

# Public Document Pack



Cyngor Sir  
**CEREDIGION**  
County Council

Neuadd Cyngor Ceredigion, Penmorfa,  
Aberaeron, Ceredigion SA46 0PA  
[ceredigion.gov.uk](http://ceredigion.gov.uk)

27 September 2021

Lisa Evans

01545574177

Dear Sir / Madam

I write to inform you that a Meeting of the Thriving Communities Overview and Scrutiny Committee will be held remotely by video-conferencing on Friday, 1 October 2021 at 10.00 am for the transaction of the following business:

1. **Apologies**
2. **Disclosures of personal interest (including whipping declarations)**  
**Members are reminded of their personal responsibility to declare any personal and prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. In addition, Members must declare any prohibited party whip which the Member has been given in relation to the meeting as per the Local Government (Wales) Measure 2011.**
3. **Safe Zones (Pages 3 - 80)**
4. **To confirm the Minutes of the previous Meeting and to consider any matters arising from those Minutes (Pages 81 - 82)**
5. **To consider the Overview and Scrutiny Forward Work Programme (Pages 83 - 86)**

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 that reads 'Lowri Edwards'.

**Miss Lowri Edwards**

**Corporate Lead Officer: Democratic Services**

**To: Chairman and Members of Thriving Communities Overview and Scrutiny Committee**

The remaining Members of the Council for information only.

## Cyngor Sir CEREDIGION County Council

<b>REPORT TO:</b>	<b>Scrutiny - Thriving Communities Committee</b>
<b>DATE:</b>	<b>1<sup>st</sup> October 2021</b>
<b>LOCATION:</b>	<b>Virtual</b>
<b>TITLE:</b>	<b>Safe Zones</b>
<b>PURPOSE OF REPORT:</b>	<b>To provide more information to Members of the Committee on the Safe Zones.</b>

### **REASON SCRUTINY HAVE REQUESTED**

**THE INFORMATION:** **At the Thriving Communities Overview and Scrutiny Committee held on the 15<sup>th</sup> July Members requested a report on the future of Safe Zones.**

### **Background:**

From the outset of the Covid pandemic the Council's priority has been to protect the county's population, help minimise who would contract the coronavirus and minimise the number of deaths from it.

Ceredigion County Council put in place a strategy that enabled the workforce to work as one team to actively try to suppress the virus. This, with a range of actions, along with the co-operation of the citizens of Ceredigion, has meant that the worst case scenarios were never realised.

Safe Zones are one of many actions, putting in place measures, to help it support communities throughout the pandemic. With the slow easing of the lockdown in the county and with social distancing requirements essential, it was necessary to make adjustments for public health reasons. Safe zones were implemented in Aberaeron, Aberystwyth, Cardigan and New Quay in July 2020.

The Safe Zones have created safer environments, by reducing the level of traffic within the centres and creating more space for people to distance safely in areas usually defined by narrow footways and streets. These measures have complemented those within shops where measures were already in place to help people shop whilst maintain safer distances. They measures have also helped support the business trade outdoors where restrictions otherwise would have meant they were unable to open.

The combination of all Council interventions, as well as many other contributing factors, have played a part in supporting our residents in Ceredigion and contributed to reducing the risk of infection within the County.

## Safe Zones – Further Information

Since the introduction of Safe Zones there have been a number of changes reflecting feedback received through engagement surveys, contact with the Council (through email, letter, phone), discussion with the Ceredigion Disability Forum and other organisations and discussion with Members.

A presentation will be provided to the Scrutiny Committee to explain how the Safe Zones evolved and how they have been adjusted.

This will include reference to:

- The Council’s web pages on Safe Zones.  
<https://www.ceredigion.gov.uk/resident/coronavirus-covid-19/safe-zones/>
- The two engagement surveys that have been undertaken. The first between the 31<sup>st</sup> July and 10<sup>th</sup> August 2020, the second between 26<sup>th</sup> October and 21<sup>st</sup> December. Both were used to consider whether to continue with the Safe Zones and to consider adjustments to them. These are attached to the report for ease of reference as Appendix 1 and 2.
- Adjustments made to the Safe Zones as infection rates and alert levels have changed.
- To the Integrated Impact Assessment. There have been three IIAs. The latest is attached to the report for ease of reference as Appendix 3.
- The latest changes and next steps.

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

***Summary: Yes, the latest version of the IIA is attached to the report.***

## WELLBEING OF FUTURE GENERATIONS:

**Long term: See IIA**

**Integration: See IIA**

**Collaboration: See IIA**

**Involvement: See IIA**

**Prevention: See IIA**

**RECOMMENDATION (S):**

**That Members consider the report and presentation.**

**REASON FOR RECOMMENDATION (S):**

**To respond to the request for further information on the Safe Zones and their future.**

Contact Name: Russell Hughes-Pickering

Designation: Corporate Lead Officer, Economy and Regeneration

Date of Report: 13<sup>th</sup> September 2021

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# Ceredigion Safe Zone Consultation Feedback Report

**Safe Zones  
consultation**

Closing date:  
10 August 2020

 Cyngor Sir  
**CEREDIGION**  
County Council

[www.ceredigion.gov.uk/safezones](http://www.ceredigion.gov.uk/safezones)

 Caru-Love  
**Ceredigion**

**August 2020**



## 2,065

Responses received  
(Consultation ended 10<sup>th</sup> Aug)



## 64%

Agree or strongly agree in principle with the safe Zones  
(27% disagree or strongly disagree)

## 51%

Agree or strongly agree that the safe zones enable people to visit towns safely  
(38% disagree or strongly disagree)



## 37%

Think the safe zones have a good or very good impact on town centre businesses  
(26% said bad or very bad)

## 52%

Think the impact on disabled people, Blue Badge Holders and the elderly is bad or very bad  
(9% said good or very good)



## 52%

Think they have a good or very good impact on the atmosphere in towns  
(27% said bad or very bad)

## 46%

Think they have a good or very good impact on the environment  
(15% said bad or very bad)



## 14%

Agree or strongly agree that they provide opportunities to promote the Welsh language  
(33% disagreed and 29% didn't know)

### Key themes from the written comments

- FRIENDLY, RELAXED ATMOSPHERE IN TOWNS
- PROVIDES OPPORTUNITY TO DEVELOP TOWNS
- ACCESS FOR DISABLED / BLUE BADGE HOLDERS
- ACCESS & PARKING FOR RESIDENTS IN THE SAFE ZONES
- TOURISTS / VISITORS NOT SOCIAL DISTANCING
- SOME BUSINESSES NEGATIVELY AFFECTED

## Background

Between 31<sup>st</sup> July and 10<sup>th</sup> August 2020, Ceredigion County Council consulted with residents on the safe zones established in its towns.

The safe zones were established in Aberaeron, Aberystwyth, Cardigan and New Quay in July to help prevent the spread of Covid-19 after the lockdown was lifted. Some roads have been closed to traffic, pavements de-cluttered and visitors asked to park away from town centres, all with the purpose of allowing the public to move around safely within the zone and also facilitate traders and businesses to make more use of the outside space under agreement with the Council.

The survey was made available online via the Council’s website and advertised through social media.

## Response Rate

There were a total of 2,065 responses to the survey. The large number of responses, and in particular, the volume of written comments to support each answer, reflects the impact that safe zones have on the four towns. The paragraphs that follow provide a summary of the findings.

## Main Findings

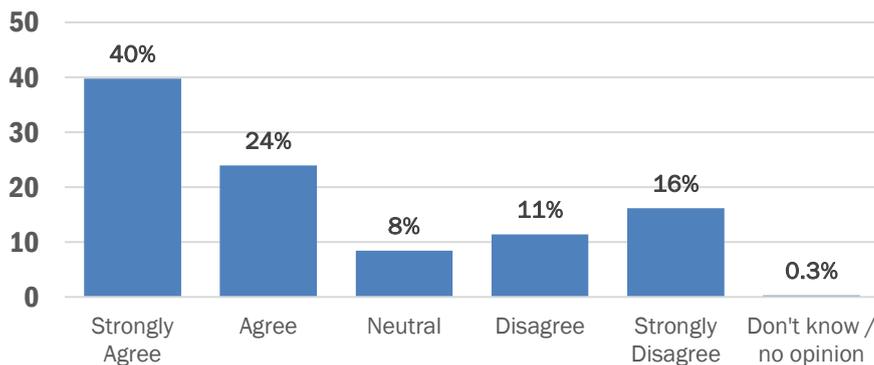
Q1: To what extent would you agree with the principle of the creation of town centre “safe zones” to enable social distancing?

Overall, the majority of respondents (64%) agreed or strongly agreed with the principle of creating the safe zones to allow people to socially distance. The largest proportion, 40%, strongly agreed with the move and was supported by a number of written comments highlighting the benefits of less traffic making it safer for pedestrians and creating a more ‘welcoming’ atmosphere. However, over a quarter (27%) disagreed or strongly disagreed with their introduction. The two main reasons provided in the written comments were access for disabled people and a concern that people were not adhering to the social distancing rules once inside the safe zones resulting in local people feeling unsafe.

### Q1. Creating Safe Zones

To what extent would you agree or disagree with the principle of the creation of town centre safe zones to enable social distancing?

▼ Percentage



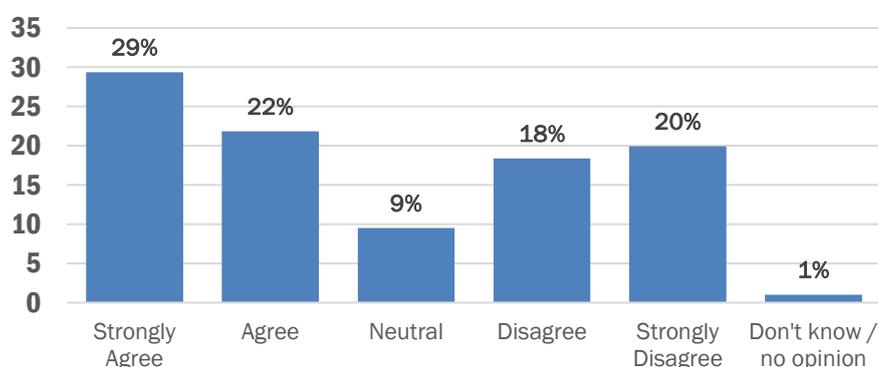
Q2: To what extent do you agree that the town centre “safe zones” have enabled people to visit the town safely?

A smaller majority of 51% agreed or strongly agreed that the safe zones had enabled people to visit the towns safely. There were 38% disagreeing or strongly disagreeing with this view, and who were more vocal in the written comments than those agreeing. Their concerns were similar to the first question - access for disabled people was frequently mentioned, as was ensuring there is adequate parking if they cannot access town centres. Again, the biggest concern was that people, particularly tourists and visitors, were not adhering to social distancing rules within the safe zones. A further 10% of responses were either ‘neutral’ or didn’t know.

### Q2. Enabled People to Visit Safely

To what extent would you agree that the town centre safe zones have enabled people to visit the town safely?

▼ Percentage



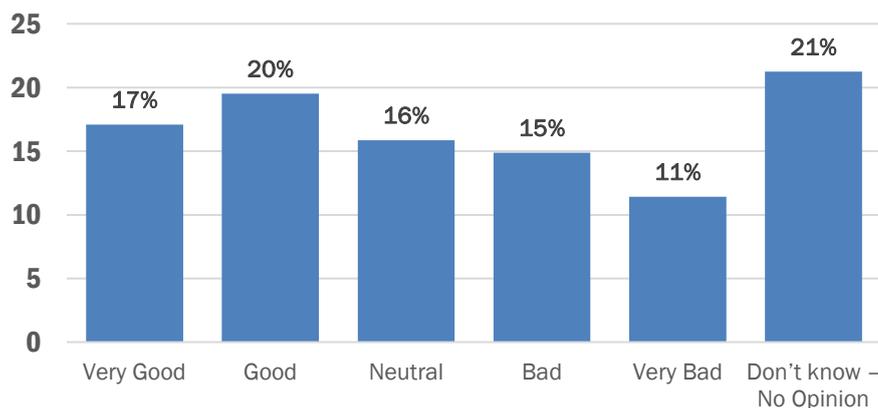
Q3: What effect have the “safe zones” had on town centre businesses?

Overall, 37% said the effect of the safe zones was either good or very good on town centre businesses. Respondents cited the beneficial impact on cafes, food establishments and tourism that were able to take advantage of outside seating combined with the influx of visitors during the holiday season. Conversely, there were just over a quarter, (26%) who said the effect was either bad or very bad. A further 37% said they either didn’t know or provided a ‘neutral’ response. This is reflected in the written comments where many respondents thought it was beneficial for some businesses but not for others, and largely depended on the type of business and its location.

### Q3. Effect on Town Centre Businesses

What effect have the safe zones had on town centre businesses?

▼ Percentage



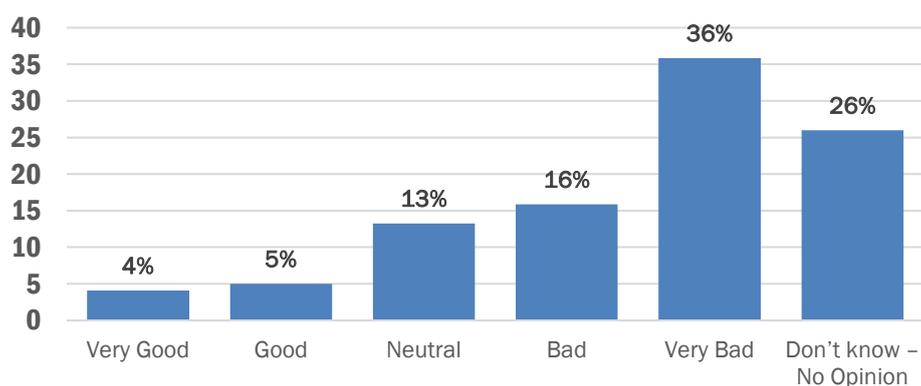
#### Q4: What effect have the “safe zones” had on disabled people, Blue Badge holders and the elderly?

A majority of 52% said the effect on disabled people, Blue Badge holders and the elderly had been bad or very bad, and was supported by a large number of comments. The majority of concerns were around general access for the disabled, parking availability for Blue Badge holders and confusion over the safe zones amongst the elderly. There were a large number of comments that did not specify a specific reason, but made a general comment that the effect had been negative on these groups. Only 9% said the effect had been good or very good, and there was over a quarter (26%) who had no opinion or didn't know.

#### Q4. Disabled People, Blue Badge Holders and Elderly

What effect have the safe zones had on disabled people, Blue Badge holders and the elderly?

▼ Percentage



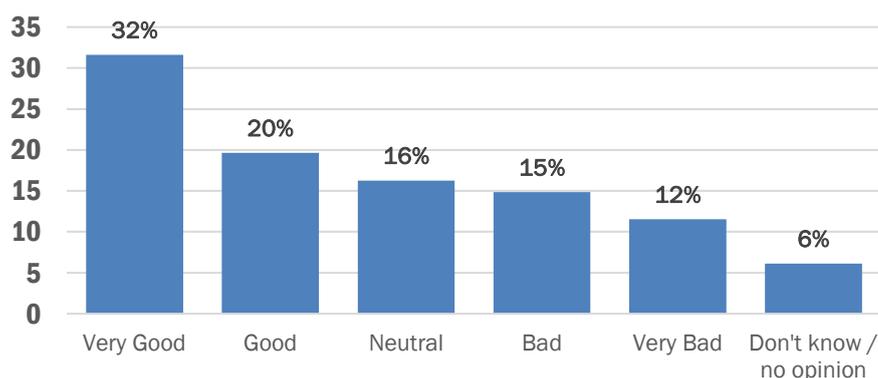
#### Q5: Overall, what effect have the safe zones had on the atmosphere in the town?

Regarding the general atmosphere and 'vibe' in the towns, a majority of 52% said the effect had been good or very good with the largest proportion of respondents (32%) stating it had been very good. The written comments in support of this view were that it had created a more relaxed, welcoming and 'continental' atmosphere to the towns which people enjoyed. They also highlighted the lack of cars polluting the air and the safety with which they could browse the shops. However, there were also 27% who thought the effect had been bad, and these made up the majority of the written comments. The main issues raised were that locals feel less safe due to the large influx of tourists and visitors to the area who are not observing social distancing measures, and there is a feeling that the safe zones were created for the benefit of tourism rather than local people.

#### Q5. Effect on the Atmosphere

Overall, what effect have the safe zones had on the atmosphere in the town?

▼ Percentage



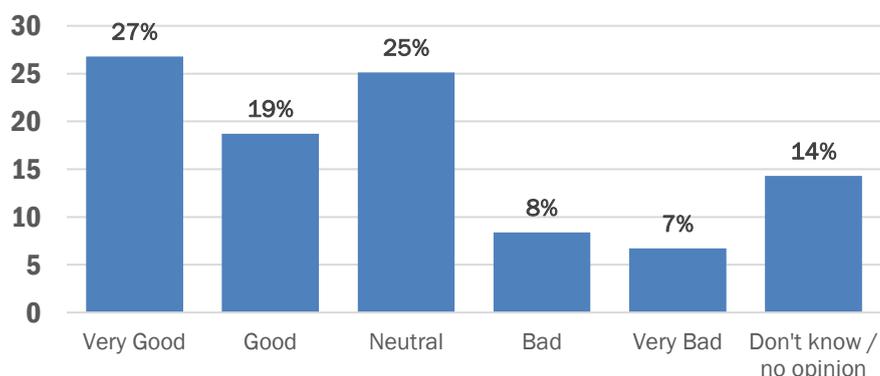
## Q6: Overall, what effect have the safe zones had on the environment in the town?

46% of respondents felt that the safe zones had a good or very good impact on the environment, compared to just 15% who said it was bad or very bad. Exactly one quarter (25%) provided a 'neutral' response and a further 14% didn't know or had no opinion. Of the written comments received to this question, many highlighted the positive impacts of having less cars in the towns, in particular less air and noise pollution. However, there were an equal number of concerns that an increase in litter and overflowing bins was a by-product of the safe zones combined with an increase in visitors and reopening of the tourism industry.

### Q6. Effect on the Environment

Overall, what effect have the safe zones had on the environment in the town?

▼ Percentage



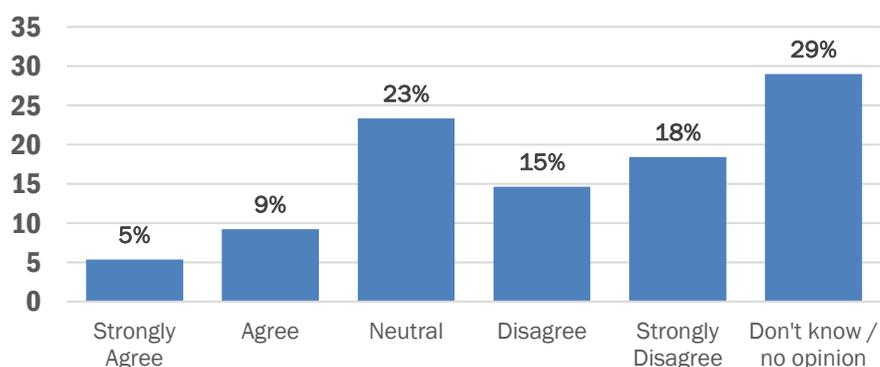
## Q7. Does the town centre safe zone provide opportunities to promote and facilitate the Welsh language?

The largest proportion of respondents (29%) said they didn't know or had no opinion followed by a further 23% who provided a 'neutral' response. Of those who did have a view, 14% said they agreed that the safe zones did provide opportunities to promote and facilitate the Welsh language, and 33% disagreed. There were no written responses to this question, instead a separate question on how the opportunities to promote and use Welsh was included as question 8.

### Q7. Welsh Language

Does the town centre safe zone provide opportunities to promote and facilitate the Welsh language?

▼ Percentage



**Q8. Do you have any comments as to how safe zones might affect people’s opportunity to use the Welsh language? Please highlight any positive or adverse effects for us to address.**

Following question 7, respondents were invited to provide written suggestions as to how the safe zones might affect people’s opportunity to use Welsh. A total of 697 comments were provided. A large number of respondents questioned the value of including this question in the survey, suggesting that opportunities to use the Welsh language were unrelated to the safe zones and maintaining social distancing. For those who did provide comments on the positive and adverse effects, the main themes were that:

- Less traffic provides more opportunities for people to stop and converse in town using Welsh, and also creates opportunities for non-Welsh speakers to hear it in daily use.
- The peak holiday season means a large increase in tourists who do not speak Welsh and therefore reduces the opportunities to use Welsh.
- Difficulty accessing the town for the elderly could mean fewer opportunities for Welsh to be used in town.

A selection of the comments received is contained in the table below.

Sample Comments	
Positive effects	Adverse effects
“Part of visiting Wales is the exposure to an alternative culture. The employment of signage in both official languages should be strongly encouraged.”	“Too many bi-lingual signs can be a disincentive. Subtle and visual graphics are more successful. It’s great to hear locals talking Welsh on the street restaurant and bar facilities, and this is our strongest opportunity to influence visitors with a spoken language.”
“It’s easier to have a conversation without the traffic noise. More outside space allows groups to meet which could involve Welsh language practice groups who have been struggling to meet until now.”	“By attracting tourists who do not speak Welsh and have no desire to communicate in Welsh it reduces any Welsh communication.”
“I am learning Welsh ( a beginner) and would definitely like more Informal opportunities to hear Welsh spoken by first language speakers and to feel there is time to try to find the words too. The feeling of unhurried safety created by the safe zone will support this!”	“A lot of the older generation are the main users of the Welsh language but they are finding it too difficult to access the town to meet people and so the language isn’t being used. It is cutting the older generation off from society.”
“They may offer more opportunities for people to greet each other in Welsh, to stop and chat more safely, and for older Welsh-speaking people to hear each other more easily in the quieter environment.”	“These zones seem to be in place for visitors more than locals. These people don’t necessarily use the Welsh language.”
“The increased opportunity to sit and talk in public space will facilitate the practice of the language and the promotion of the language as others listen to it being spoken.”	“Certainly the majority of visitors in the safe zones are not, and would have no need, to use Welsh in their transactions.”

## Q9: Do you have any further views on how the “safe zones” could be improved?

The final question was open-ended and offered respondents the opportunity to provide any additional feedback not captured in the previous eight questions. There were a total of 1,191 comments provided on a broad range of issues relating to the safe zones and maintain safety during the Covid-19 pandemic. Those with a concern or complaint were the most vocal in responding to this question. The main themes raised were:

- Access and parking availability for local residents.
- Access to safe zones for the disabled and Blue Badge holders.
- Creates opportunities for developing the towns in the future, such as considering longer-term pedestrianisation of some towns.
- Concern that many tourists and visitors are not social distancing.
- Some businesses report being impacted negatively as customers are unable to access their shop and instead are choosing to shop elsewhere.
- Reducing the size of the safe zones to provide better access for the elderly and for local residents.
- Safe zone barriers are considered unsightly and could be replaced with other, more friendly, street furniture.
- Concern that local views haven't been listened to and that the needs of tourists have been prioritised.
- An increase in litter and overflowing bins and the need to increase street-cleaning.

A selection of the comments received is contained in the table below.

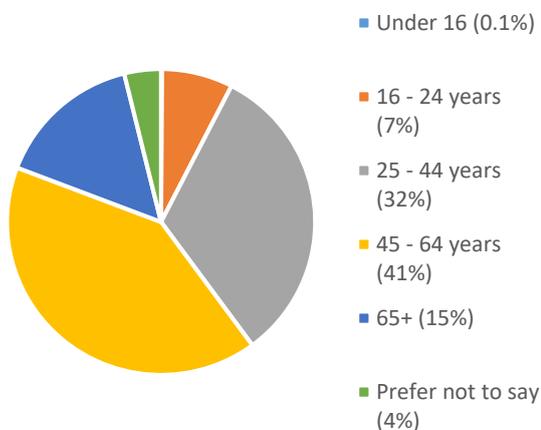
Sample Comments	
<p>“It would be nice to use more attractive street furniture to block roads etc. Can cycle storage be installed to encourage people to cycle to town? Safe zones should be made permanent in the summer months, car free towns are an excellent improvement on the enjoyment of our towns.”</p>	<p>“As pointed out in my first comment, I feel that people tend to be more blasé within the safe zones about keeping their distance. This therefore contradicts the purpose of the safe zones, and I would prefer not to have them.”</p>
<p>“Really enjoyed our visit to Cardigan this week. We ventured into town on three separate occasions. A lovely, almost carnival atmosphere with music and outdoor dining spaces. Made social distancing easier (although not always possible as there were so very many in the street/road). Without safe zones, social distancing would have been impossible. Could be a fantastic opportunity for local young talent to showcase outside the guildhall, or outdoor book readings, circus skills, local artists, clowns etc. - all could promote the Welsh language and local talent, and could attract more families to the town. We very much enjoyed our visit and felt very safe. Diolch yn fawr.”</p>	<p>“Yes, please give more thought to the disabled elderly and Visually impaired Allowing them to live independently, safe and to consider their wellbeing. In order to prevent them becoming housebound. And by..... Paying particular attention to the government's guidelines as regards street furniture, signs, bollards etc.”</p>

<p>"Make it permanent - from what I saw today. I wasn't really for it, because it meant having to park outside of town to just pop in for a couple if things, but having been to town today, I think it's great, and I enjoyed walking through town instead of the usual rushing back to my car. If it does become permanent, it would be lovely to have block paving down the main streets, as it really did have the cosmopolitan feel in town today. Many people we spoke to thought it had the feel of being abroad! So many people were sitting outside the cafes eating lunch and drinking coffees - it was lovely to see."</p>	<p>"This should have been discussed with local residents before doing anything. The hordes of holidaymakers around town make it very difficult to social distance as they are literally everywhere!"</p>
<p>"This is the opportunity to take transformational action to turn around the decline of what is a gem of the Welsh coast. Let's seize the chance to make real changes to move forward and embark on a new and daring journey to make our coast a market leader. Tidy it up."</p>	<p>"I think great dark gate street, pier street and outside medina has a great feel to it. I see the benefits of closing the streets to enable people to social distance. I think it's a great opportunity for the future of Aberystwyth, however I do think it would be more difficult come the winter. Although I must acknowledge it is a nuisance for work."</p>
<p>"Consider discretionary access for those physically disabled. Consider discretionary access for those who live in the town and street-park outside their homes."</p>	<p>"This survey is very late should have been done before implementation. Access for disabled or mobility is limited. Gaining access to aid an elderly residence living within the zone to deliver shopping, medication etc. while fitting these tasks around a full time job has made the tasks a lot more difficult."</p>
<p>"More visual indicators for people to recognise 2 meters and more Simple and friendly signage to educate people on the rules in Wales bring 2m. I love the idea of bright coloured dots or hearts on the roads and pavements 2 m apart so people are gently visually reminded. A caring environment needs to be nurtured so visitors and locals are encouraged to be safe and caring about each other as there is a growing 'them and us' vibe which isn't good for anyone."</p>	<p>"Policing/Verbal reminder of social distancing at pinch points - new signs don't help. People are rude to us wearing masks and trying to social distance- one comment 'we don't have Covid here so why are we bothering???' They are on holiday and seem to have forgotten the last few months."</p>
<p>"Maybe not close too many of the streets so people can park closer to town, and reduce some of the parking from 30 minutes to at least an hour in some places so people actually have time to visit the shops they need."</p>	<p>"I totally agree with the idea but by taking away the spaces for parking people are going to park irresponsibly maybe blocking emergency service access or worse still not bother stopping there to visit. Excellent idea not thought through."</p>
<p>"More spaces to park for residents not far from the centre of town, and more support for the elderly and disabled through additional parking spots and mobility scooters."</p>	<p>"Temporary signage is poor and obtrusive. Too many unsightly barriers remain e.g. on the main highway opposite the bus stops."</p>

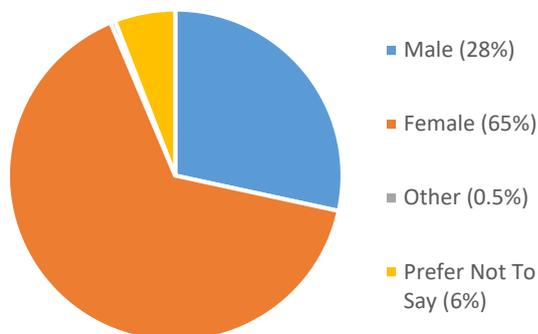
# Equalities Monitoring Questions

The Council's standard demographic and equalities monitoring questions were asked as part of the survey.

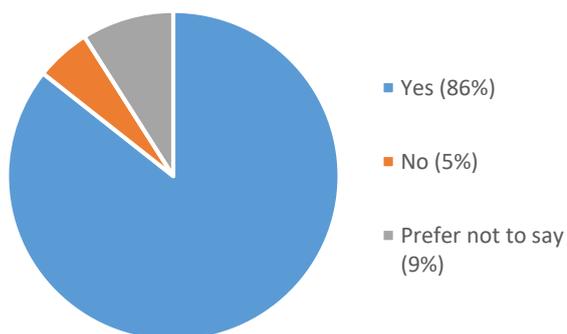
## 1. Age - What is your age group?



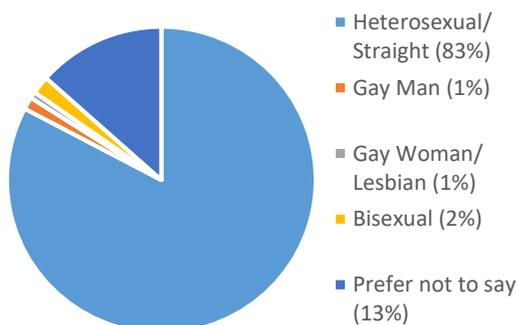
## 2. Gender - What is your gender?



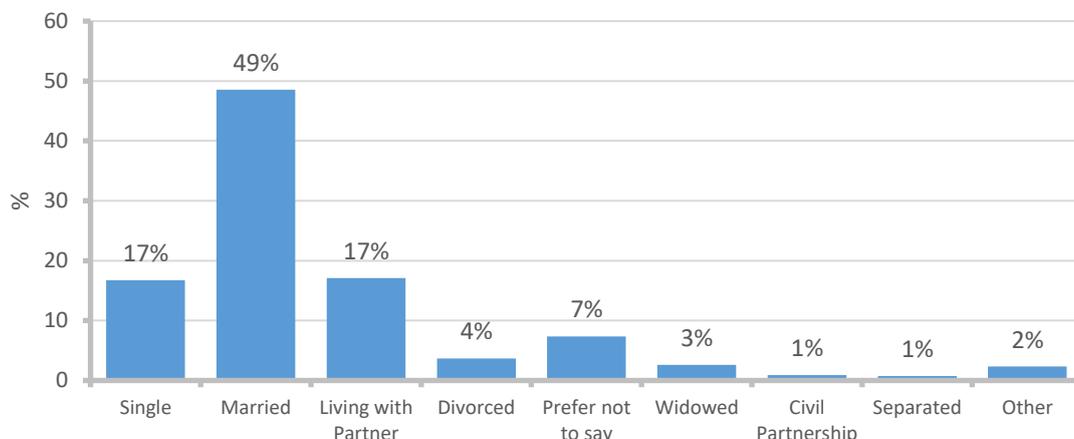
## 3. Transgender - is your gender the same as when it was assigned at birth?



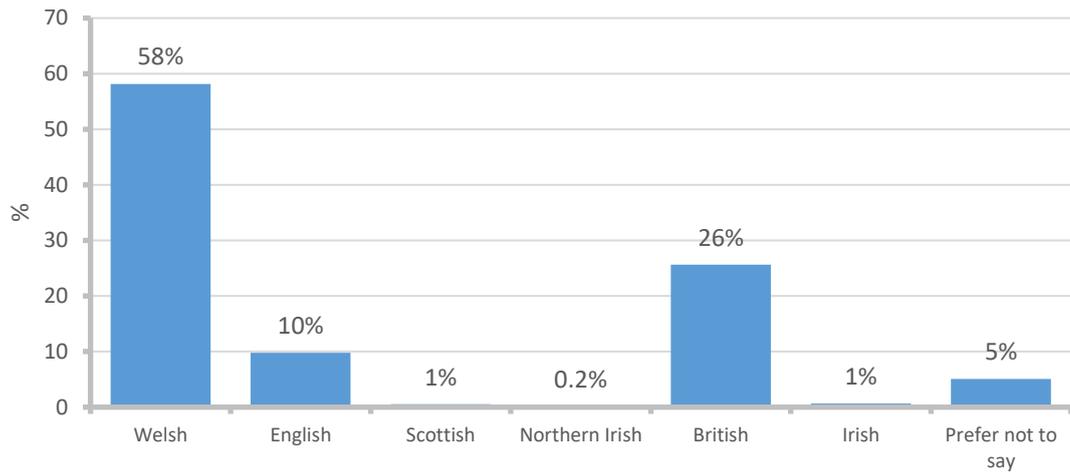
## 4. Sexual Orientation - Which one of the following options best describes how you think of yourself?



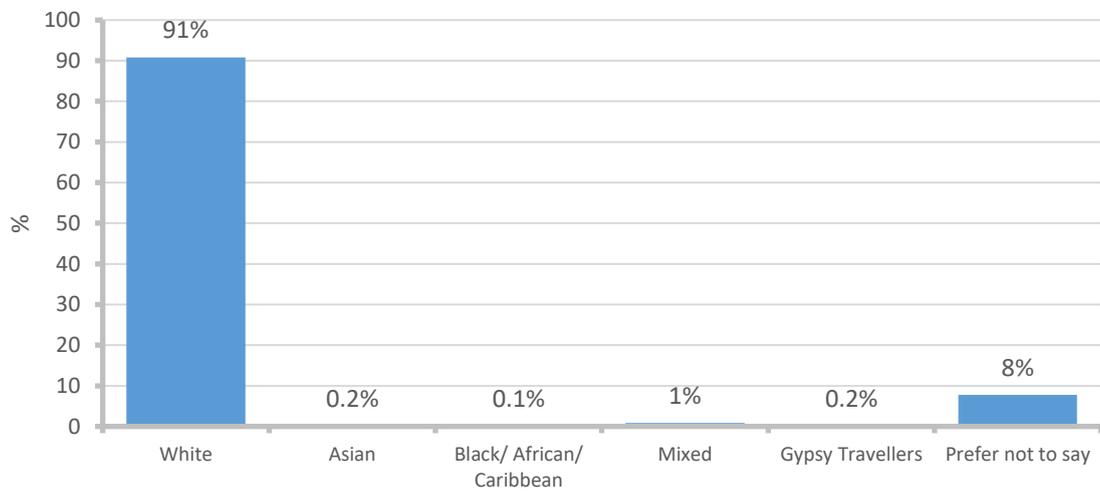
## 5. Partnership - Which of the following options describes your partnership status?



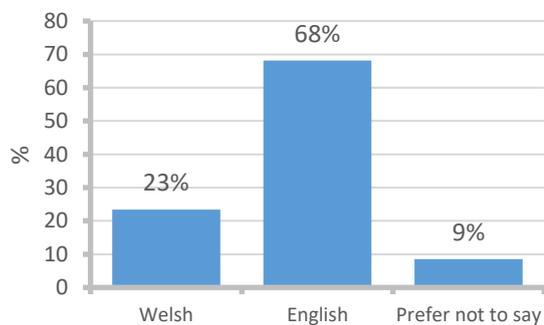
## 6. National identify - How would you describe your national identity?



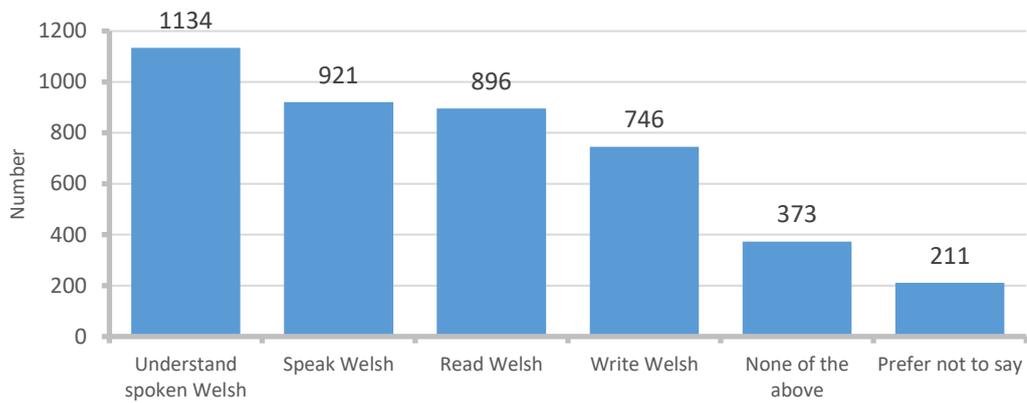
## 7. Race - What is your ethnic group? Choose one option that best describes your ethnic group or background.



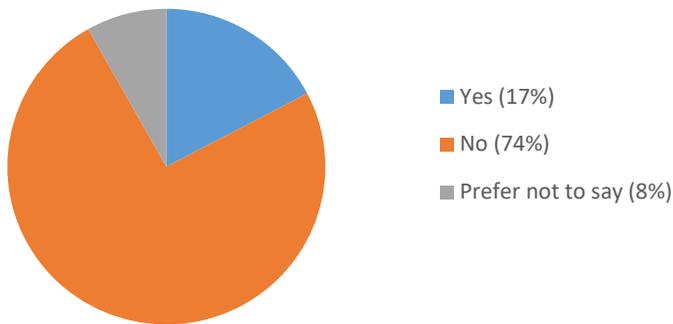
## 8a. Language - What is your preferred language?



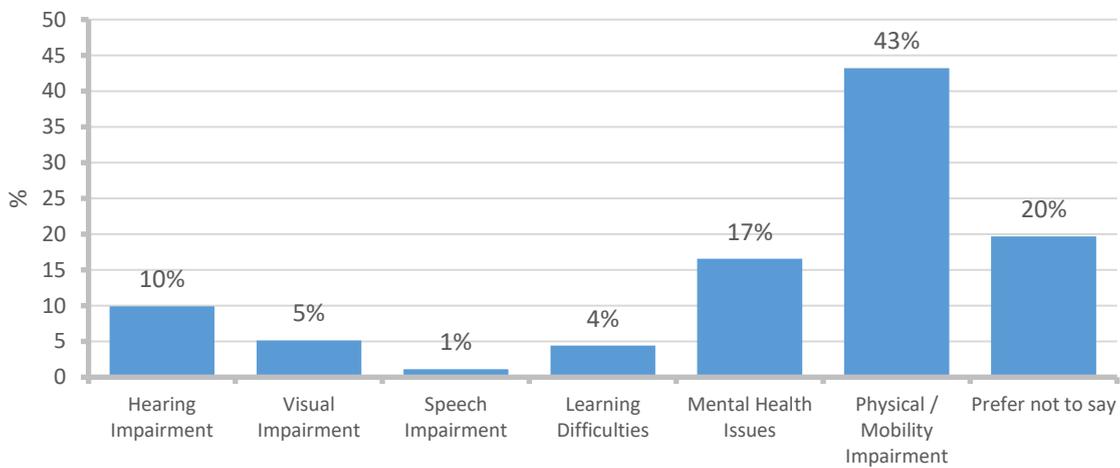
**8b Language - Can you understand, speak, read or write Welsh?**



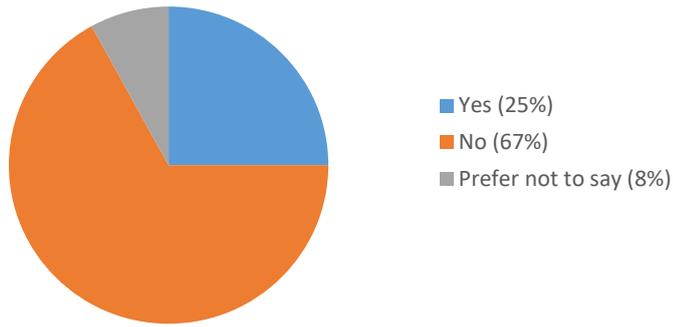
**9a. Disability - Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day to day activities?**



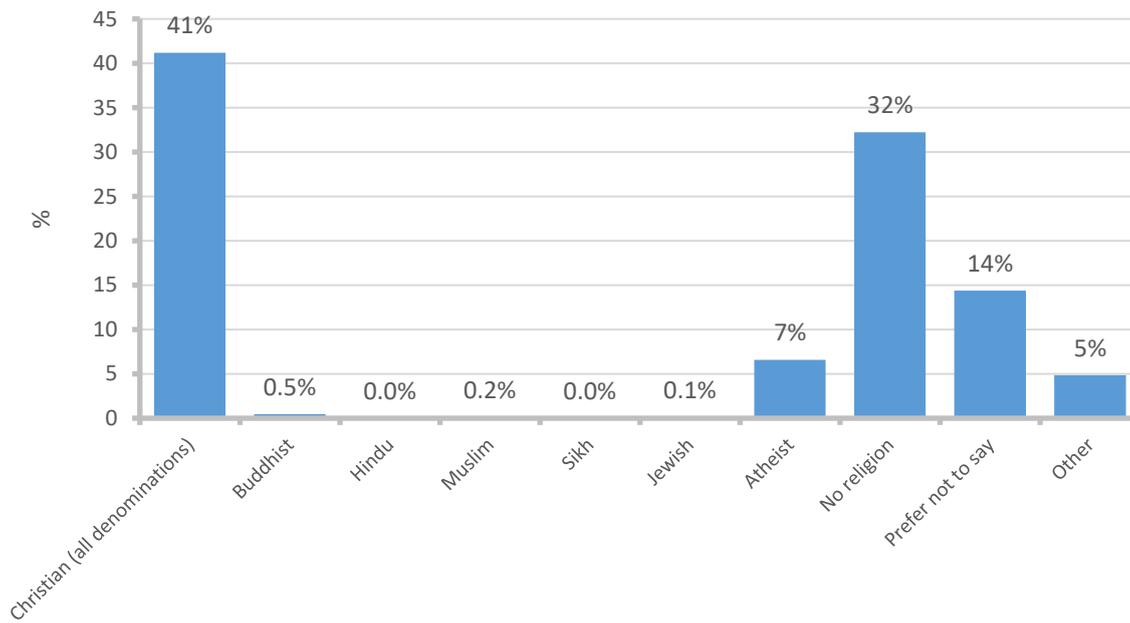
**9b. Disability - If you answered 'Yes' to question 22, please indicate which applies to you?**



**10 Caring Responsibilities - Do you look after or give help or support to family members, friends, neighbours, or others because of either: long term physical or mental ill-health / disability; or problems related to old age?**



**11 Religion or Belief - What is your religion?**



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# Aberystwyth, Aberaeron, New Quay and Cardigan Town Centre Safe Zones Survey Feedback Report

**Safe Zones  
Engagement**

Closing date:  
21 December 2020

 [www.ceredigion.gov.uk/safezones](http://www.ceredigion.gov.uk/safezones) 

**January 2021**



## 1,120

Responses received  
(Engagement ended 21<sup>st</sup> December)



## 54%

**Agree or strongly agree** with the creation of Safe Zones  
(40% disagree or strongly disagree)

## 47%

**Agree or strongly agree** that town centres should return as they were before Covid-19  
(45% disagree or strongly disagree)



## 56%

**Agree or strongly agree** that safe zones should be in place when there is a risk of Covid-19  
(35% disagree or strongly disagree)

## 70%

**Agree or strongly agree** that new long term plans are needed to revitalise town centres  
(20% disagree or strongly disagree)



**Levels of support for Safe Zones vary by town:**

- Aberystwyth – 59.6%
- Aberaeron – 51.6%
- New Quay – 46.9%
- Cardigan – 41.3%

(Figures show the % agree/strongly agree with the creation of the safe zones)

**Levels of support for Safe Zones vary by type of respondent:**

- Individuals – 55.0%
- Businesses – 38.7%

(Figures show the % agree/strongly agree with the creation of the safe zones)



**Support for returning towns to how they were before vary:**

- Cardigan – 62.0%
- New Quay – 54.3%
- Aberaeron – 48.4%
- Aberystwyth – 37.9%

(Figures show the % agree/strongly agree with return towns to how they were before the pandemic)

## Background

Between 26<sup>th</sup> October and 21<sup>st</sup> December 2020, Ceredigion County Council engaged with residents on the safe zones established in four of its towns.

The safe zones were established in Aberaeron, Aberystwyth, Cardigan and New Quay to help keep Ceredigion's residents safe from coronavirus infection. A range of measures were introduced to help people maintain social distancing, including reduced vehicle access between 11:00am and 6:00pm to increase the space for pedestrians to safely visit the town centres.

## Response Rate

There were a total of 1,120 responses to the survey, 39 in Welsh, 1,079 in English along with 2 Easy Read responses. There were also 7,097 written comments and suggestions made, and although it's not possible to include them all verbatim in this report, it does provide a selection to demonstrate the differing viewpoints. The large number of responses reflect the ongoing impact safe zones have on the four towns.

## Methodology

The survey was made available online via the Council's website and advertised through social media. An easy read version was made available and a stakeholder list was created to ensure all relevant stakeholders had their opportunity to take part.

The Council will use the feedback of businesses, residents and visitors to help inform and shape the future of our town centres.

It is important to note that many more responses were received concerning Aberystwyth than the other three towns which affects the aggregated results for the county as a whole. As a result, each question provides a breakdown by individual town to show the differences of opinion by location, and also by type of respondent, i.e. whether the response was as an individual, as a business or another organisation. A summary of the results by each town is contained in Appendix A and by type of respondent in Appendix B.

The paragraphs that follow provide a summary of the findings.

## Main Findings

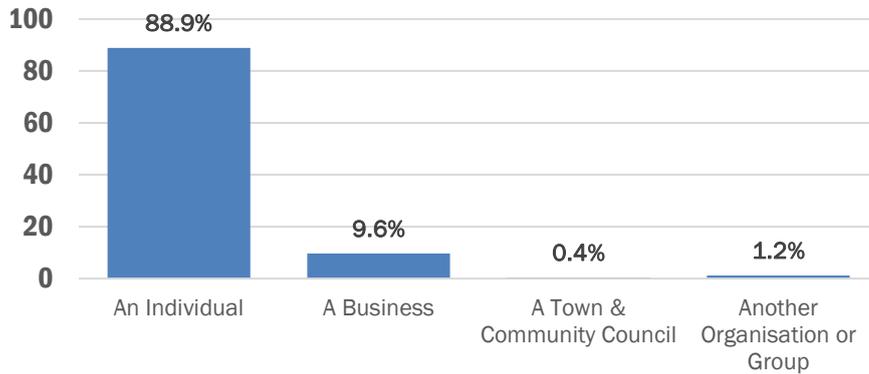
### Q1: Are you responding as...An Individual, A Businesses, A Town & Community Council or Another Organisation or Group?

The overwhelming majority of responses to the engagement were received from individuals, 989 or 88.9%. However, 107 responses were received from businesses, equating to just under 10% of responses and ensured that the voices of local businesses were heard in the engagement. There were also 4 responses from Town & Community Councils, along with a further 13 from other organisations or groups within the county. The chart overleaf provides a summary of the type of responses received.

## Q1. Type of Respondent

Are you responding as...An Individual, A Businesses, A Town & Community Council or Another Organisation or Group?

▼ Percentage



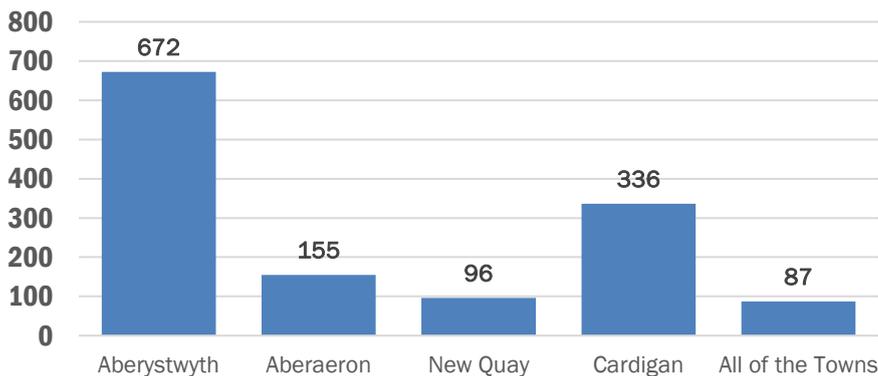
Q2: Please select the town or towns that you are interested in: Aberystwyth, Aberaeron, New Quay, Cardigan, All of the towns?

In order to analyse responses by each safe zone, respondents were asked to provide the name of the town to which their answers and comments referred. Not surprisingly, the majority were in relation to Aberystwyth with 672 responses, while Cardigan had 336 responses, Aberaeron a further 155 and New Quay 96, see chart below. A further 87 respondents commented on the safe zones in their entirety across all four towns. (Please note that respondents could select more than one town, so the total number in the chart below exceeds the overall number responses to the survey).

## Q2. Town You are Interested in

Please select the town or towns that you are interested in: Aberystwyth, Aberaeron, New Quay, Cardigan, All of the towns?

▼ Number of responses



Q3: To what extent do you agree or disagree with the creation of town centre safe zones?

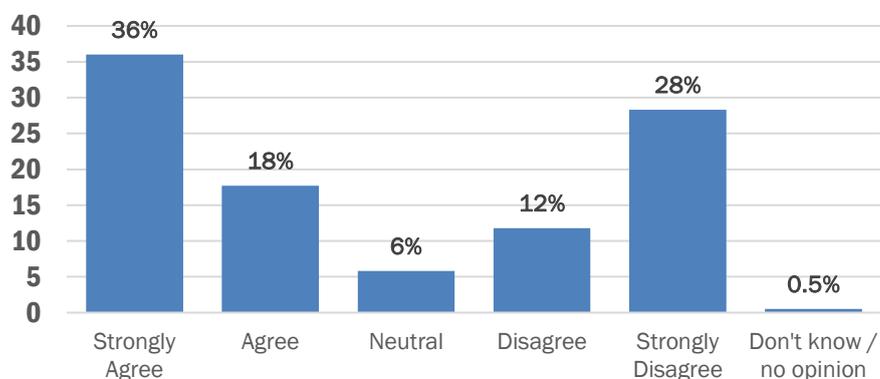
Overall, the majority of respondents (54%) agreed or strongly agreed with the creation of the town centre safe zones to allow people to socially distance during the Covid-19 pandemic, see chart overleaf. This was supported by a number of written comments highlighting the benefits of allowing pedestrians to adhere to social distancing and feeling safer as a result. However, a significant proportion (40%)

disagreed or strongly disagreed with their introduction, higher than the 27% when this question was first asked in August 2020 and reflecting how views have changed.

### Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

▼ Percentage



Amongst the individual towns, the highest level of support was seen in Aberystwyth where almost 60% continue to support the safe zones, and was lowest in Cardigan where only 41.3% supported them. Indeed, Cardigan was the only town where a majority (53.6%) of respondents disagreed or strongly disagreed with the introduction of the safe zones. The level of support also varied by individual responses and those of businesses – 55% of responses from individuals were supportive of the safe zones with 39% against. However, amongst businesses only 38% agreed or strongly agreed with their creation, and a majority of 58% disagreed or strongly disagreed with them. These are common themes throughout this survey, as support for the safe zones from Cardigan and businesses was consistently lower than other areas. The table below provides a summary of the levels of support by town and by type of response.

Q3. To what extent do you agree or disagree with the creation of town centre safe zones? – by Town / Type of response

Town	Agree / Strongly Agree	Disagree / Strongly Disagree
Aberystwyth	59.6%	33.2%
Aberaeron	51.6%	43.9%
New Quay	46.9%	46.9%
Cardigan	41.3%	53.6%
Individuals	55.0%	38.7%
Businesses	37.7%	57.5%

The written comments to this question offered the opportunity to provide further explanation of views on the creation of the safe zones. The responses show a polarisation of views between those who felt they were essential to maintaining safety and created a more welcoming atmosphere in towns, compared to those to who felt they had no impact on people’s safety and that they were in fact detrimental to the local economy. The main reasons in support of the safe zones were allowing pedestrians to maintain social distancing and feel safe, reduced traffic and emissions, and the more vibrant atmosphere they created by allowing cafes and other businesses to operate and trade outside. Conversely, views against the safe zones focused on the lack of access and parking, particularly for

disabled people and local people who live in or near the safe zone, and the increase in traffic in some routes due to road amendments, particularly the narrow streets in Cardigan. Other reasons suggested that more consideration for the impact on local businesses should have been given prior to their implementation and that they cause people to travel elsewhere for shops and facilities because of the access issues. There were also many comments that they agreed *in principle* with the safe zones, but disagreed with the *actual implementation* and whether they are still needed during the quieter autumn and winter months. A selection these are arguments, both for and against, are listed in the table below.

Sample Comments	
In support of the creation of the safe zones	Against the creation of the safe zones
"A pedestrianised town centre is safer. It also enables a person with a physical impairment who uses a wheelchair to have more freedom and manoeuvrability leading to a more enjoyable shopping experience."	"Completely ineffective, especially at this time of year. No-one is coming into the town even on the so called busiest days and just disrupts residents".
"After comprehensively reading social media comments, all complaints have been ludicrously petty with obvious solutions. Pedestrianising the town centre is something that has been overdue for decades - is there another town where during your shopping experience you have to share your personal space with motor vehicles? It made the town centre infinitely more pleasant to be in and enabled people to use it whilst maintaining Covid measures thus supporting local businesses. Not only should safe zones continue but the town centre should be permanently pedestrianised as if we live in 2020."	"It has a massive negative impact on town centre residents who have been ignored throughout the decision making processes. It has increased footfall in the town before 11am, making any safety impact defunct. Evidence shows the probability of catching the virus outside with limited time contact, such as passing people on a pavement to be extremely low, again making the safety argument defunct. It has an adverse impact on the disabled and elderly. The resource used to man the barriers could be better spent monitoring playgrounds and leisure facilities which remain closed, impacting on physical and mental health."
"It makes social distancing far more possible, allows hospitality businesses to make the best of an awful situation and there is plenty of parking near the town centre in Aberystwyth."	"Destroys the towns layout and makes everyone want to go elsewhere. You should have asked the residents. Very poorly implemented."
"Closing the streets to traffic is essential to safeguarding pedestrians and allowing social distancing. The few weeks that traffic resumed gave rise to people walking shoulder to shoulder on the pavement. There may have been greater footfall in town but there's now an increase in cv-19. During the summer the town was busy and so were businesses. There was a great vibe and locals felt safer venturing out."	"Complete lack of thought for businesses by non business people, there is plenty of room to walk around the streets safely without causing chaos.a little bit of pedestrianisation would be a good idea but without all the unsightly barriers everywhere."
"In the summer the creative use of tables and chairs and pots of flowering plants outside various cafes and restuarants gave the towns a continental feel and concomitantly the feel of a much welcomed slower pace of life. I felt safer on the streets for not only was it possible to maintain social distancing, but was a safer place for young children without the constant flow of traffic. Inducing people to walk, perhaps further than usual, can only be an aid to wellbeing and may even have a small (albeit very small), but at least positive effect on reducing vehicular emissions."	"I disagree with the creation of town centre safe zones because it makes the rest of the town unsafe due to heavy traffic going down narrow roads which have no pavements. What will pedestrians do?"

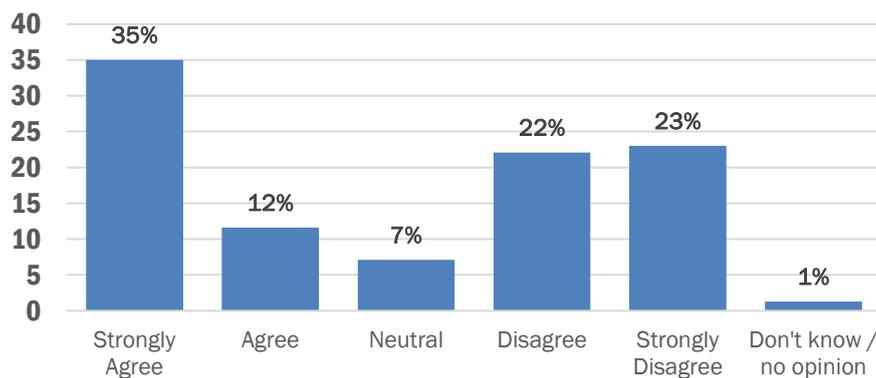
#### Q4: To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

Respondents were then asked for their views on whether the town centres should return to how they were prior to the pandemic or whether the safe zones should be retained. Responses to this question were almost evenly split – 47% agreed or strongly agreed, while 45% disagreed or strongly disagreed. The largest proportion of respondents (35%) strongly agreed with this view, see chart below.

#### Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

▼ Percentage



However, when analysed by town and by type of respondent, there were again significant variations in the results. In Aberystwyth, a majority (53.3%) actually disagreed that the town centre should return to how it was before the pandemic, while the opposite view was held in New Quay and Cardigan where a majority were in support of a return to how they were before – 54.3% in New Quay and 62.0% in Cardigan. Responses received from individuals were slightly more likely to disagree with returning the town centres to how they were before, while responses from businesses showed clear levels of support for returning the town centres as they were, with 68.9% saying they agreed or strongly agreed with returning the town centres to how they were before the pandemic. See the table below for the full results by town.

#### Q4. To what extent do you think that we should return to how the town centres were before the coronavirus pandemic? – by town / type of response

Town	Agree / Strongly Agree	Disagree / Strongly Disagree
Aberystwyth	37.9%	53.3%
Aberaeron	48.4%	42.6%
New Quay	54.3%	34.0%
Cardigan	62.0%	31.1%
Individuals	44.4%	46.9%
Businesses	68.9%	26.4%

The written comments to this question reflect the differences of opinion on the safe zones, both in support and against. The reasons provided for both views largely repeated those in the previous

question. In support of the safe zones were the views that town centres were safer, people felt safer and that they created a much more relaxed feel without vehicles, and some went as far as to suggest that they should be retained either on a permanent or seasonal basis. The opposite view however, strongly opposed retaining the safe zones – some questioned why they would be needed given the vaccination process is now underway, some criticised the Council for not taking into account the views of businesses, and others stated outright that the safe zones actually made things worse for local businesses who were already struggling. Sample comments showing these differences of opinion are listed in the table below.

Sample Comments	
Support for retaining the safe zones	Support for returning town centres to how they were before the pandemic
"Creation of the pedestrian areas created a much improved, relaxed and safe atmosphere in the town. People seemed much happier to stroll, browse and spend time enjoying the town."	"The vaccine is being rolled out so the future is Covid is relatively limited. Pedestrianisation on the other hand, would be long-term and very difficult to reverse. There is no need for such a draconian measure once the pandemic starts to abate (and that will be relatively soon)"
"They provided not only a safe environment in which social distancing was possible, but also from traffic. It transformed the town centre making it a much nice and more vibrant place to be."	"The so called safe zone was in fact making matters worse. Facts. There was a large percentage of the pavements taken over by cafes. So when our delivery drivers were driving through town, the pedestrians only had one side of the street to step on to. The other sides would have been taken over by cafes and pubs. Total shambles."
"I think the safe zones have been vastly beneficial, it's given the town a lovely relaxed feel, and I have spent more money locally through spending more time in town and not just rushing in and out."	"The council should be more aware of the needs of those most affected by their actions, in this case residents and businesses within the exclusion zone."
"Don't see any need for driving down high street, plenty of car parks surrounding and if parking charges could be kept free/lower then this would be a bonus."	"The town needs investment not restrictions. Small businesses should be encouraged to fill the empty shops by lowering or removing rates and a scheme to encourage landlords to lower rents to more viable levels. Parking needs to be improved considerably - why not have clearly defined parking spaces within town - short stay 'pop to the shops' spaces for people who need half an hour during lunch to go to the bank and get a sandwich, longer stay areas 'stay all day' spaces for those that want to indulge in the cafe culture. Consider parking for residents were possible. Reinstate free park and ride. Free council car parks all the time. Signage and maps at Town Clock, North Parade, Bandstand and station. Strive to emphasise the unique and steer away from the empty shop clone town we have become. For that we need people and restrictions will keep people away."
"I would love to retain some level of pedestrianisation on an ongoing basis. It has made the town centre a much more pleasant space to walk around in."	"Hopefully the pandemic will be a thing of the past in the next 12 months and there will be no reason why things can't return to some normality."
"During the summer, I absolutely loved seeing a sort-of café culture being created, and it didn't seem to bother the flow of pedestrians, who could just easily walk around."	"There is not enough footfall to warrant these restrictions. And it is killing the businesses. And killing the town itself."

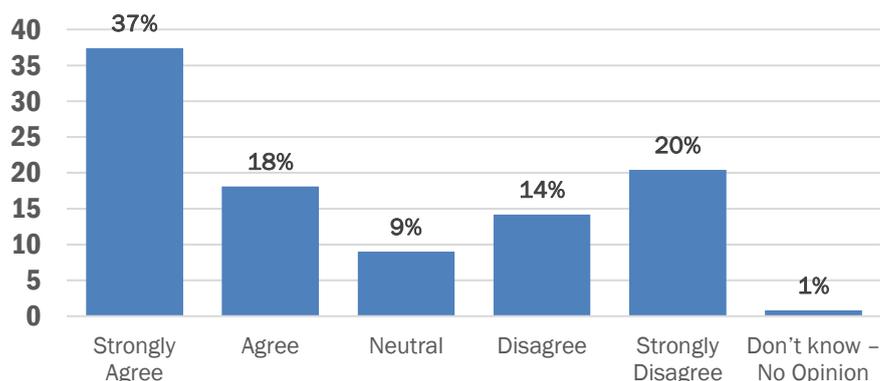
## Q5: To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

With pandemic continuing into 2021, the next question sought views on whether safe zones should be in force when there is a risk of coronavirus in the county. The overall results show that 55% of respondents agreed or strongly agreed with this view, while just over a third (34%) disagreed/strongly disagreed. The largest proportion of respondents (37%) strongly agreed, and a further 10% were neutral or had no opinion, see chart below.

### Q5. Safe Zones when there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

▼ Percentage



However, as with the previous questions in the survey, the level of support varied by town. For example, it was highest amongst responses relating to Aberystwyth and Aberaeron where 62.2% and 53.5% agreed or strongly agreed respectively. However, support was much lower in Cardigan where a higher proportion of respondents disagreed with the safe zones being in place when there is a risk of coronavirus. Furthermore, when split by individual responses and those of businesses, we find a noticeable difference of views – a majority of individual responses (57.0%) agreed/strongly agreed with the safe zones being in place when there is a risk of coronavirus, but amongst businesses a majority of 52.0% disagreed/strongly disagreed. The table below provides a breakdown of the results by town and type and respondent.

Q5. To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus? – by Town / Type of response

Town	Agree / Strongly Agree	Disagree / Strongly Disagree
Aberystwyth	62.2%	28.3%
Aberaeron	53.5%	39.4%
New Quay	49.5%	43.2%
Cardigan	42.5%	46.8%
Individuals	57.0%	33.3%
Businesses	38.2%	52.0%

The written comments again reflect the two opposing viewpoints, those who are strongly in favour retaining the safe zones when there is a risk from coronavirus and those who feel they should be abandoned. In support of the safe zones, comments focused on the way they allowed people to maintain social distance and thus felt safer when visiting the town centre, and some went as far to say that they should be a permanent feature of Ceredigion's towns. There were also a number of comments that stipulated whilst they supported the safe zones in principle they didn't feel that it was appropriate to close as much of the town and that their implementation could be improved by amending some of the layout.

Conversely, views against retaining the safe zones were more varied – some felt that with the rollout of the vaccine over the coming months there is no need to keep them, others focused on struggling local businesses and suggested that the safe zones cannot be allowed to damage the local economy which is already struggling, and others emphasised the need for disabled people and local people to still have access to the town Centre. Some questioned whether they had any effect on keeping people safe at all. A sample of those comments received is presented in the table below.

Sample Comments	
Support for safe zones when there is a risk of coronavirus	Against safe zones when there is a risk of coronavirus
"If the town is at serious risk of infection then yes I agree the measures should be in place on the main high street alone for appropriate social distancing but the entire town does not need to be closed off."	"Again this has to be done in a more considered way. There is no point closing off the town if this then deters people from going there as it will cause more businesses to close and eventually the town will become obsolete."
"In an emergency outbreak, temporary measures should be put in place during tourist season to protect both visitors and residents."	"Bad for already struggling business. Plenty of space outside already. Don't let Covid kill lives by killing small businesses. Vulnerable feel safer arriving by car rather than waiting on street and walking on diversion route with the traffic clipping them."
"Regardless of Coronavirus I think that safe zones would benefit the town during summer, Easter and Christmas Holidays."	"I think that the safe zones served some purpose in the high summer months for cafés, where customers could sit outside, but beyond these high summer months the safe zones do not in fact help local businesses or residents to benefit from their town, or even visitors. Coronavirus will not be a permanent fixture and therefore to justify the creation of permanent changes to the aspect and character of the town on those grounds (when their efficacy is far from proved) is disproportionate".
"I agree with the safe zones as a measure to control person to person contact whilst keeping business open."	"Once the vaccine's in place then why keep the road shut? Apparently the vaccine will be in place in January and there'll be no more shutting of roads hopefully. It's been a disaster in Cardigan. People, especially older people can't drive to the shops and it's put some tourists off. Here's hoping we can go back to normal as soon as possible."
"Definitely should be in place when there is a threat of coronavirus."	"Local people still need to have access to shops, offices, banks etc. It has been made increasingly difficult with the road closures."
"They should be there whatever the Covid threat."	"The benefits of the safe zones don't relate to the pandemic. People momentarily passing each other in the street does not constitute a significant threat from the virus. In that sense, the town centre safe zones are more or less a type of virtue signalling. The Council should be targeting its efforts at the real threats such as illegal mass

gatherings, recklessly non-compliant businesses, etc rather than taking the easy option of punishing local business and sensible, law abiding citizens trying to make a living”.

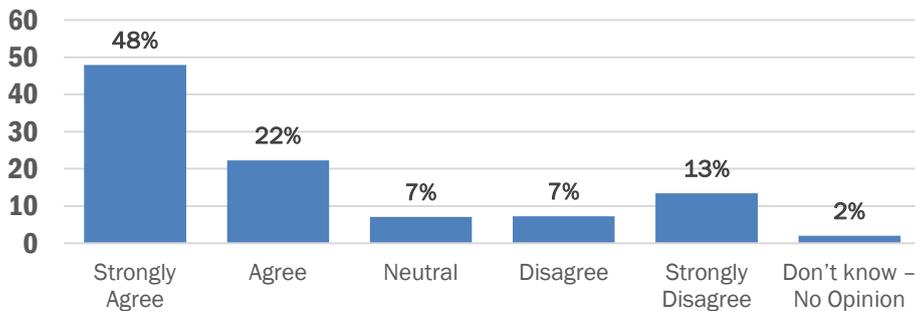
**Q6: To what extent do you think that new long term plans are needed to revitalise our town centres?** These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment.

The next question turned its focus away from the safe zones and towards town centre development in the future. Overall, there was a majority of 70% who agreed or strongly agreed with the need for new long term plans to revitalise Ceredigion’s town centres, with nearly half (48%) stating that they strongly agreed with this view. However, whilst there was clear support for new long term plans, there were also 20% who took the opposite view, see chart below.

### Q6. Long Term Plans for Town Centres

**To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment**

▼ Percentage



Whilst there was a clear majority overall who supported the need for long term plans, the level of support did vary by town. As in previous questions, the highest levels of support were seen in Aberystwyth where 77.7% of respondents agreed or strongly agreed, and amongst responses from individuals where 70.7% agreed/strongly agreed. At the other end of the scale, responses relating to Cardigan had a lower level of support – 56.2% agreed/strongly agreed, and almost one-third (32.0%) disagreed/strongly disagreed. Overall, a majority in each town were supportive of the need for new longer term plans, which can be seen in the table below.

**Q6. To what extent do you think that new long term plans are needed to revitalise our town centres? – by Town / Type of response**

Town	Agree / Strongly Agree	Disagree / Strongly Disagree
Aberystwyth	77.7%	14.7%
Aberaeron	65.4%	25.5%
New Quay	63.0%	25.0%
Cardigan	56.2%	32.0%
Individuals	70.7%	20.3%
Businesses	64.2%	27.4%

## Q7 Please let us know of the top three things that you would like to see in any long term plans for our town centres.

Question 7 explored specific ideas and views as to what should be included in future plans for the development of the town centres. Respondents were asked to rank their top three suggestions in order of importance. There were over 2,900 written comes to this question.

Parking was the most prevalent issue across all four towns, with many calls for greater parking provision in and around the town centres, and for parking to be free of charge. There were also calls for more disabled parking to help Blue Badge holders and disabled people access the town centres and facilities as it was recognised that both groups were finding it difficult to get close enough to the shops and facilities they use. The introduction of pedestrianisation schemes was also mentioned frequently in relation to all of the towns, ranging from suggestions that certain roads and areas should be permanently pedestrianised to specific roads being closed on a seasonal basis to coincide with the peak tourist season. The reasons given were to improve safety for pedestrians and the disabled, reduce congestion, reduce pollution and help to create more vibrant town centres.

Following parking and pedestrianisation, there were a wide variety of other suggestions made. In Aberystwyth there were comments relating to lower business rates to encourage new business to open, particularly in the wake of the coronavirus pandemic, to help revitalise the town centre and support local businesses. In Aberaeron, suggestions were made in relation to additional street furniture and seating to enable people to rest, particularly elderly and disabled people, and also comments in relation to general cleanliness of streets and the need for additional cleaning.

In Cardigan, responses focused on suggestions to mitigate the impact of the safe zone, such as to widen pavements in narrow streets which were unsafe for pedestrians and wheelchairs users. Furthermore, to help combat this and general traffic congestion, there were also suggestions to provide better diversions away from these narrow streets and towards the bypass.

### Aberystwyth

1. Parking – more parking in and around the town centre, more disabled parking, free parking or reduce cost of parking, reintroduce a Park and Ride system.
2. Pedestrianisation – either permanently or seasonally.
3. Lower Business Rates to help revitalise the town centre and recovery from Covid-19.

### Aberaeron

1. Parking – provision of free parking in and around the town centre, more parking in town centre.
2. Pedestrianisation – either around the town centre or in some streets on a seasonal basis.
3. Outdoor seating and clean streets.

### New Quay

1. Parking – provision of free parking and additional disabled parking
2. Various suggestions, including pedestrianisation during busy tourist periods, improved appearance and additional street furniture, cleanliness, more facilities for outdoor seating/dining

### Cardigan

1. Parking – provision of free parking in the town and more parking in the town particularly for Blue Badge holders and disabled people
2. Pedestrianisation – either permanently or seasonally.

3. Wider pavements and better diversions away from narrow streets

**Q8: We would like to know if you have any ideas on improvements that we could make to the safe zones to help town centre businesses.**

Question 8 invited respondents to provide suggestions on improvements that could be made to the safe zone to help town centre businesses and the local economy. Providing greater access to the town centres was the most prevalent suggestion in Aberystwyth, Aberaeron and New Quay, which included a range of comments including the provision of more parking spaces particularly for disabled people along with the introduction of park and ride schemes to improve access to the town centres but without the need to drive into them. The provision of free parking was also a popular suggestion, to encourage people to visit and shop in those areas with safe zones rather than travelling elsewhere.

Specifically in Cardigan, there were considerable concerns raised over the impact on local businesses and their sustainability with the safe zone in place. Therefore, the most prevalent suggestion was to remove the safe zone in its entirety, and was a suggestion that also featured highly amongst the responses to the other towns as well. Also in Cardigan, concerns were raised regarding the layout of the safe zone and there were calls to amend the road closures in order to avoid congestion on narrow streets make them safer for pedestrians. The most prevalent suggestions across all four towns are shown in the table below.

Aberystwyth	Aberaeron
1. Access - greater access to the town centre, including reintroduction of the park and ride scheme, increased provision of disabled parking in the town and provision of free parking.	1. Access - improve access to the town centre including reintroducing free car parking, introduction of a park and ride service, provision of parking closer to the shops allow access for disabled people and allow deliveries to businesses.
2. Amend the layout of the safe zone – a variety of suggestions were received as to which roads should be pedestrianised and which should be open, although there was no overall consensus.	2. Removal the safe zone
3. Removal the safe zones	3. Retain the safe zone, either as is or improving it.
New Quay	Cardigan
1. Access - improve access to the town centre including greater access for business deliveries, increase provision of parking near the town centre, introduction of a park and ride service, provision of free car parking and greater access for disabled people throughout the day.	1. Removal the safe zone
2. Removal the safe zone	2. Access - improve access to the town centre, including introducing a park and ride service, greater provision of disabled parking, allow access to the safe zone for disabled people and elderly, increase provision of parking near the town centre and improved access for business deliveries.

3. Amend the duration of the safe zone during the day - a variety of suggestions were made including enforcing restrictions later in the day to allow deliveries to occur during this time, longer safe zone hours, and a introducing a seasonal safe zone when visitor numbers peak.

3. Amend the layout of the safe zone to avoid traffic congestion in the narrow streets, and extend pavements to benefit businesses.

**Q9: We would like to know if you have any ideas on improvements that we could make to the safe zones for people who live in or near to the town centres.**

The next question continued in the same vein, but focused on improvements for people who live in or near to the town centres. The issues of access and parking for residents were again the main topics of discussion, and were seen in the written comments for Aberystwyth, Aberaeron and New Quay. There were a number of comments suggesting that access should be allowed through the safe zone during the day for residents to park and access their property. Linked to this, were suggestions across the same three towns that parking provision should be improved, and specifically that parking in Council owned car parks should be free as there are fewer spaces available as a result of the zone being in place.

Responses in relation to New Quay went one step further, with suggestions that dedicated parking for residents should be implemented to allow those who live within the safe zone to park near their property. Meanwhile, in Cardigan, the single biggest issue was again that of increased traffic using narrow streets with little or no pavement and the congestion and possible danger to pedestrians this causes. As a result the most frequently raised suggestion was to amend the layout and divert traffic away from these streets. Linked to this, were a number of suggestions that improved and increased signage would help to inform road users of alternative routes when the safe zone is in place and thus reduce the volume of traffic before entering the town. As with the previous questions in the survey, respondents who felt strongly against the creation of the safe zones expressed their concern at both the impact on local businesses and residents, and called for their removal. The suggested improvements across all four towns are shown in the table below.

**Suggested improvements to the safe zones for people who in or near to the town centres**

**Aberystwyth**

1. Access - allow access throughout the day for residents who live in the safe zone in order to park and access their property
2. Removal of the safe zone
3. Parking - Increase access to parking around the area and provide free parking as it would be for residents at their property

**Aberaeron**

1. Removal of the safe zone
2. Parking – provision of free parking, for example, in Council owned car parks.

**New Quay**

1. Access – allow access throughout the day for residents who live in the safe zone in order to park and access their property

**Cardigan**

1. Traffic – divert traffic away from narrow residential streets which are dangerous due to the increase in traffic

- 2. Parking – dedicated parking spaces for residents to ensure they can park near their property in the safe zone
- 3. Removal of the safe zone

- 2. Removal of the safe zone
- 3. Signage – improved and increased signage to inform road users of alternative routes when the safe zone is in place, to reduce traffic

**Q10. We would like to know if you have any ideas on improvements that we could make to the safe zones for disabled people, Blue Badge holders and the elderly.**

A total of 668 written comments were received to this question. When considering improvements specifically for disabled people, Blue Badge holders and the elderly, there were common themes across all towns – providing additional disabled parking and allowing greater access to the town centres. Parking featured in the top three improvements for all towns, and in particular the need for additional disabled parking bays, either within or very close to the safe zones. Some respondents in Aberaeron and New Quay added that signage to existing disabled parking could be improved to inform visitors to the town of the location of the disabled parking facilities.

Access to the safe zones also featured highly across the towns with respondents particularly in Aberystwyth and Cardigan suggesting that allowing access throughout the day or for limited periods, would help greatly by reducing walking distances. A variety of other more specific suggestions were also made, including the installation of ramps to help people get on and off the kerbs, additional seating to help people rest as a result of the additional walking distances, and some suggested Park and Ride schemes to allow people to park outside the town centre and travel into the town centre. A summary of the most frequently raised suggestions by town are listed in the table below.

**Suggested improvements to the safe zones for the disabled people, Blue Badge Holders and the elderly**

- Aberystwyth**
- 1. Parking – allowing Blue Badge Holders to park within the zone, as close as possible to the one or dedicating one street to disabled parking.
  - 2. Access – allowing greater access to the safe zones either throughout the day or for a limited period, and allowing access to taxis/transport carrying disabled people, Blue Badge Holders and the elderly.
  - 3. Various suggestions, including installation of ramps on the new kerbs and additional seating so people can rest due to increased walking distances.

- Aberaeron**
- 1. Parking - more disabled parking and more general parking spaces in and around Aberaeron.
  - 2. Various suggestions, including lowering pavements, new seating areas to rest, improved signage of the location of disabled bays and some suggested removing the zones in their entirety.

- New Quay**
- 1. Parking - more disabled parking in and around the safe zone and allowing Blue Badge Holders into the zone at all times.

- Cardigan**
- 1. Access - allowing Blue Badge Holders into the zone throughout the day along with taxis/transport carrying Blue Badge Holders.

2. Signage - improved signage of the location of disabled parking bays and general signage of the location of road closures.

3. Removal of the safe zone.

2. Parking - more disabled parking in and around the safe zone reducing the distances required to walk.

3. Introduction of a 'Park and Ride' scheme into the town centre, again reducing the distances required to walk.

### Q11. Do you have any comments on safe zones and people's opportunity to use the Welsh language?

A total of 465 comments were received to this question. A large number of responses questioned the inclusion of this question in the survey, commenting that they did not understand the link between the creation of the safe zones in the four towns and people's opportunities to use the Welsh language. However, amongst the remaining responses there was a strong view that all signage/communications relating to the safe zones must be bilingual with Welsh listed first.

Views on whether the Safe Zones actually promoted or reduced the opportunities to use Welsh were split – some suggested that wider pavements and less traffic has created greater opportunities for people to stop and talk, whilst others felt they reduced opportunities as fewer local people were visiting towns. Some respondents also took the opportunity to make suggestions to increase the opportunities available, which included a continuation of the larger pedestrian areas, development of the 'café culture' in towns and new street furniture that would encourage dialogue amongst Welsh speakers and learners alike.

A selection of the comments received is contained in the table below.

Sample Comments	
"Only in that the safe zones have given people in the town more room to stop and chat. I hear much more of the Welsh Language now I can hear conversation rather than traffic noise."	"I would suggest that because local people seemed to be avoiding the town there were fewer opportunities to use it. From a local perspective the town is far busier now that the restrictions have been lifted."
"Helps create vibrant town centres that encourage Welsh speakers to stay here and gives a confidence that encourages others to learn."	"Stewards need to be able to speak Welsh. We should also try to get more businesses to use the bilingual resources available from the County Council regarding social distance. It should be ensured that the Closed Road sign does not block the safe zones Welsh sign out of sight."
"A cafe culture/pedestrianised High Street would lead to more outdoor verbal exchanges which I feel could only benefit the Welsh language."	"All businesses should be promoting the use of Welsh language as part of the county's Welsh Language Policy. Signage from CCC should be permanent and clear. Support for businesses financially to have signage bilingually as already part of culture and heritage."

<p>"Where there is more space for people to stop and chat in town (at a safe distance), there is more opportunity to use Welsh language. Before pedestrianisation, there was little space for people to stand and chat without blocking the way to other shoppers, particularly wheelchair users. Since pedestrianisation, 2 wheelchair users can stop to chat without getting in other peoples way. I am a learner of the Welsh language and like to use it when I am out in town at every opportunity."</p>	<p>"The Welsh language should have priority on all signage and directions. More emphasis on happy language leaning for the youngsters of the town who must be able to enjoy their town centre safe from the stress, noise and pollution."</p>
<p>"I think that the creation of seating areas should be considered, it's good for people to be able to sit and chat in the shade whatever the language but in Aber I can see how it would be a benefit, it may allow learners to practice their Welsh if the conditions were right."</p>	<p>"I can't help but think that restricting access to so many people reduces the amount of Welsh spoken in the town. So many people have stated on social media that they are no longer coming to Aberystwyth and are going elsewhere instead."</p>

### Q12: Is there anything else that you would like to tell us about safe zones in town centres?

There were a total of 589 comments made in response to this open-ended question. A broad range of comments, views and suggestions were made. Respondents who felt strongly against the creation of the safe zones were most vocal in these comments, raising a variety of concerns regarding the impact on the town centres, the local economy and on local residents. There were, however, a number of comments in support of the scheme and the positive impact they had for maintaining social distancing, for reducing traffic congestion and pollution, and in creating a more welcoming experience for local people and visitors alike. Some respondents also took the opportunity to share other ideas and suggestions on how the safe zones and the town centres in their entirety could be developed in the future.

A selection of the comments received is contained in the table below.

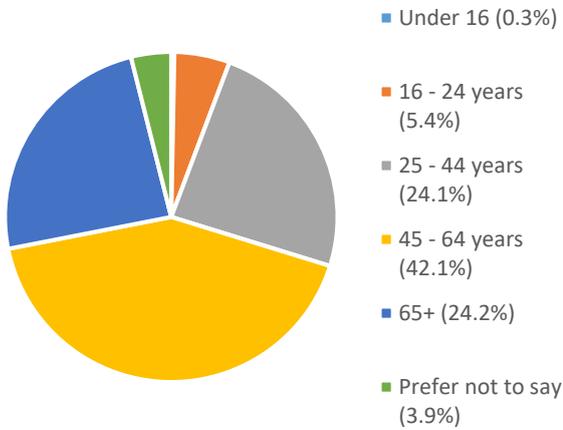
Sample Comments	
In support of the safe zones	Against the safe zones
<p>"Good idea, bring more activity to town centre, which hopefully in time will encourage more local businesses."</p>	<p>"I do not think safe zones in rural villages and towns would work because they are not built in a way to accommodate it. It would take away the true essence of village life which is part of the pull to tourists. Leave Safe zones to the big towns and cities don't try to change the rural science!!!!!"</p>
<p>"As I said, as a tourist to Aber, it really improved my experience of the town, I spent more time and money in the town, and really hope the council use this trial run to keep aspects of the safe zones, I walked down streets simply because they were in the safe zone, as I knew there could be more shops, meaning I also shopped in smaller independent shops."</p>	<p>"I went to Aberaeron for my weekly shop in the summer but was unable to complete the task as I was unable to get near enough to the shops to carry my shopping back to the car. I am not disabled but would not have been able to carry two bags of shopping back to the car park as they would have been too heavy. As a result I did not spend any money in Aberaeron, did not take my bags to the charity shop, did not speak to anyone, and as I went to Tregaron the next day where I can shop with ease, it was an impact on the environment as it was a wasted trip in car. I have not visited since."</p>

<p>"I think that the safe zones that have been created were long overdue and I sincerely hope that they will stay and be further improved upon. The layout and space allocation in our town centres has traditionally been focussed on cars. In view of climate change and a new policy focus on people's wellbeing it is time to put people and natural spaces at the centre of our town layouts."</p>	<p>"It requires a lot more thought and consultation with the businesses affected and residents impacted than the council, seemingly, is willing to give. Don't let Covid 19 force through bad decisions. Covid is in the scheme of things a temporary problem."</p>
<p>"I really enjoyed experiencing the high street and similar areas of Aberystwyth without cars on the road, it's been a wonderful change of pace and has me feeling significantly more comfortable with going about my day-to-day shop - both in the context of corona virus and my personal feeling. I'd love to see this continued even after the pandemic, and it will hopefully help financially starved local businesses in their recovery."</p>	<p>"Only useful in tourist seasons where large increase in daytime visitors to the town. A permanent pedestrianisation would damage the town centre and push people out to shop in the retail parks where parking is provided. Student numbers do not affect the number of people on the streets needing space to isolate as most are on campus in the daytime hours."</p>
<p>"I applaud the Council for introducing these measures during the peak holiday season of mid-July to mid-Sept, as it is clear that maintaining both social distancing and pedestrian safety would have been very difficult during that time. However, since mid-September it has been quite easy to maintain social distancing with a minimum amount of care and consideration. Closing the streets does have a cost (particularly for the unfortunate residents of the Mwdan and Queen's Terrace) and it should not be undertaken if it is not necessary."</p>	<p>"Parking at the harbour needs to be reviewed. Whilst making it free could help local residents gain access in fact the abuse of it by those using camper vans actually blocked use by many locals who became afraid to go into the area. Not specifically relevant to the safe zones was the lack of consideration of many holiday makers who viewed Wales as Covid free and had no concerns that they may be bringing virus with them. I'm not sure how you would reach out to them and I wouldn't want to see local businesses deprived of the trade but I feel that some campaign to educate them specifically about how to behave might have helped. I heard some say that they wanted to come to Aberystwyth because there was no Covid here so they didn't have to worry about the precautions."</p>
<p><b>General suggestions</b></p>	
<p>"A map showing which roads are closed and for how long and displayed in car parks and info points might be useful."</p>	<p>"More support for cycling - including building a culture of positive attitudes to cycling, sorting out all the one way systems that make biking harder in the centre. Aiding health, tourism and climate change win win win!"</p>
<p>"I think it's important to allow the business to take delivery very early in the day or late so the pedestrian area is safe. But we need also to make sure local people have safe parking away from these zones. Maybe a free circular bus would be the answer public transport us not great here."</p>	<p>"None of the towns are large and people really don't have to walk far. Maybe free tractor /train like in theme parks in the summer. Great for tourists especially if they are made to disembark in the town centre and the next is in an hour!"</p>
<p>"Think less about safe zones and more about ways of attracting new businesses to the High Street. Our towns will have the capacity to be completely pedestrianised in the near future because they will be like ghost towns with no one needing to venture in to them."</p>	<p>"With safe zone space you have the opportunity for small craft cabins. Given to local artists. For a small fee for the summer."</p>

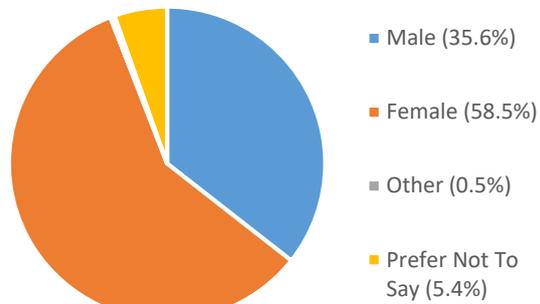
# Equalities Monitoring Questions

The Council's standard demographic and equalities monitoring questions were asked as part of the survey.

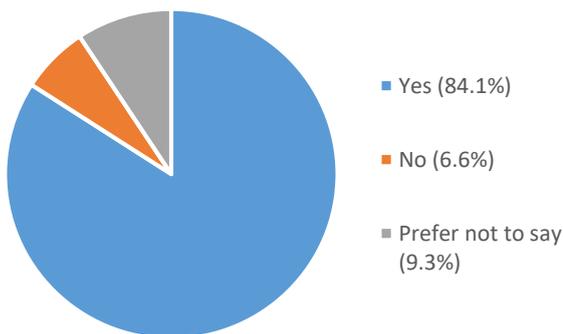
## 1. Age - What is your age group?



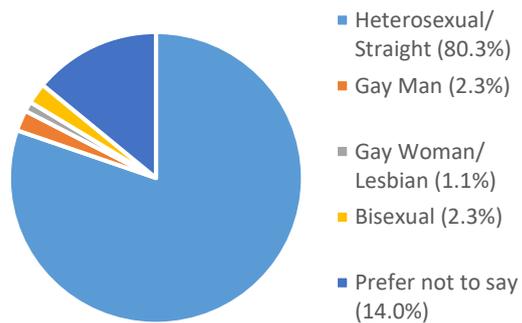
## 2. Gender - What is your gender?



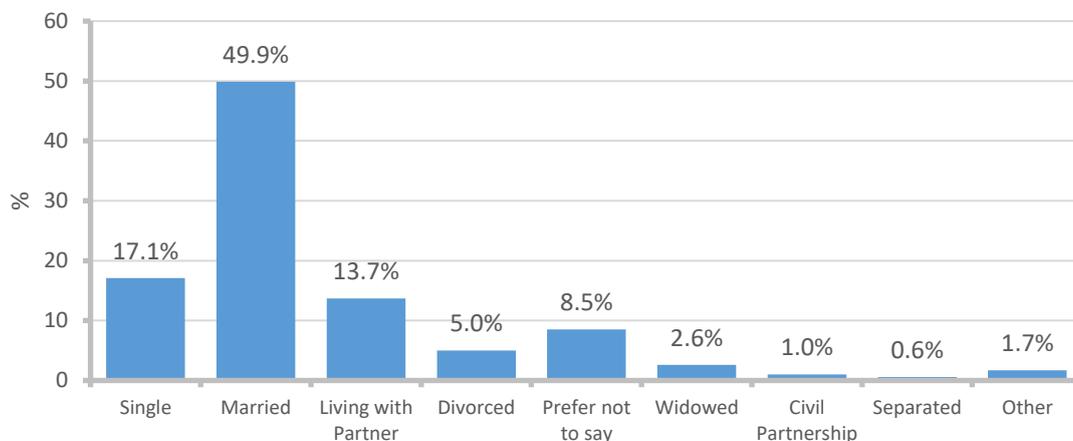
## 3. Transgender - is your gender the same as when it was assigned at birth?



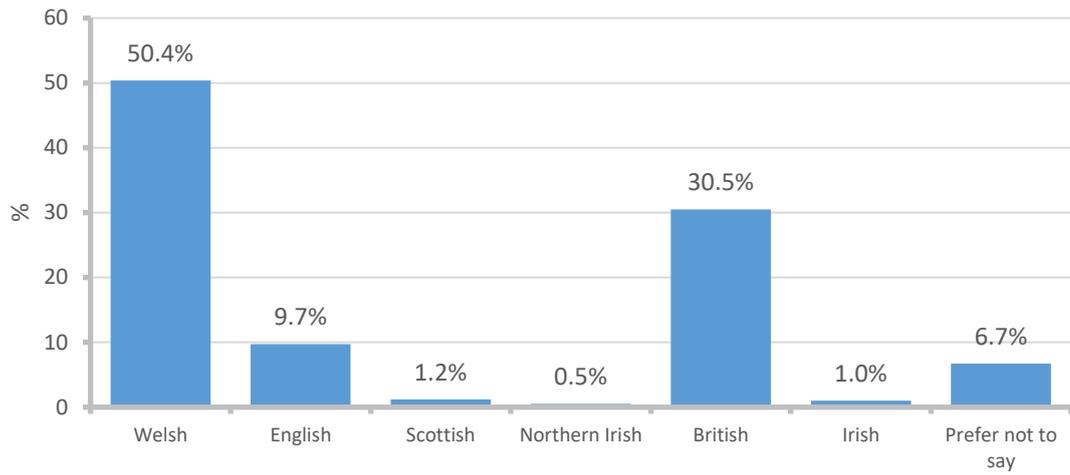
## 4. Sexual Orientation - Which one of the following options best describes how you think of yourself?



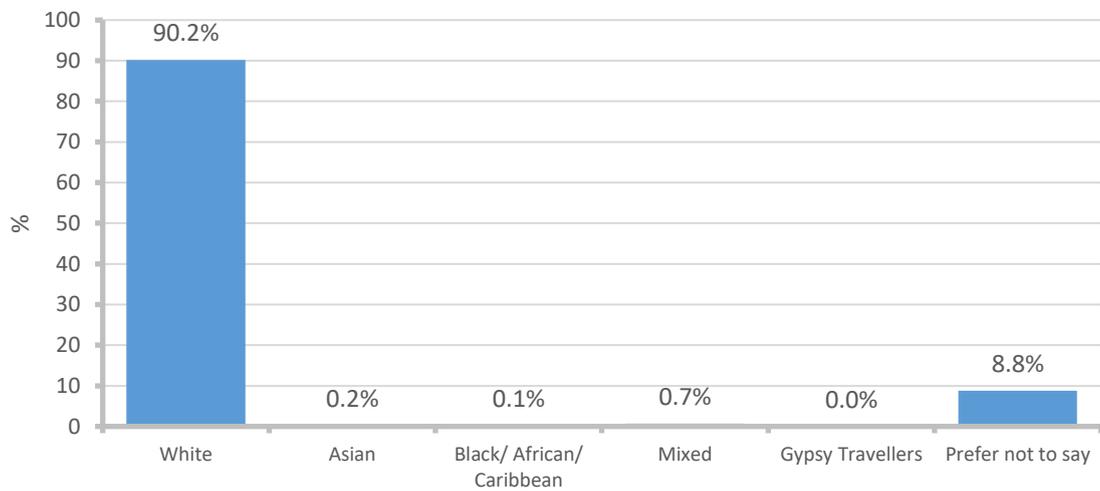
## 5. Partnership - Which of the following options describes your partnership status?



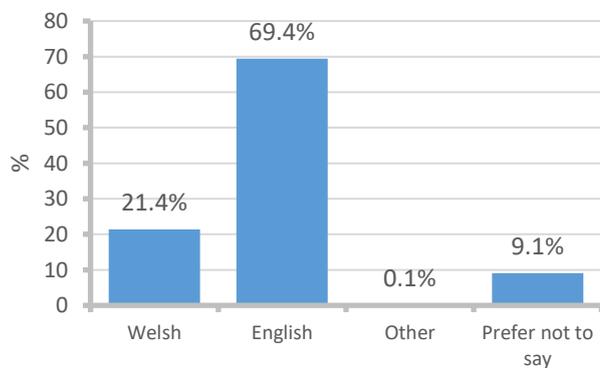
## 6. National identify - How would you describe your national identity?



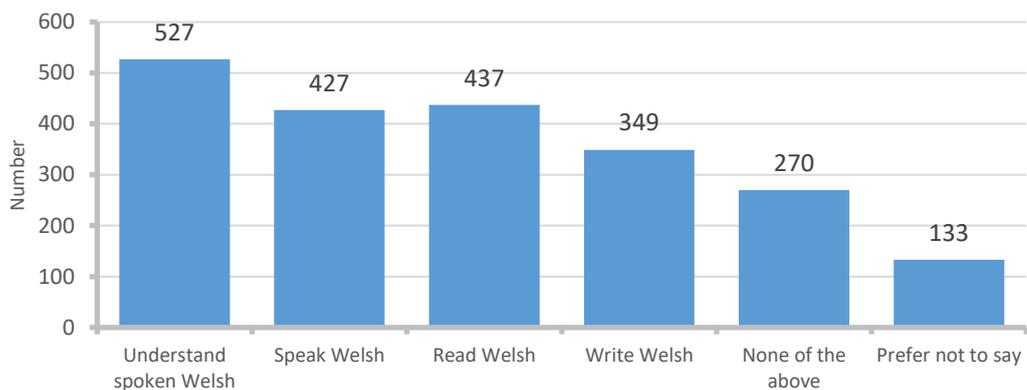
## 7. Race - What is your ethnic group? Choose one option that best describes your ethnic group or background.



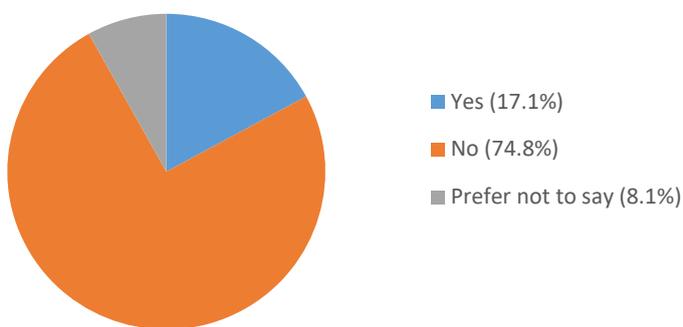
## 8a. Language - What is your preferred language?



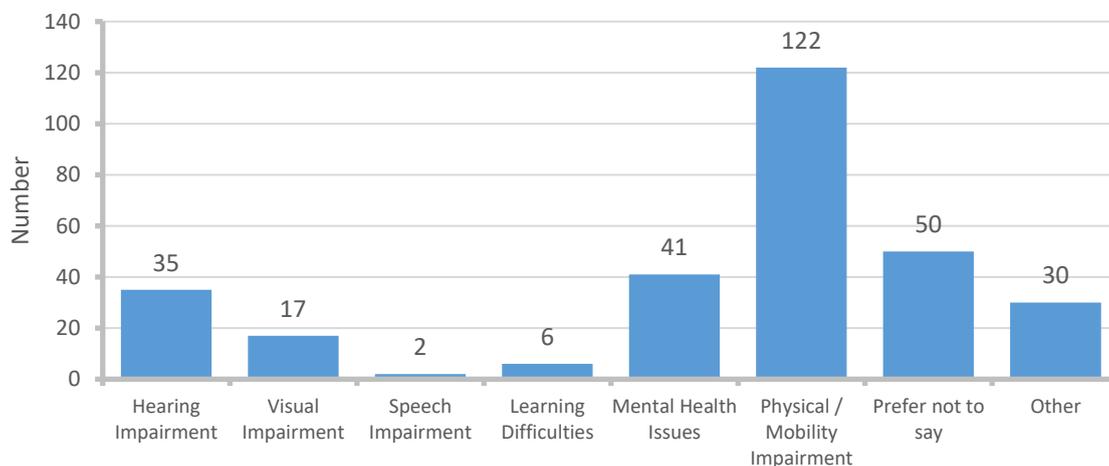
**8b Language - Can you understand, speak, read or write Welsh?**



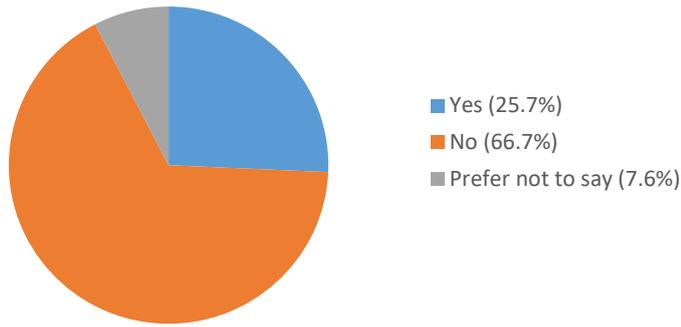
**9a. Disability - Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day to day activities?**



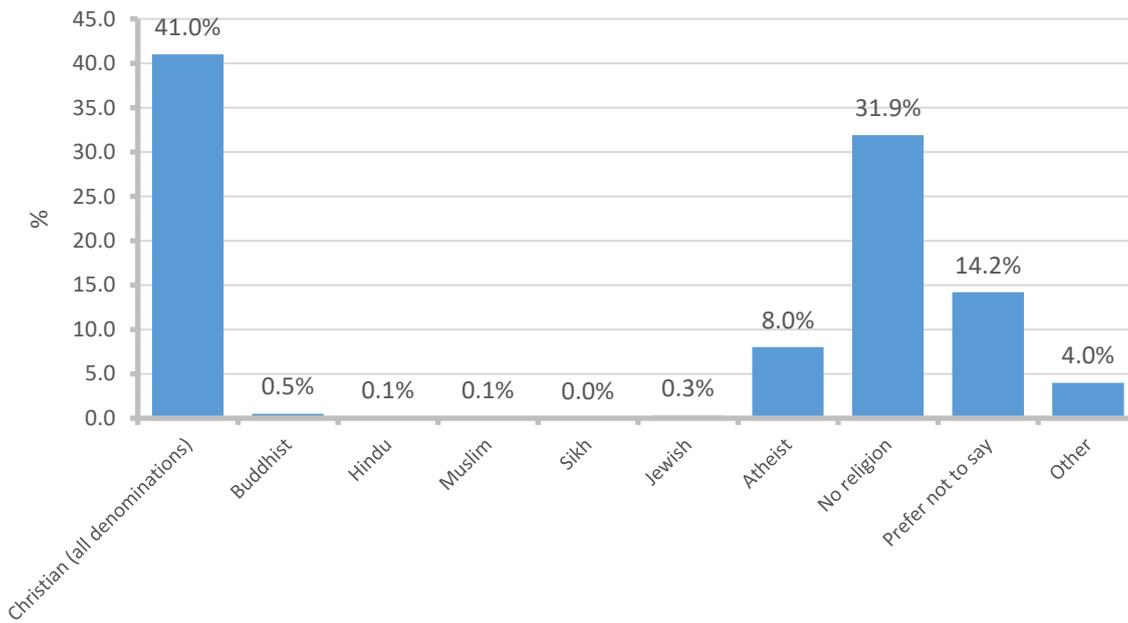
**9b. Disability - If you answered 'Yes' to question 9a, please indicate which applies to you?**



**10 Caring Responsibilities - Do you look after or give help or support to family members, friends, neighbours, or others because of either: long term physical or mental ill-health / disability; or problems related to old age?**



**11 Religion or Belief - What is your religion?**

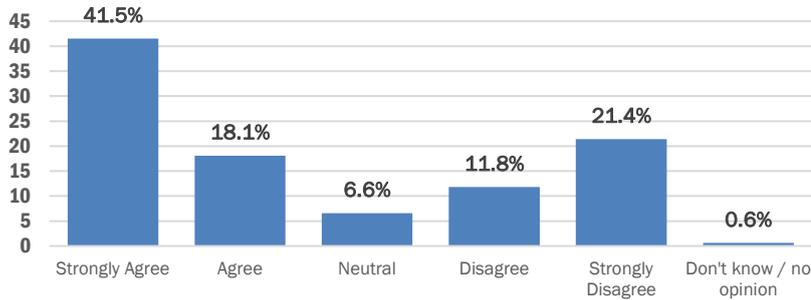


# Appendix A: Responses by Town – Aberystwyth (672 responses)

## Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

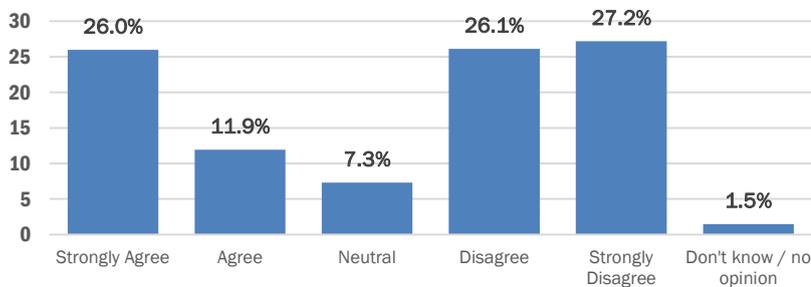
▼ Percentage



## Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

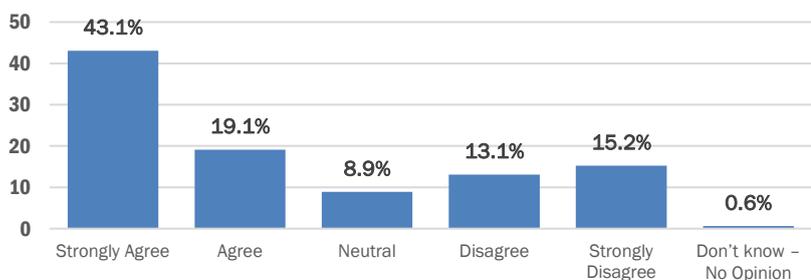
▼ Percentage



## Q5. Safe Zones when there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

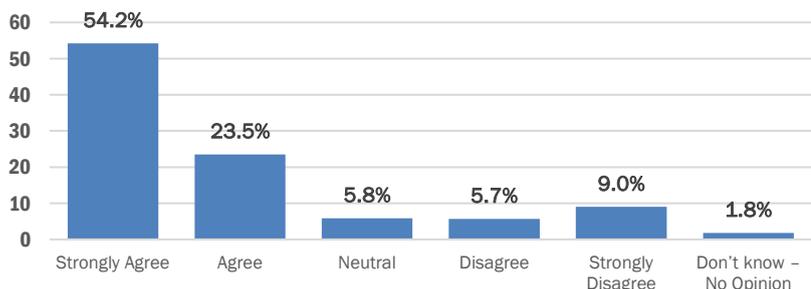
▼ Percentage



## Q6. Long Term Plans for Town Centres

To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment

▼ Percentage

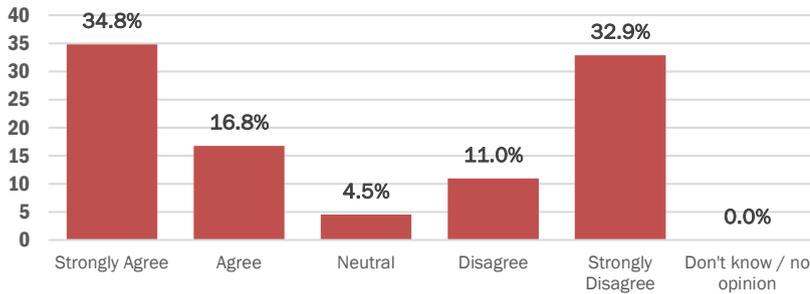


## Responses by Town – Aberaeron (155 responses)

### Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

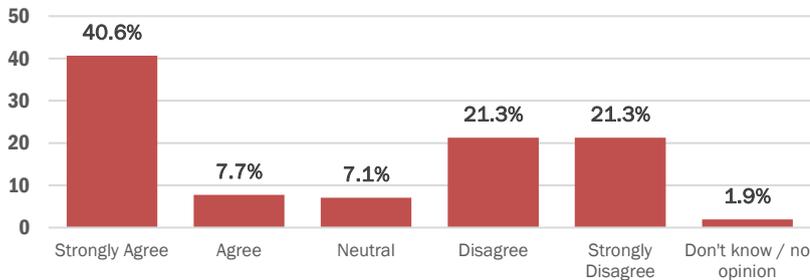
▼ Percentage



### Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

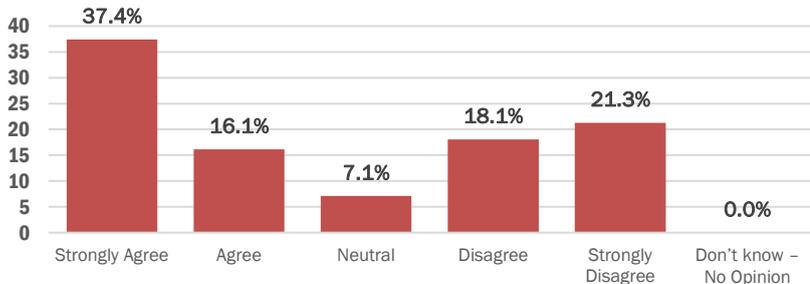
▼ Percentage



### Q5. Safe Zones when there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

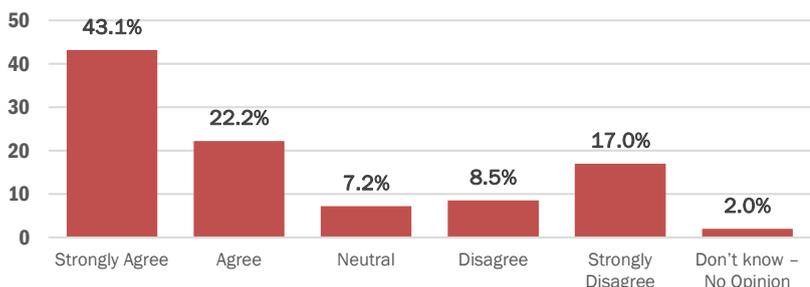
▼ Percentage



### Q6. Long Term Plans for Town Centres

To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment

▼ Percentage

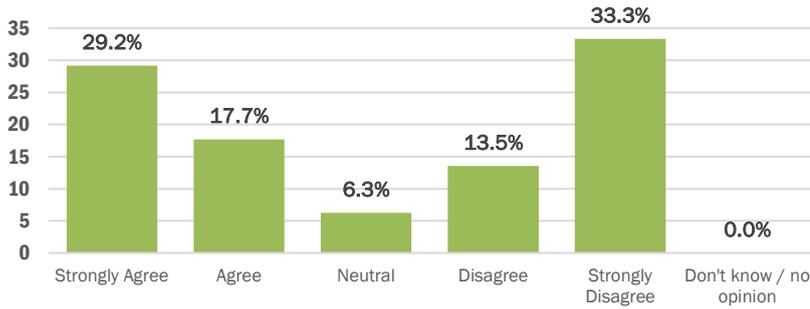


## Responses by Town – New Quay (96 responses)

### Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

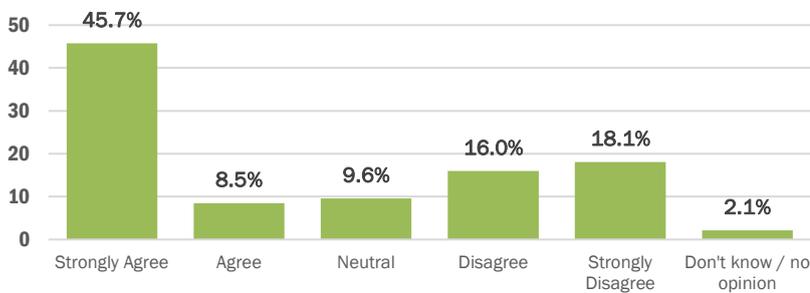
▼ Percentage



### Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

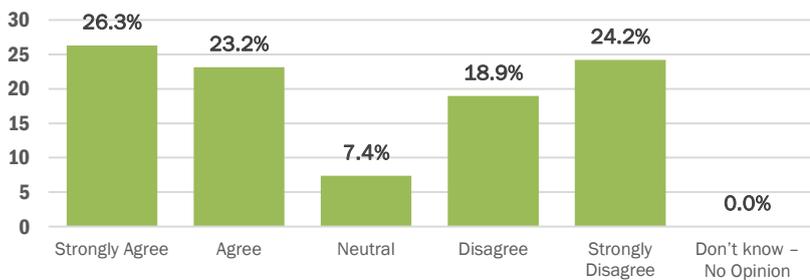
▼ Percentage



### Q5. Safe Zones When there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

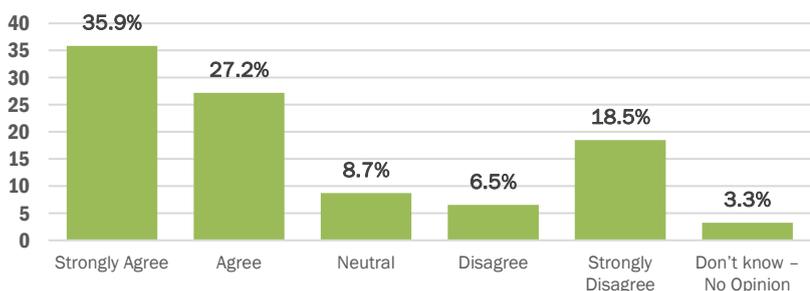
▼ Percentage



### Q6. Long Term Plans for Town Centres

To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment

▼ Percentage

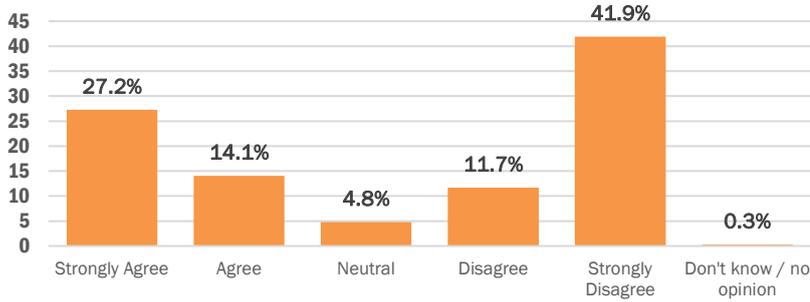


## Responses by Town – Cardigan (336 responses)

### Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

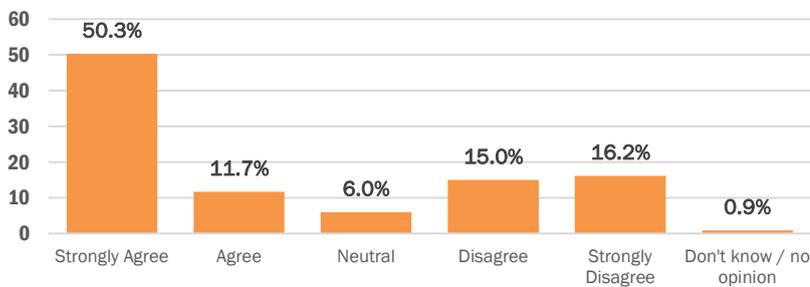
▼ Percentage



### Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

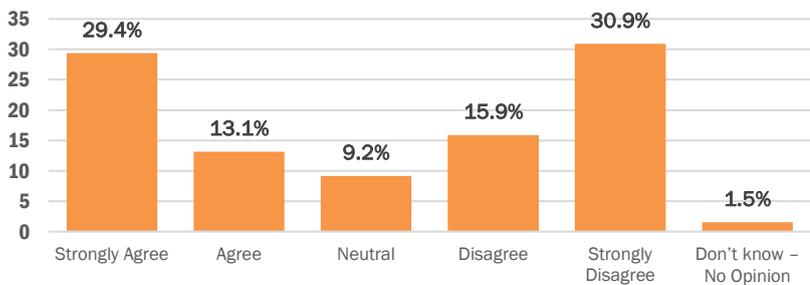
▼ Percentage



### Q5. Safe Zones When there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

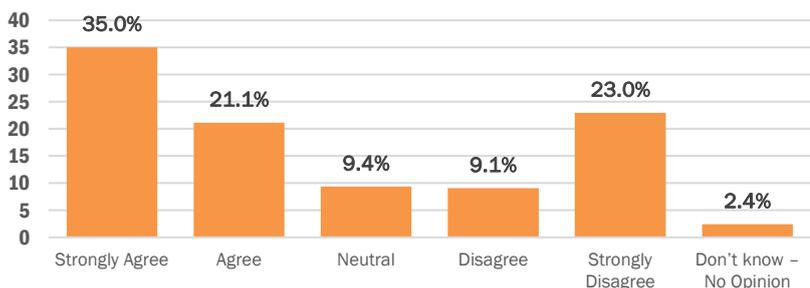
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### Q6. Long Term Plans for Town Centres

To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment

▼ Percentage

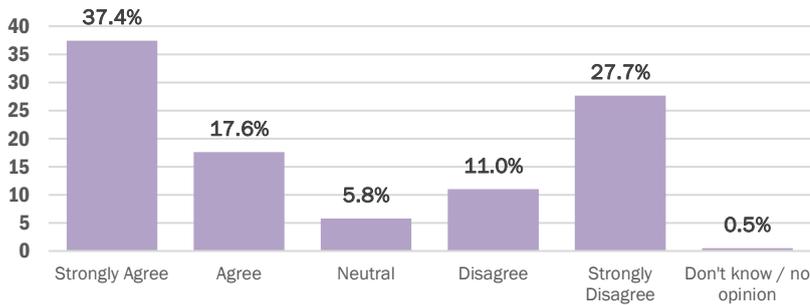


## B: Responses by Type of Respondent – Individuals (989 responses)

### Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

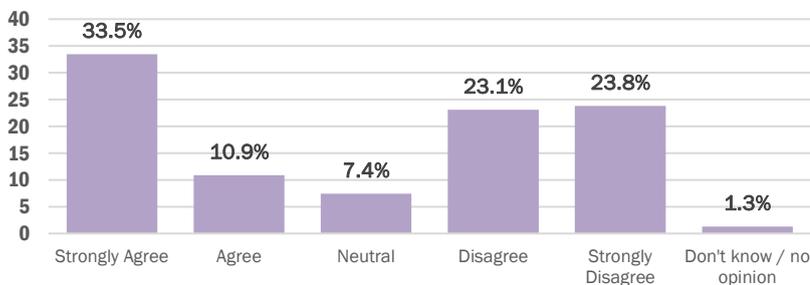
▼ Percentage



### Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

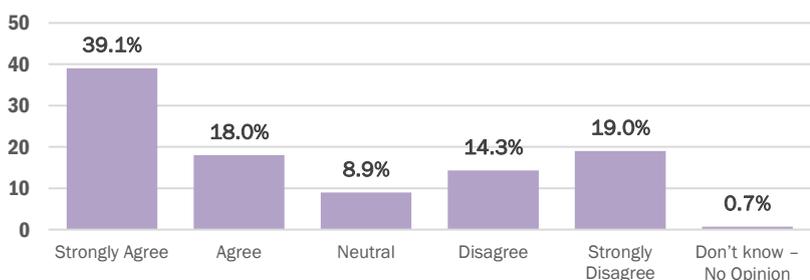
▼ Percentage



### Q5. Safe Zones when there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

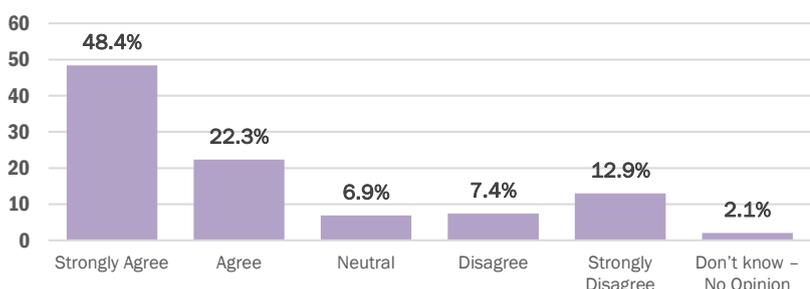
▼ Percentage



### Q6. Long Term Plans for Town Centres

To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment

▼ Percentage

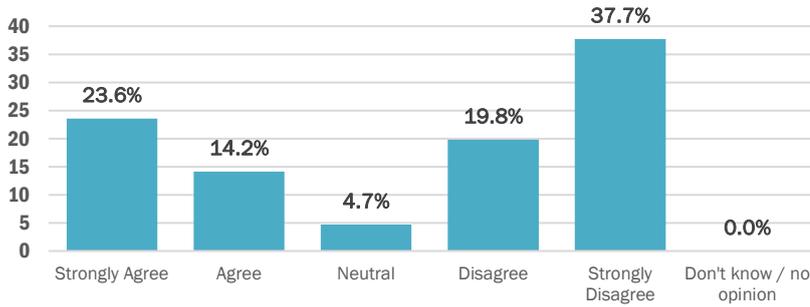


# Responses by Type of Respondent – Businesses (107 responses)

## Q3. Creating Safe Zones

To what extent do you agree or disagree with the creation of town centre safe zones?

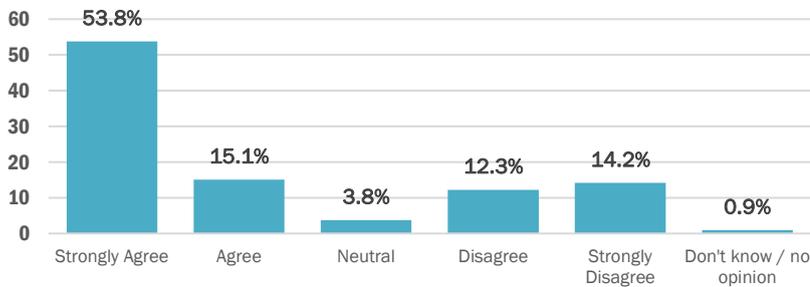
▼ Percentage



## Q4. Returning the Towns to Pre-pandemic Layouts

To what extent do you think that we should return to how the town centres were before the coronavirus pandemic?

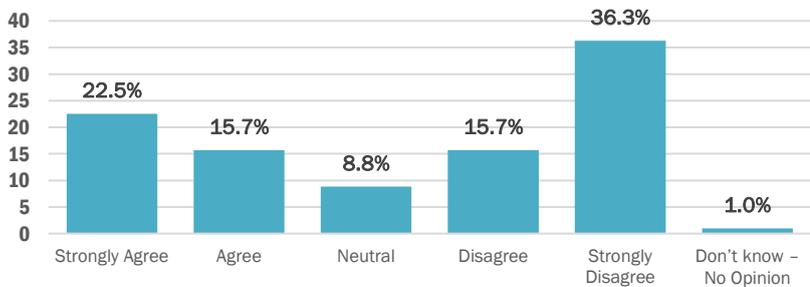
▼ Percentage



## Q5. Safe Zones when there is a Risk of Coronavirus

To what extent do you think that town centre safe zones should be in place when there is a risk of coronavirus?

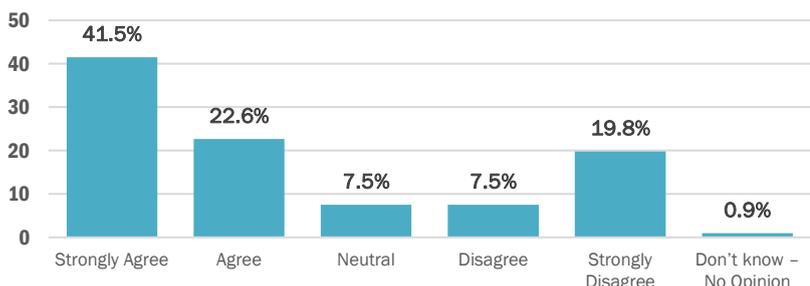
▼ Percentage



## Q6. Long Term Plans for Town Centres

To what extent do you think that new long term plans are needed to revitalise our town centres? These could include seasonal or permanent pedestrian zones, landscaping and improvements to the environment

▼ Percentage



# 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	Ceredigion Safe Zones
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Service Area	Economy and Regeneration Highways and Environmental Services	Corporate Lead Officer(s)	Russell Hughes-Pickering and Rhodri Llwyd	Corporate Director	Barry Rees
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Name of Officer completing the IIA	Michael Smith	E-mail	<a href="mailto:Michael.Smith2@ceredigion.gov.uk">Michael.Smith2@ceredigion.gov.uk</a>	Phone no	01545 574101
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Please give a brief description of the purpose of the proposal

As part of the adjustment process from the COVID-19 lockdown, the Council developed plans that aimed to make it easier to visit and trade in town centres in a safe way. To do this roads were closed to most traffic between 1100 am and 6.00 pm, space for traders was redefined to create new opportunities, pavements were decluttered by removing street furniture (and other items), vehicle users were asked to park outside the town centres and signage was introduced to help visitors to maintain safe distances based on the current 2m rule.

Unless action was taken:

- Many businesses would simply not be viable.
- Shoppers and visitors to the towns would not be safe.

A number of factors contribute to the issues faced:

- Their historic street layout



- Narrow street and pavements
- Some have trunk roads, all have traffic running through them
- On street parking takes up space
- Most shops, cafes, restaurants and pubs are small and do not have outdoor space
- The high influx of visitors – holiday makers, day trippers and students
- Ensuring accessibility including access for disabled people, for example wheel chair users and people with visual impairments.

The above measures were implemented via emergency powers and therefore no public consultation or IIA was required at that stage. Nevertheless, an IIA was been put forward with the initial proposal to re-open town centres so that we could assess any impacts. The IIA process is designed so that it can be revised with different versions in tandem with any changes to town centres re-opening. Due to the rapid but controlled nature of the re-opening process, unfortunately it was not possible to go out to public consultation in the first instance. There was some engagement with local County Councillors as plans emerged and feedback to press releases on Facebook was taken into account. We also used existing relevant data based on previous consultations within the first version of the IIA and other available surveys.

From the 31<sup>st</sup> of July to the 10<sup>th</sup> of August, the County Council conducted an online Town Centre Consultation Survey. This was carried out in a short period of time in order to inform decision making regarding the extension of the safe zones through temporary orders. The findings of the survey were incorporated into version, 2 of the IIA.

Between 26<sup>th</sup> October and 21<sup>st</sup> December 2020, Ceredigion County Council engaged with residents on the safe zones with a second online survey. This survey built on the initial survey and also allowed investigation of feelings and opinions in the respective towns, (Aberystwyth, Aberaeron, New Quay and Caridgan). The survey also explored a number of new questions, for example whether people supported new long term plans to revitalise town centres.

### **The journey so far:**

1. Safe Zones were implemented under emergency powers for Aberystwyth, Aberaeron, Newquay and Cardigan town centres for a three week period from the 13<sup>th</sup> of July to the 2<sup>nd</sup> of August 2020.
2. A further three week period for safe zones under emergency powers was implemented on the 3<sup>rd</sup> of August until the 24<sup>th</sup> of August.
3. A Town Centre Consultation Survey was carried out from the 31<sup>st</sup> of July to the 10<sup>th</sup> of August.
4. An 18 month extension of safe zones was implemented with a temporary traffic order. The safe zones can be implemented or removed during the eighteen month period to respond to visitor numbers or outbreaks of coronavirus.
5. The Town Centre Safe Zones were suspended during the lockdown from Christmas 2020 to the 29th of March 2021.



6. Moving into spring and summer 2021, the safe zones will be implemented according to the latest advice, data and needs, whilst taking into account feedback from the people of Ceredigion.

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).

All visitors, businesses and residents of town centres.

People affected by the proposal will be very significant. This will include all visitors to town centres, whether residents of Ceredigion, students, tourists or other visitors. Businesses within town centres and residents will also be affected. There are potential affects with specific groups of people including people with protected characteristics, (particularly disabled people and elderly people), and also all road and footway users including pedestrians, cyclists and motorists.

From the Aberystwyth, Aberaeron, New Quay and Cardigan Town Centre Safe Zones Feedback Survey Report, (26/10/20 – 21/12/20), the views of the 1,120 respondents were –

- 54% agree or strongly agree with the creation of safe zones, (40% disagree or strongly disagree).
- 47% agree or strongly agree that town centres should return as they were before Covid-19, (45% disagree or strongly disagree).
- 56% agree or strongly agree that safe zones should be in place when there is a risk of Covid-19, (35% disagree or strongly disagree).
- 70% agree or strongly agree that new long term plans are needed to revitalise town centres, (20% disagree or strongly disagree).
- Levels of support for safe zones vary by town: Aberystwyth – 59.6%, Aberaeron – 51.6%, New Quay – 46.9%, Cardigan – 41.3%,(Figures show the % agree/strongly agree with the creation of the safe zones).
- Levels of support for Safe Zones vary by type of respondent: Individuals – 55.0% and Businesses – 38.7%, (Figures show the % agree/strongly agree with the creation of the safe zones).
- Support for returning towns to how they were before vary: Cardigan – 62.0%, New Quay – 54.3%, Aberaeron – 48.4%,Aberystwyth – 37.9%, (Figures show the % agree/strongly agree with return towns to how they were before the pandemic).

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

An integrated tool to inform effective decision making



Michael Smith	Implementation of safe zones on the 13 <sup>th</sup> of July via emergency powers at Gold Command	1	10/7/20	<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>
Michael Smith	Extended implementation of safe zones on the 25 <sup>th</sup> of August via emergency powers at Gold Command	2	13/8/20	
Michael Smith	For any future considerations	3	End of March 2021	To take into account evidence from the Aberystwyth, Aberaeron, New Quay and Cardigan Town Centre Safe Zones Feedback Survey Report.

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

Boosting the Economy	<p>The re-opening of town centre businesses following the COVID-19 lockdown is vital for the local economy and also the survival of individual businesses.</p> <p>The proposals consider safe access to business and to allow for social distancing by a series of measures including road closures, decluttering pavements, parking outside town centres and the introduction of social distancing signage. The improvement of the quality of the 'town-centre experience' may be a boost for businesses.</p> <p>There is also the opportunity to evaluate the implementation of the proposal to inform any mid to long term plans for changes to our town centres and how this could boost the economy.</p> <p>From the Town Centre Safe Zones Feedback Survey, (Winter 2020), it can be seen that the levels of support for Safe Zones vary between individuals and businesses: Individuals – 55.0% and Businesses – 38.7%, (Figures show the % agree/strongly agree with the creation of the safe zones).</p>
Investing in People's Future	Safeguarding future access to and sustainability of town centres and opportunities for all.



<p>Enabling Individual and Family Resilience</p>	<p>Measures to ensure social distancing will help with community resilience to COVID-19.</p> <p>The proposals support ease of movement of pedestrians, wheel-chair users and cyclists around town centres. Road closures to traffic and de-cluttering of pavements will ease access for wheel-chair users and visually impaired people.</p> <p>From the Town Centre Consultation Survey, (Summer 2020), 52% think the impact on disabled people, Blue Badge holders and the elderly is bad or very bad, (9% said good or very good). The majority of concerns were around general access for the disabled, parking availability for Blue Badge holders and confusion over the safe zones amongst the elderly.</p>
<p>Promoting Environmental and Community Resilience</p>	<p>The reduction of town centre vehicular traffic will improve the air quality and the safety of pedestrians, wheel-chair users and cyclists. The measures will also help people to keep at a social distance and increase community resilience to COVID-19.</p> <p>From the Town Centre Consultation Survey, (Summer 2020), 46% think they have a good or very good impact on the environment, (15% said bad or very bad).</p> <p>From the Town Centre Safe Zones Feedback Survey, (Winter 2020), 56% agree or strongly agree that safe zones should be in place when there is a risk of Covid-19, (35% disagree or strongly disagree).</p>

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**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?
<p><b>Long Term</b> Balancing short term need with long term and planning for the future.</p>	<p>The short term need of re-opening our town centres will be implemented via emergency powers. Meeting the short term need of re-opening our town centres includes measures such as road closures, decluttering pavements, parking outside town centres and the introduction of social distancing signage. This will be a radical change and offers a significant opportunity to assess and consult on these short term changes with a view to adapting our town centres as a quality and environmentally sustainable visitor experience with vibrant and successful businesses for the mid and long term periods.</p>	<p>We gathered evidence during the short-term re-opening period including a Town Centre Consultation Survey, (summer 2020), and then later with a Town Centre Safe Zones Feedback Survey, (Winter 2020).</p> <p>From the Town Centre Safe Zones Feedback Survey, (Winter 2020), 54% agree or strongly agree with the creation of safe zones, (40% disagree or strongly disagree).</p> <p>From the Town Centre Safe Zones Feedback Survey, (Winter 2020), it can be seen that the levels of support for Safe Zones vary between individuals and businesses: Individuals – 55.0% and</p>	<p>Negative impacts will be identified during the short term period and addressed if possible.</p>

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

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		Businesses – 38.7%, (Figures show the % agree/strongly agree with the creation of the safe zones).	
<b>Collaboration</b> Working together with other partners to deliver.	Work with Welsh Government and North and Mid Wales Trunk Road Agency and emergency services. Civil enforcement through Ceredigion County Council Parking services and Police for moving traffic offences (including obstructions etc.).  Work with the Police on Licencing Legislation.	Evidence from stakeholder engagement and County Council service planning and delivery – including Parking Services, Planning, economic development and licencing functions.	Ongoing monitoring of impact of these changes.  Civil Parking Enforcement and enforcement by Police.  Licencing legislation enforcement to manage anti-social behaviour, alcohol fuelled violence etc.
<b>Involvement</b> Involving those with an interest and seeking their views.	Due to the high priority and urgent need to re-open town centres emergency powers were invoked. Unfortunately it was not possible within the time frame to carry out a full consultation or engagement exercise with the initial implementation of emergency powers.  Nevertheless, at the formative stage, Town Councils and Elected Members were contacted for feedback. Existing information from previous engagement or consultations and feedback to press releases on social media, was also taken into account in drawing up the initial proposal.	Consultation will take place with future town centre plans beyond the period of emergency powers.	A full consultation with stakeholders and the general public will feed into proposals for long term town centre plans and safe zones.



	<p>A Town Centre Consultation Survey was carried out, (31/7/20 – 10/8/20). The survey report was used as evidence during the decision making process, including the 18 month safe zone proposal under emergency powers.</p> <p>An Aberystwyth, Aberaeron, New Quay and Cardigan Town Centre Safe Zones Feedback Survey was carried out between the 26/10/20 and the 21/12/20. The results were used to update the third version of this IIA.</p>		
<p><b>Prevention</b> Putting resources into preventing problems occurring or getting worse.</p>	<p>The measures to ensure social distancing will contribute to reducing or preventing community transmission of COVID-19.</p> <p>The controlled and managed re-opening of town centres will enable business to re-open and contribute to business viability and continuity and prevent closure of businesses and negative impacts on the local economy.</p> <p>The closure of roads to traffic will help to prevent road traffic accidents and increase safety for pedestrians, wheelchair users and cyclists.</p>	<p>National guidance and safety advice on social distancing including the current 2 metre rule.</p> <p>The impacts of COVID-19 on the economy are set out in <i>'The Economic Impact of Coronavirus (COVID-19) in Ceredigion,'</i> Ceredigion County Council.</p> <p><i>'Re-allocating Road Space to Make Walking and Cycling Safer – support for Local Authorities during Covid-19 and beyond,'</i> Sustrans.</p>	<p>Ongoing monitoring of the impact of these changes. Ongoing monitoring will assist with identifying and reacting to any negative impacts as they arise.</p> <p>Civil Parking Enforcement Enforcement by Police</p>



<p><b>Integration</b> Positively impacting on people, economy, environment and culture and trying to benefit all three.</p>	<p>There is currently a wider policy debate on interdependencies between the environment, the economy and pandemics. The re-opening of town centres could be a part of a suite of strategies to promote a green, economically active and resilient Ceredigion.</p>	<p>Evidence and consultation will take place with future town centre plans beyond the period of emergency powers. This will include integration with economic, environmental and cultural strategies.</p>	<p>Gather evidence from future consultations and refer to other relevant strategies.</p>
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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?
<p><b>3.1. A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs.</p>	<p>The proposal to re-open town centres will help town centre business to re-open. This will be of direct benefit to the local economy and will contribute to prosperity.</p> <p>Materials will be sourced and installed using local contractors, thus helping to safeguard jobs within the public and private sectors.</p>	<p>Evidence from town centre improvement projects nationally and internationally.</p> <p>From the Town Centre Safe Zones Feedback Survey, (Winter 2020), it can be seen that the levels of support for Safe Zones vary between individuals and businesses: Individuals – 55.0% and Businesses – 38.7%, (Figures show the % agree/strongly agree with the creation of the safe zones).</p> <p>Survey respondents cited the vibrant atmosphere created by allowing cafes and businesses to trade outside.</p>	<p>Ongoing monitoring of the impact of changes to identify any negative impacts as they arise.</p> <p>The highways, licensing and economic development officers are working with local businesses to enable outdoor trading where appropriate, and they will continue to work with businesses where they can.</p> <p>The Council is working with partners to provide entertainment in the centres too. In addition officers are working with local organisations, such as Advancing Aberyswtyth and local Council members to identify other measures that improve the attractiveness of the town.</p> <p>Information and advice is available to businesses through the economic teams and via the web who need support at this time.</p>



		<p>People also told us that they believed that safe zones are detrimental to the economy, that impacts on businesses need to be assessed before implementing safe zones and that safe zones cause people to travel elsewhere for shops and facilities because of access issues.</p>	
<p><b>3.2. A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).</p>	<p>The closure of town centres to traffic will contribute to reducing emissions within the town centre environment and lead to cleaner air. Local people, where possible, would be encouraged to walk or cycle to town centres rather than drive.</p> <p>There is a wider policy discussion on interdependencies between the environment, the economy and pandemics. The future town centres proposals could be a part of a suite of strategies to promote a green, economically active and resilient Ceredigion.</p>	<p>Evidence from town centre traffic reduction schemes nationally and internationally.</p> <p>From the Town Centre Consultation Survey (Summer 2020), 46% think that there is a good or very good impact on the environment, (15% said bad or very bad).</p> <p>Many people highlighted the positive impacts of having less cars in the towns, in particular less air and noise pollution. However, there were an equal number of concerns that an increase in litter and overflowing bins was</p>	<p>Ongoing monitoring of the impact of changes to identify any negative impacts as they arise.</p> <p>Ensure that the safe zone proposals integrate into the new policy landscape.</p> <p>Where issues have been identified the Council has introduced large skip type bins that are regularly emptied. In problematic areas the Council is erecting more signage to encourage visitors to take responsibility for their litter and take it home with them.</p>



		<p>a by-product of the safe zone due to an increase in visitors and reopening of the tourism industry.</p> <p>Developing international, national and local policies.</p>	
<p><b>3.3. A healthier Wales</b> People's physical and mental wellbeing is maximised and health impacts are understood.</p>	<p>The proposal sets out measures to allow for social distancing based on the current 2 metre rule to reduce the risk of community transmission in town centres.</p> <p>The re-opening of town centres will also contribute to people's mental health and quality of life due to the social aspects of town centre activities and experiences.</p>	<p>Government and WHO medical advice and guidance on social distancing to prevent coronavirus.</p> <p>From the Town Centre Safe Zones Feedback Survey, (Winter 2020), 56% agree or strongly agree that safe zones should be in place when there is a risk of Covid-19, (35% disagree or strongly disagree).</p> <p>In support of the safe zones, comments focused on the way they allowed people to maintain social distance and thus felt safer when visiting the town centre, and some went as far to say that</p>	<p>Rates of local community transmission of coronavirus will be monitored and restrictions reintroduced or eased accordingly.</p> <p>Social distancing signage has been installed in the safe zones.</p>



		<p>they should be a permanent feature.</p> <p>Some felt that with the rollout of the vaccine over the coming months there is no need to keep safe zones.</p>	
<p><b>3.4. A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected.</p>	<p>Community cohesion is about building social capital by increasing social connectivity between people. The re-opening of town centres as safe spaces and quality environments for people to visit will have a positive impact on community cohesion.</p>	<p>Community Cohesion Theory – for example the concept of parallel lives by Ted Cattle.</p> <p>National Survey for Wales Community Cohesion Indicators.</p> <p>Information from the Mid and West Wales Community Cohesion Team.</p> <p>From the Town Centre Consultation Survey, (Summer 2020), 52% think safe zones have a good or very good impact on the atmosphere in towns, (27% said bad or very bad).</p> <p>The written comments in survey in support of this</p>	<p>Monitor for any negative impacts such as anti-social behaviour or hate crime and address via the Community Safety Partnership.</p>



		<p>view were that it had created a more relaxed, welcoming and 'continental' atmosphere to the towns which people enjoyed. They also highlighted the lack of cars polluting the air and the safety with which they could browse the shops. However, there were also 27% who thought the effect had been bad. The main issues raised were that locals feel less safe due to the large influx of tourists and visitors to the area who are allegedly not observing social distancing measures, and there is a feeling that the safe zones were created for the benefit of tourism rather than local people.</p>	
<p><b>3.5. A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p>	<p>The proposal has the potential to reduce CO<sub>2</sub> production and negative environmental impacts of transport and travel - including emissions of nitrogen oxide, carbon monoxide and hydrocarbons by encouraging local people to walk or cycle to town centres.</p>	<p>Evidence from air pollution monitoring.</p>	<p>Ongoing monitoring of impact of changes to identify any negative impacts as they arise.</p>



	<p>By taking measures to protect residents and visitors to Ceredigion from coronavirus, we can play a part in globally tackling outbreaks of the virus.</p> <p>The proposals may also go hand in hand with other globally responsible projects, for example Fair Trade Towns.</p>	<p>Monitoring of the R-rate.</p> <p>Cross referencing to other projects, for example Fair Trade Towns.</p>	<p>Reintroducing or easing restrictions accordingly.</p>
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<p><b>3.6. A more equal Wales</b>                  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></p> <p><i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i></p> <p><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></p> <p><b>Please also consider the following guide::</b>  <a href="#">Equality Human Rights - Assessing Impact &amp; Equality Duty</a></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 <b>involvement</b> 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><b>Age</b>                  Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> <table border="1" data-bbox="69 989 786 1471"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/ Negligible</th> </tr> </thead> <tbody> <tr> <td>Children and Young People up to 18</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>People 18-50</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>Older People 50+</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> <td></td> </tr> </tbody> </table>		Positive	Negative	None/ Negligible	Children and Young People up to 18	✓			People 18-50	✓			Older People 50+	✓	✓		<p>The proposal will have a positive effect on the physical health of people of all ages by the introduction of social distancing measures. Safety will be increased from a reduction of vehicular traffic. The proposal will also have potential widespread positive effects on emotional wellbeing with people able to return safely to town centres for retail, leisure and recreational purposes.</p> <p>Younger people will potentially experience greater benefits</p>	<p>Government and WHO medical advice and guidance on social distancing to prevent coronavirus.</p> <p>RoSPA evidence on road safety.</p> <p>ONS data on the emotional impacts of the coronavirus pandemic.</p>	<p>The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.</p>
	Positive	Negative	None/ Negligible																
Children and Young People up to 18	✓																		
People 18-50	✓																		
Older People 50+	✓	✓																	



				<p>from emotional wellbeing and road safety.</p> <p>Older people will experience greater benefits from social distancing / virus protection measures due to a relatively higher vulnerability. There are also potential increased benefits from road safety and tackling isolation / emotional wellbeing.</p> <p>For some older people a negative impact is that safe zones mean that people have to walk further.</p>	<p>Ceredigion has one of the highest proportions of older people in Wales. The majority of deaths involving COVID-19 have been among people aged 65 years and over, (24,009 out of 27,356), with 43% (10,410) of these occurring in the over-85 age group, (ONS data up to the 24/4/20).</p> <p>From the Town Centre Consultation Survey, (Summer 2020), 52% think the impact on disabled people, Blue Badge Holders and the elderly is bad or very bad, (9% said good or very good). The majority of concerns were around general access for the disabled, parking availability for Blue Badge holders and confusion over the safe zones amongst the elderly.</p> <p>In the Town Centre Safe Zones Feedback Survey, (Winter 2020), people were asked a question on what improvements could be made</p>	<p>The time that the safe zones commence was moved from 1000 am to 1100 am to help to give people an increased opportunity to drive into town centres if required.</p> <p>Blue badge parking has been designated with the safe zones. Additional Blue Badge car parking spaces have been created and we continue to monitor the situation.</p>
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					to safe zones for disabled people, Blue Badge holders and the elderly. People told us that providing additional Blue Badge parking and allowing greater access to the town centres were needed.	
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<b>Disability</b> Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)				The proposal will have a positive effect on people with disabilities by the introduction of social distancing measures and increased safety from a reduction of vehicular traffic. The proposal will also have potential widespread positive effects on mental health with people able to return safely to town centres for retail, leisure and recreational purposes.	Government and WHO medical advice and guidance on social distancing to prevent coronavirus.  RoSPA evidence on road safety.	The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
Hearing Impairment	Positive	Negative	None/ Negligible			
	✓					
Physical Impairment	Positive	Negative	None/ Negligible			
	✓	✓				
Visual Impairment	Positive	Negative	None/ Negligible			
	✓	✓				
Learning Disability	Positive	Negative	None/ Negligible			
	✓	✓				
Long Standing Illness	Positive	Negative	None/ Negligible			
	✓	✓				
Mental Health	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			

Wheelchair users and people with hearing, physical and visual impairments will all benefit from a reduction in vehicular traffic and from a decluttering of street furniture.

The Decluttering Ceredigion Campaign demonstrated how a decluttered street scene improved accessibility.

An accessibility audit will help to identify and address barriers to access. As part of the plans thus far we have added ramps to improve access and will continue to look at how access can be improved.

For some disabled people a negative impact could be increased distances in visiting

In the Town Centre Safe Zones Feedback Survey, (Winter 2020), people were

Blue badge parking has been designated with the safe zones. Additional Blue Badge



			<p>town centres, especially for people with limited mobility or for people who use wheelchairs.</p> <p>A potential barrier is the accessibility of easily understandable information and signage on town centres.</p>	<p>asked a question on what improvements could be made to safe zones for disabled people, Blue Badge holders and the elderly. People told us that providing additional Blue Badge parking and allowing greater access to the town centres were needed.</p> <p>People have told us that a simplified map with landmarks would be easier to understand. People have also asked for information in easy read and other accessible formats including audio. People with Learning Disabilities have told us that they do not like changes in their routines.</p> <p>The Ceredigion Disability Forum raised the point that not all people with access needs are Blue Badge Holders and may not qualify for a Blue</p>	<p>car parking spaces have been created and we continue to monitor the situation.</p> <p>The time that the safe zones commence was moved from 1000 am to 1100 am to help to give people an increased opportunity to drive into town centres if required. However, some people have told us that they need to take medication in the morning and that they are not able to go out until later in the day.</p> <p>We are looking at producing simplified maps. An easy read version of the Town Centre Consultation Survey was produced. Other accessible formats are available on request.</p> <p>We will continue to look to improve access for Blue Badge Holders and non-Blue Badge Holders.</p>
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# Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

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					Badge. This creates issues in accessing the safe zones,	
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<b>Transgender</b> Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)				The proposal will have a positive effect on the physical health of all people including the protected characteristic of transgender by the introduction of social distancing measures and increased safety from a reduction of vehicular traffic. The proposal will also have potential widespread positive effects on emotional wellbeing with people able to return safely to town centres for retail, leisure and recreational purposes.	Government and WHO medical advice and guidance on social distancing to prevent coronavirus.  RoSPA evidence on road safety.  ONS data on the emotional impacts of the coronavirus pandemic.	The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
Transgender	Positive	Negative	None/ Negligible			
	✓					

<b>Marriage or Civil Partnership</b> Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)				The proposal will have a positive effect on the physical health people of all people by the introduction of social distancing measures and increased safety from a reduction of vehicular traffic. The proposal will also have potential widespread positive effects on emotional wellbeing with people able to return safely to town centres for	Government and WHO medical advice and guidance on social distancing to prevent coronavirus.  RoSPA evidence on road safety.  ONS data on the emotional impacts of the coronavirus pandemic.	The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
Marriage	Positive	Negative	None/ Negligible			
	✓					
Civil partnership	Positive	Negative	None/ Negligible			
	✓					



				retail, leisure and recreational purposes.		
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<b>Pregnancy or Maternity</b> Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)				The proposal will have a positive effect on the physical health of all people, including pregnancy and maternity, by the introduction of social distancing measures and increased safety from a reduction of vehicular traffic. Those who are pregnant or new parents will also benefit from a de-cluttered and a safer town centre space  The proposal will also have potential widespread positive effects on emotional wellbeing with people able to return safely to town centres for retail, leisure and recreational purposes.  For some people who are pregnant or who have recently given birth, a negative impact could be the need to walk further.	Government and WHO medical advice and guidance on social distancing to prevent coronavirus.  RoSPA evidence on road safety.  ONS data on the emotional impacts of the coronavirus pandemic.	The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
Pregnancy	Positive	Negative	None/ Negligible			
	✓	✓				
Maternity	Positive	Negative	None/ Negligible			
	✓	✓				

<b>Race</b> Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)				The proposal will have a positive effect on the physical health of people of all races	Government and WHO medical advice and guidance	The proposal is being introduced under emergency powers. The proposal is to be
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White	Positive	Negative	None/ Negligible	by the introduction of social distancing measures. Races with relatively higher vulnerability to coronavirus will have an increased benefit from social distancing measures, including black, Asian and minority ethnic people	on social distancing to prevent coronavirus.  Black and Asian people, are relatively more vulnerable to the COVID-19 virus. When taking into account age in the analysis, black males are 4.2 times more likely to die from a COVID-19-related death and black females are 4.3 times more likely than white ethnicity males and females. People of Bangladeshi and Pakistani, Indian, and mixed ethnicities also had statistically significant raised risk of death involving COVID-19 compared with those of white ethnicity. (Coronavirus (COVID-19) related deaths by ethnic group, England and Wales: 2 March 2020 to 10 April 2020, ONS).  People from ethnic minorities are also more likely to work in at risk areas of employment, (either job security or risk of coronavirus infections), for example hospitality, tourism, health, social care and meat processing, (Wales BAME Forum).	monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
	✓					
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					
Asian / Asian British	Positive	Negative	None/ Negligible			
	✓					
Black / African / Caribbean / Black British	Positive	Negative	None/ Negligible			
	✓					
Other Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					



				<p>The proposal will also have widespread positive effects on increased safety from a reduction of vehicular traffic and on emotional wellbeing with people able to return safely to town centres for retail, leisure and recreational purposes.</p>	<p>RoSPA evidence on road safety.</p> <p>ONS data on the emotional impacts of the coronavirus pandemic.</p>	
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<p><b>Religion or non-beliefs</b> Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓)</p>				<p>The proposal will have a positive effect on the physical health of all people by the introduction of social distancing measures and increased safety from a reduction of vehicular traffic.</p> <p>The proposal will also have potential widespread positive effects on emotional wellbeing with people able to return safely to town centre places of worship.</p> <p>A negative impact would be where access is required for people with limited mobility to town centre places of worship, (please see the above sections on age and disability).</p>	<p>Government and WHO medical advice and guidance on social distancing to prevent coronavirus.</p> <p>RoSPA evidence on road safety.</p> <p>ONS data on the emotional impacts of the coronavirus pandemic.</p> <p>We have had contact with some town centre places of worship. Plans are currently being worked up by places of worship to reopen in a safe way.</p>	<p>The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.</p> <p>Continue dialogue with town centre places of worship in terms of access.</p>
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			
	✓					

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Sikh	Positive	Negative	None/ Negligible			
	✓					
Non-belief	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			

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<b>Sex</b> Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)				The proposal will have a positive effect on the physical health of people of all sexes by the introduction of social distancing measures. Men are at a relatively higher risk of coronavirus and will gain an increased benefit from social distancing.  The proposal will also have widespread positive effects on increased safety from a reduction of vehicular traffic and on emotional wellbeing with people able to return safely to town centres for	Government and WHO medical advice and guidance on social distancing to prevent coronavirus.  RoSPA evidence on road safety.  ONS data on the emotional impacts of the coronavirus pandemic.	The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
Men	Positive	Negative	None/ Negligible			
	✓					
Women	Positive	Negative	None/ Negligible			
	✓					



				retail, leisure and recreational purposes.		
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<b>Sexual Orientation</b> Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓)				The proposal will have a positive effect on the physical health of people of all sexual orientations by the introduction of social distancing measures and increased safety from a reduction of vehicular traffic. The proposal will also have potential widespread positive effects on emotional wellbeing with people able to return safely to town centres for retail, leisure and recreational purposes.	Government and WHO medical advice and guidance on social distancing to prevent coronavirus.  RoSPA evidence on road safety.  ONS data on the emotional impacts of the coronavirus pandemic.	The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with a public consultation in the autumn of 2020, for any mid to longer term changes beyond the emergency powers period.
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/ Negligible			
	✓					
Gay Women / Lesbian	Positive	Negative	None/ Negligible			
	✓					
Heterosexual / Straight	Positive	Negative	None/ Negligible			
	✓					

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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

Re-opening town centres relates strongly to equality of opportunity, especially in terms of addressing socio-economic impacts of COVID-19. The proposal considers all people in Ceredigion and also considers the protected characteristics. The protected characteristics who are most impacted include age (especially older and younger people), disability, belief and race.

**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



It is not anticipated that the proposal will have any negative impacts resulting in unlawful discrimination, harassment or victimisation and addresses impacts across the protected characteristics. Consultation and engagement will be required with the general public and stakeholders for any changes that extend beyond the period of emergency powers.

**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*

Community cohesion is about building social capital by facilitating positive social interactions and connectivity. The proposal may have a positive impact on promoting good relations by increasing opportunities for social interactions in a safe environment.

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**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 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 proposal of re-opening town centres will have a positive impact on socio-economic factors. The re-opening of town centre business will have a positive impact on the economy. There will also be a positive social impact with an increase in people's wellbeing and mental health.

What evidence do you have to support this view?

Please refer to Ceredigion County Council's Tackling Hardship Strategy and Economic Recovery Strategy for evidence and further details.

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



The proposal is being introduced under emergency powers. The proposal is to be monitored for positive and negative impacts. These will be taken into account, along with public consultation, for any mid to longer term changes beyond the emergency powers period.



<p><b>3.7. A Wales of vibrant culture and thriving Welsh language</b>                  Culture, heritage and Welsh Language are promoted and protected.  <i>In this section you need to consider the impact, the evidence and any action you are taking for improvement. This in order to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language Measure 2011.</i></p>				Describe why it will have a positive/negative or negligible impact.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Will the proposal be delivered bilingually (Welsh & English)?	Positive	Negative	None/ Negligible	The re-opening of town centres will be conducted bi-lingually.	All signage, plans, supporting documents and officer support will be delivered bi-lingually.  The actions are mainstreamed across Ceredigion County Council and will be delivered bilingually.	The delivery of the proposal bi-lingually will contribute to a positive impact on the Welsh Language.
	✓					
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	The proposal to re-open town centres will not alter the linguistic nature of communities. In terms of building community cohesion by improving socio-economic factors, an increase in social connectivity could lead to an increased opportunity for people to use the	Community cohesion theory on connectivity, (for example Cantle's concept of parallel lives).  In the Town Centre Safe Zones Feedback Survey, (Winter 2020), people were asked a question on safe zones and the opportunity to use Welsh.	Increased social connectivity due to safe spaces would have a positive impact.
	✓					



				<p>Welsh Language in a social setting. The proposal does not directly provide opportunities to develop Welsh language skills in the community</p>	<p>People told us that all signage/communications relating to the safe zones must be bilingual with Welsh listed first.</p> <p>Views on whether the Safe Zones actually promoted or reduced the opportunities to use Welsh were split – some suggested that wider pavements and less traffic has created greater opportunities for people to stop and talk, whilst others felt they reduced opportunities as fewer local people were visiting towns. Some respondents also took the opportunity to make suggestions to increase the opportunities available, which included a continuation of the larger pedestrian areas, development of the ‘café culture’ in towns and new street furniture that would encourage dialogue amongst Welsh speakers and learners alike.</p>	
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Page 78	Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh?	Positive	Negative	None/ Negligible	In general, the proposal to re-open town centres facilitates access to services and this includes opportunities to access services through the medium of Welsh.	The proposal facilitates access to support and services	The delivery of services bi-lingually will contribute to a positive impact on the Welsh Language.
		✓					
	How will the proposal treat the Welsh language no less favourably than the English language?	Positive	Negative	None/ Negligible	The proposal to re-open town centres will be available on our website bi-lingually. All signage, materials and publicity will be produced bi-lingually.	All information will be available bi-lingually on Ceredigion County Council's website. All signage and publicity will be bi-lingual.	No negative impact.
		✓					
	Will it preserve promote and enhance local culture and heritage?	Positive	Negative	None/ Negligible	Fostering good relations can increase a sense of belonging that can relate to culture and heritage.	National Indicators on a sense of belonging, National Survey for Wales.	No negative impact.



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

**4.1 Actions.**

What are you going to do?	When are you going to do it?	Who is responsible?	Progress
The re-opening of town centres with safe zones was implemented rapidly via emergency powers. The safe zones commenced on the 13 <sup>th</sup> of July. There will be a need to consult with the public and with stake-holders regarding any changes that could be continued after the period of emergency powers.	Public consultation during the emergency power period.	Economy and Regeneration  Highways and Environmental Services	A Town Centre Consultation Survey was carried out between the 31/7/20 and the 10/8/20.  A full public consultation will take place during the autumn and early winter 2020, which will inform the decision making process for future town centre plans and safe zones,
There will be a need to monitor the re-opening of town centres for positive and negative impacts that could inform mid to long term plans after the emergency power period has finished.	Monitor for positive and negative impacts of the re-opening of town centres during the emergency power period.	Economy and Regeneration  Highways and Environmental Services	Continue ongoing monitoring and dialogue with stakeholders.

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



**4.3. Monitoring, evaluating and reviewing.**  
 How will you monitor the impact and effectiveness of the proposal?  
 Please see 4.1 above.

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

Impact Criteria	1 - Very low	2 - Low	3 - Medium	4 - High	5 - Very High
Likelihood Criteria	1 - Unlikely to occur	2 - Lower than average chance of occurrence	3 - Even chance of occurrence	4 - Higher than average chance of occurrence	5 - Expected to occur

Risk Description	Impact (severity)	Probability (deliverability)	Risk Score
Delay to making long term plans for town centres and for safe zones.	5	3	15

Does your proposal have a potential impact on another Service area?

The proposal to re-open town centres will be cross cutting across service areas and closely relates to Economy and Regeneration and Highways and Environmental Services.

**6. SIGN OFF**

Position	Name	Signature	Date
Service Manager	Russell Hughes-Pickering		31/3/21
Corporate Lead Officer	Russell Hughes-Pickering		31/3/21
Corporate Director			
Portfolio Holder			

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## **Minutes of a Meeting of the Thriving Communities Overview and Scrutiny Committee held on Zoom, on Thursday, 15 July 2021**

**PRESENT:** Councillor Marc Davies (Chairman), Councillors Clive Davies, Euros Davies, Gareth Davies, Ifan Davies, Meirion Davies, Elizabeth Evans, Keith Evans, Dai Mason, Steve Davies, Maldwyn Lewis, Lyndon Lloyd MBE, John Adams-Lewis, Rhodri Davies and John Roberts

**Also in attendance:** Councillor Dafydd Edwards and Councillor Gareth Lloyd. (Cabinet Members)

**Officer in attendance:** Phil Jones, Corporate Manager Highways Services, Tony Baldwin, Lead Highway Inspector, Caroline Wride, Service Manager, Rhodri Llwyd, Corporate Lead Officer, Highways and Environmental Services, Lisa Evans, Scrutiny Support and Standards Officer and Dwynwen Jones, Overview and Scrutiny Officer, Lowri Edwards, Corporate Lead Officer, Democratic Services, Rhidian Jones and Lliwen Jones (Translators).

(10:00a.m. – 12:12pm.)

### **6 Apologies and Personal Matters.**

There were no apologies received.

Councillor Elizabeth Evans wished to express her appreciation and sincere gratitude towards Peter Evans, Aberaeron Harbourmaster, who is retiring from the role today. She wished him well in his retirement.

Councilor Meirion Davies congratulated the Chairman, Councillor Marc Davies for achieving 20 years service with the Fire Authority.

### **7 Disclosure of Personal and Prejudicial Interests (including whipping declarations)**

There were no disclosures of Personal and Prejudicial Interests (including whipping declarations).

### **8 Code of Practice for Highway Safety Inspection and Response on County Roads**

Consideration was given to Ceredigion County Council's Code of Practice for Highway Safety Inspection and Response on County Roads ('Code of Practice') which sets out the policy and standard for undertaking inspections of the adopted highway network.

The Officer explained that once the code is approved, new inspection regimes will need to be created. The Service's Highway Asset Management Plan and the Asset Management System will need to be updated and system reports amended as appropriate to reflect the requirements of the new code.

Training will be required for Highway Inspectors, Superintendents and Engineers. New business processes will need to be established to facilitate the assembling of treatments into more cost effective routine planned cyclical/preventative maintenance works programmes such as ditching, gully cleaning, patching etc. Support from the Inspectorate for street works activities, enforcement and other functions will need to be developed and this is being addressed by the ongoing Highways Services restructuring proposals. It is essential that vehicle traffic and footfall counts are carried out across the network and that these are incorporated into regular reviews of the Code of Practice.

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

- To recommend Cabinet approves the Code of Practice for Highway Inspection and Response on County Roads 2021.

Members agreed to recommend that Cabinet approve the Code of Practice for Highway Inspection and Response on County Roads 2021.

#### **9 Minutes of the Meeting of the Committee held on 26 May 2021 and to consider any matters arising from those Minutes**

It was AGREED to confirm as a true record the Minutes of the Meeting held on 26 May 2021, subject to inserting as follows: Procedure, point 1: Councillor Marc Davies then Chaired the meeting from 10:05am onwards.

#### **10 Forward Work Programme 2021/22**

It was AGREED to note the content of the Forward Work Programme 2021/22 as presented subject to inserting the following agenda items:

- Report on the future of Safe Zones – Members request that a special meeting is convened to consider this item before the end of September 2021.
- Report on Nitrogen and Phosphates – January 2022;
- Report on Refuse Collection – January 2022.

**Confirmed at the meeting of the Committee held on xxxxx**

## Cyngor Sir CEREDIGION County Council

**REPORT TO:** Thriving Communities Overview and Scrutiny Committee

**DATE:** 1 October 2021

**LOCATION:** Virtual Meeting

**TITLE:** Draft Forward Work Programme 2021/22

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

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

### **BACKGROUND:**

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

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

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

The main roles of the Overview and Scrutiny Committees:

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

Effective Overview and Scrutiny can lead to:

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

## **CURRENT SITUATION:**

### **Questions to consider when choosing topics**

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

### **Choosing topics**

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

## **RECOMMENDATION (S):**

To review and update the current Forward Work Programme.

<b>Contact Name:</b>	Lisa Evans
<b>Designation:</b>	Scrutiny and Standards Officer
<b>Date of Report:</b>	23/9/2021
<b>Acronyms:</b>	FWP – Forward Work Programme

Overview and Scrutiny Draft Forward Work Programme 2021/22

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
<b>Thriving Communities</b>			
26 May	Carbon Management Annual Report	Lyndon Griffiths	
15 July	Highways Inspections Code of Practice	Rhodri Llwyd	
1 October	Safe Zones	Rhodri Llwyd / Russell Hughes Pickering	
4 November	6 monthly update on Achieving Net Zero by 2030 Use of Open Spaces Active Travel	Lyndon Griffiths Arwyn Davies Rhodri Llwyd	
<b>2022</b> 20 January	Car parking in towns – look at financially; location; annually; seasonally.		

	Update on Ash Dieback Refuse collection		
25 February Budget Preparation 9:30am	Budget Preparation		
Future meetings	Rivers and flooding		