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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan J. Williams
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD MAWRTH, 16 IONAWR, 2024 am 1:30 y. p.	TUESDAY, 16 JANUARY 2024 at 1.30 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL DRWY ZOOM	COMMITTEE ROOM 1, COUNCIL OFFICES AND VIRTUALLY VIA ZOOM
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Geraint Bebb, Dyfed Wyn Jones (**Vice-Chair**), Jackie Lewis, Llio A. Owen, Alwen Watkin, Sonia Williams, Arfon Wyn

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Ieuan Williams

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Douglas M. Fowlie (**Chair**), Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats) R. Llewelyn Jones

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

Mr John Tierney (Yr Eglwys Gatholig / The Catholic Church),
Gwag/Vacant (Yr Eglwys yng Nghymru/The Church in Wales)
Gillian Thompson (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor-
Primary Schools Sector)
Gwag/Vacant (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent
Governor- Secondary Schools Sector and ALN)

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A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 10)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 21 November, 2023.

3 TENANT PARTICIPATION STRATEGIC PLAN 2024-29 (Pages 11 - 54)

To present the report of the Head of Housing Services.

4 HOUSING ASSET MANAGEMENT STRATEGIC PLAN 2024-29 (Pages 55 - 96)

To present the report of the Head of Housing Services.

5 LOCAL PERFORMANCE INDICATORS: HOUSING SERVICES (Pages 97 - 104)

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

6 FORWARD WORK PROGRAMME (Pages 105 - 112)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the hybrid meeting held on 21 November, 2023

- PRESENT:** Councillor Douglas Fowlie (Chair)
Councillor Geraint Bebb (Vice-Chair for this meeting only)
- Councillors Aled M. Jones, R. Llewelyn Jones, Llio A. Owen, Keith Roberts, Ieuan Williams, Sonia Williams.
- Co-opted Member: Mr John Tierney (The Catholic Church)
- Portfolio Members**
- Councillors Llinos Medi (Leader and Portfolio Member for Economic Development), Neville Evans (Portfolio Member for Leisure, Tourism and Maritime), Carwyn Jones (Portfolio Member for Corporate Business and Customer Experience), Nicola Roberts (Portfolio Member for Planning, Public Protection and Climate Change), Dafydd Roberts (Portfolio Member for Education and the Welsh Language), Dafydd Rhys Thomas (Portfolio Member for Highways, Waste and Property), Robin Williams (Deputy Leader and Portfolio Member for Finance).
- IN ATTENDANCE:** Chief Executive
Director of Function (Resources)/Section 151 Officer
Director of Function (Council Business)/Monitoring Officer (for item 3)
Director of Social Services
Head of Regulation and Economic Development (for item 3)
Head of Adults' Services
Head of Housing Services
Head of Democracy (DS)
Head of Profession (HR) and Transformation
Scrutiny Manager (AGD)
Committee Officer (ATH)
Webcasting Officer (FT)
- APOLOGIES:** Councillors Dyfed Wyn Jones, Jackie Lewis, Arfon Wyn, Gary Pritchard (Portfolio Member for Children, Youth and Housing Services), Gillian Thompson (Co-opted Member as Parent Governor for the primary schools sector), Mr Rhys H. Hughes (Deputy Chief Executive)
- ALSO PRESENT:** Elin Allsopp (Scrutiny Officer)

In the absence of Councillor Dyfed Wyn Jones, Vice-Chair, Councillor Geraint Bebb was elected to serve as Vice-Chair of the Committee for this meeting only.

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 19 September, 2023 were presented and were confirmed as correct.

3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q2 2023/24

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 2 2023/24 was presented for the Committee's consideration. The scorecard report portrays the current end of Quarter 2 position against matters relating to customer service, people and financial management and performance management.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience as conveying a positive picture of performance overall at the end of the second quarter of the 2023/24 financial year with 91% of the performance indicators performing above or within 5% tolerance of their targets. A number of areas where indicators have performed well were highlighted including in relation to waste management, highways, Adults' Services and Children's and Families' Services, and homelessness. Although a full analysis of the corporate health performance indicators for the quarter had not been possible, the majority (67%) of the indicators with available data against targets monitored in this section are performing well and are ragged Green or Yellow. With regard to days lost to absence per FTE, the Council's performance is Red with 4.21 days lost to absence per FTE against a target of 3.82 days mainly due to long-term sickness which equates to 62% of the absence rate for Quarter 2. Areas showing as underperforming in relation to the average days taken to deliver a Disabled Facilities grant and the turnaround of lettable units of accommodation in Housing Services and the percentage of planning appeals dismissed are being monitored by the Leadership Team to secure improvements into the future as is the number of FOI requests responded to within timescale because of the lack of available data for the second quarter for this activity. The financial position continues to be challenging with a budget overspend being forecasted for the year end.

In assessing and scrutinising the performance for the Council's key indicators at the end of the second quarter of 2023/24, the Committee challenged the Portfolio Members and Officers on the following matters –

- Accepting that 91% of the Authority's performance indicators either exceed or are within 5% tolerance of their targets at the end of Quarter 2, assurance was sought that the remaining 3 underperforming indicators will improve. Additionally, it was noted that approximately 12 PIs that are currently showing as Green are trending downwards and it was queried whether this was a cause for concern.
- The absence of any indicator to denote progress with addressing climate change and the Council's commitment to becoming a net zero organisation by 2030.
- Noting that there continues to be a reported projected overspend on the Council's budget at the end of Quarter 2 the Committee sought clarification of the measures being taken to manage budget pressures.
- That the scorecard reports an increase in the average days lost to absence per FTE. The Committee wanted to know what actions are being pursued to bring the performance of this indicator back on target and whether Covid-19 was still a factor in sickness absence.
- The actions being taken to minimise the impact of the continuing underperformance of PI 36 (the percentage of planning appeals dismissed)

Officers and Portfolio Members responded to the points raised by providing assurances as follows –

- That the scorecard for the end of Quarter 2 is highly positive considering the challenging circumstances both from the perspective of the Council's workforce and the Island's communities. However, the three Performance Indicators that are shown as underachieving in relation to Disabled Facilities grants, the turnaround of lettable units of accommodation and planning appeals are reviewed by the Leadership Team on a quarterly basis and are discussed with the relevant Heads of Service to ensure that these areas are given specific attention. All the indicators are distinct with some being within the Council's control and others capable of being influenced by the Council with market conditions and capacity also being factors. The number of planning appeals is small with two out of three appeals in Quarter 2 having been dismissed added to the two out of five appeals dismissed in Quarter 1. The slippage in turning around lettable units of accommodation is due largely to the extent of the work required to bring properties back to WHQS standards with some in need of major works before they can be re-let which take time to complete. The delivery of Disabled Facilities grants can be a complex process and is dependent on the number of care plans coming through the system and the nature of the adaptations needed with the simple installation of handrails for example being treated in the same way as installing a new bathroom for recording and reporting purposes. The Leadership Team continues to encourage and support improvement in the performance of these indicators whilst ensuring that the quality and level of performance of all the other indicators is maintained. The Leadership Team is also increasingly focusing on the direction of travel of performance indicators and is monitoring those indicators where the trend is downwards.
- That the current scorecard is largely historic in that it charts the progress of performance in line with the priorities of the previous Council Plan. A new Council Plan for 2023 to 2028 has since been adopted and a new scorecard is in development that will reflect, and link in with the six strategic objectives of the new Plan which include responding to the climate change crisis and becoming a net zero council by 2030. The aim is to commence formal reporting on the new scorecard in Quarter 1 of the 2024/25 financial year. Members will be kept informed of the progress of this process with a view to their having sight of and input into the new scorecard in Quarter 4 of the current year. The Council is also committed to reporting annually on its journey to becoming net zero by 2030.
- That the £368k projected overspend on the Council's 2023/24 budget is not overly significant in the context of a net annual budget of £175.5m. Whilst the level of overspend has reduced from that forecasted in Quarter 1, the approaching winter months may impact on expenditure as adverse weather and colder conditions could drive demand upwards as well as affecting roads and other infrastructure. The services most under pressure are Adults' Social Care and Children's' services and although the position of the former has improved, the deficit in the Children's' services budget is forecast to increase by year end with expenditure in both areas being heavily influenced by the nature, number and cost of care packages and placements. Any overspend will be met from the Council's balances which in turn will reduce the options with regard to the 2024/25 budget. Whilst the aim is to manage expenditure and to keep over expenditure to a minimum doing so in practice is difficult as the Council has commitments which it cannot change mid-year. Although services have been advised to review non-essential expenditure and to defer new

expenditure and appointments to vacant posts where possible no formal directive in that respect has been issued to date.

- With regard to improving attendance and managing sickness absence whilst the target for 2022/23 has been retained for 2023/24 it now also includes Covid related absences which inevitably have an impact on the statistics. Managers and Heads of Service are committed to applying sickness absence policies which has led to a figure not reflected in the current report whereby the number of long-term sickness absence cases has reduced; this is an ongoing process as the winter months has historically proved challenging in terms of sickness absence. Additionally it needs to be noted that 30% of long-term sickness absence cases are acute and involve medical interventions. A range of support measures are in place to help staff return to work and these include occupational health, counselling and physiotherapy services which are accessed via the Council's internal processes. In Covid cases many staff are able to continue their work from home unless they are frontline staff whose work involves contact with vulnerable clients. The Council compares well with other councils currently with regard to the number of Covid cases. It is a matter of continuing to apply the policies and utilising the measures available to help staff return to work.
- That in relation to the percentage of planning appeals dismissed it is important to set the data within context which is three appeals for the second quarter from over 300 planning applications. Whilst the performance of the indicator has improved there will always be some variation due to the nature of the appeals process. Appeal decisions will continue to be scrutinised and monitored for any emerging patterns that require a different interpretation of policies. A programme of training for the Planning and Orders Committee's members is also planned.

In discussing the underperformance of Indicator 29 (the average number of calendar days to let lettable units of accommodation excluding DTLs) it was proposed by a member of the Committee that a task and finish group be established from among the Committee's members to review the performance of this indicator in greater depth than the Committee's schedule allows with a specific view to improving performance by reducing the number of days taken to re-let void properties and to report back to the Committee on the findings. A number of online sources were cited where the turnaround of void properties was shown to be more efficient and where improvements had been successfully achieved, and it was suggested that lessons could be drawn from such sources as well as from other local authorities in this regard. It was further proposed that in parallel with the above an officer group undertake a task and finish project with regard to Indicator 28 (average number of calendar days taken to deliver a Disabled Facilities grant) to analyse the underperformance for this indicator and report back to the Committee in March 2024 with proposals for improvement. Both proposals were seconded and were subsequently supported by the Committee.

The Chief Executive advised that he could see no reason why the proposals could not be supported and that it was important that members be given an opportunity to have an input into and influence areas of activity where the evidence suggests that a more detailed examination might be advantageous. He further advised that given the constraints on capacity and the existing demands on scrutiny resources, the administrative arrangements in terms of whether the elected member group should sit under Scrutiny or the Programme Boards would need to be confirmed.

The Head of Democracy advised that scrutiny capacity had recently been increased and that a review of scrutiny arrangements is planned particularly in relation to the support provided to the three existing scrutiny panels to establish good practice it being therefore possible post-review that sufficient scrutiny capacity is available to support a task and finish group.

The Head of Housing Service welcomed the proposals which would allow members to gain a better understanding of the challenges in managing the turnaround time for void properties with the proviso that any benchmarking undertaken should be against local authorities in Wales as the legislation and requirements are different for local authorities in England.

Having reviewed the Corporate Scorecard for Q2 2023/24 and having noted the responses of Portfolio Members and Officers to the issues raised it was resolved –

- **To note the Corporate Scorecard report for Q2 2023/24 including the areas of improvement outlined along with the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future in relation to FOI requests, DFGs, time taken to re-let lettable units of accommodation and planning appeals.**
- **To recommend the scorecard report and mitigating measures outlined therein to the Executive.**
- **That a task and finish group be established from among the Committee's members to review the performance of Indicator 29 (the average number of calendar days to let lettable units of accommodation excluding DTLs) in greater depth with a brief to improve the performance of the indicator by reducing the number of days taken to re-let void properties and to report back to the Committee on the findings and in parallel with the above –**
- **That an officer group undertake a task and finish project with regard to Indicator 28 (average number of calendar days taken to deliver a Disabled Facilities grant) to analyse the underperformance for this indicator and report back to the Committee in March 2024 with proposals for improvement.**

4 EMPTY HOMES STRATEGIC PLAN 2023-28

The report of the Head of Housing Services incorporating the Empty Homes Strategic Plan for 2023 to 2028 was presented for the Committee's consideration and scrutiny.

The report and Strategy were presented by Councillor Llinos Medi, the Council's Leader who referred to the success of the previous strategy in returning 525 properties back into use since 2017. Similarly the purpose of the successor plan is to ensure that the number of empty properties is kept to a minimum and to encourage owners to bring them back into use. It sets out how the Council deals with empty properties and forms part of the range of housing solutions which will assist in achieving the objectives of the Council Plan 2023-28. The importance of working in partnership with property owners and other services in addressing empty properties was emphasised and the case studies contained within the report were highlighted by the Leader as examples of successful interventions bringing derelict properties back into use as much needed social housing.

The Housing Services Manager in reporting on the contents of the strategic plan said that empty properties are a wasted resource especially so at a time when the pressures on the housing market and rental sector are increasing. The aim through the plan is to work with and encourage owners of empty properties to bring them back into use preferably by negotiation and agreement but with recourse to enforcement action should that be necessary and as a last resort. The Housing Service recognises that working together with other services and agencies is the most effective way of dealing with the various aspects of empty properties and the strategic plan has been developed on the basis of partnership working. The Service also aims to draw down value by delivering financial support via Welsh Government grants and loans as well as utilising the Council Tax Premium to ensure the best use of available resources and capacity which are modest in comparison with the output of 525 properties brought back into use since 2017.

In considering the Empty Homes Strategic Plan the Committee raised the following issues –

- The challenges in encouraging the owners of empty properties in the private sector to engage with the Council.
- Noting that 77 properties have been recorded as being empty for over 10 years and 128 recorded as being empty for between 5 and 10 years, the Committee wanted to know how many long-term empty properties had been returned to use since 2017.
- The ways in which the Strategic Plan contributes to achieving the priorities of the Council Plan 2023-28
- The extent to which the Council is dependent on partners and grant funding to make the Strategic Plan a reality.
- Requested that the Committee be provided with details of the Plan's governance arrangements as regards monitoring and evaluation along with the Action Plan when issued.

The Leader and Officers provided the Committee with further advice and assurance as follows –

- That in developing the Strategic Plan a survey was sent to all owners of long-term empty properties totalling 542 properties but excluding properties in receipt of Council Tax exemptions such as properties in probate, owners receiving care elsewhere or in residential care/hospitals, and owners in detention to ascertain what incentives would persuade them to bring those properties back into use. The survey generated a response rate of 16%. The feedback from the responses to the survey has provided the Service with a number of pointers which it is working on and in many instances the initial contact whereby advice and information is provided is sufficient to initiate the process of bringing an empty property back into use. The Service also signposts empty property owners to available loans and grants and additionally the Council is one of 16 local authorities involved in a Welsh Government initiative to bring empty properties back into use. Whilst the Council endeavours to communicate with owners of empty properties, it cannot address every empty property and seeks to target the most problematic.

The Committee noted the results of the Empty Properties Survey in particular the response rate of 16% which it was felt was not a fair reflection of empty property owners wanting to work with the Council.

- That the Council has been successful in returning some longer-term empty properties back into use for example the Old Social Club in Beaumaris. However, the greatest volume of turnaround is in relation to those properties that have been empty for one to five years as a great deal of perseverance is required to work with and sometimes identify the owners of properties that have been empty for 10 years or more. Whilst the Council Tax Premium is levied on empty properties (with certain exceptions), it is likely that owners of properties that have been empty for some time will have requested the Valuation Office that they be removed from the Council Tax list due to their not being habitable as a home making it more difficult to establish ownership thereafter.

The Housing Service Manager clarified that as the Housing Service continues to work with the owners of some empty properties that have been exempted from Council Tax these have been included in the Service's statistics and those might therefore vary from the data held by the Finance Service. In response to a suggestion about increasing the premium on problematic empty properties, the Committee was advised that that would require the creation of a local policy to allow categorisation of empty homes which would need to be confirmed as permissible under current legislation.

A further question was asked about whether there was a mechanism to allow the Council to purchase long term empty homes that have been taken off the Council Tax list because of their condition assuming that their removal from the list might indicate that the owner wishes to dispose of the property which might otherwise fall into further disrepair.

The Committee was advised that one of the interventions available to the Council is to come to an agreement with the owner of a long-term empty home to purchase the property providing it is financially viable for the Council to do so. The re-development of the derelict Plas Alltran in Holyhead is an example of such an intervention.

- That the Strategic Plan contributes to achieving the priorities of the Council Plan 2023-28 in that one of the priorities is ensuring that everyone has the right to call somewhere home which need the strategic plan helps fulfil and in enabling people to remain within their local communities the Plan contributes to the opportunities to learn and use the Welsh language. Income generated from the Council Tax empty homes premium supports grants for first time buyers of empty homes and that resource is then spent within the local economy and supports local contractors and local goods. In response to a query about the Welsh language and local connection it was confirmed that due to the variety of schemes, the criteria vary with local connection being a criterion for a Welsh Government scheme as well as the Homebuy scheme with details available on the Council's website.
- That the process of regenerating empty homes is not one which the Council undertakes alone but is dependent on effective engagement with the owners of empty properties and on Welsh Government for grant and loan interventions as well as working together as services to tackle the most problematic properties.

Having scrutinised the Empty Homes Strategic Plan for 2023-28 and noted the response of Officers to the issues raised, the Corporate Scrutiny Committee resolved to recommend the Empty Homes Strategic Plan 2023-28 for the Executive's approval.
(Councillor Aled Morris Jones abstained from voting)

Action - the Committee to be provided with details of the Empty Homes Strategic Plan's governance arrangements and Action Plan when issued.

5 SOCIAL SERVICES JOURNEY REPORT

The report of the Director of Social Services which documented progress to date in Children and Families' Services and in Adults' Services was presented for the Committee's consideration. Attached to the report for information purposes was the Social Services Representations and Complaints Procedure Annual Report for 2022/23 along with the first issue of the Age Friendly Anglesey Newsletter.

The Head of Adults' Services provided an overview of recent activities and developments in Adults' Services as those were outlined in the report and reference was made to service developments with regard to Learning Disabilities Day Services and Domiciliary Care. The visit to the Anglesey Dementia Centre in Llangefni by the Welsh Government's Minister for Health and Social Care and Anglesey's becoming a member of the World Health Organisation's Network of Age Friendly Communities and Cities were also highlighted.

The Director of Social Services summarised the ongoing work in Children and Families' Services including work to become a Trauma Informed Island and to progress the Virtual School Model as well as the first year of summer activities by the Youth Service. Particular mention was made of the two awards won by Maethu Môn Cymru at the 2023 Fostering Excellence Awards with the service having been successful in the "Fostering Network Award for Kinship Carers" and the "Fostering Network Award for a Social Work Team."

In documenting Social Services activities as part of the latest progress update and journey the Director of Social Services highlighted the pressures on both Children and Families' Services and Adults' Services in the form of recruitment challenges which are not unique to Anglesey and increasing demand and complexity of needs which in turn have implications for the budgets of both services.

In reviewing the report the Committee discussed the following matters –

- Noting and acknowledging the developments to date and recognising that the upcoming winter period could prove challenging, the Committee wanted to know what the priorities for Social Services over this next period were.
- The reasons behind the increase in demand across both services and whether this is an area that might benefit from closer examination by the Social Services Scrutiny Panel.
- The deployment of agency staff from outside Wales in the Council's Cartrefi Clyd from the perspective of cost and the provision of a bilingual service.
- The provision and availability of dementia services.
- That it would have been helpful to have received feedback regarding the actions taken and improvements made as a result of complaints and comments received in the Annual Representations and Complaints Procedure Report for 2022/23.

Officers responded to the issues raised by the Committee as follows –

- By advising that Social Services in the coming months will be looking at the ways in which services for clients are provided with a view not to reduce the level of service provided but to ascertain whether services can be provided differently e.g. by greater use of technology in service delivery and by closer co-operation with partners in the Health Service to work more creatively in designing and delivering care packages. Focusing on preventative offers by utilising grant funding and developing and extending existing projects to that end will also help in reducing hospital admissions. The Service seeks to make the best use of the resources it has with one example being the pooling of Learning Disability services with Health through joint commissioning thereby making better use of staff time and leading to an improved service for individuals.
- By confirming that the demand for services has increased steadily since the Covid pandemic with many individuals more fragile in health as a result; the number of children and young people presenting with mental health issues has also risen. Additionally, people are living longer meaning there are greater numbers with health needs due to old age. Local authorities across the region are reporting a similar increase in demand for services and information is being shared and the reasons behind it are being investigated. The Director of Social Services confirmed that he would be happy for the Social Services Scrutiny Panel to examine the issue more closely.
- By clarifying that Social Services engage agency staff through a recruitment agency which manages the process for the service, and whilst the agency the service has worked with has normally recruited on a local basis that is not always possible and staff are occasionally engaged from among a wider geographical pool. The recruitment challenges in the care sector are well known and are ongoing and the service has sought to overcome these challenges through offering competitive rates of pay including for Cartrefi Clyd staff and by proactively promoting the care sector as a career pathway through Coleg Menai for example. However more work needs to be done to raise the profile of the sector and to look at innovative ways of addressing recruitment issues on a permanent basis. In the meantime agency staff are being deployed to fill any gaps in the staff rota.
- By advising that three voluntary services which support people with dementia have come together at the Anglesey Dementia Centre located at the Glanhwfa Centre in Llangefni to create a memory assessment service for those clients, and grant funding has been invested in the Garreglwyd residential home to ensure it is safe and secure for dementia sufferers. A Dementia Day Centre is located at Plas Crigyll residential care home. Social Services recognise that dementia can be a difficult and complex condition and are hoping to be able to provide further dementia care at Garreglwyd and within the community in future.

It was resolved –

- **To confirm that the Corporate Scrutiny Committee is reassured that the continued progress made by Social Services is reasonable and timely.**
- **To recommend to the Executive that the progress and pace of improvements in Social Services are timely and adequate.**

Actions:

- **Social Services Scrutiny Panel to look at the demand pressures in Social Services with a view to identifying the possible reasons behind the increase.**
- **Director of Social Services to provide Councillor Aled M. Jones with information on the deployment of agency staff in Cartrefi Clyd homes.**

6 NOMINATION TO THE SOCIAL SERVICES SCRUTINY PANEL/CORPORATE PARENTING PANEL

The report of the Scrutiny Manager requesting the Committee to nominate one of its members to serve on the Social Services Scrutiny Panel and Corporate Parenting Panel was presented for consideration. The panel's terms of reference were provided for information and to assist with the selection process. The vacancy on the Panel had arisen following the resignation of Councillor Alwen Watkin who was among the cohort of elected members representing the Corporate Scrutiny Committee on the Panel.

It was resolved to nominate Councillor Ieuan Williams to serve on the Social Services Scrutiny Panel and Corporate Parenting Panel.

7 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to April, 2024 was presented for consideration.

The Scrutiny Manager referred to arrangements for the Committee's January 2024 meeting and confirmed that following consultation and with the agreement of the Chair, it was proposed that two meetings of the Committee be convened in January on the new date of Tuesday 16 January (instead of 18 January) the one in the morning and the other in the afternoon whereby one meeting will be dedicated to consideration of the 2024/25 Budget and the other to the remaining scheduled items. She recommended the Forward Work Programme to the Committee with the proposed changes.

It was resolved –

- **To agree the current version of the Forward Work Programme for 2023/24 subject to the amended arrangements for January 2024 and**
- **To note the progress thus far in implementing the Forward Work Programme.**

**Councillor Douglas Fowlie
Chair**

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	16 January, 2024
Subject:	Tenant Participation Strategic Plan 2024-29
Purpose of Report:	To scrutinise the Tenant Participation Strategic Plan and recommend its approval
Scrutiny Chair:	Councillor Douglas M Fowlie
Portfolio Holder(s):	Councillor G Pritchard
Head of Service:	Ned Michael
Report Author: Tel: Email:	Lisa Dundee, Housing Strategy Officer & Eiliw Llyr, Housing Strategy, Commissioning and Policy Manager 01248752137 EiliwLlyr@ynysmon.gov.uk
Local Members:	

1 - Recommendation/s
The Committee is asked to: R1 recommend that the Executive approves the Tenant Participation Strategic Plan 2024-29

2 – Link to Council Plan / Other Corporate Priorities
The Council’s Corporate Plan 2023-28 recognises Housing as one of the strategic aims and ensuring that ‘everyone has the right to call somewhere home’.
The Tenant Participation Strategic Plan ties in with the following themes within the Council’s Housing Strategy 2022-27:
<ul style="list-style-type: none"> • Theme 2 - Make best use of existing housing stock and improving homes and communities. • Theme 4 - Support to promote housing independence.

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]**3.6 Possible effects this decision could have on:**

- The protected groups under the 2010 Equality Act
- Those that experience a socio-economic disadvantage in their lives (when making strategic decisions)
- Opportunities for people to use the Welsh language and not to treat the Welsh language less favourably than English

[focus on equality and Welsh]**4 - Key Scrutiny Questions**

1. The report discusses the process of putting a participation Plan in place for tenants of Council-owned housing. To what extent was that process comprehensive, appropriate and robust?
2. In what ways have our tenants influenced the proposed document?
3. How does the proposed Strategic Plan enable the Authority to realise the strategic priorities of the Council's Plan for 2023-2028?
4. What challenges and risks does the Council face in trying to make the Participation Plan a reality?
5. How is it proposed to monitor the impact of the implementation of the Plan?

5 – Background / Context**1. Background**

The Tenant Participation Strategic Plan has been developed to ensure that Housing Services works in partnership with tenants to develop and deliver first-rate housing services to the people of Anglesey.

There is a legal requirement for social landlords in Wales to support and develop Tenant Participation. The 2024-29 Tenant Participation Strategic Plan is the succession of the 2018-2023 Local Tenants Participation Strategy. The Housing Wales Act (2014) outlines that all Social Landlords in Wales must have a tenant participation strategy with the long-term goal of achieving continuous

improvements in landlords' performance in supporting and enabling tenants to participate.

2. Success of the Previous Tenant Participation Strategy

As a result of the challenges posed by the Covid-19 Pandemic, some aspects of the last strategy proved more difficult to achieve due to the limitations on face-to-face engagement. Nevertheless, several successes have emerged from the previous strategy along with new successes, as a result in the teams' reactive response to meet the needs of tenants during the pandemic.

These include:

- **Anglesey Virtual Hub** – Age Cymru Gwynedd a Môn, Medrwn Môn and Tai Môn Housing Services' Tenant Participation & Financial Inclusion Team worked in partnership with several community hubs and organisations across Anglesey to pilot the Anglesey Virtual Hub project. The project supported people within their communities to stay connected with their communities, families and friends digitally and to increase their digital skills. The course was run for 12 weeks and covered topics such as online safety, online shopping and the use of social media. The success of this project resulted in the team winning a TPAS Cymru award.
- **Police and Housing Surgeries & Tai Môn Housing Roadshows** – Tenants were given the opportunity to meet their local Housing and Police Officers, as well as other agencies that provided financial help or guidance, as well as discuss any concerns, issues, ideas or questions.
- **Repairs panel - Damp and Condensation Project** - One of the most recent pieces of work that the repairs panel worked on was an informative document on tackling damp and condensation in the home.
- **Community Freezer Projects** – As response to the cost-of-living crisis in 2022, x 10 community freezers were placed in local community hubs / housing communal lounges across the island offering free and nutritious meals, which were provided by Dylan's restaurant & funded by the Welsh Government hardship programme. The Tenant Participation team managed three of these locations and records show 2266 meals were collected by Tai Môn Housing tenants over a period of eight weeks.
- **Warm Spaces/Hubs** – Due to the rising cost of energy bills and the concern, many had about heating their home the Tenant Participation team set up four warm spaces in our community hubs island wide, where free hot meals in a warm space were provided. The sessions were held once a week for a period of 16 weeks. This helped tackle rising levels of social isolation that were seen following the Covid-19 pandemic, due to decreased use of the community lounges. Residents were able to re-build confidence levels which were lost during the lockdown periods and re-engage with community members in a familiar and warm setting.

3. Overview of the Tenant Participation Strategic Plan.

The Tenant Participation Strategic Plan will work to the following key priority areas:

1. Engage & Inform - Ensure effective engagement with tenants and information on matters relating to Housing Services.
2. Recruit, Retain and Influence - Empower our Tenants to influence and shape our services.
3. Evolve and Innovate - Continually improving our services to meet our customers' needs.
4. Training Skills & Development - Ensure tenants have the skills and confidence to become involved in tenant participation opportunities.

4. Wales Quality Housing Standard (WHQS) 2023

WHQS 2023 standards pave the way for what is expected in order to meet common housing standards within areas of safety, security, insulation and state of repair. The standards also heavily concentrate on Net Zero and the TPAS Cymru WHQS response highlights that tenant engagement is key to achieving Net Zero and states how Wales can achieve Net Zero carbon emissions by the year 2050, with tenant engagement playing an integral part. The response also highlights the need for tenant engagement to take place before and after work is carried out in a tenant's home. For this to happen landlords need to be transparent about what changes could look like and provide support through the transition and beyond. The Tenant Participation Strategic Plan outlines how Housing Services will work closely with tenants, keeping them informed throughout.

5. The Wellbeing of Future Generations Act

The Well-being of Future Generations Act requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, to prevent persistent problems such as poverty, health inequalities and climate change.

The Tenant Participation Strategic Plan sets out our approach to how we will work in partnership with our tenants to ensure that we maintain the standard of our housing to meet the challenges posed by poverty, health inequalities and climate change.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

No negative effect was noted after completion on the EIA.

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

It will offer a chance for people to live and contribute to their local communities.

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

No negative effect was noted after completion on the EIA.

7 – Financial Implications

Resources have been allocated / identified for different initiatives included in the HRA Business Plan 2023-53.

8 – Appendices:

Tenant Participation Strategic Plan 2024-29.
Assessment of the Effect on Equalities.
Assessment of the Effect on the Welsh language.

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

Housing Revenue Account 30-year Business Plan 2023-2053



Housing Tenant Participation Strategic Plan 2024 - 2029



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mae'r ddogfen yma hefyd ar gael yn y Gymraeg

This document is also available in Welsh

www.anglesey.gov.wales

Foreword

Why do we need a Housing Tenant Participation Strategic Plan?

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This Housing Services Tenant Participation Strategic Plan lays out what we aim to achieve by working in partnership with our Tenants, internal Council Services and external partners over the coming 5 years, ensuring we put Tenants at the core of everything we do. Our last Star Survey (2021) stated that 81% of Tenants said that we were easy to deal with and 73% said we listened to views and acted on them.

The purpose of this Strategic Plan is to ensure that we build on our previous Star responses and ensure that Tenant voices will play an instrumental part in influencing our work, especially in achieving the forthcoming Welsh Housing Quality Standards II. This is to ensure we continue to involve Tenants in the way we make decisions about their homes.

This Strategic Plan is part of a framework of strategies that underpins our Housing Revenue Account Business Plan and Council Plan 2023-2028 which sets out how we will achieve our commitments over the next few years.

Strategic Context:

This Plan responds to several National Policies such as:

- [Housing Wales Act \(2014\)](#) placing statutory obligation on Welsh Social Landlords to adopt a Tenants Participation Strategic Plan.
- Contributing towards the [Well-being of Future Generations Act](#) through our work in our communities
- [Welsh Housing Quality Standard II 2023](#) and the requirement to include Tenants

Participation for All

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We want to encourage as many of our Tenants to take part, therefore equality and diversity is central to our work. We also acknowledge that many groups are frequently under-represented in community involvement, which includes:

- Digitally excluded customers
- People with accessibility needs
- LGBTQ+ people
- Homeless service users
- Care experienced young people
- Individuals with care responsibilities
- Private rented sector Tenants
- Young people
- Ethnic minority groups
- Gypsy/Travellers

We will continue offer both face to face and digital engagement, utilising accessible venues for meetings and events, ensuring information is available in a range of formats.

We ensure that data and information is used to shape and tailor future services to meet the needs of individuals and communities.

We offer participation opportunities bilingually by contributing to the Council Plan of offering opportunities to use the Welsh language in a social setting.



Driving Improvement

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We listened and want to do better!

- We have looked back at our previous strategy and what was achieved through a difficult period due to the pandemic. While we had to adapt our ways of working and had little opportunity for face-to-face engagement, we were still able to engage with Tenants and redirected our expertise and knowledge to addressing the needs of our Tenants during such a difficult time.
- We hope to shift our attention from traditional community development-based work to effective and robust Tenant Participation.
- Through frequent feedback on *'You said we did'* and *'You said, we couldn't, because...'* we have been able to review our activities to ensure that they are achieving value for money and aim to improve our services by monitoring the outcomes of Tenant Participation activities.

Council Plan 2023-2028

The Council Plan's vision is to:

'Create an Anglesey that is healthy and prosperous where people can thrive.'

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- The Council Plan is the key document serving as a focal point for decision-making at all levels; providing a framework to plan and drive forward priorities; shape annual spending; monitor performance and progress.
- At its core is our desire to work with Anglesey residents, communities and partners to ensure the best possible services, improve the quality of life for all and create opportunities for future generations.
- Its six main objectives reflect the key areas Housing Services should be focusing its efforts on.

Our six strategic objectives



The Welsh Language

Increasing opportunities to learn and use the language.



Social Care and Wellbeing

Providing the right support at the right time.



Education

Ensuring an effective provision for today and for future generations.



Housing

Ensuring that everyone has the right to call somewhere home.



Economy

Promoting opportunities to develop the Island's economy.



Climate Change

Responding to the crisis, tackling change and working towards becoming a net zero organisation by 2030.



[Council Plan 2023 to 2028 \(gov.wales\)](https://gov.wales/council-plan-2023-to-2028)

Values

- The Council Plan 2023-28 is underpinned by the organisation's core values, which are used to develop and guide the vision, strategic plans and services.

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We place the Môn Customer Charter Values, as shown, in our work.

Values



Respect

We are respectful and considerate towards others regardless of our differences.



Collaborate

We work as a team, with our communities and partners to deliver the best outcomes for the people of Anglesey.



Honesty

We are committed to high standards of conduct and integrity.



Champion the Council and the Island

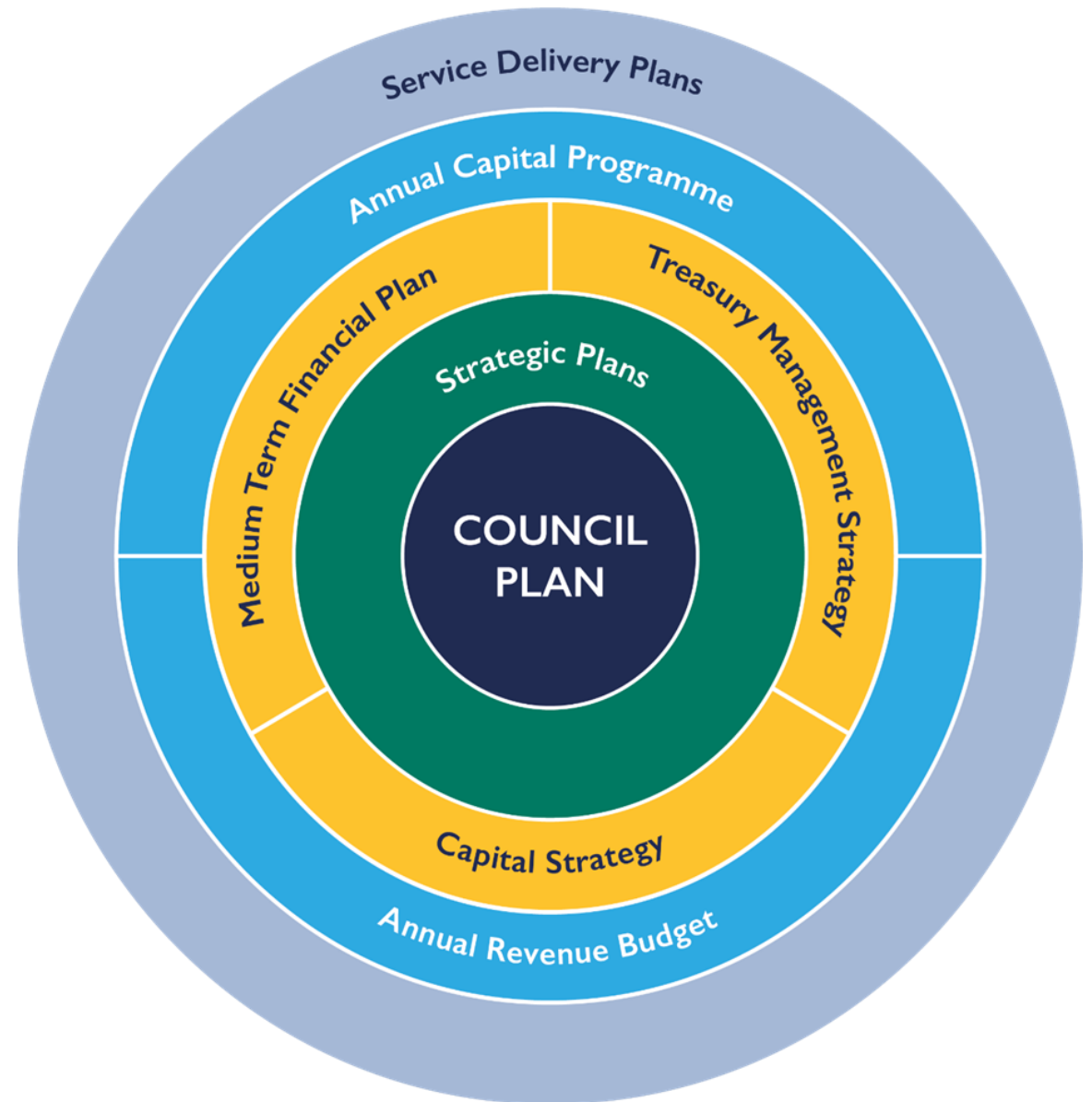
We create a sense of pride in working for the Council and present a positive image of the Council and the Island.



Strategic circle

- The strategic circle identifies the plans in place to ensure we can achieve our priorities and objectives.
- This Strategic plan is aligned with the Council's Plan and contributes to the achievement of the strategic objectives and vision.

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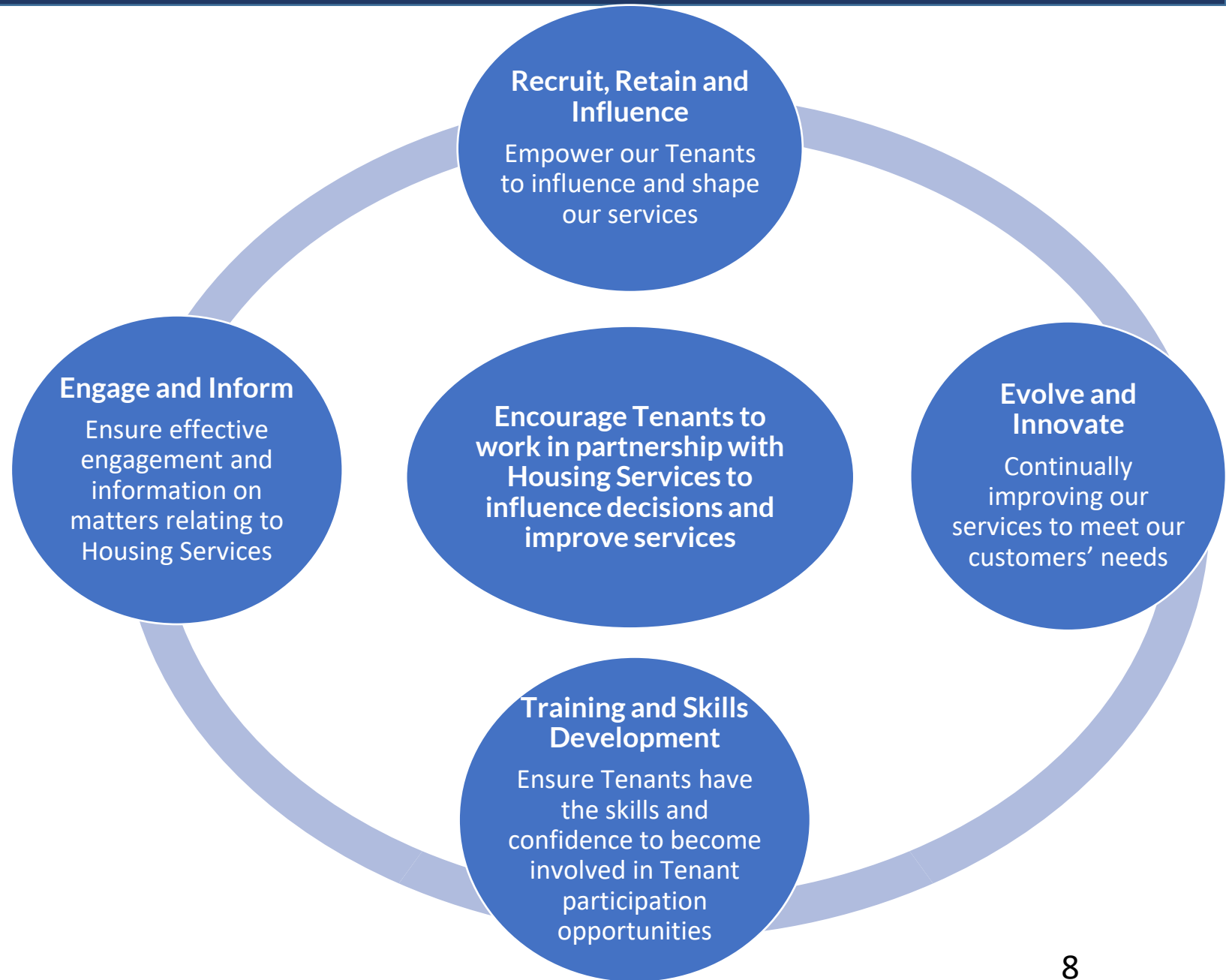
Key priority areas

Delivering the strategic priority, together with key priority areas, sets a clear and ambitious mandate.

We want to ensure that we:

Make best use of existing housing stock and improving homes and communities (Theme 2 of the Council's [Housing Strategy 2022-27](#))

Support to promote housing independence (Theme 4 of the Council's [Housing Strategy 2022-27](#))



Engage and Inform - Ensure effective engagement and information on matters relating to Housing Services



Why is this important?

We want to improve services, homes and estates whilst working in partnership with our Tenants, therefore it is important that we keep our Tenants informed on what we are doing.

To instill communication as being a two-way street between Housing staff and Tenants. Our last Star Survey stated that 83% trust Anglesey Council.

Ensure WHQS phase 2 to be successful through excellent Tenant engagement and participation. During our last Star Survey 77% Tenants were satisfied with repairs and maintenance.

What are we going to do?

We will engage with and inform our Tenants, acknowledging that some Tenants will prefer paper and phone contact as well as digital platforms.

Provide a range of participation methods of engagement.

We will use appropriate and innovative means of communicating with Tenants and develop flexible methods where they can choose to become involved as little or as often as they like.

Develop our annual Tenant participation action plan and keep Tenants informed of our progress.

How are we going to do this?

The following methods will be utilised and monitored to track progress in line with the action plan:

Written documents such as our Tenant newsletter, action plan update reports and communicating online.

Digitalisation – develop our self-Service portal, develop texting systems and deliver on online sessions and workshops.

Informal and formal Tenant meetings, groups and events.

Recruit, Retain and Influence - Increase Tenant Participation levels and empower our Tenants to influence and shape our services

Why is this important?

To recruit Tenants to empower them to influence and shape our services.

To retain the interest of Tenants by considering the time they have to take part.

To mutually solve problems and challenges that may affect current services and future service delivery.

To meet customers' needs and promote a sense of community. 85% of Star Survey responses were satisfied with their neighborhood as place to live.

What are we going to do?

Ensure Tenants have the capacity and confidence to participate.

Ensure Tenant involvement opportunities are available in a range of capacities and involvement.

Support Tenants to build their skills and knowledge so that they can influence decisions and improve service delivery.



How are we going to do this?

We will recruit new members by:

- Networking
- Online engagement
- Community engagement
- Property sign ups
- Our partners

We will support Tenants to influence decisions and service delivery through:

- Upskilling of Tenants
- Help to improve the confidence levels of Tenants to influence our services and decision-making.
- Provide opportunities for Tenant involvement at both operational and strategic level

We will monitor the impact of this through:

- Number of Tenants actively participating to include growth of new Tenants and minority groups.
- Increased numbers of Tenants engaging online.
- Comparing real time and STAR surveys

Evolve and Innovate – Continually improving our services to meet our customers' needs

Why is this important?

To continuously improve our services and empower Tenants to identify key areas for improvements and development.

To embed the values and principles of Tenants' participation within the culture of our services and communities.

To take a proactive approach in developing our service, utilising good practice from others.

What are we going to do?

Embed our values.

Adapt to meet the needs of Tenants and customers.

Provide a high performing, value for money service.

Achieve our Corporate Customer Services Charter.

Be supported by TPAS Cymru to ensure Housing staff and Tenants are guided with innovation within the housing sector.

Share our good practice.

Encourage physical representation from Tenants within our different groups/panels.

Provide Tenants with the opportunity to discuss issues and provide input at a strategic level.

How are we going to do this?

Through our:

- Repairs and Maintenance Group
- Housing Services Focus Groups
- Tenant Voice Community Group
- Publishing Panel
- Monitoring Panel
- Auditing Group
- Digital Group
- Environmental Panel
- WHQS Focus Group

We will also work to embed Tenant participation across housing services by:

- Gaining commitment from all areas of housing services to attend all task and finish groups and appropriate panels
- Deliver in-house Tenant Participation training to staff and Elected Members
- Quarterly Staff Bulletins

Training and Skills Development - Ensure Tenants have the skills and confidence to become involved in Tenant participation opportunities

Why is this important?

To provide Tenants with opportunities to develop their skills, knowledge base and self-confidence to influence and improve our services.

Help to alleviate issues such as social isolation by offering a safe space for Tenants to be supported, develop new friendships and share common interests.

To increase the volume of Tenant interactions, ideas and solutions to challenges.



What are we going to do?

We will support and encourage Tenants to develop their skills and knowledge by providing training opportunities, whilst enabling them to improve their skills and knowledge base through Tenant participation opportunities and active involvement at any level.

This includes:

- Provide access to digital training, equalities training, diversity training and Data Protection/GDPR
- Provide training and support to new Tenants wishing to participate.
- Support Tenants to understand their role in the scrutiny process to improve Isle of Anglesey County Council Housing Services within a social housing context.
- Introduce Tenant Representatives to TPAS Cymru

How are we going to do this?

We will arrange and enable access to the following training opportunities:

- TPAS Training
- Equality Issues
- Basic Scrutiny Training
- Mon CF Training
- Coleg Menai Digital Training
- Wales Co-operative Training
- E Cymru Training and online courses (includes Welsh) Language training).
- Auditing Training
- Food Hygiene Training



Governance: Monitoring and Evaluation



TIC Y TENANT
TENANT APPROVED

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Over the next 5 years, our approach will be regularly reviewed and developed together with our Tenants to ensure effective representation falls in line with our vision and helping us to achieve the aims of the Tenants Participation strategic plan.

A 12-month Action Plan will be co-developed and monitored quarterly by the Tenant Participation monitoring group.

An annual progress report will be prepared for the Housing Senior Management Team.

Membership will also be monitored to ensure equal representation from staff and Tenants so that we can successfully work in partnership to improve services in line with Tenants needs.



Our Key Successes

2018 - 2023

Tenants Created the new Logo



Tenant approved logo



Launched our own Social Media Platform

Health and Wellbeing Sessions



Anglesey Virtual Hub



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Tenant Digital Group



TPAS Awards

Tai Môn Newsletter



Homelessness prevention forum



Minimum Lettable Standard Review



Warm Spaces

Intergenerational Projects



29 Active Tenant Participation Members



Environmental and Community Improvement Projects



Tea, Cake and Technology Sessions

Tai Môn Roadshows



Quotes from our Tenant Participation Panel

❖ “ I like that there has been agreement to change – It’s committing to a future rather than the past’.

❖ “I feel that new energy is being invested into the plan for the future”

❖ “As a Tenant representative my input can influence how Housing Services can keep us Tenants at the heart of their plans and improve the service’s they deliver to us”.

❖ “As a Tenant representative my ideas and views can influence Housing Services in a positive way for all Tenants”.

❖ “As a Tenant participant I value the opportunity to explore Housing Services plans and strategies and speak up for all Tenants”.

❖ “As a Tenant participant I know my input makes a positive difference to Housing Services on Ynys Mon for Tenants like me”.

❖ “It has been both informative and helpful to attend Tenant meetings. I've enjoyed being able to express ideas and concerns which may help others. I've also enjoyed getting to know council staff. Needless to say, the Christmas treat was lovely and fun with us all attending”.



Equality Impact Assessment Template (including the Welsh language and the Socio-Economic Duty)

Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh.

Version	Date	Summary of changes
V.1	December 2023	First draft

Step 1: Background	
1 - What are you assessing?	Tenant Participation Strategic Plan 2024-29
2 - Is this a new or existing proposal?	The 2024-29 Tenant Participation Strategic Plan succeeds the 2018-2023 Local Tenants Participation Strategy
3 - What are the aims and purpose of this proposal?	<p>The Tenant Participation Strategic Plan has been developed to ensure that Housing Services works in partnership with tenants to develop and deliver first-rate housing services to the people of Anglesey.</p> <p>The Tenant Participation Strategic Plan will work to the following main objectives:</p>

Step 1: Background		
	<ul style="list-style-type: none"> • Objective 1: Ensure effective engagement with tenants and communicate information on matters relating to Housing Services. • Objective 2: Increase tenant participation levels and empower our tenants to influence and shape our services. • Objective 3: Continually improving our services to meet our customers' needs. • Objective 4: Ensure tenants have the skills and confidence to become involved in tenant participation opportunities. 	
4 - Who is responsible for the proposal you are assessing?	Housing Services	
5 - Who is the lead officer for this assessment?	Housing Strategy Officer & Strategy, Policy and Commissioning Manger	
6 - Who else is involved in undertaking this assessment?	Lisa Dundee – Housing Strategy Officer Eiliw Llŷr - Strategy, Policy and Commissioning Service Manger Llinos Williams – Service Manager Community Housing Llio Rowlands – Senior Tenant Participation Officer	
7 - Is the proposal related to other areas of work? For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	Housing Strategy 2022-27 The Housing Strategy helps deliver the aims of the Corporate Plan.	
8 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010?	The elimination of discrimination and harassment	yes
	The advancement of equality of opportunity	yes
	The fostering of good relations	yes

Step 1: Background		
As a general rule, any policy that affects people is likely to be relevant across all protected groups.	The protection and promotion of human rights	yes
9 – Is the proposal a strategic decision? If so, the Socio-Economic Duty is relevant - see appendix 1.		
<p>10 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?</p> <p>If this is a strategic proposal, ensure that you give specific consideration to whether the proposal would affect more on people living in less favourable social and economic circumstances than others in the same society (see appendix 1)</p>	<p>It is assessed that those affected by this strategic plan will achieve positive outcomes. This is through our ambition to continue engaging, consulting and working in partnership with Council tenants in order to continually improve performance and outcomes across all our housing estates.</p> <p>Groups that need special consideration including;</p> <ul style="list-style-type: none"> • older people • people with disabilities • those affected by social deprivation • people of whom lack mental capacity or require support with their independence due to mental health challenges 	

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
11 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?	The Welsh language is not treated less favourably. Tenant participation work is conducted bilingually.

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
12 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	<p>We believe there will be an opportunity to increase our use of Welsh Language within our communities.</p> <p>Examples include;</p> <ul style="list-style-type: none"> • Through E Cymru Training - tenants will be able to attend online Welsh lessons (<i>This is included in the action plan and has been requested by tenants that wish to improve their Welsh language skills</i>) • Our sessions and events are bi-lingual whereby tenants attending can speak to our staff in their preferred language
13 – Will this area of work proactively offer services in Welsh for users?	Yes
14 – Is this proposal likely to protect and promote the Welsh language within communities?	Yes.
<p>To help you to answer the questions above, the corporate Impact Assessment Guidance lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. However:</p> <ul style="list-style-type: none"> • If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or • If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language; <p>a more comprehensive impact assessment on the Welsh language should be carried out. A separate template is available on MonITor. The Welsh Language Commissioner’s good practice advice document is also available on MonITor to assist you further.</p>	

Step 2.2: Information Gathering – Human Rights Act 1998
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15 - Are there any Human Rights issues? If so, what are they? For example, could this proposal result in the failure to safeguard the right to privacy?	(The 16 basic rights are listed at Appendix 2). The plan will not negatively impact on Human rights. The plan enhances our approaches to supporting our diverse communities in a cohesive and inclusive approach.
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Step 2.3: Information Gathering – Well-Being of Future Generations (Wales) Act 2015		
16 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015? (Descriptions of the wellbeing goals are listed at Appendix 3)	A prosperous Wales	yes
	A resilient Wales	yes
	A healthier Wales	yes
	A more equal Wales	yes
	A Wales of cohesive communities	yes
	A Wales of vibrant culture and thriving Welsh language	yes
	A globally responsible Wales	yes

Step 2.4: Information Gathering – Engagement / Consultation / Evidence / Filling gaps in information	
Please see the pre-consultation and pre-engagement checklist, which is available on MonITor	
17 - What has been done to date in terms of involvement and consultation with regard to this proposal?	The development of the Tenant Participation Strategic Plan was developed through sessions with TPAS Cymru as well as discussions and meetings held with the tenant panels and staff.

18 – What other information have you used to inform your assessment? Please list any reports, websites, links used etc here and include the relevant evidence in the table in Step 3 below	The Housing Wales Act (2014), TPAS reports and consultations, WHQS Tenant Survey Report (2021), The Wellbeing of Future Generations Act, Anglesey’s Housing Strategy 2022-2027 and the Council Plan 2023-2028.
19 - Are there any gaps in the information collected to date? If so, how will these be addressed?	No current gaps.

Step 3: Considering the potential impact and identifying mitigating action

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

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Age	Positive	Housing Register Data. 2021 ONS Census Data.	No negative impacts assessed We wish to increase our interventions with our younger generation plus continue to achieve our work with our older generation. Our plan seeks to increase our engagement opportunities with those deemed as ‘middle aged’.
Disability	Positive	Housing Register Data. 2021 ONS Census Data.	No negative impacts assessed Our services, venues and interventions will always include accessibility for residents / tenants living with disabilities. We work closely with Adult Services to address the housing need of people with disabilities and

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
			this form will continue throughout this strategic plan.
Sex	Positive	Housing Register Data. 2021 ONS Census Data. There is no indication of negative impact on this group. The Tenant Participation Strategic Plan ensures equality of opportunity for all.	No negative impacts assessed
Gender Reassignment	Positive	Information specific to this group for the Anglesey area is not currently available. There is no indication of negative impact on this group. The Tenant Participation Strategic Plan ensures equality of opportunity for all.	No negative impacts assessed Our staff are encouraged to attend and participate in training regarding this important matter to ensure our services are delivered in a legal, supportive and cohesive manner.
Pregnancy & Maternity	Positive	Although there is no specific information available for this group	No negative impacts assessed Staff are trained on the Equality Act / Protected Characteristics. This plan does not exclude or negatively effect expectant mothers and / or those on maternity leave. Some of our communal lounges provides Flying Start sessions to which parent/s and young families can attend at their leisure.
Race / Ethnicity / Nationality	Positive	Housing Register Data. 2021 ONS Census Data.	No negative impacts assessed In the event reasonable adjustments are required to support BAME tenants wishing to participate, those aspects will be covered – this may include interpretation services, written information within their languages of choice

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
			Our department hosts the Regional Cohesion Team to which can provide useful information / documents and access to training as required.
Religion or Belief	Positive	Housing Register Data. 2021 ONS Census Data.	No negative impacts assessed In the event reasonable adjustments are required to support tenants of a certain religion or belief wishing to participate, those aspects will be covered.
Sexual Orientation	Positive	Housing Register Data. 2021 ONS Census Data Stonewall ONS data findings report - Stonewall statement on the 2021 Census Stonewall	No negative impacts assessed This plan aims to provide clarity on how best to support trans and gender-diverse service users and citizens, as well as making sure other characteristics including sex-based protections are correctly and lawfully accounted for in any approach we take. Our department hosts the Regional Cohesion Team meaning we have access to community based hate crime, that includes crime against sexual orientation to which can positively result in more awareness raising and training for staff to ensure full legal governance is achieved through our service delivery ensuring equal access to all, regardless of sexual orientation.
Marriage or Civil Partnership	Positive	Housing Register Data. 2021 ONS Census Data.	No negative impacts assessed Our services can be accessed to all regardless of marital status.

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Welsh language	Positive	Housing Register Data. 2021 ONS Census Data.	No negative impacts assessed
Human Rights	Positive	See q15	No negative impacts assessed
Any other relevant issue.	None assessed	None assessed	None assessed
There are clear links between equality and socio-economic issues. Discrimination against protected groups can be a direct cause of socio-economic disadvantage. If any such issues become apparent when assessing non-strategic matters, they should be given due regard and recorded under the relevant protected group, or under 'any other relevant issue' above.			

Please complete this section if the proposal is a strategic matter (see appendix 1)			
The Socio-Economic Duty	Potential impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Is the proposal likely to cause any inequalities of outcome resulting from socio-economic disadvantage?	Low impact	The Tenant Participation Strategic Plan encourages tenants to work in partnership with Housing Services to influence decisions and improve services provided.	<ul style="list-style-type: none"> - Provision of childcare costs in order to allow low income parents to participate - Environmental projects in order to tenants to take more ownership over their communal spaces through providing funding and support with applications - Community based welfare rights and financial inclusion services - Transport to and from tenant participation meetings and groups - Digital support for our digitally excluded tenants – digital exclusion due to lack of affordability and / or ability.

Step 4 – Outcome of the assessment

There are four possible outcomes – bear these in mind when completing the next section:

- **No major change** - The assessment demonstrates the proposal is robust; there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
- **Adjust the proposal** - The assessment identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality.
- **Continue the proposal** - The assessment identifies the potential for adverse impact or missed opportunities to promote equality. Clearly set out the justifications for continuing with it. The justification should be included in the assessment and must be in line with the duty to have due regard. For the most important relevant proposals, compelling reasons will be needed.
- **Stop and remove the proposal** - The proposal shows actual or potential unlawful discrimination. It must be stopped and removed or changed. (The codes of practice and guidance on each of the public sector duties on the Commission's website provide information about what constitutes unlawful discrimination.)

Step 4: Outcome of the assessment	
21 - Note the impacts identified and how it is intended to mitigate any negative impact in terms of equality, the Welsh language and, if relevant, socio-economic disadvantage (ie a summary of the table/s in step 3)	No major change (as defined above)
22 - Describe any actions taken to maximise the opportunity to promote equality and the Welsh language, the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability) and, if relevant, ensure better outcomes for those facing economic disadvantage.	No major change (as defined above)
23 - Would any aspect of the proposal contravene the wellbeing goals of the Well-being of Future Generations (Wales) Act 2015?	No major change (as defined above)
24 – Is there a need to look at what could be done differently, or to reconsider the entire proposal as a result of conducting this assessment? (Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you should consider at this stage whether it is possible to proceed with the proposal).	No major change (as defined above)

Step 4: Outcome of the assessment	
25 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?	No.
26 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?	It will be approved by the Executive.
27 - Are there monitoring arrangements in place? What are they?	<p>Alongside the Tenant Participation Strategic Plan, a 12-month Action Plan will be monitored quarterly by the Tenant Participation monitoring group and an annual progress report will be prepared for the Housing Management Team.</p> <p>The group will meet once every three months to review the action plan and determine whether we are on course to achieve our objectives.</p>

Step 5: Action Plan

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

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – A More Equal Wales – The Socio-Economic Duty (Commencement date of the Duty: 31 March 2021)

What is the Duty?

The general aim of the duty is to ensure better outcomes for those suffering socio-economic disadvantage. When making strategic decisions such as deciding priorities and setting objectives, due regard must be given to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage.

Who is likely to experience socio-economic disadvantage?

Socio-economic disadvantage can be disproportionate in both ‘communities of interest’ and ‘communities of place’, leading to inequality of outcome, which can be further exasperated when considering ‘intersectionality’:

Communities of interest – groups who share an experience, eg homelessness; or people who share an identity, eg lone parents, carers. Also those who share one or more of the protected characteristics listed in the Equality Act 2010.

Communities of place – people who are linked together because of where they live, work, visit or spend a substantial portion of their time there.

Intersectionality - crucially, this is about understanding the way in which a combination of characteristics such as gender, race or class, can produce unique and often multiple experiences of disadvantage in certain situations. One form of discrimination cannot and should not be understood in isolation from other forms. A truly intersectional approach ensures that this does not happen.

When will the Duty be relevant?

When making **strategic decisions**. The Welsh Government has provided some examples of strategic decisions (this is not an exhaustive list):

- Strategic directive and intent.
- Strategies developed at Regional Partnership Boards and Public Service Boards which impact on public bodies’ functions.
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans).
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy).
- Changes to and development of public services.
- Strategic financial planning.
- Major procurement and commissioning decisions.
- Strategic policy development

Further details can be found in the corporate equality impact assessment guidance.

Appendix 2 – Human Rights

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

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

- Article 2: The right to life
- Article 3: Prohibition of torture
- Article 4: Prohibition of slavery and forced labour
- Article 5: Right to liberty and security
- Article 6: Right to a fair trial
- Article 7: No punishment without law
- Article 8: Right to respect for private and family life
- Article 9: Freedom of thought, conscience and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 12: Right to marry
- Article 14: Prohibition of discrimination
- Article 1 of Protocol 1: Protection of property
- Article 2 of Protocol 1: Right to education
- Article 3 of Protocol 1: Right to free elections
- Article 1 of Protocol 13: Abolition of the death penalty

Appendix 3 - Well-being of Future Generations (Wales) Act 2015

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

A prosperous Wales:

An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

A resilient Wales:

A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).

A healthier Wales:

A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

A more equal Wales:

A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).

A Wales of cohesive communities:

Attractive, viable, safe and well-connected communities.

A Wales of vibrant culture and thriving Welsh language:

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

A globally responsible Wales:

A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

Issues to consider with regard to the Welsh Language

The corporate equality impact assessment template includes specific questions about the impact of decisions on the Welsh language (questions 11-14). The extent to which these questions are relevant will depend on the proposal in question.

However:

- If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or
- If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language;

a more comprehensive impact assessment on the Welsh language should be carried out. Please complete this template and attach to your equality impact assessment on the same proposal.

The **Welsh Language Commissioner’s good practice advice document** is also available on MonITor to assist you further.

What is being assessed?	Tenant Participation Strategic Plan 2024-29
Who is carrying out this assessment?	Housing Services – Strategic Plan, Commissioning and Policy
Assessment completion date	January 2024

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
<p>1.1 Is the proposal influential in terms of dealing with the Welsh-speaking public?</p> <ul style="list-style-type: none"> • Will activities such as corresponding by letter, communicating by telephone, public meetings and other meetings comply with the language policy? • Will any new IT development comply with the policy? 	<p>No.</p> <p>Housing Services offer a bilingual service and works with partners who offer bilingual services.</p> <p>All correspondence will be bilingual complying with the Welsh Language Policy.</p>
<p>1.2 Is the proposal likely to impact upon the public image of the organisation?</p> <ul style="list-style-type: none"> • Will all signs comply with the language policy? • Will publications and forms be compliant? • Will any publicity material or marketing campaigns comply? • Will staff recruitment advertisements comply? • 	<p>Yes.</p> <p>Any material relating to this Strategic Plan will be published bilingually.</p>
<p>1.3 Is the proposal likely to have an impact upon the implementation of the language policy?</p> <ul style="list-style-type: none"> • Will the proposal create new jobs? • Will the staffing arrangements facilitate the implementation of the language policy? • Will the proposal offer training through the medium of Welsh? 	<p>No.</p> <p>E Cymru Training and online courses, including Welsh Language training has been identified as a need within the strategic plan and will be arranged for those any tenant that wishes to participate.</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
<ul style="list-style-type: none"> • Will any arrangements with third parties comply with the language policy? • Will the proposal include any targets or indicators relating to the language? • How will performance be monitored and measured? 	Records of all who attend will be kept for monitoring purposes.

2 - Effect on Welsh speaking users	
<p>2.1 Will the proposal offer a language choice for users?</p> <ul style="list-style-type: none"> • Will it be possible for users to receive any part of the service in Welsh? 	Yes, in accordance with the Council's Policy
<p>2.2 If there a risk for the proposal to discriminate against Welsh speaking service users?</p> <ul style="list-style-type: none"> • Have the needs of Welsh speakers been considered in the proposal? • Are Welsh speakers likely to receive the same standard of service as provided in English? • Are Welsh language arrangements likely to lead to a delay in the service? 	No new service is created as it is a Strategic Plan
<p>2.3 Is the proposal likely to make Welsh more visible?</p>	No new service is created as it is a Strategic Plan

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

2 - Effect on Welsh speaking users	
<ul style="list-style-type: none"> • Is it likely to increase use of the language by producing Welsh language materials and signs? • Is it likely to influence others to make more use of Welsh, for example businesses? 	<p>No.</p> <p>Tenants who choose to attend Welsh lessons through E Cymru may utilise the Welsh Language more.</p>
<p>2.4 Will the Welsh language service in relation to the proposal be accessible?</p> <ul style="list-style-type: none"> • Will the service be as accessible in Welsh as in English? • Will the services be available at the same time? 	<p>Yes, in accordance with the Council's Policy</p>

3 - Effect on Welsh speaking communities	
<p>3.1 Is the proposal likely to contribute towards safeguarding Welsh in communities?</p> <ul style="list-style-type: none"> • Is it likely to contribute towards efforts to tackle the challenges of demographic change and migration - such as providing opportunities for young people to stay in their communities? • Is it likely to contribute towards the local economy in Welsh speaking areas? • Will it provide Welsh medium services - such as child-minding services? 	<p>This Strategic Plan complements our Housing Strategy and the Welsh Language Promotion Strategy by promoting opportunities for tenants to work in partnership with Housing Services to influence decisions and improve services.</p> <p>The plan also promotes housing independence, whilst also making best use of existing housing stock and improving homes and communities.</p> <p>According to the Census, the percentage of Welsh speakers in the population aged 16-64 (working age) fell by 27.1%, a decrease of 8% in Welsh speakers aged 3-15; but a 16% increase in the percentage of Welsh speakers over the age of 65. This means that it is extremely important to hold on to young families, encourage Welsh speakers who have moved away to</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

3 - Effect on Welsh speaking communities	
	return to the area and encourage individuals to learn Welsh in order to at least maintain the language. Providing a housing service that meets everyone's needs in the local area and in a Local Service Centre (which is a sustainable location to live in) is an important way of doing this.
<p>3.2 Does the proposal take steps to promote and facilitate the Welsh language?</p> <ul style="list-style-type: none"> • Does the proposal contribute towards Welsh medium community activities? • Does it offer opportunities for young people to use Welsh outside school hours? • Does it offer a new service that will also be available in Welsh – for example leisure or sporting activities and provision? • Does it contribute or add value to other activities relating to language, such as the work of the local Welsh language initiative (Menter Iaith), the Urdd etc. 	No new service is created as it is a Strategic Plan
4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<p>4.1 The language policies of partner organisations or nearby public bodies:</p> <ul style="list-style-type: none"> • Is the authority working in partnership on the proposal? • Which other organisations are likely to be affected by the development? 	No new service is created as it is a Strategic Plan

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<ul style="list-style-type: none"> Do those organisations have Welsh language standards or language policies? Does the proposal contribute towards these schemes? 	
<p>4.2 Relevant Welsh language strategies:</p> <ul style="list-style-type: none"> Will the proposal contribute towards the Anglesey Welsh Language Strategic Forum’s Welsh Language Strategic Plan 2016 – 2021 which was adopted by this Council in September 2016? How does the proposal contribute towards the vision of the Assembly Government for one million Welsh speakers by 2050? 	<p>Yes, it will offer opportunities for people to work in partnership with Housing Services to influence decisions and improve services. See 3.1 above.</p>

5 – The impacts identified and assessed	
<p>5.1 What impacts and effects have you identified (ie summary of the responses to the above questions) together with the probability and likely severity/ significance of impact? How do you plan to address these impacts in order to improve the outcomes for the Welsh language? Detail mitigation measures/ alternative options to reduce adverse impacts and increase positive outcomes:</p>	
Positive impact	Opportunities for people to to work to influence decisions and improve services within housing services.
Adverse impact	No adverse impact identified.

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

5 – The impacts identified and assessed	
Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life, Welsh at work increased?	Any service that is provided in relation to the Strategic Plan will be provided in Welsh in accordance with Welsh language standards and the Council's Welsh language policy
Evidence / data used to support your assessment:	2011 Census data about the number of Welsh speakers by age

6 - Consultation	
6.1 During consultation, what questions do you wish to ask about the Welsh Language Impacts? Guidance has been included in the pre-consultation and pre-engagement checklist, which is available on MonITor	We have completed an Impact Assessment on the positive and negative impact on Equality and the Welsh Language. In your opinion, have we missed anything?
6.2 With whom are you consulting? How are Welsh language interest groups likely to respond?	Tenants will take part in decisions on work in their homes, such as WHQS 2023.
6.3 Following consultation, what changes have you made to address language issues raised?	No changes

7 – Post consultation, final proposals and ongoing monitoring	
7.1 Summarise your final decisions, list the likely effects on the Welsh language and how you will promote/ mitigate	No negative impact identified

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

7 – Post consultation, final proposals and ongoing monitoring	
these. Record your compliance with the Welsh language standards. You will need to refer to this summary in the equality impact assessment template (Step 4 – result of the assessment)	
7.2 How will you monitor the ongoing effects during the implementation of the policy?	The action plan at the end of the equality impact assessment template should be used to note any actions planned following completion of the assessment.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	16 January, 2024
Subject:	Asset Management Strategic Plan 2024-29
Purpose of Report:	To scrutinise the Asset Management Strategic Plan and recommend its approval
Scrutiny Chair:	Councillor Douglas M Fowlie
Portfolio Holder(s):	Councillor G Pritchard
Head of Service:	Ned Michael
Report Author: Tel: Email:	Elliw Llyr, Housing Strategy, Commissioning and Policy Manager 01248752137 ElliwLlyr@ynysmon.gov.uk
Local Members:	

1 - Recommendation/s
The Committee is asked to: R1 recommend that the Executive approves the Asset Management Strategic Plan 2023-29

2 – Link to Council Plan / Other Corporate Priorities
The Council’s Corporate Plan 2023-28 recognizes Housing as one of the strategic aims and ensuring that ‘everyone has the right to call somewhere home’.

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 Possible effects this decision could have on:

- The protected groups under the 2010 Equality Act
- Those that experience a socio-economic disadvantage in their lives (when making strategic decisions)
- Opportunities for people to use the Welsh language and not to treat the Welsh language less favourably than English

[focus on equality and Welsh]

4 - Key Scrutiny Questions

1. How does the proposed Housing Asset Management Strategic Plan enable the Council to realise the strategic priorities of the Council's Plan for 2023-2028?
2. What are the implications and funding sources of the Strategic Plan over the next 5 years?
3. How will the implementation of the Strategic Plan be monitored?
4. What risks are involved in this workstream and how are they intended to be mitigated?

5 – Background / Context

1. Background

The Asset Management Strategic Plan was developed to reflect key changes within national policies for the next period going forward.

2. Success of the Previous Asset Management Strategy

The previous Asset Management Strategy included for specific Investment Programmes in various workstreams. Successes over the duration of the previous plan include:

- **Flat Communal Areas:** Significant work to upgrade a significant number of fire doors has been completed. In addition, by the end of 2023/24 we will have completed Fire Compartmentation works and the installation of Fire Suppression systems at our 4 mid-rise tower blocks. This important work was supported by additional WG funding.
- **Traditional Whole House External Planned Maintenance Contracts:** A number of contracts were successfully delivered and attracted external funding via the Welsh Government's Optimised Retrofit Programme. In general, over the lifespan of the former strategy planned maintenance

concentrated on off-grid properties with lower energy performance ratings. Contracts evolved to include the installation of renewable energy measures such as Solar PV, Battery Storage and Intelligent Energy Systems.

- **Boiler Replacement Programme:** Although impacted adversely by the outbreak of Covid boiler replacements, in accordance with 15 year life cycles, are on track to be up to date at the end of March 2024.

3. Overview of the Asset Management Strategic Plan

The Asset Management Strategic Plan will work following the following main objectives, which are:

1. **Asset Data and Service Delivery** – we understand our homes and tenants by making informed decisions
2. **Asset Review** – we prioritise when and where investment is needed
3. **Homes are safe** – ensuring that our tenants are safe in our homes
4. **Homes are sustainable** – in the face of rising energy, cost of living and decarbonisation challenges
5. **Homes are of a good standard** and will continue to be through planned investment programmes

4. WHQS II

As CIH quoted that ‘Since the early 2000’s the quality of social and affordable housing in Wales has been on a transformative journey. The creation of the WHQS was introduced in 2002 with an initial deadline of 2012 but progress was initially hampered by variations in how the standard was interpreted and a lack of monitoring data. This saw the deadline change to 2020, and with the impact of the pandemic this then moved to 2021. By this point 99 per cent of social housing in Wales met the standard’.

The new iteration of WHQS includes eight different components. To meet WHQS 2023, homes must:

- Be in a good state of repair
- Be safe and secure
- Be affordable to heat and have minimal environmental impact
- Have up-to-date kitchen and utility area
- Have an up-to-date bathroom
- Be comfortable and promote wellbeing
- Have a suitable garden
- Have an attractive outside space

5. Affordable warmth

One of the main aspects of the new standard are the measures to promote affordable warmth. A minimum of EPC A will need to be achieved on existing homes so that homes are economical to run in normal weather conditions. This will need to also achieve an Environmental Impact Rating (EIR) of 92, in-line with reducing carbon emissions from homes. Yet the updated standards only include a compliance date of 31 March 2030 to meet EPC C with the compliance date for reaching EPC A to be set by the targeted energy pathways.

The Asset Management Strategic Plan sets out our approach to ensuring that we maintain the standard of our housing and meet the challenges to reduce carbon emissions. The Plan set outs what is important, what and how we are going to achieve this.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

No negative effect was noted after completion on the EIA.

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

It will offer a chance for people to live and contribute to their local communities.

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

No negative effect was noted after completion on the EIA.

7 – Financial Implications

Resources have been allocated / identified for different initiatives included in the HRA Business Plan 2023-53.

8 – Appendices:

Asset Management Strategic Plan 2024-29.
Assessment of the Effect on Equalities.
Assessment of the Effect on the Welsh language.

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

Housing Revenue Account 30-year Business Plan 2023-2053

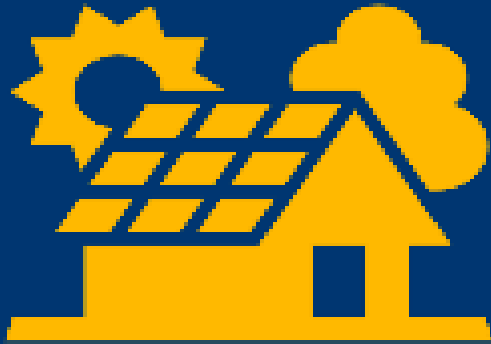
Ynys Môn

THE ISLE OF

Anglesey

Housing Asset Management Strategic Plan

2024-2029



Mae'r ddogfen yma hefyd ar gael yn y Gymraeg /

This document is also available in Welsh.



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

www.anglesey.gov.wales

Foreword

Why do we need a Housing Asset Management Strategic Plan?

Page 61

This Strategic Plan sets out how we will manage, maintain, invest in our homes and applies to the asset management of all the rented Housing Revenue Account (HRA) housing stock owned by the Isle of Anglesey County Council.

Housing Services manages 3,979 homes with the rental income coming into the HRA with the physical and financial performance underpinning the viability of the HRA.

The purpose of this Asset Management Strategic Plan is to ensure that we make informed decisions about the investment in individual properties based on understanding of their performance on a social, economic and environmental basis which assist supporting wider corporate objectives.

This Plan forms part of the range of housing solutions which will assist in achieving the Council Plan 2023-28, focusing on investing in our homes and communities.

Our homes must meet, wherever practical, the decarbonisation targets, WHQS 2023 as well as providing safe and suitable homes for our Tenants. This Plan will provide a framework under which the HRA Business Plan and Council Corporate Plan will be realised.

Strategic Context

This Plan responds to several National Policies such as:

- Environmental Wales Act, 2016 and Prosperity for All Plan
- Renting Homes Wales Act, 2016
- Welsh Housing Quality Standard 2023
- Control of Asbestos Regulations 2012
- Regulation Reform (Fire Safety) Order 2005
- Wales Government pledge to achieve net zero by 2050

Who is the Strategic Plan for?

Page 62

The Plan will be of interest to a wide range of people, including:

- Our Tenants have an interest in the quality, safety and affordability of their homes
- Those in housing need in our area (may or may not be current Tenants)
- Residents living locally within the communities
- Local contractors and businesses whom may benefit from the substantial investment program
- Local Members

Welsh Government place expectations on

- Ensuring that affordable housing is provided and ensuring that current stock meets the regulatory standards and compliance which are essential for the receipt of the annual Major Repairs Allowance (MRA) grant from Welsh Government.



Our Homes



- Most of our homes are traditional homes comprising of detached, semi- detached, terraced houses, bungalows and flats.
- 54% of our stock are houses, 18% are bungalows, 16% are flats and 12% sheltered accommodation.
- An average of between 18,000 and 24,000 responsive and cyclical repairs are carried out each year.
- The average cost of repairs in 2022-23 was £110.15.
- 123 communal area fire risk assessments carried out annually
- 2,885 gas services were completed in 2022-23.
- 81 homes were part of our traditional whole house planned maintenance works during 2022-23.

- The majority of our homes was constructed between 1945-1974 and are of traditional construction.
- Less than 3% of our homes are of non-traditional construction.
- 67% of the housing stock is connected to the mains gas network, 20% are served by electrical heating, 7% have oil heating and 6% are served by bulk LPG.
- Current average EPC rating across our stock: 70 or Band C.
- 77% of our Tenants were satisfied with repairs and maintenance in our last Star Survey (2021).

Council Plan 2023-2028

The Council Plan is the key document serving as a focal point for decision-making at all levels; providing a framework to plan and drive forward priorities; shape annual spending; monitor performance and progress.

At its core is our desire to work with Anglesey residents, communities and partners to ensure the best possible services, improve the quality of life for all and create opportunities for future generations.

Its six main objectives reflect the key areas the Council should be focusing its efforts on.

Our six strategic objectives



The Welsh Language

Increasing opportunities to learn and use the language.



Social Care and Wellbeing

Providing the right support at the right time.



Education

Ensuring an effective provision for today and for future generations.



Housing

Ensuring that everyone has the right to call somewhere home.



Economy

Promoting opportunities to develop the Island's economy.



Climate Change

Responding to the crisis, tackling change and working towards becoming a net zero organisation by 2030.

Page 04
Create an Anglesey that is healthy and prosperous where people can thrive.'



[Council Plan 2023 to 2028 \(gov.wales\)](https://gov.wales/council-plan-2023-to-2028)

Values

The Council Plan 2023-28 is underpinned by the organisation's core values, which are used to develop and guide the vision, strategic plans and services.

Values



Respect

We are respectful and considerate towards others regardless of our differences.



Collaborate

We work as a team, with our communities and partners to deliver the best outcomes for the people of Anglesey.



Honesty

We are committed to high standards of conduct and integrity.



Champion the Council and the Island

We create a sense of pride in working for the Council and present a positive image of the Council and the Island.

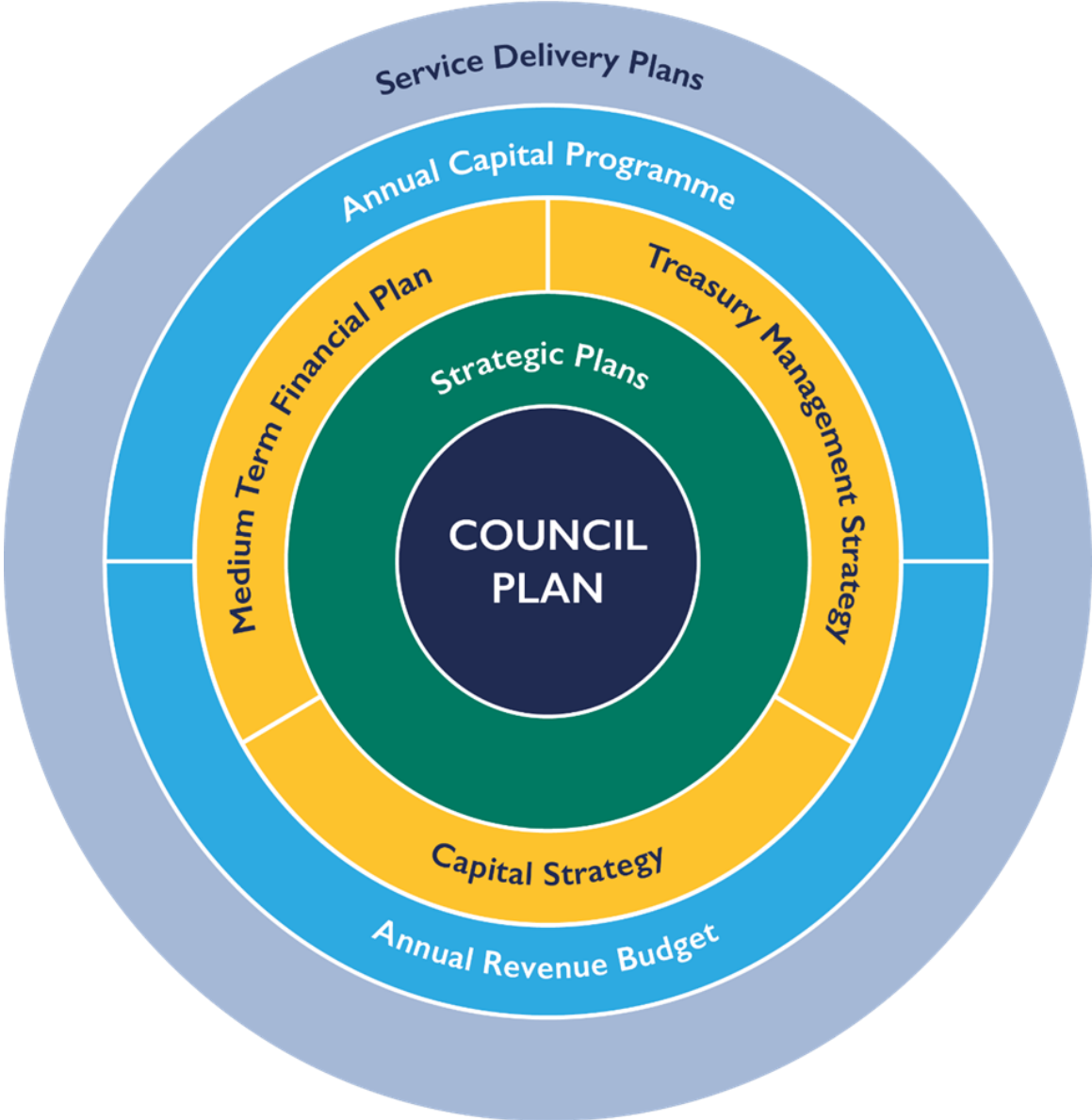


Strategic circle

The strategic circle identifies the plans in place to ensure we are able to achieve our priorities and objectives.

This plan is a key strategic plan that aligns with the Council's Plan and contributes to the achievement of the strategic objectives and vision.

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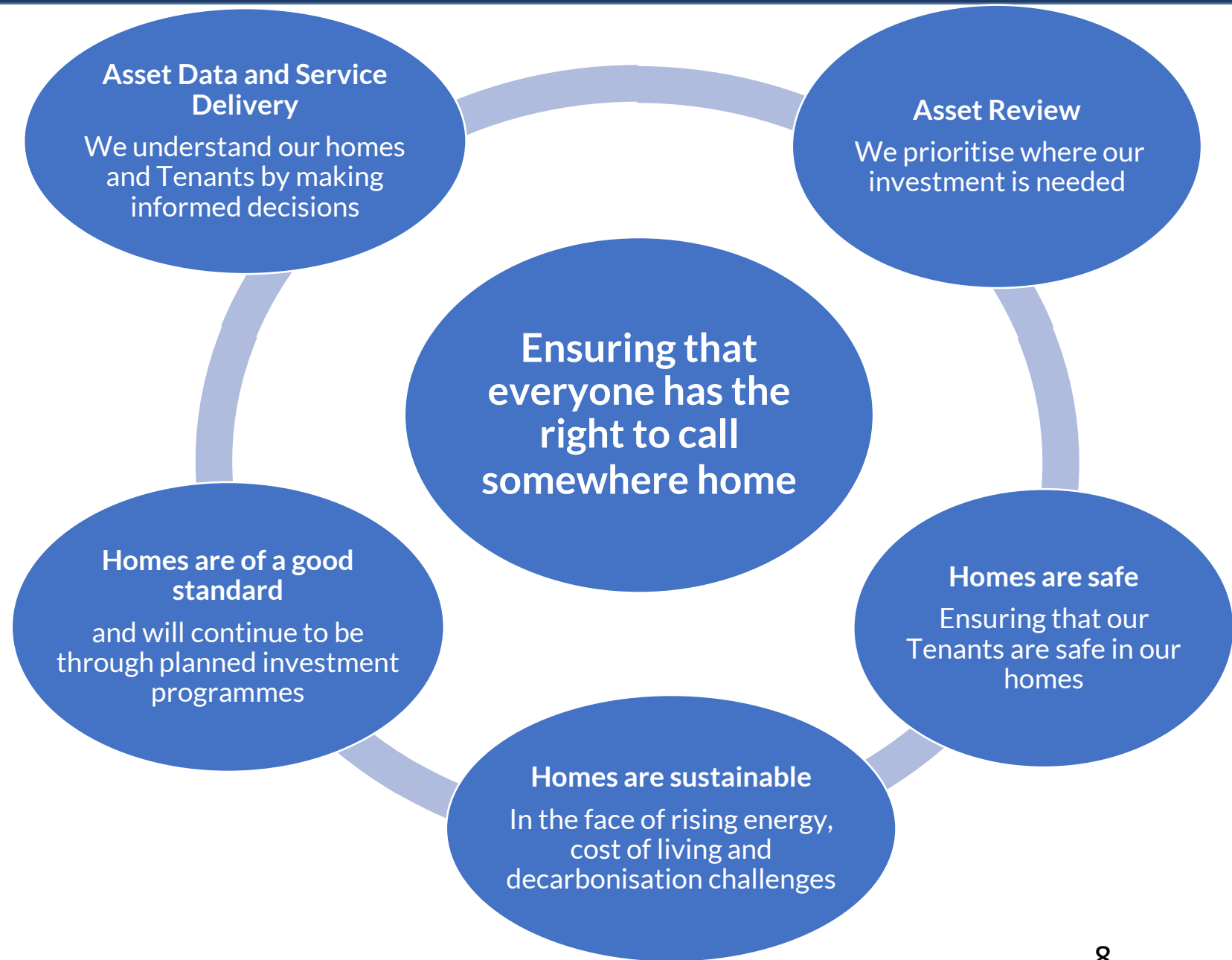


Key priority areas

Delivering the strategic priority, together with key priority areas, sets a clear and ambitious mandate.

We want to ensure that we:

- Make best use of existing housing stock and improving homes and communities (Theme 2 of the Council's [Housing Strategy 2022-27](#))
- Be a contributor to the local economy (Theme 6 of the Council's [Housing Strategy 2022-27](#))



Asset Data and Service Delivery – We understand our homes and Tenants by making informed decisions

Why is this important?

Stock condition data is key in ensuring our future investment costs are robust and provide a sound base for future planning. The condition data is also used to generate planned programmes of work to maintain and improve the condition of the stock, prolonging the life of the assets and their continued contribution to the HRA and achieving WHQS 2023.

Having information on our stock is key to understanding the current standard of our properties so that we can fulfil the investment requirements of the 30-year business plan.

Ensure WHQS 2023 to be successful through excellent tenant engagement & participation.

What are we going to do?

A stock condition survey was completed in 2022/23 with 87% of stock surveyed, based on this information we will invest in key component such as kitchens, bathrooms, windows and energy efficiency improvements.

Estimate costs involved with achieving WHQS 2023 will be calculated by 31st of March 2025. Once costs are established, we will undertake a detailed analysis to ensure that our 30 Year Business Plan remains viable.

By 31st of March 2027 we will produce Target Energy Pathways (TEP's) for each of our properties.

Ensure that wherever practical all homes meet SAP75 EPC C by 31st of March 2030.
Meet the WHQS 2023 by 31 March 2034.

How are we going to do this?

Implement the MRI Asset Management System in full to ensure that all data is captured including energy efficiency components via our Asset Project Review Meetings.

Establish Capital Investment Programme for key elements which will inform an Asset Management Delivery Plan by 31 March 2025.

Ensure our Tenant Participation Strategic Plan includes consultation processes for Tenants to be involved throughout the period of the programme.



Asset Review – We prioritise when and where investment is needed

Why is this important?

There are several competing priorities that need to be addressed as we rise to the challenge set within the WHQS 2023, such as the development of new properties against the investment required in current homes.

Energy efficiency improvement is key to providing affordable homes and achieving net zero.

Making best use of our current assets is key to achieving efficiencies and we will consider investment and opportunities for demolition and redevelopment when considering investment priorities.

One of those challenges is the increase in cost of building and materials together with the current rent setting regime.

What are we going to do?

Ensuring that we have sufficient skills and resources to deliver on this Strategic Plan.

Increase the Energy Efficiency Performance of our homes in accordance with the TEP's recommendations made for each home.

Replace key components such as boilers and kitchens in accordance with the expected life cycles.

Undertake option appraisals for sites and assets which may not be viable to retain in the middle to longer term.

Our garage stock is continually under review to ensure income maximisation and best use of land.

How are we going to do this?

Review existing staffing structure to ensure we have sufficient resource to deliver the future work programmes.

Establish a framework for the installation of renewable energy measures such as Solar PV and Battery Storage.

Establish a 5 year kitchen replacement programme to run between 2024-29 including establishing a other key component replacement programme.

Consider opportunities for redevelopment of assets following the option appraisals of sites and assets and continue with our demolition of garages in areas where investment is unviable.

Maximise opportunities to secure additional funding such as the Optimised Retrofit Programme from WG to finance improvement measures.

Our investment programmes will be influenced by external factors such as the labour market, availability of contractors and material costs.

Homes are safe – Ensuring tenant safety in their homes

Why is this important?

To comply with the requirements of the Wales Renting Homes Act 2016.

This will include HHSRS issues gathered during the recent Stock Condition Survey as well as notifications from Tenants in relation to repairs and requirements.

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What are we going to do?

Health and Safety

Ensure that our response to Health and Safety concerns are investigated and resolved in a timely manner.

Gas Servicing and Solid Fuel

Under the Gas Regulation 1998 an annual safety check is required for all gas appliances, pipework and associated fittings as well as solid fuel flues being tested annually.

Fire Safety

Risk Assessments are carried out annually to ensure compliance and testing of our fire safety related equipment.

Electrical Safety

Undertake electrical safety inspections every 5 years and at change of tenancy.

How are we going to do this?

Respond to information provided within the recent Stock Condition Survey as well as notifications from Tenants in relation to repairs and requirements of the Wales Renting Homes Act 2016.

We will aim to undertake annual gas servicing on all our homes via our directly employed heating and plumbing engineers.

Regularly review our Fire Risk Assessments and report on compliance issues.

Work with our Tenants through our Tenant Participation Team to ensure that communication is shared in a timely manner.

Homes are safe – Ensuring tenant safety in their homes

Why is this important?

Ensuring Health and Safety and Regulatory compliance is a priority.

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Ensure we have the experience and knowledgeable staff within our Maintenance Team.

What are we going to do?

Asbestos Management

The Asbestos Management Regulations 2012 sets out our duties to comply with our asbestos register.

Legionella

We adhere to the Approved Code of Practice L8 and routinely test communal water systems.

Damp and Mould

Tenants are actively encourage to report any concerns regarding damp and/ or mould and has a policy in place to deal with these issues.



How are we going to do this?

Our asbestos register is-maintained and updated as appropriate by the Cyclical and Compliance team.

Legionella compliance is monitored by the Cyclical and Compliance Team.

React promptly with reports concerning Damp and Mould in line with our Policy.

Establish a robust structure to realise all Statutory Compliance and Health and Safety requirements
Provide Traineeship to encourage local people to join Housing as a career opportunity.

Homes are sustainable- In the face of rising energy, cost of living and decarbonisation challenges

Why is this important?

As a Council we are committed to achieving net zero by 2030.

Affordable warmth is one of the main aspects of the new WHQS standard with a minimum of EPC A needed to be achieved, wherever practical, on existing homes.

WG have introduced a requirement for an **Affordable Warmth and Decarbonisation Plan** which will incorporate a Whole Stock Assessments and TEP's within 3 years from the launch of the standard.

The Plan will set out how LAs will achieve the targets of an Environmental Efficiency Rating (EER) of 92 (which equates to an EPC A) and an Environmental Impact Rating (EIR) of 92 for all of the housing stock by 2034.

What are we going to do?

Have TEP's by 31st March 2027 for each property.

Ensure all our homes reach an EPC of C (Rating of 75) by 31 March 2030.

TEP's for each home which will outline what needs to be undertaken on each property to achieve the required targets wherever possible.

The TEP will need to include information on the timings of the improvements.

How are we going to do this?

Develop TEP's for each home by using EPC and SAP methodology to support Whole Stock Assessments.

Have a 5-year plan to achieve energy rating of C75 by -2029

The Plan will include a Whole Stock Assessment (WSA) of all properties which will outline the current EER and EIR ratings of each home.

We will work with external partners such as Coleg Menai to ensure that we are able to install and maintain renewable energy measures such as Air Source Heat Pump's.



Homes are of a good standard and will continue to be through planned investment programmes

Why is this important?

So that our Tenants feel safe and secure in their homes. 90% of Tenants were satisfied with the safety of their home (Star Survey).

Homes of a good standard will have less unscheduled repairs thus resulting in lower reactive maintenance costs.

Poor quality homes are difficult to let and empty homes result in a loss of rental income.

Ensuring that people are supported to remain as independent as possible in the community is a strategic aim in the Council Plan.

What are we going to do?

Ensure that our responsive repairs carry out the correct repairs at the right time.

Understand what our Tenants think of our maintenance service.

Ensure that our voids period are kept to a minimum.

Ensure that we use assisted technologies and home adaptations to facilitate living independently.

Adapt / provide accessible homes to ensure Tenants are able to live independently.

How are we going to do this?

Acuserve diagnostics provides real time information and costs which monitor performance and costs.

Undertake biennial STAR surveys to measure tenant satisfaction and to ensure that we offer a Repairs and Maintenance Service that meets tenant expectations.

Carry out a performance review of our voids process.

Where it is possible, we will offer downsizing for Tenants who wish to move to smaller/ more manageable homes.

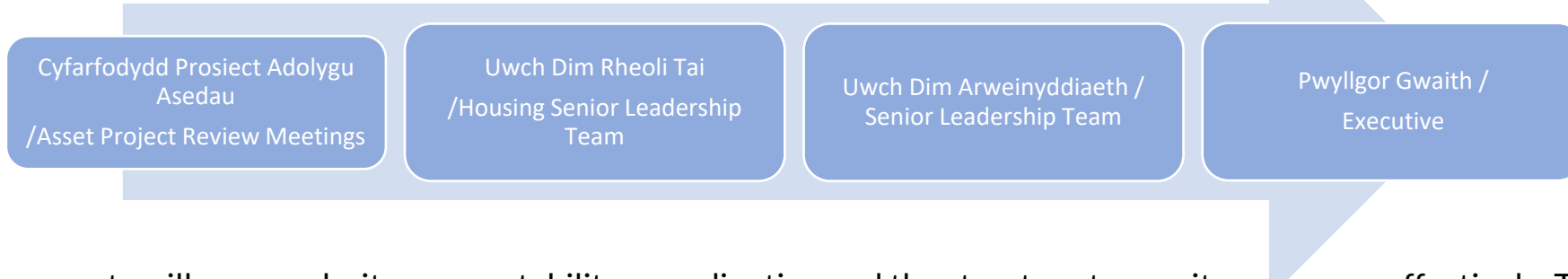
Offer Galw Gofal service to those who need assistance / reassurance to live independently.

Make best use of our funds to adapt properties with facilities and adaptations with our Health and Social Care partners.

Governance: Monitoring and Evaluation



To ensure the strategic plan is realised robust governance arrangements to oversee the Plan and reporting mechanism will be established, such as:-



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The arrangements will ensure clarity, accountability, coordination and the structure to monitor progress effectively. This will include quarterly monitoring of performance indicators and an action plan.

A Compliance Policy will need to be in place by March 2025 with key headings as identified by WG and reviewed annually.

Progress will include information on actions, outcomes and the impact highlighting successes and issues.



Equality Impact Assessment Template (including the Welsh language and the Socio-Economic Duty)

Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh.

Version	Date	Summary of changes
V0.1	November 2023	

Step 1: Background	
1 - What are you assessing?	Isle of Anglesey CC Asset Management Strategic Plan 2024-29
2 - Is this a new or existing proposal?	Replaces previous Asset Management Strategy
3 - What are the aims and purpose of this proposal?	The Asset Management Strategic Plan sets out our approach to ensuring that we maintain the standard of our housing and meet the challenges to reduce carbon emissions.

Step 1: Background		
4 - Who is responsible for the proposal you are assessing?	Housing Services- Strategy, Policy and Commissioning Unit	
5 - Who is the lead officer for this assessment?	Housing Strategy, Policy and Commissioning Manager	
6 - Who else is involved in undertaking this assessment?	Strategy, Policy and Commissioning Unit Technical Services	
7 - Is the proposal related to other areas of work? For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	Housing Strategy 2022-27 The Housing Strategy helps deliver the aims of the Corporate Plan.	
8 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010? As a general rule, any policy that affects people is likely to be relevant across all protected groups.	The elimination of discrimination and harassment	yes
	The advancement of equality of opportunity	yes
	The fostering of good relations	yes
	The protection and promotion of human rights	yes
9 – Is the proposal a strategic decision? If so, the Socio-Economic Duty is relevant - see appendix 1.		

Step 1: Background	
<p>10 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?</p> <p>If this is a strategic proposal, ensure that you give specific consideration to whether the proposal would affect more on people living in less favourable social and economic circumstances than others in the same society (see appendix 1)</p>	<p>Potentially all Anglesey citizens but particularly those who are tenants. Those homes will receive investment in the form of work to improve heating provision, energy efficiency, security and to maintain the quality of their home and their surroundings. Groups that need especial consideration include older people, people with disabilities, those affected by social deprivation.</p>

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
11 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?	Any services associated with the offer will be provided in Welsh in accordance with the requirements of the Welsh language standards and the Council's Welsh language policy
12 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	It will offer people the opportunity to stay within their communities and contribute and use local services available in Welsh. It will also offer people the opportunity to access local education opportunities, including Welsh-medium education
13 – Will this area of work proactively offer services in Welsh for users?	Any services associated with the offer will be provided in either Welsh or bilingually to allow Welsh speakers to use the language by default
14 – Is this proposal likely to protect and promote the Welsh language within communities?	We believe it will and it contributes to the achievement of the priority area vision of three Welsh Promotion Strategy 2021-26, namely; 'Residents can afford to live and buy houses in their local communities.'
<p>To help you to answer the questions above, the corporate Impact Assessment Guidance lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. However:</p>	

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
<ul style="list-style-type: none"> • If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or • If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language; <p>a more comprehensive impact assessment on the Welsh language should be carried out. A separate template is available on MonITor. The Welsh Language Commissioner’s good practice advice document is also available on MonITor to assist you further.</p>	

Step 2.2: Information Gathering – Human Rights Act 1998	
15 - Are there any Human Rights issues? If so, what are they? For example, could this proposal result in the failure to safeguard the right to privacy?	<p>(The 16 basic rights are listed at Appendix 2).</p> <p>The strategic plan would not negatively impact on Human rights.</p> <p>It should support Article 8 right to respect for private and family life through ensuring sufficient and appropriate accommodation for all households.</p>

Step 2.3: Information Gathering – Well-Being of Future Generations (Wales) Act 2015		
16 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015? (Descriptions of the wellbeing goals are listed at Appendix 3)	A prosperous Wales	yes
	A resilient Wales	yes
	A healthier Wales	yes
	A more equal Wales	yes
	A Wales of cohesive communities	yes
	A Wales of vibrant culture and thriving Welsh language	yes
	A globally responsible Wales	Improvements made to homes

Step 2.4: Information Gathering – Engagement / Consultation / Evidence / Filling gaps in information	
Please see the pre-consultation and pre-engagement checklist, which is available on MonITor	
17 - What has been done to date in terms of involvement and consultation with regard to this proposal?	The WHQS Tenant Panel has been set up with a view to involving the group in moving forward with this plan.
18 – What other information have you used to inform your assessment? Please list any reports, websites, links used etc here and include the relevant evidence in the table in Step 3 below	Information on housing on Ynys Môn.
19 - Are there any gaps in the information collected to date? If so, how will these be addressed?	

Step 3: Considering the potential impact and identifying mitigating action

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

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Age	Positive	Census 2011 data. Stats Wales – especially population change projections.	
Disability	Positive	Census data 2011 Strategy sets out ways of accessing support such as grants for people and families with a disability.	

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Sex	Positive	Census 2011 StatsWales There is no indication of negative impact on this group. The focus on identifying and responding to need should ensure equality of opportunity.	
Gender Reassignment	Positive	Information specific to this group for the Anglesey area is not currently available. There is no indication of negative impact on this group. The focus on identifying and responding to need should ensure equality of opportunity.	
Pregnancy & Maternity	Positive	Although no specific information is available for this group the Common Allocations Policy reflects household needs of pregnant women	
Race / Ethnicity / Nationality	Positive	Data used : Census 2011 StatsWales Only 1.8% of the population at the time of the 2011 from a non-white ethnic background. This number had grown since the 2001 census. The Strategy support the agenda of community cohesion which includes recognising the importance of being pro-active to encourage tolerance and respect especially in the face of potentially increased migration.	
Religion or Belief	Positive	Data used : Census 2011 StatsWales Similarly to above the focus on cohesion and inclusiveness in the strategy should support positive impact.	
Sexual Orientation	Positive	Data used : Census 2011 StatsWales	

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
		Similarly to above the focus on cohesion and inclusiveness in the strategy should support a positive impact.	
Marriage or Civil Partnership	Positive	Data used : Census 2011 StatsWales Similarly to above the focus on cohesion and inclusiveness in the strategy should support a positive impact.	
Welsh language	Positive	See Welsh Language Impact Assessment	
Human Rights	Positive	See q15	
Any other relevant issue.			
There are clear links between equality and socio-economic issues. Discrimination against protected groups can be a direct cause of socio-economic disadvantage. If any such issues become apparent when assessing non-strategic matters, they should be given due regard and recorded under the relevant protected group, or under 'any other relevant issue' above.			

Please complete this section if the proposal is a strategic matter (see appendix 1)			
The Socio-Economic Duty	Potential impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Is the proposal likely to cause any inequalities of outcome resulting from socio-economic disadvantage?	Low impact	The strategic plan supports the measurement framework of Living Standards: The capability to enjoy a comfortable standard of living, with independence and security, and to be cared for and supported when necessary	

Step 4 – Outcome of the assessment

There are four possible outcomes – bear these in mind when completing the next section:

- **No major change** - The assessment demonstrates the proposal is robust; there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
- **Adjust the proposal** - The assessment identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality.
- **Continue the proposal** - The assessment identifies the potential for adverse impact or missed opportunities to promote equality. Clearly set out the justifications for continuing with it. The justification should be included in the assessment and must be in line with the duty to have due regard. For the most important relevant proposals, compelling reasons will be needed.
- **Stop and remove the proposal** - The proposal shows actual or potential unlawful discrimination. It must be stopped and removed or changed. (The codes of practice and guidance on each of the public sector duties on the Commission’s website provide information about what constitutes unlawful discrimination.)

Step 4: Outcome of the assessment	
21 - Note the impacts identified and how it is intended to mitigate any negative impact in terms of equality, the Welsh language and, if relevant, socio-economic disadvantage (ie a summary of the table/s in step 3)	No major change
22 - Describe any actions taken to maximise the opportunity to promote equality and the Welsh language, the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability) and, if relevant, ensure better outcomes for those facing economic disadvantage.	No major change
23 - Would any aspect of the proposal contravene the wellbeing goals of the Well-being of Future Generations (Wales) Act 2015?	No major change
24 – Is there a need to look at what could be done differently, or to reconsider the entire proposal as a result of conducting this assessment? (Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you	No major change

Step 4: Outcome of the assessment	
should consider at this stage whether it is possible to proceed with the proposal).	
25 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?	
26 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?	It will be approved by The Executive
27 - Are there monitoring arrangements in place? What are they?	Review within 2 years

Step 5: Action Plan

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

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – A More Equal Wales – The Socio-Economic Duty (Commencement date of the Duty: 31 March 2021)

What is the Duty?

The general aim of the duty is to ensure better outcomes for those suffering socio-economic disadvantage. When making strategic decisions such as deciding priorities and setting objectives, due regard must be given to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage.

Who is likely to experience socio-economic disadvantage?

Socio-economic disadvantage can be disproportionate in both ‘communities of interest’ and ‘communities of place’, leading to inequality of outcome, which can be further exasperated when considering ‘intersectionality’:

Communities of interest – groups who share an experience, eg homelessness; or people who share an identity, eg lone parents, carers. Also those who share one or more of the protected characteristics listed in the Equality Act 2010.

Communities of place – people who are linked together because of where they live, work, visit or spend a substantial portion of their time there.

Intersectionality - crucially, this is about understanding the way in which a combination of characteristics such as gender, race or class, can produce unique and often multiple experiences of disadvantage in certain situations. One form of discrimination cannot and should not be understood in isolation from other forms. A truly intersectional approach ensures that this does not happen.

When will the Duty be relevant?

When making **strategic decisions**. The Welsh Government has provided some examples of strategic decisions (this is not an exhaustive list):

- Strategic directive and intent.
- Strategies developed at Regional Partnership Boards and Public Service Boards which impact on public bodies’ functions.
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans).
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy).
- Changes to and development of public services.
- Strategic financial planning.
- Major procurement and commissioning decisions.
- Strategic policy development

Further details can be found in the corporate equality impact assessment guidance.

Appendix 2 – Human Rights

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

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

- Article 2: The right to life
- Article 3: Prohibition of torture
- Article 4: Prohibition of slavery and forced labour
- Article 5: Right to liberty and security
- Article 6: Right to a fair trial
- Article 7: No punishment without law
- Article 8: Right to respect for private and family life
- Article 9: Freedom of thought, conscience and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 12: Right to marry
- Article 14: Prohibition of discrimination
- Article 1 of Protocol 1: Protection of property
- Article 2 of Protocol 1: Right to education
- Article 3 of Protocol 1: Right to free elections
- Article 1 of Protocol 13: Abolition of the death penalty

Appendix 3 - Well-being of Future Generations (Wales) Act 2015

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

A prosperous Wales:

An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

A resilient Wales:

A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).

A healthier Wales:

A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

A more equal Wales:

A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).

A Wales of cohesive communities:

Attractive, viable, safe and well-connected communities.

A Wales of vibrant culture and thriving Welsh language:

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

A globally responsible Wales:

A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

Issues to consider with regard to the Welsh Language

The corporate equality impact assessment template includes specific questions about the impact of decisions on the Welsh language (questions 11-14). The extent to which these questions are relevant will depend on the proposal in question.

However:

- If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or
- If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language;

a more comprehensive impact assessment on the Welsh language should be carried out. Please complete this template and attach to your equality impact assessment on the same proposal.

The **Welsh Language Commissioner’s good practice advice document** is also available on MonITor to assist you further.

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What is being assessed?	Housing Asset Management Strategic Plan 2024-29
Who is carrying out this assessment?	Housing Services – Strategic Plan, Commissioning and Policy Technical Services – Housing Services
Assessment completion date	November 2023

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
<p>1.1 Is the proposal influential in terms of dealing with the Welsh-speaking public?</p> <ul style="list-style-type: none"> • Will activities such as corresponding by letter, communicating by telephone, public meetings and other meetings comply with the language policy? • Will any new IT development comply with the policy? 	<p>No Housing Services offer a bilingual service and works with partners who offer a bilingual services</p>
<p>1.2 Is the proposal likely to impact upon the public image of the organisation?</p> <ul style="list-style-type: none"> • Will all signs comply with the language policy? • Will publications and forms be compliant? • Will any publicity material or marketing campaigns comply? • Will staff recruitment advertisements comply? • 	<p>Yes, any material relating to this Strategic Plan will be published bilingually</p>
<p>1.3 Is the proposal likely to have an impact upon the implementation of the language policy?</p> <ul style="list-style-type: none"> • Will the proposal create new jobs? • Will the staffing arrangements facilitate the implementation of the language policy? • Will the proposal offer training through the medium of Welsh? 	<p>Yes, work on housing stock homes enables local contractors to obtain work which could lead to work opportunities on the Island</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
<ul style="list-style-type: none"> • Will any arrangements with third parties comply with the language policy? • Will the proposal include any targets or indicators relating to the language? • How will performance be monitored and measured? 	

2 - Effect on Welsh speaking users	
2.1 Will the proposal offer a language choice for users? <ul style="list-style-type: none"> • Will it be possible for users to receive any part of the service in Welsh? 	Yes, in accordance with the Council's Policy
2.2 If there a risk for the proposal to discriminate against Welsh speaking service users? <ul style="list-style-type: none"> • Have the needs of Welsh speakers been considered in the proposal? • Are Welsh speakers likely to receive the same standard of service as provided in English? • Are Welsh language arrangements likely to lead to a delay in the service? 	No new service is created as it is a Strategic Plan
2.3 Is the proposal likely to make Welsh more visible?	No new service is created as it is a Strategic Plan

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

2 - Effect on Welsh speaking users	
<ul style="list-style-type: none"> • Is it likely to increase use of the language by producing Welsh language materials and signs? • Is it likely to influence others to make more use of Welsh, for example businesses? 	No
<p>2.4 Will the Welsh language service in relation to the proposal be accessible?</p> <ul style="list-style-type: none"> • Will the service be as accessible in Welsh as in English? • Will the services be available at the same time? 	Yes, in accordance with the Council's Policy

3 - Effect on Welsh speaking communities	
<p>3.1 Is the proposal likely to contribute towards safeguarding Welsh in communities?</p> <ul style="list-style-type: none"> • Is it likely to contribute towards efforts to tackle the challenges of demographic change and migration - such as providing opportunities for young people to stay in their communities? • Is it likely to contribute towards the local economy in Welsh speaking areas? • Will it provide Welsh medium services - such as child-minding services? 	<p>This Strategic Plan complements our Housing Strategy and Welsh Language Promotion Strategy which promotes the opportunity for people to stay within their communities and on the Island by offering a range of different initiatives.</p> <p>According to the Census, the percentage of Welsh speakers in the population aged 16-64 (working age) fell by 27.1%, a decrease of 8% in Welsh speakers aged 3-15; but a 16% increase in the percentage of Welsh speakers over the age of 65. This means that it is extremely important to hold on to young families, encourage Welsh speakers who have moved away to return to the area and encourage individuals to learn Welsh in order to at least maintain the language. Providing housing that is affordable enough and of the right kind to address the need in the local area and in a Local Service Centre (which is a</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

3 - Effect on Welsh speaking communities	
	sustainable location to live in) is an important way of doing this.
<p>3.2 Does the proposal take steps to promote and facilitate the Welsh language?</p> <ul style="list-style-type: none"> • Does the proposal contribute towards Welsh medium community activities? • Does it offer opportunities for young people to use Welsh outside school hours? • Does it offer a new service that will also be available in Welsh – for example leisure or sporting activities and provision? • Does it contribute or add value to other activities relating to language, such as the work of the local Welsh language initiative (Menter Iaith), the Urdd etc. 	No new service is created as it is a Strategic Plan

4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<p>4.1 The language policies of partner organisations or nearby public bodies:</p> <ul style="list-style-type: none"> • Is the authority working in partnership on the proposal? • Which other organisations are likely to be affected by the development? • Do those organisations have Welsh language standards or language policies? • Does the proposal contribute towards these schemes? 	No new service is created as it is a Strategic Plan

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<p>4.2 Relevant Welsh language strategies:</p> <ul style="list-style-type: none"> • Will the proposal contribute towards the Anglesey Welsh Language Strategic Forum’s Welsh Language Strategic Plan 2016 – 2021 which was adopted by this Council in September 2016? • How does the proposal contribute towards the vision of the Assembly Government for one million Welsh speakers by 2050? 	<p>Yes, it will offer opportunities for people to have access to housing within their communities and the Island. See 3.1 above.</p>

5 – The impacts identified and assessed	
5.1 What impacts and effects have you identified (ie summary of the responses to the above questions) together with the probability and likely severity/ significance of impact? How do you plan to address these impacts in order to improve the outcomes for the Welsh language? Detail mitigation measures/ alternative options to reduce adverse impacts and increase positive outcomes:	
Positive impact	Opportunities for people to have access to housing through a range of initiatives
Adverse impact	No adverse impact identified
Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life, Welsh at work increased?	Any service that is provided in relation to the Strategic Plan will

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

5 – The impacts identified and assessed	
	be provided in Welsh in accordance with Welsh language standards and the Council's Welsh language policy
Evidence / data used to support your assessment:	2011 Census data about the number of Welsh speakers by age

6 - Consultation	
6.1 During consultation, what questions do you wish to ask about the Welsh Language Impacts? Guidance has been included in the pre-consultation and pre-engagement checklist, which is available on MonITor	We have completed an Impact Assessment on the positive and negative impact on Equality and the Welsh Language. In your opinion, have we missed anything?
6.2 With whom are you consulting? How are Welsh language interest groups likely to respond?	Tenants will take part in decisions on work in their homes, such as WHQS 2023.
6.3 Following consultation, what changes have you made to address language issues raised?	No changes

7 – Post consultation, final proposals and ongoing monitoring	
7.1 Summarise your final decisions, list the likely effects on the Welsh language and how you will promote/ mitigate these. Record your compliance with the Welsh language standards.	No negative impact identified

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

7 – Post consultation, final proposals and ongoing monitoring	
You will need to refer to this summary in the equality impact assessment template (Step 4 – result of the assessment)	
7.2 How will you monitor the ongoing effects during the implementation of the policy?	The action plan at the end of the equality impact assessment template should be used to note any actions planned following completion of the assessment.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	16 th January, 2024
Subject:	Local Performance Indicators: Housing Services
Purpose of Report:	1. Update the Committee on progress with the Housing Service review of Performance Indicator 28 (calendar days taken to deliver Disabled Facilities Grants) 2. Agree the scope and terms of reference of the Scrutiny review of Performance Indicator 29 (timescale to let units of accommodation)
Scrutiny Chair:	Cllr Douglas Fowlie
Portfolio Holder(s):	Cllr Gary Pritchard, Deputy Leader and Children, Youth and Housing Services
Head of Service:	Lynn Ball, Director of Function (Council Business) / Monitoring Officer Ned Michael, Head of Housing Services
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	07971167198
Email:	AnwenDavies@ynysmon.llyw.cymru
Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s
<p>The Committee is requested to:</p> <p>Housing Services Review of Performance Indicator 28</p> <p>R1 note progress to date with the Housing Services review of Performance Indicator 28 (Disabled Facilities Grants)</p> <p>R2 note the intention to submit the review findings and recommendations for consideration by the Corporate Scrutiny Committee in March 2024 (12/03/2024)</p> <p>Scrutiny Review of Performance Indicator 29</p> <p>R3 agree the terms of reference and scope for the Scrutiny review of Performance Indicator 29 (letting of units of accommodation)</p> <p>R4 agree the governance arrangements in support of the scrutiny process and timeline for reporting on review findings and recommendations to the Corporate Scrutiny Committee</p> <p>R5 nominate Elected Members from the Scrutiny Committee to serve on the task and finish group.</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>Housing is one of the 6 main strategic aims in the Council Plan → “Ensure that everyone has the right to call somewhere home”.</p> <p>Council Plan: 2023-2028 is our main strategic document.</p>

3 – Guiding Principles for Scrutiny Members
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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]

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 The Corporate Scrutiny Committee at its last meeting¹ gave consideration to Council performance at the end of Qtr2: 2023/24 and looked specifically at the following Performance Indicators in the Housing Service which were under performing:

- **Performance Indicator 28** – average number of calendar days taken to deliver a Disabled Facilities Grant
- **Performance Indicator 29** – the average number of calendar days to let lettable units of accommodation (excluding Difficult To Lets)

1.2 In light of its deliberations, the Committee decided on the following action points:

- **Performance Indicator 28** – that an officer Group complete a task and finish project to analyse under performance of this indicator and report back to the Committee with proposals for improvement in March 2024
- **Performance Indicator 29** – that a task and finish group be established from the membership of the Committee to review

¹ Meeting of the Corporate Scrutiny Committee convened on 21st November, 2023

performance in greater depth and with a brief to improve performance against the indicator by reducing the number of calendar days taken to relet empty accommodation and report back to the Committee on findings, in tandem with the work stream relating to Performance Indicator 28 (Disabled Facilities Grants).

2. Housing Services Review of Performance Indicator 28

Below is a resume of progress to date on the review by Housing Services of Performance Indicator 28 (Disabled Facilities Grants):

- 2.1 The Housing Service is in the process of reviewing the Disabled Facilities Grant Policy which will be submitted for approval in March 2024.
- 2.2 A service level agreement is being prepared which will be agreed with relevant Agency and will outline the company's responsibility as an Agent for adaption works through the Disability Facilities Grant system along with expected performance levels
- 2.3 In light of a lack of Contractors available and in order to endeavour to increase the number of Contractors to undertake adaption work, a meet the buyer event was convened on 4th December. We were successful in attracting 13 new Contractors and we trust that this will enable the works to be completed sooner and improve performance.

3. Scrutiny Review of Performance Indicator 29

- 3.1 **Terms of reference, scope and governance arrangements** – the main objective of the Scrutiny Committee in establishing the Task and Finish Group was to create an opportunity to look in detail at the Authority's current arrangements and performance in letting Council housing units. Attached is the draft terms of reference (**Appendix 1**)
- 3.2 **Membership** – Members will be aware of the need to nominate Members to represent the Committee on the proposed Task and Finish Group to examine performance of letting of Local Authority accommodation units. Membership of Scrutiny Panels or Task and Finish Groups are not subject to political balance principles and rules². The terms of reference of the proposed Task and Finish Group is attached (**Appendix 1**) in order to assist Members in the selection process.

4. Issues for Consideration

The Scrutiny Committee is now requested to:

- 4.1 note progress made by officers in reviewing performance against Performance Indicator 28 (Disabled Facilities Grants)
- 4.2 confirm the terms of reference / scope and timeline for completion of the input by the proposed Task and Finish Group
- 4.3 nominate Elected Members to serve on the proposed Task and Finish Group.

² The Local Government and Housing Act 1989 sets out the main principles governing political balance of local authorities

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

6.1 Potential impacts on protected groups under the Equality Act 2010
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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

Not applicable in this case but will be considered as an integral part of the process of reviewing any policies or protocols.

7 – Financial Implications

Not applicable.

8 – Appendices:

Terms of Reference of the Task and Finish Group – Scrutiny Review of Performance Indicator 29 (Appendix 1)
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9 - Background papers (please contact the author of the Report for any further information):

Anwen Davies, Scrutiny Manager, Isle of Anglesey, Council Offices, Llangefni. LL77 7TW
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TERMS OF REFERENCE SCRUTINY TASK AND FINISH GROUP: LETTING OF LOCAL AUTHORITY HOUSING

This Terms of Reference (TOR) document sets out the working arrangements and the parameters of the work of the Scrutiny Task and Finish Group: Letting of Local Authority Housing.

1. BACKGROUND/CONTEXT

- 1.1 The Corporate Scrutiny Committee at its meeting of 21/11/2023 considered a report by the Head of Profession (Human Resources) and Transformation on monitoring performance of the Council for quarter 2: 2023/24 (corporate scorecard). During its deliberations, the Scrutiny Committee resolved as follows:

Performance Indicator 29 – that a task and finish group be established from the membership of the Committee to review performance in greater depth and with a brief to improve performance against the indicator by reducing the number of calendar days taken to relet empty accommodation and report back to the Committee on findings, in tandem with the work stream relating to Performance Indicator 28 (Disabled Facilities Grants).

2. ROLE, PURPOSE & SCOPE

The role of the Scrutiny Task and Finish Group will encompass further examination of the:

- Authority's current arrangements for letting housing units, understand the nature of the service area that the Performance Indicator (PI29) relates to, which is currently Amber on the Council's performance scorecard:
The average number of calendar days to let lettable units of accommodation (excluding Difficult to Lets)
- Review the mitigation measures proposed by the Head of Service to improve poor performance of PI29
- Review the rationale behind the target set and discuss a proposed target for the future
- Consider any developments within the Service which relate to Letting Housing / Empty Homes.

This will be undertaken through closer examination of the:

- i. Council's current Policy & Procedures pertaining to letting of accommodation in order to ensure that the Policy:
 - ✚ Enables the Authority to relet accommodation effectively and efficiently
 - ✚ Is being implemented.
- ii. Process of letting accommodation
- iii. Staffing resources supporting the process of letting housing units.

METHODOLOGY

It is proposed to use SREDIM (method of task analysis):

- Select – the issue. This has already been done
- Record – the process that requires improvement
- Examine – look in detail at every step in the process and which improvements can be introduced
- Develop – new more effective processes
- Install / implement – introduce improvements
- Maintain – the new method of working.

DESIRED OUTCOMES:

- Possible review of the Policy and Procedures for Letting Housing Units
- Introduce specific steps to improve local performance against Performance Indicator 29
- Agreement regarding arrangements for progress monitoring
- Prepare a report on the review findings to the Corporate Scrutiny Committee.

3. MEMBERSHIP

Core membership of the Group will comprise:

3.1 Membership – Elected Members:

- Councillor – to be confirmed
- Councillor – to be confirmed
- Councillor – to be confirmed
- Councillor – to be confirmed.

3.2 Membership – Officers:

- Ned Michael, Head of Housing Services
- To be confirmed, Housing Services
- Anwen Davies, Scrutiny Manager.

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

4. CHAIRING

The Task and Finish Group, at its first meeting, will elect a Member to chair.

5. FREQUENCY OF MEETINGS AND QUORUM

5.1 **Frequency of Meetings** – The Scrutiny Task and Finish Group has been established to undertake a specific piece of work on the part of its parent committee the Corporate Scrutiny Committee (refer to paragraph 2, above). To that end, it is anticipated that a series of meetings will need to be scheduled between January and April 2024, to be convened on a monthly basis

5.2 **Quorum** – this will not apply to Scrutiny Task and Finish Groups established by the Local Authority.

6. RECORD OF MEETINGS & REPORTING ARRANGEMENTS

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

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

7. TIMEFRAME

The work of the Scrutiny Task and Finish Group will be time limited and will aim to complete its work between January and March 2024 and prepare its report for Committee consideration in April, 2024.

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	16 th January, 2024
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2023/24
Scrutiny Chair:	Cllr Douglas Fowle
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Director of Function (Council Business) / Monitoring Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	07971167198
Email:	AnwenDavies@ynysmon.llyw.cymru
Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s
The Committee is requested to: R1 agree the current version of the forward work programme for 2023/24 R2 note progress thus far in implementing the forward work programme.

2 – Link to Council Plan / Other Corporate Priorities
Effective work programming is the foundation of effective local government scrutiny. Our Scrutiny rolling forward work programmes are aligned with the corporate priorities of the Council and corporate transformation programmes – ensuring the role of Member scrutiny makes a tangible contribution to the Council’s improvement priorities.

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

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 Effective work programming is the bedrock of an effective local government scrutiny function¹. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:

- i. Challenge around prioritising work streams
- ii. Need for a member-led approach and interface with officers.

1.2 Basic principles of good work programming²

- Work programming should not be a “start-stop” process
- Complementary work programmes for separate scrutiny committees
- Balance between different methods of work
- An effective process for reporting / escalating issues to the Executive
- Input and views of internal stakeholders
- Close working with the Executive
- Links with the Annual Scrutiny Report (evaluation and improvement tool).

2. Local context

2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:

- Strategic aspects
- Citizen / other stakeholder engagement and outcomes
- Priorities of the Council Plan and transformation projects
- Risks and the work of inspection and regulation
- Matters on the forward work programme of the Executive.

¹ A Cuning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

² A Cuning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

Outcome: rolling work programmes for scrutiny committees which are aligned with corporate priorities.

2.2 Committee chairs lead on developing the forward work programmes and are submitted to the monthly Scrutiny Chairs and Vice-chairs Forum and for approval at each ordinary meeting of the scrutiny committees. The Forum is considered an important vehicle to oversee these programmes and jointly negotiate priorities.

2.3 **“Whole council” approach to Scrutiny:** our work programmes provide a strong foundation for our improvement programme, ensuring the role that Scrutiny plays in the Authority’s governance arrangements:

- i. Supports robust and effective decision-making
- ii. Makes a tangible contribution to the Council’s improvement priorities
- iii. Continues to evolve.

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2023/24 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.³

3.2 Where appropriate, items may be added to the Committee’s forward work programme during the municipal year. Requests for additional matters to be considered for inclusion on the work programme can be submitted via the Members Request Form for an item to be considered for Scrutiny. Requests are initially considered by the Scrutiny Chairs and Vice-chairs Forum, using the following criteria:

- the Council’s strategic objectives and priorities (as outlined in the Council Plan)
- the ability of the Committee to have influence and/or add value on the subject (A Scrutiny Test of Significance Form will be completed).

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

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

Not applicable for this overarching issue but will be considered as an integral part of preparing for specific proposals to be submitted for consideration by the Committee.

7 – Financial Implications

Not applicable.

8 – Appendices:

³ Meeting of the Corporate Scrutiny Committee convened on 21st November, 2023

Corporate Scrutiny Committee Forward Work Programme 2023/24

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

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

ITEMS SCHEDULED FOR SCRUTINY → MAY, 2023 – APRIL, 2024
[Version dated 05/01/24]

Note for Stakeholders and the Public:

A [Protocol for Public Speaking at Scrutiny Committees](#) has been published by the Council.

Should you wish to speak on any specific item at a Scrutiny Committee then you should register your interest by submitting a written request using the form available as soon as possible and at least 3 clear working days prior to the specific Committee meeting. You can access information about the meeting and which items being discussed by reading this Forward Work Programme. Contact the Scrutiny Manager if you have any queries

[\[AnwenDavies@ynysmon.gov.uk\]](mailto:AnwenDavies@ynysmon.gov.uk)

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
May, 2023 (23/05/23)	May, 2023 (23/05/23)
Election of Chair: 2023/24	Election of Chair: 2023/24
Election of Vice-chair: 2023/24	Election of Vice-chair: 2023/24
June, 2023 (20/06/23) – Q4	
Performance Monitoring: Corporate Scorecard Qtr4: 2022/23	June, 2023 (21/06/23) Welsh Language: <ul style="list-style-type: none"> • Annual Report on the Welsh Standards: 2022/23 • Welsh in Education Strategic Plan: 2022/23 → Measure Progress • Education Scrutiny Panel Progress Report
Modernising Learning Communities and Developing the Welsh Language Strategy	Gwynedd & Ynys Môn Public Services Board Annual Report: 2022/23
Area of Outstanding Natural Beauty Management Plan	Destination Management Plan
Annual Delivery Plan: 2023/24	North Wales Economic Ambition Board Qtr 4: 2022/23 Progress Report
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
September, 2023 (19/09/23) – Q1	
Performance Monitoring: Corporate Scorecard Q1: 2023/24	September, 2023 (19/09/23) - Education
Finance Scrutiny Panel Progress Report	Consultation on the Future of Fire and Rescue Services in North Wales – Isle of Anglesey County Council comments
Annual Performance Report: 2022/23	GwE Annual Report for the Isle of Anglesey: 2022/23
Nomination of Committee Member on the Finance Scrutiny Panel	Education Scrutiny Panel Progress Report
	Education Scrutiny Charter

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
October, 2023 (18/10/23) - meeting cancelled	
	October, 2023 (17/10/23)
	Regional Emergency Planning Service Annual Report: 2022-23
	Annual Report North Wales Regional Partnership Board (Part 9): 2022/23
	Public Participation Strategy: 2023/2028
	Committee Forward Work Programme for 2023/24
November, 2023 (13/11/22) – Additional Meeting	
	Betsi Cadwaladr University Health Board
November, 2023 (21/11/23) - Q2	
November, 2023 (22/11/22) – Crime and Disorder	
Monitoring Performance: Corporate Scorecard Q2: 2023/24	Resources and Recycling Strategic Plan: 2023/2028
Empty Homes Strategic Plan: 2023/28	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2022/23
Social Scrutiny Journey Progress Report	Ynys Môn Levelling Up Programme – Measure Progress
Nomination of Committee Member on the Social Services Scrutiny Panel / Corporate Parenting Panel	
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
January, 2024 (16/01/24) – 2024/25 Budget (morning)	
January, 2024 (18/01/24)	
2024/25 Budget Setting (Revenue Budget) – initial budget proposals	Modernising Day Opportunities: Learning Opportunities (Holyhead area)
Finance Scrutiny Panel Progress Report	North Wales Economic Ambition Board Qtr 2: 2023/24 Progress Report
	Committee Forward Work Programme for 2023/24
January, 2024 (16/01/24) (afternoon)	
Tenant Participation Strategy	
Asset Management Strategy (Housing Service)	
Local Performance Indicators: Housing Services – Progress Report	
Committee Forward Work Programme for 2023/24	
February, 2024 (27/02/24) – 2024/25 Budget	
February, 2024 (06/02/24) - Education	
Final Draft Budget Proposals for 2024/25 – revenue & capital	Education Scrutiny Panel Progress Report
Finance Scrutiny Panel Progress Report	Modernising Day Opportunities: Learning Disabilities
	Annual Report on Equalities: 2022/23

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
	Equalities Plan: 2023/2027
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
March, 2024 (12/03/24) - Q3	March, 2024 (13/03/24)
Monitoring Performance: Corporate Scorecard Q3: 2023/24	North Wales Economic Ambition Board Qtr 3: 2023/24 Progress Report
Social Scrutiny Journey Progress Report	Ynys Môn Levelling Up Programme – Measure Progress
Housing Revenue Account Business Plan: 2024/2054	Corporate Safeguarding
Corporate Asset Management Plan:2023/2028	
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
April, 2024 (16/04/24)	April, 2024 (17/04/24)
Local Housing Market Assessment	Public Services Board – governance arrangements / scrutiny of delivery of the Wellbeing Plan
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
Service Asset Management Plan 2021/31 – Smallholdings Estate	Ynys Môn Levelling Up Programme – Measure Progress (November, 2024 and January, 2025)
Census 2021	North Wales Police & Crime Commissioner
Transformation and Modernisation of Adults' Services	North Wales Fire & Rescue Service
	Welsh Ambulance Services NHS Trust
	Medrwn Môn
	Scrutiny of Partnerships
	Gypsy and Traveller Accommodation Action Plan
	Gwynedd & Ynys Môn Public Services Board – Annual Report 2023/24 (June, 2024)
	Communities for Work Plus Programme: Annual Report 2023/24 (June, 2024)
	Improving Reliability and Resilience across the Menai Straits

	Anglesey Free Port
	Anglesey Local Development Plan
	Impact of Tourism on Anglesey Local Communities (resolution of the Partnership and Regeneration Scrutiny Committee, 21/06/2023)