

# THE ROLE OF COMMUNITIES AND CONNECTIONS IN SOCIAL WELFARE LEGAL ADVICE ON ANGLESEY:

## EXECUTIVE SUMMARY AND RECOMMENDATIONS

### **REPORT AUTHORS:**

Dr Sarah Nason (Bangor University) and Dr Sara Closs-Davies (University of Manchester)

### **RESEARCH TEAM:**

Dr Peter Butcher and Sarah Worth (Bangor University); Lindsey Poole and Faith Osifo (UK Advice Services Alliance); Dr Lorien Jasny and Susanne Hughes (University of Exeter); Dr Susanne Martikke (GMCVO)

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## THE ROLE OF COMMUNITIES AND CONNECTIONS IN SOCIAL WELFARE LEGAL ADVICE ON ANGLESEY

# Executive summary and recommendations:

### Introduction

This report is part of a research project that looked at how people from different localities and communities access social welfare legal (SWL) advice.

SWL advice includes advice about people's rights and entitlements in areas including welfare benefits, debt, employment, housing, immigration, education and community care. This kind of advice, often known as social welfare rights advice, is based on the law, but does not need to be provided by qualified lawyers. The demand for such advice is growing, but the capacity of the advice sector is shrinking and changing to more remote advice delivery (over the telephone and online). This project analysed the role of locality and identity-based organisations in helping people access advice, in four case-study areas: Anglesey, Rochdale, Hackney, and South Hams. This report presents findings from **Anglesey**.

The project investigated:

- Relationships between access to SWL advice and community connectedness, (in)equality and wellbeing;
- how community attitudes, attributes and affiliations affect SWL advice-seeking behaviour; and
- local informal and formal organisations, models and channels of advice delivery.



*Anglesey.*

### Methods

The project used a variety of methods to collect data from organisations and individuals on **Anglesey** and across **North Wales**, including meetings with key stakeholders, workshops with advice providers, and work with a community in **Bryngwran**, including 39 one-to-one interviews. Bryngwran was chosen as a rural community with a large proportion of Welsh speakers, impacted by several trends experienced on Anglesey such as the outmigration of young people and an ageing population. Bryngwran is also impacted by Anglesey's two key economic sectors, tourism and agriculture. Further, Bryngwran Cymunedol, an organisation serving the local community, is exactly the kind of body our research was interested in. The research aimed to examine relationships between access to SWL advice and community characteristics, within and across a diverse set of communities of geography, socio-economic make-up, language and ethnicity.

## THE ROLE OF COMMUNITIES AND CONNECTIONS IN SOCIAL WELFARE LEGAL ADVICE ON ANGLESEY

# Key Findings

### Communities are key to effective advice: centralisation and digitalisation does not reflect or meet people's needs

**Communities and connections are key to effective advice services. Communities of place, culture and language are crucial to understanding how people experiencing problems connect with help and advice.**

Across our research we found that communities and connections are key to effective advice services, and that communities of place, culture and language are crucial to understanding how people experiencing SWL problems connect with help and advice. The data across our research indicates that the case-study community someone lived in appeared to have a greater effect on what people did (or did not do) about their SWL problems, and the likelihood of their receiving help and of having problems resolved, than people's individual characteristics (e.g., age, gender, employment, disability). This finding was especially clear on Anglesey.

**Social networks of people in Bryngwran on Anglesey were the second largest and most connected in our study.**

Social networks of people in Bryngwran on Anglesey, were on average the second largest in our study (after those of people living in Dartmouth, South Hams). They were also on average the most closely connected social networks of people in the four case-study areas. The social networks of people in Bryngwran tended to be more diverse in their range of sizes (number of social connections) and make up (who these social connections were, e.g., friends, family, work, colleagues, neighbours). Sharing information in social networks was key to seeking help, and interviewees in Bryngwran were more likely than those in the other case-study areas to report having shared their problems with people who had faced similar experiences.

**Interviewees in Bryngwran had on average the highest sense of wellbeing across our study and were generally confident that people in their community were willing to help each other.**

Interviewees in Bryngwran had on average the highest sense of wellbeing across our study and were more likely to report that people in their community were willing to help each other as compared to other case-study areas. Bryngwran interviewees were also the least likely across our case-study areas to report having experienced SWL problems in the last two years, and when problems were experienced the occurrence of multiple clustered problems was lower

when compared to other case-study areas. This should not, however, be taken to downplay the prevalence of problems or their complexity and impact on the community. Interviewees were clearly experiencing problems relating to money and the cost-of-living crisis, problems accessing benefits, problems with low pay, insecure jobs, problems finding suitable housing, problems relating to health, accessing social care and additional learning needs support, and concerns about reductions in public services, poor public transport links, and the impacts of rising fuel costs. Our workshops with advice providers and community organisation across Anglesey showed that these problems were prevalent in many communities across the Island.

**People in Bryngwran had experienced a range of problems, including relating to the cost of living, benefits and housing, and public services such as health, education and transport.**

The organisation/service most often mentioned by our interviewees as providing help and support was the lorwerth Arms (a community-owned and run pub and community hub), which was seen as a "lifeline" for the community. The data demonstrates that the lorwerth Arms acts as a facilitator to help expand, strengthen or maintain a resident's social network, and for sharing information and experiences through those networks. Notably, local people with complex clustered problems tended to require, and generally usually received, a high level of community support to access advice, and key community individuals, such as staff and volunteers of the lorwerth Arms/Bryngwran Cymunedol, were crucial to identifying and supporting those with the greatest needs.

**Community organisations like the lorwerth Arms help people expand and maintain their social networks, which, along with connections to services, plays a crucial role in preventing problems occurring or worsening.**

Across our research, we found that locally based organisations, sensitive to culture, identity and language, such as the lorwerth Arms, are central to community wellbeing, and have a crucial role to play in preventing SWL problems from occurring or worsening, including by identifying people who are struggling.

These findings about the centrality of "communities of place" to social networks and advice-seeking behaviour also indicate that the move to more centralised, remote (online or telephone) services, including advice services, does not meet some people's, or even most people's needs. Our research in Bryngwran shows in particular that comparatively high levels of digital confidence do not necessarily correlate with increased preference for online services, or with effective online help-seeking and service delivery. Digital resources have helped people connect in communities and access advice, but in our research, these were local community Facebook pages (through which formal SWL advice providers shared information about their services), community WhatsApp groups, and other Apps created by community groups on Anglesey often acting as virtual local noticeboards. Online information through websites, particularly those developed at a Wales or UK-wide level, were not seen to be of much value, and the information presented was often considered too generic to be of much assistance to people's individual circumstances affecting them in their community.

**Our research in Bryngwran shows that comparatively high levels of digital confidence do not necessarily correlate with increased preference for online services, or with effective online help-seeking and service delivery.**

**Facebook pages and Apps created by local people and community organisations can be of more value to help seekers than generic online information such as that provided by government websites.**

Despite the importance of community-based provision, a theme arising in our discussions with advice providers was of a much longer-term trend of centralising assessments and decision-making processes relating to social welfare, with respect to benefits in particular, coupled also with the perceived centralisation of advice. This centralisation makes the whole system of raising awareness of entitlements, claiming entitlements, seeking advice and challenging decisions much more remote from the individuals and communities affected. Although funding decisions under it are centralised, Welsh Government's Single Advice Fund (SAF) is a generally welcome development, which requires regional providers to demonstrate a good knowledge of their local communities. We also note that new standalone SAF grants have been provided to organisations that are needed and valued by the populations accessing them in local areas, but where collaborative and interdisciplinary models are not appropriate. The SAF, however, does not provide core funding for information and advice services organisations. This should be set in the context of several local authorities across Wales, who are struggling with the impacts of cuts to their own budgets, also cutting their contributions to core funding for advice organisations. It is not then clear how advice organisations are supposed to cover their core costs (such costs include, for example, further training of staff, salaries, building maintenance, and equipment to increase the capacity of existing staff).

**Some advice providers across Wales are struggling to cover their core costs, as these are not covered by the Single Advice Fund, and local authorities are reducing their financial contributions.**

## **The right help at the right time is key, but advice services and community organisations are under strain**

A key message from Anglesey and broader North Wales advice providers and community organisations is that people need "the right help at the right time", with help and support, as well as connections to advice from community-based organisations, being central to this. Advisors need to know their communities, and ideally be representative of them, and be open-minded and non-judgemental, to provide effective services.

**Advisors need to know their communities, and ideally be representative of them, and be open-minded and non-judgemental, to provide effective services.**

Our research finds that advice and community organisations on Anglesey, and across North Wales, face significant challenges. Some of these challenges for Wales are reported in more detail in the briefing from our session with the North Wales Regional Advice Network.<sup>1</sup> Advice providers and community organisations across Wales are facing increased demand for their services, coupled with a reduction in funding. Despite initiatives such as the SAF, funding is still often based on contracts rather than grants, is short-term, and project based. The increase in the SAF funding period to three years (with potential for further extensions) is welcome in terms of sustainability and opportunities for planning for advice providers, but a minimum period of five years would be even better, with one of our research participants poignantly suggesting that funding ought really to be “for a generation, not just a few years”. Our research also finds significant issues for the advice sector in North Wales and beyond in recruiting and retaining staff and volunteers, as well as challenges to the wellbeing of advisors. Advisors in various types of organisations might also only be providing advice as ancillary to their main or other roles. A person’s capacity to continue doing something that may not formally be part of their role is limited and leads to risk of burnout.

**When people provide advice as an extra to their main role, this can go beyond their formal training, and can lead to burnout even for people with training.**

## **Prevention is better than cure, but Welsh policies are not yet having much distinctive impact**

Advice providers and community organisations participating in our research noted that better provision of public services, particularly in health, social care and transport, would prevent various advice needs from occurring and/or from reaching a crisis stage. It was agreed across our research participants that there could be more investment on Anglesey in preventing SWL problems from occurring or worsening.

Wales has unique legislation relevant to prevention in the wellbeing context; the Well-being of Future Generations (Wales) Act 2015 (WFGA), which details the ways in which specified public bodies must work, and work together, to improve the wellbeing of Wales. Public bodies must set and publish wellbeing objectives designed to maximise their contribution to meeting seven wellbeing goals. To show that they have applied the sustainable development principle, public bodies have to work in particular ways, two of which are particularly relevant here, namely: thinking long-term, which is “the importance of balancing short term needs with the need to safeguard the ability to meet long term needs, especially where things done to meet short term needs may have a detrimental long term effect”; and prevention, “how deploying resources to prevent problems occurring or getting worse may contribute to meeting the

<sup>1</sup> <https://swladviceandcommunities.com/social-welfare-advice-research-with-the-north-wales-regional-advice-network>

body's well-being objectives, or another body's objectives" (WFGA section 5(2)). These duties should mean that preventing SWL problems occurring is high on the policy agenda for Welsh public bodies, however, there has been an acknowledged implementation challenge in giving practical effect to the requirements of the WFGA.<sup>2</sup> At least in the context of our research, and comparing our three English case-studies to Anglesey in Wales, it is not clear that distinct Welsh policies and law around future generations, sustainability and ways of working are yet leading to any reports of comparatively better performance when it comes to preventing SWL problems occurring or worsening. From our research, WFGA and particularly, the requirement to develop wellbeing plans, is however helping to improve the identification of wellbeing issues and good practices locally, but public bodies then lack resources to make improvements, with budget cuts leading to difficult choices and reduced public services provision.

**Comparing our case-studies in England and Wales, it not clear that Welsh policies and law around future generations, sustainability and ways of working are yet leading to comparatively better performance when it comes to preventing problems occurring or worsening.**

A common theme emerging from our research across all case-study areas was of poor decision-making in particular government departments, and specifically the UK Government Department for Work and Pensions (DWP). This leads to so-called "failure demand" where another part of the social welfare system fails to do something, or fails to do it properly, which is a significant cause of SWL advice needs. Across our research there were many examples of benefits improperly refused or withdrawn, where decisions were later overturned on reconsideration or on appeal to a Tribunal. Generally, social security schemes, including their administration, are not devolved to Wales. However, Welsh Government and local authorities in Wales already provide a number of different social welfare schemes that have tended to be seen as discrete, whereas increasingly there are calls to view them in a more coherent way as part of a developing Welsh benefits system.<sup>3</sup> A Welsh Benefits Charter has been developed, setting out guiding principles for the design and roll-out of payments and grants that are devolved to Welsh Government.<sup>4</sup> Anglesey County Council is among the signatories agreeing to the Charter principles, and to work with Welsh Government and others to realise the outcomes stated in the Charter. Ongoing monitoring of work towards the Charter principles will be valuable in understanding what a more preventative and long-term approach might look like, and whether the principles can also improve the number of decisions made "right first time". More broadly, further devolution of additional social security benefits may at least have the potential to redress some of the systemic failure demand that is a significant cause of the SWL problems experienced by individuals and communities on Anglesey engaged with our research. However, such devolution would need to be accompanied by a fair allocation of additional financial resource.

**Ongoing work to monitor the implementation of a Welsh Benefits Charter could help in understanding what a more preventative approach might look like, and what are the advantages and challenges of devolving social security.**

<sup>2</sup> <https://senedd.wales/media/sjrp5vm0/cr-ld14223-e.pdf>

<sup>3</sup> [https://www.bevanfoundation.org/current-projects/welsh\\_benefits\\_system/](https://www.bevanfoundation.org/current-projects/welsh_benefits_system/)

<sup>4</sup> <https://www.gov.wales/sites/default/files/publications/2024-02/welsh-benefits-charter.pdf>



## **Advice networks are important, but they are largely voluntary, lack sustainability and should include more localised engagement**

**The advice services landscape on Anglesey was amongst the most well connected of our case-study areas.**

We found the advice services landscape on Anglesey to be amongst the most well connected of our four case-study areas (to recap, these are Anglesey, Hackney, Rochdale and South Hams). Our workshops and other engagement with advice and community sector professionals evidenced good working relationships, generally clear understanding of the services provided by other organisations, and effective referrals and partnership working. The Welsh National Advice Network initiative, and Regional Advice Networks have facilitated the sharing of common concerns and best practices and have improved Welsh Government awareness of the issues facing the advice sector. Nevertheless, the engagement and partnership working on Anglesey has developed from the ground up, through the work of dedicated staff and volunteers, and goodwill. This shows that whilst policy may ultimately acknowledge and support practices that have grown from the ground up, it is local leadership and key community individuals that are crucial to establishing and maintaining well-networked advice services that fully appreciate and are sensitive to the needs of local communities on Anglesey.

**Local leadership and key community individuals are crucial to well-networked advice services that fully appreciate and are sensitive to the needs of communities on Anglesey.**

**The Welsh National Advice Network and Regional Advice Networks, have facilitated sharing common concerns and best practices, and improved Welsh Government awareness of issues facing the advice sector.**

Despite the aims of the National Advice Network and the SAF, there remains a need for better co-ordination of funding sources, particularly where these incentivise the community sector to provide help and support with cost-of-living problems, that shades into advice work. Advice providers and community organisations responding to our research considered that Welsh Government ought to further develop existing platforms and networks into a single portal, as Welsh Government has the most extensive overview of the information and advice landscape and has the capacity to draw on existing good practice whilst avoiding duplication.

**There needs to be better co-ordination of funding sources, especially where these incentivise the community sector to provide help and support with cost-of-living problems, that shades into advice work.**

## Larger, more connected, and especially more diverse social networks do correlate with SWL problem resolution

**It is not just the size and connectedness of social networks that matters for problem resolution, but also who is in someone's social network, and the social and economic capital these people have.**

Across our research we found a positive correlation between social network size and problem resolution; that is, people with larger social networks were somewhat more likely to report that their problems had been either partially or fully resolved. The data also came close to showing a weak correlation between the connectedness of social networks and problem resolution: those with more connected social networks were somewhat more likely to report having their problems at least partially resolved. This is explored more fully in our full project report comparing all the case-study areas.<sup>5</sup> More broadly our data suggests that it is not just the size and connectedness of social networks that matters for problem resolution, but also who is in someone's social network, and the social and economic capital such connections have. For example, we found that there may be a link between Bryngwran interviewees' greater tendency towards having professionals in their social networks, as well as their having more connected social networks, and their self-reported ability to access formal SWL advice without referral or signposting. Community hubs such as the lorwerth Arms are central places where people go to develop and expand their social networks, improving their wellbeing and reducing their likelihood of experiencing problems, yet such assets themselves are increasingly only preserved through community action. The lorwerth Arms itself is a community-owned and run pub that was saved from closure and demolition through community action in 2015, now a not-for-profit pub run by unpaid Directors.

**Community hubs are central places where people go to develop and expand their social networks, improving their wellbeing and reducing their likelihood of experiencing problems, yet such assets are increasingly only preserved through community action.**

## There is a need to improve education on rights and entitlements, to reduce stigma, and to raise awareness of advice services

**There is a lack of awareness of legal rights and entitlements, with the need to raise awareness through the school curriculum, and through continuing, lifelong learning, seen as a priority for action.**

<sup>5</sup> <https://www.nuffieldfoundation.org/wp-content/uploads/2022/05/The-role-of-communities-and-connections-in-social-welfare-legal-advice-final-report.pdf>

In comparison to other local case-study areas, Bryngwran interviewees were more likely to share their problems directly with formal advice providers, such as Citizens Advice and the Council Welfare Rights Advice Service, without requiring an obvious intermediary step of signposting or referral. Partly, this is due to some good visibility of these advice services, including through outreach activities at the Iorwerth Arms, and word of mouth through social networks. Nevertheless, across our research, including on Anglesey, there was a lack of awareness of legal rights and entitlements, with the need to raise awareness both through the school curriculum, and continuing, lifelong learning, which was stressed as a priority for action. Awareness of organisations/services providing help and advice was variable in Bryngwran, and several people could not name any organisations/services helping people with SWL problems, although they generally linked this to not having experienced any such problems themselves. People also felt that waiting for a problem to occur, before learning about which organisations/services are available, negatively impacted the chances of resolution.

People also reported experiencing “shame” around having problems and felt “pride” in managing their problems themselves rather than sharing them with people in their networks. Advice and community organisations also saw pride and shame as a common reason for people on Anglesey, especially those in rural areas and older people, not seeking help with problems, often waiting until a crisis point is reached. Advice providers and community organisations were aware of Welsh Government’s “Claim what’s yours” initiative, which is provided through Advicelink Cymru and aims to support people to understand and claim financial support they are entitled to. Campaigns like this are having some impact, but stigma remains, and social support from peers continues to be important in alleviating such stigma.

**Campaigns such as “Claim what’s yours” are having an impact, but social support from peers continues to be important in alleviating the perceived shame and stigma associated with having problems and seeking help.**

## **There are limits to social networks and strong communities on access to justice**

Across our research case-study areas, we found that communities can and do provide support to people, in terms of food, goods, furniture, social support, connections to advice and other services. However, a key theme of our research was that community support reaches a limit in circumstances where three distinct but often overlapping circumstances apply. First, where the problem cannot be fully resolved without specialist advice from formal SWL advisors who are better placed to address underlying legal rights and entitlements, due to their training, expertise, and quality assurance processes; and, rightly or wrongly, due to perceptions (and some reality) that they alone have the “power” and “standing” within state structures and processes to push for the enforcement of rights and entitlements. On Anglesey we found that access to such specialist SWL advice providers was better than in other case-study areas, but that providers continue to face challenges. The second situation when community support reaches its limit is where problems are due to the so-called “failure demand”, that is generated through the poor administration of rights or entitlements. The third context is cuts to local public services provision that cause significant challenges to people in communities, which can later result in SWL problems.

**Our research shows that many of the social welfare legal problems faced by people in local communities stem from austerity cuts to services and shrinking state provision; Anglesey appeared to be no exception here.**

Our research shows that many of the SWL problems faced by people in local communities stemmed from austerity cuts to services and shrinking state provision; Anglesey appeared to be no exception here. Interviewees reported feeling that their local authorities often had neither the time nor inclination to help. They had commonly experienced problems with health and social care cutbacks, patchy and inconsistent provision of social workers/social care services, lack of provision for children and young people, long waits for accessing GPs and other healthcare services, poor public transport, difficulties accessing appropriate social housing, and police services being nonresponsive to anti-social behaviour and other community safety issues. Anglesey was not immune from facing all these challenges, which suggests that austerity cutbacks to services, and the resultant increased incidence and worsening of SWL problems, is as much a problem for Wales as it is for England, and that devolved initiatives have so far been limited in their impacts. Our research finds that neither stronger social networks nor more effective advice seeking behaviour can compensate for lack of investment in public services.

**Neither stronger social networks nor more effective advice seeking behaviour can compensate for lack of investment in public services.**

## **There is a need for more research with diverse communities in Wales**

Our direct fieldwork with the public in Wales was limited to a small case-study locality, the village of Bryngwran. Understandably, our findings cannot be statistically generalised to Anglesey as a whole, or to Wales more widely. That said, the depth of our qualitative investigation, alongside the several different research methods adopted (desk-based research, workshops and other engagement with advice services providers and community organisations, and wider engagement with networks of organisations across Wales) provides a solid foundation for wider policy recommendations. There is, however, a need for further research examining the role of communities and connections in SWL advice across different localities in Wales, particularly focusing on a diverse collection of geographical areas with varying population densities, and on areas experiencing the highest rates of deprivation, and/or where communities are otherwise marginalised.

# Recommendations

## The following recommendations relate specifically to Anglesey and to Wales

Our Full report makes several recommendations for local governments and statutory authorities, and for the advice sector, which are also relevant to Anglesey (these wider recommendations are also reproduced at page 89 of this Report).

### WELSH GOVERNMENT

1. Neither stronger social networks nor more effective advice seeking behaviour can compensate for lack of investment in public services. Welsh Government should continue to invest in public services, with a particular view to furthering the wellbeing goals and ways of working (particularly prevention and thinking long-term) enshrined in the Wellbeing of Future Generations (Wales) Act 2015. **[Sections 4.1; 5.1; 6.5; 7.3; 7.7]**
2. Continued funding for the Single Advice Fund is welcome and central to enabling people to realise their social welfare rights and entitlements, this funding should at the very least be maintained. **[Sections 4.1; 4.2; 5.2; 5.5; 7.2; 7.3; 7.4]**
3. Continue monitoring and evaluating implementation of the Welsh Benefits Charter particularly to determine the impact of implementing the Charter on the occurrence of social welfare problems, and its impact on ensuring that decisions are made “right first time” and that “failure demand” (where something is not done or not done properly in the benefits administration system) is reduced. Learn lessons relevant to the potential devolution of other social security benefits. **[Sections 5.1; 5.6; 7.3; 7.7]**
4. Continue to support the “Claim what’s yours” campaign, and other similar campaigns, and continue work around reducing the stigma associated with experiencing social welfare problems and with seeking help and advice in relation to these problems. **[Sections 5.3; 6.7.3; 7.6]**
5. Support lifelong learning initiatives relating to education around social welfare rights and entitlements, and sources of information, advice and redress, especially in the context of progressing social and economic rights and commitments to reducing social and economic inequality. **[Sections 5.4; 6.7; 7.3; 7.6]**
6. Provide more clarity around the various sources of both devolved and non-devolved funding for the advice and communities sectors in Wales, particularly where these interact and overlap in relation to the provision of social welfare help, information and advice. **[Sections 4; 5.2; 5.4; 5.5; 7.2; 7.3; 7.4]**
7. Continue monitoring the impact of introducing the category, “associated services”, into the Information and Advice Quality Framework including the number and type of organisations seeking (and receiving) accreditation in this category. Consider funding

additional research into the impact of this additional category on the delivery of services by the Community, Voluntary and Social Enterprise sector alongside the advice sector.

**[Sections 4.1; 4.2; 5.3]**

8. Learn from the strong collaborative partnership working demonstrated between the advice sector, local authority and communities on Anglesey. Acknowledge that this takes significant time to develop and is heavily based on the leadership of key individuals within each sector. Consider how Welsh Government advice and communities policies could support the sustainability of such partnerships for the future, and in particular provide support for the next generation of community leaders. **[Sections 4; 5.3; 5.4; 5.5; 6.4; 6.7; 7.4]**
9. Consider funding additional research examining the role of communities of place, culture and language in how people seek and access help and advice with social welfare legal problems in diverse communities across Wales. This research should also be used, alongside quantitative research, to inform further policy development and resourcing for advice services. **[Sections 6.6; 7.1; 7.5; 7.8]**

### **ANGLESEY AND GWYNEDD PUBLIC SERVICES BOARD**

10. Actively consider the contribution of information and advice services to improving the economic, social, environmental and cultural wellbeing of Anglesey and Gwynedd, and actively consider the important roles played by both the advice and communities sectors in supporting public services delivery and supporting joint working across public services providers locally. **[Sections 5, 6 and 7]**

### **ANGLESEY COUNTY COUNCIL**

11. Whilst Regional Advice Networks are an important source of learning and partnership working, consider facilitating the development of an Anglesey Community Advice and Information Partnership (CAIP) bringing together key public services providers, the advice sector, and community organisations operating on Anglesey. The CAIP would aim to share information about services, assist referrals, and ensure a coordinated response to shared problems, including new and emerging problems. The CAIP would also be a forum for sharing best practices around engaging with diverse communities on Anglesey. **[Sections 5.3; 5.4; 7.2; 7.4; 7.5]**
12. Continue to support the resourcing of services provided by place-based, culturally and linguistically sensitive community organisations across Anglesey to prevent social welfare problems from occurring or worsening. **[Sections 4.2; 5.2; 5.3; 6.4; 6.7; 7.1; 7.2; 7.4]**
13. Continue (financially and non-financially) supporting the creation and maintenance of community hubs. **[Sections 4.2; 5.3; 6.4; 6.7; 7.1; 7.2]**
14. Ensure that policies, including those relating to communities and advice, comply with both the letter and spirit of the Wellbeing of Future Generations (Wales) Act 2015, especially provisions around the importance of prevention; assisting people to access

the right help at the right time is a crucial facet of preventing problems occurring and/or worsening. **[Sections 5.1; 7.3]**

- 15.** Consider the findings of this research related to the challenges faced by people seeking information about Council services, or seeking to contact the Council, who either cannot or prefer not to use online communication. **[Sections 6.7; 7.1; 7.7]**

## **ADVICE PROVIDERS AND COMMUNITY ORGANISATIONS**

- 16.** Continue to maintain and develop partnerships between advice and communities sector organisations operating on Anglesey. Share best practice about how relationships are developed and maintained. **[Sections 4.2; 5.3; 5.4; 5.5; 7.4; 7.6]**
- 17.** Continue to facilitate and develop rural outreach and the genuine co-location of advice and community services, where appropriate. **[Sections 5.3; 6.4; 6.7; 7.6]**