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Cyngor Sir
CEREDIGION
County Council

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Dear Sir / Madam

I write to inform you that a Meeting of the Corporate Resources Overview and Scrutiny Committee will be held via Zoom on Thursday, 14 October 2021 at 10.00 am for the transaction of the following business:

1. **Apologies**
2. **Disclosures of personal interest (including whipping declarations)**
Members are reminded of their personal responsibility to declare any personal and prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. In addition, Members must declare any prohibited party whip which the Member has been given in relation to the meeting as per the Local Government (Wales) Measure 2011.
3. **Ceredigion Public Service Board Poverty Sub-group - Tackling Hardship Strategy progress report July 2021 (Pages 3 - 36)**
4. **Talking, Listening and Working Together, Draft Engagement Policy (Pages 37 - 80)**
5. **Update on CLIC Service (Pages 81 - 88)**
6. **Library Standard Report (Pages 89 - 102)**
7. **Report on Ceredigion Senior Coroner's 2020 Statistical Return (Pages 103 - 116)**
8. **Forward Work Programme (Pages 117 - 120)**
9. **To confirm minutes of the 7.7.2021 meeting and to consider any matters arising from those Minutes. (Pages 121 - 124)**

Members are reminded to sign the Attendance Register

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

Yours faithfully

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

Miss Lowri Edwards
Corporate Lead Officer: Democratic Services

To: Chairman and Members of Corporate Resources Overview and Scrutiny Committee

The remaining Members of the Council for information only.

Cyngor Sir CEREDIGION County Council

REPORT TO: Corporate Resources Overview and Scrutiny Committee

DATE: 14 October 2021

LOCATION: Virtual

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

PURPOSE OF REPORT: To present the Tackling Hardship Strategy progress report for consideration

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: In order to scrutinise the work and impact of the actions carried out by the Council and partners in relation to tackling hardship in Ceredigion

BACKGROUND:

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. 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.

CURRENT SITUATION:

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.

WELLBEING OF FUTURE GENERATIONS:	Has an Integrated Impact Assessment been completed? If, not, please state why	Yes
	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.

- 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.
- 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.
- 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.

RECOMMENDATION (S):

That Scrutiny committee recognises the progress made in delivery of the three key objectives of the Ceredigion Tackling Hardship Strategy and supports the 'next steps' shown above.

REASON FOR RECOMMENDATION (S):

Good progress is being made but further steps are needed in order to increase the efficacy of the Tackling Hardship Strategy and accompanying Action Plan.

Contact Name: Cathryn Morgan
Designation: Families First & Refugee Coordinator
Date of Report: 21/09/2021
Acronyms:



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

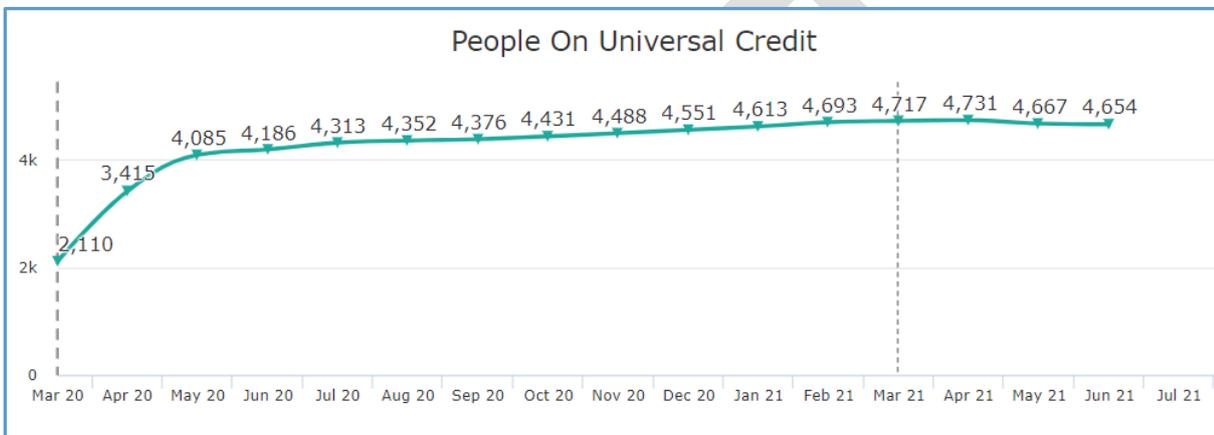
Synopsis of report to PSB Poverty sub-group July 2021

	<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>

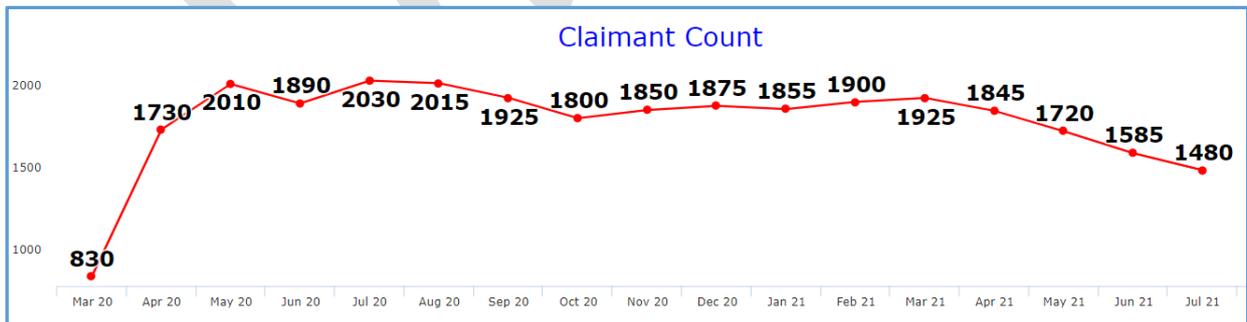
What the data tells us

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.

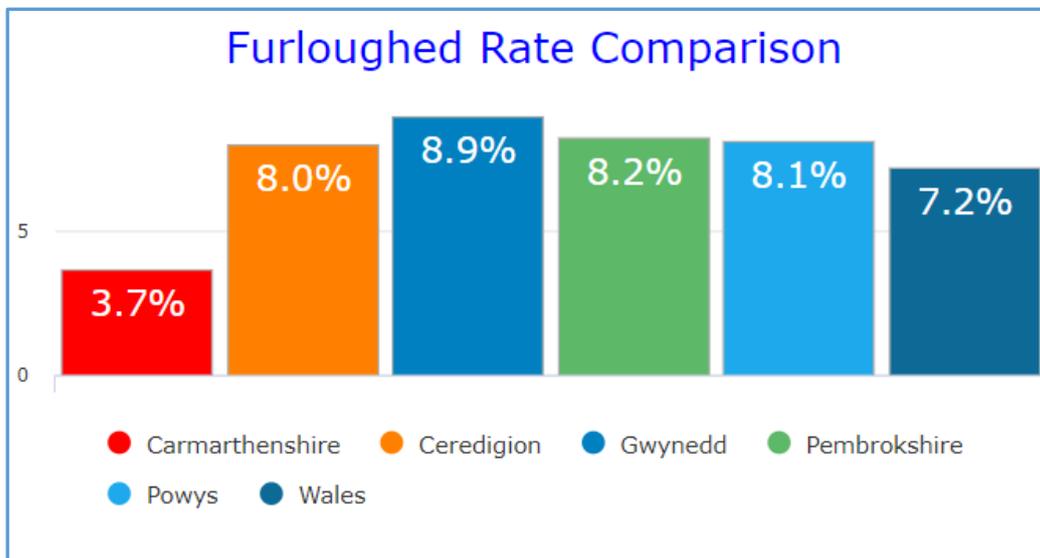


The Claimant Count is a measure of the number of people claiming benefits principally for the reason of being unemployed. The number of claimants also increased when the pandemic first impacted the UK, this is now decreasing but the July 2021 figure is still 78% higher than at March 2020.



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

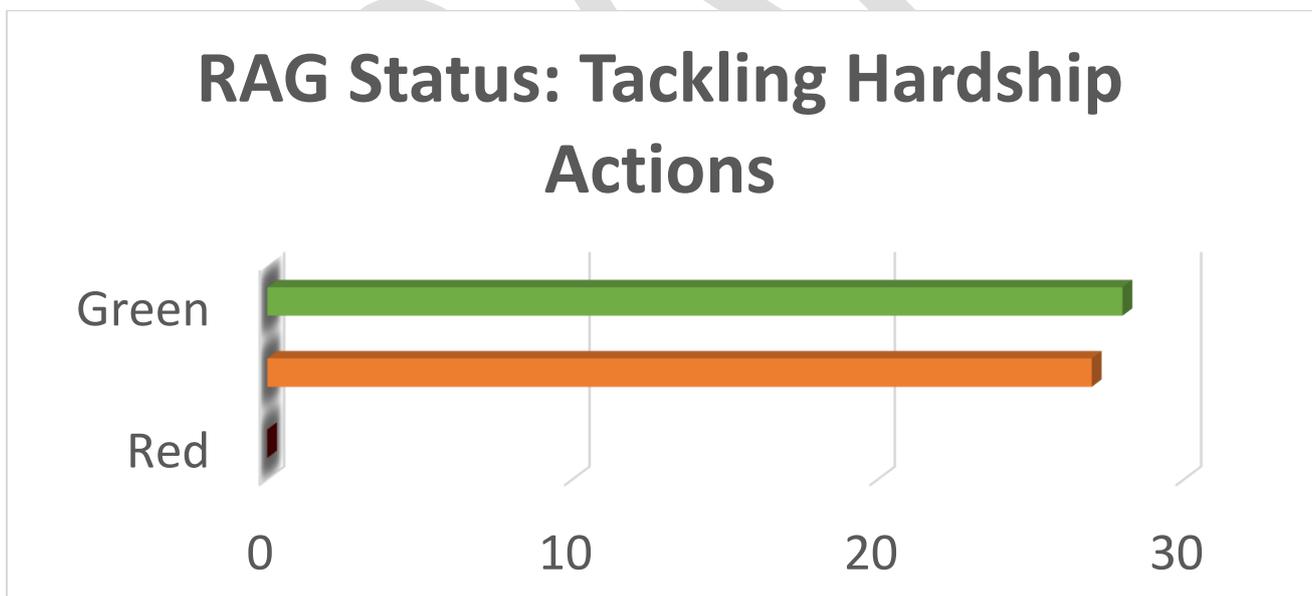
Pillar One: Financial Resilience

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

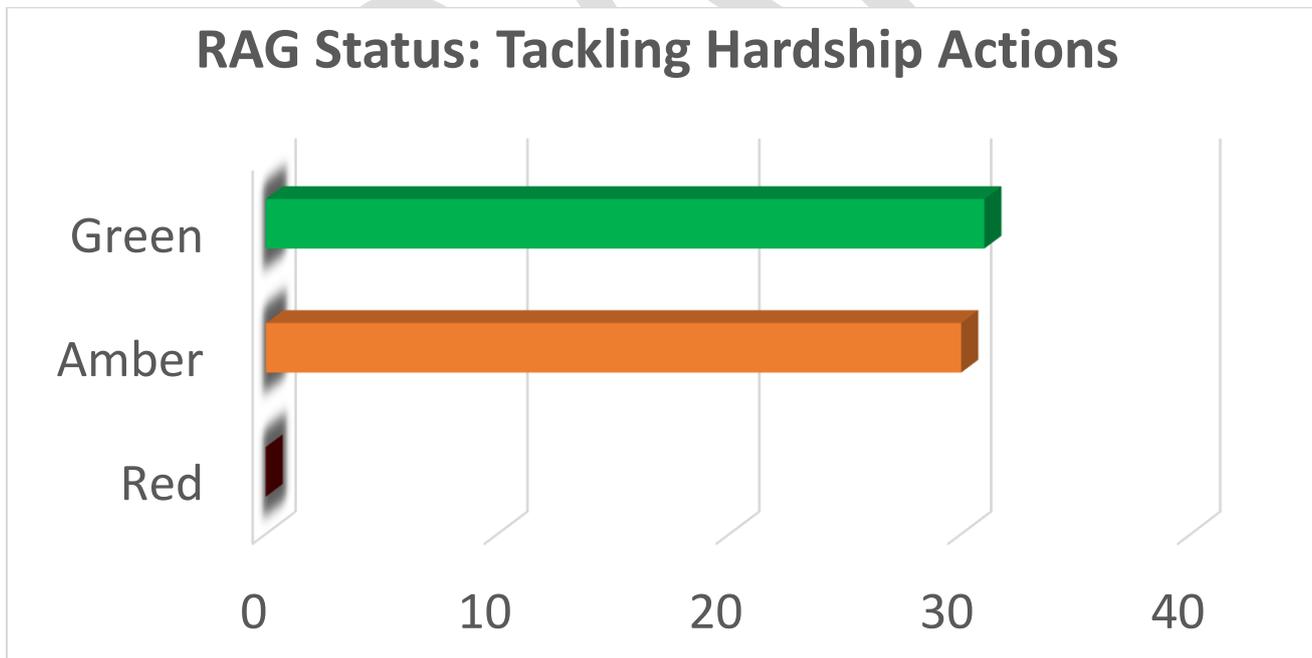
Action Plan – The Framework

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**

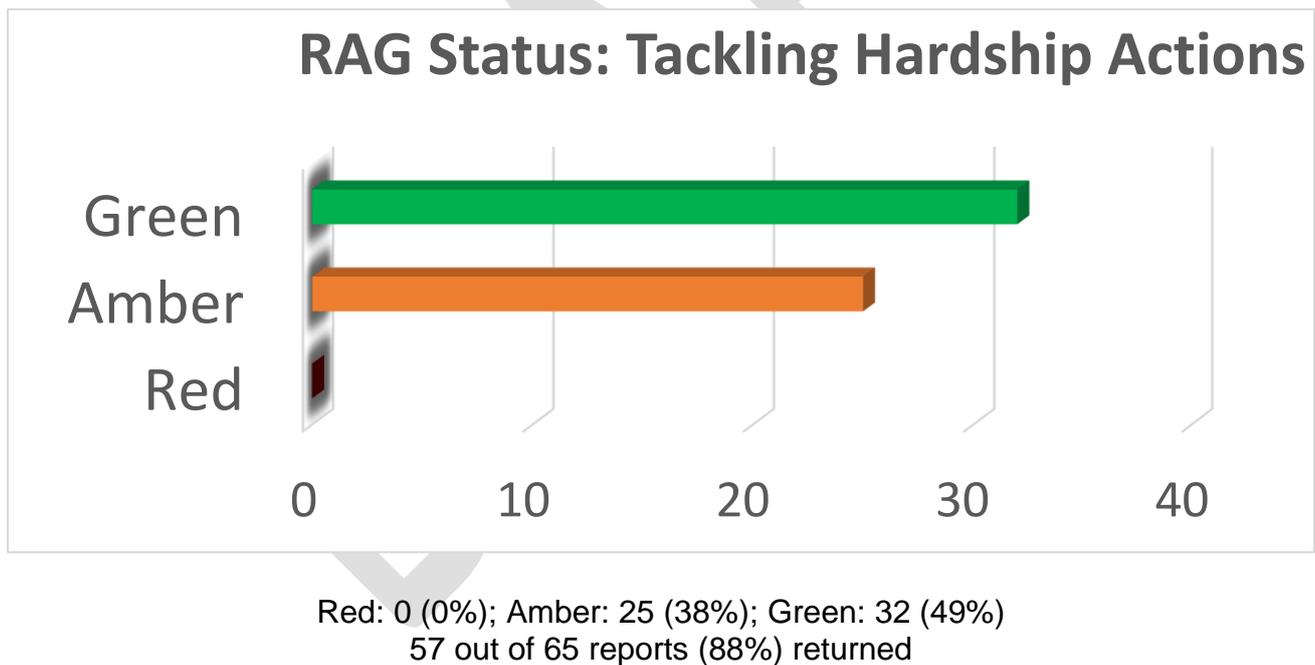
**Pillar Three: Community Resilience
(Ensure that people can access services, face to face or online)**

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)

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Cyngor Sir CEREDIGION County Council

REPORT TO: Corporate Resources Overview and Scrutiny Committee

DATE: 14/10/2021

LOCATION: Video Conference

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

PURPOSE OF REPORT: To present the new draft Engagement Policy ‘Talking, Listening and Working Together’ for consideration.

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: To ensure that the Local Authority is meeting statutory engagement requirements including the Equality Act 2010, the Public Sector Equality Duty 2011 and the Well-being of Future Generations (Wales) Act 2015 in terms of engagement, involvement and consultation, to ensure that the new draft Engagement Policy is fit for purpose before going out to public consultation over winter 2021/22 and to make recommendations as appropriate when the report is presented to Cabinet (2nd November 2021).

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.

CURRENT SITUATION

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

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

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.

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.

WELLBEING OF FUTURE GENERATIONS:

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.

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.
- To make recommendations as appropriate when the report is presented to Cabinet on the 2nd of November 2021.

REASON FOR RECOMMENDATION (S):

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.

Contact Name: Michael Smith
Designation: Engagement and Equalities Officer
Date of Report: 17/9/2021
Acronyms:

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.

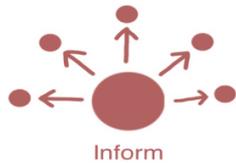
Most of all, I believe that this Engagement Policy will help us to set a firm foundation in the way that we engage with the people of Ceredigion. This means that engagement will be carried out at an early stage and throughout the process. It will be carried out over a reasonable period of time and will 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 –

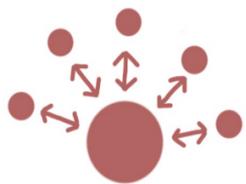
- **Inform.** To provide the public with balanced and objective information.



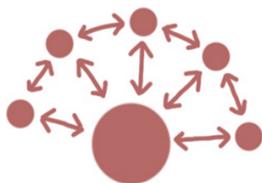
- **Consult.** To obtain public feedback on proposals.



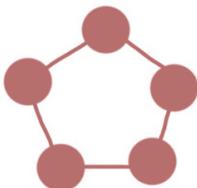
- **Involve.** To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.



- **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**

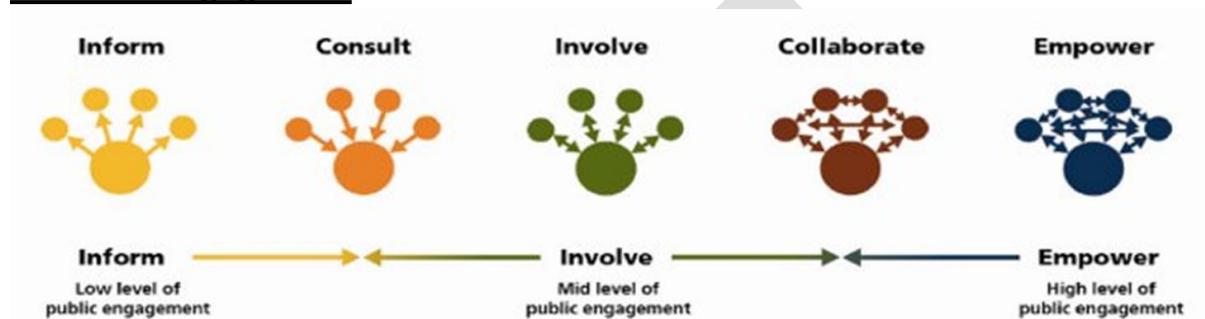
The practical application of this Engagement Policy is supported by a range of engagement information, guidance and techniques available for staff with our engagement toolkit on our intranet. We also employ an Engagement and Equalities Officer to support the delivery of the Engagement Policy and to give 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		Empower	
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.

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

An integrated tool to inform effective decision making



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.
--	--	--	--	--	--	--------------------------------------

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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REPORT TO: Corporate Resources Scrutiny Committee

DATE: 14 October 2021

LOCATION:

TITLE: Update on CLIC service

PURPOSE OF REPORT: To provide an update on CLIC Customer Services

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: For Information

BACKGROUND:

The CLIC service is made up of the Corporate Contact Centre, Corporate Mail Room, Direct Contact (Face To Face), Blue Badge Team and Libraries. The last update was provided to the Corporate Resources Scrutiny Committee in November 2020.

Contact Centre

The Contact Centre (CLIC) started taking calls September 2017 and is now providing the initial contact service for nearly all service areas. In the coming months, the final service area, Social Care will be transferred over to CLIC through the Through Age and Wellbeing Programme ensuring that CLIC will be the first point of contact for all services.

Two cohorts of Customer Services staff have undertaken training to prepare for the introduction of Social Care calls in line with TAWP. Customer contact has also been involved in the development of the initial contact forms that will, in due course, be used by staff to handle Social Care enquiries.

Since the start of the Pandemic and the first lockdown, 23rd March 2020 the Contact Centre team have worked wholly from home, operating a full service with little change to hours or duties. The Team has also provided additional hours of coverage, Easter Weekend in 2020 and supported the Election services during the Welsh Government and Police and Crime Commissioner elections in May 2021, offering a telephony service from 7am on 10pm on Election day.

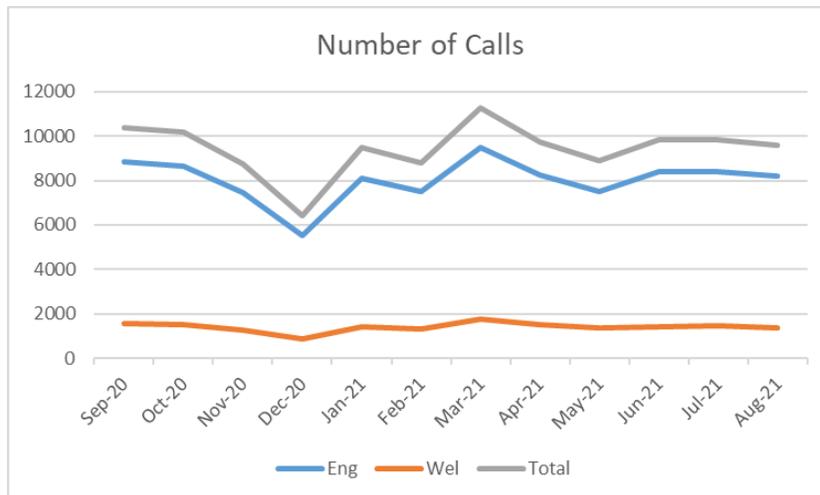
In addition to providing telephone support, the team also take payments, manage corporate mailboxes and provide additional COVID-19 information service.

The service has experienced many challenging times due to staffing shortage and some technical issues but endeavors to provide a high level of customer service at all times.

The following information is based on enquiries received between 01/09/2020 and 31/08/2021.

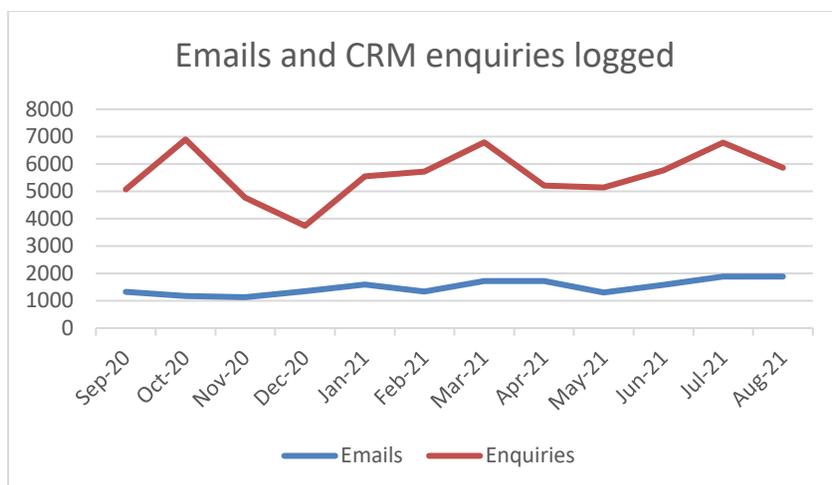
- Total calls received = 113,203

	English	Welsh	Total
Sep-20	8820	1549	10369
Oct-20	8667	1527	10194
Nov-20	7478	1277	8755
Dec-20	5530	887	6417
Jan-21	8106	1405	9511
Feb-21	7483	1335	8818
Mar-21	9509	1755	11264
Apr-21	8236	1513	9749
May-21	7517	1379	8896
Jun-21	8419	1399	9818
Jul-21	8389	1453	9842
Aug-21	8191	1379	9570
Total	96,345	16,858	
Total Combined	113,203		



Abandoned calls = English 4% / Welsh 1%

- Total emails received = 17,980
- Total enquiries logged = 68,698



CLIC (CRM) Enquiries

The system has 79 different categories (defined as service areas) and 407 sub categories. Calls/enquiries are recorded on the Customer Records Management (CRM) system in order to ensure a record of customer contact. Each enquiry is allocated a reference number.

Further information regarding the process undertaken by CLIC staff with regards recording enquiries, allocating enquiries to services is available on Appendix 1.

Breakdown of the enquiries logged on the CRM as shown below (please note, Council Tax and Housing Benefit calls are not logged on the CRM). Below are the top 15 categories.

Category	Total Logged
Waste Management	11,357
Childcare	10,956
COVID 19	6,686
Highways	4,954
General Enquiry	3,792
Blue Badge	2,879
Housing Register/Homelessness	2,856
Council Tax	2,819
Elections	2,347
Payment	2,054
Planning	1,724
Social Services	1,166
Environmental Control	1,025
Parking and Civil Parking Enforcement	978
Residential Home Appointments	835
Total	56,428
Other Enquiries	12,270
Total enquiries logged during this period	68,698

Revenues and Benefits notes logged on the Comino system during this period:-

Housing Benefit	3,023
Council Tax	14,900
Non Domestic Rates	1,396
Total	19,319

Breakdown per service area:-

Service	Total
Highways & Environmental Services	18,547
Schools & Culture	11,733
Customer Contact	10,151
Finance & Procurement	9,411
Porth Gofal Targetted Intervention	5,949
Economy & Regeneration	4,736
Policy Performance & Public Protection	4,191
Democratic Services	2,506
Porth Cymorth Cynnar	1,485
People & Organisation	192
Legal & Governance	158
Porth Cynnal	64

Councillor Enquiries

During the period 01.09.20 to 31.08.21, 2,034 enquiries were logged by County Councillors (696 in Welsh, 1338 in English). This is equivalent to 3% of total enquiries.

Welsh	696
English	1,338
Total Enquiries logged by Councillors	2,034
Percentage of total enquiries logged	3%

Post Room/Direct Contact

The Post Room has undergone the greatest change during this period with all post from other offices now redirected to Canolfan Rheidol. The post room team is assisted by the direct contact team to carry out daily duties.

The Post Room team has been instrumental in the distribution of 38,000 vaccination letters to Ceredigion residents; 1,040 Carers Afternoon Tea Packs; Carers Wellbeing Packs; assisted with 70 educational resource packs for home educated pupils; supported the posting of all documents relating to the recently transferred Direct Payments service, whilst continuing business as usual.



Each day, post is opened, sorted into services and scanned to generic teams for processing. All timesheets, travel claims, invoices are scanned directly to payments and payroll; revenues and benefits correspondence is scanned and indexed; blue badge applications, financial assessments are all forwarded to teams along with any mail received for Complaints, Social Care, Legal, Corporate Lead Officers & Chief Executive. All original documents received are recorded and returned to customers within two working days.

The post room continues to print out any cheques/BACS notifications for the Authority and posts out all items of secure stationery. The post room also now deals with the printing and packing of outgoing mail for all Council services.

The post room staff also deal with any monies received through the post or posted through the letter box outside Canolfan Rheidol. Cheques and cash received are recorded and processed the day they are received with receipts if requested being posted out or scanned to departments. The post boxes at Penmorfa, County Hall, Cardigan Office, Lampeter office are emptied and the contents processed regularly.

The Direct Contact team has experienced the greatest disruption during the COVID 19 pandemic, with offices being closed since 20th March 2020. These members of staff are now assisting the post room team and the Blue Badge team whilst two members of the team have been redeployed to Contact Tracing. This has offered the opportunity to learn new skills and gain additional experience. Direct Contact staff have also supported, since June 2021, with the reopening of the Libraries.

Blue Badge Service

The Blue Badge team has continued to operate throughout the pandemic with staff working remotely from home throughout. Between 01.09.2020 and 31.08.2021 a total of 1,713 Blue Badges were issued.

Conclusion

The service is performing very well, dealing on average with approximately 9,400 calls, 1,500 emails and logging 5,600 customer enquiries every month.

Has an Integrated Impact Assessment been completed? If, not, please state why Not Applicable, as reporting on service delivery

WELLBEING OF FUTURE GENERATIONS:

Summary:
Long term:
Integration:
Collaboration:
Involvement:
Prevention:

RECOMMENDATION (S):

To accept the content of this report on the delivery of Customer Services during the last 12 months.

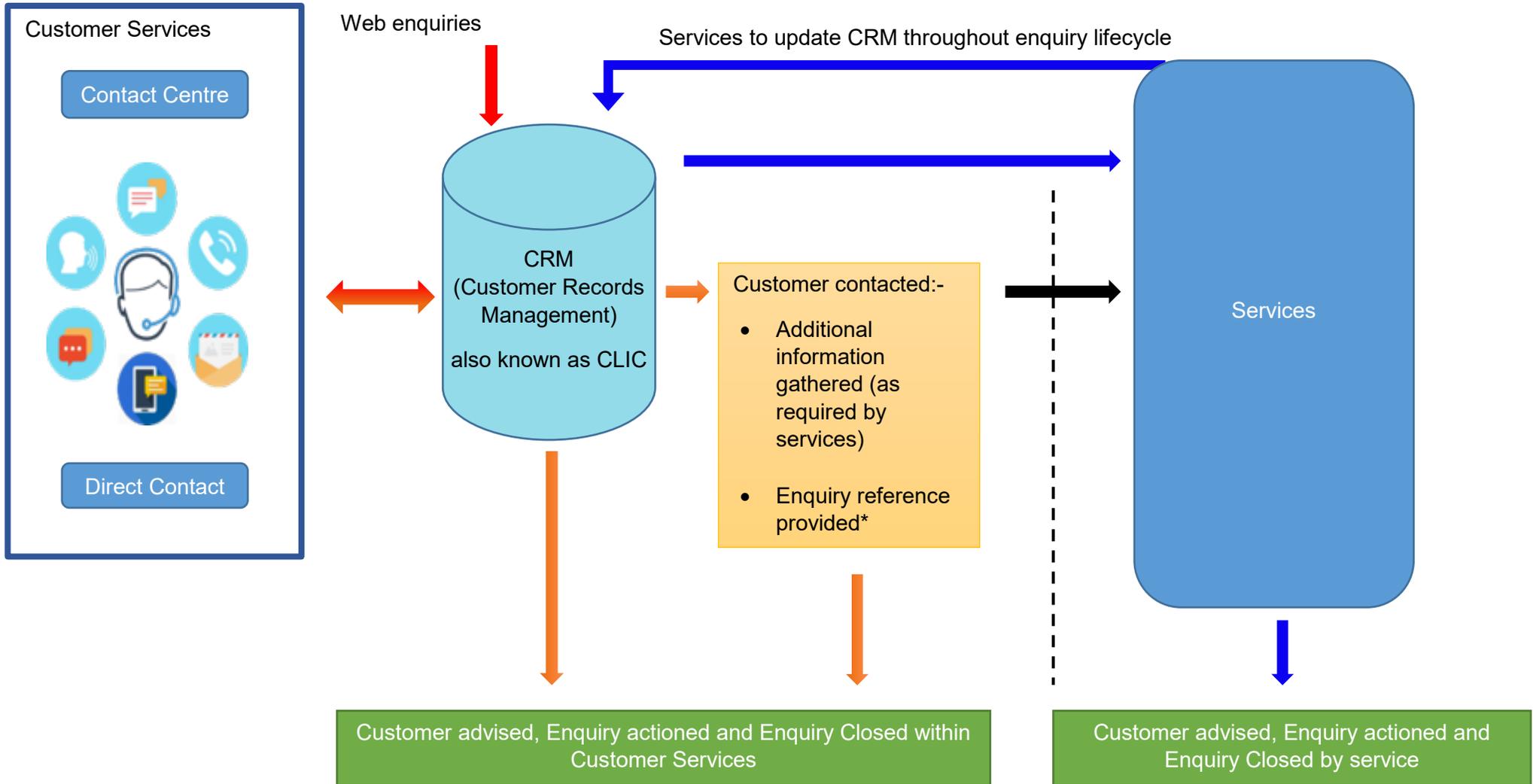
REASON FOR RECOMMENDATION (S):

To provide information on the delivery of Customer Services.

Contact Name: Anna Gawthorpe/Joy Lake
Designation: Customer Services Manager/Corporate Manager Clic
Date of Report: 14th October 2021
Acronyms:
Attachments Appendix 1.



CLIC Process
flowchart.docx



*Customer is provided with enquiry reference number for web enquiries when they are submitted

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Cyngor Sir CEREDIGION County Council

REPORT TO: Corporate Resources Scrutiny Committee

DATE: 14/10/2021

LOCATION:

TITLE: Library Standard Report

PURPOSE OF REPORT: To report the Annual Library Standard

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: For Information

WELLBEING OF FUTURE GENERATIONS: Has an Integrated Impact Assessment been completed? If, Not Applicable, reporting not, please state why on service standards
Summary:
Long term:
Integration:
Collaboration:
Involvement:
Prevention:

RECOMMENDATION (S): To accept the report. Library have to report once a year to Welsh Government on the Welsh Public Library standards, and this is the resulting report for 2019/20.

REASON FOR RECOMMENDATION (S):

Contact GarethGriffiths

Designation: Library

Service Manager

Date of Report:

10/09/2021

Acronyms:

Attachments

Welsh Public Library Standards 2017-2020: Ceredigion County Council

Annual Assessment Report 2019/20

This report has been prepared based on information provided in Ceredigion's annual return, case studies and narrative report submitted to the Culture and Sport Division of the Welsh Government.

1 Executive summary

Ceredigion met 10 of the 12 core entitlements in full and failed to meet 2.

Of the 9 quality indicators which have targets, Ceredigion achieved 8 in full, and 1 in part.

Ceredigion has continued to perform well in some areas in 2019/20, with positive developments in terms of electronic resources in particular. Ceredigion remains in the top quartile in Wales with regard to adult and children's book issues, despite the fact that total revenue expenditure remains below the median in Wales. Ceredigion has also maintained its position in Wales with regard to the provision of Welsh language materials and Welsh issues. The service is one of only five services to meet the acquisitions target. There have been positive developments in a number of areas and an improvement in QI 9 (acquisitions) in 2019/20. As noted in the second year of the framework, formal user surveys have now not been undertaken for at least six years and the continued lack of a Strategy is disappointing.

- All major service points now provide the full range of support for individual development, and good support for health and well-being. Two case studies demonstrate the beneficial impact of the service.
- Although the number of visits to library premises has declined slightly, Ceredigion still remains above the median in Wales in this area.
- There has been a slight decline in adult book issues, but Ceredigion has reported the second highest loans per capita in Wales once again, and children's book issues have increased. It is also second in Wales for Welsh issues per capita (of the Welsh speaking population).
- One element of the acquisitions target (QI 9) is met, an improvement on the second year of the framework, due to an increase in titles within e-resource bundles. Ceredigion is only one of four authorities to meet this target.
- Staffing levels have been maintained at 2019/19 levels and Ceredigion continues to meet the requirements in terms of qualified staff (one of only four authorities now to do so). However it is noted that additional staffing is unlikely in the future.

2 Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against these areas. A narrative assessment of the authority's performance is provided in Section 3. The assessment has been limited to some degree by the fact that

local authorities were only asked to comment on any changes to the previous year's return, alongside additional commentary on of partially/not met core entitlements.

2.1 Core entitlements

Ceredigion is meeting 10 of the 12 core entitlements in full, and does not meet two. The position noted in 2017/18 and 2018/19 remains the same. There was no user consultation (CE 11) completed under the fifth framework. User surveys were planned for March and May 2020. These were cancelled due to Covid-19. As a result, there was no user consultation undertaken within the sixth framework. Ceredigion is one of only two authorities unable to complete both adult and children user surveys throughout the framework and this is disappointing as consultation with members is essential to inform the future direction of the service. CE 12 remains unmet as a library strategy is still under development. The authority notes that this will be impacted by the move to the All Wales LMS in 2020/21, reducing staff availability to develop a library strategy.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Due to the impact of Covid-19, three quality indicators have been removed for the 2019/20 reporting year, five, six and fifteen, of which number six has a constituent target. Of the **nine** remaining targets for 2019-20, and Ceredigion is achieving 8 in full, and 1 in part.

Quality Indicator	Met?	
QI 3 Support for individual development:		Met in full
a) ICT support	√	
b) Information literacy and skills training	√	
c) E-government support	√	
d) Reader development	√	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	√	
ii) Better with Books scheme	√	
iii) Designated health & well-being collection	√	
iv) Information about healthy lifestyles and behaviours	√	
v) Signposting to health & well-being services	√	
QI 7 Location of service points	√	Met in full
QI 9 Up-to-date and appropriate reading material		Met in full
Acquisitions per capita	√	
<u>or</u> Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	√	
<u>or</u> Spend on Welsh per capita	√	
QI 11 Online access:		Met in full
a) i) Public access to Internet	√	
ii) Wi-Fi provision	√	
QI 12 Supply of requests		Met in full
a) % of requests satisfied within 7 days	√	
b) % of request satisfied within 15 days	√	
QI 13 Staffing levels and qualifications:		Partially Met
i) Staff per capita	x	
ii) Qualified staff per capita	√	
iii) Head of service qualification/training	√	
QI 16 Opening hours per capita	√	Met in full

Ceredigion has maintained its performance in this third year of the sixth framework, with a slight improve in acquisitions. Ceredigion is one of only four local authorities to achieve 8 of the QIs in full and 1 in part.

2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. However, this measure has been affected by Covid-19 and some authority plans to undertake a survey in the first quarter of 2020 were cancelled. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they

completed their user survey during framework 6. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Ceredigion did not undertake an adult and children user survey in the fifth and sixth frameworks, one of two authorities not to do so. It is noted that plans this year were affected by Covid-19. It is important that the direction of the Service is informed by user feedback.

Performance indicator	Rank	Lowest	Median	Highest
QI 1 Making a difference				
b) % of young people who think that the library helps them learn and find things out:	n/a	60%	90%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a	41%	85%	99%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. Ceredigion provided two such case studies, although they were not as strong as examples from other authorities:

- Building sustainable communities – the concept of libraries as recycling centres. One member describes their renewed interest in the library and the importance of the library in relation to sustainable living, as they provide a way of sharing resources in the community.
- Tackling isolation – the role of the library in supporting one member of the community to participate in a reading club, hosted by the library, thus reducing isolation. The library provides a safe space for people to meet, and make new friends.

2.4 Quality indicators and benchmarks

Whilst Covid-19 restrictions remain challenging to all library services in Wales, staff resilience, professionalism and care for the community they serve has been outstanding. Although digital services have increased, we know from evidence provided that customers are missing their library services. They are missing the staff, browsing the shelves, IT provision, community spaces and groups such as knit and natter. The importance of the library as a physical place and the impact on the wellbeing of their customers through interaction with library staff cannot be underestimated.

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table summarises Ceredigion’s position for 2019/20. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Figures from the second year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators ‘per capita’ are calculated per 1,000 population unless otherwise noted.

Performance indicator	Rank	Lowest	Median	Highest	2018/19	
QI 1 Making a difference					[Framework 6]	
a) % of adults who think that using the library has helped them develop new skills	n/a	25%	75%	94%	n/a	
c) health and well-being	n/a	38%	69%	96%	n/a	
d) enjoyable, safe and inclusive	n/a	10%	92%	100%	n/a	
QI 2 Customer satisfaction					[Framework 6]	
a) 'very good' or 'good' choice of books	n/a	78%	91%	99%	n/a	
b) 'very good' or 'good' customer care	n/a	88%	97%	100%	n/a	
c) 'very good' or 'good' IT facilities	n/a	65%	85%	99%	n/a	
d) 'very good' or 'good' overall	n/a	85%	96%	100%	n/a	
e) users aged 16 & under rating out of ten	n/a	8.0	9.1	9.5	n/a	
QI 8 Library use ¹						
a) visits per capita	4,012*	10/22	2429	3987	6874	4,187
b) virtual visits per capita	1,183	20/22	239	909	2131	1,197
c) active borrowers per capita	157	14/22	78	145	244	159
QI 10 Welsh issues per capita ²	1,134	2/22	311	680	1468	1,106
QI 11 Online access						
b) Computers per capita ³	7	18/22	4	9	14	7
c) % of available time used by the public	28%	11/22	14%	30%	64%	27%
QI 14 Operational expenditure						
a) total expenditure per capita	£9,525	16/22	£7,260	£12,448	£23,333	£10,467
b) % on staff,	76%	=1/22	48%	61%	76%	68%
% on information resources	19%	=3/22	5%	13%	22%	15%
% on equipment and buildings	0%	19/22	0%	8%	28%	5%
% on other operational costs	5%	20/22	1%	18%	35%	12%
c) capital expenditure per capita	£0	=22/22	£0	£1,567	£13,027	£0
QI 16 Opening hours ⁴						
(iii) a) % hours unplanned closure of static service points	0.00%	=1/22	0.00%	0.23%	3.96%	0.00%
b) % mobile stops / home deliveries missed	1.87%	18/22	0.00%	1.07%	5.41%	7.99%

¹ figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision ²per 1,000 Welsh speaking resident population 1,000 ³ per 10,000 resident population ⁴ Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority

3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance with the first and second year of the sixth framework (2017/18 and 2018/19).

3.1 Meeting customer needs (QI 1-5)ⁱ

As previously noted, Ceredigion did not complete its children and adult user surveys within the current framework. It is noted that the user surveys planned were cancelled due to Covid-19. All static libraries open over 10 hours continue to provide the full range of support for individual development, and health and well-being are well supported. There has been an increase in the number of book clubs offered.

3.2 Access and use (QI 6-8)ⁱⁱ

Library usage has also been impacted by the closure of all libraries on March 20th 2020 due to Covid-19. Ceredigion has continued to meet the target for easy access to service points, which has remained consistent since the first year of the framework. Although the number of visits to library premises has declined slightly, Ceredigion still remains above the median in Wales in this area. There has also been a decline in the number of active borrowers and the members per capita remain below the median in Wales. The total number of external visits to the library's website has seen a large increase since 2017/18, with visits almost tripling in this time period. Children's book issues have also increased by 25% since the first reporting year of the framework. Although, there has been a slight decline in adult book issues, but Ceredigion has reported the second highest loans per capita in Wales once again. There has been a substantial rise of 230% in electronic downloads, with Ceredigion now in the top quartile in Wales.

3.3 Facilities and services (QI 9-12)ⁱⁱⁱ

One element of the acquisitions target (QI 9) is met (number of items acquired per capita), an improvement on the second year of the framework. Ceredigion is one of five authorities who have met the acquisitions target (QI 9) in 2019/20. The items acquired has increased by 56% since 2017/18, although the service notes that this is due to the number of e-resources acquired. The service continues to be reliant on donations (although these are not included in the WPLS reporting). The number of Welsh language issues has continued to increase with the service recording the second highest level of Welsh language issues per capita in Wales. It continues to meet the target for expenditure on Welsh items. PC provision has been maintained at 2017/18 and 2018/19 levels. PC usage has increased slightly but remains below the median in Wales. The service continues to meet the targets for supply of requests, despite not being part of a regional inter-library loan scheme. Deliveries in this area have been increased by the service, resulting in a very positive increase in this area.

3.4 Expertise and capacity (QI 13-16)^{iv}

Staffing levels have been maintained at previous levels and Ceredigion continues to meet the requirements in terms of qualified staff (one of only four authorities now to do so). Total staffing does not meet the target and it is noted that additional staffing is unlikely in the future. Qualified leadership remains in place. Total revenue expenditure on the service has decreased slightly in 2019/20 and by 7% since 2017/18. Expenditure is below the median in Wales, with Ceredigion in the bottom quartile in Wales in this area. Aggregate annual opening hours have been maintained at 2017/18 and 2018/19 and performance here is still among the highest in Wales.

4 Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. Ceredigion reported on how the library service contributes to the goals of the Well-being of Future Generations Act in a number of ways. Examples provided include the contribution of the service to a more prosperous Wales through its provision of lifelong learning; to a resilient Wales through its provision of Council service; to a healthier Wales through its support of individuals with dementia and to a more equal Wales by reducing digital inequality through

its IT provision. The service continues to note a strong commitment to Welsh language provision.

5 Future direction

The service notes that the authority's future direction and plans are uncertain due to the impact of Covid-19. Ceredigion noted in 2017/18 that a full revision of strategies and policies was being undertaken. Unfortunately, this has been impacted by Covid-19 in 2019/20. Plans to join the All-Wales LMS were put on hold over summer 2020 due to Covid-19 and it is hoped that this would be realised in December 2020. The future direction of the service is not clear from the narrative, but it noted that financial pressures are likely to impact on electronic resources given the lower use rates. It is noted that the estate has been fully modernised and there will be a focus on ensuring that the libraries remain a safe, attractive and accessible physical space to all.

6 Conclusion

Ceredigion has continued to perform well in some areas in 2019/20, with positive developments in terms of electronic resources in particular. Ceredigion remains in the top quartile in Wales with regard to adult and children's book issues, despite the fact that total revenue expenditure remains below the median in Wales. Ceredigion has also maintained its position in Wales with regard to the provision of Welsh language materials and Welsh issues. The service is one of only five services to meet the acquisitions target. There have been positive developments in a number of areas and an improvement in QI 9 (acquisitions) in 2019/20. As noted in the second year of the framework, formal user surveys have now not been undertaken for at least six years and the continued lack of a Strategy is disappointing.

ⁱ Due to Covid-19, local authorities were only asked to report any change in provision since the last reporting year for QI 3&4.

ⁱⁱ Due to Covid-19, QI 5&6 were removed for the 2019/20 reporting year.

ⁱⁱⁱ E-resources purchased through centrally-funded subscriptions have been included in the acquisitions figures for QI 9 in 2019/20. Each authority has added 201 to their total acquisitions from centrally funded subscriptions. CIPFA Statistics Returns continue to include figures for centrally-procured resources.

^{iv} Due to Covid-19, QI 15 was removed for the 2019/20 reporting year, alongside training and volunteer hours.



Llywodraeth Cymru
Welsh Government

Eifion Evans
Prif Weithredwr
Cyngor Sir Ceredigion
Eifion.Evans@ceredigion.gov.uk

Chwefror 2021

Annwyl Eifion

Chweched Fframwaith Asesu Safonau Llyfrgelloedd Cyhoeddus Cymru: Datganiad Blynyddol 2019/20

Mae Deddf Llyfrgelloedd ac Amgueddfeydd Cyhoeddus 1964 yn nodi dyletswyddau statudol awdurdodau llyfrgelloedd cyhoeddus i ddarparu gwasanaethau llyfrgell cynhwysfawr ac effeithlon. Mae hefyd yn gosod dyletswydd ar Weinidogion Cymru i arolygu a hyrwyddo gwelliannau i wasanaethau llyfrgelloedd cyhoeddus yng Nghymru. Yn unol â'r gofynion statudol hyn, mae Llywodraeth Cymru wedi cyflawni asesiad o Ddatganiad Blynyddol gwasanaeth llyfrgell eich awdurdod ar gyfer 2019/20 ac mae'r adroddiad llawn ynghlwm wrth y llythyr hwn.

Hon yw'r trydedd flwyddyn o asesiadau dan y chweched fframwaith. Canfu'r dilyswr allanol, mewn ymgynghoriad â Grŵp Cyfeirio yn cynnwys swyddogion Llywodraeth Cymru a thri phennaeth gwasanaethau llyfrgell fod:

- Bodlonodd Ceredigion 10 o'r 12 hawl graidd yn llawn a methodd â bodloni 2.
- O'r 9 dangosydd ansawdd sy'n cynnwys targedau, cyflawnodd Ceredigion 8 yn llawn ac 1 yn rhannol.
- Mae Ceredigion wedi parhau i berfformio'n dda mewn rhai meysydd yn 2019/20, gyda datblygiadau cadarnhaol o ran adnoddau electronig yn arbennig. Mae Ceredigion yn parhau i fod yn y chwarterl uchaf yng Nghymru o ran nifer y llyfrau sy'n cael eu benthyg gan oedolion a phlant, er bod cyfanswm y gwariant refeniw yn parhau i fod yn is na'r canolrif yng Nghymru. Mae Ceredigion hefyd wedi cynnal ei safle yng Nghymru o ran darparu deunyddiau Cymraeg a materion Cymreig. Mae'r gwasanaeth yn un o bedwar gwasanaeth yn unig a fodlonodd y targed caffael. Bu datblygiadau cadarnhaol mewn nifer o feysydd a gwelliant yn Nangosydd Ansawdd 9 yn 2019/20. Fel y nodwyd yn ail flwyddyn y fframwaith, mae'r ffaith nad yw arolygon defnyddwyr ffurfiol wedi cael eu cynnal bellach ers o leiaf chwe blynedd a'r ffaith nad oes strategaeth o hyd yn destun siom.

Rwy'n ddiolchgar i'ch gwasanaeth llyfrgell am gyflwyno'r datganiad eleni ac am gydweithio â'r asesydd annibynnol a swyddogion Llywodraeth Cymru ar y gwaith pwysig hwn.

Mae'r llythyr hwn hefyd i'ch hysbysu yn dilyn trafodaethau â Chymdeithas Prif Lyfrgellwyr Cymru, rwy'n cynnig ymestyn y Fframwaith Safonau cyfredol Llyfrgelloedd *Cysylltiedig ac Uchelgeisiol; chweched fframwaith ansawdd Safonau Llyfrgelloedd Cyhoeddus Cymru 2017-20* am flwyddyn arall, gyda'r flwyddyn adrodd olaf yn 2021/22. Rwy'n fodlon bod y Fframwaith yn parhau i fod yn addas at y diben ac o ran cynllunio a chyflenwi gwasanaeth, y byddai'r gwasanaethau llyfrgell yn elwa ar y parhad hwn yn y Safonau. Mewn cydweithrediad â Chymdeithas y Prif Lyfrgellwyr, bydd Llywodraeth Cymru yn datblygu seithfed fframwaith ansawdd Safonau Llyfrgell Gyhoeddus Cymru 2022 - 2025.

Os oes gennych unrhyw gwestiynau ynghylch yr adroddiad neu'r broses asesu, cysylltwch â Hywel Owen, drwy anfon e-bost at: hywel.owen@llyw.cymru

Yn gywir



Steffan Roberts
Dirprwy Gyfarwyddwr, Diwylliant a Chwaraeon



Diwylliant a Chwaraeon, Llywodraeth Cymru
Culture and Sport, Welsh Government

Rhodfa Padarn, Aberystwyth, Ceredigion, SY23 3UR.

Ffôn /Tel: 0300 062 2112

E-bost / E-mail: DiwylliantAChwaraeon@llyw.cymru / CultureAndSport@gov.wales

Website: <http://gov.wales/topics/culture-tourism-sport/>

Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn yr un iaith, ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome correspondence in Welsh. Correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.



Llywodraeth Cymru
Welsh Government

Eifion Evans
Chief Executive
Ceredigion County Council
Eifion.Evans@ceredigion.gov.uk

12 February 2021

Dear Eifion

**Sixth Assessment Framework for Welsh Public Library Standards:
Annual Return 2019/20**

The Public Libraries and Museums Act 1964 sets out the statutory duties of public library authorities to "*provide a comprehensive and efficient library service*" and makes it a duty of the Welsh Ministers "*to superintend and promote the improvement*" of public library services in Wales. In accordance with these statutory requirements the Welsh Government has completed its assessment of your authority's library service Annual Return for 2019/20, and the full report is attached to this letter.

This is the third year of assessment under the sixth framework. The external validator, in consultation with a Reference Group comprising Welsh Government officials and three heads of library services, found that:

- Ceredigion met 10 of the 12 core entitlements in full and failed to meet 2.
- Of the 9 quality indicators which have targets, Ceredigion achieved 8 in full, and 1 in part.
- Ceredigion has continued to perform well in some areas in 2019/20, with positive developments in terms of electronic resources in particular. Ceredigion remains in the top quartile in Wales with regard to adult and children's book issues, despite the fact that total revenue expenditure remains below the median in Wales. Ceredigion has also maintained its position in Wales with regard to the provision of Welsh language materials and Welsh issues. The service is one of only four services to meet the acquisitions target. There have been positive developments in a number of areas and an improvement in QI 9 in 2019/20. As noted in the second year of the framework, formal user surveys have now not been undertaken for at least six years and the continued lack of a Strategy is disappointing.

I am grateful for the support from your library service in submitting this year's return and liaising with officials on this important piece of work.

This letter is also to inform you that following discussions with the Society of Chief Librarians Wales, I am proposing to extend the current Framework of Standards *Connected and Ambitious Libraries: the sixth quality framework of Welsh Public Library Standards 2017-20* for a further year with the last year of reporting being 2021/22. I am content that the Framework remains fit for purpose and, in terms of term of planning and service delivery, library services would benefit from this continuity in the Standards. In liaison with the Society of Chief Librarians, Welsh Government will be developing a seventh quality framework of Welsh Public Library Standards 2022 – 2025.

Should you have any queries concerning the report or the assessment process, please contact Hywel Owen, email: hywel.owen@gov.wales

Yours sincerely



Steffan Roberts
Deputy Director – Culture and Sport Division



Diwylliant a Chwaraeon, Llywodraeth Cymru
Culture and Sport, Welsh Government

Rhodfa Padarn, Aberystwyth, Ceredigion, SY23 3UR.

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Website: <http://gov.wales/topics/culture-tourism-sport/>

Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn yr un iaith, ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome correspondence in Welsh. Correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

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Cyngor Sir CEREDIGION County Council

REPORT TO: Corporate Resources Overview and Scrutiny Committee

DATE: 14 October 2021

LOCATION: Remotely via Video Conference

TITLE: Report on Ceredigion Senior Coroner's 2020 Statistical Return

PURPOSE OF REPORT: For information and decision – to provide the Committee with an opportunity to review the information contained in the Senior Coroner's 2020 Statistical Return.

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: Not requested

BACKGROUND:

A Report on deaths reported to the Coroner for Ceredigion is prepared annually by the Senior Coroner ('the Statistical Return') and sent to the Ministry of Justice, in order to be published as part of the Coroners' Statistics on the UK Government's website (2020 Statistics available at <https://www.gov.uk/government/statistics/coroners-statistics-2020>).

The Report of the Chief Coroner to the Lord Chancellor (combined Report of the Sixth Annual Report 2018-2019 and Seventh Annual Report: 2019-2020) (available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/932518/chief-coroner_s-annual-report-1920.pdf) includes a Model Coroner blueprint. This recommends that the Senior Coroner also presents a brief annual report to the Chief Coroner and the Council each July, which should be published on the Council's website, and include relevant statistics on current/concluded cases (with comparison figures for previous years), an update on Coroner work and relevant issues, a summary of the Coroner team and staffing arrangements, and any future plans. Such a Report has not been provided to the Council.

CURRENT SITUATION:

As the Statistical Return contains relevant information regarding the services of the Coroner of Ceredigion, for transparency with the Public, and given that the National Statistics publication has now been released, the Statistical Return is hereby presented to the Corporate Resources Overview and Scrutiny Committee ('the Committee') (see **Appendix 1**).

It is recommended that, following consideration of the Statistical Return by the Committee, it shall be published annually on the Coroner Services page of the Council's Website (<https://www.ceredigion.gov.uk/resident/coroner-services/>) (taking care not to publish the Return prior to the release of the National Statistics publication by the Ministry of Justice). The Ceredigion Senior Coroner and the Ministry of Justice's Civil and Administrative Justice/Justice Statistics Analytical Services have been informed of this proposal.

The Ceredigion Senior Coroner has been invited to submit a Report to the Council and/or provide any additional comments/text and has confirmed that due to current workload commitments, court sitting availability and a recent staff vacancy (now filled), he is unable to prepare this year's annual report. It is hoped that a report shall be provided by the Coroner next year.

The new Coroner's Officer started in post on 12th July 2021.

The Committee should also note that sensitive personal information has been redacted in the Statistical Return.

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.*

Long term: The Statistical Return provides time-specific information (2020), with potential relevance to trends relating to population of Ceredigion.

WELLBEING OF FUTURE GENERATIONS:

Integration: Not applicable.

Collaboration: Information provided by the Ceredigion Senior Coroner.

Involvement: Not applicable.

Prevention: Information in the Statistical Return of potential significance to Wellbeing Goals e.g. a healthier Wales.

RECOMMENDATION (S):

That the Committee:

1. Notes the contents of the Ceredigion Senior Coroner's 2020 Statistical Return; and
2. Approves the annual publication of the (redacted) Ceredigion Senior Coroner's Statistical Return on the Council's website (on the Coroner Services page).

REASON FOR RECOMMENDATION(S):

Monitoring of the annual information relating to deaths reported to the Ceredigion Senior Coroner.

Contact Name: Elin Prysor

Designation: Monitoring Officer & Corporate Lead Officer: Legal & Governance

Date of Report: 7 September 2021

Acronyms:
Appendices:

N/A
Appendix 1- Ceredigion Senior Coroner's Statistical Return 2020

DEATHS REPORTED TO CORONERS

JANUARY - DECEMBER 2020

PLEASE READ THE NOTES CAREFULLY BEFORE COMPLETING

Please complete and return this spreadsheet by 1 March 2021 to:
Matteo Chiesa
Coroners>Returns@justice.gov.uk

If you have any problems about how this spreadsheet should be completed, please refer to the "Instructions" worksheet, or contact Matteo Chiesa at Coroners>Returns@justice.gov.uk or alternatively contact 07967 595014

PLEASE ENTER DETAILS HERE AFTER COMPLETION

NAME: <input type="text" value="P L Brunton"/>	ADDRESS: <input type="text" value="6 Upper Portland Street"/> <input type="text" value="Aberystwyth"/> <input type="text" value="Ceredigion"/> <input type="text" value="SY23 2DU"/>
DATE: <input type="text" value="25th January 2021"/>	E-MAIL ADDRESS: <input type="text" value="peter.brunton@bruntonandco.co.uk"/>
TELEPHONE: <input type="text" value="01970 612587"/>	
SOFTWARE PROVIDER (Please select from dropdown options) <input type="text"/>	FURTHER DETAILS - OTHER PROVIDER: <input type="text" value="Please select software provider from the drop-down list"/> <small>no software provider</small>

Please return the completed spreadsheet by 1 March 2021 to:
Matteo Chiesa
Coroners>Returns@justice.gov.uk

Thank you

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DEATHS REPORTED TO CORONERS

January to December 2020

FULL NAME OF CORONER'S AREA:

CEREDIGION

PLEASE READ THE NOTES CAREFULLY BEFORE COMPLETING AND READ THE CHECKS SUMMARY BEFORE SUBMITTING

Section A: new casework

	With post mortem			Without post mortem			TOTAL		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
(i) Deaths reported to the coroner which will not result in an Inquest (whether or not a certificate of any sort is issued)	92	49	141	83	87	170	175	136	311
(ii) Deaths reported to coroners on which Inquests are to be or were opened (even if not concluded)	25	7	32	0	0	0	25	7	32
(iii) Deaths reported to coroners which are under investigation and it is not yet known if an inquest will be opened	4	4	8	0	0	0	4	4	8
TOTAL (i) + (ii) + (iii)	121	60	181	83	87	170	204	147	351

(iv) Number of cases transferred out of area under Sections 2 or 3 of the Coroners and Justice Act 2009 (not to be included above, even if they included a post mortem before transfer) 1

(v) Deaths reported or referred to the coroner requiring neither inquest nor the issue of any certificate MUST BE INCLUDED IN THE "NO INQUEST NO POST MORTEM" box above, along with cases where certificates were issued. For cases where sex of deceased not known, please indicate the number of such cases in the yellow cell on the right. 0

POST-MORTEM EXAMINATIONS - NOT to include cases that were later transferred out (if more than one on the same body, only details relating to the FIRST PM should be included in this section.)

Number ordered at STANDARD RATE	165
Number ordered at NON-STANDARD RATE	16
Number of PMs which included HISTOLOGY	21
Number of PMs which included TOXICOLOGY	31
Number of PMs conducted using External Examination, Imaging, Test on Samples - (Toxicology/Histology if not part of an Autopsy)	5
Number of PMs conducted not including an Autopsy	0
Number of PMs conducted by a HO forensic pathologist	3
Number of second PMs conducted following request by defence lawyer	0

N.B. we do not require any further details of any second or subsequent PM ordered on the same body to be recorded here

Number of Out of England orders made 1	Number of deaths abroad (give details on separate page please) 0
--	--

For deaths in state detention (or within seven days of release from State Detention) reported to the coroner in 2020,

please provide a count of new cases in each of the following definitions:
(For further details, if required, see the sheet "State Detention definitions")

1. Prison custody	0
2. Police custody	0
3. Immigration removal centres	0
4. Mental Health Act detention	0
5. Residents of Probation Approved Premises	0
6. Secure training centre	0
7. Local authority secure children's homes	0
8. Release on temporary licence (ROTL)	0
9. Release from custody within previous seven days	0
TOTAL	0

N.B. Please be aware that this data is cross-checked with the National Offender Management Service. Please check these figures as any discrepancies will cause delay in processing your return

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SECTION B: CONCLUSIONS RECORDED AT INQUESTS IN 2020 (including inquests with juries)			
	Numbers of conclusions (not treasure inquests)		
	Male	Female	Total
Killed unlawfully	0	0	0
Killed lawfully	0	0	0
Suicide	7	5	12
Attempted or self-induced abortion	0	0	0
Cause of death aggravated by lack of care, or self-neglect	0	0	0
Alcohol/Drug Related	0	0	0
Road Traffic Collision	0	0	0
Want of attention at birth	0	0	0
Deaths from industrial diseases	0	0	0
Deaths by accident or misadventure	9	2	11
Sillbirth	0	0	0
Deaths from natural causes	0	0	0
Open	0	0	0
Disasters (where inquest resumed after adjournment under Sch.1 of Coroners and Justice Act 2009)	0	0	0
Unclassified (including narrative conclusions)	0	0	0
TOTAL [All conclusions]	16	7	23

SECTION C: INVESTIGATIONS SUSPENDED under Schedule 1, Paragraphs 1, 2, 3 and 5 of the Coroners and Justice Act 2009 which it has been decided NOT TO RESUME DURING 2020					
	Subsection under which Suspensions occurs (under new regulations)				
	Sch.1, Para.1	Sch.1, Para.2	Sch.1, Para.3	Sch.1, Para.5	Total
Murder	0	0	0	0	0
Manslaughter	0	0	0	0	0
Infanticide	0	0	0	0	0
Charges of causing death contrary to RTA 1988	0	1	0	0	1
Aiding, abetting, counselling or procuring suicide	0	0	0	0	0
Corporate manslaughter	0	0	0	0	0
Other criminal charges	0	0	0	0	0
Inquiry under Inquiries Act 2005 (no charge)			0		0
General power to suspend (no charge)				0	0
TOTAL	0	1	0	0	1

Section D (a): INQUESTS in 2020			
	With juries	Without juries	TOTAL
Number of inquests (excluding treasure)	0	24	24
of which: inquests held by order of the High Court			0
Inquests quashed or amended by the High Court			0

Section D (b): EXHUMATIONS in 2020	
The number of exhumations ordered under Schedule 5 paragraph 6 of the Coroners Act 2009	0

Section D (c): TREASURE FINDS in 2020	
Number of finds reported under the TREASURE ACT 1998	4
Number of inquests concluded (see note below)	2
of which: Number of conclusions of treasure	2
Number of inquests on Treasure Trove (only inquests on finds made before 24 Sept 1997 should be reported here)	0

AGE OF DECEASED IN INQUEST CONCLUSIONS:	
Number of inquest conclusions returned in 2020 where age of deceased at time of death was:	
Under 1 year	0
1 to 14 years	0
15 to 24 years	4
25 to 44 years	7
45 to 64 years	8
65 years and over	4
Age not known	0

Notes

1. The number of inquests into treasure concluded during 2020 must be equal to or greater than the number of verdicts of Treasure recorded in the box below it.

Sch.1, Para.1: Criminal charges/service charges may be brought

Sch.1, Para.2: Criminal charges/service charges have been brought

Sch.1, Para.3: Inquiry under the Inquiries Act 2005

Sch.1, Para.5: Suspended for other reasons

CONTINUED ON WORKSHEET 'SECTION E'

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
1	0																			
2	SECTION E: TIME SPENT ON CASES																			
3	1. Deaths Investigated In 2020 where there was no Inquest i.e. deaths reported at section A(i) (top row + 'sex not known')																			
4	Number of cases reported at section A(i) in which certificates were issued within:																			
5	One week or less																			212
6	Over a week and up to one calendar month																			74
7	Over one calendar month ¹																			25
8	All deaths investigated where a certificate was issued, but there was no inquest																	subtotal	311	
9	No certificate issued (in section A these will have been included in the "no inquest, no PM" part of A(i)) +																	+	0	
10	All deaths reported in 2020 where there was no inquest, i.e. Section A (i) + cases where sex not known																	=	311	
11	2. Deaths in 2020 on which Inquests are to be or were opened (even if not yet concluded) i.e. all deaths reported at Section A(ii)																			
12	Number of cases reported at section A(ii) in which disposal certificates were issued within:																			
13	One week or less																			32
14	Over a week and up to one calendar month																			0
15	Over one calendar month ¹																			0
16	TOTAL CASES - England and Wales																	32		
17	Deaths elsewhere																	TOTAL CASES - elsewhere	+	0
18	All deaths in 2020 on which inquests are to be or were opened i.e. Section A(ii)																	=	32	
19	3. Deaths Investigated in 2020 where it is not yet known if there will be an Inquest i.e. deaths reported at section A(iii)																			
20	Please note, this should be a snapshot of investigations open at the end of 2020																			
21	Number of cases reported at section A(iii) in which certificates were issued within:																			
22	One week or less																			0
23	Over a week and up to one calendar month																			2
24	Over one calendar month ¹																			6
25	All deaths where a certificate was issued, but it is not yet known if an inquest will be held																	subtotal	8	
26	No certificate issued (in section A these will have been included in the "no PM" part of A(iii))																	+	0	
27	All deaths reported in 2020 where it is not yet known if there will be an inquest, i.e. Section A (ii)																	=	8	
28	4. Deaths on which Inquests in 2020 were: (a) concluded or (b) not resumed following adjournment under Schedule 1, Paragraphs 1, 2, 3 or 5. (i.e. all conclusions in section B plus all charges in section C)																			
29	Number of cases where the inquest was either concluded or adjourned under Schedule 1, Paragraphs 1, 2, 3 or 5, within:																			
30	One month or less ²																			0
31	One to three months ²																			1
32	Three to six months ²																			6
33	Six to twelve months ²																			15
34	Over 12 months ²																			2
35	TOTAL CASES - England and Wales																	24		
36	Deaths elsewhere																	TOTAL CASES - elsewhere	+	0
37	All deaths on which inquests were held in 2020 i.e. total of Sections B and C																	=	24	
38	5. Inquests still open or in progress at the end of 2020 (i.e. neither concluded, nor adjourned under Schedule 1, Paragraphs 1, 2, 3 or 5)																			
39	Please indicate the number of inquests in progress for the following time periods:																			
40																Deaths In England and Wales	Deaths elsewhere			
41	1. Less than 6 months															5	0			
42	2. Over 6 months but not more than 12 months															3	0			
43	3. Over 12 months but not more than 2 years															2	0			
44	4. Over 2 years															1	0			
45	Start date ³ of oldest case in each column:															18/07/2018				
46	Please give brief descriptions of the two cases reported in the row immediately above:															Delay in witness statements being obtained				
47	Footnotes to Section E:																			
48	1. To include cases for which certificates had not been issued by 31 January 2021.																			
49	2. For cases adjourned under Schedule 1, Paragraphs 1, 2, 3 & 5 and not resumed, time should be measured up to the date when Form 120 was issued.																			
50	3. Please check that the dates are correct according to your case files. In particular, ensure the month and day have not accidentally been reversed (e.g. 4 May 2012 should appear as 04/05/12 (or 4 May 2012) and not as 05/04/12).																			

Data validation checks

This spreadsheet performs a basic validation check of the data submitted in Sections A-E to ensure the data are consistent (e.g. components sum to totals).

If ALL the check cells below are coloured green and display the word "PASS" then there are no inconsistencies in the data. Please return to Page 1, ensure name and date have been entered, and email the spreadsheet to Coroners>Returns@justice.gsi.gov.uk

If ANY cells are coloured white and display the word "FAIL" in red, then there is inconsistency in the data. Firstly, look at COMMON ERRORS (below) to see whether the failure is one of those. Then— Please revisit the relevant part of the spreadsheet and check the data entered, entering corrections as necessary. Please then— return to this sheet to ensure all cells are now green and display the word "PASS", indicating that there are no inconsistencies in the data.

If any cells display a caution (dark blue cell with CAUTION in yellow) it is not necessarily wrong but the figure needs to be checked (e.g. Treasure Trove inquests which are very rare now). It is perfectly acceptable to submit a return with CAUTION flags displayed.

Checks in blue are often caused by common errors. Click on these to go to the common errors page for instructions on how to remedy the error

Check	Pass/Fail
Section A	
A1. Without post mortem, male, total = (i) + (ii) + (iii)	PASS
A2. Without post mortem, female, total = (i) + (ii) + (iii)	PASS
A3. Without post mortem, total, total = (i) + (ii) + (iii)	PASS
A4. With post mortem, male, total = (i) + (ii) + (iii)	PASS
A5. With post mortem, female, total = (i) + (ii) + (iii)	PASS
A6. With post mortem, total, total = (i) + (ii) + (iii)	PASS
A7. With and without post mortem, male, total = (i) + (ii) + (iii)	PASS
A8. With and without post mortem, female, total = (i) + (ii) + (iii)	PASS
A9. With and without post mortem, total, total = (i) + (ii) + (iii)	PASS
A10. Without post mortem, (i), total = male + female	PASS
A11. Without post mortem, (ii), total = male + female	PASS
A12. Without post mortem, (iii), total = male + female	PASS
A13. With post mortem, (i), total = male + female	PASS
A14. With post mortem, (ii), total = male + female	PASS
A15. With post mortem, (iii), total = male + female	PASS
A16. With post mortem, total, total = male + female	PASS
A17. With and without post mortem, (i), total = male + female	PASS
A18. With and without post mortem, (ii), total = male + female	PASS
A19. With and without post mortem, (iii), total = male + female	PASS
A20. With and without post mortem, total, total = male + female	PASS
A21. With and without post mortem, total, total = male + female	PASS
A22. Post mortems: standard+non-standard ratios = total	PASS
A23. Post mortems: histology < total	PASS
A24. Post mortems: toxicology < total	PASS
A25. Post mortems: conducted using External Examination, Imaging, Test on Samples < total	PASS
A26. Post mortems: conducted not including an Autopsy < total	PASS
A27. Post mortems: conducted not including an Autopsy < conducted using External Examination, Imaging	PASS
A28. Post mortems: HO forensic pathologist < total	PASS
A29. Post mortems: second PMs < total	PASS
A30. Male total=male with PM+male without PM (non-inquest)	PASS
A31. Female total=female with PM+female without PM (non-inq.)	PASS
A32. Row total=all with PM=all without PM (non-inquest)	PASS
A33. Male total=male with PM=male without PM (inquest cases)	PASS
A34. Female total=female with PM=female without PM (inquest cases)	PASS
A35. Row total=all with PM=all without PM (inquest cases)	PASS
A36. Male total=male with PM=male without PM (inquest cases)	PASS
A37. Female total=female with PM=female without PM (inquest cases)	PASS
A38. Row total=all with PM=all without PM (cross inq. cases)	PASS
A39. Males, with PM+without PM (all cases)	PASS
A40. Females, with PM+without PM (all cases)	PASS
A41. All, with PM+without PM (all cases)	PASS
A42. Deaths in State Detention: total = sum of categories	PASS
A43. Total number of Prison state detention deaths= supplementary list	PASS

Check	Pass/Fail
Section B	
B1. Killed unlawfully, total = male + female	PASS
B2. Killed lawfully, total = male + female	PASS
B3. Suicide, total = male + female	PASS
B4. Attempted/self-kill, abortion, total = male + female	PASS
B5. Lack of care or self-neglect, total = male + female	PASS
B6. Drugs/alcohol related, total = male + female	PASS
B7. Road Traffic Collision, total = male + female	PASS
B8. Want of attention at birth, total = male + female	PASS
B9. Industrial diseases, total = male + female	PASS
B10. Accident/misadventure, total = male + female	PASS
B11. Stillborn, total = male + female	PASS
B12. Natural causes, total = male + female	PASS
B13. Other, total = male + female	PASS
B14. Disasters, total = male + female	PASS
B15. Unclassified, total = male + female	PASS
B16. Total conclusions, total = male + female	PASS
B17. Total = sum of conclusions, male	PASS
B18. Total = sum of conclusions, female	PASS
B19. Total = sum of conclusions, total	PASS
B20. Total ages = total conclusions	PASS
B21. If disaster verdicts non-zero, verify correct	PASS
B22. If self-induced abortions non-zero, verify correct	PASS
B23. If want of attention at birth non-zero, verify correct	PASS
B24. If stillbirths non-zero, verify correct	PASS
B25. Unclassified total = sum of supplementary cases	PASS
B26. High number of unclassified cases	PASS
Section C	
C1. Murder, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C2. Manslaughter, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C3. Infanticide, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C4. RTA, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C5. Suicide, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C6. Corporate manslaughter, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C7. Other crim charges, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C8. Inquiries Act 2005, total = Para 3	PASS
C9. General Inquest, total = Para 5	PASS
C10. Total charges, total = Para 1 + Para 2 + Para 3 + Para 5	PASS
C11. Total = sum of charges, Para 1	PASS
C12. Total = sum of charges, Para 2	PASS
C13. Total = sum of charges, Para 3	PASS
C14. Total = sum of charges, Para 5	PASS

Check	Pass/Fail
Section D	
D1. Inquests, total <= (B) + (C)	PASS
D2. Inquests, total = with + without juries	PASS
D3. If Treasure Trove inquests non-zero, verify correct	PASS
D4. Conclusions of treasure <= number of Treasure inquests	PASS
D5. If High Court inquests non-zero, verify correct	PASS
47	
Section E	
E1. All certificated deaths, no inquest = sum of timescales	PASS
E2. Certificated and uncertificated deaths = total non-inquest	PASS
E3. Check for negative numbers	PASS
E4. Inquests opened (Section E2), Eng + Wal = sum of timescales	PASS
E5. Inquests opened (Section E2), total cases = Eng & Wales + elsewhere	PASS
E6. Check for negative numbers (Section E2)	PASS
E7. All certificated deaths,ross inquest = sum of timescales	PASS
E8. Certificated and uncertificated deaths = total poss inquest cases	PASS
E9. Check for negative numbers (Section E3)	PASS
E10. Inquests concluded (Section E4), Eng + Wal = sum of timescales	PASS
E11. Inquests concluded (Section E4), total cases = E + W + elsewhere	PASS
E12. Outstanding E+W cases (Section E5), but no correct date given	PASS
E13. Outstanding Abroad cases (Section E5), but no correct date	PASS
E14. No details given for oldest dates E+W (Section E5)	PASS
E15. No details given for oldest dates Abroad (Section E5)	PASS
E16. High number of inquests closed > 12mths	PASS
E17. High number of inquests still open > 12mths	PASS
Section E against other sections	
E18. Total of Section E1 = total of Section A, non-inquests	PASS
E19. Total of Section E2 = total of Section A, inquest cases	PASS
E20. Total of Section E3 = total of Section A, ross inquest cases	PASS
E21. Inquests concluded, total <= total from Sections B and C	PASS
E22. Total inquests concluded = total as in Section D	PASS
E23. Total inquests concluded > 12 mths = sum of supplementary cases	PASS
E24. Total inquests open > 12 mths = sum of supplementary cases	PASS
24	

Cyngor Sir CEREDIGION County Council

REPORT TO: Corporate Resources Overview and Scrutiny Committee

DATE: 14 October 2021

LOCATION: Virtual meeting

TITLE: Draft Forward Work Programme 2021/22

PURPOSE OF REPORT: Review the current work programme of the Committee

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: The forward work programme of the Committee is reviewed and updated at each meeting

BACKGROUND:

Overview and Scrutiny Committees oversee the work of the Council to make sure that it delivers services in the best way and for the benefit of the local community.

The role of Overview and Scrutiny is to look at the services and issues that affect people in Ceredigion. The process provides the opportunity for Councillors to examine the various functions of the council, to ask questions on how decisions have been made, to consider whether service improvements can be put in place and to make recommendations to this effect.

Scrutiny plays an essential role in promoting accountability, efficiency and effectiveness in the Council's decision making process and the way in which it delivers services.

The main roles of the Overview and Scrutiny Committees:

- Holding the cabinet and officers as decision-makers to account
- Being a 'critical friend', through questioning how decisions have been made to provide a 'check and balance' to decision makers, adding legitimacy to the decision making process
- Undertaking reviews of council services and policy
- Undertaking reviews to develop council services and policies
- Considering any other matter that affects the county
- Ensuring that Ceredigion is performing to the best of its ability and delivering high quality services to its citizens
- Assessing the impact of the Council's policies on local communities and recommending improvement
- Engaging with the public to develop citizen centred policies and services

Effective Overview and Scrutiny can lead to:

- Better decision making
- Improved Service Delivery and Performance
- Robust Policy Development arising from public consultation and input of independent expertise
- Enhanced Democracy, Inclusiveness, Community Leadership and Engagement
- Adds a clear dimension of transparency and accountability to the political workings of the Council
- Provides an opportunity for all Members to develop specialist skills and knowledge that can benefit future policy making and performance monitoring processes
- Creates a culture of evidence based self-challenge

CURRENT SITUATION:

Questions to consider when choosing topics

- Is there a clear objective for examining this topic?
- Are you likely to achieve a desired outcome?
- What are the likely benefits to the Council and the citizens of Ceredigion?
- Is the issue significant?
- Are there links to the Corporate Strategy
- Is it a key issue to the public?
- Have the issues been raised by external audit?
- Is it a poor performing service?

Choosing topics

Overview and Scrutiny Committees should consider information from the Corporate Strategy, Improvement Plan, Strategic Plan, Service Plans, the Corporate Risk Register, budget savings – proposals and impact, Quarterly Corporate Performance Management panel meetings and departmental input in choosing topics and designing their Forward Work Programmes, as well as any continuing work.

RECOMMENDATION (S):

To review and update the current Forward Work Programme.

Contact Name:	Dwynwen Jones
Designation:	Overview and Scrutiny Officer
Date of Report:	23 September 2021
Acronyms:	FWP – Forward Work Programme

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
Corporate Resources			
13 May Special Meeting	Driving at Work Policy Carers' Policy Managing slurry on County Farms	Geraint Edwards Geraint Edwards Russell Hughes-Pickering	Pre-Cabinet Pre-Cabinet Requested by Committee and Thriving Members during Budget meeting
7 July 2021	Corporate Concerns & Complaints Policy Health and Wellbeing Strategy	Marie-Neige Hadfield Geraint Edwards	Pre-Cabinet Pre-Cabinet
14 October 2021	A report on Poverty during the pandemic to include the Hardship Strategy	Sian Howys Diana Davies Cathryn Morgan	Requested by Members

	Talking, Listening and Working Together, Draft Engagement Policy of Ceredigion County Council Clic update Libraries update Report on Ceredigion Senior Coroner's 2020 Statistical Return	Michael Smith Joy Lake/Anna Gawthorpe/Gareth Griffiths/Rheinallt Lewis Hannah Rees/Elin Prysor	Pre-Cabinet Request
Special meeting 27 October	Dignity at Work Policy Council fleet and Driving at Work – use of private vehicles Sickness Absence in Schools Policy	Geraint Edwards	
2022 13 January	Talking, Listening and Working Together, Draft Engagement Policy of Ceredigion County Council Sickness Absence Digital Connectivity	Michael Smith David Owen	Request
25 February Budget Preparation 1:30pm			
17 March			

Task and Finish Group	Estates – County Farms – informal meeting arranged with Farm Tenants (April meeting cancelled due to Covid)	Invite	
Future meetings	Task and Finish County Farms meeting arrange for 13 th July 2021 at 3pm (not open to the public)		

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Minutes of a meeting of the CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE held remotely by video conferencing on Wednesday, 07 July 2021

Present: Councillor Ivor Williams (Chairman), Councillors Peter Davies MBE, Bryan Davies, Ceredig Davies, Gareth Davies, Endaf Edwards, Ifan Davies, Elizabeth Evans, Keith Evans, John Adams-Lewis, Dai Mason, Dan Potter, Rowland Rees-Evans, Lynford Thomas, Lyndon Lloyd MBE, Wyn Thomas.

Also Present: Councillors Gareth Lloyd and Ray Quant MBE.

Officers present: Ms Marie-Neige Hadfield, Complaints and FOI Manager, Mr Clint Middleton, Principle HR Officer, Ms Lucy Barratt, Employee Health and Wellbeing Officer, Mrs Caroline Lewis – Corporate Director, Mrs Dwynwen Jones, (Overview and Scrutiny Officer); Mrs Diana Davies- Partnership and Performance Corporate Manager - Miss Lowri Edwards- CLO – Democratic Services; Mrs Dana Jones, (Democratic and Standards Officer).

(10:00am – 11:35am)

1 Apologies

Mr Alun Williams , CLO – Policy and Performance and Mr Geraint Edwards – CLO- People and Organisation apologised for their inability to attend the meeting.

2 Disclosures of Personal / Prejudicial Interests

None.

3 Revised Concerns and Complaints Policy and Procedures

The Chairman welcomed to the meeting Ms Marie-Neige Hadfield, Complaints and FI Manager to present the report on the Revised Concerns and Complaints Policy and Procedures. The report had been presented to the committee in order to ensure that the Council had a robust and up-to-date Concerns and Complaints Policy (corporate) which is compliant with the requirements outlined by the Complaints Standards Authority (CSA).

The Complaints and FI Manager reported that the Concerns and Complaints Policy and Procedures had been reviewed and updated for the following two reasons:-

(i) to incorporate the vast organisational and operational changes which had taken place since the last policy review in 2015, which included the centralisation of the Complaints and FOI Service; and

(ii) to ensure that the Council's arrangements for managing corporate concerns and complaints was compliant with the requirements stipulated by the Complaints Standards Authority (CSA), which was introduced under the Public Services Ombudsman (Wales) 2019 Act.

In line with the Model Concerns and Complaints Policy issued by the Public Services Ombudsman for Wales (PSOW) the Policy document provided complainants with information about how their concern/complaint would be managed by the Council. This includes guidance on the timescales of the two-

stage policy, how members of the public can make a complaint if they were unhappy with the services provided (or not provided) by the Council and how they can refer their complaint for independent, external consideration by the PSOW or the Welsh Language Commissioner.

It was reported that the Concerns and Complaints Procedures document was an internal document and provides guidance for staff with regards to the operational arrangements that must be followed upon receipt, and during the investigation, of a concern or a complaint. This includes information on the escalation of a complaint from Stage 1 (informal resolution) to Stage 2 (formal investigation) and the role played by Services and the Complaints and FOI Service in resolving and learning from complaints.

In the main, the arrangements outlined within both the Policy and Procedures documents were reflective of current working practices, particularly since the formation of the central Complaints and FOI Service in late 2016. However, due to recent changes to legislation, these documents also comply with Council's statutory obligations to ensure an effective mechanism of governance to oversee all complaints activity within the Council – as detailed below:

- i. Bi-annual reporting to the Cabinet of Elected Members (including the Council's Annual Report); as per the Public Services Ombudsman (Wales) 2019 Act.
- ii. Information on complaints performance and the Council's ability to handle complaints effectively would be reported to the Audit and Governance Committee at least twice a year; in accordance with the Local Government and Elections (Wales) Act 2021.

Whilst the Concerns and Complaints Policy and Procedures being reviewed at this time relate only to the Council's corporate services (i.e. Planning Service, Highways & Environmental Service, Finance Services etc.) separate policies exist for the management of Social Services Complaints received by the Council.

Following questions from the floor and discussion on the Clic service in relation to complaints, it was AGREED:-

- (ii) to congratulate the service on an excellent report;
- (ii) to note that an appropriate mechanism to record compliments within services was being developed;
- (iii) the need to remind all Officers of the need to adhere to the Customer Charter in relation to acknowledging correspondence; due to the number of complaints received by Members that this was not the case;
- (vi) to recommend the draft Concerns and Complaints Policy and the accompanying Procedures be presented to the Council Meeting for approval on the 23rd September 2021.

4 **Health and Wellbeing Strategy**

The Chairman welcomed to the meeting Mr Clint Middleton, Principle HR Officer, Ms Lucy Barratt, Employee Health and Wellbeing Officer and Mrs Caroline Lewis – Corporate Director to provide the Committee upon the Health and Wellbeing Strategy 2021-2026.

It was reported that this strategy had been developed following one employee survey conducted just before the Covid-19 pandemic started and one in December 2020. The aim of the strategy was to improve not only individual health and wellbeing but also, as a result, that of the Council's teams and services.

The Strategy sets out key goals, under five separate areas identified as 'pillars of wellbeing':

- Positive Environments
- Policies and Practice
- Healthy Lifestyle
- Mental Health & Wellbeing
- Culture and behaviour

The initial focus would be on promoting healthier lifestyle behaviours, a commitment to sign the Time to Change Wales Pledge (working towards removing mental health stigma), a programme to introduce Mental Health First Aiders and Wellbeing Champions across the Council, and the creation of a Health and Wellbeing Steering Group with the aim of achieving The Corporate Health Standard (Bronze) within the first two years.

The strategy would be driven the Employee Health and Wellbeing Officer in People & Organisation, but with collaborative working across the Council.

Members emphasised the need for Managers to recognise the early signs of mental health issues in order to provide early intervention. Also the need to address the pressure on employees if the service was not at full capacity, as this would lead to stress and pressure on the remaining employees in the service.

Following questions on the floor, it was AGREED:-

- (i) to congratulate the service on an excellent strategy;
- (ii) to recommend the approval of the Employee Health & Wellbeing Strategy 2021-2026 at a future Cabinet meeting; and
- (iii) a report on sickness absences be presented at a future meeting

5 **Forward Work Programme**

It was AGREED to note the Forward Work Programme as presented subject to the following:-

- (i) Sickness absence report as agreed under item 4 above, be presented at a future meeting;
- (ii) Clic service report – to include the Clic protocol in addressing referrals/enquires received and referred to the relevant service for a response. It was suggested that an officer from one of the services attend the meeting to facilitate the discussion on this matter; and
- (iii) that the Scrutiny Support Officer following the meeting would discuss with the Scrutiny Officer responsible for Thriving Communities Committee that the Committee had recommended that this committee consider a report on Covid; in include information on the implementation of the Safe zones within the Towns; due to the number of complaints received by Members.
- (iv) an update report on County Farms following on from the Task and Finish Group that would be held next week

6 **Minutes from previous meetings**

It was AGREED to confirm the minutes of the meetings held on the 25 November 2020, 19 February 2021, 18 March 2021 and 13 May 2021.