

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	7 March, 2022
Subject:	Housing Support Grant Programme Strategy 2022-26
Purpose of Report:	To scrutinise the Housing Support Grant (HSG) Programme Strategy and Delivery Plan and recommend it's approval
Scrutiny Chair:	Cll. Aled M Jones
Portfolio Holder(s):	Cll. Alun Mummery
Head of Service:	Ned Michael
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Local Members:	

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1 - Recommendation/s
<p>The Committee is requested :</p> <p>R1 to recommend approval of the Housing Support Grant Programme Strategy 2022-26 and Delivery Plan to the Executive</p> <p>R2 – that the Executive should agree to the proposed Spend Plan in accordance with Welsh Government HSG Guidance and requirement (included as Annex B within the Delivery Plan)</p> <p>R3 – to recommend approval of the Rapid Rehousing Transition Work Plan April 2022- March 2027 to the Executive</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>Ensure that the people of Anglesey can thrive and realise their long-term potential.</p> <p>Support vulnerable adults and families to keep them safe, healthy and as independent as possible</p>

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** 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

- To what extent does the Homelessness Strategy prepare us to respond to demand for services over the next 4 years?
- How does the proposed Strategy include the views of key stakeholders?
- What challenges and risks are facing the Council?

5 – Background / Context

1. Background

a) Role of the Housing Support Grant Programme Strategy

The Housing Support Grant is a Welsh Government funded programme led and managed by Local Authorities in partnership with Health and Probation. It provides housing support services for people from a range of client groups. The programme aims to provide housing support to people to be able to maximise, maintain and sustain their independence through the provision of a range of innovative housing support services and projects that helps prevent homelessness. It incorporates the previous Welsh Government funded programme of:

- Supporting People
- Homelessness Prevention

- Rent Smart Wales Programmes

This Strategy is a requirement on Housing Services by Welsh Government and provides the strategic direction for homeless prevention and housing support services in Anglesey. The Strategy also satisfies the statutory requirements for a Homelessness Strategy under Part 2 of the Housing (Wales) Act 2014. This Strategy will be in place for the next four years with a mid-point review within 2 years and complements the Welsh Government's following key documents:

- Homelessness Action Plan 2021-26
- Housing Support Programme Strategy Template document
- Rapid Rehousing Transition Plan Guidance (October 2021)
- Housing Support Grant Guidance (March 2021)

As part of the Housing Support Grant Guidance, Welsh Government require all Local Authorities to produce a 4 yearly detailed Needs Assessment (with a light touch review, every 2 years) which underpins our HSG Strategy and 3 Yearly Cyclical Housing Support Delivery Plan, which has to be reviewed annually.

The Delivery Plan outlines how we propose to spend our revenue allocation of £3,571,720.50, for 2022-23 which we have allocated as follows:

• Housing Support (previously Supporting People)	£3,417,363.49
• Homeless Prevention	£ 140,000.00
• Rent Smart Wales	£ 6,209.00
• Uncommitted	<u>£ 8,148.01</u>
• Total Allocation	£3,571,720.50

It is forecasted that the above allocation will enable us to provide housing support for up to 834 of our most vulnerable citizens and families. These include:

- victims / survivors of domestic abuse,
- people with mental health needs,
- learning disabilities,
- people with substance misuse,
- people leaving prison, young and vulnerable between
- 16-24 yrs old,
- people aged 55+
- vulnerable families and
- Single people aged 25-54 years.

Support shall be delivered across all tenures for those presenting as homeless or at risk of homelessness.

b) Current Position

The Strategy will supersede the current Regional North Wales Homeless Strategy 2018-22 as WG have directed Councils to adopt a Housing Support Grant

Programme Strategy by 31 March,2022.The current Homelessness Strategy situation report was presented at the Scrutiny Committee in June 2021 as part of the Covid response and Homelessness report.

The HSG Programme Strategy sits within the wider Preventative Work Plan of the Early Intervention and Prevention Board.

The number of presentations to the Homelessness Service and Housing Support has increased. During 2020-21, 782 households approach Housing Services for advice and assistance, compared to 652 in 2019-20. Of this, the majority of presentations (66%) were single adult households and 27% being households with children. There have been 550 presentations up to the middle of February, 2022.

The increase in households presenting coupled with the increase in numbers that require emergency accommodation has meant an increase in caseload for officers. Officers carry a higher number of caseload due to not being able to end the homeless duty as accommodation has not been available, or a duty has come to an end but the household is unable to move on for example, no private or social rented units are available and clients continue to need housing support.

The Assessment Team (Homelessness) and Support Services have seen an increase in people with mental health issues, substance misuse, older people, households experiencing domestic violence and young people being excluded from their family or friends. Referrals to the Housing Support Grant support this data information with mental health issues, domestic abuse and relationship breakdowns being the main reasons for accessing support. Often people present in a very vulnerable state with provisions being made for food, tenancy starter packs, basic furniture and packs to assist if there is a need to self isolate due to Covid.

2. Key Objectives

The Housing Strategy,2022-27, vision is that the residents of Anglesey

have a place to call home, are empowered and supported to contribute to their local community

This Strategy details how we will address the following themes as included in our Housing Strategy under:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

Based on the above vision the Housing Support Grant Strategy 2022-26 recognises the five key Pillars of Prevention as follows:-

- 1. Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27.
- 2. Targeted Prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, including people with mental health needs.
- 3. Crisis Prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to our Homeless Prevention Fund and other available funds.
- 4. Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness.
- 5. Recovery Prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness.

Based on the Welsh Government High Level Homelessness Action Plan and the 5 Pillars of Prevention the following will be our priorities.

- Priority Area 1 **Rare** – ensuring that homelessness is rare means preventing people becoming homeless in the first place
- Priority Area 2 **Brief** - our focus on rapid rehousing will mean homelessness is brief
- Priority Area 3 **Unrepeated** – ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive.
- The Strategy also acknowledges the partnership working required to achieve this

3. Consultation

The Strategy was placed on the Council's website for consultation for comments during a 5 January and 1 February, 2022. 17 responses were received through the consultation questions, with responses received from a variety of stakeholders. The majority of respondents were members of the public living on Anglesey.

The consultation asked:

- Has the Housing Support Programme Strategy 2022 to 2026 identified the most important issues and priorities that need to be addressed by Isle of Anglesey County Council during the period of the strategy?

- Are there any other issues that need to be addressed by the Isle of Anglesey County Council?
- The Housing Support Programme Strategy 2022 to 2026 identifies the actions we need to take during the short, medium and long term. Do you agree with these?

With the majority, 88%, agreeing that the Housing Support Programme Strategy has identified the most important issues and priorities with no comments from the 2 that did not agree.

Comments received in the free text responses have been reviewed and all applicable comments have been incorporated into the revised version of the final Housing Support Grant Strategy 2022-26.

82% respondents answered yes on the short, medium and long term actions and 3 comments that were identified and have been incorporated, where applicable, within the revised version.

Appendix 1 shows a report of the responses received following the online consultation.

Online consultation sessions were held with 35 stakeholders attending across the sessions with an opportunity to complete a poll, the questions asked were;

- Do you agree with the 5 pillars of prevention?
- Do you agree with the 3 themes for the action plan?
- Do you feel confident in responding to the consultation?
- It will not be me who will be responding

The poll results concluded that of those who responded 100% agreed with the 5 Pillars of Prevention and the three themes for the action plan.

- 17 (61%) felt confident in responding to the consultation;
- 0 (0%) did not feel confident in responding to the consultation;
- (21%) were unsure whether they were able to respond;

Appendix 2 shows a report of the responses following the online polls

4. Communication Plan

The aim of the Communication Plan was to maximise the opportunities for feedback from various stakeholders and is summarised below:

A presentation on the draft HSG Strategy was provided at the following meetings:

8th October 2021	Anglesey Housing Partnership
11 th January 2022	HSG Provider Forum
24 th January 2022	Private Landlord drop in Session
24 th January 2022	Housing Services Staff Information Session
25 th January 2022	Housing Assessment Team

A draft copy of the Strategy was a requirement of WG by 31.12.21 with comments made and incorporated into the final draft.

The consultation was published on the Council's corporate website, with a link to complete the consultation questionnaire on 'Smart Survey'. The consultation was promoted through the following methods:

- Corporate social media
- Y Ddolen (weekly staff newsletter)
- Monthly housing staff email

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

The consultation was included in Anglesey Council's weekly staff newsletter (Medra Môn).

A link to the online questionnaire was sent to:

- Local Members
- Town and Community Councils
- HSG Providers
- Anglesey Housing Partnership (includes Housing Associations, BCUHB, JPPSU, NWP, NRLA)
- Medrwn Mon
- Private Landlords
- HSG Providers
- Probation
- Health
- Social Services
- Citizens Advise (CAB)
- Mon Community Link
- Mental Health Pathway

Furthermore, there have been numerous other methods of engagement in relation to the HSG Services including:

- Ongoing on line questionnaire Your Service, Your Say.
- Anglesey Rapid Rehousing Consultation Questionnaire

- Regional Provider Questionnaire
- Regional Service user Questionnaire
- Anglesey Service user response
- Service user Involvement Outcomes

Appendix 3 shows a report of the stakeholder engagement summary feedback.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

No negative impact has been identified following completion on the EIA

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

It will offer people the opportunity 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 impact has been identified following completion on the IA

7 – Financial Implications

Resources have been allocated / identified for the various initiatives included within the Strategy

8 – Appendices:

Housing Support Grant Programme Strategy 2022-26
 Appendix 1,2,3 Consultation Responses
 Appendix 4 Delivery Plan 2022-23
 Appendix 4.1 Spend Plan 2022-23
 Appendix 5 Rapid Rehousing Transition Work Plan 2022-27
 Appendix 6 Needs Assessment
 Appendix 7 Statement of Need
 Equality Impact Assessment
 Welsh Language Impact Assessment

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



Ynys Môn Housing Support Programme Strategy 2022-26

1. Aim of the Strategy

The purpose of this document is to:

- **Relate the themes of the Housing Strategy 2022-27 to this Strategy**
- **Provide an overview of the issues on homelessness and prevention of homelessness**
- **How the Strategy is going to prevent homelessness and provide housing support**
- **What needs to be done within the short, medium and long term course of the Strategy's cycle**
- **Provide a basis to develop an Action Plan with our key partners**

Our Housing Strategy 2022-27 states that our aim is to

To ensure that the people of Anglesey have a place to call home, are empowered and supported to contribute to their local community

This Strategy will help prevent homeless and provide housing support to support this.

2. Who is the Strategy for?

For any person who might be or become homeless who needs support and or accommodation to prevent this from happening. This can include single people, families, people with housing support needs, people with medical needs and client groups who have housing support needs.

3. How are we going to achieve this?

Whilst it is accepted that any person can become homeless this Strategy is based on providing universal and targeted services under two themes which are included in the Housing Strategy. These are

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

These two themes provide a basis for identifying what the issues are and how the Strategy intends to address these issues in the short term of 1 to 2 years, medium term to long term over the course of the Strategy.

This Strategy is a requirement on Housing Services by Welsh Government and provides the strategic direction for homeless prevention and housing support services in Anglesey. The Strategy also satisfies the statutory requirements for a Homelessness Strategy under Part 2 of the Housing (Wales) Act 2014. This Strategy will be in place for the next four years with a mid-point review within 2 years and complements the Welsh Governments following key documents:

- [Homelessness Action Plan](#) 2021-26
- Housing Support Programme Strategy Template document
- [Rapid Rehousing Transition Plan Guidance](#) (October 2021)
- [Housing Support Grant Guidance](#) (March 2021)

It is important to state that Housing Service cannot achieve this alone and requires that we

work in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

This Strategy is based on an evidence base of:

- A comprehensive needs assessment which has been highlighted as key issues within the Statement of Need
- A review of the Regional Homelessness Strategy 2017-2021 achievements and action points to be carried over
- A review of the Homelessness Service
- Feedback from stakeholders and clients

4. National and Local Context

The [Council's Plan](#) provides a framework for all services to work and has housing as a prominent enabler of achieving this. This document also provides a framework for services to work together to achieve a common goal. This Plan will be reviewed for the next period 2022 onwards.

The Strategy is underpinned by the following Legislation, National Strategies and Frameworks that will impact on Homelessness Services and the Housing Support Grant programme:

- Housing (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- Renting Homes (Wales) Act 2016
- Social Services and Well-being (Wales) Act 2014
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Equality Act 2010
- Welsh Language (Wales) Measure 2011, and the Welsh Language Standards regulations
- Housing Support Grant Guidance 2020
 - Housing Support Ministerial Advisory Board
 - Housing Support Network
 - Homelessness Action Group

Housing (Wales) Act 2014

This Act sets to improve the supply, quality and standards of housing in Wales and includes a strengthened duty on Local Authorities to prevent homelessness. The Housing Support Grant makes a significant contribution to the implementation of Part 2 of this Act as its focus is to prevent homelessness, it also reduces or prevents the need for, often more costly, intervention to other public services.

The Housing Wales Act places a statutory duty on Local Authorities in Wales to carry out a homeless review and formulate a Homelessness Strategy. The Needs Assessment includes information on the review as required under the legislation and includes action points to move forward.

Well-Being of Future Generations (Wales) Act 2015

This Act aims to improve the social, economic, environmental and cultural wellbeing of Wales, by placing the sustainable development principle at the heart of all decision making.

One key element of the sustainable development principle is a focus on prevention, which aligns closely with the central aims of the Housing Support Grant.

This Act requires Local Authorities to think about the long-term impact of their decisions, work better with people, communities and each other and to prevent persistent problems such as poverty, health inequalities and climate change.

The Act requires public bodies by law to do what they do in a more sustainable way. It requires them to think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. 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.

Renting Homes (Wales) Act 2016

This Act will make it simpler and easier to rent a home, replacing various and complex pieces of existing legislation with one clear legal framework.

People who find themselves in difficult circumstances will also benefit from the Act. It will help to prevent current homelessness situations where a joint tenant leaves the tenancy, thereby ending the tenancy for everyone else. Inequalities in how someone can succeed to a tenancy are also addressed, with a new succession right for carers created.

Social Services and Well-being (Wales) Act 2014

Aims to improve the wellbeing of people who need care and support, and carers who need support.

Part 9 of the Social Services and Well-being (Wales) Act 2014 (“the Act”) requires Local Authorities to make arrangements to promote co-operation with their relevant partners and others, in relation to adults with needs for care and support, carers and children. It places a duty on relevant partners to co-operate with, and provide information to, the Local Authorities for the purpose of their social services functions.

Part 9 of the Act also provides for partnership arrangements between local authorities and Local Health Boards (Local Health Boards) for the discharge of their functions. It also provides Welsh Ministers with regulation making powers in relation to formal partnership arrangements, resources for partnership arrangements (including pooled funds) and partnership boards.

The Act requires local authorities and local health boards to jointly undertake population assessment of care and support needs for adults, children and carers. More information on the population assessment can be accessed via [North Wales Population Assessment - North Wales Collaborative](#) and is referenced within our Needs Assessment.

Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

This Act aims to improve the response within the public sector in Wales to all forms of violence against women, domestic abuse and sexual violence. It places a responsibility on public bodies to improve arrangements to promote awareness of, and prevent, protect and support victims of gender-based violence, domestic abuse, sexual violence and modern slavery.

The Equality Act 2010

This Act requires all public bodies including the council to tackle discrimination, advance equality of opportunity and promote good relations. An equality impact assessment was undertaken to identify any potential inequalities arising from the development and delivery of this Strategy.

Welsh Language (Wales) Measure 2011, and the Welsh Language Standards regulations

The Welsh Language (Wales) Measure 2011 places the Welsh language on the same equal legal status with English and must not be treated less favourably. In turn, the Welsh Language Standards 2015 replaced the Council's Welsh Language Scheme. An impact assessment is appended as part of this consultation.

The Human Rights Act 1998

The Human Rights Act 1998 sets out the basic rights we all have because we are human. It helps protect people by giving public services, including health and social care services, a legal duty to treat people with fairness, equality, dignity, respect and autonomy.

Housing Support Grant Guidance (HSG)

The Housing Support Grant Guidance was published in April 2020. The grant is distributed to local authorities to deliver, administer and to commission services to meet the vision and core purpose of the grant.

HSG is a grant mechanism which funds part of an overall Housing Support Programme that encompasses both the statutory homelessness duty funded through the revenue settlement and the non-statutory housing support preventative services funded through the HSG. Viewing both as a whole allows Wales to take a systematic approach to reducing homelessness and the impact of homelessness and unstable housing.

HSG is an early intervention grant programme to support activity, which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation.

HSG supports vulnerable people to address the, sometimes, multiple, problems they face, such as debt, employment, tenancy management, substance misuse, violent against women, domestic abuse and sexual violence, and mental health issues which is highlighted within our Needs Assessment.

5. Vision and Principles

This Strategy details how we will address the following themes as included in our Housing Strategy under:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

Based on the above themes the following 5 Pillars provides an overview of the services which we offer:-

Universal Prevention	Targeted Prevention	Crisis Prevention	Emergency Prevention	Recovery Prevention
<ul style="list-style-type: none">•Affordable Housing•Benefits and Advice	<ul style="list-style-type: none">•Pathways for client groups	<ul style="list-style-type: none">•prevention fund•higher support	<ul style="list-style-type: none">•Emergency accommodation	<ul style="list-style-type: none">•on going support

1. **Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27
2. **Targeted Prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, people with mental health issues
3. **Crisis Prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to Prevention Fund and other funds
4. **Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness
5. **Recovery Prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness

See *Appendix 1* for a current overview of the provision of services under the 5 pillars of prevention which are integral to the delivery of this Strategy.

6. Needs Assessment

The Needs Assessment has utilised national and local information and data sets, this has informed our Statement of Need (appendix 2) which addresses the following:

- The current and future demands
- Regional needs
- How statutory needs will be met

7. Priorities and Implementing the Strategy

Based on the [Welsh Government High Level Homelessness Action Plan](#) and the 5 Pillars of Prevention the following will be our priorities. Each action will be addressed over a short term of 1 year, medium term of 2 years and long term over the course of the Strategy.

Rare – ensuring that homelessness is rare means preventing people becoming homeless in the first place

Why is this important?	What are we going to do?	How are we going to do this?
Assisting people who are at risk of homelessness is key to preventing crisis point	Offer universal advice and assistance to anyone who contacts us for housing options advice Clients stated that they were not sure how to access services	Our range of services through our housing services and identify people who are most risk via our triage service <i>This is an ongoing action</i>
Identifying people who are at risk of homelessness with early intervention with help with making homelessness rare	Offer a range of services and pathways for client groups who are at risk of homelessness	Implement and develop our pathways to accommodation for specific client groups <i>This is an ongoing action</i>
As the Prevention Grant provided directly to support providers comes under the HSG (which assists with providing support to make homelessness rare) we will need to work on a sustainable model moving forward	Work with the three support providers over the next two years	Look at amalgamating and agreeing what elements need to be funded via the HSG going forward <i>This is an action which will be achieved over the a long period</i>

Brief- focus on rapid rehousing will mean homelessness is brief

Why is this important?	What are we going to do?	How are we going to do this?
Developing a Rapid Rehousing Plan will assist with making homelessness brief	By September 2022 a Rapid Rehousing Plan will be in adopted	Developing the plan in accordance with WG guidance <i>This is a short term action</i>
As support needs change we must be able to respond appropriately	Roll out our low/ medium and high support needs assessment	Currently two support providers have been testing this model prior to full roll out during 2022-23

		<i>This is a short term action</i>
There is a gap in the provision for victims of sexual abuse	To consider whether or not there is a need to commission a separate housing support services for people who experience sexual abuse, who currently access all VAWDASV interventions via one aggregated service	This will be considered within our HSG team. We will engage in meaningful discussions with, Gorwel, our designated VAWDASV provider and the North Wales Rape and Sexual Abuse Service, and North Wales Police to establish and quantify the gaps in provision and to inform the decision making process, as to whether we need a separate service from the Generic VAWDASV provision. <i>This is a short term action</i>
Dealing with clients in a PIE informed way with help address the root cause of homelessness	Staff and support providers will be offered specialist training	Mental Health and LGBTQ+ training will be delivered in 2021-22 <i>This is a short term action</i>
To facilitate where possible quicker access to move-on arrangements from supported accommodation and prevent service silting	We will ensure closer working between service providers the Housing Services in general (including SPoA, Housing Solutions and Commissioners) in general to facilitate quicker move-on where possible and where there is access to available and affordable properties	We will closely monitor periods of stay in supported accommodation taking into account outcomes reached and level of support required. as per our recently developed assessment tool We will engage in regular contact with service providers in addition to twice annual monitoring exercises and we will utilise the Rapid Rehousing Hub Resource including the Move-On Officer and the Private Rented Sector Liaison Officer <i>This is an ongoing action</i>
To facilitate quicker access to targeted support by designated service providers for those placed in emergency accommodation and floating support	Ensure agreed referral timelines are adhered to by all commissioned providers	To prioritise referrals within emergency accommodation ensuring providers have made initial contact with service user within 48hrs and have undertaken an assessment of need and risk within of 5 days of placement, with targeted support having started within 7 working days, replacing the intervention previously

		<p>provided by the Rapid Response Officer</p> <p><i>This is an ongoing action</i></p> <p>Provide same timeline for those requiring housing support, albeit this will not include intervention by the rapid response officer</p> <p><i>This is an ongoing action</i></p>
To reduce the number of people re-presenting for support and accommodation	To consider provision of a range of accommodation and support options for complex cases with a particular focus on prison leavers in order to reduce the numbers representing as part of a revolving door process	<p>To work in partnership with the private sector and registered social landlords to address the number of available properties via a range of initiatives including leasehold arrangements etc Utilise our rapid rehousing staff to facilitate quicker access to support and accommodation</p> <p><i>This is a medium term action</i></p>
Determine needs and accommodation options amongst the 55+ age group	We will undertake a detailed analysis of the needs of the 55+ population in terms of support requirements and range of accommodation required for short medium and longer terms for the next decade. This will inform the basis of an Older People Accommodation Strategy and will be key to the tender process for this particular service user group to be held during Quarter 2 of 2022/23	<p>We will work closely with colleagues from Adult Services, designated Housing Support Provider for Older People, key stakeholders and the wider community to establish a range of housing options which will include sheltered age designated accommodation, Extra Care and other viable models, delivering Housing Support to those with assessed needs</p> <p><i>This is a longer term action</i></p> <p>The current Housing Support Peripatetic Service for people aged 55+ will be retendered during 2022 and the service will need to consider demographic changes and expectations until 2028</p> <p><i>This is a short term action</i></p>

Unrepeated – ensuing we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive

Why is this important?	What are we going to do?	How are we going to do this?
Current trends and forecasting shows that homelessness will continue to rise over the next two years and will continue at a higher level than current figures	Present a business case to increase staffing levels within the Assessment Team	Additional staff will mean increase in staff budget and the need for additional funds from Welsh Government <i>This is a short term action</i>
Supply of affordable housing is a key theme in our Housing Strategy 2022-27	Provide social homes	Our Social Housing Grant and Prospectus shows the planned and need accommodation on the Island <i>This is an ongoing action</i>
Access to the Private Rented Sector assists with preventing homelessness	Increase the options to Private Sector Landlords	Offer incentives to private landlords to work with us This is an ongoing action And take part in the National Private Leasing Scheme <i>This is an ongoing action</i>
To review the provision of housing support hours for people with learning disabilities	We will ensure consistency with all other service user groups and also consider provision for people with learning difficulties who do not meet the statutory threshold for intervention e.g. high functioning autism	We will work in partnership with Adult Social Care (Learning Disabilities) and the designated Housing Support Providers for this service user group to consider the feasibility of reducing the 15 hour maximum support cap per week on all cases, thus releasing additional funding to be spread across more eligible units of learning disabilities or to be utilised for other service user groups <i>This is a medium term action</i> We will engage with all providers and the adult social care service to establish the number of people with learning difficulties currently receiving support across various eligible service user groups and determine the viability of establishing a bespoke service

		<i>This is a medium term action</i>
To aim to reduce the number of people accessing or re-presenting for housing support with high end needs associated with mental health	To closely monitor the recent increase in the number of cases of people with mental health needs who require high levels of intervention of housing support, (in excess of 3hrs per week) with the aim of promoting earlier intervention and a downward shift towards medium and lower levels of support to promote independence	Work in partnership with our Mental Health floating support service to ensure timely access to support by increasing awareness and undertaking marketing and promotional activities through providing timely information advice and assistance and appropriately signposting to specialist services. This could include leaflets, flyers, local radio etc. We will also work in partnership with other services such as Môn Community Link to ensure quick and timely access to a range of support, information, advice and assistance
		<i>This is a medium term action</i>

To work in partnership with all our providers and stakeholders to ensure homelessness is rare, brief and unrepeatable universally across all recognised service user groups, eligible for housing support

Why is this important?

The Housing Support Grant is founded on the principle of working in partnership with service users and stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

What are we going to do?

To work in partnership with all our commissioned providers and key stakeholders to ensure the successful implementation of the assessment of housing support needs process to determine throughput of low, medium and high end need and thus inform current and future commissioning priorities.

To commission and deliver housing support as an integral core part of our corporate approach to prevention and early intervention services, including partnership working with colleagues from the statutory and voluntary sector.

Work with WG to promote the Housing Support Services as career opportunity.

This is an ongoing action.

We will work with the following:

The Housing Support National Advisory Board

The Housing Support National Advisory Board provides advice to the Minister on policy development in relation to the Homelessness Prevention and Housing Support sector and how the sector views the effectiveness of homelessness prevention related grant funding in delivering against their objectives.

Housing Support Network

The work of the Housing Support Network is supported by the Welsh Government. Its main purpose is to enable local authorities in developing and implementing effective responses to homelessness and housing support as well as supporting the implementation of the HSG to effectively tackle local, regional and national needs and objectives.

Homelessness Action Group

This group is a Welsh Government task group, which will report to Welsh Ministers. The group will work independently of Welsh Government to provide policy recommendations on the action and solutions required to address what framework, policies and approaches are required to ending homelessness in Wales.

North Wales Homelessness Strategy

A Regional Strategy was adopted by North Wales Local Authorities with the aim of reducing homelessness across North Wales under the headings of People, Homes and Services which identified common themes to each Local Authority within their individual reviews. A regional and a local action would then incorporate the key issues and actions required. The Action Plan for 2020-21 was our response to the Coronavirus pandemic.

Regional Working / Landscape

The regional arrangements established through the Regional Housing Support Collaborative Group have helped raise the profile of the Housing Support Grant Programme across many of the regional forums, boards and initiatives that are established in North Wales.

Regional Housing Support Collaborative Group

The North Wales Regional Housing Support Collaborative Group acts as the overarching group that brings key stakeholders together to provide a forum for regional collaborative working across North Wales which meets quarterly.

The RHSCG is responsible for producing an annual statement, this is the work plan for the RHSCG outlining what the regional priorities are for that year. The RHSCG has a key sub group; the HSG Regional Leads group which have the responsibility of progressing the priorities outlined in the annual statement, supported via the Regional Development Coordinator.

Regional Housing Support Grant Leads Group

The HSG Leads meeting is the fundamental group for commissioning regional arrangements for the HSG programme across North Wales. The group have developed on several priorities outlined within the RHSCG annual statement; this can be accessed via [RHSCG group's objectives for 2021-22 \(conwy.gov.uk\)](https://conwy.gov.uk)

This group are the forum instructed by the RHSCG to develop services where there is not a critical mass locally, develop regional services where justified by economies of scale and continue to develop and improve service delivery of the Housing Support Grant across North Wales.

Regional Partnership Board

The NW Regional Partnership Board was established to meet Part 9 of the Social Services and Well-being (Wales) Act 2014. The North Wales Social Care and Well-being Improvement Collaborative includes the six Local Authorities in North Wales, Betsi Cadwaladr University Health Board and other partners. The aim is to improve services, make the most of the resources available, reduce duplication and make services more consistent across North Wales.

The annual statement is presented to the Regional Partnership Board (RPB) annually. The RPB is the board that can provide the mechanism through which collaborative working, between Health, Social Care and Housing can be developed. The North Wales RHSCG has robust membership links to the RPB, two former Regional Collaborative Committee members are the housing representatives on the RPB and the local heads of Housing representative is the RHSCG vice chair and member of the North Wales Heads of Housing.

North Wales Cell Leads Group

The North Wales Cells Leads meeting was an action from Welsh Government during the height of the Covid-19 pandemic to set up centralised coordinated cell meetings per region. North Wales Cell Leads continue to meet and feed into the RHSCG. Issues regarding current themes and trends are shared with the RHSCG for local authorities and external stakeholders to participate and collectively discuss where delivery of improvements can be achieved in collaboration for issues raised.

North Wales Regional Homelessness Group

The Regional Homelessness Group in June 2017 together with the Chartered Institute of Housing Cymru undertook a commitment to develop a regional homelessness strategy which was published December 2018 with its action till 2022. Much of the key issues outlined within this 2018-22 strategy; youth homelessness, complex needs, prison leavers and rough sleepers remain a high priority. We have worked extremely hard in the pandemic to ensure everyone is provided with accommodation, therefore though our rough sleepers numbers may not be as high the priority is still to ensure we can support them out of emergency accommodation and into supported accommodation.

Prevention and intervention is at the heart of the Regional Homelessness Strategy and is a key underpinning component within our Strategy and is the 5 main pillars of prevention which will be elaborated within this consultation document.

Improved access to accommodation and alternative delivery models highlighted in the Regional Homelessness Strategy will all continue to be a priority within this Strategy and our Rapid Rehousing Plan. The Regional Homelessness Strategy has focused its resources this year on highlighting the impact the Covid-19 pandemic has had on our Housing and Homelessness services.

Public Service Boards (PSB)

There are four Public Service Boards in North Wales established by the Well-being of Future Generations (Wales) Act 2015. The purpose of the Public Service Boards is to improve the economic, social, environmental and cultural well-being in their area by strengthening joint working across all public services in North Wales. Each PSB prepared a well-being assessment in parallel with the population assessment for the RPB.

North Wales Vulnerability and Exploitation Board

The purpose of the Vulnerability and Exploitation Board in North Wales is to provide leadership, governance and strategic direction to meet nationally and regionally driven priorities relating to

vulnerability and exploitation. Ensure the effective delivery of national, regional and local priorities for protecting and preventing vulnerability and exploitation.

This Board also seeks to identify opportunities to align activity with other partnership arrangements across North Wales in order to provide a joint approach to the efficient use of resources and effective delivery of priorities. Regionally via the Housing Support Grant Leads group the HSG programme provides regional funding for the IDVA service and target hardening equipment.

This Board has the priority of developing a strategic overview of exploitation, supporting a proactive partnership where those at risk are identified and safeguarded and offenders are disrupted and prosecuted, and enabling an efficient and effective response to domestic abuse, sexual violence and serious harm caused by violence against women.

North Wales Area Planning Board for Substance Misuse

The Board acts as a forum bringing together all agencies involved in the planning, commissioning and delivery of substance misuse issues at a regional level. It provides a regional decision making framework to assess need across all communities, pool expertise and resources, monitor the impact of the national strategy and improve and strengthen planning, commissioning and performance management of substance misuse.

The Housing Support Grant contributes to assisting people with substance misuse issues in North Wales through the provision of supported housing schemes and floating support services. Regionally through the Housing Support Grant leads group the grant provides funding for the Area Planning Board's Assertive Outreach Project.

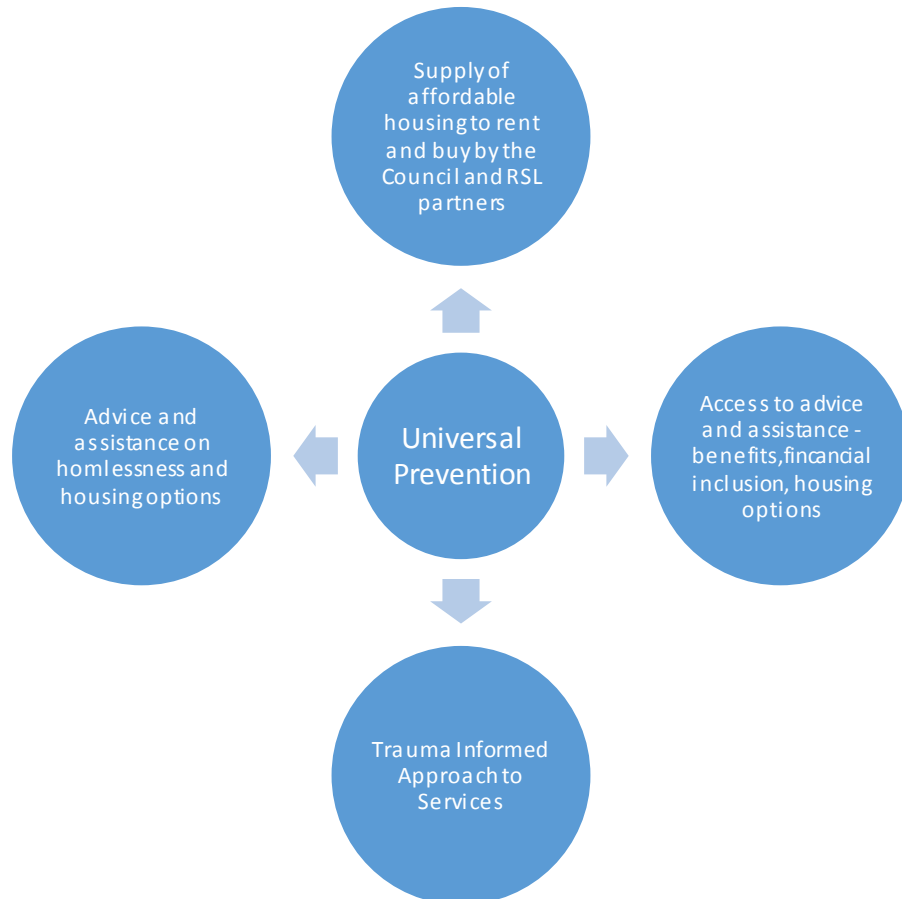
North Wales Regional Homelessness Prevention Taskforce group

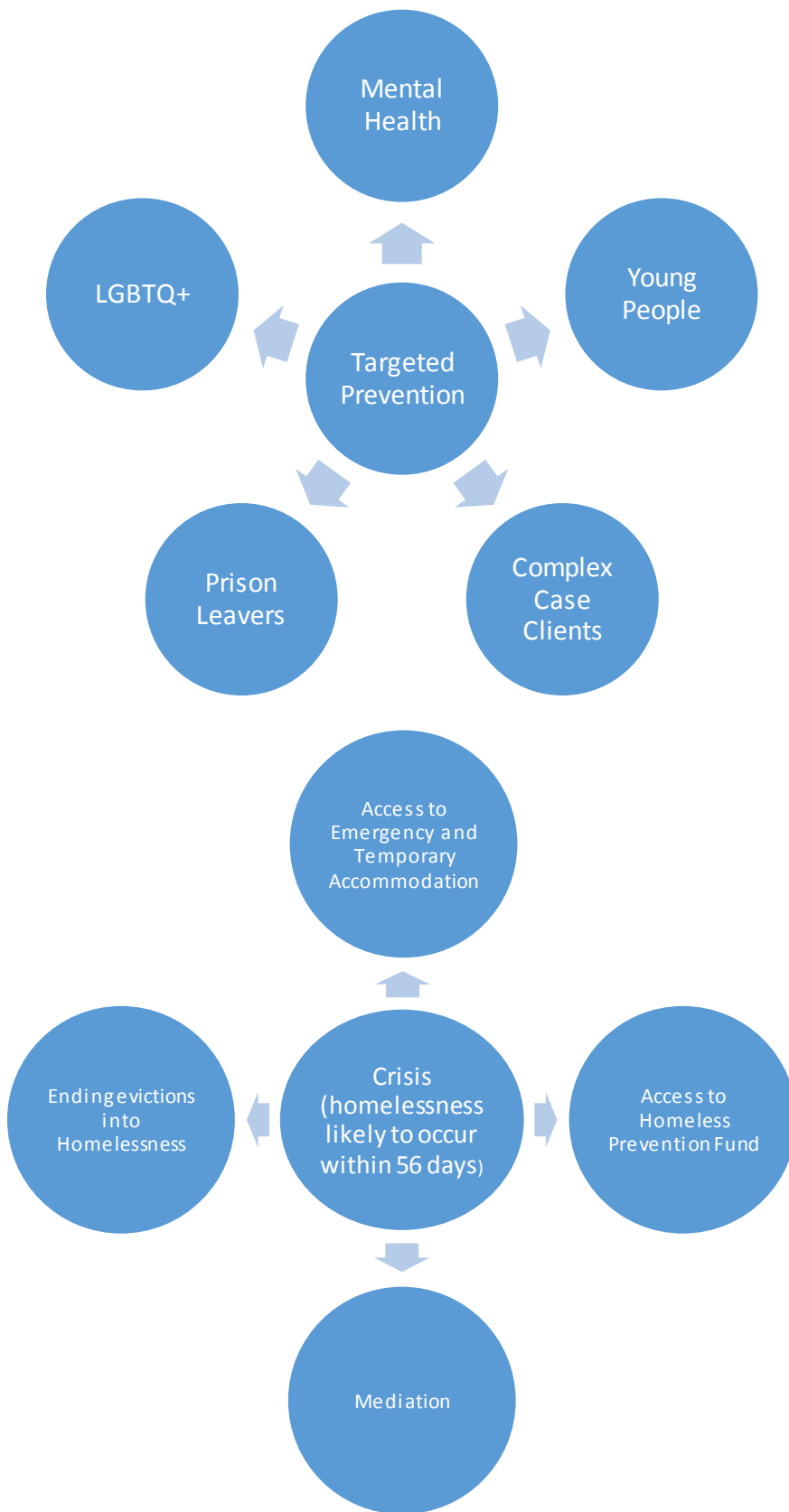
Through the HMPPS a Homelessness Prevention Taskforce (HPT) has been established in each probation division to identify standard release prison at risk of being homeless by working with the through the gate teams to prevent homelessness and support them into settled accommodation.

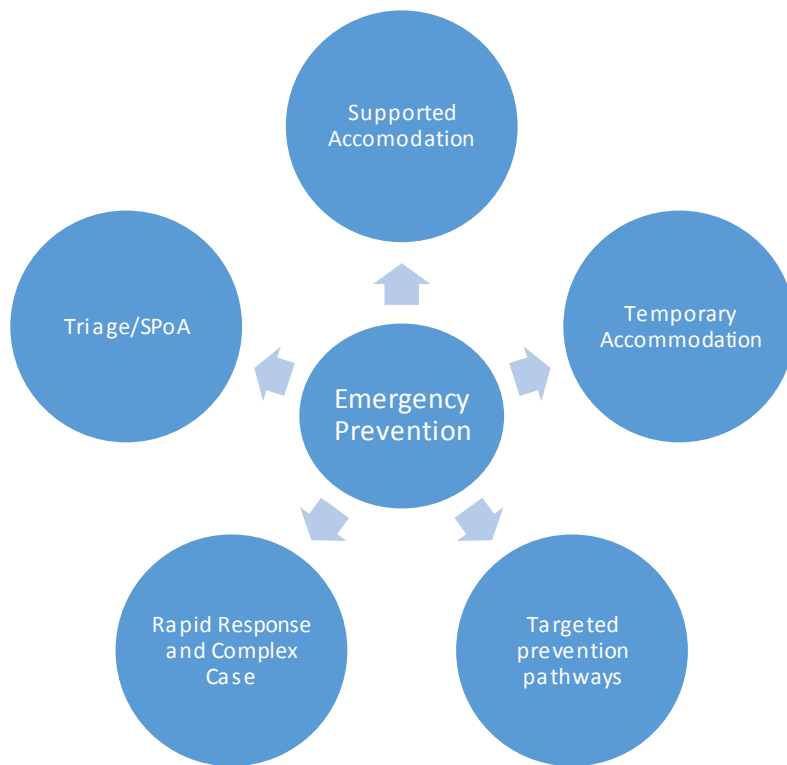
The Taskforce also identifies move on difficulties from approved premises (APs) and Bail Accommodation and Support (BASS) during COVID and support APs with their engagement with Local Authorities and the homelessness prevention pathways. The Taskforce will further ensure a strategic approach to homeless prevention and ensure a co-ordinated approach.

Appendix 1

The following provides further information on what services are included under each of the 5 Pillars:












Appendix 2

- 1. Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27.

<p>Supply of affordable housing to rent and buy by the Council and RSL partners</p>	<p>The Housing Prospectus provides information on the level of affordable housing need identified on the Island</p> <p> Isle of Anglesey Prospectus 2021 dra</p> <p>Information for Private Rented Tenants</p> <p>  Private-Rented-Sector-Tenants-Information Tafalen-Wybodaeth-Tenantiaid-Sector-RI</p> <p>Housing Assessments and Housing Options Teams are able to offer advice or access in the following</p> <ul style="list-style-type: none"> • Landlord Forums (co-ordinated in conjunction with our Environmental Health Officers) • Access to deposit and rent in advance schemes • Houses in Homes loans • Grants for Landlords wanting to work with Housing Services • Financial Inclusion for Tenants • Access and referrals to tenancy support for tenants • Access to Mediation Services • Access to advice on Illegal Eviction • Homelessness and homeless prevention • Common Allocations Policy • General tenancy advice for Landlord and Tenant • Early intervention to try and resolve disputes and tenancy disputes • Landlord incentive schemes for landlords
<p>Access to advice and assistance - benefits, financial inclusion, housing options</p>	<p>Access to advice and assistance on financial matter can be accessed here:</p> <p>JE O' Toole Centre Citizens Advice Bureau The Money Advice Service Shelter Cymru</p>

	<p>Financial inclusion for Council Tenants can be accessed by emailing: financialinclusion@ynysmon.gov.uk</p>
<p>Trauma Informed Approach to Services</p>	<p>HSG Service Specifications include Psychologically Informed Environments (PIE) principles as well as training provided to Housing Assessment Officers</p> <p>A revised support plan has been developed for Rapid Response and HSG Providers</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Housing Related Support Outcomes !</p> </div> <div style="text-align: center;">  <p>Housing Related Support Outcomes !</p> </div> </div> <p>A revised homelessness assessment and safety plan assessment has been developed for the Housing Assessment Team based on the PIE principles</p>

2. **Targeted prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, people with mental health issues and prison leavers.

<p>Mental Health</p>	<p>IoACC has a Mental Health Pathway to ensure that people with mental health needs who are accessing services either through Primary or Secondary Care are supported in finding and maintaining accommodation.</p>
<p>Young People</p>	<p>IoACC has a young person's accommodation and support pathway to ensure that people who are homelessness or leaving care are supported in finding and maintaining suitable accommodation.</p>
<p>Complex Case</p>	<p>The Complex case coordinator leads the provision of housing support to vulnerable complex cases who are at risk of becoming homeless or have been placed in emergency and / or temporary accommodation, having the need for enhance support identified by the RAG rating process.</p>

Prison Leavers	<p>There is a National Pathway for Homelessness Services to children, young people and Adults in the secure Estate.</p> <p>Anglesey Council have two Prison Resettlement Officers</p> <p>https://www.anglesey.gov.uk/en/Residents/Housing/Homeless-or-at-risk/Housing-Support-Grant-preventing-homelessness/Housing-support-service.aspx</p>
LGBTQ+	Training for Housing Staff and Support Providers will be provided during 2021-22
Tenancy Hardship Fund	Tenancy Hardship Grant for Private rented sector tenants
Housing Support Grant Providers	<p>Housing Support Grant Services information can be accessed here</p> <p>IoAcc Housing Support Grant Directory of Services can be accessed here</p>

3. **Crisis prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to Prevention Fund and other funds.

Access to Emergency and Temporary Accommodation	<p>Access to Homeless advice</p> <p>Please contact (01248) 750 057 or email housing@anglesey.gov.uk if you are at risk or are homeless</p>
Access to Homeless Prevention Fund	<p>The Homelessness Prevention Fund is available to those who are deemed as being homeless or threatened with homelessness as per Part 2 of the Housing (Wales) Act 2014.</p> <p>Please contact housing@anglesey.gov.uk for further information</p>
Mediation	<p>Digartref receive funding from Welsh Government via the Homeless Prevention Fund. However, this is predominantly for vulnerable young people aged 16-24, but can be utilised for vulnerable applicants aged 25 or over. All referrals for the provision of mediation services, should initially be made directly to Digartref, who will subsequently assess and offer their services for cases deemed eligible.</p> <p>Referrals should be sent electronically to mediation@digartref.co.uk</p>
Ending evictions into Homelessness	We work with Grwp Cynffin, North Wales Housing and Clwyd Alyn on evictions that would make a household homeless

4. **Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness.

Triage/ SPoA	<p>Triage is offered at the first point of contact and initial information is gathered from the applicant.</p> <p>If housing support needs are identified the SPoA will refer the applicant to a support service</p> <p>Please contact (01248) 750 057 or email housing@anglesey.gov.uk if you are at risk or are homeless</p> <p>Any enquiry for support services should be sent to SPOA@ynysmon.gov.uk</p>
Rapid Response Officer	<p>For every person placed in temporary accommodation the Rapid Response Officer will complete immediate intervention support until the SPoA support provider takes over. The Officer will work with a HRS Outcomes support plan and will identify rapid work around housing needs.</p>
Complex Case Coordinator	<p>If a complex case is identified on triage SPoA will notify the Officer</p>

5. **Recovery prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness

Housing Support Grant Services	<p>Our Housing Support Grant Providers can be accessed here</p>
Individual Budget	<p>Individual budgets can be used to assist someone in meeting their housing support needs.</p>
Community Link Provision	<p>Môn Community Link runs a Social Prescribing service for people over the age of 18 and families living on Anglesey.</p>

Summary of Responses to the Housing Support Grant Strategy 2022-26 Consultation

January 2022

This report is a summary of responses received to the Housing Support Grant Programme Strategy 2022-26 consultation.

1. Background:

The draft Housing Support Grant Strategy 2022-26 went out to public consultation for a period of 4 weeks.

The overall strategic aim of the Strategy is to ensure that the people of Anglesey have a place to call home, are empowered and supported to contribute to their local community.

The Strategy outlines how this will be achieved in the short, medium and long term through the following key themes:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

These two themes provide a basis for identifying what the issues are and how the Strategy intends to address these issues in the short term of 1 to 2 years, medium term to long term over the course of the Strategy.

Based on the above vision the Housing Support Grant Strategy 2022-26 recognises the five key pillars of prevention as follows;

Universal Prevention	Targeted Prevention	Crisis Prevention	Emergency Prevention	Recovery Prevention
<ul style="list-style-type: none">•Affordable Housing•Benefits and Advice	<ul style="list-style-type: none">•Pathways for client groups	<ul style="list-style-type: none">•prevention fund•higher support	<ul style="list-style-type: none">•Emergency accommodation	<ul style="list-style-type: none">•on going support

This Strategy will be in place for the next four years with a mid-point review within 2 years.

It is important to state that Housing Service cannot achieve this alone and requires that other services

work in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

Based on the Welsh Government High Level Homelessness Action Plan and the 5 Pillars of Prevention the following will be our priorities;

- **Rare** – ensuring that homelessness is rare means preventing people becoming homeless in the first place
- Priority Area 2 = **Brief** - our focus on rapid rehousing will mean homelessness is brief

- **Unrepeated** – ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive.

2. Methodology:

A presentation on the draft Strategy was provided at the following meetings:

8th October 2021	Anglesey Housing Partnership
11 th January 2022	HSG Provider Forum
24 th January 2022	Private Landlord drop in session
24 th January 2022	Housing Services Staff Information Session
25 th January 2022	Housing Assessment Team

A draft copy of the Strategy was a requirement of WG by 31.12.21 with comments made and incorporated into the final draft.

The consultation was published on the Council's corporate website, with a link to complete the consultation questionnaire on 'Smart Survey'. The consultation was promoted through the following methods:

- Corporate social media
- Y Ddolen (weekly staff newsletter)
- Monthly housing staff email

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

The consultation was included in Anglesey Council's weekly staff newsletter (Medra Môn).

A link to the online questionnaire was sent to:

- Local Members
- Town and Community Councils
- HSG Providers
- Anglesey Housing Partnership (includes Housing Associations, BCUHB, JPPSU, NWP, NRLA)
- Medrwn Môn
- Private Landlords
- HSG Providers
- Probation
- Health
- Social Services
- Citizens Advise Bureau (CAB)
- Môn Community Link
- Mental Health Pathway

Furthermore, there have been numerous other methods of engagement in relation to the HSG Services including:

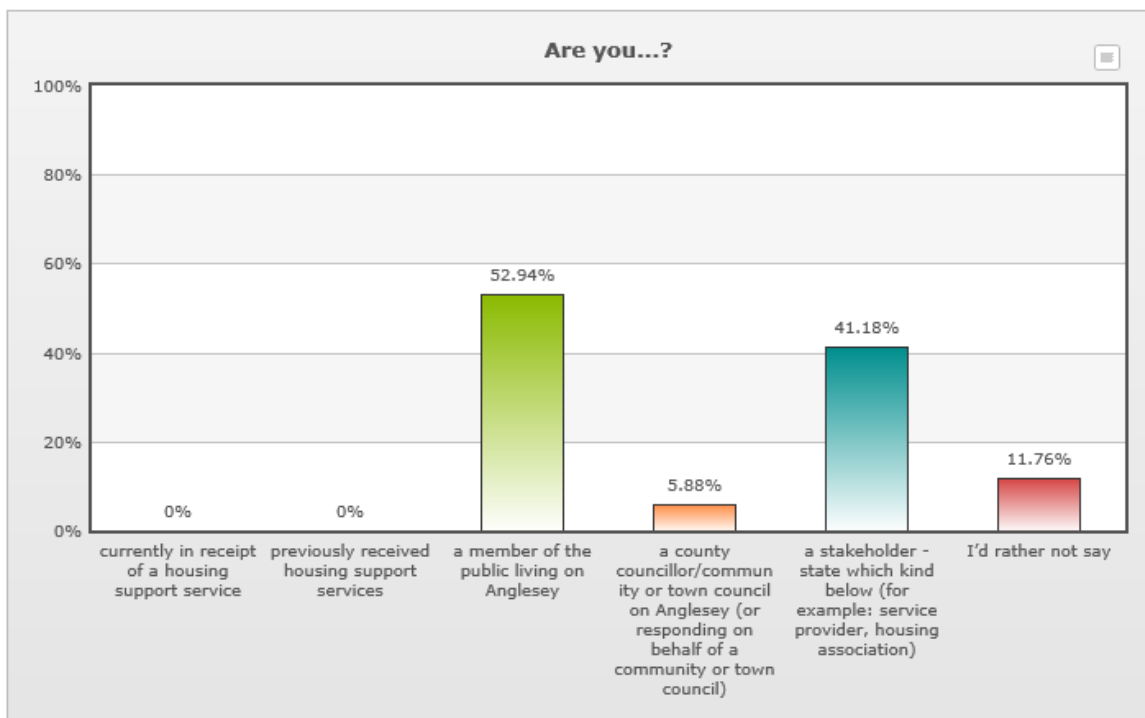
- Ongoing on line questionnaire Your Service, Your Say.
- Anglesey Rapid Rehousing Consultation Questionnaire
- Regional Provider Questionnaire

- Regional Service user Questionnaire
- Anglesey Service user response
- Service user Involvement Outcomes

Comments were made about of lack of transport/ of difficulty in accessing public transport. Information on the lack of / difficulty accessing public transport will be shared with the relevant Service

3. Consultation Responses:

17 responses were received to the online questionnaire. *Chart 1* shows which group each respondent belongs to.



(Chart 1: Groups)

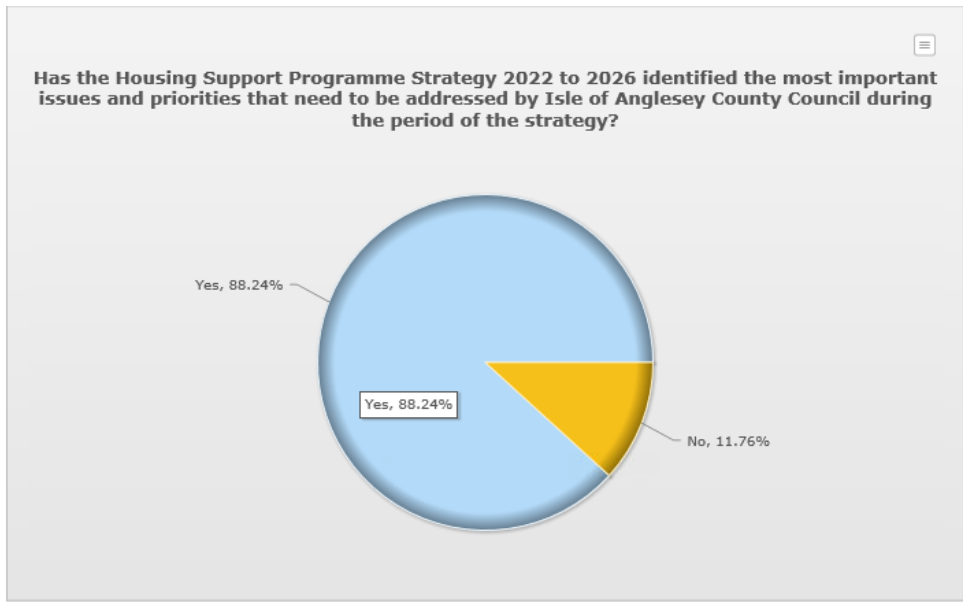
Those who wished to state which organisation they were responding on behalf of were as follows:

- Housing Staff
- Agent/Landlord
- Advice Charity
- Service Provider
- Housing Options
- Housing Assessment Team

A summary of the questionnaire responses can be found below.

Has the Housing Support Grant Strategy 2022 to 2026 identified the most important issues and priorities that need to be addressed by Isle of Anglesey County Council during the period of the strategy?

88% of respondents were of the opinion that the HSG Strategy 2022-26 had identified the most important issues and priorities for the period of the strategy.



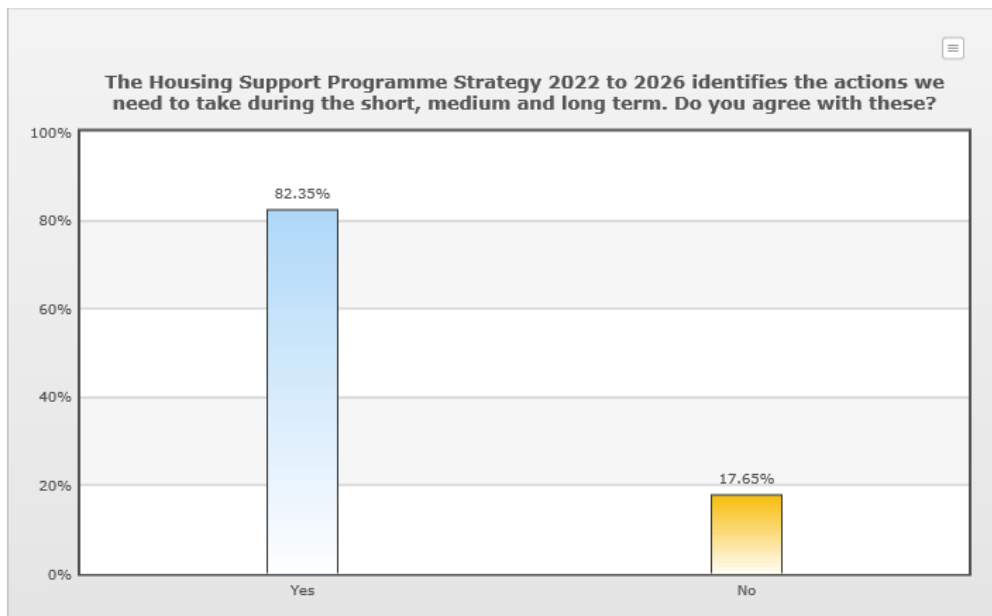
(Chart 2: most important issues and priorities addressed)

Are there any other issues that need to be addressed by Isle of Anglesey County Council?

Comments received in the free text responses have been reviewed and all applicable comments have been incorporated into the revised version of the final Housing Support Grant Strategy 2022-26.

The Housing Support Programme Strategy 2022 to 2026 identifies the actions we need to take during the short, medium and long term. Do you agree with these?

As seen in the chart below, the majority of respondents, 82%, were of the opinion that the Strategy identifies the actions that needs to take in the short, medium and long term.



(Chart 3: short, medium, long term actions)

All other comments have been incorporated into the revised version of the final Housing Strategy 2022-26.

We are required to consider and seek views on the impact of our plans on the Welsh language and have conducted an equality and language impact assessment. What effects might the Housing Support Grant Strategy 2022 to 2026 have on the Welsh language, specifically on opportunities for people to use Welsh and in not treating the language less favourably than the English language? How do you think positive effects could be promoted, or negative effects mitigated?

Comments within this free text response included;

Encourage growth of Welsh language on Anglesey, retaining Welsh speaking communities.

A response from Health was shared separately;

From a health perspective, I thank you for the comprehensive strategy document - with comprehensive detail around legislative framework and the variety of strategic forums that relate to the work. I apologise that the national strategy guidance, Together for Mental Health is not able to inform from our strategic point of view, but would hope that in time that we are able to offer something more significant and structured to support the work you do.

I am happy to see that the strategic areas that you highlight are not dissimilar to those in BCUHB, particularly in respect of complex needs and how we work collaboratively to address this.

Our MH strategy is in process of being re-written and I want to assure you that the needs of our population who find themselves homeless will be highlighted and linked to the work undertaken by Ynys Mon Housing services.

Conclusion:

17 responses were received through the consultation questions, with responses received from a variety of stakeholders, the 2 who did not agree didn't leave any comments.

82% were of the opinion that the Strategy identifies the actions that need to be taken in the short, medium and long term. Of the 3 respondents which did not agree on the short, medium and long term actions that were identified their comments have been incorporated, where applicable, within the revised version.

Appendix 2

Polls held during the HSG Provider Forum and IoACC Housing Staff Consultation meetings

Yda chi yn cytuno hefo y 5 colofn atal / Do you agree with the 5 pillars of prevention?				
	IoACC Staff		Provider Forum	
Ydwyf / Yes	14	100%	14	100%
Na / No	0		0	
Yda chi yn cytuno hefo y 3 destun y cynllun gwaith? / Do you agree with the 3 themes for the action plan?				
Ydwyf / Yes	12	100%	14	100%
Na / No	0		0	
Yda chi yn teimlo yn hyderus i ymateb i'r ymgynghoriad? / Do you feel confident in responding to the consultation?				
Ydwyf / Yes	8	50%	9	75%
Na / No		0%	0	0%
Ddim yn gwybod/ Do not know	5	31%	1	8%
Nid fi fydd yn ymateb/It will not be me who will be responding	3	19%	2	16%

Two meetings were held to provide a presentation on the Draft Housing Support Grant Strategy 2022-2026, the first; held on the 11th January 2022 was for the HSG Provider Forum. This meeting includes HSG providers and third sector agencies. The second meeting provided the same presentation to the IoACC Housing Department staff on the 24th January 2022.

A poll was conducted during both of these meetings with the results shown in the chart above.

As can be seen; for the first two questions, of those responding to the poll, there was 100% agreement with the '5 pillars of prevention' and the '3 themes for the action plan'.

For the third question;

- 17 (61%) felt confident in responding to the consultation;
- 0 (0%) did not feel confident in responding to the consultation;
- 6 (21%) were unsure whether they were able to respond

3 (18%) would not be the person responding to the consultation.



Stakeholder Engagement Summary Feedback

Definitions:

Emergency Accommodation - can be shared facilities or self-contained room in a building

Temporary Accommodation - self-contained which can be a house or flat

Methods of Communication included:

Who	Method Used	Summary of Feedback
HSG Service users	Ongoing Questionnaire; <ul style="list-style-type: none"> ○ Your Service, Your say April – Sept 2021 – 6 months 	<ul style="list-style-type: none"> • Total number of surveys completed 155 • 18 (13.24%)% in supported accommodation, 118 (86.78%) receiving floating support • 85% answered that the quality of the service as very good, 27 answered good, 4 average and 1 poor. 6 choose not to answer • No concerns regarding the service • 97% (150) stated that they would recommend the service to others and 4 said they would not

<p>Tenants who have been:</p> <ul style="list-style-type: none"> ○ homeless within the last 12 months, ○ current service user's in temporary accommodation and; ○ Service users in supported accommodation. 	<p>Developed a Microsoft Forms Questionnaire and phone calls were made to gather results as well as sharing the link;</p> <ul style="list-style-type: none"> ○ Anglesey Rapid Rehousing Consultation Questionnaire October 2021 	<ul style="list-style-type: none"> ● 9 people out of the 34 responses stated that they are currently living in Emergency Accommodation ● Out of the 34 responses 10 people said that they had been living in temporary accommodation for 'other' which would indicate over 1 year + ● The most important thing for people living in Emergency Accommodation was to feel safe, supported and have access to facilities such as cooking. ● Overall feedback was positive about the quality of the temporary accommodation with the majority saying between satisfactory to excellent. ● Improvements to emergency accommodation were around location, lack of heating, unable to store food in a fridge and lack of cooking facilities. ● Most responses stated that support was around 1-2 hours per week and people felt happy about the amount of support provided. ● Support that was most useful/helpful was around finances such as benefit claims and budgeting, also
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		<p>support around mental health needs and support in how to sustain their accommodation.</p> <ul style="list-style-type: none"> • Biggest concerns were around lack of suitable accommodation to move on to.
HSG Providers	<p>Regional Provider Questionnaire;</p> <ul style="list-style-type: none"> ○ Provider HSG Questionnaire Responses – Regional 2021 	<ul style="list-style-type: none"> • Could improve accessibility for people to get support • Customers will be given a choice of how they receive support
Service users Count - Collected regionally	<p>Regional Service Users questionnaire count;</p> <ul style="list-style-type: none"> ○ Count of North Wales Service User responses to 	<ul style="list-style-type: none"> • 57 responses from Anglesey Service Users • 42 floating support and 12 supported accommodation • 27 of which said they were referred by GP/support worker/homeless officer and 18 said they contacted the LA 3 said that the LA found them rough sleeping

	<p>Housing Support Grant</p>	<ul style="list-style-type: none"> • 27 (47%) people said they didn't know where to get help form and 28 people(49%) said they did • 26 people said they wold rate their accommodation as good followed by 17 as satisfactory • 38 (66%) People said yes that public transport hinders accessing support • 37 people said they felt safe in their accommodation and 7 (12%) said they didn't • 42 people said no to feeling isolated 8 said yes • 56 people said they felt listened to by the support provider and 1 said sometimes • 22 (21%) people said yes to could afford current rental prices and 22(36%) said no leaving 23 at maybe
<p>Service Users</p>	<p>Regional questionnaire</p> <ul style="list-style-type: none"> ○ Anglesey Service User responses to Housing Support Grant Strategy 	<ul style="list-style-type: none"> • The percentage for Anglesey was higher than any other authority for service user knowing where to access support • 98% of service users stated that their support worker had the right technology to carry out support • Over half of the responses stated that there were no barriers for service users accessing the internet or

	<p>Consultation Questionnaire 2021</p>	<p>accessing support and support networks online. However that meant for the other half:</p> <ul style="list-style-type: none"> ○ 12 haven't got internet ○ 11 can't afford to top up their phone ○ 8 found it hard to use a device ○ 7 can't afford the internet ● 100% of responses said they are able to receive support in the language of their choice.
<p>Service users</p>	<ul style="list-style-type: none"> ○ Anglesey Service user response? Covid? 	<ul style="list-style-type: none"> ● In relation to the pandemic he has felt safe in the accommodation that he was provided with. ● In relation to the pandemic he has felt safe in both the hotel and the supported accommodation. ● He described the service from the Council as excellent, and he couldn't fault it in any way. The service from CAIS has also been fantastic, and he wouldn't hesitate to contact them again if he needed more help. As he had his own accommodation he felt safe and secure during the pandemic.

		<ul style="list-style-type: none"> • She described the service that she has received from the Council as being really good. Her support worker Layla has been incredible.
Service User HSG Involvement Outcomes	Service user Responses	<ul style="list-style-type: none"> • Questionnaire on the impact of covid • Zoom meetings • Service Review consultations • Steering groups • Exit questionnaires

Overall, there have been many opportunities of engagement for key stakeholders on the services delivered through the Housing Support Grant and to ensure meaningful outcomes as well as plan for the future provision of services and the transition to rapid rehousing.

Key themes across all the engagement methods are:

Service Related

- The quality of services are very good/good and that the majority of people would recommend the service to others
- 27 (47%) people said they didn't know where to get help from and 28 people (49%) said they did
- The percentage for Anglesey in the regional questionnaire was higher than any other authority for service user knowing where to access support
- Responses said they are able to receive support in the language of their choice.
- People said they felt listened to by the support provider

Accommodation Related

- The most important thing for people living in Emergency Accommodation was to feel safe, supported and have access to facilities such as cooking.
- 22 (21%) people said yes to could afford current rental prices and 22 (36%) said no leaving 23 at maybe

Covid Related

- In relation to the pandemic service users felt safe in their accommodation

Barriers

- 38 (66%) People said yes that public transport hinders accessing support
- Biggest concerns were around lack of suitable accommodation to move on to.

Isle of Anglesey
Housing Support Grant Annual
Delivery Plan

April 2022- March 2025

Draft

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1. Introduction

The Housing Support Grant is a Welsh Government funded programme led and managed by Local Authorities in partnership with Health and Probation. It provides housing support services for people from a range of client groups. The programme aims to provide housing support to people to be able to maximise, maintain and sustain their independence through the provision of a range of innovative housing support services and projects that helps prevent homelessness. It incorporates the previous Welsh Government funded programme of:

- Supporting People
- Homelessness Prevention
- Rent Smart Wales Programmes

All Local authorities in Wales are required by Welsh Government to produce a 3 yearly Delivery Plan for the period commencing 1st April 2022 to 31st March 2025. An annual review will also be undertaken as set out in the Welsh Government's Housing Support Guidance Document.

In an indicative letter dated 20th December 2021, the Welsh Government informed the IoACC that our allocation for the next 3 years up to and including 31.3.2025 will remain unchanged at £3,571.720.50 per annum.

This document should be read in conjunction with the:

- IoACC 4 year Housing Support Strategy 2022 - 2026 (<https://www.anglesey.gov.uk/documents/Docs-en/Council/Consultations/2022/Housing-Support-Strategy/Consultation-document.pdf>)
- Homelessness Action Plan 2021-26
- Rapid Rehousing Transition Plan Guidance (October 2021)
- Housing Support Grant Guidance (March 2021)

The purpose and scope of this document is to

- Set out how the HSP strategic priorities and ongoing HSG delivery requirements are going to be delivered via the HSG for the year ahead.
- Provide an overview of the spending and commissioning intentions of the HSG for the year ahead.
- Summarise the needs assessment and stakeholder engagement undertaken and findings which has informed the HSG strategic priorities and ongoing HSG delivery priorities.

2. Needs assessment

A comprehensive Needs Assessment has been undertaken to underpin the 4 year Housing Support Grant Strategy. A Statement of Need condenses the key findings and messages contained within the Needs Assessment and underpins both our strategic direction and commissioning intentions for the next four years. A light touch review of the needs assessment will be undertaken every two years in line with Welsh Government Guidance.

The following contains the key findings from both our Comprehensive Needs Assessment and Statement of Need.

- The years preceding the COVID-19 pandemic saw temporary accommodation placements on a sustained upward trend, with total placements rising by 24% between 2016 and 2020. A much sharper increase seen during 2020/21 reflects the Welsh Government's emergency housing programme to provide safe accommodation for those at risk of sleeping rough during the pandemic
- Local Housing Allowance shortfalls and competition from the demand for holiday lets have been exacerbated by the pandemic
- Crisis interventions by LAs are continuing to increase with a sharp increase in Section 75s as well as an increase in actions to assist applicants under S66 (prevention assistance) and S73 (relief assistance)
- Consistent with the pattern of responses on the changing scale of homelessness demand, many participants reported that the balance between families and single people had significantly shifted in 2020/21
- For most authorities discharging duty via the PRS had become very difficult
- Across Wales, it was less often reported as difficult to access social tenancies for homeless people by comparison with attempting to make placements in private rented housing
- Another longstanding measure of homelessness is the population of homeless people placed in TA by LAs in the course of the homelessness assessment and rehousing process.
- There will be an increase in the Core Homelessness Households until 2023 with a higher level of homelessness presentations than currently from 2023 onwards.

Information from our Statutory Assessments, Homeless Prevention Fund and Support Providers shows that for Housing Support Services:

- It is generally accepted by specialist service providers and the Police as well as being documented by local and national media that the actual level of

domestic abuse was under-reported during the lockdown periods. Many families were restricted to their properties and opportunities to report episodes of abuse and repeat incidents were considerably reduced, therefore resulting in increased un-met need

- There is an identified gap in provision for victims of sexual abuse on the Island, and consideration should be given to the provision for funding to the specialist provider in this area, which is independent of the more traditional type of VAWDASV services currently delivered
- There is an increase in high level needs within mental health support services
- There is an increase in the number of people who are at risk of suicide and self-harm.
- Around half the people recognised with Learning Disabilities receive housing Support services (Welsh Government Social Services KPI's and HSG Spend Plan)
- There remains a disproportionate level of support which is capped at a maximum of 15 hours per person per week available to people with Learning Disabilities. This compares with a maximum of 5-8 hours for those with challenging needs who are chaotic, homeless or at risk of homelessness and who require the highest level of intervention other than 24/7 support within a hostel type environment
- Housing Support Services is currently a high cost low volume within Learning Disabilities client group
- The number of people with a Learning Difficulty who do not meet the statutory definition of Learning Disability is high on Anglesey. There is therefore a need for continuous housing support to enable this client group to manage their tenancies
- The number of older people requiring housing support services is likely to increase, given the projected demographic profile for the next 10 years
- The demographic profile of the Anglesey population suggests that there is a need to increase the range and supply of specific types of accommodation options available for older people
- There is no specific housing related support provision for people with autistic spectrum disorder associated needs
- There needs to be closer working and improved transition arrangements and planning from adolescence into adulthood with regard given to housing support provision
- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security
- The number of people held in prison has been increasing
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population
- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care

- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves
- The report published the HM Prison and Probation Service the Accelerator Project Study at Berwyn Prison will be considered as part of the RHSGC priorities going forward
- Re-presentations within Homelessness and Housing Support Services has increased
- Cases presenting for Housing Support Services appear to have increasing multiple complex needs and risk factors

Draft

3. Delivery priorities

Our Housing Strategy, 2022-27, vision is that the residents of Anglesey

have a place to call home, are empowered and supported to contribute to their local community

This Strategy details how we will address the following themes as included in our Housing Strategy under:

- Theme 3 – Preventing housing crisis and increasing housing options
- Theme 4 – Support to promote housing independence

Based on the above vision the following 5 Pillars provides an overview of the type of prevention and early intervention services which we offer:-

The IoACC's four year Housing Support Grant Strategy 2022-26 recognises the five key pillars of prevention as follows.

1. **Universal Prevention** whereby preventing or minimising the risk of homelessness across the population at large. This includes increasing the supply of affordable housing and other key themes as identified within our Housing Strategy 2022-27.
2. **Targeted Prevention** which focuses on high risk groups or most excluded clients and will include targeted pathways and transition pathways to housing and support for young people, complex cases, including people with mental health needs.
3. **Crisis Prevention** which aims to prevent homelessness within 56 days which could include multi agency case reviews and access to our Homeless Prevention Fund and other available funds.
4. **Emergency Prevention** whereby an immediate response is required such as support or emergency accommodation for those who are at risk of immediate risk of homelessness.
5. **Recovery Prevention** whereby support is provided to assist with tenancy support and to reduce the likelihood of repeat homelessness.

Based on the [Welsh Government High Level Homelessness Action Plan](#) and the 5 Pillars of Prevention the following will be our priorities.

- Priority Area 1 = **Rare** – ensuring that homelessness is rare means preventing people becoming homeless in the first place
- Priority Area 2 = **Brief** - our focus on rapid rehousing will mean homelessness is brief

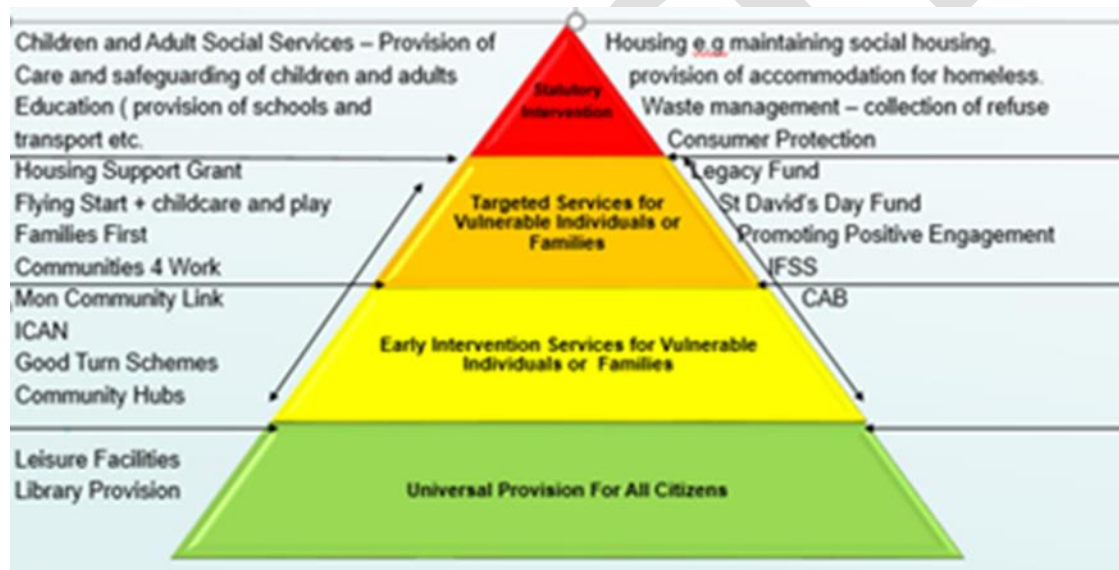
- Priority Area 3= **Unrepeated** – ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive.

Corporate Prevention and Early Intervention.

Our corporate Prevention and Early Intervention strategy and Action Plan recognises Housing Support as having an integral role to play in ensuring that we achieve the two following corporate aims of:

- creating the conditions for everyone to achieve their long-term potential
- support vulnerable adults and families and keep them safe, healthy and as independent as possible

We will over the course of the 2022 –2025, further develop our delivery model shown below, and will work very closely with colleagues from within the Council, other statutory bodies and the Third Sector, of whom we have become increasingly reliant for housing support purposes.



In consolidating the above model which commenced during 2021/22, we will further underpin our already strong relationship with Medrwn Môn (Anglesey's 3rd Sector Umbrella Body) to further develop and improve formal pathway arrangements to enable us to allocate what we consider to be referrals suitable for a housing support (high and medium needs) via our SPoA Officer. In contrast low level support for those who remain vulnerable and unable to cope following the cessation of targeted housing support will continue be signposted into the Môn Community Link service. This service will provide reassurance to those perhaps isolated or lacking in confidence or the required skills and knowledge to manage their daily living and remain independent e.g those with low level mental health or people who do not meet the statutory requirements for learning disability. Available support will include form filling, explaining contents of correspondence received, signposting to specialist

services and emphasis on increasing social inclusion empowering people to feel part of the community via social prescribing. It is our opinion from experience that a failure to address some of the lower need levels mentioned would lead to an escalation in need to a higher tier of intervention, be it targeted support or even statutory. We anticipate the cost of his service to be £20,622.36 p.a (see page 26). In formalising the above arrangement, it is envisaged that we will:

- Disaggregate cases in accordance with need levels, and refer or signpost to the most appropriate service via the relevant Single Point of Access (SpoA) Gateway.
- Avoid unnecessary duplication, unless concurrent access to both services are required.
- Close relevant cases earlier,
- Reduce number of low level cases within Housing Support Worker caseloads; and
- Commit more time and resources towards targeting medium to high level cases, as seems necessary from the above data.

Housing Support Needs Level Assessment Process - Housing Support Priority Area (1,2,3) / Prevention Area (4,5)

Over recent months, the Isle of Anglesey County Council's (IoACC) Housing Service has worked in partnership with our service providers to develop an assessment of needs level tool, which will deem whether or not someone presenting for housing related support will require a low, medium or high level of intervention.

The process has already been piloted by two providers and we have since held a specific event with all providers in attendance to report back on our findings and how we intend to roll out the system universally from 1.4.2022. We have also since the event held separate meetings with all our providers to discuss our intentions and iron out any barriers such as IT compatibility etc,

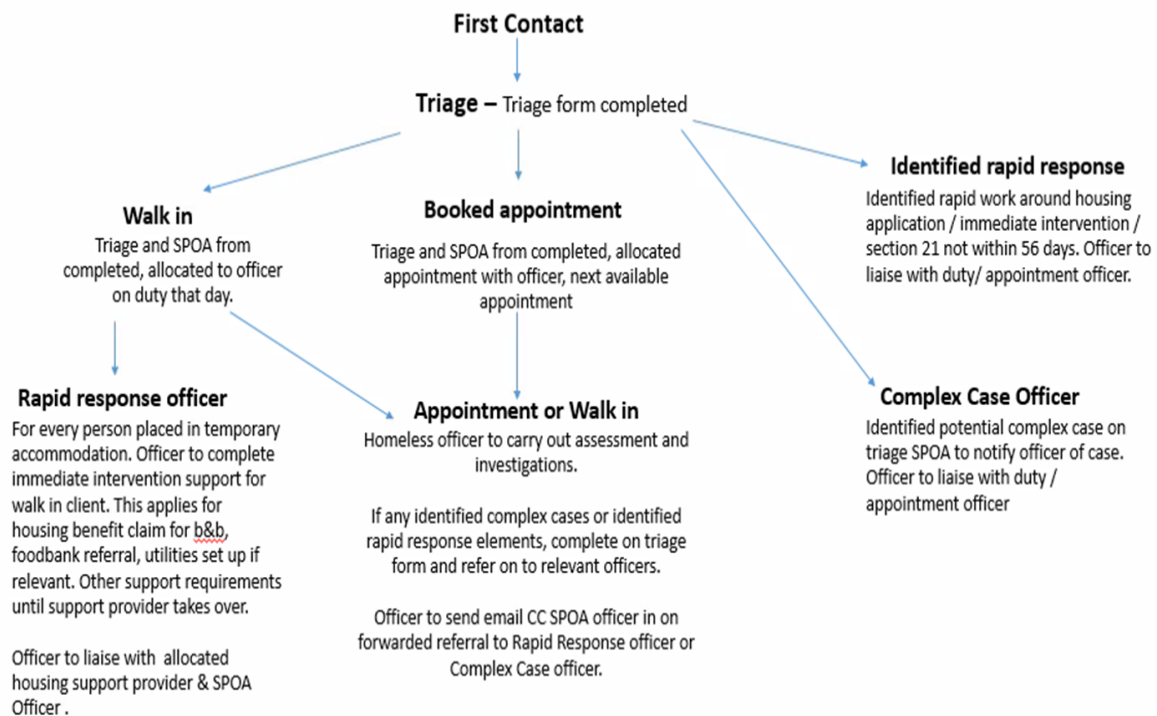
The determining of the level of support and intensity of provision will be based upon the Welsh Government's assessment matrix, initially released in the Phase 2 Planning Guidance for Homelessness Services and Housing Related Support (see matrix below). It is also expected that by applying this assessment process universally across all providers, that it will complement our approach towards Rapid Rehousing and ensure a timely, consistent and quality method of delivery.

Support Matrix – Assessment Template

Intensity	Duration		
	Long term (12m+)	Medium term (3 – 12m)	Short term (<3m)
V high 24/7	Supported housing	Supported housing	Supported housing
High 3+ pw	Housing First	CTI	CTI (+Rapid re-housing)
Medium 1 – 2 pw	Housing First	CTI	Rapid Re-housing
Low < 1 pw	Rapid Re-housing (+floating support)	Rapid Re-housing (+floating support)	Rapid Re-housing

We will also consolidate on progress made during 2021/22 which included additional staff recruitment across the Housing Support Sector and the development processes and procedure to facilitate and deliver our Rapid Rehousing Hub, (see process diagram below).

Process chart for Complex Case and Rapid/Move on Officer



The Housing Support Grant funds the roles of the Private Rented Sector Liaison

Officer SPoA Officer, the Complex Case Officer, the Rapid Response Officer and the Mover on Officer and all of whom are integral components within our Rapid Rehousing Hub, which complements rather than replaces the role of the statutory homelessness officers, allowing them enhanced time to deal with homelessness applications and assessments processes.

The Private Rented Sector Liaison Officer - The post-holder provides, develops and promotes comprehensive advice to private sector landlords. This is particularly in relation to accommodating vulnerable individuals and prevention of homelessness and to support the Council's housing options statutory work. Additional duties include pro-actively increasing the number of landlords working with the Council and to develop ways of supporting the private rented sector through the landlord forum, news updates and the Anglesey housing website. The Private Rented Sector Liaison Officer is responsible for managing the following posts.

The SPoA Officer and Assistant are mainly responsible for

- Receiving, undertaking initial vetting and risk checks and evaluating all referrals for housing-related floating support services across Anglesey for the whole range of eligible client groups i.e. homelessness, mental health, young people, care leavers, substance misuse, older people, learning disabilities etc.
- To be the first point of contact for enquires from (from both professionals and members of the public) for the Council's housing-related support services.
- To match the referral to the most appropriate housing-related support provision.
- The SpoA Co-ordinator and Assistant receive and deal with approximately 1,250 referrals annually.

The Complex Case Officer is responsible for co-ordinating services for individuals who are identified as complex needs such as people who represent (more than once) as homeless who have more than one identified need such as substance misuse, and mental health and do not wish to engage with services or show challenging behaviours.

This role of the Complex Needs Officer includes:

- assessing the level of support required, in accordance with our locally developed RAG system,
- assessing the current situation of the individual; and
- taking decisions by liaising with many agencies to ensure that the person is offered appropriate housing and support to assist them in either maintaining their current accommodation or moving into more appropriate housing.

- Attending panel / pathway meetings for vulnerable young people, prison leavers and those with mental health needs with regards to allocating accommodation for those in greatest need.

The Rapid Response Officer who is responsible for

- Undertaking a more in-depth piece of work with those living in emergency accommodation.
- Chase up/encourage any pre tenancy work that has been carried out by the support provider and keep a log in order to better prepare the client for moving-on.
- Ensure all clients in emergency accommodation has an up to date risk assessment and keep updated with any new actions if applicable.
- Routine visits to emergency accommodation for client welfare checks and deliver any letters from the assessment team such as housing plans and minded/warning letters, prior to them being allocated a designated Housing Support Provider by the SPoA, and receiving a more target specific support package, based upon their lead needs.

Move-on Officer – who predominantly works with vulnerable people who are ready to be moved-on from temporary /emergency accommodation into more settled arrangements. In doing so the post holder shall:

- Work in partnership with designated lead need support agencies to facilitate seamless move-on and access to DHP etc where appropriate.
- Work in conjunction with the Private Rented Sector Liaison Officer to ensure access to suitable affordable and rent compliant properties
- Support accommodation panel for move on purposes
- Coordinate move on from B and B re DHP – prompting SPOA to do things sooner.
- Move on from B and B, starter Pack – prevention fund completed each time
- Create and update the starter pack database
- Ensure all service users accommodated in emergency accommodation have a housing application within 14 days after their assessment

Direct Provision of Housing Related Support Projects

All funding proposals within this section contain reference to prevention pillar and the priority area identified within the Housing Support Grant Strategy and explained in more detail on pages 6 and 7 above. Also included are the appropriate reference column from the 2022/23 HRS Spend Plan, as per requirement of the Welsh Government Guidance document on formulating the Delivery Plan.

Housing Related Support Strategy Priority Area –

- 1 = Rare
- 2 = Brief
- 3 = Unrepeated

Prevention Pillar (See Appendix 1 of HSG Strategy)

- 1 = Universal
- 2 = Targeted
- 3 = Crisis
- 4 = Emergency
- 5 = Recovery

HRS Access Schemes Housing Support

a) Housing Related Support Strategy Priority Area (2) / Prevention Pillar (1)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Private Rented Sector Liaison Officer Post + Range of Initiatives	£140,000	£140,000	£140,000
HRS Spend Plan 22/23 Row 12			

The sum of £140,000 covers the cost of the role of the Private Rented Sector Liaison Officer and a range of homeless prevention initiatives such as deposits and rent in advance payments to enable people at risk of homeless to acquire access to settled accommodation.

b) Rapid Rehousing / Housing Led Services –

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (1)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Housing First (Unverified)	£233,870.58	£233,870.58	£233,870.58
Stepping Stones	* £43,283.31	Subject to tender 2022/23	Subject to tender 2022/23
Total	£277153.89		
HRS Spend Plan 22/23 Row 16			

The Housing First (unverified) service has been delivered on Anglesey since 2014, and having started with 10 units, with emphasis on entrenched homelessness and those at greatest risk of losing their home, has evolved into a total of 29 (minimum) to 33 units of support per week, depending on the level of need. A minimum of 5 of these units are targeted specifically for people with mental health needs.

An additional step-down service has been commissioned for people who require short term accommodation e.g. upon discharge from hospital including acute mental health and have no access to alternative housing at that time. The step down service is generally limited for up to 12 weeks support, unless the provision of a more settled form of accommodation is unavailable. The current contract for the stepdown service is due to end in June 2022, and a decision is imminent as to whether or not the service will be recommissioned or possibly merged with the main Housing First Service.

Work also remains ongoing between the Wallich as the designated service provider and Cymorth Cymru to secure verified status for the delivery of Housing First on Anglesey. It is expected that confirmation either way of the Wallich' application will be made by the middle of Qtr 1 during 2022/23.

c) Emergency Accommodation Provision (General)

Housing Related Support Strategy Priority Area (2) / Prevention Pillar (4)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Complex Case Officer	£42,590.00	£42,590.00	£42,590.00
Rapid Response Officer	£32,327.00	£32,327.00	£32,327.00
Move-On Officer	£32,327.00	£32,327.00	£32,327.00
Total	£107,253.00	£107,253.00	£107,253.00

HRS Spend Pan 22/23 Row 17

As previously mentioned above, the designated staff posts listed immediately above form a key part of the Rapid Rehousing Hub for Anglesey. The salary costs shown are based upon the pay scales for the current year and any adjustment for annual increases will need to be covered from within the existing uncommitted funds from the 2022 /23 budget or supplemented by an alternative source of funding.

d) Rough Sleeper Assertive Outreach

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Regional Assertive Outreach	£19,662	£19,662	£19,662

HRS Spend Pan 22/23 Row 21

All 6 North Wales Local Authorities utilise the HSG to equally fund an Assertive Outreach Service for people who present with substance misuse services and are hard to reach and/or at risk of entrenched homelessness. The service itself is commissioned by the Area Planning Board, which acts as a forum, bringing together all agencies involved in the planning, commissioning and delivery of substance misuse issues at a regional level

e) Rent Smart Wales Enforcement and Compliance

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (1)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Enforcement of Rent Smart Wales	£6,029	£6,029	£6, 029
HRS Spend Pan 22/23 Row 26			

The sum of £6,029 is used by our colleagues within the Public Protection Unit to cover the cost of issuing and dealing with landlords and managing agents who fail to comply with the requirements of the Rent Smart Wales legislation which form part of the Housing (Wales) Act 2014.

Floating Support

f) VAWDASV

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

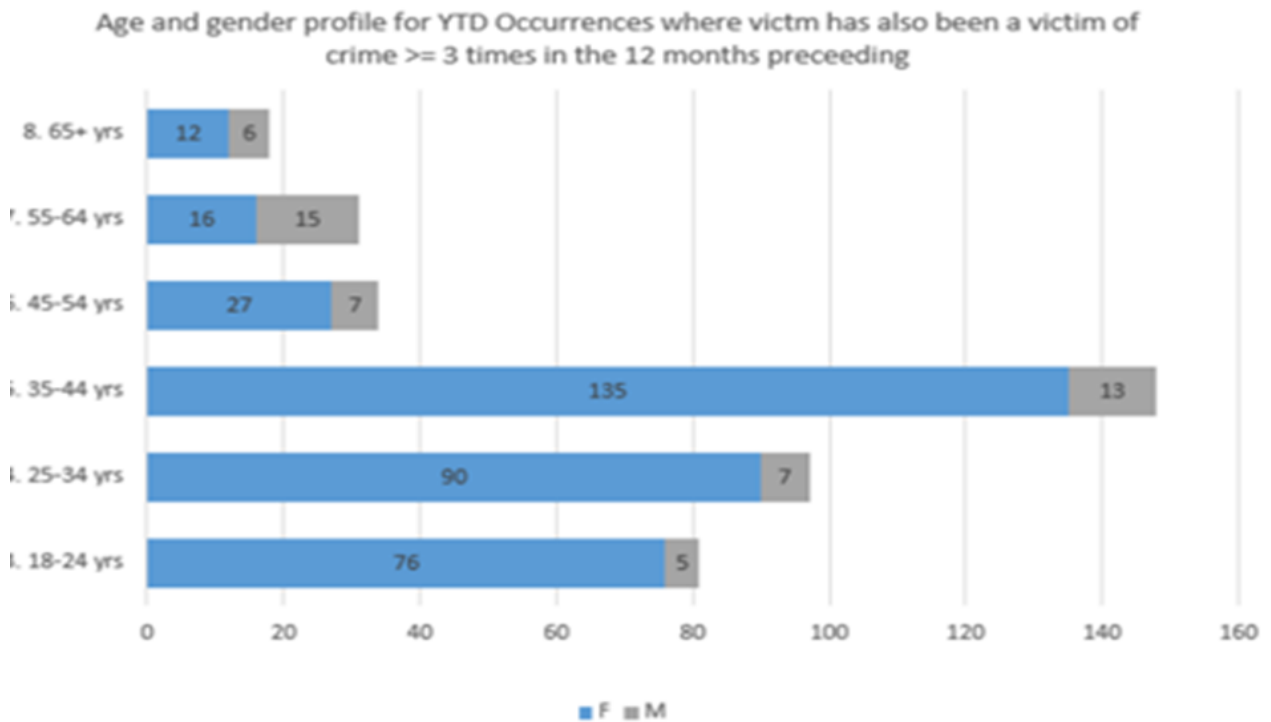
Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£113,139.68	£113,139.68	£113,139.68
HRS Spend Pan 22/23 Row 28			

Data gathered from the Single Point of Access Gateway for the 2020/21 financial year recorded 314 (12.4%) cases of need in relation to domestic abuse from a total of 2,541 for all service user groups. In comparison for the period 1.4.2021 to 30.9.2021, the sum of 137 (10.7%) identified need was recorded from a total number of 1,282.

Despite an apparent decrease in the above data, concerns remain across key agencies such as Children and Adult Services, and North Wales Police, that actual incidence of domestic abuse is significantly increasing. According to the needs assessment findings there appears to be a gap of provision made available for cases of sexual abuse, and this is an area we will explore further. A report received from North Wales Police indicated at the halfway point of 2021/22, domestic abuse incidents on Anglesey had increased by 23% compared with the corresponding period for the previous year. See table and graph below. It has also been noted that

the number of open cases held by the designated provider exceeds the expected caseload of 15-18 per support worker on a regular basis.

	Current Week	YTD	LYTD	% Change
Victim of DA	24	662	538	23.0%
Repeat Victim	3	92	93	-1.1%



- 356 Females / 55 Males victims of domestic abuse who have also been a victim of a crime 3 times or more during the previous 12 months.
- 135 (37 %) of Females were aged 35-44, 25.2% aged 25-34 and 21% aged 18-24.
- The 55-64 age category was the highest for male victims with 15 (27.3%) closely followed by 13 (23.6%) in the 35-44 age category. All the other 4 categories were consistent, showing levels of 5-7 (9-13%).

The Housing Support Commissioning Team continues to participate in the Once Front Door Project which brings together, relevant agencies such as Children Services, Housing, Education, Gorwel, Health (SMS) North Wales Police (PVPU), SMS on a weekly basis, via a virtual electronic link, to discuss cases referred into the panel, to agree the best possible solution in terms of required intervention. The project is co-ordinated by the Housing Support Single Point of Access Officer and is an example of good practice in both joint working and the alignment of funding of both the Housing Support Grant and Children and Communities Grant.

We are currently awaiting an audit report undertaken by the Safe Lives Charity who sponsor the One Front Door Process across England and Wales.

We do not at present foresee any change in housing support funding for people with VAWDASV. However due to the concerns noted around sexual abuse cases, we may following further discussions with key partners and stakeholders need to explore alternative funding arrangements such as the Integrated Care Grant, or Children and Communities Grant, should we have insufficient funding to address unmet need for both sexual and more prevalent forms of domestic abuse such as violence and coercion.

g) Mental Health

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£179,561.01	£179,831.81	£179,831.81
HRS Spend Pan 22/23 Row 31			

Mental Health remains the most cross cutting areas of all needs as is clearly highlighted in the Single Point of Access Data. It was also identified as a key priority area in the 2017-22 North Wales Local Needs Assessment. In 2020/21, 507 people from a total of 2541 (20%) recorded needs, noted mental health as a reason to seek housing related support. In comparison, the corresponding figure between 1.4.2021 and 30.9.2021 was 284 (22%) people from a total of 1,284 recorded needs. It remains the highest of all recorded support needs, with only the generic category comparing in terms of overall numbers. It could also be argued that some if not many of the generic cases also have mental health needs. In addition to an increase in total number of cases citing mental health as a support need, there has been a considerable shift the numbers within each of the low, medium and high categories. There are also reported concerns around the increase in attempted and actual suicides as well as incidences self-harm.

At the half yearly point, the number of people claiming to have high level mental health needs has already exceeded the total number during the previous full year by 14. The number presenting with high level mental health support needs is projected to account for 46.2% of the total presenting. This compares with 24% during 2020/21

A new Mental Health Service Contract for both Floating Support and Supported Housing will commence from 1.5.2022, having been put out to tender in October 2021. Due to the current contract not expiring until 30.4.2022, there will be a split rate during 2022, with the increased amount being payable for 11 months from May onwards. The full amount will be payable for the following two years, with 60 people receiving floating support services, and 9 accommodation based units of supported accommodation made available under this contract delivered by the Councils Internal Mental Health Services which is part of the Community Mental Health Team jointly managed with the Betsi Cadwaladr University Health Board.

H) Substance Misuse Services

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£90,581.73	£88,149.83	£88,149.83
HRS Spend Pan 22/23 Row 32			

According to our SPoA data, 123 cases from a total of 2,541 (4.9%) during 2020/21, were drugs related with 94/2,541 (3.7%) alcohol related. Corresponding data for the first 6 months of 2021/22 showed decreases in both areas with drugs accounting for 46/1,282 (3.6%) recorded needs and alcohol 29/1282 (2.3%).

The housing support element for people with substance misuse needs was tendered in October 2021, which will see the service being delivered by an alternative provider from 1st May 2022. The cost of the floating support element of the contract will in accordance with the agreed tender submission decrease from 1st May, with the number of units increasing from 33 to 35 per week. The opportunity to utilise units of support flexibly in accordance with demand, across substance misuse, offending and generic services within one contract will however remain

i) Offending History

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£47,951.49	£50,371.33	£50,371.33
Prisoner Resettlement Post	£38,058.98	£38,058.98	£38,058.98
Total	£86,010.47	£88,430.31	£88,430.31
HRS Spend Pan 22/23 Row 33			

The provision of housing support services for people with an offending history is two pronged. Following release from prison, referrals are generally dealt with by the Internal Housing Services Prison Resettlement Officer, who will generally deliver support, for between 8-12 weeks. This service will commence prior to release or for short sentences of less than 8 weeks, may start at the point of sentencing or continue uninterrupted. This service includes working in conjunction with the Private Rented Sector Liaison Officer to seek suitable and affordable accommodation for those requiring intervention

In the longer term, where prison leavers or those with an offending history, remain vulnerable and require such support in the community, the referral will be sent to the designated support provider to deliver targeted intervention for up to a period of two years where appropriate, whether it be within designated supported accommodation or floating support.

Our SPoA data recorded 88 (3.5%) cases from the total of 2541 in 2020/21 and 45 from 1282 from 1.4.2021 to 30.9.2022, thus remaining unchanged. However, anecdotal information from housing colleagues and key partners such as the Probation Service does seem to indicate that the numbers representing are higher and the levels of need more complex and challenging, and in particular the 50 years and over age cohort seems to be rising at a more disproportionate rate than other groups at present, which may have implications for social care.

As previously mentioned, housing support services for people with offending histories are delivered within a contract which also includes provision for people with substance misuse or generic needs. The cost of delivering floating support for people with offending histories will increase from 1.5.2022, following the tender exercise in Oct 2021. The number of units within this contract will also increase from 21 to 35, per week which includes 15 units delivered by the Prison Resettlement Officer.

j) Vulnerable Young People

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£115,348.03	£115,348.03	£115,348.03
HRS Spend Pan 22/23 Row 34			

The floating support service for young and vulnerable young people is split geographically into two and is managed by the respective managers of the two hostels in Holyhead in Llangefni. In total there are 24 units of floating support services delivered for young people, split equally.

Presentations received by SPoA from vulnerable young people over the past 18 months, have remained consistent. 172 (6.8%) from 2541 were recorded in 2020/21 and a further 84 needs (6.6%) out 1282 have been recorded in respect of vulnerable young people aged 16-24 between 1.4.21 and 30.9.21.

With exception to a small allocation for individual budgets purposes to enable the young people to achieve positive outcomes as per their support plans, it is unlikely that the annual allocation will change of the course of the next three years. Any unspent allocation for individual budgets are adjusted from the following year's payment allocation.

See temporary supported accommodation section for reference to Llety Pontio and S180 funded which complement Housing Related Support Services, but are funded from separate grants.

k) Older People

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£384,090.70	To be confirmed subject to tender	To be confirmed subject to tender
HRS Spend Pan 22/23 Row 36			

The provision of housing support for older people is delivered via a tenure neutral peripatetic model which requires a minimum of 150 people aged 55 and over to be supported each week with 30 additional hours to be used flexibly to meet their needs. Since the outset of this contract in Sept 2016, when it replaced the previously dated and no longer eligible sheltered warden service, added value has been achieved. Without exception week upon week in excess of 175 service users have been supported, with many requiring short term support, whereas under the previous system, service users would continuously be supported in a more care and befriending type service.

An independent review of this service was commissioned by the provider during 2020. The report since published was extremely complementary of the support provided and highlighted the excellent relationship held between provider and commissioner as is the case across all services.

The current contract is due to expire in August 2022, and the service will therefore need to be tendered during quarter 1 of 2022/23. It is not currently anticipated that there will be any significant changes to either costs or units delivered when tender details will be shared.

l) Generic Services

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Internal	£421,330.29	£421,330.29	£421,330.29
External	£113,964.88	£113,335.50	£113,335.50
Total	£535,295.17	£534,665.79	£534,665.79
HRS Spend Pan 22/23 Row 38			

The increase in recent years of referrals with multiple needs at point of presentation to SPoA has significantly increased over recent years. Hence, it is often difficult to determine the lead need at this point and it may not become apparent in certain

complex cases until the relationship between support worker and service user develops and mutual trust and respect are achieved.

In 2020/21 500 (19.7%) out of the 2,541 were recorded as having generic needs. A further 267 (20.4%) out of the 1,282 have been recorded with generic needs for the period 1.4.2021 to 30.9.2021. This category contains the second highest number of support needs by some margin, with the next highest being homelessness at 385 (15.2%) for 2020/21 and 208 (16.2%) between 1st April and 30th Sept 2021.

As indicated above, generic provision is delivered by both the internal housing support provider with 187 units per week and the current external provider with 34 units. The external provision which as part of the same tender for substance misuse and offending history and which will see a new provider delivering from 1st May 2022 will at this point increase to 45 a week with a small decrease in cost. Both services are expected to remain unchanged in terms of both cost and units for the duration of this Plan.

m) Vulnerable Families

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Floating Support	£97,323.43	£97,323.43	£97,323.43
HRS Spend Pan 22/23 Row 39			

A total of 172 (6.8%) out of all the 2,541 supported needs were recorded for vulnerable families during 2020/21, with a further 84 from the sum of 1,282 (6.6%) categorised within this group between April 2021 and Sept 2021.

A total of 45 units per week is delivered as part of the floating support provision, and our weekly monitoring data highlights that the service is constantly full. It is not anticipated that the service will change during the period of this Planning Cycle.

Temporary Supported Accommodation

n) Learning Disabilities

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Llawr y Dref	£11,195.11	To be confirmed subject to tender	To be confirmed subject to tender
HRS Spend Pan 22/23 Row 41			

The Llaur Y Dref Project enables people with learning disabilities to be assessed in terms of their ability to live independently in the community with a small amount of support, thus preventing the need for either 24/7 shared supported accommodation or residential care. The project provides 2 units of housing related support delivering an average of 1hour per day. Both current service users are now ready for move-on and it is hoped that suitable and affordable accommodation in their areas of choice can be sourced soon, to enable alternative service users to access the support and accommodation.

o) Mental Health

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Heddfan	£38,765.56	£39,101.14	£39,101.14
Cybi Street / RAF Valley	£11,075.86	£11,171.75	£11,171.75
Total	£49,841.42	£50,272.89	£50,272.89
HRS Spend Pan 22/23 Row 43			

Supported Accommodation for people with mental health is delivered across one purpose built scheme (Heddfan) consisting of 6 self-contained units and one bedsit as well as 2 other dispersed properties at Cybi Street and RAF Valley. In total there are 9 fixed site properties for people with mental health needs.

As previously mentioned above, housing support for mental health has recently been tendered and the new contract will commence from 1.5.2022. There will be a small increase in costs when the new contract commences, with both hours of support and numbers supported within fixed site accommodation remaining unchanged for the duration of this plan from 1.5.2022.

p) Substance Misuse

Housing Related Support Strategy Priority Area (2,3,5) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Eilianfa	£13,665.47	£13,954.32	£13,954.32
Yr Hen Orsaf	£6,832.73	£6,977.16	£6,977.16
Gilbert Street	£6,832.73	£6,977.16	£6,977.16
Ty'n Parc 1	£6,832.73	£6,977.16	£6,977.16
Ty'n Parc 2	£6,832.73	£6,977.16	£6,977.16
Bron Derwydd	£6,832.73	£6,977.16	£6,977.16
Total	£47,829.12	£47,829.12	£47,829.12
HRS Spend Pan 22/23 Row 44			

There are 7 units of housing support delivered within 6 designated supported accommodation, with Eilianfa a shared property for two people. Length of stay

tend to be between 8 and 14 months and the properties can be used flexibly within the same contract for the purpose of accommodating people with an offending history. Voids are historically low, and there is a continuous demand for the properties

The new contract which will commence from 1.5.2022, will continue with this flexibility, albeit with a small increase in cost, for the remainder of the period of this plan.

q) Offending

Housing Related Support Strategy Priority Area (2/3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Maes y Brenin x 4	£27,330.92	£27,908.63	£27,908.63
Ty'n Parc	£6,832.73	£6,977.16	£6,977.16
Yr Hen Orsaf	£6,832.73	£6,977.16	£6,977.16
Total	£34,163.65	£34,163.65	£34,163.65

HRS Spend Pan 22/23 Row 46

Supported accommodation for people with an offending history is an integral part of community resettlement, especially immediately after a period of imprisonment. However, these properties do tend to be invariably full, as those requiring them are supported to acquire the necessary skills and arrangements in place in order to move towards further independence and move-on, primarily within the private sector. There are clear benefits from having a partnership approach between the prison resettlement officer who is located within the internal service and designated provider and this will continue when a new service provider will be delivering housing support for people with an offending history. There are a total of 6 properties each for single occupation, all in the Holyhead area, although as previously mentioned they can be used flexibly with those designated for substance misuse and vice versa.

There is a slight increase in the cost from 1.5.2022, with the number of units remaining unchanged for the duration of this Plan.

r) Young Vulnerable People

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Coedlys / Lllys Y Gwynt / Gilfach and Dispersed Accommodation x 7	411,733.77	411,733.77	411,733.77

HRS Spend Pan 22/23 Row 47

The two hostels for young and vulnerable people in Llangefni (Coedlys) and Holyhead (Llys Y Gwynt) accommodate 7 and 9 respectively. In addition there are 4 Units of move-on properties at Y Gilfach, Holyhead which are aligned with the hostel as well as 7 dispersed properties, three of which are in Holyhead, 2 in Llangefni, and 2 in Menai Bridge.

In addition Digartref are commissioned via the Housing Innovation Grant to deliver the Llety Pontio project for young people. Whilst not directly commissioned and delivered via the Housing Support Grant, both programmes complement each other, with the Llety Pontio providing a rapid rehousing (step-down) model for homeless young people for up to 3 months. All young people referred to the Llety Pontio project are deemed ready to manage their own tenancy, unlike some who are supported within Digartref's two hostel sites.

Digartref also receive funding Section 180 Grant funding directly from Welsh Government to provide homeless prevention services such as mediation, Learn for Life Accreditation and the Drop in Centre, all of which complement existing floating support and supported accommodation provision.

As previously mentioned under the floating support section (which forms part of the same contract) with exception to a small allocation for individual budgets purposes to enable the young people to achieve positive outcomes as per their support plans, it is unlikely that the annual allocation will change of the course of the next three years. Any unspent allocation for individual budgets are adjusted from the following year's payment allocation.

s) Vulnerable Families

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Supported Accommodation	£45,114.53	£45,114.53	£45,114.53
HRS Spend Pan 22/23 Row 53			

Permanent Supported Accommodation

t) Learning Disabilities

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Project 1	£160,038.65	To be confirmed subject to tender	To be confirmed subject to tender
Project 2	£266,637.63	To be confirmed subject to tender	To be confirmed subject to tender
Project 3	£53829.94	To be confirmed subject to tender	To be confirmed subject to tender
Total	£480,506.22		

Unlike all other commissioned Housing Support Services, the level of turnover for people with learning disabilities is minimal. 42 people with needs associated with learning disabilities, currently receive housing related support; although the actual number of people accommodated within supported living environments is significantly higher. Historically, housing support for people with learning disabilities has been low in volume and high in cost. A comprehensive review of our investment in 2015, saw the proportion of the then Supporting People Grant, spent on support for people with learning disabilities, reduce from 33% of the grant funding received to 18%, (currently 13.8% of the HRS Allocation) with all recipients of housing support being capped at a maximum of 15 hours per week. As we await further guidance from Welsh Government, following a national review of the impact and cost of housing support for people with learning disabilities, there may be further reductions in the future. This will present inevitable risks to Adult Services whose costs of supporting this vulnerable group of people would significantly increase as a result, at a time when numbers requiring care and support are increasing, whilst savings have been demanded at local level.

At the time of writing, Adult Services as the lead commissioner for people with needs associated with learning disabilities are awaiting a report from an external consultant recommending options for the delivery of supported accommodation across both its internal and external providers. It is also expected that the final report will include some reference to a lack of disaggregated provision of housing related support provision for people with autistic spectrum disorder associated needs on Anglesey.

The recommendations within the commissioned review could prove far reaching for future provision of housing support for people with learning disabilities and the need to further consider the funding arrangements remains, and it is currently anticipated that the service will be put out to tender approximately October 2022.

As things currently stand, we are not in a position to confirm any funding arrangement, beyond the current agreement, and any adjustment to the Housing Support element of the contract is likely to be a decrease.

u) Refuges

Housing Related Support Strategy Priority Area (2,3) / Prevention Pillar (2,3,5)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Refuge 1	£89,565.51	£89,565.51	£89,565.51
Refuge 2	£18,592.20	£18,592.20	£18,592.20
Total	£108,157.71	£108,157.71	£108,157.71

HRS Spend Pan 22/23 Row 65

The housing support grant funds the cost of provision of housing related support within two refuges. The first can accommodate up to 4 families (female only apart

from children up to 16yrs) and a dispersed refuge for one person which can be used for either male or female victims / survivors of domestic abuse.

Monitoring data over the past 12 months have shown that both refuge provision have been full the majority of the time, with voids occurring following one person / family leaving and housing management / maintenance functions required prior to next move-in.

As mentioned in the floating support section, which forms part of the same contract we do not at present foresee any change in housing support funding for people with VAWDASV needs over the next three years, but may explore alternative funding arrangements such as the Integrated Care Grant, or Children and Communities Grant should demand increase further.

v) Target Hardening

Housing Related Support Strategy Priority Area (3) / Prevention Pillar (2)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
Community Safety Target Hardening	£2,066.00	£2,066.00	£2,066.00
HRS Spend Pan 22/23 Row 68			

A contribution of £2,066 is made from the Housing Support Grant budget to enable the Gwynedd and Anglesey Community Safety Partnership to purchase and fit target hardening equipment etc to keep victims and survivors safe in their homes. We do not foresee a change in the sum allocated during the next three years.

X) Non Statutory Funded Posts and Other Funding

Housing Related Support Strategy Priority Area (1,2,3) / Prevention Pillar (1,2,3,4)

Project Name	Proposed Yearly Funding		
	2022/23	2023/2024	2024/2025
SPoA Co-ordinator Post *	£38,059	£38,059	£38,059
SPoA Assistant Post*	£32,327	£32,327	£32,327
Project Management and Strategic Resource*	£42,590	£42,590	£42,590
Mon Community Link	£20,622.36	£20,622.36	£20,622.36
Research*	£21,295	£21,295	£21,295
Regional Contribution (0.5%) **	£17,859	£17,859	£17,859
IDVA Contribution **	£10,000	£10,000	£10,000

Training **	£10,000	£10,000	£10,000
Total	£192,752.64	£192,752.64	£192,752.64
HRS Spend Pan 22/23 Combined Total * Row 69 HRS Spend Pan 22/23 Combined Total ** Row 72			

The table above relates to various other costs which are not directly associated to any designated service user group within the 2022/23 Housing Support Plan. At the time of writing, we are unaware of any increase in costs for both these roles, and have not included any annual uplift. Should any change occur we will review the situation at that point and consideration as to how this is funded will be given at that point, including possible use of any uncommitted HSG funding and other grants and internal funding sources within the Council.

SPoA Co-ordinator and Assistant - A brief description of the SPoA Co-ordinator's role is included on page 6 of this document. The joint cost of these two posts are currently £70,386.

Project Management and Strategic Resource – The decision to extend the initial 12 month period of funding for a further 3 years for project management and Strategic Resources has been welcomed. We look forward to consolidating and further developing the Rapid Rehousing Hub, and Transitional Plan, Service User Needs Assessment process and data management during this period. An officer has been temporarily appointed to this role since April 2021, and it is our intention to fully utilise this funding arrangement within the Housing Support Grant for a further 3 years. Current cost of funding £42,590.00

Regional Contribution (0.5%)- All North Wales Local Authorities have a standing agreement to contribute into a Regional Pot managed by the Regional Housing Support Collaborative Group (RHSG). This group is the forum instructed by the RHSCG to develop services where there is not a critical mass locally, develop regional services where justified by economies of scale and continue to develop and improve service delivery of the Housing Support Grant across North Wales. It has recognised the service areas listed below for development.

1. Commission further LGBTQ+ provision for the region
2. Bespoke Mental Health and Housing Training to be commissioned
3. Explore the commissioning opportunity for further provision for males fleeing domestic abuse
4. Commission funding for dual-diagnosis (Mental Health and Substance Misuse) refuge for people fleeing domestic abuse.
 - a. The VAWDASV Board have been awarded funding and this priority has been actioned.
5. Part fund a regional hoarding service in collaboration with the Regional Hoarding Group.
6. Explore the opportunity to pilot Psychological Informed Environments approach.

Independent Domestic Violence Advisory Service (IDVA) Contribution. An annual contribution of £10,000 is made to the North Wales Police and Crime Commissioner's Office for the purpose of an IDVA service, jointly delivered across Gwynedd and Anglesey. Although commissioned separately, this service is delivered by the same provider who is commissioned for VAWDASV purposes. IDVA's Support victims/survivors and their family, who are experiencing domestic violence and abuse and have been assessed as high risk of serious harm and homicide. The support includes:

Safety planning - undertaking a harm reduction approach within an agreed plan.

Information on Civil options available - part of the plan may look at orders from the civil court to prevent the abuser from making contact with the victim/survivor and/or children.

Information on Criminal options available - support can be provided if the victim/survivor has reported the crime to the police or need help to do so, the IDVA will support through this process, and in court where required.

Sanctuary advice/assessment - This is a scheme to make anyone experiencing VAWDASV, to feel safe in their home by providing addition security - lock change, window locks, chain on the door and more.

Housing options advice - The IDVA will also discuss housing options if the victim/survivor no longer feel safe in their own home.

Home Fire Risk Assessment – including a referral to the fire service,

Further support - The IDVA service can refer to other agencies should the victim/survivor need long term support and education around VAWDASV or emotional support.

Training – We will continue invest in a training programme and therapeutic support of staff and managers funded by the HSG, to enable them to effectively deliver their role. This will include Psychologically Informed Approaches as outlined in Appendix 1 of our HSG Strategy is in keeping with our Priority 2 (brief) model of our universal prevention within the 5 pillar model.

Underspend – At the time of writing, it is estimated that we have a proposed underspend of £8,148.01. It is likely that the surplus underspend will be utilised to fund any posts which do not currently contain uplift amounts for the 2022/23 financial year.

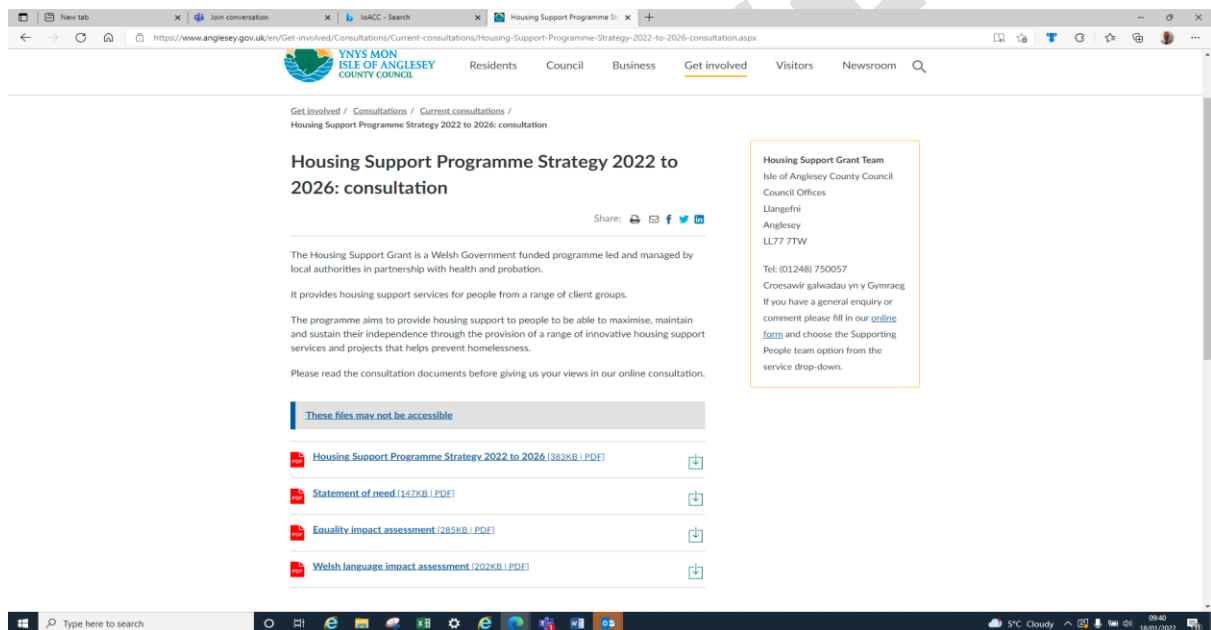
4. Stakeholder engagement

Stakeholder involvement has and will remain a priority, despite the undisputed challenges presented by Covid-19.

We have successfully engaged with all our providers, partners and key stakeholders throughout the year, mostly via the use of virtual meetings on MS Teams and Zoom, and regular sharing of correspondence over email.

We have also consulted on line in relation to our Housing Support Strategy as can be seen from the links below.

[Housing Support Programme Strategy 2022 to 2026: consultation \(anglesey.gov.uk\)](https://www.anglesey.gov.uk)



The screenshot shows a web browser window displaying the Anglesey County Council website. The page title is "Housing Support Programme Strategy 2022 to 2026: consultation". The page content includes a navigation menu, a share button, a description of the Housing Support Grant, and a list of downloadable documents. The documents listed are:

- Housing Support Programme Strategy 2022 to 2026 (383KB | PDF)
- Statement of need (147KB | PDF)
- Equality impact assessment (285KB | PDF)
- Welsh language impact assessment (202KB | PDF)

The following consultation exercises can be accessed from the hyperlink icon below.

- Your Service, Your say On Line Questionnaire for Service Users – continuous year round survey to gauge opinion on service delivery, quality, gaps and improvement.
- Local IoACC Rapid Rehousing Consultation Results Report - to gather insight to what is important to our service users when faced with homelessness. The questionnaire was for tenants who have been homeless within the last 12 months, current service user's in temporary accommodation and service users in supported accommodation.
- Regional Feedback on Service Provider Questionnaire on HSG Services.
- Regional Feedback on Service User Questionnaire on HSG Services
- Anglesey HSG Case Studies



Summary of
feedback received fr

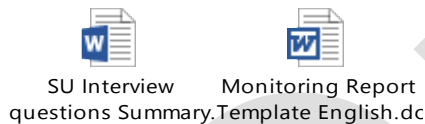
Name of Stakeholder	Function	Type of Engagement Undertaken
Service Users		Receipt of support, service user engagement, and improvement via completion of Your Service Your Say. Representation on tender evaluation panels.
Service Providers Domestic Abuse – Gorwel Learning Disability Cartrefi Cymru- Tyddyn Môn – Môn Care Substance Misuse and Offending CAIS Mental Health CSS Vulnerable Young People Hafan Cymru Single People 25-54 The Wallich Older People Gorwel Generic and Prison Resettlement Housing Services	Service Providers	<ul style="list-style-type: none"> • Service Reviews, • Monitoring, (twice annually per provider) • Outcomes • Representation on Planning Group by Two Providers • Provider Forum (Every Qtr) • Stakeholder Groups for Substance Misuse and Offending • Pathway Panels for Vulnerable Young People, Mental Health, Offending.
Adult Services	Service Provider, Joint Commissioners	Service Provider, Referrer into SpOA Mental Health and Learning Disability Manager is member of the HSG Planning Group. Referrals received into SPoA. Contributions made as a stakeholder to Provider Service Reviews. Member of Tender Evaluation Panels for the procurement of HSG Services
IoACC Public Protection		Deliver Rent Smart Wales Enforcement Element of Housing Support Grant, Co- ordinate Private Landlord Forum
Children Services		Families First/Prevention and Early Intervention Service Manager and Flying Start Programme Manager are members of the HSG Planning Group. Referrer into SPoA Member of the One

		Front Door Panel. Contributions made as a stakeholder to Provider Service Reviews.
Probation Services		Service Manager is a member of the HSG Planning Group. Contributions made as a stakeholder to Provider Service Reviews. Member of Tender Evaluation Panels for the procurement of HSG, Mental Health, Substance Misuse and Offending Services. Referrer into SPoA
BCUHB		Mental Health Supported Accommodation Manager and Substance Misuse Manager are members of HSG Planning Group. Contributions made as a stakeholder to Provider Service Reviews. Member of Tender Evaluation Panels for the procurement of HSG Mental Health, Substance Misuse and Offending Services. Referrer into SPoA via GP's Health Visitor, Flying Start Workers, Community Mental Health Team SMS etc.
North Wales Police (PVPU)		Member of One Front Door Panel. Lead on recent ACEs Project of which HSG was a key member
Housing Services		Head of Service (Chair) and Policy Commissioning and Housing Strategy Manager are members of the HSG Planning Group, Contributions made as a stakeholder to Provider Service Reviews. Member of Tender. Close working with Private Rented Sector Liaison Officer. Evaluation Panels for the procurement of HSG Services. Referrer into SPoA via Housing Options, Housing Solutions Officer, Homeless Prevention IoACC, Estate Management Officers, including Arrears and Anti- Social Behaviour Officer.
DWP		Work Coaches refer into SPoA
Grŵp Cynefin	Housing Associations	Housing Association Landlord
North Wales Housing		Housing Association Landlord
Clwyd Alyn		Housing Association Landlord
Citizens Advice Bureau	Partner Organisations	Designated Agency for Specialist Debt Advice for Service Users.
Hafal		Provider of Mental Health Pathway Support
Shelter		Specialist Housing/ Homelessness Advice and advocate for Service Users
Medrwn Môn		Umbrella Third Sector Organisation and member of HSG Planning Group.

		<p>Deliverer of low level prevention and signposting services for vulnerable citizens. Service Pathway under development between Mõn Community Link and HSG see above. Chief Executive is a member of the HSG Planning Group.</p>
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As has been the case during previous years, we have continued to undertake twice annual monitoring exercises during the April / May and October /November months, and 3 yearly service reviews. These reports have been produced following the completion of a self-assessment pro-forma, as well as consultation on other issues such as training, safeguarding and outcomes. Detailed reports have been produced, and the Team’s two Contracts Review and Development Officers have also sought the opinion of staff, service users and external partner stakeholders in addition to those of managers completing the self- assessment. Once completed the monitoring reports are shared with the designated service managers for further comments and consultation, and the action plan from the initial service review is updated accordingly.

Both the monitoring exercises and service reviews are essential tools for communication and engagement with providers, service users and stakeholder, and supply us with the required evidence and information to make informed decisions in relation to key priorities.



Evidence of partnership working and Stakeholder engagement is clearly evidenced throughout this document e.g development of The Assessment of Need Levels, Working with Mõn Community Link to implement the low level intervention, tender evaluation panels, pathway panels etc.

We will continue to emphasise the need to work in partnership as we seek to deliver our delivery priorities within this document and thus meet our strategic aims and objectives within our 4 year HSG Strategy.

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Annexes

Annex A - Impact assessments – Completed



Final Copy of HSG - Spend plan template

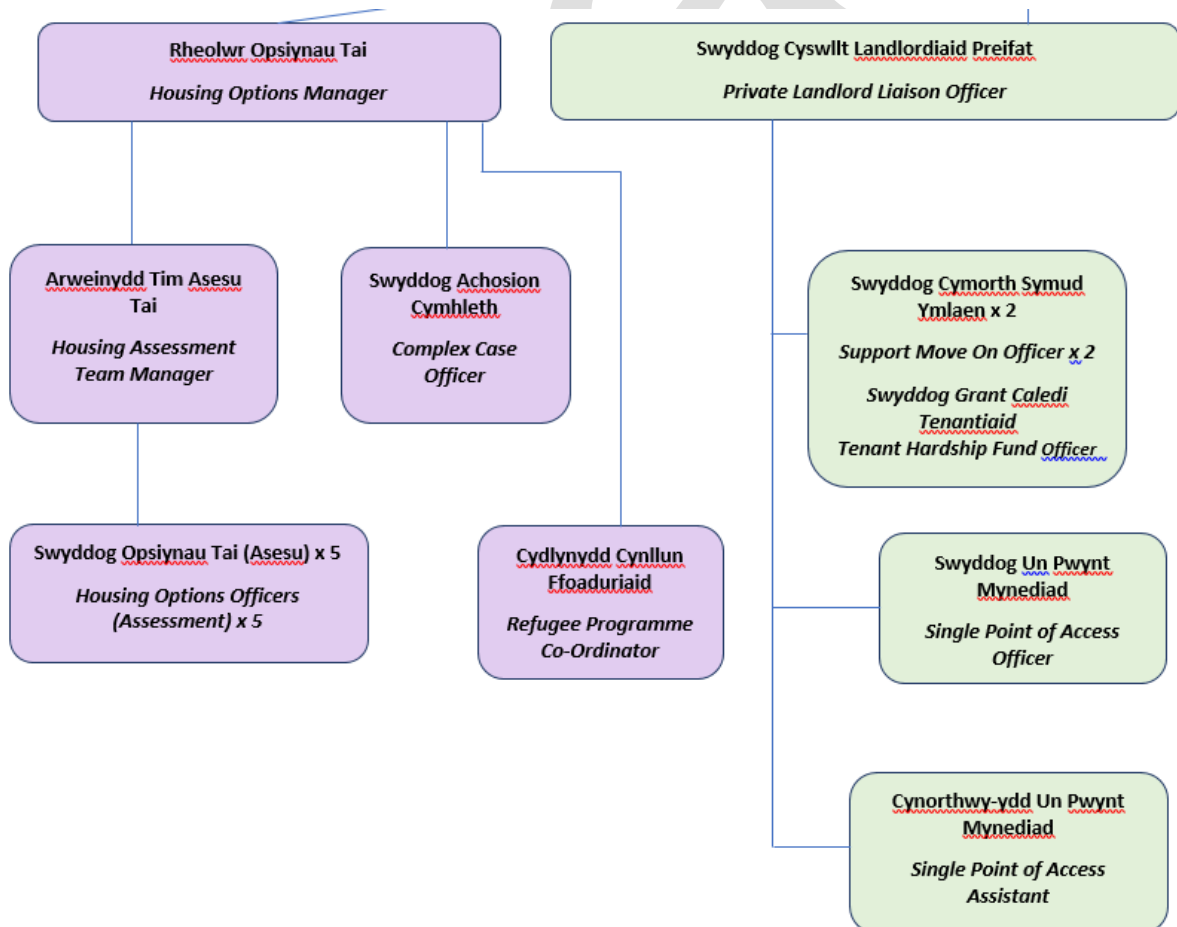
Annex B – Housing Support Grant Spend Plan

Annex C - Commissioning Plan – See Delivery Priorities Section

Annex D- Homelessness Statutory Duties –

The structure of the Assessment Team is shown below which includes the HSG funded roles.

An initial triage is undertaken to establish key issues and the risk of homelessness, this ensures that we targeted services as best as we can to ensure that no one is at risk of sleeping rough. A referral to HSG services is also made at this point to ensure that support is provided as soon as possible.



Officers are able to refer any case they are working on to our arrangement with Shelter Cymru, who specialise in housing law and policy in Wales, with an in-depth and up to date knowledge and understanding of the Housing (Wales) Act 2014, associated regulations and Welsh Government guidance. Shelter provide a closely linked independent advice service and assist the Council in their ambition to improve existing services. They have been delivering the Homelessness Prevention Support Service successfully since September 2018 through the provision of an embedded Independent Homelessness Prevention Advisor. The advisor is able to assist with:

- cases and types of advice offered
- one-to-one mentoring session
- training/briefing sessions
- homelessness reviews

Members of the Assessment Team are also able to approach a Mental Health Assessor, provided by Aderfiad, which will assist with clients who have mental health issues and can be guided and offered advice by the Mental Health Assessor. This service provides officers with additional information and insight into the effects of specific conditions and medication and how best to provide support.

Managers are able to access and refer to Housing Services Professional Mentoring initiative which provide specific coaching and mentoring support on a particular case / matter for Housing Services staff. At times, an officer may require additional support and de-brief on complex matters and / or matters that have had an increased affect on their *wellbeing (it is important not to be too prescriptive as officers will be variably affected by different situations & scenarios)*

The Line Manager is able to signpost and provided with additional support and mentoring.

The Lighthouse, operated by Digartref, offer to support to individuals who approach their services for support and advice which is in addition to the support offered by the Assessment Team. This can include people who approach their services in the first instance or people who are known to the Assessment Team. Partnership working is key here to offer solutions in assisting in dealing with a range of issues and complexities.

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Local Authority HSG Spend Plan 2023/24 Version 1.0

Local Authority HSG Spend Plan 2023/24		Local Authority HSG Spend Plan 2023/24		Local Authority HSG Spend Plan 2023/24		Local Authority HSG Spend Plan 2023/24		Local Authority HSG Spend Plan 2023/24	
Local Authority		Local Authority		Local Authority		Local Authority		Local Authority	
Project Type	Project Type Breakdown	Numbers	£	£	£	Test	Test	Test	Test
PRS Access Schemes	TOTAL	20	140000.00	7.000					
Rapid rehousing/Housing Led Services	Housing Led		21000.00	0					
	Housing First (verified)			0					
	Housing First (unverified)	38	277153.83	7.307					
	TOTAL	38	298153.83	7.307	0.00				
Emergency Accommodation Provision	Specific 'dry' accommodation			0					
	Specific 'wet' accommodation			0					
	TOTAL	0	0.00	0.00	0.00				
Rough Sleepers Assistance Outreach services	TOTAL	13	15072.00	1.035					
Meditation services	London			0					
	Family	4	0.00	0					
	TOTAL	4	0.00	0.00					
Enforcement, investigation or compliance with housing legislation	TOTAL	1	0.200.00	0					
Activities designed to promote and publicise compliance with housing legislation	TOTAL	0		0					
Provision of for tenants and visitors	Learning Disability	85	114,539.88	2.814					
	Physical Disability			0					
	Mental Health	63	179,961.00	2.863					
	Substance misuse and/or alcohol issues	38	90,981.73	2.389					
	Ex-offenders	38	88,072.48	2.407					
	Young people	24	115,348.00	4.804					
	Refugees			0					
	Other people	105	384,980.75	2.353					
	Orphan and travellers			0					
	Seniors	210	536,295.17	2.807					
	Other	41	97,323.42	2.363					
	TOTAL	641	1,697,362.23	0.00					
Temporary Supported Accommodation	Learning disability	4	11,395.11	0.980					
	Physical disability			0					
	Mental health	3	49,813.13	6.838					
	Substance misuse and/or alcohol issues (Wet accommodation)			0					
	Substance misuse and/or alcohol issues (Dry accommodation)	6	40,968.39	6.813					
	Ex-offenders	27	811,739.77	19.489					
	Other people			0					
	Refugees			0					
	Learning Disability			0					
	Seniors	4	36,114.83	11.870					
	Other	8	808,726.88	11.870	0.00				
	TOTAL	42	490,782.84	11.447					
Permanent Supported Accommodation	Learning Disability			0					
	Mental Health	42	490,782.84	11.447					
	Other			0					
	TOTAL	42	490,782.84	11.447	0.00				
Extra care services	TOTAL			0					
Alarm services	Learning Disability			0					
	Other			0					
	TOTAL	0	0.00	0	0.00				
Refugees	Male	5	108,167.71	21.633					
	Female	5	108,167.71	21.633					
	Other			0					
	TOTAL	10	108,167.71	21.633	0.00				
Target Hardening Equipment	TOTAL	20	2,360.00	0.033					
Non Statutory HSG Funded Items	TOTAL		262,537.64	0					
Other Homelessness Prevention Projects	TOTAL			0					
Other	Uncommitted Spend		8,148.00	0					
	General Other		37,856.00	1					
	TOTAL	0	46,004.00	0.00					
GRAND TOTAL		834	3,871,726.66	0.00					



Does total match with unit's numbers
Does total match with £ verified

Match Allocation 31
Count Blank 36
Count of Zero 5

Unit	Match Allocation	Count Blank	Count of Zero
PRS Access Schemes	31	36	5
Rapid rehousing/Housing Led Services - Housing Led	31	36	5
Rapid rehousing/Housing Led Services - Housing First (verified)	31	36	5
Rapid rehousing/Housing Led Services - Housing First (unverified)	31	36	5
Emergency Accommodation Provision - General	31	36	5
Emergency Accommodation Provision - Specific 'dry' accommodation	31	36	5
Emergency Accommodation Provision - Specific 'wet' accommodation	31	36	5
Rough Sleepers Assistance Outreach services	31	36	5
Meditation services - London	31	36	5
Meditation services - Family	31	36	5
Enforcement, investigation or compliance with housing legislation	31	36	5
Activities designed to promote and publicise compliance with housing legislation	31	36	5
Provision of for tenants and visitors - Learning Disability	31	36	5
Provision of for tenants and visitors - Physical Disability	31	36	5
Provision of for tenants and visitors - Mental Health	31	36	5
Provision of for tenants and visitors - Substance misuse and/or alcohol issues	31	36	5
Provision of for tenants and visitors - Ex-offenders	31	36	5
Provision of for tenants and visitors - Young people	31	36	5
Provision of for tenants and visitors - Refugees	31	36	5
Provision of for tenants and visitors - Other people	31	36	5
Provision of for tenants and visitors - Orphan and travellers	31	36	5
Provision of for tenants and visitors - Seniors	31	36	5
Provision of for tenants and visitors - Other	31	36	5
Temporary Supported Accommodation - Learning disability	31	36	5
Temporary Supported Accommodation - Physical disability	31	36	5
Temporary Supported Accommodation - Mental health	31	36	5
Temporary Supported Accommodation - Substance misuse and/or alcohol issues (Wet accommodation)	31	36	5
Temporary Supported Accommodation - Substance misuse and/or alcohol issues (Dry accommodation)	31	36	5
Temporary Supported Accommodation - Ex-offenders	31	36	5
Temporary Supported Accommodation - Young people	31	36	5
Temporary Supported Accommodation - Refugees	31	36	5
Temporary Supported Accommodation - Other people	31	36	5
Temporary Supported Accommodation - Orphan and travellers	31	36	5
Temporary Supported Accommodation - Seniors	31	36	5
Temporary Supported Accommodation - Other	31	36	5
Permanent Supported Accommodation - Learning Disability	31	36	5
Permanent Supported Accommodation - Mental Health	31	36	5
Permanent Supported Accommodation - Other	31	36	5
Extra care services	31	36	5
Alarm services - Learning Disability	31	36	5
Alarm services - Other	31	36	5
Refugees - Male	31	36	5
Refugees - Female	31	36	5
Refugees - Other	31	36	5
Target Hardening Equipment	31	36	5
Non Statutory HSG Funded Items	31	36	5
Other Homelessness Prevention Projects	31	36	5
Other - Uncommitted Spend	31	36	5
Other - General Other	31	36	5

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Certificate of Chief Financial Officer or authorised representative

Summary declaration

I certify that, to the best of my knowledge and belief, the information provided on this form is correct and consistent with the estimates and calculations made by my authority to calculate the budget and expenditure of the Housing Support Grant

Name: _____ (Print name)

Role: _____

Signature: _____

Date: _____ (dd/mm/yyyy)

Certificate of the LA Housing Support Grant lead (This should be the agreed lead person identified by the Local Authority for the HSG)

Summary declaration

I certify that, to the best of my knowledge and belief, the information provided on this form is correct and consistent with the estimates and calculations made by my authority to calculate the budget and expenditure of the Housing Support Grant

Name: _____ (Print name)

Role: _____

Signature: _____

Date: _____ (dd/mm/yyyy)

Certificate of Head of Finance, Supported Housing & Homelessness (Welsh Government)

Summary declaration

I certify that, to the best of my knowledge and belief, the information provided on this form has been checked against the criteria for the expenditure of the Housing Support Grant

Name: Karen Tudor (Print name)

Role: _____

Signature: _____

Date: _____ (dd/mm/yyyy)

Rapid Rehousing Transition Work Plan April 2022- March 2027

The Rapid Rehousing Transition Work Plan sets out how Anglesey Council will make the transition to a Rapid Rehousing model of homelessness services. This plan will focus on 6 key themes and actions that need to be implemented to achieve the Plan for the duration of 2022-27.

	Key Themes	Transition Plan Actions
1.	Local Housing Market Assessment, homelessness data and analysing need	<p>The tool will identify the gap between demand and supply and the anticipated demand for services both now and the next 5 years.</p> <p>An analysis will be undertaken so a clear position can be ascertained by September 2022</p>
2.	Assessing Support Needs	<p>An extensive and systematic assessment of need to be undertaken to gather accurate intelligence around support requirements as well as supply.</p> <p>Two things are required:</p> <ul style="list-style-type: none"> • A breakdown of the number of current clients in each of four categories; and • An estimation of the ratios of presentations likely on an annual basis moving forward. <p>This will be continuously reviewed.</p> <p>All HSG Support Providers will have identified all service users within a Low/Medium/High assessment tool by April 2022 and will feedback weekly to the HSG SPoA. Training has been carried out with all Providers in 2021.</p> <p>The levels of support needs are carefully considered alongside the potential duration of the support.</p> <p>IoACC has established a HSG Support Plan Assessment which is used internally and externally for consistency and transparency which identifies the three cohorts (L/M/H) as well as complex cases. This will support the service user who need specialist support.</p> <p>Assessments of need will support and assist people to move on and sustain their accommodation in the long term. The below 4 areas of support will be used;</p> <ul style="list-style-type: none"> • Practical • Specific/specialist • Engagement and stabilising

		<ul style="list-style-type: none"> • Progression <p>Accommodation requirements will be considered in case they impact the amount of support required.</p> <ul style="list-style-type: none"> • Location • Tenure • Affordability • Accessibility • Equipment <p>Further develop the Anglesey Rapid Rehousing Hub which includes;</p> <ul style="list-style-type: none"> • Rapid Response Officer • Complex Case Officer • Move on Officer • Prisoner resettlement • Mental Health support worker • Step down Accommodation • Young person’s Pontio Support Officer <p>The complex case Officer has overall responsibility for coordinating services.</p> <p>This will also include the development of inclusion of Homeless Prevention Grant within HSG provision and Rapid Rehousing Hub. This will need to fully implemented by 2024</p>
3.	Understanding Local Temporary Accommodation Supply	<p>An understanding of the scale and quality of temporary accommodation to be undertaken. To provide total and current provision for each of the following settlings:</p> <ul style="list-style-type: none"> • Temporary Accommodation • Supported Accommodation • Other (including B&B, Domestic abuse refuge etc) <p>Including information on:</p> <ul style="list-style-type: none"> • Capacity • No of households living in the accommodation at 31 March, and net flows in/out in the year • Type of households • Level of support provided • Average length of stay (for both 2020/21 and 2019/20) within each setting. • Weekly charges, including all rent and service charge <p>This will be completed by 31 March 2022</p>
4.	Plan the Temporary Accommodation transformation	<p>The provision of temporary accommodation will be to meet the quality standards and be based around ensuring dignity and respect for the service users. Anglesey Council will look at:</p> <ul style="list-style-type: none"> • Repurposing Accommodation

		<ul style="list-style-type: none"> • Look at existing supply and future supply • Develop a Rapid Rehousing Hub
5.	Development of the Plan	<p>The plan will set out the following fundamental key points</p> <ul style="list-style-type: none"> • Support • Supply and Transformation • Prevention • Accommodation Model • Increasing efficiency • Engagement • Staffing • Pandemic Response • Equalities Impact Assessment <p>A Project Board will be established to oversee this plan</p>
6.	Resource Planning	<p>More work needs to be undertaken in the next 12 months to understand how the Rapid Rehousing model will work from a financial point of view. The model of moving people quickly through temporary accommodation into settled accommodation, while more expensive initially, is universally understood to have long-term benefits from a cost savings perspective and the expectation is that the move to Rapid Rehousing can be attained from a cost neutral basis.</p> <p>We currently have 23 units identified under Phase 2 Grant from WG which will adopt the principles of Rapid Rehousing. This will commence in February 2022</p>



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



ISLE OF ANGLESEY
HOUSING SUPPORT
GRANT NEEDS
ASSESSMENT
2022-2024

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1. Introduction

This Needs Assessment outlines the current and projected future demand for housing support and homelessness services for the Isle of Anglesey and is a requirement under the Housing Support Grant (HSG) guidance 2021.

The terms and conditions of receiving HSG grant funding is to undertake a comprehensive needs assessment every four year, along with a light touch review every 2 years.

The findings of this document will inform our 4 Year Housing Support Strategy, Rapid Rehousing Plan and our strategic commissioning of Housing Support Service during the 26/27 – 29/30 planning and commissioning cycle.

2. Purpose of Needs Assessment

This Needs Assessment will:

- Define the target population
- Assess the needs using external data
- Assess the needs using internal data
- Assess the needs by gathering information from client feedback
- Identify gaps in support provision
- Inform the Statement of Need
- Identify priorities that feed into the Strategy and Action Plan

3. Statement of Need

Our statement of need is based on our key findings from the Needs Assessment.

4. Defining the target population

The first and most important stage of the needs assessment is to determine who the target population is in respect of Homelessness and Housing Support Services.

An academic paper that attempts to identify who is [most risk of homelessness in the UK](#), 2017 shows that socio economic factor influence the probability of homelessness and identifies:

- That the centrality of poverty, particularly childhood poverty, can increase a person's likelihood of experiencing homelessness
- That broader labour and housing market contexts have an impact on homelessness
- That the influence of certain demographic, personal and social support characteristics can have an impact on the probability of homelessness

Trauma can also have an impact on an individual and the Lanlkey Chase Foundation 2015 stated that 85% of those in touch with criminal justice, substance misuse, and homelessness services have experienced trauma as children.

The experience of homelessness can have a significant impact on health, with individuals often suffering poor mental health, physical illness, substance dependencies, reduced life expectancy, and excess preventable morbidities. As a result, individuals will have a disproportionately high need for healthcare services, but often find it difficult to access healthcare, with the COVID-19 pandemic this is likely to have exacerbated these issues. This information is contained within a report by NHS

Wales, 2021 [Health Individuals with lived experience of homelessness in Wales](#), during the Covid- 19 pandemic and states that 'Poor health is both a cause and a consequence of homelessness'. Service delivery has also needed to change, being more innovative in how support is carried out due to the need to adhere to social distancing, requirements mask wearing etc. It has also been reported that such changes has had varying impact upon service users, with those in own accommodation or self-contained temporary accommodation more reluctant to engage, possibly due to past social distancing measures, feeling unsafe etc. As a result, many become even harder to reach than was previously the case, thus increasing their vulnerability.

5. North Wales Population Needs Assessment

A Population Needs Assessment is a requirement under the Social Services and Well-being (Wales) Act 2014, which provides information about the care and support needs of people in North Wales and the support needs of carers. The North Wales Regional Population Needs Assessment was undertaken in 2017 and underpins the [North Wales Partnership Board's Regional Plan for the period 2018 - 2023](#). This Needs Assessment follows the 11 priority groups as identified within the Regional Plan, which are:

- a) Housing and Homelessness
- b) VAWDASV
- c) Mental Health
- d) People with learning disabilities
- e) Older people with complex needs and long term conditions, including dementia
- f) Autistic Spectrum Disorder
- g) Children and young people
- h) Veterans
- i) Health and Disability
- j) Carers, including young carers
- k) Secure Estate

The next section (a-k) follows the 11 priority groups as identified by the Regional Board with further evidence provided from Housing Support Services data on current trends and un met needs.

a) Housing and Homelessness

The Plan sees Local Authorities and Housing Associations as the leads via the Housing Strategies and that the Board with work with the Regional Housing Support Collaborative Group.

b) VAWDASV

An estimated 1 in 4 women experience domestic abuse in their lifetime and 1 in 6 men (Office for National Statistics, 2014) and it is estimated that there will be, equivalent to, 16,000 female victims and 8,000 male victims in North Wales each year. The Partnership's Regional Plan identified that there was a need:-

- For support for children and young people who are witnessing domestic violence and abuse
- Sufficient options for housing victims of domestic violence and abuse who have additional care and support needs that require round the clock staffing
- To find out more about the need for specialist support, such as floating support, for BAME people in North Wales

Referrals to Housing Support Services for Domestic Abuse support during and after Covid-19 have increased, totalling of 118 referrals during 2020/21. This does not include financial, emotional and sexual abuse, which was not classed as violence.

It is generally accepted from Specialist service providers, the Police as well as being documented by local and national media that the actual level of domestic abuse was under-reported during the lockdown period. Many families were restricted to their properties and opportunities to report episodes of abuse and repeat incidents were considerably reduced, which resulting in an increase in un-met need.

There is an identified gap in provision for victims of sexual abuse on the Island, and consideration should be given to the provision for funding to the specialist provider in this area, which is independent of the more traditional type of VAWDASV services currently delivered.

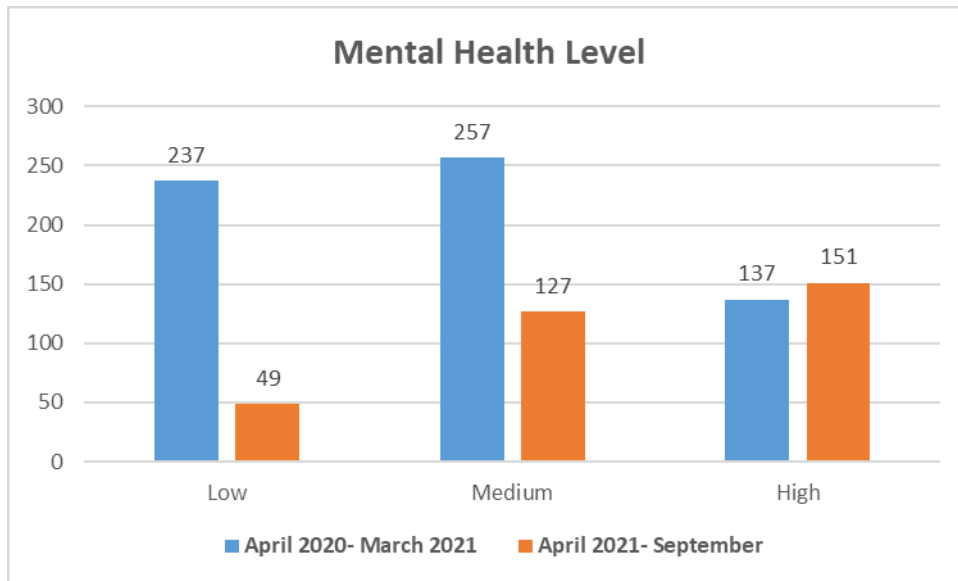
c) Mental Health

People in North Wales report slightly better mental health than in Wales as a whole but the Board recognised that:

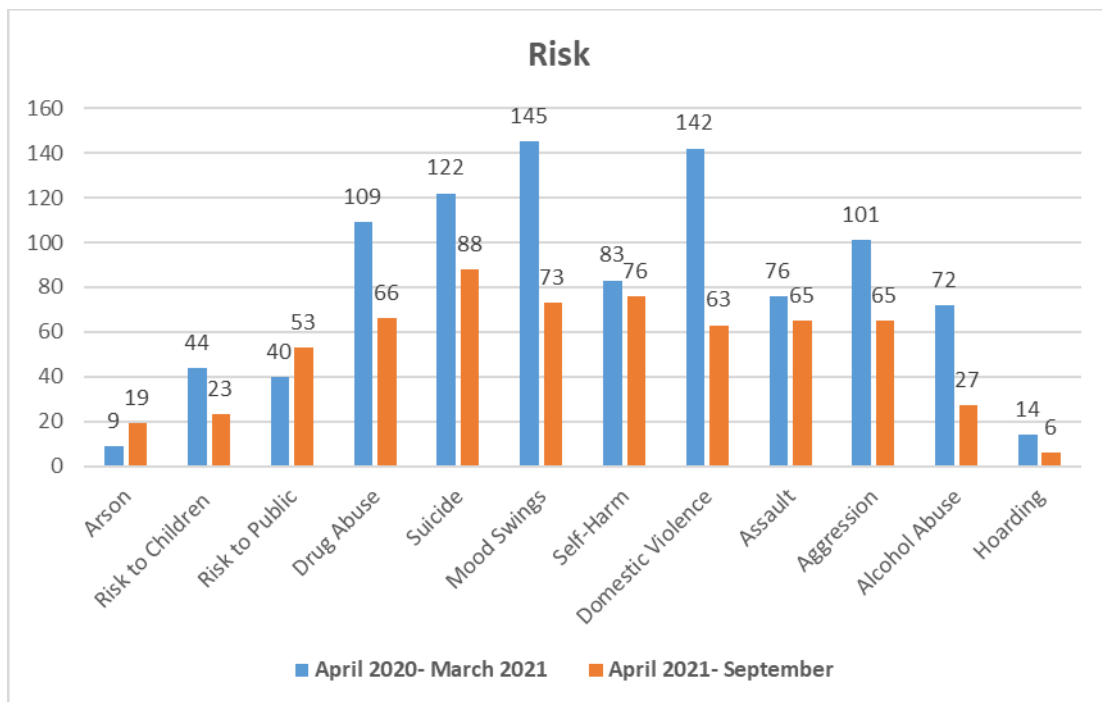
- The number of people with mental health problems is likely to increase
- The most common mental illnesses reported are anxiety and depression
- Research suggests a high number of people with mental health problems are not seeking help
- The number of admissions to mental health facilities is reducing
- The number of people with more complex needs is increasing
- People with mental health problems are more likely to have poor physical health.

Around 9,400 Anglesey people have one of the common mental disorders. (Public Health Wales Website). Based on information from Public Health Wales it is estimated that 10% of 5 to 16 year olds in Anglesey (840 children) have a mental health disorder; which is same as the Welsh average.

Referrals to Housing Support Services for mental health over the past 18 months shifted considerably. In 2020/201, 38% (237) presented with low needs 40% (257) with medium needs and 22% (137) high needs. In comparison during the first six months of 2021/22, 15% (49) have presented with low needs, 58% (127) with medium needs and 46% (151) with high needs. The total number of presentations with mental health in 2020/21 was 631, whilst we anticipate 654 will have presented in 2021/22. The block graph below displays the above mentioned data for both years.



As part of the assessment for mental health support we ask what the risks are to the individual. The types of risk at point of presentation via our SPoA Service is noted in the graph below, and refer to both 2020/21 and the first 6 months of 2021/22.



Needs such as suicide, mood swings, self-harming and behaviour are all associated with mental health conditions. The bar graph above shows a substantial increase during 2021/22 in the number of people who are at risk of suicide and self harm.

Identified gaps and issues within services for People with Mental Health Needs

- There is an increase in high level needs within mental health support services

- There is an increase in the number of people who are at risk of suicide and self harm

d) People with Learning Disabilities

The North Wales Population Assessment acknowledges that the transition between children and adult services is key in ensuring that people with Learning Disabilities have the necessary skills and ability to live independently with the help of appropriate housing support. Young people in transition and their families need to be encouraged at the earliest opportunity to consider supported living arrangements to enable them to achieve their potential, by living independently with appropriate housing support, and thus prevent unnecessary admission into more institutionalised settings at a later stage in life.

The quarterly Adult Services returns to Welsh Government show a year on year increase in the number of people with learning disabilities where the Council have a statutory duty to provide care services. We are also aware from the same data submissions, that a high number of people with learning disabilities live within the family home, often until their parent(s) become elderly and are unable to care and support any longer.

The level of support provided via HSG to people with learning disabilities is high. Adult services are currently reviewing its supported living provision where it is envisaged services for joint care and housing related support will be tendered during mid to late 2022.

Identified gaps and issues within services for People with Learning Disabilities

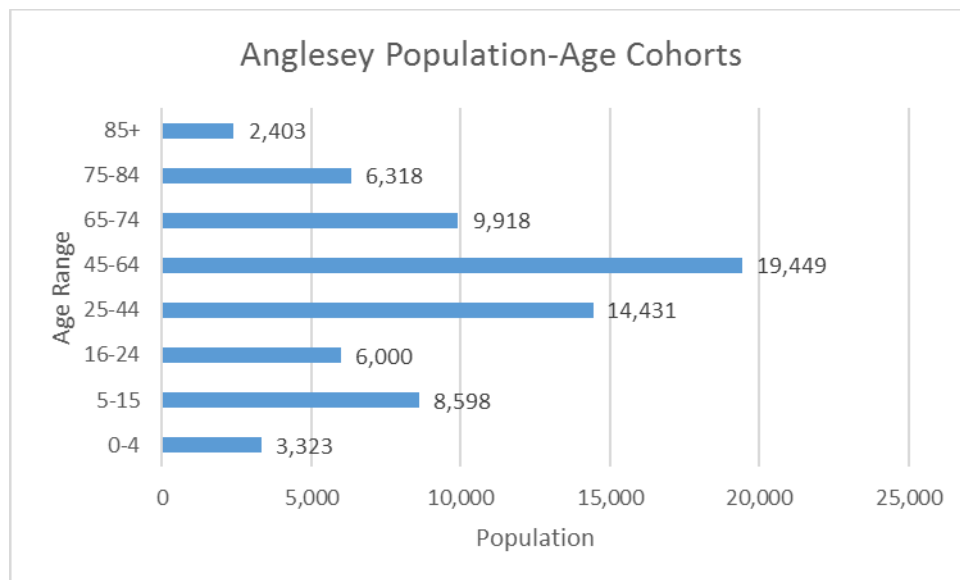
- Around half the people recognised with Learning Disabilities receive housing Support services (Welsh Government Social Services KPI's and HSG Spend Plan)
- There is a lack of purpose built appropriate single storey shared accommodation for people with learning disabilities. (IoACC Adult Services Document - Analysis of Current and Future Accommodation Provision Adult Social Care – Ynys Mon)
- There remains a disproportionate level of support which is capped at a maximum of 15 hours per person per week available to people with Learning Disabilities. This compares with a maximum of 5-8 hours for those with challenging needs who are chaotic, homeless or at risk of homelessness and who require the highest level of intervention other than 24/7 support within a hostel
- Housing Support Services is currently a high cost low volume within this client group
- People with Learning disabilities living within supported and shared accommodation will rarely move on into independent living
- The number of people with a Learning Disability who do not meet the statutory definition of Learning Disability is high on Anglesey. There is therefore a need for continuous housing support to enable this client group to manage their tenancies

e) Older people with complex needs and long term conditions, including dementia

Anglesey has an ageing population with 18,639 (26.5%) aged 65 or over, of this age group those aged 85+ accounts for 3.4% of the population and 9% are aged between 75-84 and 14.1% aged 65 -74.

The 65+ age cohort is projected to increase from 30.3% to 31.6% by 2035. The life expectancy of males and female citizens on Anglesey are 78.5 and 83 years respectively. The projected increase in the 65+ age group and in particular the 85+ cohort is likely to place increased pressure on both the care and support sectors. People living to an older age require services such as social care, (including

personal care) require a range of accommodation options such as sheltered and extra care housing, adapted homes with level access showers etc via DFG, and admission to residential and nursing care home settings.



Our current peripatetic provision for older people (for those aged 55+ by Welsh Government) has the highest number of people receiving housing related support.

Identified Gaps and issues within services for Older People

- The number of older people requiring housing support services is likely to increase, given the projected demographic profile for the next 10 years
- The demographic profile of the Anglesey population suggests that there is a need to increase the range and supply of specific types of accommodation options available for older people

f) Autistic Spectrum Disorder

The Board reports Children and Adults with Autism Spectrum Disorder (ASD) report unmet needs in respect of:

- behavioural/emotional support;
- ASD specific issues and life skills; and,
- access to social and leisure services and opportunity in the community.

Although the Welsh Government’s Housing Support Grant has a specific category for Autistic Spectrum Disorder this service user group is recorded locally under the People with Learning Disabilities category, where their IQ is less than 70. People on the Autistic Spectrum with an IQ of 70 or higher are supported via the generic service or under any other lead need should this take precedence over their ASD as a need e.g mental health, older people etc.

Identified Gaps and issues within services for People with Autistic Spectrum Disorders.

- There is no specific housing related support provision for people with autistic spectrum disorder associated needs

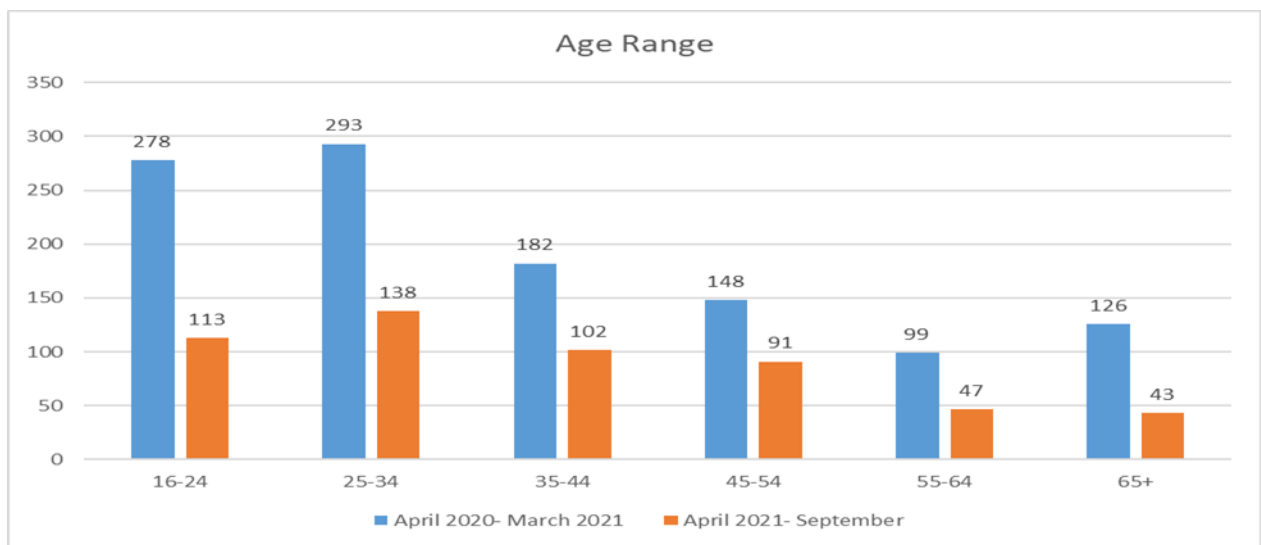
- There needs to be closer working and improved transition arrangements and planning from adolescence into adulthood with regard given to housing support provision

g) Children and young people

Anglesey has seen a decrease in the number of children and young people living on the Island since the turn of the millennium. Currently, Anglesey's 0-17 years population is as follows:

Age Group	Total per Age Group	% of Total 0-24 yrs population
0-4	3,323	18.5%
5-15	8,598	48.0%
16-24	6,000	33.5%
Total	17,921	100%

The 2018 -23 North Wales Needs Assessment focuses its attention primarily on children 0-15, whereas Housing Support does not have direct contact with any young person until the age of 16. The number of young people aged 16-19 years currently accessing housing support services is high. The graph below shows those aged 16-19 years accessing supported accommodation has increased compared to the previous year.



Referrals to Supported Accommodation

Age Range	April 2020- March 2021 %	April 2020- March 2021 number	March 2021- September 2021 %	March 2021- September 2021 Number
16- 24	24.6%	278	21%	113
25-34	26.0%	293	26%	138
35-44	16.1%	182	19%	102
45-54	13.1%	148	17%	91
55-65	8.8%	99	9%	47

65 +	11.2%	126	8%	43
total	1126		534	

It can be seen from the data above that young people aged 16-24 including those leaving care settings and requiring support and accommodation

Identified Gaps and issues within services for Young People (and in particular those classed as Young and Vulnerable 16-25).

- Evidence gathered from service reviews and 6 monthly monitoring reports has highlighted a lack of affordable properties within the private rented sector. This further compounded by affordability issues and shortfall between market rent and Local Housing Allowance rates which determines the allocation of housing benefit
- A lack of move-on properties which in turn contributes to the silting of hostel and designated supported accommodation for our young people who are homeless or at risk of homelessness
- Data provided by Digartref, the designated housing support provider for homeless and vulnerable young people indicates that nearly 1 in every 4 (23%) who require hostel support are from the LGBTQ+ community. This has at times created difficulties for some of these young people residing within hostels. There is a recognised need across North Wales that a gap exists in relation to LGBTQ+ young people who require housing related support and is recognised as a regional priority

h) Veterans

The North Wales Population Needs Assessment notes that all service providers should improve their identification of veterans and data on their use of services (especially NHS primary and secondary care and local council services).

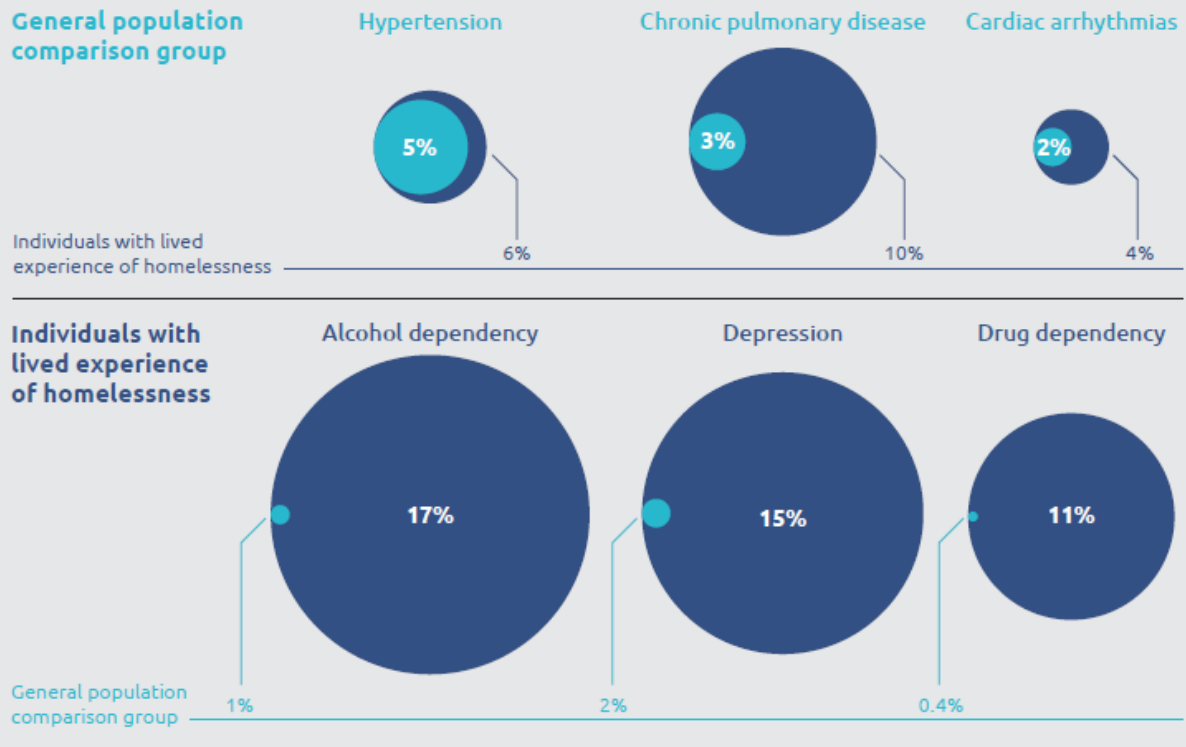
We do not commission bespoke provision for Veterans under HSG, instead referrals are made based on the lead need identified by the individual.

i) Health and Disability

Overall, 25,430 (39% of GP registered patients) patients have a chronic condition/illness on Anglesey according to NHS Wales (2019).

A report into the [Health of individuals with lived experience of homelessness in Wales, during the Covid -19 Pandemic by PHW](#) states that Individuals with lived experience of homelessness are more likely to be managing substance dependency and depression as well as more likely to be managing multiple long term health conditions compared to the general population groups.

Relative prevalence of the top 3 long term health conditions in homeless vs general population groups



i) Carers, including young carers

The North Wales Population Needs assessment concluded that

- Carers provide a crucial role in the provision of care and support, providing between 70% and 95% of care, saving £7.72 billion every year in Wales. There is therefore a case for developing and preparing services for carers first
- The number of carers in North Wales is increasing, particularly in north-west Wales
- People aged 50 to 64 are the most likely to provide unpaid care
- Half of all carers in North Wales are in employment: for carers in employment the support of their employer and colleagues is vital to helping them continue in their caring role

The Housing Support Grant delivers early intervention and prevention services to some of the most vulnerable people in our communities, outside the need for healthcare and personal care, some of whom will also have carers. Although there is no direct provision for carers delivered within the HSG Programme, there can be little doubt that carers in certain instances particularly within the older people and mental health service areas benefit from the delivery of housing related support.

j) Secure Estate

Secure estate includes prisons, approved premises, bail accommodation and youth detention accommodation. The Needs Assessment noted that

- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security
- The number of people held in prison has been increasing
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population

- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care
- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves

The Housing Support Grant has a key role to play in providing appropriate support, intervention and rehabilitation upon release from secure estate institutions and prevent reoffending where possible. This will continue to be a priority area via our Prison Pathway process.

Evidence shows that people leaving prison will have substance, mental health and other issues.

People with a history of offending

Home Office and data from the Probation Service suggests that the number of Anglesey people sentenced to a period of imprisonment or have a previous history of offending but not currently imprisoned has increased in recent years.

Identified Gaps and Issues in relation to People with a History of Offending

- In a report published the HM Prison and Probation Service the Accelerator Project Study at Berwyn Prison and will be considered as part of the RHSGC priorities going forward

Other Key Service User Groups

In addition to the vast majority of the identified priority areas within the North Wales Population Needs Assessment Housing Support Grant also provides targeted intervention for a number of other vulnerable service user groups, these being:

6. Generic Services

Referrals to Generic Services are mostly medium to high level housing support needs with those needs becoming more complex and resource intensive since the Pandemic.

From the SPoA data collected and analysed it is apparent that out of 1,660 referrals a total of 3,823 needs were recorded from 1.4.2020 to 30.9.2021. Therefore, it is reasonable to assume that each referral would contain 2.3 different needs at point of presentation. However, the actual scale of generic cases accounted for 20% (767) of all needs that have presented into SPoA over the past 18 months.

Based upon the increase in referrals within this service area, along with socio economic factors, such as the reduction in the Universal Credit Uplift, cessation of the Furlough scheme and poor job prospects, it is anticipated that this service area will remain a priority area in the short to medium term.

7. Substance Misuse

Our SPoA data suggests that we have seen a decrease in the number of people presenting with both drug and alcohol related needs since April 2021. Between 1st April 2020 and 31st March 2021, 123 presentations from people engaging in drug related misuse and a further 94 alcohol related needs were recorded. In comparison, both cohorts have dropped considerably since 1.4.21 with 46 drug related and 29 alcohol related.

However, according to service providers and other agencies such as Health, complexities such as dual diagnosis and co-occurring issues have become more prevalent since the pandemic, with a

strong correlation with mental health reported. Domestic abuse has also been highlighted as an issue co-occurring with substance misuse.

Providers have also feedback that substance misuse has increased amongst 16-25 year olds with also concern over the choice of substance has changed with individuals using different substances which they know little about.

8. Vulnerable Families

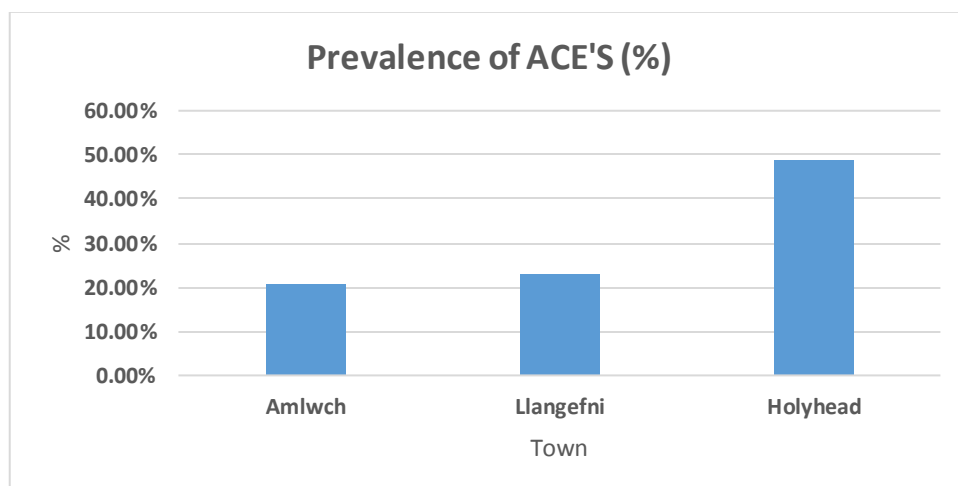
Historically, Housing Support Services have been associated with single people. However, recent presentations via our SPoA and Triage services indicate that there has been an increase in the number of families, both single parents and couples with children presenting. This is likely to increase further; given the current economic issues many face due to reductions in benefits, low income and potential evictions due to non-payment of rent or failure to meet increasing mortgage repayment.

In comparison to other services the number of units available for families is low and should the numbers increase further, this may be an area which will require increased provision in future.

9. Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences (ACEs) are potentially traumatic events that occur in childhood. ACEs can include violence, abuse, and growing up in a family with mental health or substance use problems. Toxic stress from ACEs can change brain development and affect how the body responds to stress. ACEs are linked to chronic health problems, mental illness, and substance misuse in adulthood.

The only available data on ACEs is a pilot study during 217/18 by NHS Wales who collected data from 3 towns via GP surgeries. The data below shows that in Amlwch 20.5% of people questioned had experienced and ACE where as Llangefni had 20.9% of participants, however Holyhead had a far higher number with a prevalence of 49%.



10. Regional Housing Support Priorities

The RHSCG is responsible for producing an annual statement, outlining what the regional priorities are for that year, which are:

1. Commission further LGBTQ+ provision for the region
2. Bespoke Mental Health and Housing Training to be commissioned
3. Explore the commissioning opportunity for further provision for males fleeing domestic abuse
4. Commission funding for dual-diagnosis (Mental Health and Substance Misuse) refuge for people fleeing domestic abuse.
 - a. The VAWDASV Board have been awarded funding and this priority has been actioned.
5. Part fund a regional hoarding service in collaboration with the Regional Hoarding Group.
6. Explore the opportunity to pilot Psychological Informed Environments approach.

This group are the forum instructed by the RHSCG to develop services where there is not a critical mass locally, develop regional services where justified by economies of scale and continue to develop and improve service delivery of the Housing Support Grant across North Wales.

11. Access to Lighthouse Services

The Lighthouse provides support from a day drop in centre in Holyhead, This project is funded via the Welsh Government Homeless Prevention Grant. There is an increase in the number of people accessing this service with 1/3 more requesting assistance when comparing data from 2019-20 and 2020-21. Many clients have complex needs and require a high level of support in finding accommodation.

12. Mediation and Counselling and Other Therapeutic Services

The provision of the Section 180 Homeless Prevention Grant direct from Welsh Government, currently funds the delivery of mediation services for all ages and has prevented the need for direct provision of either supported accommodation or floating support services. Likewise it has resulted in success stories for young people accommodated in emergency or supported accommodation to return home. Providers have recently feedback as part of a consultation process that demand for mediation has increased.

Covid-19 has caused increases in isolation and loneliness, less contact with friends and family which has affected both physical and mental wellbeing. Consequently we have witnessed an increase in the number of people who require therapeutic interventions such as counselling.

Although the Housing Support Grant cannot directly fund counselling or other forms of therapeutic interventions, providers are continuously highlighting the increasing numbers being referred or signposted for such interventions.

13. Key Housing and Homelessness Data

Our Draft Housing Strategy 2022-27, which is currently out to consultation, notes that the lack of affordable housing is having a detrimental impact upon individuals, families and communities.

Stats Wales shows that home ownership is the highest tenure type on the Island with those renting from a Social Landlord slightly higher than those renting privately. Renting from the private rented

sector is the only available option for some people who are unable to access social housing. Many landlords charge rent at a higher level than the Local Housing Allowance with households having to cover the difference and therefore have reduced levels of income to spend on bills and other costs.

Housing Need, Demand and Priorities

Information provided in this section sets out the housing need data for the Island, and is correct as of July 2021.

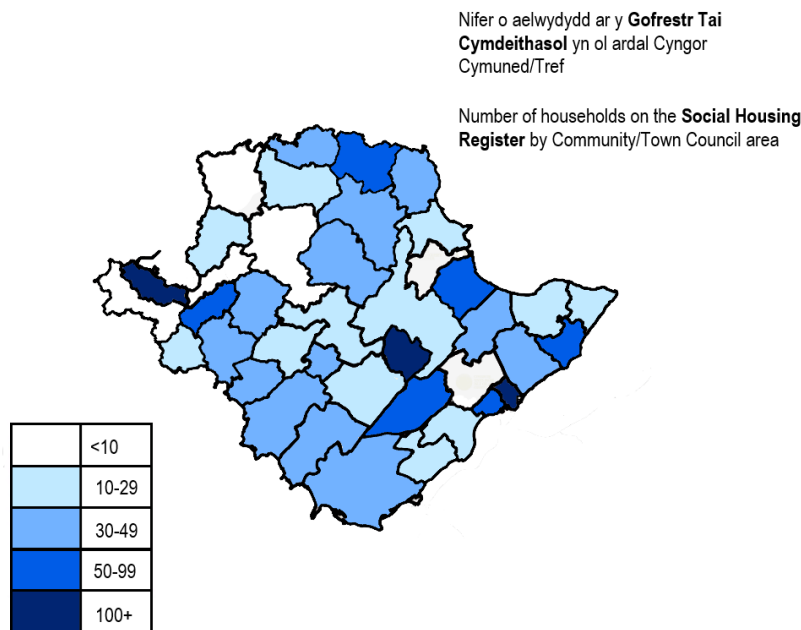
Social Housing Register Information:

Based on information as at July, 2021 there were 408 applicants on the Social Housing Register with the majority requiring 1 and 2 bedroomed general needs and older person’s properties.

	1 bed	2 bed	3 bed	4+ bed	TOTAL
General Needs	85	74	33	43	235
Older Person’s Accommodation	136	32	4	1	173
TOTAL	221	106	37	44	408
%	54%	26%	9%	11%	

Social Housing Register Waiting List by type and number of bedrooms required

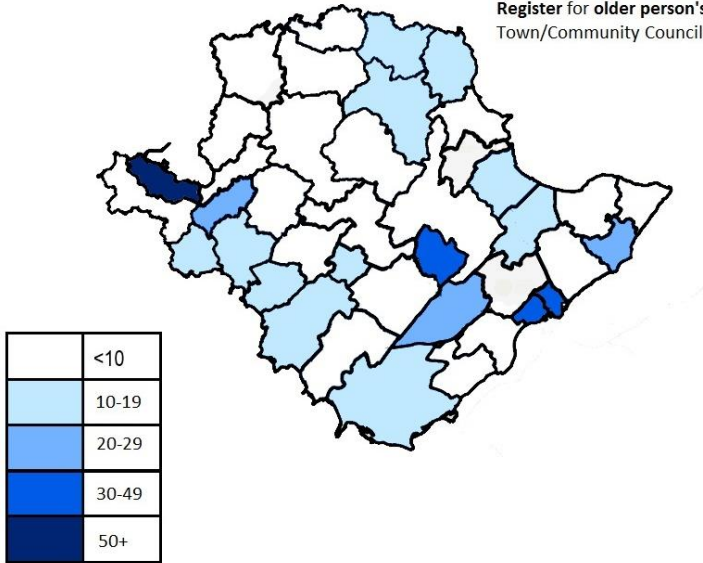
The demand for social housing can be seen in the map below, with demand being highest in Holyhead , Llangefni, Menai Bridge, Llanfairpwll, Amlwch, Valley, Llanfair ME, Llanfihangel Ysgeifiog and Beaumaris. Please note that some applicants are on the waiting lists of more than one area.



The demand for older person’s social rented accommodation can be seen in the map below with Holyhead, Llangefni, Llanfairpwll and Menai Bridge also being the most popular choice.

Nifer o aelwydydd ar y **Gofrestr Tai Cymdeithasol** ar gyfer **llety pobl hŷn** yn ol ardal Cyngor Cymuned/Tref.

Number of households on the **Social Housing Register** for **older person's accommodation** by Town/Community Council area.



Tai Teg Affordable Housing Register Information:

Tai Teg is an on line housing register for people with an interest in low cost home ownership. Tai Teg has a multi-agency partnership approach, consisting of all the North and Mid Wales Local Authorities, Snowdonia National Park and six Housing Associations.

There are currently 311 applicants on the Tai Teg Affordable Housing Register, with the majority requiring 2 and 3 bedroomed intermediate rent and affordable properties to purchase. Please note some applicants are eligible for more than one of the options – rent, purchase and self-build.

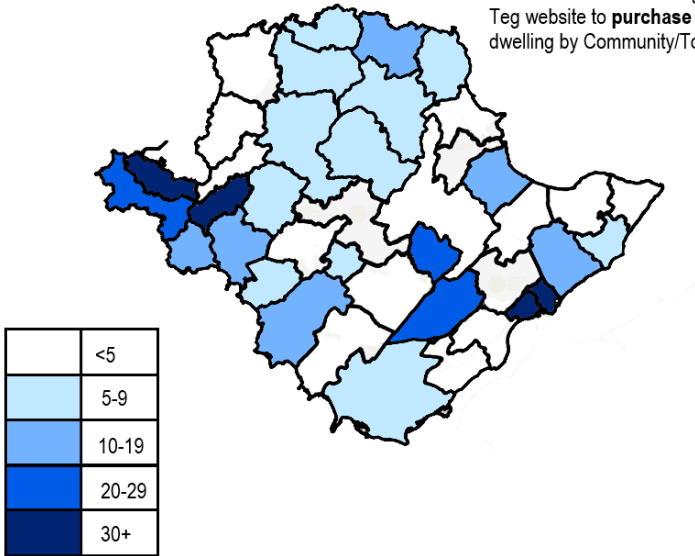
	Did not specify	1 bed	2 bed	3 bed	4+ bed	TOTAL
Rent	7	6	81	89	11	194
Purchase	9	4	71	95	11	190
Self-build	0	1	6	5	2	14
TOTAL	13	7	125	150	16	311
%	4%	2%	40%	48%	5%	

Tai Teg Affordable Housing Register applicants by tenure and number of bedrooms required

The map below shows which areas applicants on the Tai Teg register wish to purchase affordable properties, with demand being seen highest in Caergybi, Valley, Menai Bridge, Llanfairpwll, Trearddur Bay, Llangefni and Llanfihangel Ysgeifiog.

Nifer o aelwydydd wedi cofrestru ar wefan Tai Teg ar gyfer **prynnu** ty fforddiadwy yn ol ardal Cyngor Cymuned/Tref

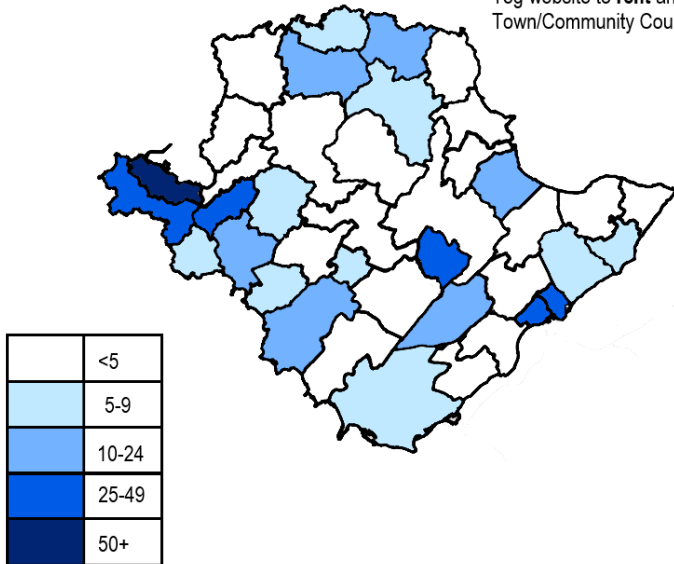
Number of households registered on the Tai Teg website to **purchase** an affordable dwelling by Community/Town Council area



The map below shows that the demand for intermediate rental properties is highest in Holyhead, Valley, Trearddur Bay, Llangefni, Menai Bridge and Llanfairpwll.

Nifer o aelwydydd wedi cofrestru ar wefan Tai Teg ar gyfer **rhentu** ty fforddiadwy yn ol ardal Cyngor Cymuned/Tref

Number of households registered on the Tai Teg website to **rent** an affordable dwelling by Town/Community Council area



14. Affordability

Research by the [Bevan Foundation in 2021](#) has revealed that many Welsh households are struggling to find a home and pay their rent because of shortfalls in Local Housing Allowance (LHA) .

The LHA is the maximum amount that people renting their home from a private landlord are able to claim from Housing Benefit or the housing element of Universal Credit. The LHA is designed to provide people with enough support to afford the cheapest 30 per cent of housing in an area, adjusted for household composition. Research on the 10 Welsh local authorities (Anglesey is included within the North West Wales Broad Rental Market Area (BRMA)) has unearthed that this is far from the mark.

Over the Summer of 2021 the LHA rate only covered the cost of rent in full of 4.8 per cent of homes advertised on the market across 10 Welsh local authorities. With so little choice on the market low income households are faced with a choice of moving into accommodation that they struggle to afford, moving into low quality housing or risk homelessness.

On average, there is a gap of £133.53 a month between the LHA rate and the cheapest thirty per cent of advertised rents for shared accommodation, and a gap of £308.71 for four-bedroom homes.

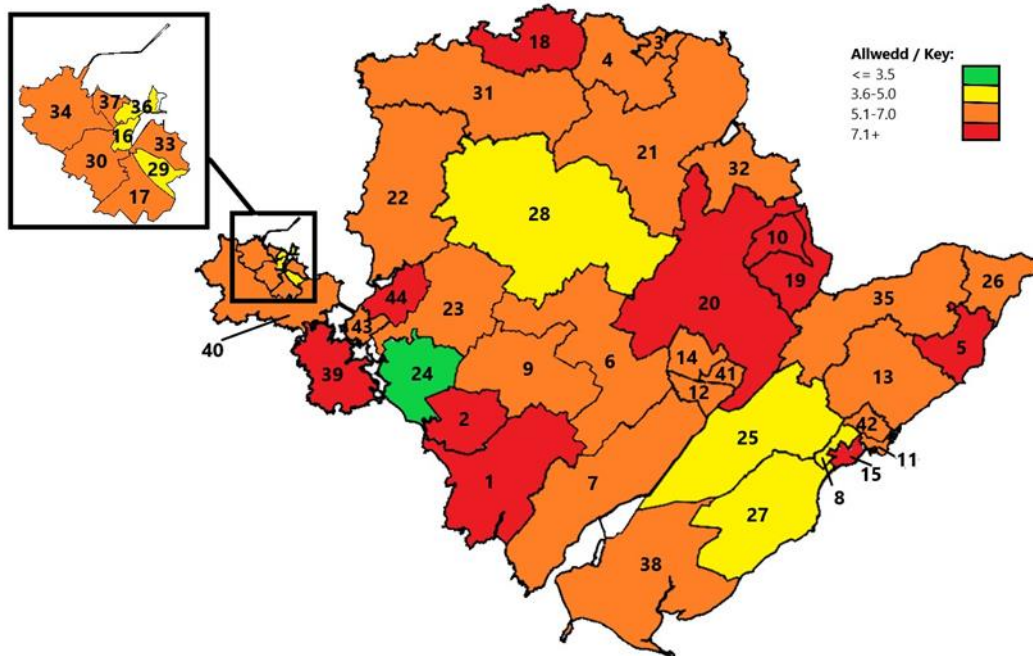
This problem is made worse by the actions of some landlords who require tenants to have multiple references, raise excessive deposits or have minimum income requirements for prospective tenants. These requirements effectively act as a barrier to homes for people who receive help with their housing costs from Housing Benefit or Universal Credit. When accommodation with these kinds of barriers are taken into account, only 2.7 per cent of homes that were advertised on the market this summer were available to low-income renters.

There are concerns that the situation could deteriorate further with the LHA rate having been frozen at 2020/21 levels. This could lead to the proportion of homes fully covered by the LHA rate reducing further, putting extra pressure on house holds during what is set to be challenging times ahead for many households.

The LHA rates for Anglesey based on the number of bedrooms within properties can be seen in the table below. (IoACC HB Section)

Local Housing Allowance Rates	Shared Accommodation	1 Bedroom Property	2 Bedroom Property	3 Bedroom Property	4 bedroom Property
North West Wales (BRMA)	£75.00	£80.55	£103.56	£120.82	£149.59

Income Mean Average Comparison against Housing Prices Mean Average



Beaumaris is the least affordable area on the Island, with an income price comparison of 9.1, meaning that a household with an intermediate income would be required to pay £158,691 in order to reduce the mortgage comparison to an affordable level.

Llanfair-yn-Neubwll 2 is the only areas on the Island with an income comparison to price which is under 3.5 (2.8).

The ability to afford ownership of property on Anglesey remains a challenge to many households.

15. Homelessness Review

Review (November 2021):

Background

It is important to conduct a review of our current homelessness services, in order to identify the issues that will need addressing through the Housing Support Grant and Homelessness Strategy. As a result a light desktop review was conducted, using reports and surveys produced during the last year, which identified a number of recurring issues such as an increase in staff workload, increase in the complexity of homelessness cases and a lack of accommodation. A full summary of the issues and good practise identified can be seen below.

Recurring issues/themes:

- Increase in demand for homelessness service, and consequently increased case workload for staff.
- Lack of accommodation:
 - Lack of temporary accommodation
 - Lack of one bedroom social rented accommodation
 - Lack of affordable private rented sector accommodation
- Increase in the complexity of homelessness cases, in particular mental health, substance misuse and domestic abuse. Need to ensure staff have the right training to deal with these issues, and that the right Support Services are available to support service users.
- A need for individuals to be able to choose how they complete a homelessness assessment i.e. face-to-face, over the phone or via video link
- A large number of service users accessing homelessness services who were not aware of the support available and how to access services. Need to promote these messages.

Workload and Wellbeing: an insight into the experience of operational staff during Covid-19

(Elin Howard and Joy Williams, The Housing Support Network, October 2021)

- Increased caseload due to Covid-19
 - 90.9% of staff surveyed stated that their caseload had gone up during Covid-19 period
 - A number of staff said their caseloads were in excess of 100 and that their caseload had doubled or even 3 times what it should be.
- Change in legislation
 - Change to priority need caused a large increase in homelessness applications
 - Service users who previously had their duty discharged for 'intentionally losing their interim accommodation' were able to reapply for help. These cases were often more challenging and therefore remained open for longer periods having a further impact on rising caseloads.
- Lockdown
 - Increase in relationship breakdowns and reports of domestic abuse, resulting in more homelessness presentations.

- Financial impact of Covid-19 such as job loss and furlough contributing to increase in homelessness presentations.
- **Lack of accommodation**
 - Staff unable to discharge duty by finding settled accommodation, which contributed to increased caseloads.
 - **Temporary accommodation described as ‘extremely scarce’**
 - **Lack of social housing – particularly one bedroom accommodation**
 - **Less availability of PRS accommodation** – landlords selling due to increasing property prices and stamp duty break. Available PRS properties not affordable to service users reliant on LHA/
- **Increase in complexity of cases**
 - 62.4% of staff said the nature of most cases they deal with had changed over past 18 months – increase in complexity of cases, particularly in relation to **serious mental health conditions and substance misuse**.
 - **Staff expressing concern about not being medically trained to provide service users with the best mental health support**
 - **More ‘high risk’ service users** – more issues within temporary accommodation, and consequently increased workload.
 - **Increase in number of presentations due to domestic violence.**
 - **Increase in the number of single people, particularly single men, presenting as homelessness**
- Caseload Management
 - 53.7% staff saying their caseload was manageable – support within their teams and from managers a big part of this.
 - **Moving from face-to-face interviews to phone call applications** enabled staff to manage a larger caseload.
 - Staff who felt their caseloads were not manageable **only able to complete reactive or crisis management work rather than working preventatively and offering advice and solutions.**
 - Most staff noted a caseload between 10-40 cases would be ideal
- Providing an effective service
 - 53.4% of staff felt they were able to deliver an effective service
 - Support from colleagues, managers and teams played a big role
 - Good training and experience of housing legislation
 - Additional funding from Welsh Government providing extra homelessness officer, triage officer and move on officer
 - Barriers include high caseload, lack of PRS accommodation and temporary accommodation.
- Staff Wellbeing
 - 88.9% of staff surveyed said that they were able to access support, with 71% saying that the support was sufficient.

An Analysis of North Wales Prevention Services in North Wales (October 2021) – Summary of Laura Patterson’s report

What worked well and what didn’t during the pandemic:

- **New methods were introduced to carry out homelessness assessments**

- LAs were recognised for providing excellent leadership to staff and key stakeholders
- Innovative solutions to sourcing high numbers of accommodation (such as bunkabins)
- Workforce had right skills and knowledge
- Officers adjusted well to homeworking
- Partnership working to ensure services were delivered to new and existing customers without disruption
- Regional collaboration.

Current challenges:

- **Increase in demand** and the impact on the quality of service being delivered.
- Increase in demand and impact on staff wellbeing.
- Increase in demand in general.
- **Low supply of permanent, temporary and move-on accommodation.**
- **Change in support needs**, including an increase in domestic abuse cases
- New clients accessing service, who are **unaware of the support available** and how to access services.
- The availability of skilled workers in the labour market.

Anglesey Service User Responses to HSG Strategy:

- **27 respondents (out of 57) did not know where to go for help.** 47%. Percentage higher for Anglesey than any other North Wales Authority.
- Suggestions on improving publicity include advertising through other providers or at the council, Citizens advice bureau and the job centre, Holyhead Day Centre (Lighthouse), local college, posters, internet.
- **51 service users would like to continue receiving support face-to-face, 30 over the phone and 10 via virtual calls.**
- **Only 12 respondents (out of 57) said that they can afford current rental prices**

Provider HSG Questionnaire Responses

- 11 out of 13 respondents stated that there is **an increase in complex cases resulting in crisis interventions.**
- A number of providers stated that the LA **should prioritise supplying suitable accommodation.**

Homelessness

Single person household is the highest presenting household for Housing Support Services. The table below provides a breakdown of household composition.

Household Composition	Total Number 2020/21 1.4.2020 - 31.3.2021	Total Number 2021/22 (1.4.2021 to 1.12.2021)	% 2020/21	% 2021/22
Single Person No Children	665	441	59.1%	61.3%
Single Person with no Children but Dependent Adult over 16 yrs)	27	15	2.4%	2.1%

Single Person with Children	236	163	21.0%	22.7%
Couples no children	113	52	10%	7.2%
Couples with Children	55	40	4.9%	5.6%
Couple with no children but dependent adult (over 16)	25	6	2.2%	0.8%
Couple with children and dependent adult (over 16)	5	2	0.4%	0.3%
Total	1126	719	100%	100%

The number of single, single parent or those with a dependent adult/s households accessing housing support services is extremely high, with the most recent data showing the percentage of all referrals received since 1.4.21 to be 86.1% compared to 82.5% for the full previous financial year.

16. Prevention of Homelessness

There is a decrease in the number of households assessed as being threatened with homelessness in 2020-21 within 56 days compared to 2019-20 (57 and 153 respectively) this is similar to the all Wales average.

During 2020-21 homelessness was successfully prevented for at least 6 months in 55% of cases compared to 58% the previous year. The total for Wales is 65%.

Year	Households threatened with Homelessness within in 56 days -Number (Section 66)	Households threatened with Homelessness within in 56 days -Rate per 10,000 households (Section 66)	Households successfully prevented from Homelessness – Number (Section 66)	Households successfully prevented from Homelessness – Percentage (%) (section 66)	Households successfully prevented from Homelessness – Rate per 10,000 households (Section 66)
2019-20	153	49	87	58	28
2020-21	57	19	33	55	10

Prevention of Homelessness by Area and Measure (Section 66) (gov.wales)

Relief of Homelessness by Area and Measure (Section 73)

There is an 8.7% decrease in the number of households assessed as being homeless and owed a duty to secure accommodation in 2020-21 compared to 2019-20. The national trend is an increased number for those owed a Section 73 duty.

Year	Households assessed as	Households assessed as	Households successfully	Households successfully	Households successfully

	homeless and owed duty to secure - Number (Section 73)	homeless and owed duty to secure – Rate per 10,000 households (Section 73)	relieved from Homelessness – Number (Section 73)	relieved from Homelessness – Percentage (%) (Section 73)	relieved from Homelessness - Rate per 10,000 households (Section 73)
2019-20	309	99	135	44	43
2020-21	282	90	138	49	44

Relief of Homelessness by Area and Measure (Section 73) (gov.wales)

Households eligible for homelessness assistance and in priority need by Area and Measure (Section 75)

There was an 8% increase in households being eligible, unintentionally homeless and in priority need and owed a duty for accommodation in 2020-21 compared to 2019-20. This compares to an increase of 24% nationally.

Year	Households unintentionally homeless and in priority need - Number (Section 75)	Households unintentionally homeless and in priority need - Rate per 10,000 households (Section 75)	Households positively discharged - Number (Section 75)	Households positively discharged from Homelessness - Percentage (%) (Section 75)	Households positively discharged from Homelessness - Rate per 10,000 households (Section 75)
2019-20	9	0	3	50	0
2020-21	36	11	18	54	6

Households eligible for homelessness assistance and in priority need by Area and Measure (Section 75) (gov.wales)

Rough Sleepers

An annual account takes place but has been postponed for the last two years. The last information for Anglesey is as follows.

2019-20

Total count of rough sleepers	Total number of emergency bed spaces	Number which were available on the night of the count	Estimated number of rough sleepers
1	0	0	5

National Rough Sleeper Count, Welsh Government

Households for which assistance has been provided by outcome and household type

When comparing the data for 2020-21 and 2019-2020 single households continue to be highest household type approaching Housing Services for assistance.

There was a higher number of outcomes for those eligible, threatened with homelessness, prevention assistance provided under S66 in 2019-20 compare to 2020-21.

There was a reduction in the number of eligible households, homeless but not in priority need in 2020-21, a total of 3 compared to 15 in 2019-20.

Prevention / relief was given to a 189 households in 2020-21 compared to 228 households in 2019-20

The impact of the COVID-19 pandemic can be seen in the figure below with an additional 63 decisions made in the year running April 2020 – March 2021 on homelessness applications to the year before. Furthermore, an additional 27 households were eligible for priority need housing and the number of households in temporary accommodation rose by 28 from the previous year to 48 households.

	Reference to the data item	April 2019 - March 2020 data	April 2020 - March 2021 data	Difference between the two years
		a	b	
Total decisions	Table 1, Row 6, Column h	593	656	63
Total number of households eligible, unintentionally homeless and in priority need	Table 1, Row 5c i), Column h	8	35	27
Total number of homeless households temporarily accommodated by your authority at the end of the year	Table 6, Row 11 (Total), Column g	28	48	20

Temporary Accommodation

There were 48 households in temporary accommodation at 31 March 2021 compare to 27 at 31 March 2020 and compared to 12 in 2019 and 15 in 2018. Nationally, there is an increase of 60% of households placed in temporary accommodation, this is the highest figure recorded since the introduction of the current legislation in April 2015.

Information on the number of applications received for 2019-20 and 2020-21 shows a very high number of young adults who present requiring support under the age of 25 further supporting the issues facing young people on the Island.

17. Deprivation Data

Data gathered from the Welsh Index of Multiple Deprivation, 2019 enables clear profiles of local wards within counties and constituencies and comparisons of geographical areas across localities and nationwide.

Firstly, income domain data shows that the vast majority of Anglesey is in the least deprived 50% in Wales, with rural areas in the centre and South East in the least deprived income areas in Wales. Further West local wards begin to move into the 20-30% most deprived local areas based upon income according to the WIMD 2019 (Welsh Index of Multiple Deprivation).

Within the two largest towns on the Island there is an increase in deprivation with the town of Holyhead falling into the 10-20% most deprived areas based on income. Furthermore, Llangefni in the centre of the island is within the 10% most deprived in the country on income domain.

Secondly, it may be reasonable to assume that there is clear correlation between income deprivations in local wards and employment deprivations on Anglesey. The image below shows how comparisons can be drawn from the two domains. The main measures used for employment domain is the number of applications for job seekers allowance and number of individuals within a ward on universal credit.

Wards and communities in the central and eastern Anglesey rank in the 50% least deprived areas in Wales, correlating with the data for income domain with wards within 50% least deprived in one, also within the 50% least deprived in the other. Wards towards the west falling into the 30-50% most deprived as was the income domain at 20-30% in the same ward areas. In addition, the most deprived town (Llangefni) is ranked as 10-20% most deprived in the country, correlating with the town ranking in the 10% most deprived for income.

The WIMD shows levels of deprivation in education domain for each local authority in Wales, for Anglesey the majority of wards in the constituency are in the 50% least deprived, once again wards on the west of the island are falling into 30-50% most deprived. The two areas which are ranked in the 10% most deprived in Wales are Llangefni and Beaumaris region showing high levels of deprivation in education.

Access to services domain relate to a type of service such as food shop or school. Each indicator measures an average return travel time (in minutes) from residential dwellings to the nearest service, by public and private transport. Public transport includes travel by public bus, public train, foot, and national coach. Private transport is considered to be transport by private car. The final indicator is the ability of homes or businesses to install broadband of a speed of 30mbs into dwellings in local areas.

For Anglesey, there are several rural areas which are ranked to be in the most deprived (10% most deprived) in terms of access to services, furthermore wards to the south of the Island are ranked within 10-20% most deprived. The least deprived areas are surrounding the most populated towns and villages such as Holyhead, Llangefni, Beaumaris and Amlwch are categorised in the least deprived 50% in the 2019 WIMD.

Deprivation in the housing domain was measured between two factors which were likelihood of poor quality housing and overcrowding in specific wards. It measures the likelihood of housing being in disrepair or containing serious hazards for example, risk of falls or cold homes with no heating or insulation. In addition overcrowding is based upon the percentage of people living in overcrowded households.

For Anglesey, two wards in the south of the Island (Bodorgan and Newborough area) rank in the 10% most deprived regions for housing. Furthermore, wards to the North West show high levels of deprivation also being in the 10-20% most deprived local areas nationwide.

Other Key Data

18. Single Point of Access Gateway to Housing Related Support Services

Our Single Point of Access Gateway Service to Housing Support Services has been established since October 2017. The Pathway's main role is to check suitability and eligibility for Housing Related Support Services and direct the referral to the most appropriate provider, in accordance with the identified lead need at the time of presentation. It should however be noted, that once assigned to a designated provider, lead need can sometimes change, once the relationship between the service user and provider develops and trust is built.

Over the past two and a half years the number of referrals presented to the SPoA has been as follows.

Year	Total Presentations	New Presentations	Repeat Presentations
2021/22 *	534	345	189
2020/21	1126	799	327
2019/20	1057	910	147

*data for 2021/22 id from 1.4.21 to 30.9.2021, whereas the comparative data for 2019/20 and 2020/21 are both for full 12 month periods.

Whilst the total numbers presenting for housing support are relatively consistent between 1.4.19 and 30.9.2021, there has been a considerable increase in the number of representations since 1.4..21, with projections showing this is likely to continue during the current year, and will have more than doubled since 2019/20. Nearly 2 out of every 3 presentations for Housing Support services are from females

	April 2020- March 2021		March 2021- September		Combined %
Support Needs	407	36.14%	205	38%	40.66%
Accommodation Needs	160	14.2%	70	13%	13.85%
Both	559	49.6%	259	49%	49.27%
	1126		534		1660

As can be seen from the above table, the requirement for direct housing support needs, accommodation needs or a combination of both have remained consistent since April 2020.

Need levels

Support Need	% of All Recorded Needs	Total Number of Cases
Mental Health	20.84%	791
Generic	20.06%	767
Homelessness	15.51%	593
Domestic Abuse	11.79%	451
Vulnerable Young Person	6.69%	256
Total	78.89%	2858

Our Single Point of Access data, is seen as one of our most reliable and robust resource when analysing need levels across our diverse range of service user groups. The above table lists the 5 service user groups who have accounted for the vast majority of presentations for Housing Related Support, between 1st April 2020 and 30th Sept 2021. These five groups have accounted for 78.9% of all needs during this period. Mental Health and Generic needs were the two highest at 21% and 20% respectively.

It is clear from the SPoA generated data Analysis that the highest number of referrals for housing support, remain consistently within the largest populated towns of Holyhead, Llangefni and Amlwch which happen to be the location of the most deprived areas as per WMID data. Presentations from smaller villages, particularly from rural settings tend to fluctuate from one year to the next, and it is therefore difficult to draw quantifiable conclusions on geographical locations outside of the larger towns.

19. Local Service User/ Stakeholder Consultation (Your Service Your Say)

The Isle of Anglesey Housing Support Commissioning Team have long established and robust processes in place to gauge the opinion of service users and key stakeholders on service delivery feedback to help inform continuous service improvement and development.

The on-line service user questionnaire 'Your Services Your Say' is available for access on a 24/7 basis, and is evaluated on an annual basis. We have over the years received powerful messages from service users regarding the provision of Housing Support Services, the majority of which have highlighted the undoubted value of the support received.

In answer to the question, where would you have been now if it wasn't for this support; some of the responses have included:

- I have very limited mobility and am confined to my home most of the time. My support provider helped me get a health support package in place. Without this I would not be able to live independently in my home at all.
- I do not know if I would've had the support or known to apply for a DHP to help cover the cost of the first months' rent and deposit to help me secure my new home
- I think I have come a long way since receiving support from this service. I can go out if I need to now and mix with other people
- Been sitting in the middle of room crying not knowing what do.
- I would still be in a bad place and unsafe for my children
- I've been lucky to get where I am with the support as I've just had the new house. first time in a while I've looked forward to something
- I think I'd be on the street or a mental home, I don't know where I would be.
- Six foot under, I would have taken an overdose.

- Would have lost my way a long time ago without this. I would have had mental health issues.
- Worse off, hungry, homeless
- Would still be in the same situation I would not have learnt about the domestic abuse and not identified that I was being abused.
- I wouldn't have survived.

Likewise, when asked about how the service could be improved, responses have on the whole, been very positive. However, suggestions for improvement have included:

- It's hard to move on from being in supported accommodation due to lack of housing and lack of options. It is also really hard to work full time due to the price of the rent in supported accommodation. I feel that working has helped me but I would like to work more only I can't afford to pay the rent. Not much incentive for us to find work it feels pointless due to the price.
- Being able to work while being supported, really hard to find work and pay the rent, it's ridiculously expensive if you want to work so then feel that you can't afford to work.
- Counselling and mental health drop in services.
- More mental health support is needed in the community on top of this service
- No, the service has been brilliant especially during the Covid Pandemic.
- If there were more houses available but I know the mental health team can't make this happen.
- No, I think everything works well, I don't get let down on a weekly basis with false promises
- You can't improve on perfect. Before I wasn't sleeping now I sleep peacefully because of the support. You need to understand how important this service is to me
- Being able to have the support longer than 2 years.

20. Regional Service User and Service Provider Questionnaire

Two recent Regional Questionnaires were developed for separate completion by Service Users and Commissioned Service Providers. A total of 57 service users that responded, of which 42 were receiving floating support style service, and 15 service users were receiving support in a supported housing accommodation. 38 (67%) service users from the 57 who completed the survey, identified that issues with public transport negatively impacted upon their ability to access support.

Opinions on the quality of available accommodation were also divided with 6 describing it as excellent, 26 as good, 17 as satisfactory, 6 as poor and 2 as very poor. 14% of service users therefore described the standard of available accommodation as being unsatisfactory.

A total of 22 (39.6%) of Anglesey based service users claimed that rental prices were unaffordable, with a further 23 (40.4%) saying that they could only maybe afford them whilst only 12 (21.1%) claimed they were affordable.

All 11 commissioned service providers responded to the questionnaire. In general providers shared positive feedback and noted concerns around:

- The lack of suitable accommodation for offering settled properties as well as a shortage of affordable available and in some cases properties for move-on
- Staff recruitment and retention was also noted as a major concern
- An increase of mental health related needs amongst service users presenting post Covid.

Statement of Need

1. Introduction

Welsh Government guidance states that Local Authorities should produce a Statement of Need based on findings from the Needs Assessment. The statement should set out the current and future demands, and should include regional needs where the needs are met by the Local Authority. The statement should also set out how statutory needs identified will be met through the discharge of statutory duties.

2. Key findings

Our Needs Assessment has found the following:

- National research shows that a person is at risk of homelessness due poverty, macro and micro labour and market conditions and personal and social support provision and ability to cope with a crisis will have an impact on homelessness
- Homelessness and trauma are clearly linked with 85% of those in touch with criminal justice, substance misuse and homelessness services have experienced trauma as children
- If a person becomes homeless their physical and mental health will suffer

The recent [Crisis Homelessness Monitor for Wales, 2021](#) report shows that homelessness will increase in the short term due to impact of Covid and economic issues. The following issues have been highlighted within our Needs Assessment or Housing Strategy 2022-27:-

- The years preceding the COVID-19 pandemic saw temporary accommodation placements on a sustained upward trend, with total placements rising by 24% between 2016 and 2020. A much sharper increase seen during 2020/21 reflects the Welsh Government's emergency housing programme to provide safe accommodation for those at risk of sleeping rough during the pandemic
- Local Housing Allowance shortfalls and competition from the demand for holiday lets have been exacerbated by the pandemic
- Crisis interventions by LAs are continuing to increase with a sharp increase in Section 75s as well as an increase in actions to assist applicants under S66 (prevention assistance) and S73 (relief assistance)
- Consistent with the pattern of responses on the changing scale of homelessness demand, many participants reported that the balance between families and single people had significantly shifted in 2020/21
- For most authorities discharging duty via the PRS had become very difficult
- Across Wales, it was less often reported as difficult to access social tenancies for homeless people by comparison with attempting to make placements in private rented housing
- Another longstanding measure of homelessness is the population of homeless people placed in TA by LAs in the course of the homelessness assessment and rehousing process.
- There will be an increase in the Core Homelessness Households until 2023 with a higher level of homelessness presentations than currently from 2023 onwards

Information from our Statutory Assessments, Homeless Prevention Fund and Support Providers shows that for Housing Support Services:

- It is generally accepted by specialist service providers and the Police as well as being documented by local and national media that the actual level of domestic abuse was under-reported during the lockdown periods. Many families were restricted to their properties and opportunities to report episodes of abuse and repeat incidents were considerably reduced, therefore resulting in increased un-met need

- There is an identified gap in provision for victims of sexual abuse on the Island, and consideration should be given to the provision for funding to the specialist provider in this area, which is independent of the more traditional type of VAWDASV services currently delivered
- There is an increase in high level needs within mental health support services
- There is an increase in the number of people who are at risk of suicide and self harm
- Around half the people recognised with Learning Disabilities receive housing Support services (Welsh Government Social Services KPI's and HSG Spend Plan)
- There remains a disproportionate level of support which is capped at a maximum of 15 hours per person per week available to people with Learning Disabilities. This compares with a maximum of 5-8 hours for those with challenging needs who are chaotic, homeless or at risk of homelessness and who require the highest level of intervention other than 24/7 support within a hostel type environment
- Housing Support Services is currently a high cost low volume within Learning Disabilities client group
- The number of people with a Learning Disability who do not meet the statutory definition of Learning Disability is high on Anglesey. There is therefore a need for continuous housing support to enable this client group to manage their tenancies
- The number of older people requiring housing support services is likely to increase, given the projected demographic profile for the next 10 years
- The demographic profile of the Anglesey population suggests that there is a need to increase the range and supply of specific types of accommodation options available for older people
- There is no specific housing related support provision for people with autistic spectrum disorder associated needs
- There needs to be closer working and improved transition arrangements and planning from adolescence into adulthood with regard given to housing support provision
- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security
- The number of people held in prison has been increasing
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population
- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care
- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves
- The report published the HM Prison and Probation Service the Accelerator Project Study at Berwyn Prison will be considered as part of the RHSGC priorities going forward
- Re-presentations within Homelessness and Housing Support Services has increased
- Cases presenting for Housing Support Services appear to have increasing multiple complex needs and risk factors

In response to a consultation questionnaire shared across the North Wales Region, service providers noted the following issues on Anglesey:

- There is an increase in people wanting to access counselling and other therapies, which HSG is unable to fund
- Covid-19 has caused increases in isolation and loneliness, less contact with friends and family which has affected both physical and mental wellbeing. Service delivery has had to change, being more innovative in how support is carried out due to social distancing, mask wearing etc, can affect service users

- There is an increase in the number of people accessing Digartref's Lighthouse service with 1/3 more requesting assistance when comparing data from 2019-20 and 2020-21. Many clients have complex needs and require a high level of support in finding accommodation.
- There has been a rise in referrals for Mediation
- Increased episodes of anxiety, increases in self-harm, threats of suicide, isolation and loneliness. Those in own accommodation or self-contained temporary accommodation are more reluctant to engage, possibly due to past social distancing measures, feeling unsafe etc.
- Our SPoA analysis shows nearly 2 out of every 3 presentations for Housing Support services are from females
- The number of single, single parent or those with a dependent adult/s households accessing housing support services is extremely high, with the most recent data showing the percentage of all referrals received since 1.4.21 to be 86.1% compared to 82.5% for the full previous financial year
- Presentations from families including single and two parent households have increased since the removal of the embargo upon evictions, previously imposed by Welsh Government.
- Mental Health, Generic, Homelessness, Domestic Abuse and Young Vulnerable People account for 78.89% of all needs upon presentation to SPoA
- There has been a substantial increase in the number of people who claim to have high level mental health needs when presenting via our SPOA/ Triage Gateway.
- Incidents of co-occurring needs or dual diagnosis are on the increase with substance misuse impact on 16-25 yr olds

Information from our Statutory Assessments, Homeless Prevention Fund and Support Providers shows that for Affordability and Supply is an issue:

- Affordability and access within the Private Rented Sector has become increasing difficult
- There continues to be a lack of affordable one bedroom properties
- The lack of available move-on properties silts our supported accommodation services and results in people having to spend longer in more costly temporary accommodation, preventing people from accessing more intensive level of support earlier
- 49.3% of those presenting to SPoA require both support and accommodation
- There is a lack of purpose built appropriate single storey shared accommodation for people with learning disabilities
- People with Learning Disabilities living within supported and shared accommodation will rarely move on into independent living
- Evidence gathered from service reviews and 6 monthly monitoring reports has highlighted a lack of affordable properties within the private rented sector. This further compounded by affordability issues and shortfall between market rent and Local Housing Allowance rates which determines the allocation of housing benefit.
- A lack of move-on properties which in turn contributes to the silting of hostel and designated supported accommodation for our young people who are homeless or at risk of homelessness
- Data provided by Digartref, the designated housing support provider for homeless and vulnerable young people indicates that between 1 in 4 young people who require hostel support are from the LGBTQ+ community. This has, at times, created difficulties for some of these young people residing within hostels. There is a recognised need across North Wales that a gap exists in relation to LGBTQ+ young people who require housing related support and is recognised as a regional priority

Information from our report on various aspects of dealing with Covid shows that:

- Increased caseload due to Covid-19
- Service users who previously had their duty discharged for intentionally losing their interim accommodation were able to reapply for help. These cases were often more challenging and therefore remained open for longer periods having a further impact on rising caseloads.
- 62.4% of staff said the nature of most cases they deal with had changed over past 18 months – increase in complexity of cases, particularly in relation to serious mental health conditions and substance misuse.
- Caseload Management
 - 53.7% staff saying their caseload was manageable – support within their teams and from managers a big part of this.
 - Moving from face-to-face interviews to phone call applications enabled staff to manage a larger caseload.
 - Staff who felt their caseloads were not manageable only able to complete reactive or crisis management work rather than working preventatively and offering advice and solutions.
 - Most staff noted a caseload between 10-40 cases would be ideal
- Providing an effective service
 - 53.4% of staff felt they were able to deliver an effective service
 - Support from colleagues, managers and teams played a big role
 - Good training and experience of housing legislation
 - Additional funding from Welsh Government providing extra homelessness officer, triage officer and move on officer
 - Barriers include high caseload, lack of PRS accommodation and temporary accommodation.
- Staff Wellbeing
 - 88.9% of staff surveyed said that they were able to access support, with 71% saying that the support was sufficient.

Information from clients showed that:

- Housing Support Services had made a real difference to their lives
- Clients were not aware how to access support from Council and Housing Support Services
- The number of clients able to afford current rental prices was low



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 2021	
V0.2	January 2022	Step 2 a 3

Step 1: Background	
1 - What are you assessing?	Housing Support Programme Strategy 2022-26
2 - Is this a new or existing proposal?	New
3 - What are the aims and purpose of this proposal?	This Strategy is a requirement on Housing Services by Welsh Government, which provides the strategic direction for homeless prevention and housing support services. The Strategy also satisfies the statutory requirements for a Homelessness Strategy under Part 2 of the Housing (Wales) Act 2014 for the next four years with a mid-point review within 2 years.

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?	Eliw Llŷr - Strategy, Policy and Commissioning Manger Arwel Jones – HSG Lead principle Caron Jones – Housing Strategy Officer Lesley Thomas – HSG Development 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?	Draft Housing Strategy 2022-27 Rapid Rehousing Transitional Plan 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

Step 1: Background	
9 – Is the proposal a strategic decision? If so, the Socio-Economic Duty is relevant - see appendix 1.	
10 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)? 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)	Anglesey citizens but particularly those who are vulnerable and / or who struggle to meet their housing needs to have access to housing support services The strategy will support people living in less favourable social and economic circumstances. Key Partners in delivering improved housing support services would include housing providers (housing associations, private landlords), organisations providing housing support services and assisting the homeless, Police, Probation Service and the local Health Board.

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?	It encourages people to stay within their communities and on the Island
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?	We believe there will be
13 – Will this area of work proactively offer services in Welsh for users?	Yes

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011	
14 – Is this proposal likely to protect and promote the Welsh language within communities?	It will offer people the opportunity to stay and contribute to 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> <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 strategy would not negatively impact on Human rights.</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	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 HSG Programme Strategy was taken forward through discussions and questionnaires with service users, providers and Housing Staff and key stakeholders.
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	Statement of Need is based on a Needs Assessment
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	See Needs Assessment Census 2011 data. Stats Wales – especially population change projections	
Disability	Positive	Census data 2011	
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 there is no specific information is available for this group	
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.	
Religion or Belief	Positive	Data used : Census 2011 StatsWales	
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
Marriage or Civil Partnership	Positive	Data used : Census 2011 StatsWales	
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 Strategy 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 (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)
25 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?	

Step 4: Outcome of the assessment	
26 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?	It will be approved by the Housing Support Planning Group and Executive
27 - Are there monitoring arrangements in place? What are they?	Review after two 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.

What is being assessed?	Housing Support Programme Grant Strategy 2022-26
Who is carrying out this assessment?	Housing Services – Strategy, Commissioning and Policy
Assessment completion date	December 2021

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>Yes</p> <p>Housing Services, work with partners who offer a bilingual services which include the commissioning and delivery of a range of housing support services to a diverse range of vulnerable citizens and families who are homeless or at risk of homelessness.</p> <p>All communication matters, whether by letter, telephone, public meetings will comply with the Council's Welsh Language Policy as well as with the statutory requirements within the Welsh Language Standards Regulations and the Welsh Language Measure 2011.</p> <p>Yes.</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>All publications and any other documents which underpin the Housing Support Strategy will be available through the medium of Welsh, including tender documents.</p> <p>The consultation process, along with all awareness and publicity raising correspondence will be available through the medium of Welsh in accordance with the requirements of the Welsh Language Standards and Welsh Language</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
	<p>Measure 2011. All staff recruitment advertisements will include reference to Welsh language essential or desirable in accordance with the needs and requirements of the advertised post.</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? • 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? 	<p>Yes, Existing and new contracts and commissioning of services offer and create new roles and training opportunities. All services are undertaken via a full procurement process, for which all documents are advertised in bilingual format and prospective service providers given the opportunity to submit tenders through the medium of Welsh or English. Service Specifications and legally binding contracts clearly state that there is a legal obligation on the appointed agency to deliver services on behalf of the IoACC to do so in both Welsh and English. Service users are without exception expected to receive their housing support service in their preferred language of choice, be it Welsh or English, equally delivered to a high level of quality.</p> <p>The Housing Support Grant currently provides employment opportunities for circa 220 members of staff which includes a mixture of full and part time positions. Given that the service is of a fluid nature and subject to procurement, new posts are created from time to time. All internal posts, funded from the HSG Programme will be subject to a Welsh Language Skills Panel Assessment process in accordance with the Council's Welsh Language Policy. Training is provided in both Welsh and English in most instances. However, some of the services are considered</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

1 - Compliance with the Welsh Language Policy	
	<p>niche areas and as a result it is not always possible to secure the services of Welsh Language Trainers. This does not include specific training which must be provided in Welsh in accordance with operational standards 128 and 129, with Performance Management and Health and Safety amongst others.</p> <p>All service provision is monitored on a twice annual basis, where compliance with the Welsh Language Standards and Measure is reviewed and audited. There are no specific targets or indicators outside of the Welsh Language Standards. compliance requirements. We have also designed a specific Welsh Language Questionnaire which we have been issuing to all service providers at regular intervals in order to specifically monitor compliance, progress and barriers.</p>

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? 	<p>Yes, services will be offered in the language of choice</p> <p>See above – all commissioning and procurement arrangements and subsequent service delivery are delivered in both Welsh and English.</p>

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

2 - Effect on Welsh speaking users	
<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? 	<p>No</p> <p>Yes – all aspects of the commissioning and procurement process allows prospective services providers to communicate in any format via the medium of Welsh or English. Likewise once a service is procured, the appointed organisation is expected to deliver a fully bilingual service on behalf of the Council and in accordance with the Council’s Welsh Language Policy and the Welsh Language Standards Regulations and Welsh Language Measure</p> <p>Yes – the same standard of service as provided in both Welsh and English Languages across all formats of communication.</p> <p>No – any required translation service e.g. for written documents would be factored into the timeframe for publishing and sharing with the general public and key external stakeholders.</p>
<p>2.3 Is the proposal likely to make Welsh more visible?</p> <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 	<p>Yes –</p> <p>Service Providers are expected to market and promote their services bilingually via various formats. In doing so this increases the visibility of the Welsh Language, via the publication of leaflets, poster, local radio stations, social media sites. Furthermore, some of the services will be delivered via group settings where perhaps occasionally not all attendees will be fluent or able to understand Welsh.</p>

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2 - Effect on Welsh speaking users	
<p>Welsh, for example businesses?</p>	<p>However in accordance with Welsh Language Standards Regulations and Welsh Language Measure compliance, there is still a requirement to meet the needs of Welsh Language speakers and their preferred language of communication. In doing so this will make Welsh more visible. The same will apply to any service user engagement event or public consultation meeting. All commissioned services are expected to comply with the Welsh Language Standards Regulations and Welsh Language Measure, and therefore it would be anticipated that most if not all business would increase the use of Welsh within their respective organisations</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</p> <p>As mentioned above, anyone seeking a service will receive the same standard of service in both languages.</p> <p>Accessibility to service in both languages will be continuously available, Failure to do so would result in a breach of contract and would be fully investigated.</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 	<p>Yes</p> <p>All service providers commissioned to deliver Housing Support have a legal obligation within the service contract to ensure that services are delivered in the preferred</p>

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3 - Effect on Welsh speaking communities	
<p>as providing opportunities for young people to stay in their communities?</p> <ul style="list-style-type: none"> • 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>language of choice, be it Welsh or English. In addition to direct individual support there are also specific group sessions held within projects as well as signposting to other services within the community such as Wellbeing Groups and local community hubs which also offer virtual access and a range of diverse activities which can be delivered in monoglot Welsh or bilingually.</p> <p>By signposting people into community based hubs and other local services, the project empowers people to take control of their lives, having previously experienced difficulties and sometimes chaos, and in doing so will invariably boost local economies.</p> <p>As mentioned above all services delivered whether individually or group based can be delivered in Welsh.</p>
<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? 	<p>Yes</p> <p>Yes – see reference above to direct support provided to individuals or a range of activities / sessions within wellbeing groups and community hubs.</p> <p>In general. Housing Support is only directly available to people aged 16 or over, and the majority of those accessing provision are aged 25 or older. Although there is a specific service for people aged 16-24, under the vulnerable young people category. Therefore, it is</p>

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3 - Effect on Welsh speaking communities	
<ul style="list-style-type: none"> • 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. 	<p>reasonable to assume that although there are opportunities for young people to use Welsh outside school hours, they are limited due to the nature of the service provision.</p> <p>The service will provide opportunities to access leisure and sporting activities, where this is deemed appropriate to meet the needs of the service user as part of a person centered support plan e.g to improve physical and mental wellbeing.</p> <p>There is no direct partnership working with Welsh Language Initiatives such as Menter Iaith and the Urdd at present. However, this could be explored for future promotion and joint working</p>

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 	<p>All commissioned providers are required to have their own Welsh Language Policies which conform with the legal requirements of the Welsh language standards, the IoACC 's Welsh Language policy, strategies and other relevant guidance relating to the Welsh language. This is included in the contract between the Housing Support Planning Group and the designated service providers.</p> <p>Conformity with the above requirements are monitored</p>

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4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language	
<p>or language policies?</p> <ul style="list-style-type: none"> • • Does the proposal contribute towards these schemes? 	<p>twice annually.</p> <p>The HSG Strategy Document underpins our identified priorities and expectations from all our commissioned providers and in doing so contributes to ensuring compliance with Welsh Language Standards et al.</p>
<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 Strategy 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 support services and housing within their chosen communities across the Island in their preferred language of choice.</p> <p>Yes – the Housing Services are members of the Anglesey Welsh Language Strategic Forum’s with set annual targets to be achieved and monitored by the forum.</p> <p>By ensuring that all housing support services have to be delivered through the medium of Welsh where chosen by the Service User. In doing so, this ensures that the majority of staff within the sector are able to converse in Welsh.</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</p>

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5 – The impacts identified and assessed	
outcomes for the Welsh language? Detail mitigation measures/ alternative options to reduce adverse impacts and increase positive outcomes:	
Positive impact	Continue with robust commissioning arrangements which ensures that current and future service providers of housing support services must comply with contractual obligations and relevant Legislation such as the Welsh Language Standards and Measure. Compliance is monitored twice annually.
Adverse impact	Inability of providers to appoint welsh language speakers into vacant posts. Welsh speakers who receive individual support or attend group sessions not exercising their right to communicate via the medium of Welsh. Lack of available translation services for group sessions and additional cost.
Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life, Welsh at work increased?	It is hoped by identifying the ability to speak Welsh as an essential requirement to effectively undertake the majority of posts within the sector will ensure that the Welsh language is sufficiently promoted and that service users will continue to be supported in their preferred language of choice.
Evidence / data used to support your assessment:	Equalities data e,g the number of Welsh speaking staff within each service provider and the number of service users from the total supported, who's preferred language of choice is Welsh. Some service users will prefer to speak Welsh, but receive any written correspondence in English.

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6 - Consultation	
<p>6.1 During consultation, what questions do you wish to ask about the Welsh Language Impacts?</p> <p>Guidance has been included in the pre-consultation and pre-engagement checklist, which is available on MonITor</p>	<p>We have completed an Impact Assessment on the positive and negative impact on Equality and the Welsh Language. We are required to consider and seek views on the impact of our plans on the Welsh language and have conducted an equality and language impact assessment. What effects might the Housing Support Grant Programme Strategy 2022-27 have on the Welsh language, specifically on opportunities for people to use Welsh and on not treating the language less favorably than the English language? How do you think positive effects could be promoted, or negative effects mitigated?</p>
<p>6.2 With whom are you consulting? How are Welsh language interest groups likely to respond?</p>	<p>The consultation will be available on line within the public domain and will invite responses from:</p> <ul style="list-style-type: none"> • Service User (both current and previous) • All Anglesey households (tenure neutral who have no current or previous engagement with Housing Support Services) • Commissioned Service Providers • Key Stakeholders such as Health and Criminal Justice Staff
<p>6.3 Following consultation, what changes have you made to address language issues raised?</p>	<p>No changes identified</p>

7 – Post consultation, final proposals and ongoing monitoring
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7 – Post consultation, final proposals and ongoing monitoring	
<p>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.</p> <p>You will need to refer to this summary in the equality impact assessment template (Step 4 – result of the assessment)</p>	<p>No changes identified</p>
<p>7.2 How will you monitor the ongoing effects during the implementation of the policy?</p>	<p>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.</p>