effectively NWC-REPS facilitated the groundwork to identify alternative, suitable buildings in collaboration with Betsi Cadwaladr University Health Board (BCUHB) and Local Authorities. Leisure Centres, Schools and Community halls across North Wales were transformed into clinical settings to enable midwives to maintain their services and ensure that their clients continued to receive the care and the attention they required during the pandemic.

5.19 Mass Vaccination Centres and Local Vaccination Centres:

Multi agency working continued when SCG representatives agreed the location of three large Mass Vaccination Centres sites in North Wales. This would give access to members of the public to be vaccinated against COVID-19.

NWC-REPS continued to work in close partnership with BCUHB and the Local Authorities to identify smaller 'Local' Vaccination Centres. These centres are located within communities to accommodate the local community and assist in the delivery of the vaccine to greater numbers of people. Numerous site visits took place across North Wales, to assess the suitability and accessibility of Community halls, Leisure Centres and Theatres. In total, NWC-REPS helped to identify 21 Local Vaccination Centres across the region and responded effectively to all the challenges and requests made by BCUHB.

5.20 Surge Testing Plan

This plan was adapted from a Flintshire County Council template. The strategic intent of this plan was to identify and control the community spread of COVID -19 variants of concern. The plan assisted the Council, in cooperation with Public Health Wales and Betsi Cadwaladr University Health Board to carry out localised 'surge testing'. This was part of the support offered to the Council in its response to the Covid-19 pandemic.

Activity within the Council

5.21 The Council has been responsible for local decisions and to deliver relevant national legislation and guidance. The first positive Covid-19 case was reported on Anglesey on the 11th March 2020. Following the UK Government advice for everyone in the UK to avoid all 'non-essential' travel and contact with others, an Emergency Management Response Team (EMRT) first met on the 18th March 2020. This has continued to meet virtually through the pandemic period. The EMRT ensured that decisions were timely, evidence based and consistently implemented in response to key issues and risks.

5.22 Dealing with the Covid-19 crisis has been a significant challenge for the Council; not only in maintaining front-line services and conducting normal business where possible, but also in ensuring health and safety arrangements are in place to protect the Council's staff whilst providing those services. At the start of the pandemic governance arrangements were amended to operate under emergency conditions. Office based Staff were asked to work from home wherever possible and numerous staff from all Services were redeployed to undertake essential additional work related to the Covid-19 pandemic. Inevitably, because of this, some day to day work had to be suspended or cancelled. Over the period we prioritised:

- a) Maintaining frontline statutory services
- b) Implementing new services in direct response to the crisis
- c) Protecting and safeguarding the Council workforce
- d) Protecting and supporting vulnerable individuals and children of key workers in Care Hubs
- e) Implementing national guidance
- f) Administrating national grants e.g. business support; direct payments for free school meals
- g) Workforce adaptation to enable different ways of working
- h) Re-allocating staff duties in order to work on the Test, Trace and Protect initiative
- i) Dealing with numerous challenges relating to COVID 19 clusters and increasing cases
- j) Regular communication and information sharing
- k) Co-operating effectively at a local, regional and national level, and
- l) Supporting BCUHB in the Regional Vaccination roll out across the County

5.23 Day-to-day work (business as usual) has continued during the pandemic, the commitment, resilience and selflessness of front line service providers across several services has been adapted to keep the workforce and residents of the Island safe.

5.24 The Isle of Anglesey County Council's annual contribution to the service is £61,844. The contribution is based on a proportion of 10.472% towards the annual budget for the service.

Local Authority	Annual Contribution %
-----------------	-----------------------

Isle of Anglesey County Council	10.472%
Conwy County Borough Council	16.940%
Denbighshire County Council	14.865%
Flintshire County Council	19.348%
Gwynedd Council	17.979%
Wrexham County Borough Council	20.396%
Total	100%

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

6.1 Potential impacts on protected groups under the Equality Act 2010

N/A

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

N/A

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

N/A

7 – Financial Implications

7.1 The report does not identify any specific financial implications for the Council.

7.2 The annual contribution to the service by the Council is £61,844.

8 – Appendices:

North Wales Councils Regional Emergency Planning Service (NWC-REPS) – Annual Report 2020/21.

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



Annual Report 2020/21

North Wales Councils Regional Emergency Planning Service

enquiries@nwc-reps.org.uk
01352 702124



North Wales Councils Regional Emergency Planning Service (NWC-REPS).

Isle of Anglesey County Council, Gwynedd Council, Conwy County Borough Council, Denbighshire County Council, Flintshire County Council and Wrexham County Borough Council work together in a partnering relationship through the establishment in 2014 of a Regional Emergency Planning Service for North Wales. This Service undertakes the functions of the Councils in respect of civil contingencies and is accountable to an Executive Board that comprises senior representatives of those Councils. NWC-REPS provides a service to ensure the Local Authorities are compliant with the following legislation: -

- [Civil Contingencies Act, 2004](#)
- [Control of Major Accident Hazards Regulations, 2015](#)
- [Pipeline Safety Regulations, 1996](#)
- [Radiation \(Emergency Preparedness and Public Information\) Regulations, 2019](#)

This is the annual North Wales Councils - Regional Emergency Planning Service report for the year 2020-2021. It covers the work carried out by NWC-REPS across the six local authorities in the region, as well as multi-agency activities undertaken to support North Wales Local Resilience Forum.

The Service works to:

- Reduce duplication and repetition of tasks
- Improve the harmonisation of the work and resilience of teams
- Improve deployment of available resources by sharing specialist support and common tasks
- Improve consistency of response between authorities
- Improve communication channels between the North Wales Resilience Forum and local authorities



INCIDENT MANAGEMENT

NWC-REPS provides a 24/7 year-round Duty Officer to act as the initial point of contact for emergency response.

In 2020/21, NWC-REPS assisted in this role in the following ways: -

- Receiving and assessing 152 Flood Alerts and 9 Flood Warnings.
- Receiving, and assessing 28 Weather Warnings - issued by the MET Office
- Receiving and responding to a number of incident reports that included: -
 - Ardagh Group Chemical Incident April 2020
 - Hafod Landfill Fire May 2020
 - Motorbike Gathering May 2020
 - Storm Francis August 2020
 - Storm Christoph January 2021
 - Flood warning river Cefni, Llangefni February 2021

Of these incidents, 2 required the opening of an Emergency Rest Centres by the relevant Council, with NWC-REPS support. We responded to other incidents but utilised hotels in favour of rest centres due to Covid restrictions and public safety. Over the course of the year, NWC-REPS represented and support local authorities at Multi-Agency Tactical Coordination Groups at a number of the incidents above.



INCIDENT MANAGEMENT

From April 2020 and currently ongoing saw activities around the multi-agency response to the COVID-19 pandemic. This required active redeployment of the team onto a range of work streams that included :-

- Supporting Councils own internal emergency response arrangements
 - Advising Councils on Business/Service Continuity matters
 - Supporting partners with solutions to their business continuity needs
 - Participating on the multi-agency Strategic Coordination Group and Tactical Coordination Group work streams
 - Coordinating the local distribution of data between Welsh Government and Councils in relation to the Shielding scheme
- NWC-REPS staff continue to provide project support to COVID-19 Prevention & Surveillance groups as part of the authorities local statutory infectious disease compliance work streams;
- Chairing the North Wales Excess Deaths Group and
 1. Leading on proving a specific Covid-19 excess Deaths Response Plan
 2. Chairing a Funeral Directors Liaison sub group.
 3. Providing weekly information on body storage capacities
 4. Liaising with Welsh Government all Wales excess death response team.
 5. Briefing the Strategic Coordination Group on the stand down of regional body storage resources



WORKING TOGETHER

In the early stages of the COVID-19 pandemic, Multi Agency meetings were taking place on a daily basis. One mutual aid request came to NWC-REPS from Betsi Cadwaladr University Health Board (BCUHB). While many Health services across the Country had stopped, midwifery services had to be maintained with routine appointments, pre and post-natal check-ups.

As COVID-19 cases were rising across North Wales, and patients were being admitted to local community hospitals, BCUHB could no longer ask their pre and post-natal clients to attend COVID-19 premises. Working collaboratively and effectively NWC-REPS facilitated the ground work to identify alternative, suitable buildings in collaboration with Betsi Cadwaladr University Health Board (BCUHB) and Local Authorities. Leisure Centres, Schools and Community halls across North Wales were transformed to clinical settings to enable midwives to maintain their services and ensure that their clients continued to receive the care and attention they required during the pandemic.

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Mass Vaccination Centres and Local Vaccination Centres

Multi agency working continued when SCG representatives agreed the location of three large Mass Vaccination Centres sites in North Wales. This would give access to members of the public to be vaccinated against COVID-19.

NWC-REPS continued to work in close partnership with BCUHB and the Local Authorities to identify smaller 'Local' Vaccination Centres. These centres are located within communities to accommodate the local community and assist in the delivery of the vaccine to greater numbers of people. Numerous site visits took place across North Wales, to assess the suitability and accessibility of Community halls, Leisure Centres and Theatres. In total, NWC-REPS helped to identify 21 Local Vaccination Centres across the region and responded effectively to all the challenges and requests made by BCUHB.



“Good exercise well done”

“Realistic. Some exercises are ‘over done’ this was more likely to be what would occur in reality.”

LEARNING & DEVELOPMENT

2020/21 Learning & Development was reduced due to Local Authority staff prioritising response to COVID-19. Due to this NWC-REPS facilitated training and exercising for specific needs. Please see details of Exercise we have undertaken during this time detailed below. As a team we have also been working on moving to an online platform to be able to deliver training via ELearning until face to face training can resume safely. An Emergency Planning Officer has been an integral part of JESIP training to provide information on Local Authorities perspective when dealing with incidents.

COMAH Exercise Barrage (for FMC Agro Ltd, Deeside)

Page 364
A statutory set of exercises was delivered in August and September 2020, to validate Flintshire County Council's external emergency plan for the Deeside based agricultural chemical manufacturer; NWC-REPS coordinate the multi-agency work required in order to maintain and test the off-site emergency plan on behalf of the authority, for it to remain compliant under the COMAH 2015 legislation. Exercise Barrage was delivered virtually, culminating on 4th September 2020 in a multi-agency site familiarisation/accident scenario desktop exercise. The exercise was completed within statutory timescales and therefore fulfilled the authority's legislative compliance requirements.

COMAH Exercise Aether (for Synthite Ltd, Mold)

Planning for the statutory set of exercises to validate Flintshire County Council's external emergency plan for the Mold based chemical manufacturer began in November 2020; NWC-REPS coordinate the multi-agency work required in order to maintain and test the off-site emergency plan on behalf of the authority, for it to remain compliant under the COMAH 2015 legislation. Exercise Aether will be delivered virtually over three dates between March and May 2021.



COMAH External Emergency Plan development and testing (for Great Bear Distribution Ltd, Deeside)

In response to the demand placed on the UK's chemical industry by the COVID-19 pandemic, there has been an increased national supply chain demand for consumer grade bleach. This demand resulted in the Great Bear Distribution warehouse site in Deeside, moving to Upper Tier COMAH status, in order to store increased stocks of the product.

The service delivered a virtual site familiarisation session and virtual major accident declaration briefing session over two dates in Q4 2020 for key site health and safety personnel, to initiate the emergency planning and exercising work. The service expects to conclude the development of the external emergency plan for the site and validate it via two virtual emergency exercises with multi-agency partners during the next financial year, in order to ensure the authority is compliant with the COMAH legislation.

Denbighshire County Council Operations Team Exercise

On the 13th January 2021, NWC-REPS conducted an operations team exercise looking at the impact of COVID-19 during a severe weather event. The exercise tested the team on how they would ensure they had an adequate amount of staff to assist in the severe weather whilst also maintaining social distancing.



Exercise Cooper

Throughout the year, NWC-REPS have ensured that a critical component of the Councils ability to respond - the Emergency Contacts Directory - is maintained and up to date. One of the ways that this has been done is a test of the content by calling the numbers within the Directories. The test took place out of hours. In doing the test, an assessment of the ability to produce an effective response is also gained, with results of these tests regularly reported back to the Councils. Exercise Cooper test was undertaken in October 2020. 41 contacts within the directories were checked in these tests and the programme of Exercise Cooper tests will continue into 2021/22. This will be undertaken on a quarterly basis including our External Directory. Time and dates and numbers are randomly chosen from sections within Emergency Contact Directories.

Page 366 Development activities in planning

- Rest Centre Plan- a multi-agency plan to meet the needs of the 6 North Wales Local Authorities is currently being finalised
- Leading on compiling a North Wales Excess Deaths Response Plan on the North Wales Excess Deaths Group
 - Finalising the Local Authority corporate emergency response guidelines/plans/ policy

Forward Look

Mutual Aid between LA's bordering with North Wales local authorities.
COMAH exercise for Great Bear Distribution Ltd
Publishing ELearning Modules.
Business/Service Continuity review.
Major Emergency Plan review.
Learning from COVID-19.
Learning and Development Programme



ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	8th March, 2022
Subject:	North Wales Economic Ambition Board Progress Report – Quarter 3: 2021/22
Purpose of Report:	Present the Quarter 3: 2021/22 Growth Deal Progress Report in accordance with the Final Deal Agreement
Scrutiny Chair:	Cllr Gwilym Owen Jones
Portfolio Holder(s):	Cllr Llinos Medi, Council Leader Cllr Carwyn Jones, Portfolio Holder for Major Projects & Economic Development
Head of Service:	Annwen Morgan, Chief Executive
Report Author:	Annwen Morgan, Chief Executive
Tel:	01248 752102
Email:	AnnwenMorgan2@ynysmon.gov.uk
Local Members:	Applicable to all Scrutiny Members

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1 - Recommendation/s
The Committee is requested to: R1 note progress made during Quarter 3 (2021/22).

2 – Link to Council Plan / Other Corporate Priorities
The North Wales Growth Deal is linked to Objective 1 of the 2017/22 Council Plan: <ul style="list-style-type: none"> • Ensure that the people of Anglesey can thrive and realise their long term potential – Jobs and work opportunities • Work with other North Wales Councils to attract investment to ensure that key projects that offer local employment opportunities go ahead.

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]
- 3.6** The potential impacts the decision would have on:
- protected groups under the Equality Act 2010
 - those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
 - opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
- [focus on equality and the Welsh language]

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

- 1.1 In December 2020, the North Wales Economic Ambition Board and the Welsh and UK Governments agreed the Final Deal Agreement for the North Wales Growth Deal.
- 1.2 Regular reporting on progress against the North Wales Growth Deal is a requirement of the Final Deal Agreement. The North Wales Growth Deal Quarter 3: 2021/22 Performance Report is attached (**Appendix 1**).

2. Quarter 3 Progress

- 2.1 The Quarter 3 performance report provides an overview of progress on the Growth Deal programmes and projects.
- 2.2 This quarter saw the approval of the first Full Business Case (FBC) for the North Wales Growth Deal. The Digital Signal Processing Centre (DSP) project with Bangor University was approved in December 2021 following the completion of the procurement process. The DSP Centre has secured £3m funding from the Growth Deal to invest in cutting-edge equipment which will develop the facility as well as supporting the creation of up to 40 new jobs. The project is recognised by both Welsh and UK Governments as being critical to the development and future of North Wales and the wider economy.
- 2.3 Two further projects successfully completed their Gateway 2 assurance reviews during this quarter. The Former North Wales Hospital, Denbigh project completed its review in October 2021 with the Llysfasi Net Zero Farm project completing its review in November 2021. Both projects are working on addressing the recommendations as part of the development of their business cases.
- 2.4 Following the adoption of the 2021 update to the Portfolio Business Case in September, we submitted the update to Welsh and UK Government as part of the annual funding award process. This included a presentation to a joint Welsh and UK Government board in December 2021.
- 2.5 Our new brand 'Ambition North Wales' and our new website - <https://ambitionnorth.wales> were launched in November 2021. The new brand and website will be key engagement tools for the Growth Deal moving forward, particularly as we increase our engagement activities with businesses and potential investors in the region. In December, we launched a 'Regional Review' publication alongside the Cardiff City Region, Swansea

Bay City Deal and Growing Mid Wales showcasing the highlights of 2021 across the four city/growth deals in Wales.

2.6 Recruitment activities were completed during this quarter with the final three posts in the team appointed to and starting in post in January 2022. Buddug Owen joins as Skills and Employability Project Manager, Angharad Williams and Harry Bennett as Programme Support Officers. The Portfolio Management Office is now fully resourced and ready to deliver our ambitious agenda.

2.7 In December 2021, we held our first early market engagement event with businesses in the region targeted at small and medium enterprises to learn more about the Growth Deal, our priorities and the opportunities for businesses over the coming years. This was well received and will lead on to further sessions in 2022.

2.8 The Quarter 3 update is showing projects reporting against the revised Portfolio Business Case 2021 delivery profile which was approved by the Economic Ambition Board in September 2021. Four projects are currently reporting as Red due to either risks to the project scope, or significant delays to project timescales:

- Low Carbon Energy Centre of Excellence – project under review due to change request for capital and revenue projections
- Key Strategic Site, Bodelwyddan (Land and Property Programme) – outline planning consent on the site has lapsed and the project will need to be reviewed when the new planning policy for the site is established
- Enterprise Engineering and Optics Centre – project under review due to change request for capital and revenue projections
- Centre for Environmental Biotechnology - project under review due to change request for capital and revenue projections.

2.9 At this stage, the only expenditure to date relates to the drawdown against the 1.5% allocation for Portfolio Management Office costs. Following approval of the first Full Business Case in December 2021, expenditure in relation to the Digital Signal Processing Centre project is expected in Quarter 4.

3. Portfolio Risk Register – January, 2022

3.1 The Portfolio Risk Register is updated on a regular basis by the Portfolio Management Office and reviewed by the Portfolio Board (Executive Officers Group) and the North Wales Economic Ambition Board on a quarterly basis.

3.2 The risk register has been fully updated with a number of changes recorded in the documents, including revised risk descriptions, revised scoring and mitigating actions, and the commentary has been updated for all risks.

3.3 Three residual risk ratings have changed this quarter –1) the capacity risk has reduced following the completion of recruitment activities for the PMO, 2) public sector investment and 3) spending objectives. Both 2) and 3) have increased due to a number of project change requests being considered.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

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

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

7 – Financial Implications

No financial implications arising directly from this progress report. The quarterly performance report provides an overview of the expected capital expenditure profile of Growth Deal funding. At this stage, the only expenditure to date relates to the drawdown against the 1.5% allocation for Portfolio Management Office costs. Future iterations of the report will include reporting on financial expenditure following project business case approval.
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8 – Appendices:

North Wales Growth Deal Quarter 3: 2021/22 Performance Report.
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9 - Background papers (please contact the author of the Report for any further information):

North Wales Growth Deal

2021-22 Quarter 3

(October to December 2021)

Performance Report

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This quarter saw the approval of the first Full Business Case (FBC) for the North Wales Growth Deal. The **Digital Signal Processing Centre (DSP) project with Bangor University was approved in December 2021** following the completion of the procurement process. The DSP Centre has secured £3m funding from the Growth Deal to invest in cutting-edge equipment which will develop the facility as well as supporting the creation of up to 40 new jobs. The project is recognised by both Welsh and UK Governments as being critical to the development and future of North Wales and the wider economy.

We now look forward to seeing the DSP Centre **put North Wales on the map in terms of its ground-breaking work in the sector**. It is also important that our partners, businesses and the public across the region can begin to see the real opportunities and tangible benefits that come from Growth Deal funding.

Page 375
Two further projects successfully completed their Gateway 2 assurance reviews during this quarter. The **Former North Wales Hospital, Denbigh** project completed its review in October 2021 with the **Llysfasi Net Zero Farm** project completing its review in November 2021. Both projects are working on addressing the recommendations as part of the development of their business cases.

Following the adoption of the 2021 update to the Portfolio Business Case in September, we submitted the update to Welsh and UK Government as part of the annual funding award process. This included a presentation to a joint Welsh and UK Government board in December 2021.

Our **new brand 'Ambition North Wales' and our new website** - <https://ambitionnorth.wales> were launched in November 2021. The new brand and website will be key engagement tools for the Growth Deal moving forward, particularly as we increase our engagement activities with businesses and potential investors in the region. In December, we launched a '[Regional Review](#)' publication alongside the Cardiff City Region, Swansea Bay City Deal and Growing Mid Wales showcasing the highlights of 2021 across the four city/growth deals in Wales.

Recruitment activities were completed during this quarter with the final three posts in the team appointed to and starting in post in January 2022. Buddug Owen joins as Skills and Employability Project Manager, Angharad Williams and Harry Bennett as Programme Support Officers. The Portfolio Management Office is now fully resourced and ready to deliver our ambitious agenda.

Finally, we held our **first early market engagement event with businesses in the region** in December targeted at small and medium enterprises to learn more about the Growth Deal, our priorities and the opportunities for businesses over the coming years. This was well received and will lead on to further sessions in 2022.

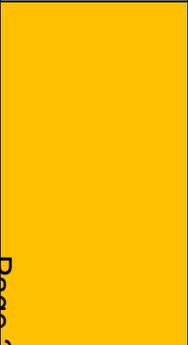


Alwen Williams
Alwen Williams, Portfolio Director

Themes	RAG Status	Commentary
Portfolio Business Case	Green	The 2021 update of the Portfolio Business Case was considered and approved by the North Wales Economic Ambition Board (hereafter referred to as "Economic Ambition Board" or "the Board") in September and will be submitted to Welsh Government and UK Government for approval as part of the annual award of funding process. The Portfolio Director and Operations Manager presented to a joint Welsh Government and UK Government board in December as part of this process.
Delivery Pipeline	Green	A revised delivery pipeline has been approved by the Economic Ambition Board and submitted to Welsh Government and UK Government for approval as part of the 2021 Portfolio Business Case update. All projects are now reporting against the revised profile.
Governance	Green	Governance Agreement 2 was approved by all partners in December 2020. The Portfolio, Programme and Project Management Framework is now well established with the Portfolio Board and five Programme Boards operating effectively. The Conflicts of Interest process has been rolled out to the Business Delivery Board, Portfolio Board and Programme Boards and is currently being rolled out to Project Boards.
Assurance	Green	The second annual Growth Deal assurance review (Programme Assurance Review) was undertaken in August 2021 and delivered an Amber-Green confidence rating, an improvement on the Amber rating received in 2020.
Resource and Capacity	Green	All posts within the Portfolio Management Office have now been filled with the final three members of the team starting in January 2022.
Finance	Yellow	The only expenditure to date relates to the drawdown against the 1.5% allocation for Portfolio Management Office costs. The first full business case was approved in December 2021, the Digital Signal Processing Centre with Bangor University with capital expenditure for phase 1 expected to be within the 2021-22 financial year. A revised Growth Deal grant expenditure profile based on the updated 2021 Portfolio Business Case is included in this report. Securing the public and private sector investment required to deliver the Growth Deal remains the biggest risk across the portfolio and an investment strategy is being developed to support the team to meet the investment targets.
Risk	Yellow	Two residual risks have changed this quarter - 1) the risk around capacity has decreased following the completion of recruitment to the Portfolio Management Office and 2) the risk around public sector investment has increased due to project level funding issues (e.g. Morlais) and ongoing project change requests proposing amendments to capital investment projections.
Monitoring and Evaluation	Green	A revised Monitoring and Evaluation Plan was submitted to UK Government and Welsh Government as part of the annual update of the 2021 Portfolio Business Case.
Communication and Engagement	Green	This quarter saw the launch of our new brand 'Ambition North Wales' and our new website - https://ambitionnorth.wales . The new brand and website will be key engagement tools for the Growth Deal moving forward. In December, we launched a 'Regional Review' publication alongside the Cardiff City Region, Swansea Bay City Deal and Growing Mid Wales showcasing the highlights of 2021 across the four city/growth deals in Wales.

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Programme Aim	Job Creation Target	GVA Investment Target	Total Investment Target
Deliver the step change in digital connectivity needed to ensure North Wales is able to satisfy user demand, maintain pace with the rest of the UK, unlock the potential of priority sectors and sites and underpin a flourishing innovation ecosystem.	380	£158m	£41.7m

RAG Status	Programme Manager Commentary
	<ul style="list-style-type: none"> All Project Boards are now in place for the five digital projects with the Digital Signal Processing (DSP) project now into delivery following approval of the Full Business Case (FBC) in December 2021. The DSP FBC approval is a major milestone for the Digital Programme and North Wales Growth Deal as the first of all Growth Deal projects to reach the final stage of approval. Delivery of Outline Business Cases for Last Few % (superfast broadband) and Connected Corridors (mobile connectivity on transport routes) projects is on track with external specialist support brought in to provide expertise and capacity. Having been deferred to allow the programme to focus on the initial three business cases, both Connected Campus and Full Fibre at key sites projects are now at Strategic Outline Case stages, with Outline Business Cases to follow in 2022.

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Mark Pritchard
Lead Member



Sioned Williams
Senior Responsible Owner



Stuart Whitfield
Programme Manager

 Delivering to Plan with no issues to address (no action required)	 Delivery slightly behind schedule and/or minor/moderate issues to address (management action in place)	 Delivery significantly behind schedule and/or significant issues to address (urgent action required)
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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Digital Signal Processing Centre Bangor University	Full Business Case approved	<ul style="list-style-type: none"> Procurement completed with all items in phase 1 within budget Full Business Case approved by NWEAB and assurance approved by Welsh and UK Governments 	<ul style="list-style-type: none"> Delivery of first phase of equipment Gateway 4 Review ('Readiness for Service') Commencement of Research and Development activities associated with the Growth Deal investment. 		<ul style="list-style-type: none"> Progress is on track with no identified barriers
Connecting the last few % Economic Ambition Board	Developing the Outline Business Case	<ul style="list-style-type: none"> Development of project scope, spending objectives, identification of project risks and benefits and delivery options 	<ul style="list-style-type: none"> Complete Outline Business Case Gateway 2 Review ('Delivery Strategy') Programme Board review Outcome of Welsh Government Open Market Review 		<ul style="list-style-type: none"> Outline Business Case development on track and outcome of Welsh Government Open Market Review expected early in Quarter 4.
Connected Corridors Economic Ambition Board	Developing the Outline Business Case	<ul style="list-style-type: none"> Strategic Outline Case developed Development of project scope, spending objectives, identification of project risks and benefits and delivery options 	<ul style="list-style-type: none"> Coverage baselining exercise Development of Outline Business Case 		<ul style="list-style-type: none"> Completion of Outline Business Case subject to delivery of baselining exercise to identify areas for intervention.
Full Fibre at Key Sites Economic Ambition Board	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Project Board and Senior responsible Owner appointed Initial review of project scope and objectives 	<ul style="list-style-type: none"> Develop Strategic Outline Case Procure external support to provide technical expertise and capacity 		<ul style="list-style-type: none"> Progress in Quarter 4 will be dependent on successful procurement of external specialist support
Connected Campuses Economic Ambition Board	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Project Board and Senior responsible Owner appointed Initial review of project scope and objectives 	<ul style="list-style-type: none"> Develop Strategic Outline Case Procure external support to provide technical expertise and capacity 		<ul style="list-style-type: none"> Progress in Quarter 4 will be dependent on successful procurement of external specialist support

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Programme Aim	Job Creation Target	GVA Investment Target	Total Investment Target
To unlock the economic benefits of transformational low carbon energy projects and position North Wales as a leading UK location for low carbon energy generation, innovation and supply chain investment.	980	£530m	£668.5m

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RAG Status	Programme Manager Commentary
	<ul style="list-style-type: none"> • Amber RAG due to delays to Transport Decarbonisation and Egni business cases and potential impacts of Egni and Morlais change requests upon Programme Spending Objectives • Consents in place for Morlais, allowing final funding and investment decisions to be made next quarter. Menter Môn will submit a change request early in 2022, explaining proposed changes to how £9m Growth Deal funding currently allocated to the project is spent • Proposed way forward for the Transport Decarbonisation Project endorsed by the Project Board. Subject to Ambition Board support, planning for the next phase of delivery has commenced. This involves procuring a commercial partner to support development and delivery of a green hydrogen hub • Egni project running 3 months behind schedule with proposed reductions in capital spend projections. Changes will be considered as part of the business case review process. • Smart Local Energy and Trawsfynydd projects currently on track with no significant risks or issues • The Low Carbon Energy Programme was publicised during the COP26 Cymru Regional Roadshow in November



Cllr Llinos Medi
Lead Member



Dylan Williams
Senior Responsible Owner



Henry Aron
Programme Manager

Delivering to Plan with no issues to address (no action required)	Delivery slightly behind schedule and/or minor/moderate issues to address (management action in place)	Delivery significantly behind schedule and/or significant issues to address (urgent action required)
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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Morlais Menter Môn	Developing the Full Business Case	<ul style="list-style-type: none"> Transport and Works Act Order and Marine License secured Business case submitted to Welsh European Funding Office Procurement of principal contractors for the construction phase Menter Môn made changes to the scope and funding arrangements for the Infrastructure project. A Change Request will be submitted next quarter, providing a full explanation of the causality and implications of the changes. 	<ul style="list-style-type: none"> Welsh European Funding Office investment decision Menter Môn final investment decision Clearance of pre-construction consent conditions and commencement of construction – conditional on no successful legal challenge of consent decisions Change Request submitted for consideration by the Ambition Board <u>Contracts for Difference Auction Round 4</u> applications submitted by developers 		<ul style="list-style-type: none"> Project risks have reduced following positive consent decisions and UK Government announcements on tidal energy Change Request will impact upon the £9m Growth Deal funding currently allocated to the project and the Programme Spending Objectives. This will be considered by the Ambition Board during the next quarter
Transport Decarbonisation (Hydrogen Project) Economic Ambition Board	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Proposed way forward has been endorsed by the Project board. First phase will focus the production of green hydrogen in the region with support from a commercial partner. Second phase will focus on regionalisation through public sector transport demand and/or regional distribution Outline Business Case development has continued, including a workshop with the Project Board and wider stakeholders 	<ul style="list-style-type: none"> Complete first phase of the Outline Business Case and gain Board approval for the proposed way forward Plan for delivery of next phase of delivery – procuring a commercial partner to support development and delivery of a green hydrogen hub 		<ul style="list-style-type: none"> Approval of Outline Business Case will be delayed to allow procurement of a commercial partner (subject to Board approval of proposed approach)

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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Low Carbon Energy Centre of Excellence (Egni) Bangor University	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Recruitment of new project manager Ambition Board considered a change request for reduced capital projections and the impact upon Programme Spending Objectives 	<ul style="list-style-type: none"> Progress Outline Business Case workshops and develop full draft for Portfolio Management Office review Resolve change request Arrange Gateway 2 Review for April / May 2022 Procure first phase of project delivery - demolition of existing buildings to make way for new Egni building 		<ul style="list-style-type: none"> Approval of Outline Business Case delayed by 3 months Change request and impact upon Programme Spending Objectives to be considered further
Smart Local Energy Economic Ambition Board	Developing the Strategic Outline Case	<ul style="list-style-type: none"> The Strategic Outline Case was endorsed by the Project Board £387,000 secured through the Community Renewal Fund towards feasibility studies. They will be conducted at Local Authority area level and will look to identify potential pilot sites for Smart Local Energy System projects. 	<ul style="list-style-type: none"> Strategic Outline Case approval by the Programme & Portfolio Board. Commence development of the Outline Business Case Progress delivery of Community Renewal Fund studies 		<ul style="list-style-type: none"> Project on track with no significant risks / issues
Trawsfynydd Cwmni Eginio	Business case process expected to commence in 2022	<ul style="list-style-type: none"> Development of business plan for developing Cwmni Eginio and engaging with key stakeholders Recruitment of Cwmni Eginio staff Benefits realisation workshops and stakeholder engagement events delivered The UK Government Net Zero Strategy included funding for development of Small and Advanced Modular Reactors 	<ul style="list-style-type: none"> Focus on setting up Cwmni Eginio systems and engagement with site owner and operator. Meetings with key local stakeholders ongoing Cwmni Eginio to be invited to provide update to Programme and Portfolio Board Further recruitment of Cwmni Eginio staff and non-executive directors 		<ul style="list-style-type: none"> Project on track with no significant risks / issues

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Programme Aim	Job Creation Target	GVA Investment Target	Total Investment Target
To address the shortage of suitable land and properties for business growth and to bring forward sites for housing development. To deliver improvements that stimulate investment in sites and premises in the Port of Holyhead and the wider region. Enables other programmes by ensuring the right land and property infrastructure is available.	2280	£1.29bn	£355.4m

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RAG Status	Programme Manager Commentary
	<ul style="list-style-type: none"> • The Economic Ambition Board's position statement on reductions in operational and embodied carbon and bio-diversity enhancement is being assessed for the impact on projects and this is under discussion with regards the Parc Bryn Cegin, Bangor and the North Wales Hospital, Denbigh project. • Wrexham County Borough Council are obtaining funding to develop a Masterplan for the Western Gateway Project site and to support the Councils representations to the Welsh Government's Roads Review Panel to support the approval of the A483 Junction upgrades. • Warren Hall, Broughton - the Planning Inspector has confirmed that the residential policy allocation on the project site will not be permitted. The report on Local Development Plan Examination in Public was expected at the end of December 2021. • Former North Wales Hospital, Denbigh - The recommendations for the Gateway 2 Review are being implemented. A draft outline business case has been provided by Avison Young on behalf of Jones Bros and this is being reviewed. A revised development appraisal has been provided and discussions are ongoing. • The scope of the project has been clarified, with the Breakwater refurbishment confirmed as out of scope for Growth Deal funding. The Port Capacity Enhancement discussions involving Stena, Ambition North Wales, Ynys Mon Council and Welsh Government are continuing.



Cllr Hugh Evans
Lead Member



Andrew Farrow
Senior Responsible Owner



David Mathews
Programme Manager

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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Western Gateway, Wrexham Wrexham County Borough Council	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> The A483 Junction project is included within the Welsh Government Highways Capital Programme Review to report in mid 2022. An outline Memorandum of Understanding between Ambition North Wales and the Council is being developed. 	<ul style="list-style-type: none"> Funding for master planning the Western Gateway project to be secured. Complete the Memorandum of Understanding with the Council. The Council to make formal representations to the Welsh Government Roads Review Panel. 		<ul style="list-style-type: none"> The A483 junction upgrade programme will dictate timescales for project delivery.
Warren Hall, Broughton Welsh Government / Economic Ambition Board	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> The Planning Inspector has confirmed that the residential allocation within Warren Hall will not be taken forward within the Local Development Plan. 	<ul style="list-style-type: none"> Agree a governance and business case approval process allowing for Welsh Governments own Property Delivery Plan. The Planning Inspectors report on the Flintshire Local Development Plan is expected in early 2022. 		<ul style="list-style-type: none"> The Local Development Plan Adoption timescale is scheduled for 2022 following which a project change approval will be required.
Key Strategic Site Bodelwyddan Economic Ambition Board	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Ambition North Wales Officers have provided their assessment of the current project to Denbighshire County Council for their internal review. 	<ul style="list-style-type: none"> A decision by the Council as to how a revised project may sit within a deposit Local Development Plan. 		<ul style="list-style-type: none"> Current Local Development Plan policy to be reviewed by 2023 and new policy adopted which could materially change scope of project.
Former North Wales Hospital, Denbighshire Jones Bros (Ruthin) Limited / Denbighshire County Council	Developing the Outline Business Case	<ul style="list-style-type: none"> A draft Outline Project Business Case has been provided by Jones Bros consultants. Discussions and options to mitigate development risk are ongoing. The Gateway 2 Review recommendations are being implemented. 	<ul style="list-style-type: none"> Develop the Outline Business Case to a stage for North Wales Economic Ambition Board approval. Agree all contractual links and procurement matters with Jones Bros and Denbighshire County Council. 		<ul style="list-style-type: none"> Project risk reflecting build and abnormal costs affected by construction cost increases.

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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Parc Bryn Cegin, Bangor Welsh Government / North Wales Economic Ambition Board	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> A draft Joint Venture Agreement is currently being negotiated with Welsh Government for the delivery of advance build low carbon employment buildings. The use of Design for Manufacturing and Assembly principles are being discussed with Welsh Government Property. 	<ul style="list-style-type: none"> Complete the Joint Venture Agreement with Welsh Government. Formalise the approval process for Growth Deal funding using Welsh Government's property delivery business case as a Strategic Outline Case. 		<ul style="list-style-type: none"> Potential occupier demand appears strong. Willing land owner Planning Policy compliant proposed use.
Holyhead Gateway Stena Line Ports Limited	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> A Project Change Request to exclude the refurbishment of the Holyhead Breakwater was approved by the North Wales Economic Ambition Board in October. Stena, Welsh Government, Isle of Anglesey County Council and Ambition North Wales the North Wales Economic Ambition Board are holding discussions to deliver the harbour investment. 	<ul style="list-style-type: none"> The breakwater refurbishment funding is approved by the relevant parties. Agree with Stena the delivery of an Outline Business Case for the delivery of the port capacity enhancement works and a timeline for the delivery of the project. Develop the wider linkages for port investment for Stena to commit substantial capital funding into the port. 		<ul style="list-style-type: none"> Clarification of the scope has removed a substantial project risk Other commercial risks remain which require mitigating to indemnify the private sector investment into the port. Project risk rating reflects the balance of the above.

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<u>Programme Aim</u>	Job Creation Target	GVA Investment Target	Total Investment Target
To build a more sustainable, vibrant and resilient foundation economy in the region, optimising opportunities for employment and prosperity through our environment and landscape.	380	£281m	£41.3m

RAG Status	Programme Manager Commentary
Page 385	<ul style="list-style-type: none"> A Project Board has been set up for the Tourism Talent Network so all Project Boards are now meeting monthly with dedicated project managers in post for each of the three projects Workshops have been completed for Glynllifon and Llysfasi projects; workshop 1 has been delivered with the Tourism Talent Network with other workshops scheduled for early 2022 Outline Business Case has been approved for the Glynllifon project; the Llysfasi project received an encouraging Amber-Green (second highest) Gateway Review rating in November Three Whole System Business Research & Innovation for Decarbonisation (WBRID) pilot projects have progressed to Phase 2 of the Llysfasi Net Zero Farm business competition demonstrating a scalable anaerobic digester, drone support for farm tasks and developing a carbon footprint platform for Welsh livestock farmers Continued progress on match funding bids in support of the Tourism Talent Network through the Welsh Government 21st Century Schools programme and the UK Community Renewal Fund.



Cllr Charlie McCoubrey
Lead Member



Jane Richardson
Senior Responsible Owner



Robyn Lovelock
Programme Manager

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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Glynllifon Rural Economy Hub Grŵp Llandrillo Menai	Developing the Full Business Case	<ul style="list-style-type: none"> Options appraisal completed to identify access routes to the hub Preparing pre-planning application addressing feedback from planning Ongoing environmental investigations Project presentations to Welsh Government Minister Lesley Griffiths MS with business leaders 	<ul style="list-style-type: none"> Finalise and submit pre-planning application and address feedback Engage with Project User Group to further develop benefits realisation plan 		<ul style="list-style-type: none"> Preferred location and access options to be finalised Planning permission to be secured
Llysfasi Net Zero Farm Coleg Cambria	Finalising the Outline Business Case	<ul style="list-style-type: none"> All business case workshops completed Draft report completed on Llysfasi Farm pathway to net zero Gateway 2 Outline Business Case review completed with Amber-Green outcome Project presentation to Welsh Government Minister Lee Waters 	<ul style="list-style-type: none"> Finalise Outline Business Case incorporating Portfolio Management Office and Gateway Review recommendations Complete the approval process - Economic Ambition Board consideration of the Outline Business Case anticipated for July 2022 		<ul style="list-style-type: none"> Business case development is running behind original schedule Planning permission to be secured Further development of Project and private sector investment plan required to detail how job and investment targets will be delivered Climate change ambition to be determined
Tourism Talent Network Grŵp Llandrillo Menai	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Project board established and meeting monthly First business case workshop held in December 2021 	<ul style="list-style-type: none"> Completion of the Economic Case including workshop Strategic Outline Case drafted and reviewed 		<ul style="list-style-type: none"> Private sector role needs development to deliver job and investment targets Multiple related bids being managed for success Legal and financial structure of hub and spoke model to be agreed

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<u>Programme Aim</u>	Job Creation Target	GVA Investment Target	Total Investment Target
To consolidate North Wales position as a powerful and innovative high value manufacturing cluster, building on existing specialisms and leading expertise to create a higher value, more diverse economic base that supports the transition to a low carbon economy.	180	£114m	£39.5m

RAG Status	Programme Manager Commentary
	<ul style="list-style-type: none"> • Both projects under review by Portfolio Board due to changes in capital and revenue projections • Portfolio Management Office and Programme Board completed business case reviews of the Glyndwr University Enterprise Engineering and Optics Centre project • Enterprise Engineering and Optics Centre outline business case (incorporating capital / revenue changes and review feedback) anticipating EAB consideration in March 2022 • Strategic positioning research for the Bangor Centre for Environmental Biotechnology project completed • Strategic Outline Case (incorporating capital / revenue changes) for the Bangor Centre for Environmental Biotechnology with Gateway 1 review scheduled for February 2022

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Cllr Dyfrig Siencyn
Lead Member



Paul Bevan
Senior Responsible Owner

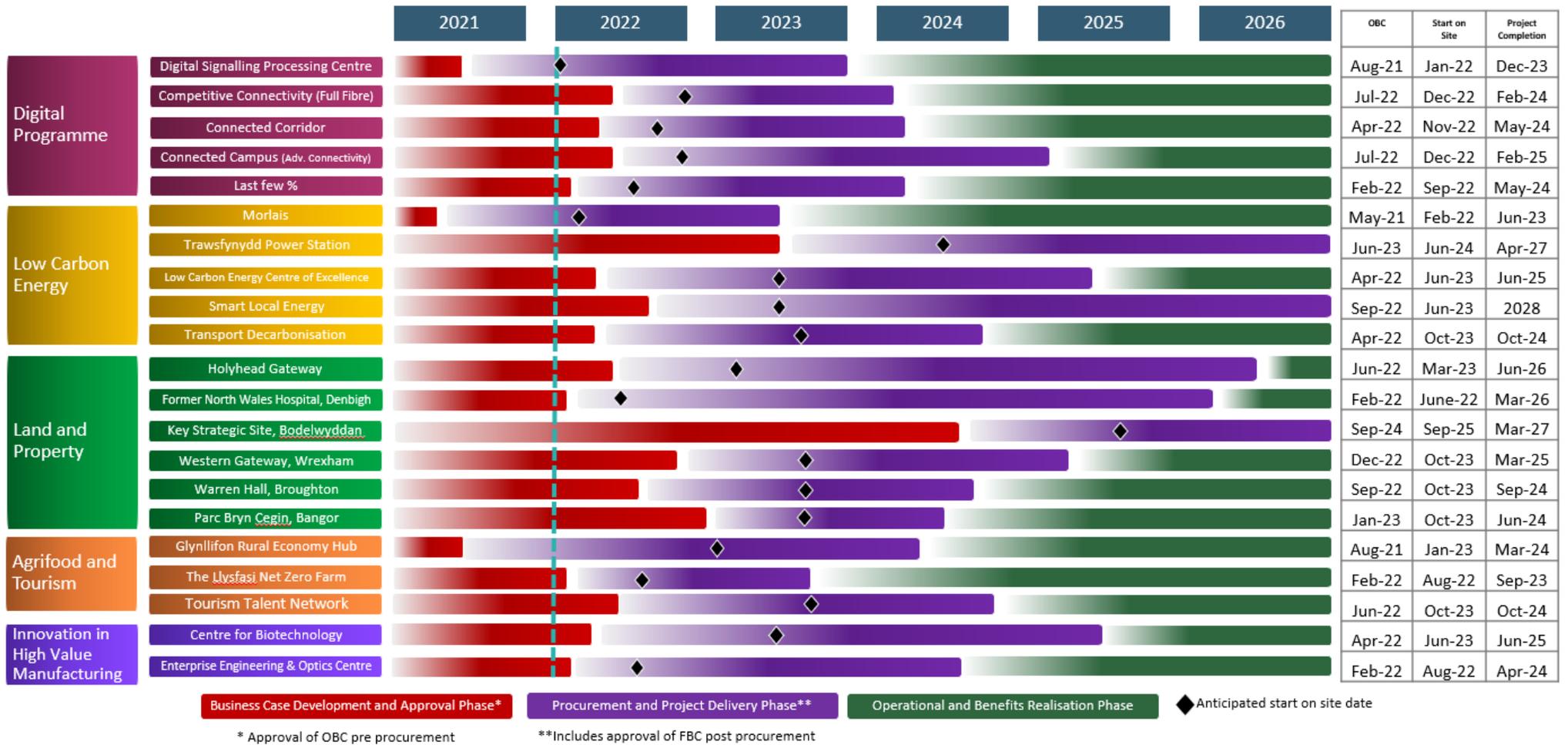


Robyn Lovelock
Programme Manager

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Project (Project Sponsor)	Project Stage	Key Milestones (this quarter)	Key Milestones (next quarter)	RAG Status	RAG Rationale
Enterprise Engineering and Optics Centre Glyndŵr University	Developing the Outline Business Case	<ul style="list-style-type: none"> Change in capital and revenue projections identified during annual programme business case update Second review of the Outline Business Case completed by Portfolio Management Office - four remaining areas to address: strengthen clarity of case for change; update economic and financial cases given matched fund changes; strengthen circular approach to production; strengthen risk management. 	<ul style="list-style-type: none"> Resolve change request for capital and revenue projections Make final revisions to Outline Business Case Complete the approval process - Economic Ambition Board consideration of the Outline Business Case in anticipated for March 2022. 		<ul style="list-style-type: none"> Business case development is running behind original schedule. Change request for capital and revenue projections
Centre for Environmental Biotechnology Bangor University	Developing the Strategic Outline Business Case	<ul style="list-style-type: none"> Change in capital and revenue projections identified during annual programme business case update Strategic positioning research for the Bangor Centre for Environmental Biotechnology project completed Strategic Outline Case nearly finalised On-going internal discussions to confirm project scope in line with emerging regional/national biotechnology priorities 	<ul style="list-style-type: none"> Resolve change request for capital and revenue projections Make final revisions to Strategic Outline Case Continued stakeholder engagement Prepare for PMO and programme board reviews in January 2022 and Gateway 1 review in February 2022 Deliver remaining business case workshops 		<ul style="list-style-type: none"> Change in Project Manager (interim, pending recruitment) Further work required to define project scope, leading to continued delay Change request for capital and revenue projections

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*Delivery profile as per 2021 Portfolio Business Case. Where an Outline Business Case or Full Business Case has been approved figures have been updated with the latest information.

		Portfolio Business Case 2020 Targets			Approved Project Business Case Targets				Difference		
		GVA (EM)	Jobs Created (net)	(EM) Total Investment*	OBC/ FBC**	GVA (EM)	Jobs Created (net)	(EM) Total Investment*	GVA (EM)	Jobs Created	(EM) Total Investment*
Digital	Digital Signal Processing Centre (DSP)	50	80	7.3	FBC	12	33	3.0	-38	- 47	- 4.3
	Connecting the last few %	35	150	4	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Connected Corridor	25	0	2.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Full fibre at Key Sites	20	120	7.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Connected Campuses	35	0	21	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Low Carbon Energy	Morlais	50	100	36	OBC	79	210	34	+29	+110	- 2
	Transport Decarbonisation	60	90	28.6	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Low Carbon Energy Centre of Excellence	20	20	97.7	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Smart Local Energy	120	180	106.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Trawsfynydd Power Station	230	510	400	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Land and Property	Western Gateway, Wrexham	220	360	43.4	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Warren Hall, Broughton	235	440	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Key Strategic Site, Bodelwyddan	125	250	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Former North Wales Hospital, Denbigh	20	50	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Parc Bryn Cegin, Bangor	30	50	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Holyhead Gateway	545	930	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Agrifood and Tourism	Glynllifon Rural Economy Hub	25	40	13	OBC	45	96	13	+20	+56	0
	Llysfasi Net Zero Farm	215	310	15.4	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Tourism Talent Network	20	0	12.9	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Innovation in High Value Manufacturing	Enterprise Engineering and Optics Centre	45	70	29.9	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Centre for Environmental Biotechnology	60	90	9.6	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Growth Deal Portfolio Total		2,185	3,830	1,146	2 OBC 1 FBC	136	342	50	+49	+119	- 6.3

* Total investment includes 15% Portfolio Management Office costs

** OBC - Outline Business Case, FBC - Full Business Case

Programme	Project	Project Sponsor	2021/22 £m	2022/23 £m	2023/24 £m	2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	Total £m
Digital	Digital Signal Processing Centre**	Bangor University	182	0.70	0.44	0.00	0.00	0.00	0.00	0.00	2.96
	Connecting the Last Few %	Economic Ambition Board	0.00	0.69	1.97	1.28	0.00	0.00	0.00	0.00	3.94
	Connected Corridor	Economic Ambition Board	0.00	0.49	1.18	0.50	0.00	0.00	0.00	0.00	2.17
	Full Fibre at Key Sites	Economic Ambition Board	0.00	0.49	3.05	3.16	0.00	0.00	0.00	0.00	6.70
	Connected Campuses	Economic Ambition Board	0.00	0.00	0.30	3.84	5.81	5.81	4.92	0.00	20.68
Low Carbon Energy	Morlais**	Menter Môn	0.00	4.93	3.94	0.00	0.00	0.00	0.00	0.00	8.87
	Transport Decarbonisation	Economic Ambition Board	0.00	0.00	3.94	3.94	3.35	0.00	0.00	0.00	11.23
	Low Carbon Energy Centre of Excellence	Bangor University	0.00	1.18	8.47	9.36	1.67	0.00	0.00	0.00	20.68
	Smart Local Energy	Economic Ambition Board	0.00	0.00	1.23	1.97	6.16	6.16	6.16	2.95	24.63
	Trawsfynydd Power Station	Cwmni Eginio	0.00	0.00	4.93	9.85	4.92	0.00	0.00	0.00	19.70
Land and Property	Western Gateway, Wrexham	Economic Ambition Board	0.00	0.00	4.04	4.92	0.00	0.00	0.00	0.00	8.96
	Warren Hall, Broughton	Economic Ambition Board	0.00	0.30	1.18	5.91	7.38	0.00	0.00	0.00	14.77
	Key Strategic Site, Bodelwyddan	Economic Ambition Board	0.00	0.00	0.00	0.49	0.99	5.42	2.95	0.00	9.85
	Former North Wales Hospital, Denbigh	Economic Ambition Board	0.00	0.99	0.99	0.98	0.98	0.00	0.00	0.00	3.94
	Parc Bryn Cegin, Bangor	Economic Ambition Board	0.00	0.25	2.71	2.95	0.00	0.00	0.00	0.00	5.91
	Holyhead Gateway	Stenaline	0.00	0.00	11.33	13.79	9.35	0.00	0.00	0.00	34.47
Agrifood and Tourism	Glynllifon Rural Economy Hub**	Grŵp Llandrillo Menai	0.00	6.90	2.95	0.00	0.00	0.00	0.00	0.00	9.85
	Llysfasi Net Zero Farm	Coleg Cambria	0.00	4.93	4.92	0.00	0.00	0.00	0.00	0.00	9.85
	Tourism Talent Network	Grŵp Llandrillo Menai	0.00	0.00	0.00	1.48	1.48	1.47	0.00	0.00	4.43
Innovation in High Value Manufacturing	Enterprise Engineering and Optics Centre	Glyndwr University	0.00	6.40	3.15	0.30	0.00	0.00	0.00	0.00	9.85
	Centre for Environmental Biotechnology	Bangor University	0.00	0.00	1.23	1.73	0.00	0.00	0.00	0.00	2.96
Portfolio Management Office Costs (15%)											3.60
Total											240.00

* The Growth Deal capital funding allocation profile is based on the 2021 Portfolio Business Case.

** Where an Outline Business Case or Full Business Case has been approved figures have been updated with the latest information.

Programme	Project	Project Sponsor	Profile 21/22 (£m)	Actual YTD (£m)	Variance (£m)*	Rationale
Digital	Digital Signal Processing Centre	Bangor University	1.82	0.00	-1.82	First Full Business Case approved in December 2021. Expenditure expected to be in line with revised 2021 Portfolio Business Case profile by the end of the financial year.
	Connecting the Last Few %	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Connected Corridor	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Full Fibre at Key Sites	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Connected Campuses	North Wales Economic Ambition Board	0.00	0.00	0.00	
Low Carbon Energy	Morlais	Menter Môn	0.00	0.00	0.00	No Full Business Cases have been approved. Expenditure profile now aligned to 2021 Portfolio Business Case update.
	Transport Decarbonisation	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Low Carbon Energy Centre of Excellence	Bangor University	0.00	0.00	0.00	
	Smart Local Energy	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Trawsfynydd Power Station	Cwmni Eginio	0.00	0.00	0.00	
Land and Property	Western Gateway, Wrexham	North Wales Economic Ambition Board	0.00	0.00	0.00	No Full Business Cases have been approved. Expenditure profile now aligned to 2021 Portfolio Business Case update.
	Warren Hall, Broughton	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Key Strategic Site, Bodelwyddan	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Former North Wales Hospital, Denbigh	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Parc Bryn Cegin, Bangor	North Wales Economic Ambition Board	0.00	0.00	0.00	
	Holyhead Gateway	Stenaline	0.00	0.00	0.00	
Agri-food and Tourism	Glynllifon Rural Economy Hub	Grŵp Llandrillo Menai	0.00	0.00	0.00	No Full Business Cases have been approved. Expenditure profile now aligned to 2021 Portfolio Business Case update.
	Llysfasi Net Zero Farm	Coleg Cambria	0.00	0.00	0.00	
	Tourism Talent Network	Grŵp Llandrillo Menai	0.00	0.00	0.00	
Innovation in High Value Manufacturing	Enterprise Engineering and Optics Centre	Glyndwr University	0.00	0.00	0.00	No Full Business Cases have been approved. Expenditure profile now aligned to 2021 Portfolio Business Case update.
	Centre for Environmental Biotechnology	Bangor University	0.00	0.00	0.00	
Portfolio Management Office Costs (1.5%)			0.384	0.219	-0.165	Expenditure slightly lower than projected
Total			2.204	0.219	-1.985	See above

* Variance is the difference between the planned profile (Portfolio Business Case 2021) and the Actual Year to Date (YTD) expenditure. YTD figures up to end of December 2021.

Programm	Project	Sponsor	Summary
Digital	Digital Signal Processing Centre (DSP)	Bangor University	The project will allow the DSP Centre to expand its presence and remit, integrating fully with the National Strategy Project (NSP) and enable the scaling of key assets including a 5G testbed, research capacity and state-of-the-art equipment.
	Connecting the last few %	Economic Ambition Board	This project targets universal superfast coverage across North Wales, which have yet to be served by other means and cannot obtain speeds of at least 30Mbps (download).
	Connected Corridor	Economic Ambition Board	To introduce high bandwidth mobile coverage on road and rail transport networks with deployment in step with or in advance of UK Government targets. Current focus is high quality 4G coverage and facilitation of 5G deployment. Delivery of coverage to include A55, A483 and A5.
	Full Fibre at key sites	Economic Ambition Board	This project will deliver full fibre connectivity (gigabit capable) with a current focus at 28 key business sites across North Wales.
	Connected Campuses	Economic Ambition Board	The project will accelerate the development of a range of digital connectivity options with a current focus at 18 key regional economic sites.
Low Carbon Energy	Morlais	Menter Môn	Investing in the infrastructure that connects the Morlais Zone with the electricity grid system, and preparing the site for private sector developers who will lease parts of the zone for deploying their tidal energy technologies.
	Transport Decarbonisation	Economic Ambition Board	Support delivery of a demonstrator project involving the production of green hydrogen from low carbon energy sources and its use within regional transport networks.
	Low Carbon Energy Centre of Excellence	Bangor University	Investing in the development of facilities at Bangor University and Menai Science Park, enhancing the North Wales and UK capabilities for innovation in low carbon energy and related areas, helping to create the conditions for new inward investment and business growth in the low carbon energy supply chain in North Wales.
	Smart Local Energy	Economic Ambition Board	To help achieve renewable energy, decarbonisation and local ownership targets, the project will support innovative enabling projects and demonstrators that overcome market failures and unlock private and community sector investments in smart local energy solutions.
	Trwysfynydd Power Station	Cwmni Eginio	The site is uniquely placed for a 'First of A Kind' deployment of a Small Modular Reactor (SMR) or Advanced Modular Reactor (AMR). Alongside the public and private sector, the Growth Deal will contribute funding towards enabling infrastructure for this development.

Programme	Project	Sponsor	Summary
Land and Property	Western Gateway, Wrexham	Economic Ambition Board	Delivery of primary services to enable the site to be brought to the market for sale and development.
	Warren Hall, Broughton	Economic Ambition Board	Delivery of primary services to enable the 65-hectare mixed use site to be bought to the market for sale and then development by the private sector.
	Key Strategic Site, Bodelwyddan	Economic Ambition Board	Delivery of primary services to enable the mixed-use commercial and residential development site to be brought to the market for development.
	Parc Bryn Cegin, Bangor	Economic Ambition Board	Provide industrial floor space to meet known demand for units.
	Former North Wales Hospital, Denbigh	Economic Ambition Board	The Growth Deal funding will assist in the delivery of a cleared and remediated site with primary services to bring forward a mixed-use commercial and residential development
	Holyhead Gateway	Stena Line	Future proof the Holyhead Port by providing new deep-water heavy loading and cruise facilities, improved vehicular access, guaranteeing the future of the breakwater and providing for the demands of regional energy projects.
Agri-food and Tourism	Glynllifon Rural Economy Hub	Grŵp Llandrillo Menai	The vision is to create a distinctive, world-class Rural Economy Hub at Glynllifon, offering a range of facilities and services to strengthen and enhance the regional economy, specifically through growing the food and drink sector.
	Llysfasi Net Zero Farm	Coleg Cambria	The Llysfasi Net Zero Farm aims to lead North Wales to a resilient future where carbon neutral land management is at the centre of a developing renewable energy sector supporting a sustainable, thriving and healthy community covering the rural/urban mix of the region.
	Tourism Talent Network	Grŵp Llandrillo Menai	Future-proofing the pipeline of skills provision and increase commercial benefits from one of the most established sectors in the region. The talent network will stimulate public-private collaboration to coordinate action on skills and product development to transform and accelerate the growth of the tourism and hospitality sector in the region.
Innovation in High Value Manufacturing	Centre for Environmental Biotechnology (CEB)	Bangor University	The Centre for Engineering Biotechnology will be a world-leading centre in the discovery and characterisation of novel extremophilic enzymes of industrial relevance. The Centre for Engineering Biotechnology will provide a strong foundation for attracting world-leading researchers, significant public and commercial research funding, and inward investment to Wales.
	Enterprise Engineering & Optics Centre	Glyndwr University	The Enterprise Engineering & Optics Centre will provide facilities targeted to boost high-level skills development for the region and enable Small and medium-sized enterprises (SME's) and large businesses to work in partnership with Wrexham Glyndwr University on commercially driven research and development in optics, composites and hydrogen fuel cells.