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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 Healthier Communities Overview and Scrutiny Committee will be held remotely via Zoom 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. **Grants and Loans Policy (Pages 3 - 82)**
4. **Review of the Council's Hackney Carriage and Private Hire Licensing Policy - horse drawn omnibuses (Pages 83 - 194)**
5. **Independent Reviewing Service Performance Management Report Quarter 1, 2021-2022 (Pages 195 - 226)**
6. **Statutory Director Social Services Annual Report 2019-2020 (Pages 227 - 274)**
7. **Mid Wales Joint Committee for Health and Care - update report October 2021 (Pages 275 - 294)**
8. **Draft Forward Work Plan 2021-2022 (Pages 295 - 300)**
9. **Minutes of the 6th October 2021 and 20th October 2021 Committee meetings and any matters arising therefrom (Pages 301 - 310)**

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 Healthier Communities Overview and Scrutiny Committee

The remaining Members of the Council for information only.

CEREDIGION COUNTY COUNCIL

Report to:	Healthier Communities Overview and Scrutiny Meeting
Date of meeting:	16th December 2021
Location:	
Title:	Amendments to the Private Sector Housing Grants and Loans Financial Policy for Ceredigion
Purpose of the report:	For Elected Members to be aware of and comment on the amendments to the policy document for issuing of grants and loans for private sector housing improvement
Reason Scrutiny have requested the information	For decision
Cabinet Portfolio:	Cllr Dafydd Edwards

Background: The Private Sector Housing Grants and Loans Financial Policy 2014 (the Policy) was:

- agreed by Cabinet in December 2014, and became operational from the 1st January 2015;
- further considered by the Grants Panel meeting of the 3rd March 2015, with a recommendation for the amended Policy to be taken to cabinet with the detailed changes;
- considered by the Healthier Communities Scrutiny Committee on the 11th June 2015.

In March 2021 Welsh Government announced that all small and medium sized disabled adaptations would be available for all, that is, for the removal of the Test of Financial Resources. The Private Sector Housing Grants and Loans Financial Policy is amended to reflect Welsh Government's recommendation. Due to an increase in materials and labour, the maximum available assistance for both the small disabled adaptations (formally known as the Safe, Warm and Secure grant) and the Emergency Repair Assistance is increased to reflect this.

In addition to this, Welsh Government has increased the maximum amounts for the interest free loans administered by the Local Authority, and more detailed information on the interest free loans has been included.

These amendments have been included in the policy and are summarized as follows:

1. Amendments

- Page 9 – segregating the large DFG mandatory grant and the small and medium DFG discretionary grants
- Page 10 and 11 – segregating the large DFG mandatory grant and the small and medium DFG discretionary grants with maximum grant amounts
- Page 12 – Emergency Repair Assistance maximum assistance is increased from £3,000 to £5,000 plus VAT and fees
- Page 13 and 14 – Houses into Homes and Home Improvement Loan maximum value increased from £25,000 to £35,000 per unit, with conditions
- Pages 17 – As both small and medium adaptations will be discretionary funding, this will be closely monitored with Occupational Therapist or Occupational Therapist Assistant to use a priority system
- Pages 20 – details what works are considered as large type works
- Page 23 and 24 – introduces the DFG medium sized works, listing type of work, eligibility and conditions that apply.
- Page 24 and 25 – introduces the DFG small (formally known as Safe, Warm and Secure) sized works, listing type of work, eligibility and conditions that apply
- Page 28 and 29 – maximum assistance available for Emergency Repair Assistance increased
- Page 31 and 32 – Home Improvement Loan – maximum available amount increased with conditions in relation to rent for landlords
- Page 36 – Houses into Homes – maximum available amount increased with condition
- Page 38 onwards – Local Authority Loan Procedure attached.

Note: There are no repayment conditions for both the small and medium sized adaptations. The adaptations involved in these grants, e.g. stairlift, level access shower, grab rails, ramps, do not tend to increase the value of the property.

Recommendation(s):	Members are asked to consider and agree to the proposed changes to the Private Sector Housing Grants and Loans Financial Policy for Ceredigion.
Reasons for decision:	To ensure the effective implementation of the Private Sector Housing Grants and Loans Financial Policy for Ceredigion.

Overview and Scrutiny:	Leadership Group meeting?
Policy Framework:	This Policy report aligns to priorities included within: Ceredigion for All – Single Integrated Plan; Corporate Strategy 2013-2017; Housing For All: A Local Housing strategy for Ceredigion
Strategic Objectives:	Contributes to Council's Strategic Objectives:

	<ul style="list-style-type: none"> • Ceredigion will provide services that contribute to a healthy environment, healthier lives and protect those who are vulnerable in the county • Conditions and opportunities in Ceredigion to allow the economy and local business to develop and prosper 	
Financial implications:	Specific Capital Grant	
Integrated Impact Assessment conclusions:	Has an Integrated Impact Assessment been completed? Yes	
	Equalities and Diversity:	Disabled facilities grants are available to the disabled subject to eligibility assessment of need. Certain grants are available to residents over pensionable age with limited savings (less than £15k), whilst those under 65 must undertake a means test with contribution of less than £1k to be eligible.
	Welsh Language:	Services and literature are available bilingually.
	Sustainable Development:	Funding available to enhance/top up energy efficiency projects, and reduce excess cold thus improving the thermal efficiency of the housing stock. Through the Policy, Housing improvements seen through the availability of grants/loans that improve the visual appearance of housing that contribute to sustainable, vibrant communities as well as improvements to health and wellbeing. Work undertaken by local contractors subject to procurement criteria.
	Engagement:	Policy developed as a result of statutory requirements and financial envelope.
Statutory Powers:	Housing Grants, Construction and Regeneration Act 1996 (as applicable to DFGs), and the Regulatory Reform Order (Housing Assistance) (England & Wales) Order 2002 related to provision of financial assistance to private sector homeowners and tenants.	
Background Papers:	None	
Appendices:	Appendix 1 – IIA Integrated Impact Assessment Appendix 2 – Proposed Ceredigion Private Sector Housing Grants and Loans Financial Policy	

Contact Name:	Llyr Hughes
Designation:	Corporate Housing Manager
Date of Report:	

INTEGRATED IMPACT ASSESSMENT – SCREENING SUMMARY SHEET

The results below represent the agreed outcomes of the **Amendments/Additions to the Private Sector Housing Grants and Loans Policy for Ceredigion** being tested against Ceredigion County Council's Integrated Impact Assessment Screening Tool.

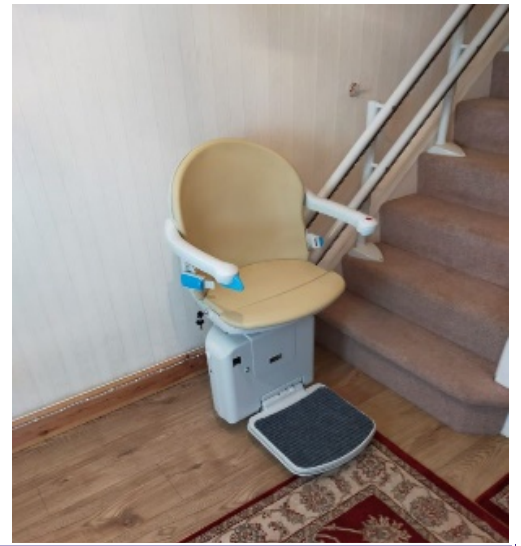
The following is an accurate overview of the Assessment:

	Overall contribution		Explanation
<u>Equalities and Diversity</u>	NE		Disabled facilities grants are available to the disabled subject to eligibility assessment of need. Certain grants are available to residents over pensionable age with limited savings (less than £15k), whilst those under 65 must undertake a means test with contribution of less than £1k to be eligible. The eligibility for these grants has been relaxed as a result of the implementation of the Policy.
	PN		
	N	8	
	PP	1	
	P	1	
	U		
	NA		
<u>The Welsh Language</u>	NE		Services and literature are available bilingually.
	PN		
	N		
	PP	2	
	P	2	
	U		
	NA	1	

	Overall contribution		Explanation
<u>Sustainable Development</u>	NE		<p>Funding available to enhance/top up energy efficiency projects, and reduce excess cold thus improving the thermal efficiency of the housing stock. Through the Policy, Housing improvements seen through the availability of grants/loans that improve the visual appearance of housing that contribute to sustainable, vibrant communities as well as improvements to health and wellbeing.</p> <p>Work undertaken by local contractors subject to procurement criteria.</p>
	PN		
	N		
	PP	1	
	P	2	
	U		
	NA	4	
<u>Engagement</u>	NE		<p>Policy developed as a result of statutory requirements and financial envelope. Consultation through scrutiny and from enquiries from member of the public has resulted in amendments to criteria. Key stakeholders for consultation include other third sector groups e.g.,.C&R, Age Concern</p>
	PN		
	N	1	
	PP	2	
	P	1	
	U		
	NA		
<u>Full Equality Impact Assessment Required</u>	NO		
<u>Summary comments</u>	See above		
<u>Recommendations</u>	Policy is subject to ongoing monitoring		

Key:

NE	Negative	P	Positive
PN	Partially Negative	U	Unknown
N	Neutral	NA	Not applicable
PP	Partially Positive		



Housing Grants and Loans Financial Assistance Policy

December 2021



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1 INTRODUCTION

In July 2002 the Government made significant changes to housing grant legislation, introducing the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002. This order allows local authorities to formulate their own flexible financial assistance policies to target their funding to address specific local needs and strategic priorities.

Disabled Facilities Grants now remain the only national mandatory grant, with all other types of assistance being at each Council's discretion.

With the introduction of the Regulatory Reform Order, before a Local Authority can provide any assistance under the order, an Authority must have adopted a policy for the provision of assistance, and give public notice of the policy¹. In addition, they must ensure that a full copy of the policy is available at all reasonable times and available by post on payment of a reasonable charge. Any assistance must then be provided in accordance with the policy. Consequently, it is incumbent upon Local Authorities to ensure that their financial assistance policy is updated to reflect the terms of this scheme and any other assistance they offer.

The purpose for which assistance may be provided is set out in Article 3 of the order. That is for the purpose of improving living conditions in their area and Authorities may provide direct or indirect assistance to a person for the purpose of enabling him:

- to acquire living accommodation (whether within or outside their area) - only where the Authority has acquired or proposes to acquire (compulsory or otherwise his existing living accommodation) or are satisfied that the acquisition of other living accommodation would provide for that person a benefit similar to that which would be provided by the carrying out of work to his existing accommodation;
- to adopt or improve living accommodation (whether by alteration, conversion or enlargement);
- to repair living accommodation;
- to demolish buildings comprising or including living accommodation;
- where buildings comprising, or including, living accommodation have been demolished to construct buildings that comprise, or include, replacement living accommodation.

'Living accommodation' is defined in Part 2 of the Order as a building or part of a building, a caravan, a boat or similar structure, occupied or available for residential purposes.

The Order further states² that the 'assistance' may be provided in any form and may be unconditional or subject to conditions, including conditions as to the repayment of the

¹ Article 4 Regulatory Reform (Housing Assistance) (England and Wales) Order 2002

² Article 3 Regulatory Reform (Housing Assistance) (England and Wales) Order 2002

assistance or of its value (in whole or in part), or the making of a contribution towards the assisted work.

With the introduction of the **Wellbeing of Future Generations (Wales) Act 2015**, there is an increased focus on the local authority to improve the economic, social, environmental and cultural well-being of its residents. Through enabling the provision and improvement of housing, the local authority is therefore contributing towards a number of the seven wellbeing goals, including a prosperous Wales, a resilient Wales, a healthier Wales, a more equal Wales, and a Wales of cohesive communities.

A key new legislation that impacts on those who need assistance is the **Social Services and Well-being (Wales) Act** that came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support, and carers who need support, and for transforming social services in Wales. The fundamental principles of the Act are:

Voice and control – putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve wellbeing.

Prevention and early intervention – increasing preventative services within the community to minimise the escalation of critical need.

Well-being – supporting people to achieve their own well-being and measuring the success of care and support.

Co-production – encouraging individuals to become more involved in the design and delivery of services.

In addition, the Local Government Act 2000 created a discretionary power referred to as ‘the well-being power’ which enables Local Authorities to do anything that they consider is likely to promote or improve the economic, social or environmental well-being of their area and / or persons in it, provided that they are not restricted from doing so by other legislation³.

However, Section 2 does not enable a Local Authority to do anything which they are unable to do by virtue of any prohibition, restriction or limitation on their powers which is contained in any enactment (whenever passed or made)⁴.

Therefore, Local Housing Authorities must have regard to Section 24, Local Government Act 1988⁵, (subject to Section 25) which provides the Local Housing Authority with the power to provide any person with financial assistance for the purposes of, or in connection with, the acquisition, construction, conversion, rehabilitation, improvement, maintenance or

³ Section 2, Local Government Act 2000

⁴ Section 3, Local Government Act 2000

⁵ Section 24, Local Government Act 1988

management (whether by that person or by another) of any property, which is or is intended to be privately let as housing accommodation.

Private let as housing accommodation is defined 'at any time when it is occupied as housing accommodation in pursuance of a lease or licence of any description or under a statutory tenancy and the immediate landlord is a person other than a Local Authority'.

Section 25, Local Government Act 1988, states that consent from the Secretary of State or Minister is required for the provision of financial assistance, unless⁶ the assistance or benefit is provided in exercise of any power conferred by Article 3 of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002⁷.

Consequently, the broad nature of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 and the general 'well being' powers contained in the Local Government Act 2000, means that Local Authorities will be able to provide financial assistance through the provision of discretionary grants and loan schemes to the full range of applicants and can attach such conditions or terms that they consider appropriate in the circumstances.

2 PURPOSE OF THE POLICY

The purpose of this policy is to identify priorities for housing capital investment, and to demonstrate how this investment will assist in contributing to the vision contained in the Council's Housing Strategy, Public Services Board Wellbeing Plan and the council's Corporate Strategy as well as any regional plans at both Mid Wales and/or West Wales level e.g. Growing Mid Wales (for regeneration) and/or West Wales Regional Planning Board (for Health and Social Care).

This Policy should be read in conjunction with these strategic plans and any other related documents.

Therefore this Policy provides information to the residents of Ceredigion on the financial assistance and advice service that may be available from the Council to ensure that housing is provided that is safe to live in, is energy efficient, and helps maintain residents' health and wellbeing. This policy is available to housing developers, private sector homeowners and tenants (subject to certain criteria) throughout the county.

This Policy will describe in detail:

- The full range of assistance that may be made available
- Who is eligible for this assistance
- The level of assistance being offered
- Legal conditions attached
- How they should make an application

⁶ Section 25 (1)(f) Local Government Act 1988

⁷ National Assembly of Wales Circular 20/02, Renewal Guidance

Assistance will be targeted at those households who by virtue of their age, disability or financial disadvantage or focused to targeted areas as defined by the Council as being in most need.

The intention with this policy therefore, is to outline the mandatory and discretionary grants and loans available from the local authority including the eligibility criteria, terms and conditions that the local authority places on those wishing to access this funding.

This Policy will replace those policies already in place for existing grants and loans the local authority currently offers, and will become operational from the 1st January 2022.

3 POLICY OBJECTIVES

This policy aligns with the strategic aims of the local Housing strategy which provides a firm foundation for dealing with the challenges facing housing and housing related services in Ceredigion. This Strategy recognises that good quality, affordable, and sustainable housing has the potential to make a positive and lasting impact on the health, economic vibrancy and community sustainability of Ceredigion. The strategy also sets out the current situation in terms of need, supply, access and affordability, as well as looking at housing standards, and Ceredigion's future requirements. Furthermore, this financial assistance policy enables the delivery of activities that contribute to the council's Corporate Strategy priorities specifically related to Enabling Individual and Family Resilience by 'promoting the wellbeing of individuals and families within safe, affordable and accessible homes.'

Therefore the key objectives of the Council's Financial Assistance Policy for Housing Grants and Loans are:

- To improve the condition and safety of housing in the County with the primary aim of improving the health and wellbeing of residents.
- To increase the provision of housing through improvement or conversion of existing buildings to residential use.
- To promote independent living by adapting properties within the County, enabling people with disabilities to remain in their own homes.
- To enable warmer and safer homes that a greater number of elderly and vulnerable residents of the County are able to remain in.
- To assist in reducing the number of households in fuel poverty by improving energy efficiency of home, whilst working on behalf of residents to attract external funding from a variety of sources (Welsh Government, Energy Suppliers etc) to minimize the cost of energy efficiency measures for homeowners .
- To make the best use of resources available to deliver housing improvements to those in most need.

4. KEY ISSUES

Culture Change – Due to diminishing capital funding available from Welsh Government in recent years, the availability of funding for housing grants has significantly reduced and ended in most circumstances. Therefore in order to maximise the available funding so as to ensure the continued improvement of housing stock within the county, there is a recognition that a more sustainable and effective use of scarce resources is needed. This policy therefore confirms the need to change the culture of grant aid by encouraging homeowners to maintain and repair their own homes, first and foremost, by their own means, using assistance from home improvement loans where available, and in particular circumstances for the vulnerable and/or elderly through the availability of grant aid.

Introduction of ENABLE – Support for Independent Living – From April 2016, Welsh Government launched ENABLE which brings together the current arrangements for delivering adaptations by building on the existing range of individual programmes and funding streams. It is designed to deliver the same simplified adaptations and a standardised service to individuals irrespective of their tenure. It does this by approaching the concept of delivering home adaptations to the user/client as falling into three broad categories or types – small, medium and large. Irrespective of tenure or how the adaptations are funded, the basic way in which the user will experience the delivery of their needed adaptations will follow one of these categories. Works defined within each category of adaptations include: There are three broad categories of assistance:

- “Small” e.g. grab rails and stair rails, lever taps. There will be no means test applied for this grant
- “Medium” e.g. adaptations such as walk-in showers, stair lifts and ramps. There will be no means test applied for this grant
- “Large” e.g. adaptations which require major structural changes to a property and/or extensions to it. There will be a means test applied to this grant

This policy amendment therefore incorporates these new categories of adaptations.

Loan Fund - WG support and encourage these innovative approaches including grant/loan mixes, loans and equity release. The provision of home improvement loans will provide valuable income, which can be reused by the Authority on repayment of the loan. Welsh Government supports this approach and has made available a number of loan products – Town Centre Loans, Houses into Homes, and Home Improvement Loans. These Schemes are seen as a way of providing additional finance to individuals and businesses for home improvements and conversions, which will contribute to the overall programme of improving the quality of homes and increasing housing supply. These funds are seen as a new way of providing finance to local authorities, instead of providing traditional grant funding. Local Authorities can borrow the funding from Welsh Government via ‘financial transaction’ funding that must be repaid to WG in an agreed period of time.

Safety Net - It is recognised that some form of direct financial assistance will be required where clearly vulnerable homeowners cannot help themselves by their own financial means. Direct financial assistance will be applicable for disabled facilities, and in order to deal with

emergency repair issues including works in default where the local authority has needed to step in to carry out works on behalf of the occupant/property owner.

Through Age Wellbeing Model - development of prevention and early intervention services – with the development and formalisation of integrated services for social care and health services, there is increasing focus being placed on ensuring that people are able to remain in their homes where possible. With this in mind, the suitability of these properties for householders in terms of adaptability and condition becomes increasingly important. This is being further reinforced by the duties contained within the Social Services and Wellbeing Act 2015.

The Council is currently pursuing large scale change to a new Through Age and Wellbeing Model. The vision of the model is 'To ensure every child, young person and adult in Ceredigion will be able to reach their full potential. To ensure fair access for all to excellent universal and targeted services that supports the health and wellbeing of all citizens. To develop skills and resilience that will last a lifetime and enable individuals to cope well with the challenges and pressures that they may face.' This further reinforces the focus on improving independence and access to services.

Empty Properties - There is a significant percentage of empty properties within the County. Empty properties are a wasted resource. A key proposal of the Council's Housing Strategy is to work closely with a partner to purchase, renovate and/or rent former empty properties.

Area based regeneration and/or energy efficiency schemes - It is clear that there are areas within the county that require a more strategic approach with regard to improving housing. Periodically, funding is made available such as Arbed Warm Homes that is aimed at improving the energy efficiency of the housing stock or in recognition of housing's key impact on area regeneration. The local authority endeavours to proactively apply for such funding in order to ensure that funding continues to be drawn into the area for housing and / or regeneration capital improvement.

5 FINANCIAL ASSISTANCE AVAILABLE AND CONDITIONS ATTACHED

The Council has a duty to consider all applications for Mandatory Disabled Facilities Grants (DFG) which are administered under the Housing Grants, Construction and Regeneration Act 1996 (as amended) and specific details of the grant are contained within that Act of Parliament and associated guidance. The council also provides four other grants for disabled facilities – a Disabled Facilities Assistance, a Relocation Grant, Disabled Facilities Grant (Medium works) and Disabled Facilities Grant (Small works). All applications for assistance will be subject to an assessment of need by members of the Council's Porth Cynnal and Porth Gofal. This policy provides criteria to ensure grants are awarded fairly and consistently.

The local authority is committed to ensuring recognition of the needs of ex-service personnel. This Policy for Disabled Facilities Grants will ensure that priority will be provided to those applications received from ex-service personnel where their disability is as a result of service in the Armed Forces.

Furthermore, to realise the objectives of this policy and thereby the wider strategic aims of the local authority's Corporate Objectives and Public Service Boards Wellbeing Plan and associated documents, the Council provide the following grant and loan assistance (those that are labelled 'discretionary' are subject to budget availability).

ENABLE – Large Adaptations (mandatory funding)

- Disabled Facilities Grant (Large)

ENABLE – Medium and Small Adaptations (discretionary funding)

- Disabled Adaptations Assistance
- Disabled Adaptations Grant (Medium)
- Disabled Adaptations Grant (Small)
- Relocation Grant

Emergency Home Repair (discretionary)

- Emergency Repair Assistance
- Lifetime Loan
- Health and Housing Ancillary Assistance

Housing Improvement Loans (discretionary)

- Home Improvement Loan (Safe Warm Secure)
- Houses into Homes Loan (Empty Property Loan Scheme)

The availability of all Grant or Loan assistance will be subject to the Council's annual budget setting procedure. All non-mandatory grants/loans are offered at the Council's discretion and the framework for these grants/loans is subject to this Policy.

Details of each grant/loan are attached in the Appendices.

Some grants and/or loans are awarded on condition that the applicant will repay the grant/loan amount in full to the Council if the property is sold or not occupied as intended within an agreed time period. Full details of the grant/loan conditions are issued direct to applicants, in writing, at the time that a grant/loan is approved.

The grant/loan condition period starts on the date that work is completed to the satisfaction of the Council. Dependent on the type of grant or loan product, charges are lodged with the Land Registry prior to the approval of a grant/loan or as a Local Land Charge when work has been completed (dependent on type and value of grant/loan).

A Local Land charge is registered against the property in respect of Grants and Loans less than £5,000 when work has been completed. This land charge will secure the funds provided by the local authority, and will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land

Registry. Any grant/loan paid over £5,000 will be registered directly as a Legal Charge with the Land Registry.

In certain circumstances waiver of grant/loan conditions can be considered. Decisions on any waiver of repayment are made by the Team Manager for housing grants and loans with agreement from the appropriate Corporate Lead Officer and Cabinet Member in conjunction with Financial Services; with discretion to take these decisions to a relevant Grants/Loan Panel when appropriate.

Disabled Facilities Grant conditions imposed under this Policy remain as defined in the Housing Grants, Construction and Regeneration Act 1996 and any associated Regulations made under this Act as well as detailed within this Policy. Whilst this Policy gives a guide to the conditions, detailed guidance and a statement of law is available with reference to this legislation.

For certain types of discretionary grants and loans, conditions are placed on grant/loan either through a local land charge or a full Legal Charge with the Land Registry, depending on the value of the loan/grant. The powers that enable the local authority to secure these charges are defined within the Regulatory Reform Order 2002, and will be outlined to grant/loan applicants within the Grant/Loan Offer letter/agreement. The offer of the grant/loan will be subject to the applicant agreeing that a local land charge or legal charge is secured on the property and any successors in title if repayment has not been made prior to this time.

5.1 Table of the Grant/Loan Conditions Grant Type	Condition Period	Grant/Loan Conditions
ENABLE ADAPTATIONS		
Mandatory Disabled Facilities Grant (Large)	10 years	<p>Maximum Grant = £36,000</p> <p>Applicant must remain living at the property as his/her only residence for the duration of the grant condition.</p> <p>The services of the in-house home improvement service must be used for all mandatory DFGs.</p> <p>Adaptation assistance must be supported by an Occupational Therapist assessment and recommendation.</p>

Disabled Adaptations Assistance (Discretionary)	On sale/transfer/disposal of the property	<p>Maximum financial assistance £15,000 (with discretion to increase on agreement of the Grants Panel). NB this is not grant aid, but financial assistance provided for the duration of the recipient's occupancy of the property.</p> <p>Financial assistance repayable on sale/transfer of the property. Land Registry Charge will apply. The services of the in-house home improvement service must be used although exemptions may be considered.</p> <p>Adaptation assistance must be supported by an Occupational Therapist assessment and recommendation.</p>
Discretionary Disabled Facilities Grant (Medium)	No condition	<p>Maximum Grant = £36,000</p> <p>The services of the in-house home improvement service must be used for all discretionary DFGs.</p> <p>Adaptation assistance must be supported by an Occupational Therapist, Occupational Therapist Assistant or Trusted Assessors assessment and recommendation.</p>
Discretionary Disabled Facilities Grant (Small)	No condition	<p>Maximum Grant = £5,000</p> <p>The applicant must live in the dwelling as their only or main residence.</p> <p>Adaptation assistance must be supported by an Occupational Therapist, Occupational Therapist Assistant or Trusted Assessors assessment and recommendation.</p>

Relocation Grant	10 years	<p>Maximum Grant = £10,000</p> <p>There is a presumption against the allocation of a Disabled Facilities Grant where the property is unsuitable in the long term to the applicant's needs.</p> <p>To assist the disabled person to move to a more suitable property where it is more cost effective than adapting the current home consideration will be given to meeting legal and removal costs in addition to adaptation costs.</p>
Emergency Repair Assistance (Discretionary)		
Emergency Assistance	Repair On sale/transfer/disposal of the property	<p>Maximum financial assistance = £5,000. NB this is not grant aid, but financial assistance provided for the duration of the recipient's occupancy of the property.</p> <p>The applicant must live in the dwelling as their only or main residence and have an owner's interest in the dwelling, or be a tenant of the dwelling alone or jointly with others and have a 'duty or power' to carry out the works in question (e.g. in the case of tenants, the landlord usually has the duty or 'repairing obligation' and not the tenant), or occupy the dwelling under a right of exclusive occupation granted for life.</p> <p>In respect of a mobile home the occupier must also satisfy a 3 year residential qualifying period.</p>
Lifetime Loan	On sale/transfer/disposal of the property	<p>Maximum loan = £15,000</p> <p>For loans up to £5,000 a local land charge will be secured on the property that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p>

		For loans over £5,000 a Land Registry Legal Charge will be lodged.
Health and Housing Ancillary Assistance	On sale/transfer/disposal of the property	<p>No maximum but availability is funding dependent.</p> <p>For loans up to £5,000 a local land charge will be secured on the property that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p> <p>For loans over £5,000 a Land Registry Legal Charge will be lodged.</p>
Grants no longer available although grant conditions are still in force:		
Special Initiative Grants (Aberystwyth Renewal Area only) <ul style="list-style-type: none"> a. Energy efficiency b. Conversion – single household use c. Conversion – self contained flats 	10 years	The grant amount will be placed as a Local Land Charge on the property for a term of 10 years.
LOANS		
Houses into Homes (Empty Property Loan Scheme)	For the duration of the loan	<p>Maximum loan = £25,000 per unit of accommodation</p> <p>Loans will be secured as first or second charge against the Land Registry Title.</p> <p>Maximum loan for where rents are based on the Local Housing Allowance Rate = £35,000 per unit of accommodation.</p>

Home Improvement Loan	For the duration of the loan	<p>Maximum loan = £35,000 per unit of accommodation</p> <p>For loans up to £5,000 a local land charge will be secured on the property that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p> <p>For loans over £5,000 a Land Registry Legal Charge will be lodged.</p>
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5.2 Waiver of the Grant/Loan Conditions

In certain circumstances, the Council can exercise its discretion and can waive repayment of a grant/loan. Each case is considered on its own merits and it is the responsibility of the grant/loan applicant to prove that there are legitimate reasons why the conditions cannot be adhered to. A decision will be made by the Corporate Manager responsible for adaptations grants and loans in conjunction with the appropriate Corporate Lead Officer and Cabinet Member in conjunction with Financial Services upon receipt of a written request accompanied by the required supporting documents.

Copies of the grant/loan conditions can be obtained from the Housing Service under Posrth Gofan and are specific to the type of grant/loan received.

Specific considerations made by the Council prior to enforcing repayment of large disabled facilities grant include that we are satisfied that it is reasonable to require the repayment and will consider the following in line with Housing Grants, Construction and Regeneration Act 1996/Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008): -

- the extent to which the recipient of the grant would suffer financial hardship were the recipient to be required to repay all or any of the grant;
- whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of the recipient's employment;
- whether the disposal is made for reasons connected with the physical or mental health or physical or mental well-being of the recipient of the grant or of a disabled occupant of the premises; and
- whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, which the recipient of the grant is intending to provide, or where the person to whom the recipient of the grant has moved to live with him or her intends to provide care of which the recipient of the grant is in need by reason of disability or infirmity.

- Furthermore, for discretionary DFGs consideration will be given on application by the applicant/member of the family if the conditions of the grant were enforced which would lead to unnecessary financial hardship; the disposal is made for reasons connected with the physical or mental health or physical or mental well-being of the recipient of the grant or of a disabled occupant of the premises/member of the family.

6 HOME IMPROVEMENT AGENCIES

It can often be difficult to locate a reliable building contractor, obtain estimates and commission plans. The Council therefore encourages grant/loan applicants to engage the Housing Service Supervisory Service, or Wales and West Care and Repair to help them through the grant process. Both the Council and Care and Repair can appoint contractors and oversee any grant aided work for clients to make the grant process as easy as possible.

Alternatively, suitably qualified architects or building surveyors can provide this service privately for grant applicants. Supervisory service fees (up to a maximum level) can be considered a grant eligible expense and included in the overall grant award amount.

6.1 Ceredigion Home Improvement Supervisory Service

To ensure services are accessible and enable effective take up of grants for all households including vulnerable and/or elderly households the Council offers a full in-house Supervisory service.

The majority of grant applications made to the Council are from elderly or vulnerable households and opting for the Council's Supervisory Service removes the worry and stress which might be experienced in applying for a grant and in supervising the work of a builder as work progresses.

In recent years, a high number of grant applicants have engaged the services of the Supervisory Service to act on their behalf. Staff will arrange proof of ownership, drawing of plans, making of statutory Planning and Building Regulation applications and carrying out all the formalities of appointing (on the residents behalf) a suitable building contractor. Building work is carried out to an agreed timescale and is supervised by our qualified surveyors until it is completed to a satisfactory standard.

6.2 West Wales Care and Repair

The Council works closely with West Wales Care & Repair, which exists to assist older and disabled people to repair and improve their homes. Care and Repair specialises in helping residents over 65 years of age to access a variety of services. They also administer the Rapid Response Adaptations Programme, a Home Safety scheme, the Handyperson Scheme and they offer help and advice about benefits, home maintenance and potential benevolent funding.

Care & Repair also submit grant enquiries for their clients and can in some circumstances offer a service to appoint and oversee contractors who can carry out privately funded work.

The Council is pleased to be working in partnership with the Care and Repair Agency which provides valuable referral, information and advocacy services, integral to the aims of this policy. For further details please contact Care & Repair on 01970 639920.

7. GRANTS/LOANS CONSIDERED IN SPECIAL CIRCUMSTANCES

The Council recognises that there will be occasions when its general policy will not provide a framework for special or unique circumstances which arise. In such circumstances, it may be necessary to consider providing assistance outside the scope of the policy. Examples of when special circumstances may occur include improvement and repair of adjoining properties, adaptations, conversions, extensions, energy efficiency housing improvement schemes and rebuilding of retaining walls. Financial assistance awarded in special circumstances will be on officer recommendation only and must be agreed in advance via the Council's agreed Cabinet decision process by delegated authority contained within the Council's Constitution to the appropriate Corporate Lead Officer and/or Corporate Manager responsible for housing adaptations and loans; and the appropriate Cabinet Members for these services.

8. GRANT/LOAN ELIGIBLE WORK IN CEREDIGION

All grant/loan eligible work is determined by the Council's Housing Adaptations and Improvement, Housing Standards and Energy Efficiency Officers, who will produce a specification of eligible works in each individual case. The cost of work will be determined by using a standard schedule of rates, and comparing this with the receipt of builder estimates for this work. This will form the basis of the grant/ loan award. The exception to this is for Disabled Facilities Grants, where eligible works is recommended by an Occupational Therapist, Occupational therapist Assistant or Trusted Assessors in accordance with the needs of the applicant. In the delivery of Disabled Facilities Grants, the Council has undertaken a procurement process whereby all DFG are delivered by a dedicated corporate Minor Works Framework contract which is reviewed every two years. This enables the

Council to employ a dedicated contractor with the expertise and sensitivity required in carrying out the DFG's, which in turn ensures prompt delivery of a high standard of customer service. Where applicable, client contribution towards the cost of works will be calculated and notified in the approval process. The contributions will be collected in advance of the contract start, and held by the Council, to ensure swift payment upon completion of works.

In most cases only eligible work can be considered for grant/loan aid, and Council officers will be able to give applicants advice specific to their individual grant application dependent on property condition.

The homeowner can commission non grant/loan aided work at the same time, but would have to fund these costs themselves. The Council will not be responsible for any works carried out alongside, but not paid for by a grant or loan.

All work must be carried out to the specifications set out by the local authority and to the required standard in accordance with Building Control standards.

Energy efficiency works may be offered with other types of grant/loan assistance if appropriate, and works identified may attract grant/loan aid either from the Council, or via external funding sources which the Council may be able to identify and claim any funding available on the residents behalf. Advice will be given in each individual case.

Grant aid is **not** available toward the cost of furniture removal and storage, temporary alternative accommodation costs or redecoration such as wallpapering and painting or for replacement of decorative coving, dado rails, ceiling roses etc. following completion of essential repairs. The only exception to this is the Relocation Grant which can cover the cost of furniture, removal and storage.

Applicants need to consider any of these extra costs that they will be liable for before accepting the offer of grant and proceeding with the grant aided work.

9. FUNDING

Discretionary funding will be closely monitored and only available subject to available budget. Where the Occupational Therapist/Occupational Therapist Assistant has provided a recommendation, they will stipulate whether this is 'routine' or 'priority'. Schemes will be prioritised on this basis.

10. FEES & CHARGES

When making an application for grant assistance, applicants will incur fees and charges.

Fees and charges can include any fees the Council deem appropriate and include:

- planning and building control fees
- the preparation of plans
- structural surveys
- legal services

Fees for services will only be eligible for grant assistance if those services are essential to enable the formal grant approval to be completed.

When considering an application for assistance for discretionary grants, all appropriate and eligible expenses will be considered. In the case of the discretionary grants, maximum limits refer to the cost of works and appropriate fees will be awarded in addition to the total cost of works. In the case of the mandatory Disabled Facilities Grant, fees must be included in the maximum grant amount. The cost of work and all fees cannot exceed the grant maximum allowed for a mandatory grant.

Applicants must note that any fees, charges or expenses they incur as part of the grant application process will not be reimbursed unless appropriate invoices are provided and the grant application progresses through to completion of the works.

The Council also have discretion to only grant aid fees deemed reasonable, and may not cover the full cost if unreasonable or excessive fees are charged.

An applicant will be liable for any costs incurred if a grant application does not progress to completion.

With the introduction of Safe, Warm or Secure Home Improvement Loans, as part of these national schemes, the council is able to charge an administration fee for setting up and administering the loan (the value of this administration fee will be included in the council's fees and charges document published on the council's website for Home Improvement & Houses into Homes loans).

In order to encourage owner-occupiers to take up the Home Improvement loan product, it is intended that this fee will be paid by the local authority as a Loan Application Grant. This incentive will be dependent on availability of local authority funds for this purpose, and may be withdrawn at any time. In circumstances where landlords are also keen to work with the local authority in increasing the availability of affordable rental properties, an incentive is also available whereby fees for landlords will be waived if the property is offered for rent at the Local Housing Allowance rate for the duration of the loan period, and the landlord rents the property to tenants from the Council's Affordable Housing Register or otherwise a tenant who would be eligible to be on this Register. The landlord will be required to enter into a 'Nomination Rights' agreement.

Further information on fees, charges, further qualification requirements and conditions and a Loans Procedure are included with the respective details included in Appendices A-C below.

11. COMPLAINTS

The Council aims to meet the needs of all its customers. However, there may be times when a person may feel that he is not satisfied with the service he or she has received or the manner or decision taken with regard to their application. In such circumstances, complaints may be made through our formal complaints procedure either through social services or the Corporate Complaints Policy for further investigation and response. The intention is to proactively deal with complaints and seek early resolution where service users are dissatisfied with the outcome of our decision/action. As such, all complaints will receive a formal reply, in writing.

12. TRANSITIONAL ARRANGEMENTS & PREVIOUS POLICY

Full grant applications which have been formally approved or submitted to the Council to be determined prior to 1st January 2022 will be subject to the Policy in operation at the time that the grant was approved (Housing Grants and Loans Financial Assistance Policy April 2018 with amendments in subsequent years to reflect changes in policy).

Grant/loan enquiries that have been surveyed, a schedule of eligible works issued and a formal full grant application* invited prior to 1st December 2021 will be subject to the eligibility criteria of the previous policy. Enquiries in this category for all grants (other than Disabled

Facilities Grants) that do not submit all the required documentation to constitute a full application by the 1st January 2022 will be cancelled and will have to re-apply under the terms and conditions of this Policy.

Enquiry forms for all discretionary Grants that are accepted by the Council prior to 1st December 2021, but where no schedule has been issued will be subject to the eligibility criteria, terms and conditions of this Policy.

* A 'full grant application' is considered to be all the documentation required to allow the Council to formally determine (approve or refuse) the application. This documentation can include (where applicable) the application form, evidence of all income and savings, proof of ownership, future occupation certificate, contractors estimate, drawings etc together with any other specific information requested relating to the specific enquiry.

13. FURTHER POLICY DEVELOPMENTS

It is the intention of the Council to regularly review this policy to ensure that maximum benefits are delivered from the financial assistance made available by ensuring 'added gain' from the capital housing programme and loans funds made available from Welsh Government. This includes seeking all external investment opportunities, working with partners and providing financial assistance that achieves the maximum outcomes in the most cost effective manner.

Regular reviews will take into account changes in national and local strategic housing priorities, the uptake of grants and budgetary constraints.

Grants will also be evaluated to include Integrated Impact Assessments to identify the 'added gain' from the contribution to wider strategic objectives of the Council.

The Council is committed to continuous improvement within the existing/foreseeable financial constraints that are being imposed on the Local Authority.

**APPENDIX A – ENABLE – Support for Independent Living
DISABLED FACILITIES GRANTS AND SAFE, WARM AND SECURE**

MANDATORY DISABLED FACILITIES GRANT (DFG - Large)	
Purpose/key outcomes	<p>DFGs are available for large works to adapt a property to suit the particular needs of a disabled person who resides at the property. Assistance is given to:</p> <ul style="list-style-type: none"> • Facilitate access • Provide suitable facilities • Make a building safe for use • Make environmental improvements to enable the disabled person to safely live in their home. <p>Large works include (but is not limited to):</p> <ul style="list-style-type: none"> • Extension to the original property • External lifts • Works where there is structural works to the property including requirement for Building Regulations and Planning
Eligibility criteria (applicant)	<p>To be offered grant aid:</p> <p>Owner Occupiers: must be a freeholder or leaseholder with at least 10 years of the lease remaining and the dwelling must be your only or main residence.</p> <p>Tenants: any tenant may apply for a disabled adaptation (subject to landlord consent).</p> <p>Landlords: where a tenant makes an application for a DFG, the landlords must be, or will be, a freeholder or leaseholder with at least 10 years of the lease remaining and the dwelling(s) is/are to be let on a permanent residential basis and not as a holiday home.</p> <p>A disabled person may make an application for a grant even if they fall outside the definitions above: each individual circumstance will be considered for grant assistance subject to an assessment of need from an occupational therapist and on application for grant assistance.</p> <p>Financial Resources</p> <p>Owner Occupiers and Private Tenants - The Statutory Test of Financial Resources as retained for Disabled Facilities Grants (HRGR 1996) applies. The amount of grant allocated will be the difference between the amount the applicant is assessed as being able to afford and the total cost of the eligible works.</p>

	<p>The total of the incomes of all the persons who are relevant to the application will be taken into account.</p> <p>Grants for children are not subject to a test of parents' financial resources.</p> <p>It is the disabled adult person residing at a property who is subject to the means test where they share that residence with an owner-occupier (who may/may not be related).</p> <p>The age of the applicant will not be taken into account.</p>
Eligibility criteria (works)	<p>Works of adaptation required to enable the occupier to remain within their home. Assistance is given to:</p> <ul style="list-style-type: none"> • Facilitate access • Provide suitable facilities • Make a building safe for use • Make environmental improvements to enable the disabled person to safely live in their home. <p>Eligible works will be determined subject to an assessment of need by the Council's Occupational Therapist.</p>
Conditions	<p>For all DFGs the local authority will place a local land charge on the property in accordance with the <i>Housing Grants, Construction and Regeneration Act 1996: General Consent 2008</i> that will remain in place for 10 years following the completion of the grant works.</p> <p>▪ Relevant Disposal</p> <p>When applying for a grant or loan the applicants will be required to sign a Certificate of Intended Occupation stating that throughout the grant condition period of 10 years, the applicant or a member of the family intends to occupy the dwelling as his/her only or main residence</p> <p><u>Or</u></p> <p>If the applicant is a landlord, that he/she intends to let the dwelling as a residence to someone unconnected with him/her and is in agreement with the works.</p> <p>There is a presumption that grant aid will be recovered in full by the local authority where this condition is breached. This is subject to, delegated authority vested in the Corporate Lead Officer, to</p>

	<p>potentially waive repayment within the condition period in certain justifiable cases.</p> <p>Scheduled works included in the grant approval must be completed within 12 months of the approval date.</p> <p>Additional Grant Conditions - Authority is delegated to the Corporate Lead Officer to determine whether whole or part of a grant repayment is justified in specific instances of non-compliance based normally on a percentage reclaim relative to the time remaining of the grant condition period. The Corporate Lead Officer also has further authority to determine whether a fraud investigation is warranted. In cases of suspected fraud or deception - It is the policy of the authority to actively pursue, identify and investigate suspected instances of fraud and deception.</p> <p>The Council advises that this grant is only available through the services of the Council's Adaptations In-house supervisory service.</p>
Maximum	The maximum grant assistance available is £36,000.

DISCRETIONARY DISABLED ADAPTATIONS ASSISTANCE	
<p>Purpose/key outcomes</p> <p>Please note:</p> <p>This funding is not grant aid, but financial assistance provided for the duration of the recipient's occupancy of the property and becomes repayable on sale/transfer of the property.</p>	<p>To provide top-up funding for works of adaptation that have resulted in the maximum limit of the DFG being exceeded. This can also be used instead of a mandatory DFG for those not qualifying for mandatory DFG due to failing the means test (or not being able to afford their contribution), but ineligible for HILs.</p> <p>This funding is available only in exceptional circumstances and by agreement by the council's Grants Panel in cases where a report and officer recommendation is for discretionary top up funding exceeding £15,000 where works are deemed essential to provide the necessary adaptations above the mandatory DFG limit. For top funding of less than £15,000, delegated powers is provided to the Corporate Manager Housing Services to consider each case.</p>
Eligibility criteria (applicant)	As for mandatory DFGs but also may include those failing means test but not able to service home improvement loan repayments
Eligibility criteria (works)	As for mandatory DFGs, and on recommendation of the council's Occupational Therapist and Corporate Manager Housing.
Conditions	For all discretionary grants a Land Registry Legal Charge will be lodged to become repayable on sale or transfer of the property, for whatever reason, at whatever point in time.

	The Council advises that this grant is only available through the services of the Council's Adaptations In-house supervisory service.
Maximum	£15,000 (with the discretion to increase this in exceptional circumstances by consideration of the Grants Panel)

DISCRETIONARY DISABLED FACILITIES GRANT (DFG - Medium)	
Purpose/key outcomes	<p>Discretionary DFGs are available for medium works to adapt a property to suit the particular needs of a disabled person who resides at the property. Assistance is given to:</p> <ul style="list-style-type: none"> • Facilitate access • Provide suitable facilities • Make a building safe for use • Make environmental improvements to enable the disabled person to safely live in their home. <p>Medium works include (but is not limited to):</p> <ul style="list-style-type: none"> • Level access showers • Stairlifts • Ramps (moderate ramps where Building Control and Planning is not required)
Eligibility (applicant) criteria	<p>To be offered grant aid:</p> <p>Owner Occupiers: must be a freeholder or leaseholder with at least 10 years of the lease remaining and the dwelling must be your only or main residence.</p> <p>Tenants: any tenant may apply for a disabled adaptation (subject to landlord consent).</p> <p>Landlords: where a tenant makes an application for a DFG, the landlords must be, or will be, a freeholder or leaseholder with at least 10 years of the lease remaining and the dwelling(s) is/are to be let on a permanent residential basis and not as a holiday home.</p> <p>A disabled person may make an application for a grant even if they fall outside the definitions above: each individual circumstance will be considered for grant assistance subject to an assessment of need from an Occupational Therapist, Occupational Therapist Assistant or Trusted Assessor and on application for grant assistance.</p>

	Financial Resources Owner Occupiers and Private Tenants – This will not be subject to a Test of Financial Resources.
Eligibility criteria (works)	Works of adaptation required to enable the occupier to remain within their home. Assistance is given to: <ul style="list-style-type: none"> • Facilitate access • Provide suitable facilities • Make a building safe for use • Make environmental improvements to enable the disabled person to safely live in their home. Eligible works will be determined subject to an assessment of need by the Council's Occupational Therapist, Occupational Therapist Assistance or Trusted Assessor.
Conditions	The Council advises that this grant is only available through the services of the Council's Adaptations In-house supervisory service. There will be no repayment conditions on this grant.
Maximum	The maximum grant assistance available is £36,000.

Discretionary Disabled Facilities Grant (Small) - SAFE, WARM AND SECURE ADAPTATION GRANT	
Purpose/key outcomes	Safe Warm and Secure /Minor Adaptations: The Council aims to facilitate quick easy access through the grant system for the provision of minor and/or emergency adaptations. Small works include (but is not limited to): <ul style="list-style-type: none"> • Grab rails • Handrails • Paths • Level access door thresholds • Steps • Lever taps • Repairs to existing adaptations.
Eligibility criteria (applicant)	Safe Warm and Secure Grants are non means tested up to £5,000 (plus VAT and fees) for all clients. The Council cannot pay for the same adaptations/work twice.

	The Council cannot pay for extending a service contract beyond the initial period, or for carrying out a replacement of equipment where servicing and maintenance has not been kept up to date.
Eligibility criteria (works)	<p>Safe Warm and Secure Assistance – Minor Adaptations could help provide the following:</p> <p>Minor adaptations such as grab rails, steps and ramps, lever taps, repairs to existing adaptations.</p> <p>Any other works of assistance at the discretion of the Council.</p> <p>Grant is available on the recommendation of Occupational Therapists, Occupational Therapist Assistants, Community Care Workers or trusted assessors.</p>
Conditions	<p>The Council advises that this grant is only available through the services of the Council's In-House supervisory service or on application by the applicant, consideration will be given to waive this condition.</p> <p>There will be no repayment conditions on this grant.</p>
Maximum	Up to £5,000 plus fees plus VAT

RELOCATION GRANT (DFG)	
Purpose/key outcomes	<p>There is a presumption against the allocation of a Disabled Facilities Grant where the property is unsuitable in the long term to the applicant's needs.</p> <p>The Authority will also offer assistance towards the relocation of a disabled person in appropriate circumstances i.e. where a property's adaptation costs are not reasonable or practicable, or else where adaptation of the existing property may not adequately meet the needs of the disabled person or their family/carer.</p> <p>Therefore, sometimes an Occupational Therapist may identify a homeowner whose needs cannot be met within their existing home. Adaptations at certain properties may not be practicable and this decision will be made in conjunction with the disabled adaptations service. In these circumstances, a client may be eligible for financial assistance to move from their current home to a more suitable property, which is either adapted to meet their needs or, where adaptations are practicable.</p>

Eligibility criteria (applicant)	<p>For owner occupiers a Relocation Grant will be offered alongside a DFG which will be subject to the same eligibility criteria, means test and post completion conditions as apply to the discretionary/mandatory Disabled Facilities grant.</p> <p>In determining the level of assistance consideration will be given to the feasibility and cost of adapting both the current and proposed property, and the market value of each of the properties.</p> <p>The disabled person and their spouse would be subject to a test of their financial resources to determine their financial contribution.</p> <p>In cases where the disabled person is a child, the parents or guardian who will have an owner's interest in the relocation property will be subject to the test of resources calculation.</p>
Eligibility criteria (works)	<p>The grant offered will not exceed the cost of adapting the current property.</p> <p>For private sector tenants assistance with removal expenses will be considered in cases of hardship.</p> <p>The grant can only be used to cover the costs related to moving house, for example:</p> <ul style="list-style-type: none"> • estate agent's fees • solicitor's fees • removal costs • essential utility connection costs • deposit for a privately rented property <p>In some cases, we may also consider helping with the cost of carpets and curtains and replacement of certain appliances. However, this will depend on the individual circumstances of each case.</p> <p>An assessment of the new property will be carried out by the Occupational Therapist in order to determine if the disabled person's daily living needs could be met at that property. In liaison with a Housing Adaptations and Improvement Officer, a determination of the cost of any adaptations necessary at the new property will be made.</p>
Conditions	<p>A charge will be lodged at the Land Registry on the new property as soon as possible after purchase of the property.</p> <p>In the event of a disposal of the property, within 10 years of the payment of the grant award, the grant will be repayable in its entirety.</p>
Maximum	The maximum grant assistance available is £10,000.

APPENDIX B - DISCRETIONARY MAINTENANCE AND REPAIR ASSISTANCE GRANTS AND LOANS

Poor housing conditions are a major factor in older and/or vulnerable people suffering poor health and becoming dependent on community care.

However, with limited capital resources as a local authority, and an increasing elderly population, it is not possible to assist every older or vulnerable person.

Some older persons will have the ability and/or means to pay for maintenance of their own homes. With this in mind, grant and / or loan assistance will be targeted at those in greatest need. The Emergency Repair Assistance can assist elderly and /or vulnerable people with no other financial means to do so, to carry out essential repairs to their home. Furthermore, more recently funding has been made available to local authorities through the Home Improvement Loan and Houses into Homes Loan Schemes as a way of providing additional finance to individuals and businesses for home improvements, which will contribute to the overall programme of improving the quality of homes and increasing housing supply.

Furthermore, with the introduction of the WG Vibrant Viable Places regeneration programme, Town Centre Loans have been made available in order to target the number of vacant, underutilised and redundant sites and premises in town centres and to support the diversification of town centres by encouraging more sustainable uses for empty sites and premises. A specific housing element is included in this scheme to support the conversion of properties into living accommodation.

EMERGENCY REPAIR ASSISTANCE	
Purpose/key outcomes	<p>Emergency Repair Assistance: The Council aims to provide financial emergency repair assistance to help with urgent works of repair, for the vulnerable and/or elderly.</p> <p>Please note: This funding is not grant aid, but financial assistance provided for the duration of the recipient's occupancy of the property and becomes repayable on sale/transfer of the property.</p>

<p>Eligibility criteria (applicant)</p>	<p>For people over 65 years</p> <ul style="list-style-type: none"> - Owner occupiers over 65 years with savings of less than £15,000, - Tenants over 65 years with life interest or have a long lease in a property with savings of less than £15,000, OR - Owner occupier or tenants who are in receipt of a means tested benefit (or equivalent) - Clients needing palliative care and/or to enable early release from hospital. <p>People over 18 and under 65 years of age - will also be eligible to apply if they meet the following criteria:</p> <ul style="list-style-type: none"> - Owner occupier, OR - Tenant who has a long lease, AND - be in receipt of a means tested benefit including: Income Support, income based Job-Seeker's Allowance, Income based employment and support allowance, Guaranteed Pension Credit, Housing Benefit, Council Tax benefit, Child Tax Credit or Working Tax Credit for which his/her income has been calculated to be less than the sum determined annually by DWP for means-tested purposes (currently £15,860 for 2011/12) or Universal Credit. OR - Applicants whose primary place of residence is at the property, but not in receipt of the income-related benefits above, will be subject to the <i>Reduction in Grant Regulation</i> 'means test'. Applicants whose contribution is calculated as less than £1,000 (one thousand pounds) will be eligible and will contribute the calculated amount towards the cost of the works. <p>The applicant must live in the dwelling as their only or main residence and have an owner's interest in the dwelling, or be a tenant of the dwelling alone or jointly with others and have a 'duty or power' to carry out the works in question (e.g. in the case of tenants, the landlord usually has the duty or 'repairing obligation' and not the tenant), or occupy the dwelling under a right of exclusive occupation granted for life.</p> <p>In respect of a mobile home the occupier must also satisfy a 3 year residential qualifying period.</p> <p>A check will be carried out as to whether any relevant grants have been paid previously to ensure that not more than £5,000 plus fees plus VAT is given in any three year period for each type of grant (Emergency Adaptation and Emergency Repair) (subject to exceptions below). The Council cannot pay for the same work twice.</p>
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Eligibility criteria (works)	<p>Repair works for serious, unexpected, and potentially dangerous situations requiring immediate action to a dwelling such as:</p> <ul style="list-style-type: none"> - securing the basic fabric of the property from the entry of wind or rain - protecting the occupants from immediate exposure to danger - repairs to windows and doors - defective drainage - dangerous wiring <p>Any other works of assistance at the discretion of the Council.</p>
Conditions	<p>This financial assistance becomes repayable on sale or transfer of the property.</p> <p>A local land charge will be placed that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p> <p>The Council advises that this financial assistance is only available through the services of the Council's Home Improvement Supervisory service or on application by the applicant, consideration will be given to waive this condition.</p>
Maximum	Up to £5,000 plus fees plus VAT in a 3 year period.

HOME IMPROVEMENT LOANS	
Purpose/key outcomes	<p>These Home Improvement Loans are made available to support the following elements:</p> <ul style="list-style-type: none"> • Substandard Housing (Cat 1 / Cat 2 Hazards / Welsh Housing Quality Standard); • Repair, Fire Safety or Security; • Empty Homes (Renovation / Conversion);
	<ul style="list-style-type: none"> • Energy Efficiency (ECO top up); • Group Repair Schemes / Envelope Schemes; • Private Rented Sector (Access Schemes); • Aids and adaptations for older or disabled people or DFG top up. <p>This is not an exhaustive list and if the works contribute to making the property warm safe or secure, then it will fall within the terms of the scheme.</p>

<p>Eligibility criteria (applicant)</p>	<p>Owners of substandard houses and includes:</p> <ul style="list-style-type: none"> • Owner occupiers • Landlords • Developers • Charities / Third Sector <p>Priority must be given to homeowners and landlords. Priority must be given to landlords that offer affordable / social housing / nomination rights over market rent.</p> <p>The applicant must be able to afford the monthly loan repayments and will be subject to a financial assessment.</p> <p>Applicants must not:</p> <ul style="list-style-type: none"> • Have adverse credit history which may include: • County Court Judgements (CCJ) • Individual Voluntary Arrangements (IVAs) • Debt Relief Order (DRO) • Bankrupt (within last 6 years) • Company Insolvency / Liquidation <p>Owe any outstanding debt to the Local Authority at the time of making an application</p> <p>Applicants must not:</p> <ul style="list-style-type: none"> • Have adverse credit history which may include: • County Court Judgements (CCJ) • Individual Voluntary Arrangements (IVAs) • Debt Relief Order (DRO) • Bankrupt (within last 6 years) • Company Insolvency / Liquidation <p>Owe any outstanding debt to the Local Authority at the time of making an application</p>
<p>Eligibility criteria (works)</p>	<p>Any loan requiring works must contribute to making the property Warm, Safe or Secure. There is no requirement that the property must meet all of these criteria. The loan could be targeted at one key element.</p> <p>The loan scheme could be used to support the following elements:</p> <ul style="list-style-type: none"> • Substandard Housing (Cat 1 / Cat 2 Hazards / Welsh Housing Quality Standard); • Repair, Fire Safety or Security; • Empty Homes (Renovation / Conversion); • Energy Efficiency (ECO top up); • Group Repair Schemes / Envelope Schemes; • Private Rented Sector (Access Schemes); • Aids and adaptations for older or disabled people or DFG top up.

Eligibility criteria (works)	<p>This is not an exhaustive list and if the works contribute to making the property warm safe or secure, then it will fall within the terms of the scheme.</p> <p>There must be no Category 1 hazards (as defined by Housing Health and Safety Rating System HHSRS) after completion of works if the loan is a Landlord Loan, ie. The property is a rented property.</p> <p>Officers from the local authority will visit each property to determine eligible work and discuss the loan application process with the applicant.</p>
Maximum Loan Periods	<p>Owner Occupiers - maximum loan period up to 10 years; Landlords / Developers / Charities - maximum loan period up to 5 years.</p> <p>Loan period will be agreed on application, and will depend on the value of the loan and applicant's financial ability to repay.</p>
Repayment terms	<p>Loan repayment will be by monthly direct debit payments unless otherwise agreed during the application process.</p> <p>For owner-occupier loans the repayment period will be set to ensure a minimum repayment of £50/month with a repayment period agreed during the application process (up to a maximum of 10 years).</p>
Conditions	<p>Any loan offered, taking into account any existing mortgage cannot exceed 80% of the current property value. It is possible in certain cases for another property to be used as security for the loan.</p> <p>For loans up to £5000 a local land charge will be secured on the property that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p> <p>This local land charge will also apply to those owner occupiers who receive the Loan Application Fee Grant and this charge will bind the applicant and any successors in title until such time as the loan is repaid.</p> <p>For loans over £5000 a Land Registry Legal Charge will be lodged that will bind the applicant and any successors in title.</p> <p>The property must remain fully insured against loss or damage, to full reinstatement value.</p>
Maximum	<p><u>Owner Occupiers</u> Min £1,000 up to a Max £35,000 per unit</p>

	<p><u>Landlords</u> Min £1,000 up to a Max £25,000 per unit – market rent Min £1,000 up to a Max £35,000 per unit – rents are based on the Local Housing Allowance Rate.</p>
Loan Application Fee Grant for owner-occupiers	<p>This can include the use of the supervisory service to oversee the works. Provided there is no default on the loan, or breach of grant conditions, the grant will not be repayable. The local authority has discretion to only approve the Loan Application Fee Grant in certain circumstances on consideration by the Corporate Manager and Corporate Lead Officer.</p>
Loan Fee Charges/cost	<p>A one-off administration fee will apply that may be paid over the term of the loan or paid up front.</p> <p>All fees are subject to change annually in line with the Council's Fees and Charges Policy. Fees correct at time of Policy approval, January 2022.</p> <p>Owner Occupiers Loan up to £5000 – fee of £650 Loan £5001 to £35,000 – fee of £1000</p> <p>In the event of Loan Application Fee Grant not being available a maximum of £500 will be charged to the applicant.</p> <p>Landlords Loan up to £10,000 – fee of £1035 Loan £10,001 - £35,000 – fee of £1555 Loan over £35,000 – fee of £2278</p> <p>These fees for landlords will be waived if the property is offered for rent at the Local Housing Allowance rate for the duration of the loan period, and the landlord rents the property to tenants from the Council's Affordable Housing Register or otherwise a tenant who would be eligible to be on this Register by entering into a Nomination Rights Agreement.</p> <p>Supervisory Service The Local Authority can provide a supervisory service for building works to ensure consistency in standards of workmanship and timely delivery of works. This will include measuring up the property to produce a scheme of work, including drawings where necessary, obtain quotes for the work, including for specialist equipment, and sort out any issues as they arise. The applicant may choose this service if they so wish at a charge of 10%.</p>

	Alternatively the applicant is at liberty to secure their own contractors for the works. In this circumstance, the local authority will not be liable for the quality of the workmanship or follow up on defects following completion of the works.
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LIFETIME LOANS	
Purpose/key outcomes	There may be occasion when a property is in such a condition (Cat 1 hazards) that it is not reasonable for the Council to allow the occupier to remain without works being undertaken. The Council has discretion to offer a Lifetime Loan for Category 1 hazards within the property.
Eligibility criteria (applicant)	Owner occupiers who cannot meet the affordability check for Home Improvement Loans but who do not qualify for Emergency Repair Assistance or have already been awarded the ERA maximum. Where eligible benevolent funding must be sought
Eligibility criteria (works)	Repair works for serious, unexpected, and potentially dangerous situations requiring immediate action to a dwelling such as: <ul style="list-style-type: none"> - securing the basic fabric of the property from the entry of wind or rain - protecting the occupants from immediate exposure to danger - repairs to windows and doors - defective drainage - dangerous wiring <p>Works will be Category 1 (HHSRS) hazards only.</p> <p>Any other works of assistance at the discretion of the Council. Officers from the local authority will visit each property to determine eligible work and discuss the loan application process with the applicant.</p>
Repayment terms	This financial assistance becomes repayable on sale or transfer of the property or if the applicant ceases to reside at the property. A local land charge or full legal charge will be placed that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry. The Council advises that this financial assistance is only available through the services of the Council's In-house supervisory service

	<p>or on application by the applicant, consideration will be given to waive this condition.</p> <p>The loans are interest free until the time that they become repayable.</p> <p>Where any sum is required to be paid, but is not repaid in accordance with the loan conditions, a breach of conditions will have occurred. In such instances Ceredigion County Council may demand immediate repayment of the loan and interest will be charged at 5% above the Bank of England base rate.</p>
Conditions	<p>The Council may consider the availability of equity in the property when determining the amount of loan to award.</p> <p>For loans up to £5,000 a local land charge will be secured on the property that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p> <p>For loans over £5,000 a Land Registry Legal Charge will be lodged that will bind the applicant and any successors in title. This charge will be registered in the local land charges register and thereafter registered with the Land Registry.</p>
Maximum	£15,000 inclusive of VAT (with the discretion to increase this in exceptional circumstances by consideration of the Grants Panel)
Loan Fee Charges/cost	No administration fee will be charged for this Loan.

HOUSES INTO HOMES (EMPTY PROPERTIES) LOAN	
Purpose/key outcomes	<p>Houses to Homes is a Welsh Government initiative designed to bring empty homes (min 6 months empty) back into use for sale or rent.</p> <p>Finance may be used for:</p> <ul style="list-style-type: none"> • loans to return a property to use to sell - these loans would have a maximum 2 year repayment period • loans to return a property to use for rent - these loans would have a maximum 5 year repayment period
Eligibility criteria (applicant)	<p>Loans can be offered to individuals (expected 3 months pay slips), charities (3 years accounts), companies/ businesses (3 years accounts).</p> <p>Loans are not available for people wanting to renovate the property and live in it as their principal home (see Home Improvement Loans).</p>

Eligibility criteria (works)	<p>Works required for the renovation and improvement of single properties or the conversion of empty properties into a number of units, so that they are suitable for use as residential accommodation.</p> <p>Funding will be available up front before works start, providing owners with working capital.</p>
Repayment Terms	<p>This will depend on what is the intention with the property on completion of the works.</p> <ul style="list-style-type: none"> • If renovating a single property, which is to be sold, the loan must be repaid when the property is sold or up to two years from the date of the loan approval, whichever is the sooner. • If converting a property into a number of units, which are to be sold on completion of the works, it is expected that the loan must be repaid on sale of the first unit, or two years, whichever is the sooner. However we will endeavour to arrange a mutually agreeable repayment schedule. • If the property/units are to be made available for letting the loan must be repaid within 3 years from the date of the loan approval. • All loans can be repaid earlier if the applicant wishes to do so. <p>The loans are interest free, providing there is no default on the loan.</p> <ul style="list-style-type: none"> • Where any sum is required to be paid, but is not repaid in accordance with the loan conditions, a breach of conditions will have occurred. In such instances Ceredigion County Council may demand immediate repayment of the loan and interest will be charged at 5% above the Bank of England base rate.
Conditions	<p>Loans will be secured as first or second charge against the Land Registry Title.</p> <p>Loans can only be made available for properties that have been empty for at least six months or more.</p> <p>Any loan offered, taking into account any existing mortgage cannot exceed the following Loan to Value rates. Up to £25,000 loan - 80% LTV £25,001 - £100,000 loan – 75% LTV and £100,001 - £250,000 loan – 70% LTV.</p> <p>The Council may give consideration in certain cases for another property to be used as security for the loan.</p> <p>Applicant must carry out the conversion/repair works within an agreed time period.</p>

	<ul style="list-style-type: none"> The property/units must be marketed for sale or for let within a reasonable period of time after completing the works (12 weeks). If the property/units are available for rent and are not occupied within this time period, then the loan may become repayable. The loan must be repaid either on or before the date as specified in your Loan Facility Agreement. <p>The property must remain fully insured against loss or damage, to full reinstatement value.</p>
Maximum	<p><u>Market rent properties</u> Min £1,000 up to a Max £25,000 per unit.</p> <p><u>Local Housing Allowance rent properties</u> Min £1,000 up to a Max £35,000 per unit. Landlord will need to enter into a Nomination Rights agreement or the PRS Lease scheme.</p>
Loan Fee Charges	<p>All fees are subject to change annually in line with the Council's Fees and Charges Policy. Fees correct at time of Policy approval, January 2022.</p> <p>Loan up to £10,000 – fee of £1035</p> <p>Loan £10,001 - £35,000 – fee of £1555</p> <p>Loan over £35,000 – fee of £2278</p> <p>These fees for landlords will be waived if the property is offered for rent at the Local Housing Allowance rate for the duration of the loan period, and the landlord rents the property to tenants from the Council's Affordable Housing Register or otherwise a tenant who would be eligible to be on this Register by entering a Nomination Rights Agreement.</p> <p>Supervisory Service</p> <p>The Local Authority can provide a supervisory service for building works to ensure consistency in standards of workmanship and timely delivery of works. This will include measuring up the property to produce a scheme of work, including drawings where necessary, obtain quotes for the work, including for specialist equipment, and sort out any issues as they arise. The applicant may choose this service if they so wish at a charge of 10%.</p> <p>Alternatively the applicant is at liberty to secure their own contractors for the works. In this circumstance, the local authority</p>

	<p>will not be liable for the quality of the workmanship or follow up on defects following completion of the works.</p> <p>Building/planning fees and RICS evaluation fees (if required) are not included and should be paid by the applicant.</p>
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HEALTH AND HOUSING ANCILLARY ASSISTANCE	
Purpose/key outcomes	<p>Discretionary assistance to enable independent living where other grant and loan products do not cover costs due to limitations in criteria.</p> <p>Financial assistance is dependent on availability of appropriate funding avenues such as Integrated Care Funding.</p> <p>Examples of qualifying items include;</p> <ul style="list-style-type: none"> - clearance of property in hoarding cases - temporary accommodation to facilitate works - connection of services - other public health matters <p>This funding is offered at the discretion of the Team Manager only.</p> <p>Please note: This funding is not grant aid, but financial assistance provided for the duration of the recipient's occupancy of the property and becomes repayable on sale/transfer of the property.</p>
Eligibility criteria (applicant)	Vulnerable clients who cannot access other funding sources.
Eligibility criteria (works)	<p>Works which are necessary for the health/ safety of the occupant or other persons in proximity to the deficiency identified but cannot be fulfilled by other grant and loan products.</p> <p>Officers from the local authority will visit each property to determine eligible work and discuss each case with Team Manager.</p>
Conditions	Local Land Charges or Land Registry Legal Charge will be lodged to become repayable on sale or transfer of the property, for whatever reason, at whatever point in time.
Maximum	Subject to available funding.

Local Authority Loans



Powers to award loans

The Regulatory Reform (Housing Assistance) (England & Wales) Order 2002 allows Local Authorities to formulate funding policies to address specific local needs and strategic priorities in improving living conditions. A policy must be in place/ adopted before any assistance can be issued.

Assistance may be provided in any form and may be unconditional or subject to conditions, including conditions as to the repayment of the assistance or of its value (in whole or in part), or the making of a contribution towards the assisted work. (As set out in local policy).

In addition the Local Government Act 2000 created a discretionary power referred to as 'the well-being power' which enables Local Authorities to do anything that they consider is likely to promote or improve the economic, social or environmental well-being of their area and / or persons in it, provided that they are not restricted from doing so by other legislation.

Consequently, the broad nature of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 and the general 'well-being' powers contained in the Local Government Act 2000, means that Local Authorities will be able to provide financial assistance through Loan Schemes to the full range of applicants and can attach such conditions or terms that they consider appropriate in the circumstances.

Further information including eligibility can be found in the Housing Grants and Loans Financial Assistance Policy as agreed by cabinet 8th May 2018.

Financial Conduct Authority

The FCA regulates the provision of mortgages and conduct of parties engaged in regulated mortgage activity. Local Authorities are excluded from needing FCA permission for most consumer credit activities, but may still need permission for some types of lending.

Securing a 'land mortgage' over the property, either by legal charge registered with the District Land Registry or a local land charge (ie. a regulated mortgage) puts the regulation of the service under the Financial Services and Market Act 2000.

However, under the Financial Services and Market Act 2000 (exemption) (Amendment) (No.2) Order 2003 Local Housing Authorities offering mortgages have been exempt from the FCA regulatory regime, on the basis that a comparable quality service is provided to the client.

To ensure that Local Housing Authorities are able to meet the requirement of providing a comparative service, the LA should seek to follow the National Assembly of Wales issued Circular 20/02 (Renewal Guidance) and the Mortgage Sales Guidance for Local Authorities and Housing Associations 2000.

Distance selling

Where an LA provides a loan/ mortgage without any face-to-face contact with the customer at any stage this is classed as 'distance selling' and further information and regulations apply. *As set out in Distance Marketing Directive and incorporated within UK legislation via the Financial Services (Distance Marketing) Regulations 2004.*

In order to ensure this is not applicable, the LA must have a face-to-face meeting with the customer to discuss the loan/ mortgage.

Mortgage Administration Standards

1. Lending business must be conducted in an honest and responsible way, with due care and skill.
 - a. LA's should have in place a policy identifying eligibility criteria and produce a document clearly showing this for customers.
 - b. Lending procedure must be undertaken by a trained member of staff.
 - c. Interview methods must not leave customers feeling pressurised into taking out a mortgage to fund home improvement works.
 - d. Lending procedures must not result in any unfair treatment of customers.
 - e. Lending procedures must not give rise to any conflict of duty with customers.
 - f. Before giving any assistance the LA must be satisfied that the person has received appropriate advice or information about the extent and nature of any obligation (financial or otherwise) that they will be taking on.
2. Lending procedures must recognise the interests of the customer and treat them fairly.
 - a. Clear information on the terms of the loan should be given in advance.
 - b. Customers should be given time to consider whether this product is right for them, before signing documents.
 - c. LA must be satisfied that customers are fully aware of any financial commitment they are entering into
3. All contact and communication with customers must be clear, fair and not misleading.
 - a. Contact includes oral and written, telephone calls, face to face and correspondence (letters, emails).
 - b. Customer should receive written information about the product being offered. (Guidance document) This should include; who is providing the loan/ mortgage; fees; refund policy; complaint procedure. (Prescribed information).
 - c. Guidance document should be given at an early stage/ first contact.
 - d. Includes the availability of the loan or other products available through the lender which may be suitable.
 - e. On offer of loan/ mortgage, the customer should be given Mortgage Offer Document. This should include; customer name; date it was produced and how

long the offer is valid for; how to accept; what assistance has been given; fees applicable; amount of mortgage; repayments; value of property for security; interest rate; disposal terms/ risks; length of mortgage; total cost of mortgage; contact details. (Prescribed information)

4. Reasonable care must be taken to ensure that any mortgage offered to the customer is suitable for them, based on their needs and circumstances.
 - a. The LA must take reasonable steps to obtain from a customer all information necessary to assess whether the loan is suitable. Eg. Ownership capacity (personal/ business etc.), other secured debt, financial situation of applicant etc.
 - i. Customer can afford to take out the loan/ mortgage, consider income/ expenditure and likely changes in the future
 - ii. Loan/ mortgage meets customers needs and circumstances
 - iii. Customer meets eligibility requirements
 - iv. For Lifetime Loan, customers future needs and plans eg. Moving, or his/ her wishes for the estate.

Please refer to the National Assembly of Wales issued Circular 20/02 (Renewal Guidance) and the Mortgage Sales Guidance for Local Authorities and Housing Associations 2000 for more information.

State Aid

State Aid should only need to be considered for Landlord loans. The current de minimis thresholds are EUR 200,000 (approx. £163,500) over a three year period. The aid component is not the loan itself (which must be repaid) but the advantage conferred on the borrower through not having to pay interest on the loan. Consequently, the amount of aid for each transaction would be counted as the present value of the interest that would be charged by a commercial lender. Provided that figure, plus the amount of any other state aid received by the borrower in the three years before the aid is given, does not exceed 200,000 Euros / £163,500 from all sources of public sector aid, then the de minimis rules can apply. The benefit of such a loan under these schemes is well below the current threshold.

Statement of state aid implications should be given to landlord/ developer applicants.

Current Loan Products

This procedure can be adapted to include new loan sources should the Local Authority be in a position to offer them.

Current products include:

- Emergency Repair Assistance
- Home Improvement Loan
- Houses into Homes Empty Property Loan
- Lifetime Loan

Process steps

	Emergency Repair Assistance	Lifetime Loan	Home Improvement Loan	Houses into Homes Loan	Town Centre Loan (not currently available)
Enquiry received.					
Initial letter or email sent including conditions/ info. (Guidance document)	X		X	X	
Visit to property to determine works and chat through loan face to face. Discussion should take place with applicant to confirm when the finance is repayable. Explain the process of application and securing the charge. Confirm ownership.	X	X	X	X	
HHSRS carried out at the dwelling to identify Cat 1 hazards	X	X			
Schedule of works to remedy Cat 1 hazards at dwelling. Source quotations using Councils Minor Works Framework.	X	X			
Complete application form with applicant	X	X			
Application received					
Check proposed works match purposes	X	X	X	X	
Verify application ¹ (first officer) (refer to financial assessment stages)		X	X	X	

Verify application ⁸ (second officer) (refer to financial assessment stages)	X	X	X	X	
Ownership status should be confirmed with Land Registry Title and consideration given to any other charges (mortgages) secured on the dwelling.	X	X	X	X	
Company applications to be referred to Finance for assessment.			X	X	
Check property insurance in place			X	X	
Approval of Loan to take place.	X ⁹	X ²	X	X	
Legal Charge document to be drawn up.		X	X	X	
Loan agreement document to be drawn up.			X	X	
Documents ¹⁰ to be sent to applicant, with cover letter of further explanation. Applicant to be encouraged to source independent advice. Signing of Documents will need to be witnessed by third party.		X	X	X	
Obtain signed agreement from Corporate Managers Housing and Finance		X	X	X	
Returned documents ¹¹ to be sent up to Legal for signing/ sealing on behalf of Council and registration of charges. Once this is in place, return one copy to applicant for safe keeping.		X	X	X	
Instruct contractor and check works on completion before payment.	X	X	X ¹²		
Register costs with Local Land Charges	X	X ¹³			
Payment to be sent to Finance. Copies of documents to be saved in shared folder. Finance will monitor repayments etc.	X	X	X	X	

⁸ Check ownership, costs of work, financial assessment, ID forms, viability/ due diligence, security options, debts with CCC, fee recieved. See financial assessment stages for further information.

⁹ Approval document to contain conditions, and reference to the approval being subject to charges being secured.

¹⁰ Mortgage Offer Document, Loan Agreement, Legal Charge, Direct Debit

¹¹ Legal Charge, Loan Agreement, Land Registry Title, ID1 form, Mortgage company agreement/ Deed of priority, Manager agreement document. Legal services to register Land Registry charge and Companies House, if applicable.

¹² Only instruct contractor for Home Improvement Loan if Supervisory Service is used.

¹³ Where costs are under £5000

NOTE: Loans above £100,000 should be subject to a Panel assessment protocol, to include input from Corporate Managers; Housing and Finance and assessing officers in both services.

Financial assessment stages

In order to minimise risk and carry out due diligence in assessment of applications for loan funding a stepped approach to financial assessment is carried out in line with the below.

Owner occupier application - Loan amount up to £25,000 Home Improvement Loan	
Affordability form	Check against bank statements and wage slips provided to ensure the additional loan payments can comfortably be met. (Responsible lending) If not, consider altering loan amount, repayment time frame or alternative financing.
Loan to Value	Maximum 80% (using current value and accounting for other mortgage/ secured lending)
Security	First or second charge on property being renovated
Insurance	Check house insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Payment of funds	On Invoice, after works, stages if required
Repayment	Monthly at min £50/ month over max 10 years

Individual Landlord - Loan amount up to £25,000 Home Improvement, Houses into Homes	
Affordability form	Home Improvement Loan Check against bank statements and wage slips provided to ensure the additional loan payments can comfortably be met. (Responsible lending)

	<p>If not, consider altering loan amount, repayment time frame or alternative financing.</p> <p>Houses into Homes Empty Property Loan</p> <p>Equity check</p> <p>Ability to complete scheme</p>
Loan to Value	Maximum 80% (using current value and accounting for other mortgage/ secured lending)
Security	First or second charge on property being renovated or alternative property where ownership is the same.
Insurance	Check property insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Payment of funds	<p>Home Improvement Loan</p> <p>On Invoice, after works, stages if required</p> <p>Houses into Homes Empty Property Loan</p> <p>Up front after loan secured</p>
Repayment	<p>Home Improvement Loan</p> <p>Monthly at min £100/ month over max 5 years</p> <p>Houses into Homes Empty Property Loan</p> <p>Lump sum at end of term. (2y sale, 5y rent)</p> <p>Or upon sale if earlier</p>

Individual /Landlord - Loan amount £25,001 - £100,000	
Houses into Homes	
Affordability	Houses into Homes Empty Property Loan

	Equity check Ability to complete scheme
Loan to Value	Maximum 75% (using current value and accounting for other mortgage/ secured lending)
Security	First or second charge on property being renovated or alternative property where ownership is the same.
Insurance	Check property insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Payment of funds	Houses into Homes Empty Property Loan Up front after loan secured, but release in stages/ tranches along with progress
Repayment	Houses into Homes Empty Property Loan Lump sum at end of term. (2y sale, 5y rent) Or upon sale if earlier

Individual /Landlord - Loan amount £100,001 - £250,000 Houses into Homes PANEL ASSESSMENT	
Affordability	Houses into Homes Empty Property Loan Equity check Ability to complete scheme
Loan to Value	Maximum 70% (using current value and accounting for other mortgage/ secured lending)
Security	First or second charge on property being renovated or alternative property where ownership is the same.

Insurance	Check property insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Payment of funds	Houses into Homes Empty Property Loan Up front after loan secured, but release in stages/ tranches along with progress
Repayment	Houses into Homes Empty Property Loan Lump sum at end of term. (2y sale, 5y rent) Or upon sale if earlier Ability to require staged repayments is necessary

Business/ Company application - Loan amount up to £25,000 Houses into Homes	
Accounts	<p>Finance to carry out assessment of business/ company to include a review of the two most recent full year Statement of Accounts, to include a full Profit & Loss account and Balance Sheet. The assessment will aim to ensure the business is sustainable, has the capacity to undertake the proposed development, ability to service the loan and doesn't have any cash flow issues. Where possible a Dun & Bradstreet Business Credit report will be also be used in conjunction with the Statement of Accounts to evaluate the financial health of the business.</p> <p>Where a business is a registered limited company information available from Companies House and any other public source will also form part of the assessment.</p>
Loan to Value	Maximum 80% (using current value and accounting for other mortgage/ secured lending)

Security	First or second charge on property being renovated or alternative property where ownership is the same.
Insurance	Check property insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Companies House	Charge registered against business entity with Companies House
Payment of funds	Houses into Homes Empty Property Loan Up front after loan secured
Repayment	Houses into Homes Empty Property Loan Lump sum at end of term. (2y sale, 5y rent) Or upon sale if earlier

Business/ Company application - Loan amount £25,001 - £100,000 Houses into Homes	
Accounts	<p>Finance to carry out assessment of business/ company to include a review of the two most recent full year Statement of Accounts, to include a full Profit & Loss account and Balance Sheet. The assessment will aim to ensure the business is sustainable, has the capacity to undertake the proposed development, ability to service the loan and doesn't have any cash flow issues. Where possible a Dun & Bradstreet Business Credit report will be also be used in conjunction with the Statement of Accounts to evaluate the financial health of the business.</p> <p>Where a business is a registered limited company information available from Companies House and any other public source will also form part of the assessment.</p>

Loan to Value	Maximum 75% (using current value and accounting for other mortgage/ secured lending)
Security	First or second charge on property being renovated or alternative property where ownership is the same.
Insurance	Check property insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Companies House	Charge registered against business entity with Companies House
Payment of funds	Houses into Homes Empty Property Loan Up front after loan secured Staged payments as works progress
Repayment	Houses into Homes Empty Property Loan Lump sum at end of term. (2y sale, 5y rent) Or upon sale if earlier

Business/ Company application - Loan amount £100,001 - £250,000 Houses into Homes PANEL ASSESSMENT	
Accounts	Finance to carry out assessment of business/ company to include a review of the two most recent full year Statement of Accounts, to include a full Profit & Loss account and Balance Sheet. The assessment will aim to ensure the business is sustainable, has the capacity to undertake the proposed development, ability to service the loan and doesn't have any cash flow issues. Where possible a Dun & Bradstreet Business Credit report will be also be used in conjunction with the Statement of Accounts to evaluate the financial health of the business.

	Where a business is a registered limited company information available from Companies House and any other public source will also form part of the assessment.
Loan to Value	Maximum 70% (using current value and accounting for other mortgage/ secured lending)
Security	First or second charge on property being renovated or alternative property where ownership is the same.
Insurance	Check property insurance in place, against loss or damage, to full reinstatement value
Debt check	Carry out debt check with debtors and council tax in relation to applicant and property. Debts must be resolved prior to approval.
Companies House	Charge registered against business entity with Companies House
Payment of funds	Houses into Homes Empty Property Loan Up front after loan secured Staged payments as works progress
Repayment	Houses into Homes Empty Property Loan Lump sum at end of term. (2y sale, 5y rent) Or upon sale if earlier Ability to require staged repayments is necessary

To further mitigate risk against non-repayment/ default, a buffer is to be maintained of £100,000 across loan pots, from the original grant funding.

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 Objective/Budget saving)

Proposal Title	Housing Grants and Loans Financial Assistance Policy
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Service Area	Housing	Corporate Lead Officer	Donna Pritchard	Strategic Director	Caroline Lewis
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Name of Officer completing the IIA	Alwen Edwards	E-mail	Alwen.Edwards@ceredigion.gov.uk	Phone no	01545 572183
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Please give a brief description of the purpose of the proposal

This Policy includes the details for the Grants and Loans delivered by the Housing Service. These include external and internal funded grant and loans assistance and the conditions that apply to each. We are seeking to update the policy to include additional details on the loans and in line with the Welsh Government requirement to remove the Test of Financial Resources for small and medium sized grants. By removing the Test of Financial Resources this may have an impact on the number of clients eligible for the grant.

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).

This will directly affect the general public who require disabled adaptations in order for them to remain living independently in their own homes.

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
Alwen Edwards	Overview and Scrutiny	1	16/12/2021	<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>

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COUNCIL STRATEGIC OBJECTIVES: Which of the Council's Strategic Objectives does the proposal address and how?				
Boosting the Economy	The Policy will have a positive impact on the local construction industry providing job opportunities due to the potential increase in the number of residents eligible for housing adaptations. Contractors from the CCC Minor Works Framework currently deliver housing adaptations and there is a potential for additional adaptations to be approved and undertaken. In addition to this with elderly clients living in their own homes there will be an increase in the reliance on local carers calling several times a day – local employment.			
Investing in People's Future	The Policy will provide the opportunity for disabled and elderly residents to remain living within their homes through timely adaptations enabling them to live within their communities and with their families enhancing their health and wellbeing.			
Enabling Individual and Family Resilience	By providing disabled adaptations to elderly and disabled clients, this enables clients to remain living independently within their homes and communities and with their families for longer.			
Promoting Environmental and Community Resilience	By providing disabled adaptations to elderly and disabled clients, this enables clients to remain living independently within their homes and continue to be a part of their community. In building extensions and undertaking other adaptations within the home, the latest Building Regulations are adhered to ensuring that energy efficiency measures are installed within the structures. Local contractors who are on the CCC Minor Works Framework are used to deliver the works with the use of local Building Merchants reducing travel costs.			

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.	<p>The Policy will be amended on a regular basis depending on changes in law, guidance and local circumstances.</p> <p>The removal of the Test of Financial Resources (TFR) for small and medium size grants will result in an increase of clients eligible for adaptations and these clients will remain living independently in their own homes reducing the need for them to move into hospital/care homes. This will reduce the need to expand the capacity of both establishments.</p>	<p>In the 4 years pre-Covid (i.e. 2016-17 to 2019-20) on average 115 DFG adaptations were delivered annually. Of these, on average 16 clients annually were as a result of hospital discharge.</p> <p>There are no figures available to demonstrate the number of clients who were not eligible due to having a high contribution on the Test of Financial Resources.</p> <p>There are no figures for residents who undertake adaptations without contacting the LA.</p>	N/A



	<p>More properties will be adapted and these adaptations can be used by other family members, or sold to owners who may require the adaptation.</p>	<p>Of the 357 completed and returned Satisfaction Questionnaires (2016-17 to 2019-20), 354 were satisfied or very satisfied with the adaptation.</p> <p>17% of households on the Ceredigion Housing Register have requested an adapted property, thus creating the Accessible Housing Register</p>	
<p>Collaboration Working together with other partners to deliver.</p>	<p>The LA are working in collaboration with Welsh Government to deliver their requirements of removing the TFR for small and medium sized Adaptations.</p> <p>The Policy has been developed in conjunction with the relevant Partners, i.e. OTs from Social Service and the Health Board, Wales and West Care and Repair Service and local RSLs.</p>	<p>WG have requested this amendment for each authority in Wales.</p> <p>In order to effectively deliver disabled adaptations, Occupational Therapists (OTs) working for Social Services and the Health Board submit recommendations to the Section for elderly/disabled service users in the County. – Annually an average of 178 recommendations have been received based on the figures for the 4</p>	N/A



		<p>years pre-Covid (i.e. 2016-17 to 2019-20)</p> <p>The LA work in collaboration with Wales and West Care and Repair Agency to deliver the small sized adaptations and they act as Agents in a number of schemes delivering medium sized adaptations.</p> <p>An OT Liaison meeting is held regularly with the partners, minutes are provided for these meetings.</p> <p>Third Sector Organisations, i.e. Age Concern, CAVO, British Red Cross inform elderly/disabled/vulnerable residents of the availability of grant aid for adaptations within the home and act as advocate for them.</p>	
Involvement Involving those with an interest and seeking their views.	The following stakeholders were consulted with in developing the Policy: Ceredigion County Council - <ul style="list-style-type: none"> i) Housing Adaptations Section ii) Housing Strategy and Enabling Service iii) Social Services – OTs; 	The Policy has been discussed and views sought through the OT Liaison Meetings. Minutes of these Meetings can be provided	N/A



	<p>Health Board –</p> <ul style="list-style-type: none"> i) OTs <p>Wales and West Housing Association -</p> <ul style="list-style-type: none"> i) Care and Repair ii) Housing Team <p>Barcud Housing Association Strategic Housing Partnership Group</p> <p>The views of the stakeholders were sought early in the process especially as the change will impact on each Service, i.e. OTs, C&R, Housing Adaptations.</p> <p>OT Liaison Meetings are held every couple of months with representations from Social Services OTs, Hospital OTs, Care and Repair, Barcud and Wales and West Housing Associations.</p>	<p>Minutes of the Meetings can be provided</p> <p>Minutes of the Meetings can be provided</p>	
<p>Prevention Putting resources into preventing problems occurring or getting worse.</p>	<p>This is a requirement from WG to remove the TFR for small and medium sized adaptation grants. It is envisaged that there will be</p> <ul style="list-style-type: none"> i) an increase in enquiries received by Social Services OTs, ii) an increase in recommendations coming through to the Housing Adaptations Section; iii) an increased number of schemes for the contractors on the Minor Works 	<p>Although it is not recorded or the number collected for those who enquire for a grant and are unsuccessful as their contribution towards the cost of the scheme is greater or equal to the cost of the work, these Service users will be eligible for grant aid once the TFR has been removed for small and medium sized grants.</p>	N/A



	<p>iv) Framework to deliver within a specified timeframe and an increase in the required budget to deliver the schemes.</p> <p>v) All the above timescales feed into our Performance Indicators for the time it takes to deliver a DFG adaptation from time of first contact to completion of the adaptation.</p> <p>The Financial Assistance Policy will address these issue by taking into Account –</p> <p>i) Applying a maximum financial limit to small sized grants;</p> <p>ii) Applying a maximum financial limit to the medium sized grant;</p> <p>iii) Introduce a Priority List system</p>	<p>Those who believe that their contribution towards the cost of the works will be too high do not contact SS for an OT visit, therefore once the means test is removed for small and medium sized grants all will be eligible. The actual extent of the increase in the number of enquiries that will be received is unknown at present.</p>	
<p>Integration</p> <p>Positively impacting on people, economy, environment and culture and trying to benefit all three.</p>	<p>This Policy will affect Social Service – OT Section as well as the Housing Adaptations Section. The two sections work closely together and hold OT Liaison Meetings every couple of months addressing problem cases, workloads, financial situation of the grant budget, policies and procedures. The requirement as laid out from WG</p>	<p>The changes to the policy has been developed with partners and we will continue to monitor the delivery of the service through the OT Liaison meetings.</p>	<p>N/A</p>



	<p>was shared with the stakeholders early on.</p> <p>This could positively impact the</p> <ul style="list-style-type: none"> i) Economy – additional work for local contractors; ii) Environment – keeping service users in their homes will reduce the number of beds required in hospitals/care homes. All adaptations and new builds are done up to Building Control standards, this usually includes for insulation measures. 		
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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.	The Policy positively contributes to a prosperous Wales, through opportunities for local procurement, community involvement, jobs and/or apprenticeships and green enterprise. There is a CCC Minor Works Framework where the contractors are sourced and with an increased number	Minor Works Framework requirement for local contractors.	N/A



	of schemes being delivered this will increase the opportunity for local tradesmen.		
3.2. A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).	All works undertaken are to the requirements as set by Building Control, this includes insulation measures, specially for new builds. Service users can remain within their homes and within their communities, strengthening the communities. By ensuring that service users can remain living independently within their homes without the need to be admitted into hospitals or care homes, this will reduce the amount of additional pressure on the capacity of both limiting the number/size of new homes/hospitals having to be built to accommodate them.	Requirements of Building Control Regulations.	N/A
3.3. A healthier Wales People's physical and mental wellbeing is maximised and health impacts are understood.	Service users physical and mental wellbeing is maximised by providing the adaptation to those that previously would not have been eligible and ensuring that they can live independently within their homes and communities surrounded by family and friends. Along with the impact to the Housing Adaptation Service, the Social Services OT section and Wales and West Care and Repair Service will have an increase workload if a greater number	Of the 357 completed and returned Satisfaction Questionnaires received following a disabled adaptation within their home, 354 were satisfied or very satisfied with the adaptation. (Figures based on 4 years pre-Covid i.e. 2016-17 to 2019-20).	N/A



	<p>of residents within the county are eligible for grant aid for adaptations.</p> <p>The living environment of the service user will be improved and by keeping their independence and remaining to live within their home, among their family and friends, this will improve the person's quality of life.</p>		
<p>3.4. A Wales of cohesive communities Communities are attractive, viable, safe and well connected.</p>	<p>The Policy will have a positive impact on service users, as they will be able to remain living within their communities instead of being admitted to hospital/care home and live among their family and friends within the safety of their own home following the adaptation.</p>	<p>Enabling local people to remain living in their communities, will contribute towards sustaining cultural heritage and language.</p>	N/A
<p>3.5. A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p>	<p>There is a positive impact for a globally responsible Wales through ensuring that residents remain living independently within their own homes without the need to move into a Care Home or be admitted to hospital reducing the number of spaces required in both.</p> <p>Building works undertaken will be to Building Regulations requirements reducing people's carbon footprint.</p>	<p>Requirements of Building Control Regulations.</p>	N/A

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<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"> <tr> <td data-bbox="76 991 297 1142">Children and Young People up to 18</td><td data-bbox="297 991 448 1142">Positive ✓</td><td data-bbox="448 991 618 1142">Negative</td><td data-bbox="618 991 786 1142">None/ Negligible</td></tr> <tr> <td data-bbox="76 1142 297 1254">People 18-50</td><td data-bbox="297 1142 448 1254">Positive ✓</td><td data-bbox="448 1142 618 1254">Negative</td><td data-bbox="618 1142 786 1254">None/ Negligible</td></tr> <tr> <td data-bbox="76 1254 297 1469">Older People 50+</td><td data-bbox="297 1254 448 1469">Positive ✓</td><td data-bbox="448 1254 618 1469">Negative</td><td data-bbox="618 1254 786 1469">None/ Negligible</td></tr> </table>	Children and Young People up to 18	Positive ✓	Negative	None/ Negligible	People 18-50	Positive ✓	Negative	None/ Negligible	Older People 50+	Positive ✓	Negative	None/ Negligible	<p>Currently children under 18 year are eligible for a Disbaled facilities grant and is not subject to the Test of Financial Resources – therefore no change.</p> <p>Test of Financial Resources apply to all clients 18 and over. If the client is on a means tested benefit or on a low income they would qualify for a disabled facility grant with either no contribution having to be paid or a low contribution – therefore no change.</p>	<p>Ceredigion’s population is expected to age over the coming years, with significant increases in the numbers of people aged 65 and over, and more particularly in the 85+ age group. As life expectancy increases, the demand for housing which is suited to the needs of the elderly is likely to increase further.</p>	<p>N/A</p>
Children and Young People up to 18	Positive ✓	Negative	None/ Negligible												
People 18-50	Positive ✓	Negative	None/ Negligible												
Older People 50+	Positive ✓	Negative	None/ Negligible												

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				<p>If the client is working/has a pension or substantial savings which is in excess of the income/savings thresholds as prescribed for a disabled facilities grant, their contribution could be high. Their contribution could be greater than the cost of the adaptation or they would be unable to fund the contribution and would not be able to receive the adaptation – if the Test of Financial Resources would be removed for small and medium sized grants, all client would be eligible to small and medium sized disabled facility grant and receive the adaptations that are required in their home. Larger grant would still be subject to a Test of Financial Resources.</p>		
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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 ✓)				Currently children under 18 and adults 18 and over who are on a means tested benefit or on a low income will be eligible for a disabled facilities grant.	All residents will now be eligible for housing adaptations regardless of their financial circumstances. The 2011 Census identifies 21% of the population as having a long term health	N/A
Hearing Impairment	Positive	Negative	None/ Negligible			
	✓					
	Positive	Negative	None/			

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Physical Impairment	<input checked="" type="checkbox"/>		Negligible	Following the removal of the Test of Financial Resources all clients will be eligible to receive small and medium sized disabled facilities grants regardless of their income/pensions and savings.	problem or disability which limits their day to day activities.	
Visual Impairment	Positive	Negative	None/ Negligible			
	<input checked="" type="checkbox"/>					
Learning Disability	Positive	Negative	None/ Negligible			
	<input checked="" type="checkbox"/>					
Long Standing Illness	Positive	Negative	None/ Negligible			
	<input checked="" type="checkbox"/>					
Mental Health	Positive	Negative	None/ Negligible			
	<input checked="" type="checkbox"/>					
Other	Positive	Negative	None/ Negligible			

Transgender Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)				The Policy aims to suit all individual needs, there will be no differential impact on transgender persons. Individual needs are identified through the application and recommendations received from OTs and these are addressed accordingly.	Figures on gender reassignment are difficult to establish since most people experiencing gender dysmorphia are likely to wish to remain undetected. A report from the Home Office suggests that Organisations should consider that 1% of their employees and service users may experience some degree of gender variance.	Council Staff will be provided training on the Codes and Practices of the Equality Act 2010.
Transgender	Positive	Negative	None/ Negligible			
	<input checked="" type="checkbox"/>					

Marriage or Civil Partnership			
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Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)				The Policy aims to suit all individual needs, there will be no differential impact based on marital status.	According to 2011 Census Reports, the proportion of married people is at 42.8%, which is almost four percentage points lower than in England. The proportion of a same-sex civil partnership is at 0.2%, which compares fairly with England.	Council Staff will be provided training on the Codes and Practices of the Equality Act 2010.
Marriage	Positive	Negative	None/ Negligible			
	✓					
Civil partnership	Positive	Negative	None/ Negligible			
	✓					

Pregnancy or Maternity Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)				The Policy aims to suit all individual needs, there will be no differential impact based on whether the applicant is pregnant or on maternity leave.		Council Staff will be provided training on the Codes and Practices of the Equality Act 2010.
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 ✓)				Customs, beliefs and traditions within diverse communities will be respected. Citizens who have migrated into the area, where another language is their primary language, and where they have limited or no	From the Census returns, 2,196 of the citizens of Ceredigion reported that their main language was other than Welsh or English. The largest group of main language speakers after English and Welsh was Polish with 663 individuals. Ceredigion is also offering support to the Syrian	The use of WITS interpretation service might be required for service users who are migrants and have limited or no Welsh/English language skills.
White	Positive	Negative	None/ Negligible			
	✓					
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					

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Asian / Asian British	Positive ✓	Negative	None/ Negligible	Welsh/English language skills, may require a translation service.	Refugee Project, where there could be a number of speakers who do not have neither English or Welsh language skills.	
Black / African / Caribbean / Black British	Positive ✓	Negative	None/ Negligible			
Other Ethnic Groups	Positive ✓	Negative	None/ Negligible			

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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 ✓)				Customs, beliefs and traditions within diverse communities will be respected.	The majority of the population of Wales describe themselves in the 2011 Census as Christian i.e. 59%. In Wales, 31% said they have no religion and 9% declined to answer. Muslims are the next largest group in Wales with 521 members representing 0.7% of the population, followed by Buddhists (0.5%).	Council Staff will be provided training on the Codes and Practices of the Equality Act 2010.
Christian	Positive ✓	Negative	None/ Negligible			
Buddhist	Positive ✓	Negative	None/ Negligible			
Hindu	Positive ✓	Negative	None/ Negligible			
Humanist	Positive ✓	Negative	None/ Negligible			
Jewish	Positive ✓	Negative	None/ Negligible			
Muslim	Positive ✓	Negative	None/ Negligible			
Sikh	Positive	Negative	None/ Negligible			

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	✓					
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 ✓)				The Policy aims to suit all individual needs, there will be no differential impact based on sex of the applicant.	According to the 2011 Census the proportion of males and females are fairly equal in Ceredigion.	N/A
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 ✓)				The Policy aims to suit all individual needs, there will be no differential impact based on sexual orientation.	Information on sexual orientation is not gathered by the Census. Almost 170,000 people responded to the question on sexual identity in the ONS Integrated Household Survey 2013. In Wales, 93.5% were heterosexual, 1.4% gay, lesbian or bisexual, 0.4% other and answered 'don't know' or decline to respond. A further 1.8% provided no response at all. The ONS are using the estimate of 5-7% of	N/A
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/ Negligible			
	✓					
Gay Women / Lesbian	Positive	Negative	None/ Negligible			
	✓					
Heterosexual / Straight	Positive	Negative	None/ Negligible			



	✓				the population who are lesbian, gay or bisexual, these figures are also accepted by Stonewall. (Stonewall is a lesbian, gay, bisexual and transgender (LGBT) rights charity in the United Kingdom).	
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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 Policy will help promote equality of opportunity for all residents to be obtain an adaptation to enable them to remain living within their own homes.

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 impeded you in making reasonable adjustments

The Policy helps to eliminate discrimination by being accessible to all groups, and by making reasonable adjustments whenever required.

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

No group is shown favour and the policy encourages inclusivity. We aim to provide adaptations to all those in need taking into account their language needs, age, disability, gender assignment, Marriage or Civil Partnership, Pregnancy or Maternity, Race, Religion or Non-belief, Sex, Sexual Orientation, and to encourage and support community cohesion within diverse communities.

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 outcome of this Policy will have a positive impact on the socio-economic disadvantage and inequalities as the policy is inclusive.
What evidence do you have to support this view?
The Policy improves the health and wellbeing of residents by providing Adaptations and improving their living conditions.
What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?
N/A



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>				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 Policy will be available in both Welsh and English	Bilingual copies of the final Policy will be available on the corporate website in accordance with full compliance with the Council Welsh Language Standards.	N/A
	✓					
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	The impact of the Policy is positive. Communities are changing in Ceredigion, and this is having an effect on language use. The Policy will enable local residents to remain living within their own homes and within their communities for longer through the installation of adaptations.	Ceredigion Welsh Language Profile, 47% (approx. 35,000) of the population over 3 years old are welsh speakers according to Census 2011 returns. We recoed applicants language of choice on applications.	N/A
	✓					
Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh?	Positive	Negative	None/ Negligible	The impact of the Policy is positive. Service users may access the service in	Applicants can apply in either Welsh or English and receive a full service in their language of choice.	N/A
	✓					

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

An integrated tool to inform effective decision making



				Welsh or English in accordance with the Council's language policy.		
How will the proposal treat the Welsh language no less favourably than the English language?	Positive	Negative	None/ Negligible	The Policy and relevant documents will be available in both languages. We are always mindful of language and culture and seek to provide adaptations to homes for local people to have the opportunity to remain living independently within their own homes and within their communities in order for the language to thrive.	The Policy and relevant documentation are available through the medium of Welsh and English.	N/A
	✓					
Will it preserve promote and enhance local culture and heritage?	Positive ✓	Negative	None/ Negligible	The Policy will aim to have a positive effect on local culture and heritage as it aims to keep elderly and disabled residents living within their homes and communities.	Actions will address the needs of local residents which includes language needs and protecting cultural heritage of the county.	N/A



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
To ensure that all staff members are aware of and adequately trained in Equality Act and Welsh Language Measures.	Ongoing	Senior Housing Adaptations and Energy Efficiency Officer	
The use of WITS interpretation service might be required for serve users who are migrants and have limited or no Welsh/English language skills.	Ongoing	Senior Housing Adaptations and Energy Efficiency Officer	

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).

See above

4.3. Monitoring, evaluating and reviewing.

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

The impact and effectiveness of the delivery of the Policy will be monitored through regular Team Meetings, OT Liaison Meetings and Finance meetings.

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

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

An integrated tool to inform effective decision making



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
Increase in the number of enquiries and adaptations	3 Medium		3 Even chance of occurrence		3 x 3 = 9
Insufficient budget for delivery of all adaptations	3 Medium		4 Higher than average chance of occurrence		3 x 4 = 12
Does your proposal have a potential impact on another Service area?					
This policy has a potential impact on the OT service both within the Council and Hospital setting.					

6. SIGN OFF

Position	Name	Signature	Date
Service Manager			
Corporate Lead Officer			
Strategic Director			
Portfolio Holder			

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CEREDIGION COUNTY COUNCIL

Report to:	Healthier Communities Overview & Scrutiny Committee
Date of meeting:	16 th December 2021
Title:	Review of the Council's Hackney Carriage and Private Hire Licensing Policy – horse-drawn omnibuses
Purpose of the report:	For Scrutiny to: <ol style="list-style-type: none">1. Consider a revision to the Council's Hackney Carriage and Private Hire Overarching Licensing Policy specifically in relation to the licensing of horse-drawn carriages ("omnibuses"), and2. Consider the necessity of adopting the new licensing conditions as well as adopting a new byelaw for the proposed designated route and/or any future proposed omnibus routes
For:	For decision
Cabinet Portfolio and Cabinet Member:	Councillor Gareth Lloyd – Public Protection

Background

The Authority has been approached by an individual who expressed an interest in operating a horse-drawn carriage to convey passengers along Aberystwyth Promenade.

The current Overarching Hackney Carriage and Private Hire Licensing Policy does not govern the licensing of horse-drawn carriages/omnibuses and Ceredigion County Council currently has no byelaws in place for the regulation of omnibuses.

The use of a horse and carriage to provide a public transport facility cannot be licensed as a private hire vehicle, as this function is limited to motor vehicles. A horse and carriage can be licensed for use as an 'omnibus' under the Town Police Clauses Act 1889, but in order to licence and regulate the use of such omnibuses, the Authority would have to first:

- 1) Make amendments to its existing Overarching Policy in order to introduce new specific licensing conditions for this type of transportation, and
- 2) Adopt a new byelaw to regulate horse-drawn carriages / omnibuses.

Regulation and Byelaws

The licensing of hackney carriages/omnibuses is governed by:

- The Town Police Clauses Act 1847,

- The Town Police Clauses Act 1889 and
- Local Government (Miscellaneous Provisions) Act 1976.

This places a duty on Ceredigion County Council as the Licensing Authority to carry out its licensing functions in respect of hackney carriages and gives the Authority power to impose such conditions on a vehicle or driver licence as it may consider reasonably necessary.

Section 6 of the Town Police Clauses Act 1889 empowers the Council to make byelaws for further regulation of omnibuses. Under the Road Traffic Act 1930 and the Transport Act 1985 these provisions remain in force for non-motorised vehicles.

Under this set of antiquated legislation, a horse-drawn carriage would fall within the definition of an “omnibus”. An omnibus is defined as one of the following carriages: an omnibus, char-a-banc, wagonette, brake, stage coach, or other (non-motorised).

Omnibuses must operate on pre-determined routes and they may not operate without first obtaining a licence for the driver and the vehicle.

There is no scope in the legislation to lawfully attach conditions to any licences. Therefore in order to impose licensing conditions to ensure public safety, passenger and driver safety, animal welfare and good practices are maintained in respect of this type of transport, the only method of regulation is to make byelaws.

Consultation

In response to the request received by the Licensing Team, Officers drafted a set of new licensing conditions for Horse-Drawn Carriages/omnibuses that could be incorporated in the Authority’s Overarching Hackney Carriage & Private Hire Licensing Policy.

The intention of the new draft conditions would be to supplement the rules of the existing Policy and give guidance on the suitability of any application made for a horse-drawn hackney carriage i.e. omnibus and seek to promote the following objectives:

- The protection of public health and safety
- The protection of the welfare of animals used in this trade
- The promotion of a well-respected horse drawn hackney carriage trade

The proposed changes also comprises the following:

- To enable the licensing of horse drawn hackney carriages i.e. omnibuses in the Ceredigion authority;
- To identify the designated route as being between New Promenade and Marine Terrace, Aberystwyth;
- To vary the Taxi rank on New Promenade to permit only Horse drawn carriages between the hours of 6am – 6pm;

The draft conditions are attached to this report (see Appendix A). These proposed changes went out for public consultation on 2nd August 2021, and closing date for responses was 31st August 2021.

Consultation Responses

The Service received a total of 216 responses to this consultation. A summary analysis of the responses are attached in Appendix B of this report.

The recent consultation has enabled us to gauge the level of support or objection to adopt or otherwise a new byelaw and licensing conditions in respect of horse-drawn carriages/omnibuses.

Of the 216 responses that responded to the consultation, very few responded positively and were not in favour of adopting the new licensing proposal.

The overwhelming majority of responses were against the proposal of adopting an omnibus licensing regime. The main reason for people's objections have related to general concerns regarding traffic flow along the promenade area, etc., especially in the summer months as well as general concerns over animal welfare and horses having to share the road with other road vehicles.

When asked if the proposed route was suitable for conveying passengers in a horse drawn carriage, 69% either strongly disagreed or disagreed; and when asked what route would they recommend and why, the majority of responses said no route at all.

Feedback from Ceredigion County Council's Economy and Regeneration and Highways Services was also received.

In general, apart from the economic and regeneration aspirations, Highways Services expressed concerns regarding the use of a highway and the risks to public safety and were of the view that further extensive discussions would need to take place between services before this policy could be adopted.

Has an integrated impact assessment been completed? If not, please state why Yes.

Wellbeing of Future Generations: **Summary Long-term:**

It is accepted good practice for local authorities to regularly review its Statement of Licensing Policy to ensure that it keeps up to date with legislative changes, changes recommended by the government or where the licensing authority considers amendments necessary to promote the safety of the public.

Public Protection is a statutory duty of the authority and contributes towards the

following well-being goals within the Wellbeing of Future Generations Act (Wales).

Collaboration:

The authority has collaborated with other local authorities and partners when considering this policy for a consistent approach which meets the needs of the County.

Involvement:

Consultation and involvement of various partners, agencies and the public and engagement has been undertaken with the Licensing Team to ensure a policy that is fit for purpose. Involvement with the trade and the public is also paramount to achieving a thriving but safe licensed trade in Ceredigion.

Prevention:

The licensing objectives are wholly consistent with the 'prevention' approach advocated by industry standards and legislation and this proposed policy seeks to promote each of the objectives as far as reasonably practicable.

Integration:

The Licensing Policy would be one of many that the authority operates to maintain public protection.

Recommendation(s):

Scrutiny is therefore asked to consider the content of this report and the consultation responses and to recommend to Cabinet either:

1. that the proposed policy change is unnecessary and the Authority should consider remaining a "no omnibus" county,
or
2. that the proposed policy change is necessary to permit omnibuses in Aberystwyth and/or any other area of the county which necessities:
 - a) adopting the new licensing conditions,
and
 - b) adopting a new byelaw for the proposed to new designated route and/or any future proposed omnibus route to effectively enforce any breaches of those licensing conditions.

Reason(s) for decision:	To improve public safety and clarity for the licensed trade within Ceredigion.
Overview and Scrutiny:	Healthier Communities Overview & Scrutiny Committee; also discussed at Licensing Committee
Policy Framework:	Corporate Strategy 2017-2022
Corporate Priorities	Promoting Environmental and Community Resilience
Finance and procurement implications:	Within budget
Legal implications:	Local authorities are required to consult on proposed amendments to the Licensing Policy.
Staffing implications:	None
Property/asset implications:	None
Risk(s):	Should there be no clear policy on this issue any licensing decisions will not be robust and will be subject to challenge.
Statutory Powers:	Policing and Crime Act 2017, Local Government Miscellaneous Provisions Act 1976, Town Police Clauses Act 1847
Background Papers	See appendices
Corporate Lead Officer:	Alun Williams (Policy & Performance)
Reporting Officer:	Anne-Louise Davies (Trading Standards & Licensing Manager)
Date:	19 th October 2021

Appendices

- A: Draft Horse-Drawn Hackney Carriage and Driver Policy Conditions
- B: Horse-Drawn Carriage Policy Consultation Responses & Analysis 2021

Polisi Trwyddedu

Cerbydau Hacni a Cherbydau Hurio Preifat



ATODIAD A

Polisi Gyrwyr a Cherbydau Hacni a Dynnir gan Geffyl

Awdur a gwasanaeth: Helena Corke, Gwasanaeth Trwyddedu, Polisi, Perfformiad a Diogelu'r Cyhoedd

Dyddiad cymeradwywyd gan y Cabinet:

Asesiad Effaith Integredig (Ie/Na): Ie

Dyddiad cyhoeddi:

Cynnwys:

Diffiniadau

1. CERBYDAU HACNI A DYNNIR GAN GEFFYL

- 1.1 Rhagofynion
- 1.2 Adnewyddu
- 1.3 Cyfyngu ar niferoedd
- 1.4 Gwneuthuriad
- 1.5 Archwiliadau
- 1.6 Arwyddion
- 1.7 Llwybr
- 1.8 Prisiau
- 1.9 Trosglwyddo trwyddedau
- 1.10 Newid perchennog/Gwerthu neu drosglwyddo cerbyd
- 1.11 Damweiniau
- 1.12 Cofnodion

2. GYRWYR

- 2.1 Rhagofynion
- 2.2 Adnewyddu
- 2.3 Prawf Gyrru
- 2.4 Prawf Person Addas a Phriodol
- 2.5 Gwiriad y Gwasanaeth Datgelu a Gwahardd
- 2.6 Ymgeiswyr gyda chyfnodau preswyllo y tu allan i'r DU
- 2.7 Hawl gyrrwr i weithio yn y DU
- 2.8 Asesiad Meddygol
- 2.9 Ymddygiad Cyffredinol
- 2.10 Cod Gwisg Gyrwyr

3. CYDRADDOLDEB AC AMRYWIAETH

- 3.1 Teithwyr agored i niwed a Deddf Cydraddoldeb 2010
- 3.2 Gofal Priodol
- 3.3 Cŵn Cymorth
- 3.4 Teithwyr â Nam ar y Golwg

3.5 Teithwyr â Nam ar y Clyw

3.6 Cymorth Symudedd

3.7 Prisiau

3.8 Esemptiadau

4. CEFFYLAU A CHYFRWYAU

4.1 Rhagofynion

4.2 Archwiliad Milfeddygol

4.3 Cyfnodau Gorffwys

5. CYDYMFFURFIO A GORFODI

5.1 Gorfodi

5.2 Gwrandawïadau

5.3 Rhybuddion

5.4 Ataliadau

5.5 Dirymiadau

Diffiniadau

Diffinnir omnibws mewn deddfwriaeth fel omnibws, siarabang, cert, brêc, coets fawr neu gerbyd (difodur) arall sy'n chwilio am gwsmeriaid neu'n sefyll i'w hurio neu ei ddefnyddio i gludo teithwyr am brisiau ar wahân i, o neu yn unrhyw ran o'r pellter a bennwyd yn ddarostyngedig i eithriadau penodol. Mae omnibysiau yn gweithredu ar lwybrau a bennwyd ymlaen llaw.

Yn y Polisi hwn, a'r Is-ddeddfau a wneir yma; bydd cerbyd hacni, cerbyd ac omnibws yn golygu'r cerbyd a bennir ynddo; sef bod yn gerbyd hacni a dynnir gan geffyl y mae Deddfau 1847, 1889 a 1976 yn gymwys iddo.

Rheoleiddio ac Is-ddeddfau

Gyda Deddf Cyfrifoldebau Heddluoedd Trefol 1889 a Deddf Cyfrifoldebau Heddluoedd Trefol 1847 yn rheoleiddio trwyddedu omnibysiau, nid yw'r ddeddfwriaeth berthnasol yn darparu llwybr clir ar gyfer atodi amodau at drwyddedau o'r fath. Fodd bynnag, mae adran 6 o Ddeddf Cyfrifoldebau Heddluoedd Trefol 1889 yn darpar modd i'r Cyngor wneud Is-ddeddfau i reoleiddio gweithredu gwasanaethau omnibws a dynnir gan geffyl. O

dan Ddeddf Traffig Ffyrdd 1930 a Deddf Trafnidiaeth 1985 mae'r darpariaethau hyn yn parhau mewn grym ar gyfer cerbydau difodur.

Dylai'r Polisi hwn gael ei ddarllen ar y cyd â'r gofynion statudol a pholisi eraill a nodir yn y ddogfen hon.

SYLWCH:

Lluniwyd Rheoliadau Diogelu Iechyd (Cyfyngiadau Coronafeirws) (Cymru) 2020 mewn ymateb i'r bygythiad difrifol ac uniongyrchol i iechyd cyhoeddus sydd wedi codi yn sgil digwyddedd a lledaeniad y syndrom anadlol aciwt difrifol coronafeirws 2 (SARS-CoV-2) yng Nghymru. Mae'r Rheoliadau hyn yn gosod gofynion a chyfyngiadau ar yrwyr tacsï, perchnogion a gweithredwyr hurio preifat, boed yn hunangyflogedig neu'n gyflogedig, i gymryd mesurau ataliol i leihau'r risg o ddal y coronafeirws. Felly mae'r Awdurdod Trwyddedu yn disgwyl i berchnogion, gweithredwyr a gywyrwyr hunangyflogedig ymgyfarwyddo â'r canllawiau cyfredol a gyhoeddwyd gan Lywodraeth Cymru a chynnal asesiadau risg diogelwch ar gyfer eu cerbydau (a, phan fo'n gymwys, eu safle) a chynnwys yn eu trefniadau gweithredu fesurau a fydd yn sicrhau diogelwch eu cwsmeriaid a'u staff. Bydd hefyd yn disgwyl i ymgeiswyr a pherchnogion, gweithredwyr a gywyrwyr hunangyflogedig gael asesiadau risg yn amlinellu sut y byddant yn gweithredu yn ystod achosion o glefydau trosglwyddadwy / heintus megis y syndrom anadlol aciwt difrifol coronafeirws 2 (SARS-CoV-2) hynny yw, Covid-19.

<https://www.gov.uk/guidance/coronavirus-covid-19-taxis-and-phvs>

1. CERBYDAU HACNI A DYNNIR GAN GEFFYL

Yn unol ag Adran 45 o Ddeddf Cyfrifoldebau Heddluoedd Trefol 1847 ni fydd cerbyd hacni a dynnir gan geffyl yn gweithredu heb yn gyntaf gael trwydded gan yr Awdurdod Trwyddedu ac ni fydd yn gweithredu heb yn gyntaf gofrestru'r ceffyl(au) sydd i'w defnyddio ar y cyd â'r cerbyd hwnnw gyda'r Awdurdod Trwyddedu.

Caniateir disgresiwn cyffredinol i'r Cyngor benderfynu beth y bydd a bydd na fydd yn ei drwyddedu gan Adran 47(2) o Ddeddf 1976:

(1) Caiff awdurdod lleol atodi amodau y mae'n eu hystyried yn rhesymol angenrheidiol wrth roi trwydded cerbyd hacni o dan Ddeddf 1847.

(2) Heb ymrwymiad i gyffredinolrwydd yr is-adran flaenorol, gall awdurdod lleol ei gwneud hi'n ofynnol i unrhyw gerbyd hacni a drwyddedir ganddo o dan Ddeddf 1847 fod o'r fath ddyluniad neu olwg neu ddwyn unrhyw farciau gwahaniaeth a fydd yn dangos yn glir ei fod yn gerbyd hacni.

Nid oes dull cerbyd penodol, fodd bynnag, bydd cerbyd trwyddedig yn cydymffurfio â'r amodau a bennir gan yr Awdurdod Trwyddedu bob amser.

Cyn belled ag y bo'n briodol, bydd y cerbyd yn cydymffurfio â'r holl reoliadau a'r cyfreithiau a wneir yn unol ag unrhyw Ddeddfau sy'n ymwneud â cherbydau sy'n defnyddio priffordd gyhoeddus.

Rhaid i'r perchennog bob amser gydymffurfio â darpariaethau Deddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976, Deddfau Cyfrifoldebau Heddluoedd Trefol 1847 ac 1889 a'r amodau a'r is-ddeddfau a ddarperir o hyn ymlaen. Cyfrifoldeb y perchennog yw sicrhau, cyn belled ag y bo'n rhesymol ymarferol, bod unrhyw un a gyflogir neu a ganiateir ganddo yrru'r ceffyl(au) a'r cerbyd(au) trwyddedig ar ei ran yn cydymffurfio â'r Polisi hwn.

1.1 Rhagofynion

- a) Ni roddir unrhyw drwydded cerbyd hacni oni bai bod yr awdurdod yn barnu bod y cerbyd, y ceffylau a neilltuir iddo a'r harneisiau yn addas, yn ddiogel ac yn ateb y gofyn.
- b) Rhaid i'r cerbyd fod yn addas o ran math a dyluniad i'w ddefnyddio fel cerbyd hacni. Yr Awdurdod Trwyddedu fydd yn penderfynu unrhyw anghydfod mewn perthynas â math neu ddyluniad cerbyd.
- c) Rhaid i unrhyw un a hoffai wneud cais am drwydded cerbyd a dynnir gan geffyl lenwi'r ffurflen gais berthnasol a'i chyflwyno i'r Adran Drwyddedu ynghyd â'r ffi berthnasol.

[5]

- d) Cyn i'r awdurdod ystyried unrhyw gais, bydd y perchennog yn cyflwyno adroddiad archwilio boddhaol gan beiriannydd cerbyd a dynnir gan geffyl i'w sicrhau bod y cerbyd a'i ffitiadau yn ddiogel ac mewn cyflwr gweithio da. Ochr yn ochr â hynny, rhaid i filfeddyg a benodir gan y Cyngor archwilio'r ceffylau sydd i'w defnyddio i dynnu'r cerbyd a rhaid darparu adroddiad boddhaol gan arolygydd milfeddygol.
- e) Wrth bennu a yw'r cerbyd a'r ceffyl(au) sydd i'w ddefnyddio yn addas i gludo teithwyr am dâl, rhaid i'r perchennog gyflwyno'r canlynol:
- i) Ffurflen gais wedi'i chwblhau a'i llofnodi.
 - ii) Tystysgrif yswiriant atebolrwydd cyhoeddus.
 - iii) Ardystio addasrwydd i'r ffordd fawr ac addasrwydd y cerbyd a'r harnais(harneisiau) at ddibenion y defnydd a fwriadwyd.
 - iv) Tystysgrif yswiriant sy'n cwmpasu'r cerbyd ar gyfer cludo teithwyr am dâl
 - v) Tystysgrif gan y milfeddyg yn barnu bod y ceffyl yn ffit ac yn addas
 - vi) Pob pasbort ceffyl a roddwyd o dan Reoliadau Adnabod Ceffylau (Cymru) 2009 ar gyfer y ceffylau sydd i'w defnyddio.
 - vii) Lluniau o'r ceffylau sydd i'w defnyddio (gweler is-adran 6 "ceffylau a chyfrwyau")
 - viii) Manylion unrhyw was stabl neu yrrwr dan hyfforddiant a all fod yng nghwmni'r gyrrwr
 - ix) Y llyfr log dyddiol
 - x) Y ffi berthnasol
- f) Ni fydd cais yn cael ei ystyried yn gyflawn nes bod yr holl ofynion uchod wedi'u cyflwyno.
- g) Bydd pob cais yn cael ei ystyried yn ôl ei rinweddau ei hun.
- h) Hysbysir ymgeiswyr am benderfyniad yr Awdurdod Trwyddedu i roi neu wrthod rhoi trwydded.
- i) Os caiff ei roi, bydd y drwydded cerbyd hacni a dynnir gan geffyl yn dod i ben ddeuddeg [12] mis calendr o'r dyddiad y'i roddwyd, oni bai ei fod wedi'i hildio, ei hatal neu ei dirymu cyn y dyddiad hwnnw.
- j) Os gwrthodir cais, mae gan yr ymgeisydd hawl i apelio yn erbyn y penderfyniad i'r Llys Ynadon cyn pen 21 diwrnod ar ôl derbyn yr hysbysiad gwrthod ffurfiol.

- k) Dim ond person sy'n dal trwydded yrru ddilys a roddwyd gan yr Awdurdod Trwyddedu fydd yn gyrru cerbyd.

1.2 Adnewyddu

- a) Rhaid i'r Awdurdod Trwyddedu dderbyn cais i adnewyddu'r drwydded ddim hwyrach na mis cyn i'r drwydded ddod i ben er mwyn cael digon o amser i drefnu archwiliadau gan filfeddygon a swyddogion awdurdodedig. Ni wneir unrhyw eithriadau ar gyfer ceisiadau a gyflwynir ar ôl y dyddiad dod i ben y drwydded gyfredol; caiff y rhain eu hystyried yn geisiadau newydd.
- b) Mae'r perchennog yn gyfrifol am sicrhau bod cais adnewyddu cyflawn yn cael ei gyflwyno cyn i'r drwydded gyfredol ddod i ben; ni anfonir nodiadau atgoffa.
- c) Ar ôl adnewyddu'r drwydded, rhaid i'r perchennog gyflwyno cais wedi'i gwblhau sy'n cynnwys yr holl ddogfennaeth ofynnol yn unol ag Amod 1.1 i dystio bod y cerbyd a'i ffitiadau yn ddiogel ac mewn cyflwr gweithio da.
- d) Ochr yn ochr â hynny, bydd milfeddyg a benodir gan y Cyngor yn archwilio'r ceffylau sydd i'w defnyddio i dynnu'r cerbyd a rhaid darparu adroddiad boddhaol gan arolygydd milfeddygol.
- e) Pan fydd cyfnod rhwng trwydded gyfredol yn dod i ben a phrosesu cais i'w hadnewyddu, ni chaiff cerbyd ei ddefnyddio am dâl yn ystod y cyfod hwn. Gall fod rhai eithriadau os cytunir arnynt gyda'r Awdurdod Trwyddedu.

1.3 Cyfyngu ar niferoedd

- a) Ar hyn o bryd nid yw Cyngor Sir Ceredigion yn cyfyngu ar nifer y cerbydau hacni a dynnir gan geffyl. Gall yr angen am y terfyn hwn gael ei adolygu gan gwmni cymwys ac annibynnol a benodir i gynnal yr adolygiad ar ran y Cyngor, a gall ei gasgliadau fod ar gael os gofynnir amdanynt.

1.4 Gwneuthuriad

- a) Bydd y cerbyd wedi'i ddylunio i gael ei dynnu gan un ceffyl yn unig ar unrhyw un adeg.
- b) Rhaid bod ganddo bedair olwyn ac adran i deithwyr gael eu cludo.
- c) Ni fydd y cerbyd yn cludo mwy nag uchafswm y teithwyr a ganiateir a bennir gan yr Awdurdod Trwyddedu. Penderfynir ar hyn adeg trwyddedu, ond rhaid iddo beidio â bod yn fwy nag wyth [8] teithiwr.

- d) Rhaid i'r cerbyd gael ei adeiladu i safon ac ansawdd addas i fod yn gerbyd trwyddedig. Mae'r canllawiau a'r profforma arolygu i'w gweld yng Nghod Ymddygiad yr Adran Drafnidiaeth ar gyfer cerbydau a dynnir gan geffyl ac yn ATODIAD A i'r polisi hwn
- e) Rhaid paentio'r cerbyd mewn un lliw, naill ai paent sglein du neu bren wedi'i drin/farneisio, ac ni chaiff arddangos unrhyw arwyddion neu hysbysebion heb ganiatâd yr Awdurdod Trwyddedu ymlaen llaw.
- f) Rhaid i'r seddi gael eu clustogi a'u gorchuddio'n briodol er mwyn gallu eu cadw'n gyffyrddus, yn lân ac yn sych. Gellir defnyddio blanced i'w wneud yn fwy cyffyrddus os oes angen, a rhaid i hwn fod yn lân ac yn sych hefyd.
- g) Os yw'r adran i deithwyr yn agored i'r elfennau, rhaid clirio'r seddi o unrhyw falurion a'u sychu cyn i unrhyw deithwyr gael eu cludo.
- h) Rhaid gorchuddio'r llawr â mat neu garped addas i atal unrhyw un rhag lithro a rhaid iddo allu cael ei lanhau a'i glirio o unrhyw falurion neu ddŵr cyn i unrhyw deithwyr gael eu cludo. Cyfrifoldeb y gyrrwr yw sicrhau bod y cerbyd yn cael ei gadw mewn cyflwr glân a chyffyrddus.
- i) Os yw'r cerbyd yn darparu modd ar gyfer cludo bagiau, bydd y gyrrwr yn sicrhau bod unrhyw fagiau yn sownd cyn cychwyn ar y daith.
- j) Dylai goleuadau a signalau gael eu gosod yn y cerbyd a dylai fod modd i'r gyrrwr eu goleuo rhwng y cyfnos a'r wawr. Mae goleuadau ar gerbyd wedi'u gyfyngu i ddwy lamp leoliadol safonol yn y cefn a dwy lamp leoliadol safonol ar y blaen yn unol â'r Rheoliadau Cerbydau Modur (Gwneuthuriad a Defnydd). Bydd modd cynnau'r goleuadau'n wyn ar y blaen a choch yn y cefn fel y pennir o dan Reoliadau Goleuadau Cerbydau Ffyrdd 1989.
- k) Dylai fod dau adlewyrchudd coch yng nghefn pob cerbyd a dynnir gan geffyl.
- l) Rhaid gosod dyfais dal tail ar bob cerbyd tra bo'r cerbyd yn cael ei ddefnyddio ar unrhyw briffordd gyhoeddus. Os bydd swyddog gorfodi trwyddedu yn gofyn i chi wneud hynny, rhaid gosod strapyn ledr dynn rhwng y bynji a'r clo i atal y bynji rhag llithro'n ôl.
- m) Ni chaiff y cerbyd ei addasu neu ei newid heb gymeradwyaeth yr Awdurdod Trwyddedu ymlaen llaw.
- n) Nid yw'r rhestr uchod yn gyflawn a bydd swyddogion awdurdodedig yr awdurdod lleol yn asesu a yw safonau'r cerbyd yn dderbyniol ai peidio. Mewn achosion o'r fath, bydd penderfyniad y swyddog yn weithredol fel petai wedi'i gynnwys yn y rhestrau uchod a bydd yn ofynnol i'r gyrrwr neu'r perchennog trwyddedig gydymffurfio yn unol â hynny.

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1.5 Archwiliadau

- a) Cyn rhoi neu adnewyddu trwydded cerbyd hacni a dynnir gan geffyl, rhaid cyflwyno'r cerbyd, y ceffyl(au) a'r cyfrwyau i'w harchwilio a'u profi ar y dyddiad a bennir gan yr Awdurdod Trwyddedu. Rhaid cyflwyno pob cerbyd gyda set lawn o gyfrwyau a harneisiau.
- b) Mae gan yr Awdurdod Trwyddedu y pŵer i archwilio cerbyd hacni unrhyw bryd. Rhaid cyflwyno pob cerbyd, ceffyl a'r holl ofer i'r awdurdod pan ofynnir am hyn.
- c) Ni fydd y deiliad trwydded yn atal unrhyw swyddog awdurdodedig, cwnstabl neu filfeddyg rhag archwilio'r cerbyd, ceffylau, harneisiau neu offer harneisio nac unrhyw lety a ddefnyddir i stablu a chadw'r ceffylau.
- d) Bydd y cerbyd yn cael ei gadw mewn cyflwr glân a'i gynnal a'i gadw'n dda. Gellir rhoi hysbysiad gwaharddiad adran 68 i gerbyd a'i dynnu o wasanaeth os yw mewn cyflwr anniogel, budr neu anfoddhaol.

1.6 Arwyddion

- a) Rhoddir plât i'r cerbyd y mae'n rhaid ei osod yng nghefn y cerbyd sy'n dangos nifer y teithwyr y gellir eu cludo.
- b) Rhaid i'r gweithredwr ddychwelyd y plât trwydded i'r Awdurdod Trwyddedu cyn pen saith [7] diwrnod ar ôl i'r drwydded ddod i ben, cael ei dirymu, neu ei hildio. Caiff y blaendal ei ad-dalu oni bai fod angen platiau newydd yn eu lle. Mae methu â dychwelyd y platiau yn drosedd o dan adran 58(2) o Ddeddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976.
- c) Rhaid rhoi gwybod i'r Awdurdod Trwyddedu ar unwaith os aiff plât ar goll a rhaid cael plât newydd yn ei le drwy dalu ffi a bennir gan yr Awdurdod Trwyddedu.
- d) Ni ddylid paentio unrhyw ffitiadau, arwyddion na hysbysebion ar y cerbyd, eu gosod arno, eu hatodi wrtho na'u harddangos yn y cerbyd oni bai eu bod wedi'u cymeradwyo'n ysgrifenedig gan yr Awdurdod Trwyddedu.

1.7 Llwybr

- a) Bydd y cerbyd yn cludo teithwyr ar hyd llwybr a bennwyd ymlaen llaw yn unig, y bydd yr Awdurdod Trwyddedu yn penderfynu'r pris amdano ac ni chaniateir codi unrhyw bris uwch na hynny heblaw ar gyfer siwtcesys, cistiau a baeddu fel y penderfynir gan yr Awdurdod Trwyddedu.
- b) Ni chaniateir gwyro o'r llwybr a bennwyd oni cheir caniatâd ysgrifenedig yr Awdurdod Trwyddedu ymlaen llaw. Derbynnir y gallai fod angen i'r gyrrwr wyro o'r llwybr a

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bennwyd ymlaen llaw pan nad yw'r cerbyd mewn gwasanaeth, er enghraifft teithio adref neu atgyweirio/cynnal a chadw'r cerbyd. Nid oes angen i'r awdurdod gael gwybod am achosion o'r fath.

- c) Mae'r llwybr a bennwyd ymlaen llaw wedi'i atodi i'r ddogfen hon yn ATODIAD B.
- d) Lle mae llwybr wedi'i gau gan Asiantaeth Cefnffyrdd Canolbarth Cymru neu Gyngor Sir Ceredigion am unrhyw reswm, rhaid i'r perchennog hysbysu'r Awdurdod Trwyddedu a chael caniatâd i gludo teithwyr ar unrhyw lwybr y gwriad.

1.8 Prisiau

- a) Mae'r Cyngor yn gosod yr uchafswm cyfraddau y gellir eu codi gan gerbydau hacni a dynnir gan geffyl.
- b) Bydd y tabl prisiau a bennir gan Gyngor Sir Ceredigion yn cael ei arddangos yn y cerbyd yn y fath fodd fel y gall y teithwyr a gludir yn y cerbyd eu gweld yn hawdd. Gellir ysgrifennu'r prisiau hynny yn glir ar arwydd a ddangosir yn agos i'r ceffyl a chart er mwyn hysbysu darpar deithwyr o'r pris y disgwylir iddynt ei dalu.
- c) Ni chaniateir codi unrhyw ffi sy'n fwy na'r hyn a bennir gan yr awdurdod ar unrhyw deithiwr.
- d) Ni chaniateir codi tâl ychwanegol am gludo ci cymorth neu am ddarparu cymorth i unrhyw deithiwr â nam symudedd neu nam arall a allai effeithio ar eu gallu i gamu i'r cerbyd neu gamu ohono. Rhaid rhoi cymorth priodol os gofynnir am hynny.

1.9 Trosglwyddo trwyddedau

- a) Ar hyn o bryd nid oes unrhyw ddarpariaeth yn y Deddfau i ganiatáu i ddeiliad trwydded drosglwyddo trwydded i gerbyd arall.

1.10 Newid perchennog/Gwerthu neu drosglwyddo cerbyd

- a) Rhaid i'r perchennog gyflwyno'n ysgrifenedig enw(au) a chyfeiriad(au) y perchennog(perchnogion) newydd cyn pen 14 diwrnod ar ôl trosglwyddo'r cerbyd i berson arall neu bersonau eraill.

1.11 Damweiniau

- a) Os yw cerbyd trwyddedig yn rhan o ddamwain ar unrhyw adeg, waeth pa mor fach yw'r ddamwain, rhaid i'r gyrrwr neu'r perchennog roi gwybod i'r Awdurdod Trwyddedu cyn pen saith deg dwy awr ar ôl i'r ddamwain ddigwydd (mewn amgylchiadau eithriadol gall yr Awdurdod Trwyddedu dderbyn hawliadau a wneir y tu allan i'r amserlen honno os

gall y perchennog dystio iddo wneud ymdrechion rhesymol i roi gwybod i'r awdurdod o fewn yr amserlen a bennwyd.)

- b) Ar ôl ei atgyweirio, rhaid i'r cerbyd gael ei gyflwyno i'w archwilio gan swyddog awdurdodedig y Cyngor, neu berson y mae'r Cyngor yn ei ystyried yn gymwys i gynnal archwiliad o'r fath. Gall methu â chyflwyno'r cerbyd i'w archwilio arwain at atal trwydded y cerbyd hyd nes bod yr awdurdod yn fodlon bod y cerbyd yn addas at y diben.
- c) Os cyflwynir y cerbyd i'w atgyweirio gan adeiladwr/peiriannydd cerbyd *bona fide*, gall tystysgrif a roddir gan yr un adeiladwr/peiriannydd sy'n tystio i addasrwydd yr atgyweiriad/gwaith fod yn dderbyniol.

1.12 Cofnodion

- a) Bydd y perchennog yn cadw ac yn cynnal llyfr log dyddiol sy'n rhoi'r wybodaeth ganlynol:
 - i. amser a hyd seibiannau, lluniaeth ac amseroedd bwydo'r ceffyl,
 - ii. unrhyw nodiadau eraill a wneir mewn perthynas â lles y ceffyl, diogelwch y cyhoedd, teithwyr neu gerbyd a gwahardd unrhyw deithwyr, a
 - iii. bydd y llyfr hwn yn cael ei lofnodi gan y perchennog yn ddyddiol.
- b) Rhaid cadw'r llyfr log hwn am o leiaf blwyddyn a chaiff ei gyflwyno ar ôl adnewyddu'r drwydded y flwyddyn ddilynol ac ar gais swyddog awdurdodedig.

2. GYRWYR

2.1 Rhagofynion

- a) Rhaid i'r Awdurdod Trwyddedu fodloni ei hun bod yr ymgeisydd yn berson addas a phriodol. O'r herwydd, disgwylir i ymgeiswyr ymddwyn gyda gonestrwydd ac unplygrwydd trwy gydol y broses ymgeisio a chyfnod eu trwydded.
- b) Disgwylir y bydd gwybodaeth y gofynnwyd amdani, er enghraifft, collfarnau a rhybuddiadau blaenorol, yn cael ei datgelu i'r awdurdod yn llawn ac yn gywir. Mae'n ofynnol i ymgeiswyr a gyrwyr trwyddedig ddatgelu'r holl gollfarnau a rhybuddiadau gan gynnwys y rhai a fyddai fel arfer yn cael eu hystyried yn rhai sydd wedi darfod oherwydd mae gyrwyr cerbydau hacni a dynnir gan geffyl wedi'u cynnwys fel eithriadau o fewn Gorchymyn Deddf Adsefydlu Troseddwy 1974 (Eithriadau) 1975.
- c) Dylid bod yn ofalus wrth lenwi'r ffurflen oherwydd gall methu â datgelu'n llawn ac yn gywir arwain ynddo'i hun at wrthod y cais, adolygu'r drwydded a'r posibilrwydd o gael eich erlyn.
- d) Bydd pob cais yn cael ei drin yn ôl ei rinweddau hun a bydd yn parhau mewn grym am uchafswm o un [1] flwyddyn oni bai ei fod yn cael ei hildio, ei hatal neu ei dirymu.
- e) Rhaid i unrhyw un sy'n gwneud cais am drwydded gyrrwr cerbyd a dynnir gan geffyl lenwi'r ffurflen gais berthnasol a'i chyflwyno i'r tîm trwyddedu ynghyd â'r ffi berthnasol a'r ddogfennaeth ofynnol. Ni ystyrir bod cais yn gyflawn oni bai bod yr holl ddogfennaeth ofynnol yn cael ei chyflwyno i'r Awdurdod Trwyddedu.
- f) Bydd rhoi trwydded i yrru cerbyd a dynnir gan geffyl yn rhoi hawl i'r deiliad yrru cerbyd a dynnir gan geffyl yn unig. Ni fydd yn rhoi hawl i'r deiliad yrru cerbyd hacni a yrrir yn fecanyddol neu gerbyd hurio preifat.
- g) Rhaid i ymgeiswyr gyflwyno tystiolaeth i'r awdurdod lleol eu bod yn gymwys ac yn gymwysedig i yrru ceffylau mewn harnais trwy gyflwyno Tystysgrif Cymhwysedd (Tystysgrif Gyrru ar y Ffyrdd) a roddir gan Gymdeithas Yrru Prydain sy'n nodi bod y gyrrwr wedi llwyddo i ennill Tystysgrif Lefel 3 mewn Diogelwch Gyrru ar y Ffordd ar gyfer y Ceffyl Harnais Sengl.
- h) Yr ymgeisydd fydd yn talu unrhyw gostau sy'n gysylltiedig â chyflwyno prawf ac ardystiad o'r fath.
- i) Bydd gyrwyr a gweithredwyr yn rhoi sylw dyledus i God Ymarfer yr Adran Drafnidiaeth ar gyfer cerbydau a dynnir gan geffyl, sydd i'w gweld yma:

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- j) Gyda phob cais a wneir am drwydded i yrru cerbyd hacni a dynnir gan geffyl rhaid cyflwyno tystiolaeth foddhaol ar gyfer y materion canlynol, ac ni ystyrir bod ceisiadau sy'n anghyflawn wedi'u gwneud nes eu bod yn gyflawn:-
- i) Gwiriad cofnod troseddol manylach a thystiolaeth nad yw'r ymgeisydd ar restr gwahardd plant a/neu oedolion sy'n agored i niwed. Bydd yn ofynnol i'r ymgeisydd gynnal gwiriad cofnod troseddol 'manylach' gan y Gwasanaeth Datgelu a Gwahardd (DBS) a darparu copi o'r dystysgrif i'r tîm trwyddedu ar gais.
 - ii) Dau lun diweddar o faint pasbort, ac yn yr achos hwn mae diweddar yn golygu eu bod wedi'u tynnu o fewn y 12 mis diwethaf.
- k) Er mwyn cael ei drwyddedu, bydd angen i'r ymgeisydd fodloni'r meini prawf canlynol:
- i) Rhaid bod gan yr ymgeisydd yr hawl i fyw a gweithio yn y DU.
 - ii) Rhaid bod yn 18 oed o leiaf ar adeg gwneud cais. Nid oes terfyn oedran uchaf ar yr amod y gall yr ymgeisydd fodloni'r Awdurdod Trwyddedu ei fod yn berson addas a phriodol.
 - iii) Rhaid iddo fod yn ffit yn feddygol a bydd yn bodloni safonau meddygol Grŵp 2 y DVLA. Rhaid i'r ymgeisydd gael archwiliad meddygol gyda'i Ymarferydd Cyffredinol ei hun.
 - iv) Rhaid bodloni'r meini prawf ffitrwydd a bennir gan yr awdurdod hwn.

2.2 Adnewyddu

- a) Cyfrifoldeb y gyrrwr yw sicrhau bod cais i adnewyddu trwydded yn cael ei gyflwyno mewn digon o amser cyn dyddiad dod i ben y drwydded. Nid oes cyfnod awtomatig o ras.

Gall cais i adnewyddu trwydded a dderbynnir ar ôl y dyddiad dod i ben gael ei drin fel cais newydd a dylai ymgeiswyr gyflwyno eu cais i adnewyddu'r drwydded mewn digon o amser er mwyn darparu ar gyfer unrhyw oedi neu eitemau y gallai fod angen eu newid neu eu cywiro cyn prosesu'r cais. Mae'r awdurdod lleol o'r farn mai amserlen ddigonol ar gyfer cyflwyno'r cais i adnewyddu'r drwydded a/neu'r ddogfennaeth yw 30 diwrnod. Fodd bynnag, nid yw'r awdurdod lleol yn cymryd unrhyw gyfrifoldeb am unrhyw oedi a achosir gan ffactorau allanol neu unrhyw amgylchiadau y tu hwnt i'w reolaeth.

- b) Y perchennog sy'n gyfrifol am sicrhau bod cais adnewyddu cyflawn yn cael ei gyflwyno cyn i'r drwydded gyfredol ddod i ben, ni anfonir nodiadau atgoffa.

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- c) Lle mae cyfnod rhwng y drwydded gyfredol yn dod i ben a phrosesu'r cais i'w hadnewyddu, ni chaniateir i'r gyrrwr yrru am dâl yn ystod y cyfnod hwn. Gall fod rhai esemptiadau os cytunir arnynt gyda'r Awdurdod Trwyddedu.

2.3 Prawf Gyrru

Dim ond person sydd wedi'i awdurdodi yn rhinwedd trwydded a roddwyd gan yr awdurdod hwn sy'n gallu gyrru'r cerbyd.

Rhaid i'r Awdurdod Trwyddedu fodloni ei hun bod yr ymgeisydd am drwydded newydd ar gyfer cerbyd hacni a dynnir gan geffyl yn yrrwr cerbyd profiadol sy'n gallu gweithio'n ddiogel mewn ardal sydd â llawer iawn o gerddwyr a thraffig cerbydau.

Disgwylir i ymgeiswyr newydd am drwydded cerbyd hacni a dynnir gan geffyl gwblhau pob uned o fewn Tystysgrif Lefel 3 Diogelwch Gyrru ar y Ffordd ar gyfer y Ceffyl Harnais Sengl. Gwneir yr asesiad terfynol trwy arddangosiad ymarferol a chwestiynu llafar gydag asesydd cymeradwy BDS.

Ni fydd yn ofynnol i ymgeiswyr sydd wedi'u trwyddedu o'r blaen gan Gyngor Sir Ceredigion i basio prawf gwybodaeth os oedd eu trwydded olaf wedi dod i ben lai na thair blynedd cyn dyddiad y cais newydd.

2.4 Prawf Person Addas a Phriodol

- a) Ni roddir trwydded os na all yr awdurdod lleol fodloni ei hun bod yr ymgeisydd yn berson addas a phriodol i gael trwydded yrru cerbyd hacni. Cyfrifoldeb yr ymgeisydd yw profi i'r awdurdod ei fod yn berson addas a phriodol. Os rhoddir trwydded, rhaid i'r gyrrwr barhau'n berson addas a phriodol trwy gydol cyfnod y drwydded.
- b) Mae'n ofynnol i bob ymgeisydd gwblhau gwiriad manylach y Gwasanaeth Datgelu a Gwahardd (DBS) yn ogystal â chyflwyno tystysgrif feddygol wedi'i chymeradwyo gan ei Ymarferydd Cyffredinol sy'n datgan bod y person yn "ffit". Gweler "ffitrwydd meddygol" a "gwiriad y Gwasanaeth Datgelu a Gwahardd"
- c) Bydd ymddygiad ac agwedd yr ymgeisydd/gyrrwr trwyddedig tuag at aelodau'r cyhoedd, cyd-yrwyr a gweithwyr yr awdurdod yn cael eu hystyried wrth bennu addasrwydd unigolyn i ddal trwydded. Bydd trwydded yrru yn cael ei hadolygu lle gwnaed honiad wedi'i brofi o ymddygiad ymosodol, anweddus neu annymunol.

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2.5 Gwiriad y Gwasanaeth Datgelu a Gwahardd

Un o'r gwiriadau a wneir i bennu a yw person yn addas ac yn briodol yw gwiriad cofnodion troseddol 'manylach' gan y Gwasanaeth Datgelu a Gwahardd (DBS). Bydd yn ofynnol i'r ymgeisydd gyflwyno copi o'r dystysgrif a roddir o ganlyniad i'r gwiriad hwn i'r gwasanaeth trwyddedu. Gwneir cais am dystysgrifau DBS fel rheol trwy wasanaeth trwyddedu'r Cyngor ond gall tystysgrif a geir o fan arall, yn ôl disgresiwn yr Awdurdod Trwyddedu, fod yn dderbyniol os yw'n llai na thri mis oed ac wedi'i phrosesu mewn perthynas â chyflogaeth y gweithlu plant ac oedolion (nodir hyn ar y dystysgrif).

Mae meddu ar "drwydded gyrrwr tacsï / hurio preifat" wedi'i eithrio o ddarpariaethau Deddf Adsefydlu Troseddwy'r 1974. Felly, mae'n ofynnol i'r ymgeisydd ddatgelu pob collfarn, rhybudd, rhybuddiad a/neu gerydd

Pan fydd gwiriad y Gwasanaeth Datgelu a Gwahardd yn datgelu collfarnau neu gollfarnau difrifol a allai, ym marn y gwasanaeth trwyddedu, wneud ymgeisydd yn anaddas i ddal trwydded yrru, cyfeirir yr ymgeisydd at yr is-bwyllgor trwyddedu i bennu ei addasrwydd i ddal trwydded. Bydd y wybodaeth sydd wedi'i chynnwys yn nhystysgrif y Gwasanaeth Datgelu a Gwahardd yn cael ei hystyried gan gyfeirio at 'Bolisi Trwyddedu Tacsï a Llogi Preifat – Meini Prawf Ffitrwydd ar gyfer Gyrrwyr a Gweithredwyr' yr awdurdod. Pan fydd yr Awdurdod Trwyddedu neu'r is-bwyllgor yn gwyro oddi wrth y Polisi hwn, rhoddir rhesymau clir a chymhellol.

Dylid nodi bod y Gwasanaeth Datgelu a Gwahardd yn anfon y dystysgrif at yr ymgeisydd yn uniongyrchol. Ar ôl ei derbyn, dylid gwneud apwyntiad gyda'r Awdurdod Trwyddedu er mwyn cyflwyno'r dystysgrif i swyddog i'w chymeradwyo. Rhaid cyflwyno'r dystysgrif wreiddiol i'r gwasanaeth trwyddedu i hwyluso prosesu'r cais oherwydd ni dderbynnir copiâu.

Ni fydd trwydded yn cael ei rhoi na'i hadnewyddu yn absenoldeb tystysgrif gwiriad manylach gyfredol y Gwasanaeth Datgelu a Gwahardd.

Sylwch: Gall newidiadau arfaethedig a ddisgwylir i broses ymgeisio'r Gwasanaeth Datgelu a Gwahardd olygu bod yr amodau hyn yn destun newid.

Mae rhagor o wybodaeth ar gael ar wefan y Gwasanaeth Datgelu a Gwahardd:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>.

2.6 Ymgeiswyr gyda chyfnodau preswyllo y tu allan i'r DU

Os yw ymgeisydd wedi treulio chwe mis parhaus neu fwy y tu allan i'r DU, bydd angen tystiolaeth ar yr Awdurdod Trwyddedu o wiriad cofnod troseddol gan y wlad/gwledydd lle roedd yr ymgeisydd yn preswyllo ar gyfer y cyfnod(au) pan wneir cais. Gallai tystysgrif

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ymddygiad da a roddwyd gan y Llysgenhadaeth lle yr arferai'r ymgeisydd fyw wedi'i chyfieithu a'i hardystio gan wasanaeth cyfieithu proffesiynol fod yn dderbyniol.

Bydd yr awdurdod lleol yn ystyried pob achos yn ôl ei rinweddau ei hun gan roi sylw dyledus i'r Polisi Meini Prawf Ffitrwydd.

2.7 Hawl gyrrwr i weithio yn y DU

Bydd y Cyngor yn ei gwneud hi'n ofynnol i bob ymgeisydd am drwyddedau newydd ddarparu tystiolaeth ddogfennol i gadarnhau bod ganddynt hawl gyfreithiol i weithio yn y DU. Mae enghreifftiau o ddogfennau y gellir eu darparu yn cynnwys (ond heb fod yn gyfyngedig i):

Pasbort y DU yn cadarnhau bod y deiliad yn Ddinesydd Prydeinig (neu'n ddinesydd gwlad arall o'r Ardaloedd Economaidd Ewropeaidd gan gynnwys Gwlad yr Iâ, Lichtenstein, Norwy a'r Swistir)

Pasbort neu ddogfen deithio arall wedi'i hardystio i ddangos bod y deiliad yn cael aros yn y DU ac ymgymryd â chyflogaeth am dâl

Tystysgrif geni/mabwysiadu lawn y DU

Dogfen fewnfudo a roddwyd gan yr Asiantaeth Ffiniau a Mewnfudo i'r deiliad sy'n nodi y gall yr unigolyn a enwir arni aros yn y Deyrnas Unedig ac ymgymryd â chyflogaeth am dâl

Trwydded waith neu gymeradwyaeth arall i ymgymryd â chyflogaeth a roddwyd gan y Swyddfa Gartref neu'r Asiantaeth Ffiniau a Mewnfudo pan gaiff ei chyflwyno ar y cyd â phasbort neu ddogfen deithio arall wedi'i hardystio i ddangos bod y deiliad yn cael aros yn y Deyrnas Unedig gyda chaniatâd i ymgymryd â chyflogaeth am dâl.

Pan fydd ymgeisydd yn ddarostyngedig i reolaethau mewnfudo, ni roddir trwydded am fwy na'r cyfnod y mae gan yr ymgeisydd ganiatâd i ymgymryd â chyflogaeth am dâl yn y Deyrnas Unedig.

2.8 Asesiad Meddygol

Mae'r DVLA yn argymhell y dylai gyrwyr cerbydau hacni fod yn ddarostyngedig i safonau meddygol Grŵp 2 sy'n berthnasol i bersonau sy'n gwneud cais am drwyddedau i yrru Cerbydau Gwasanaeth Cyhoeddus (PSV) a Cherbydau Nwyddau Mawr (LGV).

Mabwysiadodd yr awdurdod y safon feddygol hon ar gyfer gyrwyr trwyddedig ym mis Hydref 2016 a bydd y safon hon yn berthnasol i yrrwyr cerbydau hacni a dynnir gan geffyl hefyd.

- a) Mae'n ofynnol i ymgeiswyr gael asesiad meddygol pan wneir cais am y tro cyntaf a phob 5 mlynedd wedi hynny tan eu bod yn 65 oed pan fydd gyrwyr yn destun archwiliadau blynyddol. Ni fydd yn ofynnol i ddeiliaid trwyddedau PSV a/neu LGV cyfredol lle gall y deiliad ddangos prawf o archwiliad meddygol

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cyfredol gael asesiad pellach, ond bydd yn ofynnol iddynt gyflwyno'r dystysgrif honno ar yr adegau gofynnol neu gael archwiliad newydd er mwyn cael dystysgrif feddygol sy'n tystio eu bod yn ffit yn feddygol.

- b) Pan fydd unrhyw amheuaeth ynghylch ffitrwydd meddygol yr ymgeisydd, gall yr awdurdod lleol ei gwneud hi'n ofynnol i'r ymgeisydd gael archwiliad meddygol pellach gan feddyg a benodir gan yr awdurdod lleol. Yr ymgeisydd fydd yn talu unrhyw gostau sy'n gysylltiedig ag archwiliadau meddygol.
- c) Rhaid i ddeiliaid trwydded roi gwybod i'r gwasanaeth trwyddedu am unrhyw newid yn eu hiechyd a allai effeithio ar eu galluoedd gyrru – mae hyn yn cynnwys, ond nid yw'n gyfyngedig i'r rhestr o amodau y mae'n rhaid rhoi gwybod i'r DVLA amdanynt.
- d) Pan fydd unrhyw amheuaeth ynghylch ffitrwydd yr ymgeisydd, bydd yr Awdurdod Trwyddedu yn adolygu'r drwydded yrru. Mae'r Awdurdod Trwyddedu yn cadw'r hawl i atal neu ddirymu trwydded lle mae unrhyw amheuaeth ynghylch ffitrwydd y gyrrwr.

2.9 Ymddygiad Cyffredinol

Bydd deiliaid trwydded yn ceisio hyrwyddo delwedd y fasnach cerbydau hacni a dynnir gan geffyl trwy gydymffurfio ag amodau eu trwydded, y polisi trwyddedu cerbydau hacni a dynnir gan geffyl, a lle bo hynny'n berthnasol is-ddeddfau cerbydau hacni.

- a) Bydd y gyrrwr yn sicrhau, cyn belled ag y bo'n rhesymol ymarferol, ddiogelwch ei deithwyr a defnyddwyr ffyrdd eraill.
- b) Bydd y gyrrwr yn:
 - i) Ymddwyn mewn modd sifil, trefnus a chyfrifol bob amser
 - ii) Cadw'r cerbyd mewn cyflwr diogel a boddhaol bob amser; sicrhau ei fod yn lân ac yn addas i'w hurio gan y cyhoedd bob amser
 - iii) Rhoi cymorth i deithwyr gamu i fyny a chamu o'r cerbyd, lle bo angen.
- c) Pan fyddant yn aros yn y safle tacsis, yn ychwanegol at yr uchod bydd gyrrwyr yn:
 - i) Aros yn drefnus ac yn symud ymlaen ar hyd y safle tacsis mewn trefn, gan symud ymlaen yn brydlon
 - ii) Aros yn y cerbyd neu'n agos ato
 - iii) Rhoi sylw i hylendid personol a gwisg er mwyn cyflwyno delwedd broffesiynol i'r cyhoedd;
 - iv) Bod yn gwrtais ac o gymorth i deithwyr

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- v) Trin pob cwsmer ag urddas a pharch waeth beth fo'i oedran, hil, anabledd, cyfeiriadedd rhywiol, rhyw, crefydd neu gred
- vi) Gyrru gyda gofal gan roi ystyriaeth ddyladwy i ddefnyddwyr ffyrdd a cherddwyr eraill
- vii) Dilyn i'r holl orchmynion a chyfarwyddiadau traffig bob amser
- viii) Peidio ag yfed alcohol
- ix) Peidio ag ysmegu tra eu bod ar y cerbyd
- x) Peidio â defnyddio ffôn symudol â llaw tra bo'r cerbyd yn symud
- d) Dylai gyrrwyr wisgo eu bathodyn gyrrwr i sicrhau bod teithwyr yn gallu gweld enw'r gyrrwr ac unrhyw wybodaeth arall sydd arno yn hawdd.
- e) Rhaid i deithwyr eistedd yn gywir ac yn ddiogel yn adran y teithwyr
- f) Ni fydd y gyrrwr yn caniatáu i unrhyw un heblaw swyddog awdurdodedig, archwiliwr, gwas stabl neu yrrwr dan hyfforddiant eistedd ym mlaen y cerbyd.
- g) Bydd pob rhan o harnais yr anifeiliaid sy'n tynnu'r cerbyd yn cael eu cadw mewn cyflwr da fel bod yr anifail wedi'i gysylltu'n ddiogel wrth y cerbyd a'i fod o dan reolaeth y gyrrwr.
- h) Ni chaiff perchennog neu yrrwr cerbyd hacni, wrth yrru neu aros i'w hurio, erfyn am unrhyw gwsmeriaid trwy unrhyw ddull heblaw arddangos ar y cerbyd y geiriau "i'w hurio" a/neu "for hire".
- i) Os yw'r safle wedi'i feddiannu'n llawn pan fydd y gyrrwr yn cyrraedd, bydd y cerbyd yn symud ymlaen i safle arall.
- j) Ni chaiff y gyrrwr chwarae unrhyw radio, canu unrhyw gloch na chorn nac unrhyw offeryn gwneud sŵn arall o'r cerbyd

2.10 Rheolau Gwisg Gyrrwyr

Cydnabyddir bod y fasnach cerbydau hacni a dynnir gan geffyl yn chwarae rhan bwysig wrth bortreadu delwedd gadarnhaol o Geredigion fel Sir.

Mae unrhyw beth sy'n gwella delwedd broffesiynol y fasnach ac yn hyrwyddo'r cysyniad bod gyrrwyr cerbydau trwyddedig yn yrwyr galwedigaethol proffesiynol i'w groesawu.

Pwrrpas rheolau gwisg gyrrwyr yw ceisio safon gwisg sy'n rhoi delwedd gadarnhaol o'r fasnach cerbydau hacni a dynnir gan geffyl yn Sir Ceredigion i wella delwedd broffesiynol gyrrwyr trwyddedig, a sicrhau nad yw diogelwch y cyhoedd a gyrrwyr yn cael ei gyfaddawdu.

- a) Rhaid i'r holl ddillad a wisgir gan y gyrrwr fod yn lân ac mewn cyflwr da a thaclus, heb eu rhwygo, a rhaid i'r gyrrwr fod â safonau da o hylendid personol ac ymbaratoi.

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- b) Dylid ystyried iechyd a diogelwch y gyrrwr a rhaid i unrhyw ddillad a ddarperir sicrhau bod y gyrrwr yn cadw'n gynnes neu'n lled oer yn ôl yr angen. Fel safon ofynnol, dylai gyrwyr wisgo dillad sy'n disgyn islaw hyd pen-glin, fel siorts neu drowsus hir, a chrys neu flows sydd â chorff llawn a llewys byr fan lleiaf.
- c) Ni ystyrir sgert neu ffrog yn wisg addas oherwydd y perygl sydd i'r gyrrwr os yw unrhyw ffabrig gormodol yn mynd yn sownd yn yr offer, harneisiau, olwynion neu ran arall o'r cerbyd.
- d) Ni chaniateir geiriau neu graffeg ar unrhyw ddillad sydd o natur sarhaus neu awgrymog neu a allai dramgwyddo.
- e) Ni chaniateir dillad chwaraeon (er enghraifft citiau pêl-droed/rygbi, tracwisgoedd, dillad traeth, ac ati).
- f) Rhaid i esgidiau fod yn addas ac yn briodol. Ni chaniateir fflip-fflops, sandalau nac esgidiau nad ydynt yn gwarchod y traed.
- g) Bydd gyrwyr yn gwisgo dillad addas bob amser wrth gyflawni eu dyletswyddau.
- h) Ni chaniateir gwisgo cyflau neu ddillad eraill sy'n cuddio golwg y gyrrwr neu eu hunaniaeth.

Nid yw'r rhestrau uchod yn gyflawn a bydd swyddogion awdurdodedig yr awdurdod lleol yn asesu a yw safonau gwisg yn dderbyniol ai peidio. Mewn achosion o'r fath, bydd penderfyniad y swyddog yn effeithiol fel petai wedi'i gynnwys yn y rhestrau uchod, a bydd yn ofynnol i'r gyrrwr trwyddedig gydymffurfio yn unol â hynny.

3. CYDRADDOLDEB AC AMRYWIAETH

Ni fydd yr awdurdod trwyddedu yn goddef gwahaniaethu o unrhyw fath. Os gwneir unrhyw gwynion ynghylch trin teithwyr yn annheg, neu unrhyw ymddygiad negyddol at deithiwr oherwydd nodwedd warchodedig, bydd yr Awdurdod Trwyddedu yn cynnal ymchwiliad llawn a thrwyadl a chaiff camau gorfodi eu cymryd pan fydd angen. Caiff unrhyw honiad o wahaniaethu ei drin yn eithriadol o ddifrifol a gellir rhoi gwybod i'r Heddlu amdano. Yna, gall yr Awdurdod Trwyddedu adolygu'r drwydded i bennu a yw deiliad y drwydded yn parhau i fod yn berson addas a phriodol i gael trwydded o'r fath.

Mae'n ofynnol i yrwyr ddarllen Atodiad F i'r Polisi cyffredinol "Amodau Hwyluso Mynediad ar gyfer Cerbydau Dynodedig".

3.1 Teithwyr agored i niwed a Deddf Cydraddoldeb 2010

Mae teithiwr agored i niwed yn rhywun y mae ei oed a'i anabledd y golygu ei fod yn fwy agored i niwed na'r teithiwr arferol. Gall fod yn blentyn, yn berson oedrannus neu'n rhywun ag anawsterau dysgu neu gyfyngiadau symudedd er enghraifft. Gall gynnwys rhywun sy'n agored i niwed oherwydd lefel ormodol o feddwod neu gyflwr neu alluedd meddyliol.

Mae adrannau 165, 166 a 167 o Ddeddf Cydraddoldeb 2010 yn rhoi dyletswyddau ar yrrwyr sy'n cludo teithwyr anabl. I sicrhau bod gyrrwyr yn deall ac yn cyflawni'r dyletswyddau hyn, mae'r Awdurdod Trwyddedu wedi amlinellu'r amodau hyn sy'n ategu Deddf Cydraddoldeb 2010.

Mae'n bwysig deall nad yw anableddau bob amser yn weladwy. Efallai na fydd yn amlwg ar unwaith fod gan deithiwr ofynion arbennig. Mae mynediad corfforol i ddefnyddwyr cadair olwyn yn bwysig ond nid yw mynediad i gerbyd ond yn rhan o'r gwasanaeth a ddarperir.

3.2 Gofal Priodol

- a) Mae'n ddyletswydd ar y gyrrwr i arfer gofal ac amynedd priodol wrth gludo teithwyr. Rhaid i'r gyrrwr ystyried unrhyw anabledd neu nam pan fydd yn cludo'r teithiwr a chynnig cymorth fel y bo'n briodol ac yn ôl yr angen.
- b) Rhaid i'r gyrrwr sicrhau bod y teithwyr i gyd yn cael eu cludo'n ddiogel ac yn rhesymol gyffyrddus, p'un ai a oes anabledd neu nam ar y teithiwr ai peidio sy'n effeithio ar ei weithgareddau bob dydd.
- c) Bydd y gyrrwr yn sicrhau bod unrhyw gadeiriau olwyn neu offer a gludir yn sownd yn y cerbyd cyn dechrau'r daith. Dylai unrhyw gadeiriau olwyn, offer a theithwyr gael eu cludo mewn modd nad yw'n debygol o achosi unrhyw berygl i unrhyw deithiwr yn unol â Rheoliadau Cerbydau Ffordd (Gwneuthuriad a Defnydd) 1986,
- d) Rhaid i'r gyrrwr beidio â chodi tâl ychwanegol am gludo cadeiriau olwyn, offer anabledd neu gŵn cymorth.
- e) Rhaid i'r gyrrwr/gweithredwr gadarnhau bod y ddarpariaeth briodol wedi cael ei gwneud ar gyfer y teithiwr cyn derbyn yr archeb neu ddechrau'r daith. Nid yw hyn o reidrwydd yn golygu bod y gyrrwr/gweithredwr yn gyfrifol am ddarparu'r mesurau priodol, fodd bynnag, dylent wirio bod y mesurau yn eu lle.
- f) Dylai gyrrwyr wneud nodyn yn y llyfr log dyddiol pan fydd gwasanaeth wedi'i ddarparu i deithiwr agored i niwed gan gynnwys unrhyw ddigwyddiadau/gweithredoedd neu wasanaethau a wrthodwyd.

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- g) Ar daith gyda theithwyr agored i niwed, dylai cerdyn hunaniaeth sy'n cynnwys llun gael ei ddangos i'r gofalwr sy'n gyfrifol am y person hwnnw. Os oes angen dylech gael cofnod o fanylion cyswllt y gofalwr os nad oes hebryngwr.
- h) Os gwrthodir cludo teithiwr agored i niwed, dylai person cyfrifol gael gwybod er mwyn gallu gwneud trefniadau eraill. Er enghraifft, gall y sefyllfa hon godi os oes ci cymorth gan y cwsmer ac mae gan y gyrrwr esemptiad meddygol rhag cludo ci cymorth a roddwyd gan yr Awdurdod.
- i) Gofynnwch a oes angen cymorth ar deithiwr bob amser, peidiwch â chymryd hynny'n ganiataol.
- j) Dylai gyrrwyr fod yn broffesiynol bob amser ac ni ddylent:
 - i) Cyffwrdd â theithiwr mewn modd amhriodol. Os oes angen cymorth corfforol ar y teithiwr, dylai'r gyrrwr ofyn sut y gall ei helpu.
 - ii) Gwneud sylwadau sarhaus neu amhriodol (er enghraifft rhegi neu ddefnyddio iaith wedi'i rhywioli neu iaith wahaniaethol.
 - iii) Ymddwyn mewn ffordd a allai beri i'r teithiwr gael ei frawychu neu deimlo dan fygythiad.
 - iv) Ceisio camddefnyddio'r manylion personol a geir trwy'r busnes am y person.
- k) Os ydych yn poeni am ddiogelwch, lles neu ymddygiad person agored i niwed, dylech roi gwybod i'r heddlu trwy ffonio 101 (neu os ydych yn credu bod person agored i niwed mewn perygl brys, ffoniwch 999).
- l) Os ydych yn poeni am ymddygiad rhywun arall dylech roi gwybod i wasanaeth trwyddedu'r Cyngor am eich pryderon trwy ffonio 01545 572 179, ffonio'r heddlu ar 101 neu ffonio Crimestoppers ar 0800 555111

3.3 Cŵn Cymorth

- a) Bydd y gyrrwr, ar gais, yn cludo ci tywys, ci clywed neu unrhyw gi cymorth arall y teithiwr, a hynny am ddim.

Cynghorir gyrrwyr i ymgyswrttu ag agweddau diogelwch ar gludo cŵn cymorth. Ceir canllawiau ar wefan Guide Dogs: <https://www.guidedogs.org.uk/services/guide-dog-services/assistance-dog-travel-guide/travel-by-car#.VYv-spaD67R>

3.4 Teithwyr â Nam ar y Golwg

- a) Ar gyfer teithwyr â nam ar y golwg, rhaid i'r gyrrwr ddweud wrth y teithiwr hwnnw y pris am y daith a chynnig darparu derbynneb ysgrifenedig a fydd yn nodi dyddiad ac amser y daith, y swm a dalwyd ac enw'r gyrrwr.

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- b) Bydd y gyrrwr yn cyhoeddi lleoliad pen y daith ar ddiwedd y daith.
- c) Lle y bo'n bosibl, dylid sicrhau bod teithwyr â nam ar y golwg yn cael eu gollwng mewn man diogel, lle na fydd perygl cerbydau, ceffylau neu gerbydau eraill.
- d) Lle y bo'n ofynnol, dylid bob amser roi gwybod i deithwyr ble ydyn nhw ar ddiwedd y daith ac i ba gyfeiriad y mae'r cerbyd yn wynebu.

3.5 Teithwyr â Nam ar y Clyw

- a) Siaradwch yn glir ac edrychwch ar y teithiwr wrth siarad fel y gall ddarllen eich gwefusau os yw'n gallu gwneud hynny.
- b) Gwnewch yn siŵr bod y teithiwr yn ymwybodol eich bod wedi deall ei gyfarwyddiadau.

3.6 Cymorth Symudedd

- a) Rhaid i'r gyrrwr, pan fydd y teithiwr yn gofyn am gymorth, gynnig cymorth o'r fath yn ôl yr angen i alluogi'r teithiwr i fynd i mewn i'r cerbyd neu allan ohono.
- b) Dylai'r gweithredwr sy'n derbyn yr archeb ar gyfer taith a drefnwyd/archebwyd ymlaen llaw ofyn a oes gan y teithiwr unrhyw ofynion arbennig; h.y. darpariaeth ar gyfer ci tywys neu gadair olwyn. Ar yr un pryd, dylai'r teithiwr hefyd nodi os oes ganddo unrhyw ofynion arbennig a thrafod a yw'r gweithredwr yn gallu bodloni'r gofynion hynny.

3.7 Prisiau

- a) Ni all gyrrwr godi tâl ar deithiwr ar gyfer ei gynorthwyo i lwytho'r cerbyd neu am gludo cŵn cymorth neu gadeiriau olwyn. Dylid cyfeirio at yr amodau trwydded sy'n ymwneud â'r prisiau y gellir eu codi.

3.8 Esemptiadau

- a) Bydd gyrrwyr yn hysbysu'r awdurdod trwyddedu a'u cyflogwr os oes unrhyw gyflwr meddygol sydd ganddynt eisoes a allai effeithio ar eu gallu i gludo cŵn cymorth a/neu deithwyr â gofynion arbennig.
- b) Gallai esemptiadau meddygol mewn perthynas â chludo pobl anabl a/neu gludo unrhyw gŵn cymorth fod yn berthnasol i yrrwyr newydd neu bresennol sy'n dioddef o gyflyrau meddygol penodol. Os yw'r gyrrwr yn dioddef o unrhyw gyflwr meddygol sy'n effeithio ar ei allu i gludo pobl anabl a/neu gi cymorth o unrhyw fath, rhaid iddo ddarparu tystiolaeth i'r awdurdod trwyddedu fod ganddo broblem benodol i fod yn gymwys ar gyfer esemptiad o'r fath drwy dystysgrif feddygol a roddir gan ei Ymarferydd Cyffredinol,

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- c) Rhaid i'r dystysgrif esemptiad a roddir gan yr Awdurdod Trwyddedu fod ym meddiant y gyrrwr bob amser tra ei fod yn ymgymryd â'i ddyletswyddau a bod ar gael i swyddog awdurdodedig ei archwilio unrhyw bryd.

4. CEFFYLAU A CHYFRWYAU

4.1 Rhagofynion

- a) Bydd pob ceffyl a ddefnyddir mewn cysylltiad â gyrru'r cerbyd trwyddedig yn cael ei gofrestru gyda'r Awdurdod Trwyddedu ar y ffurflen benodol cyn ei ddefnyddio. Ni chaniateir defnyddio unrhyw geffyl heblaw yn unol â'r Polisi hwn.
- b) Ni chaniateir harneisio na defnyddio unrhyw geffyl mewn cysylltiad â'r cerbyd trwyddedig oni bai bod microsglodyn adnabod gan y ceffyl y mae'r gwasanaeth trwyddedu wedi cael gwybod ei rif ymlaen llaw.
- c) Rhoddir bathodyn adnabod i'r perchennog ar gyfer y ceffyl sydd wedi'i neilltuo ar gyfer y cerbyd. Rhaid cadw hwn gyda'r cerbyd bob amser a bydd ar gael i'w archwilio gan swyddog awdurdodedig, cwnstabl neu filfeddyg.
- d) Ni chaniateir cludo ceffyl heb ei basbort ac o'r herwydd rhaid cadw'r pasbort gyda'r ceffyl a chaiff ei gyflwyno i'w archwilio pan fydd swyddog awdurdodedig yn gofyn amdano. Gallai methu â darparu pasbort dilys arwain at ddirwy nad yw'n fwy na £ 5,000 ar y raddfa safonol¹.
- e) Rhaid i geffylau fod yn ffit ac yn addas i'w defnyddio a bod yn chwech oed o leiaf i'w defnyddio mewn cysylltiad ag unrhyw gerbyd hacni a dynnir gan geffyl. Mae'r argymhelliad oedran wedi'i nodi gan God Ymarfer yr Adran Drafnidiaeth ac nid yw'n diystyru unrhyw arweiniad na chyingor gan filfeddyg cofrestredig.
- f) Rhaid i'r ceffyl(au) gael eu pedoli'n rheolaidd ac yn dda. Rhaid i'r perchennog gadw cofnodion ar gyfer pryd y caiff y ceffyl ei bedoli a chan bwy; dylid cadw'r cofnodion hyn am o leiaf 12 mis.
- g) Rhaid brechu pob ceffyl yn erbyn fflw geffylau a thetanws.
- h) Rhaid bod rhaglen abwydo ar waith.

¹ Adran 37 Deddf Cyfiawnder Troseddol 1982: Y raddfa safonol o ddirwyon ar gyfer troseddau diannod.
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- i) Rhaid i'r perchennog gyflwyno'r canlynol pan fydd yn gwneud cais i gael neu adnewyddu trwydded cerbyd hacni a dynnir gan geffyl:
- i) Adroddiad milfeddyg yn cadarnhau ffitrwydd a phriodoldeb cyffredinol y ceffyl(au) sydd i'w ddefnyddio – i gynnwys cadarnhad bod y ceffyl(au) yn ffit ac yn addas i dynnu cerbyd sy'n cynnwys y nifer fwyaf o deithwyr, ac mewn traffig.
- ii) Copi o'r pasbort(au) ceffyl ar gyfer y ceffyl(au) sydd i'w ddefnyddio
- iii) Ffotograffau o bob ochr ac yn edrych tuag at ben y ceffyl(au) sydd i'w ddefnyddio.
- j) Bydd y gyrrwr yn sicrhau, cyn dechrau ar ei waith ar unrhyw ddiwrnod penodol bod unrhyw geffyl y mae'n bwriadu ei yrru:
- i) wedi gorffwys a chael bwyd a dŵr yn ôl yr angen
- ii) mewn cyflwr corfforol da ac nid yw'n dangos unrhyw arwyddion o anhwylder neu ofid
- iii) wedi'i bedoli'n ddigonol.
- k) Rhaid i'r gyrrwr archwilio'r ceffyl(au), yr harnais a'r cerbyd yn ofalus ar ddechrau gwaith bob dydd i sicrhau bod y cerbyd a'r ceffyl(au) mewn cyflwr gweithio da.
- l) Rhaid i'r cyfrwyau ffitio'r ceffyl yn iawn er mwyn peidio ag achosi poen, gofid na rhwbio'r ceffyl.
- m) Rhaid archwilio'r cyfrwyau yn rheolaidd cyn eu defnyddio ac wrth eu defnyddio er mwyn sicrhau nad yw diogelwch na harneisio'r ceffylau mewn perygl.
- n) Bydd pob set o gyfrwyau yn cael ei neilltuo i geffyl a'i farcio'n glir felly.
- o) Bydd y gyrrwr yn cadw bocs cymorth cyntaf ceffylau wedi'i stocio'n llawn ar y cerbyd.
- p) Bydd y gyrrwr yn gyfrifol am lanhau unrhyw garthion ceffylau mewn man cyhoeddus ar lwybr y daith neu ar y pwyntiau aros cyn gynted ag y bo'n ymarferol gan ddefnyddio'r offer a ddarperir yn unol ag amod 11.2 uchod, ac am gael gwared yn lanwaith â'r deunyddiau hynny.

4.2 Archwiliad Milfeddygol

- a) Ni chaiff unrhyw geffyl ei harneisio na'i defnyddio mewn cysylltiad â'r cerbyd trwyddedig oni bai bod arolygydd ceffylau cymeradwy (gan Goleg Brenhinol y Milfeddygon a Phwyllgor Cymdeithas Filfeddygol Prydain ar y cyd) wedi archwilio'r ceffyl a rhoi iddo dystysgrif ffitrwydd ar ffurf wedi'i chymeradwyo gan y Cyngor. Caiff y dystysgrif hon ei chyflwyno i'r gwasanaeth trwyddedu pan wneir cais neu yn dilyn archwiliadau cyfamserol.

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- b) Bydd tystiolaeth o archwiliad milfeddygol o'r ceffyl(au) sydd i'w defnyddio i dynnu'r cerbyd yn cael ei chyflwyno i'r Awdurdod Trwyddedu cyn rhoi trwydded cerbyd. Dylai'r archwiliad roi sylw i ffitrwydd ac addasrwydd yr anifeiliaid a chyflwr unrhyw harnais neu gyfrwyau i'w ddefnyddio. Ni ddylai'r dystysgrif fod yn hynach nag un mis calendr ar y diwrnod y rhoddir y cais am drwydded cerbyd.
- c) Ar adeg yr archwiliad milfeddygol, rhaid darparu lluniau lliw (o bob ochr a chan edrych tuag at y pen) ynghyd â datganiad (gan filfeddyg) ar gefn y llun yn cadarnhau bod y lluniau o'r ceffyl a archwiliwyd.
- d) Os yw'r milfeddyg, swyddog awdurdodedig y Cyngor neu heddwys o'r farn nad yw'r ceffyl i'w weld yn ffit i weithio, bydd y defnydd o'r ceffyl hwnnw'n dod i ben hyd nes y bydd arolygydd ceffylau cymeradwy (Coleg Brenhinol y Milfeddygon a Phwyllgor Cymdeithas Filfeddygol Prydain ar y cyd) wedi cadarnhau bod y ceffyl yn ffit. Cyfrifoldeb perchennog y cerbyd fydd talu'r ffioedd am archwiliad o'r fath.
- e) Dylai adroddiadau archwiliad milfeddygol ar gyfer ceffyl mewn harnais fod ar gael i'w harchwilio pan fydd swyddog awdurdodedig yn gofyn amdanynt

4.3 Cyfnodau Gorffwys

- a) Bydd y gyrrwr yn sicrhau na ddefnyddir ceffyl sy'n cael ei harneisio neu ei ddefnyddio mewn cysylltiad â cherbyd hacni trwyddedig am fwy na chwe [6] awr o waith mewn unrhyw ddiwrnod. Mae "diwrnod" yn cwmpasu cyfnod o 24 awr ac yn sicrhau bod y ceffyl yn cael 18 awr o orffwys o fewn y cyfnod hwnnw.
- b) Yn ystod y chwe [6] awr ni ellir treulio mwy na dwy [2] awr yn olynol yn gweithio heb i'r ceffyl gael o leiaf 30 munud i orffwys yn dawel
- c) Rhaid rhoi o leiaf 10 munud i bob ceffyl orffwys ar ôl pob taith
- d) Ni chaiff pob ceffyl weithio am fwy na thri diwrnod yn olynol.
- e) Yn ystod cyfnodau gorffwys bydd gan y ceffyl fynediad at ddŵr glân a chael ei fwydo fel sy'n briodol.
- f) Rhaid i'r bwyd a'r dŵr gael eu cynnwys mewn dysgl briodol lle na chaiff ei halogi a lle na chaiff unrhyw un ymyrryd ag ef.
- g) Ni fydd y ceffyl yn cael ei fwydo gan aelodau o'r cyhoedd

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- h) Rhaid i ddeiliad y drwydded roi sylw dyladwy i dywydd eithafol neu anffafriol fel tywydd eithriadol o boeth, pan nad oes unrhyw gymylau, neu gyfnodau o law trwm pan fydd cysgod digonol yn cael ei ddarparu i bob ceffyl, a chaiff ei sbwnjo â dŵr er mwyn atal straen gwres neu ei sychu i'w atal rhag oeri.
- i) Rhaid i'r gyrrwr ystyried lles ac anghenion y ceffyl bob amser a rhaid iddo ddarparu digon o orffwys, gofal, bwyd a dŵr fel a phryd y bydd ei angen ar y ceffyl.
- j) Yn ystod cyfnodau gorffwys, ni ddylai'r ceffyl gael ei fwytho'n ddiangen gan aelodau'r cyhoedd
- k) Os yw'n ymddangos bod y ceffyl wedi blino, yn ofidus neu'n sâl ar unrhyw adeg, rhaid iddo gael digon o orffwys a gofal i sicrhau bod ei anghenion lles yn cael eu bodloni. Lle bo angen, rhaid i'r gyrrwr atal y ceffyl rhag bod mewn gwasanaeth a cheisio gwasanaeth y milfeddyg ar unwaith.

5. CYDYMFFURFIO A GORFODI

5.1 Gorfodi

Prif bwrpas trwyddedu cerbydau hacni yw amddiffyn y cyhoedd a hyrwyddo diogelwch y cyhoedd. I'r perwyl hwn nod y Cyngor yw darparu dull rheoleiddio effeithlon, wedi'i dargedu a chymesur ar gyfer y rhai y mae'n eu rheoleiddio.

Daeth Cod y Rheoleiddiwr i rym yn 2014 ac mae'n nodi y dylai'r awdurdod lleol:

- Cyflawni ei weithgareddau mewn ffordd sy'n cynorthwyo'r rhai a reoleiddir ganddo i gydymffurfio a thyfu
- Darparu ffyrdd syml a hawdd o ymgysylltu â'r rhai a reoleiddir ganddo a chlywed eu barn
- Seilio eu gweithgareddau rheoleiddio ar risg
- Rhannu gwybodaeth am gydymffurfiaeth a risg
- Sicrhau bod gwybodaeth, arweiniad a chynghor clir ar gael i helpu'r rhai a reoleiddir ganddo i gyflawni eu cyfrifoldebau i gydymffurfio,
- Sicrhau bod ei agwedd at ei weithgareddau rheoleiddio yn dryloyw.

Lle bo hynny'n briodol, caiff atgyfeiriadau eu gwneud at asiantaethau eraill. Bydd hyn yn cynnwys ond heb fod yn gyfyngedig i'r Heddlu, Cyllid a Thollau Ei Mawrhydi (HMRC), DVLA a'r timau Diogelu Plant ac Oedolion.

Bydd yr awdurdod lleol yn ymateb i gwynion a wneir gan y cyhoedd ac atgyfeiriadau gan asiantaethau a chyrff eraill. Yn ogystal, bydd swyddogion yn cynnal archwiliadau a phroffion rhagweithiol naill ai fel gweithgaredd o ddydd i ddydd neu fel rhan o raglen o weithrediadau.

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5.2 Gwrandawiadau

Gellir cyfeirio deiliaid trwydded ac ymgeiswyr at yr is-bwyllgor trwyddedu am droseddau a gyflawnir, methu â chydymffurfio ag unrhyw ran o'r polisi hwn, neu am unrhyw ymddygiad arall sy'n effeithio ar eu haddasrwydd i fod yn ddeiliad trwydded. Bydd yr is-bwyllgor yn ystyried y drosedd/ymddygiad ar addasrwydd yr unigolyn i ddal trwydded ac yn cymryd unrhyw gamau sy'n briodol o dan yr amgylchiadau.

Pan fydd yr Awdurdod Trwyddedu o'r farn bod bygythiad i ddiogelwch y cyhoedd neu les anifeiliaid, ceir darpariaethau yn Neddf Llywodraeth Leol (Darpariaethau Amrywiol) i ddirymu trwydded ar unwaith.

5.3 Rhybuddion

Gellir eu rhoi am fân droseddau. Bydd llythyr rhybuddio yn aros ar ffeil am gyfnod o dair blynedd a chyfeirir ato os bydd deiliad y drwydded yn cael ei ddwyn gerbron yr is-bwyllgor am unrhyw reswm arall.

5.4 Ataliadau

Gellir atal cerbydau yn unol ag adran 68 o Ddeddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976 os nad yw swyddog yn fodlon ar addasrwydd cerbyd.

Gellir atal gyrwyr o dan Deddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976.

Gellir gorchymyn bod atal trwydded yn dod i rym ar unwaith os yw er budd y cyhoedd.

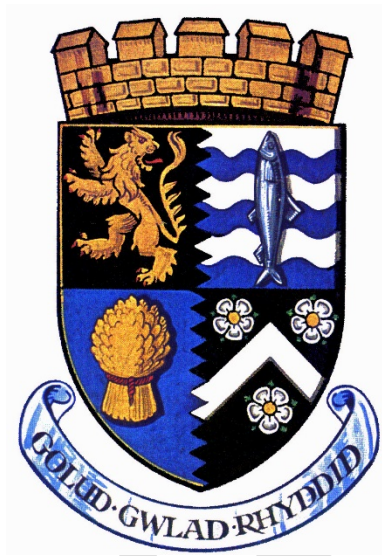
5.5 Dirymiadau

Gall yr is-bwyllgor ddirymu trwyddedau a roddir gan yr awdurdod hwn yn unol ag adran 61 o Ddeddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976.

Os yw difrifoldeb yr achos yn golygu ei fod yn haeddu cael ei ddirymu, bydd y camau hyn ar gael i'r is-bwyllgor eu cymryd hyd yn oed os mai hwn yw'r cam gorfodi cyntaf a gymerwyd yn erbyn y gyrrwr/cerbyd.

Gellir gorchymyn i ddirymiad ddod i rym ar unwaith os yw er budd y cyhoedd.

Hackney carriage & Private Hire Licensing Policy



APPENDIX A

Horse drawn hackney carriage & driver Policy

Author & service: Helena Corke, Licensing service; Policy, Performance & Public protection

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Definitions

An omnibus is defined in legislation as an omnibus, char-a-banc, wagonette, brake, stage coach or other (non-motorised) carriage plying or standing for hire by or used to carry passengers at separate fares to, from or in any part of the prescribed distance subject to specified exceptions. Omnibuses operate on pre-determined routes.

In this Policy, hackney carriage, carriage and omnibus shall mean the carriage specified within; that being a horse-drawn hackney carriage to which the Acts of 1847, 1889 and 1976 apply.

Regulation and Byelaws

With the Town Police Clauses Act 1889 and the Town Police Clauses Act 1847 regulating the licensing of Omnibuses, the relevant legislation does not provide a clear route for conditions to be attached to such licences. However section 6 of the Town Police Clauses Act 1889 provides the mechanism for the Council to make Byelaws to regulate the operation of horse-drawn omnibus services. Under the Road Traffic Act 1930 and the Transport Act 1985 these provisions remain in force for non-motorised vehicles.

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This Policy should be read in conjunction with the other statutory and policy requirements set out in this document.

NOTE:

The Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020 are made in response to the serious and imminent threat to public health posed by the incidence and spread of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) in Wales. These Regulations impose requirements and restrictions on taxi drivers, proprietors and private hire operators, whether self-employed or employed, to take preventative measures to minimise risk of exposure to coronavirus. The licensing authority therefore expects Proprietors, Operators and Self-Employed drivers to familiarise themselves with the current guidance issued by the Welsh Government and carry out safety risk assessments of their vehicles (and, where applicable, their Premises) and to include in their operating schedule measures which will ensure the safety of both their customers and staff. It will also expect applicants and Proprietors, Operators and Self-Employed drivers to have risk assessments outlining how it will operate during outbreaks of communicable diseases / infectious diseases such as severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) i.e. Covid-19.

<https://www.gov.uk/guidance/coronavirus-covid-19-taxis-and-phvs>

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1. HORSE DRAWN HACKNEY CARRIAGES

In accordance with Section 45 of the TPCA 1847 a horse drawn hackney carriage shall not operate without first obtaining a licence from the licensing authority and shall not operate without first having registered the horse(s) to be used in conjunction with that carriage with the licensing authority.

The Council is permitted wide discretion in deciding what it will and will not licence by Section 47(2) of the 1976 Act:

(1) A local authority may attach to the grant of a licence of a hackney carriage under the Act of 1847 such conditions as it may consider reasonably necessary.

(2) Without prejudice to the generality of the foregoing subsection, a local authority may require any hackney carriage licensed by them under the 1847 Act to be of such design or appearance or bear any such distinguishing marks as shall clearly identify it as a hackney carriage.

There is no prescribed style of carriage, however, a licensed carriage shall comply with the conditions prescribed by the licensing authority at all times.

The carriage shall, so far as is appropriate, comply with all regulations and by laws made in pursuance to any Acts relating to carriages using a public highway.

The proprietor shall at all times comply with the provisions of the Local Government (Miscellaneous Provisions) Act 1976, The Town Police Clauses Acts of 1847 and 1889 and the conditions and bylaws hereinafter provided. It is the responsibility of the proprietor to ensure as far as is reasonably practicable that this Policy is complied with by any person employed, or permitted by them to drive the licensed horse(s) and carriage(s) on their behalf.

1.1 Prerequisites

- a) No hackney carriage licence shall be issued unless the carriage, the horses assigned to it and the harnesses are deemed fit, safe and suitable for purpose by the authority.
- b) The carriage shall be suitable in type and design for use as a hackney carriage. Any dispute in relation to the type or design of carriage shall be determined by the licensing authority.
- c) Any person wishing to apply for a horse-drawn carriage licence must complete the relevant application form and submit it to the licensing section along with the relevant fee.
- d) Prior to any application being considered by the authority, the proprietor shall produce a satisfactory horse drawn carriage engineer's inspection report to ensure the authority that the carriage and its fittings are safe and in good working condition. Alongside which, a vet

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appointed by the Council shall examine the horses to be used to draw the carriage and a satisfactory veterinary inspector's report must be provided.

- e) In ascertaining whether the carriage and the horse(s) to be used are suitable to carry passengers for hire and reward, the proprietor must produce the following:
- i) A completed and signed application form
 - ii) Certificate of Public liability insurance
 - iii) Certification of the roadworthiness and suitability of the carriage and harness(es) for the purpose of the intended use.
 - iv) Certificate of insurance covering the carriage for the conveyance of passengers for hire and reward
 - v) A certificate from the Veterinarian deeming the horse as fit and suitable
 - vi) All horse passports issued under Equine Identification (Wales) Regulations 2009 for the horses to be used.
 - vii) Photos of the horses to be used (see subsection 6 "horse and tack")
 - viii) Details of any groomsman or trainee driver who may accompany the driver
 - ix) The daily log book
 - x) The relevant fee
- f) An application will not be considered complete until all of the requirements above have been produced.
- g) Each application shall be considered on its own merits.
- h) Applicants will be informed of the licensing authority's decision to grant or refuse to grant a licence.
- i) If granted, the horse-drawn hackney carriage licence will expire twelve [12] calendar months from the date of issue, unless surrendered, suspended or revoked prior to that date.
- j) If an application is refused, the applicant has a right to appeal against the decision to the Magistrates Court within 21 days of receipt of the formal notice of refusal.
- k) A carriage shall only be driven by a person who holds a valid driver's licence issued by the licensing authority.

1.2 Renewals

- a) An application to renew the licence must be received by the licensing authority no later than one month prior to expiry to allow sufficient time to arrange inspections by Veterinarians and authorised Officers. No exceptions will be made for applications submitted after the current licence expiry date; these will be deemed as new applications.
- b) The onus is on the proprietor to ensure a complete renewal application is submitted prior to expiry of a current licence, no reminders will be sent.

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- l) Upon renewal, the proprietor shall submit a completed application which includes all required documentation as per Condition 1.1 to evidence that the carriage and its fittings are safe and in good working condition.
- m) Alongside which, a vet appointed by the Council shall examine the horses to be used to draw the carriage and a satisfactory veterinary inspector's report must be provided.
- c) Where there is a period between the expiry of a current licence and renewal being processed, the carriage shall not be used for hire and reward purposes during this time. Some exceptions may apply if agreed with the licensing authority.

1.3 Limitation of numbers

- a) Ceredigion County Council does not currently limit the number of horse drawn hackney carriages. The need for this limit may be reviewed by a competent and independent company appointed to conduct the review on behalf of the Council, the findings of which may be made available upon request.

1.4 Structure:

- a) The carriage shall be designed to be driven by only one horse at any one time.
- b) It must have four wheels, and a compartment for passengers to be carried in;
- c) The carriage shall not convey in excess of the maximum permitted number of passengers specified by the licensing authority. This shall be determined at the point of licensing, but must not exceed eight [8] passengers.
- d) The carriage must be constructed to a suitable standard and quality to be a licensed carriage. The guidelines and inspection proforma can be found on the Department for Transport (DfT) Code of Conduct for horse drawn carriages and at APPENDIX A to this policy
- e) The carriage shall be painted in a single colour, being either gloss black or treated/varnished wood, and shall not display any signage or advertisements without the prior consent of the licensing authority.
- f) The seats shall be properly cushioned and covered to enable them to be kept suitably comfortable, clean and dry. A blanket can be used to provide additional comfort if required, and this must also be clean and dry.
- g) If the passenger compartment is exposed to the elements, the seats shall be cleared of any detritus and dried of water prior to any passengers being conveyed.
- h) The floor shall be covered with a suitable mat or carpet to prevent any slipping and must be capable of being cleaned and cleared of any detritus or water prior to any passengers being conveyed. It is the driver's responsibility to ensure the carriage is kept in a clean and comfortable condition.

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- i) If the carriage provides means for carrying luggage, the driver shall ensure that any luggage being conveyed is secured properly prior to the commencement of the journey.
- j) Lights and signals should be fitted to the carriage and should be capable of being lit by the driver between dusk and dawn. Lighting on a carriage is restricted to two standard rear positional lamps and two standard front positional lamps as per the Motor carriages (Construction & Use) Regulations. The lights shall be capable of being lit white to the front and red to the rear as prescribed under The Road Vehicles Lighting Regulations 1989.
- k) All horse-drawn carriages should have two red rear reflectors.
- l) All carriages must be fitted with a dung catching device while the carriage is in use on any public highway. If requested to do so by a licensing enforcement officer, a tight leather strap must be placed between the bungee and the lock to prevent the bungee from sliding back.
- m) No alteration or change to the carriage shall be made without prior approval of the licensing authority.
- n) The above list is not exhaustive and authorised Officers of the local authority will assess whether standards of the carriage is acceptable or not. In such instances, the officer's decision will have effect as though it were included in the above lists and the licensed driver or proprietor will be required to comply accordingly.

1.5 Inspections:

- a) Prior to the grant or renewal of a horse drawn hackney carriage licence, the carriage, horse(s) and tack shall be presented for inspection and testing on the date appointed by the licensing authority. All carriages must be produced with a full set of tack and harnesses.
- b) The licensing authority is empowered to inspect a hackney carriage at any time. All carriages, horses and equipment shall be presented to the authority upon request.
- c) The licensee shall not prevent any authorised officer, constable or veterinarian from inspecting the carriage, horses, harnesses or harnessing or any accommodation used for stabling and keeping the horses.
- d) The carriage shall be kept in a clean and well maintained condition. A carriage may be issued with a s.68 prohibition notice and removed from service if it is in an unsafe, dirty or unsatisfactory condition.

1.6 Signage:

- a) The carriage will be issued with a plate which must be affixed to the rear of the carriage displaying the number of passengers that may be carried.
- b) The plate shall be returned to the licensing authority within seven [7] days upon surrender, expiry or revocation of the licence. The deposit shall be refunded unless replacement

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plates are required. Failure to return the plates upon expiration, suspension or revocation or at the request of the licensing authority or authorised officer is an offence under section 58(2) of the Local Government (Miscellaneous Provisions) Act 1976.

- c) Loss of a licence plate must be immediately reported to the licensing authority and a replacement must be obtained on payment of such reasonable fee as the licensing authority may prescribe.
- d) No fittings, signs or advertisements are to be painted on or attached to the carriage or displayed within the carriage unless approved by the licensing authority in writing.

1.7 Route:

- a) The carriage shall only convey passengers along the pre-determined route, the fare for which shall be determined by the licensing authority and no fare in excess of that may be charged other than for cases, trunks and fouling as determined by the licensing authority.
- b) No deviation from the prescribed route is permitted unless written permission from the licensing authority is obtained beforehand. It is accepted that the driver may require to deviate from the pre-determined route when the carriage is not in service, for example journeys home or to obtain repairs / maintenance. Such instances do not need to be made known to the authority.
- c) The pre-determined route is attached to this document at APPENDIX B
- d) Where a route is closed by the Mid Wales Trunk Road Agency or Ceredigion County Council for any reason, the proprietor must inform the licensing authority and obtain permission to convey passengers on any deviated route.

1.8 Fares:

- a) The Council sets the maximum rates that may be charged by horse drawn hackney carriage carriages.
- b) The table of fares as prescribed by Ceredigion County Council shall be displayed in the carriage in such a manner that it is capable of being easily viewed by the passengers being conveyed in the carriage. Those fares may be written clearly upon a sign displayed in the vicinity of the horse & carriage in order to inform potential passengers of the fare expected to pay.
- c) No fee in excess of that prescribed by the authority may be charged to any passenger.
- d) No additional fare may be charged for the conveyance of an assistance dog or for providing assistance to any passenger with reduced mobility or other impairment which may affect their ability to board or alight the carriage. Appropriate assistance must be given if requested.

1.9 Transferring licenses:

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- a) There is currently no provision within the Acts to permit a licensee to transfer a licence to another carriage.

1.10 Change of proprietor / Sale or Transfer of carriage:

- a) The proprietor shall furnish in writing the name(s) and address(es) of the new proprietor(s) within 14 days of the transfer of the carriage to another person or persons.

1.11 Accidents:

- a) If at any time a licensed carriage is involved in an accident, however minor, the driver or proprietor must inform the licensing authority within seventy-two hours of the accident occurring (In exceptional circumstances the licensing authority may accept claims made outside of that timescale if the proprietor can evidence that they made reasonable attempts to inform the authority within the prescribed timescale.)
- b) Following repair, the carriage must be submitted for inspection by an authorised officer of the Council, or a person whom the Council deems competent to undertake such an inspection. Failure to present the carriage for inspection may result in the carriage licence being suspended until such time as the authority is satisfied the carriage is fit for purpose.
- c) If the carriage is submitted for repairing by a bona-fide carriage builder / engineer, a certificate issued by the same builder / engineer attesting to the fitness of the repair / work may be acceptable.

1.12 Records:

- a) The proprietor shall keep and maintain a daily log book detailing the following information on a daily basis:
 - i. Time and duration of rests, refreshment and feeding times of the horse,
 - ii. any other notes made in relation to the welfare of the horse, safety of the public, passengers or carriage and the barring of any passengers, and
 - iii. this book is to be signed off by the proprietor on a daily basis.
- b) This log book must be kept for a minimum of 1 year and shall be produced on renewal of the subsequent year and at the request of an authorised officer.

2. DRIVERS

2.1 Prerequisites

- a) The licensing authority must be satisfied that the applicant is a fit and proper person. As such, applicants are expected to act with honesty and integrity throughout the application process and the continuity of their licence.
- b) There is an expectation that information requested, for example, previous convictions and cautions, will be fully and accurately disclosed to the authority. Applicants and licensed drivers are required to disclose all convictions and cautions including those that would normally be considered spent as horse drawn hackney carriage drivers are included as exceptions within the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.
- c) Care should be taken when completing the form as failure to make full and accurate disclosure can in itself result in refusal of the application, a review of the licence and could result in prosecution.
- d) Each application will be treated on its own merits and shall remain in force for a maximum period of one [1] year, unless surrendered, suspended or revoked.
- e) Any person making an application for a horse-drawn carriage driver's licence must complete the relevant application form and submit it to the licensing Team along with the relevant fee and required documentation. An application shall not be deemed complete unless all the required documentation is submitted to the licensing authority.
- f) The grant of a licence to drive a horse-drawn carriage shall entitle the holder to drive a horse-drawn carriage only. It shall not entitle the holder to drive a mechanically propelled hackney carriage or private hire carriage.
- g) Applicants must produce evidence to the local authority that they are competent and qualified to drive horses in harness by producing a Certificate of Competence (Road Driving Certificate) issued by the British Driving Society indicating that the driver has successfully attained the Level 3 Certificate in Road Driving Safety for the Single Harness horse.
- h) Any expense involved in producing such testing and certification shall be borne by the applicant.
- i) Drivers and Operators shall have due regard to the DfT Code of Practice for horse Drawn Carriages, which can be found [here](https://webarchive.nationalarchives.gov.uk/20120606172812/http://assets.dft.gov.uk/publications/dft-information-sheets/code-of-practice-for-horse-drawn-carriages.pdf):
<https://webarchive.nationalarchives.gov.uk/20120606172812/http://assets.dft.gov.uk/publications/dft-information-sheets/code-of-practice-for-horse-drawn-carriages.pdf>.
- j) Every application made for a licence to drive a horse Drawn hackney carriage must be accompanied by satisfactory evidence of the following matters and applications that are incomplete will not be deemed to have been made until such time as they are complete:-

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- i) An enhanced criminal record check and evidence that the applicant is not on a child and/or vulnerable adult barring list. The applicant will be required to undertake an 'enhanced' criminal record check from the Disclosure & Barring service (DBS) and provide a copy of the certificate to the licensing Team on application.
- ii) Two recent passport sized photos, recent in this instance means taken within the last 12 months.
- k) In order to be licensed, the applicant will need to meet the following criteria:
 - i) The applicant must have the right to live and work in the UK.
 - ii) Must be at least 18 years of age at the time of applying. There is no upper age limit provided the applicant can satisfy the licensing authority that they is a fit and proper person.
 - iii) Must be medically fit and will meet the DVLA Group 2 medical standards, the applicant must undergo a medical examination with his or her own General Practitioner.
 - iv) Must meet the fitness criteria set out by this authority.

2.2 Renewals

- a) It is the drivers' responsibility to ensure that an application for renewal is submitted in sufficient time prior to the licence expiry date. There is no automatic period of grace. An application for a licence renewal received after the expiry date may be treated as a new application and applicants are minded to submit their renewal within sufficient time in order to account for any delays or items which may require amendment or correction prior to processing. The local authority considers that a sufficient timescale to submit the renewal and/or documentation is 30 days; however, the local authority takes no responsibility for any delays caused by external factors or any circumstances beyond its control.
- d) The onus is on the proprietor to ensure a complete renewal application is submitted prior to expiry of a current licence, no reminders will be sent.
- e) Where there is a period between the expiry of a current licence and renewal being processed, the driver shall not be permitted to drive for hire and reward purposes during this time. Some exceptions may apply if agreed with the licensing authority.

2.3 Driving Test

The vehicle/carriage may only be driven by a person authorised by virtue of a licence issued by this authority.

The licensing authority needs to be satisfied that the applicant for a new horse drawn hackney carriage driver's licence is an experienced carriage driver capable of working safely in an area with a large volume of pedestrian and vehicular traffic.

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New applicants for a horse drawn hackney carriage drivers licence will be expected to undertake every unit within the Level 3 Certificate in Road Driving Safety for the Single Harness horse. The final Assessment is by practical demonstration and oral questioning with a BDS Approved assessor.

Applicants who have been licensed previously by Ceredigion County Council will not be required to pass a knowledge test if their last licence expired less than three years prior to the date of the new application.

2.4 Fit and Proper Person Test

- a) No licence will be granted if the local authority cannot be satisfied that the applicant is a fit and proper person to hold a hackney carriage driver's licence. The onus is on the applicant to prove to the authority that they are a fit and proper person. If a licence is granted, the driver must remain a fit and proper person throughout the duration of the licence.
- b) All applicants are required to complete an enhanced Disclosure and Barring service (DBS) check as well as produce a medical certificate endorsed by their general practitioner deeming the person as "Fit". See "medical fitness" & "disclosure & barring service check"
- c) The applicant / licensed driver's behaviour and attitude towards members of the public, fellow drivers and employees of the authority will be considered in determining a person's suitability to hold a licence. A drivers licence will be reviewed where a substantiated claim of aggressive, rude or undesirable behaviour has been made.

2.5 Disclosure and Barring service Check

One of the checks undertaken to ascertain whether a person is fit and proper is an 'enhanced' criminal records check from the Disclosure & Barring service (DBS). The applicant will be required to submit a copy of the certificate that is issued as a result of this check to the licensing service. DBS certificates are ordinarily applied for through the Council's licensing service however a certificate obtained elsewhere may, at the discretion of the licensing authority, be acceptable if it is less than three months old and has been processed in relation to both the child and adult workforce employment position (this is specified on the certificate).

The occupation of a "Taxi driver / Private hire licence" is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Therefore, the applicant is required to disclose all convictions, cautions, warnings and/or reprimands

Where a DBS check reveals convictions or serious convictions which in the licensing service's opinion may render an applicant unfit to hold a driver's licence, the applicant will be referred to the licensing sub-committee to determine their suitability to hold a licence. The information contained within the DBS certificate will be considered with reference to the

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authority's 'Taxi and Private Hire licensing Policy – Fitness Criteria for Drivers and Operators'. Where the licensing authority or sub-committee deviate from this Policy, clear and compelling reasons will be given.

It should be noted that the DBS send the certificate to the applicant directly. Once it has been received, an appointment should be made with the licensing authority in order to submit the certificate to an officer for approval. The original certificate must be produced to the licensing service to progress the application as copies will not be accepted.

A licence will not be granted or renewed in the absence of a current enhanced DBS certificate.

Note: Proposed changes scheduled to the DBS application process may render these conditions subject to change.

More information can be found on the DBS website:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>.

2.6 Applicants with periods of residency outside the UK:

If an applicant has spent six continuous months or more outside of the UK, the licensing authority will require evidence of a criminal record check from the country/countries resided in covering the period(s) at application. A certificate of good conduct issued by the Embassy where the applicant previously resided and translated and certified by a professional translation service may be acceptable.

The local authority will consider each case on its own merits having due regard to the Fitness Criteria Policy.

2.7 Right of driver to work in the UK

The Council will require all applicants for new licences to provide documentary evidence to confirm that they are legally entitled to work in the UK. Examples of documents that may be provided include (but are not limited to):

- A UK passport confirming that the holder is a British Citizen (or citizen of another EEA country including Iceland, Lichtenstein, Norway and Switzerland)
- Passport or other travel document endorsed to show that the holder is allowed to stay in the UK and undertake paid employment
- Full UK birth/adoption certificate
- An immigration document issued by the Border and Immigration Agency to the holder which indicates that the person named in it can stay in the United Kingdom and undertake paid employment

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- A work permit or other approval to take employment issued by the Home Office or the Border and Immigration Agency when produced in combination with either a passport or another travel document endorsed to show the holder is allowed to stay in the United Kingdom and is allowed to undertake paid employment.

When an applicant is subject to immigration controls, a licence will not be issued for longer than the period that the applicant has permission to undertake paid employment in the United Kingdom.

2.8 Medical Assessment

The DVLA recommend that hackney carriage drivers should be subject to Group 2 medical standards applicable to persons applying for licences to drive Public service Carriages (PSV) and Large Goods Carriages (LGV). The authority adopted this medical standard for licensed drivers in October 2016 and this standard shall apply to drivers of horse drawn hackney carriage drivers also.

- Applicants are required to undergo a medical assessment on first application and every 5 years thereafter until the age of 65 when drivers will be subject to annual examinations. Holders of current PSV and/or LGV licences where the holder is able to produce proof of a current medical examination will not be required to undergo further assessment but will be required to submit that certificate at the required intervals or undergo a new examination in order to obtain a medical certificate deeming them medically fit.
- Where there is any doubt as to the medical fitness of the applicant, the local authority may require the applicant to undergo a further medical examination by a doctor appointed by the local authority. Any costs associated with medical examinations are to be borne by the applicant.
- licence holders must advise the licensing service of any change in their health that may affect their driving capabilities – this includes, but is not restricted to the list of conditions which must be notified to the DVLA.
- Where there is any doubt about the fitness of the applicant, the licensing authority will review the drivers licence. The licensing authority reserves the right to suspend or revoke a licence where there is any doubt as to the driver's fitness.

2.9 General Conduct

licence holders shall endeavour to promote the image of the horse drawn hackney carriage trade by complying with the conditions of their licence, the horse Drawn hackney carriage licensing Policy and where applicable the hackney carriage byelaws.

- The driver shall ensure, as far as is reasonably practicable, the safety of his passengers and other road users.

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- b) The driver shall:
 - i) Behave in a civil, orderly and responsible manner at all times
 - ii) Maintain the carriage in a safe and satisfactory condition at all times; ensuring that it is clean and suitable for hire to the public at all times;
 - iii) Assist, where necessary, passengers into and out of the carriage
- c) When standing, drivers shall in addition to the above:
 - i) Rank in an orderly manner and proceed along the rank in order, moving along promptly
 - ii) Remain in or near to the carriage
 - iii) Pay attention to personal hygiene and dress so as to present a professional image to the public;
 - iv) Be polite and helpful to passengers
 - v) Treat all customers with dignity and respect regardless of their age, race, disability, sexual orientation, gender, religion or belief
 - vi) Drive with care and due consideration for other road users and pedestrians
 - vii) Obey all traffic orders and directions at all times
 - viii) Not consume alcohol
 - ix) Not smoke whilst on the carriage
 - x) Not use a hand held mobile phone whilst the carriage is in motion
- d) Drivers should wear their drivers badge to ensure that passengers are able to easily view the drivers name and any other information bore upon it.
- e) Passengers must be seated correctly and securely within the passenger compartment
- f) The driver shall not permit anyone other than an authorised officer, examiner, groomsman or trainee driver to be seated in the front of the carriage.
- g) Every part of the harness of animals drawing the carriage shall be kept in good order and repair so that the animal is securely attached to the carriage and is under the control of the driver.
- h) The proprietor or driver of a hackney carriage, when driving or standing for hire shall not by other means importune any customers by any means other than displaying on the carriage "for hire" and/or "i'w hurio"
- i) If a stand, at the time of arrival, is fully occupied, the carriage shall proceed to another stand.
- j) The driver shall not play any radio, sound any bell or horn or any other noise-making instrument from the carriage

2.10 driver Dress Code

It is recognised that the horse drawn hackney carriage trade plays an important part in portraying a positive image of Ceredigion as a County.

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Anything that serves to enhance the professional image of the trade and promotes the concept that the drivers of licensed carriages are professional vocational drivers is to be welcomed.

The purpose of a driver's dress code is to seek a standard of dress that provides a positive image of the horse drawn hackney carriage trade in the County of Ceredigion to enhance the professional image of licensed drivers and ensure that public and driver safety is not compromised.

- a) All clothing worn by the driver must be clean and in a good and neat condition, free from rips or tears, and the driver must have good standards of personal hygiene and grooming.
- b) Consideration should be taken in relation to the driver's health and safety and any clothing provided must ensure that the driver is kept warm or cool as required. As a minimum standard, drivers should wear clothing which falls below knee length, such as long shorts or trousers, and a shirt or blouse which has a full body and as a minimum short sleeves.
- c) A skirt or dress is not deemed suitable attire due to endangerment to the driver of any excess fabric becoming entangled in equipment, harnesses, wheels or other part of the carriage.
- d) Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend are not permitted.
- e) Sportswear (e.g. football / rugby kits, track suits, beach wear, etc.) is not permitted
- f) Footwear must be suitable and appropriate. Flip flops, sandals or shoes which do not protect the feet are not permitted.
- g) Drivers shall remain suitably clothed at all times when undertaking their duties.
- h) The wearing of hoods or other clothing that obscures the driver's vision or their identity is not permissible.

The above lists are not exhaustive and authorised Officers of the local authority will assess whether standards of dress is acceptable or not. In such instances, the officer's decision will have effect as though it were included in the above lists and the licensed driver will be required to comply accordingly.

3. EQUALITY & DIVERSITY

The licensing authority will not tolerate discrimination of any sort. Any complaints made in relation to a passenger being treated unfairly, or if any negative behaviour is directed at a passenger due to a protected characteristic, the licensing authority will make a full and thorough investigation and enforcement action will be taken where necessary. An allegation of discrimination will be regarded as extremely serious and may be reported to the Police. The licensing authority may then review the licence to establish whether the licence holder remains a fit and proper person to hold such a licence.

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Drivers are required to read Appendix F to the overarching Policy “Accessibility Conditions for Designated Carriages”

3.1 Vulnerable passengers & the Equality Act 2010

A vulnerable passenger is a person whose age or disability means that they are more susceptible to harm than a typical passenger. This may be a child, elderly person or someone with learning difficulties, or mobility restrictions for example. It can include someone who is vulnerable due to an excessive level of intoxication or mental state or capacity.

Sections 165, 166 and 167 of the Equality Act 2010 places duties upon drivers when carrying disabled passengers. To ensure that drivers understand and carry out these duties, the licensing authority has set out these conditions which complement the Equality Act 2010.

It is important to understand that disabilities are not always visible. It may not be immediately obvious that a passenger has special requirements. Physical access for wheelchair users is important but an accessible carriage is only part of the service provided.

3.2 Due Care

- a) It is the duty of the driver to show due care and patience when conveying all passengers. The driver must take into consideration any disability or impairment when conveying passengers and offer assistance as appropriate and as required.
- b) The driver must ensure that all passengers are carried in safety and in reasonable comfort whether or not the passenger has a disability or impairment that affects their day to day activities.
- c) The driver shall ensure that any wheelchairs or equipment being conveyed shall be firmly secured to the carriage prior to the carriage setting off. Any wheelchairs, equipment and passengers are carried in such a way that no danger is likely to be caused to any passenger in accordance with the Road Carriages (Construction & Use) Regulations 1986
- d) The driver must not make any additional charge for carrying wheelchairs, disability equipment or assistance dogs.
- e) The driver/operator must confirm that appropriate provision has been made for the passenger prior to accepting the booking or commencing the journey. This does not necessarily mean that the driver/operator is responsible for the provision of appropriate measures, however, they should check that the measures are in place.
- f) An entry should be made into the daily log book by drivers where a service has been provided to a vulnerable passenger including any incidents occurring/actions taken or refusals of service.

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- g) When making a journey with vulnerable passengers, photo identification should be produced to the carer responsible for the person. If necessary you should obtain a record of the carer's contact details if there is no chaperone.
- h) If a vulnerable passenger is refused carriage, a responsible person should be informed so that alternative arrangements can be made. For example; this situation may arise if the customer has an assistance dog and the driver has a medical exemption from conveying an assistance dog granted by the authority.
- i) Always ask if a passenger needs help; do not make any assumptions
- j) Drivers should remain professional at all times and shall not:
 - i) Touch a passenger inappropriately. If the passenger requires physical assistance, a driver should ask them how they can help them
 - ii) Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language)
 - iii) Behave in a way that may make the passenger feel intimidated or threatened
 - iv) Attempt to misuse personal details obtained via the business about a person.
- k) If you are concerned about the safety, welfare or behaviour of a vulnerable person you should report this to the police by telephoning 101 (or if you believe a vulnerable person is in immediate danger, call 999)
- l) If you are concerned about someone else's conduct you should report your concerns to the Council's licensing service on 01545 572 179, the police on 101 or Crimestoppers on 0800 555111

3.3 Assistance Dogs

- a) The driver shall, on request carry a guide dog, hearing dog or any other assistance dog, belonging to a passenger, free of charge.

Drivers are advised to familiarise themselves with the safety aspects of carrying an assistance dog. Guidance can be found on the Guide Dogs website:

<https://www.guidedogs.org.uk/services/guide-dog-services/assistance-dog-travel-guide/travel-by-car#.VYv-spaD67R>

3.4 Visually Impaired passengers

- a) For visually impaired passengers, the driver must state to that passenger the fare of the journey and offer to provide a written receipt, which shall state the date and time of journey, the amount paid and driver name.
- b) The driver shall announce the stop location at the end of the journey.
- c) Where possible, ensure that visually impaired passengers are dropped off in a safe place, where they are not in danger of harm from the carriage, horses or other carriages.

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- d) If required, let the passenger know where they are at the end of the journey and which way the carriage is facing.

3.5 Hearing Impaired Passengers

- a) When speaking, speak clearly and look at the passenger so they may lip read if they are able to do so.
- b) Ensure that the passenger is aware that you have understood their instructions.

3.6 Mobility Assistance

- a) The driver must offer to provide such assistance as reasonably required to enable the passenger to board or alight the carriage.
- b) The operator accepting the booking for a pre-arranged/pre-booked journey should enquire if the passenger has any special requirements; i.e. a guide dog or wheelchair provision. At the same time, the passenger should also state if they have any special requirements and discuss whether the Operator is able to fulfil those requirements.

3.7 Fares

- a) A driver shall not charge a passenger for assistance for boarding the carriage or for the carriage of assistance dogs or wheelchairs. Reference should be made to the licence conditions relating to the fares which may be charged.

3.8 Exemptions

- b) A driver shall notify the licensing authority and their employer if they have any pre-existing conditions which may affect their ability to carry assistance dogs and/or passengers with special requirements.
- c) Medical exemptions involving the carriage of disabled persons and/ or the carriage of any assistance dog may apply to new or existing drivers who suffer certain medical conditions. If the driver suffers from any medical condition which affects his / her ability to carry disabled persons and/ or an assistance dog of any sort, he / she must provide evidence to the licensing authority that they have a specific problem to qualify for such an exemption by means of a medical certificate issued by their General Practitioner
- d) Any exemption certificate issued by the licensing authority must be kept upon the driver at all times whilst undertaking his duties and be readily available for inspection at any time by an authorised officer.

4. HORSE AND TACK

4.1 Prerequisites

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- a) Each horse used in connection with the driving of the licensed carriage shall be registered with the licensing authority on the prescribed form prior to use. No horse may be used otherwise than in accordance with this Policy.
- b) No horse shall be harnessed to or used in connection with the licensed carriage unless it is fitted with an identifying microchip, the number of which has been notified to the licensing service beforehand.
- c) The proprietor will be issued with an identification badge for the horse assigned to the carriage. This shall be kept with the carriage at all times and be made readily available for inspection by an authorised officer, constable or veterinarian.
- d) A horse may not be transported without his passport and as such, the passport must be kept with the horse and shall be produced for examination at the request of an authorised officer. Failure to provide a valid Passport could result in a fine not exceeding £5,000 on the standard scale¹.
- e) horses must be fit and suitable for use and be at least six years old to be used in connection with any horse drawn hackney carriage. The age recommendation is set out by the DfT Code of Practice and does not overrule any guidance or advice of a registered veterinary surgeon.
- f) The horse(s) must be regularly and competently shod. The proprietor shall keep records of when the horse is shod and by whom; these records to be kept for a minimum of 12 months.
- g) Each horse must be vaccinated against Equine Influenza and Tetanus.
- h) There must be a worming programme in place.
- i) The proprietor shall produce the following on application for a horse drawn hackney carriage licence grant and renewal:
 - i) A veterinary surgeon report verifying the general fitness and appropriateness of the horse(s) to be used - to include verification that the horse(s) are fit and suitable to pull a carriage containing the maximum laden/ number of passengers, and in traffic conditions.
 - ii) A copy of the horse passport(s) for the horse(s) to be used
 - iii) Photographs from each side and head on of the horse(s) to be used
- j) The driver shall ensure that, prior to commencing work on any particular day that any horse he intends to drive is:
 - i) Well rested, fed and watered as required,
 - ii) in good physical condition and is not showing any signs of ailment or distress and
 - iii) adequately shod.
- k) The driver shall examine the horse(s), harness and carriage carefully at the start of each day's work to ensure that the carriage and horse(s) are in good condition and good working order.

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- l) The tack must fit the horse properly so as not to cause pain, distress or rubbing of the horse.
- m) The tack must be routinely checked prior to use and during use, to ensure that neither the safety nor harnessing of the horses is jeopardised.
- n) Each set of tack shall be assigned to a horse and clearly marked as such.
- o) The driver shall keep a fully stocked equine first aid kit on the carriage.
- p) The driver shall be responsible for cleaning up any horse defecation in a public place on the route of the journey or at the standpoints as soon as it is practicable using the equipment provided in accordance with condition 11.2 above and for the hygienic disposal of that material.

4.2 Veterinary Examination

- a) No horse shall be harnessed to, or used in connection with the licensed carriage unless a an approved Equine Inspector (by the joint Royal College of Veterinary Surgeons and the British Veterinary Association Committee) has examined the horse and issued in respect of it a certificate of fitness in a form approved by the Council. This certificate shall be submitted to the licensing service at application or following intermediary inspections.
- b) Evidence of a Veterinary examination of the horse/horses to be used to pull the carriage will be produced to the licensing authority prior to the grant of a carriage licence. The inspection should cover fitness and suitability of the animals and the condition of any harness or tack to be used. The certificate should be no more than one calendar month old on the day that the carriage licence application is granted.
- c) At the time of the veterinary inspection, colour photographs (from each side and head on) shall be provided together with a declaration (by a veterinarian) on the reverse of the photograph verifying that the photographs relate to the horse inspected.
- d) If in the opinion of a Veterinarian, authorised officer of the Council or Police officer, the horse appears unfit for work then the use of that horse shall cease until such time as a an approved equine inspector (by the joint Royal College of Veterinary Surgeons and the British Veterinary Association Committee) has certified that the horse is fit. The fees for such an examination are to be the responsibility of the carriage proprietor.
- e) Veterinary inspection reports relating to the horse in harness should be available for inspection on request by an authorised officer

4.3 Rest Periods

- a) The driver shall ensure that a horse which is harnessed to or used in connection with a licensed hackney carriage shall not be used for more than six [6] hours of work in any one day. A “day” covers a period of 24 hours and ensures the horse has 18 hours of rest within that period.

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- b) During the six [6] hours no more than two [2] consecutive hours may be spent working without the horse being allowed at least 30 minutes quiet rest
- c) Each horse shall be given a minimum of 10 minutes rest after each ride
- d) Each horse shall not work on more than three consecutive days.
- e) During rest periods the horse shall have access to clean water and be fed as appropriate.
- f) The food and water shall be contained in a proper receptacle where it may not be contaminated or tampered with.
- g) The horse shall not be fed by members of the public
- h) The licence holder must have due regard to extreme or adverse weather conditions such as exceptionally hot weather, when there is no cloud cover, or periods of heavy rain when each horse shall be provided with adequate shade / shelter and be sponged down to prevent heat stress or dried off to prevent chill.
- i) The driver must at all times consider the horse's welfare and needs and shall provide sufficient rest, care, food, and water as and when required by the horse.
- j) During rest periods, the horse should not be subject to unnecessary petting by members of the public
- k) If at any time, the horse appears to become fatigued, distressed or unwell, he shall be provided with sufficient rest and care to ensure his welfare needs are met. Where required, the driver must remove the horse from service and seek immediate veterinary attention.

5. COMPLIANCE AND ENFORCEMENT

5.1 Enforcement

The principal purpose of hackney carriage licensing is to protect the public and promote public safety. To this end the Council aims to provide an efficient, targeted and proportionate regulatory approach to those it regulates.

The Regulator's Code was brought into force in 2014 and states that the local authority should:

- Carry out their activities in a way that supports those they regulate to comply and grow,
- Provide simple and straightforward ways to engage with those they regulate and hear their views,
- Base their regulatory activities on risk,
- Share information about compliance and risk,
- Ensure clear information guidance and advice is available to help those they regulate meet their responsibilities to comply,
- Ensure that their approach to their regulatory activities is transparent.

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Where appropriate, referrals will be made to other agencies. This will include but is not limited to the Police, Her Majesty Revenue and Customs (HMRC), DVLA and the Children's and Adult Safeguarding teams.

The local authority will respond to complaints made by the public and referrals from other agencies and bodies. In addition officers will undertake proactive inspections and testing as either day to day activity or as a part of programmed operations.

5.2 Hearings

Licence holders and applicants may be referred to the licensing sub-committee for offences committed, failure to comply with any part of this policy, or for other any other conduct which impacts on their fitness to be a licence holder. The sub-committee will consider the offence / conduct on the individual's fitness to hold a licence and take such action as is appropriate in the circumstances.

Where the licensing authority considers there to be a threat to public safety or animal welfare, provisions exist in the LGMPA to revoke a licence with immediate effect.

5.3 Warnings

These may be issued for minor infringements. A warning letter will remain on file for a period of three years and will be referred to in the event that the licence holder is taken before the sub-committee for any other reason.

5.4 Suspensions

Carriages can be suspended in accordance with section 68 Local Government (Miscellaneous Provisions) Act 1976 if an officer is not satisfied as to the fitness of a carriage.

Drivers can be suspended under section Local Government (Miscellaneous Provisions) Act 1976.

A suspension can be ordered to take immediate effect if it is in the interest of the public.

5.5 Revocations

Licences issued by this authority may be revoked by the sub-committee in accordance with section s.61 of the Local Government (Miscellaneous Provisions) Act 1976.

If the seriousness of the case merits revocation, this course of action will be available to the sub-committee even if it is the first enforcement action taken against the driver/carriage.

A revocation can be ordered to take immediate effect if it is in the interest of the public.

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Ymgynghoriad ar weithredu trwyddedu cerbydau hacni wedi'u tynnu gan geffylau

Mae'r cynllun arfaethedig yn cynnwys y canlynol:

- Trwyddedu cerbydau hacni a dynnir gan geffylau yn awdurdod Ceredigion
- Y llwybr dynodedig fydd rhwng y Promenâd newydd a Glan-y-Môr, Aberystwyth,
- Newid y safle Tacsis ar y Promenâd Newydd er mwyn caniatáu cerbydau a dynnir gan Geffylau yn unig rhwng 6am a 6pm
- Diwygiadau i'r Polisi Trwyddedu presennol er mwyn cynnwys newidiadau mewn deddfwriaeth

Gallai'r cynigion hyn gael effaith arnoch chi, eich busnes a'r gymuned leol, a hoffem sicrhau bod unrhyw un y gallent gael eu heffeithio yn cael y cyfle i weld y cynlluniau manwl a dweud eu dweud.

Fel rhan o'n hymrwymiad i fynd i'r afael â newid hinsawdd, mae'r Awdurdod Trwyddedu yn gweithredu o amgylchedd di-bapur. Mae copi o'r amodau diwygiedig ar gael ar wefan Trwyddedu Ceredigion a gellir eu gweld trwy'r ddolen ganlynol:

<https://www.ceredigion.gov.uk/English/Business/Licences-Permits/Pages/default.aspx>

Ni anfonir copïau caled atoch oni bai y byddwch yn gofyn amdanynt.

Gellir darparu ffurfiau hygyrch eraill o gael cais.

Gallai'r amodau hwn effeithio arnoch chi neu eich busnes. Felly, hoffwn eich annog i neilltuo'r amser i ddarllen y polisi a'r amodau diwygiedig, gan ymateb i'r cwestiynau a ofynnir isod.

Bydd yr ymgynghoriad yn cychwyn ar 02/08/2021. Os hoffech wneud sylwadau am y cynnig, a fydddech gystal ag ymateb erbyn 31/08/2021 er mwyn cael dweud eich dweud.

I weld yr amodau arfaethedig ac i lenwi'r holiadur, ewch i:

Os bydd gennych chi unrhyw ymholiadau, mae croeso i chi gysylltu â'r adran drwyddedu ar 01545 572 179

Mae'r cwestiynau hyn yn ddewisol, ond mae angen i ni eu gofyn er mwyn deall a yw ein hymgyngoriad wedi cyrraedd y bobl gywir (yn unol â gofyniad Deddf Cydraddoldeb 2010) ac er mwyn deall sut y gallai grwpiau gwahanol gael eu heffeithio gan y cynnig, gan ganiatáu i ni roi sylw i hyn os y gallwn.

Yn unol â'r Ddeddf Diogelu Data, cedwir unrhyw wybodaeth y gofynnir amdani ar gyfer y cwestiynau canlynol yn hollol gyfrinachol at ddibenion dadansoddi data yn unig.

1. Iaith: Beth yw eich dewis iaith?

- Cymraeg ☐
Saesneg ☐
Byddai'n well gennyf beidio dweud ☐
Arall (gan gynnwys iaith Arwyddion Prydain) ☐
-

2. A ydych chi'n gallu deall, siarad, darllen neu ysgrifennu Cymraeg?

- Deall Cymraeg lafar ☐
Siarad Cymraeg ☐
Ysgrifennu Cymraeg ☐
Darllen Cymraeg ☐
Byddai'n well gennyf beidio dweud ☐
Dim o'r uchod ☐

3. A ydych chi yn?

- Wryw ☐
Benyw ☐
Arall ☐
Byddai'n well gennyf beidio dweud ☐
Trawsryweddol: A yw eich rhyw yr un fath â'r rhyw a neilltuwyd i chi ar eich genedigaeth?
Ydy ☐ Nac ydy ☐ Byddai'n well gennyf beidio dweud ☐

4. A ydych chi?

- Dan 16 oed ☐
16 – 24 oed ☐
25 - 44 oed ☐
45 - 64 oed ☐
65 oed a throsodd ☐
Byddai'n well gennyf beidio dweud ☐

5. Cyfeiriadedd Rhywiol: Pa rai o'r dewisiadau canlynol sy'n disgrifio'r ffordd yr ydych chi'n meddwl am eich hun orau? Sylwer: Dim ond i'r rhai dros 16 oed y dylid gofyn y cwestiwn hwn.

- Heterorywiol/Strêt ☐
Deurywiol ☐
Dyn Hoyw ☐
Menyw Hoyw/Lesbiad ☐
Byddai'n well gennyf beidio dweud ☐
Arall (nodwch os ydych yn dymuno) _____

6. Partneriaeth: Pa rai o'r dewisiadau canlynol sy'n disgrifio eich statws partneriaeth?

- Sengl ☐

- Priod ☐
- Partneriaeth Sifil ☐
- Yn byw gyda Phartner ☐
- Wedi gwahanu ☐
- Gŵr/gwraig weddw ☐
- Wedi ysgaru ☐
- Arall ☐
- Byddai'n well gennyf beidio dweud ☐

7. Hunaniaeth genedlaethol: Sut fydddech yn disgrifio eich hunaniaeth genedlaethol?

- Prydeiniwr/Prydeinwraig ☐
- Cymro/Cymraes ☐
- Sais/Saesnes ☐
- Albanwr/Albanes ☐
- Gwyddel/Gwyddeles ☐
- Gwyddel/Gwyddeles o Ogledd Iwerddon ☐
- Byddai'n well gennyf beidio dweud ☐
- Arall (nodwch) _____

8. Hil: Beth yw eich grŵp ethnig? Dewiswch un dewis sy'n disgrifio eich grŵp neu'ch cefndir ethnig orau.

- Gwyn ☐
- Du/Affricanaidd/Caribïaidd ☐
- Asiaidd ☐
- Cymysg ☐
- Teithwyr Sipsiwn ☐
- Byddai'n well gennyf beidio dweud ☐
- Arall (Nodwch) _____

9. Pa un o'r categorïau canlynol sy'n disgrifio eich statws cyflogaeth chi orau?

- Cyflogedig – Amser llawn ☐
- Cyflogedig – Rhan-amser ☐
- Hunangyflogedig ☐
- Di-waith, yn chwilio am waith ☐
- Di-waith, heb fod yn chwilio am waith ☐
- Wedi ymddeol ☐
- Yn methu gweithio oherwydd rhesymau iechyd ☐
- ar raglen hyfforddiant a gefnogir gan y llywodraeth (e.e. Prentisiaeth/Sgiliau Hyblyg) ☐

10. Os ydych chi wedi dewis “Cyflogedig” “Hunangyflogedig” neu “Rhaglen hyfforddiant”, ym mha ddiwydiant yr ydych chi'n gweithio?

- Tecstilau, argraffu a chrefft fedrus arall ☐
- Amaethyddiaeth, Coedwigaeth, Pysgota a Hela ☐

Mwyngloddio	<input type="checkbox"/>
Cyfleustodau; crefftau metel, trydanol ac electronig	<input type="checkbox"/>
Adeiladu a chrefftau adeiladu	<input type="checkbox"/>
Gwaith gwirfoddol ac elusennol	<input type="checkbox"/>
Cynhyrchu Cyfrifiadurol ac Electroneg	<input type="checkbox"/>
Cynhyrchu Arall	<input type="checkbox"/>
Cyhoeddi	<input type="checkbox"/>
Gweithiwr technoleg gwybodaeth / telathrebu proffesiynol	<input type="checkbox"/>
Meddalwedd, gwaith Graffig a datblygu / dylunio amlgyfrwng	<input type="checkbox"/>
Telathrebu	<input type="checkbox"/>
Gwasanaethau Gwybodaeth a Phrosesu Data	<input type="checkbox"/>
Diwydiant Gwybodaeth Arall	<input type="checkbox"/>
Cyllid, Bancio ac Yswiriant	<input type="checkbox"/>
Gwerthu, Rhentu a Phrydlesu Eiddo	<input type="checkbox"/>
Addysgu a gweithiwr addysgol proffesiynol arall	<input type="checkbox"/>
Diwydiant Addysg arall	<input type="checkbox"/>
Gweithiwr iechyd proffesiynol	<input type="checkbox"/>
Gweithiwr cyswllt iechyd a gofal cymdeithasol proffesiynol	<input type="checkbox"/>
Gweithiwr milfeddygol proffesiynol	<input type="checkbox"/>
Gweithiwr gwyddoniaeth, ymchwil, peirianeg a thechnoleg proffesiynol	<input type="checkbox"/>
Galwedigaethau diwylliant, y cyfryngau a chwaraeon	<input type="checkbox"/>
Gwasanaethau Gwesty, Lletygarwch a Bwyd / Diod	<input type="checkbox"/>
Llywodraeth a Gweinyddiaeth Gyhoeddus	<input type="checkbox"/>
Galwedigaethau cymunedol a gorfodi sifil	<input type="checkbox"/>
Gwasanaethau Cyfreithiol	<input type="checkbox"/>
Gwneud cartref	<input type="checkbox"/>
Y lluoedd arfog	<input type="checkbox"/>
Crefyddol	<input type="checkbox"/>
Personél y Gwasanaethau Brys	<input type="checkbox"/>
Gweithiwr busnes, y cyfryngau a gwasanaeth cyhoeddus proffesiynol	<input type="checkbox"/>
Gweithiwr cyswllt gwyddoniaeth, peirianeg a thechnoleg proffesiynol	<input type="checkbox"/>
Galwedigaethau gwasanaeth amddiffynnol	<input type="checkbox"/>
Galwedigaethau gweinyddol	<input type="checkbox"/>
Galwedigaethau ysgrifenyddol a chysylltiedig	<input type="checkbox"/>
Galwedigaethau gwasanaeth personol gofalgar	<input type="checkbox"/>
Galwedigaethau hamdden, teithio a gwasanaeth personol cysylltiedig	<input type="checkbox"/>
Galwedigaethau cymunedol a gorfodi sifil	<input type="checkbox"/>
Galwedigaethau gwerthu	<input type="checkbox"/>
Galwedigaethau gwasanaethau cwsmeriaid	<input type="checkbox"/>
Gweithiwr proses, offer a pheiriannau	<input type="checkbox"/>
Gyrwyr a gweithwyr trafnidiaeth a pheiriannau symudol	<input type="checkbox"/>
Crefftau elfennol a galwedigaethau cysylltiedig	<input type="checkbox"/>
Galwedigaethau gwasanaeth a gweinyddu elfennol	<input type="checkbox"/>
Diwydiant Arall:	<hr/>

11. Pa un o'r canlynol sy'n disgrifio eich rôl chi orau mewn diwydiant?

- | | |
|---------------------------------------|--------------------------|
| Hunangyflogedig/ Partner | <input type="checkbox"/> |
| Rheolwr corfforaethol neu gyfarwyddwr | <input type="checkbox"/> |
| Rheolwr Uwch | <input type="checkbox"/> |
| Gweithiwr Proffesiynol Hyfforddedig | <input type="checkbox"/> |
| Rheolwr Canol | <input type="checkbox"/> |
| Llafurwr Medrus | <input type="checkbox"/> |
| Rheolwr Iau | <input type="checkbox"/> |
| Ymgynghorydd | <input type="checkbox"/> |
| Staff Gweinyddol | <input type="checkbox"/> |
| Cyflogai Dros Dro | <input type="checkbox"/> |
| Staff Cymorth | <input type="checkbox"/> |
| Ymchwilydd | <input type="checkbox"/> |
| Gwirfoddolwr | <input type="checkbox"/> |
| Myfyriwr / Intern / Prentisiaeth | <input type="checkbox"/> |

Arall: _____

12. Ym mha un o'r canlynol y mae'r sefydliad yr ydych chi'n gweithio iddo:

- | | |
|--|--------------------------|
| Y sector cyhoeddus (e.e. llywodraeth) | <input type="checkbox"/> |
| Y sector preifat (e.e. y rhan fwyaf o fusnesau ac unigolion) | <input type="checkbox"/> |
| Sector nid-er-elw | <input type="checkbox"/> |
| Dim syniad | <input type="checkbox"/> |

Arall: _____

13. Anabledd: A oes gennych chi salwch neu gyflwr iechyd corfforol neu feddyliol hirdymor sy'n effeithio ar eich gallu i gyflawni gweithgareddau o ddydd i ddydd

- | | |
|-----------------------------------|--------------------------|
| Oes | <input type="checkbox"/> |
| Nac oes | <input type="checkbox"/> |
| Byddai'n well gennyf beidio dweud | <input type="checkbox"/> |

Os ateboch 'Oes', nodwch pa un sy'n berthnasol i chi:

- | | |
|-----------------------------------|--------------------------|
| Nam ar y Clyw | <input type="checkbox"/> |
| Nam ar y Golwg | <input type="checkbox"/> |
| Problemau Iechyd Meddwl | <input type="checkbox"/> |
| Nam ar y Lleferydd | <input type="checkbox"/> |
| Nam Corfforol / Symudedd | <input type="checkbox"/> |
| Anawsterau Dysgu | <input type="checkbox"/> |
| Byddai'n well gennyf beidio dweud | <input type="checkbox"/> |

Arall (nodwch) _____

14. A ydych chi'n darparu gofal rheolaidd, di-dâl, sylweddol i berthynas, ffrind neu gymydog nad ydynt yn gallu ymdopi gartref heb help oherwydd salwch, oedran neu anabledd? (ticiwch un yn unig)

Ydw	<input type="checkbox"/>
Nac ydw	<input type="checkbox"/>
Byddai'n well gennyf beidio dweud	<input type="checkbox"/>

15. Crefydd neu Gredo: Beth yw'ch crefydd chi?

Cristion (pob enwad)	<input type="checkbox"/>
Iddew	<input type="checkbox"/>
Bwdhydd	<input type="checkbox"/>
Hindŵ	<input type="checkbox"/>
Sikh	<input type="checkbox"/>
Mwslim	<input type="checkbox"/>
Anffyddiwr	<input type="checkbox"/>
Dim crefydd	<input type="checkbox"/>
Byddai'n well gennyf beidio dweud	<input type="checkbox"/>
Arall	<input type="checkbox"/>

Cwestiynau'r Ymgynghoriad:

C1. A yw'r amodau yn gymesur ac yn ymarferol er mwyn sicrhau diogelwch cerddwyr, defnyddwyr ffordd eraill a theithwyr?

Cytuno'n gryf	<input type="checkbox"/>
Cytuno	<input type="checkbox"/>
Niwtral	<input type="checkbox"/>
Anghytuno	<input type="checkbox"/>
Anghytuno'n Gryf	<input type="checkbox"/>

A oes gennych chi unrhyw awgrymiadau am bethau y gallwn eu gwneud er mwyn gwella'r Polisi neu'r Amodau?

C2. Yn eich barn chi, a yw'r amodau yn ddigonol er mwyn sicrhau lles cywir y ceffyl(au) a ddefnyddir er mwyn tynnu?

Cytuno'n gryf	<input type="checkbox"/>
Cytuno	<input type="checkbox"/>
Niwtral	<input type="checkbox"/>
Anghytuno	<input type="checkbox"/>
Anghytuno'n Gryf	<input type="checkbox"/>

Os na, beth fydddech chi'n ei argymhell a pham? _____

C4. Yn eich barn chi, a yw'r tâl yn rhesymol ac yn gymesur ar gyfer math y gwasanaeth a gynigir?

- Cytuno'n gryf ☐
- Cytuno ☐
- Niwtral ☐
- Anghytuno ☐
- Anghytuno'n Gryf ☐

C3. Yn eich barn chi, a yw'r llwybr arfaethedig yn addas er mwyn cludo teithwyr mewn cerbyd a dynnir gan geffyl?

- Cytuno'n gryf ☐
- Cytuno ☐
- Niwtral ☐
- Anghytuno ☐
- Anghytuno'n Gryf ☐

Os na, beth fydddech chi'n ei argymhell a pham? _____

C5. Yn eich barn chi, a yw'r Polisi a'r Amodau atodedig yn gynhwysol?

- Cytuno'n gryf ☐
- Cytuno ☐
- Niwtral ☐
- Anghytuno ☐
- Anghytuno'n Gryf ☐

Os na, beth fydddech chi'n ei argymhell a pham? _____

C6. Yn eich barn chi, a fydd y Polisi yn cynnig cyfleoedd i unigolyn ddefnyddio'r iaith Gymraeg?

- | | |
|------------------|--------------------------|
| Cytuno'n gryf | <input type="checkbox"/> |
| Cytuno | <input type="checkbox"/> |
| Niwtral | <input type="checkbox"/> |
| Anghytuno | <input type="checkbox"/> |
| Anghytuno'n Gryf | <input type="checkbox"/> |

C7. Yn eich barn chi, pa effaith y bydd y Polisi hwn yn ei gael ar yr iaith Gymraeg?

- | | |
|-----------------|--------------------------|
| Cadarnhaol iawn | <input type="checkbox"/> |
| Cadarnhaol | <input type="checkbox"/> |
| Niwtral | <input type="checkbox"/> |
| Negyddol | <input type="checkbox"/> |
| Negyddol iawn | <input type="checkbox"/> |

Os ydych chi wedi ateb 'negyddol' neu 'negyddol iawn', beth mae modd ei wneud er mwyn gwella'r polisi hwn, fel y byddai'n cael effeithiau cadarnhaol neu effeithiau mwy cadarnhaol ar yr iaith Gymraeg: _____

C8. Yn eich barn chi, a fydd y gwasanaeth newydd hwn yn gwella twristiaeth yn Aberystwyth?

- | | |
|------------------|--------------------------|
| Cytuno'n gryf | <input type="checkbox"/> |
| Cytuno | <input type="checkbox"/> |
| Niwtral | <input type="checkbox"/> |
| Anghytuno | <input type="checkbox"/> |
| Anghytuno'n Gryf | <input type="checkbox"/> |

C9. I ba raddau yr ydych chi'n cytuno neu'n anghytuno y bydd y polisi hwn yn cyfoethogi treftadaeth a diwylliant Ceredigion?

- | | |
|------------------|--------------------------|
| Cytuno'n gryf | <input type="checkbox"/> |
| Cytuno | <input type="checkbox"/> |
| Niwtral | <input type="checkbox"/> |
| Anghytuno | <input type="checkbox"/> |
| Anghytuno'n Gryf | <input type="checkbox"/> |

C10. A oes gennych chi unrhyw sylwadau i'w gwneud am y cynnig i drwyddedu cerbydau a dynnir gan geffylau yng Ngheredigion?

Diolch am lenwi'r ffurflen hon.

Consultation on the implementation of licensing Horse-drawn hackney carriages

The proposed scheme comprises the following:

- Licensing of horse drawn hackney carriages in the Ceredigion authority
- Designated route being between New promenade and Marine terrace, Aberystwyth,
- Variation of the Taxi rank on New Promenade to permit only Horse drawn carriages between the hours of 6am – 6pm
- Amendments to the existing Licensing Policy to incorporate changes in legislation

These proposals may have an impact on you, your business and the local community and we want to make sure that anyone who might be affected has a chance to view the plans in detail and have their say.

As part of our commitment to tackling climate change, the Licensing Authority operates from a paperless environment. A copy of the proposed conditions is available on the Ceredigion Licensing website and can be viewed on the following link:

<https://www.ceredigion.gov.uk/English/Business/Licences-Permits/Pages/default.aspx>

No hard copies will be sent to you unless requested.

Other accessible formats can be made available on request.

This proposal could affect you or your business. I therefore urge you to take the time to read the revised policy and conditions and respond to the questions asked below.

The consultation opens on 02/08/2021. If you wish to comment on the proposal please respond by 31/08/2021 to have your say.

To view the proposed conditions and to complete the questionnaire via:

Should you have any queries please contact the licensing department on 01545 572 179

These questions are optional, but we need to ask them to understand if our consultation has reached the right people (in accordance with the requirement of the Equality Act 2010) and to understand how different groups may be affected by the proposal allowing us to address this if we can.

In accordance with the Data Protection Act, any information requested on the following questions is held in the strictest confidence for data analysis purposes only.

16. Language: What is your preferred language?

- Welsh ☐
English ☐
Prefer not to say ☐
Other (including British Sign Language) ☐
-

17. Can you understand, speak, read or write Welsh?

- Understand spoken Welsh ☐
Speak Welsh ☐
Write Welsh ☐
Read Welsh ☐
Prefer not to say ☐
None of the above ☐

18. Are you?

- Male ☐
Female ☐
Other ☐
Prefer not to say ☐

Transgender: Is your gender the same now as when assigned at birth?

Yes ☐ No ☐ Prefer not to say ☐

19. Are you?

- Under 16 years old ☐
16 - 24 years old ☐
25 - 44 years old ☐
45 - 64 years old ☐
65 years & over ☐
Prefer not to say ☐

20. Sexual Orientation: Which of the following options best describes how you think of yourself? Note: This question should only be asked of people age over 16.

- Heterosexual/Straight ☐
Bisexual ☐
Gay Man ☐
Gay Woman/Lesbian ☐
Prefer not to say ☐
Other (state if desired) _____

21. Partnership: Which of the following options describes your partnership status?

- Single ☐
Married ☐
Civil Partnership ☐

- Living with Partner ☐
- Separated ☐
- Widowed ☐
- Divorced ☐
- Other ☐
- Prefer not to say ☐

22. National identity: How would you describe your national identity?

- British ☐
- Welsh ☐
- English ☐
- Scottish ☐
- Irish ☐
- Northern Irish ☐
- Prefer not to say ☐
- Other (please state) _____

23. Race: What is your ethnic group? Choose one option that best describes your ethnic group or background.

- White ☐
- Black/African/Caribbean ☐
- Asian ☐
- Mixed ☐
- Gypsy Travellers ☐
- Prefer not to say ☐
- Other (Please State) _____

24. Which of the following categories best describes your employment status?

- Employed – Full time ☐
- Employed – Part time ☐
- Self-employed ☐
- Unemployed, looking for work ☐
- Unemployed, not looking for work ☐
- Retired ☐
- Unable to work due to health reasons ☐
- on a government supported training programme (e.g. Apprenticeship/Flexible Skills) ☐

25. If you have selected “Employed” “Self Employed” or “Training programme”, in what industry do you work?

- Textiles, printing and other skilled trade ☐
- Agriculture, Forestry, Fishing and Hunting ☐
- Mining ☐
- Utilities; metal, electrical and electronic trades ☐
- Construction and building trades ☐

Charity and voluntary work	<input type="checkbox"/>	
Computer and Electronics Manufacturing	<input type="checkbox"/>	
Other Manufacturing	<input type="checkbox"/>	
Publishing	<input type="checkbox"/>	
Information technology / telecommunications professional	<input type="checkbox"/>	<input type="checkbox"/>
Software, Graphic and multimedia design / development	<input type="checkbox"/>	<input type="checkbox"/>
Telecommunications	<input type="checkbox"/>	
Information Services and Data Processing	<input type="checkbox"/>	
Other Information Industry	<input type="checkbox"/>	
Finance, Banking and Insurance	<input type="checkbox"/>	
Property Sales, Rental and Leasing	<input type="checkbox"/>	
Teaching and other educational professional	<input type="checkbox"/>	
Other Education Industry	<input type="checkbox"/>	
Health professional	<input type="checkbox"/>	
Health and social care associate professional	<input type="checkbox"/>	
Veterinary professional	<input type="checkbox"/>	
Science, research, engineering and technology professional	<input type="checkbox"/>	<input type="checkbox"/>
Culture, media and sports occupations	<input type="checkbox"/>	
Hotel, Hospitality and Food / Drink Services	<input type="checkbox"/>	
Government and Public Administration	<input type="checkbox"/>	
Community and civil enforcement occupations	<input type="checkbox"/>	
Legal Services	<input type="checkbox"/>	
Homemaker	<input type="checkbox"/>	
Military	<input type="checkbox"/>	
Religious	<input type="checkbox"/>	
Emergency Services personnel	<input type="checkbox"/>	
Business, media and public service professional	<input type="checkbox"/>	
Science, engineering and technology associate professional	<input type="checkbox"/>	<input type="checkbox"/>
Protective service occupations	<input type="checkbox"/>	<input type="checkbox"/>
Administrative occupations	<input type="checkbox"/>	<input type="checkbox"/>
Secretarial and related occupations	<input type="checkbox"/>	<input type="checkbox"/>
Caring personal service occupations	<input type="checkbox"/>	<input type="checkbox"/>
Leisure, travel and related personal service occupations	<input type="checkbox"/>	<input type="checkbox"/>
Community and civil enforcement occupations	<input type="checkbox"/>	
Sales occupations	<input type="checkbox"/>	
Customer service occupations	<input type="checkbox"/>	
Process, plant and machine operative	<input type="checkbox"/>	
Transport and mobile machine drivers and operatives	<input type="checkbox"/>	
Elementary trades and related occupations	<input type="checkbox"/>	
Elementary administration and service occupations	<input type="checkbox"/>	
Other Industry:	<hr/>	

26. Which of the following best describes your role in industry?

Self-employed/ Partner	<input type="checkbox"/>
Corporate manager or director	<input type="checkbox"/>
Upper Management	<input type="checkbox"/>
Trained Professional	<input type="checkbox"/>
Middle Management	<input type="checkbox"/>
Skilled Labourer	<input type="checkbox"/>
Junior Management	<input type="checkbox"/>
Consultant	<input type="checkbox"/>
Administrative Staff	<input type="checkbox"/>
Temporary Employee	<input type="checkbox"/>
Support Staff	<input type="checkbox"/>
Researcher	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>
Student / Intern / Apprenticeship	<input type="checkbox"/>
Other:	_____

27. The organization you work for is in which of the following:

Public sector (e.g. government)	<input type="checkbox"/>
Private sector (e.g. most businesses and individuals)	<input type="checkbox"/>
Not-for-profit sector	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Other:	_____

28. Disability: Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day to day activities

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

If you answered 'Yes' please indicate which applies to you:

Hearing Impairment	<input type="checkbox"/>
Visual Impairment	<input type="checkbox"/>
Mental Health Issues	<input type="checkbox"/>
Speech Impairment	<input type="checkbox"/>
Physical / Mobility Impairment	<input type="checkbox"/>
Learning Difficulties	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>
Other (please specify)	_____

29. Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of sickness, age or disability? (please tick only one)

- Yes ☐
- No ☐
- Prefer not to say ☐

30. Religion or Belief: What is your religion?

- Christian (all denominations) ☐
- Jewish ☐
- Buddhist ☐
- Hindu ☐
- Sikh ☐
- Muslim ☐
- Atheist ☐
- No religion ☐
- Prefer not to say ☐
- Other ☐

Consultation Questions:

Q1. Are the conditions proportionate and practical for ensuring pedestrian, other road users and passenger safety?

- Strongly agree ☐
- Agree ☐
- Neutral ☐
- Disagree ☐
- Strongly Disagree ☐

Do you have any suggestions we can make to improve the Policy or Conditions?

Q2. Do you think the conditions are sufficient for ensuring the proper welfare of the horse(s) being used for pulling?

- Strongly agree ☐
- Agree ☐
- Neutral ☐
- Disagree ☐
- Strongly Disagree ☐

If not, what would you recommend and why? _____

Q4. Do you think the fare is reasonable and proportionate to the type of service being offered?

Strongly agree ☐

Agree ☐

Neutral ☐

Disagree ☐

Strongly Disagree ☐

Q3. Do you think the proposed route is suitable for conveying passengers in a horse drawn carriage?

Strongly agree ☐

Agree ☐

Neutral ☐

Disagree ☐

Strongly Disagree ☐

If not, what route would you recommend and why? _____

Q5. Do you think the Policy and attached Conditions are inclusive?

Strongly agree ☐

Agree ☐

Neutral ☐

Disagree ☐

Strongly Disagree ☐

If not, what would you recommend and why? _____

Q6. Do you think the Policy will provide opportunities for a person to use the Welsh language?

Strongly agree ☐

Agree ☐

Neutral ☐

Disagree ☐

Strongly Disagree ☐

Q7. What effect do you believe that this Policy will have on the Welsh language?

Very positive ☐

Positive ☐

Neutral ☐

Negative ☐

Very negative ☐

If you have answered 'negative' or 'very negative', what can be done to improve this policy, so that it would have positive or increased positive effects on the Welsh language: _____

Q8. Do you think that this new service will enhance tourism in Aberystwyth?

Strongly agree ☐

Agree ☐

Neutral ☐

Disagree ☐

Strongly Disagree ☐

Q9. To what extent do you agree or disagree that this policy will enrich the heritage and culture of Ceredigion?

Strongly agree ☐

Agree ☐

Neutral ☐

Disagree ☐

Strongly Disagree ☐

Q10. Do you have any comments to make regarding the proposal to licence horse-drawn carriages in Ceredigion?

Thank you for completing this form.

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

Number of responses: 219 (4 via email, 215 via online questionnaire)

Average time to complete the online questionnaire: 10 minutes 30 seconds

1. Are the conditions proportionate and practical for ensuring pedestrian, other road users and passenger safety?

[More Details](#)

[Insights](#)

Strongly agree	34
Agree	21
Neutral	13
Disagree	32
Strongly disagree	115



2. Do you have any suggestions we can make to improve the Policy or Conditions?

[More Details](#)

[Insights](#)

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Responses

Latest Responses

"As someone who has to frequently use the road and pedestrian netw...

"The provision for crossing areas needs to be improved. Also the enfor...

1. Maybe more than one responsible person when in use.
2. Don't do it. Traffic is bad enough as it is. Introducing animal abuse and horses getting hit by cars is just ridiculous.
3. The pavement area next to the Pier heading up towards the Old College is already a bottleneck during tourist season. Adding in an additional tourist attraction will make the footpath impassable.
4. Yes, by ensuring no animals are used.
5. Just don't allow it! It's 2021 and there are so many things wrong with this proposal. The prom is FULL of people, cars, vans, motorbikes and eateries. It has also recently been changed into a one way system that has resulted in even more heavy traffic. Having horses carrying people is an extreme health and safety risk! It is chaos on the prom as it is!
6. Dont implement it
7. Don't do it.
8. Stupid!!!
9. There's hardly enough room for cars let alone horse and carriages!
10. I personally believe that this is a ridiculous venture/idea, since traffic flow has been changed forcing many more cars to travel further along the promenade, this 5mph speed of the horse by their own admission will cause huge tailbacks and congestion. In addition, it is exploitative to the animal for no good purpose. Councillors should go and view the proposed route and note how busy it is with both vehicles and pedestrians, this proposal will cause chaos for traffic.
11. Disregard and cancel the entire thing
12. This is a ridiculous idea
13. Unless all motorised road vehicles are banned from using the route there will be mayhem and a very high likelihood of accidents.
14. Don't do it
15. Don't do it

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

16. The route would need to be car free and regularly swept, in other places where this happens there is usually a lane that ensures safety. Cycle tracks need marking, the road below the castle to Marine Terrace is one lane.
17. Scrap the policy and do not allow horse drawn hackney carriages in Ceredigion at all.
18. Do not do this
19. Conditions are not suitable
20. Please do not do this there is enough chaos in town with traffic. Don't want to see horses in town
21. I don't think it is something that Aberystwyth needs at all
22. This is bound to be cruel on the animals and anachronistic. Aberystwyth prom is a nice short walk with lovely views that should not include the exploitation of horses (or donkeys, for that matter) as an attraction.
23. I do not consider the width of the road to be suitable at key locations within the proposed, namely outside the Pier and The Cambria. Also, at castle point in front of the memorial. There is also potential for blind spots, poor driving on behalf of other road users who may be unaware of horse carriages and tourists who are unfamiliar with road layouts.
24. Traffic is already busy in that area without the introduction of horse and cart rides
25. Horses aren't needed. Pedal buses are. Much safer, way more adaptable, and cheaper.
26. To suggest improvements to the scheme would be to suggest that it has any merit when it does not. In terms of traffic flow which is already compromised particularly by the castle the carriages would provide another obstacle to traffic already diverted by the new traffic scheme in the town centre.
27. Abandon the idea altogether
28. Don't do it
29. Is the licencing Authority (Ceredigion CC) competent in licencing and inspection carriages, horses etc? How many passengers will this carriage be able to take? If the horse bolts, carriage breaks etc what are procedures in place?
30. Dismiss policy
31. None
32. Smaller time of operating in a clearly marked lane to avoid pedestrian interference. The large number of motorbikes in aber also adds extra dangers
33. I'd recommend a requirement for horse nappies, to make sure that crossing and road are free of excrement. This would be a health risk to young children in pushchairs, and to wheelchair users.
34. Address existing traffic congestion first. Re-open Market Street. Remove obstructions in Pier Street, Terrace Road etc.
35. Don't do it
36. Don't consider horse-drawn carriages in the first place. If there's a need for further 'taxi' style transport, please consider options such as bicycle hire, taxi bike-style instead.
37. What about sun shelters for the horses, the manure that will be dropped, to say nothing about exploitation of animals
38. The taxi rank would be better served as a loading bay for vehicles delivering to the pleasure pier and neighbouring businesses.
39. Use humans with bikes and trailers (similar to a tuk tuk) instead of poor animals

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

40. ban taxis permanently and treat locals with more respect than tourists
41. Amend the traffic flow issues caused by the recent changes. How can you propose more potential traffic on the prom when the bulk of the towns flow is now diverted here.
42. The logistics team of CCC needs to consider and come up with a way to deal with all the traffic, before they approve even more traffic on the prom. It's a nightmare at best at the moment, I can't even imagine what it would be like, if there are horses on the road or stood and waiting on half of the road/parking. If the taxi rank is also taken for the carriages, then where are the taxis supposed to park with the already horrendous parking situation?
43. It's an incredibly busy prom, no matter how safe the conditions are implemented, horses are still flight animals, there will always be a risk of accidents. The parking situation is horrific enough for residents in Aber, I don't think more tourists should be encouraged to the town until parking is sorted.
44. Please read the dossier of events in the link <https://www.animalaid.org.uk/being-taken-for-a-ride/>
45. Get a grip and sort out current road problems around the town first
46. No
47. Concentrate on the actual state of town before trying to attract tourism
48. Scrap the idea
49. Address the diversion of heavy road traffic routes on the promenade initially before considering implementing any such idea.
50. Don't have horse drawn carriages.
51. The prom is already very busy. Adding large animals into the mix would be foolish. People walk, bike, skateboard, walk dogs, jog etc on the prom. All things that may spook a horse and cause a very dangerous situation very quickly.
52. There are already regular congestion issues with cars along the proposed route, never mind throwing large animals into the mix at close proximity to that traffic. My suggestion is to scrap this absurdist idea.
53. Don't do it. This is already ridiculously busy and will be dangerous for the horses, pedestrians and other road users.
54. This needs to be part of a bigger strategic plan for the town, what do you want to create and how you plan to deliver it. Who are you trying to appeal to? What are the implications of changing/reducing access, how will this impact on the ability to offer other services/facilities along the promenade. The policy needs to fit with the strategic ambition for the town. Does this exist? This proposal takes the town backwards not forwards.
55. I don't think it's appropriate to have horse and carriage among so much traffic, it will cause further congestion. Especially with the motorbikes, I think it would be dangerous for the horses too.
56. I don't agree with this plan, why we need horses in the prom, some children are scared of animals .
57. No
58. Make them more concise. 24 pages of legal language is quite unreadable.
59. Fix and clean the town first. Sort out the parking as it's bloody ridiculous. Lower shop rents so you can fill the empty units on the main Street. Aberystwyth looks bloody dead and in tidy at the moment, the last thing it needs is a horse carriage!
60. Use human powered vehicles.

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61. Horses are flitty it is potentially a disaster waiting to happen. Too much traffic on road and promenade already
62. Horses are scary and I hate them please do not do this. There is barely enough room for the people on the prom in the summer.
63. 6am - 6pm not suitable hours it should be 12pm - 9 pm
64. Just to make sure that the poop is picked up..... and put into compost. Cars will need to park 'properly' too - which will be good
65. Don't introduce it.
66. Its a Dickensian proposal
67. It's exploitation, a license shouldn't be granted
68. People are becoming aware on how horse drawn carriages are cruel to horses, what a massive step backwards to be taking!!!
69. No,cruelty to horses...
70. Don't even think about it - not at all concerned about the welfare of pedestrians whst about the poor animals!
71. Scrap it. It is nonsense
72. Do not have horse drawn carriages
73. It's nothing less than animal cruelty.
74. No, the whole thing shouldn't be happening. How on earth are the drivers suddenly going to become "disability aware" for the most vulnerable of passengers?
75. Dont do it.
76. The prom has narrow sections along that route that can hinder pedastrian access. Not to mention many people walk their dogs along and it would be stressful for horses, dogs and humans alike. Not to mention that amount of car traffic along that, especially as the Old College reopens.
77. Scrap it
78. Don't do it.
79. Don't implement it at all.
80. I think it would be cruel to to subject a horse to the noise and level of fumes which occur at this junction. A taxi rank is for taxis, fair enough but when you are dealing with an animal which has feelings and emotions, then a better place has to be found for it.
81. None
82. Look for non animal based tours, use rickshaws or similar
83. The promenade is not suitable for both horse drawn carriages as well as pedestrians, dog's, scooters, bikes, runners etc
84. Aberystwyth is congested and difficult to navigate as is, adding horses into the mix is surely irresponsible.
85. No
86. It's a terrible idea
87. Make motorised vehicles aware so that the animals are not spooked.
88. No
89. No
90. No
91. The idea is stupid especially with the way the traffic is all directed down the promenade with the idiotic road closures. The prom is too busy with pedestrians to have horse and carriage go down it. Plus again, nothing for children. Adults

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

- have enough to keep them happy. Spend money more on making prom child friendly.
92. Well I would have thought that the hours for a tourist attraction would be midday until sunset. nobody going to use this before breakfast
93. Hours of business 12-9 would be more appropriate for a tourism point of view
94. Abandon crazy plan and concwntrate on cleaning up filthy town.
95. The whole idea is horrible. It's so backward looking. The promenade is for walking.
96. Animal welfare should have highest priority
97. I cannot believe that you have banned donkeys from the prom but are happy to accept this ludicrous proposal. How much traffic congestion do you want to cause in town? And smell and mess? Who cleans up the droppings from the horses?
98. Mae'r llwybr arfaethedig yn un prysur hyd yn oed ar adegau tawel. Mae'n debyg mai yn ystod tywydd braf yn yr HAf y byddai'r bysnes ceffylau yn gweithio - cyfnod pan fo'r ffordd sy'n dilyn y prom yn llawn o draffig. Does dim dewis gan bobl ond mynd ar hyd y prom oherwydd y drefn unffordd newydd yn y dref, ac nid yw'n gadael digon o le i geffyl a chert.
99. Ban all motor vehicle traffic and parking from Alexander Hall to the harbour.
100. Horses iove to work. I can see absolutely no animal care worries provided Aberystwyth controls and periodically inspects stabling etc . An excellent scheme to bring entertainment, interest , visitors , employment and money to Aberystwyth
101. There are limited routes in and out of town for vehicles and lots more traffic using roads that are already too small for the volume of traffic - for example South Road- how will vehicles and traffic manage together?
102. No
103. Discussion with locals.
104. I wholly disagree with the proposals. The use of horse drawn carriages is dated and dangerous, both to the horses and the public.
105. 6am seems very early for horses to be standing about with little custom. 9am or 10 am if at all.
106. Conditions look fine however there may well be unintended consequences of a horse drawn carriage on the narrow road around the castle point area
107. The provision for crossing areas needs to be improved. Also the enforcement of red zones on current double yellow line areas which are not enforced. Constant parking on areas like bottom of pier street opposite the chip shop which narrows the junction, also both end of the prom in turning circle and junction with Albert Place. Also the narrow area as a result of vehicles parking where they like outside Belle Vue re build. Constant danger to pedestrians and road users.
108. As someone who has to frequently use the road and pedestrian network around the town, it can be said that the road system around the town is barely capable in its current system, let alone having to contend with this preposterous suggestion. I suggest the decision makers focus on improving what we already have, which is of an appalling standard.

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3. Do you think the conditions are sufficient for ensuring the proper welfare of the horse(s) being used for pulling?

[More Details](#)

[Insights](#)

Strongly agree	37
Agree	19
Neutral	17
Disagree	23
Strongly disagree	119



4. If not, what would you recommend and why?

[More Details](#)

[Insights](#)

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Responses

Latest Responses

"I'd recommend switching focus on improving the town, as stated in p...

"Not enough shade, access to water or rest area. Also who cleans up t...

1. Recommend not doing this.
2. It's absurd.
3. I do not think that horses should be used for this purpose
4. The rules to protect the horses seem very rigorous. Specific consideration needs to be given to motorcycles using the same road at the same time. Do a proper assessment of motorcycle noise on horse welfare. Properly risk assess what happens when horses share the same stretch of road with large numbers of motorcycles.
5. Horses should not be used in this way.
6. As I said previously - we are in the year 2021 - this is just promoting animal cruelty at it's highest. It is abuse ultimately for somebody to make money. I am really disappointed that this has even been suggested in the lovely town we live in that is unique, quaint, pretty and what I thought was ahead of places such as Blackpool! I strongly recommend that it is not allowed to happen.
7. What a ludicrous idea this is
8. The road along the prom is far too narrow and half of the time you have to mount the pavement when it's your right of way because people don't know where they are going!
9. Don't use the animals in this way.
10. I would not recommend exploiting animals like this, on summer days it can become very hot on the promenade, and there are not adequate facilities to keep an animal like that there all day.
11. They'd be out in the heat of summer the entire day with no provisions for shade, rest, food+water. The people wanting to do this just want to exploit the animals, and you don't want to be on the front pages guilty for it when it backfires
12. Animal cruelty
13. The sea front is so busy anyway. Why would you put horse amongst that situation. Not fair on the horses, pedestrians who need to stay out of the way

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

- of the horses, or the cars that are forced down the prom due to the one way system.
14. Hot weather over worked
 15. Cycle hire
 16. Don't do it! It's already chaos in town on the roads due to re-routing for covid safety measures!
 17. Having seen these in other seaside towns, the horses are not treated well, they are stood for hours and hours on end, even with 30 minutes "rest" as per the policy, the horses will I'm sure, not be untacked and able to naturally rest. Please do not proceed
 18. We live in XXI century, not medieval to use horse labour.
 19. Weekly checks on the horses by the County council welfare officers. Both while the horses are working and to their stables.
 20. There are concerns over who will be monitoring the appropriate looking after the welfare of the horse by the driver? Where the members of the public will be able to report their concerns? Who will ensure that those concerns will be answered within an appropriate time (preferably 1h or less if they are about animal welfare?)? The application mentions that every 2 hours the horse has to have a rest in a quiet space, where it can't be disturbed. Where would that be provided, as it is not specified in the application?
 21. Do not do this
 22. The broken bridge at castle is a joke, deal with that first, I'll do it in a day not 18 month! Do you want young families here, don't think so , crazy golf gone anyway, but pitch and putt families love that , get some means of operating it. Get boat trips , not horse trips .
 23. With the traffic chaos I feel the horses would be stressed and I can't see any benefit to them or the the public
 24. It is 2021 we should not be using animals in this way - totally unnecessary and such licences have been banned in many other cities across the world
 25. Horses don't belong on paved roads.
 26. On the face of it, there appears to be suitable provisions. However, it is unclear as to how these conditions will be monitored. For example, there is reference to inspection in 1.5. However, there is no mention of frequency of these inspections and whether they are to be announced or unannounced. Similarly, inspections do not appear to detail what will be inspected or how they are linked with other provisions, such as 4.1 and 4.3 and record keeping. Therefore, I currently believe that the provisions permit too wide a berth for the operator to operate in a way they see fit, without any detailed or prescriptive regulation. I am also concerned to see that 8 passengers are permitted in each carriage. I understand the strength of horses, but surely in today's age and where people are generally far heavier than in years gone by, 8 passengers must be considered too many?
 27. Traffic is already too busy in that area
 28. Pedal buses. No animals, no manure, easy to stop and start, less storage.
 29. It is not right to use any animal in such circumstances that is not natural to them. You are exploiting these magnificent creatures who are not here for our pleasure. You are violating their rights to a natural life which certainly does not include the noise and pollution from traffic including motor bikes.
 30. Abandon the idea! Such attractions are always against animals welfare
 31. Not to implement it

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32. It's not clear where the horses will take their 'rest' away from loud vehicles, distracting people etc. If a horse is worked on the prom for 6 hours, there's nothing to prevent them being worked elsewhere for the remainder of the day. There's no limit on journey time to get to and from the prom in the first place. 'The horse must be suitable for use' - who decides this? A horse to pull a few small children will be very different from one expected to carry half a dozen grown men.
33. Dismiss policy
34. Don't do it. Horse drawn carriages that trot on concrete do irreparable damage to horses joints in the name of profit. Also horses are uncomfortable with loud sounds and Aberystwyth is a prime location for motorbikes
35. Expecting horses to work in intense heat, heavy winds, driving rain is totally in breach of any sort of animal welfare regulations. Tourists should be encouraged to WALK for their own health and well being. Leave horses out of the equation.
36. Impossible to ensure welfare on a seafront that's inaccessible most of year due to weather, prom regularly closed due to storms for example. Where are they to get shade exactly? There's nowhere along this route at all. Too much traffic along there due to pedestrianisation already. It's very dangerous now with people hammering on horns because of frustration.
37. Recommend an alternative location.
38. Tram / small train
39. You have no guarantee the horses are being looked after
40. animals belong in nature, not pulling tourists.
41. too much traffic. This will cause distress to the animals.
42. I have experienced this type of attractions elsewhere and they never seem to do/care enough for the horses in my opinion. I don't think the horses would be pleased with being on a busy road with miles of traffic behind them, what comes for when people start blowing their horns at the poor horses. As we know horses are not big fans of cars. It just doesn't seem like a nice thing to do to the horses.
43. My main question is where would the horses be parked up for their rest and forage? How will inspections be taken place to ensure exemplary welfare? BHS inspect riding schools each year, as well as a separate veterinary inspection, will the same inspections be used? A horse with reduced welfare is not only a stressed animal, it's a dangerous animal. As an employee in the equine industry, this is a terrible idea
44. Please read the animal welfare act 2006
45. As above sort out current problems first
46. Our roads are not wide enough for the horses and carriages, as well as most roads being only one way systems now. This would make the traffic in town a lot worse than it already is, especially at peak times and will only stress the horses out. Can you imagine people using their horns?? Not only that, pedestrians safety would be compromised too as they can't walk behind the horses - small kids may be kicked in the face.
47. Don't do it
48. Avoiding utilising and promoting animal exploitation tourism entirely
49. A busy street in summer is no place for a horse to be shackled to a cart all day long. This is being banned in many places all over the world. Animal welfare is of utmost importance.
50. No shade for horses on hot days. The need somewhere to rest and access to fresh water. Both would be a challenge.

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

51. Do not use the poor animals this way.
52. There is no justification for putting animals to work for amusement and profit in 2021. It's bad enough that we've had to put up with seeing donkeys being put to work on the prom.
53. It is ridiculous in this day and age that we should be exploiting horses to pull carriages.
54. Absolutely no need to keep horses on a stone pavement in the sun ferrying people around for fun. Put some rides on for the kids. Develop the promenade area with actual activities
55. Spend more time on issues that already exist such as traffic lights that are causing disruption and accidents (Goginan - recent death of motorcyclist). More dog waste resources throughout other areas.
56. No horses? It's not appropriate in this day and age. might be ok in a traffic free situation with somewhere shaded for them to wait. We'd prefer a paddling pool / splash park.
57. Open the roads back again . Is causing too much chaos and business is going down.
58. I think it is an awful idea .The promenade in Aberystwyth has been exceptionally busy this year .There are too many cars and people moving along the promenade for horses to be safe carrying people .The congestion caused by the covid road restrictions makes the promenade too full to even think about walking a horse
59. Not using horses or any animals for entertainment.
60. Don't do it.
61. Make the prom attractive by closing the road and adding more cafes. Take account of the changes to the sea defence, add polycarbonate protected seating areas.
62. I would not encourage this kind of tourism and transportation at all. It is extremely harmful for the animals, stressful because of the amount of people and cars around, walking on the tarmac is damaging for their joints and using animals as an attraction in this way is something that should not be considered.
63. A fantasy but reality will be something else
64. Horses themselves are unsafe and unwelcome. No horses.
65. It is not clear what welfare conditions have been implemented.
66. I think this is a ridiculous idea, and will interfere with all those who currently use the promenade.
67. As long as the horse have shelter, good food and appropriate rest times.
68. Where would be there shade? When it's warm weather it's totally unfair for animals to pull people so many times a day up and down the prom it's cruel
69. I remember seeing donkeys standing in full sun for hours at a time. It's cruel & archaic to even think of bringing such cruelty back.
70. Horses don't choose to do this willingly. It's a ridiculous idea for Aberystwyth, totally unnecessary
71. Don't allow horse drawn carriages
72. These animals are going to be pounding their hooves on the concrete to pull some lazy tourists up and down the promenade as a spectacle. Why not get some donkeys while you're at it and pop some fat tourists on it up the hill as well?
73. Would make us no better than Spain or Greece or any other country who use animals for profit with no thought to the animal itself. You can whine on about

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

'animal welfare is being stringent at the time etc' but what about the poor animal afterwards - strained joints and ligaments - arthritis - and heaven knows what other injuries - despicable idea and one I and many others strongly disagree with

74. Scrap it. It is nonsense
75. There is a motorcycle park on the prom. Many motorcycles have loud exhausts, this may spook the horses causing accident or injury.
76. Again. It's animal cruelty.
77. There are no shelters on the prom, saying that a horse should have 10 minutes rest after each trip is pie in the sky. The operators will just have the horses on a continuous loop. Where will the horses rest? Have chance to lie down? Be kept away from the public? Be kept cool?
78. Why waste money on things that don't need changing.
79. We don't need horses we need the to tidy up the town! It's not 1900
80. No horse should be used in this way. Why does Aberystwyth want to go back to the dark ages?
81. Ot to have the scheme at all. Horses do not belong on a busy thoroughfare with cars, motorbikes, pedestrians and children all in the mix. Especially with the current layout. The road is so busy
82. Something for children. Splash Park or water activity
83. Not doing it at all.
84. I disagree for the reasons I have given above and for the effect it would have on traffic which is quite busy along the proposed route. Lots of hot and tired tourists in their cars, delivery drivers and even residents are not going to be pleased about getting stuck behind horse travelling at 5 miles an hour. Not to mention the increased carbon output from idling cars.
85. Don't use horses
86. Not having horses.
87. I would recommend keeping horses away from the sea front and not using them to service tourists when alternative routes of entertainment could be investigated.
88. Plenty of attention to all details at all times, and always fresh water available.
89. Fare is too cheap.
90. Fare should be higher
91. Fare needs to be higher. Current tariff is too cheap.
92. It is not possible to ensure the welfare of the horses whilst also having them pull carriages up and down the prom. That area becomes busy with traffic and this plan is unethical.
93. Leave them in the fields.
94. You need to meet up with the horse owners
95. Do not use animala for entertainment
96. NO HORSES SHOULD BE PULLING ANYTHING . THE PROM IS FOR WALKING.
97. Live animals should not be used to entertain tourists The poor little donkeys were made to carry kids (some obese kids as well) all day in the heat with little regard for their welfare. This must not happen again but no doubt corners would be cut to make more money rather than care for animals. Surely using animals for fun is an outdated idea? Does Aberystwyth want to be seen as old fashioned and archaic?What next? Dancing bears on the pier?

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98. Mae'r amodau yn drylwyr ond nid ydynt yn ystyried yn ddigonol yr holl geir fydd yn cystadlu a'r ceffylau am le - h.y. bydd yn straen ormodol ar y ceffylau i weithio yn yr amgylchedd hon
99. Too congested.
100. This is an animal welfare issue.
101. No shelter for the horse. To get to shelter the horse and carriage will have to travel through town.
102. Horses should not be used for the entertainment of others on this manner.
103. Car drivers are not prone to taking to horses on the road kindly. There will be raid rage incidences and injuries.
104. Shade
105. Not enough shade, access to water or rest area. Also who cleans up the horse manure?
106. I'd recommend switching focus on improving the town, as stated in point number 2. Aberystwyth does not have a large enough network around town in order to achieve such a suggestion. After witnessing the attitudes of aggression from road users around the town as it is, which is partly due to the poor network around the town, the last thing the town needs is anything else to add to the volume.

5. Do you think the fare is reasonable and proportionate to the type of service being offered?

[More Details](#)

[Insights](#)

Strongly agree	24
Agree	21
Neutral	74
Disagree	19
Strongly disagree	77



6. Do you think the proposed route is suitable for conveying passengers in a horse drawn carriage?

[More Details](#)

Strongly agree	33
Agree	21
Neutral	12
Disagree	20
Strongly disagree	129



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7. If not, what route would you recommend and why?

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Responses

"I would not recommend any routes in Aberystwyth "

"No area of town is suitable. The area is in a shambolic state. If we we...

"It's a disaster waiting to happen, far too congested in all parts of the ...

1. This has become a busy route for car traffic. Implement traffic reduction by reinstating free park and ride from car parks.
2. None.
3. This should nit be done at all. Aberystwyth is a highly trafficked area and is unsuitable for horses.
4. The impact of all the motorcycles on the same road must be considered.
5. None.
6. None! It really upsets me that this is even being considered never mind planning what route those poor horses will be forced to take.
7. Congested enough as it is without having horses and carriages
8. Horse "[redacted for decency]" everywhere
9. None! Aberystwyth is not Blackpool!
10. None! Aberystwyth is far too small or one way streets will hold up the traffic
11. None! It's hard enough to get around Aberystwyth as it is ... thanks to the council's stupid idea to block half of the roads and parking. Also it's not blackpool!
12. No route at all
13. The route is already far too congested with persons and vehicles, this 5mph vehicle will cause absolute chaos with traffic flow.
14. Blaendolau field
15. None, there's no space for it
16. No route. ridiculous idea.
17. No route. Have the people who thought of this idea actually walked the prom on a busy day??? There isn't space for this.
18. Not a route
19. I do not agree that horse drawn carriages are suitable on any routes
20. See answer 4!!
21. No route
22. Currently the route along the seafront is difficult for both pedestrians and vehicle users. Lots of parking and it would need to be one way to avoid collisions. The width of the road is narrow, with few crossing points and turning areas. Disabled access to the carriage would need to be taken into account.
23. It is not clear from the documents which route will be taken - if on the road where cars are present, how will the safety of passengers and cars be ensured? Especially in the narrow sections of the prom, for example by the Ty Belgrave hotel where the works are still taking place? How safe would it be for the horse carriage to go around the tight section of the prom by the war memorial, where car often go off their side of the road and tend to speed? If the route will be on the promenade, how will it be ensured that the safety of runners, mobility scooter users, wheelchair users, dog walkers? How will it be guaranteed that

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

the horse will not get spooked and injure someone? Also is the promenade pavement fit for purpose to carry several tons of weight in a carriage?

24. None
25. No route, do these people who earn money for these ideas have a funny turn now and again . Do they live in the town? Get a grip with yourself, wake up, mad idea.
26. Horses should not be in Aberystwyth Get the prom sorted look at the mess with the Kids Paddling Pool !!
27. No route - the roads and parking issues (camper vans in huge numbers) are issues enough to deal with without adding horses into the equation
28. I do not consider the width of the road to be suitable at key locations within the proposed, namely outside the Pier and The Cambria. Also, at castle point in front of the memorial. There is also potential for blinds spots, poor driving on behalf of other road users who may be unaware of horse carriages and tourists who are unfamiliar with road layouts.
29. I wouldn't
30. Gonna say pedal buses again.
31. There should be no carriages that are horse drawn anywhere in Aberystwyth for reasons of their welfare. The route around the castle is currently fraught with traffic trying to pass both ways in a confined space amongst the parked cars.
32. None
33. Not through town
34. More needs to be done to encourage Active Travel along the prom, NOT to give assistance to a private enterprise which will only be for the benefit of a very small number of well off tourists. The route between the war memorial and harbour is mostly single track with few opportunities to pass between parked cars. Formal passing places need to be added at the expense of the carriage operator. What is 'as soon as practicable' defined as when cleaning up horse poo? As a non-horsey person I think this should be immediately, but no doubt the person profiting from these rides will have a different opinion.
35. The prom is designed to be used by pedestrians only
36. No route. Don't do it
37. Nice idea, is this in any way practical? Will make existing traffic congestion worse.
38. No route. Sort other town issues that mean people aren't coming back first.
39. None, this is a backdoor route to pedestrianisation
40. With all the roads being closed in the town, all traffic is forced to drive around the town via the prom which means it is gridlock along the prom the majority of the time. It would make more sense for these to be used for access into the town where cars cannot access.
41. I think the council should address the bigger issues in this town instead of bothering about something so trivial. Advancing Aberystwyth would have been perfect to secure something like this not the council.
42. I don't think it's appropriate to have horse carriages at all! Electric and pedal carts types of vehicles, would be more suitable for this type of thing in my opinion.
43. No where in town suitable
44. I wouldn't recommend any route
45. Don't bother with it
46. None, as I stated before our roads are not wide enough for this proposal.

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

47. In a field far away
48. No route, the promenade isn't big enough to justify the service, and is too busy to be safe.
49. None, a horse belongs in a field not a busy street
50. No route, not safe, not in the animals welfare to do it.
51. No route which uses sentient and such biddable animals in this way. Would you make people pull the carriages, children or prisoners perhaps - no of course not. Animals shouldn't be used in this way either.
52. Accident waiting to happen
53. Don't agree with any route. I would rather not see horses going up on down all day, doing the same boring route full stop.
54. No route, this entire proposal is an act of sheer folly
55. This road is already completely congested. No horse carriages as this is old fashioned and barbaric. What will happen with the horse waste. How will the horses be transported and what is the environmental impact and have you considered the welfare of the horses, especially in such a congested area. This should not be considered on any route.
56. A traffic free route with shade for horses eg down the avenue. Or ideally no horses at all!
57. Not on the main promenade or the Main Street.
58. Not agree with this plan.
59. None in the current climate with traffic restrictions
60. The section from the harbour to the pier is utterly unsuitable and conflicts with the current traffic restrictions.
61. Not have one.
62. None, don't do it.
63. No route. If people are incapable of walking the prom then electric associated rickshaw.
64. No route that is on the road is suitable. Horse's hooves are not meant to be walking on tough ground like this all day, if they wear horse shoes it gets slippery and if there is any sand on top of the tarmac, it could seriously be dangerous for the horses and whoever is in the carriage.
65. Not a good idea at all
66. There isn't enough space
67. I am rather concerned that the junction with Pier St will cause problems and also the very narrow road just after Castle Point may cause problems if vehicles are allowed to park there- up to South Rd
68. No route. We live in the 21st century. Rickshaws would be more sustainable.
69. looks good to me. Perhaps it can be extended at some time in the future?
70. There is so much traffic on the prom because of the road closures in town introducing the horses will cause even more chaos.
71. There is no safe route for horses & passengers on the roads of today
72. None
73. No route - just don't use horses, the likes of New York and Chicago in the US who have a long history of these horse drawn carriages are moving away from this.
74. No route at all
75. Scrap it. It's nonsense
76. None it's a bad idea

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

77. I wouldn't. I strongly oppose the user of animals in this way. There are so many other ways the council could cater for tourists.
78. I wouldn't
79. Wouldn't recommend any route the idea is backwards and ridiculous
80. No route at all.
81. None. People should walk if able.
82. None
83. Again, don't do it.
84. Not at all - focus on improving the terrible state of Aberystwyth.
85. I don't think Aberystwyth necessarily lends itself to horse drawn carriage rides especially in light of the dog's breakfast that is currently the town centre.
86. The safe zones need addressing with increased traffic along promenade due to closure of two way traffic in Pier Street
87. Great route if you used some other form of transport other than horses
88. As above and also who would want a horse drawn carriage at 6am?
89. This route is difficult to navigate at the best of times during the summer, why add horses into the mix.
90. None it's a terrible idea
91. No route. This is unethical.
92. The route would be fine if the Council scrapped the pointless road closures that are killing the town centre
93. No route in this town would be suitable. Mad idea.
94. ????????
95. Any route is dangerous
96. NO ROUTE, NO HORSES, NO CARRIAGES
97. No route at all in the idea.
98. Having visited towns and cities in warmer and drier climates which have horse drawn carriages for tourists, I can see no possible reason for introducing them in Aberystwyth.
99. Pam fod angen dod a cheffyl a chert i Aberystwyth? Doeddech chi ddim am ganiatau asynod i gludo plant ar y prom, sy'n llawer mwy cymwys a thraddodiadol mewn tref glan mor na cheffyl a chert. Mae'r gosodiad y byddai'n denu mwy o dwristiaid i'r dref yn un di-sail - ble mae'r dystiolaeth am hyn?
100. Don't see the point. Starting and finishing nowhere.
101. It is far too busy to be used for this purpose
102. I would prefer not to see it at all, town is too congested as it is.
103. The road around castle point is narrow, blind and difficult to negotiate in a car often so similar issues will be encountered by a horse drawn carriage which could affect traffic flows in busy times.
104. Prom is congested with traffic especially now that Pier St is one way. There has already been gridlock at South Road with cars trying to get off the prom. This will only make it worse
105. It's a disaster waiting to happen, far too congested in all parts of the town. Old fashioned and cruel for the animals
106. No area of town is suitable. The area is in a shambolic state. If we were a city with a suitable sized square, maybe, but we do not have this luxury.
107. I would not recommend any routes in Aberystwyth

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

8. Do you think the Policy and attached Conditions are inclusive?

[More Details](#)

[Insights](#)

Strongly agree	22
Agree	26
Neutral	79
Disagree	13
Strongly disagree	75



9. If not, what would you recommend and why?

[More Details](#)

[Insights](#)

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Responses

Latest Responses

1. Na
2. Assuming the taxi rank next to the Pier is there for a reason, it is not inclusive to replace it with a service where a passenger can only make one set journey in a horse-drawn carriage. Leave some space for a traditional taxi service on the same spot during normal business hours.
3. Ceredigion county council should not support the use of animals in town, especially along a already busy prom.
4. How are wheel chair users supposed to use a horse a carriage?! I just recommend it doesn't happen!
5. Do not implement his stupid idea
6. What about the hard working taxi drivers. Some have run businesses in the town for 20+ years. The rates are ridiculously high for them already and you want to take away the main tourist spot in Aberystwyth!!!
7. Not fair on horses
8. I think that you would need to consult the Equality Act to ensure that the carriages are accessible and that the roads are re-modelled to accommodate for wheelchairs etc. How does this fit with the Wellbeing of Future generations policies and the socio economic duty of care for public bodies that the county council has?
9. Not inclusive to other users of the road/ promenade. Not inclusive to wheelchair or mobility scooter users.
10. Do not do this
11. Pedal buses can be adapted for wheelchair users.
12. I'd recommend to scrap the idea
13. The policy makes reference to the Equality Act, but the section describing the carriage makes no reference to wheelchair storage or access.
14. Not inclusive of blind, deaf, physically disabled people and young children
15. Do these carriages have disabled access?
16. It doesn't consider at all, the traffic and parking problem currently raging on the seafront.

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

17. Takes no or insufficient regard to people who believe that animals should have rights and/or vegetarians and/or vegans.
18. It does not consider the increased congestion that would impact the wellbeing of local people, individuals experiencing mental health problems (anxiety, panic disorder etc.), implications from congestion and access for individuals living with a disability.
19. I have no access to the full policy nor pricing.
20. A bus.
21. The policy doesn't acknowledge anything about inclusivity. What is the plan for those who require mobility aids to get in and put of a carriage? Locals with sensory processing issues are going to experience lots of distress with the addition of horses
22. A cycle route around Aberystwyth
23. sorry - haven't actually read all that
24. Its not appropriate
25. The horses cannot express their wishes
26. Not very inclusive for the poor animals being made to pull these lazy people is it.
27. Shouldn't even be considered
28. Scrap it
29. No operator is going to start studying disability awareness. They won't care who they carry as long as they pay.
30. Terrible idea
31. No consideration for disabled people who may not be able to move out of way quickly
32. Scrap the idea
33. Forget the whole plan, the idea is preposterous.
34. Ensure that a policy of how other motorists conduct themselves safely in the presence of horses and/or HDC

10. Do you think the Policy will provide opportunities for a person to use the Welsh language?

[More Details](#)

[Insights](#)

● Strongly agree	21
● Agree	29
● Neutral	84
● Disagree	13
● Strongly disagree	68



Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

11. What effect do you believe that this Policy will have on the Welsh language?

[More Details](#)

Very positive	14
Positive	26
Neutral	122
Negative	14
Very negative	39



12. Do you think that this new service will enhance tourism in Aberystwyth?

[More Details](#)

[Insights](#)

Strongly agree	43
Agree	22
Neutral	15
Disagree	28
Strongly disagree	107



13. To what extent do you agree or disagree that this policy will enrich the heritage and culture of Ceredigion?

[More Details](#)

[Insights](#)

Strongly agree	37
Agree	14
Neutral	15
Disagree	27
Strongly disagree	122



14. Do you have any comments to make regarding the proposal to licence horse-drawn carriages in Ceredigion?

[More Details](#)

[Insights](#)

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Responses

Latest Responses

"As a resident of the town, who has also lived in and visited many tow...

"Don't do it! Please improve the park and ride, public toilet provision, ...

1. I think this is an excellent idea which could help boost tourism in Aberystwyth.
2. Good attraction/positive for tourism.
3. The town is gridlocked as it is with all the roads being one way or not even excisable!! So another slow moving obstruction wil only cause more frustration

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to other road users and gridlock the promenade even more!! What if emergency services need to get to these proposed routes with sirens and flashing lights?? The horses could bolt and whose insurance would cover the damage or injuries to the public?? In the event of an emergency?!

4. I am strongly opposed to this idea. Exploitation of animals, impact on traffic flow and safety, plus the safety of younger children. No mentioning the inevitable mess from horse manure all combine to make this highly unsuitable as a means for conveying people around the aberystwyth seafront. An electric road train would be far more appealing and suitable IF there is a strong case for moving people around this area.
5. Please do not do this. Congestion on this stretch is bad enough as it is with the ridiculous new road layout. How anyone can think this is a good idea is beyond me.
6. I think the idea is archaic and not the image that Aberystwyth should be going for
7. This is appalling that it is even being considered. It is disgusting example of exploiting animals, town is no place for a horse carriage. there are many things locals would like to see in the area and this is not one. There is a lack of parking that needs addressing, a splash park that is highly requested.
8. What about residents?! Who pay council tax and live living here?! The only people being considered are tourists because they would be the only people using it. If this happens its going to have a massive impact on residents - parking, access, safety when wanting a quiet walk on the prom and utter cruelty.
9. Please don't implement this, the town is in enough chaos as it is!!
10. Stupid idea. What about the disabled? My grandmother has lost out so much since CCC have closed throughout town. She depends on taxis giving her access to shops and cafes. Do you expect her at 89 years old to climb into a cart or the back of the horse? No! So you will deprive her of access to the prom now too as she won't be able to get there via taxi between 6&6
11. More "[redacted for decency]" on the roads
12. This proposal will have a negative effect on the town and the local people. It could draw antisocial behaviour (encourage Irish travellers), and push away local people and businesses. Less people will be visiting the town with their dogs (especially locals) in case they upset the horses. The prom is a hotspot for motorcyclist; who will also scare the horses. What happens to the horse poo; left in situ for a child to step in?
13. I think it's ridiculous! The prom is already a nightmare to get from one end to the other. And the road closures because of covid don't help. I don't mind the road closures as they do help with social distancing but to get from the harbour to the other end is a nightmare with tourists not understanding the give way or people parking wherever they want. The horses will just put more of a strain on that
14. I think it's a terrible idea! Ceredigion council should be spending their money on important things such as the roads and hedge cutting.... I'm appalled by the state of the roads and hedges!! There is no need to waste money they haven't even got on tacky things like hackney cabs!!
15. Horse welfare must be a priority ,with veterinary input
16. This is a wildly ridiculous idea, that I suspect is being pushed solely by one group who don't actually care about the affect it would have on the area. The promenade here is already far too congested with limited passing places

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

especially by the war memorial, this proposal would be catastrophic to traffic flow, especially as the promenade is busier than ever. I'd note that this would increase pollution levels on the prom because of the slowing down of vehicles waiting behind the carriage. Additionally, most tourists probably don't want the smell of horse faeces lingering whilst they are using the promenade (or smelly horses on a hot day). I also have concerns about the welfare of the animals, I don't believe with the amount of traffic, and lack of shade or facilities for them this is a safe or good place to operate them. Additionally, the heritage aspect is a sham, its an excuse to introduce this service. Adding false-history like this (fair enough if a horse-drawn service had operated continuously since horses were a common sight on roads) devalues history and is slightly disingenuous. To summarise, catastrophic for traffic, poor for tourists and the environment, disingenuous for heritage.

17. Defnyddio anifeiliaid fel hyn? Mae'n 2021 os nad ydych chi'n cofio.
18. I'm surprised this rubbish even got to this stage in the first place
19. This is an obscene idea. The promenade is a safe space for pedestrians only. It will ruin the seafront, and cause extreme congestion in an already busy place. Furthermore, using animals for this service is inhumane. **STRONGLY DISAGREE TO THIS IDEA.**
20. Don't do it. Consider other tourist friendly ideas first. Make more use of the museum, fix the castle bridge, create a mini water park, get the water fountains useable so dogs can drink out of them. Change the bins so they are closed bins rather than open bins which seagulls can get at. Have more entertainment at the bandstand. Recently the pier has been making a wonderful effort and is now a great hub of activity. It'd be good to see other areas of the town follow suit, rather than force some horses to stand and stroll along the busy prom.
21. Sharing the route with motor vehicles would be very dangerous - the road is so narrow in places, coupled with parked vehicles, it would not be safe. As an addendum, why doesn't the Council allow donkey rides on the prom itself rather than on the road?
22. This will be a massive step backwards for the town. The prom is a very busy walking route and having horses here will discourage walkers/cyclists. This feels like a fad trying to be like the sea side towns in other areas. Aberystwyth is unique because it is not like these other towns. Horses should not be used in this manner, they also generate a lot of mess and additional traffic i.e horse boxes along the front will not be a welcome sight.
23. Don't do it! See answer 4 again!
24. Please do not go ahead
25. We need bike rental, not horse carriages that will exploit animals to make profit.
26. I think that it would be good to see how this would happen safely and how this would impact upon all residents.
27. Horse-drawn carriages can be replaced with eco-friendly electric tourist vehicles, sparing horses abuse and neglect, protecting all road users from the dangers posed by the presence of unpredictable animals, and providing a more innovative tourist attraction. London, Paris, Rome, and Toronto have stopped giving out commercial tourist-carriage licences and place strict limits on special-use carriages. Many other cities, such as Oxford, Barcelona, Montréal, New Delhi, and Tel Aviv, have already banned horse-drawn carriages. Horses are skittish animals who can easily be spooked by unexpected noises such as car horns. In heavy, loud traffic, they're subjected to constant stress, which

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

sometimes leads them to bolt and cause accidents. These animals belong on pastures, where they can rest in the shade, move about freely, and interact with members of their own species. If these most basic needs aren't met, they suffer throughout their lives and may develop serious illnesses. When cared for properly, given adequate space, and allowed to live free from exploitation and abuse, horses can live for 35 years or longer. The horses are made to walk and stand on hard surfaces for long periods, which typically causes them to develop debilitating leg conditions and sustain damage to their hooves. Many eventually become lame. Owners and drivers often ignore these painful conditions – either because they don't recognise the animals' distress or because they're unwilling to lose a few days' work to allow them to rest and heal. <https://www.peta.org.uk/blog/horses-pushed-to-exhaustion-collapse-for-tourist-carriage-rides/> <https://awionline.org/content/urban-carriage-horses-out-step-responsible-horse-welfare> In many cities, horse-drawn carriages are seen as tourist attractions, evoking nostalgic images of days gone by. Yet, underlying these quaint notions is the reality for the horses: daily exposure to noise and pollution, heavy traffic, hard pavement, long workdays, constant heavy loads, and lack of access to pasture. All of these aspects are directly detrimental to horses' welfare. Sourcing: Training a horse to pull a 1,000-pound carriage is a difficult and time-consuming process, with no guarantee that the horse will be up to the task. Since carriage drivers do not have the time, facilities, or funds to do this themselves, they purchase horses who are already accustomed to pulling a carriage. Such horses most often come from farms, where they have already put in many years of labor and are being sold because they are no longer capable of working on the farm. Once they become urban carriage horses, their lifespans are greatly reduced. Pollution: Carriage horses, particularly in heavily congested urban settings, spend much of their day breathing exhaust fumes from cars directly in front of them. Horses also spend hours walking through a miasma of oil, road salt, and other roadway pollutants. The health issues associated with chronic exposure to airborne and ground pollution—well-documented in people—affect horses as well. Even when horses are not pulling carriages, they are kept in inadequately ventilated stalls where they are exposed to high levels of dust contaminated with mold and other fungi. Long-term exposures to these elements lead to many respiratory conditions, including bronchitis, rhinitis, inflammatory airway disease, and reactive airway disease. Noise: In urban settings, carriage horses are exposed to near constant, high levels of noise—up to 100 times louder than a typical conversation (often 80–100 dB).³ Chronic exposure to street noise—linked to hearing loss, poor cardiovascular health, and stress in people—most likely affects horses similarly. Further, sudden noises may frighten the horses, causing them to bolt, resulting in harm to themselves, the carriage passengers, or other vehicles or bystanders. Every year in New York City, there are multiple accidents involving carriage horses that have been startled by noises.

28. I thought this was a joke when I read the article. Using animals for tourism is a huge step back for animal welfare and Aberystwyth sea front is definitely not the right place for this!
29. Yes, it would have a convoy of cars motorbikes cyclists at walking pace. Make the notice boards more informal, oh sorry there is zero information in them. Spend more money on a cleaner tidy seaside town , police the people who drink in public and swear and disturb the people who live here and tourists. I've seen

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

- too many daytime drunken fights recently in a town that's supposedly the 'safest university town'.
30. Absolute madness I live in Aberystwyth & I think this is madness I can't see what benefit it would bring. Sort the bins, traffic, the state of the prom out please that is the priority
 31. Please don't do this! Animal welfare, traffic congestion - not needed
 32. See above. In my opinion, a real advantage to tourism would be licensing a few more ice cream stands or eateries on the prom, ideally combined with occasional displays of live music to suit different audiences.
 33. The introduction of this will only further frustrate motorists who are stuck in the traffic along the prom. It is already busy enough without further delays
 34. Pedal buses. Less contentious. Cheaper. Adaptable. Fun. Safer. Less likely to leave mess. Less likely to cause allergic reactions.
 35. Don't do it! This is definitely not in the interest of the horses and should not be considered. If you want to offer an alternative to taxi rides have rickshaws pulled by humans or cyclists.
 36. Is should be legally forbidden to organize such activities
 37. Please do not do it. Horses will be treated badly, no one will come to Aberystwyth just for a horse and carriage ride, the mess from the horses excrement will look terrible and won't be very good for people who wish to walk about town, and the taxis need to work all day for anyone who may not be able to walk for any reason. So many people have already been done out of a job, don't kill off the taxi companies too
 38. I think it is a waste of the council's resources to be even considering policy changes to assist what is likely to be one or two operators.
 39. Utter rubbish idea - dangerous for pedestrians and detrimental for taxi owners (who have already lost substantial income because of the pandemic) Also the poor horses whose health will be impacted by being made to pull the weight of carriages during the heat of summer days
 40. dwi ddim yn meddwl bod hyn yn syniad da o gwbl!
 41. None
 42. If you end up doing this, there has to be consultation with horse welfare charities and regular investigation
 43. There are more important issues to be addressed in the town than this dream-scheme
 44. With the number of motorbikes, runners and dogs there are along the prom, I think it would be a major accident waiting to happen if there were horses added to the mix. Rome along with other cities across the globe such as New York, London, Paris and Toronto no longer give out licences, don't give people even more ammunition to say Ceredigion County Council is still operating in the dark ages. <https://www.theguardian.com/world/2020/dec/03/rome-to-ban-horse-drawn-carriages-from-city-streets>
<https://secure.peta.org.uk/page/30696/action/1>
 45. Why when countries are banning the use of horsedrawn carriages are CCC encouraging it?
 46. You are all intent on keeping this town firmly lodged in the past. We need to move with the times and brighten up the town, open the roads, remove all the ugly bollards. Horses and carriages are a thing of the past and the prom is gridlocked with cars because they can't drive through town so this would be

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- very stressful for the horses I'm sure. What a joke you all are, MODERNIZE for god sake, that's what will bring the tourism (if you even want it)
47. No!
48. We will have no tourists visiting soon. The town is dirty, there is no parking, traffic is a nightmare and rates are high. I also find the questions about Welsh language irrelevant as this would be aimed towards tourists not the locals. Sort this town out before we don't have one left and people choose to shop the CBD surrounding.
49. Does not sounds like a good idea to me at all!
50. It's a terrible idea! The number of horses and carriages needed to ensure that sufficient breaks and rest are provided will be too large for the prom to support. Where will the horseboxes park? Enough resident parking I'd taken up as it is.
51. Most ridiculous, dangerous thing I've ever heard, an accident waiting to happen
52. I think this use of animals is outdated and a novelty, please read the extensive veterinary research that has been carried out in Canada, Paris and the US. The proposal in Oxford was denied on animal welfare and pedestrian safety. CCC should make evidenced based decisions from this research and look at other ways to improve tourism in Aberystwyth like cleaning and the lack of access to the prom and high street.
53. Yes get your priorities in order
54. I think it is an excellent idea and will enhance tourism opportunities in the town
55. I think it's stupid, and one of the WORST proposals that have ever been made.
56. It is a very bad idea. There is not enough space on the road or the promenade for carriages. It will cause traffic on an already congested road. The horse manure will affect the seafront in an extremely negative way. Please do not propose the licence to do this.
57. There are far more sensible and necessary potential schemes that may be implemented to better enhance tourism in Aberystwyth
58. Animal abuse is not acceptable.
59. Ridiculous idea, more interested in money making than animal welfare and public interest
60. If this goes ahead you can be assured of animal rights protests which I would whole heartedly support.
61. I think we should focus on important things rather than bringing horses and carriages to the slum that has become Aberystwyth. 1. Seagulls and their "[redacted for decency]" riddle the town in faeces, litter and disrepair 2. The buildings all over town are in a right state 3. The parking situations within this town are something you would find on a mr bean comedy sketch. 4. Graffiti is everywhere you look 5. disabled people are unable to even get into the town let alone shop within it 6. There is multiple empty shops Fix these issues then talk about riding ponies on the prom
62. Out dated and cruel. I would rather no see animal cruelty in any form. It's been banned in most countries for a reason why are we going backwards.
63. This smacks of a publicity stunt that will create a poor impression of Aberystwyth in the minds of right-thinking folk.
64. Animal cruelty.
65. The Council should not even be wasting our money on a consultation. Other towns/cities have banned such activities. We shouldn't even be considering something like this.

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

66. I see no mention of the Welsh language in the policy so how could this have any positive impact on welsh language. Would marketing materials be bilingual. Would drivers be bilingual. I suggest those who think this policy is a good idea actually visit Aberystwyth during busy periods. The increased tourism this year has seen a massive increase in disruption and in traffic accidents and breakdowns throughout Ceredigion. Aberystwyth is a tourist destination because of its beauty and detachment from city-life so more resources should be spent to retain those qualities, ensuring that the environment is conserved. Perhaps clean up all the seagull “[redacted for decency]” and do something about the rubbish that explodes over the town on bin day
67. This needs to be part of a bigger strategic plan for the town, what do you want to create and how you plan to deliver it. Who are you trying to appeal to? What are the implications of changing/reducing access, how will this impact on the ability to offer other services/facilities along the promenade. The policy needs to fit with the strategic ambition for the town. Does this exist? This proposal takes the town backwards not forwards.
68. Poor horses! We prefer more food and drink outlets, seating, and a paddling pool area.
69. One of the best ideas I have heard for a long time
70. Horse drawn carriage rides?? Surely a backwards move however it's looked at
71. It is a highly unloved idea for the town. The town isn't big enough for places to move to safety, keep the horses safe, would be problematic for wheelchair users and assistance dog handlers. Overall bad idea to invest money into for the town.
72. Stop this nonsense, is not working.
73. Think it is a bad idea at the current time
74. The promenade is largely unsuitable and with the overall mess the town is currently in such a proposal is unlikely to attract extra visitors.
75. It's just an impractical and bad idea. We should be helping build a robust local economy instead of outpricing the population and pandering to tourism to save us. Seasonal work is not helpful for the survival of our culture, community or population.
76. Making horses pull oversized loads like carriages is cruel. Horses are forced to toil in all weather extremes, dodge traffic, and pound the pavement all day long. They may develop respiratory ailments because they breathe in exhaust fumes, and they can suffer debilitating leg problems from walking on hard surfaces.
77. Don't do it. Fix the shops, parking and clean the town first.
78. I would like to know if the horse is to be consulted.
79. Horse carriages are popular in many tourist Hotspots, especially in southern Europe, like Spain. But there is a reason they are not popular in most countries that value animal welfare. They are damaging and harmful for the animals. Where they are popular, people have been protesting against them for years, so implementing them as an attraction in 2021 is not a good idea.
80. Just not a good idea. A fad that will decline as quickly as it starts. I can see it will be popular with brides. Please invest in the shops in town and rubbish first
81. Ceredigion is Welsh cob country and has long-standing tradition with horses, these being used on the land and for transport for many years. Horses are an important part of our culture and heritage. People come from all over the world to see Welsh ponies and cobs - it will be great to see them on the prom

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

82. There is not enough space on the prom and personally I walk along it 5 days a week on my way to work and the thought of having to see horses that frequently is distressing.
83. A wonderful idea.
84. The welfare of the horse is of the utmost importance
85. An absolute farce and a gimmick. Sort out existing problems with access and disabled parking before adding yet another problem for walkers and cyclists.
86. I think it's a great idea. Even as a resident I will enjoy it. I shall certainly tell my guests at Tyddyn Retreat, that there is another reason to go to Aberystwyth.
87. Its grotesque, archaic & cruel. It'll bring bad publicity & protests the world has moved on thankfully
88. It's a really backwards step in a town that should be embracing steps forward. There are so many other tourist attractions to consider that do not involve the exploitation of animals. Soft play centre / lido splash park/ more outdoor covered permanent eating areas
89. Whoever came up with this idea needs to do some research on how we are moving away from animal cruelty and exploitation for entertainment. Lets make Aberystwyth more progressive, instead why not use the cycle style tuk tuks they use in London etc, someone cycling and getting some exercise, low CO2, we don't need to use animals in this way for a cheap attraction.
90. Not the best idea.
91. Disgusting use of animals for profit - not needed - not required - certainly not necessary and just an idea to draw tourists in who don't give a fig about animals or their welfare either. Absolutely disgraceful
92. It is cruel to horses. They are not here to entertain tourists and it is outrageous even to suggest it Those roads are already a nightmare with traffic in the Summer, particularly with the new pedestrianisation. It will cause accidents.
93. I can't believe you are entertaining this ridiculous idea. Clean the town first. Welcome tourists and stop the ridiculous road closures and then try again next year
94. Unesessary and dangerous
95. Ceredigion has enough problems with cars and parking and horses going up and down the road is ridiculous.
96. Yes, how will the following be policed? During the six [6] hours no more than two [2] consecutive hours may be spent working without the horse being allowed at least 30 minutes quiet rest c) Each horse shall be given a minimum of 10 minutes rest after each ride d) Each horse shall not work on more than three consecutive days. e) During rest periods the horse shall have access to clean water and be fed as appropriate. f) The food and water shall be contained in a proper receptacle where it may not be contaminated or tampered with. g) The horse shall not be fed by members of the public h) The licence holder must have due regard to extreme or adverse weather conditions such as exceptionally hot weather, when there is no cloud cover, or periods of heavy rain when each horse shall be provided with adequate shade / shelter and be sponged down to prevent heat stress or dried off to prevent chill. i) The driver must at all times consider the horse's welfare and needs and shall provide sufficient rest, care, food, and water as and when required by the horse. j) During rest periods, the horse should not be subject to unnecessary petting by members of the public k) If at any time, the horse appears to become fatigued,

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

- distressed or unwell, he shall be provided with sufficient rest and care to ensure his welfare needs are met. Where required, the driver must remove the horse from service and seek immediate veterinary attention. "as and when required by the horse" Really? Ceredigion is the puppy farming capital of the UK. Ceredigion Council knowingly approve puppy farms and suspected puppy farms who have previously failed several inspections. I have no faith WHATSOEVER that the council or any local vet would not just see this as a revenue scheme. This is so backward! Is the bearded lady coming along next?
97. I always find it very sad seeing the depressed state of the horses used in this way for tourists in other parts of the world and feel that sadness would be clearly conveyed by the harnessing of horses up and down the same route day in and day out. It's quite horrifying, and not a good advert for the town at all, Furthermore as someone very allergic to horses - a condition that is common - I am quite distressed to feel that a public thoroughfare that I use often may become out of bounds for me as a result,
98. It's like you road changes within Aberystwyth, completely useless and not required. Why not fix up Aberystwyth and lower rates for businesses allowing more potential buyers to help grow Aberystwyth rather than bring in horse drawn carriages which would be like most things used for a few weeks and then given up on.
99. I think the council needs to sort out the town because people will soon stop coming
100. I cannot imagine how any thinking person could have come up with such a dreadful idea. I can't think of a more horrible sight than to see poor horses being used in this way. What a sickening thought and sight. Shame on anyone seriously considering this backward step. I hope lots of us will be physically protesting should this happen.
101. I think it's a shot in the dark and unrealistic. Go to the prom during the middle of a hot sunny day and see how crowded it is. Adding horses would reduce foot traffic and be a hindrance.
102. It is purely a money making scheme and little thought to the suitability of the route. It is far too busy
103. Plenty of things are required before horse drawn carriages. Town needs a lot of tidying and other provisions before something like this
104. This is a disgusting idea and should not be enforced on our lovely town.
105. Focus your efforts on improving the terrible state of Aberystwyth and the areas you are responsible for.
106. I think that this will lead to more traffic chaos and pollution as vehicles are going to be idling their engines stuck in traffic build up due to the speed of the horse. I am concerned for the well being of the horse with little shelter and respite opportunities at the Pier. Also concerned about the food outlets near by and hygiene. The fact that Motor Bikes are encouraged onto the prom and the noise that they emit must surely be taken into consideration for the horse wellbeing. Do we really need to abuse animals in this way for entertainment in 2021!
107. if this is a roundabout way of ensuring that the Prom becomes traffic free also then we should be told. Plenty of motorists unfamiliar with Aberystwyth misjudge the Castle point bend that it a potential bottleneck and accident spot. Where will the horse take its breaks , will it be sufficiently far away from the

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

- noise and fumes? Will there be cover against the elements for the horse? have relevant bodies such as the RSPCA been consulted?
108. Its a fair suggestion but more needs to be done to draw visitors to the area. The town is tired, untidy and dirty and needs improvement
109. I find it hard to believe in the 21st century we feel the need to publicly explote animals as a form of transport and entertainment when there are alternatives such as rickshaws that could be used for exactly the same purpose
110. Not doing it.
111. Ludicrous
112. I'm not sure how a horse and cart taxi could positively impact the town in any way. Other cities and towns are banning the use of horse carriages for tourist entertainment meanwhile Aber is proposing to introduce it, behind the times.
113. Spend the money on cleaning the town, it's rank
114. A good idea, - a boost to tourism perhaps .
115. For me this is another tourist experience that will attract visitors to the town and the promenade.
116. No
117. No
118. No
119. I am very disappointed that Ceredigion Council have proposed this archaic plan.
120. I think we'll have romantic couples and families posting lots of great photos on social media
121. This will be a welcome addition to Aberystwyth's very limited attractions for tourists
122. I think it will be good for the town and the tourist if you grant such a license.
123. It is a waste of money. We have more wet windy days than sunny. INDOOR activities is what is needed to attract tourists. At the moment all they can use is the pier amusements, and who would want to waste money on that. Indoor soft play or covered swiings. All very well saying we have the sea, but again only useful on warm days, plus full of jelly fish so risk of small children being stung. Splash park, which will also be inclusive for disabled children is the way to go. Trampolines park is also is good idea. If this idea goes ahead will never again vote for council.
124. I definitely think this would be a massive plus to Aberystwyth promenade.there is nothing like it and the visitors from the cities would love it
125. Yes how come we have to consult this but we were not asked about what you have done to the roads in our town
126. It would be great to see this on the promenade in Aberystwyth. Also need the donkeys back.
127. I think it is a lovely idea, and it will suit Aberystwyth with it's seaside image and will give it an advantage into drawing more people to our town to enjoy the prom and everything it has to offer, and in general the town of Aberystwyth, thus bringing much needed custom. I believe the horses will be very well looked after, and their welfare put first.
128. Bo
129. You need to meet the horse owners
130. The promenade is the focal point of Aberystwyth throughout the year and activities like this will only enhance the experience of bygone years. Major

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

- tourist towns and cities all over the world provide this kind of activity to enhance the visitor experience
131. What a ridiculous idea, to exploit animals and to make prom hazardous for other users
132. It's an antiquated idea. The prom gets very crowded as it is. The road gets crowded, packed with traffic, the whole area gets extremely busy. Just another insane idea.
133. There are plenty of ways we can welcome and entertain tourists without using animals.
134. Utter lunacy. The wider pavements and one-way system make the town very difficult to negotiate in a vehicle already, without returning to the age of the horse and cart.
135. Di-angen, yn y lle anghywir, syniad gwirion os byddai un erioed.
136. Tourists will not come to Aberystwyth just because there are horse drawn carriages here. They may, once they find a parking space use the carriages once! But yet again we are not dealing with the issue of HOW TO GET TOURISTS INTO TOWN..... parking, park and ride, toilets, etc basic needs.
137. A very good idea
138. I hope it happens. It's a very good project that will enhance the tourist environment.
139. Fabulous idea...horses are such an intrinsic part of local culture and heritage. Welsh cobs are bred to drive and all the local trotters and pacers too--fantastic to give them a job.
140. I think that this, in conjunction with a park and ride scheme out of town would be wonderful for tourism in Aberystwyth.
141. It gives the impression of thinking outside the box, something different and less car pollution.
142. Would be nice if drivers were provided by Ceredigion Council with brief history/key facts of some of the landmarks enroute
143. I would prefer not to see it happen, but more regulations eg times and limited car access will have to be out in place. It will stop me walking the prom and spending money in local shops if it does happen, as I'm not in agreement with it.
144. Passengers on a train wanting a helpful driver with their luggage to go to their hotel on the Prom- will they have to swap to horse-drawn half way which is silly. Members of my family, of which I have a lot, can't stay at mine as I can't put all them up, stay at the Glen on a very regular basis. 2 are allergic to horses hair. Several are nervous around large animals and have mobility problems. What about the weather
145. This isn't the 1800's
146. There are other things you can spend money on to enhance the visitor experience on the Prom. Such as Splash Park. Upgrade and re-instate the crazy golf using the putting green to make it a more exciting option
147. Don't do it! Please improve the park and ride, public toilet provision, motor home provision. Bring back tourist office or walking helpers like they have in Shrewsbury. Develop a walking app with guide to town. Improve walking routes on the periphery and through town. Clear our cycle routes too, I've the one to Rhydyfelin. Two bikes can now not pass each other because of undergrowth.
148. As a resident of the town, who has also lived in and visited many towns and cities of a high standard, this suggestion can only prove to be an example of

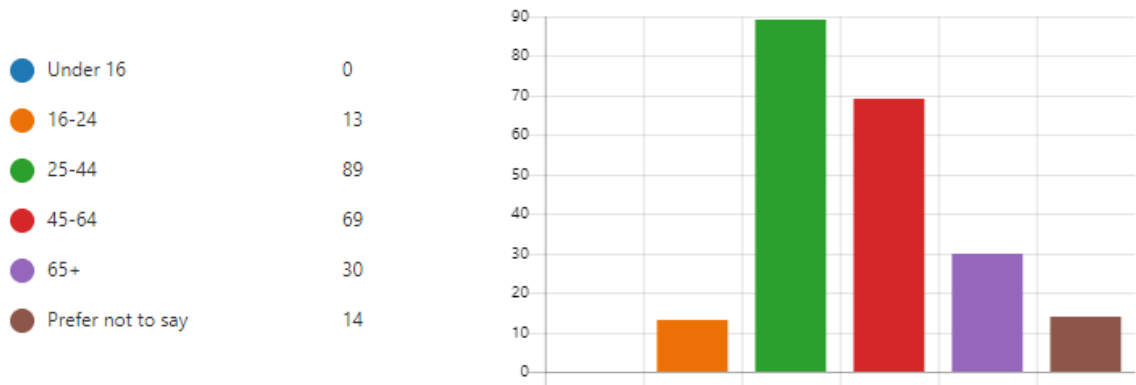
Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

the low standards of decision making in the Ceredigion area. The area has become shambolic, as has the backward thinking of the people that have been incorrectly put in place to make these decisions. The culture needs changing in the setup of the town to something more forward thinking and major reform is needed, as the whole area of Ceredigion is suffering for it. Aberystwyth looks in an appalling state, which needs addressing first and foremost. Aberystwyth is a wonderful place but is not being utilised to its full potential. This laughable suggestion is something that doesn't fit now we're in the 21st century. It would be wise of the decision makers to also join us in the 21st century. We need ideas to suit, not for the town to regress as it seems to be doing. Not just that but there are so many cons to this. The horse mess, the off-putting sight and smell of it to anyone taking in the Prom area, is one of the cons.

Demographic data of those who responded online:

15. **Age:** What is your age group?

[More Details](#)



16. **Gender:** What is your gender?

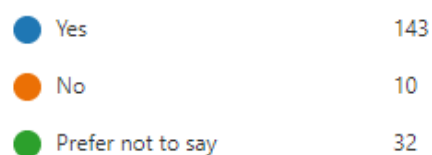
[More Details](#)



Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

17. **Transgender:** Is your gender the same now as when assigned at birth?

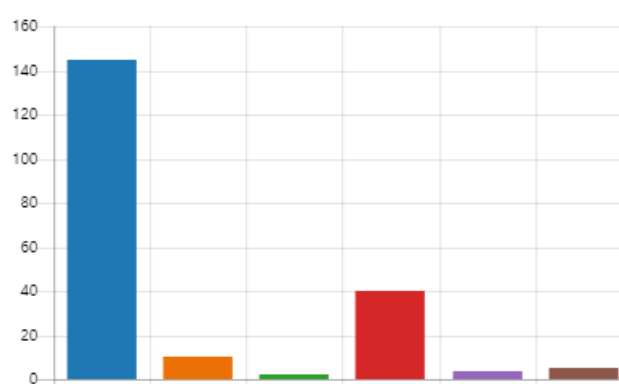
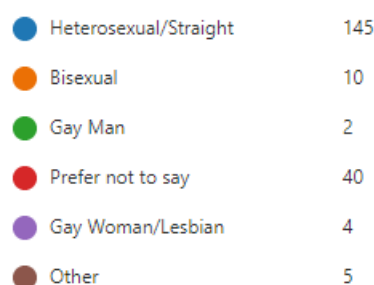
[More Details](#)



18. **Sexual Orientation:** Which of the following options best describes how you think of yourself?

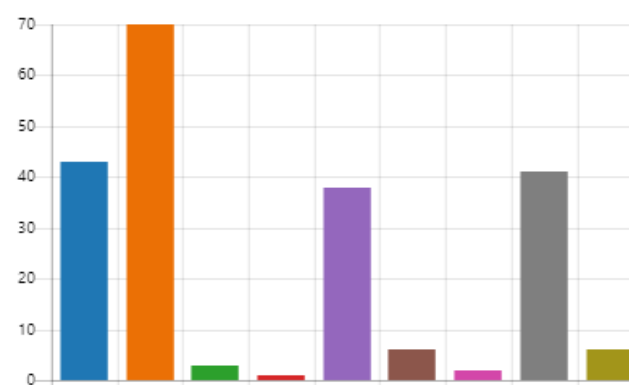
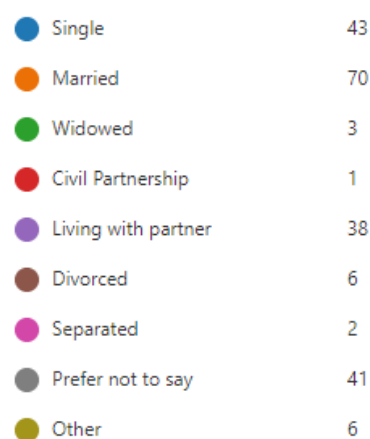
[More Details](#)

[Insights](#)



19. **Partnership:** Which of the following options describes your partnership status?

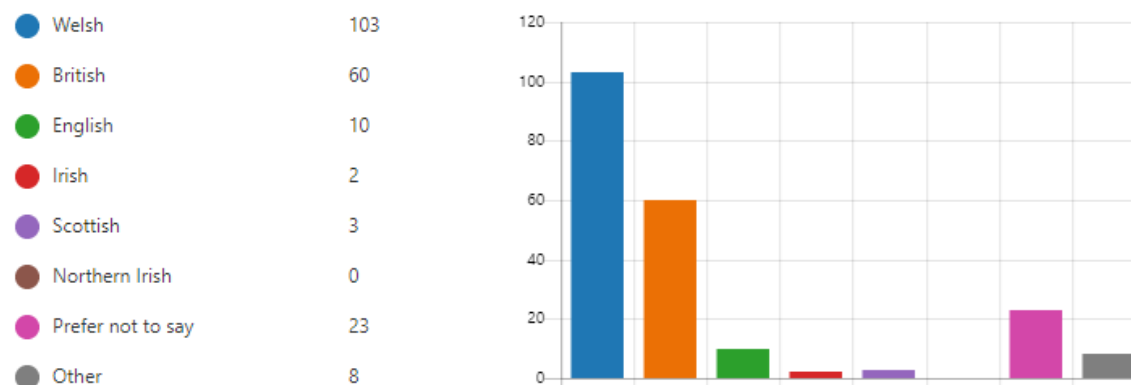
[More Details](#)



Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

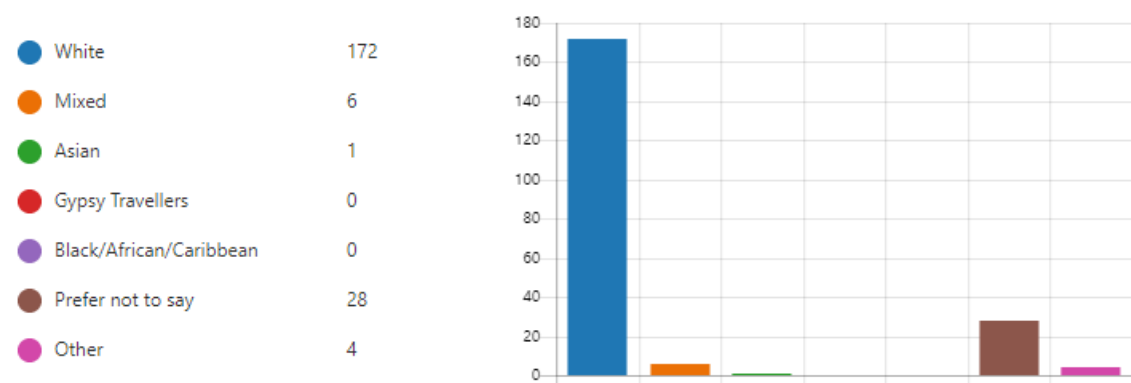
20. **National identity:** How would you describe your national identity?

[More Details](#)



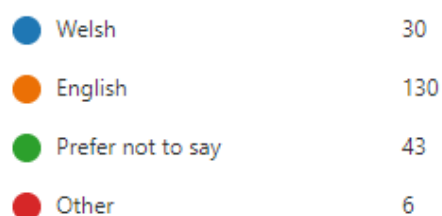
21. **Race:** What is your ethnic group? Choose one option that best describes your ethnic group or background.

[More Details](#)



22. **Language:** What is your preferred language?

[More Details](#)

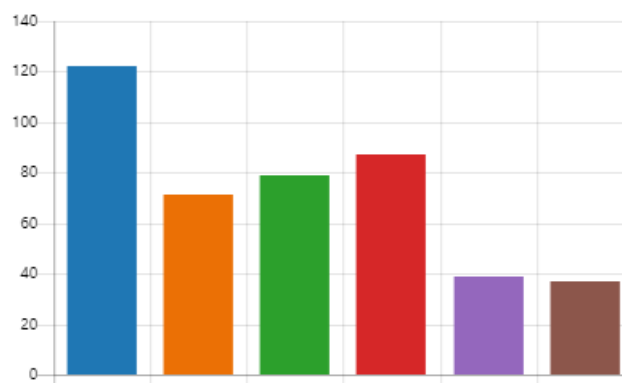


Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

23. Can you understand, speak, read or write Welsh?

[More Details](#)

Understand spoken Welsh	122
Write Welsh	71
Speak Welsh	79
Read Welsh	87
None of the above	39
Prefer not to say	37



24. **Disability:** Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day to day activities

[More Details](#)

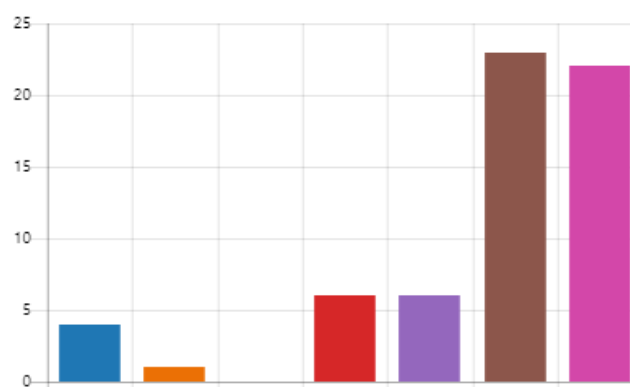
Yes	28
No	150
Prefer not to say	34



25. If you answered 'Yes' please indicate which applies to you:

[More Details](#)

Hearing Impairment	4
Visual Impairment	1
Speech Impairment	0
Learning Difficulties	6
Mental Health Issues	6
Physical / Mobility Impairment	23
Prefer not to say	22



Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

26. **Caring Responsibilities:** Do you look after or give help or support to family members, friends, neighbours or others because of either:

[More Details](#)

[Insights](#)

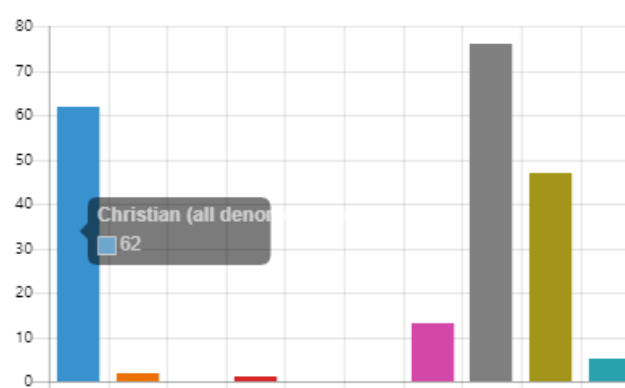
Yes	36
No	129
Prefer not to say	37



27. **Religion or Belief:** What is your religion?

[More Details](#)

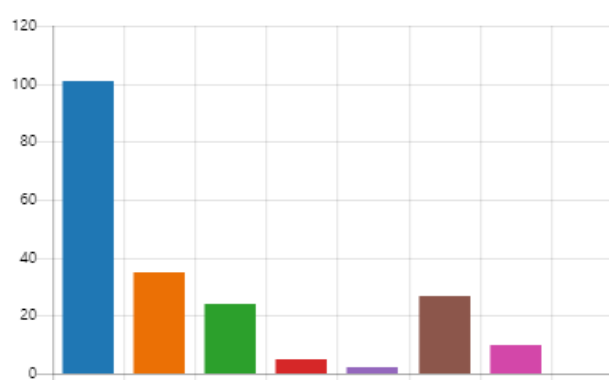
Christian (all denominations)	62
Buddhist	2
Hindu	0
Muslim	1
Sikh	0
Jewish	0
Atheist	13
No religion	76
Prefer not to say	47
Other	5



28. **Which of the following categories best describes your employment status?**

[More Details](#)

Employed – Full time	101
Employed – Part time	35
Self-employed	24
Unemployed, looking for work	5
Unemployed, not looking for ...	2
Retired	27
Unable to work due to health ...	10
on a government supported tr...	0



Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

29. If you have selected "Employed" "Self Employed" or "Training programme", in what industry do you work?

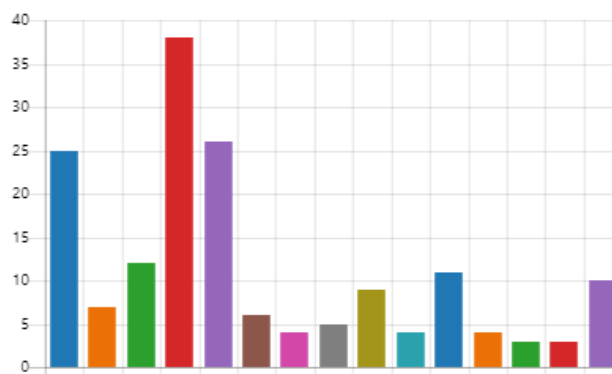
Textiles, printing and other skilled trade	1
Agriculture, Forestry, Fishing and Hunting	7
Mining	1
Utilities; metal, electrical and electronic trades	1
Construction and building trades	2
Charity and voluntary work	3
Computer and Electronics Manufacturing	1
Other Manufacturing	4
Publishing	0
Information technology / telecommunications professional	2
Software, Graphic and multimedia design / development	1
Telecommunications	2
Information Services and Data Processing	2
Other Information Industry	0
Finance, Banking and Insurance	3
Property Sales, Rental and Leasing	0
Teaching and other educational professional	15
Other Education Industry	4
Health professional	4
Health and social care associate professional	3
Veterinary professional	0
Science, research, engineering and technology professional	6
Culture, media and sports occupations	0
Hotel, Hospitality and Food / Drink Services	9
Government and Public Administration	11
Community and civil enforcement occupations	0
Legal Services	1
Homemaker	1
Military	0
Religious	0
Emergency Services personnel	0
Business, media and public service professional	0
Science, engineering and technology associate professional	1
Protective service occupations	0
Administrative occupations	2
Secretarial and related occupations	1
Caring personal service occupations	0
Leisure, travel and related personal service occupations	7
Community and civil enforcement occupations	0
Sales occupations	2
Customer service occupations	4
Process, plant and machine operative	0
Transport and mobile machine drivers and operatives	4
Elementary trades and related occupations	0
Elementary administration and service occupations	0
Other	8

Consultation Responses to: Horse-drawn Hackney Carriage Policy (2021)

30. Which of the following best describes your role in industry?

[More Details](#)

Self-employed/ Partner	25
Corporate manager or director	7
Upper Management	12
Trained Professional	38
Middle Management	26
Skilled Labourer	6
Junior Management	4
Consultant	5
Administrative Staff	9
Temporary Employee	4
Support Staff	11
Researcher	4
Volunteer	3
Student / Intern / Apprentices...	3
Other	10



31. The organization you work for is in which of the following:

[More Details](#)

Public sector (e.g. government)	58
Private sector (e.g. most busin...	79
Not-for-profit sector	9
Don't know	8
Other	8



**Cynnig ar gyfer y Daith ragnodedig ar gyfer Omnibysau Trwyddedig
yng Ngheredigion**

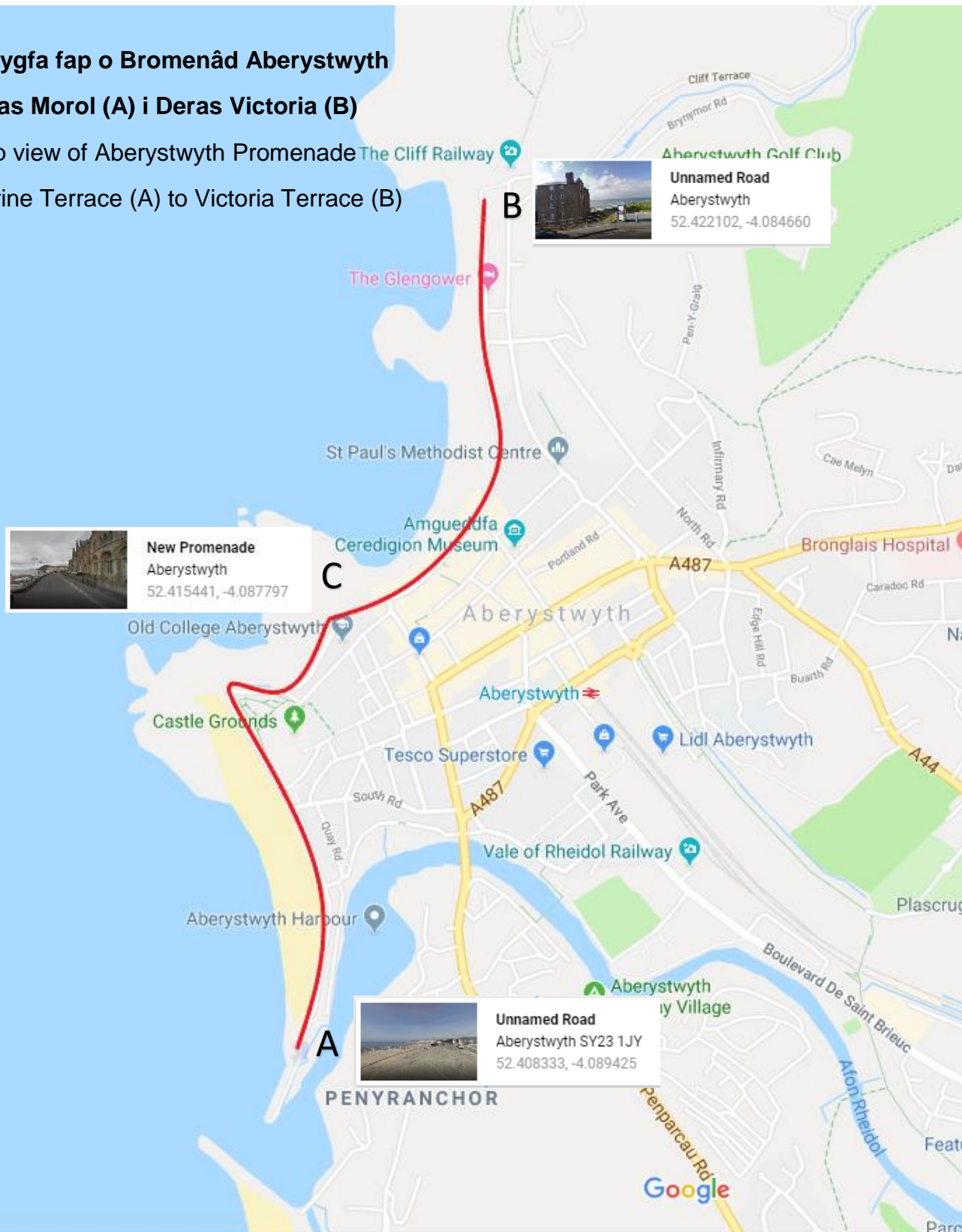
**Proposal for the prescribed Journey for Licensed Omnibuses in
Ceredigion**

Golygfa fap o Bromenâd Aberystwyth

Teras Morol (A) i Deras Victoria (B)

Map view of Aberystwyth Promenade

Marine Terrace (A) to Victoria Terrace (B)



Mae cerbydau â cheffyl yn cael eu dosbarthu fel "traffig arferol" a chaniateir iddynt deithio ar hyd ffyrdd Ceredigion fel car arferol.

Horse drawn carriages are deemed as "normal traffic" and are permitted to travel along Ceredigion's roads as a normal car would be permitted.

<p>O ystyried ideoleg draddodiadol cerbyd â cheffyl, cynigir y dylid cymryd y llwybr ar hyd glan y môr, o Leoliad C (Stand) i A South Marine Terrace i B Victoria Terrace a'i ddychwelyd i C (Stand).</p> <p>Cyfanswm y Daith Gerdded yw 1.16 milltir, waeth beth fo'r beiciau troi.</p> <p>Os yw'r ceffyl yn heini ac yn gorffwys, gall gerdded i dynnu cerbyd tua 5mya.</p> <p>Felly byddai'r amser teithio oddeutu 25 munud, waeth beth fo'r amseroedd troi, gleidio a disgyn.</p>	<p>Taking into consideration the traditional ideology of what a horse drawn carriage is, it is proposed the route is taken along the sea front, from Location C (Stand) to A South Marine Terrace to B Victoria Terrace and return to C (Stand).</p> <p>Total Journey is 1.16 miles, not taking into account turning circles.</p> <p>If the horse is fit and rested, it can walk pulling a carriage at around 5mph.</p> <p>Journey time would be approximately 25 minutes, not taking into consideration turning, alighting and dismounting times.</p>
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Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview and Scrutiny

DATE: 16 December 2021

LOCATION: Council Chamber, Penmorfa

TITLE: Porth Cynnal Specialist Services (Children & Adults)

INDEPENDENT REVIEWING SERVICE PERFORMANCE MANAGEMENT REPORT QTR 1 2021 - 2022

PURPOSE OF REPORT: To monitor the progress of Looked After Children through Independent Reviewing Officers scrutiny of their plans and placements during the first quarter of 2021/2022. This information contributes to Members fulfilling their roles as Corporate Parents.

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: To ensure that the Local Authority and Members can fulfill their duties as Corporate Parents

BACKGROUND:

Attached is the Independent Reviewing Service Report Quarter 1 2021/2022.

Quarterly reports are taken to the Healthier Communities Overview and Scrutiny Committee as part of an ongoing examination of the topic to ensure that the Local Authority fulfills its duties as the Corporate Parent.

This report includes national and local standards and targets used to measure outcomes for looked after children and care leavers at the time of their review meeting and includes Welsh Government Performance Indicators.

On the basis of the information available and the views expressed during the review meeting, the IRO makes a professional judgement about the effectiveness of a child/young person's care plan in meeting their needs and may recommend changes to the care plan.

During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was not deemed necessary by the IRO for any child in the period.

In addition, the IRO has regard as to whether the child/young person's human rights are being breached in any way and, if so, might make a referral to CAFCASS Cymru. This action was not required at any of the review meetings in the period.

These reports are considered within Multi Agency LAC Quality Assurance Meetings which meet on a quarterly basis; these meetings provide an opportunity to identify and act upon performance and other issues in relation to this area of work.

These reports are also circulated and reviewed by Local Authority's Corporate Parenting Group which is Chaired by Cllr Alun Williams, Cabinet Member for Children Services and Culture these meetings take place on a quarterly basis.

SUMMARY OF KEY POINTS;

- At the end of this Quarter, as of June 30th 2021, there were 89 children being looked after by the Local Authority. This is an increase of 4 in the number of children being looked after. At the end of Q4, there were 85 children being looked after.
- 67 children were reviewed in this quarter compared to 58 in the previous quarter 98.5 % were reviewed within the statutory timeframe compared to 89.7% in Q4.
- 5 children left care in this quarter compared to 4 in Quarter 4. 2 children were returned home to family during this quarter, compared to 1 child in Q4. 1 child was adopted in this quarter, 1 went to a "When I am ready" placement and 1 was the subject of a revocation of a care order
- The placement provision for the children reviewed in this quarter ranged from 26 placed in Local Authority Foster Care Provision, 9 placed with family, 12 placed with parents, 9 in Independent Foster Care Provision, 4 in residential care, 5 with kinship carers and 2 in a mother and baby placement.
- Of the children reviewed in this quarter, 89.6% of children received a statutory visit. This was compared to 87.9% in Quarter 4.
- 41 of children reviewed were the subjects of a Full Care Order, 12 were of an Interim Care Order, 5 of a Placement Order and 9 were under the legal status of Section 76.
- 100% of the care and support plans were recorded as meeting the needs of the children/young people reviewed in this quarter.
- The number and percentage of children (of sufficient understanding) who were involved in or consulted about their review, was 98%.
- The number and percentage of children who were made aware of their right for an advocacy service, was 98%
- The percentage of young people who are eligible and have a Pathway Plan in place and a PA to support them is 100%.
- 15 Pathway Plan Reviews were completed in this quarter. 80% were completed within timescale.
- 100% of the Reviews undertaken evidenced that the Pathway Plans that were in place were meeting the needs of the young people.
- 100% of the Pathway Plan Reviews that had taken place had either the views of the person represented in the review or the young person attended their review.

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

Summary:

This report is provided on an ongoing basis and demonstrate the continuing work that is undertaken with Looked after Children in Ceredigion

WELLBEING OF FUTURE GENERATIONS:

Long term:	Balancing short term need with long term planning for the future
Integration:	Positively impacting on people, economy, environment and culture and trying to benefit all three
Collaboration:	Working together with other partners to deliver
Involvement:	Involving those with an interest and seeking their views; stakeholder engagement and consultation
Prevention:	Putting resources into preventing problems occurring or getting worse

RECOMMENDATION (S):

To note the contents of the report and the levels of activity with the Local Authority.

REASON FOR RECOMMENDATION (S):

So that governance of the Local Authority activity and its partner agencies for Looked After Children are monitored

Contact Name:

Siân Howys

Designation:

Corporate Lead Officer: (Children & Families)

Date of Report:

30 September 2021

Acronyms:

IRO - Independent Reviewing Officer

LAC - Looked After Children

CAFCASS - The Children and Family Court Advisory and Support Service

APR - Action and Progress Records

PEP - Personal Education Plan

PI - Performance Indicators

CAMHS - Child and Adolescent Mental Health Services

NEET - Not in Education, Employment or Training

PRU - Pupil Referral Unit

Cyngor Sir CEREDIGION County Council
Safeguarding Service

Independent Reviewing Service Performance Management Report

Quarter 1: 1st April 2021 – 30th June 2021



...yn gofalu i wneud gwahaniaeth
...taking care to make a difference

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SECTION ONE: INTRODUCTION

This report provides information collated by the Quality Assurance and Independent Reviewing Service in order to monitor performance and quality assure services to looked after children, care leavers, children in residential placements and those children who receive respite care and short breaks. The information is based on the monitoring forms completed by the Independent Reviewing Officers (IRO) following each review meeting within this quarter along with other performance information held by the Children and Families Service.

BENCHMARKING

This report includes national and local measures and targets used to measure outcomes for looked after children and care leavers at the time of their review meeting.

On the basis of the information available and the views expressed during the review meeting, the IRO makes a professional judgement about the effectiveness of a child/young person's care plan in meeting their needs and the IRO will highlight to managers any poor practice.

During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was not deemed necessary for any children/young persons in the period.

In addition, the IRO has regard as to whether the child/young person's human rights are being breached in any way and, if so, might make a referral to CAFCASS Cymru. This action was not required at any of the review meetings in the period.

For any query or comment contact:

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Safeguarding Service
Penmorfa,
Aberaeron
SA46 0PA

SECTION TWO CARE PLANNING

1. Headline Figures for Q1:

Number of Looked After Children	Total
31 st March 2021	85
30 th June 2021	89

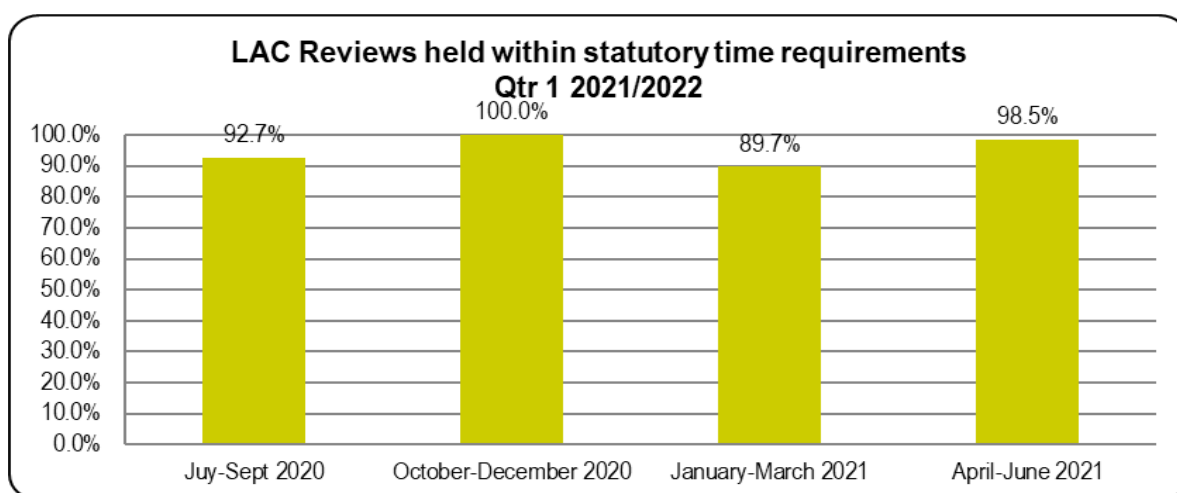
2. Number and percentage of Looked After Children Reviews undertaken within the statutory time requirement.

Target Set 100% - Target achieved 98.5%

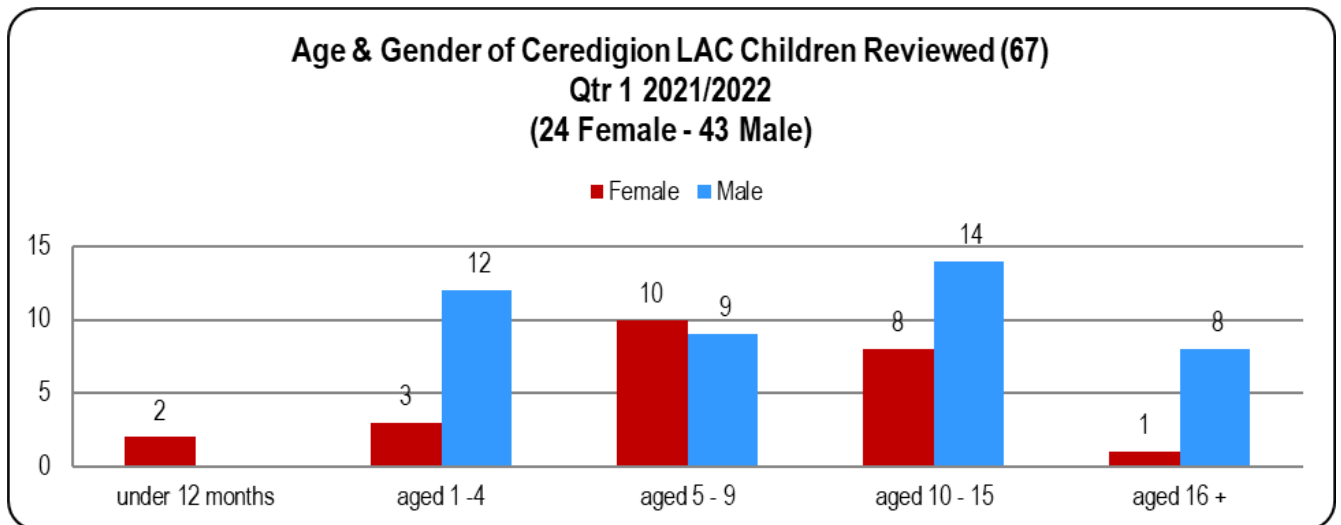
67 Children were reviewed within the Quarter.

- 66 (98.5%) LAC Review Meetings were undertaken within the statutory requirements.
- 1 (1.5%) LAC Review Meeting was held out of statutory requirements; reason recorded was as follows: -
 - There was a delay of 1 day for 1 child's review due to a misunderstanding regarding the review date.

	April-June 2021	Jan-Mar 2021	Oct-Dec 2020	July-Sept 2020	April-June 2020
Number of children reviewed in the quarter	67	58	60	41	62
Number of reviews held in timescale	66	52	60	38	60
Number of reviews held out of timescales	1	6	0	3	2



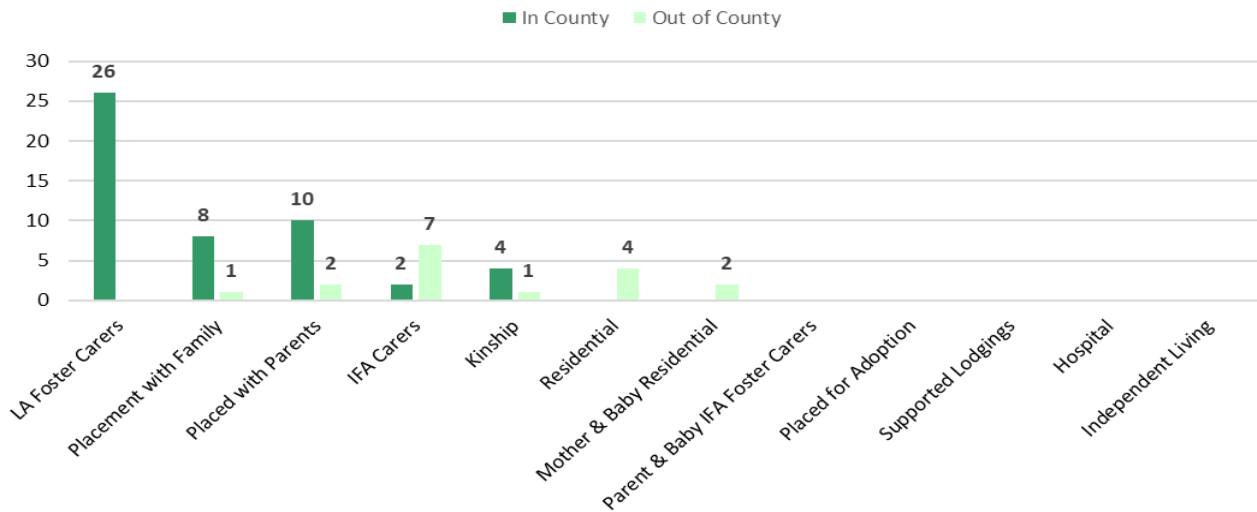
3. Age and Gender of the Children Reviewed in the Quarter:



4. Nature of the Placement Provision of Children Reviewed in the Quarter:

Type of Placement	In County	Out of County	Total
LA Foster Carers	26	-	26
Placement with Family	8	1	9
Placed with Parents	10	2	12
IFA Carers	2	7	9
Kinship Carers	4	1	5
Residential		4	4
Mother & Baby Residential		2	2
Parent & Baby IFA Foster Carers			
Adoption			
Supported Lodgings			
Hospital			
Independent Living			
	50	17	67

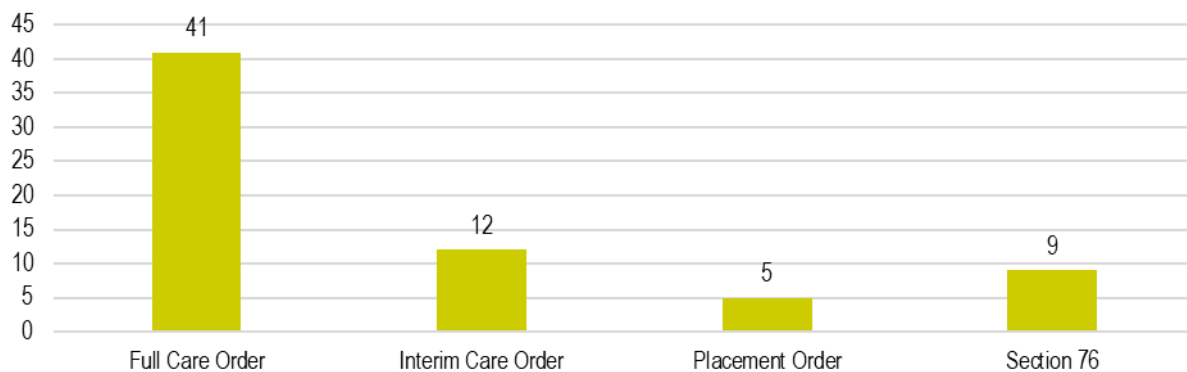
**Placement Provision for Ceredigion LAC Children Reviewed
Qtr 1 2021/2022**



5. Legal Status of Children Reviewed in the Quarter:

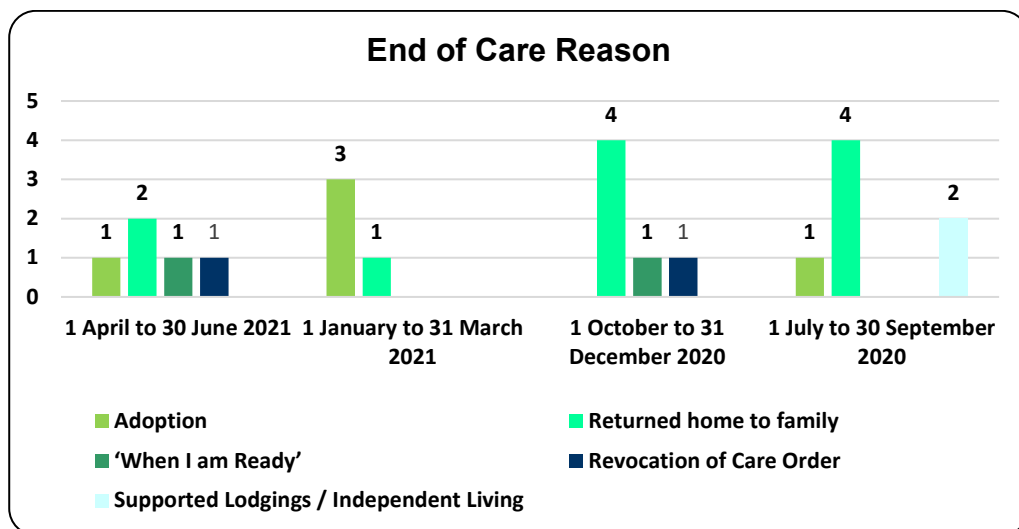
Legal Status of the Children Having Been Reviewed	
Full Care Order	41
Interim Care Order	12
Placement Order	5
Section 76	9
Total	67

**Legal Status of the Children Having Been Reviewed
Qtr 1 2021-2022**



6. Reasons for End of Care of the Children Reviewed

Period	Number left care	End of Care Reason				
		Adoption	Returned home to family	'When I am Ready'	Revocation of Care Order	Supported Lodgings / Independent Living
1 April to 30 June 2021	5	1	2	1	1	-
1 January to 31 March 2021	4	3	1	-	-	-
1 October to 31 December 2020	6	0	4	1	1	-
1 July to 30 September 2020	7	1	4	-	-	2
Total	22	5	11	2	2	2



7. Number and percentage of Looked After Children who have an allocated Social Worker.

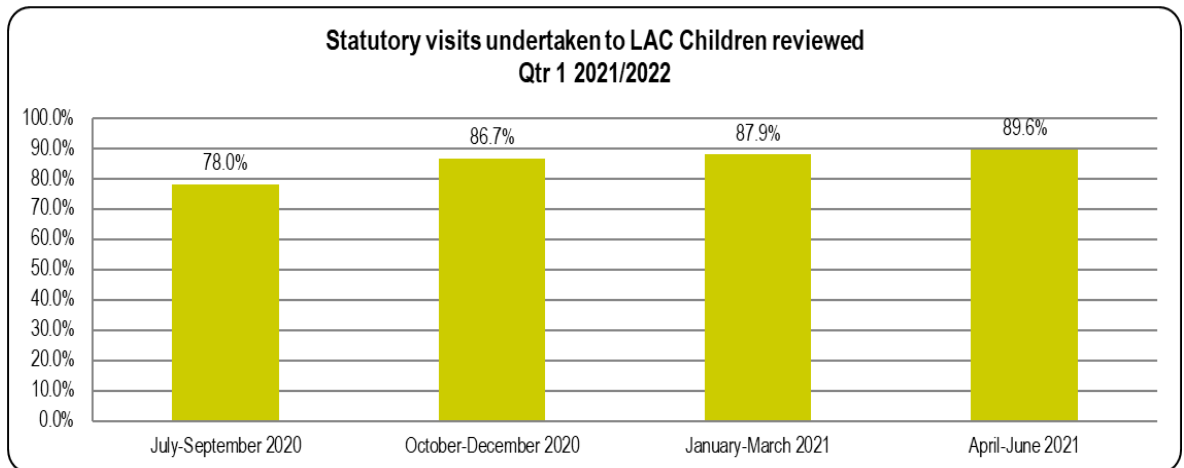
Target Set 100% - Target achieved 100.0%

- 67 (100.0%) LAC Reviews recorded that a qualified Social Worker was allocated and actively involved with the child.

8. Number and percentage of statutory visits undertaken to Looked After Children reviewed within the required timescales.

Target Set 100% - Target achieved 89.6%

- 60 (89.6%) Looked After Children received Social Worker visits in accordance with the statutory requirements.
- 7 (10.4%) Looked After Children did not receive Social Worker visits in accordance with the statutory requirements.



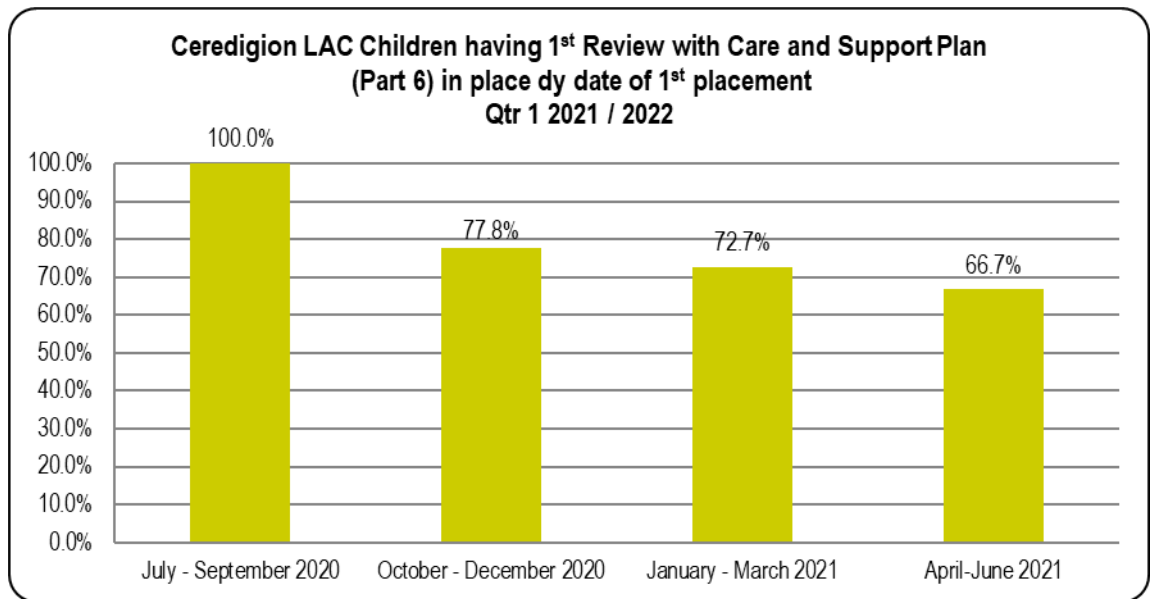
Comment: This is the percentage of visits that were undertaken where children were seen, however in 3 of the cases the stat visits were undertaken but not recorded on the system.

1 Further case recorded that the visit wasn't undertaken in timescales; however it was noted that a visit subsequently took place but 3 days out of timescales.

9. Number and Percentage of Care and Support Plans (Part 6) in place at the date of the first placement and of up to date plans available for the Review.

Target Set 100% - Target achieved 66.7%

- There were 6 new LAC placements made during this quarter; 4 (66.7%) Review meetings recorded that the child / young person had a Care and Support Plan (Part 6) in place by the date of his/her placement.
- For 2 children / young persons the Care and Support Plan was not in place by date of first placement; however the Care and Support Plan was in place at the time of the review for 1 child; this was an action from the review for the other child.



- The IRO identified that updates were required to the Care and Support Plan records (Part 6) of 4 children.

Comment: It is now confirmed that the Care and Support Plan for 3 children have been updated since the review, for 1 other young person the Pathway Plan is being updated and will supersede the Care and Support Plan.

10. Number and percentage of Looked After Children who have a Permanency Plan by the second review if a return home has not been planned.

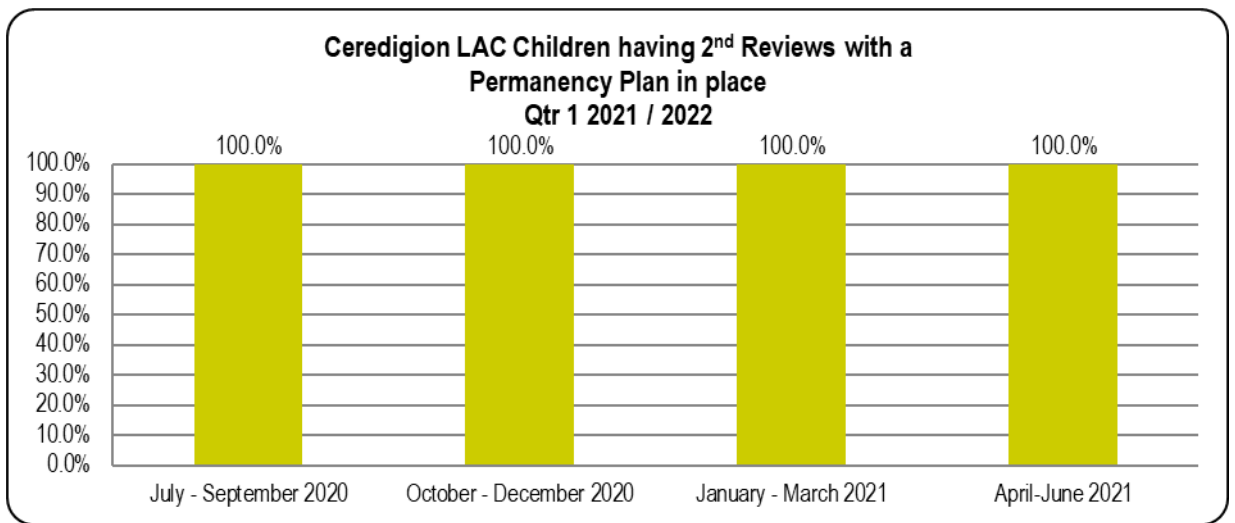
Target Set 100% - Target achieved 100.0%

- There were 10 second reviews during this quarter, all 10 reviews (100.0%) recorded that a Permanency Plan had been agreed. This is consistent with the previous quarter.
- There was concerns recorded by the IRO in 5 (7.5%) reviews in this period regarding the progress of the Placement / Care and Support Plan / Permanency Plan.

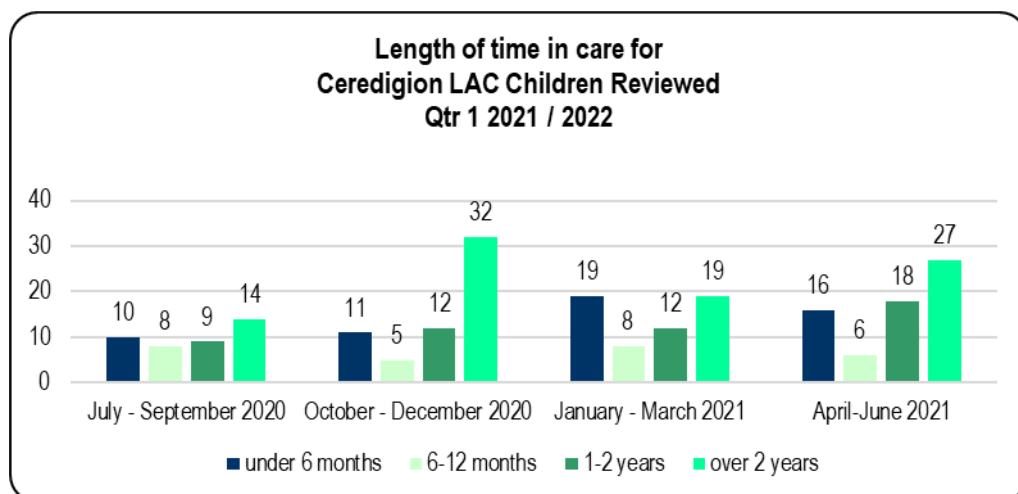
The nature of the concerns was as follows: -

- 2 Reviews recorded that there were concerns of drift due to plans for long term still not identified and a further psychological assessment requested.
- For 1 young person the Special Guardianship Order has been delayed and changes in worker have meant it needed to restart.
- Adoption process delayed for 1 young person because of foster placement breakdown/ removal of child from foster home.

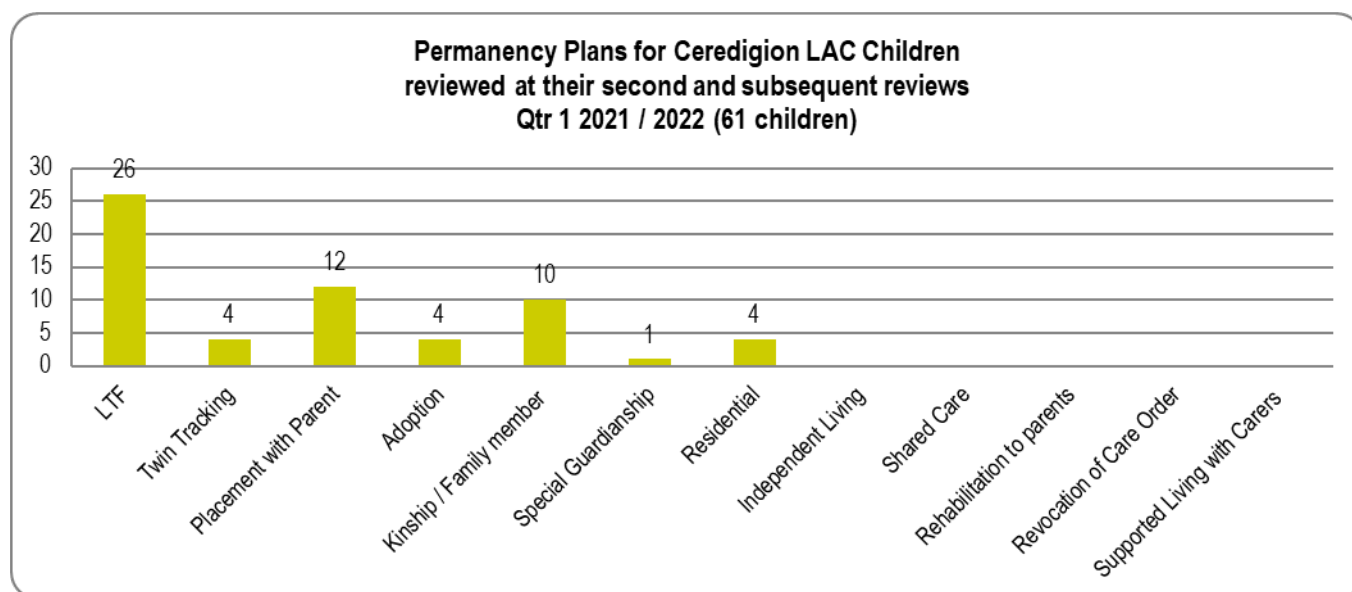
- A further review recorded that an assessment of grandparents was not successful and foster carer has now expressed interest in adopting child/ young person.



11. Length of Time in Care:



12: Nature of Permanency Plans:



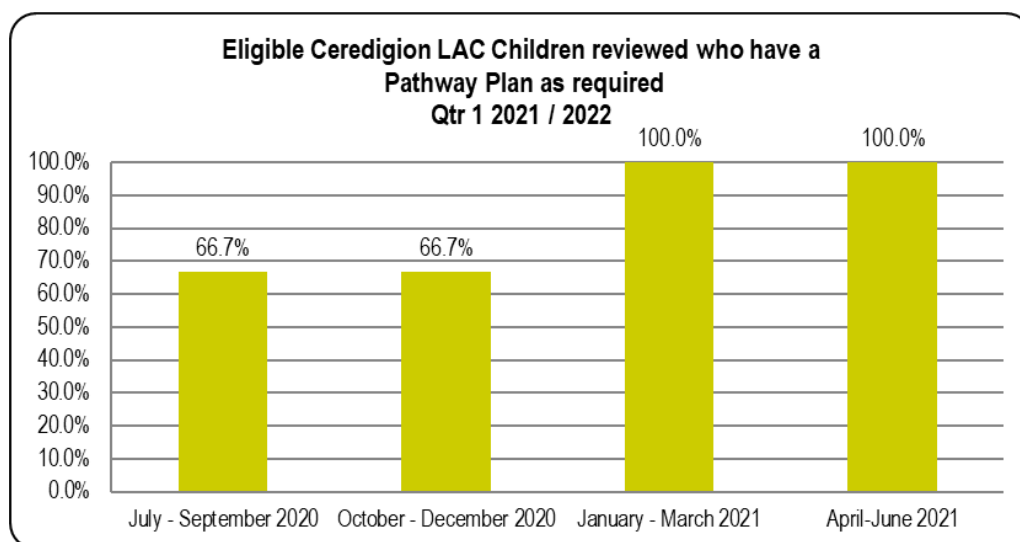
13. Number and percentage of Looked After Children receiving Respite Care away from Main Carers

- 1 (1.5%) LAC Review noted that the child / young person was receiving respite care away from their main carer.

14. Number and percentage of eligible young people who have a Pathway Plan as required.

Target set: 100% Target Achieved 100.0%

- All 6 (100.0%) Young People recorded that there was a Pathway Plan in place and were allocated a Personal Advisor.



15. Number and percentage of Looked After Children (of appropriate age and level of understanding) who understand the reasons for them being looked after.

Target Set 100% -Target achieved 98.0%

- The data for this performance indicator relates to 51 children / young persons as 16 children / young persons were not considered to be of an appropriate age and level of understanding to comprehend the reasons for being looked after.
- 50 (98.0%) Of this group showed some level of understanding about why they were cared for away from their families, which compares to 100.0% in the previous quarter.
- 1 (2.0%) Review recorded that the child is aware to a degree what the plan is for him/her and why s/he isn't able to live with their mother.

16. Number and percentage of Looked After Children (of appropriate age and level of understanding) understand their Care and Support Plan.

The data for this performance indicator relates to 51 children / young persons as 16 children / young persons were not considered to be of an appropriate age and level of understanding and were therefore not included in the figures.

- 48 (94.1%) of this group showed a level of understanding as to the nature of their Care and Support Plan (part 6).
- 3 (5.9%) Reviews recorded that this was unclear and a piece of work that needed to be undertaken with the young person.

17. National Measure 33: Number and percentage of moves for Looked after Children.

- 6 (8.9%) LAC Reviews reported that there was a change in a child's/young person's placement during this quarter; this compares to 19.0% in the previous quarter.

The reasons for the changes in Placement were as follows:

- 1 Young person moved due to foster placement breakdowns.
- 1 Young person was reviewed twice in the quarter and it was identified that there were placement breakdowns at both reviews.
- 2 Young persons moved to live with a family friend/placement with family
- 1 Young person moved from an emergency placement to a short term placement.

18 Number and percentage of placement plans (including education and health provision) that are assessed as meeting the needs of Looked after Children.

Target Set 100% - Target achieved 100.0%

- All 67 (100.0%) Placement/care and support plans were recorded as meeting the needs of the children / young people; this is consistent with the previous quarter.

19. Number and percentage of Safeguarding Concerns identified for Looked After Children during this quarter

- 2 (3.0%) LAC Reviews (for the same young person) identified safeguarding concerns for the young person; it was confirmed that the concerns were being addressed.

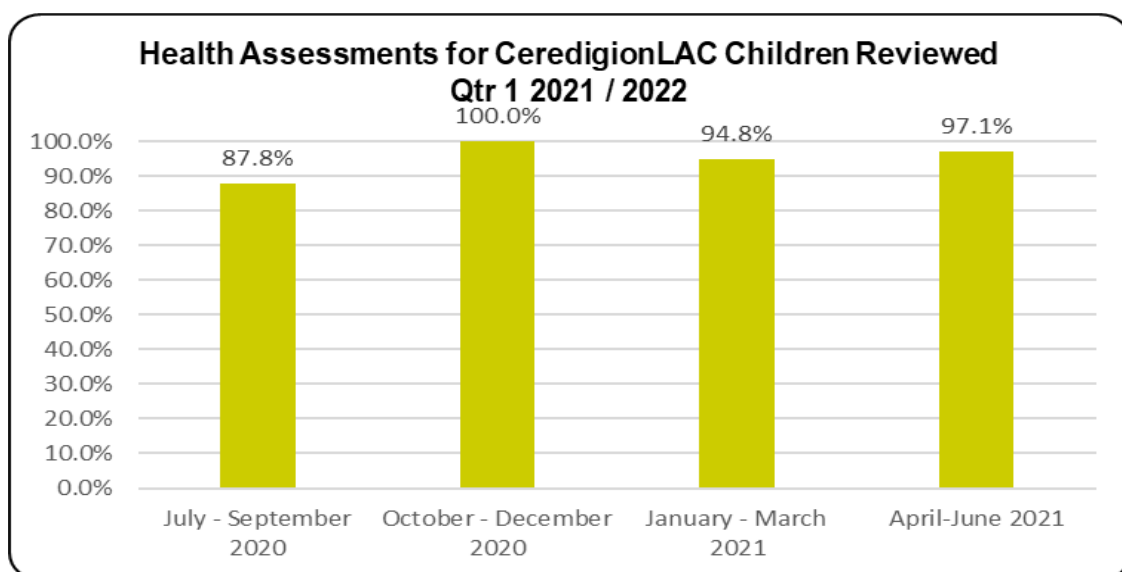
20. Number of Looked After Children's names on the Child Protection Register.

- 5 (7.5%) Reviews confirmed that the young person's name was included on the Child Protection Register.

21. Number and percentage of Looked After Children who received Health Assessments in accordance with statutory requirements

Target Set 100%- Target achieved 97.1%

- 65 (97.1%) Children/Young People Looked After had an up to date health assessment reported at their review, which compares to 94.8% in the previous quarter.
- 2 (2.9%) Child/Young People Looked After did not have an up to date health assessment at their review.



Comment: Both children had their health assessments subsequently completed by 27 May, the reason for the delay was due to late notification to Health of them becoming LAC.

22. The percentage of children registered with a dentist within 20 working days of becoming looked after

Target set: 100% Target Achieved 100.0%

Registered with a dentist

The data for registering a child / young person with a dentist within 20 days of start of placement relates to 10 children / young persons.

- All 10 (100.0%) Reviews recorded that the child / young person was registered with a dental practitioner within 20 working days of the start of placement.

Registered with a dentist

The data for this performance indicator relates to 61 Children / Young persons as 6 Children / Young persons having a first LAC Review were taken out of the above equation to coincide with National Measure requirements.

- 58 (95.1%) Children and young people were registered with a dentist. This compares to 87.2% in the previous quarter.
- 3 (4.9%) Children and young people had not been registered with the dentist, 2 of these children were under 2 years old.

Comments: 2 children are not currently registered with the dentist and will be referred to Community Dental Service once they return to area. 1 Further child was subsequently referred and seen following the review.

23. National Measure 30: Number and percentage of Looked After Children who have had their teeth checked by a dentist within 3 months of becoming Looked After.

Seen by a dentist

The data for being seen by a dentist within 3 months of becoming looked after relates to 10 children.

- 6 (60.00%) Review recorded that the child / young person had been seen by a registered dentist within 3 months of becoming LAC.
- 4 (40.0%) Children and young people were recorded as not having had dental checks within 3 months of becoming LAC.

Comment: Ongoing Covid19 pandemic. Routine appointments not occurring. All 4 Registered with private dentists, not Community Dental Service.

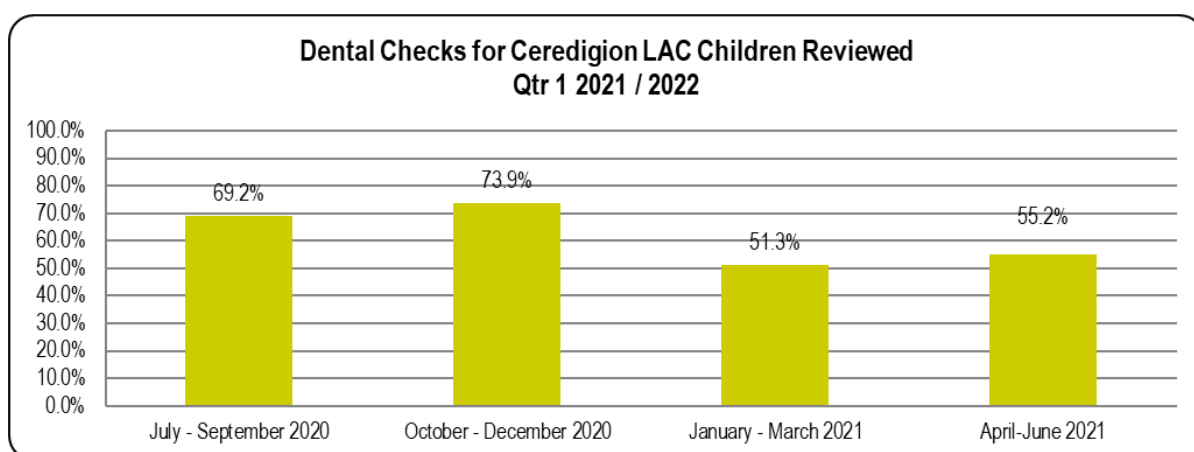
Seen by a dentist

Target Set 90% - Target achieved 55.2%

The data for this performance indicator relates to 58 Children / young persons as 9 Children / Young persons were under 2 years of age and / or having their first LAC Reviews and were taken out of the above equation to coincide with National Measures requirements.

- 32 (55.2%) Children and young people were recorded as having a dental check during the preceding 12 months, which compares to 51.3% in the previous quarter.
- 26 (44.8%) Children and young people were recorded as not having had dental checks.

Comment: Ongoing Covid19 pandemic. LAC Health Team contacted Service Manager for Community Dental Service to raise concern that looked after children have not had routine appointments for in excess of 12 months. Response from Community Dental Services is that Welsh Government guidelines stipulates that they don't carry out routine appointments, although it does say if any treatment is deemed necessary then they can carry it out. They stated that if it is required that a LAC child be seen then the clinic can be contacted. All staff will be informed that if they receive a phone call and the child is LAC then to book them in to the appropriate clinic.



24. National Measure 31: Percentage of children looked after who were registered with a GP within 10 working days of the start of their placement

- 8 (80.0%) Reviews recorded that the child was registered with a provider of general medical services within 10 working days of the start of placement.
- 2 (20.0%) Reviews reported that this action remained outstanding, this was an agreed action from the Review.

Comment: LAC Health Nurse has advised that these 2 children have subsequently registered with a GP in the area of their placement. They did have GP registration at the time of the review, but not local to placement.

25. Number and percentage of children looked after who were registered with a GP

Target Set 100% - Target achieved 100.0%

- All 67 (100.0%) children and young people were registered with a GP, which is consistent with the previous quarter.
- 61 (96.8%) Children had their immunisations up to date.
- 2 (3.2%) Children were late in receiving their immunisations; however it was confirmed that both young people were on track to receive their immunisations.

4 Reviews were taken out of the equation as the parent was refusing to allow the child to have an immunisation.

26. Number and percentage of Looked After Children assessed as requiring CAMHS services that are referred and receive an assessment /service.

Target: 50%

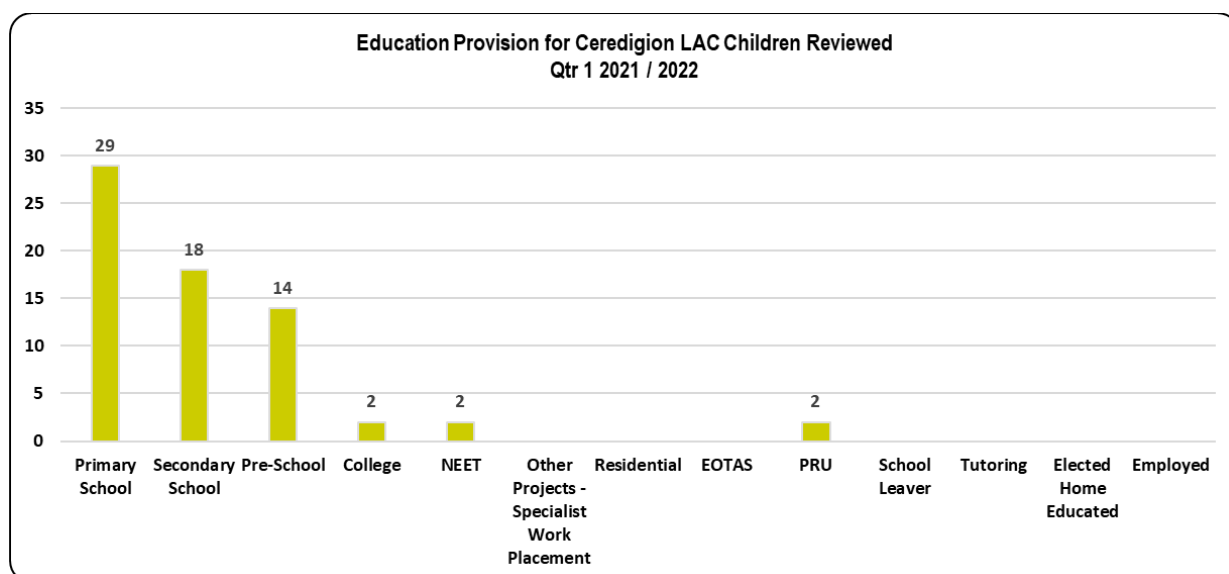
Actual Performance

- 5 (7.5%) LAC Reviews recorded that a child/young person had been referred to CAMHS, it was confirmed at all 5 Reviews that the referral had been accepted for the child/young person.
- 1 Further review recorded that a service was being provided to a young person that was referred previously.
- 64 (97.0%) LAC Reviews recorded that children/young people's mental/emotional health had been considered during the Health Assessment and/or during discussions in the meeting.
- 2 (3%) LAC Reviews recorded that the children/young people's mental/emotional health had not been considered during the Health Assessment and/or during discussions in the meeting.
- 1 review recorded that the child / young person was too young, this was therefore taken out of the equation.

27. Nature of Education Provision:

During this quarter the children and young people reviewed were in the following educational provision.

Education Provision	
Primary school pupils	29
Secondary school pupil	18
Pre-school children	14
College	2
NEET	2
Residential	
Other Projects-Specialist Work Placement	
PRU	2
EOTS	
School Leaver	
Tutoring	
Elected Home Educated	
Employed	
Total	67



28. Number and percentage of Looked After Children of school age who had a Personal Education Plan within 20 school days of entering care or joining a new school.

Target Set 70% - Target achieved 100.0%

The data for this performance indicator relates to 45 children / young persons who were of compulsory school age and therefore eligible for a Personal Education Plan.

- 45 (100.0%) Children and young people of statutory school age had an up to date Personal Education Plan.
 - 4 (100.0%) Reviews recorded that the PEP had been completed within 20 school working days of becoming Looked After or 20 working days of a change in school as required.
 - 41 (100.0%) Reviews recorded that the young person had an up to date Personal Education Plan.

- 11 (23.4%) Children and young people attending school/college were identified as having a recognised additional learning need.
 - ***
- 16 (35.6%) Reviews deemed that the children / young persons attending school/college were underachieving educationally. All 16(100.0%) Reviews recorded that the young people were receiving support.
 - ***
- 7 (100.0%) Reviews identified that the educational provision had been put in place at the start of the placement.
- No Reviews identified that there had been a period whereby the child / young person had been out of education awaiting a school placement.

29. National Measure 32: Percentage of Looked After Children who have changed schools and outside of transitional arrangements

Target Set 0% - Target achieved 0.0%

- 0 (0.0%) Reviews recorded a change of school which was not transitional, which compares to 5.9% in the previous quarter.

30. Number and percentage of Looked After Children who were excluded from school

Target Set 12% fixed term exclusion –Target achieved 2.2%

Target Set 1% permanent exclusion – Target achieved 0.0%

- 1 (2.2%) Reviews reported that the young person had been excluded on a fixed term basis during the review period. This compares to 0% in the previous quarter.
- 0 (0.0%) Reviews reported that the young person had been excluded from school permanently, which is consistent with the previous quarter.

There were exclusions during this quarter: -

- 21 sessions – 10.5 days
- 7 sessions - 3.5 days

- 7 sessions 3.5 days

SECTION THREE

CONSULTATION AND PARTICIPATION

1. Local Performance Indicator: Number and percentage of Looked After Children of age and understanding consulted by the Social Worker or attended their review

Target Set 100% – Target achieved 98.0%

The data for this performance indicator relates to 51 reviews as 16 reviews recorded that the children / young persons were not of an age and level of understanding to be included in the consultation process although 2 of these children / young people attended the review.

- 50 (98.0%) Reviews recorded that consultation had taken place
- 1 (2.0%) Review recorded that no consultation had taken place due to Carer declining Consultation/Advocate for the young person.

Breakdown of consultation

21 Children / young people attended their review via Teams.

29 Children / young people completed consultation papers or/and had their views represented by professionals, parents, carers or advocates.

- The IRO did not have direct contact with any children / young people during the review period outside of the review meeting.

2 Local Performance Indicator: Number and percentage of Children who were aware of their right for an Advocacy Service / Independent Visitor Scheme

Target Set 100% - Target achieved 98.0%

The data for this performance indicator relates to 50 reviews as 17 reviews recorded that the children / young people reviewed were not of an age and understanding to be informed about their right for Advocacy / Independent Visitor Scheme and were therefore taken out of the equation.

- 49 (98.0%) Children / young persons were informed of their right for an Advocacy / Independent Visitor Scheme and a referral made.
- 1 (2.0%) Review recorded that the child/young person was not aware of the Advocacy Service.

3 Local Performance Indicator: Number and percentage of Children informed about the Complaints Procedure

Target Set 100% - Target achieved 97.7%

The data for this performance indicator relates to 44 reviews as 23 reviews recorded that the children / young people were not of the age / level of understanding and were therefore taken out of this equation.

- 43 (97.7%) Children / young people knew about the complaints process, which compares to 97.4% in the previous quarter.
- 1 (2.3%) Child / young person needed to be advised by their Social Worker about the complaints procedure.

4 Local Performance Indicator: Number and percentage of Parents consulted by the Social Worker before the review or who attended the review

Target Set 80% - Target achieved 100.0%

The data for this performance indicator relates to 64 reviews as 3 reviews recorded that the parents were not involved in the statutory review process and these were therefore taken out of the above equation.

- 64 (100.0%) Parents completed consultation papers or met with / spoke with the IRO prior and / or after the review or / and attended the review themselves or / and had their views represented by a professional.

Breakdown of consultation

Consultation Papers were sent out for 64 reviews.

51 Reviews confirmed that the parents were present, or spoke to the IRO by phone prior and/or after the review.

5 Local Performance Indicator: Number and percentage of Foster Carers consulted by the social worker or attends the Child's Review

Target Set 100% - Target achieved 100.0%

The data for this performance indicator relates to 55 reviews as 12 reviews recorded that the child was placed with a parent or living independently, these reviews were therefore taken out of the equation.

- 55 (100.0%) Foster Carers completed consultation papers or / and attended the reviews during this period.

6 Local Performance Indicator: Number and percentage of Health Representative attending the Review or Sending a Report

Target Set 100% - Target achieved 100.0%

- 67 (100.0%) Reviews confirmed that information regarding health was available for the meeting.

7. Local Performance Indicator: Number and percentage of a School Representatives attending a Review or Sending a Report

Target Set 100% - Target achieved 100.0%

- 54 (100.0%) LAC Reviews had a school representative attend or provided a written report, which is consistent with the previous quarter.

8. Local performance Indicator: Number and percentage of LAC Review Documents completed by the Social Worker prior to the review

Target Set 100% - Target achieved 64.2%

- 43 (64.2%) LAC Reviews confirmed that the LAC Review document had been completed by the Social Worker prior to the review, this compares to 72.4% in the previous quarter.
- 24 (35.8%) LAC Reviews confirmed that the LAC Review document had not been completed by the Social Worker prior to the review; 15 of these documents remain uncompleted.

Comment: This is due to staffing issues within the Social Work Team. Measures are being put in place to address this issue.

SECTION FOUR: ISSUE RESOLUTION PROTOCOL

The Issue Resolution Protocol was not initiated during this period for any child by the IRO.

Although it was noted that Mid-Point reviews were not taking place, where needed, IRO were bringing reviews forward when there were concerns.

SECTION FIVE EVALUATION

This information was unavailable for this quarter

SECTION SIX

PATHWAY PLANNING

For over 16 years old and not LAC / over 18 year old care leavers

15 Pathway Plan Reviews were held during the quarter.

- 1 **Performance Indicator: Percentage of Pathway Plan Review held within timescales**
 - 12 (80.0%) Pathway Plan Reviews were held within timescales, which is consistent with the previous quarter.
 - 3 (20.0%) Pathway plan reviews were held out of timescales. The reasons recorded were: -
 - To allow the young person to attend
 - For the Pathway Plan Review to coincide with a College Placement Review.
 - Miscommunication in date and time.
- 2 **Performance Indicator: Percentage of Young Persons with allocated Personal Advisor / Social Worker**
 - It was identified at all 15 (100%) reviews that all the young persons had an allocated Social Worker or/and Personal Advisor.
- 3 **Performance Indicator: Percentage of Pathway Plan Review Record Completed for the Meeting**
 - The review record had been completed for the meeting for 15 (100%) Pathway Plan reviews, which is consistent with the previous quarter.
- 4 **Performance indicator: Percentage of Young People Consulted for the Review Meeting**
 - All 15 (100%) Reviews confirmed that the young person had his / her views represented at the review or / and attended the review.

- 5 Performance indicator: Percentage of Young People attending their Review Meeting**
- 8 (53%) Reviews recorded that the young person attended their review, 1 (7%) further review recorded that the young person attended very briefly.
 - 6 (40%) Reviews recorded that the young persons had not attended their review.
- 6 Performance Indicator: Percentage of Pathway Plan meeting young person's needs**
- All 15 (100%) Reviews confirmed that the Pathway Plan was meeting the young person's needs.
- 7 Performance Indicator: Percentage of Pathway Plans updated prior to Leaving Care/18th Birthday**
- There were no young people in the category of needing to have their Pathway Plan updated prior to the young person leaving care/18th Birthday.
- 8 Evaluation This information was unavailable for this quarter**

SECTION SEVEN

RESIDENTIAL NON LAC

There were no Residential Non LAC Reviews held during this period.

SECTION EIGHT

REGULAR RESPITE

There was 1 Regular Respite Review held during the quarter.

- 1 **Performance Indicator: Percentage of Regular Respite Reviews undertaken within the statutory time requirement**
 - This review was not held within timescales due to safeguarding concerns regarding an Out of County Placement, the placement was suspended at this facility whilst a safeguarding process was being undertaken.

- 2 **Performance indicator: Percentage of statutory visits undertaken to children at Regular Respite placements within the required timescale**
 - It was recorded that the statutory visits had not been undertaken within timescales for this review.

- 3 **Performance Indicator: Percentage of Young Persons Consulted/Attended the Review Meeting**
 - It was recorded at the review that the young persons was represented/attended the review meeting.

- 4 **Performance Indicator: Percentage of Parents Consulted for the Review Meeting**
 - It was recorded that the parent either attended/was represented the review.

- 5 **Performance Indicator: Percentage of Foster Carers Consulted for the Review Meeting**
 - It was recorded that the Carers either attended/were represented at the review.

SECTION NINE
SHORT BREAKS

There were no Short Break Reviews held during this period

SECTION TEN

FOSTER CARER REVIEWS

7 Foster Carer Reviews were undertaken during this period

- 1 **Performance Indicator: Number and percentage of Foster Carer Reviews undertaken within the statutory timescales**
 - 2 (29%) Foster Carer Reviews were held within timescales.
 - 5 (71%) Foster Carer Reviews were held out of timescales; this was due to absent of the Independent Chair.
- 2 **Performance indicator: Percentage of consultation received from LAC Social Worker**
 - 7 (100%) Foster Carer Reviews confirmed that consultation had been provided by the LAC Social Worker.
- 3 **Performance Indicator: Percentage of Consultation received from children**
 - 4 (66%) Foster Carer Reviews confirmed that consultation had been received from children.
- 4 **Performance Indicator: Percentage of Supervising Social Workers' Reports Received**
 - Supervising Social Workers' reports were received for all 7 (100%) reviews.
- 5 **Performance Indicator: Percentage of Reviews able to carry out its purpose**
 - All 7 reviews (100.0%) confirmed that the review was able to carry out its purpose.
- 6 **Performance Indicator: Percentage of Level of Satisfaction from Family Placement Service**
 - 6 (86%) Reviews identified that the Foster Carers were 'very satisfied' with the service from the Family Placement Service.
 - 1 (14%) Review identified that the Foster Carer found the service from the Family Placement Service to be 'unsatisfactory'; it was noted that this was due to the fact that Reviews had not been held on an annual basis and that regular supervision had not taken place.

Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview and Scrutiny Committee

DATE: 16th December 2021

LOCATION: Via Zoom

TITLE: Statutory Social Services Directors Report 2019 - 2020

PURPOSE OF REPORT: To report to Committee on the performance of Ceredigion County Council Social Services for the year 2019 - 2020 in accordance with the Performance measurement framework for local authorities

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: To update members

BACKGROUND:

The Annual Report of the Statutory Director of Social Services content is defined in Part 8 of the Social Services & Wellbeing (Wales) Act 2014 under the “Code of Practice on the Role of Directors of Social Services”.

The Annual Report aims to produce a rounded picture of the Social Services Department in Ceredigion which provides more timely feedback into planning and budgetary processes. This report for the year 2019 – 2020 is historical due to the Covid 19 Outbreak in March 2020. Welsh Government extended the time frame for the completion of the report due to the need for officers to focus on the delivery of essential services during the Pandemic. There was also a reduced requirement for Councils to provide performance information which is reflected in the report.

Structure and Content

Having taken up the position of Interim Statutory Director for Social Services in November 2019 the report was completed by D Pritchard Corporate Lead Officer for Porth Gofal and Deputy Director of Social Services.

The report describes how the Social Services Department in Ceredigion has performed during the year (2019 – 2020) in context of major changes in the operating environment. The report also sets out the priorities for 2020 -2021 taking into account that the pandemic was still a major influence on service delivery.

The report will be used by the Care Inspectorate Wales (CIW) to help inform their independent evaluation of Ceredigion and their inspection work.

WELLBEING OF FUTURE GENERATIONS:

Has an Integrated Impact Assessment been completed? No
If, not, please state why – Report for information only

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

RECOMMENDATION (S):

Report for information and discussion only

REASON FOR RECOMMENDATION (S):

N/A

Contact Name: Donna Pritchard
Designation: Corporate Lead Officer – Porth Gofal
Date of Report: 1st November 2021
Acronyms:

|

2019-20

Ceredigion County Council

Donna Pritchard



Ceredigion Social Services – Statutory Director's Annual Report

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1. Introduction

As the Interim Director of Social Services between October 2019 and March 2020 I have the pleasure in presenting the 2019-2020 Annual Report of the Statutory Director of Social Services here in Ceredigion. This period of time has presented with some exciting opportunities to be at the forefront of transformational changes within the sector and has been a pleasure to work with such dedicated professionals across our workforce and partners. This period has of course been



incredibly challenging for us all, both financially, culturally, emotionally and professionally. I must at the outset acknowledge with gratitude the dedication of all staff within Social Care, for the support and dedication they provide to the people we are here to serve.

With this annual report, the aim is to evaluate the performance of the Local Authority in relation to the delivery of its Social Services functions in respect of the 2019-2020 financial year. However, it cannot go unmentioned the impact of Covid-19 in relation to social care services. The Pandemic started to show a significant National and Local impact from the end of March 2020 and I am certain that the Annual Report for 2020-2021 will provide a detailed oversight of how Social Care services were managed throughout this time. This has however affected the ability to provide specific information for this report, I have ensured that the information available has been provided to set out how the agreed wellbeing outcomes in Ceredigion have been met.

The annual report content is defined in Part 8 of the Social Services and Well Being (Wales) Act 2014 (SSWBA) under the ‘Code of Practice on the Role of Directors of Social Services’, which provides a requirement for an annual report to detail how the Local Authority has been working towards achieving the quality standards of well-being outcomes.

The eight well-being outcomes are:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

The six quality standards used to measure the Local Authority’s performance against the wellbeing outcomes are:

- Working with people to define and co-produce personal well-being outcomes that people wish to achieve
- Working with people and partners to protect and promote people’s physical and mental health and emotional well-being
- Taking steps to protect and safeguard people from abuse, neglect or harm
- Encouraging and supporting people to learn, develop and participate in society
- Supporting people to safely develop and maintain healthy domestic, family and personal relationships
- Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

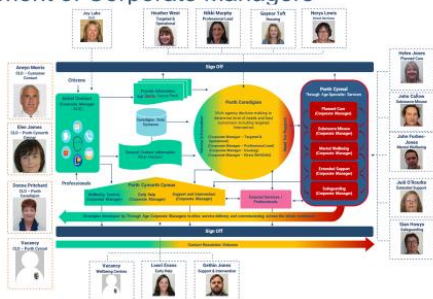
This report has been written for a wide audience, with the intention that it is made available to everyone. In compiling this report, I’ve considered specifically the following groups:

- Service users and carers and all those whose well-being is affected by what the local authority’s social services and related functions do, so that the impact of those services is explained
- The general public who have an interest in what their local authority is doing, how it is performing and how their money is being spent
- Elected members and others involved in scrutiny processes
- The local authority’s partners including both formal partners and others in the public, private and third sectors who need to understand the local authority’s programme and priority objectives
- Regulators (including the Wales Audit Office, CSSIW, Social Care Wales and the Statutory Commissioners)
- The Welsh Government

Porth Ceredigion Integrated Service Delivery Model

During 2019-2020 there was progress made in developing the proposed Integrated Service Model in Ceredigion. The model focuses on people’s strengths, enabling them where they need help and developing the resilience within our communities. The transformation of Social Care services was started during 2017-2018 and has laid the foundations for our future delivery of services. The ‘whole Council’ transformational approach has continued to evolve during the year ensuring that we have the infrastructure, capacity and capability for the future needs of the citizens of Ceredigion.

Recruitment of Corporate Managers



Phase 1 of the corporate restructure was completed in April 2018 with the recruitment of 2 Corporate Directors and 12 Corporate Lead Officers (CLOs) to cover the responsibilities of all service areas. An early version of the Porth Ceredigion Integrated Service Delivery Model was shared with all team managers within Schools, Lifelong Learning and Culture, Children’s Services and Adult services on 20 December 2018.

The implementation of the Integrated Service Delivery Model will change the roles and responsibilities of some of the Corporate Lead Officer posts and the teams across the Local Authority, not just in Social Care.

The Corporate lead Officer for Porth Ceredigion was appointed in August 2019 and this was the final appointment at the Corporate Lead Officer level. During the autumn plans for the next level of the structure were agreed with thirteen Corporate Manager Roles defined across the whole service model. By the end of February 2020 all posts had been appointed to and all were in post by the end of March 2020. The model has been renamed the Through Age and wellbeing Programme with the four main service areas involved being

- Customer Contact – Initial point of contact and referral
- Porth Cymorth Cynnar – Early intervention and prevention
- Porth Gofal – Targeted Intervention
- Porth Cymorth Cynnar – Specialist Through Age Services

Donna Pritchard
Interim Statutory Director of Social Services
Corporate Lead Officer – Porth Ceredigion

2. Summary of Performance

As laid out under section 145 of the Social Services and Wellbeing act, the Performance Measurement framework is used as a gauge of performance of local authorities’ social services functions. This section will go through a number of these measures to illustrate how the service has performed over the past year. This is the fourth year of reporting on the new performance framework; however, it must be noted that following Welsh Government direction minimal reporting was completed due to the Covid 19 pandemic and the report reflects this.

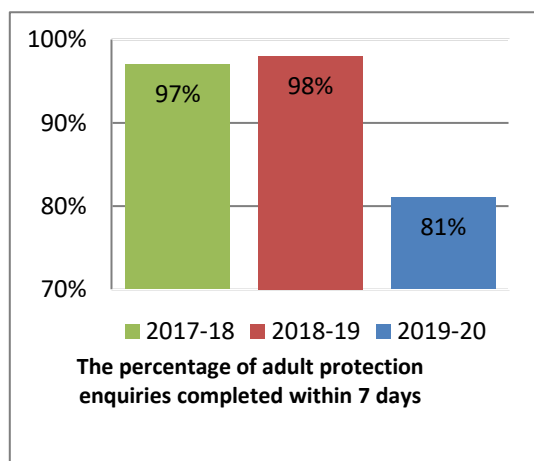
Adult and Commissioning Services Summary

The performance of Adult Services continues to improve and is satisfactory. The budgetary position continues to be highly challenging, and the transformation agenda is progressing. Adult service users and Carers continue to be supported to maintain their independence and are protected from abuse. Work continues with the corporate restructure as outlined above.

The continued implementation of key service areas such as Clic, Community Connectors, and Porth Gofal forms the basis of our future model. It is a long-term plan to ensure sustainability and is aligned to current legislative requirements and forms part of our requirement to provide a comprehensive Information, Advice and Assistance service. Porth Gofal is an established foundation of the model, working in partnership with Health and other organisations. Further analysis of Porth Gofal and its impact on the Council is being undertaken, the outcomes of which will inform the future operating model. Opportunities for developing and enhancing the preventions service within the third sector through the development of a community gateway continues as a key element.

Adult Safeguarding

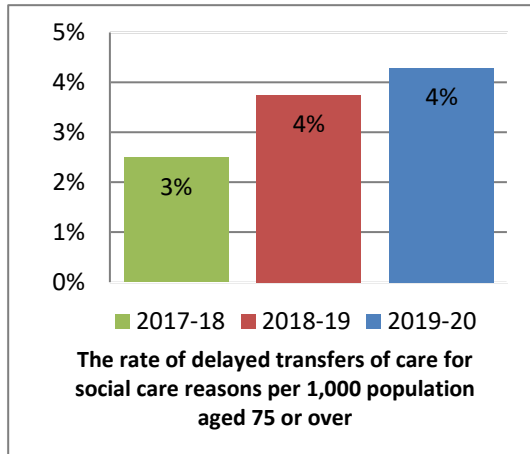
The regional Safeguarding Threshold document continues to support the Adult Safeguarding processes. Low level Domestic Incident Notifications from the police are now considered by the



police themselves and are not automatically sent to the Council unless there is a recognised need for a safeguarding service. The national measure PM18 shows the percentage of adult protection enquiries completed within 7 days. There has been a reduction in the position in 2019/2020. This is due to a change in the way the Council reports on the data. An enquiry should normally be completed within seven working days of the report. This of course, will not prevent immediate action being taken when necessary to protect an adult at risk.

Delayed Transfers of Care

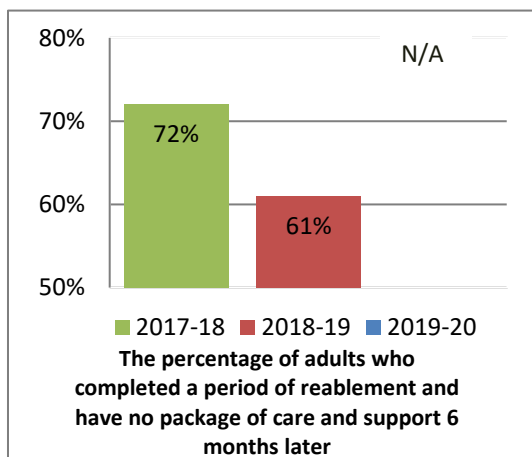
This year, the “delayed transfers of care” measure gives an indication to the trend being seen across a number of our services and has, for the third year in a row increased marginally. A Delayed Transfer of Care is experienced by an inpatient in a hospital, who is ready to move on to the next stage of care but is prevented from doing so for one or more reasons.



Porth Gofal and Porth y Gymyned have had a positive effect on the measure, but the overall impact is reduced due to ever increasing demand for services. Hospital discharges continue to be one of the major priorities within the Porth Gofal service.

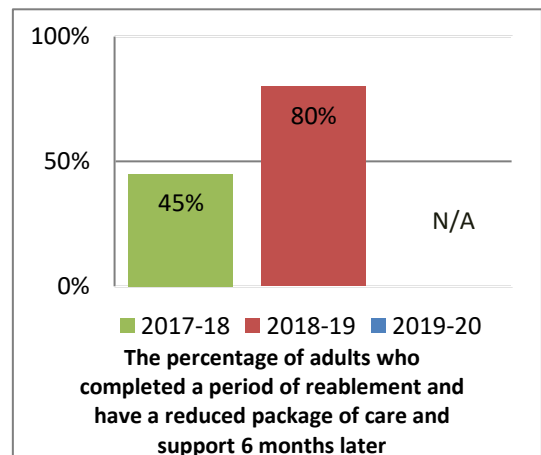
Reablement

Reablement is a short and intensive service, usually delivered in the home, which is offered to people with disabilities and those who are frail or recovering from an illness or injury. Unfortunately there is no data available for 2019/2020 however the service continues to deliver an important service in promoting early discharge from hospital and promoting independence. The service has been able to deliver positive outcomes for individuals despite significant pressures in our commissioned domiciliary care services. The in-house enablement service has



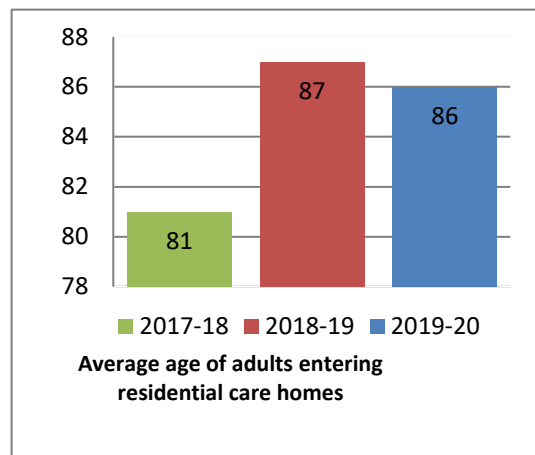
continued to help

hundreds of people regain their independence and live at home with little or no need for support from statutory services. The underlying principles of early intervention, de-escalation and reablement continue to be part of the golden thread of our transformation of social care services.



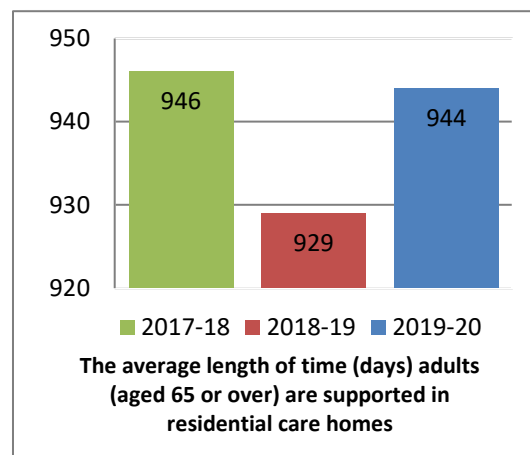
Adults supported in residential care homes

Residential care refers to long-term care given to adults who stay in a residential setting rather than in their own home or family home. There are various residential care options available, depending on the needs of the individual. Ceredigion operates five residential care homes itself and commissions with several private companies both in Ceredigion and further afield.



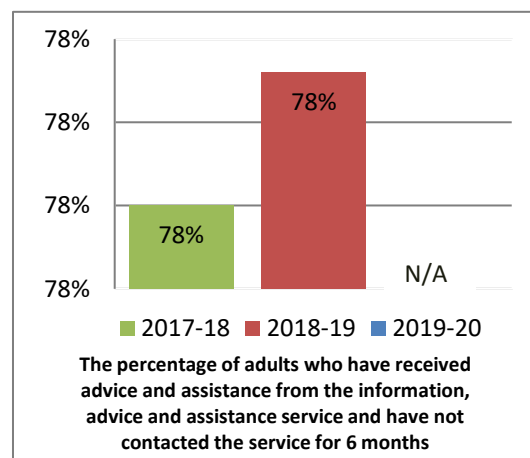
This year we’ve seen an increase in the average amount of time spent in residential homes. We’ve seen an increase in the number of short-term stays into residential care as part of a package of care and support which has impacted on this measure. This has had the result of enabling people to return to live in their own homes. Further work will continue on this area to ensure that we can use support mechanisms helping people stay in their own homes during their rehabilitation rather than in residential homes. This

may well have a negative effect on this measure next year.



Advice and assistance service for adults

Section 17 of the Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to secure the provision of an information, advice and assistance (IAA) service. The purpose of the service is to provide people with information and advice relating to care and support, including support for carers, and to provide assistance to them in accessing IAA. Information, advice and assistance must be provided in a manner that makes it accessible to the individual for whom it is intended. In the main, our IAA service is provided by our Porth Gofal. The national measure aims to show how effective the IAA service is within a local authority by showing how many people need to re-use the service within 6 months. We do not have the data available for 2019/2020.



Families and Children Services Summary

Again the available data is not complete due to the Covid 19 situation but current performance remains good and prospects for improvement are assessed as satisfactory.

The Service is going through a major transformation as part of the corporate restructuring within the Local Authority and future performance and success will therefore need to be monitored closely within this context.

Children and Young people in Ceredigion are safeguarded and protected as reported by the Quarterly CYSUR Safeguarding reports presented to Scrutiny and Cabinet. The CP register has fluctuated during 2019/20, the Child Protection register sits at 55 as at the end of the year. This is a reduction on the end of year figure for 2018/2019.

Looked After Children in Ceredigion are well supported to maximise their outcomes as reported by the quarterly LAC quality Assurance reports presented to Scrutiny and Cabinet.

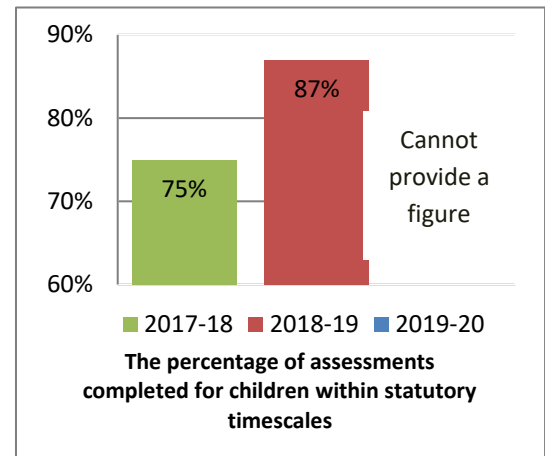
Work continues with the measures put in place to safely reduce the LAC population. The Edge of Care activities have been developed and as a result, the LAC population has increased to 74 as at the 31st March 2020. The increase is being closely monitored and an action plan has been developed by the service to manage this going forward.

The further development and coordination of early intervention and prevention activities means that Children & Families are supported at an earlier stage to avoid escalation into statutory services wherever possible. During the year there has been a further co-ordination of early intervention and prevention activities including Flying Start, Families First, and Youth Justice Prevention service

Progress has been made regarding the implementation of the Signs of Safety and Wellbeing Practice Framework in 2019/20 and the 5-year Implementation Plan continues to be rolled out. Information and training sessions involving the Local Authority’s workforce & other agencies/stakeholders has been delivered with a training plan in place to ensure maximum impact is achieved across all sectors.

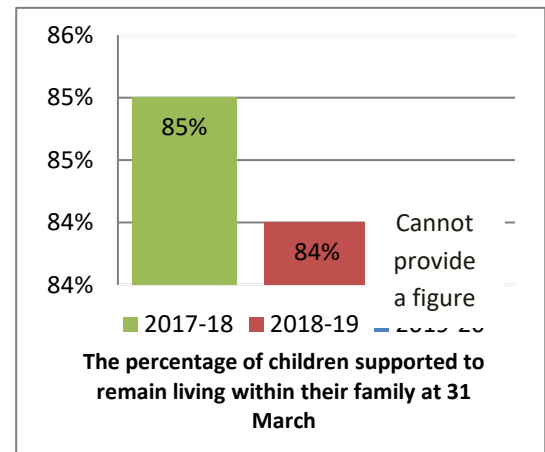
Assessments within timescales

The Social Services and Wellbeing Act redefined the assessment process, taking a more proportionate approach across adults and children. Within children services, the timescales of both Initial and Core Assessment were merged to create a maximum number of 42 days in which to complete an assessment. Performance last year had improved and monitoring of this area of work has resulted in the performance coming back on-track and is more in-line with what should be seen. Work needs to continue in this area to ensure we are assessing all children in a timely manner, whilst maintaining the quality of assessment we’ve come to expect.

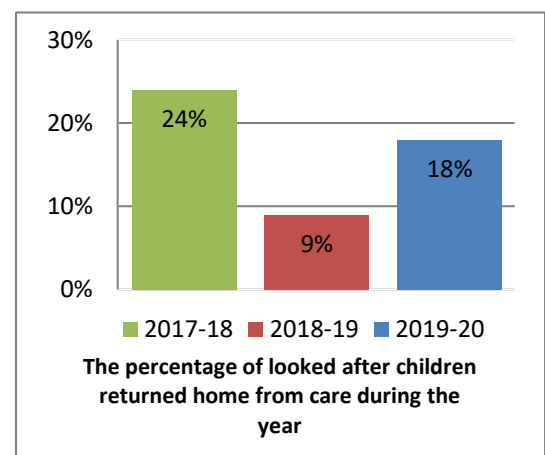


Supporting Children to remain living with their families

Supporting children to live with their families is one of the main goals of the service. Wherever possible, it is considered the best outcome for children. This measure compares the number of children supported as Looked After Children (a child who has been in the care of their local authority for more than 24 hours) to the number of children who are supported outside of these types of arrangements. This measure has continued to reflect the work that has been undertaken to support children and families to remain as a family unit.

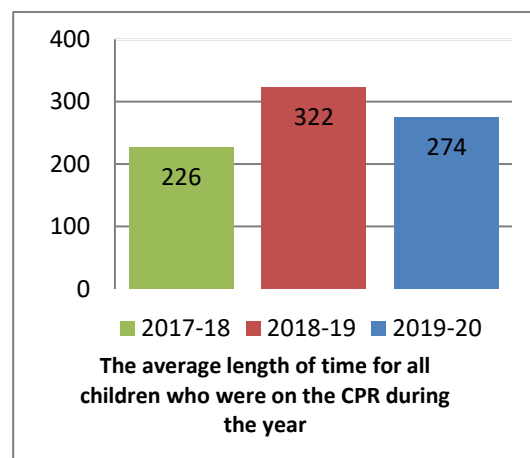
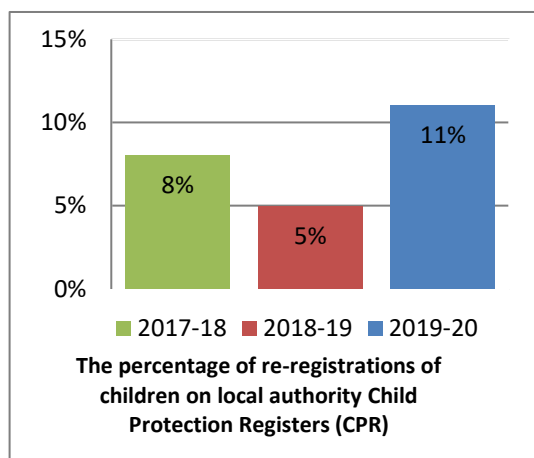


In 2019/2020 we saw an increase in the number of looked after children generally but also an increase in those returned home from care. The Edge of Care project is progressing as planned,



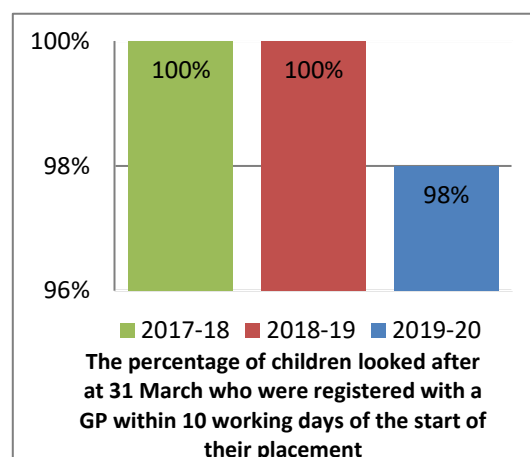
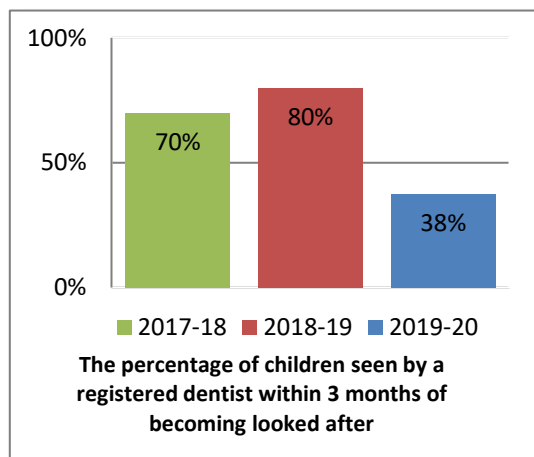
The Child Protection Register (CPR)

The child protection register provides a record of all children in the area with unresolved child protection issues and who are currently the subject of an inter-agency protection plan. The number of children on the child protection register at the end of the year has increased, with a reduction in the time that the child remains on the register.



Health of our Looked after children

The Care Planning, Placement and Case Review (Wales) Regulations 2015 state that the responsible authority must ensure that a looked after child is under the care of a registered dental practitioner as soon as practicable and in any event not later than 20 working days after the placement is made.



NICE Clinical Guideline [CG19] – ‘Dental checks: intervals between oral health reviews’ sets out the guidance on the frequency of dental checks. This is based on the individual patient’s risk factors for dental disease. Looked after children are generally considered to be at increased risk of dental disease and it is, therefore, expected that most looked after children would be put on recall for either three months or six months. In 2019/2020 we saw a drop in the percentage of

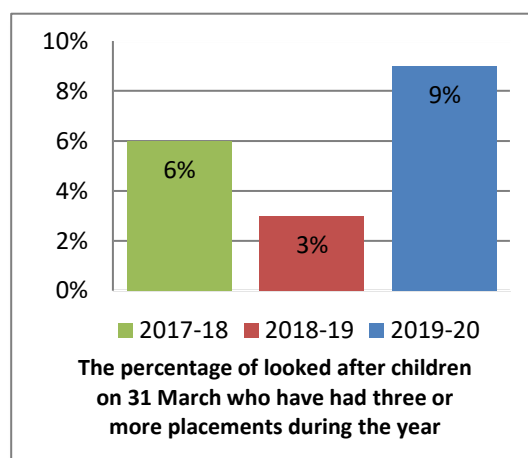
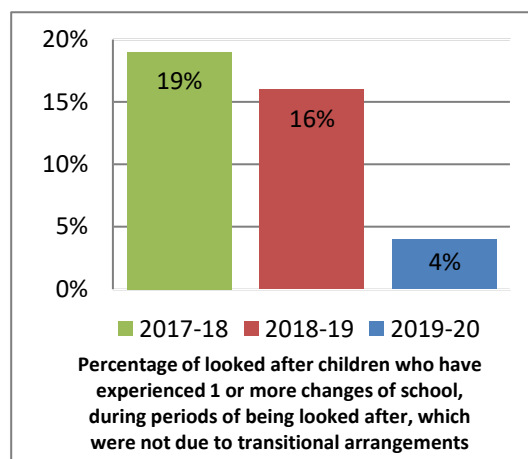
children seen by a dentist within 3 months of becoming looked after and this is an issue that is being considered and addressed by Hywel Dda University Health Board.

These regulations also state that responsible authorities must ensure that a looked after child is registered with a GP as soon as is practicable and in any event not later than ten working days after the placement is made. We have seen a small reduction in the percentage for this measure and will continue to monitor this in the coming year.

Looked after children – stability of placements

Research has shown that frequent moves can negatively affect children. Breakdowns, or unplanned moves, are much less likely in younger children. In comparison, 'teenage' placements have a higher chance of breaking down.

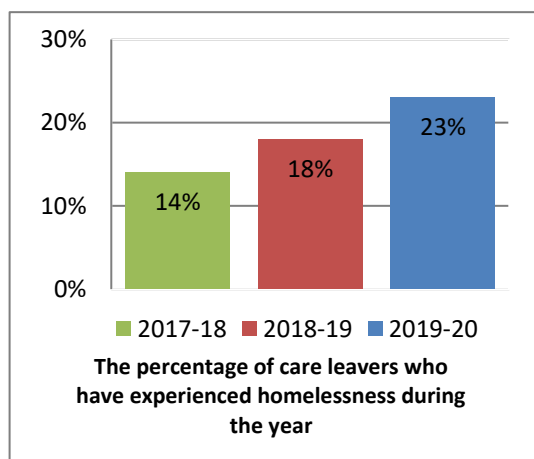
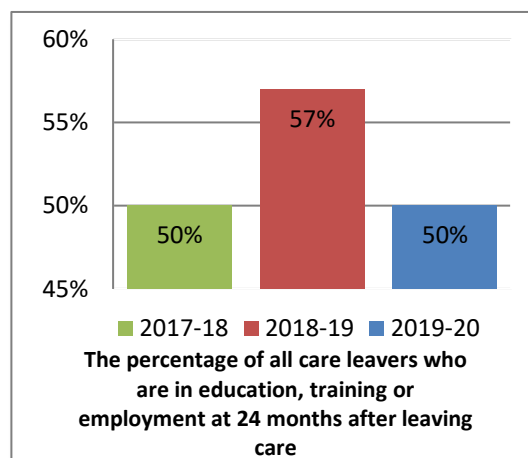
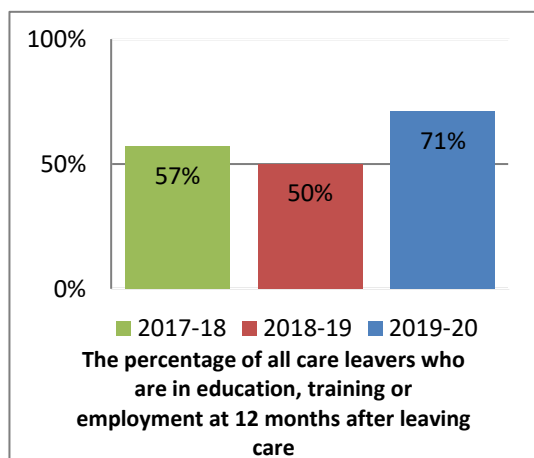
It is not fully understood whether placement moves themselves produce poor outcomes for children or whether this is due to children's previous experiences and difficulties. There are two main measures which try to illustrate placement stability. The first looks at the number of times a child has had to change school (not including where a child moves from primary to secondary school) and the second looks at how many times a child has had more than two changes of placement. These measures are long-standing and can give an insight into the long-term performance of a service. The downside of both of these measures is that they are particularly susceptible to change due to the low numbers of children included in them. The three or more moves measure is again illustrative of the success of the work being undertaken within our Looked After Children teams.



Children leaving care

Leaving care is a term used to reference a group of children who are between 16 and 18 and have previously been in care but are no longer legally “looked after” by the Local Authority. When children leave care, we still have a duty to support these people until the age of 21, or 25 if they are in full time education or have a disability.

It is noted with some concern the perceived increase in the number of our homeless young people. The Local Authority works closely with registered social landlords in our area to look at ways of addressing the situation. The Local Authority will continue to prioritise this issue and raise its profile accordingly.



3. How Are People Shaping Our Services?

Ceredigion County Council, Social Care Services engage with citizens and stakeholders through various methods. We use methods, such as taking feedback from service users in the form of our annual questionnaires within our provider services. We take “call back” type feedback within our Single Point of Access and Porth Gofal services. We engage with various boards and groups, for example, Junior Safeguarding Board, LAC Group, LAC Council, Disability Forum, 50+ Forum, Mental Health Transformation Boards, where we share future plans and promote feedback regarding the redesign of service delivery. We also learn from CIW inspections, Welsh Audit Office inspections and Child and Adult Practice Reviews as they occur. We meet with Town and Community Councils to share our plans for future developments and to take feedback on these plans

National Safeguarding week



In November 2019 the Ceredigion Local Operation Group worked in collaboration with the CYSUR Board Business Unit, and with the three Local Operational Groups, to support a coordinated regional programme of events to support National Safeguarding Week. A national focus was placed on the new Wales Safeguarding Procedures as an overarching theme. Regionally, themes of co-sleeping and self-neglect were a key focus of the week, with a social media and website campaign created and led by the Boards during the week to raise awareness of these pertinent topics.

The Regional Safeguarding Board Conference, ‘Celebrating Signs of Safety across the Mid and West Wales Region’, was a great success, with excellent feedback and evaluations received. The event was an opportunity to celebrate and demonstrate the ways in which each local area in our region has embedded and utilised good Signs of Safety (SoS) practice in their work, ranging from child protection conferences to substance misuse. Each local area was allocated two slots in which they could share their experiences in using the model. CYSUR were thrilled this year to secure Professor Eileen Munro as keynote speaker, who gave an in-depth overview of her background in social work,

Learning Disability Strategy 2018-2023

A draft Action Plan has been commenced in response to the Ceredigion Learning Disability Strategy.

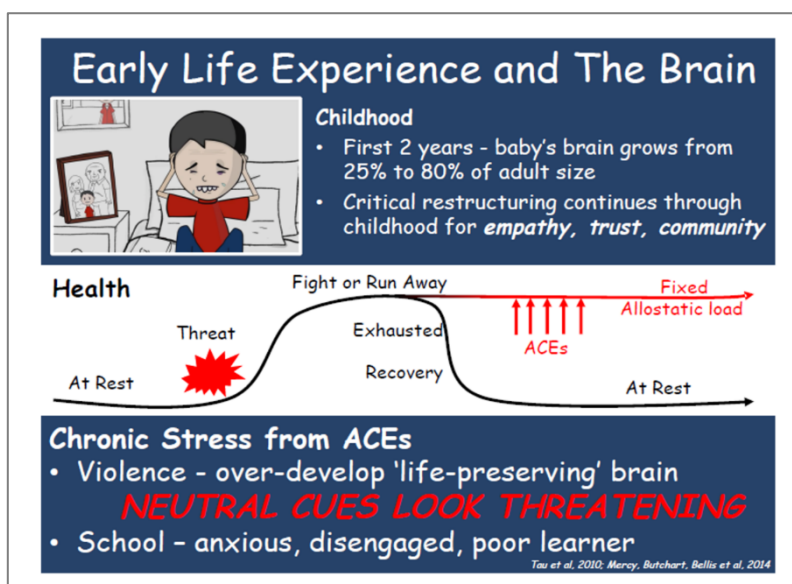
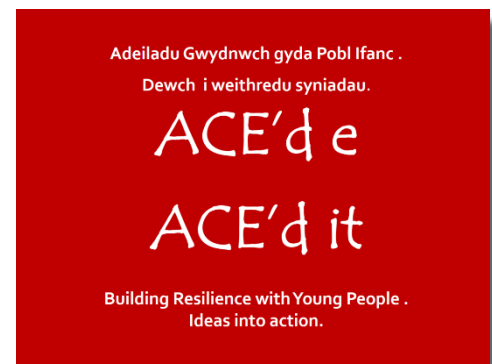
Ceredigion is an active participant in the Regional Lives Improvement Group (RLIP), this meets monthly. This group alternates bi-monthly between a business meeting and a meeting led and chaired by the Dream Team. The Dream Team is a group of service users, supported by Pembrokeshire Peoples First, who actively support the regional group, particularly with use of Integrated Care Funding.

Tim Plant Anabl (Disabled Children’s Team) was inspected by CIW in the 4th quarter of 2019-2020. An Action Plan has been created in response to comments raised and is currently being worked on to improve the service to our children with disabilities.

Learning Disability (Adults and Children) are working toward a Through-age Service: Extended Support, as part of the Council’s transformation agenda.

Adverse Childhood Experiences

Adverse Childhood Experiences (ACEs) are traumatic events that affect children. These could happen whilst growing up, being abused or living in a household affected by domestic violence, substance misuse or mental illness



In order to support an ACE informed workforce in Ceredigion and to develop a whole system approach to early intervention in partnership with Dyfed Powys Police early Action Together programme, extensive work was carried on facilitating the ‘mapping’ of systems and processes across all service areas, in order to identify both duplication in services and the ‘gaps’ in provision.

A training need analysis was carried out which resulted in:

- All Ceredigion Primary school staff have undertaken training (692 in total)
- All Ceredigion Secondary school staff and all Through Age Schools (3-19) staff have undertaken training (838 in total)
- All Pupil Referral Unit staff (25) and Hyfforddiant Ceredigion Training staff (21) have undertaken training
- All Schools’ Service staff have undertaken training (20 in total)
- 7 training events carried out for teams in Children / Adult Services (approx. 70 in total)
- Barnardo’s Multi Agency training event (23 in total)
- 3 Multi Agency events (approx. 40 in total)
- All 112 childcare settings in Ceredigion were invited to training events (100 in total)

Ceredigion Family Support Services

Ceredigion Family Support Services – Team Around the Family (TAF), Tim Teulu & Penparcau Family Centre provide early help to the most vulnerable families & children to prevent problems occurring or to tackle them head on before they get worse”. The services work with the whole family network rather than focus on one individual. TAF work with the family to identify the issues and help the family to address them by developing and strengthening their connections, relationships and skills in order to build and create resilience, self-reliance and support their wellbeing.

Team Around the Family

In 2019-20 Team Around Family (TAF) had a total of 199 requests of which 25 had indication of a child with a specific additional learning requirement or disability. Around 30% (61) of the requests are re referrals (often years later) when families are reaching a different life stage and considered TAF effective in the previous assistance and ask for our support again.

Nearly 80% of families recorded a measurable positive distance travelled following Team Around family intervention.

34 requests noted evidence of Adverse Childhood Experiences at outset and a third of these had 4 or more indicators, a very significant rise in the level of complexity of families requiring our support. Parental separation, domestic violence and adult mental health were indicated as the three most frequent challenges, and this has resulted in our services working in conjunction with WWDAS to develop ‘Break for Change’. This intervention is hoped to assist families where child on adult violence is identified. We also continue to develop Take Time for U and Family Links, two group programmes which address aspects of parental emotional wellbeing.

A decline from 80 % to 64% in the number of requests being processed within five working days reflects the additional planning required to address the increasing complex requirements of families who require TAF.

TAF has effectively supported a third of families (37 self-referrals) to access our assistance without the need for other professional referral, a process which empowers families to get “the right help at the right time” and leads to better engagement and understanding of the goals the family want to achieve.

Tim Teulu

Tim Teulu is a small cohort of family support workers who assist families to make the identified changes with a focus on parenting and behaviour change. This year Tim Teulu had 161 requests, a slight decrease in the number of requests because of a reduction in capacity due to two experienced team members moving to other roles within Porth Cymorth Cynnar .107 families were closed to Tim Teulu this with measurable success across the domains of family wellbeing, parent child relationship, parenting skills and connection to community.

The group programme delivery included 9 Blame it on the Brain workshops hosted for 31 parents with 93.5% reporting positive change and 5 parent programmes delivered by the team in partnership with Family Centre Network with 25 parents successfully completing the programmes. We continue to develop our suite of one day Blame it On the Brain bilingual workshops including developing Your Amazing Brain a two-hour school-based workshop in conjunction with Youth Service to enable young people to have better understanding and strategies to support their own self-care and development.

Penparcau Family Centre

Penparcau Family Centre welcomed 46 new families and facilitated two “Family Links” evidence based structured parent programmes “Family Links” is research evaluated addition to delivery as it has an increased emphasis on enhancing relationships to support emotional wellbeing.

We also hosted four informal structured programmes including two “Take Time for You” and “Language and Play”. Staff held 135 open access sessions, “Messy Play”, “Come and Play” and the successful ongoing “Young Parents” group regularly attended by around ten young parents on a weekly basis.

Over 50 contact sessions for LAC young people with their parents were located in the centre with the building also being used by the Amethyst drama project to support emotional wellbeing of young people as well as by alternative curriculum tutors for individual tuition. We also supported four families as part of contribution to the ‘Edge of Care’ programme.

For Ceredigion Play Day 2019 all our family support staff assisted and contributed to the Parent Pamper Activities which included much needed ‘mocktails’ and a hand massage, provided by Coleg Ceredigion staff while their children enjoyed getting (removable) glitter face tattoos and playing on our bouncy castle.



CIW Safeguarding Focussed Activity

CIW completed a focussed activity in Ceredigion on 6 & 7 November 2019 which centred on Adult Safeguarding services.

The focussed activity provided an opportunity to focus on how the local authority responds to safeguarding reports and the quality of deprivation of liberty safeguards assessments (DOLS). The findings from the activity provided CIW with assurance of a timely and proportionate response to safeguarding reports. Evidence of good information gathering and liaising with other professionals was found and In one case we saw immediate protection being arranged to ensure the safety of the individual at risk of harm.

Most enquires where completed within the statutory timescales with analysis and determination clearly recorded and there was evidence that Practitioners were positive about the peer support received and managers were described as approachable and supportive. Further work is needed on the Quality Assurance framework and is included in Ceredigion’s ongoing transformation of social care.

It was reported that the Voices and wishes of adults at risk were embedded within the safeguarding documentation used by Ceredigion and people were able to communicate in their preferred language.

Effective joint working arrangements between the safeguarding team and other teams within adult services was noted and representatives from the police and health board identified good working relationship with the local authority.

Open, honest and supportive conversations with Providers during the enquiry stage was evidenced and the local authority is working effectively with partners at a local and regional level to prepare for the Liberty Protection Safeguards legislation as part of the Mental Capacity Act review.

Early Support, Care and Support and Transition for Disabled Children.

Care Inspectorate Wales (CIW) published its report following an inspection by CIW and Healthcare Inspectorate Wales (HIW) of Ceredigion County Council and Hywel Dda University Health Board in relation to Early Support, Care and Support and Transition for Disabled Children. The report identified several strengths within the service and recognized the ongoing transformation work to address the areas for improvement included in the report.

The inspectorate found that Ceredigion County Council has set out its positive ambition for disabled children. This vision is committed to corporately and will be used to inform revised operational structures and procedures as part of the Through Age & wellbeing Programme.

The Local Authority has produced an Action Plan which will build on strengths identified and ensure that areas for improvement are given the necessary attention. Key improvement themes include:

1. Quality of Assessment, Care Planning and Reporting
2. Commissioning and Service Delivery
3. Management Oversight: Strengthening Quality Assurance functions

Developing the vision for implementing the Through Age & wellbeing Program includes the establishment of a new Extended Support Service for children and adults with disabilities. A key aspect of the new service will be to focus on ensuring good quality assessments and effective care planning. Staff will work in partnership with key agencies and families and carers to achieve good outcomes for children and adults who need care and support.

The progress of the Action Plan will be consistently evaluated through a quality assurance process at Manager and Team Meetings and by a Monitoring Group which includes representation from across Social care services and other relevant corporate officers and the Health Board.

CIW will monitor progress through its ongoing performance evaluation activity with the Council.

Complaints and Compliments

Complaints

This part of the report outlines all Social Services activity during 2019 – 2020 in relation to complaints and compliments. All of the statistics and cases referred to below will be included in the corporate Annual Report, along with all requests made to the service under the Freedom of Information Act (2000), which will be presented to the relevant committees in due course.

Whilst it is acknowledged that Social Services has undergone significant restructuring during this reporting period with the introduction of the Through Age & wellbeing Programme, for ease of reference, this report will follow the format of the complaints recording system. This will be amended for future reporting periods.

The Council has fully implemented the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014, and this document is the guidance that underpins the newly introduced Social Services Complaints Policy, which was approved by the Council’s Cabinet committee on 17th March 2020. This Policy sets out the requirements placed upon Social Services staff and the corporate Complaints and FOI Team to promote accountability and ensure that complaints are dealt with fairly and effectively.

Social Services Complaints Activity

Every effort is made to resolve a complaint at the earliest opportunity and when this is successful, in most cases, the matter will be recorded as an ‘enquiry/concern’. If the matter cannot be resolved at the first contact, or if the issues being raised are of a serious or complex nature, concerns will be addressed in accordance with the formal complaint's procedures referred to above.

The Council operates a two-stage complaints process and the Complaints and FOI Team liaise with the relevant service managers to ensure the correct process is followed at each stage.

During 2019-2020, 93 enquiries/concerns were received and the majority of these were resolved satisfactorily without needing to be progressed under the complaint's procedures.

The data provided below relates to all complaints that were addressed under Stage 1 and/or Stage 2 during the reporting year. Stage 2 is the final stage under the Council’s own complaints procedure; however, service-users have the right to refer their complaint to the Public Services Ombudsman for Wales (PSOW) if they remain dissatisfied after Stage 2.

Total number of complaints received in 2019 – 2020

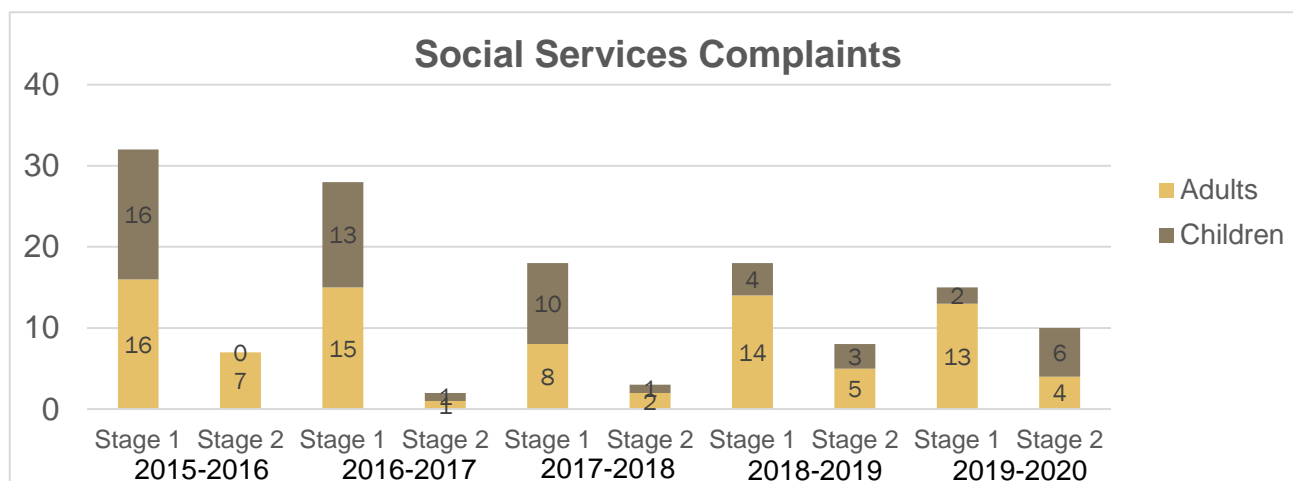
Service Area	Stage 1	Stage 2	Total
Families and Children Service	2	6	8
Adult Social Care and Commissioning Service	13	4	17
	15	10	25

A total of **25 complaints** were received in relation to Social Care Services in 2019-2020. In comparison, **26 complaints** were received across Social Services in 2018-2019, which demonstrates a slight decrease in the number of complaints received.

Social Services staff continue to work closely with the Complaints and FOI Team by adopting an early-resolution approach to incoming concerns and queries, which is proving to be an effective strategy. This can be demonstrated when comparing the number of enquiries/concerns against the number of cases progressed via the formal complaints route (which equates to 27% of all enquiries/concerns received by the Complaints and FOI Team in respect of Social Services).

Comparative data

The total number of complaints received for Social Services, separated by Adult and Children Services, during this reporting period can be compared with earlier years below:

**Complaint Outcomes by Service**

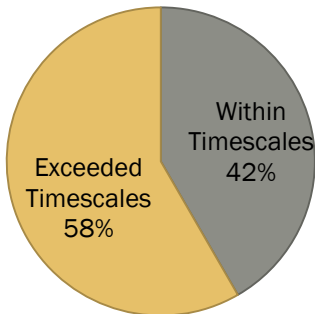
A breakdown of the number of complaints and their outcomes is provided below, in accordance with the relevant service areas:

Children Services	Not Upheld	Upheld (whole or in part)	Ongoing / Suspended
Child Protection	1	0	0
Children and Family Assessment Team	2	4	0
Fostering	0	0	1
Total	3	4	1

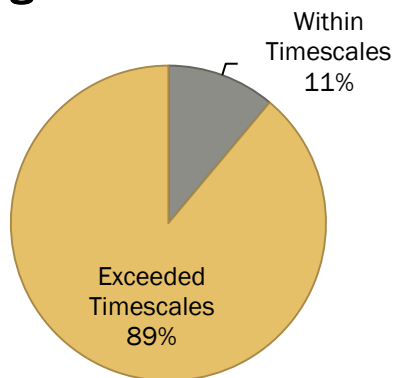
Adult Social Care & Commissioning Service	Not Upheld	Upheld (whole or in part)	Ongoing / Suspended / Discontinued
Adult Team (North, South, Porth Gofal Triage)	1	5	0
Community Team Learning Disabilities (CTLD)	0	4	1
Financial Assessments	1	0	0
Commissioning	0	2	1
Direct Services (Homes, Day Centres)	0	1	1
Total	2	12	3

Stage 1

Excluding two complaints which were discontinued, and one complaint that remains open, 5 of the remaining 12 complaints were responded to within the 15 working day timescale under stage 1.

Stage 1 - Performance**Stage 2**

With regard to performance against statutory timescales at Stage 2 of the process, of the ten Stage 2 complaints received; one remains open and one was responded to within the 25 working day timescale. The remaining 8 cases were granted an extension by the Director of Social Services in accordance with policy.

Stage 2 - Performance

Analysis

Having analysed the data over five reporting periods, it is evident that Children Services received a higher number of Stage 2 complaints in 2019/20. This is the first time that Adult Services has received fewer Stage 2 complaints, despite having a significantly higher number of complaints at Stage 1 (16 for Adult Services and only 2 for Children Services). In addition to the two Stage 1 complaints being escalated into Stage 2 during the reporting year, a further two complaints from 2018/19 escalated into Stage 2 during this reporting term. Two cases were investigated immediately at Stage 2. There are three main reasons for why a Social Services complaint will be considered under Stage 2 immediately:

- the complaint is deemed too complex or serious for initial consideration at Stage 1
- the managers responsible for the service are also the subject of the complaint
- the complainant has communicated their mistrust in the managers of the service dealing with complaint at an initial stage.

Of the 8 complaints received by Children Services, half were upheld (wholly or in part), one complaint was ongoing or suspended at the time of reporting and three cases were not upheld.

Whilst Adult Services received fewer Stage 2 complaints during the year, they received the greatest number of complaints overall – with 17 cases being recorded across the year. Upon analysing the outcomes of these complaints, it is evident that over 70% of these cases were upheld (wholly or in part). Only two cases were found to be unjustified (not upheld) with the remaining three cases having either been discontinued, suspended or remain ongoing beyond the end of the reporting period.

Themes and Trends

Poor communication remains at the centre of most complaints and in most cases, these were addressed at service level and the actions undertaken were sufficient to resolve the complaint.

It is also recognised that further work needs to be done to improve the implementation and monitoring of recommendations made as a consequence of complaints. Work is underway to improve the governance arrangements within Social Services and it is anticipated that these improvements will complement the reorganisation to develop the Through Age & wellbeing Programme and promote accountability in all areas.

Timescales

Compliance with the timescales prescribed in the Regulations is one area which needs further attention in the forthcoming reporting period. However, it is acknowledged that complaints timescales can be very restrictive, therefore good communication with complainants is essential. Further work will be done with Corporate Managers to seek to improve performance in this regard.

Lessons Learned

Examples of lessons learned as a consequence of complaints are provided below:

Equality and Diversity training in relation to non-binary people in order to ensure understanding, respect, and appropriate use of terminology at all times.

A reminder will be issued to the staff responsible for booking supervised contact sessions to ensure that venues are selected according to the number of attendees scheduled to attend and additional consideration should also be given for the practicality of any planned activities at the venue.

Staff to ensure that recorded information is always accurate and factual and care is taken to ensure the correct context is applied at all times.

Public Services Ombudsman for Wales (PSOW) Activity

During the period of this report the Council received **nine** new contacts from the office of the PSOW, which is a marked increase from the three contacts received in 2018/19. Five cases related to Children Services and four complaints were about Adult Services.

None of the complaints referred to the PSOW were investigated and neither were there any settlement proposals or quick fixes recommended. Of the nine contacts referred to the PSOW in respect of Social Services:

5 deemed ‘Out of Jurisdiction’ (e.g. the complaint should be pursued via other channels i.e. the courts)

3 cases were closed after initial consideration by the PSOW (e.g. they were either satisfied that there was no maladministration on the part of the Council or there would be very little achieved from the PSOW investigating the complaint)

1 case was premature (e.g. it had not yet been considered under the Council’s own complaints procedure).

This reporting period is the first year since 2015/16 that Social Services have had no complaints investigated or upheld by the Public Services Ombudsman for Wales.

Compliments

The highest number of compliments received within the Council during the reporting period were made by service-users within Social Services. A total of 235 compliments were received which, broken down by service, are as follows:

Service Area	Compliments received
Families and Children Services	36
Adult Services (including Direct Services & Housing)	168
Other Services: (including Commissioned Services)	31
Total	235

Some of the compliments received during 2019/20

‘I just want to thank you for all your support and help, you really have been a pleasure to work with.’

“Thank you and your staff for the excellent service. I could not have wished for better.’

‘Happy with service provided. Very kind, always happy and upbeat, sets me up for the day. Extremely happy, not sure how I'd cope without the help.’

4. Promoting and Improving the Well-being of Those We Help

The six quality standards used to measure the Local Authority’s performance against the wellbeing outcomes are:

1. Working with people to define and co-produce personal well-being outcomes that people wish to achieve
2. Working with people and partners to protect and promote people’s physical and mental health and emotional well-being
3. Taking steps to protect and safeguard people from abuse, neglect or harm
4. Encouraging and supporting people to learn, develop and participate in society
5. Supporting people to safely develop and maintain healthy domestic, family and personal relationships
6. Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

What did we plan to do last year?

Since a number of our services are linked and strategies aligned, our children and families services objectives overlap with Adults services therefore the objectives are focused on a through age approach

Improvement Objective 1

- To ensure that the transformation of social services is achieved during 2019/20 in partnership with other corporate departments and partner agencies.
- Work in partnership on the Corporate restructure plan, enabling an efficient whole-council approach
- Ensure the Statutory requirements for Social Care are clearly defined within the structure
- Ensure robust services are in place to enable citizens to achieve their personal outcomes

Improvement Objective 2

- Ensure the Local Authority has a strong voice in the Region
- Ensure regular committed involvement at all regional partnership events by relevant staff
- Ensure that Ceredigion takes full advantage of the resources available to us from the Regional Partnership Board
- Influence the developments through the region and nationally

Improvement Objective 3

- Ensuring that the LA is effective, along with partners in securing and utilising Transformation Funds to drive better outcomes for people in Ceredigion
- Develop the regional Technology Enabled Care Project in conjunction with Carmarthenshire/Pembrokeshire and Hywel Dda
- Work in partnership with Hywel Dda to scale up a Fast Access Community Team
- Work in conjunction with Health and 3rd Sector to develop community hubs and resources

How far did we succeed in working towards those priorities?

Improvement Objective 1 – Transformation of Social Services

- To ensure that the transformation of social services is achieved during 2019/20 in partnership with other corporate departments and partner agencies.
- Work in partnership on the Corporate restructure plan, enabling an efficient whole-council approach
- Ensure the Statutory requirements for Social Care are clearly defined within the structure
- Ensure robust services are in place to enable citizens to achieve their personal outcomes

Our vision of the Through Age & wellbeing Programme is:

To ensure every child, young person and adult in Ceredigion will be able to reach their full potential. To ensure fair access for all to excellent universal and targeted services that supports the health and wellbeing of all citizens. To develop skills and resilience that will last a lifetime and enable individuals to cope well with the challenges and pressures that they may face.

We will:

- support those at a disadvantage and those who encounter challenges
- further develop strengths-based, outcome focused services for citizens
- Safeguard and nurture the most vulnerable.
- aim to be the benchmark standard for excellence and innovation in Wales and beyond
- Upskill our workforce to work collaboratively to improve the guidance and support available to individuals and families in Ceredigion.

Welsh Government has introduced a range of legislation focused on maximizing the health and wellbeing of its citizens, including

- Social Services and Well-being (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015

Ceredigion County Council is committed to ensuring that the key principles of the legislative framework are embedded within all its activities and developments.

The Council is committed to further embedding the Signs of Safety Framework and proposes that this framework becomes central to the Through Age & wellbeing Programme. We intend to do this by ensuring that the information we collect from citizens directly or via other agencies is appropriately used to deliver a person-centered approach based around the fundamental questions of ‘What’s worrying you?’ and ‘What’s working well?’ As a result of these we are seeking to further develop strengths-based, outcome focused services for citizens which respond in a timely creative manner and which always focus on what is important to the individual.

The Through Age & wellbeing Programme will continue to progress in order to implement the vision and rebalance the way that care is delivered within Ceredigion **Improvement Objective 2 - Partnerships**

- Ensure the Local Authority has a strong voice in the Region
- Ensure regular committed involvement at all regional partnership events by relevant staff
- Ensure that Ceredigion takes full advantage of the resources available to us from the Regional Partnership Board
- Influence the developments through the region and nationally

Ceredigion County Council continue to have engage with the West Wales Care Partnership and the Regional Partnership Board. This provides a mechanism for driving regional improvements across social care whilst maintaining the focus on Ceredigion specific priorities and areas of need.

There are a number of regional fora that Ceredigion County Council support and are effectively engaged with. Opportunities for regional funding are maximised through regional partnerships and initiatives, including the Healthier Wales Transformation Programme and Integrated Care Funding.

Improvement Objective 3 – Healthier Wales Transformation Programme

- Ensuring that the LA is effective, along with partners in securing and utilising Transformation Funds to drive better outcomes for people in Ceredigion
- Develop the regional Technology Enabled Care Project in conjunction with Carmarthenshire/Pembrokeshire and Hywel Dda
- Work in partnership with Hywel Dda to scale up a Fast Access Community Team
- Work in conjunction with Health and 3rd Sector to develop community hubs and resources

As part of the West Wales Care Partnership Our original submission for A Healthier West Wales programme of work included:

Improving lives through technology

- Proactive technology enabled care
- Shared digital framework

Strengthening integrated localities

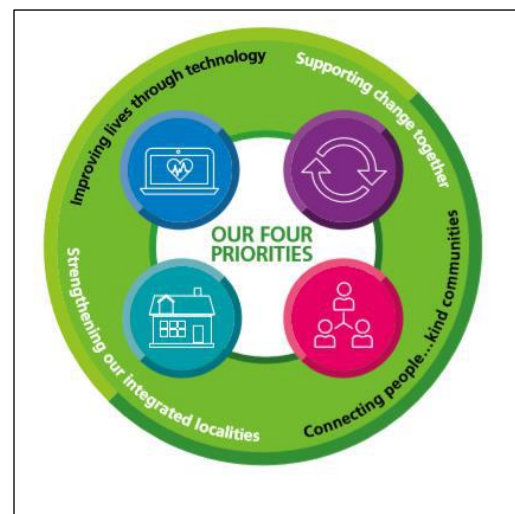
- Fast tracked consistent integration
- Proactive supported self-management

Supporting change together

- Continuous citizen engagement
- Behaviour change for good

Connecting people... kind communities

- Creating connections for all



- Building the infrastructure to deliver differently

A total of £11.89 million was provided by Welsh Government to the WWCP to support the delivery of the 3 agreed programmes highlighted below:

Programme 1: Proactive, technology-enabled care

- Proactive approach to keeping people well in communities
- Based on proven approach in Bilbao, Spain
- Evidence from Spain of significant impact on system demand and wellbeing
- Bespoke and individualised TEC
- In-depth wellbeing assessment and supported wellbeing plans
- Proactive calls using existing Delta Wellbeing platform providing built-in benefits
- Multi-agency rapid response with enhanced, local community support
- Digital inclusion project to support informal networks

Programme 3: Fast-tracked, consistent integration

- Fast Access Community Team providing 24/7, professional crisis response
- Model to be implemented in each locality, shaped to ensure that arrangements meet local needs and build on existing arrangements
- Additional programme capacity to support further integration at locality level

Programme 7: Creating connections for all

- Consistent community connectors model across West Wales creating community links and building resilience
- Active citizens – promoting and supporting volunteering
- Intergenerational buddying programme to develop IT and other skills
- West Wales is Kind programme
- Embedding Dewis and Info-engine
- Accelerated skills programme for staff providing community support

All 3 programmes were initiated in 2019/2020 with programme 1 being led regionally, programme 3 led locally and programme 7 led by the 3rd Sector.

Ceredigion Local Authority Housing Services

The housing service in Ceredigion have been part of the Porth Gofal Service within the Through Age & wellbeing Programme and are seen a crucial and vital area of service in supporting individuals and families in maintaining good health and wellbeing. The service meets a wide range of community needs and below is a detailed report of the activity within the service in 2019/2020

PORTH GOFAL

HOUSING SERVICES

Under Homelessness interventions, in 2019-20, 144 cases were dealt with where there had been approaches due to households being at risk of homelessness.

Of those, 100 were successfully prevented from becoming homeless.

144



310



In general 310 enquiries / cases were provided with advice and assistance.

427 assessments carried out under s62 Housing Act requirements.



427

83

83 clients were assisted with Rent Advance and Bonds in 2019-20.



(This figure does not include those who the Housing Options team supported and sign-posted to other agencies such as, Vicars Relief Fund (VRF), budgeting loans and Discretionary Housing Payment (DHP) applications for these upfront costs.)

Under housing register work, for the year 2019-20, 1139 Housing Register applications were received across all four Registers (affordable, general, older persons, accessible).

1139



439

439 Safe, Warm and Secure Grants delivered.



Under the adaptations service, 120 Disabled Facilities Grants delivered.

120



Cynghor Sir
CEREDIGION
County Council

What difference has the service made?

For homelessness prevention duties, 31 households secured private rented sector accommodation with landlord incentive scheme (funding from the Homeless Prevention Fund or DHP) and 24 without landlord incentive scheme.

10 households were able to remain home as a result of financial assistance (DHP/Prevention Fund) and additional 3 households were able to remain home as a result of debt / financial advice.

Under the relief duty 41 households secured p/r accommodation with landlord incentive scheme and 10 without landlord incentive scheme.

Disabled Facilities and Safe Warm and Secure grants have assisted clients to live independently in their own homes, quote from an applicant “I can bathe daily now (safely) and no longer feel afraid of falling on the stairs. I can’t thank everyone enough for the truly significant positive changes this work has made to my life.”

A total of 267 applicants secured housing from the Housing Register. 52 (19%) allocations were made to persons’ owed a homeless duty.

How well have we done?

Total prevention outcomes: 144 (this includes successful prevention, unsuccessful prevention, non-co-operation, assistance refused, withdrawn and withdrawn due to loss of contact).

Successful prevention outcomes: 100. Therefore, 69% of households threatened with homelessness were successfully prevented. However, only 16 (11%) of the 144 were actually unsuccessfully resolved as 28 (19%) clients withdrew from the service (including 1 household who refused assistance and 1 household who did not co-operate), and therefore Housing Options were unable to assist or establish an outcome.

Provided a safe home for 559 disabled and vulnerable applicants to remain living independently with over 80% of grant applicants stating that they strongly or tend to agree with the statement that as a result of the adaptations, their quality of life has improved.

991 Housing Applications were activated onto the Housing Register enabling consideration for social housing allocations. In addition to this, amendments were made to applications and application renewals ensuring correct and up to date information for our RSL partners.

Delivery of affordable housing across all tenure

The SHG programme for 2019-20 is part of a 3year rolling development programme made up of a number of funding streams from Welsh Government.

The development programme is based on regularly updated needs analysis of the Housing Registers with the aim of delivering a mix of social and intermediate housing across Ceredigion.

What difference has the objective made?

The number of Social Rented units being delivered is likely to increase year on year over the next 3 years and so contribute to Welsh Governments 20,000 Target by 2021. Developments are being targeted to help meet the identified local need in the County. The range of affordable

tenure options is also being increased so as to help address the different housing needs within the County.

The Authority is improving the targeting of all new social housebuilding as a result of the Housing Register database system (Abritas). Specialised and adapted housing such as wheelchair accessible / mobility impaired units are also being delivered to try and address the need for specific applicants / clients. The number of Viability challenges received have dropped marginally over the summer months but it is anticipated that challenges will increase as the number of overall applications increases.

Unfortunately Abritas cannot tell us how many applications required Accessible Housing for 2019-20. However, as of today’s date (18/11/2020) there are 239 applications which have a requirement for an accessible property. With 1497 active applications, this is about 19% and is consistent with previous reports run over previous years. During 2019-20 5 of the allocations made were for accessible properties, fully wheelchair accessible.

Contribute towards the development and integration of the Through Age & wellbeing Programme:
During 2019-20 revised guidance for Housing Support Grant (HSG) programme (Supporting People) was issued by Welsh Government. This revised guidance served to highlight the strong inter-linkages between housing support and homelessness prevention. In recognition of these linkages, the responsibility for the strategic planning and delivery of the HSG services was moved to within Housing Services. Since this time, considerable benefits have been seen from the co-location of housing options, affordable housing and HSG planning ensuring opportunities are put in place for a more holistic consideration of the needs of the client. Further developments are planned for 2020-21 including the re-commissioning and preparations for the development of the HSG Programme Strategy for future years.

Furthermore, with the location of Housing Services within the Porth Ceredigion integrated, through age service model, many opportunities have been identified for building on opportunities and links across the service model from prevention, early intervention through to crisis intervention.

Ensure that the accommodation needs of residents are met

The Housing service continues to work towards ensuring that the accommodation needs to residents are being met. Throughout the year 195 inspections of licensed Houses in Multiple Occupation (private rented accommodation) were undertaken to ensure safety standards were being met, 12 cases of harassment and illegal eviction were investigated, and 208 service complaints related to poor housing standards were followed up. Housing staff were also involved in recovery follow-up as a result of flooding incidents in the county affecting people in their homes. In such instances, housing advice and assistance is provided in support of the drying out and remediation of their homes that may take many months, as well as assistance with temporary accommodation if they cannot remain in their homes due to flood damage.

18 cases of hoarding were investigated and supported. Due to the increasing numbers of such cases being seen by the service, a Hoarding Toolkit and Operational Procedure was developed on a multi-agency basis. Due to the excellent work on this toolkit, this was subsequently presented

to the CYSUR regional safeguarding board who were keen to review and adopt it into a Self-Neglect learning and development opportunity.

What are our priorities for next year and why?

This coming year will see the continuation of a number of whole-system transformation projects. With the Covid 19 Pandemic taking hold in March 2020 business planning was paused in order for services to focus on maintaining critical services. Due to this the priorities for 2020/2021 needed to continue to focus on the 3 key areas of work started in 2019/2020. These primary objectives over the coming year for adult and children social care are:

Improvement Objective 1

To ensure that the transformation of social services is achieved during 2020/21 in partnership with other corporate departments and partner agencies.

- Work in partnership on the Corporate restructure plan, enabling an efficient whole-council approach
- Ensure the Statutory requirements for Social Care are clearly defined within the structure
- Ensure robust services are in place to enable citizens to achieve their personal outcomes

Improvement Objective 2

Ensure the Local Authority continues to have a strong voice in the Region

- Ensure regular committed involvement at all regional partnership events by relevant staff
- Ensure that Ceredigion takes full advantage of the resources available to us from the Regional Partnership Board
- Influence the developments through the region and nationally

Improvement Objective 3

Ensuring that the LA is effective, along with partners in securing and utilising Transformation Funds to drive better outcomes for people in Ceredigion

- Continue to enhance the regional Technology Enabled Care Project in conjunction with Carmarthenshire/Pembrokeshire and Hywel Dda
- Work in partnership with Hywel Dda to drive forward the Integrated working agenda including the Fast Access Community Team
- Work in conjunction with Health and 3rd Sector to develop community hubs and resource

5. How We Do What We Do

How we have supported the professional development of the Social Care Workforce

Ceredigion County Council highly values the services provided by the social care sector for the citizens of Ceredigion. Through the provision of learning and development opportunities we seek to attract, recruit and retain a highly skilled and competent workforce able to make a positive difference to the lives of the people they work with.

Social Care Wales Workforce Development Programme (SCWWDP) grant funding is utilised to provide a range of training and development opportunities which are made available to the sector. These opportunities support the induction, continuous professional development and the regulatory qualification requirements of those involved in service delivery.

To engage with and encourage dialogue with external social care providers the learning and development team hosted two events to ascertain their training needs and priorities, this in turn informed the range of opportunities we have provided.

In March 2020, Covid 19 impacted upon the delivery of learning and development opportunities and resulted in the cancellation of all face to face training delivery. This provided a new emphasis on the use of e learning and on line training delivery. Priority was given to the development of new e learning programmes to support the sector, in particular those who were new to frontline social care roles. A revised schedule of on line events was established and continues to be offered to internal and external social care providers.

254 events including health and safety training have been provided in year achieving 2940 staff attendances, an increase of 298 on the previous year. Learning events have included the Autism Reality Experience, Court of Protection, County Lines and Prevent Awareness. 4 events on the Code of Professional Practice were attended by 66 internal and 14 external staff and 26 Dementia learning events attended by 191 internal and 91 external staff. In line with the Violence against Women, Domestic Abuse and Sexual Violence Act (VAWDASV) 20 sessions of Ask and Act training have been attended by a total of 194 staff. 45 social care staff have also been supported to attend a various external conference and training opportunities.

The Signs of Safety Practice Framework continues to be embedding into practice supported by way of 17 sessions with 171 internal and 85 external staff attendances.

The increased use of e learning programmes has enabled accessible and standardised learning for the sector with a total of 1753 internal and 222 external social care staff completions.

Workforce succession planning is integrated at different levels of social care practice. Partnership working with the Open University and Swansea University has supported 13 hosted social work student placements, 8 employees successfully qualified as Social Workers gaining permanent positions within the authority and 3 employees are currently undertaking the Certificate of Health and Social Work Practice. The success of our first social care apprentice in completing the Level 2 Health and Social Care Award in a residential home and subsequently gaining employment within

the authority has led to further recruitment. In November 2019 a new social care apprentice began on this career pathway.

Welsh Language continues to be integrated into our learning and development practice through the provision of bilingual information and Welsh medium training delivery. Sessions offered on Welsh Language Standards Awareness and More than Just Words support our commitment to the ‘Active Offer’.

307 staff have completed the Welsh Language Awareness e learning Programme and 43 social care staff have been supported to undertake Welsh language courses.

Programme	Numbers on programme ^{1st} April 2019	Numbers enrolled during 2019/2020	Numbers achieving during 2019/2020	Numbers withdrawn	Numbers carrying forward to 2020/2021
AWIF	0	23	0	1	22
H&SC Level 2	3	13	3	4	9
H&SC Level 3	3	11	3	2	9
C&YP Level 3	2	0	2	0	0
H&SC Level 5	1	10	8	0	3
Cert HE in SW Practice	7	3	7	0	3
Social Work Degree	8	0	8	0	0
NQSW programme	2	8	2	0	8
Grad Cert in Consolidation of SW Practice	7	3	4	0	6
Practice Assessor Award	3	1	2	1	1
Approved Mental Health Practitioner	0	2	0	0	2
Step Up to Management	5	0	5	0	0
TMDP	7	1	7	0	1
MMDP	1	0	1	0	0
Cert in Dementia Care Level 3	20	0	18	2	0
Trusted Assessor Level 3	0	10	10	0	0
Assessing Decision Making Capacity Level 6	0	3	0	0	3
Strategic Manager Leadership Programme	0	1	1	0	0

Language profile of our workforce – Adult Services

Overview	No of People	% of People
ALTE 0,1 & 2	174	46.15%
ALTE 3,4 & 5	203	53.85%
TOTAL	387	100.00%

Gap	No of People	% of People
Gap in ALTE requirements	189	50.13%
Meets ALTE requirement	188	49.87%
Total	387	100%

Person - speaking & listening	0	1	2	3	4	5	
No of People	25	92	57	71	32	100	377
% of People	6.63.%	24.40%	15.12%	18.83%	8.49%	26.53%	100.00%
Person - writing	0	1	2	3	4	5	
No of People	65	97	59	63	28	65	377
% of People	17.24%	25.73%	15.65%	16.71%	7.43%	17.24%	100%
Person - reading	0	1	2	3	4	5	
No of People	56	89	60	40	52	80	377
% of People	14.85%	23.61%	15.92%	10.61%	13.79%	21.22%	100%

Language profile of our workforce – Children Services

Overview	No of People	% of People
ALTE 0,1 & 2	78	43.58%
ALTE 3,4 & 5	101	56.42%
Total	179	100.00%

Gap	No of People	% of People
Gap in ALTE requirements	74	41.34%
Meets ALTE requirement	105	58.66%
Total	179	100.00%

Person - speaking & listening	0	1	2	3	4	5	
No of People	3	36	39	25	13	63	179
% of People	1.68%	20.11%	21.79%	13.97%	7.26%	35.20%	100.00%
Person - writing	0	1	2	3	4	5	
No of People	16	39	32	17	28	47	179
% of People	8.94%	21.79%	17.88%	9.50%	15.64%	26.26%	100.00%
Person - reading	0	1	2	3	4	5	
No of People	13	34	37	16	30	49	179
% of People	7.26%	18.99%	20.67%	8.94%	16.76%	27.37%	100.00%

Our Financial Resources and How We Plan For the Future

The Council’s overall financial challenge remained considerable during 2019/20 following a decade of continued austerity with the Council’s overall WG funding settlement for 2019/20 of £102.1m only just getting back on a par with 2010/11 levels (£101.7m).

The Social Care related budgets (£31.8m) continued to form an increasing part of the Council’s budget rising to 22% of the overall 2019/20 Council budget of £143.6m. Within these figures there were Social Care related savings requirements of £2.1m and service cost pressures of £2.8m.

The resources allocated to Social Care proved to be insufficient as there was a £2.2m overspend for the 2019/20 financial year. However this marked a turning point resulting in an increased recognition of the pressures being faced by the Social Care budgets and the scale and pace of the transformational change required.

Looking forwards the Council’s Medium Term Financial Plan sets out the financial strategy for future planning purposes and to meet the Council’s Corporate priorities which are:

- Boosting the Economy
- Investing in People’s Future
- Enabling Individual and Family Resilience
- Promoting Environmental and Community Resilience

Part of the transformational aspect of the Medium term plan focusses on the move from a more traditional Children’s and Adult Social Care services to a wider Through Age model with early intervention through the introduction of a new targeted operating model under the services within to be known as Porth Gofal, Porth Cynnal and Porth Cymorth Cynnar.

It is recognised that whilst this will potentially require initial pump priming and investment (which is planned to start in 2020/21), it is expected to generate long term benefits and as a major organisational change is being managed using formal Project management principles.

The current population estimates (Pre 2021 Census) indicate that Ceredigion’s population is currently expected to decrease from 72695 in 2019 to 69338 by 2038. However within this the number of children are projected to decline by 15%, the working age population is also projected to decline by 14% but the over 65s population is expected to increase by 7% partly due to longer life expectancy but also the ageing of the baby boomer generation from the 1950s and 1960s.

The projected increase in the ageing population is therefore a major challenge for the Council which will inevitably ultimately lead to a significantly greater demand for Council services. This forms part of the backdrop to the need for change with a new targeted operating model.

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Co-coordinating Overview and Scrutiny Committee

The CYSUR Local Operational Group Safeguarding quarterly reports were considered by the Committee. The reports provide management information on action taken under the All Wales Child Protection Procedures. The reports include information provided by other agencies in relation to safeguarding the welfare of children in Ceredigion. Management information is discussed by members of the CYSUR (Ceredigion) Local Operations Group in order to monitor and evaluate the effectiveness of the safeguarding children arrangements in Ceredigion and the outcomes achieved. The multi-agency meetings provide an opportunity to identify and act upon any performance and other issues within this area of work. Performance information is also provided to the Mid and West Wales Regional Safeguarding Board which is also an opportunity to analyse performance, trends and issues across the Region.

The Adult Safeguarding Service quarterly reports were considered by the Committee. The reports highlight activity and performance of the Adult Safeguarding service and provides statistical data that enables a comparative analysis between activity in different quarters and previous years as well as noting key achievements and work undertaken during the year. The report also highlights key areas of work and improvement during this financial year.

Information on the new Wales Safeguarding Procedures were presented to the Committee.

The Committee considered the safeguarding element of the Annual Report of the Statutory Director of Social Services 2018-2019 which had been considered in its entirety by the Healthier Communities Overview and Scrutiny Committee. It was noted that future reports would be more outcome focused.

Corporate Resources Overview and Scrutiny Committee

Members of the Corporate Resources Overview and Scrutiny Committee considered the Domestic Abuse Policy prior to its consideration at Cabinet. At the 26th February 2020 Committee meeting, consideration was given to the Social Services Complaints Policy and Procedure. A Special Meeting of the Committee was convened and held on the 16th March 2020 to consider the decision of the Cabinet at its meeting held on the 25 February 2020 in respect of the Former Care Home Site, Penparcau.

Healthier Communities Overview and Scrutiny Committee

The Service Manager - Quality Assurance, Children Services and the Corporate Lead Officer for Porth Ceredigion both regularly attended Committee meetings to present the quarterly Independent Reviewing Service Performance Management Reports which included national and local standards, and targets used to measure outcomes for looked after children and care leavers. The Independent Reviewing Officer has regard as to whether the child/young person’s human rights are being breached in any way and, if so, considers a referral to CAFCASS Cymru. At the 13th February 2020 Committee Meeting, Members met to consider the draft Budget being recommended by Cabinet for 2020/21 and Members welcomed the additional paper which had

been requested by the Healthier Communities Overview and Scrutiny Committee Chairman which explained the change in Children’s Services budget and the fact that Out of County Placements had now been moved under the Leadership Group budget as a Corporate item.

The Healthier Communities Overview and Scrutiny Committee at its 11 July 2019 meeting received the Care Inspectorate Wales (CIW) Local Authority Performance Review annual letter. The letter summarized the review of Ceredigion County Council’s performance in carrying out its statutory social services functions. It followed the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and CIW’s increasingly collaborative and strengths based approach to supporting improvement. The letter is intended to assist the local authority and its partners to continually improve.

At the 18th September 2019 Committee meeting, the Carers Development Officer, Heather West was welcomed to the meeting to present the report on the 2018 – 2019 West Wales Care Partnership Regional Carers Group Annual Report.

At the same meeting the Manager of Flying Start, Rhian Rees presented the Flying Start annual report in order to provide an update on the Flying Start Programme (including Outreach) in Ceredigion, its contribution to Early Intervention and Preventative Services, the Welsh language and to inform Members of its work to mitigate the impact of Adverse Childhood Experiences through building resilience.

At the 13th January 2020 meeting, The Corporate Lead Officer for Porth Ceredigion presented the report on an update on the Implementation of the Liberty Protection Safeguards amendment to the Mental Capacity Act.

Martyn Palfreman, the Head of Partnership, West Wales Care Partnership and Peter Skitt, County Director Ceredigion, Hywel Dda University Health Board attended a meeting to present the report on ‘A Healthier West Wales Regional Transformation Programme’. In March 2019 the West Wales Care Partnership was awarded £11.9m from the Welsh Government’s Transformation Fund, in order to provide resources for implementation of the national plan for health and social care A Healthier Wales.

A special Joint meeting was arranged on the 15th January 2020, between Members of the Healthier Communities and Learning Communities Overview and Scrutiny Committees as agreed at a previous Committee meeting.

Consideration was given to the report upon Mental Health in Reach in Schools Project. It was reported that in July 2017, Welsh Government Cabinet Secretaries for Education and Health, Wellbeing and Sport jointly agreed to run pilots to test provision of the Mental Health In reach support to Schools from Child and Adolescent Mental Health Services (CAMHS).

Consideration was also given to the report upon the arrangements for Foster Carers to support children in their care in their use of the Welsh language and the encouragement and support given to foster Carers to learn Welsh. The report had been presented in order to provide the committee with information on foster parent support for looked after children and to consider the educational requirements of children in care as requested by the Committee Members. The Service Manager for Quality Assurance, Children Services provided members on the current situation and the next steps for the service. Consideration was then given to the report upon the

Support available for Ceredigion Looked After Children (LAC) as requested by Committee Members. The report had been presented in order to outline support available to Looked After Children in addition to providing information on Looked After Children’s educational achievement.

At its 22 January 2020 meeting Officers attended the meeting in order to present a report to respond to Members’ request for an update on the affordable/accessible housing Programme.

On the 13th February 2020 an overview of Substance and Alcohol Misuse Services in the region and in Ceredigion was presented and the Committee had the opportunity to examine the latest Dyfed Area Planning Board Annual Report.

The Corporate Manager Substance Misuse presented the Dyfed Area Planning Board for Drug and Alcohol Misuse Annual Report 2018-19. The report highlighted education and awareness, harm reduction, treatment, recovery and the area’s performance. Committee Members were pleased to note that key performance indicator statistics for Dyfed were good with numerous projects being undertaken along with outreach work.

The Mid Wales Joint Health and Social Care Joint Scrutiny Group established continues to scrutinise the Mid Wales Joint Health and Social Care Board, previously the Mid Wales Healthcare Collaborative. Meetings were held on the afternoon following each meeting of the Board meetings. The Chair, County Director and Programme Manager, and Lead Directors attended those meetings. This is a Joint Scrutiny Working Group comprising Local Authority Members from Gwynedd County Council and Ceredigion County Council and previously Powys County Council. Powys, however, withdrew its Membership at the end of 2019.

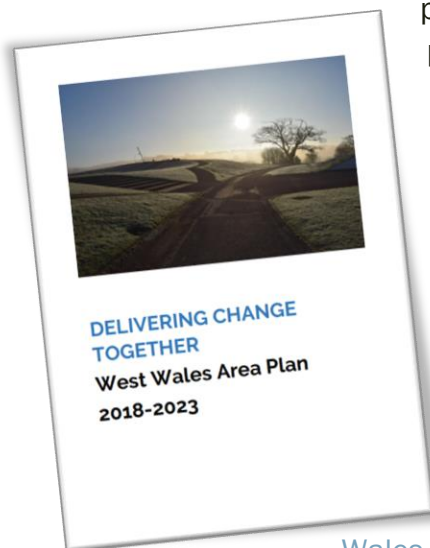
The Social Services Department in Ceredigion County Council has a well embedded culture of strategic and operational partnership working. It is well understood that successful social care outcomes are contingent on preventative services and health services being well integrated into referral response and ongoing case work. A number of tangible examples of partnership work has been described at length in this report already, but some more include:

- The multi agencies approach delivered in Porth Gofal and Porth y Gymyned
- The Cylch Caron development and the work to deliver an Integrated Care Facility in Tregaron, in partnership with health and housing.
- The Cardigan and Aberaeron Integrated Health and Social Care Service developments.
- The Hoarding Hub – a multi-disciplinary approach to tackling hoarding from a joint environment health, and social care perspective.
- The development of the ‘Edge of Care’ model for children and family services

The West Wales Care Partnership

Section 14A of the Social Services and Wellbeing (Wales) Act requires local authorities and Local Health Boards to produce Area Plans setting out the range and level of services that will be provided in their area in response to regional Population Assessments. These Plans must be


produced every 5 years and initial plans must be published by 1 April 2019.



The West Wales Area Plan for 2019-23, 'Delivering Change Together', has been agreed by the Regional Partnership Board and endorsed by Carmarthenshire, Ceredigion and Pembrokeshire County Councils and Hywel Dda University Health Board. It includes a series of strategic commitments which the Partnership will take forward over the next five years to support the transformation and integration of care and support in the Region.

The Plan is available [here](#). It is also available via the new [West Wales Data Portal](#), which has been developed in partnership with Data Unit Cymru. This provides access to a wide range of population and service data for the region and allows our Plan to be updated regularly to reflect local and national developments and report on progress against the commitments within our Plan.

6. Accessing Further Information and Key Documents

Title	Location
West Wales Regional Partnership Board Annual Report 2018/19	https://www.wwcp.org.uk/documents-2/
Carers Unit Annual Report	 Carers Unit Annual Report.pdf
Language profile of Ceredigion	http://www.ceredigion.gov.uk/media/7110/welsh-language-standards-annual-monitoring-report-2019-20.pdf
Learning Disability Charter	http://www.pembrokeshirepeople1st.org.uk/wp-content/uploads/2019/05/Bilingual-LD-Charter.pdf
West Wales Area Plan for 2019-23, ‘Delivering Change Together’	http://www.wwcp.org.uk/wp-content/uploads/2019/03/West-Wales-Area-Plan-English-Final-Version-29-03-18.pdf
2018-19 Director’s Report	

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MID WALES JOINT COMMITTEE FOR HEALTH AND CARE

UPDATE REPORT – OCTOBER 2021

1. Introduction

The Mid Wales Joint Committee met virtually via Zoom on 18th October 2021 with members of the public offered the opportunity to join the 'live' meeting to observe and ask any questions / raise any concerns during the Listening to You session. The main focus of the Joint Committee's business was to discuss the on-going work undertaken on the priorities and delivery plan for 2021/22 and the organisational Annual / COVID-19 Recovery plans.

2. Mid Wales Priorities and Delivery Plan 2021/22

The work of the Mid Wales Joint Committee is co-ordinated by the Mid Wales Planning & Delivery Executive Group which is led by the Chief Executive of Hywel Dda University Health Board in his role as Lead Chief Executive of the Mid Wales Joint Committee. The group has have met twice during this reporting period, 3rd August and 28th September 2021, with its next meeting planned for 6th December 2021. The main focus of the group's work is to oversee the development and implementation of the Mid Wales Priorities and Delivery Plan 2021/22 which is considered alongside individual organisational plans together with the consideration of any other emerging matters which require a collaborative discussion and regional approach.

The Mid Wales Joint Committee (MWJC) has an agreed Strategic Intent which supports a joined up approach to the planning and delivery of health and care services across Mid Wales. The Strategic Intent focuses on the delivery of five overarching aims to support partner organisations to work together to address the current health and care needs of the Mid Wales population as well as future challenges. Supporting these aims are a set of annually agreed Mid Wales specific priority areas which have been identified as areas which will provide added value in working on a Mid Wales footprint and which align to the Integrated Medium Term Plans (IMTP) / Annual / Regional Plans of the MWJC's partner organisations.

Enclosed at Appendix A is the latest update on the Mid Wales priorities and delivery plan for 2021/22.

3. Mid Wales Clinical Advisory Group

The Mid Wales Clinical Advisory Group, whose role is to provide clinical advice and make clinically based recommendations, meets bi-monthly and for this reporting period has focused on the following areas of work:

- Bronglais General Hospital Strategy Implementation Plan;
- Mid Wales Upper GI pathway;
- North Powys Wellbeing programme;
- Value Based Healthcare and how to work collaboratively;
- Workforce including training and development and new roles /ways of working.

At the request of the Planning and Delivery Executive Group the Clinical Advisory Group have held initial discussions on the agreed top two / three priority clinical pathways. It was noted that there needed to be a focus on the primary and community element of the pathway as well as the secondary care element. Those

suggested priority pathways which members have been asked to consider for discussion and final agreement at its next meeting on 2nd November 2021 include:

- Urology
- Ophthalmology
- Neurology / Neurology specialities
- Dermatology
- Frailty
- Vascular
- Elective Care
- Rapid diagnostic centres
- Prehabilitation
- Prevention and screening
- Respiratory
- Mental Health
- Social care

4. Recovery plans for Mid Wales

Health Boards submitted their final Covid-19 recovery plans to the Welsh Government at the end of June 2021 and are now working on the development of their long term response as part of the Integrated and Medium Term Plan (IMTP) planning process. Initial discussions have been held regarding the next steps for commissioning intentions and strategies for Mid Wales with the first meeting of lead planners and commissioners for the three Health Boards and the Mid Wales Joint Committee team due to take place on 15th November 2021. The Mid Wales Planning and Executive Delivery Group will consider the outputs from this meeting and the development of future plans to support the needs of the Mid Wales population at its meeting on 6th December 2021

5. Value Based Healthcare in Mid Wales

Since December 2020, the three Mid Wales Health Boards together with Rural Health and Care Wales have been working jointly to explore their respective approaches to Value Based Healthcare as well as define what it means for rurality. They have also been exploring the opportunities and increased benefits of working together, from which a number of commitments had arisen as follows:

- Establishment of a Value Based Healthcare joint post for which an appointment had been made with the postholder due to commence in post in September 2021. One of the first pieces of work they will be taking forward is the running of a case based education programme for the three Health Boards around delivering and understanding Value Based Healthcare.
- Utilising academic collaborations including a professorship in Health Economics post at Aberystwyth University to deliver a body of research on what the unique challenges were for delivering Value Based Healthcare in a rural economy and how look beyond these challenges.
- Agreement to fund two PhD students at Bangor University to develop a framework for assessing the economic value of Value Based Healthcare.

6. Support services in place for recovery from long COVID

A significant amount of work is being undertaken at both a national and level to support people with post-COVID syndrome which includes supporting health professionals to recognise the symptoms, signpost people to support and providing a clear pathway for people as they go through the healthcare system. One key support service developed nationally is the NHS Wales COVID-19 Recovery app, which is available in both English and Welsh. This is an online recovery programme to provide support to patients after COVID-19. The app, which has been developed by the NHS Wales Respiratory Group on behalf of the Welsh Government, is available to support individuals across Wales.

Locally all three Mid Wales Health Board have on their websites dedicated pages for supporting patients with their recovery from Long COVID which contain a suite of information sources for those support services available. Also, the three Health Boards either have services in place or nearing establishment for supporting people with recovery from Long-COVID.

7. Welsh Ambulance Services NHS Trust plan for rural ambulance services

During 2019 the Welsh Ambulance Services NHS Trust undertook a demand and capacity review of the Emergency Medical Services 999 response, on behalf of the Emergency Ambulance Services Committee. The review, focused on improving patient safety, with a particular focus on Amber, where the bulk of serious adverse incidents occur. The review identified that the Trust had a gap between the number of full time equivalent staff budgeted to fill its response rosters and the full time equivalent staff required to fill the rosters. It also identified a range of efficiencies for the Trust, in particular, re-rostering ambulance resource around the daily demand pattern.

The Welsh Ambulance Services NHS Trust has recently “paused” the next stage of the roster review to take the opportunity to review more recent data on the unscheduled care system to inform next steps. They have also taken the opportunity to consider feedback from operational colleagues and Trade Union partners.

8. Rural Health and Care Wales

The two-day Rural Health and Care Wales Conference ‘When Challenges lead to Change – improvements and innovation in Rural Health and Care’ which is due to be held on 9th and 10th November 2021 and centred around the following themes:

- The impact and implications of Covid-19 on Rural Health and Care;
- Novel ways of delivering Health and Care services in Rural areas;
- Rural Population Health, Well-being and Care ;
- The role of Rural Communities in Health and Care;
- Telehealth / Telemedicine and the remote delivery of Health and Care services in Rural areas;
- Social / Green Prescribing;
- Recruitment, Retention and New Roles in Rural Areas;
- Education, Training and Development in Rural Areas.

The Conference will be staged as a hybrid event, with a smaller in-person audience and live streaming for online access. m end of September.

Following the success of RHCW's first Webinar held on 20th July 2021, a second Webinar is now being planned for late January 2022. Work is in progress on the development of the programme for this session.

A review of Community Hospitals across Mid Wales is nearing completion, with some time having been taken to outline the background to Community Hospital development and provision, and the final report is due to be published shortly

9. Mid Wales Joint Scrutiny Working Group

The Mid Wales Joint Scrutiny Group, whose membership comprises members of the Scrutiny Committee for Ceredigion and Gwynedd Councils) met on the afternoon of 18th October 2021 following the Mid Wales Joint Committee meeting in the morning. Items to be discussed at the meeting are as follows:

- i) Recovery Plan in response to the Covid-19 pandemic:
 - Detailed look at the recovery plan and its priorities;
 - Deliverability of the proposals contained within.
- ii) Information on the steps being taken to support the workforce following the pressures of the pandemic.
- iii) Update on the joint working between Betsi, Hywel Dda a Powys in the region.
- iv) Mid Wales Joint Committee post Covid review.

10. Public and Patient Engagement and Involvement

During the COVID-19 pandemic the Joint Committee's social media sites have been used to continue to share key information with the public with feedback relayed back to relevant personnel and actioned, where necessary.

As the Mid Wales Public Service Boards are undertaking or due to undertake engagement exercises on their well-being needs it was agreed that the focus on the pilot project with Penglais School council members be changed to the local engagement being undertaken by Ceredigion Public Services Board on the Ceredigion Assessment of Local Well-being which closed on 8th October 2021.

The timescales for the public engagement exercises regarding the Assessment of Local Well-being for those areas within Mid Wales are as follows:

- Ceredigion Public Services Board: Engagement exercise closed on 08/10/21.
- Anglesey and Gwynedd Joint Gwynedd Public Services Board: Due to go out to engagement October/November 2021 with timescale to be confirmed.
- Powys Public Services Board: Due to go out to engagement 1st November to 16th December 2021.

11. Review of the Mid Wales Joint Committee

A review of the Mid Wales Joint Committee and how it currently operates is currently in progress. This includes a programme of meetings with members of the Mid Wales Joint Committee to seek their feedback to inform the outputs of the review. Following a request by the Voluntary Sector, meetings will now also be held with those Mid Wales Associations of Voluntary Organisations on their engagement and representation in the work of the Joint Committee. A draft report on the outputs of this review will be presented to meetings of the Mid Wales Planning and Delivery Executive Group on 6th December 2021 and to the Mid Wales Joint Committee on 24th January 2022.

Mid Wales Joint Committee Priorities and Delivery Plan 2021/22 – Summary Progress report as at October 2021

Priority	Objective(s) 2021/22	Update October 2021
Social and Green Solutions for Health	<ul style="list-style-type: none"> Review the impacts and outputs of Social and Green Solutions across Mid Wales. Review the focus and objectives of the Social and Green Solutions priority. 	<p>Work has continued on exploring the current provision of social and green solutions for health across Mid Wales, with ongoing work directed by the Welsh Government on the development of a national framework nearing completion.</p> <p>Whilst exploratory work is continuing, with more discussions required with Local Authorities across Mid Wales, it is prudent to await the outcome from the national research will be required before concluding the report as the recommendations will need to tie in with the national strategy.</p>
Ophthalmology	<ul style="list-style-type: none"> Review existing Ophthalmology service provision and waiting lists for Mid Wales in order to identify opportunities for a regional approach to recovery plans, ensuring consistent Primary Care support in the Ophthalmology pathway. Recruit to the Mid Wales Ophthalmology leadership role in order to secure leadership for an MDT approach across Mid Wales. Develop innovative solutions to address the continued gaps in Optometry service provision across the South Meirionnydd area. 	<p>Due to differences in Health Board datasets and available resources now not being available it has not been possible to develop a consistent Mid Wales Ophthalmology dataset for demand and activity data. As such the Joint Clinical Lead for Eye Care services / Consultant Ophthalmologist for Mid Wales will be re-advertised as soon as possible as a joint post between Powys Teaching Health Board (PTHB) and Hywel Dda University Health Board (HDdUHB). Betsi Cadwaladr University Health Board (BCUHB) have advised that they are not able to commit to the joint post until a consistent dataset is developed and demand and capacity planning undertaken. The job description and advertisement are currently being reviewed to reflect the two-partner arrangement and a meeting has been arranged for 13th October 2021 to agree the required actions to progress with the recruitment of this post.</p> <p>A meeting of managerial and clinical leads for HDdUHB, PTHB and Shrewsbury and Telford NHS Trust to discuss the opportunities for Ophthalmology Service links between Bronglais General Hospital, Powys and Shrewsbury and Telford NHS Trust has been arranged for 10th November 2021.</p>

Priority	Objective(s) 2021/22	Update October 2021
Community Dental Services	<ul style="list-style-type: none"> Review existing community dental service provision and current waiting lists for Mid Wales and identify opportunities for a regional approach to recovery plans. 	<p>An initial assessment of the current status of community dental service provision across Powys and Ceredigion has been undertaken and opportunities for a regional approach have been identified, which cover 2021/22 and 2022/23, as follows:</p> <ol style="list-style-type: none"> Resume accepting oral surgery patients for extractions including GA for ASA 1 and 2 adults subject to an agreed tariff. Due to the retirement of the Powys Teaching Health Board consultant oral surgeon and the cessation of the service at the Newtown clinic all Hywel Dda University Health Board (Ceredigion) patients now have to travel to Swansea for intermediate oral surgery service for complex extractions). An appointment has been made to the Powys Teaching Health Board consultant oral surgeon vacancy and they are due to commence in post in October 2021. Scope endodontic service for the feasibility of an integrated service for endodontic services. At the moment Powys THB has to catch up on the existing backlog of patients (currently 12 months for treatment). (June 2022) Scope the feasibility of an integrated service for joint General Anaesthetic (GA) list (involving CDS staff) in Bronglais General Hospital using existing facilities not fully utilised. (Sept 2022) <p>HDdUHB are due to undertake a tender exercise for minor oral surgery services. The MWJC Programme Director has met with the HDdUHB Dental Lead and PTHB Dental Director to identify options for ensuring Ceredigion patients have access to this service closer to home.</p> <p>At its September 2021 meeting, the Planning and Delivery Executive Group received a report providing a summary of the current position for NHS Dental Services across Mid Wales. It was agreed that the Mid Wales Dental group in place to take forward the Community Dental Service priority be asked to widen its scope to include general NHS Dental services in order to identify what improvements could be made to service provision across Mid Wales.</p>

Priority	Objective(s) 2021/22	Update October 2021
Cancer and Chemotherapy Outreach services	<ul style="list-style-type: none"> Review current baseline data for waiting times in order to: a) Develop solutions for current issues and identify opportunities for increasing provision across Mid Wales community sites together b) Develop a plan for a Mid Wales approach to chemotherapy services in the community. 	<p>Those areas previously agreed by Mid Wales Cancer group are those which will now be focused on in a staged way in the following order i) Upper Gastrointestinal (GI), ii) Chemotherapy in the Community and iii) Urology. The Mid Wales Clinical Advisory Group have agreed that the Mid Wales Upper GI pathway be progressed as a matter of a priority with the group to agree the recommended next steps at its meeting on 2nd November 2021.</p> <p>The HDdUHB Public Board agreed at its meeting on 29th July 2021 to the change of location of the Chemotherapy Day Unit (CDU) to the Leri Day Unit at Bronglais General Hospital and the development of a fundraising appeal for a new CDU. The timescale for the scheme is expected to be approximately 35 months (18 months planning and 17 months construction) with the planned 'go live' date of June 2024.</p>
Digital (Includes WCCIS and Telemedicine)	<ul style="list-style-type: none"> Development of a clinically agreed plan for future digital developments for implementation across Mid Wales. Establishment of a regional Mid Wales strategic commissioning group. 	<p>A review has already been undertaken on the digital platforms introduced for those clinical pathways in Hywel Dda UHB since the start of the pandemic. Work is in progress to include those developments introduced at both Betsi Cadwaladr UHB and Powys THB. This review will be used to inform the development of a clinically agreed plan for future digital developments for Mid Wales.</p> <p>Ceredigion has been chosen as the pilot site for Digital for which the implementation plan for the Bronglais General Hospital Strategy includes the development of the Digital Strategy for the hospital. This will be used to support and inform the Digital Plan for Mid Wales.</p>
Respiratory	<ul style="list-style-type: none"> Development of the Mid Wales Respiratory Plan outlining the service model for the provision of Respiratory services across Mid Wales with a focus on delivering care closer to home and the creation of a networked pathway across secondary and tertiary services. 	<p>In 2020/21 this priority was led through the Powys THB led Breathe Well Programme. This priority has been assigned to a new lead who will co-ordinate a small group to establish links between the Powys THB Breathe Well programme and the Hywel Dda UHB and Betsi Cadwaladr UHB respiratory work and plans to inform the development of a Mid Wales Respiratory Plan.</p>

Priority	Objective(s) 2021/22	Update October 2021
Rehabilitation	<ul style="list-style-type: none"> Development of a Mid Wales Rehabilitation Service plan for inpatient, outpatient and community rehabilitation services and exploring the development of an MDT approach across Mid Wales. 	<p>The plan for the delivery of this priority for 2021/22 to focus on the following actions:</p> <ul style="list-style-type: none"> Mapping exercise of rehabilitation services across Mid Wales including service modelling, provision and workforce in order to identify potential opportunities for Mid Wales. Clinical workshop to be held in Autumn 2021 to review the mapping exercise and identify the gaps and opportunities for rehabilitation provision across Mid Wales.
Urology	<ul style="list-style-type: none"> Develop and agree a service model for Urology services at General Hospital with outreach services across Mid Wales. Implement the Urology service model: <ol style="list-style-type: none"> Phase 1 - Reintroduction of urology services at Bronglais General Hospital. Phase 2 - Establishment of outreach services across the Care Hubs in Mid Wales. 	<p>Urology services for Day case (alternate weeks) and Outpatients have recommenced at Bronglais General Hospital, Aberystwyth. This includes a Locum Consultant Urologist presence at the hospital site for 3 days a week with support provided by the General Surgery Management Group team.</p> <p>The Hywel Dda UHB Clinical Lead for Urology is working on Pathways for both elective and emergency care which will be shared with the wider medical teams.</p> <p>Initial discussions have also been held with the North Powys team on introducing trial without catheter to the area.</p>

Priority	Objective(s) 2021/22	Update October 2021
Cross Border Workforce solutions (includes Integrated care hubs Workforce plan for Mid Wales)	<ul style="list-style-type: none"> • Develop solutions to establish cross border workforce arrangements across Mid Wales including joint induction and training programmes. • Provide continued support to the establishment of a nurse training centre in Aberystwyth which if successful with include placements in a range of rural community settings across Mid Wales. 	<p>The plan for the delivery of this priority's objectives for 2021/22 will focus on the following areas:</p> <ul style="list-style-type: none"> • Workforce plan for health and social care; • Joint Training opportunities; • Joint Induction for health and social care; • Apprenticeship programme and available funding for rurality; • Support for Aberystwyth University School of Nursing and placements in rural settings to include both health and social care settings. <p>Running alongside this, a joint cluster meeting of South Gwynedd, North Ceredigion and North Powys to start discussions within primary care on opportunities for GP portfolios and rotation has been arranged for 22nd November 2021.</p> <p>At the end of June 2021 confirmation was received that Health Education and Improvement Wales has awarded a contract to Aberystwyth University to provide education courses to both adult and mental health nurses. The first nursing students will arrive for their studies at Aberystwyth University in September 2022 and this will include placements with health and care providers across Mid Wales.</p>

Priority	Objective(s) 2021/22	Update October 2021
Clinical Strategy for Hospital Based Care and Treatment (includes Colorectal Surgical Pathway)	<ul style="list-style-type: none"> Develop the implementation plan to support the delivery of the Bronglais General Hospital strategy. Implementation of the year 1 deliverables of the delivery plan for the implementation of the Bronglais General Hospital clinical strategy 'Bronglais General Hospital: Delivering Excellent Rural Acute Care' with the development of regional and cross border solutions 	<p>The draft Bronglais General Hospital Strategy Implementation plan for 2021-24 has been developed and covers the following service areas:</p> <ul style="list-style-type: none"> Scheduled Care services with a 4-Phased plan to return to the pre-2016 session template to support the post-Covid recovery and then to expand the service; Therapy, Laboratory, Pharmacy, Paediatric and Radiology Services Optimised use of Bronglais General Hospital Estates; Acute Frailty Team; Same Day Emergency Care; Digital strategy for Bronglais with Ceredigion chosen as Hywel Dda University Health Board's pilot county for enhanced technology. <p>The Bronglais General Hospital Strategy Implementation Steering Group which will lead on the development of and implementation of the strategy has been established and has now met twice. Representation on the Steering Group will be expanded to include Betsi Cadwaladr University Health Board and Powys Teaching Health Board.</p> <p>A Mid Wales Bronglais General Hospital Advisory Board made up of health expert members of the public, which will feed into the Strategy Implementation Steering Group, is in the process of being established.</p> <p>Discussions are in progress on the proposed establishment of a Subgroup to discuss commissioning intentions and strategies for Mid Wales.</p> <p>Progress on the implementation of the Strategy Implementation Plan is reported as a standing agenda item to the Mid Wales Clinical Advisory Group clinical feedback and input. A report providing the latest update on the Strategy Implementation Plan 2021-24 was provided to Mid Wales Planning and Delivery Executive Group meeting on 28/09/21 and to the Mid Wales Joint Committee meeting on 18/10/21.</p>

MID WALES JOINT COMMITTEE FOR HEALTH AND CARE

Listening to You – Questions received in advance and responses provided

REF	QUESTION	RESPONSE
1021(01)	Cllr. Alun Lloyd Jones, Ceredigion County Council Is Generic price-fixing still causing concern to Hywel Dda Health Board?	Jill Paterson, Director of Primary Care, Community and Long-Term Care, Hywel Dda University Health Board and Jenny Pugh-Jones, Head of Medicines Management, Hywel Dda University Health Board Thank you for your questions in relation to medicines availability within Hywel Dda University Health Board.
1021(02)	Cllr. Alun Lloyd Jones, Ceredigion County Council Does “Parallel importation” exist now that Brexit has happened, and if so, is it of concern to Hywel Dda?	<p>Medicines shortages occur from time to time and there is no evidence that medicines shortages have become more of a concern following EU exit, this includes parallel imports. Well established contingency measures are in place at a UK level to mitigate the risk of shortages and these are kept under constant review.</p> <p>Locally, where shortages are identified Community Pharmacy, supported by the Health Board Medicines Management team, are in communication with prescribers to consider alternative options as appropriate on an individual patient basis.</p> <p>We currently have no concerns with generic price fixing. Where this has been identified it is taken forward at a UK level.</p>

REF	QUESTION	RESPONSE
1021(03)	<p>Cllr. Alun Lloyd Jones, Ceredigion County Council <i>Supplementary question to 1021(01) and 1021(02)</i> Many of my residents tell me that if they are lucky enough to receive a prescription from their GP's, (unable to access GP's), more often than not the chemist is unable to supply. I receive many, many, such complaints and comments on a weekly basis. Can you advise what Hywel Dda UHB are doing to address these issues?</p>	<p><u>PRESCRIPTION ELEMENT OF QUESTION</u> Jill Paterson, Director of Primary Care, Community and Long-Term Care, Hywel Dda University Health Board and Jenny Pugh-Jones, Head of Medicines Management, Hywel Dda University Health Board Reference made to a response provided to a similar question in advance in May 2021 as follows:</p> <p>Over the past 3 to 4 years there have been growing challenges for community pharmacies in securing medicines to fulfil prescription for our patients. There is no single reason for this but a number of things that impact on the supply chain. Pharmacies make every effort to source medicines from a range of suppliers, often spending many hours ringing and chasing companies to secure supplies. The supply market for medicines is extremely complex and as a global market is influenced by events that may occur across the world. I have tried to summarise some of the factors:</p> <ul style="list-style-type: none"> a) Companies often choose to limit the amount of supply to a pharmacy based on its average monthly usage. This causes problems where a pharmacy may have additional use one month, causing the need to provide an 'owing ticket' requiring the patient to call back again for the remainder of their prescription. While this is constantly flagged as an issue at UK national level, companies are at liberty to determine how much of their stock is directed to which country. b) Generic products and many of the branded products, are made in a number of countries but often by a small number of manufacturers. Where a manufacturer receives an inspection and is required to make immediate improvements, this may result in a number of products no longer being available for several months. This happens on a relatively frequent basis and causes significant supply problems across the world. One unit may make the same products for a range of companies. c) It is difficult to ascertain if any of the current shortages and delays are associated with Brexit as these are not new issues. I am not aware that this has worsened over the past few months, although undoubtedly there will some drugs that are

REF	QUESTION	RESPONSE
		<p>impacted by changes to import regulations but generally I understand these paths are clear due to the critical nature of medicines.</p> <p>I cannot give any indication when this will improve but can give assurance that pharmacies are doing everything, they can to maintain supply for patients. Often, they will contact GPs to suggest/agree a similar alternative to the medicine on the prescription. They frequently 'borrow' from each other to meet demands, including for unusual or urgent requests from the hospital pharmacies as well.</p> <p>Also, in addition to the response provided previously if the questioner is willing to share further details such as which medicine and when did this/is this occurring then the Head of Medicines Management would be happy to ask one of their team to look into it further with the local pharmacies and GP practices as appropriate.</p> <p><u>GP ACCESS ELEMENT OF QUESTION</u> Dr Sion James, Deputy Medical Director, Primary and Community Care Services Reference made to a response provided to a similar question in advance in May 2021 as the situation is still the same:</p> <p>Most GP practices are still operating a triage model for Primary Care appointments where patients access services via telephone or email in the first instance. Practices have to balance the difficulties of social distancing in order to keep patients safe with the need to ensure face to face appointments where needed. A clinician will therefore agree with the patient on the most appropriate outcome for them following telephone triage. This may be a remote consultation, signposting to another service or a face to face appointment with a clinician. If a patient feels they have difficulty in accessing services at their practice, then we would encourage them to contact the Hywel Dda University Health Board Concerns team on 0300 0200 159.</p> <p>Patients should expect that access models will change to make more use of digital and remote consultations as part of the future model but that those patients that need to be seen face to face will be.</p>

REF	QUESTION	RESPONSE
1021(04)	<p>Cllr. Bryan Davies, Ceredigion County Council</p> <p>There has been a lot of attention recently about the ambulance service in Ceredigion being reduced from 6 to 4 ambulances as well as a reduction in RRV (Rapid Response Vehicles) vehicles. This will put additional pressure on the other vehicles within the county and also affect neighbouring counties such as Carmarthenshire, Pembrokeshire and Powys. But the biggest concern is that the life and well-being of the people of Ceredigion is at risk if this vital service is not up to standard that it was in the past. Of course, there is room for improvement with all services, but it is rural places like Ceredigion that are most affected when potential service cuts occur. So, I'd like a reply to this comment, i.e. is there an ambulance service cut in Ceredigion and if so, for what reasons? Thank you for this opportunity and hope that a favourable response will be in the interest of the residents of Ceredigion.</p> <p>Note: Question received and responded to in Welsh</p>	<p>Estelle Hitchon, Director of Partnerships and Engagement, Welsh Ambulance Services NHS Trust</p> <p>Note: This internal briefing is to be accompanied by a presentation to be provided by Jason Killens to the Mid Wales Joint Committee meeting on 18th October 2021.</p> <p><i>Internal Briefing provided to Welsh Ambulance Services NHS Trust staff</i></p> <p>Emergency Medical Services (EMS) Roster Review – Hywel Dda</p> <p>As many of you will know, we have recently “paused” the next stage of the roster review to take the opportunity to review more recent data on the unscheduled care system to inform next steps. We have also taken the opportunity to consider feedback from operational colleagues and Trade Union partners. The roster review project is focused on improving patient safety, with a particular focus on Amber, where the bulk of our serious adverse incidents occur. The review is part of a package of investment and efficiencies that will see an initial increase of +32.5 full time equivalents (FTEs) in the Hywel Dda area over the period April 2020 to March 2022. The increase in FTEs in Hywel Dda forms part of a national project to close the relief gap, the difference between our budgeted establishment and the FTEs required for our rosters across Wales, with a total investment of +263 FTEs. The re-rostering and closing of the relief gap is about re-basing, but we know further investment and efficiencies will be required in order to effectively meet future patient demand. Following a review of the data, and subsequent discussions with the Chief Ambulance Services Commissioner, we have agreed that we will not reduce the ambulance cover currently offered by today’s rosters, although the configuration may change. We are still considering further data on the unscheduled care system, but we expect workshops to recommence shortly. We will let you know the outcome of this fresh work as and when it is available. National Trade Union leads are on both the EMS Roster Review Project Board and the 2021 EMS Demand & Capacity Review Steering Group. If you have any questions, you can email them to: AMB_RosterReview@wales.nhs.uk or, alternatively, you can speak to your manager or Trade Union representative.</p>

Cyngor Sir CEREDIGION County Council

REPORT TO:	Healthier Communities Overview and Scrutiny Committee
DATE:	16 December 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:	1 December 2021
Acronyms:	FWP – Forward Work Programme

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
Healthier Communities			
24 June	<p>IRO</p> <p>Update from the Committee Chairman on the May 2021 Mid Wales Joint Committee meeting</p>	Sian Howys	Monitoring
17 September Special Meeting Invitation to be extended to Members of the Learning Communities Committee 2pm	<p>Through Age and Wellbeing Strategy</p> <p>Care Inspectorate Wales (CIW) – Assurance Check 2021: Ceredigion County Council</p>	<p>Caroline Lewis</p> <p>Sian Howys</p>	Pre-Cabinet
22 September Special meeting	<p>Fly Tipping – Explanation of the procedure</p> <p>Pest Control</p> <p>Update on Wellbeing Centres and developments in Lampeter Wellbeing Centre</p> <p>Animal Welfare (Licensing of Activities involving Animals) (Wales) Regulation 2021</p>	<p>Heddwyn Evans</p> <p>Anne Louise</p> <p>Elen James & Carwyn Young</p> <p>Heddwyn Evans</p>	<p>Request</p> <p>Request</p> <p>Request by Officer</p> <p>Pre-Cabinet</p>

6 October	Concern – finding more foster carers who are welsh speaking must be a priority for looked after children in Ceredigion. Members of the healthier communities highlighted the issue of welsh speaking children being placed with English speaking families. A Member said that its a long standing issue and that these children find themselves in very strange circumstances having to change language.	Donna Pritchard and Nerys Lewis	Request made at a meeting when considering IRO report
	Packages of care to include Dementia Care	Donna Pritchard and Heather West	Request
	Effect of Drug Use in the County	John Callow	Request
	IRO quarter 4, 2021	Sian Howys	
20 October Special meeting	Trading Standards (scams)	Anne Louise	Request
	Carers Unit annual report 2020-2021	Lowri Evans	Pre-Cabinet
16 December	Grants and Loans Policy	Llyr Hughes	Pre-Cabinet
	Animal Welfare	Heddwyn Evans	Request
	Horse Drawn Carriage Policy	Anne-Louise Davies	Pre-Cabinet

	<p>IRO Quarter 1</p> <p>Statutory Director of Social Services Annual Report</p> <p>MID WALES JOINT COMMITTEE FOR HEALTH AND CARE UPDATE REPORT – OCTOBER 2021</p>	<p>Sian Howys</p> <p>Donna Pritchard</p>	Monitoring
<p>2022</p> <p>24 February</p> <p>Budget Preparation</p> <p>9:30am</p>			
16 March	Pest Control update		
Future Items	<p>Mental Health Services</p> <p>Update on Fostering following 6 October 2021 discussions</p> <p>Update on Domiciliary Care following 6 October 2021 discussions</p>	<p>Nerys Lewis</p> <p>Donna Pritchard</p>	Monitoring

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Minutes of a Meeting of the Healthier Communities Overview and Scrutiny Committee held remotely via video-conferencing on Wednesday, 06 October 2021

Present: Councillors Bryan Davies (Chair) Gethin Davies, Marc Davies, Elaine Evans, Hag Harris, Alun Lloyd-Jones, Lyndon Lloyd MBE, Dan Potter, John Roberts and Ivor Williams.

Cabinet Members Present: Councillors Rhodri Evans, Catherine Hughes, Gareth Lloyd, Catrin Miles, Ray Quant, and Alun Williams

Officers present: Mrs Nerys Lewis, Service Manager – Direct Services, Mrs Donna Pritchard – Corporate Lead Officer – Porth Gofal. Ms Sian Howys, Corporate Lead Officer – Porth Cynnal- Children Services, Mrs Heather West – Corporate Manager – Targeted and Short Term Services, Mr John Callow, Corporate Manager – Substance Misuse, Mrs Dwywen Jones, Overview and Scrutiny Officer and Mrs Dana Jones, Democratic and Standards Officer

(10:00 am -12:45pm)

1 Apologies

Councillor Paul Hinge and Lynford Thomas apologised for their inability to attend the meeting.

2 Disclosures of personal and prejudicial interest

None.

3 Update regarding recruitment of Welsh speaking Foster Carers in Ceredigion

Consideration was given to the Report Corporate Lead Officer – Porth Gofal updating the Committee regarding recruitment of Welsh Speaking Foster Carers in Ceredigion. The update report had been requested by the committee members

It was reported that the Fostering Service in Ceredigion provided short and long term placements for the Looked after Children of Ceredigion. The age range for the service was from birth to 18 years of age. Currently Ceredigion County Council had 31 registered Foster Families.

There were also 16 Kinship carers (also known as family and friends) who had been identified and progressed through the same processes as mainstream Foster Carers and registered to provide care and support for specific Looked after child/ren as outlined in their individual registration. Ceredigion's Kinship carers were located all across the UK.

Currently, there were under 5 children within Ceredigion mainstream/Kinship Foster placement who were identified with Welsh as their preferred language

of choice. However, there were children who do attend Welsh medium Education and the service recognises the importance of supporting and promoting the Welsh Language and Culture.

The following table provided an overview of the current position relating to foster carer ability of the Welsh language;

ALTE Level (Number of carers)	Welsh Listening and Speaking (Number of carers)	Welsh Reading (Number of carers)	Welsh Writing (Number of carers)
0	6	11	14
1	9	9	5
2	5	1	2
3	2	0	1
4	0	1	0
5	1	1	1

In relation to the areas of further development for the service the following was outlined:-

- Recruitment – Key element for the service moving forward was to work with National and Regional recruitment campaigns that would provide a range of specifically targeted opportunities utilising National resources including media e.g. S4C and ITV advertisements. This would be enhanced by a local County Engagement and Communication plan that would focus on targeting specific campaigns driven by the identified needs for our Looked after Children in Ceredigion e.g. engaging with Young Farmers, Merched y Wawr and wider community groups.
- Language support – To provide Ceredigion Foster Carers with opportunities to improve their language skills through accessing training via opportunities provided through Porth Cymorth Cynnar.
- Cultural support – To develop an annual social and integration plan maximising on the heritage and culture of Ceredigion providing the Foster Carers with the knowledge and access to the wealth of local heritage, natural environments and cultural activities available locally. The service will be working in conjunction with Porth Cymorth Cynnar, Education and 3rd sector organisations to enhance and celebrate the wealth of local provision available to Ceredigion Foster Carers.

Following questions from the floor, it was AGREED:-

- to note the report for information;
- that a progress report on the Fostering service be presented at a future meeting;
- to also place this item in the Forward Work Programme of the Committee; and
- to thank the service for all their work within the Fostering Service

4 Domiciliary Care Provision

Consideration was given to the Report of the Corporate Lead Officer – Porth Gofal upon the Domiciliary Care Provision in Ceredigion. The Healthier .

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

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

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

Following a lengthy discussion, a Committee Member put forward a recommendation to Cabinet seconded by another Member. Some Members were not comfortable with this recommendation for various reasons and it was therefore put to a Committee vote.

The outcome of the vote was 4 in favour, 1 against and 8 abstained from the vote.

As there were 4 in favour of the, it was AGREED to

- (i) note the report for information,
- (ii) to recommend to Cabinet that they investigate the possibility of making use of Council reserve funding to provide an innovative funding package to support much needed recruitment in the Domiciliary Care Provider Sector;
- (iii) to support an introduction of a Bonus Referral Scheme used in a Residential Care home to encourage recruitment; and
- (iv) to thank all involved in providing the Domiciliary Care service

5 Substance Misuse in Ceredigion and Service Provision

Members received a power point presentation on the content of the report presented and the following information was outlined:-

- The Welsh Government sets out a Substance Misuse Delivery Plan 2019-2022 (Revised in Response to Covid 19)
- National Picture
- Alcohol
- Ceredigion GP Stats
- Services in Ceredigion
- Info Base Cymru- 2019-2020 Hywel Dda Ceredigion
- Barod
- Ceredigion Council Substance Misuse Service Cases
- Police – tackling supply
- Dyfed Powys Police Possession Offences Data
- Dyfed Powys Police Drug Trafficking Offences Data
- Drug Related Deaths by County
- Non-Fatal Overdoses by County

Following questions from the floor, it was AGREED to note the current position.

6 Independent Reviewing Service Performance Management report, quarter 4, 2020-2021

Consideration was given to the Independent Reviewing Service Report Quarter 4 2020/2021. The report had been presented in order to monitor the progress of Looked After Children through Independent Reviewing Officers scrutiny of their plans and placements during the fourth quarter of 2020/2021. This information contributes to Members fulfilling their roles as Corporate Parents.

This report includes national and local standards and targets used to measure outcomes for looked after children and care leavers at the time of their review meeting and includes Welsh Government Performance Indicators.

On the basis of the information available and the views expressed during the review meeting, the IRO makes a professional judgement about the effectiveness of a child/young person's care plan in meeting their needs and may recommend changes to the care plan.

During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was not deemed necessary by the IRO for any child in the period.

In addition, the IRO has regard as to whether the child/young person's human rights are being breached in any way and, if so, might make a referral to CAFCASS Cymru. This action was not required at any of the review meetings in the period.

These reports are considered within Multi Agency LAC Quality Assurance Meetings which meet on a quarterly basis; these meetings provide an opportunity to identify and act upon performance and other issues in relation to this area of work.

These reports are also circulated and reviewed by Local Authority's Corporate Parenting Group which is Chaired by Cllr Alun Williams, Cabinet Member for Children Services and Culture these meetings take place on a quarterly basis.

SUMMARY OF KEY POINTS;

- At the end of this Quarter, Quarter 4, as of March 31st 2021, there were 85 children being looked after by the Local Authority. This is an increase in the number of children being looked after. At the end of Q3 there were 79 children being looked after.
- 58 children were reviewed in this quarter. 89.7 % were reviewed within the statutory timeframe.
- 1 child was returned home to family during this quarter, compared to 4 children in Q3.
- The placement provision for the children reviewed in this quarter ranged from 20 placed in Local Authority Foster Care Provision, 12 placed with family, 9 placed with parents, 8 in Independent Foster Care Provision, 3 in residential care and 3 with kinship carers.
- Of the children reviewed in this quarter, 87.9% of children received a statutory visit.
- 32 of children reviewed were the subjects of a Full Care Order, 16 were of an Interim Care Order, 1 of a Placement Order and 9 were under the legal status of a Section 76.
- 100% of the care and support plans were recorded as meeting the needs of the children/young people reviewed in this quarter.
- The number and percentage of children (of sufficient understanding) who were involved in or consulted about their review, was 100%.
- The number and percentage of children who were made aware of their right for an advocacy service, was 100%
- The percentage of young people who are eligible and have a Pathway Plan in place and a PA to support them is 100%.
- 25 Pathway Plan Reviews were completed in this quarter. 80% were completed within timescale.
- 96% of the Reviews undertaken evidenced that the Pathway Plans that were in place were meeting the needs of the young people.
- 80% of the Pathway Plan Reviews that had taken place had either the views of the person represented in the review or the young person attended their review.

Following questions from the floor, it was AGREED to note the current position.

7 Draft Forward Work Programme 2021-2022

Consideration was given to the Draft Forward Work Programme 2021-22 as presented. It was AGREED to note the content subject to the progress reports requested on the recruitment of Welsh speaking Foster Carers in Ceredigion and Domiciliary Care Provision items.

8 Minutes of the 17 September 2021 Committee meeting and any matter arising therefrom

The Committee resolved to confirm the Minutes of the Meeting of the Committee held on 17 September as a correct record.

Matters arising
None.

Confirmed at the Meeting of the Healthier Communities Overview and Scrutiny Committee held on 20 October 2021

Chairman:_____

Date:_____

Minutes of a Special Meeting of the Healthier Communities Overview and Scrutiny Committee held remotely via video-conferencing on Wednesday, 20th October 2021

Present: Councillors Bryan Davies, Gethin Davies, Marc Davies, Odwyn Davies, Peter Davies MBE, Keith Evans, Hag Harris, Alun Lloyd-Jones, Dan Potter, John Roberts, Lynford Thomas and Ivor Williams.

Cabinet Members Present: Councillors Rhodri Evans, Catherine Hughes, Gareth Lloyd, Ray Quant, and Alun Williams

10am – 12.17pm

- 1 **Apologies**
Councillor Paul Hinge apologised for his inability to attend the meeting due to being on other Council business. Councillor Elaine Evans apologised for her inability to attend the meeting.
- 2 **Disclosure of Personal / Prejudicial Interests (including Whipping declarations)**
None
- 3 **Trading Standards (Scams)**
The Trading Standards & Licensing Manager updated the Committee on scams and doorstep crime issues and the work undertaken by Trading Standards.

In common with most trading standards authorities across England and Wales, Ceredigion's Trading Standards Team (TS Team) uses, as a first point of contact for members of the public, the Citizens Advice Consumer Service (CACS) which has been set up and funded nationally by central government to offer consumer civil advice and to act as a portal for referrals to local authority trading standards teams. Relevant information is then passed to each local authority on a daily basis for them to take any appropriate action. The TS Team requests that 100% of scam and doorstep crime complaints are passed through.

The Service also uses the National Intelligence Operating Model to identify priorities based on consumer detriment and vulnerability and scams and doorstep crime consistently features in its top 5 priority areas.

In 2019/20, the TS Team received 552 reports from CACS, 40 of which were specifically related to scams and doorstep crime. The Team also receive referrals from National Trading Scams Team (NTS Team). During the same period, the TS Team dealt with 48 scam victim referrals from the NTS Team; each report is triaged and the intervention depends on the level of risk associated with that individual.

It was explained that during the pandemic, with people having to stay at home, many households became reliant on good internet connectivity for online shopping, working from home, home schooling, online entertainment subscriptions, etc., and the typical online and delivery scams that fraudsters used to attempt to make money out of the unsuspecting public included:

- Texts and emails being sent to people to lure them to apply for the Covid-19 vaccine
- Automated message saying that BT were going to suspend your broadband because your IP address had been compromised, and the message asking the recipient to 'press 1' to continue.
- Automated message saying the call is from Amazon Prime claiming that they would charge the recipients card £79 for Amazon Prime.
- Text messages purporting to be from Royal Mail stating that there is a package that needs to be rescheduled, or an item is waiting to be collected and asking the recipient to press on a 'bit.ly' link.

Out of the 740 consumer complaints/reports received by the TS Team since the beginning of the pandemic, 67 cases related to Ceredigion consumers having experienced directly some form of unfair trading practice as a result of Covid-19 e.g. breach of contracts, traders refusing to refund and return deposits relating to cancelled holidays/weddings/events, or failure to provide a service, etc.

Doorstep Crime were outlined to the Committee. It is often elderly and vulnerable people that are targeted by rogue traders offering home improvement or gardening services, etc. Doorstep crime often results from an initial cold call. Unscrupulous traders will carry out unnecessary, substandard and sometimes even dangerous work and then use strong arm tactics to persuade consumers to part with large sums of money for poor workmanship. The TS Team works closely with partners such as Dyfed-Powys Police to try to maximise the impact locally of its activities and avoid duplication. All intelligence related to scams and doorstep crime is added to a central intelligence database which is disseminated to the Police and other enforcement agencies as appropriate.

The response of the TS Team to doorstep crime incidents is more enforcement based and the Team attempts to respond to all reported incidents including, where possible, with the assistance of the police. Investigating this type of rogue trader activity and protecting vulnerable consumers from them continues to be a priority for the TS Team. The Service currently has a number of ongoing investigations with one prosecution pending. Results of the most recent prosecutions of rogue/unscrupulous traders were provided to the Committee.

Committee members emphasised that additional resources for the team would be beneficial, as the majority of enforcement partners are struggling with resources.

The Committee considered the content of the report and AGREED to note the report and take account of the issues described.

4 **Ceredigion Carers Unit Annual Report 2020-21**

The Cabinet Member and 'Team Manager – Through Age Carers and Community Support' reported the achievements of the Ceredigion Carers Unit and progress against their agreed targets and objectives during the year 2020-2021.

The Social Services and Well-being (Wales) Act gives Carers an equal right to have their needs assessed as those they care for. Under the act, local authorities must provide a support plan to help Carers to secure the outcomes that matter to them. Taking forward actions to ensure that these enhanced rights are recognised and actively delivered upon. The 3 national priorities were:

- Supporting life alongside caring - All Carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- Identifying and recognising Carers - Fundamental to the success of delivering improved outcomes for Carers is the need to improve Carer's recognition of their role and to ensure they can access the necessary support.
- Providing information, advice and assistance - It is important that Carers receive the appropriate information and advice where and when they need it.

It was stated that Ceredigion County Council remain committed to providing the best possible outcomes-focused service to enhance the lives of Carers, and to continuously improve support, services and recognition of Carers in Ceredigion. The Act provides a definition of a Carer as "a person who provides or intends to provide care for an adult or disabled child". This removed the requirement that carers must be providing "a substantial amount of care on a regular basis".

Members enquired about the respite provision that is available. The Carers Development Officer explained the various options that are available. Members emphasised how important the dissemination of information is especially in schools and doctor surgeries.

The Committee agreed to note the report.

5 **West Wales Care Partnership Regional Carers Development Group Annual Report 2020-2021**

The Cabinet Member and 'Team Manager – Through Age Carers and Community Support' presented the report that had been produced by the West Wales Carers development Group for Welsh Government to outline the progress that has been delivered to meet the Welsh Government Carer priorities by the West Wales Care Partnership Regional Carers Development Group (WWCDG).

In April 2017, the West Wales Regional Partnership Board (RPB) agreed to include Carers as a key work stream, reflecting the importance of this

population group within the responsibilities of the Social Services and Well-being (Wales) Act 2014. The report presented summarised the activity of the West Wales Carer Development Group (WWCDG) during the period 1st April 2020– 31st March 2021. The WWCDG is a formal sub-group of the West Wales Regional Partnership Board (RPB) which includes representatives of Hywel Dda University Health Board (Health Board), the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as Third and Voluntary sector organisations, and representatives of Carers in West Wales.

2019/20 reflects the Welsh Government's transition phase between the Carers Information and Consultation Strategies (Wales) Measure 2010 and the Social Services and Wellbeing (Wales) Act 2014. In their budget letter dated 14th March 2018 Welsh Government set out their expectation that health, local authorities and the third sector will work in partnership to support carers under the Act by:

- Supporting life alongside caring - providing opportunities for carers to have reasonable breaks from their caring role to enable them to maintain capacity to care, and to have a life beyond caring.
- Identifying and recognising carers - improving Carers recognition of their role and ensuring they can access the right support.
- Providing information, advice and assistance - providing appropriate advice where and when Carers need it.

Members wished to highlight the importance of the Welsh language when caring for someone who's first language is Welsh. Also, to ensure the links are there between health boards when a patient is discharged from a neighbouring health board, in order that the appropriate care is in place for the patient at home.

Following questions from the floor it was AGREED to note the report.

6 To confirm Minutes of the Special Healthier Communities meeting held on the 22.09.2021 and any matters arising therefrom

Item 5 - The Committee noted that Cabinet members and officers had met with Lampeter Lions Netball Team and the Town Council and are now in discussions.

It was AGREED to confirm as a true record the Minutes of the Meeting of the Committee held on 22 September 2021.

Confirmed at the meeting of the Committee held on xxxx 2021

Chairman: