

Anglesey and Gwynedd Public Services Board Annual Report 2021/2022



1. The Chair's Foreword

Here we present our fourth annual report. In this report we will reflect on what has been achieved against our [Well-being Plan \(2018\)](#). Of course, it is not possible to look back at 2021/22 without referring to the ongoing Covid-19 crisis and the impact it has had on our services, businesses and residents. Dealing with the crisis has highlighted the importance of the services provided by the voluntary and public sector to our communities, and the importance of the collaboration between them. In addition, the crisis has magnified existing issues, e.g. cost of living, mental health issues, community resilience, over-tourism, second homes and threats to the Welsh language. It will be important that we, as a Public Services Board ensure that our well-being objectives are addressed as a key part of the recovery following the crisis.

Aled Jones-Griffith,
Chair of the Gwynedd and Anglesey
Public Services Board.

2. Executive Summary

During 2021/22 the Anglesey and Gwynedd Public Services Board (PSB) has achieved the following:

- Completed the Well-being Assessments for the 14 Well-being Areas in Anglesey and Gwynedd. The Assessment pulled together a range of information about Gwynedd and Anglesey's communities. We looked at up-to-date research, collected data and engaged with our community groups to find out what is good about our communities, and what isn't as good. These findings will be used to set the direction for the next Well-being Plan.

- Welsh language Sub-group:

We committed to promoting Welsh as the language of choice for communication among public organisations across both counties

During 2021/22 the sub-group has undertaken a project relating to linguistic behaviour in Reception areas. The aim was to pilot different types of interventions in order to be able to provide guidance to Reception staff from different organisations on how to encourage the use of Welsh with a view to increasing public confidence to use Welsh when engaging with public bodies.

- Climate Change Sub-group:

Collaborated to provide a local response to the challenges of climate change.

Held a series of workshops with a number of organisations to agree short, medium and long-term action plans.

Supported Natural Resources Wales to hold conversations with our communities as part of their Area Statements which provided an opportunity to think about what we need to do as individuals, communities and organisations to respond to Climate Change.

- Integrated Health and Social Care Sub-group:

Operate as the Area Integrated Service Board for Anglesey and Gwynedd.

Ensure the governance of service transformation projects across the learning disabilities, older people, mental health and children's services.

- With the support of the team from Co-production Wales Network, we held workshops with the PSB members to begin the process of drafting the new Well-being Plan. The objectives for these workshops were:

To ensure all PSB partners can influence the new plan.

To understand what we can do together as a PSB.

To ensure that the PSB officers have a clear direction to move forward with drafting the new plan.

3. Introduction

The [Well-being of Future Generations \(Wales\) Act 2015](#) places a duty on public bodies to improve the social, economic, environmental and cultural well-being of Wales. The act is based on the principle of sustainable development and places a duty on public bodies to set and publish well-being objectives and to take all reasonable steps to achieve those objectives.

The Act also established Public Services Boards with representation from key public bodies. Every five years the Public Services Boards must prepare and publish an assessment of the state of economic, social, environmental and cultural well-being in their areas and use this as the basis of the Well-being Plan for the following five years.

We are now in the final year of the 2017-22 Well-being Plan for Anglesey and Gwynedd in which the Board had prioritised six areas: The Welsh language; Homes for local people; The effect of poverty on the well-being of our communities; The impact of climate change on the well-being of communities; Health and care of adults and The welfare and achievement of children and young people. Over the five years the board has adjusted its approach to these priorities to account for work being undertaken elsewhere, and it was decided that there was no longer the need for a Homes for local people operational sub-group. To address the remaining priorities, the Board currently has three operational sub-groups:

- Climate Change
- Integrated Health and Social Care
- The Welsh Language

This report will refer to the work of the above sub-groups.

4. Achievements this year

The last two years have been dominated by the Covid-19 pandemic and all our PSB member organisations have been focusing on recovery and building community resilience.

Many issues have come to the fore including increases in the cost of living, the impact of second homes on our communities, mental health issues and youth unemployment. Since a number of the Board's members were already working together to respond to these matters it was agreed that the role of the Board would therefore be to maintain an overview of the work and seek assurance that we as public bodies are responding appropriately.

During 2021/22 we completed the process of revising the Well-being Assessments. These are undertaken for 14 different areas – 8 for Gwynedd and 6 for Anglesey and will inform one Well-being Plan for Gwynedd and Anglesey for the period 2023–2028.

The Assessment pulled together a range of information about Gwynedd and Anglesey's communities. We looked at up-to-date research, collected data and engaged with our community groups to find out what is good about our communities, and what isn't as good. It is an opportunity for us to consider the challenges and opportunities faced by our communities, particularly the effects of the Covid-19 pandemic and Brexit.

The Well-being Assessments were published in May 2022 and are available at the end of this report, and will now set the direction for the Boards' priorities for the Well-being Plan.

5. Reports on the work of the Public Services Board's Sub-groups



5.1 Climate Change

Sub-group



Why is this important to the residents of Gwynedd and Anglesey?

A Climate Change sub-group was established to encourage collaboration among public organisations on mitigating the impact of climate change, and in particular the impact of coastal and inland flooding on our communities. We have identified the need to educate and work with our communities to prepare them for the current challenges of climate change and those facing us in future. The aim is to try to mitigate the impact that any events of extreme weather have on those communities. During lockdown many of us realised the importance of the natural environment - we used our cars less and saw positive impacts on the quality of our air and water.

Update on our work to date

Although the Covid-19 crisis has taken our attention in the past two years, climate change issues are still a major challenge for us. We cannot meet the challenges ahead on our own so a collaborative effort will be essential.

During 2020/21 Natural Resources Wales commissioned work to look at a regional approach to mitigating the impact of Climate Change. This was on behalf of all Public Services Boards in north Wales and the North Wales Leadership Board. The main output was an agreement to work together across the public sector in north Wales to respond to the challenge by establishing a Climate Change group for north Wales. The main aim of this group is to achieve the Welsh Government's aims to reduce carbon emissions. The focus of the work by the Gwynedd and Anglesey Public Services Board has been to continue to provide a local response to the challenges of climate change.

Following a series of workshops with a large number of organisations, they were invited to contribute and agree short, medium and long-term action plans. In addition, Natural Resources Wales has held conversations with our communities as part of their Area Statements. The talks provided us with an opportunity to think about what we need to do as individuals, communities and organisations to respond to Climate Change. The findings and key messages from these conversations have been considered by the climate change sub-group and an action plan for the year ahead is being prepared.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the Sustainable Development principle of the Act by:

- understanding the needs of specific communities that enable us to plan for the long term
- working with a number of public bodies and our communities
- involving our stakeholders as an integral part of the sub-group's work

5.2 The Integrated Health and Social Care Sub-group (AISB)



Why is this important to the residents of Gwynedd and Anglesey?

The purpose of the health and social care sub-group is to establish a collaborative working regime in the sector and to maintain an overview of the development and transformation of services, and the way in which we support individuals in our communities.

The work in the health and social care field proved to be of key importance as we dealt with the Covid-19 crisis and moved to supporting recovery. New ways of working have been developed virtually which have been of great benefit to the multi-disciplinary teams. A willingness to work together and adapt to very challenging working circumstances has been demonstrated.

Update on the work to date in the Cyngor Gwynedd Area:

Learning Disabilities – Gwynedd:

- Established the Well-being Team, which promotes the well-being of individuals with Learning Disabilities by means of social sessions, group work and 1:1 work. Many of the activities have had to change their form due to the pandemic, but here are some examples - art group, Makaton choir, establishing the 'Lleisiau Llawen' radio station, football sessions, walking groups, etc.
- Commenced a training and work opportunities project, looking to promote training opportunities and work opportunities for adults with Learning Disabilities in Gwynedd, using Glynllifon as a 'training and skills development hub'.
- Commenced a 'Cwrs a Sgwrs' project in the Y Ffôr area - this in due course will create work opportunities for individuals with Learning Disabilities to create, cook and deliver hot meals on wheels to vulnerable individuals in the nearby communities. Work has commenced after upgrading an industrial kitchen so that it is fit for purpose, funded by a grant.
- Closer collaboration with the North Wales Advocacy Service, in order to secure an input and a voice for individuals with Learning Disabilities in all decisions.

Older Adults – Gwynedd:

- Work on the Community Health and Care Transformation Programme is progressing with emphasis on integrating the essential culture within the five Community Resources Teams and empowering leaders and staff to ensure that they keep what matters to the individuals at the root of their care. These teams, which include health, care, third sector and independent sector

staff, receive regular contact on a patch level; share information and resources, collaborate to understand the local situation and address any barriers.

- Other elements of the programme include projects that facilitate hospital discharges, a project for sharing information across agencies, and the project on redesigning domiciliary care across the county.
- The work of developing the new model of domiciliary care provision continues and now a number of the Council's domiciliary care teams have moved to work shift patterns, which offer better flexibility to the individuals who receive care and better stability for staff.
- In addition, the adaptations were completed in Dolgellau early in 2022 which offer bespoke care for individuals with severe physical needs. We hope that these resources will assist to meet the various needs of the people of Gwynedd, and promote independence and dignity. Work on the development of an Extra Care Housing facility in Pwllheli is continuing, led by Adra housing association.
- The Covid-19 crisis highlighted the recruitment challenges more than ever in the field, and it is particularly prominent in the domiciliary care field as we failed to provide care packages in some circumstances due to a lack of staff. We have been striving to try to better understand the challenge that exists across the field, and in response to this a work programme was developed in an attempt to address some of the concerns. The work of establishing a new domiciliary care provision system will have a positive impact on elements such as the salaries of front-line staff in the private sector, lengths of work contracts and the promotion of career pathways in the field. To coincide with this work, a campaign was held this year to increase the size of the care workforce in the Adults field in order to respond to the workforce shortages to ensure service continuity. The #SOSGalwGofalwyr campaign was established in an attempt to recruit over 100 new staff members, both part-time and full-time.

Mental Health – Gwynedd:

- The Council is continuing to work with the Health Board to develop the county's mental health services, and work on the ICAN centres is focusing on early intervention, in collaboration with third sector organisations. This service provides a one-stop shop for individuals who need support, and it enables us to make the contact between them and any housing agencies, Citizens Advice Bureau, etc. as required in order to help them with matters that are causing them stress and negatively affecting their mental health. During the Covid-19 crisis, this support was provided virtually to a broad range of individuals.

Children – Gwynedd:

- Work to understand what matters to the families of Gwynedd, agree on principles, and ways of improving what the service does and how it works in order to provide the required support is progressing. In addition, we are developing a 'Keeping Families Together' strategy which will look to avoid bringing children from coming into care unnecessarily; however, if care is required, then ensure that the child is cared for in a suitable, appropriate and local placement; and that every effort and support is provided in order to return children to their families.
- Although the pandemic has delayed the transformation programme 'Ensure a specialist appropriate local provision for children with the most complex needs', work has recommenced on the project jointly with the Health Board and Anglesey Council. The Multi-agency Team is in place since September; and the training programme to upskill the current workforce to support children with

complex needs in health, education and social care teams is ongoing.

- A project group has been established and it has completed a review of the current experiences of families with autistic children. The group has created a draft Autism Plan, which shows what needs to be done in response to the recommendations in the review and the plan is to present to the Cabinet soon. Funding has been secured to appoint a Co-ordinator to progress the implementation for the plan, and the recruitment process will start shortly.
- The work of supporting the well-being of people over the past months has continued to focus on responding to the challenges and side-effects of the pandemic. Task and Finish arrangements have been put in place for the prioritised work streams and some of those work streams are moving forward well such as homelessness prevention, support for unpaid carers, children and young people's well-being. Further work is required to confirm arrangements in other work streams such as Community Resilience, Council Services' Front Doors and Tackling Poverty.
- The changes to Universal Credit, rising living costs such as food and fuel, over the last few months are a matter of concern and work is ongoing with our partners to increase our capacity to help residents with financial advice, dealing with debt, and food poverty.

Update on the work to date in the Anglesey Council Area:

Learning Disabilities – Anglesey:

- A community service has been developed in Holyhead and this is provided on five days which has proved popular. There are joint plans to develop activities across the island by working alongside our partners in the third sector and create a menu of activities for each individual with a learning disability.
- The project support individuals to attend activities, which gives carers a break and supports individuals who are feeling lonely and isolated. At present, we are working in partnership with our leisure department to upgrade adults' changing facilities via the ICF fund in order to promote access and interaction.

Older Adults – Anglesey:

- The Community Resources Teams (CRTs) were established, and the Adults Services restructured into three designated CRT areas and collaborated with health agencies and partners in order to drive the integration agenda forwards.
- An agreement was established between the Isle of Anglesey County Council, Betsi Cadwaladr University Health Board and Medrwn Môn to provide a social prescription service on Anglesey. Referrals are received into the service from GPs, reablement teams and self-referrals. The well-being scores show that 83.5% feel happier, 71.4% deal better with problems and 79.9% report a reduction in anxiety, whilst the health scores from the 'Green prescribing hub' note a reduction in BMI and weight, and a small increase in their physical activity levels.
- The 'Cynllunio Lle' Project focuses on community vision exercises across Anglesey. The Project is seeking to engage with communities in order to include them in the work of planning and providing services locally, and looking at alternative methods of providing services by means of collaborative working.

- Three formal Community Alliances were established in three communities that have agreed on a community vision and 11 supported 'Tro Da' Schemes (voluntary groups that provide community support - an essential element of support during lockdowns).

Mental Health – Anglesey:

- The aim of developing the ICAN Community Hubs is to improve the availability, awareness and contact with general integrated support and well-being, the third sector and other community services. They will also look at how to improve the understanding of how the hubs can help people, in particular with low level mental health problems or to help maintain recovery. On Anglesey, these centres have been developed at the Citizens Advice Bureau in Holyhead and Llangefni. 650 individuals are supported in the hubs each quarter.

Children – Anglesey:

- Recruitment drive for Foster Carer @Maethu Cymru – Ynys Môn continues with newly approved Foster Carers joining the foster family.
- We continue to develop the Cartrefi Clyd model and will be opening two properties in the new year. One property will be to replace Bryn Hwfa our Learning Disability Day Care provision and we also will be opening a respite provision for children with complex needs.
- Regionally we have contributed to the 'No Wrong Door' work, NYTH/NEST and lead on the development of the Children's Sub-group of the RPB which will be launched in the new year.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the Sustainable Development principle of the Act and is in line with many of the national design principles in 'A Healthier Wales', the Government's Health and Social Care Strategy, by:

- taking account of future trends and responding to changes in demographics
- putting the sustainability of our health system as an output for the sub-group in order to plan for the future
- developing a preventative model
- integrating our health and social care services to make a real difference to the lives of our residents
- recognising a wide range of factors that influence health and well-being (including education, housing, reduced homelessness, economic growth, regeneration, leisure and the environment)
- realising the benefits of partnership working

5.3 The Welsh language

Sub Group



Why is this important to the residents of Gwynedd and Anglesey?

The Board understands how important the Welsh language is to our communities across Gwynedd and Anglesey, and that it is part of the social fabric and cultural identity of the area. Being able to live their lives through the medium of Welsh and access community services and activities in Welsh is important to our communities and we are committed to working together to increase the use of the Welsh language within public bodies in Gwynedd and Anglesey. We are also committed to promoting Welsh as the language of choice for communication among public organisations across both counties.

Of course, the Covid-19 crisis has presented some significant challenges for organisations in trying to ensure the continuity of their services. The conditions and restrictions of having to work virtually, as well as the lack of ability for community groups to come together have made it difficult to maintain some services and opportunities to use the Welsh language. We as public bodies have sought to ensure that the citizen continues to engage with the public bodies in the language of their choice, and we continue to be equally passionate about contributing to the Welsh Government's target of having a million Welsh speakers by 2050.

Update on the work to date

During 2021/22 the sub-group has undertaken a project relating to linguistic behaviour in Reception areas. The aim was to pilot different types of interventions in order to be able to provide guidance to Reception staff from different organisations on how to encourage the use of Welsh with a view to increasing public confidence to use Welsh when engaging with public bodies.

- The objective was to normalise the Welsh language as people go about their public business and ultimately, that could lead to not only more people using services through the medium of Welsh but also an increase in the number of people seeking and expecting it from organisations of all kinds. From the resident's perspective, expression is often easier when using their first language especially when discussing sensitive and personal issues, so the aim is to simplify the process of getting appropriate support.

This project was originally approved by Board members in March 2020, but had to be postponed due to lockdown restrictions. The original project proposal was reviewed and amended to take into consideration the changes in the way the public communicates with public organisations and any change in the role of reception areas following the pandemic.

During 2022, the project finally got underway and IAITH was commissioned to undertake the field work which has included:

- Working with 10 pilot reception services across different public sector organisations in Gwynedd and Anglesey and formally observing interactions between customers and staff at those locations.

- Undertaking focus groups and questionnaires with the staff and speaking with customers to identify barriers to engaging in their language of choice.
- Analysis of baseline data and comparison to data post intervention.

The final report and recommendations for wider roll out is due to be presented to the Board in autumn 2022.

The sub-group is also currently considering other potential projects to address the commitment in the Gwynedd and Anglesey Well-being Plan so that a work programme for the coming year can be put in place.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the sustainable development principle of the Act, as well as the additional ways agreed by the PSB namely the Welsh Language and Equality by:

- ensuring that the Welsh Language is a natural part of the work of Gwynedd and Anglesey's Public Services
- working together to raise awareness, share good practice, develop the skills and confidence of public services to use Welsh with service users and to encourage them to make use of the language time and again
- including the views of relevant stakeholders as they introduce new projects.

6. Reflecting on this year and looking forward to the year ahead

With the support of the team at Co-production Wales we have held workshops to enable our PSB members to reflect on whether current priorities are still relevant and to review our role and purpose as a Board going forward. Given the excellent network of collaborations across the area it was acknowledged that it is a challenge to find those spaces where the PSB can add the most value.

The PSB members are eager to make a meaningful contribution to the partnership landscape without duplicating the work of other partnerships and so the next Well-being Plan will be clear about whether the PSB has a leadership or delivery role in relation to the well-being priorities.

We are currently making progress in developing the Well-being Plan and have used the workshops to specifically assess where we can have the greatest impact. We will be undertaking a light touch engagement exercise on the draft Well-being plan over the winter months with a view to publishing the final plan with detailed goals in May 2023.

Links

Gwynedd Well-being Assessment: <https://www.llesiantgwyneddamon.org/en/Asesiad-Llesiant/Gwynedd/>

Anglesey Well-being Assessment: <https://www.llesiantgwyneddamon.org/en/Asesiad-Llesiant/Mon/>

Gwynedd and Anglesey Well-being Plan 2018-2022: <https://www.llesiantgwyneddamon.org/Uploads/Pages/Documents/3-5-3-96-2-Gwynedd-and-Anglesey-Well-being-Plan.pdf>

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