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Neuadd Cyngor Ceredigion, Penmorfa,
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www.ceredigion.gov.uk

26 October 2021

Dear Sir/Madam

I write to inform you that a Meeting of Cabinet will be held remotely by video-conference on Tuesday, 2 November 2021 at 10.00 am for the transaction of the following business:

1. **Apologies**
2. **Personal matters**
3. **Disclosure of Personal/ Prejudicial Interests.**
4. **A verbal update by the Leader of the Council in relation to COVID-19 FOR INFORMATION**
5. **To confirm as a true record the Minutes of the previous Meeting of the Cabinet and any matters arising from those Minutes FOR DECISION (Pages 5 - 10)**
6. **Any petitions received**
 - a) Petition for bus shelter**FOR INFORMATION (Pages 11 - 14)**
7. **Reports of any decisions (if any) having been called in from Overview and Scrutiny Committee**
8. **Any feedback from Overview and Scrutiny Committee not otherwise on the agenda**
 - a) Report from the Healthier Communities Overview and Scrutiny Committee regarding Domiciliary Care Provision
 - b) Report from the Healthier Communities Overview and Scrutiny Committee regarding Wellbeing Centres Service and developments at the Lampeter Wellbeing Centre**FOR INFORMATION (Pages 15 - 18)**
9. **To consider the report of the Corporate Lead Officer for Legal and Governance upon the Coroner Pay Arrangements 2021/22 FOR DECISION (Pages 19 - 22)**
10. **To consider the report of the Corporate Lead Officer for Economy and Regeneration upon the Annual Review of the Carbon Management Plan 2017/18 to 2022/23 (Year 3 2020/21) FOR DECISION (Pages 23 - 38)**

11. **To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Talking, Listening and Working Together - Draft Engagement Policy with feedback from the Overview and Scrutiny Committee
FOR DECISION (Pages 39 - 86)**
12. **To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon Annual Letter 2020/21 by the Public Services Ombudsman for Wales
FOR DECISION (Pages 87 - 100)**
13. **To consider the report of the Corporate Lead Officer for Highways and Environmental Services upon the Adoption of Highway - Cae'r Odyn, Bow Street
FOR DECISION (Pages 101 - 104)**
14. **To consider the report of the Corporate Lead Officer for Highways and Environmental Services upon the Adoption of Highway - Foel Goch, Bow Street
FOR DECISION (Pages 105 - 108)**
15. **To consider a report by the Corporate Lead Officer for Schools and Culture confirming the nominations of LA Representatives on Governing Bodies
FOR DECISION (Pages 109 - 110)**
16. **To note the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Animal Welfare (Licensing of Activities Involving Animals (Wales) Regulation 2021 with feedback from the Overview and Scrutiny Committee
FOR INFORMATION (Pages 111 - 144)**
17. **To note the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Ceredigion PBS Poverty Sub-Group - Tackling Hardship Strategy progress report July 2021 with feedback from the Overview and Scrutiny Committee
FOR INFORMATION (Pages 145 - 178)**
18. **To note the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Ceredigion PSB Local Well-being Plan Annual Report 2020-21
FOR INFORMATION (Pages 179 - 210)**

19. **To note the report of the Corporate Lead Officer for Porth Cynnal upon the Independent Reviewing Service Performance Management Report Quarter 4 2020/21 with feedback from the Overview and Scrutiny Committee
FOR INFORMATION (Pages 211 - 244)**
20. **To note the report of the Corporate Lead Officer for Porth Cymorth Cynnar upon the Ceredigion Carers Unit Annual Report 2020-21 with feedback from the Overview and Scrutiny Committee
FOR INFORMATION (Pages 245 - 270)**
21. **To note the report of the Corporate Lead Officer for Porth Cymorth Cynnar upon the West Wales Care Partnership Regional Carers Development Group Annual Report 2020/21 with feedback from the Overview and Scrutiny Committee
FOR INFORMATION (Pages 271 - 292)**
22. **Any other matter the Chairman decides is for the urgent attention of the Cabinet**

A Translation Service will be provided at this meeting and those present are welcome to speak in Welsh or English at the meeting.

Yours faithfully



**Miss Lowri Edwards
Corporate Lead Officer: Democratic Services**

**To: The Leader of the Council and Members of the Cabinet
The remaining Members of the Council for information**

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Notice of the Decisions of the **Meeting of the CABINET**
held in the on **Tuesday, 5 October 2021**

This Notice is published at 5.00pm on Thursday, 7 October 2021. Requests to call-in any decision to be delivered to the Head of Democratic Services by 5.00 pm on Thursday, 14 October 2021. The decisions will come into force (if no valid call-in application is received) on Friday, 15 October 2021

PRESENT; Councillor Ellen ap Gwynn (Chair), Councillors Dafydd Edwards, Rhodri Evans, Catherine Hughes, Gareth Lloyd, Catrin Miles, Ray Quant MBE and Alun Williams

Also in attendance: Councillors Bryan Davies, Ceredig Davies, Keith Evans, Rowland Rees-Evans, John Roberts and Lynford Thomas

(10.00 - 11.35 am)

83 Apologies

None

84 Personal matters

None

85 Disclosure of Personal/ Prejudicial Interests.

None

86 A verbal update by the Leader of the Council in relation to COVID-19

The Leader of the Council, Councillor Ellen ap Gwynn, provided a verbal update in relation to COVID-19. She noted that 46 positive cases were reported yesterday, with 19 this morning.

The rate of cases in Ceredigion is currently at 365.9 per 100,000 of the population, with a positivity rate of 11.9%. Cases are most prevalent among 10 to 19 year olds. It was noted that students had returned to the County but that they weren't currently a cause for concern but this will be monitored. Although there has been some disruption to education, none of the schools in Ceredigion have had to close. The Leader noted that during a meeting with the Minister for Education, there was a suggestion that there is Framework in place that allows local measures to be introduced where required.

There has been an increase in the number of cases in the Tregaron area recently, with the number of cases remaining high in the Cardigan area. There are currently 8 cases at Bronglais Hospital. The rollout of the vaccination for 12 to 15 year olds started yesterday and appointment letters are being issued. It was also noted that anyone that has received an appointment for a booster vaccine should attend their nearest centre at Llanbadarn or Cwmcou at the time and date specified on the appointment letter, and that they do not need to travel to further afield.

The Leader provided an update on Council services noting that three care homes were in the red category due to cases amongst staff, which means

that the care homes are unable to receive new admissions. She also noted that there are problems with recruiting care workers, both in public and private and public providers, and encouraged everyone to promote these opportunities.

The Leader reminded everyone that masks are still required in indoor public places and reiterated the importance of hand sanitising and ensuring good ventilation. It was also noted that events can now take place but, subject to appropriate risk assessments and noted that staff are available to advise event organisers.

- 87 To confirm as a true record the Minutes of the previous Meeting of the Cabinet and any matters arising from those Minutes.**
To confirm as a true record the Minutes of the Meeting of the Cabinet held on 7 September 2021

Matters Arising:

None

- 88 Any petitions received**

None

- 89 Reports of any decisions (if any) having been called in from Overview and Scrutiny Committee**

None

- 90 Any feedback from Overview and Scrutiny Committee not otherwise on the agenda**

None

- 91 To consider the report of the Chief Executive upon: the Draft Portfolio Business Case for the Mid Wales Growth Deal**
DECISION

- i. To approve the draft Portfolio Business Case for the Mid Wales Growth Deal for approval to submit to UK and Welsh Governments, as set out in the following appendices of the report:
 - Appendix 1: Portfolio Business Case (v1)
 - Appendix 2: Programme Outline Summary - Digital (v 1 draft)
 - Appendix 3: Programme Outline Summary – Land and Property (v1 draft)
 - Appendix 4: Applied R&I Study (v1 final)
- ii. In the event that the draft Portfolio Business Case is approved, to give authority to submit the draft Portfolio Business Case to the UK and Welsh Governments:
 - To be formally reviewed through the Accounting Officer Review (AOR), on behalf of the Welsh Cities and Growth Deals Implementation Board (WCGIB) – the Joint Board between UK and Welsh Governments that govern Welsh City and Growth Deals.
 - To be utilised as a basis for drafting the Final Deal Agreement – that will be negotiated with both Governments and brought back to the

GMW Board and to the Cabinets of both Authorities for review and final approval.

- To authorise the Chief Executive, in consultation with the Leader, the Monitoring Officer and Section 151 Officer (along with corresponding officers at Powys CC) to make minor amendments to the Portfolio Business Case that may be required prior to submission to the UK and Welsh Governments.

Reason for decision:

To ensure that the submission of the Portfolio Business Case is undertaken in a timely manner to achieve FDA within the 2021 calendar year.

- 92 To consider the report of the Corporate Director upon: the Through Age & Wellbeing Strategy 2021 - 2027 and Action Plan with feedback from the Healthier Communities and Learning Communities Overview and Scrutiny Committees**

DECISION

To recommend the Through Age and Wellbeing Strategy 2021-2027 and Action Plan for approval by Council

Reason for decision:

To recommend that the Through Age and Wellbeing Strategy 2021-2017 is approved by Council

- 93 To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon: the Wellbeing and Improvement Objectives Annual Report with feedback from the Overview and Scrutiny Coordinating Committee**

DECISION

To agree the draft Well-being and Improvement Objectives Annual Report 2020-21

Reason for decision:

To progress with publishing the Well-being and Improvement Objective Annual Report 2020-21

- 94 To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon: the Strategic Equality Plan Monitoring Report with feedback from the Overview and Scrutiny Coordinating Committee**

DECISION

To receive and endorse the Strategic Equality Plan (SEP) Monitoring Report April 2020 to March 2021 and to approve that the report is published on our public website.

Reason for decision:-

It is a requirement under the Equality Act that we produce an Annual Strategic Equality Plan (SEP) Monitoring Report for 2020-21 and publish this on our public website by the 31/3/22

- 95 **To consider the report of the Corporate Lead Officer for Economy and Regeneration upon: the Phosphates position paper for the Local Development Plan**

DECISION

- i. To recommend that Council agrees a temporary but as yet unspecified length pause for the adoption of the replacement local development plan, and
- ii. To write to Welsh Ministers Julie James, Vaughan Gething and Leslie Griffiths highlighting concerns.

Reason for decision:-

To allow for further work to be undertaken around the phosphate situation for evidence and data gathering and for mitigation solutions to be devised, and to ensure the replacement plan meets the tests of soundness, is deliverable and fit for purpose.

- 96 **To consider the report of the Corporate Lead Officer for Highways and Environmental Services upon: the prohibition of parking and speed limit on the B4548 Gwbert Road**

DECISION

To approve the making of the necessary Traffic Regulation Orders and the publication of a subsequent Notice of Making in the press

Reason for decision:-

The proposed Traffic Regulation Orders form part of an Active Travel Grant and Road Safety Grant funded scheme

- 97 **To consider the report of the Corporate Lead Officer for Schools and Culture upon: representatives on School Governing Bodies**

DECISION

To confirm the nomination of Jeremy Holmes as LA representatives on the Governing Bodies of Ysgol Uwchradd Aberteifi.

Reason for decision:-

To nominate representatives of the LA on Governing Bodies

- 98 **To note the report of the Corporate Lead Officer for People and Organisation upon: the Gender Pay Report and the Workforce Equality Report**

Cabinet noted the report

- 99 **To note the report of the Corporate Lead Officer for Porth Cynnal upon: the Care Inspectorate Wales Assurance Check Letter**

Cabinet noted the report

- 100 **To note the report of the Corporate Lead Officer for Democratic Services upon the actions and decision log of the Cross Party Transformation and Efficiency Consultative Group**

Cabinet noted the report

101 Any other matter the Chairman decides is for the urgent attention of the Cabinet
None

Confirmed at the Meeting of the Cabinet held on 2 November 2021

Chairman:_____

Date:_____

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CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 2nd November 2021

Title: Petitions received

Purpose of the report: To inform Cabinet of any petitions received

For: Information

Cabinet Portfolio and Cabinet Member: N/A

The following Petition has been received by the Council:

Petition Title	Number of signatories	Cabinet Member	Local Member (if applicable)
Petition for bus shelter – next year new bus shelters are being erected in the village. We badly need one by the school.	68	Councillor Dafydd Edwards	Councillor Paul Hinge

The relevant service will now consider the contents of the petition.

Has an Integrated Impact Assessment been completed? If, not, please state why N/A – this report informs Cabinet of the receipt of petitions only

Wellbeing of Future Generations:

Summary:

Long term: N/A

Integration: N/A

Collaboration: N/A

Involvement: N/A

Prevention: N/A

Recommendation(s): For Cabinet to note receipt of the following petition - Petition for bus shelter – next year new bus shelters are being erected in the village. We badly need one by the school.

Reasons for decision: To inform Cabinet of the receipt of petition, for further consideration by the relevant service.

Overview and Scrutiny: N/A

Policy Framework: Council Constitution and Petitions Protocol

Corporate Priorities: N/A

Financial and Procurement implications: N/A

Statutory Powers: N/A

Background Papers: N/A

Appendices: Appendix A – Letter accompanying the petition

Corporate Officer: **Lead** Lowri Edwards, Corporate Lead Officer: Democratic Services

Reporting Officer: Lowri Edwards

Date: 5th October 2021



Ceredigion Council
Annwyl Cynghorwyr,

Wedi sylwi fod rhai llochesi bysiau yn y gymuned yn cael eu dymchwel a bod rhai newydd yn dod yn eu lle.

A oes modd cael lloches bws yn y safle bws ger yr ysgol?

Mae plant yn y bore i gyd yn gorfod mynd i'r lloches gyferbyn ar siop sglodion. Fi'n siwr hefyd y bydde plant Ysgol Rhydypennau yn ddiolchgar am lloches pan ydynt yn teithio ar y bws.

Hefyd rwyf yn pryderi am y croesfan sebra, rwyf wedi ei ddefnyddio nifer o weithiau ac ddim yn teimlo yn saff wrth groesi.

Ni wedi colli y ddynes lollipop ac y byddem yn llawer hapusach pe bai y groesfan yn cael ei newid i fod yn croesfan pelican, gwasgu bwtwm ar goleuadau yn goch a pawb yn saffach i groesi eu plant i'r Ysgol.

A wnewch chi ystyried y ddau beth yma yn eich cyfarfod nesaf?

Hefyd rwyf yn deall fod deiseb yn mynd o amgylch yr ardal.

Yn gywir

Medi 25 2021

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Cyngor Sir CEREDIGION County Council

REPORT TO:	Cabinet
DATE:	2 November 2021
LOCATION:	Council Chamber, Penmorfa
TITLE:	Feedback from the Healthier Communities Overview and Scrutiny Committee regarding Domiciliary Care Provision
PURPOSE OF REPORT:	To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 6 October 2021

BACKGROUND:

The Healthier Communities Overview and Scrutiny Committee considered an update on the current provision re Domiciliary Care in the Authority.

Donna Pritchard, Corporate Lead Officer, Porth Gofal, presented the report. Heather West, Corporate Manager, Porth Gofal, was also present to answer any questions from Committee Members.

In Ceredigion the Domiciliary Care provision has over a number of years continued to be met through the Commissioning Framework for Procurement for the provision of care to individual service users. This process is known as E Tender. All providers in Ceredigion are registered to the Framework having passed through a series of Procurement requirements, are then able to contract for services with Ceredigion County Council.

Once a Social Worker has identified eligible care needs following a Social Services and Wellbeing Act Assessment, a service request is made. Once confirmed the notice is placed on the E Tender Procurement Portal on Sell2Wales. The providers who are registered to deliver care within Ceredigion are then able to look at the packages of care that are required in the community and submit offers to deliver that care. These offers are made to the family and once accepted care will be arranged to commence. If a family refuse the offer (for example if care times do not meet their personal preference and a compromise is not possible), then the care request will remain on procurement pending an alternative offer. The care needs for a care and support package for highly complex care needs may require 2 care staff up to 4 times a day, 7 days a week, 52 weeks a year, and others care needs will also range throughout the spectrum of needs through to lower level interventions once or twice a week to assist with bathing/showering as an example. Care and Support at home has a focus on delivering skills to provide personal care and wellbeing needs.

Throughout the Covid 19 pandemic the Domiciliary Care Providers have worked tirelessly to sustain the care and support needs of our communities. Their staff continued to deliver to those vulnerable individuals in the face of increased risks to themselves and their families, in maintaining close contact care and support and their efforts have been and continue to be recognised as exceptional in unprecedented times.

Following a lengthy discussion, a Committee Member put forward a recommendation to Cabinet seconded by another Member. Some Members were not comfortable with this recommendation for various reasons and it was therefore put to a Committee vote. The outcome of the vote was 4 in favour, 1 against and 8 abstained from the vote.

RECOMMENDATION:

As there were 4 in favour, it was agreed to recommend that Cabinet:

- investigate the possibility of making use of Council reserve funding to provide an innovative funding package to support much needed recruitment in the Domiciliary Care Provider Sector.

There was also discussion and an example provided by a Committee Member of a Bonus Referral Scheme used in a Residential Care home to encourage recruitment. Committee Members are supportive of Officers undertaking further exploratory work in this regard.

Councillor Bryan Davies
Chairman of the Healthier Communities Overview and Scrutiny Committee

Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 01 11 2021

LOCATION: Virtual Meeting

TITLE: Update – Wellbeing Centres Service and developments
Lampeter Wellbeing Centre

PURPOSE OF REPORT: To provide feedback from the Healthier Communities
Overview and Scrutiny Committee following the 22nd
September 2021 meeting

BACKGROUND:

At its 22nd September 2021 meeting, Members considered an update report on the Wellbeing Centres Service and developments in Lampeter Wellbeing Centre.

The Chair welcomed Carwyn Young, Corporate Manager, to present the report. The Chair Also welcomed the Corporate Lead Officer, Elen James to the meeting.

Carwyn Young advised Committee Members that over the past few months Officers from the Council's Wellbeing Centre Service had been reviewing progress made against the Ceredigion "*Sport and Recreational Activity Strategy 2014-2020*" in preparation for the development of a new plan. Due to the Coronavirus pandemic, it was agreed to extend the timescale of the strategy through to the end of 2021. The intention is for the new plan to operate from 2022-2027.

In line with the Council's Engagement Policy an initial public engagement exercise has commenced and will close on the 17th October 2021.

Following a lengthy discussion, Committee Members were asked to consider the following recommendation:

RECOMMENDATION:

- To share information and receive the views of the Healthier Communities Overview and Scrutiny Committee

Members agreed to recommend the following to Cabinet:

- The Committee respect that the decision regarding developing the Wellbeing Centres has been made by Cabinet.

The Committee does, however, recommend that all information provided by Officers to Cabinet Members is fully shared with relevant Members. The Committee also considers it important that information is also shared and views sought from all stakeholders when appropriate.

Councillor Bryan Davies
Chairman of the Healthier Communities Overview and Scrutiny Committee

CEREDIGION COUNTY COUNCIL

Report to:	CABINET
Date of meeting:	2 November 2021
Title:	Coroner Pay Arrangements 2021/22
Purpose of the report:	Approve Coroner and Assistant Coroner pay arrangements
For:	Decision
Cabinet Portfolio	Legal & Governance

BACKGROUND

A Report on the Ceredigion Senior Coroner and Assistant Coroner pay arrangements was presented to Cabinet on 16th March 2021. (See Report at: [http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/Coroner%20and%20Assistant%20Coroner%20Pay%20\(Dwyieithog\).pdf](http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/Coroner%20and%20Assistant%20Coroner%20Pay%20(Dwyieithog).pdf))

Cabinet approved the continued use of the 2020/21 pay rates for 1st April 2021 to 31st March 2022, since no further guidance had been received from the Joint Negotiating Committee ('JNC'):

(1) Senior part-time Coroner:

- a) Retention Salary of £20,808 p/a to cover retention/out of hours service availability
- b) Using the agreed daily rate of £459, to pay the Coroner an annual salary of £11,475 including training days (note minor anomaly of £459 agreed rather than £458 per JNC daily rate).
- c) Office expenses/business support allowance – £5,000 p/a

(2) Assistant Coroner: daily rates of:

- full day £391; and
- half day: £195.

(see Meeting Minutes at:

<https://council.ceredigion.gov.uk/documents/s1257/Minutes%2016032021%20Cabinet.pdf?LL=0>)

CURRENT POSITION

The JNC has now released information regarding pay rates for the Coroner and Assistant Coroner for 1st April 2021 to 31st March 2022. (see JNC's 66th circular at: <https://www.local.gov.uk/jnc-circular-no66-coroners-pay-202122>).

The 66th circular makes specific reference to a 1.5% uplift for local salaries and daily rates and sets out the following rates:

- Senior part-time Coroner -Base retention salary £21,120 pa.
- Senior part-time Coroner daily rates £465 - £528 (previously £458-£520 – a £7- £8 increase)
- Assistant Coroner daily rates £397 - £479 (previously £391-£472 – a £6 - £7 increase)

Proposal – 2021/2022 fees

It is recommended that the following proposed pay rates for the Coroner and Assistant Coroner, to reflect the guidance from JNC Circular 66, are approved by Cabinet for period 1st April 2021 to 31st March 2022, with consequent payments back-dated to 1st April 2021).

Senior part-time Coroner

1)a)Retention Salary-

to cover out of hours service availability and retention: £21,120
(increase of £312 p/a from 2021/2022 pay rates agreed by Cabinet).

b) Daily rate: £465 (@1.5% uplift/£7 from JNC £458 daily rate/£6 from £459 current rates) capitalised to represent annual salary (including training days) of £11,625 (£465 per day x 25 days = **£11,625**). This is an increase of £150 p/a from 2021/2022 pay rates.

2)Assistant Coroner:

- full day rate: £397
- half day rate: £199

**Has an Integrated Impact Assessment been completed? No
If, not, please state why**

Summary: *This report does not represent a change in policy or strategy.*

WELLBEING OF FUTURE GENERATIONS:

RECOMMENDATION (S): That Cabinet approves the following pay rates effective from 1st April 2021 (including the associated back-payment of sums due to the Senior Coroner and Assistant Coroner):

1) **Senior part-time Coroner:**

i) Retention Salary of £21,120 p/a to cover retention/out of hours service availability from 1st April 2021 to 31st March 2022.

ii) Using the agreed daily rate of £465, to pay the Coroner an annual salary of £11,625 including training days-from 1st April 2021 to 31st March 2022

iii) Office expenses/business support allowance – £5,000 p/a - from 1st of April 2021 to 31st of March 2022

2) **Assistant Coroner:**

From 1st April 2021 to 31st March 2022 the daily rates will be :

- full day £397; and
- half day: £199.

REASON(S) FOR DECISION:

Compliance with relevant legislation and JNC Circulars, mitigation of challenge and safeguarding public funds.

Overview and Scrutiny:	None. Cabinet Decision.
Policy Framework:	Not applicable
Corporate Priorities:	Boosting the Economy (providing an efficient coroner service)
Finance and Procurement implications:	Continuation of current arrangements, potential for increased salary costs and budget implications relating to pay of Coroner and Assistant Coroner.
Legal Implications:	Compliance with relevant legislation
Staffing implications:	None - Coroner and Assistant Coroner are not classed as Council employees.
Property / asset implications:	None
Risk(s):	Of legal challenge by the Coroner & Assistant Coroner if recommendations not followed. Coroners & Justice Act 2009
Statutory Powers:	https://www.legislation.gov.uk/ukpga/2009/25/contents JNC Circulars 61 (November 2017) and 62 (January 2018): https://www.coronersociety.org.uk/img/pics/pdf_1603105193-615.pdf JNC Circular 63 November 2018 https://www.coronersociety.org.uk/img/pics/pdf_1603105217-232.pdf JNC Circular 66 – Coroner’s Pay 2021/2022 https://www.local.gov.uk/jnc-circular-no66-coroners-pay-202122
Background Papers:	Ministry of Justice Guide to Coroner’s Services; https://www.gov.uk/government/publications/guide-to-coroner-services-and-coroner-investigations-a-short-guide ; The Coroners Allowances, Fees and Expenses Regulations 2013 https://www.legislation.gov.uk/uksi/2013/1615/made ; Chief Coroner’s Guide to the Coroners & Justice Act 2009; https://www.judiciary.uk/wp-content/uploads/JCO/Documents/coroners/guidance/chief-coroners-guide-to-act-sept2013.pdf Chief Coroner Annual Report 2015/16; https://www.judiciary.uk/publications/chief-coroners-annual-report-2015-16/ Chief Coroner Annual Report 2016/17; https://www.judiciary.uk/publications/chief-coroners-annual-report-2016-17/ Chief Coroner Annual Report 2017/8;

<https://www.judiciary.uk/publications/chief-coroners-annual-report-2017-18/>

Chief Coroner Combined Annual Reports for 2018/19 & 2019/2020;

<https://www.judiciary.uk/publications/chief-coroners-combined-annual-report-2018-to-2019-and-2019-to-2020/> and

Cabinet reports of 4/9/2018, 5/2/2019 and 9/6/2020;

http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/10ii.%20DEC%20Coroner%20Service%20Review.pdf

http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/12i.%20Coroner%20Pay%20Arrangements.pdf

http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/11i.%20Coroners%20Pay%20Arrangements%202020.21-June%202020.docx.pdf

none

Appendices:

**Corporate Lead Officer/
Reporting Officer:** Elin Prysor, Corporate Lead officer – Legal & Governance (& Monitoring Officer)

Designation:

Date of Report: 5th October 2021

Acronyms: p/a: per annum

CEREDIGION COUNTY COUNCIL

Report to:	Cabinet
Date of meeting:	02 November 2021
Title:	Annual Review of the Carbon Management Plan 2017/18 to 2022/23. Year 3 (2020/21).
Purpose of the report:	To inform the Cabinet of the progress and achievements to date of the Council's Carbon Management Plan
For:	Decision
Cabinet Portfolio and Cabinet Member:	Cllr Alun Williams – Cabinet Member for Adult Services and Champion for Sustainability Cllr Rhodri Evans – Cabinet Member for Economy and Regeneration

The Council's Carbon Management Plan (CMP) was updated in 2018 and includes targets for reductions in CO₂ emissions from energy use, fuel consumption and business miles. It identifies the principal areas of energy use and contains the Council's strategy for reducing carbon emissions by at least 15% from 2017/18 to the end of 2022/23.

As part of the ongoing monitoring and reporting process it was agreed that the 5-year Plan would be reviewed and reported annually to Cabinet.

This document represents the Plan's Year 3 annual review, undertaken during 2021 and provides analysis of the Authority's 2020/21 energy usage and carbon emissions. It provides an update of progress to date from the current baseline year of 2017/18, but also looks back to 2007/08 when we introduced the initial Carbon Management Plan and first started calculating our annual carbon footprint.

Ceredigion's actual emissions during 2020/21 were 6,616 t/CO₂ - equating to a 1,478t reduction in CO₂ against the previous year and 2,488 t/CO₂ when compared with the 2017/18 baseline year. This is equivalent to a 19.35% year on year reduction and 28.77% reduction in carbon emissions over the Plan period, which exceeds the 15% target set out in the 5-year Plan.

The current pandemic has significantly contributed to these reductions, with all emission areas seeing a reduction in both emissions and overall spend. The table below shows emissions and costs for 2020/21 vs 2019/20.

Category		2019/20		2020/21	
		tCO ₂	Cost £	tCO ₂	Cost £
Buildings and Street Lights	Civic buildings	502	£289,722	373	£171,490
	Education	2,689	£915,166	2,391	£782,179
	Leisure	523	£191,275	389	£135,156
	Social Care	565	£187,067	510	£164,633
	Libraries & Community	236	£84,074	173	£60,034
	Other buildings	232	£90,014	198	£73,793
	Other miscellaneous	162	£99,224	91	£37,085
	Streetlights	326	£188,917	255	£163,362
Transport	Fleet	1,762	£660,763	1,602	£530,142
	Business Mileage	642	£1,032,307	180	£297,738
Total		7,639	£3,738,529	6,161	£2,415,610

In 2020/21, year on year emission reductions were significant at 19.35%, whilst it is noted that a large proportion of these saving was related to the current COVID pandemic and the new way in which we are currently working, we must ensure that as much as possible of these savings are maintained going forward, else it is likely we may see an increase in operational emissions for the 2021/22 financial year. Failure to maintain these savings could be seen as a missed opportunity, especially as on the whole services are operating very well while staff continue to work remotely. Technology has also played a large part in this, with meeting now being held via online platforms, reducing the need to travel between locations.

Has an Integrated Impact Assessment been completed? If, not, please state why

Not for the annual review, however an IIA was undertaken for the 5-Year Plan.

Summary:

Long term: Delivering on the Council's 5-year Carbon Management Plan

Integration: Integrate energy efficiency measures across the Council's operational property portfolio

Wellbeing of Future Generations: **Collaboration:** Working with the Welsh Government Energy Service and third party professionals to deliver energy efficiency and cost savings within the Council's operational portfolio.

Involvement: Engagement with stakeholders, local contractors, service and building managers to deliver emission reductions and energy saving measures

Prevention: Implement energy efficiency measures to reduce the effects of climate change

Recommendation(s):	IT IS RECOMMENDED THAT Cabinet i) monitor the extent of the Council's Carbon Reduction during and up to year 3 of the current 5 year period of the Carbon Management Plan, which amounted to a 28.77% reduction in CO ² against the 2017/18 baseline; ii) note and endorse the progress and achievements to date of the Council's Management Plan.
Reasons for decision:	In the Carbon Management Plan 2017/18 – 2022/23 that was approved by Cabinet on 11 June 2019 it was agreed that an Annual Progress Review would be undertaken and an update report be provided to Cabinet on an annually.
Overview and Scrutiny:	Annual reviews have been reported to the Thriving Communities Overview and Scrutiny Committee in previous years.
Policy Framework:	
Corporate Priorities:	Promoting Environmental and Community Resilience Actively engage in programmes to minimise Ceredigion's contribution to climate change and bio-diversity loss and deal with its effects. Produce a 5 year Carbon Management Plan to reduce carbon usage both internally and externally. To set realistic carbon reduction targets
Financial implications:	Capital investment required to deliver projects set out within the 5-year plan - this document notes savings made during 2020/21.
Statutory Powers:	Environment Act Climate Change Act Wellbeing of Future Generations Act Public sector carbon neutrality by 2030 EU Energy Saving Directive
Background Papers:	Carbon Management Plan 2017/18 to 2022/23 – Year 3 Annual Review (2020/21)
Appendices:	
Corporate Lead Officer:	Russell Hughes-Pickering
Reporting Officer:	Bethan Lloyd-Davies
Date:	12/10/2021

Carbon Management Plan 2017/18 – 2022/23



2020/21 (Year 3) Annual Review

September 2021



Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review

1. Introduction

The Council introduced its third Carbon Management Plan in 2018, this document details and attempts to analyse Ceredigion County Council's current position with regard to the 15% emissions target, set in the Carbon Management Plan 2017/18 to 2022/23. It will provide current CO₂ figures, as well as analysis of the Authority's 2020/21 energy usage and emissions against the baseline figures. Obviously the current COVID pandemic has played a large part in emission reductions this year, the data presented here will attempt to look at those reductions in more detail, as well as identify how we ensure those savings are maintained in future years (e.g. remote working, online meetings etc).

2. Baseline Emissions

2.1 Scope

The Council's reduction target is set against a 2011/2012 carbon footprint baseline covering direct emissions from the following sources:-

- Electricity consumption in buildings
- Fossil fuel consumption in buildings (oil, gas, LPG)
- Fuel use by fleet vehicles
- Fuel use by equipment
- Business mileage
- Electricity used by Street Lighting, lit signs and bollards

2.2 Baseline Footprint

Based on the scope, Ceredigion County Council's baseline footprint was calculated to be 8,649 tonnes of CO₂ equivalent (tCO₂e) 2017/18. This has been used as the Council's current carbon footprint baseline emissions figure.

3. Progress to Date

Review of the Council emission figures for 2020/21 show that the Council has successfully achieved and exceeded its 15 % reduction target set out in the Carbon Management Plan. An actual CO₂ reduction of 2,488t/CO₂, equivalent to a 28.77% decrease in emissions was achieved by the end of 2020/21, when compared with the 2017/18 baseline year.



Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review

Carbon Management Plan 3						
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Buildings	5,557	5,177	4,909	4,125		
Streetlighting	518	436	326	255		
Fleet	1,867	1,802	1,762	1,602		
Business Mileage	761	735	642	180		
	8,649	8,150	7,639	6,161		
		5.77%	6.27%	19.35%		

The above equates to a cumulative 28.77% reduction against a 15% target (2017/18 to 2020/21)

All service areas saw emission reductions during 2020/21, when compared to the previous financial year. The table below notes emissions & cost by category/service area.

Category		2019/20		2020/21	
		tCO ₂	Cost £	tCO ₂	Cost £
Buildings and Street Lights	Civic buildings	502	£289,722	373	£171,490
	Education	2,689	£915,166	2,391	£782,179
	Leisure	523	£191,275	389	£135,156
	Social Care	565	£187,067	510	£164,633
	Libraries & Community	236	£84,074	173	£60,034
	Other buildings	232	£90,014	198	£73,793
	Other miscellaneous	162	£99,224	91	£37,085
	Streetlights	326	£188,917	255	£163,362
Transport	Fleet	1,762	£660,763	1,602	£530,142
	Business Mileage	642	£1,032,307	180	£297,738
Total		7,639	£3,738,529	6,161	£2,415,610

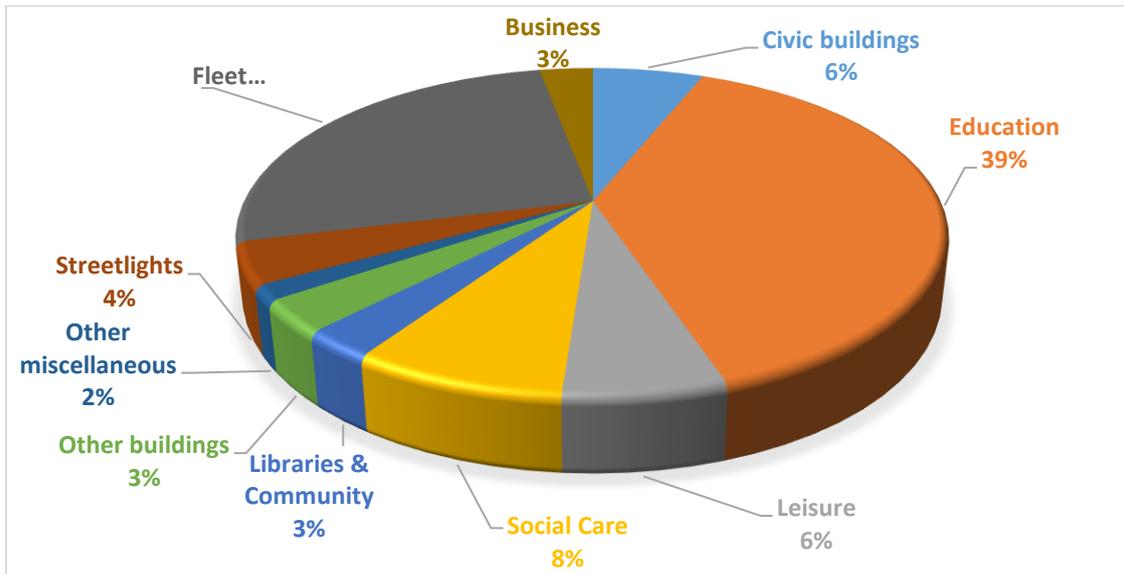
Due to the emission reductions across buildings and business mileage, we have seen a shift in the % emissions from each category. At the beginning of the current Carbon Management Plan (2017/18), Education buildings accounted for 33% of overall operational emissions, but in 2020/21 they contributed 30% to the overall emissions despite a 15.24 % emission reduction since the baseline year. Likewise, business mileage contributed 9% to overall emissions in 2017/18, but in 2020/21 this was reduced to less than 3% in 2020/21 following a 76% reduction in emissions over the period.

The below pie chart shows the % emissions each category contributes to the 2020/21 carbon footprint:



Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review



4. 2020/21 Carbon Footprint

4.1 Buildings

Emissions from energy consumed by all of the Council's operational properties (buildings used for service provision) accounted for 66.95% of the Council's carbon emissions in 2020/21.

Energy Consumed by the Council's operational buildings during 2020/21 was as follows:-

Buildings	kWh	CO ₂ (tonnes)	£
Electricity (grid)	6,068,933	1,536	£980,861
Natural gas	7,583,131	1,544	£212,126
Gas oil	681,442	186	£27,153
Kerosene	222,344	57	£6,646
LPG	3,373,500	776	£107,068
Wood(Chip)	1,847,240	26	£90,515
Total	19,776,591	4,125	£1,424,369

Of this buildings-only footprint, electricity consumption accounts for 33.05% of carbon emissions, gas consumption accounts for 33.23%, oil/LPG consumption 33.12% and biomass 0.6%.

The Council has consistently reduced energy consumption since 2007/08, when the original baseline for the first carbon management plan was calculated: Buildings energy consumption has reduced as follows over the period:

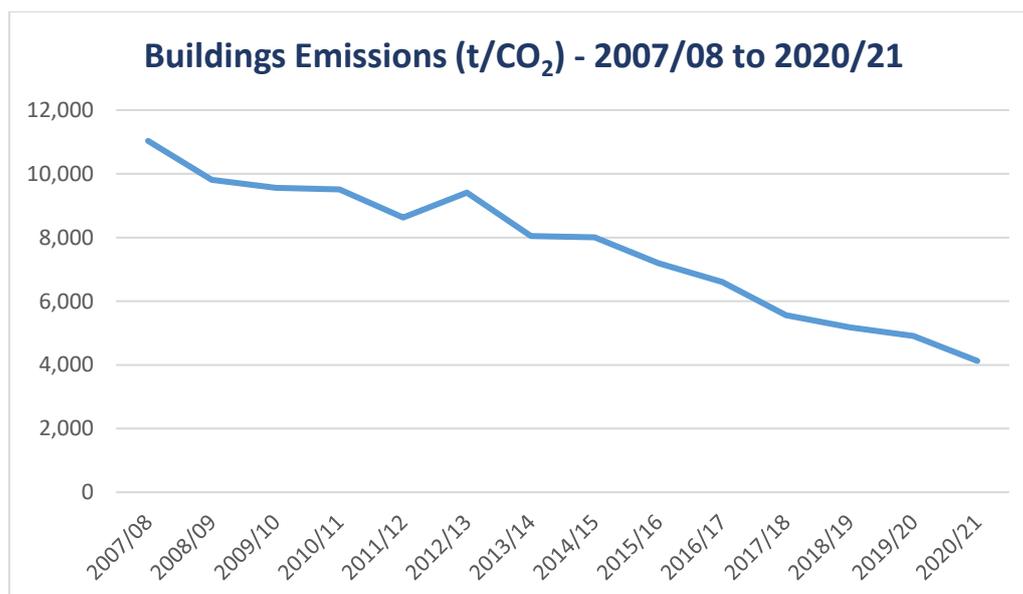


Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review

	CMP1 Baseline	CMP2 Baseline	CMP3 Baseline	CMP3 Yr1	CMP3 Yr2	CMP3 Yr3
Buildings	2007/08	2011/12	2017/18	2018/19	2019/20	2020/21
Electricity	12,822,336	10,982,521	8,545,767	8,365,101	7,627,024	6,068,933
Natural Gas	10,736,015	8,653,384	7,509,427	7,798,767	8,336,137	7,583,131
Oil	7,329,932	4,254,047	1,938,590	1,498,666	1,213,486	903,786
LPG	580,720	609,870	2,962,206	3,550,871	3,164,457	3,373,500
Biomass	1,712,922	2,005,809	2,982,748	2,610,840	2,824,750	1,847,240
Total	33,181,924	26,505,631	23,938,738	23,824,245	23,165,854	19,776,590
Year on year reduction		-20.12%	-9.68%	-0.48%	-2.76%	-14.63%
Cumulative saving		-20.12%	-27.86%	-28.20%	-30.19%	-40.40%

The associated emission reductions during this period were as follows:-



Building occupancy during the pandemic has been reduced, with the introduction of lockdowns and staff working from home - this is reflected in the overall energy usage figures for 2020/21. In some buildings, we have seen energy usage rise slightly during winter months, which has been as a result of increased heating demand due to the need to keep windows open. This has offset some of the energy saved during periods of reduced occupancy, but these ventilation requirements were needed to ensure that transmission of the virus was limited – e.g. schools/care homes etc.

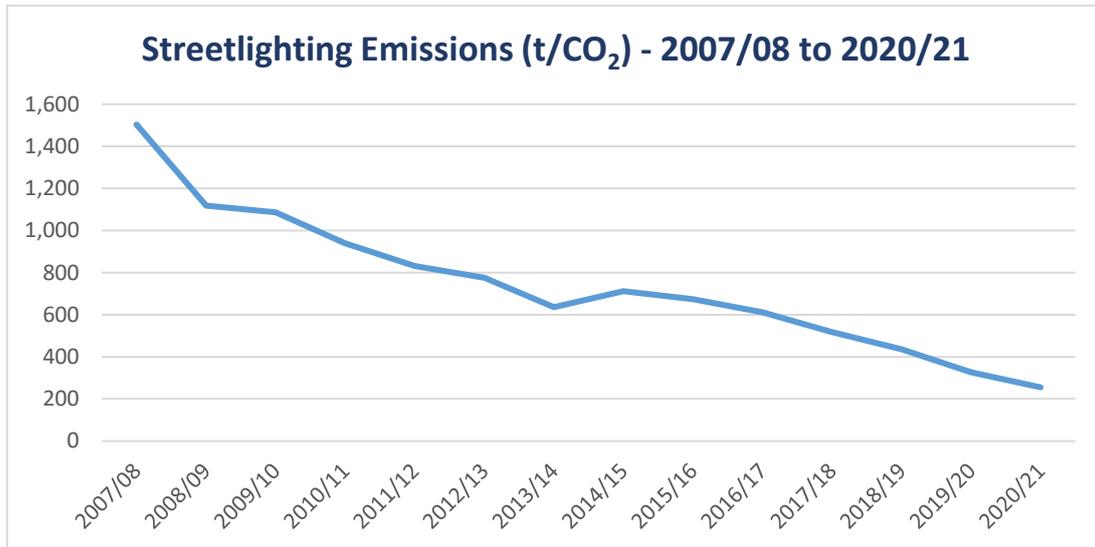


Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review

4.2 Streetlighting

Electricity used to provide streetlighting on roads adopted and maintained by the Council, as well as lit signs and bollards during 2020/21 equated to 1,005,790 kWh. The resulting emissions were 255 tonnes of CO₂, which equates to 4% of the Council's overall carbon footprint during 2020/21

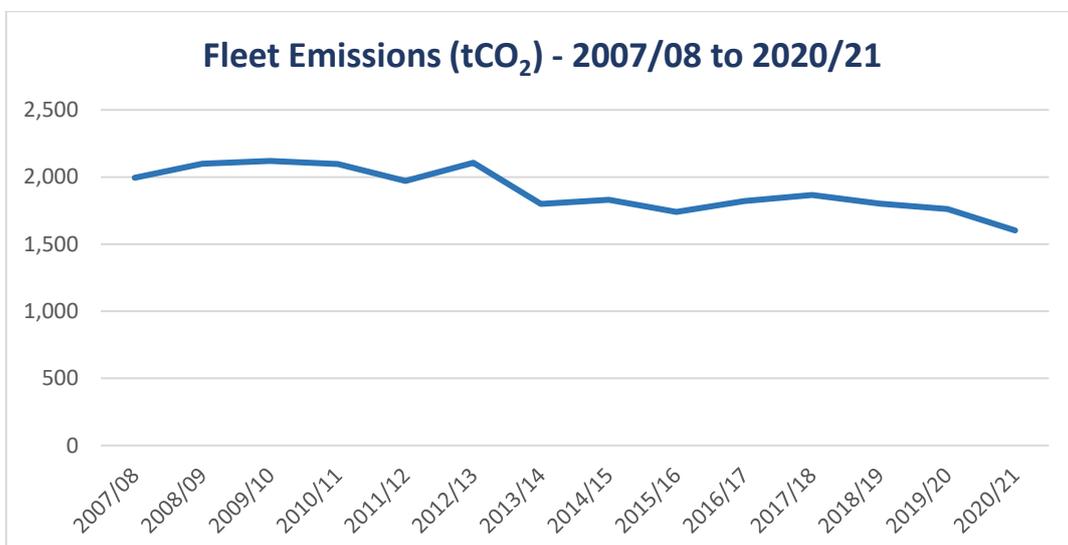


During 2020/21, streetlighting emissions were reduced by a further 71 t/CO₂, equivalent to 9.08% when compared to the previous year. This reduction is mostly due to an ongoing streetlighting scheme, looking at replacement of old inefficient lanterns with more modern LED units.

Streetlighting emissions have reduced by 83.03% since 2007/08.

4.3 Fleet

Fuel consumed by the Council's fleet contributed 26% of the total operational carbon emissions during the 2020/21 financial year.





Carbon Management Plan 2017/18 to 2022/23

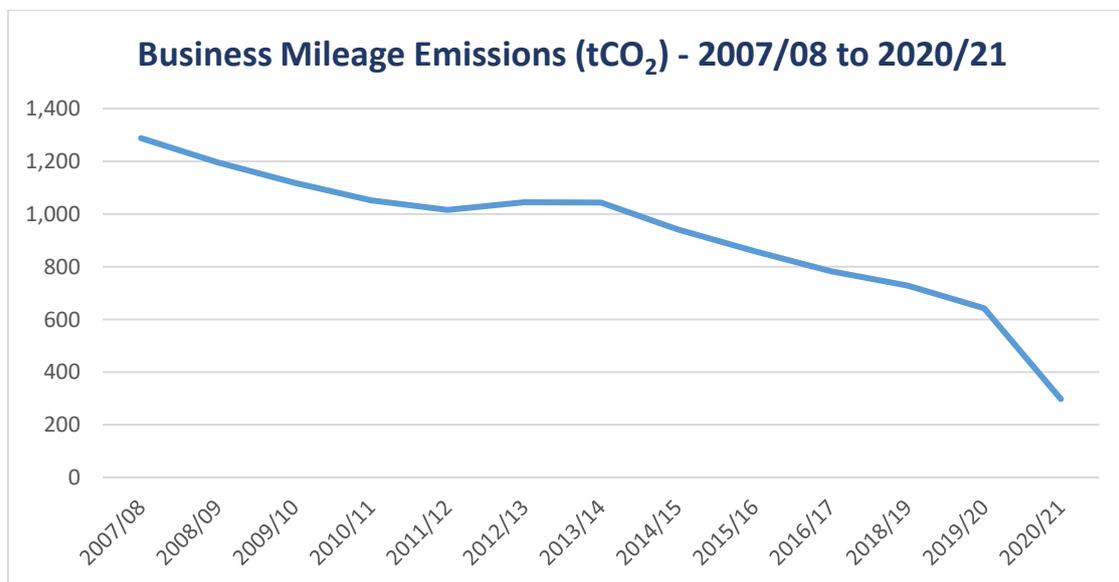
Year 3 Annual Review

Fleet emissions during 2020/21 decreased by 160 t/CO₂, equivalent to a 9.08% reduction when compared to the previous year. The current pandemic will have had a small effect on emissions, however not to the levels seen in other areas. Much of the services and operations undertaken by the fleet (e.g. refuse collections) continued throughout the pandemic and although some services were temporarily reduced/suspended during the lockdown periods, additional services were introduced such as PPE deliveries and deliveries of food parcels.

4.4 Business Mileage

Business travel is the use of private vehicles by Council staff to undertake their duties. During 2020/21 Council employees travelled 662,695 business miles, a reduction of over 1.6 million miles on the previous year – business mileage this year accounts for just 2.9% of the Council's total emissions. This area has seen the biggest reduction in both emissions and cost across the operational portfolio.

The Pandemic has altered the way that we work, with a large proportion of the workforce working remotely. On the whole this has worked well, with meetings now being held mostly via online platforms, reducing the need for travel. It can also be argued that staff are now more productive, as work time isn't being lost travelling between meeting locations. This new way of working has had a positive effect on the Authority's emissions, as well as also providing a significant cost saving in the region of £730,000 during the 2020/21 financial year.



Business mileage emissions were reduced significantly by 462 t/CO₂ in 2020/21, when compared with the previous year – a 71.96% year on year reduction.



Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review

5. Revenue Costs

Energy usage from stationary sources, which include buildings, streetlighting, signs and bollards was 20,782,380 kWh during 2020/21, which is a 3,559,866 kWh reduction on the previous year – a 14.62% reduction.

Although overall spend on energy decreased during 2020/21, we have seen year on year increases in the utility and fuel prices during the initial years of this Plan. Contract prices are likely to rise further in future years, however the way that we procure energy should mean that we limit the large record-breaking price increases we are currently seeing.

These significant utility and fuel price increases, further highlight the need for and importance of energy efficiency and sustainability. Reducing energy consumption and our reliance on fossil fuels will not only have environmental benefit, but will also help to reduce pressure on budgets going forward.

In 2020/21 total cost of energy and fuel reported within the scope of this Plan was £2,415,610. Ceredigion County Council spent £1,322,919 less on energy in 2020/21 than they did in the previous financial year (2019/20) – this equates to a 35.39% spend reduction.

6. Conclusion

Carbon Management continues to be one of the Council's priorities and it has been committed to meeting and exceeding the reduction target set out within this Carbon Management Plan, as it did with the two previous plans.

In response to the current climate crisis and in recognition that we need to go further, on the 5th March 2020, Ceredigion County Council declared a global climate emergency, making a commitment to meeting the most significant challenge facing our county and our planet. Along with this, Ceredigion will work towards becoming a net-zero carbon local authority by 2030 and a Net-Zero Action Plan has been produced, looking at how we are going to reach this ambitious target.

Ceredigion County Council has been successful in reducing operational energy usage and emissions since 2007/08, when the initial baseline for the first Carbon Management Plan was calculated. Since then, Ceredigion has reduced operational emissions by 9,659 tonnes of CO₂, equivalent to a 61% reduction.

In 2020/21, year on year emission reductions were significant at 19.35%, whilst it is noted that a large proportion of these saving was related to the current COVID pandemic and the new way in which we are currently working, we must ensure that as much as possible of these savings are maintained going forward, else it is likely we may see an increase in operational emissions for the 2021/22 financial year. Failure to maintain these savings could be seen as a missed opportunity, especially as on the whole services are operating very well while staff continue to work remotely. Technology has also played a large part in this, with meeting now being held via online platforms, reducing the need to travel between locations.



Carbon Management Plan 2017/18 to 2022/23

Year 3 Annual Review

During the remaining years of this Plan it is intended to further review the projects included within the Carbon Management Plan, in order to implement emission reduction and energy generation schemes that will further contribute to both the Council's Carbon Management Plan, but also the Council's Net-Zero ambition for 2030.

CEREDIGION COUNTY COUNCIL

- Report to:** Cabinet
- Date of meeting:** 2nd November 2021
- Title:** Talking, Listening and Working Together – Draft Engagement Policy
- Purpose of the report:** To present the new draft Engagement Policy ‘Talking, Listening and Working Together’ for consideration by Cabinet.
- For:** **Decision.** To ensure that the Draft Engagement Policy is fit for purpose with regards to the Authority meeting its statutory engagement requirements including the Equality Act 2010 and the Well-being of Future Generations (Wales) Act 2015 and to seek the approval of Cabinet to go out to public consultation over the winter of 2021/22.
- Cabinet Portfolio and Policy and Performance**
Cabinet Member: Cllr Ellen ap Gwynn

BACKGROUND:

‘Talking, Listening and Working Together,’ Ceredigion County Council’s draft Engagement Policy sets out our corporate approach to engagement with the people of Ceredigion. By engagement we mean the ways in which we –

- **Inform.** To provide the public with balanced and objective information.
- **Consult.** To obtain public feedback on proposals.
- **Involve.** To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.
- **Collaborate.** To partner with the public in each aspect of the decision or service delivery, including defining the issue, developing alternatives and identifying and delivering preferred solutions.
- **Empower.** We will explore ways in which we can place the final decision making and service delivery in the hands of the public – to delegate.

The policy includes innovative ways to engage, including the use of online engagement platforms. The policy includes a toolkit of resources and techniques. The policy also includes an action plan which sets out better corporate management and control of engagement and accountability, for example via a corporate engagement timetable and annual reporting.

- Wellbeing of Future Generations:**
- Has an Integrated Impact Assessment been completed?** Yes
- If, not, please state why**
- Summary:**
- Long term:** Our engagement can include conversations about people’s long term ideas, needs and issues as well the

engagement that takes place over the short term. Good engagement with children and young people needs to happen in order that the needs of future generations can be met.

Collaboration: We are active partners in a range of engagement partnerships that exist or are becoming established. This will enable us to share best practice, resources and to carry out shared engagement activities.

Involvement: Involvement is synonymous with engagement. We aim to involve all relevant stakeholders. This could be people across Ceredigion or specific stakeholders, including people with the Protected Characteristics of the Equality Act and seldom heard groups. We will use the best method of engagement depending on the situation. We will engage in a timely way in which the views of stakeholders can influence outcomes and decisions. We will also provide feedback to stakeholders on any engagement that we carry out.

Prevention: Engaging with people and service users is a very effective way to identify, eliminate and reduce the effects of any problems or for people to be part of the solution in overcoming barriers. When engagement takes place at a very early stage this can prevent problems from happening at all.

Integration: Engagement is a cross-cutting theme in our Corporate Strategy. An aim of this Engagement Policy is to mainstream engagement across Ceredigion County Council. We will also work with other public bodies on the integration of the National Well-being Goals and Organisational Well-being Objectives through the Public Services Board.

Recommendation(s): That Cabinet agree the Draft Engagement Policy and approve that it can go out to public consultation over the winter of 2021-22

Reasons for decision: Our current Community Engagement Policy dates from 2012 and needs to be replaced to take account of new methods of engagement and recent legislation and guidance. There is also a need to take account of the increasing use of digital engagement.

Overview and Scrutiny:	and	The Draft Engagement Policy was presented to Corporate Resources Overview and Scrutiny Committee on the 14 th of October 2021.
Policy Framework:		Engagement is a cross-cutting theme in the Corporate Strategy.
Corporate Priorities:		As Engagement is a cross-cutting theme, all of the Corporate Priorities apply Boosting the Economy Investing in People's Futures Enabling Individual and Family Resilience Promoting Environmental and Community Resilience.
Finance and Procurement implications:	and	Estimated £2,000 per annum for a digital engagement platform, otherwise there are no financial implications as Engagement is mainstreamed across Council services.
Legal Implications:		Equality Act 2010 Well-being of Future Generations (Wales) Act 2015 Local Government and Elections (Wales) Act 2021 Any other legislation where engagement or consultation is specified.
Staffing implications:		Corporate Managers nominated as main points of contact in the action plan.
Property / asset implications:	asset	None
Risk(s):		Legal challenge and risk to reputation if Ceredigion County Council does not carry out fair engagement and consultation.
Statutory Powers:		Equality Act 2010 Well-being of Future Generations (Wales) Act 2015 Local Government and Elections (Wales) Act 2021 Any other legislation where engagement or consultation is specified.
Background Papers:		Draft Engagement Policy 'Talking, Listening and Working Together'
Appendices:		
Corporate Officer:	Lead	Alun Williams, Corporate Lead Officer Policy, Performance and Public Protection
Reporting Officer:		Michael Smith, Engagement and Equalities Officer
Date:		8 th October 2021

Siarad, Gwranddo a Gweithio Gyda'n Gilydd

Polisi Ymgysylltu Drafft

Cyngor Sir Ceredigion

Yn dechrau 2022

Talking, Listening and Working Together

Draft Engagement Policy

Ceredigion County Council

From 2022



Author and service: MS, Policy and Performance

Date approved by Cabinet:

Integrated Impact Assessment:

Publication date:

Policy Review Date:

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Foreword

“It is vital that Ceredigion County Council engages effectively with the people of Ceredigion. This means that good engagement is the responsibility of everyone who works for the Council. Communication is two-way and it is important that we listen to and take on ideas from the public as well as giving out clear information. Our Engagement Policy sets out how we will do this. The policy is backed up by an action plan and also a range of resources for staff.

We are committed to engage effectively and this is underpinned by a range of legislation including the

- The Well-being of Future Generations (Wales) Act 2015
- Equality Act 2010,
- The Social Services and Wellbeing (Wales) Act 2015
- The Welsh Language Measure 2011
- Local Government and Elections (Wales) Act 2021

We will also follow best practice and national standards, for example the Children and Young People’s National Participation Standards and the National Principles for Public Engagement in Wales. We will continue to adopt new and emerging best practice, for example with digital engagement platforms and working on engagement with our partners on the Public Services Board. In terms of engagement, we are particularly keen to draw from experience and lessons learnt during the Covid-19 pandemic.

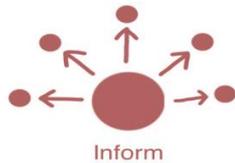
Most of all, I believe that this Engagement Policy will help us to set a firm foundation in the way that we engage with the people of Ceredigion. This means that engagement will be carried out at an early stage and throughout the process. It will be carried out over a reasonable period of time and will involve all people with an interest in the engagement, including marginalised groups of people or seldom heard voices. Engagement will bear influence on the decisions that we make. We will also provide feedback on all the engagement that we carry out.”

Councillor Ellen ap Gwynn
Leader, Ceredigion County Council

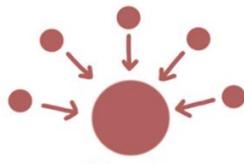
Introduction

This policy sets out our corporate approach to engagement with the people of Ceredigion. By engagement we mean the ways in which we –

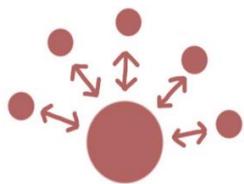
- **Inform.** To provide the public with balanced and objective information.



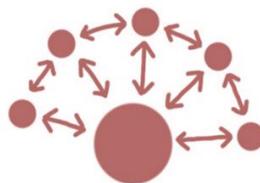
- **Consult.** To obtain public feedback on proposals.



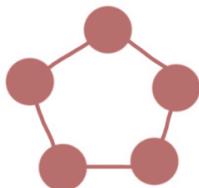
- **Involve.** To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.



- **Collaborate.** To partner with the public in each aspect of the decision or service delivery, including defining the issue, developing alternatives and identifying and delivering preferred solutions.



- **Empower.** We will explore ways in which we can place the final decision making and service delivery in the hands of the public – to delegate.



Inform

We want to ensure that the people of Ceredigion are kept well informed of our services and information. Informing is the way that we most commonly interact with the public. For example this can include informing people of services on our website and via social media.

Consult

We want people to have a strong voice and be able to effectively influence our decision making and consultations. We want to engage people in our decision making, especially where there are changes in services and in developing new policies. We frequently consult with the people of Ceredigion. Current examples can be seen on the consultations page of our website.

<http://www.ceredigion.gov.uk/your-council/consultations/>

Involve

We want to work with the people of Ceredigion and take into account their concerns and aspirations. We will do this in a variety of ways, including forums, user panels and gathering stories. An example of involvement is the Budget Challenge Online Simulator which helped to understand the views of the public when setting our budget.

Collaborate and Empower

Inform, consult and involve are the ways that we most commonly engage with the public. Over the course of this policy we will strive to increase and build on collaboration and empowerment. We want to collaborate with and empower the people of Ceredigion in the co-design, co-production and co-delivery of services. We have collaborated with people on a range of projects, for example the Clutter Free Ceredigion Campaign to keep our streets obstacle free. The community asset transfers of Tregaron and Llandysul Leisure Centres are examples of empowerment where the final decision and service delivery has been placed in the hands of the public.

Ceredigion: Who we are, where we live and what we do as Ceredigion County Council.



Ceredigion has a population of 73,000. Aberystwyth is the largest town with a population of around 16,200, followed by Cardigan 4,200 and Lampeter 3,000. Aberaeron, Llandysul and Tregaron are smaller towns. 62% of the population live in villages or scattered rural settlements. With 41 people per square kilometre, Ceredigion has the second lowest population density in Wales. Although being overall rural in nature, the towns are important centres for the wider population. Ceredigion also has a number of internationally significant bodies, for example Aberystwyth University, the Lampeter Campus of the University of Wales Trinity St David and the National Library of Wales.

The population is 97% white, with 47% able to speak Welsh. 21% of people have a long term illness or are disabled and 11% provide unpaid care. 15% of the population are children and young people under 16. 25% of the population is aged 65 or over. 3% are non-white.

Geographical communities. We may carry out engagement in a number of locations as well as across the county as a whole. This engagement could take place in our towns as well as the wider rural setting.

Communities of interest. We will also make sure that we engage with relevant communities of interest. This is where people have a shared characteristic, experience or interest, for example carers, disabled people or people from an ethnic minority.

Ceredigion County Council

Political

Ceredigion is made up of 40 electoral wards which are represented by 42 members (councillors) who are elected by the people of Ceredigion every 5 years. The Council has adopted the “Leader and Cabinet” style of governance. The Cabinet comprises the Leader of the Council and 7 Cabinet Members with a range of portfolios. There are also five thematic Overview and Scrutiny Committees.

Services

The council currently employs around 3,400 members of staff or the full time equivalent of about 2,400 staff across 12 Service areas.

- Schools and Culture
- Legal and Governance Services
- Finance and Procurement
- Democratic Services
- People and Organisation
- Porth Cymorth Cynnar, Community Wellbeing and Learning
- Porth Gofal, Targeted Intervention
- Porth Cynnal, Specialist Services
- Highways and Environmental Services
- Economy and Regeneration
- Customer Contact
- Policy, Performance and Public Protection

When we consider the above we can see that there is need to be inclusive across the wide range of people who live in Ceredigion and across the wide range of services that Ceredigion County Council delivers. This is why engagement is a cross-cutting theme in our Corporate Strategy 2017-22. The Corporate Strategy states that, *'Engagement – Our policies for the future will encourage collaboration and partnership working with all interested stakeholders. We consider effective interaction with our communities as an essential component to securing a healthy and vibrant society.'* **We will adopt this as Ceredigion County Council's Engagement Statement.**

It is important that we ensure that marginalised or seldom heard groups of people are involved in our engagement. Given the range and diversity of people with whom we need to engage, it is vital to carry out effective stakeholder analyses, (page 19).

Policy Aims

- 1. To mainstream effective engagement across Ceredigion County Council. This means making engagement the responsibility of everyone who works for us.**
- 2. To ensure that we engage with the people of Ceredigion in the best way.**
This includes –
 - Using the best engagement method for any given situation.

- Engaging at an early stage and for a sufficient period of time to enable a good response.
- Being inclusive and involving people from a wide range of backgrounds including marginalised and seldom heard groups of people.
- Offering information and engagement in an accessible way, via our internet site and also in other accessible formats on request, (for example Easy Read or large print).
- Providing information in children and young people’s formats when required. Children and young people have a right to information that is easy to understand and allows them to make an informed decision
- Making sure that engagement influences our decisions.
- Giving feedback following engagement.

3. To meet our statutory duties and responsibilities under legislation.

- The Well-being of Future Generations (Wales) Act 2015.
- The Equality Act 2010.
- The Welsh Language Measure 2011.
- The Social Services and Wellbeing (Wales) Act 2014.
- Local Government and Elections (Wales) Act 2021.
- We will also conform to any other legislation where there is a requirement to consult or engage.

4. To keep up to date with the latest innovations and best practice in the field of engagement and to revise this policy, our action plan and toolkit when required.

Gunning Principles

The **Gunning Principles** set out the legal expectations of what is appropriate consultation with an emphasis on **‘fairness.’** The principles can be used in court to determine whether a public body has shown fairness in its engagement, consultations and decision making. The principles also give a good practical framework for public engagement. Engagement must take place at an early stage and with enough information for people to consider. Engagement and consultations must also be available for a sufficient period of time. Information and results from the engagement must be able to influence the decision making process. The Gunning Principles underpin this Engagement Policy.

Gunning Principles are four principles for public engagement, with an emphasis on fairness.

Consultation must take place when the proposals are still at a formative stage.
--

You must not have already made up your mind.

Sufficient reasons must be put forward to allow for **intelligent consideration** and response.

Have people been given the information and opportunity to influence?

Adequate **time** must be given for consideration and response.

Is the consultation long enough bearing in mind the circumstances?

The product of consultation must be **conscientiously** taken into account when finalising the decision.

Decision makers undertaking a process that demonstrates they were open to influence before decisions were made.

Legislation

The Well-being of Future Generations (Wales) Act 2015

The Act is about improving the social, economic, environmental and cultural wellbeing of Wales. To achieve this the Act includes five ways of working.

1. Long Term

'The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.' Our engagement can include conversations about people's long term ideas, needs and issues as well the engagement that takes place over the short term. Good engagement with children and young people needs to happen in order that the needs of future generations can be met.

2. Prevention

'How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.' Engaging with people and service users is a very effective way to identify, eliminate and reduce the effects of any problems or for people to be part of the solution in overcoming barriers. When engagement takes place at a very early stage this can prevent problems from happening at all.

3. Integration

'Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.' Engagement is a cross-cutting theme in our Corporate Strategy. An aim of this Engagement Policy is to mainstream engagement across Ceredigion County Council. We will also work with other public bodies on the integration of the National Well-being Goals and Organisational Well-being Objectives through the Public Services Board.

4. Collaboration

'Acting in collaboration with any other person, (or different parts of the body itself), that could help the body to meet its well-being objectives.' We are active partners in a range of engagement partnerships that exist or are becoming established. This will enable us to share best practice, resources and to carry out shared engagement activities.

5. Involvement

'The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves.' Involvement is defined as engagement. We aim to involve all relevant stakeholders. This could be people across Ceredigion or specific stakeholders, including people with the Protected Characteristics of the Equality Act and seldom heard groups. We will use the best method of engagement depending on the situation, (see pages 17 to 18 *'Ceredigion County Council's Levels of engagement'*). We will engage in a timely way in which the views of stakeholders can influence outcomes and decisions. We will also provide feedback to stakeholders on any engagement that we carry out.

The Equality Act 2010

The Act brought together and replaced previous anti-discrimination laws. Under the Act, Ceredigion County Council must involve and engage with people from the Protected Characteristics. The Protected Characteristics include

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race – including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual orientation
- Marriage and civil partnership' (in the elimination of discrimination in employment).

The engagement must take place when

- Setting equality objectives.
- Preparing or reviewing Strategic Equality Plans.
- Carrying out Integrated Impact Assessments.
- How our work contributes to meeting the General Duty of the Act.

The Equality Act 2010 introduced a General Duty on public sector organisations to have 'due regard' to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not by tackling prejudice and promoting understanding.

Ceredigion County Council's approach to ensuring equality, fairness and respect is set out in our Strategic Equality Plan, '*A Fair and Equal Ceredigion 2020-24.*'

The Welsh Language Measure 2011

In Wales, the Welsh language should not be treated any less favourably than the English language. People in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so. The official languages of the Council are Welsh and English. When carrying out engagement we must work in accordance with the requirements of the Welsh Language Standards. This includes the delivery of engagement bilingually. During consultations, we will seek the public's views on any effects that decisions would have on the Welsh language and opportunities to use the Welsh language.

The Social Services and Wellbeing (Wales) Act 2014

The Social Services and Well-being (Wales) Act 2014 provides a legislative framework for care and support based on the principles of:

- Supporting people to achieve their own wellbeing.
- Putting people at the centre of their care and support and giving them a voice in terms of the support they receive.
- Involving people in the design and delivery of services.
- Developing services that help prevent, delay or reduce the need for care and support.
- Promoting not for profit delivery models.
- Collaboration across agencies in the provision of care and support.
- Promoting the integration of key services including services for older people with complex needs, children with complex needs, people with a learning disability and carers, including young carers.

Local Government and Elections (Wales) Act 2021

The Local Government and Elections (Wales) Act 2021 requires all principal councils to encourage participation by local people in decision-making made by the Council by developing an e-petition scheme, publishing an electronic postal address for each of our Members, by broadcasting proceedings at meetings which are open to the public and to enabling remote attendance at meetings. These aspects of the legislation will come into force from May 2022, and the Council is currently putting measures in place to meet all of these requirements, which will be finalised upon receipt of the Welsh Government guidance documents.

Other Legislation

When producing plans and strategies we may be required to consult and engage under a range of legislation, for example the Equality Act 2010 when producing our

Strategic Equality Plan or the Housing (Wales) Act 2014 when producing our Homelessness Strategy.

Ceredigion County Council Strategies and Plans

Ceredigion County Council Corporate Strategy 2017-2022

The Corporate Strategy has four priorities.

- 1. Boosting the Economy**
- 2. Investing in People's Future**
- 3. Enabling Individual and Family Resilience**
- 4. Promoting Environmental and Community Resilience**

Ceredigion County Council Corporate Communications Strategy 2019-2022

The strategy aims *'to provide effective communications with residents, customers, staff, members, partners and stakeholders that support corporate priorities.'* The strategy sets out our approach to effective communications and engagement. The Communications Team must be informed of all engagement. The Team will be able to promote engagement and assist with the production of communication and engagement plans if required.

Ceredigion County Council Children and Young People Participation Strategy 2018-2021

Our approach is based on the United Nations Convention on the Rights of the Child, (UNCRC). Article 12 of the UNCRC states, *'children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account.'*

The UNCRC is enshrined in the Rights of Children and Young Persons (Wales) Measure 2011. Ceredigion County Council decided in a meeting of full council to take account of the UNCRC in its decision making and to adopt the Children and Young People's National Participation Standards as a model of good practice when participating and engaging with children and young people.

National Principles and Standards

We will adopt the following National Principles and Standards into our engagement work and activities.

Children and Young People's National Participation Standards

1. Information

Children and young people have a right to information that is easy to understand and allows them to make an informed decision.

2. It's their choice

Children and young people have a right to be involved and work on things that are important to them.

3. No discrimination

Children and young people are all different and have a right to be treated fairly.

4. Respect

Children and young people have a right to have their say. Their opinions are important and will be respected.

5. They get something out of it

- Children and young people have a right to learn and be the best that they can be.
- They have a right to work with others and to make a difference.
- This involves them having positive experiences.

6. Feedback

Children and young people have a right to know what differences they have made and how their ideas have been listened to.

7. Working better for them

Those who make decisions that affect children and young people should put children's rights at the centre of everything that they do

For further details please click on the below link.

<http://www.childreninwales.org.uk/our-work/participation/participation-standards/>

The National Principles for Public Engagement in Wales

The Principles were developed by Participation Cymru and have been endorsed by the Welsh Government. Ceredigion County Council will take account of the Principles as best practice when carrying out engagement.

- 1. Engagement is effectively designed to make a difference.**
- 2. Encourage and enable everyone affected to be involved if they so choose.**
- 3. Engagement is planned and delivered in a timely and appropriate way.**
- 4. Work with relevant partner organisations.**
- 5. The information provided will be jargon free, appropriate and understandable.**
- 6. Make it easy for people to take part.**
- 7. Enable people to take part effectively.**

8. Engagement is given the right resources and support to be effective.
9. People are told of the impact of their contribution.
10. Learn and share lessons to improve the process of engagement.

For further details please click on the below link.

<https://participation.cymru/wp-content/uploads/2017/02/PC-National-Principles-Poster3.pdf>

Five Principles of Co-production

Co-production is an asset-based approach to public services that enables people providing and people receiving services to share power and responsibility, and to work together in equal, reciprocal and caring relationships. It creates opportunities for people to access support when they need it, and to contribute to social change. Co-production is underpinned by 5 principles:

1. Value all participants, and build on their strengths.
2. Develop networks of mutual support.
3. Do what matters for all the people involved.
4. Build relationships of trust; share power and responsibility.
5. People can be change makers, and organisations enable this.

For further details please click on the below link.

<https://copronet.wales/>

How we will carry out engagement with the people of Ceredigion.

Overview

Ceredigion County Council's Engagement Policy adopts an approach of applying the best type of engagement according to the situation. This includes –

- **Informing**
- **Consulting**
- **Involving**
- **Collaborating**
- **Empowering**

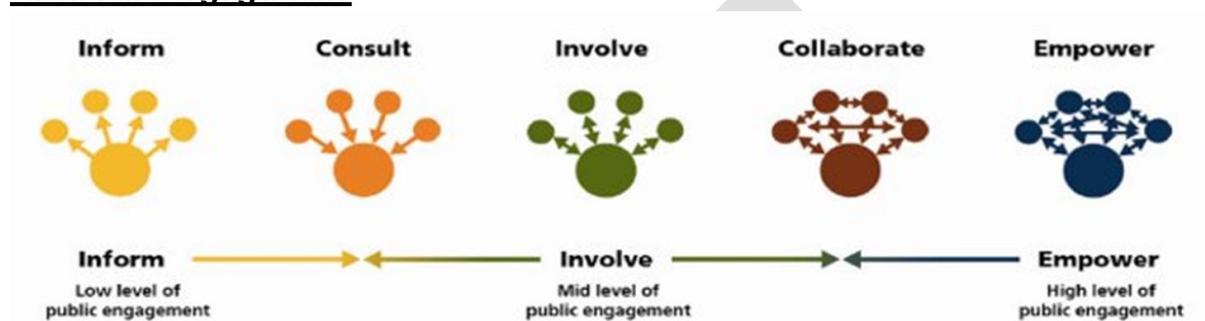
The practical application of this Engagement Policy is supported by a range of engagement information, guidance and techniques available for staff with our engagement toolkit on our intranet. We also employ an Engagement and Equalities Officer to support the delivery of the Engagement Policy and to give guidance and advice. In order to ensure the corporate management of engagement, at the first stage, all engagement proposals will need to be sent to the Engagement and Equalities Officer. An Engagement Action Plan will also be implemented, (see pages 25 to 27). This will include an engagement timetable for planned engagement and an

engagement annual report that will be submitted to Corporate Resources Overview and Scrutiny Committee and to Cabinet.

Levels of Engagement

We will engage with the people of Ceredigion in the best and most suitable way for any particular situation. The below model outlines our engagement approach. The model is based on the involvement principle of the Future Generations Commissioner for Wales. The ways in which we engage will vary. This will range from informing and consulting, through to involving, collaborating and empowering. The level of participation by the public increases across this range.

Levels of Engagement



The following table sets out the ways in which we will engage with the people of Ceredigion.

Ceredigion County Council's Levels of Engagement			
We will use the best engagement for the right situation.			
	Purpose	We will ...	Examples of methods most likely to be effective
Inform	To provide the public with balanced and objective information.	We will keep you informed. We will not withhold relevant information.	Website Social media Media campaigns Publications Awareness days Communications strategies
Consult	To obtain public feedback on proposals.	We will consult at the beginning of the process and at all relevant stages of the process.	Surveys Polls Formal consultation

		<p>We will keep you informed.</p> <p>We will listen to and acknowledge your concerns and aspirations.</p> <p>We will be open to your influence.</p> <p>We will provide feedback on how your input has influenced the outcome.</p>	<p>Roadshows</p> <p>Focus groups</p>
Involve	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	<p>We will keep you informed.</p> <p>We will work with you to take into account your concerns and aspirations.</p> <p>We will provide feedback on how your input has influenced the outcome.</p>	<p>Forums</p> <p>Ideas</p> <p>Places</p> <p>Stories</p> <p>Guestbook</p> <p>Questions</p> <p>User Panels</p>
Collaborate	To partner with the public in each aspect of the decision or service delivery, including defining the issue, developing alternatives and identifying and delivering preferred solutions.	<p>We will look to you for ideas and innovation in formulating solutions.</p> <p>We will incorporate your ideas and recommendations into the decision making process to the maximum extent possible.</p>	<p>Stakeholder groups</p> <p>Co-production</p> <p>Forums</p>
Empower	To explore ways in which we can place the final decision making and service delivery in the hands of the public.	We will work with you and support you through the process.	<p>Community Asset Transfers</p> <p>ABCD, Asset Based Community Development</p>

Adapted from the Future Generations Commissioner for Wales and the International Association for Public Participation's '*Spectrum of Public Participation.*'

Continuous and Specific Engagement

Engagement may take place for specific projects and consultations or may be continuous. For example, specific engagement includes formal consultations or grant-funded projects. Continuous engagement can be with stakeholder groups and is also being developed for digital platforms. Examples of groups with whom we continually engage include Ceredigion Disability Forum and Ceredigion Carers' Forum.

Digital platforms are an effective tool to undertake continuous engagement. There have been some very exciting developments in capturing people's stories and narratives in an accessible and appealing way. Public services in the region are collaborating in a trial of a digital engagement platform and are also sharing information to avoid duplication. This will mean working in a smarter way and avoiding overloading the public and community groups with engagement and consultations.

It is important to avoid **consultation and engagement overload**. Often people give up their free time and travel distances to attend engagement events. We or our public services partners may already have relevant data from previous engagement or surveys. We may also be able to utilise data and information from continuous engagement.

Stakeholder Analysis, Inclusion and Accessibility

Engagement may include all people who live or visit Ceredigion or may be with specific groups of people. **Stakeholders** are people who have an interest in the engagement that we are undertaking or who could be affected by any decisions that we make. Stakeholders can also include elected members and staff. Carrying out a **stakeholder analysis** will help to identify key stakeholders and their levels of influence, (please refer to toolkit resources on page 24). We will also ensure that engagement is **inclusive** across the diverse make up of our communities. We will include people with protected characteristics and marginalised or seldom heard people and communities in our engagement. The toolkit includes an '*Engagement with Services Users*,' document which lists a range of groups and organisations. We will also ensure that engagement is **accessible**, with alternative formats available on request, (for example Easy Read or large print).

Engagement with Elected Members

Elected Members are leaders within their communities and can provide important links to engage with a wide range of people. In addition to matters of interest to their wards, Elected Members may sit on a number of different Council Committees in addition to full County Council. Engagement will also take note of the portfolios of Cabinet Members.

Members of the public are able to suggest issues or topics for Overview and Scrutiny Committees to consider and are also able to make a request to speak at a Scrutiny meeting to present their views on an upcoming item. A [protocol](#) is in place which outlines this process.

Members of the public may also address the Development Control Committee on applications being considered. A [protocol](#) is in place which outlines this process

Engagement should, when relevant, take place with town and community councils.

Engagement with Elected Members should be via the appropriate Corporate Lead Officer. Members must be informed of all engagement or consultation and in particular any engagement or consultation that affects their wards or their responsibilities. Officers must follow protocol when engaging with Elected Members and also observe Pre-Election Protocol timescales.

Engagement with Staff

We employ around 3,400 people. Our staff have a very wide base of experience and come from a diversity of backgrounds. We engage with our staff by a number of means including staff news bulletins. A new intranet site has been developed which improves staff engagement and involvement. Human Resources directly engage with staff and unions on employment matters. Many of our staff live in Ceredigion and may be interested in any wider engagement or consultation that we undertake.

Integrated Impact Assessments (IIAs)

An Integrated Impact Assessment tool has been developed to inform effective decision making. The tool integrates

- Ceredigion County Council's Strategic Objectives.
- The Sustainable Development Principles and Wellbeing Goals of the Future Generations (Wales) Act 2015.
- The Equality Act 2010.
- The Welsh Language Measure 2011.
- The United Nations Convention on the Rights of the Child

The IIA tool sets out how we will take due regard, (give appropriate weight), to making decisions.

- We will consider relevant evidence in order to understand the likely or actual effects of policies or practices on those who are vulnerable within our communities.
- We will think about where we might be able to reduce negative impacts.
- We will identify missed opportunities and capitalise on positive impacts.
- We will consider the rights of the child when assessing impacts on the protected characteristic of Age.

Further details and guidance on our IIA toolkit can be found on our intranet site.

Brown Principles

Brown Principles can be used in court to determine whether a public body has shown '*due regard*' to legislation and relate closely to the IIA process. Following the principles is a good way of delivering best practice as well as helping to ensure that our engagement and decision making is legally robust.

Brown Principles and Due Regard
Knowledge Are the decision makers aware of their duty to have due regard?
Sufficient Information Do the decision makers have sufficient information to allow intelligent consideration?
Timeliness Was the IIA carried out while the proposal was under consideration before any final decision had been made?
Real Consideration (decision making) Has there been conscientious consideration?
Accountability (no delegation) Public bodies are responsible that third parties carrying out functions on their behalf comply with IIAs.
Monitoring and Review Do the aims of the IIA continue beyond the planning and decision making phases through to implementation, monitoring and review?

Evaluation, feedback, drawing conclusions and making recommendations

We will feedback the results of our engagement. This could include publishing reports on our website and providing direct feedback to groups or organisations involved in our engagement. The feedback will summarise an evaluation of our engagement and also demonstrate how the engagement influenced and was taken into account with our decision making. There are resources within our toolkit to help evaluate feedback, draw conclusions and make recommendations based on evidence from engagement.

Engagement and Equality Policy Officer

The officer provides policy advice, support and research on engagement and equalities. This includes developing and overseeing a consistent approach to engagement across the sections of Ceredigion County Council, in line with the requirements of the Well-being of Future Generations (Wales) Act 2015. Other main responsibilities include overseeing a framework of engagement groups and the Integrated Impact Assessment process. Equalities duties include ensuring compliance with the Public Sector Equality Duty and co-ordinating the production and monitoring of our Strategic Equality Plan and Equality Objectives

Have Your Say Ceredigion / EngagementHQ

During 2021/22, Ceredigion County Council is carrying out a trial of a web-based engagement platform, Engagement HQ. This is potentially an attractive and accessible way for us to inform, consult, and involve the people of Ceredigion in engagement and consultation. If the trial is a success, there will be the potential option to continue with the engagement platform. Engagement HQ comprises eight engagement tools for community engagement which are listed below.

For further details please click on the below link.

<https://www.bangthetable.com/engagementhq-community-software/>

We have utilised the Engagement HQ software to build our own online engagement platform. Dweud Eich Dweud Ceredigion / Have Your Say Ceredigion. To visit these sites please click on the following links.

- <https://haveyoursay.ceredigion.gov.uk/>

[Dweud Eich Dweud Ceredigion](#)

The following tools are available on EngagementHQ.



Forums

The Forum tool creates a space for discussion, dialogue and debate. People share their experiences with others, ask questions and have conversations in a safe and interactive environment.



Ideas

Ideas provides 'virtual' post it notes for individuals to add their ideas to a collective board. People like the ideas that inspire them the most, helping to align priorities with what matters most to the community.



Places

Place is a simple way to gather community feedback and ideas directly on a map. Participants drop a 'pin' in the areas of concern, add photos and then fill in a quick survey.



Stories

When we tell or hear a story, neuroscience tells us that we experience things on a higher level. Stories helps a community better understand, empathise and relate to others as well as to project goals.



Guestbook

Guestbook keeps things simple; people are only able to upload comments, which are moderated to manage what appears publicly. No other interaction is available.



Questions

Questions is an issues management and communications risk mitigation tool. It is a managed space for communities to ask questions and for us to respond either publicly or privately.



Polls

Polls encourage people to give a quick answer on one question, selecting from multiple choice answers. They are able to instantly see the poll results, piquing interest and giving real-time insight.



Surveys

The surveys tool gives people an opportunity to voice their opinion in a convenient and guided way, which has historically shown higher response rates than other formats.

Resources and Toolkit

This Engagement Policy is backed up by a toolkit for staff on our internal website. The toolkit contents are outlined in the table overleaf. Staff may click [here](#) to access the toolkit.

Ceredigion County Council Engagement Toolkit							
Levels of Engagement							
Inform		Consult		Involve		Collaborate	
Website Publications Media campaigns Social media Awareness days Communications strategies		Surveys Polls Formal consultation Roadshows Focus groups		Forums Ideas Places Stories Guestbook Questions User panels		Stakeholder groups Co-production Forums	
						Community asset transfers ABCD, asset based community development	
Engagement HQ - eight tools for community engagement							
1 - Forums	2 - Ideas	3- Places	4- Stories	5- Guestbook	6- Questions	7- Polls	8 - Surveys
Stakeholder Analysis							
Ceredigion equality data				Engagement with service users, (key contact list).		Influence matrix	
Integrated Impact Assessments (IIAs)							
IIA tool				IIA guidance for managers			
				IIA guidance for elected members			
Equality and Diversity Monitoring							
Guidance notes		Equality and diversity monitoring form			Ceredigion equality data		
Evaluation, Conclusions, Recommendations and feedback							
Participation Cymru Evaluation Toolkit - Drawing conclusions, making recommendations and giving feedback							
Other Guidance							
Accessible formats guidance				Engagement and Consultation Checklist			
Consultation Documents and Welsh Language Standards Requirements							
Links to external information and guidance							

Action Plan

We will implement our Engagement Policy via the below action plan.

Ceredigion County Council Engagement Policy Action Plan			
Action	Outcome	Timescale	Responsibility
E1. All corporate managers will be the main points of contact for each section of the County Council.	To effectively co-ordinate engagement across the sections of the County Council.	Ongoing and starting Summer 2022	Corporate Managers
E2. Inform the Engagement and Equalities Officer before starting any engagement.	To give a corporate understanding and management of all engagement.	Ongoing and starting summer 2022	Section Engagement Single Points of Contact
E3. Engagement Timetable	To know when all planned engagement is taking place and to make any strategic adjustments if required. Incorporate engagement into Business Plans.	Live list. All planned engagement to be submitted to the Engagement and Equalities Officer.	Engagement and Equalities Officer following information received from Section Engagement Single Points of Contact
E4. Engagement Annual Report	To produce an annual report on our engagement and to submit to Corporate Resources Overview and Scrutiny Committee and Cabinet before publishing on our public website.	Summer each year for a report on the previous year, commencing 2022.	Engagement and Equalities Officer following information received from Section Engagement Single Points of Contact
E5. Integrated Impact Assessments.	Appropriate and timely engagement is carried out that can influence decisions and changes in policy.	Ongoing	Managers responsible for carrying out IIAs.

Action	Outcome	Timescale	Responsibility
<p>E6. When carrying out engagement we, will take account of and implement best practice by following:</p> <p>Our Engagement Policy</p> <p>Our Engagement Toolkit</p>	<p>To ensure that the best type of engagement is applied depending on the situation.</p> <p>The engagement is carried out at a formative stage and throughout the process to relevant stakeholders.</p> <p>The engagement can bear influence and is taken into account by decision makers.</p>	Ongoing	Managers responsible for carrying out the engagement.
<p>E7. For major projects and campaigns we will produce a Communications and Engagement Plan</p>	<p>Key messages are disseminated at the right time to the right audience.</p>	Ongoing	Managers responsible for carrying out the engagement and the Communications Team.
<p>E7. We will provide feedback to stakeholders who have participated in our engagement and publish the results on our website</p> <p>This will also include an evaluation of the engagement, conclusions and recommendations.</p>	<p>Stakeholders, participants and the public can see the results of engagement and how the engagement was taken into account and influenced decisions.</p> <p>Engagement is evaluated and conclusions and recommendations are made.</p>	Ongoing	Managers responsible for carrying out the engagement.

Action	Outcome	Timescale	Responsibility
<p>E8. Improved Opportunities for Engagement.</p> <p>We will develop improved opportunities for engagement including:</p> <p>Developing continuous engagement methods for example story gathering and stakeholder forums.</p> <p>Developing use of digital platforms</p> <p>Building on collaboration with partners</p> <p>Building and maintaining a key engagement list of groups and organisations</p> <p>Keeping up to date with the latest engagement guidance and techniques.</p>	<p>Ceredigion County Council continues to improve engagement and is up to date with the latest guidance and best practice.</p>	<p>Ongoing</p>	<p>Engagement and Equalities Officer</p>
<p>E.9 An engagement toolkit for staff is kept up to date and available on our internal website.</p>	<p>Ceredigion County Council have the best information and resources available to carry out effective and good engagement.</p>	<p>Ongoing</p>	<p>All Ceredigion County Council staff involved in engagement.</p>



Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

An integrated tool to inform effective decision making



This **Integrated Impact Assessment tool** incorporates the principles of the Well-being of Future Generations (Wales) Act 2015 and the Sustainable Development Principles, the Equality Act 2010 and the Welsh Language Measure 2011 (Welsh Language Standards requirements) and Risk Management in order to inform effective decision making and ensuring compliance with respective legislation.

1. PROPOSAL DETAILS: Policy change

Proposal Title	Talking, Listening and Working Together – Engagement Policy of Ceredigion County Council
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Service Area	Policy and Performance	Corporate Lead Officer	Alun Williams	Strategic Director	Barry Rees
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Name of Officer completing the IIA	Michael Smith	E-mail	Michael.Smith2@ceredigion.gov.uk	Phone no	01545 570881
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Please give a brief description of the purpose of the proposal

This policy sets out our corporate approach to engagement with the people of Ceredigion. By engagement we mean the ways in which we –

- **Inform.** To provide the public with balanced and objective information.
- **Consult.** To obtain public feedback on proposals.
- **Involve.** To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.
- **Collaborate.** To partner with the public in each aspect of the decision or service delivery, including defining the issue, developing alternatives and identifying and delivering preferred solutions.
- **Empower.** We will explore ways in which we can place the final decision making and service delivery in the hands of the public – to delegate.

The policy includes innovative ways to engage, including the use of online engagement platforms. The policy includes a toolkit of resources and techniques. The policy also includes an action plan which sets out better corporate management and control of engagement and accountability, for example via a corporate engagement timetable and annual reporting.

Who will be directly affected by this proposal? (e.g. The general public, specific sections of the public such as youth groups, carers, road users, people using country parks, people on benefits, staff members or those who fall under the protected characteristics groups as defined by the Equality Act and for whom the authority must have due regard).

Everyone with whom the County Council carries out engagement.

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VERSION CONTROL: The IIA should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development, Welsh language and equality considerations wherever possible.

Author	Decision making stage	Version number	Date considered	Brief description of any amendments made following consideration
Michael Smith	Scrutiny	1	14/10/21	<i>This will demonstrate how we have considered and built in sustainable development throughout the evolution of a proposal. Have you considered and applied the sustainable development principle and Well-being Goals?</i>

COUNCIL STRATEGIC OBJECTIVES: Which of the Council's Strategic Objectives does the proposal address and how?

Boosting the Economy	<p>Engagement is a cross-cutting theme in our Corporate Strategy 2017-22. The Corporate Strategy states that, <i>'Engagement – Our policies for the future will encourage collaboration and partnership working with all interested stakeholders. We consider effective interaction with our communities as an essential component to securing a healthy and vibrant society.'</i></p> <p>Therefore engagement needs to be mainstreamed into the four strategic objectives of the Council</p>
Investing in People's Future	
Enabling Individual and Family Resilience	
Promoting Environmental and Community Resilience	

NOTE: As you complete this tool you will be asked for **evidence to support your views**. These need to include your baseline position, measures and studies that have informed your thinking and the judgement you are making. It should allow you to identify whether any changes resulting from the implementation of the recommendation will have a positive or negative effect. Data sources include for example:

- *Quantitative data - data that provides numerical information, e.g. population figures, number of users/non-users*
- *Qualitative data – data that furnishes evidence of people's perception/views of the service/policy, e.g. analysis of complaints, outcomes of focus groups, surveys*
- *Local population data from the census figures (such as Ceredigion Welsh language Profile and Ceredigion Demographic Equality data)*
- *National Household survey data*
- *Service User data*
- *Feedback from consultation and engagement campaigns*



- *Recommendations from Scrutiny*
- *Comparisons with similar policies in other authorities*
- *Academic publications, research reports, consultants' reports, and reports on any consultation with e.g. trade unions or the voluntary and community sectors, 'Is Wales Fairer' document.*
- *Welsh Language skills data for Council staff*

2. SUSTAINABLE DEVELOPMENT PRINCIPLES: How has your proposal embedded and prioritised the five sustainable development principles, as outlined in the Well-being of Future Generations (Wales) Act 2015, in its development?

Sustainable Development Principle	Does the proposal demonstrate you have met this principle? If yes, describe how. If not, explain why.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the principle?
Long Term Balancing short term need with long term and planning for the future.	Our engagement can include conversations about people's long term ideas, needs and issues as well the engagement that takes place over the short term. Good engagement with children and young people needs to happen in order that the needs of future generations can be met.		
Collaboration Working together with other partners to deliver.	We are active partners in a range of engagement partnerships that exist or are becoming established. This will enable us to share best practice, resources and to carry out shared engagement activities.		
Involvement Involving those with an interest and seeking their views.	Involvement is synonymous with engagement. We aim to involve all relevant stakeholders. This could be people across Ceredigion or specific stakeholders, including people with the Protected Characteristics of the Equality Act and seldom heard groups. We will use the best method		

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	<p>of engagement depending on the situation. We will engage in a timely way in which the views of stakeholders can influence outcomes and decisions. We will also provide feedback to stakeholders on any engagement that we carry out.</p>		
<p>Prevention Putting resources into preventing problems occurring or getting worse.</p>	<p>Engaging with people and service users is a very effective way to identify, eliminate and reduce the effects of any problems or for people to be part of the solution in overcoming barriers. When engagement takes place at a very early stage this can prevent problems from happening at all.</p>		
<p>Integration Positively impacting on people, economy, environment and culture and trying to benefit all three.</p>	<p>Engagement is a cross-cutting theme in our Corporate Strategy. An aim of this Engagement Policy is to mainstream engagement across Ceredigion County Council. We will also work with other public bodies on the integration of the National Well-being Goals and Organisational Well-being Objectives through the Public Services Board.</p>		



3. WELL-BEING GOALS: Does your proposal deliver any of the seven National Well-being Goals for Wales as outlined on the Well-being of Future Generations (Wales) Act 2015? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. We need to ensure that the steps we take to meet one of the goals aren't detrimental to meeting another.			
Well-being Goal	Does the proposal contribute to this goal? Describe the positive or negative impacts-	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the goal?
3.1. A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs.	Mainly neutral, but there will be a positive impact if good engagement is carried out with local businesses and stakeholders.		
3.2. A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).	Mainly neutral, but there will be a positive impact if good engagement is carried out with stakeholders.		
3.3. A healthier Wales People's physical and mental wellbeing is maximised and health impacts are understood.	Mainly neutral, but there will be a positive impact if good engagement is carried out with stakeholders.		
3.4. A Wales of cohesive communities Communities are attractive, viable, safe and well connected.	Good engagement will improve trust in the Local Authority from Community members and improve community cohesion.	The cohesion indicator of feeling able to participate and be involved in local decision-making.	Implement the Engagement Policy to improve community cohesion.
3.5. A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental well-being.	Mainly neutral, but there will be a positive impact if good engagement is carried out with stakeholders.		



<p>3.6. A more equal Wales People can fulfil their potential no matter what their background or circumstances.</p> <p><i>In this section you need to consider the impact on equality groups, the evidence and any action you are taking for improvement.</i> <i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i> <i>These include the protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or beliefs, gender, sexual orientation.</i> Please also consider the following guide:: Equality Human Rights - Assessing Impact & Equality Duty</p>	<p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p>	<p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to involvement box within this template. Please also consider the general guidance.</i></p>	<p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p>																
<p>Age Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> <table border="1" data-bbox="69 989 786 1471"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/ Negligible</th> </tr> </thead> <tbody> <tr> <td>Children and Young People up to 18</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>People 18-50</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>Older People 50+</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> </tbody> </table>		Positive	Negative	None/ Negligible	Children and Young People up to 18	✓			People 18-50	✓			Older People 50+	✓			<p>The Engagement Policy will have an overall positive impact. The rights of children and young people and the Children and Young People’s Participation Standards are mainstreamed in the policy.</p> <p>Overall the policy will improve engagement with the people of Ceredigion, including older people. Care needs to be taken to ensure that the digitally excluded can still participate.</p>	<p>Ceredigion has one of the highest proportions of older people in Wales.</p> <p>25% of people in Ceredigion are of pensionable age, (2011 Census).</p>	<p>Implement the policy to drive improvements in engagement.</p> <p>Provide children and young people’s formats when required.</p> <p>Prevent digital exclusion, for example provide paper copies on request or assisted digital services.</p> <p>The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.</p>
	Positive	Negative	None/ Negligible																
Children and Young People up to 18	✓																		
People 18-50	✓																		
Older People 50+	✓																		

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Disability Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)				The Engagement Policy will have an overall positive impact. The policy includes the provision of alternative formats on request, for example large print or Easy Read. Care needs to be taken to ensure that the digitally excluded can still participate.	21% of people living in Ceredigion have a limiting long term illness, (2011 Census).	Implement the policy to drive improvements in engagement. Provide alternative formats on request. Prevent digital exclusion, for example provide paper copies on request or assisted digital services. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
Hearing Impairment	Positive	Negative	None/ Negligible			
	✓					
Physical Impairment	Positive	Negative	None/ Negligible			
	✓					
Visual Impairment	Positive	Negative	None/ Negligible			
	✓					
Learning Disability	Positive	Negative	None/ Negligible			
	✓					
Long Standing Illness	Positive	Negative	None/ Negligible			
	✓					
Mental Health	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			

Transgender Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic of transgender.		Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an
Transgender	Positive	Negative	None/ Negligible			
	✓					



						influence matrix and a contact list.
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Marriage or Civil Partnership Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic marriage or civil partnership.		Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
Marriage	Positive	Negative	None/ Negligible			
	✓					
Civil partnership	Positive	Negative	None/ Negligible			
	✓					

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Pregnancy or Maternity Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic of marriage or civil partnership.		Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
Pregnancy	Positive	Negative	None/ Negligible			
	✓					
Maternity	Positive	Negative	None/ Negligible			
	✓					

Race Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic of race.	Race includes nationality, ethnicity and culture. 3% of people living in Ceredigion are from a non-white background, (2011 Census).	Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
White	Positive	Negative	None/ Negligible			
	✓					
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					

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Asian / Asian British	Positive	Negative	None/ Negligible	<p>4% of people in Ceredigion were born in an EU Country. This is greater than the Welsh national average of 3%. ONS, (Population of the UK by country of birth and nationality June 2018)</p> <p>Gypsies and Travellers are an ethnicity under the Equality Act 2010.</p> <p>Ceredigion is also home for a number of people who arrived under the Syrian Refugee Resettlement Programme.</p>
	✓			
Black / African / Caribbean / Black British	Positive	Negative	None/ Negligible	
	✓			
Other Ethnic Groups	Positive	Negative	None/ Negligible	
	✓			

Religion or non-beliefs Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic of transgender.	Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
Christian	Positive	Negative	None/ Negligible		
	✓				
Buddhist	Positive	Negative	None/ Negligible		
	✓				
Hindu	Positive	Negative	None/ Negligible		
	✓				
Humanist	Positive	Negative	None/ Negligible		
	✓				
Jewish	Positive	Negative	None/		

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			Negligible			
	✓					
Muslim	Positive	Negative	None/ Negligible			
	✓					
Sikh	Positive	Negative	None/ Negligible			
	✓					
Non-belief	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			
	✓					
Sex Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic of sex.	50% of people in Ceredigion are male and 50% are female, (2011 Census).	Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
Men	Positive	Negative	None/ Negligible			
	✓					
Women	Positive	Negative	None/ Negligible			
	✓					
Sexual Orientation Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓)				Overall the policy will improve engagement with the people of Ceredigion, including the protected characteristic sexual orientation.		Implement the policy to drive improvements in engagement. The policy is inclusive and sets out stakeholder analysis supported by equality data, an influence matrix and a contact list.
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/			



			Negligible			
	✓					
Gay Women / Lesbian	Positive	Negative	None/ Negligible			
	✓					
Heterosexual / Straight	Positive	Negative	None/ Negligible			
	✓					

Having due regards in relation to the three aims of the Equality Duty - determine whether the proposal will assist or inhibit your ability to eliminate discrimination; advance equality and foster good relations.

3.6.2. How could/does the proposal help advance/promote equality of opportunity?

You should consider whether the proposal will help you to: ● Remove or minimise disadvantage ● To meet the needs of people with certain characteristics ● Encourage increased participation of people with particular characteristics

The Engagement Policy aims to be inclusive and accessible and therefore will promote equality of opportunity.

3.6.3. How could/does the proposal/decision help to eliminate unlawful discrimination, harassment, or victimisation?

You should consider whether there is evidence to indicate that: ● The proposal may result in less favourable treatment for people with certain characteristics ● The proposal may give rise to indirect discrimination ● The proposal is more likely to assist or impede you in making reasonable adjustments

The Engagement Policy will help to reduce discrimination, harassment and victimisation by supporting inclusivity and accessibility across the protected characteristics.

3.6.4. How could/does the proposal impact on advancing/promoting good relations and wider community cohesion?

You should consider whether the proposal will help you to: ● Tackle prejudice ● Promote understanding

If people feel that their voices are heard and that they are able to influence decision making, this will contribute to a sense of belonging and higher levels of community cohesion.

Having due regard of the Socio-Economic Duty of the Equality Act 2010.

Socio-Economic Disadvantage is living in less favourable social and economic circumstances than others in the same society.

As a listed public body, Ceredigion County Council is required to have due regard to the Socio-Economic Duty of the Equality Act 2010. Effectively this means carrying out a poverty impact assessment. The duty covers all people who suffer socio-economic disadvantage, including people with protected characteristics.



3.6.5 What evidence do you have about socio-economic disadvantage and inequalities of outcome in relation to the proposal?

Describe why it will have a positive/negative or negligible impact.

The Engagement Policy will help to promote participation and aims to include all stakeholders including people at a socio-economic disadvantage.

What evidence do you have to support this view?

People being effectively involved in decision making will help to drive improvements which would have a positive impact on socio-economic factors.

What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?

Boosting positive impacts through working to increase participation, inclusivity and accessibility.



<p>3.7. A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh Language are promoted and protected. <i>In this section you need to consider the impact, the evidence and any action you are taking for improvement. This in order to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language Measure 2011.</i></p>				Describe why it will have a positive/negative or negligible impact.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Will the proposal be delivered bilingually (Welsh & English)?	Positive	Negative	None/ Negligible	The Engagement Policy will be available bi-lingually.	Engagement is mainstreamed across Ceredigion County Council and will be delivered bilingually.	The delivery of engagement bi-lingually will contribute to a positive impact on the Welsh Language.
	✓					
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	The Engagement Policy will not alter the linguistic nature of the community. In terms of fostering good relations and building community cohesion, an increase in social connectivity as a result of good engagement could lead to an increased opportunity for people to use the Welsh Language in a social setting.	Community cohesion theory on connectivity, (for example Cattle's concept of parallel lives).	Increased social connectivity would have a positive impact.
	✓					

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	Positive	Negative	None/ Negligible			
Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh?	✓			Engagement and participation will be available bilingually.	The delivery of services bi-lingually will contribute to a positive impact on the Welsh language.	The delivery of services bi-lingually will contribute to a positive impact on the Welsh language.
How will the proposal treat the Welsh language no less favourably than the English language?	✓			The Engagement Policy will be available bi-lingually.	Engagement is mainstreamed across Ceredigion County Council and will be delivered bilingually.	The delivery of engagement bi-lingually will contribute to a positive impact on the Welsh language.
Will it preserve promote and enhance local culture and heritage?	✓			The Engagement Policy applies across all service areas. Fostering good relations can increase a sense of belonging that can relate to culture and heritage.	National Indicators on a sense of belonging, National Survey for Wales.	No negative impact.



4. STRENGTHENING THE PROPOSAL: If the proposal is likely to have a negative impact on any of the above (including any of the protected characteristics), what practical changes/actions could help reduce or remove any negative impacts as identified in sections 2 and 3?

4.1 Actions.

What are you going to do?	When are you going to do it?	Who is responsible?	Progress

4.2. If no action is to be taken to remove or mitigate negative impacts please justify why.
(Please remember that if you have identified unlawful discrimination, immediate and potential, as a result of this proposal, the proposal must be changed or revised).

4.3. Monitoring, evaluating and reviewing.

How will you monitor the impact and effectiveness of the proposal?

The Engagement Policy Action Plan includes an annual reporting process.

5. RISK: What is the risk associated with this proposal?

Impact Criteria	1 - Very low	2 - Low	3 - Medium	4 - High	5 - Very High
Likelihood Criteria	1 - Unlikely to occur	2 - Lower than average chance of occurrence	3 - Even chance of occurrence	4 - Higher than average chance of occurrence	5 - Expected to occur
Risk Description	Impact (severity)		Probability (deliverability)		Risk Score
The Engagement Policy is not adopted.	3		1		4

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Does your proposal have a potential impact on another Service area?			
The proposal is cross-cutting across all service areas.			

6. SIGN OFF			
Position	Name	Signature	Date
Service Manager	Diana Davies	<i>Diana Davies</i>	22-09-2021
Corporate Lead Officer	Alun Williams	<i>Alun Williams</i>	22-09-2021
Strategic Director	Barry Rees	<i>Barry Rees</i>	1/10/2021
Portfolio Holder	Cllr Ellen ap Gwynn	<i>Ellen ap Gwynn</i>	1/10/2021

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Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 2 November 2021

LOCATION: Virtual Meeting

TITLE: Talking, Listening and Working Together – Draft Engagement Policy

PURPOSE OF REPORT: To provide feedback from the Corporate Resources Overview and Scrutiny Committee held on 14 October 2021

BACKGROUND:

At its 14th October meeting, Members of the Corporate Resources Overview and Scrutiny Committee considered the Talking, Listening and Working Together – Draft Engagement Policy.

'Talking, Listening and Working Together,' Ceredigion County Council's draft Engagement Policy sets out the Authorities corporate approach to engagement with the people of Ceredigion.

Following discussion, Committee Members were asked to consider the following recommendation:

RECOMMENDATION (S):

- To receive and endorse 'Talking, Listening and Working Together' the draft Engagement Policy of Ceredigion County Council before going out to public consultation over winter 2021-22; and
- To make recommendations as appropriate when the report is presented to Cabinet on the 2nd of November 2021.

Following consideration, Members agreed to recommend that Cabinet receive and endorse 'Talking, Listening and Working Together' the Authority's draft Engagement Policy prior to public Consultation during Winter 2021-22.

The Chairman thanked the Leader of the Council, Councillor Ellen ap Gwynn for presenting the report and thanked Michael Smith, Engagement and Equalities Officer, for providing an informative report.

Councillor Ivor Williams
Chairman of the Corporate Resources Overview and Scrutiny Committee

CEREDIGION COUNTY COUNCIL

Report to:	Cabinet
Date of meeting:	2 nd November 2021
Title:	Annual Letter 2020/21 by the Public Services Ombudsman for Wales (PSOW)
Purpose of the report:	To inform Cabinet Members of the Council's performance in relation to complaints referred to the PSOW during 2020/21 as conveyed in the PSOW Annual Letter and to agree the actions contained within.
For:	Decision
Cabinet Portfolio and Cabinet Member:	Councillor Ellen ap Gwynn, Leader

The Council received its Annual Letter from the Public Services Ombudsman for Wales (PSOW), Mr Nick Bennett, on 1st October 2021 which provided details of all PSOW activity in relation to complaints made against Ceredigion County Council. Whilst the PSOW also included details relating to Councillor Codes of Conduct, this is addressed in a separate forum by the Monitoring Officer. Therefore, this report relates only to the complaints made to the PSOW by the citizens and service-users of the Council.

The period of the report relates to 2020 – 2021 which was an extraordinary year in itself due to the emergence of the COVID-19 pandemic. The impact of the pandemic on the Council's compliments, complaints and Freedom of Information activity will be explored in more detail in the Council's Annual Report, which is due to be presented to various committees in the coming weeks. The Ombudsman's annual letter will accompany the report and provide more context to the data surrounding Ombudsman activity.

The PSOW's Annual Letter for 2020/21 is particularly positive for the Council as this is the second consecutive reporting period where there have been no formal investigations conducted by the Ombudsman's office and, by virtue of this fact, no formal reports have been issued against the Council.

The PSOW recorded a total of 32 complaints against the Council during 2020-2021 which is slightly higher than the previous reporting period. The PSOW closed a total of 31 complaints during 2020-2021. Of these, only four cases required intervention by the PSOW by way of 'Early Resolution / Voluntary Settlement', this equates to 13% of all cases and is consistent with the number of cases that were closed in this manner during 2019-2020.

The remaining 27 cases (87%) were discontinued without any involvement by the Council – either because the complaint was:

- ‘Premature’ (i.e. they had not complained to the Council first) = 29%
- ‘Out of jurisdiction’ (i.e. alternative routes of appeal existed) = 19%
- ‘Closed after initial consideration’ (i.e. the PSOW does not believe anything further will be achieved by investigating the complaint, which suggests that the actions taken under the complaints procedures were reasonable and proportionate) = 39%

As referred to in the Ombudsman’s letter, a Complaints Standards Authority (CSA) was formed following the introduction of the Public Services Ombudsman (Wales) Act 2019. Along with its counterparts across Wales, the Council’s Complaints and FOI Service has been submitting a quarterly report to the CSA in respect of its complaints activity. The CSA recently published this data for the first quarter of 2021-2022, the details of which can be found [here](#).

In addition, the CSA offers a range of training programmes to Councils, free of charge. In February 2021 the CSA delivered two training sessions to Corporate Managers in relation to how to investigate complaints effectively. This was a great success and generated positive feedback amongst Corporate Managers and further training sessions will be explored for staff in 2021-2022.

The Council remains committed to learning lessons from complaints, in particular in the cases that required PSOW intervention under their Early Resolution/Voluntary Settlement measures and it is hoped that this improved performance will continue over future reporting terms.

The PSOW Annual Letter will also be included as part of the Council’s Annual Report for Compliments, Complaints and FOI Activity 2020-2021. This report is scheduled for discussion in the Corporate Resources Overview and Scrutiny Meeting on 27th October 2021 before being presented to the Council Committee Meeting on 9th December 2021.

Has an Integrated Impact Assessment been completed? If, not, please state why: No, as this report is not related to a new policy or a change in service

Wellbeing of Future Generations:

Summary:

Long term:	N/A
Collaboration:	N/A
Involvement:	N/A
Prevention:	N/A
Integration:	N/A

Recommendation(s):	To note the contents of the PSOW's Annual Letter and agree the three actions contained therein: <ul style="list-style-type: none"> • Present the Annual Letter to the Cabinet to assist members in their scrutiny of the Council's performance and any actions to be taken as a result • Continue to engage with the PSOW's CSA work – including accessing training and providing performance data • Inform the PSOW of the outcome of the Council's considerations and proposed actions on the above matters by 15th November 2020.
Reasons for decision:	To ensure continuous improvement and ensure that elected members are aware of the Council's performance regarding complaints.
Overview and Scrutiny:	The Annual Letter will be added as an Appendix to the Compliments, Complaints & FOI Annual Report for 2020/2021
Policy Framework:	Concerns and Complaints Policy Social Services Complaints Policy
Corporate Priorities:	Enabling Individual and Family Resilience
Finance and Procurement implications:	N/A
Legal Implications:	N/A
Staffing implications:	N/A
Property / asset implications:	N/A
Risk(s):	N/A
Statutory Powers:	
Background Papers:	
Appendices:	Public Services Ombudsman for Wales' Annual Letter to Ceredigion County Council (2020/2021) which was received on 1 st October 2021.

Corporate Lead

Officer:

Alun Williams, Corporate Lead Officer for Policy,
Performance & Public Protection

Reporting Officer:

Marie-Neige Hadfield, Complaints & FOI Manager

Date:

8th October 2021

Ask for: Communications

 01656 641150

Date: September 2021

 communications@ombudsman.wales

Cllr. Ellen ap Gwynn
Ceredigion County Council

By Email only: ellen.apgwynn@ceredigion.gov.uk

Annual Letter 2020/21

Dear Councillor ap Gwynn

I am pleased to provide you with the Annual letter (2020/21) for Ceredigion County Council.

This letter discusses information from a year unlike any other in recent memory, and as such may not be useful for establishing trends or patterns. Information received during this remarkable year will, however, bring insights on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.

During the past financial year, we have intervened in (upheld, settled or resolved at an early stage) the same proportion of complaints about public bodies, 20%, compared with 2019/20.

Regarding new complaints received relating to Local Authorities, the overall number decreased by 12.5% compared with last year. This reflects the reduction in complaints being reported by Local Authorities during the Covid-19 pandemic. My office intervened in a similar proportion of the cases closed as in the previous year (13%).

However, we referred a higher proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 3.4% compared to 2% in the previous year. This higher referral rate was also accompanied by a sharp increase in the number of Code of Conduct complaints received.

During 2020/21, despite challenges caused by the pandemic, my office made great strides in progressing work related to Complaints Standards and Own Initiative Investigations. The theme and consultation period of the first wider Own

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Initiative Investigation – into Local Authority Homelessness Assessments - was launched in September 2020 and the report is due in the coming months. We also commenced 4 extended Own Initiative Investigations, where we extended the scope of our work on a complaint already under investigation.

Last year, my office also pushed ahead with two new publications – ‘Our Findings’ and our first Equality Report.

‘Our Findings’ will be accessed via the PSOW website and replaces the quarterly casebooks. Our Findings will be updated more frequently and will be a more useful tool in sharing the outcomes of investigations. Our first Equality Report highlights the work done to improve equality and diversity, and to ensure that our service is available to people from all parts of society.

Local Authorities in Wales continued to submit data about the complaints they handled to the Complaints Standards Authority (CSA) during 2020/21, as well as receiving a model complaints procedure and accessing 76 virtual training sessions.

The data submitted for 2020/2021 shows:

- Nearly 12,000 complaints were recorded by Local Authorities
- This equates to 3.77 for every 1000 residents.
- Nearly half (44%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 9% of all complaints closed were referred to PSOW.

The CSA will publish data to the PSOW website for the first time in the coming year, marking a key achievement in the progress of this work. Training sessions have been delivered to almost all Local Authorities in Wales, and our offer of training remains open ended and will be delivered free of charge.

A summary of the complaints of maladministration/service failure received relating to your Council is attached.

Also attached is a summary of the Code of Conduct complaints relating to members of the Council and to the Town & Community Councils in your area.

I ask that the Council takes the following actions:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council’s complaints performance and any actions to be taken as a result.
- Engage with my Complaints Standards work, accessing training for your staff and providing complaints data.
- Inform me of the outcome of the Council’s considerations and proposed actions on the above matters by 15 November.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick Bennett', written in a cursive style.

Nick Bennett
Ombudsman

cc.Eifion Evans, Chief Executive, Ceredigion County Council
By Email only: Eifion.evans@ceredigion.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	15	0.21
Bridgend County Borough Council	31	0.21
Caerphilly County Borough Council	46	0.25
Cardiff Council*	96	0.26
Carmarthenshire County Council	27	0.14
Ceredigion County Council	32	0.44
Conwy County Borough Council	32	0.27
Denbighshire County Council	32	0.33
Flintshire County Council	59	0.38
Gwynedd Council	30	0.24
Isle of Anglesey County Council	18	0.26
Merthyr Tydfil County Borough Council	15	0.25
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	19	0.13
Newport City Council	31	0.20
Pembrokeshire County Council	28	0.22
Powys County Council	38	0.29
Rhondda Cynon Taf County Borough Council	40	0.17
Swansea Council	73	0.30
Torfaen County Borough Council	12	0.13
Vale of Glamorgan Council	39	0.29
Wrexham County Borough Council	43	0.32
Total	776	0.25

* inc 2 Rent Smart Wales

Appendix B - Received by Subject

Ceredigion County Council	Complaints Received	% Share
Adult Social Services	5	16%
Benefits Administration	1	3%
Children's Social Services	3	9%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	5	16%
Covid19	3	9%
Education	0	0%
Environment and Environmental Health	1	3%
Finance and Taxation	2	6%
Housing	2	6%
Licensing	0	0%
Planning and Building Control	8	25%
Roads and Transport	2	6%
Various Other	0	0%
Total	32	

Appendix C - Complaint Outcomes
 (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Ceredigion County Council	6	9	12	4	0	0	0	0	31
% Share	19%	29%	39%	13%	0%	0%	0%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	2	30	7%
Caerphilly County Borough Council	3	45	7%
Cardiff Council	26	100	26%
Cardiff Council - Rent Smart Wales	0	2	0%
Carmarthenshire County Council	6	29	21%
Ceredigion County Council	4	31	13%
Conwy County Borough Council	5	31	16%
Denbighshire County Council	2	31	6%
Flintshire County Council	11	62	18%
Gwynedd Council	5	27	19%
Isle of Anglesey County Council	1	17	6%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	1	19	5%
Neath Port Talbot Council	1	17	6%
Newport City Council	5	29	17%
Pembrokeshire County Council	3	26	12%
Powys County Council	4	47	9%
Rhondda Cynon Taf County Borough Council	2	43	5%
Swansea Council	9	67	13%
Torfaen County Borough Council	0	11	0%
Vale of Glamorgan Council	5	38	13%
Wrexham County Borough Council	6	48	13%
Total	102	781	13%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Ceredigion County Council	0	2	0	0	0	0	2

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Llanfair Clydogau Community Council	0	1	0	0	0	0	1
Trefeurig Community Council	1	0	0	0	0	0	1

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2020/2021. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2020/2021. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

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CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 02/11/2021

Title: Adoption of Highway – Cae'r Odyn, Bow Street.

Purpose of the report: To recommend that the road set out below is adopted as highway maintainable at public expense.

For: Decision.

Cabinet Portfolio and Cabinet Member: Cllr Dafydd Edwards – Cabinet Member for Highways and Environmental Services, Housing and Customer Contact.

It is recommended that the estate road Cae'r Odyn, Bow Street, as set out below and on Appendix A of this report is adopted as highway maintainable at public expense.

- Legislation: Section 38 Agreement, Highways Act 1980.
- Name of Road: Cae'r Odyn, Bow Street
- Length of Road: 233 metres
- Lighting: Highway
- Footway: 458 metres

	Has an Integrated Impact Assessment been completed? NO
	If, not, please state why
Wellbeing of Future Generations:	Summary:
	Long term: N/A
	Collaboration: N/A
	Involvement: N/A
	Prevention: N/A
	Integration: N/A

Recommendation(s): To approve the proposed Adoption of Cae'r Odyn through the S.38 Highway Act 1980 process and maintain at public expense thereafter.

Reasons for decision: To enable the road to be maintained at public expense.

Overview and Scrutiny: N/A

Policy Framework: Producing better and safer roads.

Corporate Priorities: Boosting the economy.
Investing in people's future.
Enabling individual and family resilience
Promoting environmental and community resilience

Finance and Procurement implications: Highways Maintenance Budget, Additional SSA.

Legal Implications: Highways Act 1980

Staffing implications: None

Property / asset implications: Highways Maintenance Budget, Additional SSA.

Risk(s): None

Statutory Powers: Section 38 of the Highways Act 1980.

Background Papers: ED4229.

Appendices: Appendix A - Plan showing extent of adoption.

Corporate Lead Officer: Rhodri Llwyd

Reporting Officer: Steve Hallows

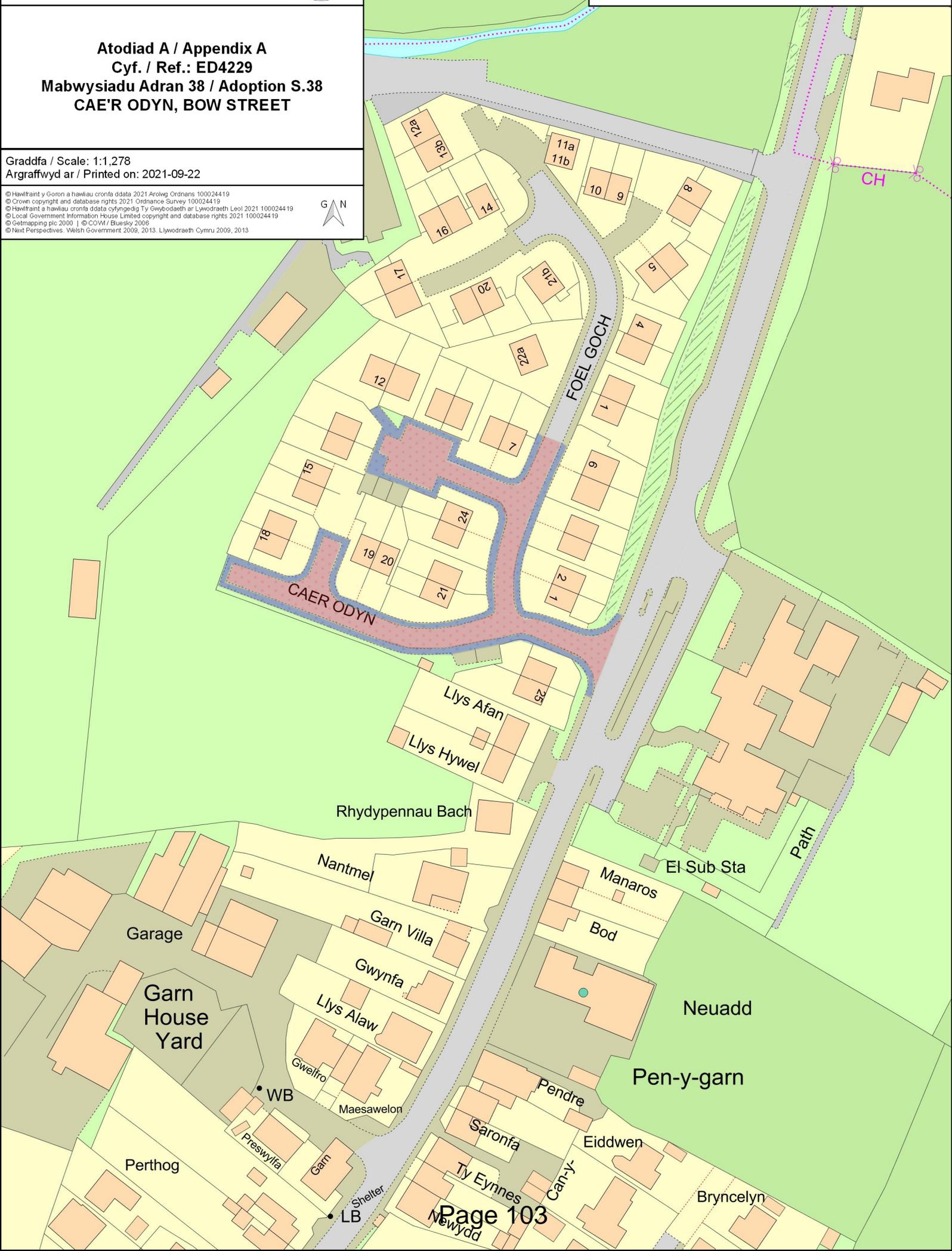
Date:



Atodiad A / Appendix A
Cyf. / Ref.: ED4229
Mabwysiadu Adran 38 / Adoption S.38
CAE'R ODYN, BOW STREET

Graddfa / Scale: 1:1,278
Argraffwyd ar / Printed on: 2021-09-22

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CEREDIGION COUNTY COUNCIL

Report to:	Cabinet
Date of meeting:	02/11/2021
Title:	Adoption of Highway – Foel Goch, Bow Street.
Purpose of the report:	To recommend that the road set out below is adopted as highway maintainable at public expense.
For:	Decision.
Cabinet Portfolio and Cabinet Member:	Cllr Dafydd Edwards – Cabinet Member for Highways and Environmental Services, Housing and Customer Contact.

It is recommended that the estate road Foel Goch, Bow Street, as set out below and on Appendix A of this report is adopted as highway maintainable at public expense.

- Legislation: Section 38 Agreement, Highways Act 1980.
- Name of Road: Foel Goch, Bow Street
- Length of Road: 91 metres
- Lighting: Highway
- Footway: 174 metres
- Verge: 33 metres

Wellbeing of Future Generations:	<p>Has an Integrated Impact Assessment been completed? NO</p> <p>If, not, please state why</p> <p>Summary:</p> <p>Long term: N/A</p> <p>Collaboration: N/A</p> <p>Involvement: N/A</p> <p>Prevention: N/A</p> <p>Integration: N/A</p>
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Recommendation(s): To approve the proposed Adoption of Foel Goch through the S.38 Highway Act 1980 process and maintain at public expense thereafter.

Reasons for decision: To enable the road to be maintained at public expense.

Overview and Scrutiny: N/A

Policy Framework: Producing better and safer roads.

Corporate Priorities: Boosting the economy.
Investing in people’s future.
Enabling individual and family resilience
Promoting environmental and community resilience

Finance and Procurement implications: Highways Maintenance Budget, Additional SSA.

Legal Implications: Highways Act 1980

Staffing implications: None

Property / asset implications: Highways Maintenance Budget, Additional SSA.

Risk(s): None

Statutory Powers: Section 38 of the Highways Act 1980.

Background Papers: ED4333.

Appendices: Appendix A - Plan showing extent of adoption.

Corporate Lead Officer: Rhodri Llwyd

Reporting Officer: Steve Hallows

Date:



Atodiad A / Appendix A
Cyf. / Ref.: ED4333
Mabwysiadu Adran 38 / Adoption S.38
FOEL GOCH, BOW STREET

Graddfa / Scale: 1:1,278
Argraffwyd ar / Printed on: 2021-09-22

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CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 02 November 2021

Title: LA Representative on Governing Bodies

Purpose of the report: To confirm the nomination of LA Representative on Governing Bodies

For: Decision

Cabinet Portfolio and Cabinet Member: Cllr Catrin Miles, Schools Service, Lifelong Learning and Leisure.

Yr Ysgol Gynradd Gymunedol Gymraeg, Aberystwyth: Re-elect Hywel Griffiths as LA Governor at the request of the Governing Body of Yr Ysgol Gynradd Gymunedol Gymraeg;

Ysgol Gynradd Gymunedol Llanfihangel y Creuddyn: Elect Iestyn Leyshon as LA Governor at the request of the Governing Body of Ysgol Gynradd Gymunedol Llanfihangel y Creuddyn;

Ysgol Gynradd Gymunedol Ciliau Parc: Re-elect Iris Hawkins as LA Governor at the request of the Governing Body of Ysgol Gynradd Gymunedol Ciliau Parc;

Ysgol Gynradd Gymunedol Llanarth: Re-elect Nerys Vobe as LA Governor at the request of the Governing Body of Ysgol Gynradd Gymunedol Llanarth.

Has an Integrated Impact Assessment been completed?

No – report does not refer to a Policy or Service change.

Wellbeing of Future Generations:

Summary:

Long term:

Collaboration:

Involvement:

Prevention:

Integration:

Recommendation(s): Members are requested to confirm the nomination of the above named as LA representatives on the Governing Bodies of the relevant School.

Reasons for decision: To nominate representatives of the LA on Governing Bodies.

Overview and Scrutiny: Policy Framework:	N/A
Corporate Priorities:	N/A
Finance and Procurement implications: Legal Implications:	None
Staffing implications:	None
Property / asset implications:	None
Risk(s):	N/A
Statutory Powers:	N/A
Background Papers:	N/A
Appendices:	N/A
Corporate Lead Officer:	Meinir Ebbsworth – Corporate Lead Officer - Schools
Reporting Officer:	Nia James
Date:	20 October 2021

CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 2/11/21

Title: To inform Cabinet of The Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021; which introduces a ban on third party sales of puppies (and kittens) (“Lucy’s law”) in Wales.

Purpose of the report: To inform Cabinet of the new legislation and those additional requirements. To provide an outline of the current position on licensed dog breeding.

For: Information

Cabinet Portfolio and

Cabinet Member: Councillor Gareth Lloyd – Finance and Public Protection

Background

In 2018, both the Healthier Communities Overview and Scrutiny Committee and council agreed a motion fully supporting the Lucy’s Law National Campaign to ban the selling of puppies by third parties. The Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021, brought this ban into legislation and came into force on the 10th September 2021. The legislation bans the selling of both puppies and kittens by third parties, and in addition places higher standards of welfare on “pet shops”.

Current Position

There are currently 6 licensed pet shops, and 25 licensed dog breeding establishments in Ceredigion. They are licensed annually, and are inspected by Public Protection Officers from the Public Protection team. The regulations are made under the Animal Welfare Act 2006, therefore the focus of the license is to protect the health and welfare of the breeding animals, and the resulting offspring.

Many commercial licensed dog breeders have historically sold their puppies to dealers, who then may sell those puppies onto pet shops. As such those businesses are affected by the new legislation, as all their puppies now have to be sold from the premises. Of course, those dealers and pet shops will also not be allowed to trade puppies or kittens under the legislation.

New Position

There is a potential therefore for many local establishments selling animals as pets to now require a license. The draft statutory guidance suggests the following as falling outside the scope criteria: -

- The infrequent sale of a small number of surplus offspring/excess stock by a private individual who breeds animals as a hobby, for pleasure, exhibition for prize, or for education, study or scientific advancement. A hobby breeder may not be breeding with the intention of making a profit
- Organised events where people meet to sell surplus animals they have bred, or animals that are surplus to their requirements
- Aquacultural Production Businesses that are authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009
- The non-commercial rehoming of animals, including puppies and kittens.

In determining whether a person requires a license, there is a business test whereby it ensures not all persons selling pets will require a license (thereby exempting someone selling the offspring of a pet etc).

- (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
- (b) earns any commission or fee from the activity

Third Party Sellers (Lucy's Law)

The new legislation provides an exemption for dog breeders who are licensed under the Animal Welfare (Breeding of Dogs) (Wales) Regulations 2014. This avoids dog breeding establishments needing two licenses (and the associated costs for each) Nevertheless the activity of third party selling of puppies is still banned for licensed dog breeders under the new legislation.

The legislation specifies conditions to place on a license, and they are detailed as follows : -

5.1 No animal of any of the following descriptions may be sold as a pet, or sold with a view to being resold as a pet, by or on behalf of the licence holder —

- (a) unweaned mammals;
- (b) mammals weaned at an age at which they should not have been weaned;
- (c) non-mammals that are incapable of feeding themselves;
- (d) puppies, kittens, ferrets or rabbits, aged under 8 weeks.
- (e) puppies or kittens which were not bred by the licence holder at the premises.

The statutory guidance further clarifies

- Puppies and kittens can only be sold by their breeder at the premises. The breeder must be the same named individual as the licence holder on the pet vending licence.
- In order to demonstrate that they have bred the animals, the licence holder must be able to evidence that they had control over the decisions made for the complete reproductive process from dam/sire selection, conception and gestation to birth.
- The inspector must be shown records of the mating(s), including the location of mating/fertilisation (including where this may have occurred on other premises), the identity of the sire (where known), as well as being shown how and where the animals are born, reared and kept until sale.
- The expectation is that prospective buyers will ask to see the offspring with the mother before making any purchasing decisions and the inspector should also view the mother and the offspring in the environment that will be used for potential buyers.
- Licence holders may provide other supporting evidence such as photographs, microchip and veterinary records to show that they housed and cared for the animal and its mother for the first 8 weeks of its life.

Engagement, Education, Encouragement and Enforcement

The new licensing regime may cause additional workload to the Public Protection team, as it may mean that some smaller pet breeders require a license. Those breeders who fall below the threshold of requiring a dog breeding license, may pass the “business test” as requiring a license for selling pets. Similarly for any breeder of animals kept as pets, this may bring more workload. This business test assessment process maybe labour intensive, nevertheless it would be beneficial that all pet sellers (especially of puppies) are known/registered/licensed to ensure welfare standards.

There are currently a small number of licensed dog breeders who have also historically held a “pet shop” license. They would sell the puppies of other breeders as part of their own business. The legislative changes clearly prevents this practice from occurring further. There is no concern those license holders would not comply with requirements.

The local dog breeding sector has been aware of the impending ban on third party sellers, and has adapted in response. The number of breeders selling puppies to dealers has decreased markedly, with breeders investing in show spaces on their establishments to show prospective customers.

General Position on Dog Breeding Licenses

The Public Protection team has worked very hard with the dog breeding establishments to bring all up to the expected licensed standards. As a result of recent work, the Public Protection Officers have reported that compliance with license conditions have improved across all licensed establishments. Some have adopted higher standards of welfare by securing Kennel Club Accreditation. For

example several establishments now retire a breeding bitch after 4 litters (as per kennel club recommendation) whereas a bitch may have up to 6 litters in her career. In addition a number of establishments now provide nursery areas and playrooms as supplementary to whelping areas to enhance socialization and enrichment for puppies, when they are only obliged to provide a whelping area for puppies. The industry understanding of the importance of socialisation and enrichment to produce puppies that will fit into family life has improved.

Unlicensed Breeders

The authority continues to monitor for unlicensed breeders within the area. Those breeders who are identified as potentially requiring a license would be subject to the Council Enforcement Policy.

Summary

The implementation of “Lucy’s Law” will serve to improve the welfare standards that Ceredigion County Council seeks to maintain across all the animal industry sectors. The introduction of Lucy’s Law occurs after the authority has worked hard, and seen genuine improvement within the dog breeding industry within Ceredigion which is an extremely encouraging item to report.

The new pet licensing legislation does introduce concerns over the addition resource implications, therefore requires careful monitoring to assess the impact on the service.

Has an Integrated Impact Assessment been completed? If, not, please state why

No, as these regulations have been introduced by the Welsh Government.

Summary:

Long term:

Public Protection, animal welfare is a statutory duty of the authority and contributes towards the Well-being goals within the Well-being of Future Generations Act (Wales) 2015

Wellbeing of Future Generations:

Collaboration:

Public Protection collaborate extensively with partner agencies including, Animal & Plant Health Agency, other Local Authorities, Dyfed-Powys Police, Welsh Government, RSPCA

Involvement: Public Protection enforcement activity begins with engagement and encouragement and promotes compliance with legislation.

Prevention: There is an emphasis on prevention as processes ensure that a number of checks and safeguards are in place before an activity is permitted or licenced.

Integration: Public Protection activity is in line with the objectives of health partners and makes a contribution to a number of the Wellbeing goals within the Well-being of Future Generation (Wales) Act 2015

Recommendation(s): That Cabinet note the content and implications of the regulations including additional enforcement requirements on the Public Protection service.

Reasons for decision:

Overview and Scrutiny: Members of the Healthier Communities Overview and Scrutiny Committee considered the report on the 22nd of September and are submitting feedback to Cabinet

Policy Framework: Corporate Strategy 2017-2022

Corporate Priorities:

- Investing in People's Future
- Promoting Environmental and Community Resilience

Finance and Procurement implications: None

Legal Implications: Additional legal obligations

Staffing implications: Potential additional workload may place additional strain on staff resources should significant additional licensing be required

None

Property / asset implications:

Risk(s): Legal challenge / Reputational damage – Welsh Government has placed a duty to license these premises, and to enforce third party seller ban on puppies and kittens

Statutory Powers: The Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021 are made under the Animal Welfare Act 2006 which includes enforcement duties on the Local Authority.

Background Papers:

- The Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021

Appendices:

Corporate Lead Officer: Alun Williams (Policy, Performance and Public Protection)

Reporting Officer: Heddwyn Evans (Environmental Health Manager)

Date: 15 October 2021

WELSH STATUTORY INSTRUMENTS

2021 No. 416 (W. 135)

ANIMALS, WALES

The Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021

Made - - - - 24 March 2021

Coming into force - - 10 September 2021

The Welsh Ministers, as the appropriate national authority in relation to Wales⁽¹⁾, make the following Regulations in exercise of the powers conferred by section 13(2), (7), (8) and (10) of, and Parts 1 and 3 of Schedule 1 to, the Animal Welfare Act 2006⁽²⁾.

In accordance with section 13(9) of that Act, the Welsh Ministers have consulted those persons appearing to them to represent interests with which these Regulations are concerned as they considered appropriate.

In accordance with section 61(2) of that Act⁽³⁾, a draft of this instrument has been laid before, and approved by resolution of, Senedd Cymru.

PART 1

Introduction

Title, commencement and application

1.—(1) The title of these Regulations is the Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021.

(2) These Regulations come into force on 10 September 2021.

(3) These Regulations apply to Wales except paragraph 2 of Schedule 5 which applies to both England and Wales.

(1) The “appropriate national authority” is defined in section 62(1) of the Animal Welfare Act 2006 (c. 45). Functions conferred on the National Assembly for Wales are now vested in the Welsh Ministers by virtue of section 162 of, and paragraphs 30 and 32 of Schedule 11 to, the Government of Wales Act 2006 (c. 32).

(2) 2006 c. 45.

(3) By virtue of section 162 of, and paragraph 34 of Schedule 11 to, the Government of Wales Act 2006, the reference in section 61(2) to “House of Parliament” includes Senedd Cymru.

Interpretation

2. In these Regulations—

“the Act” (“*y Ddeddf*”) means the Animal Welfare Act 2006;

“adult dog” (“*ci llawndwf*”) means a dog which is not less than 6 months old;

“general condition” (“*amod cyffredinol*”) means the conditions set out in Schedule 2;

“kitten” (“*cath fach*”) means a cat aged less than 6 months;

“licence” (“*trwydded*”), except as the context otherwise requires in regulation 10(1)(b) or where more specifically provided, means a licence to carry on a licensable activity granted or renewed under these Regulations and cognate expressions are to be construed accordingly;

“licence conditions” (“*amodau trwydded*”) means—

- (a) the general conditions, and
- (b) the relevant specific conditions;

“licensable activity” (“*gweithgaredd trwyddedadwy*”) means an activity described in paragraph 2 of Schedule 1;

“local authority” (“*awdurdod lleol*”) means the council for a county or county borough in Wales;

“operator” (“*gweithredwr*”) means an individual who—

- (a) carries on, attempts to carry on or knowingly allows to be carried on a licensable activity, or
- (b) where a licence has been granted or renewed, is the licence holder;

“pet” (“*anifail anwes*”) means an animal mainly or permanently, or intended to be mainly or permanently, kept by a person for—

- (a) personal interest,
- (b) companionship,
- (c) ornamental purposes, or
- (d) any combination of paragraphs (a) to (c);

“puppy” (“*ci bach*”) means a dog aged less than 6 months;

“relevant specific conditions” (“*amodau penodol perthnasol*”) means, in relation to the activity of selling animals as pets (or with a view to their being later resold as pets) as described in paragraph 2 of Schedule 1, the conditions set out in Schedule 3;

“veterinary surgeon” (“*milfeddyg*”) means a person registered in the register of veterinary surgeons, or the supplementary veterinary register, kept under the Veterinary Surgeons Act 1996(4).

Licensing of operators

3.—(1) Each licensable activity is a specified activity for the purposes of section 13(1) of the Act.

(2) A local authority is the licensing authority for any licensable activity carried on in premises in its area.

(4) 1971 c. 80.

PART 2

Grant, renewal and variation with consent of a licence and inspection of premises

Conditions of grant or renewal of a licence

4.—(1) This regulation applies where—

- (a) a local authority has received from an operator an application in writing for the grant or renewal of a licence to carry on a licensable activity on premises in the local authority's area, and
- (b) the application gives such information as the local authority has required.

(2) The local authority must—

- (a) appoint one or more suitably qualified inspectors to inspect any premises on which the licensable activity or any part of it is being or is to be carried on, and
- (b) following that inspection, grant a licence to the operator, or renew the operator's licence, in accordance with the application if it is satisfied that—
 - (i) the licence conditions will be met,
 - (ii) any appropriate fee has been paid in accordance with regulation 12, and
 - (iii) the grant or renewal is appropriate having taken into account the report submitted to it in accordance with regulation 9.

(3) A local authority must attach to each licence granted or renewed—

- (a) the general conditions, and
- (b) the relevant specific conditions.

(4) In considering whether the licence conditions will be met, a local authority must take account of the applicant's conduct as the operator of the licensable activity to which the application for the grant or renewal relates, whether the applicant is a fit and proper person to be the operator of that activity and any other relevant circumstances.

(5) A local authority must not grant a licence to an operator, or renew an operator's licence, in any circumstances other than those described in these Regulations.

(6) All licences granted or renewed in relation to any of these licensable activities are subject to the licence conditions.

Period of licence

5. A local authority may grant or renew a licence for any period up to 1 year.

Power to take samples from animals

6. An inspector may, for the purposes of ensuring the licence conditions are being complied with, take samples for laboratory testing from any animals on premises occupied by an operator.

Duty to assist in the taking of samples from animals

7. An operator must comply with any reasonable request of an inspector to facilitate the identification and examination of an animal and the taking of samples in accordance with regulation 6 and, in particular, must arrange the suitable restraint of an animal if so requested by an inspector.

Variation or revocation of a licence on the application, or with the consent, of a licence holder

8. A local authority may at any time vary or revoke a licence—
- (a) on the application in writing of the licence holder, or
 - (b) on its own initiative, with the consent in writing of the licence holder.

Inspector's report

- 9.—(1) Where a local authority arranges an inspection pursuant to regulation 4(2)(a), it must arrange for the submission to it of a report by the inspector.
- (2) The inspector's report must—
- (a) contain information about the operator, any relevant premises, any relevant records, the condition of any animals and any relevant matter, and
 - (b) state whether or not the inspector considers that the licence conditions will be met.

Persons who may not apply for a licence

- 10.—(1) The following persons may not apply for a licence in respect of any licensable activity—
- (a) a person listed as a disqualified person in paragraphs 2 to 8 of Schedule 4 where the time limit for any appeal against that disqualification has expired or where, if an appeal was made, that appeal was refused;
 - (b) a person listed in paragraph 1 of Schedule 4 as having held a licence which was revoked where the time limit for any appeal against that revocation has expired or where, if an appeal was made, that appeal was refused.
- (2) Any licence granted or renewed, or held by, a person mentioned in paragraph (1)(a) or (b) is automatically revoked.

Death of a licence holder

- 11.—(1) In the event of the death of a licence holder, the licence is deemed to have been granted to, or renewed in respect of, the personal representatives of that former licence holder.
- (2) In the circumstances described in paragraph (1), the licence is to remain in force for 3 months beginning with the date of the death of the former licence holder or for as long as it was due to remain in force but for the death (whichever period is shorter) but remain subject to the provisions in Part 2.
- (3) The personal representatives must notify in writing the local authority which granted or renewed the licence that they are now the licence holders within 28 days beginning with the date of the death of the former licence holder.
- (4) If the personal representatives fail so to notify the local authority within the period specified in paragraph (3), the licence ceases to have effect on the expiry of that period.
- (5) The local authority which granted or renewed the licence may, on the application of the personal representatives, extend the period specified in paragraph (2) for up to 3 months if it satisfied that the extension is necessary for the purpose of winding up the estate of the former licence holder and is appropriate in all the circumstances.

Fees

- 12.—(1) A local authority may charge such fees as it considers necessary for—
- (a) the consideration of an application for the grant, renewal or variation of a licence including any inspection relating to that consideration, and for the grant, renewal or variation,

- (b) the reasonable anticipated costs of consideration of a licence holder's compliance with these Regulations and the licence conditions to which the licence holder is subject in circumstances other than those described in sub-paragraph (a) including any inspection relating to that consideration,
- (c) the reasonable anticipated costs of enforcement in relation to any licensable activity of an unlicensed operator, and
- (d) the reasonable anticipated costs of compliance with regulation 26.

(2) The fee charged for the consideration of an application for the grant, renewal or variation of a licence and for any inspection relating to that consideration must not exceed the reasonable costs of that consideration and related inspection.

Guidance

13. A local authority must have regard in the carrying out of its functions under these Regulations to such guidance as may be issued by the Welsh Ministers.

PART 3

Enforcement and notices

Grounds for suspension, variation without consent or revocation of a licence

14. A local authority may, without any requirement for the licence holder's consent, decide to suspend, vary or revoke a licence at any time on being satisfied that—

- (a) the licence conditions are not being complied with,
- (b) there has been a breach of these Regulations,
- (c) information supplied by the licence holder is false or misleading,
- (d) it is necessary to protect the welfare of an animal, or
- (e) the licence holder would not be able to apply for a new licence in accordance with regulation 10.

Procedure for suspension or variation without consent

15.—(1) Except as otherwise provided in this regulation, the suspension or variation of a licence following a decision under regulation 14 has effect at the end of a period of 7 working days beginning with the date on which notice of the decision is issued to the licence holder or, if that date is not a working day, the next working day.

(2) If it is necessary to protect the welfare of an animal, the local authority may specify in the notice of its decision that the suspension or variation has immediate effect.

(3) A decision to suspend or vary a licence must—

- (a) be notified to the licence holder in writing,
- (b) state the local authority's grounds for suspension or variation,
- (c) state when it comes into effect,
- (d) specify measures that the local authority considers are necessary in order to remedy the grounds, and

- (e) explain the right of the licence holder to make written representations in accordance with paragraph (4) and give details of the person to whom such representations may be made and the date by the end of which they must be received.
- (4) The licence holder may make written representations which must be received by the local authority within 7 working days beginning with the date of issue of notice of the decision under regulation 14 to suspend or vary the licence or, if that date is not a working day, the next working day.
- (5) Except in relation to notices under paragraph (2), where a licence holder makes written representations which are received by the local authority within the period specified in paragraph (4), the suspension or variation is not to have effect unless the local authority, after considering the representations, suspends or varies the licence in accordance with paragraph (6)(a).
- (6) Within 7 working days beginning with the date of receipt of any representations made in accordance with paragraph (5), the local authority must, after considering the representations—
- (a) suspend or vary the licence,
 - (b) cancel its decision under regulation 14 to suspend or vary the licence,
 - (c) confirm the suspension or variation of the licence under paragraph (2), or
 - (d) reinstate the licence if it has been suspended, or cancel its variation if it has been varied, under paragraph (2).
- (7) The local authority must issue to the licence holder written notice of its decision under paragraph (6) and the reasons for it within 7 working days beginning with the date of receipt of any representations made in accordance with paragraph (4) or, if that date is not a working day, beginning with the next working day.
- (8) The local authority's decision under paragraph (6) is to have effect on service of its notice under paragraph (7).
- (9) Paragraph (10) applies if the local authority fails to comply with paragraph (6) or (7).
- (10) Where this paragraph applies, after 7 working days beginning with the date of receipt of any representations made in accordance with paragraph (4) or, if that date is not a working day, beginning with the next working day—
- (a) a licence suspended under paragraph (2) is to be deemed to be reinstated;
 - (b) a licence varied under paragraph (2) is to be deemed to have effect as if it had not been so varied;
 - (c) a licence suspended under paragraph (6)(a) is to be deemed to be reinstated;
 - (d) a licence varied under paragraph (6)(a) is to be deemed to have effect as if it had not been so varied;
 - (e) any licence held by the licence holder other than a licence suspended or varied under paragraph (2) or (6)(a) which the local authority decided to suspend or vary under regulation 14 is to be deemed to remain in force and not to be so varied.
- (11) Once a licence has been suspended for 28 days, the local authority must on the next working day—
- (a) reinstate it without varying it,
 - (b) vary and reinstate it as varied, or
 - (c) revoke it.
- (12) If the local authority fails to comply with paragraph (11), the licence is to be deemed to have been reinstated without variation with immediate effect.

Reinstatement of a suspended licence by a local authority

16.—(1) A local authority must reinstate a suspended licence by way of written notice once it is satisfied that the grounds specified in the notice of suspension have been or will be remedied.

(2) Where a local authority reinstates a licence under paragraph (1), it may reduce the period for which it is reinstated.

Notice of revocation

17.—(1) A revocation decision must—

- (a) be notified in writing to the licence holder,
- (b) state the local authority's grounds for revocation, and
- (c) give notice of the licence holder's rights of appeal to a magistrates' court and the period under regulation 23 within which such an appeal may be brought.

(2) The decision has effect on service of the notice.

Obstruction of inspectors

18. A person must not intentionally obstruct an inspector appointed for the purposes of the enforcement of these Regulations in the exercise of any powers conferred by or under the Act.

Offences

19.—(1) It is an offence for a person, without lawful authority or excuse—

- (a) to breach a licence condition;
- (b) to fail to comply with regulation 7 or 18.

(2) A person who commits an offence under paragraph (1) is liable on summary conviction to a fine.

Powers of entry

20. Breach of a licence condition must be treated as a relevant offence for the purposes of section 23 of the Act (entry and search under warrant in connection with offences).

Post-conviction powers

21. The relevant post-conviction powers contained in sections 34 and 42 of the Act apply in relation to a conviction for an offence under regulation 19.

Notices

22.—(1) Any notice issued by a local authority under these Regulations may be amended, suspended or revoked by the local authority in writing at any time.

(2) A notice may be served on a person by—

- (a) personal delivery,
- (b) leaving it or sending it by post to the person's current or last known postal address, or
- (c) emailing it to the person's current or last known email address.

PART 4

Appeals

Appeals

23.—(1) Any operator who is aggrieved by a decision by a local authority to refuse to grant or renew, or the decision to revoke, a licence may appeal to a magistrates' court.

(2) The procedure on an appeal to a magistrates' court under paragraph (1) is by way of complaint, and the Magistrates' Courts Act 1980(5) applies to the proceedings.

(3) The period within which an appeal may be brought is 28 days beginning with the day following the date on which the decision is notified.

PART 5

Repeals, consequential amendments and saving provision

Repeals and consequential amendments

24. Schedule 5 (repeals and consequential amendments) is to have effect.

Saving provision

25. Any unexpired licence granted in accordance with the provisions of the Pet Animal Act 1951(6) continues in force for the remainder of its term subject to the provisions of that Act as it had effect on the relevant date.

PART 6

Provision of information to the Welsh Ministers

Provision of information to the Welsh Ministers

26.—(1) Each local authority must provide the following information to the Welsh Ministers in writing—

- (a) the number of licences in force in its area on each reference date, and
- (b) the average level of fees it has charged for licences it has granted or renewed in each reference period.

(2) Each local authority must provide the information to the Welsh Ministers—

- (a) in electronic form, or secure that it is accessible to the Welsh Ministers in electronic form, and
- (b) no later than the next 31 May following the relevant reference date.

(3) In this regulation—

“reference date” (“*dyddiad cyfeirio*”) means 31 March;

(5) 1980 c. 43.

(6) 1951 c. 35 (14 & 15 Geo 6).

“reference period” (“*cyfnod cyfeirio*”) means the period beginning with 10 September 2021 and ending with 31 March 2022 and each subsequent period of 12 months beginning with the 1 April.

24 March 2021

Lesley Griffiths
Minister for Environment, Energy and Rural
Affairs, one of the Welsh Ministers

Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

SCHEDULE 1

Regulation 2

Licensable activities

PART 1

Business test

1. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—

- (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
- (b) earns any commission or fee from the activity.

PART 2

Selling animals as pets

2. Selling animals as pets (or with a view to their being later resold as pets) in the course of a business including keeping animals in the course of a business with a view to their being sold or resold.

3. The activity described in paragraph 2 does not include—

- (a) selling animals in the course of an aquaculture production business authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009⁽⁷⁾, or
- (b) a person who is the holder of a licence under the Animal Welfare (Breeding of Dogs) (Wales) Regulations 2014⁽⁸⁾ selling;
 - (i) puppies the person has bred themselves from the premises where the puppy was bred, or;
 - (ii) adult dogs the person has bred themselves.

SCHEDULE 2

Regulation 2

General conditions

Licence display

1.—(1) A copy of the licence must be clearly and prominently displayed on any premises on which the licensable activity is carried on.

(2) The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

⁽⁷⁾ S.I. 2009/463.

⁽⁸⁾ S.I. 2014/3266 (W. 333)

Records

2.—(1) The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.

(2) The licence holder must keep all such records for at least 3 years beginning with the date on which the record was created.

Use, number and type of animal

3.—(1) No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.

(2) The number of animals kept for the licensable activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises on which the licensable activity is carried on.

Staffing

4.—(1) Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.

(2) The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.

(3) The licence holder must provide and ensure the implementation of a written training policy, which complies with the requirements of paragraph 9, for all staff.

Suitable environment

5.—(1) All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape and must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.

(2) Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to—

- (a) their behavioural needs;
- (b) its situation, space, air quality, cleanliness and temperature;
- (c) the water quality (where relevant);
- (d) noise levels;
- (e) light levels;
- (f) ventilation.

(3) Staff must ensure that the animals are kept clean and comfortable.

(4) Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

(5) Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained and the accommodation must be capable of being thoroughly cleaned and disinfected.

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(6) The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.

(7) All the animals must be easily accessible to staff and for inspection and there must be sufficient light for the staff to work effectively and observe the animals.

(8) All resources must be provided in a way (for example as regards, frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.

(9) The animals must not be left unattended in any situation or for any period likely to cause them distress.

Suitable diet

6.—(1) The animals must be provided with a suitable diet in terms of quality, quantity and frequency and any new feeds must be introduced gradually to allow the animals to adjust to them.

(2) Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

(3) Feed and drinking water provided to the animals must be unspoilt and free from contamination.

(4) Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

(5) Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

(6) Where feed is prepared on the premises on which the licensable activity is carried on, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Monitoring of behaviour and training of animals

7.—(1) Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

(2) For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinary surgeon suggests otherwise.

(3) The animals' behaviour and any changes of behaviour must be monitored and advice must be sought, as appropriate and without delay, from a veterinary surgeon or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

(4) Where used, training methods or equipment must not cause pain, suffering or injury.

(5) All immature animals must be given suitable and adequate opportunities to—

(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and

(b) become habituated to noises, objects and activities in their environment.

Animal handling and interactions

8.—(1) All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

(2) The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals and no animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

(3) The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Protection from pain, suffering, injury and disease

9.—(1) Written procedures must—

(a) be in place and implemented covering—

- (i) feeding regimes;
- (ii) cleaning regimes;
- (iii) transportation;
- (iv) the prevention of, and control of the spread of, disease;
- (v) monitoring and ensuring the health and welfare of all the animals;
- (vi) the death or escape of an animal (including the storage of carcasses);

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

(2) All people responsible for the care of the animals must be made fully aware of these procedures.

(3) Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

(4) All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

(5) All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

(6) Sick or injured animals must receive prompt attention from a veterinary surgeon or, in the case of fish, an appropriately competent person and the advice of that veterinary surgeon or, in the case of fish, that competent person must be followed.

(7) Where necessary, animals must receive preventative treatment by an appropriately competent person.

(8) The licence holder must register with a veterinary surgeon with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinary surgeon must be readily available to all staff on the premises on which the licensable activity is carried on.

(9) Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinary surgeon.

(10) Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinary surgeon.

(11) Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals and must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.

(12) No person may euthanize an animal except a veterinary surgeon or a person who has been authorised by a veterinary surgeon as competent for such purpose or in the case of fish, a person who is competent for such purpose.

(13) All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour and vulnerable animals must be checked more frequently.

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(14) Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinary surgeon (or in the case of fish, of an appropriately competent person) must be sought and followed.

Emergencies

10.—(1) A written emergency plan, acceptable to the local authority, must be in place, known and available to all the staff on the premises on which the licensable activity is carried on, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdown of essential heating, ventilation and aeration or filtration systems or other emergencies.

(2) The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.

(3) External doors and gates must be lockable.

(4) A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.

SCHEDULE 3

Regulation 2

Specific conditions: selling animals as pets

Interpretation

1. In this Schedule—

“prospective owner” (*“darpar berchennog”*) means a person purchasing an animal to keep or to be kept as a pet;

“premises” (*“mangre”*) means the premises on which the licensable activity of selling animals as pets (or with a view to their being later resold as pets) is carried on;

“purchaser” (*“prynwr”*) means a person purchasing an animal to keep as a pet or with a view to it later being resold as a pet.

Records and advertisements

2.—(1) A register must be maintained for all the animals or, in the case of fish, all the groups of fish, on the premises which must include—

- (a) the full name of the supplier of the animal,
- (b) the animal’s sex (where known),
- (c) (except in the case of fish) the animal’s age (where known),
- (d) details of any veterinary treatment (where known),
- (e) the date of birth of the animal or, if the animal was acquired by the licence holder, the date of its acquisition,
- (f) the date of the sale of the animal by the licence holder, and
- (g) the date of the animal’s death (if applicable).

(2) Where an animal is undergoing any medical treatment—

- (a) this fact must be clearly indicated—

- (i) in writing next to it, or
- (ii) (where appropriate) by labelling it accordingly, and
- (b) it must not be sold.
- (3) Any advertisement for the sale of an animal must—
 - (a) include the number of the licence holder’s licence,
 - (b) specify the local authority that issued the licence,
 - (c) include a recognisable photograph of the animal being advertised,
 - (d) (except in the case of fish) display the age of the animal being advertised,
 - (e) state the country of residence of the animal from which it is being sold, and
 - (f) state the country of origin of the animal.

Prospective sales: pet care and advice

3.—(1) The licence holder and all staff must ensure that any equipment and accessories being sold with an animal are suitable for the animal.

(2) The licence holder and all staff must ensure that the prospective owner is provided with information on the appropriate care of the animal including in relation to—

- (a) feeding,
- (b) housing,
- (c) handling,
- (d) husbandry,
- (e) the life expectancy of its species,
- (f) the provision of suitable accessories, and
- (g) veterinary care.

(3) Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner.

(4) The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.

(5) The licence holder and all staff must ensure that the purchaser is informed of the country of origin of the animal and the species, and where known, the age, sex and veterinary record of the animal being sold.

Suitable accommodation

4.—(1) Animals must be kept in housing which minimises stress including from other animals and the public.

(2) Where members of the public can view or come into contact with the animals, signage must be in place to deter disturbance of the animals.

(3) Dangerous wild animals (if any) must be kept in cages that are secure and lockable and appropriate for the species.

(4) For the purposes of sub-paragraph (3), “dangerous wild animal” means an animal of a kind specified in the first column of the Schedule to the Dangerous Wild Animals Act 1976⁽⁹⁾.

(9) 1976 c. 38. The Schedule was substituted in relation to England and Wales by article 2 of [S.I. 2007/2465](#).

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Sale of animals

5.—(1) No animal of any of the following descriptions may be sold as a pet, or sold with a view to being resold as a pet, by or on behalf of the licence holder—

- (a) unweaned mammals;
- (b) mammals weaned at an age at which they should not have been weaned;
- (c) non-mammals that are incapable of feeding themselves;
- (d) puppies, kittens, ferrets or rabbits, aged under 8 weeks;
- (e) puppies or kittens which were not bred by the licence holder at the premises.

(2) The sale of a dog must be completed in the presence of the purchaser on the premises.

Protection from pain, suffering, injury and disease

6.—(1) All animals for sale must be in good health.

(2) Any animal with a condition which is likely to affect the quality of life must not be moved, transferred or offered for sale but may be moved to an isolation facility or veterinary care facility if required until the animal has recovered.

(3) When arranging for the receipt of animals, the licence holder must make reasonable efforts to ensure that they will be transported in a suitable manner.

(4) Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey.

SCHEDULE 4

Regulation 10

Persons who may not apply for a licence

1. A person who has at any time held a licence which was revoked under regulation 14 of these Regulations.

2. A person who is disqualified under section 33 of the Welfare of Animals Act (Northern Ireland) 2011⁽¹⁰⁾.

3. A person who is disqualified under section 34 of the Act.

4. A person who is disqualified under section 40(1) and (2) of the Animal Health and Welfare (Scotland) Act 2006⁽¹¹⁾.

5. A person who is disqualified under section 6(2) of the Dangerous Wild Animals 1976⁽¹²⁾ from keeping a dangerous wild animal.

6. A person who is disqualified under section 5(3) of the Pet Animals Act 1951⁽¹³⁾ from keeping a pet shop.

7. A person who is disqualified under section 1(1) of the Protection of Animals (Amendment) Act 1954⁽¹⁴⁾ from having custody of an animal.

⁽¹⁰⁾ 2011 c. 16.

⁽¹¹⁾ 2006 asp 11.

⁽¹²⁾ 1976 c. 38; section 6(2) has been amended but the amendments are not relevant.

⁽¹³⁾ Section 5(3) was amended by paragraph 3(2) of Schedule 3 to the Animal Welfare Act 2006.

⁽¹⁴⁾ 1954 c. 40 (2 & 3 Eliz 2); section 1 was repealed by Schedule 4 to the Animal Welfare Act 2006.

8. A person who is disqualified under section 3 of the Protection of Animals Act 1911⁽¹⁵⁾ from the ownership of an animal.

SCHEDULE 5

Regulation 24

Repeals and consequential amendments

Pet Animals Act 1951

1. The Pet Animals Act 1951, section 1(1) (restriction on keeping a pet shop) ceases to have effect in relation to Wales.

Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

2. In Schedule 6(1)(c)(ii) to the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018⁽¹⁶⁾, for “the Pet Animals Act 1951 to keep the shop” substitute “regulations 2 and 4 of the Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021”.

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations provide for the licensing of persons involved in Wales in selling animals as pets.

Regulation 3 specifies these activities for the purposes of section 13(1) of the Animal Welfare Act 2006 (“the 2006 Act”) and provides for local authorities to be the licensing authorities. The consequence of this specification is that, subject to qualifying criteria, any person wishing to carry on any of these activities in Wales must obtain a licence from the local authority under these Regulations. These requirements replace the requirements, in Wales, to obtain a licence under the Pet Animals Act 1951.

A person who carries on any of these activities in Wales without a licence under these Regulations commits an offence under section 13(6) of the 2006 Act and is liable to imprisonment for a term of up to 6 months, a fine or both. Under section 30 of the 2006 Act, local authorities may prosecute for any offence under that Act.

Part 2 of the Regulations sets out how a person may apply to the local authority for a licence and sets out matters in respect of which a local authority must be satisfied when considering the grant or renewal of a licence. It provides for a local authority to charge fees to cover the costs it incurs in performing this function, considering a licence holder’s compliance with these Regulations, enforcement and administration. It specifies that a local authority must attach certain licence conditions to each licence granted or renewed. It provides that a local authority must appoint

⁽¹⁵⁾ 1911 c. 27 (1 & 2 Geo 5); section 3 was repealed by Schedule 4 to the Animal Welfare Act 2006.

⁽¹⁶⁾ SI 2014/486

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an inspector when it considers it appropriate, for the purpose of ensuring that the licence conditions are being complied with. It requires a local authority to have regard to guidance issued by the Welsh Ministers in carrying out their functions under these Regulations. It provides powers for inspectors to take samples from animals.

Part 3 sets out the circumstances and procedures under which a licence may be suspended, varied or revoked. It also provides that the breach of a condition of a licence or the obstruction of any inspector appointed for the purposes of enforcement of these Regulations is an offence and applies relevant post-conviction powers contained in the 2006 Act.

Part 4 provides for appeals against licensing decisions by local authorities.

Part 5 makes repeals, consequential amendments and saving provision.

Part 6 sets out that local authorities must provide certain information to the Welsh Ministers.

Schedule 1 describes each type of licensable activity.

Schedule 2 sets out the general conditions that apply to all licensable activities.

Schedule 3 sets out the specific conditions that apply to each licensable activity.

Schedule 4 lists persons who may not apply for a licence.

Schedule 5 provides for repeals and consequential amendments.

The Welsh Ministers' Code of Practice on the carrying out of Regulatory Impact Assessments was considered in relation to these Regulations. As a result, a regulatory impact assessment has been prepared as to the likely costs and benefits of complying with these Regulations in Wales. A copy can be obtained from the Office of the Chief Veterinary Officer, Welsh Government, Cathays Park, Cardiff CF10 3NQ or by emailing a request to: CompanionAnimalWelfare@gov.wales.

Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 02 11 2021

LOCATION: Virtual Meeting

TITLE: An introduction to The Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021; which introduces a ban on third party sales of puppies (and kittens) (“Lucy’s law”) in Wales.
Overview of the current situation with licensed dog breeding in Ceredigion.

PURPOSE OF REPORT: To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 22 September 2021

BACKGROUND:

At its 22nd September 2021 meeting, Members of the Healthier Communities Overview and Scrutiny Committee considered the Animal Welfare Report.

Members of the Healthier Communities Overview and Scrutiny Committee on the 19th September 2018, put forward a Motion to Full Council supporting the Lucy’s Law National Campaign to ban the selling of puppies by third parties. The Animal Welfare (Licensing of Activities involving Animals) (Wales) Regulations 2021, brings this ban into legislation and came into force on the 10th September 2021. This legislation bans the selling of both puppies and kittens by third parties, and in addition places higher standards of welfare on ‘pet shops’.

Heddwyn Evans gave information on Ceredigion’s current position and explained what the new position would be.

Following discussion, Committee Members were asked to consider the following recommendation:

RECOMMENDATION:

- To recommend the approval of the content and implications of the report; and;
- That the additional enforcement requirements on the Public Protection Service are noted.

Members agreed to recommend that Cabinet approve as above.

The Chairman thanked the Officers for attending and presenting in a clear, concise manner.

Councillor Bryan Davies
Chairman of the Healthier Communities Overview and Scrutiny Committee

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CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 2 November 2021

Title: Ceredigion PSB Poverty Sub-group - Tackling Hardship Strategy progress report July 2021

Purpose of the report: To present the Tackling Hardship Strategy progress report for consideration

For: Information

**Cabinet Portfolio and Cllr Ellen ap Gwynn
Cabinet Member:**

The Tackling Hardship Strategy 2020-22 was published in August 2020 as a successor to the Ceredigion Combatting Poverty Strategy 2016-20. The Strategy has three key objectives and the Action Plan includes 65 actions which are delivered by a range of PSB partners.

The Tackling Hardship Strategy is monitored by Ceredigion PSB Poverty Sub-group which meets four times per year. The accompanying report shows progress of delivery of the strategy and proposed next steps, these are set out below:

1. The PSB Poverty Sub-group will continue to develop the data dashboards to ensure we have a shared understanding of the evolving impact of COVID-19 on hardship in Ceredigion through the collation and analysis of data.
2. There is a need to review the list of contributing partners (see Appendix B). We know that there are opportunities to work collaboratively with more partner agencies in order to promote and take advantage of all available help and assistance.
3. The Action Plan is a live document designed to be updated during the life of the Hardship Strategy. Some contributing partners have completed their actions while other actions are still in progress. The Action Plan will be reviewed to ensure that we continue to work together effectively to strengthen individual and community resilience as we adjust to the impact of COVID-19.
4. The framework established to monitor delivery of the Hardship Strategy does not include a mechanism for partners to flag up specific issues of concern. In particular, those that the PSB may be able to address effectively on a multi-agency basis. The monitoring framework will be adapted so that it includes a clear way of proactively identifying specific issues of concern that can be raised by support providers, citizens and PSB Sub-group members.

Has an Integrated Impact Assessment been completed? Yes

If, not, please state why

Summary:

Long term:

The Strategy addresses the short, medium and long-term. Both immediate and long term effects on hardship are outlined in the Strategy.

Collaboration:

Collaboration is a key part of the Strategy. Membership of the PSB Poverty Sub-Group has been reviewed resulting in increased working with the Third Sector.

Involvement:

We engaged with and received hardship data from 23 organisations. This data has helped to provide the local evidence base to forge this Strategy. Continuous engagement is mainstreamed through delivery of the Action Plan.

Wellbeing of Future Generations:

Prevention:

Examples of preventative work are included in the Tackling Hardship Strategy. The Strategy also seeks to lever in and to signpost to resources and funding streams.

Integration:

The Strategy complements the Local Economic Recovery and Resilience Strategy. The Strategy will also make a key contribution to the Council's Phase 3: Adjustment and Long Term Resilience Plans in relation to the coronavirus pandemic.

The Strategy also links with Ceredigion County Council's Corporate Strategy, Ceredigion PSB's Local Well-being Plan, A Fair and Equal Ceredigion 2020-24, (Ceredigion County Council's Strategic Equality Plan), and the Socio-Economic Duty of the Equality Act 2010.

Recommendation(s):

To receive the Ceredigion PSB Tackling Hardship Strategy progress report July 2021.

Reasons for decision:

The report is for information.

Overview and Scrutiny:	CCC Overview and Coordinating Scrutiny committee is designated to take an overview of the overall effectiveness of the PSB by scrutinising decisions made or other action taken by the Board. The Ceredigion PSB Tackling Hardship Strategy progress report was presented to Scrutiny on the 14 th October 2021.
Policy Framework:	Ceredigion Tackling Hardship Strategy 2020-2022
Corporate Priorities:	Boosting the Economy Investing in People's Future Enabling Individual and Family Resilience Promoting Environment and Community Resilience Within existing budget
Finance and Procurement implications:	
Legal Implications:	None
Staffing implications:	None
Property / asset implications:	None
Risk(s):	Risk of non-compliance if this Strategy is not developed and approved.
Statutory Powers:	Section 2 of the Children and Families (Wales) Measure 2010 puts a statutory duty on Welsh authorities to prepare and publish a strategy that will contribute to the eradication of child poverty in Wales.
Background Papers:	None
Appendices:	Tackling Hardship Strategy progress report July 2021
Corporate Lead Officer:	Alun Williams
Reporting Officer:	Cathryn Morgan
Date:	12/10/2021



CEREDIGION TACKLING HARDSHIP STRATEGY 2020 - 2022

PROGRESS REPORT JULY 2021

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Introduction

This report sets out the steps taken by Ceredigion Public Services Board (PSB) to provide a co-ordinated response to the increased risk of hardship in Ceredigion due to the impact of Covid-19. It outlines the work that partners and colleagues have delivered so far to maximise support with essential living costs, gain optimal physical and emotional wellbeing and to ensure supportive and connected communities throughout Ceredigion.

The Tackling Hardship Strategy 2020-22 was published in August 2020 as a successor to the Ceredigion Combatting Poverty Strategy 2016-20. The Strategy has three key objectives and the Action Plan includes 65 actions which are delivered by a range of PSB partners.

Three key objectives:

- To develop a **shared understanding** with partner agencies of the evolving impact of COVID-19 on hardship in Ceredigion through the collation and analysis of data.
- To co-ordinate and **consolidate collaborative efforts** with partner agencies in order to promote and take advantage of all available help and assistance
- To **identify gaps** in support and evolving hardship needs in order to develop early effective intervention that will strengthen individual and community resilience as we adjust to the impact of COVID-19.

The Action Plan is divided into 3 separate pillars for implementation:



We wish to acknowledge the commitment and support that colleagues and partners have demonstrated and thank them for their continued recognition of the importance of working collectively to tackle hardship in Ceredigion.

The Children and Families (Wales) Measure 2010

Section 2 of the Children and Families (Wales) Measure 2010 puts a statutory duty on Welsh authorities to prepare and publish a strategy that will contribute to the eradication of child poverty in Wales. The broad aims for contributing to the eradication of poverty are:

- to increase income for households with children;
- to ensure that children are not materially deprived;
- to promote and facilitate paid employment for parents of children;
- to provide parents of children with the skills necessary for paid employment;
- to reduce inequalities in educational attainment between children;
- to support parenting of children;
- to reduce inequalities in health between children and between parents of children;
- to ensure that all children grow up in decent housing;
- to ensure that all children grow up in safe and cohesive communities;
- to reduce inequalities in participation in cultural, sporting and leisure activities between children and between parents of children;
- to help young people participate effectively in education and training;
- to help young people take advantage of opportunities for employment;
- to help young people participate effectively and responsibly in the life of their communities.

Public Services Boards may publish their strategy as an integral part of their Local Well-being Plan. However, Ceredigion Public Services Board has chosen to publish a separate strategy in order to keep a specific focus on issues relating to poverty in Ceredigion.

The Tackling Hardship Strategy is monitored by Ceredigion PSB Poverty Sub-group which meets four times per year. Each 'Pillar' of the Action Plan is scrutinised separately on a rolling programme during the year. Pillar 1 was reported to the Poverty Sub-group held 22/01/2021, Pillar 2 was reported on 23/04/2021 and Pillar 3 on 23/07/2021. Reports from each partner is collated before each meeting (see Appendix A). Key points from these reports are shown in the infographics below.

Matters relating to Child Poverty are scrutinised by the Children & Young People Services Provider Forum that meets one week before the PSB Poverty Sub-group in order that issues can be escalated immediately.

Action Plan progress: Pillar 1

Help with Essential Living Costs

Synopsis of report to PSB Poverty sub-group January 2021

	<p>17 days taken on average to process new claims for Housing Benefit and Council Tax Reduction Scheme.</p>		<p>98 people were helped by the Care Society to access temporary accommodation.</p>
	<p>129 (14%) of new applications to the Housing Register cited financial reasons as an area of concern.</p>		<p>63% increase in Free School Meals claimants who receive a voucher or payment of £19.50 per week when schools are closed.</p>
	<p>£356,593 was paid out in Discretionary Housing Payment (100% of the 2020/21 allocation plus £9,000 Council reserves).</p>		<p>4,400 letters were sent out to targeted households with information about schemes that address fuel poverty to reduce household bills.</p>
	<p>953 applications were made to the Housing Register and 218 new tenancies were supported.</p>		<p>30 community groups received feminine hygiene packs to distribute to those in need.</p>
	<p>Free School Meals assessments are now made alongside assessments for Housing Benefit and Council Tax Reduction scheme to simplify the process for parents/carers.</p>		<p>5 new community outreach advice bases were established by Citizens Advice across Ceredigion and 10 new volunteers were recruited.</p>

Action Plan progress: Pillar 2 Physical & Emotional Well-being

Synopsis of report to PSB Poverty sub-group April 2021



20,437 food parcels and well-being packs have been distributed by early intervention services in the 3rd Sector and the Council.



1,068 unpaid Carers are now registered with the Carers Information Service. **56** Carers benefitted from **1,053** hours of respite.



64 young people registered for counselling with Area 43 (funded by Hywel Dda Health Board)



More than **750** bags of rubbish were filled during kerb side litter picking activities in March 2021.



Emotional Literacy Support Assistance was provided to school staff and a range of well-being resources provided to pupils and school staff.



25 disabled children and young people with the most complex needs had some time out with a DASH support worker, providing a respite break for **19** families.



583 National Exercise Referral Scheme clients were supported with **29,986** welfare calls.



600 children, young people and their families received welfare calls from the Council's Support and Prevention service.



7 assistant social workers were recruited to support with Discharge to Recovery and Hospital Prevention.



Theatr Felinfach developed a Welsh medium digital platform offering creative activities to children and young people who may be feeling lonely and isolated.

Action Plan progress: Pillar 3

Community Resilience – access to services

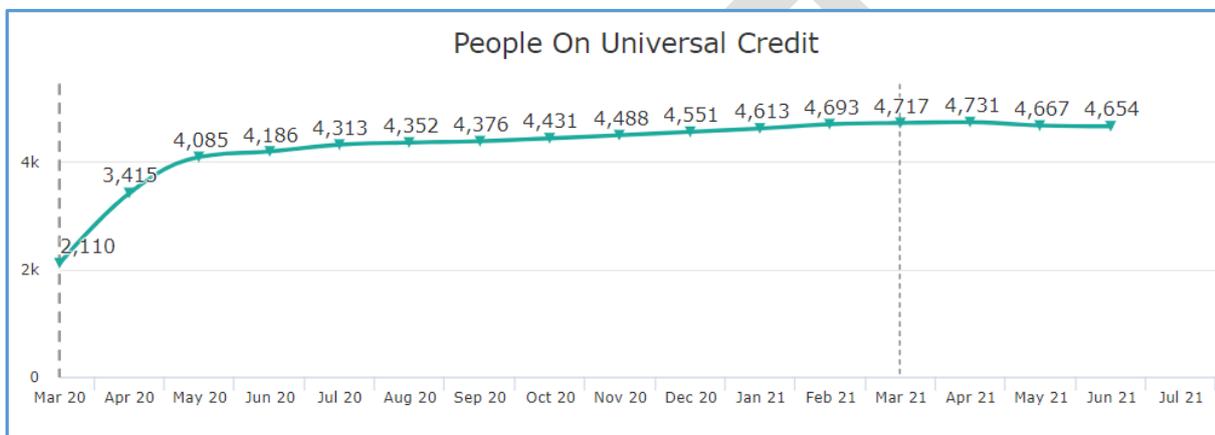
Synopsis of report to PSB Poverty sub-group July 2021

	<p>Over 1,600 Ceredigion focussed services are now registered on Dewis Cymru website.</p>		<p>584 people had joined Ceredigion's 'Connect to Kindness' social media group</p>
	<p>3 communities (Llandysul, Borth and Penparcau) are working with CAVO on targeted community resilience projects.</p>		<p>100% of eligible Coleg Ceredigion students were provided with IT equipment so that they could access on-line learning.</p>
	<p>£194,705 Sports Wales grant aid was distributed to community sports groups to help them return to community provision as soon as possible.</p>		<p>250 young people have been supported online and face to face in schools and within the community since January 2021.</p>
	<p>26% of Ceredigion properties can connect to Fibre to the Premises broadband. UK average is 25%. Wales average is 23%.</p>		<p>269 families were supported by Ceredigion Family Centre Network with regular online contact and support sessions.</p>
	<p>380 parents with young children were helped to get online with support from Ceredigion Family Centres, Flying Start and Families First.</p>		<p>85% of Ceredigion properties have access to a Superfast connection (>24 Mbps), this is below the UK average (97%) and Wales average (96%).</p>

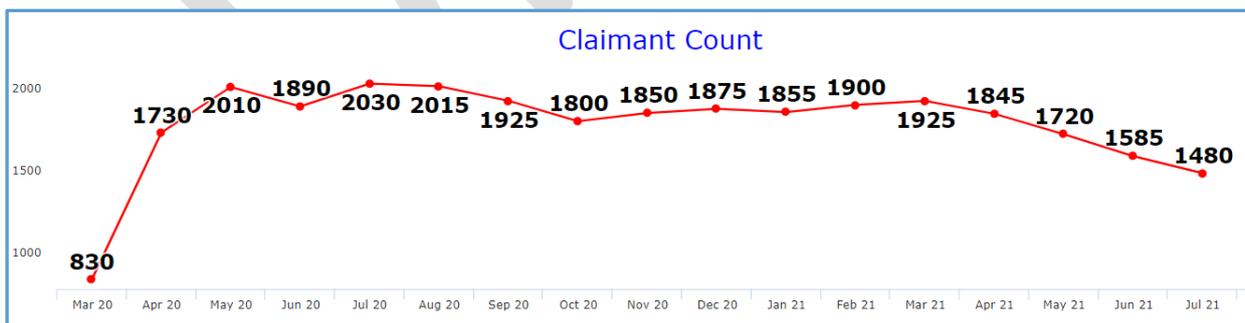
What the data tells us

A great deal of support has been provided by colleagues and partners to mitigate the impact of hardship caused by the pandemic. We must rely on hard data to tell us if we are making a difference however. A series of data dashboards have been created that enable the PSB Poverty sub-group to monitor the efficacy of the support provided. These capture live data from websites such as DWP and Office for National Statistics.

The number of people on Universal Credit in Ceredigion saw a sharp increase in March/April 2020, they continued to increase gradually to March 2021 but numbers have started to decrease. The figure at June 2021 is 121% higher than recorded back in March 2020.

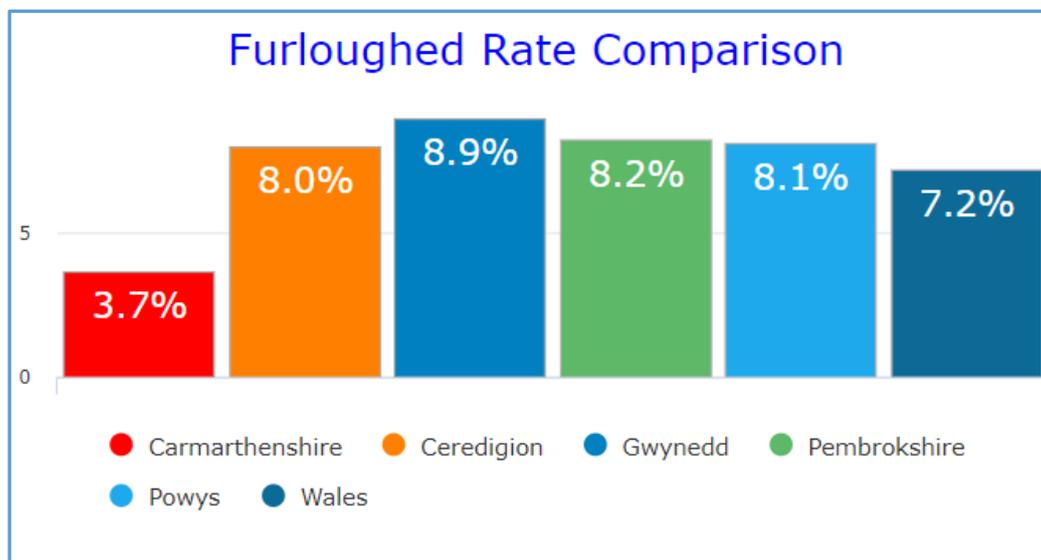


The Claimant Count is a measure of the number of people claiming benefits principally for the reason of being unemployed. The number of claimants also increased when the pandemic first impacted the UK, this is now decreasing but the July 2021 figure is still 78% higher than at March 2020.



We know that young people have taken the brunt of the impact and monitor the number of 18-24 year old claimants. This cohort shows similar trends to the overall claimant count which is welcomed. 185 young people were claiming benefits for reason of being unemployed at March 2020, this had increased to 445 young people at March 2021 but reduced to 290 at July 2021.

8% of eligible employees in Ceredigion (2,000 of 23,700) have taken up the furlough scheme. This is generally in line with the mid-Wales region (see chart below). The furlough scheme has been extended until 30 September 2021 but the level of grant available to employers begins to taper from July 2021 and employers will then be asked to contribute towards the cost of furloughed employees' wages.



It is more difficult to measure impact on well-being. National data is collected by Welsh Government (National Survey for Wales) and we are confident that attitudes nationally are generally reflected at a local level.

The latest survey report (January to March 2021) covered a representative random sample of over 3,000 people aged 16+ across Wales. It included people who are more difficult to reach and people who don't use the internet. The results on well-being and loneliness are shown below.

16% of people report being lonely. This is up from 12% in the months October to December 2020, but similar to 2019-20, when 15% of people were lonely. This could be an indication that lockdown during the first part of 2021 was felt to be more isolating than the first coronavirus lockdown.

This apparent winter lockdown effect is also reflected in the well-being results. 70% of people report high or very high satisfaction with life (*January-March 2021*). This is lower than in the months October to December 2020, when 78% of people said the same. 79% of people say they feel that things they do in life are worthwhile, down from 85% in the previous three months. 24% of people say they had high levels of anxiety the previous day, the same as during October to December 2020. 70% of people say they felt happy the previous day, compared with 76% in the previous quarter.

(source: gov.wales/national-survey-wales-quarterly-survey-january-march-2021)

Finally, it is worth mentioning that Wales now has the worst child poverty rates after housing costs of all the UK nations, with 31% of children living below the poverty line. Research carried out by Loughborough University for the UK End Child Poverty Coalition shows that the child poverty rates in Ceredigion have increased above the Welsh average. The research covers the period before the pandemic.

Next Steps

1. The PSB Poverty sub-group will continue to develop the data dashboards to ensure we have a shared understanding of the evolving impact of COVID-19 on hardship in Ceredigion through the collation and analysis of data.
2. There is a need to review the list of contributing partners (see Appendix B). We know that there are opportunities to work collaboratively with more partner agencies in order to promote and take advantage of all available help and assistance.
3. The action plan is a live document designed to be updated during the life of the Hardship Strategy. Some contributing partners have completed their actions while other actions are still in progress. The action plan will be reviewed to ensure that we continue to work together effectively to strengthen individual and community resilience as we adjust to the impact of COVID-19.
4. The framework established to monitor delivery of the Hardship Strategy does not include a mechanism for partners to flag up specific issues of concern. In particular, those that the PSB may be able to address effectively on a multi-agency basis. The monitoring framework will be adapted so that it includes a clear way of proactively identifying specific issues of concern that can be raised by support providers, citizens and PSB sub-group members.

Appendix A: Detailed Action Plan reports

Ceredigion Tackling Hardship Strategy Action Plan report to PSB sub-Group 22/01/2021

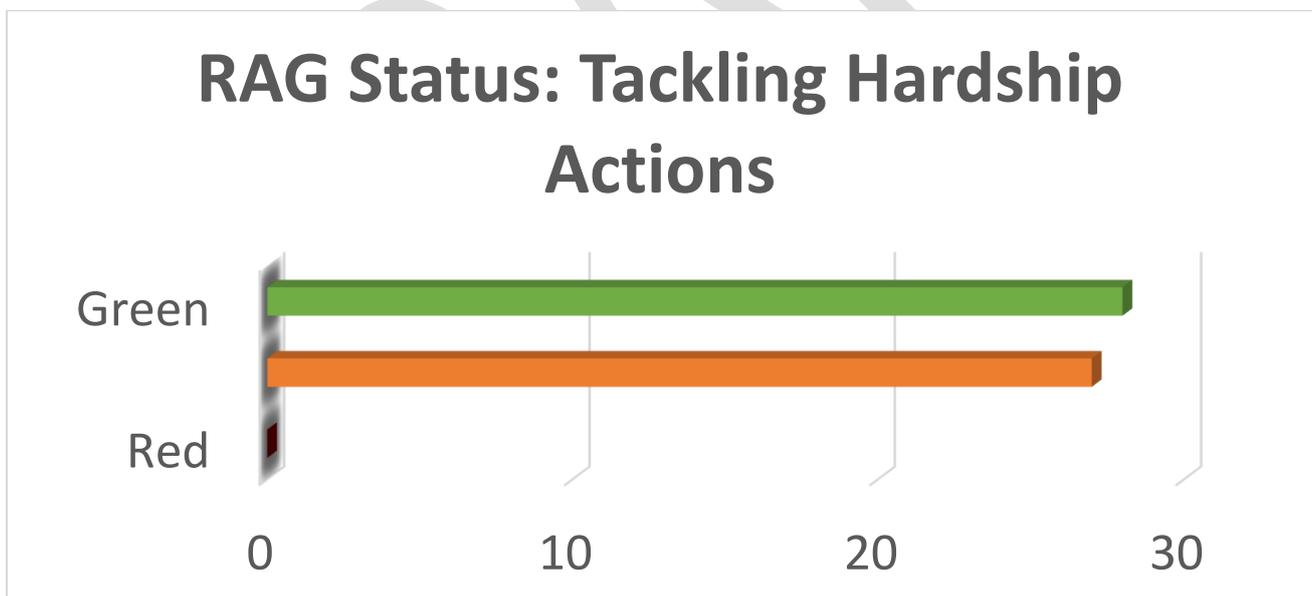
Pillar One: Financial Resilience

Tackling Hardship Strategy: Monitoring Framework

The Tackling Hardship Strategy and Action Plan are in place. The plan will be monitored by the Poverty Sub-group. Matters relating to Child Poverty will be scrutinised by the Children & Young People Services Provider Forum. Forum meetings are one week before the Poverty Sub-group to support this process.

There is work to be done on an engagement plan to make sure that we engage effectively with all stakeholders, particularly those with protected characteristics.

Ceredigion Economic Strategy 2020 – 2035 is out for consultation (closing date 29th January 2021). The Economic Strategy will be aligned to the Tackling Hardship Strategy.



Red: 0 (0%); Amber: 27 (44%); Green: 28 (45%)
55 out of 62 reports (89%) returned

Ceredigion Family Centre Network

269 families have been supported by the **Family Centre Network** with regular online contact and support sessions.

Activity and wellbeing packs have been distributed to families every 3 months this year, also food parcels and slow cookers to those in need.

Information on financial aid, health and wellbeing, parenting, child development and ideas for activities is regularly shared with families.

94 families have been referred for targeted support: **7** to Team around the Family; **48** to Food Banks; **20** for a Baby Bundle; **17** for a 'Coat & Wellies' grant; **2** to Citizens Advice.

Porth y Gymuned and Team around the Family (TAF)

419 referrals were made to Porth y Gymuned (July - Dec 2020) and **171** cases assigned to Community Connectors.

Porth y Gymuned have created lists of food deliveries, food banks and resources including help with finances and debt. These are published on the Council website. Plans are underway to deliver virtual Community Connector surgeries to offer Information and Advice.

46 referrals were made to **TAF** (July-Dec 2020). They've delivered a 'Talk Money Do' session to 3 families. Their Young Parents group regularly benefits from Citizens Advice support.

Housing Financial Assistance

Details of various grants/loans are on the Council website: [Housing – Financial Assistance](#)

- Warmer Homes Fund (Cozy Caron scheme) - 107 first time central heating systems installed
- Warm Homes Fund (revenue scheme) – 19 broken boilers replaced
- ECO Flex – 171 applications received
- Emergency Repair Assistance grants – 15 completed to January 2021
- Safe, Warm and Secure grants – 31 (decrease as face to face visits could not take place)
- Disabled Facilities Grants – 20 (decrease due to decrease in face to face visits by OT)
- Home Improvement loans – 5 applications approved
- Empty Property loans – 2 applications approved

Case study

Family A lived in poverty. They lived rurally and had no access to a car and no possibilities to increase their income.

Team Around the Family (TAF) supported them with a housing application and facilitated the conversation with a housing provider. Financial help was provided for the moving costs. The family were helped to make the school application and to register with a GP.

Result: improved housing conditions. Increased school attendance. Less isolation. Better access to services.

Fewer applications were received and fewer installations undertaken due to lockdown. A targeted mailshot of 4,400 letters was sent out to vulnerable households September 2020 in partnership with Nest.

The Housing Options website is well used; Housing Register applications can be made 24/7. 953 applications were made to the Housing Register and 218 new tenancies were supported (April 2020 – January 2021). 25 homelessness approaches were made due to rent areas.

129 (14%) applications to the Housing Register cited financial reasons as an area of concern (*figures are for new applications only*).

All applications citing financial concerns are contacted to clarify the situation and the urgency. Tenants are signposted to Support providers and Advice organisations for help. Information about the Discretionary Assistance Fund for fuel purchase is shared where appropriate.

The Social Housing Grant delivery programme has blended various different funding streams to better target and increase the number of affordable units delivered. Welsh Government is currently consulting on plans to give stock transfer authorities like Ceredigion the potential to acquire and develop their own social and affordable housing in the future.

Housing Support Provider – Care Society

Care Society offers practical support to those who are homeless or potentially homeless – food parcels, income maximisation, advice on the Social Housing Register and temporary/private rented sector housing options. In the period March – August 2020 they:

- Helped 98 people into temporary emergency accommodation
- Made 405 ‘food runs’ to get essential food to their clients and also provided 218 emergency food parcels
- Carried out 9,027 remote support contacts and 658 welfare and safety checks
- Collected and delivered 253 prescriptions
- Provided support with 2,260 benefit queries
- Provided 849 additional community support services

Housing Benefit and Council Tax Reduction Scheme (HB & CTRS)

The pandemic has seen an increase in those seeking financial support. At its peak in the summer approximately 300 extra claimants were receiving Housing Benefit and Council Tax Reduction Scheme (HB & CTRS).

July 2020 - 6,030 people are currently in receipt of these benefits (*5,737 at Feb 2020*) It's taking an average of 17 days to process new claims and 3 days to process any changes needed. (*2019/20 comparison: 18.5 days and 4 days*). £282,953 worth of Discretionary Housing Payments have been paid out.

Incorporating Free School Meal assessments alongside HB & CTRS has benefited those entitled.

Free School Meals and Pupil Deprivation Grant

Free School Meals claimants have increased from **953** (Sept 2019) to **1,557** (January 2021). All claimants are receiving either a Tesco voucher or BACS payment of **£19.50** per eligible pupil per week per child when schools are closed.

A cashless catering system was implemented in all schools in September 2020 and a system to pay out the Pupil Deprivation Grant was set up before the start of the new Academic year (Sept 2020).

Childcare

Only **£197,030** funding was provided to settings via the Childcare Offer (June – Nov 2020); a decrease of **44%** on the same period last year.

Most childcare providers closed during the first lockdown, apart from Childcare Hubs. **82%** are now open but only **6 out of 13** Out of School clubs. Two clubs have closed permanently as a result of Covid.

Just 1 child with disabilities accessed support to attend Out of School childcare. The funding will be used instead to provide training to the childcare sector about hidden disabilities. All DASH schemes and support for children with disabilities have been available free at point of use for all users during the pandemic (there is usually a small charge).

The Local Economy

The Council's Public Protection Team have advised a wide range of businesses on measures required to comply with coronavirus restrictions by means of inspections, written and verbal advice. **2,659** advisory visits have been made to premises since March.

The Council's Employment Support team saw an increase in referrals when CamNesa project finished on 31st December.

Dysgu Bro have delivered training in MS Teams and Zoom, Paediatric 1st Aid to the childcare sector and Health & Safety level 1 to help people get a CSCS card so they can work on construction sites.

Employment

DWP numbers have increased significantly.

Customers have been receiving support – either face to face when the situation allows or via electronic means. Virtual events have been delivered where employers, providers and customers were able to discuss best options and offer/receive support.

The Kickstart programme financially supports employers to take on young people into paid positions giving them essential work skills and additional information for their CV. This is increasing the number of vacancies appearing for Work Coaches to discuss with their customers.

Affordable and Accessible Transport Links

Active Travel Network Maps are being reviewed and are currently out to consultation. New Active Travel schemes are planned on the A44 and A487.

The new railway station in Bow Street will open mid-February. Local bus services and taxis will contribute to this improvement to the public transport infrastructure in Ceredigion.

Reducing Household bills

The Council provides financial support to charitable re-use organisations in Ceredigion, reducing the cost of good quality household items that some residents would otherwise struggle to afford. We will seek to grow this sector by making relevant stakeholders aware of potential funding opportunities.

DRAFT

**Ceredigion Tackling Hardship Strategy
Action Plan report to PSB sub-Group
23/04/2021**

Pillar Two: Physical and Emotional Well-being

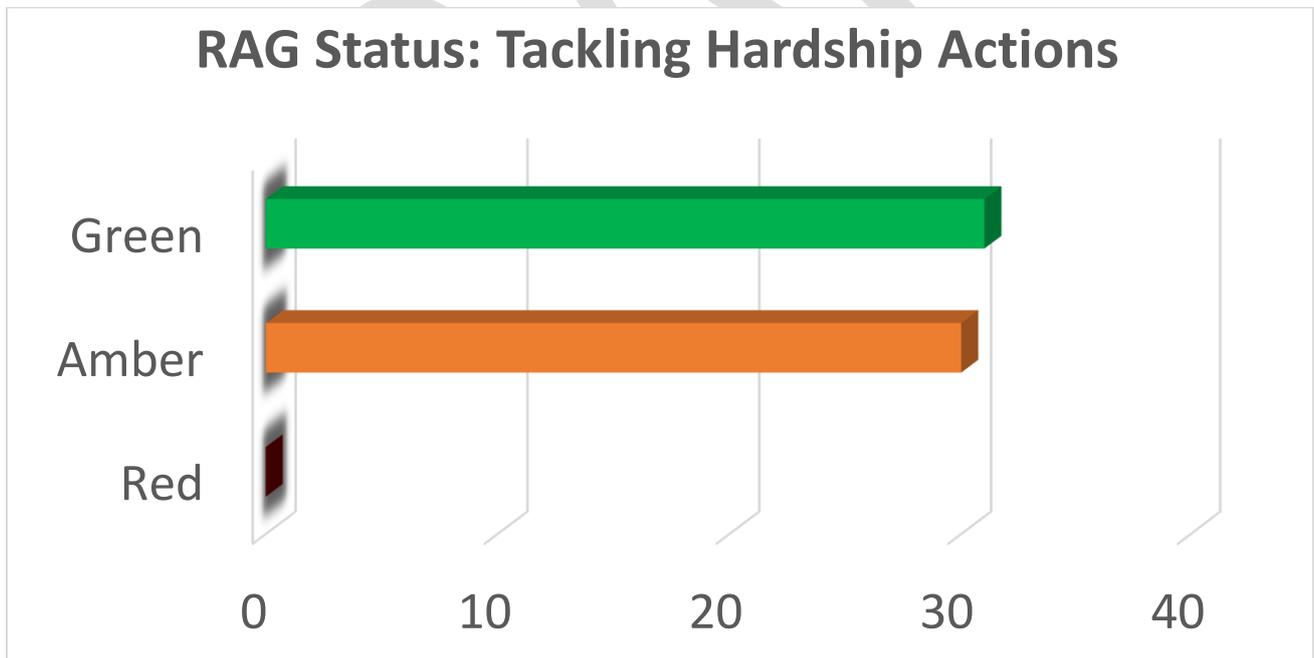
Action Plan – The Framework

The Tackling Hardship Strategy and Action Plan is monitored by the Poverty Sub-group. Matters relating to Child Poverty are scrutinised by the Children & Young People Services Provider Forum. The Forum meets one week before the Poverty Sub-group in order that feedback is timely.

The Action Plan is divided into the 3 Pillars described in the Tackling Hardship Strategy:

- Pillar 1 – supporting those who are experiencing financial hardship.
- Pillar 2 – supporting those experiencing exhaustion, stress and anxiety.
- Pillar 3 – making sure that people can access services, face to face or online

Pillar 1 was the focus of the Poverty sub-group meeting's January 2021 meeting, this meeting will focus on Pillar 2.



Red: 0 (0%); Amber: 30 (46%); Green: 31 (48%)
65 reports
94% returned

Porth Cymorth Cynnar, Early Intervention services provided 20,437 food parcels, wellbeing/respite packs, reading packs, resource packs and Actif Family packs to targeted groups.

Quote, “Loved receiving my wellbeing packs in the post really did make feel that someone cared and made me realise that I’m not just a Mum and I need to look after myself too”

30 community groups received feminine hygiene packs to distribute to women and girls.

Over 150 online groups, programmes and courses were delivered. 6 parents attended a ‘Building Emotionally Resilient Teenagers’ (BERT) group. Quote, “I feel confident that I am able to sit down with my son and talk to him about drugs as I have the knowledge now.”

Over 1,600 Ceredigion focussed services are now registered on Dewis Cymru website.

Ceredigion’s ‘Connect to Kindness’ social media group has 584 members. 11 Kindness Connectors have been recruited and 26 activities are registered on the Ceredigion Connect page.

1,068 Unpaid Carers were registered with the Carers Information Service at March 2021 (29% increase from March 2020). 56 Carers had benefitted from 1,053 hours respite by Dec 2020. The Carers Unit Spring magazine focused on ways to improve Mental Health and well-being

Plant Dewi, Family Centre Network distributed 527 activity packs to families and offered regular online courses and activities with an increase in the number of participants as both staff and participants gain confidence and skills.

137 families attended parenting courses. Family Centre staff continued regular wellbeing checks with families via phone, Messenger or WhatsApp.

Area 43 - 64 young people registered for online counselling in Ceredigion (January – March 2021). The online counselling service continues to have a regular uptake across the county. This is currently funded by Hywel Dda Health Board - 2 days per week in South Ceredigion and 4 days per week in North Ceredigion (awaiting budget approval - hence a waiting list of 29).

20 young people have received support in the Centre (January – March 2021). The drop-in centre service is via appointment only and via social media/email and phone contact. Outreach will resume now that the weather is improving.

Coleg Ceredigion continues to offer a range of personal support, mentoring and counselling services for learners, either on-line or in person.

Given the gradual return to face to face teaching for the summer term 2021, it’s anticipated that more support will be offered in person in the coming months, partly in response to the pressures felt by young people over the past year.

The wellbeing team are offering weekly online wellbeing sessions, these are well attended and cover topics like coping with lockdown, exercise and sleep.

Schools Services, Additional Learning Needs, Inclusion & Wellbeing has shared a wide range of wellbeing resources for pupils and staff in all schools. Further ELSA (Emotional Literacy Support Assistance) training is being provided.

Online counselling has been offered, however uptake has been poor as pupils have stated they would rather face to face counselling. This will be resumed in schools after Easter under the reviewed Ceredigion guidelines and risk assessment.

In response to the risk of young people and children feeling lonely and isolated **Theatr Felinfach** has developed a digital platform for creative activities. The platform, "Dychmygus" includes films, games and tutorials.

Specific projects offer Welsh medium participation opportunities for children and young people. These include Well-being films with a Health and Wellbeing Practitioner, Theatre and Drama Sessions, weekly drama sessions for home educated children/young people and a virtual pantomime performance project.

A project is planned with Welsh rapper, Ed Holden, this will reflect on young people's hopes for the future as social circumstances change.

Digital reach April to Sept 2020-21 was 300,000. Face-to-face participation opportunities are usually around 40,000 per annum.

Porth Cymorth Cynnar, Support and Prevention

3,000 welfare calls were made to 600 children/young people and their families. 800 well-being packs were distributed and 67 young people took part in the three week summer targeted programme.

250 children/young people are being supported in schools and remotely. 15 children/young people are currently receiving at least weekly or fortnightly wellbeing visits at the doorstep.

The Youth Service's virtual activity programme has engaged with 74 young people in weekly online activity sessions covering healthy lifestyles, PE and wellbeing. Daily themes are shared on their social media pages to promote healthy lifestyles, physical activity and wellbeing. The Youth Council and Young People's Forum 'Dewis' have continue to meet virtually throughout lockdown.

A psycho-educational programme was delivered for young people in Schools, designed to promote wellbeing and prevent mental health problems. One young person said, "I believe that it has given me access to more techniques which I can use in order to improve my mental health."

Virtual 'Hafan Haul' sessions to support transition from primary to secondary schools are being provided, along with some targeted interventions in some primary schools. There is a need to adopt this in each secondary school. School bubble meetings are being held, these work well for identifying issues early.

Schools Services, Childcare Unit

Childcare providers offer a vital service to reduce stress and anxiety for people who rely on childcare as an essential service to function.

Regular updates have been provided to the childcare sector throughout the last 12 months. Training has been delivered to 107 staff from the sector:

- Adverse Childhood Experiences (ACEs)
- Speech & Language Development
- the new Additional Learning Needs (ALN) Act. and
- Lateral Flow Tests

£484,944 WG funding has been distributed to childcare providers to help them stay open. However, 30 registered childcare places have been lost in the last 12 months.

DASH Ceredigion offer recreation opportunities for disabled children/young people and respite for families. 19 families have benefitted from a respite break.

25 x children/young people have enjoyed some 'time out' with a support worker. Since fewer children/young people can be supported due to restrictions, those supported are those with the most complex needs.

Quote from a parent, "It is difficult to discuss how respite helps all of us without dwelling on what life without respite is like. It is impossible to describe what life without respite is like - under normal circumstances it is relentlessly stressful and exhausting, and during lockdown it was a thousand times worse, so that we were reduced to struggling to get through each day. Now that school is operating again (but normal support is still suspended) we all have a bit of room to breathe again, but school days are short (P's are shorter than most as he struggles to stay for a full day) and the few hours of being able to do things, get things done, have a bit of peace, soon fly by.

Overnight respite, however, and in particular weekend respite (two nights in a row), are something else again. We are able to remind ourselves what normal life might look like. I can sleep for more than four hours at a go (or if I wake, I can luxuriate in not having to be on call), have a cup of tea, get things done, leave the house for more than a few hours, become engrossed in what I am doing without constantly watching for disaster or looking at the clock. We can spend family time together (although at the moment we have sent P's brother back to uni prematurely as life with P was so difficult).

For P, the benefits are equally important--he can spend time with someone who isn't his mother. He can spend time in a different venue, with different people and different expectations. Given his extreme obsessiveness and rigid thinking, this is very important to him, to be exposed to a variety of experiences. He is well cared for and enjoys himself. And above all he comes home to a carer who has had a little time to recover from the extreme stress of looking after him".

Porth Cymorth Cynnar, Well-being Centres

All National Exercise Referral Scheme (NERS) delivery has been virtual via phone calls, e-mails and the provision of exercise plans that clients can undertake at home.

Contact has been maintained with 583 NERS clients and 29,986 welfare calls have been made (March 2020 – March 2021). 9 monthly wellbeing workout calendars were created. 226 online exercise classes were delivered which have been viewed over 7,000 times via Facebook and Youtube.

Hywel Dda University Health Board

3 x Black, Asian and Minority Ethnic (BAME) Community Development Outreach staff have been recruited. They will support Test Trace Protect and engage with communities to convey health and well-being messages and support BAME communities to minimise risks associated with inequalities in health.

Highways & Environmental Services

Ceredigion's Active Travel Network improves local travel routes that provide opportunities for exercise and leisure.

A public consultation on Active Travel Network Maps closed in March 2021. This will inform the Council where improvements to walking and cycling should be made within the county.

The Caru Ceredigion umbrella seeks to further engage communities in local environmental issues which are important or of concern to them.

The pandemic has inevitably had an impact on the scope to implement projects. However preparation and planning work is in progress to support local groups once it is safe to do so. This will include the roll out of the 'Your Dog Your Job' initiative (launched March 2021) and community and beach litter picking. Over 750 bags of rubbish were filled during kerb side litter picking activities (March 2021).

Porth Gofal, Integrated Triage & Assessment Services

Referrals received by the Integrated Triage team are assessed, if allocated to a worker within the team a holistic assessment, based on Signs of Safety methods, will take into account the person's physical and emotional wellbeing. Support is then provided by statutory services or 3rd sector services.

7 Assistant Social workers joined the team in March 2021 and will support with Discharge to Recovery and Hospital Prevention.

Workers continue to work with Carers to reduce the risk of Carers breakdown. Carers support services are arranged, including 3rd sector provision, depending on the outcomes of the assessment. Respite placements have been stopped due to COVID.

Porth Cynnal – Substance Misuse continues to offer screening and assessments for people whose wellbeing is impacted by substance misuse. Face to face visits can only be made if deemed essential. The team received 42 referrals (March 2020 - March 2021). 20 cases were closed with 16 x improved, 4 x not improved.

Work is progressing to support people to maintain their tenancies and more targeted work is taking place to enable a smooth transition by young people (18-25) into adult services.

The team is working with local and national partners to establish funding decisions on need rather than population, this is at a very early stage but is essential to meet the evidenced needs in Ceredigion.

Porth Cynnal – Mental Health are working with the Health Board to review the way Mental Health services are run locally. They are also working with the Health Board to support the Health led 'Transforming Mental Health' programme which includes the offer of a 24/7 service in North Ceredigion and provision of hospitality beds for people in crisis.

Approval has been gained to deliver face to face counselling in schools, something that pupils strongly wanted. This is supplemented by CAMHS delivered counselling to young people and CAMHS training for teachers.

A resource leaflet has been produced and delivered to farmers to outline Mental Health support available (sadly the farming community recently experienced a suicide).

The team is also working with Housing, Police and the Health Board to further develop early help Mental Health support pathways.

The 'Breathing Space' scheme, commencing May 2021, will provide financial respite from debts when someone is in mental health crisis or an inpatient. This scheme is being promoted widely by the team.

The Care Society supports individuals presenting with complex social isolation issues including those who receive some social interaction from their paid carers, cleaners, meal provision etc but require more befriending and support. Between March 2020 and Feb 2021:

- 14,054 remote contacts were made by phone, text or email,
- 1,453 welfare and safety checks were carried out
- 693 essential food runs were made, and
- 374 emergency food parcels were delivered

Penparcau Community Forum is now delivering food to 74 households in Penparcau (40 families and 34 elderly residents). The number of volunteers has increased and so the same volunteers deliver to the same residents every Saturday, Sunday and Monday. The most vulnerable receive a visit and a phone call at least once a week on top of the food deliveries.

They now operate 7 days a week and have signed up to the CAB scheme which has installed a phone and a laptop at the Centre in order for people to contact CAB

remotely. There has been a huge increase in community engagement in the village due to their work which will be reviewed in November 2021.

Policy & Performance, Public Services Board support team

The Resilience Training PSB Project Group is mapping examples of resilience training already in place across PSB organisations. These are recorded on a shared site, allowing members to update the list as necessary and reflect on opportunities offered through partner organisations. This is a piece of work in progress and the Project Group are keen to ensure that the resource is continually updated.

A discussion is planned at the next meeting to clarify the direction of the group and establish whether there is still an appetite for shared Resilience Training across PSB organisations.

Ceredigion Well-being Objectives have been reviewed in light of the pandemic and its impact. The revised objectives focus specifically on Covid-19 response work that will be required during 2021. This includes:

- Protecting people from poverty
- Supporting citizens who have been disproportionately impacted by COVID-19 to improve their physical and emotional well-being, and
- Supporting businesses to respond to the impact of Covid-19

The review has led to a shorter but more focussed list of Well-being Objectives for the year ahead. The next report on progress against the Objectives will take place during the summer and will be published in the Annual Report in October 2021.

**Ceredigion Tackling Hardship Strategy
Action Plan report to PSB sub-Group
23/07/2021**

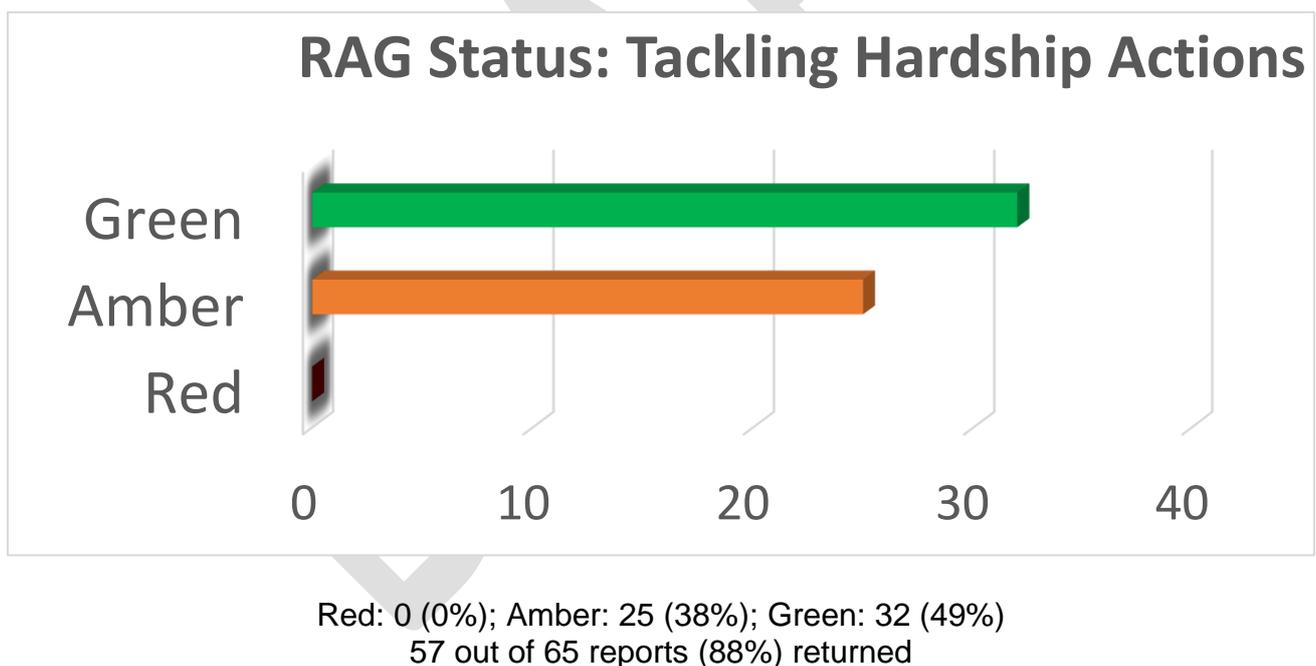
**Pillar Three: Community Resilience
(Ensure that people can access services, face to face or online)**

The Tackling Hardship Strategy and action plan is monitored by the Poverty Sub-group. Matters relating to Child Poverty are scrutinised by the Children & Young People Services Provider Forum. The Forum meets one week before the Poverty Sub-group in order that feedback is timely.

The Action Plan is divided into the 3 Pillars described in the Tackling Hardship Strategy:

- Pillar 1 – supporting those who are experiencing financial hardship.
- Pillar 2 – supporting those experiencing exhaustion, stress and anxiety.
- Pillar 3 – making sure that people can access services, face to face or online

Pillar 2 was the focus of the Poverty sub-group's April 2021 meeting. Today's meeting will focus on Pillar 3.



Porth Cymorth Cynnar: Early Intervention, CAVO and Policy & Performance team created a map and list of resources last year to show the level of community support groups and food bank coverage across the county. The map showed good county coverage with a few small areas of no recorded support. The map is now out of date and shows the real need for the Dewis Wales and InfoEngine online platforms.

Dewis and InfoEngine are linked and designed to be updated by community groups themselves; the group receives a 6-monthly reminder to keep their information up to date.

Neither platform has an interactive map facility, but InfoEngine is considering it. The two platforms don't link very well together at the moment and work is needed on this.

CAVO are working with Penparcau, Borth and Llandysul on specific community resilience projects and also working with communities generally to strengthen community facilities and develop peer support networks and community hubs.

This work crosses over into a EU Transition funded 'small grants' project by the Council to tackle food poverty and address food insecurity. Part of the funding has been distributed to Aberaeron Food Bank, Victoria Hall in Lampeter and Aber Food Surplus. Applications from Cardigan Food Bank, Lampeter Growing Group and Area 43 are in the pipeline.

A meeting with Ben Lake MP and Elin Jones MS is arranged for August to provide a platform for those who grow, cook and distribute food in the community.

Porth Cymorth Cynnar: Ceredigion Connect project

The aim of this project is to support individuals through various pathways to remain independent in their own homes for longer. There is a particular focus on those who are isolating. Figures below are April-June 2021.

- 63 individuals signed up to Ceredigion Connect and 415 people were supported by the project
- 1 tablet was distributed to a client
- Family and friends are the highest referrers, followed by self-referrals, then OT/Physio
- 10 people were referred to the falls pathway
- A monthly heat map is created to identify call out time (24 hour response) and location

DWP

Throughout the pandemic DWP/Jobcentres remained open to support vulnerable customers. As rules/situations change more customers are seen face to face. This is a proven means to support people into employment.

Work Coaches offer digital support where appropriate while also seeing some customers (in line with Covid risk assessments).

Some partner organisations are yet to resume face to face support – in particular those offering supported digital training - while others are starting to return to a limited face to face service.

Customers able to self-help continue to be encouraged to improve their digital skills via a variety of free, on-line courses.

Clic – (County Council Contact Centre)

Cash offices remain closed, however the Library is open for Click and Collect and access to PC's by appointment. Access has been reduced to 45 minutes at present to allow for Covid restrictions but the hope is for this access to increase in the next few weeks.

Library vans will resume to 'normal' service from 1st September 2021. The contact centre remains very active.

Area 43

25 young people were supported (March – June 2021). The Drop in centre service is via appointment only. Support offered has been via face to face appointments, outreach when possible, social media, telephone and text.

We have provided foodbank vouchers, feminine hygiene products, condoms etc. Information, counselling, signposting and support with applications have been amongst the most used areas of our service. There has also been a growing need for young people to have someone they are familiar with to 'just listen'.

Outreach and 'Summer of Fun' activity sessions will take place over the summer

Cymdeithas Gofal The Care Society

Regular (virtual) contact was maintained with clients who needed it during the pandemic, including food shopping and doorstep deliveries. We were awarded some funding to provide laptop access where needed. Nearly 100% of our service users had access to a mobile phone and we ensured no contact was lost throughout the pandemic.

With the gradual easing of restrictions, most clients are happy to have face to face support. We are providing visits and floating support, in line with Covid restrictions.

March 2020 – February 2021 we carried out 693 food shopping runs; made 1,453 welfare checks; delivered 374 emergency food parcels; made 9,783 welfare benefit enquiries.

Coleg Ceredigion

At the start of lockdown our mentor teams identified all learners in need of digital connectivity support. Those eligible were provided with the necessary IT equipment/mobile phone access so that they could access online learning provision. College mentors support learners with connectivity issues where needed. Laptops were delivered/collected and mobile phone data was funded to ensure access to lessons remotely.

The connectivity needs of the new cohort of learners in September, were identified at enrolment and eligible learners were supplied in readiness for the new academic year. The college received WG funding to purchase equipment and this, along with any college spare laptops, was used to ensure all learners have digital access to online learning.

Porth Cymorth Cynnar, Community Well-being & Learning: Dysgu Bro and Hyfforddiant Ceredigion Training

IT equipment has been lent to learners who have needed this support. WG funded Chrome books have also been distributed to participants so that they can engage with mentors and job centres. The Employment Support Team are carrying out face to face meetings with the most vulnerable participants.

Dysgu Bro are delivering some courses via blended learning with some face to face courses e.g. First Aid, Paediatric first Aid, Fire Marshal and CSCS.

A variety of courses are being delivered internally via Teams, including Excel, MS Teams, Readability, HeartStart and iPad training.

Porth Cymorth Cynnar, Community Well-being & Learning: Wellbeing Centres

There are plans for a Well-being Centre in the North, Mid and South of the county. Welsh Government funding has been secured and Cabinet have agreed to develop the first Wellbeing hub in the mid area of the county and the first Wellbeing Centre at Lampeter Leisure Centre.

Consultation on the facilities required has taken place with services in the Council's new Through-age and Wellbeing model and with the PSB Co-location and Integration of Frontline Services project Group. Architects have been appointed to finalise the building layout at Lampeter Well-being Centre and to prepare documents for construction tender.

Community Organisations that provide physical activity opportunities in Ceredigion have received a total of £194,705 of Sports Wales grant aid to assist them with dealing with the impact of the Covid-19 Pandemic and a return to provision:

- Sport Wales's Be Active Wales Fund (£65,852)
- Emergency Relief Fund (£126,873)
- Community Chest (£1,980)

Officers provide support and advice to the organisations and also assist Sport Wales with the decision making process.

Porth Cymorth Cynnar: Support & Intervention

The service continues to represent and attend various local community group meetings and has started some community projects. 6 x 3rd Sector youth support groups have been funded to offer services on behalf of the Council.

150 referrals were received (Jan-June 2021) for early intervention and preventative support. In total, 250 individuals have had support both online, within schools and in the community.

A £20k Welsh language youth volunteering project will start September 2021. The project will be co-produced by the Council, CAVO, Urdd and YFC. The Mobile Youth Provision is due to arrive later this month. A young person panel/ group will be created to help oversee the project delivery.

Porth Cymorth Cynnar & Ceredigion Family Centre Network (Plant Dewi)

All families that the Family Centres are working with are able to engage with online services. Those who need to borrow equipment have been identified and have been supported to get online. Families don't all have the desire or confidence to connect online, some prefer to talk on the phone, or use Messenger. Staff continue to work to develop this.

All staff have gained skills and confidence in providing online services. They have attended training in Digital Inclusion, Zoom and Teams and continue to develop their skills. Guidance has been created on using various platforms to support delivery.

An equipment audit has been undertaken to identify quantity of IT equipment held for loan within Porth Cymorth Cynnar services.

380 families have been supported to get online and now engage with online services. A case study about our Digital Connectivity project was submitted to Welsh Government and identified as good practice.

DASH Ceredigion

We continue to support fewer disabled children/young people due to Covid restrictions. 28 attended weekend stays, playscheme and youth provision. 2 received 1:1 support. No requests were received for support for children to attend mainstream childcare (April-June 2021).

There are concerns about the impact of the changes to Tim Plant Anabl services (previously a co-located Health & Social care team) and how we will ensure that families can access our services.

We have increased the number of services available and hope to continue doing so over the next few months. Smaller groups have been very effective in supporting high need children. We are going to explore offering a high need service in the future.

CCC, Economy & Regeneration – Digital Development

Several of our projects have been approved for funding and deployment of the infrastructure will start shortly. Two alternative network providers are proposing 'fibre to premises' projects in the county. We are working with Community/County Cllrs to raise awareness of the opportunities available.

BT Openreach have announced upgrades to exchanges. This will positively affect 8,000 properties in Ceredigion.

Applications have been submitted to the local broadband fund to improve 'fibre to the premises' in identified areas of poor connectivity (mostly to the south of the county). If successful this would bring in approximately £1 million of capital funding. A project is in development to improve broadband connectivity to social housing properties in Powys and Ceredigion.

We have now journeyed through the three Pillars

Pillar 1 – support for those experiencing financial hardship.

Pillar 2 – support for those experiencing exhaustion, stress and anxiety.

Pillar 3 – making sure that people can access services

Next steps: Review the Action Steps and prepare an Annual Report:

Appendix B: Contributing Partners

Hywel Dda University Health Board, Partnerships, Diversity & Inclusion
Ceredigion County Council, Porth Cymorth Cynnar, Community Wellbeing & Learning
Ceredigion County Council, Finance & Procurement
Area 43
Ceredigion County Council, Porth Cynnal
Plant Dewi
Ceredigion County Council, Porth Gofal
Cymdeithas Gofal The Care Society
Ceredigion County Council, Policy, Performance & Public Protection
Ceredigion County Council, Economy & Regeneration
Ceredigion County Council, Schools & Culture
Ceredigion County Council, Customer Contact
Ceredigion County Council, Highways & Environmental Services
DASH
Department of Work & Pensions (DWP)
Coleg Ceredigion
Ceredigion Citizens Advice
Penparcau Community Forum
Ceredigion Association of Voluntary Organisations (CAVO)

Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 2 November 2021

LOCATION: Zoom

TITLE: Feedback from the Corporate Resources Overview and Scrutiny Committee on the Ceredigion PSB Poverty Sub-group - Tackling Hardship Strategy progress report July 2021

PURPOSE OF REPORT: To provide feedback from the Corporate Resources Overview and Scrutiny Committee held on 14 October 2021

BACKGROUND:

Section 2 of the Children and Families (Wales) Measure 2010 put a statutory duty on Welsh Authorities to prepare and publish a Strategy that will contribute to the eradication of child poverty in Wales. Local Authorities may choose to include their strategies within their local Well-being Plan. Ceredigion County Council has chosen to publish a separate strategy in order to keep a specific focus on issues relating to poverty in Ceredigion.

Following discussion and consideration of the report, Members agreed the following and recommend that Cabinet:

- Recognises the progress made in delivery of the three key objectives of the Ceredigion Tackling Hardship Strategy and supports the 'next steps' shown below:

1. The PSB Poverty Sub-group will continue to develop the data dashboards to ensure we have a shared understanding of the evolving impact of COVID-19 on hardship in Ceredigion through the collation and analysis of data.

2. There is a need to review the list of contributing partners We know that there are opportunities to work collaboratively with more partner agencies in order to promote and take advantage of all available help and assistance.

3. The Action Plan is a live document designed to be updated during the life of the Hardship Strategy. Some contributing partners have completed their actions while other actions are still in progress. The Action Plan will be reviewed to ensure that we continue to work together effectively to strengthen individual and community resilience as we adjust to the impact of COVID-19.

4. The framework established to monitor delivery of the Hardship Strategy does not include a mechanism for partners to flag up specific issues of concern. In particular, those that the PSB may be able to address effectively on a multi-agency basis. The monitoring framework Will be adapted so that it includes a clear way of proactively identifying specific issues of concern that can be raised by support providers, citizens and PSB Sub-group members.

The Chairman thanked the Leader of the Council, Councillor Ellen ap Gwynn for presenting the report and thanked the Families and Syrian Refugee Co ordinator, Cathryn Morgan for producing an informative report.

Councillor Ivor Williams

Chairman of the Corporate Resources Overview and Scrutiny Committee

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CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 2 November 2021

Title: Ceredigion PSB Local Well-being Plan Annual Report 2020-21

Purpose of the report: To inform Cabinet members of the Ceredigion PSB Local Well-being Plan Annual Report for 2020-21

For: Information

Cabinet Portfolio and Cabinet Member: Cllr Ellen ap Gwynn

Introduction to the Public Services Board

The Well-being of Future Generations (Wales) Act 2015 gives a legally-binding common purpose of seven Well-being goals and five ways of working designed to support and deliver a public service that meets the needs of the present without compromising the ability of future generations to meet their own needs.

The Act also puts a Well-being duty on specified public bodies to act jointly and establish statutory Public Services Boards (PSB) for each Local Authority area in Wales. Each PSB must improve the economic, social, environmental and cultural Well-being of its area by contributing to the achievement of the Well-being goals.

Annual Report

In accordance with the Act, the PSB is required to produce and publish annual reports relating to the delivery of the Local Well-being Plan. Furthermore, it is a statutory requirement of the Well-being of Future Generations (Wales) Act 2015 that annual reports are scrutinised and as such, this report was presented to Ceredigion County Council's Overview and Scrutiny Coordinating Committee on the 15th September

The Ceredigion PSB Local Well-being Plan Annual Report for 2020-21 has been prepared in readiness for publication as attached in Appendix 1. This was presented and approved at Ceredigion's PSB meeting held on 12th July 2021.

Wellbeing of Future Generations:	Has an Integrated Impact Assessment been completed? If, not, please state why	This report is not a Policy or Service change.
	Summary: Long term: Integration: Collaboration: Involvement: Prevention:	

Recommendation(s): To receive the Ceredigion PSB Well-being Plan Annual Report 2020-21.

Reasons for decision: N/A

Overview and Scrutiny: CCC Overview and Coordinating Scrutiny committee is designated to take an overview of the overall effectiveness of the PSB by scrutinising decisions made or other action taken by the Board. The Ceredigion PSB Local Well-being Plan Annual Report for 2020-21 was presented to Scrutiny on the 15th September 2021

Policy Framework: Ceredigion Local Well-being Plan
Well-being of Future Generations (Wales) Act 2015

Corporate Priorities: Boosting the Economy
Investing in People's Future
Enabling Individual and Family Resilience
Promoting Environment and Community Resilience

Financial implications: Within existing budget

Statutory Powers: Well-being of Future Generations (Wales) Act 2015

Background Papers: See below

Appendices: Appendix 1 – Ceredigion PSB Local Well-being Plan Annual Report 2020-21

Corporate Officer: **Lead** Alun Williams

Reporting Officer: Diana Davies

Date: 2.11.2021



CEREDIGION LOCAL WELL-BEING PLAN

ANNUAL REPORT 2020-21

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Foreword

Welcome to the 2020-21 Ceredigion Local Well-being Plan Annual Report. This report highlights the steps taken by the Ceredigion Public Services Board (PSB) to meet the aims set out in our Local Well-being Plan for Ceredigion. It outlines the work that PSB partners have delivered in order to meet our collective 'well-being duty' to improve the economic, environmental, cultural and social well-being of people and communities in Ceredigion.

In light of the challenges experienced over the last 12 months, and as a direct consequence of Coronavirus, we have striven to apply the 'Covid-lens' to all discussions and actions over the last period. This has proved vital as partners have worked tirelessly on an individual and collective basis to address the challenges posed. Each partner organisation has clearly demonstrated their commitment and support to the well-being of residents, businesses and the communities of Ceredigion and as we cautiously move positively into recovery, the application of the 'Covid-lens' is proving increasingly important in order to appropriately and safely guide us all along the path into the future.

Over the last year we have taken the opportunity to review our priorities and work stream's in order to ensure that we focus our attention and efforts on the key themes across the County. Priorities have been re-set and actions over the last 12 months have quite rightly focused on where our collective influence adds value above and beyond what we already do as individual organisations.

Over the last year we have experienced a completely different way of working and this has provided a renewed focus on the importance of partnership working and the co-production of solutions. The fierce challenges have seen all partners collaborating and ever closer ties have led to the increasing practical implementation of established mechanisms to work together for the benefit of all. Flexibility has been key, both in terms of the strategic context and the practical interventions which have been necessitated by the pandemic.

In 2020-21 a targeted approach based on key actions has resulted in positive outcomes which are directly linked to the well-being of individuals, businesses and community groups across Ceredigion. Throughout this year there has been an investment of time and effort in the adaptation of new working practices whilst always striving to involve more people and communities in this journey of improving their well-being.

In light of the continued challenges posed by the coronavirus pandemic, once again this year's Annual Report is more concise but our journey quite rightly continues to address our Well-being Aims and to implement our vision for the economic, environmental, social and cultural future of Ceredigion.

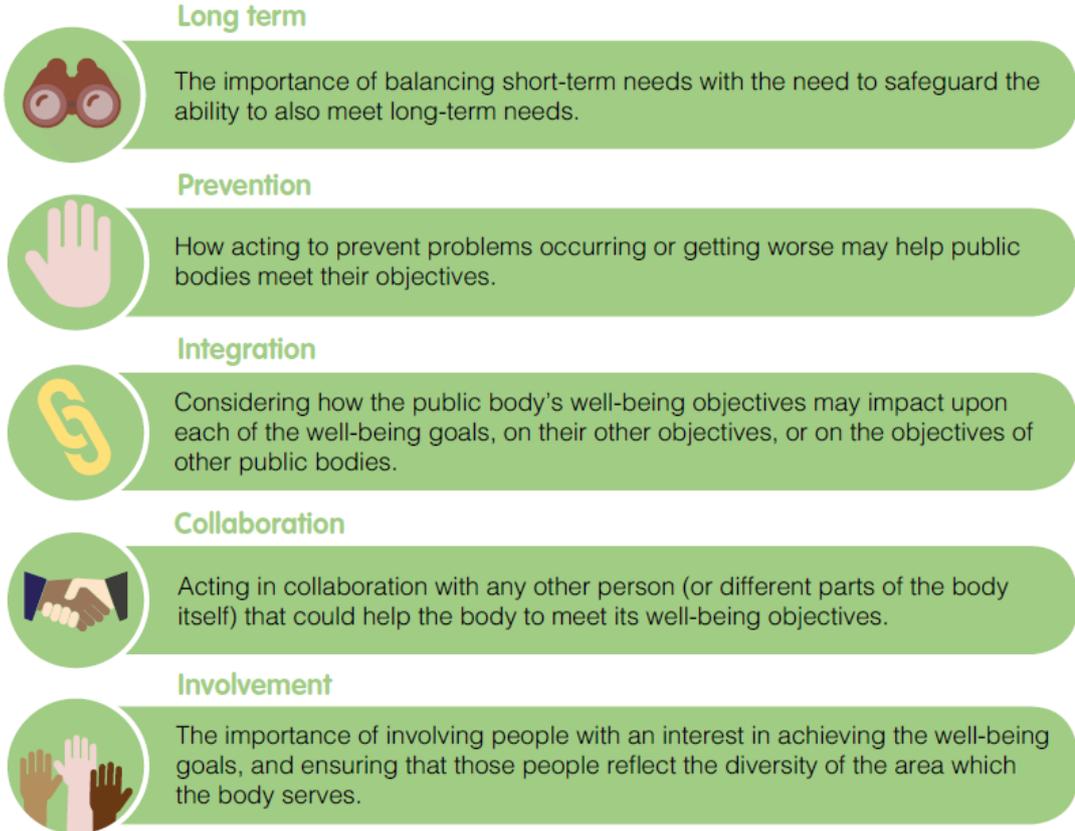
We wish to acknowledge the commitment and support that partners have demonstrated and thank them for their continued recognition of the importance of working collectively for the mutual benefit of enhancing the well-being of people and communities in Ceredigion.

Cllr Ellen ap Gwynn, Chair of Ceredigion Public Services Board

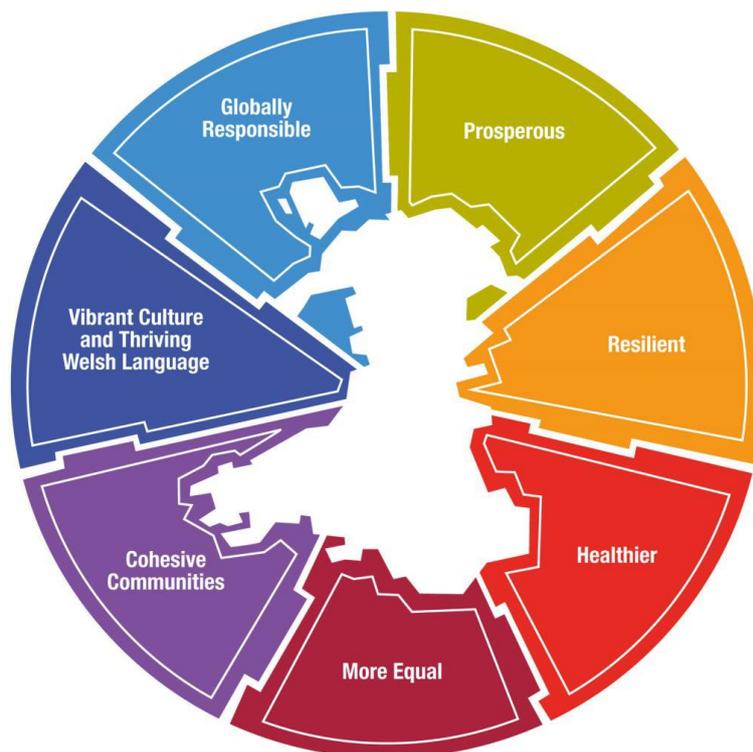
The Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 gives a legally-binding common purpose of seven Well-being Goals and five Ways of Working designed to support and deliver a public service that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Five Ways of Working



Seven National Well-being Goals



COVID-19 Statement

As a direct consequence of the Coronavirus pandemic the implementation of the Project Group actions have been reviewed. Following the initial suspension of meetings during the early part of 2020-21 Project Groups have, in an appropriately phased approach, been brought back on-line with the positive engagement of partners via remote meeting solutions. This followed a very challenging first 4 months of 2020/21 where-by members of staff from across partner organisations were re-deployed and mutual aid activated during the emergency response.

The first PSB meeting of 2020-21 was held in July 2020 through virtual means. Discussions at this point were rightly dominated by the impact of COVID-19 that led the Board to consider in detail appropriate responses to the challenges posed. It was agreed to encourage each Project Group to undertake a full review of its priorities and outline its forward action plan.

The first Project Group to re-commence its work was the Understanding our Communities Project Group, with its membership directly drawing on the expertise of personnel involved in the direct design and delivery of support services to assist communities. All partners demonstrated a keen commitment to the work and wished to positively contribute to assist. During 2020-21 this Project Group has strived to ensure that voices have been heard, guidance has been developed and that solutions have been implemented. Working in partnership with strong participation from the 3rd sector during 2020-21 the emphasis of the group has been firmly placed on the importance of community engagement, the co-production of solutions and the increasingly vital importance of harnessing the strength of volunteer capacity to build sustained resilience across and between partners.

From September 2020 onwards other Project Group meetings re-started. The Climate Change and Natural Resources, Co-location and Integration of Front-line Services, Resilience Training and Enterprise and Innovation Project Groups have now recommenced meetings. The Social and Green Prescribing Project Group, under the Chairmanship of the Director of Public Health for Hywel Dda University Health Board, has not met since the beginning of 2020, when it held its regional symposium at the University of Wales Trinity Saint David, Lampeter. The workshops at this partnership event identified a number of key areas of focus however, due to capacity considerations and emergency priorities the group has only been able to maintain a watching brief on developments within the sector via the information platform, Basecamp. Ideas from within Ceredigion, the West Wales region and indeed the whole of Wales continue to be shared between partners with a view to continuing with this vital work which will assist greatly during the recovery phase.

The hosting of partnership meetings through virtual means has resulted in increased representation and participation from the majority of partners. Each Project Group has

completed a full review of their priorities and outlined their new Action Plans for 2020/21. This review enabled each Project Group to firmly place their priorities and Action Plan through the COVID lens. This has been a very positive development as partners have built upon relationships which had been formed over previous years and organisations have contributed to the co-production of the new Action Plans. Partners have also demonstrated further commitment to individual tasks through a direct implementation role via Task and Finish Groups. This is particularly the case with Understanding our Communities Project Group and Climate Change and Natural Resources Project Group. More detail on the work of the Task and Finish Groups along with the priorities of each individual Project Group can be found in Section 3.

Delivering the Local Well-being Plan

The Local Well-being plan, agreed by Ceredigion Services Board on the 16th April 2018 is delivered through Project Groups, comprising of relevant officers from across the PSB partners. These Project Groups draw upon the skills and expertise of individuals with relevant specialist knowledge and strive to represent the diversity of our communities across Ceredigion.



Create environmentally responsible and safe communities that can adapt and respond to the effects of climate change.

Support communities to enhance their relationship with the natural environment and prepare for extreme weather events.

Reviewed Priorities

A key objective of this Project Group is to support communities and enhance their relationship with the natural environment, thus preparing them for extreme weather events. This aim was identified as a priority by the PSB as it is widely understood that climate change is an acknowledged threat to our long term future, likewise the impact of modern life on our natural assets.

For 2020/21 the co-produced actions for this Project Group were as follows:

- Preparation of a funding bid for submission to NRW and the implementation of agreed actions.
- Group members to share good practice and actively support Project Group discussions.
- Consideration of pilot projects and other support programmes.

Key actions undertaken in 2020/21

1. Re-connecting to Nature

In December 2020 Resources for Change (R4C) Ltd. were appointed by Ceredigion County Council, acting on behalf of the Climate Change and Natural Resources Project Group, to identify publicly owned land in the county that is accessible and promotes biodiversity and health and well-being.

Key elements of the report:

- The purpose of this report was to identify ways to enhance biodiversity, and to increase the opportunities for connections between people and nature.
- The work has produced a long list of publicly owned sites that meet or have potential to meet SINC (Sites of Importance for Nature Conservation) criteria as well as accessible sites that will enhance opportunities for people to better understand and enjoy local nature and green spaces and improve their health and well-being.
- Along with the compilation of a long-list of over 170 publicly owned sites with ecological / community enhancement potential, seven potential thematic projects have been identified that will enable direct access to nature. These themes include 57 sites which are geographically dispersed across the County.

- Opportunities have been identified to include tree planting, gardening, walking and cycling, litter picking, creation of wildlife refuges and community art projects. There is potential for access for all through path improvements and consideration of locations very close to or within communities. Habitats range from coastal, meadow, woodland and those within urban spaces.

These sites are:

- ABERAERON: **Key Theme:** Creation & Restoration of Semi-natural Grassland
- ABERYSTWYTH: **Key Theme:** Community Wildlife Projects
- CARDIGAN: **Key Theme:** Afon Teifi and Pollinators
- LAMPETER: **Key Theme:** Woodland and Freshwater Wildlife
- LLANDYSUL: **Key Theme:** Creation & Restoration of Semi-natural Grassland
- LLANILAR: **Key Theme:** Circular Wildlife Walk
- NEW QUAY TO LLANARTH: **Key Theme:** Coastal scrublands and water quality

Potential funding sources as at March 2021 have been outlined for the above themed projects which will provide a key focus for the future Action Plan for this Project Group as well as creating links with the other Project Groups.

“.....a Task & Finish Group has been established to support the process of developing and driving forward potential key actions identified by this commissioned report across publically owned sites.”

2. Love Where you Live Campaign

The campaign was launched on the 25th of January, 2021 with three calls to action for community groups, or individuals. The initial Facebook post has been viewed over 1000 times and traffic to the platform continues to increase.

“.....full details of this campaign for individuals and community groups can be found at [Love Where You Live](#).”

Key elements of the campaign include:

From your Garden: To support groups to plant at home and look at community planting as restrictions lift.

- Shared links with “Adam yn yr Ardd” - bilingual gardening video blog, with videos which are aimed at Welsh learners.
- Linked with local small business “Harvst” who produce smart greenhouses and have a strong ethos of encouraging food growing.
- Linked in with the Botanical Gardens in Carmarthen – Blog about supporting Bees.
- Supported community groups across Ceredigion to plant seeds/ plants for the National Day of Reflection.

- Developing plans with several community food growing schemes – hoping to form a network in Ceredigion.

From your Heart: Initially linked to walking, with the idea of painting stones to put out in local communities for people to find while they are walking.

- Actions to 'love' your local area, linked with "Naturehood", a community project from Earthwatch Europe, working to reverse wildlife decline.
- Translation of factsheets detailing ideas for people to support their local environment :
 - Creating a wildlife passageway
 - Making leaf and log piles
 - Making a wildlife pond and using flowers as pollinators
- Blog focused on Red Squirrels in Ceredigion.
- Shared local action like the mural for Earth hour in Cardigan.
- Working with local groups to support their community work e.g. Caru Aber.
- Looking at how the campaign can be used further to support communities as restrictions are lifted.

From your Front Door: People were asked to share positive experiences of walks within the community. Sharing details of where they walk and the different things that they see.

- Local press articles to raise awareness of the campaign and encourage people to submit their walking routes and photos.
- Walks from Caru Ceredigion shared.
- Links with Walking for Wellbeing Ceredigion to promote their virtual walks. Opportunities identified to join community walks, provide Volunteer leader training and Peer support for the future.
- Working with Cered and local care home residents to develop bilingual fact sheets of native plants and birds for people to identify while they are walking and gardening. Guides are also being considered for sensory gardens incorporating herbs and scented plants.

This project has focused on building relationships with community groups who are developing different community growing projects – these are also being highlighted as part of national gardening week and details of useful links can be seen below:

".....useful links providing additional information are available at :

[Community Growing](#)

[Adam yn yr Ardd](#)

[National Day of Reflection](#)

[From Your Front Door](#) "

Sharing of good practice and increasing the knowledge base

These elements are essential in order to underpin the work of this Project Group and therefore during 2020/21 a small Research Task Group was established.

The focus of this Task Group included the involvement of Partners in a Climate Resilience Pilot Project funded by NRW with a particular focus on the production of embedded Community Resilience Plans. This work was about Climate Resilience - planning for a different future as a result of climate change that we are already tied into and aimed to provide an overview of climate impacts and risks to the Town and to outline the priorities for organisations, community groups and individuals to work on to build resilience.

Consideration has also been given by this Project Group to key strategies developed by partners and the direct consideration of student participation in initiatives in order to enhance future activities.

".....a Task & Finish Group has been established to consider research opportunities, harnessing the skills of under-graduate and post-graduate students via the provision of opportunities for direct involvement in key project areas."

Proposed actions for the future

The forward action plan for this Project Group will continue to focus on the proposals within the Re-connecting Nature scoping report, the continuation and further development of community based actions focused on the sharing of good practice with the Love Where you Live Campaign and the continued linking of project actions with the key strategies of partner organisations.

The emphasis will be placed on maintaining a keen eye on the recovery plans as we emerge from the COVID-19 pandemic.



Create conditions for communities to support individuals from all backgrounds to live fulfilling, independent lives.

Develop and sustain social networks, and cultural and linguistic opportunities in order to enhance well-being and maintain independence.

Reviewed Priorities

As previously mentioned, the Understanding Our Communities Project Group was the first to recommence following the onset of the COVID-19 pandemic to ensure the vital sharing of information between communities and public services during a period when responding swiftly to support those most vulnerable within our communities was paramount. This was particularly important as the rural nature of Ceredigion, sparsity of settlements and challenges including digital exclusion and isolation had the potential to be negatively amplified by the impact of COVID-19. A review of the current priorities was undertaken to ensure that the work of the Project Group met the needs of both communities and partner organisations in light of the pandemic, whilst recognising that the work programme should remain flexible to respond to changes in circumstance as appropriate.

For 2020/21, the co-produced actions for this Project Group were as follows:

- Identify geographical communities and communities of interest – Data and community assets.
- Develop programme of engagement with communities and agree clear purpose and message to communicate the vision and encourage participation – Engagement and Communication.
- Work with communities to understand their assets – including buildings, people, skills, activities, events and services – Data and community assets.
- Support communities to work as Community Service Boards – Co-production.

Key Actions Undertaken in 2020/2021

1. Data and Community Assets

The Project Group have continued to gather reports and results from recent community engagement exercises. As a result of COVID-19 restrictions, some exercises and projects were placed on hold temporarily such as the Place Plans, whilst engagement opportunities had to be reconsidered with a focus on digital consultation as opposed to face to face. Community consultations have included those conducted by Cered in Aberaeron and Lampeter, Rural Futures in Llandysul and New Quay, Cynnal y Cardi in Lampeter and Llangrannog, and CAVO in Llandysul, Cardigan and Penparcau. Gathering feedback and reports from exercises such as the Place Plans and community engagement allows for greater understanding of need and identification of potential areas for future work.

In readiness for the next Assessment of Local Well-being which will be conducted in 2021/2022, a Task & Finish Group of the Project Group has been established to support the process of developing the draft engagement and communication plan. With PSB organisations reaching far into communities, the expertise of the Project Group will prove invaluable in identifying key stakeholders and events through which engagement on the Assessment of Local Well-being can be carried out. This process will prove imperative in reaching those communities disadvantaged, marginalised and seldom heard and ensuring that their voices are heard and needs accounted for. Project Group members will also take part in a facilitated workshop in order to collate their thoughts and expertise via polls, virtual white boards and discussion around well-being themes in the context of understanding our communities.

".....a Task & Finish Group has been established to support the process of developing the draft engagement and communication plan for the next Assessment of Local Well-being."

2. Engagement and Communication

Developments regarding Writemedia and Engagement HQ continue to be reported to the Project Group with the aim of utilising these digital engagement platforms as a repository for engagement reports. The development of Engagement HQ has remained challenging due to partner capacity during COVID-19, but it is hoped that the platform can be utilised in the future as a tool for continuous engagement in order to minimise community consultation exercises. Discussions have been held by the Project Group on how Engagement HQ can be utilised to support a Participatory Budgeting approach in New Quay, following the success of a similar project funded by the Police and Crime Commissioner across 3 areas of the county. This will build on the work of Severn Wye under the Rural Futures Programme in the area, who have been supporting the community to map local assets, identify issues associated with rural living and offer ideas based on good practice to help inform solutions. The Project Group also continues to explore links with [Understanding Welsh Places](#) as a community data source, and consider how it might link in with and inform the Assessment of Local Well-being.

Effective communication remains vital to the Project Group's work, and never was this been more crucial than during the onset of the pandemic. CAVO scheduled weekly meetings with Local Support Group organisers, with any feedback, challenges and areas of good practice reported back to members at Project Group meetings. A mapping exercise was conducted with the aim of geographically capturing the coverage of support providers across Ceredigion, including food banks, community support groups, town & community councils and YFC groups. This exercise proved vital in identifying any areas of the county not covered by any support networks, which allowed for implementing mechanisms to support communities where there was less coverage in provision. As the Stay At Home message become clear and alternative means of communication implemented, it was crucial to the Project Group that vital

messaging continued to reach those who were digitally excluded within the county. With this in mind, a live Communication Plan document was formulated and hosted on the Project Group's MS Teams site which referenced various avenues of communication and areas of good practice for reaching communities both online and offline. The Project Group also received a presentation by Radio Aber, who are focussing on facilitating messaging between communities and public services through a variety of means including phone-ins and advertising.

"A mapping exercise was conducted with the aim of geographically capturing the coverage of support providers across Ceredigion, including food banks, community support groups, town & community councils and YFC groups. This exercise proved vital in identifying any areas of the county not covered by any support networks."

3. COVID-19 Recovery

In advance of the initial easing of lockdown, a sub-group of the Project Group was established to assist and advise on the safe reopening of community venues. A multi-agency panel of experts was established and continues to meet weekly to discuss enquiries, monitor challenges and share information. A number of virtual briefing sessions have been held with community venue representatives, which have been well attended. Risk assessment templates, cleaning advice, track & trace procedures as well as the latest guidance from Welsh Government and WCVA continues to be offered online and via the live briefing sessions during which community venue representatives are encouraged to ask the panel questions relating to their specific activities / venues. The Panel has proved successful in informing and influencing national decisions based on local need.

".....a sub-group has been established to assist and advise on the safe reopening of community venues. A multi-agency panel of experts was established and continue to meet weekly to discuss enquiries, monitor challenges and share information."

The Project Group also continue to be informed by various pieces of research looking to identify the impact of the pandemic on communities. The Project Group received a presentation on Prosiect Fory – A collaborative project between Bro360 and Radio Beca based on a 3 question survey to establish how communities interact, and identify the positives and negatives brought about by the pandemic. A representative for Project Fory will be further invited to provide an update to the Project Group in the coming months, which will inform the work of the group moving forwards and ensure that any positive examples of good practice are retained.

A study by Aberystwyth Business School on the impact of COVID-19 specific to the residents and businesses of rural Ceredigion will also assist in informing any work to better support communities as recovery continues.

4. Co-production

As previously mentioned, the Project Group are keen to explore the potential link between Participatory Budgeting as a starting point for co-production. Discussions have already been held with Severn Wye regarding piloting the Participatory Budgeting approach to build on the action plans and needs assessment conducted in New Quay through the Rural Futures Programme, and to ensure that key funds are distributed to communities. Progress on the COVID-19 Volunteer Recovery Grant is also reported on at Project Group meetings, which will promote opportunities for communities to develop skills and awareness around first aid, confidence building and mental health, as well as support the process of implementing community contingency plans. The project will also look to celebrate the act of volunteering, and the health benefits involved. The establishment of the [Connect to Ceredigion](#) platform where communities can make connections, share information and exchange volunteering offers, as well as the [Connect to Kindness](#) campaign which encourages residents to informally support each other through acts of kindness will assist in reinforcing this messaging. The Project Group also continues to promote the [Dewis Cymru](#) and [Infoengine](#) directories, whereby individuals can explore advice and a range of services available across Wales and their specific area.

"...piloting the Participatory Budgeting approach to build on the action plans and needs assessment conducted in New Quay through the Rural Futures Programme, and to ensure that key funds are distributed to communities."

Proposed Action for the Future

The Project Group will continue to build on the work as outlined above where appropriate during the year to come, whilst remaining flexible and responsive to community needs as necessary. It is hoped that the work on the Place Plans will be in a position to continue, and that the Project Group can support working with communities and key officers to establish Task Forces to co-design and deliver solutions to meet needs identified in the process moving forwards.

Discussions will continue around implementing the Participatory Budgeting approach in New Quay to build on the findings established as part of the Rural Futures Programme, which will aim to support the community in addressing solutions to the issues associated with living in rural areas. The Understanding Our Communities Task & Finish Group will also continue to support the Assessment of Local Well-being process,

The Project Group will continue to strengthen links, explore opportunities for continuous engagement and encourage co-productive ways of working with communities and partners both locally and regionally. It is anticipated that Engagement HQ will prove an invaluable tool in implementing continuous engagement into our day to day work, and ensure that relevant information with regards to securing and delivering on any funding or grant schemes is already available as part of a central repository in order to avoid

consultation fatigue. With this in mind, the Project Group will assist in testing the site and continue to work in partnership to ensure it is delivered and managed to its maximum potential.

The Project Group also propose to develop and deliver an engagement skills programme for PSB partner workforce which will include co-production techniques, making every contact count.

“...continue to strengthen links, explore opportunities for continuous engagement and encourage co-productive ways of working with communities.”



Enable every child to have the best start in life.

Support parental preparedness through early intervention, overcome inequalities and promote holistic learning.

Reviewed Priorities

The key objectives of this Project Group are firmly placed in the requirement for Ceredigion PSB to prevent continued inequality and the lack of universal services to support children. This work is now based upon a through-age model of support which harnesses the opportunities for practical, hands-on collaboration which is firmly aimed at improving the lifetime outcomes for all. In order to achieve these objectives collaboration and intervention is required. The work is being delivered initially through PSB partners with a long term action to ensure that universal services are well-resourced, accessible and used by all.

Key actions undertaken in 2020/21

For 2020/21 the co-produced actions for this Project Group were as follows:

- To focus on programmes, strategies and policies aimed at the co-production of an integrated system for Early Years.
- Support the integrated establishment of the Well-being hubs.
- Consider and research potential hybrid models for the delivery of services for communities.

Creating the environment to enable each and every child to receive the best start in life is essential and in order to strive towards achieving this objective the work of this Project Group has supported the Pathfinder Pilot Project. Evaluation of local provision undertaken by Wavehill Consultancy has provided the foundation for continued pilot provision and has also linked this work to the key objectives of the Regional Early Years Strategy.

Harnessing the expertise of partners and evaluating the response of both service providers and service users has been key and this has enabled services to be provided in a seamless manner across Ceredigion. The requirement for the seamless provision of support services became even more important as COVID-19 struck and partners have worked collaboratively to ensure the continued provision of support, all be it in a slightly amended model which was adapted to reflect the challenges posed by lock-down. The importance of maintaining contact and providing support has underpinned all aspects of the work and the experience gained over this period is now being harnessed to inform future provision.

The challenges of COVID-19 directly affected the provision of childcare across the County with places being lost as providers struggled to maintain provision. Support services were channelled to address this challenge in order to ensure the availability of provision as we enter the recovery phase. The public and private partnership working for the provision of childcare services is essential in order to ensure the availability of universal services for the benefit of families in the County.

The second aim of this Project Group has centred on the design and establishment of Well-being Hubs and this has been based upon the innovative Integrated Service Delivery Model advocated by Ceredigion County Council. Partner consultation has contributed to the design of the first Well-being Hub located at Lampeter Leisure Centre and the aim is firmly focused on the development of integrated facilities for the benefit of individuals and communities. Through the adoption of a model based on ensuring maximum flexibility a range of public-facing services will be able to be provided for the benefit of all. Additional partner consultation has commenced with a view to embedding the model within service based solutions advocated by partners. PSB partners are actively considering the opportunities which are being provided by the Well-being Centre for the provision of extended services and they are also considering the concept of a "hub and spoke" model which would enable the hub to reach out to surrounding communities. Opportunities cross the boundaries of public, private and 3rd sector community provision of services for the benefit of all via truly community based hubs.

"...partner consultation has informed the design of the first Well-being Centre at Lampeter and links are being considered under the Volunteering Resilience Fund with a direct focus on community services."

Proposed Actions for the future

As we move into the recovery phase this Project Group is increasingly aware of priorities being identified and the strategic direction being outlined by Welsh Government with regards to the establishment of community based hubs. The Project Group will aim to develop knowledge and understanding around the Welsh Government's ambition and will seek to co-produce solutions across Ceredigion.

"...ambition is to see about 30% of the workforce in Wales staying at or near home in the long term. The Welsh Government said it wanted to give workers "more flexibility to work remotely" and claimed this could "drive regeneration and economic activity in communities".

The Project Group will further consider the potential and scope of new solutions and will progress discussions with partners and incorporate a mapping of partner assets to support community based working hubs.



Enable communities to become prosperous, sustainable and connected by supporting the transformation of economic prospects.

Improve physical and digital infrastructure to support economic development, including suitable and affordable homes.

Reviewed Priorities

Given the rural nature of Ceredigion and its geographic isolation from large economic centres out of necessity the County is heavily dependent upon public sector employment. Increased opportunities are required to extend this employment base in order to decrease the risk posed to the long term prosperity of the County. This Project Group's objectives are firmly placed in the identification of solutions which will decrease this risk and expand the employment base via interventions and initiatives which are aimed at developing the foundational economy and improve the infrastructure. With the direct involvement of partners from the public, private and 3rd sector, solutions will be designed to reflect their perspectives and drive to create innovative and sustainable businesses which harness the skills and expertise of local people.

The Project Group has been heavily involved in the shaping of the Economic Strategy 2020-35 and this was agreed at Cabinet in March 2021. This vitally important document has helped to inform the areas which need to be focused on in 2021/22.

When the Project Group re-convened in the first quarter of 2021 their first task was to undertake a collective review of priorities. The Project Group considered the following priorities:

- Data analysis Task-Group - What does the data mean for enterprise and innovation?
- Business diversification and co-location Task Group – Should this underpin the required business development model?
- Enterprise Intervention – Do we understand the range and potential impacts of the existing interventions?
- Sector specific task group – Should we periodically consider the requirements of individual sectors?
- Place focus – How do we shape the future of town centres, what is important to their future vitality?

Also in 2020/21 Ceredigion were requested by Welsh Government to lead in Mid Wales on a project aimed at Creating Wealth in the Foundational Economy through progressive procurement approaches. This has seen an extensive range of partners sharing information and knowledge across key sectors with the objective of enhancing the opportunities available across the region to expand the business platform and retain wealth locally.

This work is being undertaken by the Centre for Local Economic Strategies (C.L.E.S) with the specific aims:-

- To **effect systemic change in local economies** across Wales:
 - by working with **anchor institutions** in selected Welsh **Public Service Board areas** to introduce and embed the **community wealth building** concept in these areas
 - and disseminate policy and practice lessons across Wales;
- With a specific focus on **progressive procurement approaches**

Key actions undertaken in 2020/21

For a large proportion of 2020/21 the actions for this Project Group were suspended as its members battled to address the challenges of COVID-19. Members worked with businesses to rapidly deliver the support of Welsh Government initiatives. These were urgently designed to assist the survival of the local private sector. Priority was given to providing the support structures necessary to enable businesses and individuals to survive beyond the pandemic.

The voice of the private sector is key to this group and during these challenging times it has proved very difficult to sustain private sector input but this matter is now being addressed by the group as they move to progress specific areas of work.

With the easing of restrictions and following detailed consideration, the Project Group has now agreed that their future focus will be placed on two key elements namely, support interventions and place focus embracing the changing nature and product offering on the high street and within market towns.

“... Task and Finish Groups established to review the interventions aimed at expanding the employment infrastructure, to harness the ambitions of the private sector and to further define Place focus – How do we shape the future of town centres, what is important to their future vitality their research and development activity across the County.”

Complementary to this work a number of workshops have been undertaken as part of the procurement project – ‘Creating Wealth in the Foundational Economy’ and these have considered five key sectors namely:

- Enhancing Opportunities for Local SME's
- Construction and Retrofit
- Food Procurement
- Support for Generative Suppliers
- New Business Start-up.

The aims of this project have also been reviewed against the challenges posed by COVID-19 and the following key amendments have been made to the project plan:

- In light of COVID-19 the work now includes a specific focus on **supporting local businesses which are at risk or vulnerable** due to the pandemic and supporting the growth of **local employment opportunities**.
- We are also examining some aspects of **national agencies pan-Wales spend** (e.g. Wales NHS food-related spend).

“... workshop sessions held to map the value of key individual sectors and to identify further opportunities to decrease the loss of wealth from local communities.”

This Project Group is very aware of the changing landscape of our market towns and wish to focus their work on the identification of new approaches and product offerings. Emphasis will be placed on research and development and the design of innovative solutions. Encouraging skills development is seen as being key to the long term future of businesses in the area and harnessing the latent potential of the Foundational Economy is seen as a key driver in this work.

Given the sectoral emphasis of the work which has been undertaken to date it is deemed feasible to expect an increasing contribution to the economy in the coming years.



Enable people to create and grasp opportunities and meet challenges throughout their lives.

Improve vocational and life skills, build confidence and enable people to respond positively to change.

Reviewed Priorities:

With the Guiding Principles of Community Resilience and Individual Resilience underpinning the 6 Well-being Aims of the Local Well-being Plan, ensuring that our public sector employees are equipped with the skills and capabilities to overcome transitions, challenges and face change has never been more imperative in light of the COVID-19 pandemic. Never before has our resilience on both a community and individual level been challenged in such a broad and multifaceted way, with employees having to adapt to an entirely new way of working and communicating almost overnight. The Resilience Training Project Group had a crucial part to play in ensuring that staff within our PSB organisations felt confident in the level of well-being support provided within their respective workplaces, and equipped with the skills necessary to manage in line with the circumstances imposed. A review of the current priorities was undertaken to ensure that the work of the Project Group met the needs of partner organisations in light of the pandemic, whilst recognising that the work programme should remain flexible to respond to changes in circumstance as appropriate.

For 2020/21, the co-produced actions for this Project Group were as follows:

- Establish a register of resources for all PSB organisations.
- Identify any gaps in training & need based on findings of resource spreadsheet.
- Develop shared training for PSB organisations based on gaps & need.

Key Actions Undertaken 2020/2021:

1. Resilience Training Resource Register

The primary focus of the Project Group during this time was to fully review examples of relevant training focussing on building resilience currently being offered to staff across all partner organisations. As previously mentioned, this exercise was of particular importance following the onset of the COVID-19 pandemic where organisations have been responding swiftly to ensure the continued well-being of their staff. One of the main challenges where a repository of organisational Resilience Training has been attempted previously has been around cementing a definition with regards to what constitutes Resilience Training, and the consequent recognition of examples appropriate for inclusion within this resource. With such a broad range of support outlets being offered across organisations including helpline services and support groups, it was crucial that the agreed definition outlined that any sessions acknowledged as training

should be structured in such a way to include the provision of information and actionable strategies, with a clear focus on prevention and / or support that could ultimately be shared across organisations if required. With this in mind, the Project Group agreed on the following definition of Resilience Training within organisations.

"In the context of this Project Group, references to (any form of well-being and / or resilience) training will focus on proactive sessions offering employees opportunities to hear how to improve their well-being, equipping them with the knowledge to help respond to daily challenges in a prepared and functional manner, as well as learn of what support mechanisms there are both within the organisation and wider should they be required."

The primary aim of building a catalogue of resources was to help facilitate shared learning opportunities, prevent duplication, as well as identify future needs of employees across organisations. In order to achieve this, a Resilience Training Register in the format of an Excel spreadsheet was created and uploaded centrally on to the Project Group's MS Teams site. The Teams site was established following the onset of the pandemic to facilitate improved communication between meetings and as a repository for the Group's documentation including report templates and live documentation. The central repository allowed partners the freedom to populate the Resilience Training Register with opportunities already available to PSB employees through their organisation as and when convenient. The Register outlines crucial details such as training content, potential costs, evaluation details as well as who the training is suitable for. Project Group members continue to update the Register where necessary to ensure the live document is kept up to date, and is reflective of an ever changing picture.

2. Identifying Gaps & Need

A piece of research is in progress by Aberystwyth University in partnership with the Resilience Training PSB Project Group, which aims to explore public service staff's understanding of well-being and resilience, their experiences of any resources or training received to assist in building resilience, and to establish how individuals may be supported further in developing resilience and enhance well-being. As mentioned previously, staff have had to respond to change and uncertainty on an unprecedented level during the past year and so the research also looked to ascertain how public service employees' experience of COVID-19 has impacted on capacity for resilience. Information was collated via Focus Group sessions that have been conducted with 3 PSB organisations, with additional sessions planned for 21-22. Some early discourses suggest that the findings prove invaluable in informing the progress of the Project Group moving forwards to ensure that need as identified by employees is met. A further project aiming to consider the use of restorative spaces within the NHS, as well as creating nature based breakout rooms which will provide an insight into resilience is also underway. Whilst recruitment has proved challenging during the pandemic, it is hoped that should there be potential to promote this project further, that any findings could be reported back to the Project Group and inform next steps in the future.

The Project Group continue to monitor whether there is scope to share organisational training with communities and volunteers, and ensure that linkages are made with the

Understanding Our Communities PSB Project Groups where appropriate. CAVO received funding by Welsh Government focussing on supporting volunteering activity during the recovery phase, and were keen to establish whether there was scope to offer local communities the chance to develop skills and awareness specifically with regards to first aid training, mental health awareness and confidence building awareness. Project Group members were encouraged to contact CAVO should groups or organisations wish to apply to become part of a portfolio of providers who can deliver sessions for volunteers in communities across Ceredigion. The Project Group will continue to scope and identify opportunities to work collaboratively with the Understanding Our Communities PSB Project Group in the future to share resources as appropriate.

As previously mentioned, the primary aim of establishing the shared Resilience Training Register was to help facilitate shared learning opportunities, prevent duplication, as well as identify future need of employees across organisations. As Project Group members continue to populate the Resilience Training Register, consideration will be given to any gaps that become apparent once a full picture has been achieved whilst also reflecting upon the findings of the Focus Group research which will further highlight areas for focus moving forwards.

“A piece of research is in progress in partnership with the Resilience Training PSB Project Group, which aims to explore public service staff's understanding of well-being and resilience, their experiences of any resources or training received to assist in building resilience, and to establish how individuals may be supported further in develop resilience and enhance well-being.”

3. Develop Shared Training for PSB Organisations

Due to the urgency of the response required in ensuring the well-being of employees during the past year, members of the Project Group and wider PSB will consider whether opportunities for developing shared training for PSB organisations is still feasible at this time. The findings of these discussions as well as the avenues highlighted above will assist in informing the direction of the Project Group moving forward.

Proposed Action for the Future:

The Project Group will continue to build upon the work already established, aiming to ensure that the Resilience Training Register reflects an up to date picture of the opportunities offered to staff across each PSB organisation. Specifically, and once a full picture of opportunities has been achieved, the Project Group will reflect upon whether there are opportunities to share training programmes across organisations or with our community groups as appropriate. Should an appetite remain for the development of a shared training programme across PSB organisations, the Project Group will consider the gaps in need identified as part of the mapping process and respond accordingly to ensure that the appropriate support is offered to PSB employees in line with demand.

The Project Group will continue to support the Focus Group research, and scope opportunities for further sessions to be conducted with PSB organisations who have not yet participated. The findings of the Focus Group research will assist in identifying the issues of pressing concern to public service staff, and allow for discussions to take place on how best to meet these needs with COVID-19 recovery in mind. As the recovery phase progresses, the Project Group's Action Plan moving forwards will remain flexible to ensure fluidity of response in line with the unpredictable nature of the pandemic. With well-being in mind, the Project Group will also support the Assessment of Local Wellbeing process, by means of participation in a facilitated engagement workshop involving discussions and short polls, as well as a follow up session involving providing feedback on the draft assessment following consultation.

The Project Group have continued to receive updates with regards to the developments around Canolfan Tir Glas at University of Wales Trinity Saint David Lampeter Campus. In light of the pandemic, the University along with partners are in the process of reimagining the future potential of Lampeter and the role of the University in supporting an integrated vision for the town. Canolfan Tir Glas aims to promote the local food industry, local sustainability, resilience and enterprise within a rural context and will focus on strengthening the economic infrastructure of Lampeter. These updates will remain on the Project Group agenda, and opportunities to support and link in with this area of work will be considered as necessary.

"Should an appetite remain for the development of a shared training programme across PSB organisations, the Project Group will consider the gaps in need identified as part of the mapping process and respond accordingly."

Social and Green Prescribing Project Group



Enable people to live active, happy and healthy lives.

Support physical and mental health and improve well-being through promoting healthy behaviours.

This Project Group has not met during 2020/21 due to the COVID-19 Pandemic. Partners have however attempted to keep up to date with developments as far as practically possible throughout the period by creating links via national platforms such as Basecamp.

Ceredigion Public Services Board Sub-Groups

In addition to the 6 Project Groups there are Sub-groups that report to the Ceredigion PSB. Detailed below is a summary of the work of the Poverty Sub-Group, the Refugee Resettlement Sub-group and the Bilingual Futures Forum.

Ceredigion PSB Poverty Sub-group: Tackling Hardship Strategy 2020-22

The Tackling Hardship Strategy 2020-22 was published in August 2020 as a successor to the Ceredigion Combatting Poverty Strategy 2016-20. The Strategy and accompanying Action Plan provides a partnership response to the impact of Covid-19 on Ceredigion. It is monitored by Ceredigion PSB Poverty Sub-group which meets four times per year. Matters relating to Child Poverty are scrutinised by the Children & Young People Services Provider Forum that meets one week before the PSB Poverty Sub-group in order that issues can be escalated immediately.

The Tackling Hardship Strategy 2020-22 has three key objectives as noted below and the Action Plan has 65 actions which are delivered by a range of PSB partners:

Three key objectives of Ceredigion Tackling Hardship Strategy 2020-22
To develop a shared understanding with partner agencies of the evolving impact of COVID-19 on hardship in Ceredigion through the collation and analysis of data.
To co-ordinate and consolidate collaborative efforts with partner agencies in order to promote and take advantage of all available help and assistance.
To identify gaps in support and evolving hardship needs in order to develop early effective intervention that will strengthen individual and community resilience as we adjust to the impact of COVID-19.

The Action Plan is divided into 3 separate pillars for implementation and these are namely:

Three pillars of the Tackling Hardship Strategy action plan
Pillar 1 – help for those who are experiencing financial hardship
Pillar 2 – help for those experiencing exhaustion, stress and anxiety
Pillar 3 – making sure that people can access services

A data dashboard has been developed to help us monitor population indicators that we anticipate will be influenced by the delivery of both the Tackling Hardship Strategy 2020-22 and Ceredigion Economic Strategy 2020-35 and this helps to ensure alignment between the actions of these two important strategies.

PSB Refugees Resettlement Sub-Group

Ceredigion PSB pledged to resettle 50 refugees fleeing the Syrian conflict by March 2020. This signified our contribution to the UK Government's pledge to resettle 20,000 refugees under the Vulnerable Persons Resettlement Scheme. Ceredigion's commitment was met in November 2019 and the UK Government met its commitment in February 2021.

Following this The Home Office immediately reaffirmed their commitment to the resettlement of refugees through the development of the UK Resettlement Scheme and Ceredigion PSB has pledged to resettle 2 families per year for as long the Home Office maintain current levels of funding for the scheme. The PSB Refugees Resettlement Sub-group meets three times a year to support the resettlement process and to monitor the progress of integration by those who have arrived in Ceredigion under the scheme.

As a direct consequence of Covid-19 the Refugee resettlement was put on hold during 2020/21. The 10 families currently living here continued to be supported by the Red Cross support service that the Council commissions. Ongoing virtual support was provided by telephone, video calls and WhatsApp. Laptops were purchased for the families so that they could continue their English lessons on-line; they also joined online conversational English sessions with volunteers, virtual coffee mornings with Aberystwyth University and 'Zymraeg' (Zumba through the medium of Welsh) with the National Learn Welsh Centre.

The families took part in the Census 2021 and were grateful for the targeted help offered to them from the census officer. In April 2020, the Syrian Dinner project, a social enterprise company set up by directly by Syrian members, provided free hot meals to

Bronglais Hospital staff. When asked to explain why they had made the donation, one of the women replied as follows:

“Ever since we arrived in the UK, we have been warmly welcomed. Everyone in the community has been helping us and supporting us. We felt that they are our family and this country is our second home. As there is the pandemic, I thought of how can we pay back the lovely people who have helped us and supported us. As we are already doing the Syrian project I thought the best way is by making food to NHS staff. We made rice with vegetables, stuffed vine leaves. We made sure that the food has lots of vegetables so that it is light and healthy. We are delighted that people appreciated our food. The NHS staff deserve a lot and we are showing them that we are grateful to all their hard work. We are all staying home and following the Corona virus guidelines at home and when going out. Me and my children are doing school work and lots of fun activities at home. I miss our weekly gathering for Iftar in Ramadan. We used to share our meals with the Muslim community in Aberystwyth every Sunday.”

This is just one example of how the work of this Sub-group is having a positive impact on the lives of people who have settled within our communities. This work is set to continue as the Sub-group strives to maintain its continued successful achievement, based on current funding arrangements to resettle 2 refugee families per year in Ceredigion.

Ceredigion Bilingual Futures Forum

One of the core values of the Local Well-being plan is its commitment to ensuring that the Welsh language is not treated less favourably than the English language when providing services to the public. It has also recognised that there is a responsibility to work hard to promote and facilitate the use of Welsh, making it easier for people to use their Welsh language skills in their everyday lives. During 2020/21 evidence has been gathered from an extensive range of partners of the Ceredigion Bilingual Futures Forum on the following four key areas:

- Opportunities to use Welsh during lock-down.
- The challenges or barriers.
- Planning for the adaptation period, together with the long-term recovery phase.
- To consider what we can do better to increase the opportunities to use the Welsh Language.

Given the effect which COVID-19 has had it has been recognised that the crisis has changed our lives in dramatic ways. This has included our relationships with other people in our communities, families, homes and workplaces; and this in turn has had a detrimental effect on opportunities to use the Welsh language in a social setting. The lock-down period came upon us suddenly, and digital solutions were put in place quickly. However, the lack of cultural socialisation has been identified as having an impact on our use of the Welsh language whereby many people may now not see, hear or speak Welsh for long periods of time. Organisations have had to take a radical rethink

about the ways in which they operate and deliver services to the public over the last year.

Following the collection of the evidence from partners the report entitled “Opportunities to Use Welsh during Lock-Down” was considered by the PSB as it presented a golden opportunity to share some of the new opportunities that have arisen from the pandemic, seeking to raise awareness of the importance of putting the Welsh Language at the centre of any new developments.

Other Presentations and Considerations

In addition to the projects, initiatives and strategies noted within this report Ceredigion PSB members have also considered and discussed the following during 2020/21:

- Operation Dawns Glaw Initiative – Mid & West Wales Fire and Rescue Service
- Opportunities to Use Welsh during Lock-Down Report – Ceredigion County Council
- Newcastle Emlyn Climate Resilience Project Report – National Resources Wales
- Joint response by Ceredigion PSB to the Welsh Government consultation on “Re-balancing Care and Support”

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CEREDIGION COUNTY COUNCIL

Report to: Cabinet

Date of meeting: 2 November 2021

Title: Porth Cynnal Specialist Services (Children & Adults)
INDEPENDENT REVIEWING SERVICE
PERFORMANCE MANAGEMENT REPORT
Qtr 4 2020/21

Purpose of the report: To monitor the progress of Looked After Children through Independent Reviewing Officer scrutiny

For: Information

Cabinet Portfolio and Cabinet Member: Care, Protection & Lifestyle
Cllr Alun Williams

This report represents the monitoring and quality assurance of Looked After Children who were reviewed during the fourth quarter of 2020/21.

This information contributes to Members fulfilling their roles as Corporate Parents.

The information is based on the monitoring forms completed by the Independent Reviewing Officers (IRO) following each Looked After Children Statutory Review (LAC Review) and is informed by other performance information held by Children Services.

The report includes National and Local standards and targets used to measure outcomes for Looked After Children (LAC) at the time of their statutory review, and includes Welsh Government Performance Indicators (PI's) and Local Performance Targets.

On the basis of the information available and the views expressed during the LAC Review Meeting, the IRO makes a professional judgement about the effectiveness of a child/young person's Care Plan in meeting their needs and may recommend changes to the Plan.

During the Review Meeting the IRO considers whether the child/young person who is being reviewed requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was not deemed necessary by the IRO for any child in the period

In addition, the IRO has regard as to whether the child/young person's human rights are being breached in any way and, if so, might make a referral to CAFCASS. This action was not required at any review.

SUMMARY OF KEY POINTS;

- At the end of this Quarter, Quarter 4, as of March 31st 2021, there were 85 children being looked after by the Local Authority. This is an increase in the number of children being looked after. At the end of Q3 there were 79 children being looked after.
- 58 children were reviewed in this quarter. 89.7 % were reviewed within the statutory timeframe.
- 1 child was returned home to family during this quarter, compared to 4 children in Q3.
- The placement provision for the children reviewed in this quarter ranged from 20 placed in Local Authority Foster Care Provision, 12 placed with family, 9 placed with parents, 8 in Independent Foster Care Provision, 3 in residential care and 3 with kinship carers.
- Of the children reviewed in this quarter, 87.9% of children received a statutory visit.
- 32 of children reviewed were the subjects of a Full Care Order, 16 were of an Interim Care Order, 1 of a Placement Order and 9 were under the legal status of a Section 76.
- 100% of the care and support plans were recorded as meeting the needs of the children/young people reviewed in this quarter.
- The number and percentage of children (of sufficient understanding) who were involved in or consulted about their review, was 100%.
- The number and percentage of children who were made aware of their right for an advocacy service, was 100%
- The percentage of young people who are eligible and have a Pathway Plan in place and a PA to support them is 100%.
- 25 Pathway Plan Reviews were completed in this quarter. 80% were completed within timescale.
- 96% of the Reviews undertaken evidenced that the Pathway Plans that were in place were meeting the needs of the young people.
- 80% of the Pathway Plan Reviews that had taken place had either the views of the person represented in the review or the young person attended their review.

Has an Integrated Impact No Assessment been completed?

If, not, please state why

Summary:

This report is provided on an ongoing basis and demonstrates the continuing work that is undertaken with Looked after Children in Ceredigion.

Wellbeing of Future Generations:

- | | |
|-----------------------|---|
| Long term: | Balancing short term need with long term planning for the future |
| Integration: | Positively impacting on people, economy, environment and culture and trying to benefit all three |
| Collaboration: | Working together with other partners to deliver |
| Involvement: | Involving those with an interest and seeking their views; stakeholder engagement and consultation |

Prevention:	Putting resources into preventing problems occurring or getting worse
Recommendation(s):	Members to note the contents of the report
Reasons for decision:	To ensure that Ceredigion Local Authority and its officers and safeguarding partners are effectively discharging their statutory duties
Overview and Scrutiny:	Healthier Communities Overview & Scrutiny Committee
Policy Framework:	Corporate Strategy
Corporate Priorities	Enabling individual and family resilience
Finance and Procurement implications:	Within core budget
Legal implications	None
Staffing implications	None
Property / asset implications	None
Risk(s):	The report reflects a risk of harm to children and how they are safeguarded.
Statutory Powers:	Children Act 1989, Children Act 2004, Social Services Well-being (Wales) Act 2014
Background Papers:	Internal documents only that are held by Specialist Services
Appendices:	Independent Reviewing Service Performance Management Report Quarter 4 2020/21
Corporate Lead Officer:	Sian Howys Corporate Lead Officer: (Children & Families)
Reporting Officer:	Sian Howys Corporate Lead Officer: Children and Families / Elizabeth Upcott Corporate Safeguarding Manager
Date:	1 July 2021

Cyngor Sir CEREDIGION County Council
Safeguarding Service

Independent Reviewing Service Performance Management Report

Quarter 4: 1st January 2021 – 31st March 2021



...yn gofalu i wneud gwahaniaeth
...taking care to make a difference

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SECTION ONE: INTRODUCTION

This report provides information collated by the Quality Assurance and Independent Reviewing Service in order to monitor performance and quality assure services to looked after children, care leavers, children in residential placements and those children who receive respite care and short breaks. The information is based on the monitoring forms completed by the Independent Reviewing Officers (IRO) following each review meeting within this quarter along with other performance information held by the Children and Families Service.

BENCHMARKING

This report includes national and local measures and targets used to measure outcomes for looked after children and care leavers at the time of their review meeting.

On the basis of the information available and the views expressed during the review meeting, the IRO makes a professional judgement about the effectiveness of a child/young person's care plan in meeting their needs and the IRO will highlight to managers any poor practice.

During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was not deemed necessary by the IRO for any child in the period.

In addition, the IRO has regard as to whether the child/young person's human rights are being breached in any way and, if so, might make a referral to CAF/CASS Cymru. This action was not required at any of the review meetings in the period.

For any query or comment contact:

Elizabeth Upcott
Safeguarding Service
Penmorfa,
Aberaeron
SA46 0PA

SECTION TWO CARE PLANNING

1. Headline Figures for Q4:

Number of Looked After Children	Total
31 st December 2020	79
31 st March 2021	85

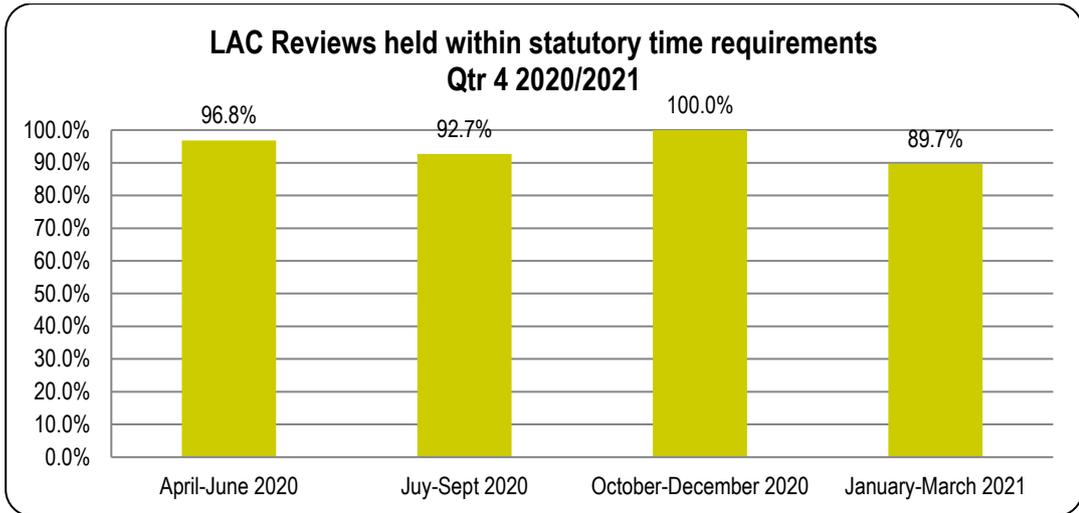
2. Number and percentage of Looked After Children Reviews undertaken within the statutory time requirement.

Target Set 100% - Target achieved 89.7%

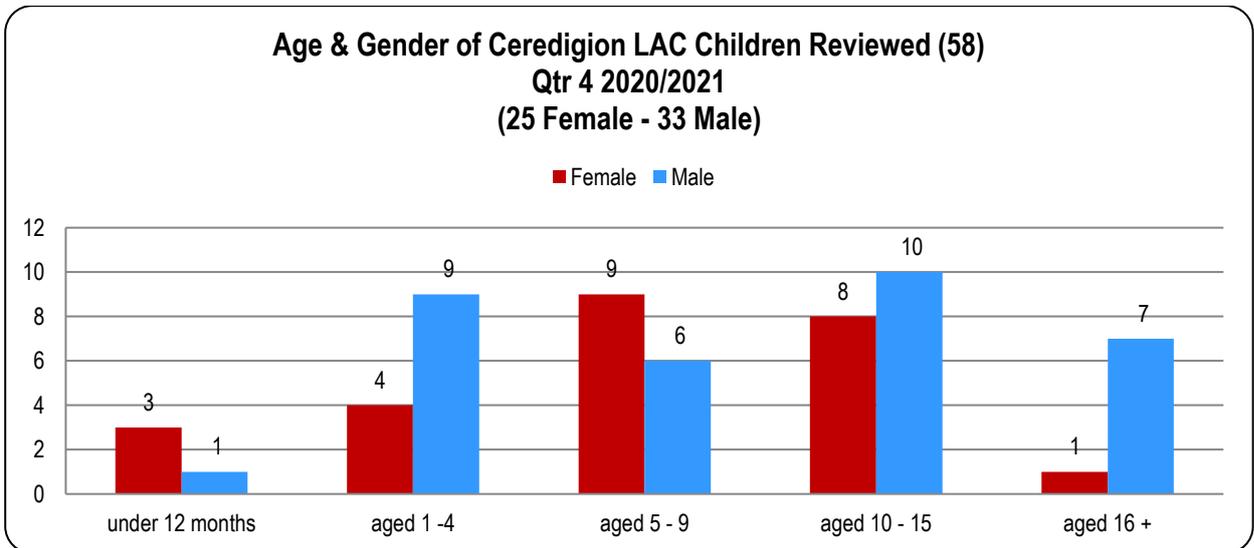
58 Children were reviewed within the Quarter.

- 52 (89.7%) LAC Review Meetings were undertaken within the statutory requirements.
- 6 (10.3%) LAC Review Meetings were held out of statutory requirements; reasons recorded were as follows: -
 - A sibling group of 3 children's Review was postponed due to the absence of an IRO.
 - 1 Other child's review was delayed due to Social worker availability.
 - There was delay in notifying that 2 further children had become Looked After.

	Jan-Mar 2021	Oct-Dec 2020	July-Sept 2020	April - June 2020	Jan - Mar 2020
Number of children reviewed in the quarter	58	60	41	62	48
Number of reviews held in timescale	52	60	38	60	47
Number of reviews held out of timescales	6	0	3	2	1

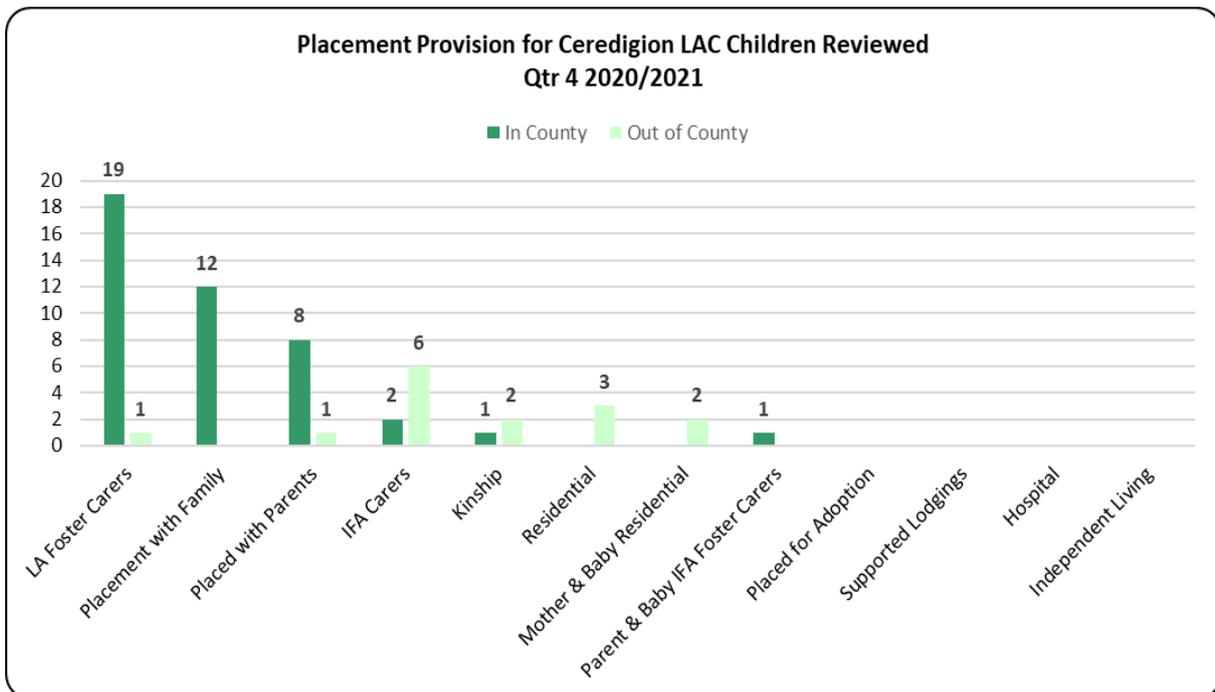


3. Age and Gender of the Children Reviewed in the Quarter:



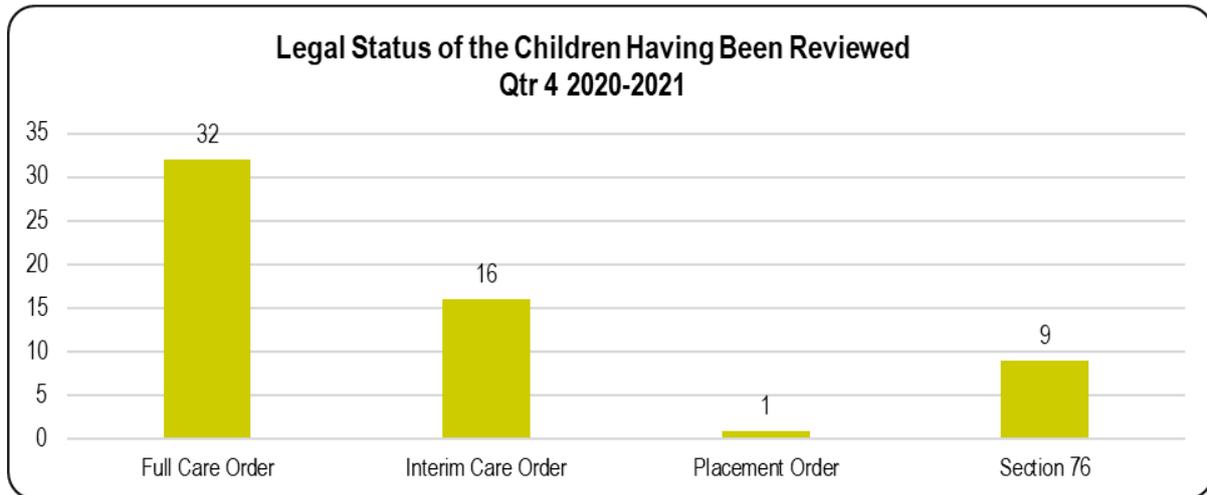
4. Nature of the Placement Provision of Children Reviewed in the Quarter:

Type of Placement	In County	Out of County	Total
LA Foster Carers	19	1	20
Placement with Family	12		12
Placed with Parents	8	1	9
IFA Carers	2	6	8
Kinship Carers	1	2	3
Residential		3	3
Mother & Baby Residential		2	2
Parent & Baby IFA Foster Carers	1		1
Adoption			
Supported Lodgings			
Hospital			
Independent Living			
	43	15	58



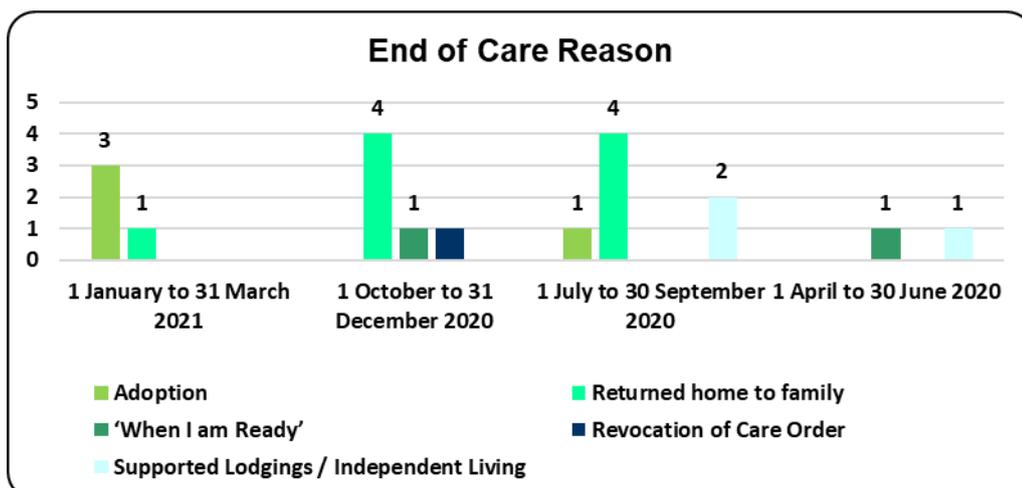
5. Legal Status of Children Reviewed in the Quarter:

Legal Status of the Children Having Been Reviewed	
Full Care Order	32
Interim Care Order	16
Placement Order	1
Section 76	9
Total	58



6. Reasons for End of Care of the Children Reviewed

Period	Number left care	End of Care Reason				
		Adoption	Returned home to family	'When I am Ready'	Revocation of Care Order	Supported Lodgings / Independent Living
1 January to 31 March 2021	4	3	1	-	-	-
1 October to 31 December 2020	6	0	4	1	1	-
1 July to 30 September 2020	7	1	4	-	-	2
1 April to 30 June 2020	2	0	0	1	0	1
Total	19	4	9	2	1	3



7. Number and percentage of Looked After Children who have an allocated Social Worker.

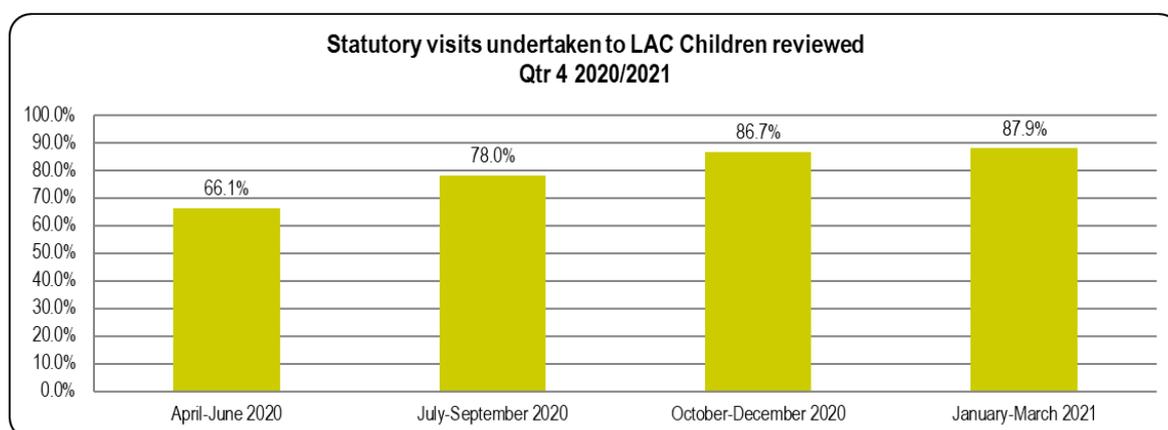
Target Set 100% - Target achieved 100.0%

- 58 (100.0%) LAC Reviews recorded that a qualified Social Worker was allocated and actively involved with the child.

8. Number and percentage of statutory visits undertaken to Looked After Children reviewed within the required timescales.

Target Set 100% - Target achieved 87.9%

- 51 (87.9%) Looked After Children received Social Worker visits in accordance with the statutory requirements.
- 7 (12.1%) Looked After Children did not receive Social Worker visits in accordance with the statutory requirements.

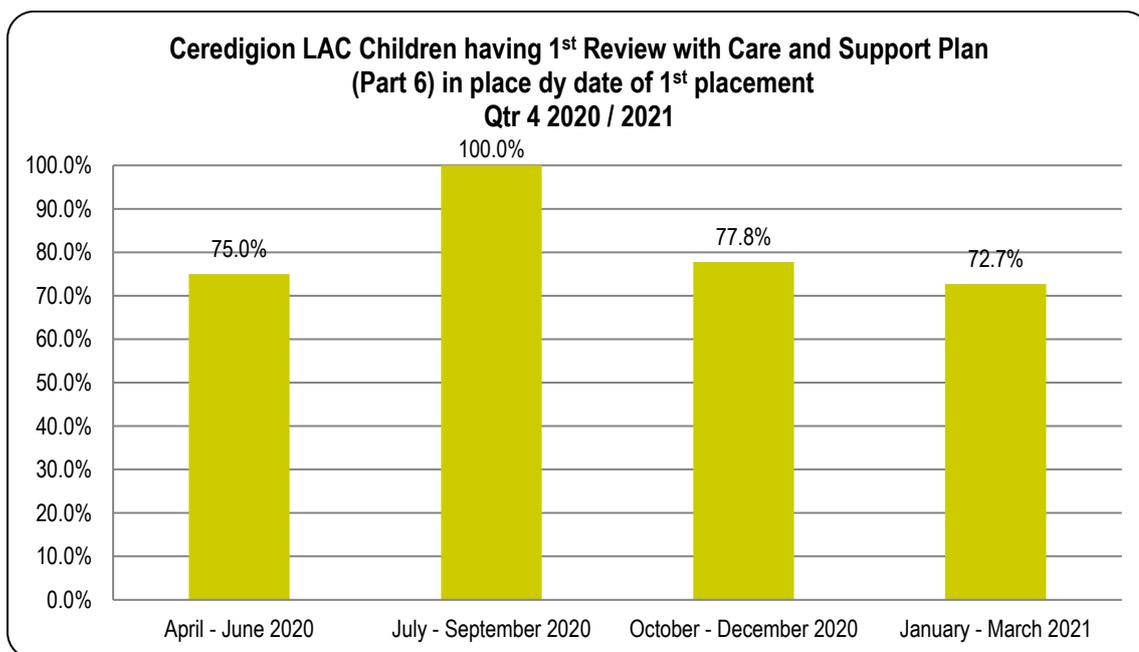


Comment: This is the percentage of visits that were undertaken where children were seen, however in 7 of the cases the stat visits were undertaken but not recorded on the system.

9. Number and Percentage of Care and Support Plans (Part 6) in place at the date of the first placement and of up to date plans available for the Review.

Target Set 100% - Target achieved 72.7%

- There were 11 new LAC placements made during this quarter; 8 (72.7%) Review meetings recorded that the child / young person had a Care and Support Plan (Part 6) in place by the date of his/her placement.
- For 1 child and a sibling group of 2 the Care and Support Plan was not in place by date of first placement; however the Care and Support Plan was in place at the time of the review for all 3 of the children / young persons.



- The IRO identified that updates were required to the Care and Support Plan records (Part 6) of 3 children.

Comment: It is now confirmed that the Care and Support Plan for all 3 children has been updated since the review.

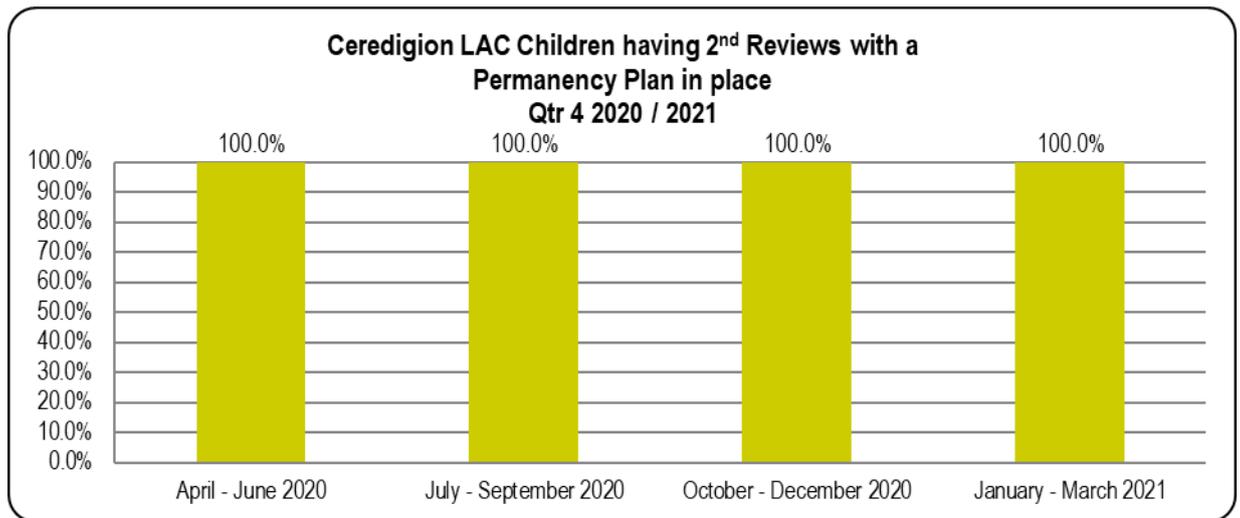
10. Number and percentage of Looked After Children who have a Permanency Plan by the second review if a return home has not been planned.

Target Set 100% - Target achieved 100.0%

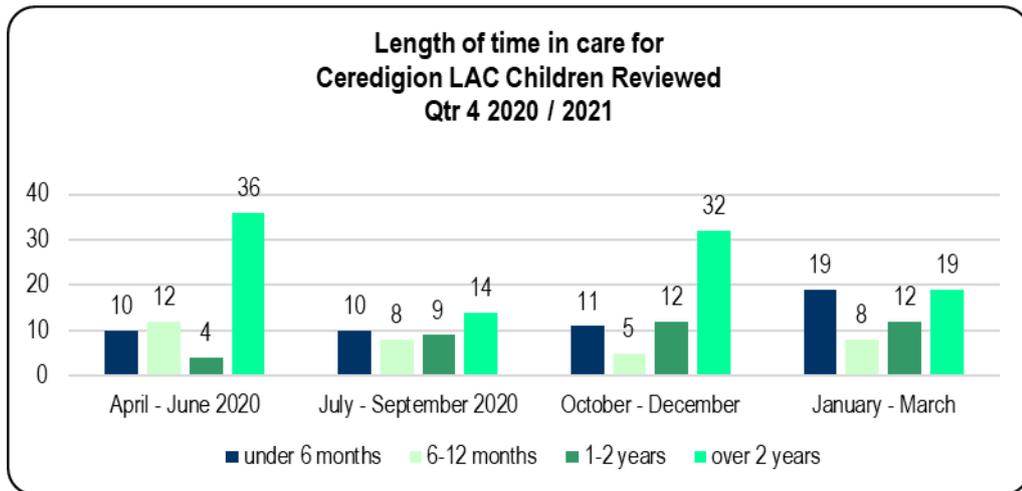
- There were 11 second reviews during this quarter, all 11 reviews (100.0%) recorded that a Permanency Plan had been agreed. This is consistent with the previous quarter.
- There was concerns recorded by the IRO in 4 (6.9%) reviews in this period regarding the progress of the Placement / Care and Support Plan / Permanency Plan.

The nature of the concerns was as follows: -

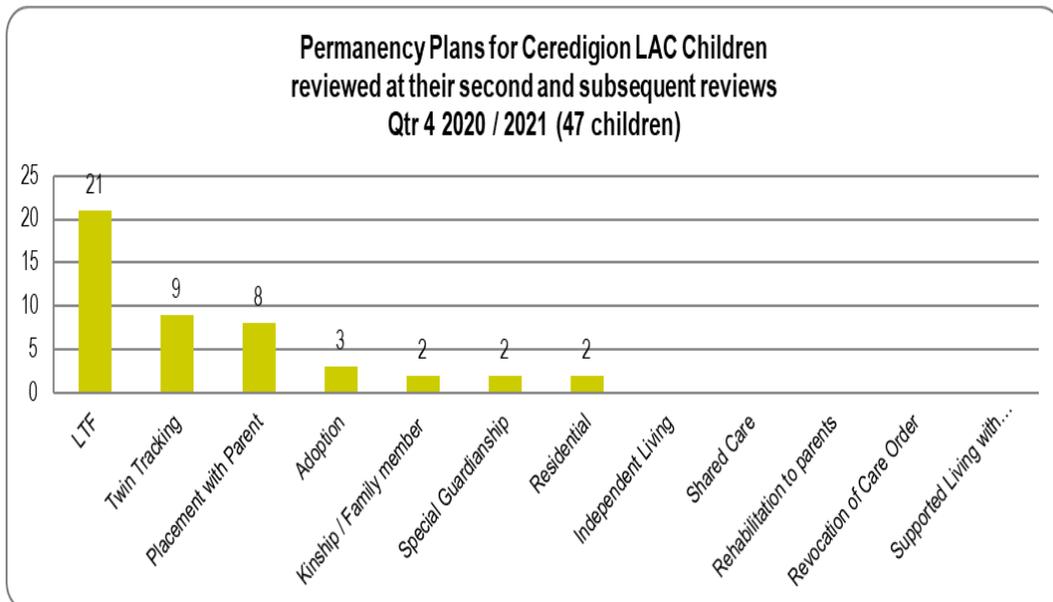
- Lack of resources due to the fact that a decision has been made that an alternative placement needs to be identified for 1 young person to allow him/her the opportunity to develop independence in the future.
- Delay in progressing a Special Guardianship for 1 young person.
- Lack of resources in progressing the plan of Adoption for 1 young person.
- Permanency Plan needing to be agreed for 1 further young person.



11. Length of Time in Care:



12: Nature of Permanency Plans:



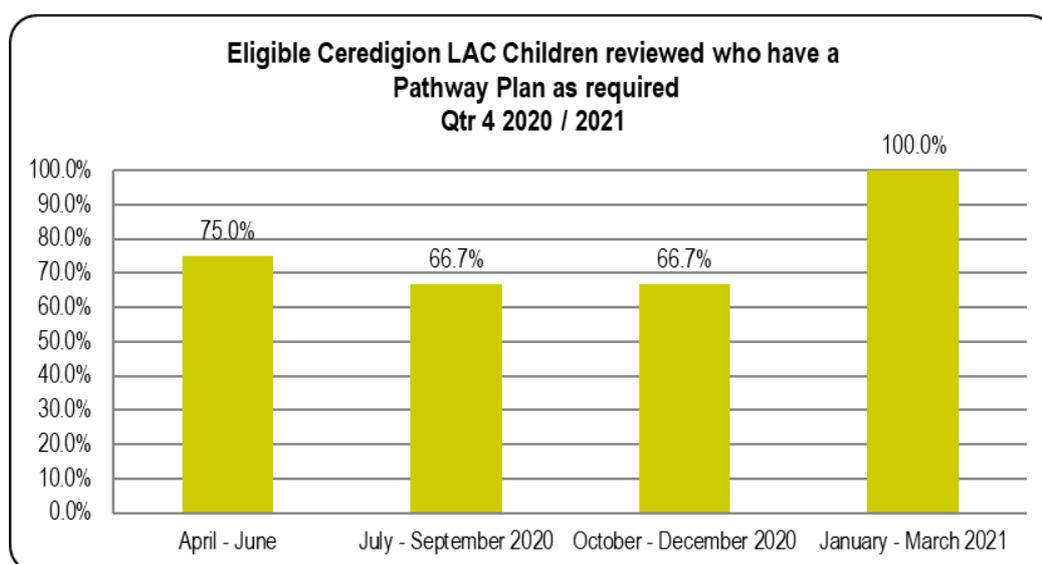
13. Number and percentage of Looked After Children receiving Respite Care away from Main Carers

- 0 (0.0%) LAC Reviews noted that the child / young persons were receiving respite care away from their main carers.

14. Number and percentage of eligible young people who have a Pathway Plan as required.

Target set: 100% Target Achieved 100.0%

- All 8 (100.0%) Young People recorded that there was a Pathway Plan in place and were allocated a Personal Advisor.



15. Number and percentage of Looked After Children (of appropriate age and level of understanding) who understand the reasons for them being looked after.

Target Set 100% -Target achieved 100.0%

- The data for this performance indicator relates to 39 children / young persons as 19 children / young persons were not considered to be of an appropriate age and level of understanding to comprehend the reasons for being looked after.
- 39 (100.0%) Of this group showed some level of understanding about why they were cared for away from their families, which compares to 96.2% in the previous quarter. It was reported that 1 Child needed to be provided with further clarification.

16. Number and percentage of Looked After Children (of appropriate age and level of understanding) understand their Care and Support Plan.

The data for this performance indicator relates to 41 children / young persons as 17 children / young persons were not considered to be of an appropriate age and level of understanding and were therefore not included in the figures.

- 40 (97.6%) of this group showed a level of understanding as to the nature of their Care and Support Plan (part 6).
- 1 (2.4%) Review recorded that this was unclear and a piece of work that needed to be undertaken with the young person.

17. National Measure 33: Number and percentage of moves for Looked after Children.

- 11 (19.0%) LAC Reviews reported that there was a change in a child's/young person's placement during this quarter; this compares to 15.0% in the previous quarter.

The reasons for the changes in Placement were as follows:

- 1 Young person moved from a Parent and Child Together placement (PACT) to a Mother & Baby Foster Care Placement for further assessment.
- 2 Siblings moved from a Mother & Baby Foster Care Placement to a Residential Parent & Child Together Placement (PACT) for assessment.
- 2 Siblings moved from a short term foster placement to a long term foster placement.
- 2 Siblings moved from a short term foster placement to a long term placement with family.
- 1 Young person moved from a Mother & Baby Foster Placement to a Placement with Parent.
- 1 Young person moved from an emergency placement to a short term foster placement.
- 1 Young person moved from a short term placement that was unsuitable to another short term placement.
- 1 Young person moved from a residential placement to another residential placement offering Therapeutic Care.

18 Number and percentage of placement plans (including education and health provision) that are assessed as meeting the needs of Looked after Children.

Target Set 100% - Target achieved 100.0%

- 58 (100.0%) Placement/care and support plans were recorded as meeting the needs of the children / young people; this is consistent with the previous quarter. 6 Reviews however noted the following: -
 - It became apparent during the review for a group of 2 siblings that the Contract of expectations was not being adhered to in respect of transport arrangement, this will be followed up with Management.
 - Placement meeting needs to a degree; however a further placement now identified for young person to promote self-care and life skills within a therapeutic setting.
 - Young person spending more time with other parent as parent working long hours.
 - Although the placement is meeting the needs, a further long term foster placement needs to be identified which will offer a solo placement or have much older teenage children in line as suitability for young person's identified ongoing placement requirements.
 - Young person is still presenting with concerning behaviour which continuous to be discussed at monthly placement review meetings.

19. Number and percentage of Safeguarding Concerns identified for Looked After Children during this quarter

- 5 (8.6%) LAC Reviews identified safeguarding concerns for the young person; it was confirmed that the concerns were being addressed.

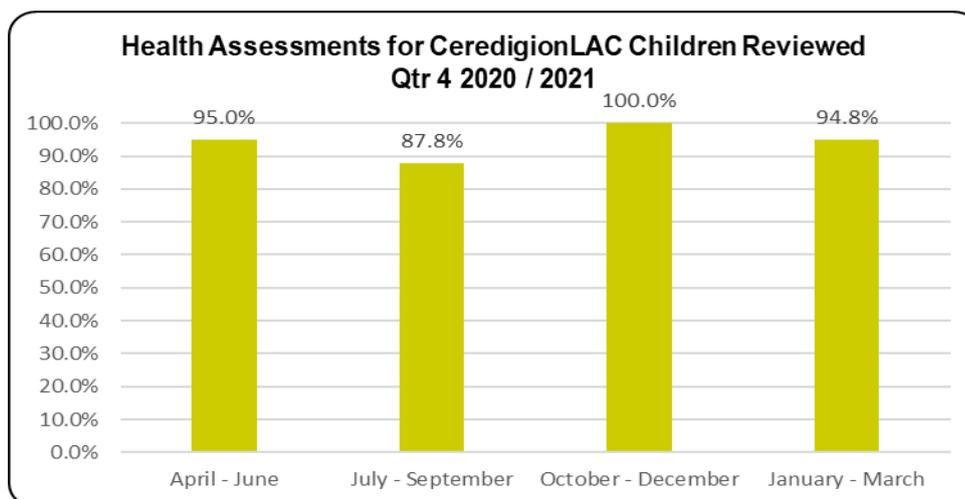
20. Number of Looked After Children's names on the Child Protection Register.

- 10 (17.2%) Reviews confirmed that the young person's name was included on the Child Protection Register.

21. Number and percentage of Looked After Children who received Health Assessments in accordance with statutory requirements

Target Set 100%- Target achieved 94.8%

- 55 (94.8%) Children/Young People Looked After had an up to date health assessment reported at their review, which compares to 100.0% in the previous quarter.



Comment: All 3 children had a health assessment completed by 19th March 2021. One was outside of statutory timescales due to host LAC health team and 2 were due to late notification of becoming LAC.

22. The percentage of children registered with a dentist within 20 working days of becoming looked after

Target set: 100% Target Achieved 81.8%

Registered with a dentist

The data for registering a child / young person with a dentist within 20 days of start of placement relates to 11 children / young persons.

- 9 (81.8%) Reviews recorded that the child / young person was registered with a dental practitioner within 20 working days of the start of placement.
- 2 (18.2%) reviews recorded that the child / young person wasn't registered with a dental practitioner within 20 days of start of placement

Comment: 2 children are not currently registered with the dentist and will be referred to Community Dental Service once they return to area.

Registered with a dentist

The data for this performance indicator relates to 47 Children / Young persons as 11 Children / Young persons having a first LAC Review were taken out of the above equation to coincide with National Measure requirements.

- 41 (87.2%) Children and young people were registered with a dentist. This compares to 94.1% in the previous quarter.

- 6 (12.8%) Children and young people had not been registered with the dentist, all of these children were under 2 years old.

Comments: 6 children were not registered at their review however 4 have subsequently been registered and the other 2 will be registered with the Community Dental Service once they return to area.

23. National Measure 30: Number and percentage of Looked After Children who have had their teeth checked by a dentist within 3 months of becoming Looked After.

Seen by a dentist

The data for being seen by a dentist within 3 months of becoming looked after relates to 10 children.

- 6 (60.00%) Review recorded that the child / young person had been seen by a registered dentist within 3 months of becoming LAC.
- 4 (40.0%) Children and young people were recorded as not having had dental checks within 3 months of becoming LAC.

Comment: Ongoing Covid19 pandemic. Routine appointments not occurring. 3 Registered with private dentists, not Community Dental Service and 1 living out of area.

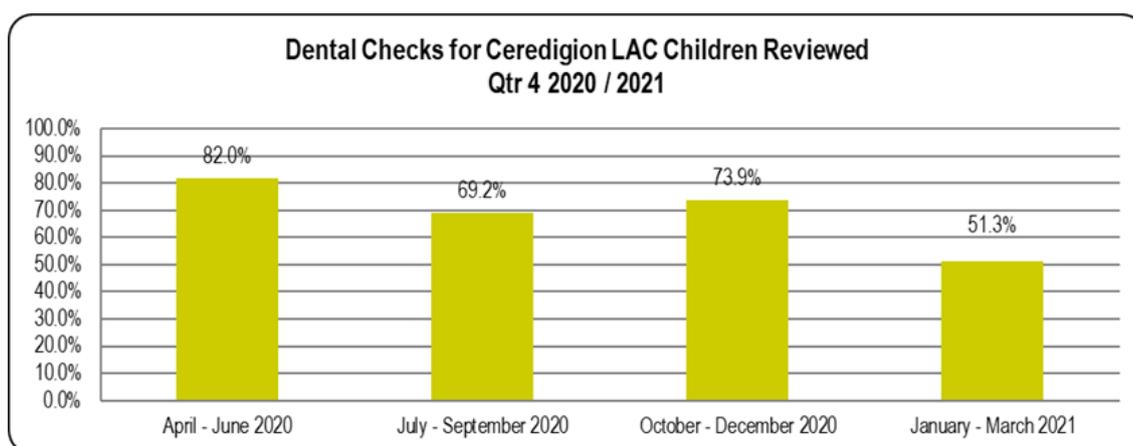
Seen by a dentist

Target Set 90% - Target achieved 51.3%

The data for this performance indicator relates to 39 Children / young persons as 19 Children / Young persons were under 2 years of age and / or having their first LAC Reviews and were taken out of the above equation to coincide with National Measures requirements.

- 20 (51.3%) Children and young people were recorded as having a dental check during the preceding 12 months, which compares to 73.9% in the previous quarter.
- 19 (48.7%) Children and young people were recorded as not having had dental checks.

Comment: Ongoing Covid19 pandemic. LAC Health Team contacted Service Manager for Community Dental Service to raise concern that looked after children have not had routine appointments for in excess of 12 months. Response from Community Dental Services is that Welsh Government guidelines stipulates that they don't carry out routine appointments, although it does say if any treatment is deemed necessary then they can carry it out. They stated that if it is required that a LAC child be seen then the clinic can be contacted. All staff will be informed that if they receive a phone call and the child is LAC then to book them in to the appropriate clinic.



24. National Measure 31: Percentage of children looked after who were registered with a GP within 10 working days of the start of their placement

- 17 (89.5%) Reviews recorded that the child was registered with a provider of general medical services within 10 working days of the start of placement.
- 2 Reviews reported that this action remained outstanding, this was an agreed action from the Review.

Comment: LAC Health Nurse has advised that these 2 children have subsequently registered with a GP in the area of their placement. They did have GP registration at the time of the review, but not local to placement.

25. Number and percentage of children looked after who were registered with a GP

Target Set 100% - Target achieved 100.0%

- All 58 (100.0%) children and young people were registered with a GP, which is consistent with the previous quarter.
- 54 (94.7%) Children had their immunisations up to date.

Quarter 4 - 1/1/21-31/3/21 - Quality Assurance & Independent Reviewing Service Report

- 3 (5.3%) Children were late in receiving their immunisations; the reasons recorded were: -
 - 2 Reviews reported that outstanding immunisations would be undertaken via school nurse/GP.
 - 1 Review reported that the immunisations needed to be completed.

1 Review was taken out of the equation as the parent was refusing to allow the child to have an immunisation.

Comment: We have received a recent update form LAC Nurse; one person has now had outstanding immunisations, one is refusing them and one young person has partially received.

26. Number and percentage of Looked After Children assessed as requiring CAMHS services that are referred and receive an assessment /service.

Target: 50%

Actual Performance

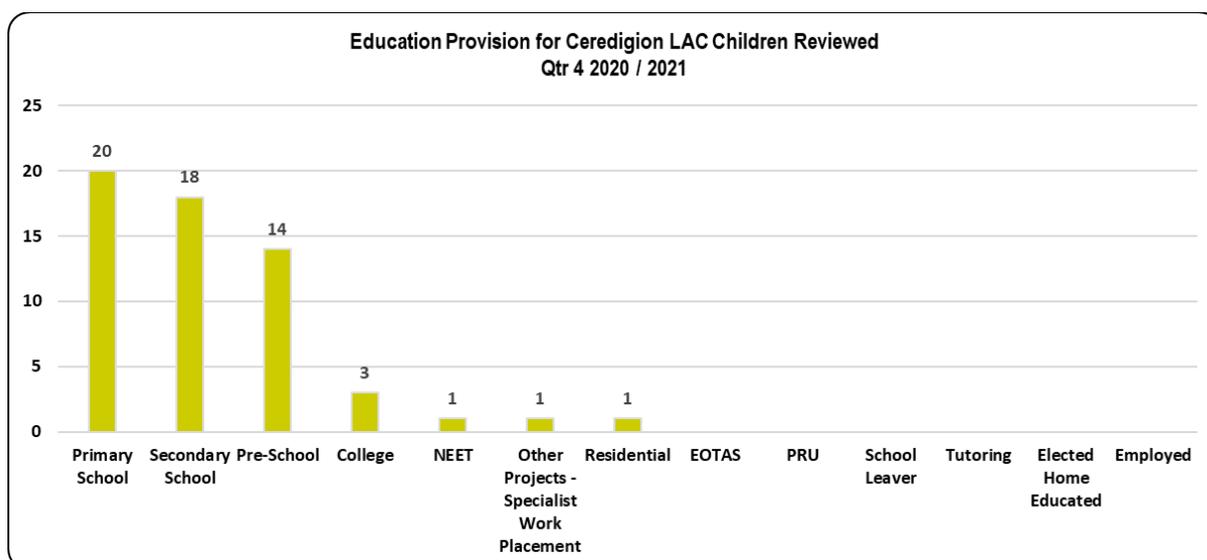
- 8 (13.8%) LAC Reviews recorded that a child/young person had been referred to CAMHS, it was confirmed at 7 Reviews that the referral had been accepted for the child/young person. 1 Review confirmed that the referral had not been accepted.
- 52 (100.0%) LAC Reviews recorded that children/young people's mental/emotional health had been considered during the Health Assessment and/or during discussions in the meeting.

6 reviews recorded that the child / young person was too young, these were therefore taken out of the equation.

27. Nature of Education Provision:

During this quarter the children and young people reviewed were in the following educational provision.

Education Provision	
Primary school pupils	20
Secondary school pupil	18
Pre-school children	14
College	3
NEET	1
Residential	1
Other Projects-Specialist Work Placement	1
PRU	
EOTS	
School Leaver	
Tutoring	
Elected Home Educated	
Employed	
Total	58



28. Number and percentage of Looked After Children of school age who had a Personal Education Plan within 20 school days of entering care or joining a new school.

Target Set 70% - Target achieved 94.1%

The data for this performance indicator relates to 34 children / young persons who were of compulsory school age and therefore eligible for a Personal Education Plan.

- 32 (94.1%) Children and young people of statutory school age had an up to date Personal Education Plan.
 - 12 (85.7%) Reviews recorded that the PEP had been completed within 20 school working days of becoming Looked After or 20 working days of a change in school as required.
 - 20 (100.0%) Reviews recorded that the young person had an up to date Personal Education Plan.
 - 2 (14.3%) Reviews recorded that the young person's PEP was not completed within 20 days; however the PEP was in place for both these young people soon after.
- ***
- 9 (25.0%) Children and young people attending school/college were identified as having a recognised additional learning need.
- ***
- 9 (26.5%) Reviews deemed that the children / young persons attending school/college were underachieving educationally. All 9 (100.0%) Reviews recorded that the young people were receiving support.
- ***
- 17 (100.0%) Reviews identified that the educational provision had been put in place at the start of the placement.
- None of the Reviews identified that there had been a period whereby the child / young person had been out of education awaiting a school placement.

29. National Measure 32: Percentage of Looked After Children who have changed schools and outside of transitional arrangements

Target Set 0% - Target achieved 5.9%

- 2 (5.9%) Reviews recorded a change of school which was not transitional, which compares to 0.0% in the previous quarter.

30. Number and percentage of Looked After Children who were excluded from school

Target Set 12% fixed term exclusion – Target achieved 0.0%

Target Set 1% permanent exclusion – Target achieved 0.0%

- 0 (0.0%) Reviews reported that the young person had been excluded on a fixed term basis during the review period. This compares to 2.5% in the previous quarter.
- 0 (0.0%) Reviews reported that the young person had been excluded from school permanently, which is consistent with the previous quarter.

There were no exclusions during this period but there were child care hubs.

Quarter 4 - 1/1/21-31/3/21 - Quality Assurance & Independent Reviewing Service Report

SECTION THREE

CONSULTATION AND PARTICIPATION

1. Local Performance Indicator: Number and percentage of Looked After Children of age and understanding consulted by the Social Worker or attended their review

Target Set 100% – Target achieved 100.0%

The data for this performance indicator relates to 42 reviews as 6 reviews recorded that the children / young persons were not of an age and level of understanding to be included in the consultation process although 5 of these children / young people attended the review.

- 42 (100.0%) Reviews recorded that consultation had taken place

Breakdown of consultation

18 Children / young people attended their review via Teams.

24 Children / young people completed consultation papers or/and had their views represented by professionals, parents, carers or advocates.

- The IRO had no direct contact with any children / young people during the review period outside of the review meeting.

2. Local Performance Indicator: Number and percentage of Children who were aware of their right for an Advocacy Service / Independent Visitor Scheme

Target Set 100% - Target achieved 100.0%

The data for this performance indicator relates to 41 reviews as 17 reviews recorded that the children / young people reviewed were not of an age and understanding to be informed about their right for Advocacy / Independent Visitor Scheme and were therefore taken out of the equation.

- All 41 (100.0%) Children / young persons were informed of their right for an Advocacy / Independent Visitor Scheme and a referral made. 1 Further child under 5 years old was also referred to the service.

3 **Local Performance Indicator: Number and percentage of Children informed about the Complaints Procedure**

Target Set 100% - Target achieved 97.2%

The data for this performance indicator relates to 36 reviews as 2 reviews recorded that the children / young people were not of the age / level of understanding and were therefore taken out of this equation.

- 35 (97.2%) Children / young people knew about the complaints process, which compares to 97.4% in the previous quarter.
- 1 (2.8%) Child / young person needed to be advised by their Social Worker about the complaints procedure.

4 **Local Performance Indicator: Number and percentage of Parents consulted by the Social Worker before the review or who attended the review**

Target Set 80% - Target achieved 100.0%

The data for this performance indicator relates to 51 reviews as 8 reviews recorded that the parents were not involved in the statutory review process and these were therefore taken out of the above equation.

- 51 (100.0%) Parents completed consultation papers or met with / spoke with the IRO prior and / or after the review or / and attended the review themselves or / and had their views represented by a professional.

Breakdown of consultation

Consultation Papers were sent out for 50 reviews, the IRO telephoned the parent for 1 other review.

39 Reviews confirmed that the parents were present, or spoke to the IRO by phone prior and/or after the review.

5 **Local Performance Indicator: Number and percentage of Foster Carers consulted by the social worker or attends the Child's Review**

Target Set 100% - Target achieved 100.0%

The data for this performance indicator relates to 50 reviews as 8 reviews recorded that the child was placed with a parent or living independently, these reviews were therefore taken out of the equation.

- 50 (100.0%) Foster Carers completed consultation papers or / and attended the reviews during this period.

6 Local Performance Indicator: Number and percentage of Health Representative attending the Review or Sending a Report

Target Set 100% - Target achieved 86.2%

- 50 (86.2%) Reviews confirmed that information regarding health was available for the meeting.
- 8 (13.8%) Reviews confirmed that there was no health information available for the meeting.

Comments: 3 placed out of area. School Nurses have been redeployed on an ongoing basis due to Covid19 pandemic vaccine programme.

7. Local Performance Indicator: Number and percentage of a School Representatives attending a Review or Sending a Report

Target Set 100% - Target achieved 100.0%

- 42 (100.0%) LAC Reviews had a school representative attend or provided a written report, which is consistent with the previous quarter.

8. Local performance Indicator: Number and percentage of LAC Review Documents completed by the Social Worker prior to the review

Target Set 100% - Target achieved 72.4%

- 42 (72.4%) LAC Reviews confirmed that the LAC Review document had been completed by the Social Worker prior to the review, this compares to 68.3% in the previous quarter.
- 16 (27.6%) LAC Reviews confirmed that the LAC Review document had not been completed by the Social Worker prior to the review; 4 of these documents remain uncompleted.

Comment: The performance with regards the completion of LAC Paperwork in a timely manner continues to be a cause of concern. This is due to staffing issues within the Social Work Teams, which continues to have an impact on the improvement of this performance. However, good practice in this area of performance still needs to be a priority.

**SECTION FOUR:
ISSUE RESOLUTION PROTOCOL**

The Issue Resolution Protocol was not initiated during this period for any child by the IRO.

Although it was noted that Mid-Point reviews were not taking place, where needed, IRO were bringing reviews forward when there were concerns.

**SECTION FIVE
EVALUATION**

This information was unavailable for this quarter

SECTION SIX

PATHWAY PLANNING

For over 16 years old and not LAC / over 18 year old care leavers

25 Pathway Plan Reviews were held during the quarter.

- 1. Performance Indicator: Percentage of Pathway Plan Review held within timescales**
 - 20 (80.0%) Pathway Plan Reviews were held within timescales, which is consistent with the previous quarter.
 - 5 (20.0%) Pathway plan reviews were held out of timescales. The reasons recorded were the absence of an Independent Reviewing Officer (IRO); an agency IRO was appointed in early February.

- 2. Performance Indicator: Percentage of Young Persons with allocated Personal Advisor / Social Worker**
 - It was identified at all 25 (100%) reviews that all the young persons had an allocated Social Worker or/and Personal Advisor.

- 3. Performance Indicator: Percentage of Pathway Plan Review Record Completed for the Meeting**
 - The review record had been completed for the meeting for 25 (100%) Pathway Plan reviews, which compares to 90% in the previous quarter.

- 4. Performance indicator: Percentage of Young People Consulted for the Review Meeting**
 - 20 (80%) Reviews confirmed that the young person had his / her views represented at the review or / and attended the review.
 - 5 (20%) Reviews documented that the views of the young person were not represented at the meeting.

5. Performance indicator: Percentage of Young People attending their Review Meeting

- 7 (28%) Reviews recorded that the young person attended their review, 1 further review recorded that the young person attended very briefly.
- 17 (68%) Reviews recorded that the young persons had not attended their review.

6. Performance Indicator: Percentage of Pathway Plan meeting young person's needs

- 24 (96%) Reviews confirmed that the Pathway Plan was meeting the young person's needs.
- 1 (4%) Review recorded that the Pathway Plan was not meeting the young person's needs.

7. Performance Indicator: Percentage of Pathway Plans updated prior to Leaving Care/18th Birthday

- There were no young people in the category of needing to have their Pathway Plan updated prior to the young person leaving care/18th Birthday.

8. Evaluation This information was unavailable for this quarter

SECTION SEVEN

RESIDENTIAL NON LAC

There were no Residential Non LAC Reviews held during this period.

SECTION EIGHT

REGULAR RESPITE

There were no Regular Respite Reviews held during the quarter.

SECTION NINE

SHORT BREAKS

There were no Short Break Reviews held during this period

SECTION TEN

FOSTER CARER REVIEWS

2 Foster Carer Reviews were undertaken during this period

- 1 **Performance Indicator: Number and percentage of Foster Carer Reviews undertaken within the statutory timescales**
 - Neither of the reviews were held within timescales; this was due to absent Independent Chair.

- 2 **Performance indicator: Percentage of consultation received from LAC Social Worker**
 - 1 (50%) Foster Carer Review confirmed that consultation had been provided by the LAC Social Worker.

- 3 **Performance Indicator: Percentage of Consultation received from children**
 - There was no consultation received from children.

- 4 **Performance Indicator: Percentage of Supervising Social Workers' Reports Received**
 - Supervising Social Workers' reports were received for both (100%) reviews.

- 5 **Performance Indicator: Percentage of Reviews able to carry out its purpose**
 - Both reviews (100.0%) confirmed that the review was able to carry out its purpose.

- 6 **Performance Indicator: Percentage of Level of Satisfaction from Family Placement Service**
 - Both reviews (100%) identified that the Foster Carers were 'very satisfied' with the service from the Family Placement Service

Cyngor Sir CEREDIGION County Council

Report to: Cabinet

Date: **2 November 2021**

Time: 10:00am

Title: Recommendation from the Healthier Communities Overview and Scrutiny Committee in relation to its meeting held on the 6th October 2021, to consider the Independent Reviewing Service Performance Management Reports Qtr 4, 2020-2021

BACKGROUND:

At its 6th October 2021 Committee meeting, the Healthier Communities Overview and Scrutiny Committee considered the Independent Reviewing Service report, quarter 4, 2020/21.

Quarterly reports are taken to the Healthier Communities Overview and Scrutiny Committee as part of an ongoing examination of the topic to ensure that the Local Authority fulfils its duties as the Corporate Parent.

RECOMMENDATION:

Following discussion, Committee Members recommend that Cabinet:

- note the contents of the report and the levels of activity within the Local Authority.

Councillor Bryan Davies
**Chairman of the Healthier
Communities Overview and
Scrutiny Committee**

CEREDIGION COUNTY COUNCIL

Report to:	Cabinet
Date of meeting:	2nd November 2021
Title:	Ceredigion Carers Unit Annual Report 2020-21
Purpose of the report:	To report on the achievements of the Ceredigion Carers Unit and progress against their agreed targets and objectives during the year 2020-2021
For:	For information
Cabinet Portfolio and Cabinet Member:	Councillor Catherine Hughes, Carers Champion & Cabinet Member for Porth Ceredigion, Early Intervention, Well-being Hubs and Culture

BACKGROUND:

A Carer is 'Anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support'.

Carers have a right to a life beyond their caring role and to do so, need both effective services to support the people they care for and for them as Carers in their own right.

Welsh Government refers to a "Carer Friendly Wales", noting that unpaid Carers of all ages are a valued and valuable part of society. Across Wales there are over 370,000 unpaid Carers undertaking 96% of care at a community level. Furthermore, Carers make a positive difference by holding families together, enabling loved ones to get the most out of life whilst making an enormous contribution to society and saving the economy billions of pounds every year.

The Social Services and Well-being (Wales) Act gives Carers an equal right to have their needs assessed as those they care for. Under the Act, local authorities must provide a support plan to help Carers to secure the outcomes that matter to them. Taking forward actions to ensure that these enhanced rights are recognised and actively delivered upon. The 3 national priorities are:

- Supporting life alongside caring - All Carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- Identifying and recognising Carers - Fundamental to the success of delivering improved outcomes for Carers is the need to improve Carer's recognition of their role and to ensure they can access the necessary support.
- Providing information, advice and assistance - It is important that Carers receive the appropriate information and advice where and when they need it.

CURRENT SITUATION:

SOCIAL SERVICES AND WELLBEING ACT (WALES) 2014

Ceredigion County Council remain committed to providing the best possible outcomes-focused service to enhance the lives of Carers, and to continuously improve support, services and recognition of Carers in Ceredigion. The Act provides a definition of a Carer as “a person who provides or intends to provide care for an adult or disabled child”. This removed the requirement that carers must be providing “a substantial amount of care on a regular basis”.

Has an Integrated Impact Assessment been completed? If, not, please state why

Summary:

Long term: Balancing short term need with long term and planning for the future

Wellbeing of Future Generations:

Integration: Positively impacting on people, economy, environment and culture and trying to benefit all three

Collaboration: Working together with other partners to deliver

Involvement: Involving those with an interest and seeking their views

Prevention: Putting resources into preventing problems occurring or worsening

Recommendation(s): In support of the Ceredigion County Council Carers Unit, to note and accept the 2020-21 Annual Report.

Reasons for decision: 2020-2021 Ceredigion County Council Carers Unit Annual Report is brought before Cabinet for information.

Overview and Scrutiny: Policy Framework: Healthier Communities Overview and Scrutiny Committee

Corporate Priorities: Corporate Strategy 2017-2022 Enabling Individual and Family Resilience

Finance and Procurement implications: None

Legal Implications: None

Staffing implications: None

Property / asset implications: None

Risk(s): None

Statutory Powers: Social Services & Well-being (Wales) Act 2014

Background Papers:

Appendices:

Corporate Officer: **Lead** Elen James

Reporting Officer: Lowri Evans /Sara Humphreys

Date: 24/09/2021



Carers Unit

Annual Report
2020-2021

*CARERS are
everyone's business*



Cyngor Sir
CEREDIGION
County Council



An unpaid carer is anyone who provides unpaid care to a friend or family member due to illness, frailty, disability, mental health issue or an addiction and who cannot cope without their support.

The Carers Unit aims to continually improve the quality and range of support and services available to meet the needs of carers of all backgrounds and ages including parent carers and young carers.

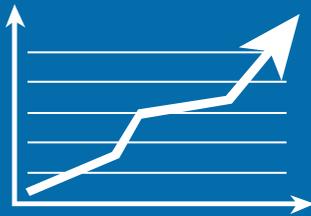
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Introduction

Message from Carers Development Officer Sara Humphreys

I would like to introduce the Carers Unit annual report for 2020-21. There is no denying that it has been a difficult year for all with unpaid carers having been particularly affected by the pandemic. We've worked to ensure that the information and support we provide carers through the Carers Information Service has continued to be delivered, albeit in a different way at times. We've also developed new support for carers in Ceredigion whilst continuing to work with partners across the West Wales region and further afield, influencing services for carers across Wales.



40%

We have increased the Carers Information Service membership by 40%.

This is the biggest increase since the service began and in the most challenging times. More carers are recognising their roles as carers and accessing the support available to them.

We successfully launched the carer card for adults and young carer ID card. I was very proud that Ceredigion was the first local authority in Wales to launch a young carer ID card under the Welsh Government's national ID card project.

We have continued to develop the Resilience and Wellbeing programme for carers and young carers across the region by developing resources and delivering virtual training to course facilitators to enable them to roll out the programme to carers of all ages that they work with.

Despite the lockdowns over the last year, the quality of work that the Carers Unit produced continued to be of the highest standard. This demonstrates the commitment and dedication that each member of the Carers Unit team has to supporting unpaid carers. We also have to thank the wider services within the Council that have supported us with achieving our aims.

I hope you enjoy reading about the work that we've done during 2020-21 to ensure that carers in Ceredigion are supported in their caring role.

Message from Ceredigion County Council Carers Champion

**Councillor
Catherine
Hughes**

It is a pleasure as Carers Champion to contribute to the Annual Report for 2020-2021. Little did we know what was in front of us at the beginning of 2020!

The work that has been done by the Carers Unit and Porth Cymorth Cynnar to support our unpaid carers throughout this very different year has been nothing short of miraculous. We've all had to learn to work in new and innovative ways and we've "zoomed" our way to many different meetings and events! I had the pleasure of attending some meetings via Zoom where it was good to talk to carers and to hear of their issues and concerns. Working as a unit with our partners to ensure that these meetings were held was one way of being there for carers.

This report highlights all the work done over the last year and for that, we must thank all staff members of the Carers Unit who are always there for carers of all ages.

Message from Corporate Lead Officer, Porth Cymorth Cynnar

**Elen
James**

It is a pleasure to receive the Annual Report 2020-21 from the Ceredigion County Council Carers Unit. I would like to congratulate the team and its partners in what has been achieved during the last year.

Being a carer is often a 24/7 responsibility and can be lonely and stressful for the carer. The help, support and information that the Carers Unit have provided is invaluable, and I am extremely proud of what they have achieved in 2020-21.

The Carers Unit and both local and national partners planned a wide range of activities for Carers Week in June and Carers Rights Day in November. I've been fortunate to attend some of the virtual events. It's wonderful to see the collaboration with regional partners and the third sector in providing support to carers, providing information packs, activities and networking opportunities.

The Carers Unit may be a small team, but it is a significant resource of information and activity, that is much appreciated by both carers and Ceredigion County Council. I would like to take this opportunity to thank Sara and her dedicated team on the excellent work they have achieved during this very challenging and difficult time and for all the help and support they've provided to the residents of Ceredigion during the last year. I'm confident that the Carers Unit will continue to maintain the same high level of service in 2021-2022.



Covid 19 pandemic response



What did we do?



IN BRIEF



Carers Information Service

- Service delivery continued
- Information and advice provided
- Carer Magazines produced, printed and distributed
- Covid 19 newsletters produced and distributed
- Carer 'Infobursts' issued to keep carers updated on news, services and support



Welfare check service

- Contacted over 800 carers
- Reassured and informed
- Identified issues
- Offered support



Carer ID Cards launched

- Adult carer card
- Young carer ID card
- Formal proof of caring role and responsibilities
- Gave carers peace of mind during lockdown
- Access to priority shopping times

VIRTUAL DELIVERY

Delivery of events and activities

- Carers Week, June 2020
- Carers Rights Day, November 2020
- Virtual delivery of information sessions and activities
- Activities distributed to carers by post
- Carer wellbeing bags
- Carer Welsh Afternoon Tea: 'a break in a box'



Covid-19 pandemic response: in detail

At the beginning of the lockdown, in April 2020, we established a 'welfare check' service following the initial lockdown announcement. We contacted all members of the Carers Information Service (over 800 carers) by email, letter or phone to make contact, to provide reassurance and information, identify issues and offer support. Carers that wanted more support were offered repeated contact at regular intervals in the form of a 'welfare check'.



While face to face contact was not permitted, it was more important than ever to communicate up to date relevant information to carers. To do this, we produced supplementary Covid-19 'Infobursts' newsletters for carers. They were distributed to members of the Carers Information Service and information was also made available to other carers via the Ceredigion County Council website.

In order to continue to support carer wellbeing under pandemic restrictions, we developed new innovative ways to deliver training, activities and events for carers that did not need face to face contact. To celebrate Carers Week in June 2020 and Carers Rights Day in November 2020, a wide range of activities were delivered virtually over Zoom. Carers without internet access were able to access the activities by normal telephone so digitally inactive carers were not excluded. Instructions on how to join and access zoom were published in the Carer Magazine along with other support on developing digital skills.

In recognition of all that carers do and to show our appreciation, carer wellbeing bags were delivered to carers in June 2020 and Welsh Afternoon Tea 'a break in a box' were delivered in March 2021. A huge number of carers took the time to contact us to express their gratitude and appreciation for the gifts.

As we approach the point where the vaccines are being rolled out widely and the future is looking more positive, it is fast becoming clear that Covid-19 is something that we will have to learn to live with so it seems unlikely that services will return to normal in the near future. We must remain positive and continue to adapt and strengthen services to meet the needs of carers during and beyond the pandemic.

Enable carers to have a life beyond caring

What did we do?

IN NUMBERS



Reopened Ceredigion Carers Fund with

£36,500

funding to award to carers to improve health and wellbeing

Supported

Gofalwyr Ceredigion Carers

to deliver

1497

hours of replacement care to carers to give them a break from caring role



Processed

251

applications to the Carers Fund



Delivered **1040**

Welsh Afternoon Tea 'break in a box' to carers



Delivered

850

wellbeing bags to carers



Worked with Action for Children to support

83

young carers and young adult carers to have a life outside of their caring role



Worked with partners to deliver

82

activities/learning sessions for carers



Supported Action for Children to deliver

100

wellbeing toolkit boxes to young carers



Issued **276**

carer cards to adult carers and young carers

Business objective #1: summary

What were the challenges?

- Upskilling staff on virtual delivery methods, platforms and approaches
- Adapting training and resources for use with virtual delivery
- Delivering events and activities without face to face contact
- Engaging with and providing support to carers who are not digitally active
- Purchasing stock, preparing and distributing wellbeing bags under pandemic restrictions
- Supporting carers to have breaks without face to face services

What went well?

- Carer card development and launch
- Carers Fund
- Wellbeing bags & Welsh Tea 'break in a box'
- Virtual events/ activities
- Posting activities to digitally excluded carers to do at home
- External partnership working
- Collaborative working with other council services

A carer said...

"The treats were lovely but knowing that someone was thinking of me and appreciating what I do meant so much more"

What needs to happen?

- Work with partners to develop sessions and events for young carers
- Work with carer leads & teachers in schools to embed young carer ID cards in schools
- Explore ways to deliver Covid compliant talks, workshops, information, support and activities to those not digitally active

Business objective #2

Improve carers' recognition of their role so they can access the necessary support

What did we do?



IN NUMBERS



366

new carers joined the carers information service



230,705

people reached through social media posts promoting carer events, activities and services



171

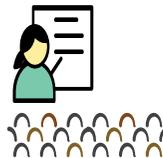
new registration & referral forms received from GP surgeries



Delivered carer resilience and wellbeing training sessions to

37

individuals as part of regional roll out



40

social care staff attended assessing carer support needs training



Provided inductions/information sessions to

32

members of staff to help them recognise and support carers



Delivered

4

monthly drop-in sessions for staff with caring roles (started November 2020)



80

staff members of Ceredigion County Council completed carer awareness e-learning training

Business objective #2: summary

What were the challenges?

- Adapting and re-writing training resources for virtual delivery
- Making better use of digital technology to provide information, advice and guidance
- Finding ways to engage remotely with staff carers who have caring responsibilities in their personal life
- Adapting processes to fit to home working

What went well?

- Increased reach of Carers Information Service
- Social media promotion
- Development of carer resilience and wellbeing resources
- Regional partnership working

A carer said...

"We appreciate what you do. The information you supply, the personal contact and the support you have in place is heart-warming."

What needs to happen?

- Continue to facilitate and develop monthly drop in sessions for staff carers and work with HR to improve support for staff carers
- Further develop carers in employment element of carers resilience and wellbeing programme

Business objective #3

Carers receive appropriate information and advice where and when they need it

What did we do?

IN NUMBERS



Increased Carers Information Service membership by

40%
to

1158
carers



Printed and distributed

3600

Carers Magazines
across Ceredigion



Sent

4143

direct postal/ email information mailouts
to carers with information to support them
in their caring role



Distributed books about
supporting mental
health and emotional
wellbeing to

850

carers



361

people attended or engaged with
carer activities and
information/learning sessions

Supported

Gofalwyr Ceredigion Carers

to deliver information
and advice to

388
carers



Worked with partners to raise
awareness of carers and
coordinate programmes
of activities to align with

3

national carer events



Business objective #3: summary

What were the challenges?

- Upskilling staff quickly to use digital technology and multiple different platforms to provide information, advice and guidance
- Delivering support, events and activities without face to face contact
- Engaging with and providing support to carers who are not digitally active
- Adapting training and resources for use with virtual delivery

What went well?

- Membership growth of Carers Information Service
- Carer events and activities
- Increased electronic information provision to carers

A carer said...

"Thank you Team for another excellent and informative magazine - positively bursting! We do appreciate it."

What needs to happen?

- Review structure and content of all carers pages on website and revise to improve accessibility and usability
- Work across the region to review information for young carers and ensure information available for them is up to date relevant and accessible

How are carers shaping our service?

430 separate items of feedback received about.....



Carers Fund



Carer card
(carers consulted)



Information provision



Young carer ID card
(young carers consulted)



Wellbeing bags



Carer Magazine



Training/learning sessions



Welsh Afternoon Tea:
'a break in a box'

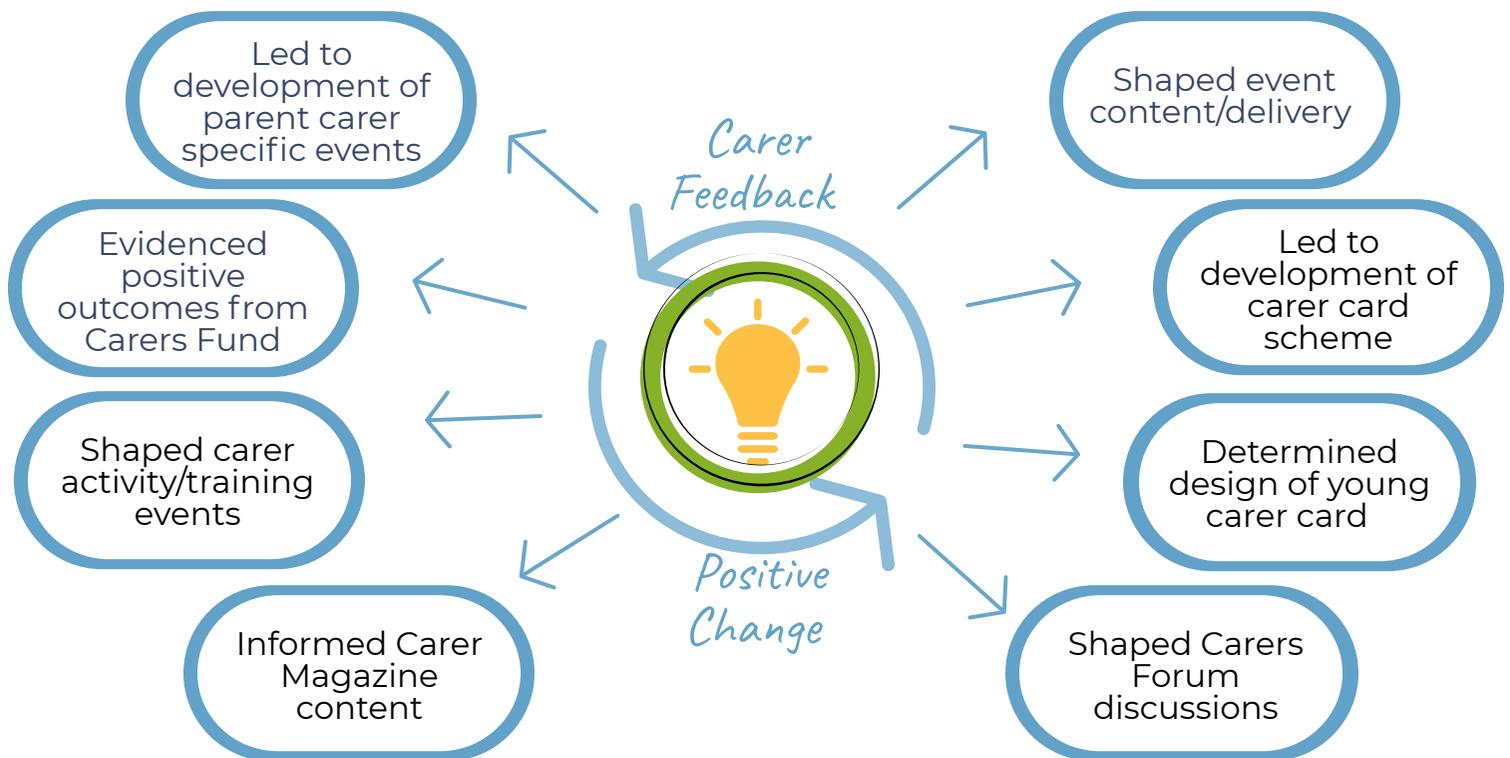


Carers Forum



Events and activities

How feedback was used



Example

Carers said

I need something formal to prove that I am caring for someone

What did we do?

Developed and launched a Ceredigion carer ID card that carers can use as proof of their caring role

Carers Unit: working in partnership

Working in partnership with others to improve and develop support for carers is at the core of what we do. Here is a snapshot of some partners that we have worked with during the year.



Key

- Ceredigion County Council
- Local
- Regional
- National



Carers Unit year, at a glance

Quarter 1

APRIL

CARER WELFARE CHECK SERVICE

COVID-19

LOCKDOWN ADJUSTMENT

CARER COVID 19 NEWSLETTER

CARER CARD SURVEY
208 carers responded

VIRTUAL EVENT

CARERS WEEK

- Quilt project
- Health and wellbeing
- Tai Chi
- Arts and crafts
- Meditation
- 'RAISE A CUPPA' for carers and quiz with Coleg Ceredigion students

1ST CARER INFOBURST

850 WELLBEING BAGS DISTRIBUTED TO CARERS

- Wellbeing book
- Chocolate
- Uplifting teas
- Aromatherapy
- Mindfulness activities

Quarter 2

JULY

Gofalwyr Ceredigion Carers Carers Week QUILT PROJECT completed

CARER INFOBURST

YOUNG CARER ID CARD SURVEY
• To select final card designs



CARERS MAGAZINE

'ASSESSING CARER'S NEEDS' training launched for social care staff

CARERS FORUM MEETING

VIRTUAL MEETING

CARER INFOBURST



Quarter 3

OCTOBER



CARERS MAGAZINE

BUMPER CARERS RIGHTS DAY EDITION



VIRTUAL EVENT

Carers Rights and Support

VIRTUAL MEETING

CARERS FORUM MEETING



Training/ info sessions for carers

- Carer rights
- Advice on warm homes and energy use
- Staying safe online

Ceredigion ADULT CARER CARD launched

NEW

Ceredigion YOUNG CARER ID CARD launched

CONSULTATION EVENTS x3 National Plan for Carers

1st CARER DROP IN SESSION FOR STAFF

£36,500

Ceredigion CARERS FUND launched

CARER INFOBURST

Quarter 4

JANUARY

Improving Carers Resilience and Wellbeing TASTER SESSION

VIRTUAL MEETING

CARERS FORUM MEETING

1st YOUNG CARER NEWSLETTER ISSUED

Training/ info sessions for carers

- Parent carers' rights
- Self advocacy for carers
- 'Blame it on the brain'
- Heating energy advice and grants

CARER INFOBURST

CONSULTATION EVENTS x2 Ageing Well Strategy

YOUNG CARERS ACTION DAY 16 MARCH 2021 CARERS TRUST

Carers Resilience and Wellbeing Facilitator Training 3 DAY COURSE

CARERS MAGAZINE

1040 Welsh Tea 'break in a box' distributed to carers

APRIL



Spotlight on.....



Welsh afternoon tea: 'a break in a box'



Boxes sent to 1040 carers

Pack contained a variety of treats, cakes and teas for two to share



Carers said.....

"What a lovely surprise to get your kind carers spring package.

Thank you for your support and taking the time to care for the carers. It's a hard job to do at the best of times and of course even harder to do over the last year.

Your thoughtful gift is very much appreciated and will certainly be put to good use.

"Thanks ever so much for sending me the delicious selection of treats. Best thing that's happened to me in ages. Very thoughtful of you."

"just sending a big thank you for the carer's break box that I received today. It means a lot to me that you are there if & when you are needed."

"It has really cheered me up"

"Thank you for thinking of us the carers, it is not an easy time for anyone but this brought tears to my eye"

"I just wanted to say a massive thank you. After a difficult morning with my father, I came home to the loveliest carers break box. It's the little things in life that brighten your day, so thank you"

Spotlight on.....



Ceredigion Carers Fund

Carers applied for up to £150 to improve their health and wellbeing

£36,500 awarded

247 applications processed



Carers said.....

"Thank you so much for all your help and assistance. I really do appreciate the help and support I have been given.

It makes a difference financially but it's also good to feel noticed and valued by the local authority.

Thank you again"

"Thanks again for all your support, it will make a big difference to our family's wellbeing."

"Thank you so so much, the iPad is amazing, I am so grateful to you, it means a lot to me to be able to keep in contact with family and friends. Many many thanks"

"Thank you so much I have never felt so happy now that I can get my die cutting craft machine."

"Thank you so much for granting me money to replace some of my kitchen appliances, its made my life so much easier!"

"Thank you so much I am super grateful and excited to have my night away. Please pass my sincere thanks to all involved. I really appreciate the opportunity to have some time out."

Spotlight on.....



Carer events and activities

What did the activities do?

- Improve wellbeing
- Boost mood
- Help relaxation
- Bring fun and enjoyment
- Inform, advise and support
- Connect carers

At least 361 people attended or engaged



12,000
people in total viewed 4 videos shared during Carers Week



25%
of carers at Carers Rights Day events were new to carer support with the Carers Unit

Carers said.....

"It was really fun....It immensely cheered me up during this pandemic time." Young carer

"Thank you so much for the session today, so very helpful and informative." (Carers' rights talk)

- *The digital activities and events that happened during Carers Week*
- *motivated carers to learn new IT skills.*

"Congratulations on producing such a good range of celebratory activities in such difficult circumstances. I do hope that many, many carers have been able to access them – even I have learnt to use Facebook and Zoom! Thank you."

82 activities or sessions



Young Carers Action Day



Wellbeing kits delivered to 100 young carers

Summary - what do we need to do next?

Looking back on this year, we are really proud of how the Carers Unit, working with our partners within the Council, the Health Board and the 3rd sector have all pulled together to ensure carers in Ceredigion have been supported this year through some very dark, scary and difficult times. We've learnt new ways of working, been innovative and creative in how we approached our duties and like the carers we work with have, persevered throughout the pandemic and the 3 lockdowns.

The report demonstrates what we have achieved so far but as always, we need to look forward to see how we can develop our work further, taking with us our learning and ensuring carers in Ceredigion get the best possible support, information and assistance to enable them to continue with their caring role.

For 2021-22, we will need to embrace the new through age and wellbeing structure ensuring that the Carers Unit continues to provide high quality service to unpaid carers and those professionals working alongside them.

We will need to review opening up any services to enable in person events and activities for those unable or who struggle to engage with the virtual world. We will risk assess any planned activities ensuring the safety of the carer, cared for, the staff and the wider communities across Ceredigion. The challenge will be in finding the right balance to encourage and enable carers to have the confidence to access services they need, whilst remaining vigilant and responsive to any changing situation. We envisage our services going forward will be a blend of virtual and in person events with group activities kept to a minimum and within strict Covid guidelines.

We will continue to work with Welsh Government and our regional partners on implementing the Carers' Strategy in Ceredigion, the region and across Wales and feed into the national plan for carers to ensure that Ceredigion carers' voices are clearly heard.

We look forward to facing the challenges the year 2021-22 will bring knowing that we have firm foundations on which to continually build the services we offer.

Business Plan Objectives – 2021/22

Objective 1

Identify and recognise carers and provide them with information, advice and assistance

Objective 2

Support life alongside caring to enable carers to maintain their capacity to care and have a life beyond caring

Objective 3

Support carers in education and the workplace to enable carers to work and learn alongside their caring role

Carers Unit Ceredigion County Council



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Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 2 November 2021

LOCATION: Council Chamber, Penmorfa

TITLE: Feedback from the Healthier Communities Overview and Scrutiny Committee on the Ceredigion Carers Services Annual Report 2020-2021 and the Regional Carers Group Annual Report 2020-2021

PURPOSE OF REPORT: To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 20 October 2021

BACKGROUND:

The Healthier Communities Overview and Scrutiny Committee considered both the Ceredigion Carers Services Annual Report 2020-2021 and the Regional Carers Group Annual Report 2020-2021.

Councillor Catherine Hughes, Cabinet Member, and Sara Humphreys, Team Manager – Through Age Carers and Community Support, presented the Ceredigion Carers Services Annual Report for 2020-2021. Councillor Alun Williams, Cabinet Member, and Sara Humphreys, Team Manager – Through Age Carers and Community Support, then presented the Regional Carers Group Annual Report 2020-2021.

Following consideration, Members agreed to recommend that Cabinet:

- receive the Ceredigion Carers Unit Annual Report for 2020-2021 and the Regional Carers Group Annual Report for the same period.

The Chairman thanked both Cabinet Members and Officers for presenting and providing comprehensive reports. He also thanked and praised the Carers Unit Staff for the excellent work undertaken especially during a difficult period with the pandemic.

Councillor Bryan Davies
Chairman of the Healthier Communities Overview and Scrutiny Committee

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CEREDIGION COUNTY COUNCIL

Report to:	Cabinet
Date of meeting:	2nd November 2021
Title:	West Wales Care Partnership Regional Carers Development Group Annual Report 2020-21
Purpose of the report:	The report has been produced for the Welsh Government to outline the progress that has been delivered to meet the Welsh Government Carer priorities by the West Wales Care Partnership Regional Carers Development Group (WWCDG)
For:	For information
Cabinet Portfolio and Cabinet Member:	Councillor Catherine Hughes, Carers Champion & Cabinet Member for Porth Ceredigion, Early Intervention, Well-being Hubs and Culture

BACKGROUND:

In April 2017, the West Wales Regional Partnership Board (RPB) agreed to include Carers as a key work stream, reflecting the importance of this population group within the responsibilities of the Social Services and Well-being (Wales) Act 2014.

This report summarises the activity of the West Wales Carers Development Group (WWCDG) during the period 1st April 2020 – 31st March 2021. The WWCDG is a formal sub-group of the West Wales Regional Partnership Board (RPB) which includes representatives of Hywel Dda University Health Board (Health Board), the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as Third and Voluntary sector organisations, and representatives of Carers in West Wales.

Carers Annual Report 2020/21

2020/21 reflects the fourth year of the Welsh Government's transition phase between the Carers Information and Consultation Strategies (Wales) Measure 2010 and the Social Services and Wellbeing (Wales) Act 2014. In their budget letter dated 14th March 2018 Welsh Government set out their expectation that health, local authorities and the third sector will work in partnership to support carers under the Act by:

- Supporting life alongside caring - providing opportunities for carers to have reasonable breaks from their caring role to enable them to maintain capacity to care, and to have a life beyond caring.
- Identifying and recognising carers - improving Carers recognition of their role and ensuring they can access the right support.
- Providing information, advice and assistance - providing appropriate advice where and when Carers need it.

CURRENT SITUATION:

SOCIAL SERVICES AND WELLBEING ACT (WALES) 2014

The West Wales Care Partnership has accepted the report and in line with the Welsh Government reporting directive, the presented document was submitted to the Welsh Government and accepted.

Has an Integrated Impact Assessment been completed? If, not, please state why

Summary:

Long term: Balancing short term need with long term and planning for the future

Wellbeing of Future Generations:

Integration: Positively impacting on people, economy, environment and culture and trying to benefit all three

Collaboration: Working together with other partners to deliver

Involvement: Involving those with an interest and seeking their views

Prevention: Putting resources into preventing problems occurring or worsening

Recommendation(s):

In support of the West Wales Care Partnership Regional Carers Group Annual Report 2020-21 that Cabinet notes the Annual Report.

Reasons for decision:

2020-2021 West Wales Care Partnership Regional Carers Group Annual Report is noted on the basis that it has been accepted by Welsh Government in line with the prescribed directive and is brought before Cabinet for information.

Overview and Scrutiny: Policy Framework:

Healthier Communities Overview and Scrutiny Committee

Corporate Priorities:

Corporate Strategy 2017-2022 Enabling Individual and Family Resilience

Finance and Procurement implications:

None

Legal Implications:

None

Staffing implications: None

Property / asset implications: None

Risk(s): None

Statutory Powers: Social Services & Well-being (Wales) Act 2014

Background Papers:

Appendices:

Corporate Lead Officer: Elen James

Reporting Officer: Lowri Evans Sara Humphreys

Date: 24/09/21

A HEALTHIER WEST WALES:

West Wales Carers Development Group

Annual Report

2020-21



Introduction

This report summarises the activity of the West Wales Carers Development Group (WWCDG) during the period 1st April 2020 – 31st March 2021. The WWCDG is a formal sub-group of the West Wales Regional Partnership Board (RPB) which includes representatives of Hywel Dda University Health Board (Health Board), the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as Third and Voluntary sector organisations, and representatives of service users and Carers in West Wales.

This report provides an overview of the work which has been taken forward utilising the Carers funding provided by Welsh Government to Health Boards, the Integrated Care Fund and core funding from partner organisations, to ensure that Carers priorities are embedded in Services across the region in line with the requirements of the Social Services and Well-being (Wales) Act 2014. Welsh Government set out their expectation that health, local authorities and the third sector will work in partnership to support Carers under the Act by:

- Supporting life alongside caring - providing opportunities for Carers to have reasonable breaks from their caring role to enable them to maintain capacity to care, and to have a life beyond caring.
- Identifying and recognising Carers - improving Carers recognition of their role and ensuring they can access the right support.
- Providing information, advice and assistance - providing appropriate advice where and when Carers need it.

Responding to the requirements above form the basis of this Carers Annual Report 2020/21, which provides evidence of progress against each of these areas and the benefit experienced by Carers.

The Needs of Carers in West Wales

The West Wales RPB published its first Population Assessment for West Wales in April 2017, and following this developed the West Wales Area Plan 2018-2023. A significant amount of information about the needs of the population was gathered through direct citizen engagement. This was further enhanced with the data and citizen feedback collected during our recent work to develop a regional Carers Strategy for West Wales.

The 2011 Census indicated that there are more than 370,000 unpaid Carers of all ages in Wales and experts have calculated that Welsh Carers contributed the equivalent of around £8.1 billion to the Welsh economy in each year. These figures include anyone caring for as little as an hour a week. Most people who spend only very limited time on caring will not require any additional support. However, Wales also has the highest proportion of older Carers and Carers providing more than 50 hours of care a week.

Within the West Wales population of 348,000, the 2011 Census indicated there are approximately 47,000 Carers but we know that this is likely to be much higher given that people do not always recognise themselves as Carers. Previously, around 9,000 adult Carers and over 400 Young Carers had been identified via GP practices, social services and education settings in West Wales. The Covid-19 pandemic has seen an increase in the self-identification of unpaid Carers and a National Survey for Wales report in June 2020 showed a 35% increase in the number of individuals who said they look after or give help and support to family members, friends and neighbours.

The Health Board has been proactive in supporting unpaid Carers with access to Covid Testing and more recently supporting the identification of unpaid Carers as part of their eligibility for Covid vaccination. This has resulted in over 2,600 unpaid Carers self-identifying themselves to the Health Board who have not previously registered as a Carer with their GP practice. As part of the Health Boards action to make every contact count, the Health Board Carers Team provided follow up information to each newly identified Carer including information about third sector Carers support services and the Introduction to Looking After Me courses delivered by the Education Programme for Patients.

Carers Information and Support Service across West Wales have seen increases in the number of requests for support. In Carmarthenshire, Carers Trust Crossroads Mid and West Wales reported that during 2020/21 the number of Carers had increased by 31%, from 4,613 to 6071. Hafal Crossroads who provide information and support in Pembrokeshire saw the number of Carers registered increase from 2,570 to 2,918 and Ceredigion Carers Unit saw a rise of 267 Carers, taking them from 825 Carers to 1092.

In West Wales, the local authorities and third sector organisations have responded very well to the Covid-19 pandemic, quickly adapting their services and in some cases moving activities online. For example, the Newport Carers group in Pembrokeshire went from meeting face to face to meeting on Zoom supported by a Community Connector. As a result the Carers group became more accessible to Carers across the County, attracting new Carers looking for online peer support. Another example is Ceredigion Carers Unit who provided a full programme of workshops, training and discussions around Carers rights over the last six months of 2020-21. This followed on from the successful online training and activities provided for Carers week when 147 Carers took part in 20 training courses.

All young Carers services have continued to operate and adapted ways of working, utilising Zoom, WhatsApp and Microsoft Teams. Regular contact has been maintained with young Carers and their families to address issues. Whilst the majority of contacts have been virtual, socially distanced walks and home visits have been undertaken where national guidance allowed. Group sessions have been run online but take up has been low, with young people stating that they would rather meet in person. All services have observed a decline in both young people's and parents mental health over the year and services have responded by offering appropriate support.

Key Developments & Progress – 2020/21

Our West Wales Carers Strategy 2020-2025: Improving Lives for Carers

During the course of 2020/21 significant engagement was undertaken with Carers;



initially via regional and local authority based workshop discussions and then moving to the development of an online survey in response to the pandemic. 558 Carers responded to our online survey including 18% who were Young Carers under the age of 18.

The West Wales Regional Partnership Board published Our West Wales Carers Strategy 2020-2025: Improving Lives for Carers in November 2020. The Strategy has established four key priority areas which take a longer-term view and set the vision for the next four years. Throughout our Carers strategy, we have used the 'Teulu Jones' family members to help us think about how our priorities could make a difference to Carers in our communities. 'Teulu Jones' aren't a real family but they have been designed to be typical of some of the people living in the Hywel Dda area and the types of caring roles within families.

OUR FOUR PRIORITY AREAS:



1. Improve the early identification and self-identification of Carers, including Young Carers and Young Adult Carers.

2. Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.

3. Support Carers to access and maintain education, training and employment opportunities.

4. Support Carers to become digitally included.





The following sections of this report outline the ways in which we have been delivering on these priorities and the difference they have made to those with Caring responsibilities.

Spotlight on the Investors in Carers Scheme (IiC)

On behalf of the West Wales Carers Development Group, Hywel Dda University Health Board has continued to roll-out the regional Investors in Carers scheme. In addition to funding an Investors in Carers Lead Officer, the Health Board commission regional support for the IiC scheme which is delivered through Carers Trust Crossroads West Wales. IiC provides the foundation for work with health professionals in primary, community and acute hospital settings to raise awareness of the needs of Carers. However, unlike some other areas, IiC has been designed to be utilised by a wide range of settings including schools, libraries, local authority teams, Job Centre Plus and third sector organisations.

The IiC Scheme now enables settings to progress through three levels; bronze, silver and gold and during the year progress was made to establish an on-line submission process for IiC evidence. A core element of the IiC scheme is providing a simple system that enables unpaid Carers to register as a Carer with their GP, which in turn instigates a referral to their local Carers Information Service who can provide information and additional support.

What's been achieved during 2020/21

- **12** settings achieved a new Investors in Carers Award (**9** achieved their Bronze level, **2** achieved Silver and **1** achieved Gold level). **4** settings also achieved their bronze revalidations.
- Another **44** settings are currently working on their bronze, with **6** settings working towards Silver and **2** working towards their Gold. In total (since March, 2013) 95 settings have achieved bronze IiC awards, 8 Silver and 3 at Gold
- Some settings have had to re-prioritise due to the pandemic however support is being given to **87** settings in different ways to continue with either working towards an accreditation or to maintain their existing level.
- **2309** Carers have registered with GP surgeries across the health board area (bringing the cumulative total of carers registered with GP surgeries to **10792**).
- **1087** Carers were referred to the Carers information service via the GP surgery registration and referral process (bringing the cumulative total of referrals by GP surgeries to **5582**).
- The number of Carers registered with the GP increased during March 2021 as a result of a health board campaign to identify unpaid Carers for vaccination. In addition, over **2,600** unpaid Carers were identified in April - May 2021 which are not reflected in the above figures.



Crossroads Sir Gar receiving their Gold level certificate and plaque at a socially distanced presentation.



Pembrokeshire College the first to submit their bronze level evidence electronically.

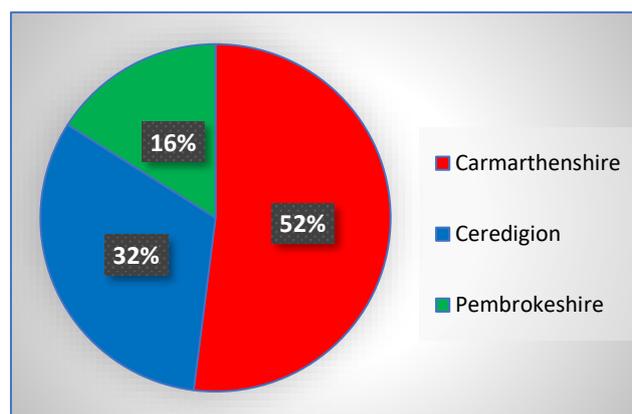
Carer Lead events

All organisations, teams and departments participating in the liC scheme have an identified Carer Lead. Regular Carers Lead events have been delivered throughout the year in order to bring different settings together providing an opportunity for peer support, joint learning and updating on new local initiatives. In November 2020, to support Carers Rights day, three sessions were delivered via MS Teams to 32 Carer Leads.

Since January 2021 another seven events have taken place with a total of 84 attendees from the three counties.

Feedback from participants include:
'I thoroughly enjoyed it and looking forward to getting our bronze and then onto our silver.'

"Having conversations this afternoon online has got me thinking about what evidence I need for my folder, what I need to do for our Carers, what I need to do for our staff; and it brings it back up on the list of priorities"



Making a difference to Carers

1. Improve the early identification and self-identification of Carers, including Young Carers and Young Adult Carers.

2. Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.



"To be honest I've never thought of myself as a Carer. After all, they are my parents and looking after them as they get older is just what you do. I got talking to a staff member at my local library about mum and they made me realise I was actually a Carer, they gave me lots of information on help and support available"

Spotlight on links to statutory and commissioned services

In Ceredigion the County Council Carers Unit provides the Carers Information Service and works closely with other departments within the Council, in particular social care. During lockdown some Carers were experiencing difficulties accessing essential shopping. In response, the Ceredigion Carers Unit developed an Adult Carers Card which was recognised by all major supermarkets when offering preferential shopping and delivery slots. Work is now progressing to implement this regionally.

Despite the difficulties presented with home working during the pandemic, the links with commissioned service providers have been strengthened through attending each other's meetings via on-line methods. At the beginning of pandemic the local authority and commissioned services worked together to ensure all Carers known to the local authority were offered Welfare Calls. In addition, over 800 welfare bags were delivered to Carers during Carers Week as part a partnership between the local authority library van drivers and leisure staff and commissioned services.

In Carmarthenshire, the Young Carer and Young Adult Carer steering group has continued to meet on a regular basis to share information and address any unmet needs. A Young Carer grants programme was successfully established and 68 young Carers were awarded support through this scheme. Grants were requested for a variety of purposes including: Food vouchers; laptops; tablets; bikes; TVs; webcams; bedroom furniture; sensory equipment etc. Carers in Carmarthenshire have been supported to access funding to enable alternative approaches to accessing a break from their caring role. This flexibility gave people choice and opportunity to be creative to respond to their individual circumstances.

Making a difference to Carers

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2. Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.

3. Support Carers to access and maintain education, training and employment opportunities.

One young Carer aged 12-18 spends 21-35 hours a week caring for a parent with multiple disabilities and mental health ill health. A grant of £225.97 was approved to purchase a dressing table and a printer.



“The printer has helped my daughter in so many ways. She can do school work, and print art. She can research new make-up techniques and photo and film techniques. She loves the new dressing table and uses it to practice make-up as she wants to be a makeup artist. These items have definitely lifted her spirits and are a great help. Thank you.”



Spotlight on discharge from hospital planning

The Health Board and its local authority partners have taken a whole system approach to support and engage Carers in the discharge planning of patients and ensure active provision of Information, Advice and Assistance (IAA). Carer Officers (who are third sector employees) have been based in each hospital since January 2020 to support Carers and staff. The Carers Officers have a specific role in supporting staff to identify Carers earlier, enabling improved involvement in the discharge planning process and active provision of information and support. They also work closely with the Family Liaison Officers in each hospital who refer patients and their families to the Carer Officers. When access to the hospitals was restricted during the pandemic training and support was undertaken remotely making the best use of digital technology. This included promoting the uptake of the Carer aware e-learning training.

The Carer Aware e-learning was launched in November 2018 by Social Care Wales has been cascaded out to staff working in statutory and non-statutory services via a number of different means. During 2020/21 164 staff in Hywel Dda completed the e-learning, along with 80 colleagues in Ceredigion County Council.

What's been achieved during 2020/21

The Carer Officers:

- Supported **303** Carers as part of the discharge planning process for their family member
- Responded to **199** enquiries from ward staff and undertook **270** ward visits
- Distributed **481** hospital information packs and **118** carer information packs
- Delivered **105** Valuing Carers awareness sessions to **587** staff

Making a difference to Carers

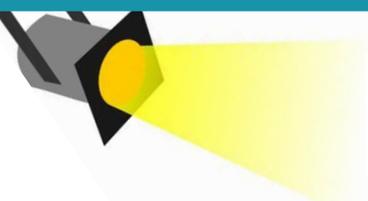
1. Improve the early identification and self-identification of Carers, including Young Carers and Young Adult Carers.

2. Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.



The support provided by the Carer Officer when mum was in hospital helped my mental and emotional wellbeing at a very uncertain and busy time."





Spotlight on supporting Young Carers

Recognising Young Carers

Ceredigion County Council has worked with Carers Trust Wales to launch the Welsh Government funded Young Carers Card. Work is progressing with partners across West Wales to share learning and offer support to enable neighbouring counties to develop a card that will align and create some consistency for young Carers. A regional ID card is also being considered.

As part of Young Carers action day Ceredigion launched their first young Carers Newsletter, distributed to those young Carers registered with the information service as well as those receiving support from Action for Children, the commissioned service for Young Carers in Ceredigion.



The Wellbeing toolkit couldn't have come at a better time for my son Ben. He loved it, thank you."



Supporting Young and Young Adult Carers

The Health Board funded Crossroads Sir Gar to deliver increased support for young Carers and Young Adult Carers. This was the first time sessions had been delivered to a wide age range from 5-25 years old. In total 123 attendees participated and the sessions were hugely popular and engaged Carers who were previously not attending Zoom sessions.

Action for Children with support from the Health Board have developed a new Wellbeing toolkit for all young Carers and young adult Carers in Ceredigion and Pembrokeshire. This tool kit is designed to help find new ways of supporting their own wellbeing. The box contains a pack of cards with different calming activities to do as well as useful websites and contact details for additional support.

In Pembrokeshire, Action for Children worked with Pembrokeshire County Council to provide 148 young Carers with Christmas vouchers, family Christmas hampers and toys.

Making a difference to Carers

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Spotlight on Carers Resilience

The Health Board has been working closely with the Education Programme for Patients (EPP) team to promote the Introduction to Looking after Me (I2LAM) courses for Carers across the region. The aim of this programme is to give Carers the opportunity to learn skills to enable them to take care of their own health whilst caring for someone else, or support Carers to make plans for the future.

Ceredigion County Council have been leading on a regional project to roll-out the Carers Resilience & Well-Being (CR&WB) programme. Previously this was delivered in a traditional face-to-face setting, but during the year this has been rewritten in order to be delivered interactively online also. A range of modules have been developed including; Young Carers 8-13, Young Carers 14–17, Adult Carers in the community, Train the Facilitator and Resilience and Wellbeing Taster sessions.

The Carers Resilience Project was established in partnership with care managers and 3rd sector partners to address the needs and additional pressures encountered by Carers in Carmarthenshire as a result of the Covid-19 pandemic, and supporting them to continue their caring role. Support initiatives delivered through the project are identified through a ‘What Matters’ conversation with a Key Worker and the outcomes of involvement are measured utilising the Carers Outcome Star. The response takes account of the broad range of services from preventative interventions (e.g. Technology Enabled Care and Carers Emergency Card) that promote long term resilience through to intensive short-term input. The project also provides a safely coordinated pathway to accommodation-based care and support for complex needs (respite).

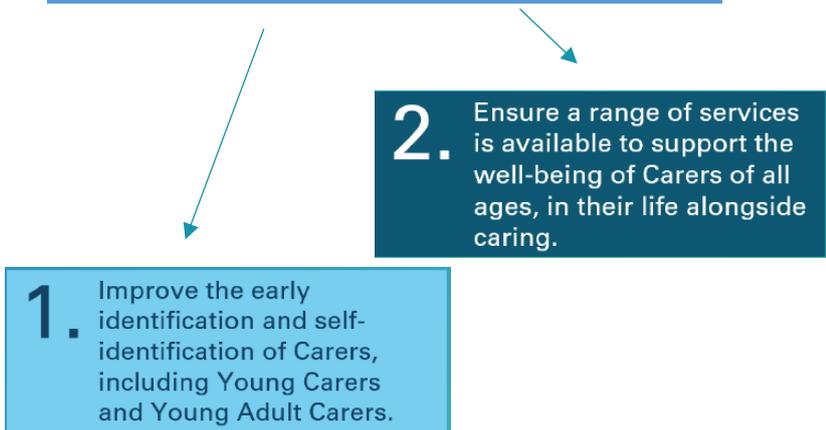
What’s been achieved during 2020/21

- **4** virtual Looking After Me courses were delivered with **17** carers completing the I2LAM course. **85%** of Carers that attended the said the range of activities provided were good to excellent
- **24** professionals from across the region with responsibility of working with Carers attended a Carers Resilience and Well-being programme taster session and in total the facilitator training course was attended by **16** professionals, with a further **17** professionals on a waiting list for the next course.



“I think the ‘Looking After Me’ course was very good and the guided relaxation exercise at the end will be very beneficial, excellent tutor and everything was well explained”

Making a difference to Carers



Spotlight on Regional Carers Innovation Scheme

The Regional Carers Support Innovation Fund was established in 2020-21 with funding from the Integrated Care Fund (ICF) to offer opportunities for third sector organisations to apply for short term funding to deliver projects that would support Carers across Carmarthenshire, Ceredigion and Pembrokeshire. This fund was administered by Pembrokeshire Association of Voluntary Services (PAVS), in collaboration with Carmarthenshire Association of Voluntary Services (CAVS) and Ceredigion Association of Voluntary Organisations (CAVO). Applications were invited to address key themes aligned to the regional Carers strategy. The fund provided up to 100% of revenue costs and up to £5,000 was awarded for projects in one county area and up to £15,000 for regional projects. Applications had to show clear and direct benefits for unpaid Carers, demonstrate value for money and match funding was encouraged. The safety of Carers was a priority and all projects were asked to take into account the current COVID restrictions.

Outcomes of the scheme

In total, **7** county based projects and **2** regional projects were funded.

- Carers physical fitness support sessions (Hafal, Carmarthenshire)
- Telling the stories of different carer's groups (Radio Aber Ltd)
- Sports reminiscence sessions (Haverfordwest AFC)
- Paid respite for carers (Newport Forum)
- Additional respite sessions (Shalom House)
- Watch me cook and dine with me (The Camomile Club)
- Online sessions for exercise, craft and social (VC Gallery)
- Respite retreat days for carers (Holistic Yoga Care Wales cic)
- Targeted support for older carers (Age Cymru Dyfed)

Online Carers Sessions

EVERY THURSDAY 10.30- 2.30

10.30 -11.15 Catch Up

12.00 -12.45 Speaker

1.15 -2pm Art with Ann Mills

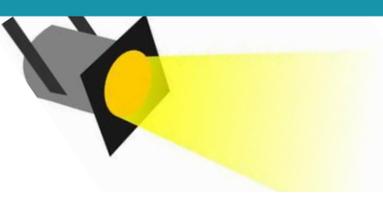
4th March Daffodil painting




Making a difference to Carers



2. Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.



Spotlight on working together to support Carers

- In Pembrokeshire, a Carers Provider Forum was established in 2020 during the Covid-19 pandemic. Facilitated by PAVS, membership includes organisations providing, or wishing to provide, services to unpaid Carers of all ages. The Forum aims to enable effective networking and collaboration and make an effective contribution to the planning and delivery of services.
- A Living with Dementia forum was created by PAVS to enable people living with dementia and their Carers to use their valuable experience and knowledge to influence the development of strategies, policies, procedures and decisions relating to dementia services. The group identified Young Onset Dementia (YOD) as an area of focus and held an event to highlight the experiences of people diagnosed with YOD and their Carers. As an outcome of this work it is hoped that a day service specifically for YOD will be developed in West Wales.
- The Community Connectors support a Carers Group in Newport continued to meet online using Zoom and when restrictions eased the group met for regular wellbeing walks in the area.
- Pembrokeshire Dementia Supportive Communities in partnership with the West Wales Walking for Wellbeing project with the National Park has launched several walk and talk dementia supportive groups across the County. The group provides the opportunity for people living with dementia and their Carers to socialise and improve their physical and mental wellbeing.
- In partnership with Strength Academy Wales exercise sessions have also been run to provide people living with dementia and their Carers the opportunity to try out an exercise class.
- Ceredigion’s Carers Alliance has continued to go from strength to strength in working together to ensure there has been a large offer of support activities for Carers and maintaining a sharing of information amongst all its partners, which include 3rd sector organizations, health and local authority representatives. The alliance was a major contributor to the counties’ and regional response to the Welsh Governments consultation on the National plan for carers.



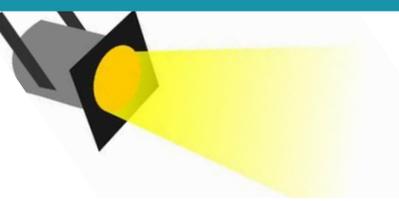
“After so much time feeling isolated this year, it was great for our wellbeing to meet the group and take regular walks”

Making a difference to Carers



2. Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.





Spotlight on Employers for Carers (EfC)

The West Wales Carers Development Group participates in the Carers Wales Employers for Carers (EfC) scheme through an umbrella membership. Each individual partner organisation has taken forward specific actions, in addition to their collaboration as part of a regional Steering Group.

Hywel Dda University Health Board developed a Task and Finish group to take forward a number of internal initiatives including:

- Achievement of Employers for Carers Confident Level 1
- Approval of a Health Board Carers Policy for staff
- Encouraging staff with caring responsibilities to share their views and experiences via a staff survey which gained responses from 88 staff
- Introduction of Staff Carer Peer Support Group sessions. Staff who have benefited from our Carer Peer Support Group Sessions talk about their experience in this video:

<https://www.youtube.com/watch?v=rAzzbtUAfLQ>

Ceredigion County Council are progressing a Carers policy which will include the introduction of the Carers Passport and the added provision of 5 paid days of Carers Leave. Guidance for managers and Carers has been written for this policy and will go to scrutiny and cabinet in May 2021 with the launch of the policy due to be held during Carers week in June 2021. In the meantime the Carers Unit, jointly with Human Resources, have introduced monthly online drop in sessions for employee Carers.



“I am a Carer, and I joined the Peer Support Group and I found it really helpful. I was a little shy at first and unsure if I'd be able to speak and I was slightly emotional hearing others speak about their experience, but it was wonderful to realise that I'm not alone and that I can connect with others who understand, who get it. So, I did speak, and I felt better for it.”

Making a difference to Carers

3. Support Carers to access and maintain education, training and employment opportunities.



Spotlight on Digital Inclusion

The pandemic has resulted in an increased use of digital methods of communication with Carers and many support services have been operating 'virtually'. Some examples of this are shown below.

The Pembrokeshire Digital Connections partnership was formed during the pandemic to support people, including unpaid Carers, to access digital equipment and technology. This partnership includes the Local Authority, Health Board, PAVS, DELTA Wellbeing and Digital Communities Wales. Chromebooks were distributed to young Carers aged 16 – 20 in collaboration with young Carer support services.



The summer edition of the Ceredigion Carers Magazine, focused on the benefits of digital technology for Carers with advice and guides for Carers of all ages. Articles included:

- A Delta Connect case study of one of their service users who was benefiting from their wellbeing calls and how he uses a red button lifeline
- NHS apps and web links to enable Carers to seek help to support health and wellbeing
- An explanation of video calling services and a 'how to' guide
- Age UK's top tips for supporting friends and family who are new to using devices and technology
- Details of impartial organisations who can assist people to get online
- Positive ideas for Young Carers to stay connected during lockdown

The Pembrokeshire Community Connector service were successful in applying for GP Cluster funding to develop a digital tablet loan scheme - Connect IT. 100 tablets were loaned out to people registered with a GP in Pembrokeshire, including unpaid Carers.



The liC team have delivered a number of online Carer Awareness training sessions which complement the Social Care Wales e-learning programme by building on this content and offer local context and information. The pandemic has enabled the team to embrace technology by using MS Teams video sessions which have increased engagement across the region. In total 54 sessions were delivered with 329 people attending. Feedback has suggested that there has been a 100% increase in participant's knowledge on the areas covered in the session: who are Carers, issues they face, the liC scheme and the GP Surgery Carer registration/referral form and process.



“Very informative and a great insight for an organisation working towards Bronze. We will certainly look at the Silver Award in time.”

Coleg Ceredigion adapted their Carer Partnership Scheme in the response to the Covid-19 pandemic and Coleg Ceredigion students supported Carers Week in a variety of ways including:

- Developing an opening video of support for Carers by Coleg Ceredigion students to make Carers are more visible online and raise awareness of Carers Week.
- Creating a Coleg Ceredigion's general knowledge quiz
- Holding a “Raise a cuppa” (social media campaign) to acknowledge the fantastic job that Carers are all doing.

All partners have made use of digital means and social media to post a number of Carer videos stories during Carers week 2020.

Pembrokeshire County Council delivered a Facebook Live Q&A session around employment rights and getting back into work. In Carmarthenshire, third sector partners have found new and different ways to deliver their services to Carers as a response to Covid-19. Age Cymru have provided a Digital Inclusion project, ensuring that there was appropriate and reliable support for people to access information and opportunities online.

In addition, an online recording of ‘An informative overview of ‘Carers Rights and the Law’ by Professor Luke Clements’ which made available for anyone across the region. Ceredigion Carers Unit also offered 3 live online sessions with Luke Clements; Carers rights, Carers rights for parent Carers and Carers rights for Professionals working with Carers.

Making a difference to Carers



Priorities for 2021/2022

Carers and the Carers' agenda has been established a priority within the Area Plan for West Wales. The Regional Partnership Board has adopted Carers as an integral priority, particularly recognising the cross-cutting impact and links across all its key programmes of work.

The key actions of our regional Carers strategy are based on the views and feedback from Carers and key stakeholders and we will continue to work to implement the principles which will underpin the regional strategy:

- Address key requirements, gaps and improvements identified through the West Wales Population Assessment and the objectives within the Area Plan
- Respond to Ministerial priorities for supporting Carers
- Complement and integrate a range of Carers' initiatives across the region to increase the visibility about the needs of unpaid Carers
- Ensure that the needs of Carers are represented through the A Healthier West Wales Transformation Programme

Some of our priorities for 2021/22 include:

1. Leading a review of the Carers needs assessment drawing on existing and new data and evidence to inform a refresh of the West Wales Population Needs Assessment.
2. Continuing to develop the uptake of Carers cards and the benefits that these offer to encourage Carers of all ages to self-identify themselves and access additional support which is available via Carer's information and outreach services.
3. Reviewing the support offered to Young Carers in West Wales and engaging Young Carers in the process to ensure a best practice innovative service is recommissioned for 2022/23.
4. Rollout the Resilience and Well-being facilitator training, to extend the support offered to those in employment with a caring role. This will coincide with the launch of the Ceredigion Local authority's Carer's policy in June 2021.
5. Actively promote the regional Employers for Carers membership, focusing in particular on working collaboratively with other public sector services as well as small and medium size enterprises (SMEs).
6. Continuing to encourage involvement in the Investors in Carers accreditation scheme and support progression through the award levels.
7. Work with others, including commissioned services to maximise the potential of digital services.

Conclusion

Carers are a fundamental focus within the West Wales Area Plan 2018-2023 which sets out our communities needs across West Wales and how we will work in partnership to respond to these. We are facing unprecedented changes in Health and Social Care and with an aging population, as well as the need to deliver services differently in response to the Covid-19 pandemic and the number of unpaid Carers who have self-identified themselves has increased significantly during the year. The West Wales Carers Development Group is committed to working together to deliver support for Carers in our communities in new and innovative ways, and to ensure that the needs of Carers are considered at every stage of their health and social care journey.

This Annual Report has provided an overview of the wide range of activity which has been on-going in West Wales to improve outcomes for Carers. Whilst the focus of the report has been on the work lead via the West Wales Carers Development Group and how the Welsh Government funding, ICF and core funding of partner organisations has been utilised to support this work, it is acknowledged that there are many other organisations and groups within West Wales who also provide valuable support and services to Carers.

Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 2 November 2021

LOCATION: Council Chamber, Penmorfa

TITLE: Feedback from the Healthier Communities Overview and Scrutiny Committee on the Ceredigion Carers Services Annual Report 2020-2021 and the Regional Carers Group Annual Report 2020-2021

PURPOSE OF REPORT: To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 20 October 2021

BACKGROUND:

The Healthier Communities Overview and Scrutiny Committee considered both the Ceredigion Carers Services Annual Report 2020-2021 and the Regional Carers Group Annual Report 2020-2021.

Councillor Catherine Hughes, Cabinet Member, and Sara Humphreys, Team Manager – Through Age Carers and Community Support, presented the Ceredigion Carers Services Annual Report for 2020-2021. Councillor Alun Williams, Cabinet Member, and Sara Humphreys, Team Manager – Through Age Carers and Community Support, then presented the Regional Carers Group Annual Report 2020-2021.

Following consideration, Members agreed to recommend that Cabinet:

- receive the Ceredigion Carers Unit Annual Report for 2020-2021 and the Regional Carers Group Annual Report for the same period.

The Chairman thanked both Cabinet Members and Officers for presenting and providing comprehensive reports. He also thanked and praised the Carers Unit Staff for the excellent work undertaken especially during a difficult period with the pandemic.

Councillor Bryan Davies
Chairman of the Healthier Communities Overview and Scrutiny Committee

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