

Annual Report 2019-2020



Gwynedd and Anglesey Public Services Board

Foreword

This is the second annual report of the Gwynedd and Anglesey Public Services Board (PSB), published in accordance with the requirements of the Well-being of Future Generations Wales Act (2015) (the Act). Since March 2020, public bodies in Gwynedd and Anglesey, as throughout the country, have faced a crisis and an extremely challenging period. Despite this, we have prepared this annual report for us to reflect on the PSB's work, and to share the difference that the PSB has made to well-being in Gwynedd and Anglesey in accordance with the five ways of working. As outlined in the Act, the term well-being as a whole means social, economic, environmental and cultural well-being.

During the past year, the PSB's individual organisations have continued to provide a variety of services that fulfil their individual well-being objectives, as well as contributing towards the PSB's well-being objectives. There is no manual for measuring the success of the PSB's work, so this report provides an update on the PSB's efforts during 2019/20.

Looking to the future, the PSB will have a huge contribution to make as we try to re-build our communities while giving due attention to well-being matters. The PSB will continue to focus on its core work, namely to improve the well-being of our communities, but it is also anticipated that the PSB will have a key role to play in our response to the effects of Covid-19 on our communities, and as we as public bodies start planning for recovery following the pandemic. As always we are eager to hear from our communities, residents, partnerships and businesses - if you have any questions or comments, you are welcome to contact us: post@llesiantgwyneddaron.org

Emyr Williams

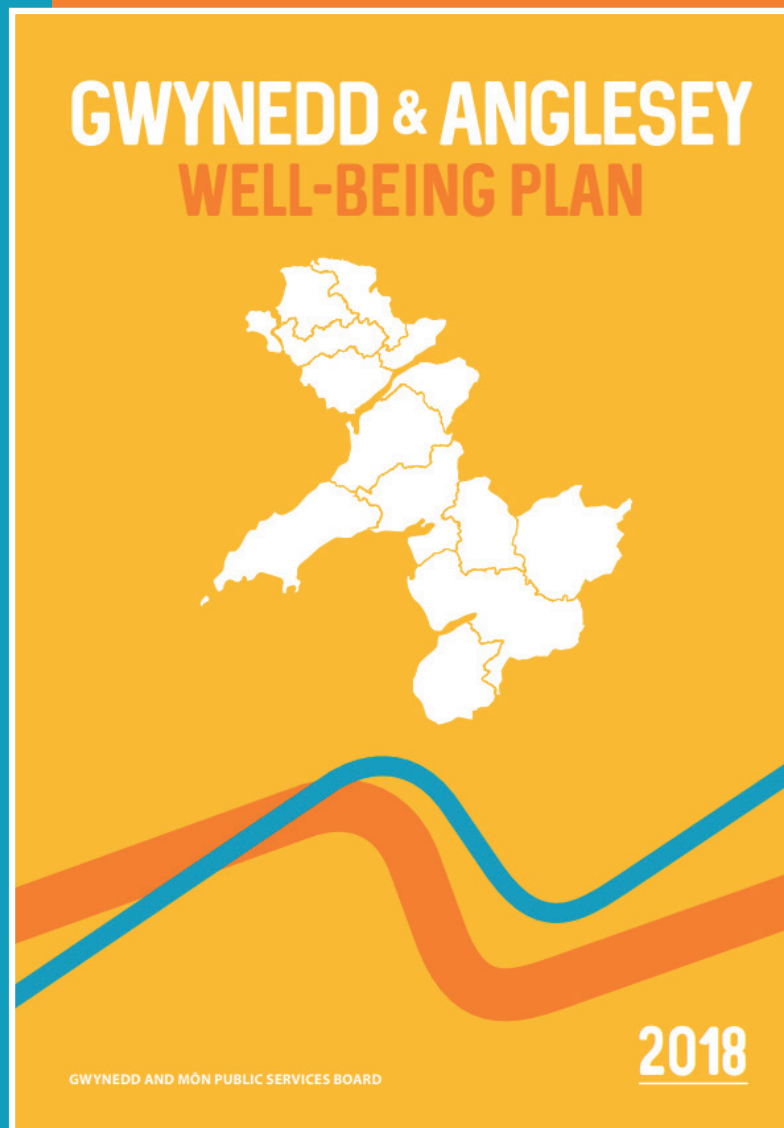
Chair of the Gwynedd and Anglesey Public Services Board



The story so far for Gwynedd and Anglesey Public Services Board

During 2017, the Gwynedd and Anglesey Public Services Board decided to divide our communities into 14 smaller areas in order to undertake research to learn more about the well-being of those areas. Once the data had been gathered and the research had been completed, individual booklets were produced for each of the 14 areas. The information booklets for each area are still available on the website www.LlesiantGwyneddaMon.org. The information gathered from the assessments was used to formulate the priorities of the PSB. In 2018 the well-being plan was published, outlining the priority areas: the Welsh language; Homes for local people; The impact of poverty on the wellbeing of our communities; The impact of climate change on community well-being; adult Health and social care and the wellbeing and success of children and young people.

During the last two years the PSB subgroups have led on these priority areas, and have focused on joint delivery work. To do this the sub-groups have decided that they need to follow the five ways of working (and the additional two ways set by the Gwynedd and Ynys Môn PSB – Equality and the Welsh language) which are:



Collaboration



Long-term



Involvement



Integration



Prevention



Welsh
Language



Equality

Update

Gwynedd and Anglesey Public Services Board now has four sub-groups that are responsible for the following priority areas:



The Welsh Language



Climate Change



Homes for local
people



Health and
Social Care

Below is a report on the progress of the sub-groups and the delivery work that has been undertaken during the past year.

Climate Change



We have seen the effect of climate change on our communities during the past year, with communities and homes having faced serious flooding. Communities and partners joined forces to deal with these incidents, which demonstrated the true resilience of our communities.

The Climate Change sub-group has been established to encourage collaboration between the public bodies and our communities on how to deal with the threat to our communities from future changes to the climate. Our communities must be ready to prepare themselves, to identify their role, and collaborate with public body organisations on specific points.

The sub-group has decided on the following actions:

1. Establish a Regional Framework

The North Wales region's Public Service Boards arranged an event in September 2019 to share best practice and discuss ideas on how we can collaborate to address environmental issues, and climate change in particular. Environmental experts from public partners and the third sector discussed steps to address the changing climate, environmental work, and how to move this forward. There was general consensus that regional arrangements were needed to support the environmental work.

2. Identifying the strategic and collaborative approaches

Work has already started on identifying strategic and collaborative approaches towards addressing climate change, and discussions have started on geographic areas and communities of specific interest that would benefit from planning for climate change. Due to the Covid-19 crisis, this work has been paused for the time being, but the sub-group cannot over-emphasise the importance of restarting this work very soon.

The sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015:

- Understanding the needs of particular communities enables us to plan for the **long term**
- The core work of the sub-group is **collaborating**, with a number of public bodies and our communities
- **Involving** our stakeholders will be an integral part of the sub-group's work

The Welsh Language



The Welsh Language continues to be important to the communities of Gwynedd and Anglesey, and as a Public Services Board we wish to see the Language flourish for future generations. We are aware, in the midst of the Covid-19 related crisis, that it is difficult to maintain some services, but in a period of such uncertainty it is essential that individuals are able to communicate in their preferred language. As public bodies, we try to ensure that the citizen is still able to contact and engage with public bodies in the language of their choice.

During the past year, the Language sub-group has mainly focused on collaboration to increase the use of the Welsh Language within public bodies in Gwynedd and Anglesey. This specifically relates to the Welsh Language as a language of choice for internal communication in the public bodies, and for communication with the public.

Some of the PBS's partners have been contributing to a project called 'Arfer', which is led by Bangor University. The project relates to understanding the habits of speakers who are not as confident/comfortable in using Welsh at work, by examining behavioural psychology. It is intended to create a training package that will assist public bodies to increase the use of Welsh among their organisations' staff. During recent months, the project had intended to focus on the results and a subsequent evaluation. Unfortunately, this activity has been postponed until it is safe to continue.

The sub-group has also been considering how it could collaborate to create a tool that would assist public bodies to assess the impact of their decisions on the Welsh Language. Similar work is ongoing regionally in the field of equality, and the sub-group is eager to extend this work to the field of the Welsh language.

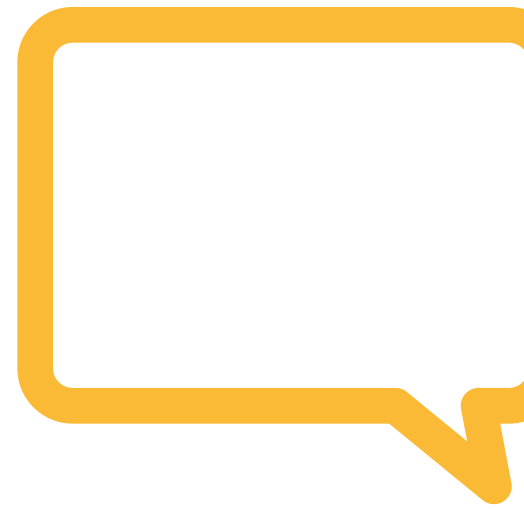
One of the other projects under consideration by the sub-group is a project relating to linguistic behaviour in reception areas. This means that the sub-group will lead a project to trial various types of interventions, and provide guidance to reception staff from various public bodies, about how to encourage the use of Welsh amongst service users. The aim of the project is to increase the confidence and skills of the public to use the Welsh language when dealing with public organisations.

It is anticipated that lessons from this type of project could be shared regionally and nationally. It will also introduce changes to those reception areas that may be less willing to use the Welsh language. It is intended to collaborate with our communities to gauge public opinion, e.g. through focus groups, in order to better understand their linguistic habits.



The Sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015, and also the additional ways of working that were agreed upon, namely the Welsh Language and Equality.

- The principal legislation in relation to equality and the Welsh Language that the sub-group must consider are the **Equality Act 2010**, the Human Rights Act 1998 and the Welsh Language Measure (Wales) 2011.
- One of the outputs of sub-group is to ensure that the **Welsh Language** is a natural part of the work of Gwynedd and Anglesey Public Services Board, and that the Welsh language is a focal part of its activities.
- We will see specific **collaboration** to raise awareness, share good practice, develop skills and confidence within public services to use Welsh with customers in order to engage and encourage them to use the Welsh language habitually.
- The sub-group will **include** the views of the public and other interested parties in the work of introducing new projects.



Homes for local people



During the consultation period on the Well-being Assessments, our residents and communities told us that more affordable homes were needed in Gwynedd and Anglesey. Gwynedd and Anglesey Public Services Board agreed to prioritise joint work on developing affordable housing, in order to meet the needs of our communities. To this end, the PSB has agreed to consider innovative construction methods for these houses. This could be low carbon timber houses, modular houses, and possibly experimenting with an innovative housing model that can adapt with climate change. This project also focuses on procurement and encourages a number of public bodies to jointly develop innovative housing in order to achieve economies of scale.

The first part of the project entailed agreeing upon a specification for the types of innovative housing to be considered, and the identification of possible sites for those housing developments. A number of public organisations have already identified and submitted sites under their ownership to be considered for development. The work of the sub-

group has continued during the Covid-19 crisis and its next proposed steps will be to fully evaluate the financial viability of the developments in relation to these sites, before confirming how best to finance the developments and the initial timetable for commencing work.

The sub-group has been discussing its plans with the Welsh Government to ensure that its work is in accordance with the Government's vision for innovative and affordable housing.

The Sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015:

- It contributes to the achievement of the **long-term** plans of the organisations involved in the project
- The project encourages **joint working** between a large number of public organisations



Health and Care



The integrated health and care sub-group has been established, and a summary of its purpose is *'to help individuals live their lives as they wish' and that we 'suitably support' them when they require health or care intervention so that they can get back to living their lives as they wish.* To many people, this means the ability to access services and assistance at home, or closer to home rather than in hospitals. This vision aligns clearly with the Welsh Government strategy, 'A Healthier Wales', the strategic vision for service development, and the need to transform our working methods to support individuals within our communities.

The health and care sub-group's responsibility is to oversee the following work streams / projects: Adults, Children, Learning Disabilities, Mental Health and Community Transformation. These work streams are in accordance with the Regional Partnership Board's priority areas for integration.

The Board members' good will and willingness to collaborate are essential in order to support the work of this sub-group. This work is also supported by the all Wales Integrated Care Fund (Welsh Government). The Transformation Team has been complete since the beginning of December 2019, with one leader supporting each of the eight 'Community Resources Team' areas across Gwynedd and Anglesey. To date:

- **Workshops have been held in each of the 'Community Resources Team' (CRT) areas to identify the priorities for establishing effective integrated working arrangements between health and care, and to establish a methodology to address some of the current restrictions.**
- **Regional work is continuing to install appropriate IT connectivity in the buildings that will be used as office space for the Community Resources Teams.**

- **A project is in the pipeline to examine how the WCCIS (Wales Community Care Informatics System) could support integrated working to provide citizens with improved experiences of the health and care system.**
- **'Systems Thinking' training will be held.**
- **Discussions are ongoing across Gwynedd and Anglesey on how to change culture in order to support the transformation work.**



The Health and Care sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015, that are in keeping with many of the national design principles in 'A Healthier Wales', by

- considering future trends and responding to demographic changes
- responding to matters such as child obesity, that has short and **long term** health implications
- including the sustainability of our health system as one of the sub-group's outcomes in order to plan for the future
- developing a **preventative** model
- **integrating** our health and care services in order to make a real difference to the lives of our residents
- acknowledging a wide range of factors that influence health and well-being (including education, housing, reducing homelessness, economic growth, regeneration, leisure and the environment).
- realising the benefits of **partnership working**.

One of the group's next steps was to arrange a workshop to hold a wide-ranging discussion across a number of health and care services - in order to consider the deficiencies and the joint steps that are required to respond to them. Due to the Covid-19 crisis the workshop was postponed and will be re-arranged in the near future.



Poverty



Poverty continues to be a priority for the PSB although no sub-group is currently responsible for leading on this work. The PSB has committed to this priority, initially by agreeing to continue to oversee work in the field of poverty across Gwynedd Council and Anglesey County Council. The Local Authorities have their own arrangements and plans for addressing poverty. They have collaborated with a number of partners in the past on key poverty programmes, and continue to collaborate with a wide range of organisations. Both Councils gave a presentation on poverty during two PSB meetings, and it was agreed that significant work was in progress across Gwynedd and Anglesey. For example, in Gwynedd the Council is collaborating with a Well-being Support Programme, with the aim of providing the right support, at the right time, to support the Well-being of the People of Gwynedd. They will do this by:

- Building on the strengths of our people / communities
- Addressing poverty and inequality
- Preventing problems from exacerbating
- Reducing demand for statutory interventions

Anglesey County Council is developing a preventative strategy to respond to the poverty priority. Their aim focuses on supporting people to help themselves, within their communities and with partners. In Anglesey, a similar strategy will develop resilience and independence within our communities.

The PSB will therefore build on the successes of both Councils in responding to the poverty priority. However, we emphasise that all the other Board's partners also have their own arrangements and plans to deal with poverty. This became even more evident during the period of the pandemic, where everyone was drawn together to care for our most vulnerable communities. As a PSB we will continue to engage and collaborate with our communities and build on the good practice and the community resilience that has been in evidence.

Progress made by the PSB outside the work of the sub-groups

During the period of the Well-being Assessments (2017), the residents of Gwynedd and Anglesey expressed that the distance from services and facilities, and a lack of suitable public transport was problematic for them. The North Wales region's Public Service Board decided to commission the Faculty of Social and Life Sciences, Glyndŵr University, Wrexham to undertake a research project on 'Assessing transport barriers in North Wales: Understanding the issues and where they exist'. The PSB considers that continuous research into relevant areas is important to support its decisions.

Skills and employment are crucial to contribute to the well-being of individuals and our communities. The PSB is determined that it should not duplicate work that is already happening within organisations, and has therefore emphasised that it will work closely with the Economic Ambition Board (EAB) on skills and employment matters. The Regional Skills Partnership has adopted the EAB's skills and employment work. The Skills Partnership has a clear vision of creating an inclusive system, which is resilient and able to adapt to skills and employment opportunities and challenges. Gwynedd and Anglesey PSB considers that it can contribute to the work of the Skills Partnership by collaborating on the barriers faced by organisations and employers in Gwynedd and Anglesey specifically, in order to develop a better understanding of the situation in relation to the posts that will need to be filled over the next decade and which posts cannot currently be filled.



Survey of Public Services Boards (Wales Audit Office: October 2019)

In October 2019, a report was published on a survey of Public Services Boards. <https://www.audit.wales/system/files/publications/review-of-public-service-boards-english.pdf> The report was undertaken by WAO on behalf of the Auditor General for Wales. This is not a specific review of the Gwynedd and Anglesey Public Services Board, but rather a review of the 19 Boards in Wales. However, a number of findings and recommendations in the report are relevant to Gwynedd and Anglesey PSB, and the PSB has already begun to consider them.

The Public Services Board's monitoring and scrutiny arrangements

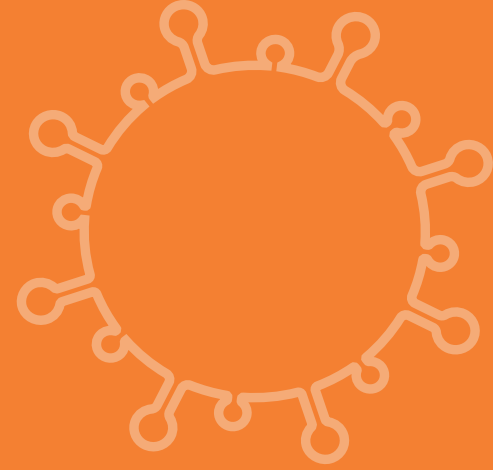
In order to ensure democratic accountability for the progress of the PSB's work, the Act set a requirement upon councils to designate a Scrutiny and Overview Committee to scrutinise the PSB's work. Therefore Gwynedd and Anglesey PSB's work is scrutinised by the Scrutiny Committees of Gwynedd Council and Anglesey County Council at specific points during the year. The Well-being of Future Generations Act (2015) and associated national guidelines¹ note three roles for scrutiny committees of Local Authorities:

- **Reviewing the governance arrangements of the PSB**
- **Statutory consultee on the Well-being Assessment and the Well-being Plan**
- **Monitoring progress of the efforts of the PSB in the implementation of the Well-being Plan**

This means that the scrutiny committees have an opportunity to scrutinise the performance and impact of the Public Services Board. During the past year, discussions have been held between Gwynedd Council and Anglesey County Council on an option to establish a single scrutiny board, to operate across both counties to scrutinise the PSB's work. Various options were evaluated, and it was concluded that they did not recommend establishing a panel at present but rather to focus on aligning timetables and reconciling scrutiny arrangements across both counties, and to continue with the current scrutiny arrangements. These arrangements between both councils could be reviewed again in due course.

¹ Guidelines for Scrutiny Committees of Local Authorities on Public Services Board

COVID-19: Recovery



In recent months the communities of Gwynedd and Anglesey have faced an extremely challenging time. It led to changes in our ways of working, and engaging with others. The public bodies are moving towards recovery while encouraging compliance with the measures and instructions to reduce the risk of spread of infection, and move towards the “new normal”.

As a starting point the public bodies will consider social, economic, environmental and cultural impacts and a role in working together is envisaged for the PSB to transform how services are delivered. We will continue to address the core work of the PSB to improve well-being and put the well-being of future Generations act at the heart of all recovery work, but give further consideration to delivery in a way that recognises the positive and negative impact of lessons learned as we all responded to Covid-19.