

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

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

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

3 – Guiding Principles for Scrutiny Members
To assist Members when scrutinising the topic:-
3.1 Impact the matter has on individuals and communities [focus on customer/citizen]
3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]

3.3 A look at any risks [focus on risk]**3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]****3.5 Looking at plans and proposals from a perspective of:**

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]**3.6 Possible effects this decision could have on:**

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

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

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

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

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

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

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

2. Success of the Previous Tenant Participation Strategy

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

These include:

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

3. Overview of the Tenant Participation Strategic Plan.

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

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

4. Wales Quality Housing Standard (WHQS) 2023

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

5. The Wellbeing of Future Generations Act

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

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

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

6.1 Potential impacts on protected groups under the Equality Act 2010

No negative effect was noted after completion on the EIA.

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

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

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

No negative effect was noted after completion on the EIA.

7 – Financial Implications

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

8 – Appendices:

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

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

Housing Revenue Account 30-year Business Plan 2023-2053

Ynys Môn

THE ISLE OF

Anglesey



Housing Tenant Participation Strategic Plan 2024 - 2029



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mae'r ddogfen yma hefyd ar gael yn y Gymraeg

This document is also available in Welsh

www.anglesey.gov.wales

Foreword

Why do we need a Housing Tenant Participation Strategic Plan?



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

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

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

Strategic Context:

This Plan responds to several National Policies such as:

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

Participation for All

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

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

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

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

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



Driving Improvement



We listened and want to do better!

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

Council Plan 2023-2028

The Council Plan's vision is to:

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

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

Our six strategic objectives



The Welsh Language

Increasing opportunities to learn and use the language.



Social Care and Wellbeing

Providing the right support at the right time.



Education

Ensuring an effective provision for today and for future generations.



Housing

Ensuring that everyone has the right to call somewhere home.



Economy

Promoting opportunities to develop the Island's economy.



Climate Change

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



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

Values

- The Council Plan 2023-28 is underpinned by the organisation's core values, which are used to develop and guide the vision, strategic plans and services.
- We place the Môn Customer Charter Values, as shown, in our work.

Values



Respect

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



Collaborate

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



Honesty

We are committed to high standards of conduct and integrity.



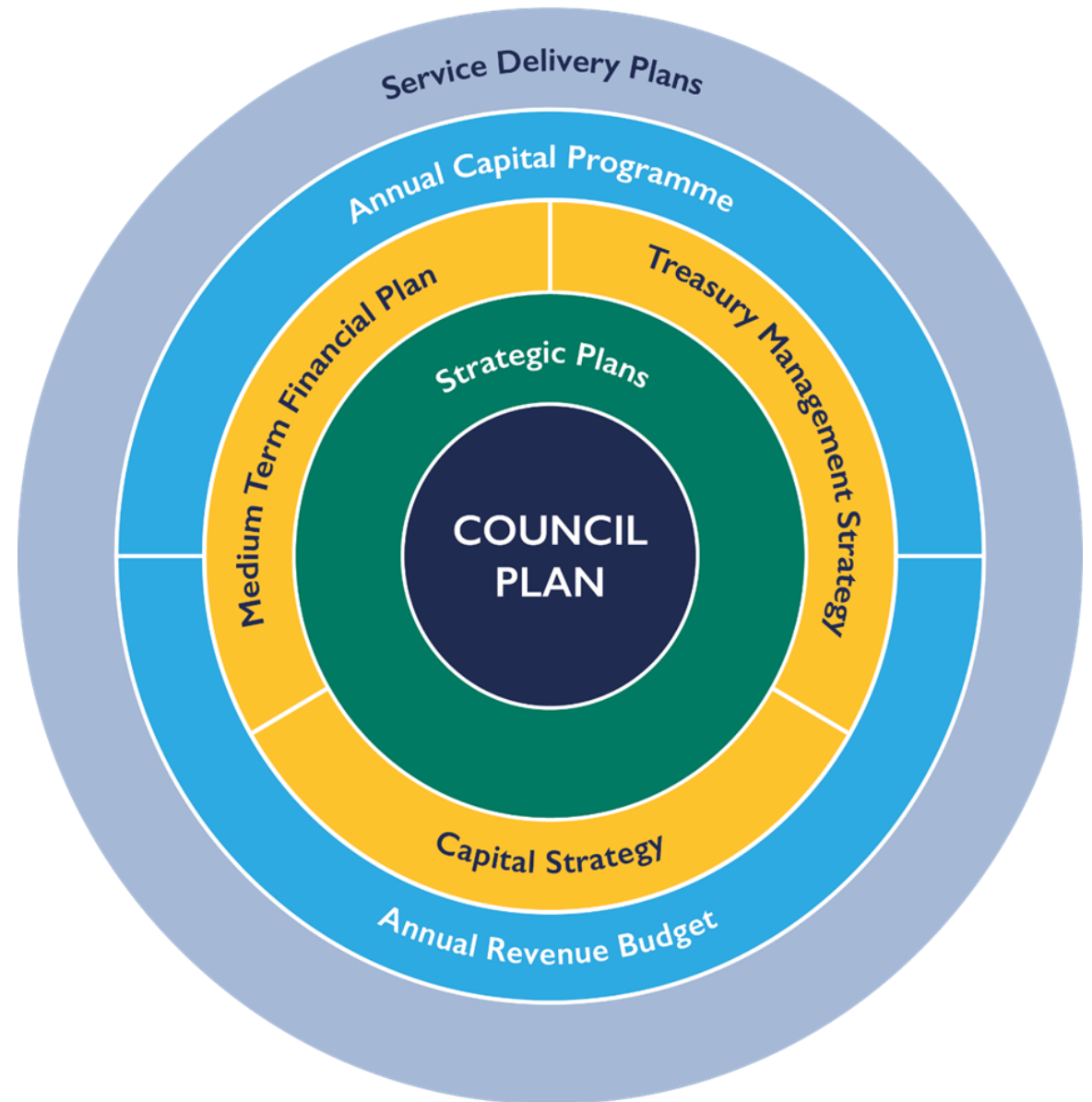
Champion the Council and the Island

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



Strategic circle

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



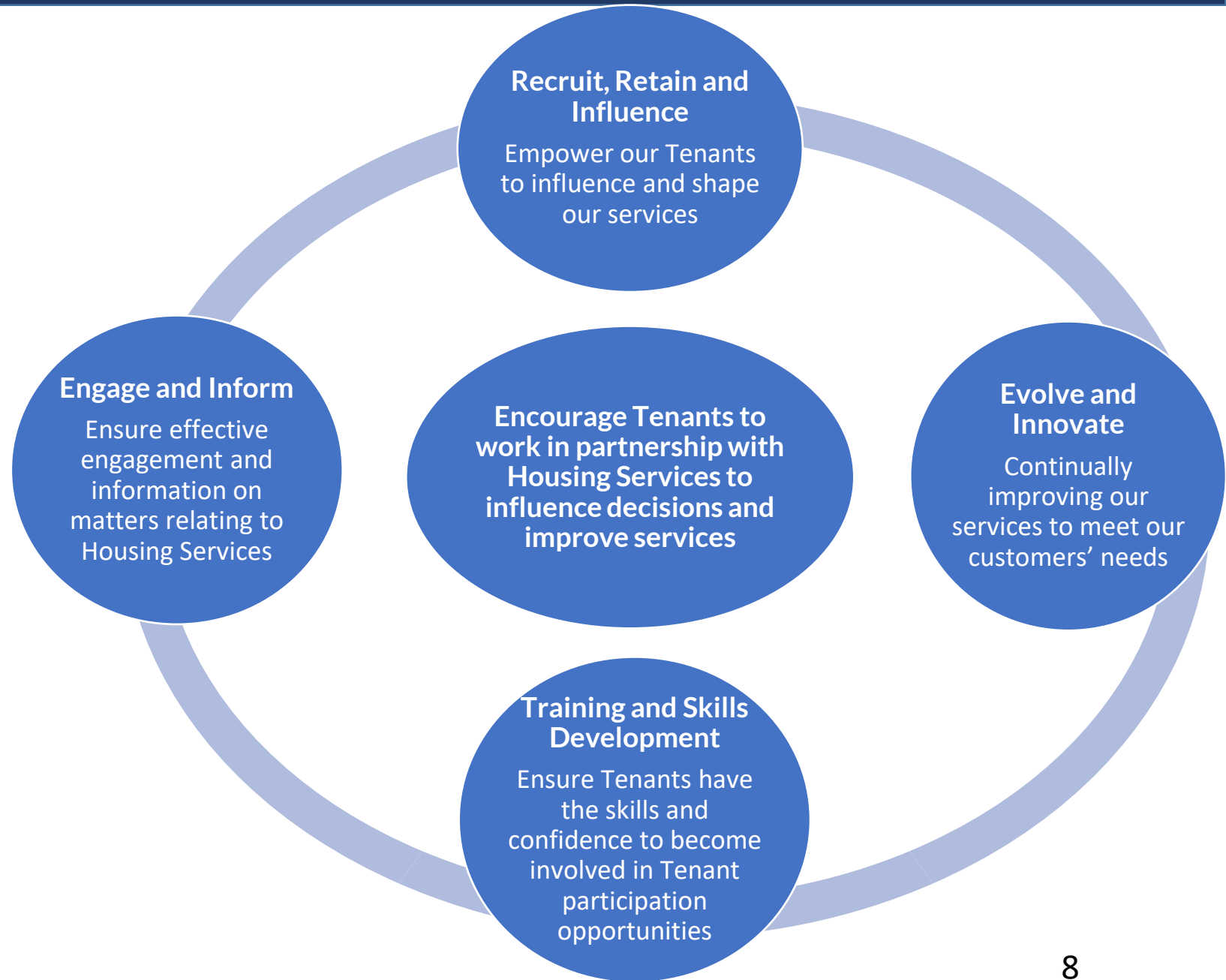
Key priority areas

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

We want to ensure that we:

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

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



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



Why is this important?

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

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

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

What are we going to do?

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

Provide a range of participation methods of engagement.

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

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

How are we going to do this?

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

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

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

Informal and formal Tenant meetings, groups and events.

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

Why is this important?

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

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

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

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

What are we going to do?

Ensure Tenants have the capacity and confidence to participate.

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

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



How are we going to do this?

We will recruit new members by:

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

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

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

We will monitor the impact of this through:

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

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

Why is this important?

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

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

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

What are we going to do?

Embed our values.

Adapt to meet the needs of Tenants and customers.

Provide a high performing, value for money service.

Achieve our Corporate Customer Services Charter.

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

Share our good practice.

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

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

How are we going to do this?

Through our:

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

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

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

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

Why is this important?

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

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

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



What are we going to do?

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

This includes:

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

How are we going to do this?

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

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



Governance: Monitoring and Evaluation



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

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

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

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



Our Key Successes

2018 - 2023

Tenants Created the new Logo



Tenant approved logo

 Launched our own Social Media Platform

Health and Wellbeing Sessions



Anglesey Virtual Hub



Tenant Digital Group



TPAS Awards

Tai Môn Newsletter



Homelessness prevention forum



Minimum Lettable Standard Review



Warm Spaces

Intergenerational Projects



29 Active Tenant Participation Members



Environmental and Community Improvement Projects



Tai Môn Roadshows



Quotes from our Tenant Participation Panel

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

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

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

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

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

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

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



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

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

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

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

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

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

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

Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011

<p>12 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?</p>	<p>We believe there will be an opportunity to increase our use of Welsh Language within our communities.</p> <p>Examples include;</p> <ul style="list-style-type: none"> • Through E Cymru Training - tenants will be able to attend online Welsh lessons (<i>This is included in the action plan and has been requested by tenants that wish to improve their Welsh language skills</i>) • Our sessions and events are bi-lingual whereby tenants attending can speak to our staff in their preferred language
<p>13 – Will this area of work proactively offer services in Welsh for users?</p>	<p>Yes</p>
<p>14 – Is this proposal likely to protect and promote the Welsh language within communities?</p>	<p>Yes.</p>

To help you to answer the questions above, the corporate **Impact Assessment Guidance** lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. However:

- 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. 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.

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?	(The 16 basic rights are listed at Appendix 2). The plan will not negatively impact on Human rights. The plan enhances our approaches to supporting our diverse communities in a cohesive and inclusive approach.
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Step 2.3: Information Gathering – Well-Being of Future Generations (Wales) Act 2015		
16 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015? (Descriptions of the wellbeing goals are listed at Appendix 3)	A prosperous Wales	yes
	A resilient Wales	yes
	A healthier Wales	yes
	A more equal Wales	yes
	A Wales of cohesive communities	yes
	A Wales of vibrant culture and thriving Welsh language	yes
	A globally responsible Wales	yes

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

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

Step 3: Considering the potential impact and identifying mitigating action

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

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

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

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

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

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

Step 4 – Outcome of the assessment

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

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

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

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

Step 5: Action Plan

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

Ref	Proposed actions	Lead officer	Timescale

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

What is the Duty?

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

Who is likely to experience socio-economic disadvantage?

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

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

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

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

When will the Duty be relevant?

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

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

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

Appendix 2 – Human Rights

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

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

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

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

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

A prosperous Wales:

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

A resilient Wales:

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

A healthier Wales:

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

A more equal Wales:

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

A Wales of cohesive communities:

Attractive, viable, safe and well-connected communities.

A Wales of vibrant culture and thriving Welsh language:

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

A globally responsible Wales:

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

Issues to consider with regard to the Welsh Language

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

However:

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

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

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

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

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

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

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

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

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

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

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

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

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

Isle of Anglesey County Council - Welsh Language Impact Assessment Template

7 – Post consultation, final proposals and ongoing monitoring	
<p>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>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>