

Public Document Pack



Cyngor Sir
CEREDIGION
County Council

Neuadd Cyngor Ceredigion, Penmorfa,
Aberaeron, Ceredigion SA46 0PA
www.ceredigion.gov.uk

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17 November 2022

Dear Sir / Madam

I write to inform you that a MEETING of COUNCIL will be held at the on Thursday, 24 November 2022 at 10.00 am for the transaction of the following business:

- 1. Apologies**
- 2. Disclosure of personal / prejudicial interests**
- 3. Personal matters**
- 4. To confirm the Minutes of the Meetings of the Council held on 20 October 2022 (Pages 3 - 10)**
- 5. To consider the draft Corporate Strategy 2022-27 (Pages 11 - 124)**
- 6. To consider the report of the Corporate Lead Officer: Finance and Procurement in relation to the 2021-22 Statement of Accounts Update (Pages 125 - 126)**
- 7. To consider the report of the Corporate Lead Officer: for Policy, Performance and Public Protection in relation to the Annual Report of Compliments, Complaints and Freedom of Information 2021-22 (Pages 127 - 162)**
- 8. To consider the report of the Corporate Lead Officer: Democratic Services in relation to the Overview and Scrutiny Annual Report 2021-22 (Pages 163 - 230)**

9. **To consider the report of the Corporate Lead Officer: Porth Gofal in relation to the West Wales Market Stability Report (Pages 231 - 340)**
10. **To consider the report of the Corporate Lead Officer: Porth Gofal in relation to the West Wales Population Needs Assessment (Pages 341 - 504)**
11. **To consider the report of the Corporate Lead Officer: Democratic Services in relation to appointing Members of the Council to the Committees of the Council for the remainder of the 2022-23 Municipal Year (Pages 505 - 512)**

Members are reminded to sign the Attendance Register.

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

Yours faithfully



Miss Lowri Edwards
Corporate Lead Officer: Democratic Services

To: Chairman and Members of Council

Minutes of the Meeting of COUNCIL
held at Neuadd y Cyngor, Penmorfa, Aberaeron and remotely on
Thursday, 20th October, 2022

PRESENT: Councillor Ifan Davies (Chair), Councillors Bryan Davies, Catrin M S Davies, Clive Davies, Euros Davies, Gareth Davies, Gethin Davies, Marc Davies, Meirion Davies, Rhodri Davies, Steve Davies, Amanda Edwards, Elaine Evans, Elizabeth Evans, Eryl Evans, Gwyn Wigley Evans, Keith Evans, Rhodri Evans, Wyn Evans, Keith Henson, Paul Hinge, Geraint Wyn Hughes, Hugh R M Hughes, Chris James, Gwyn James, Ceris Jones, Maldwyn Lewis, Gareth Lloyd, Ann Bowen Morgan, Caryl Roberts, John Roberts, Mark Strong, Wyn Thomas, Matthew Vaux, Alun Williams and Carl Worrall.

(10.50am - 12.50pm)

Procedure

The Chairman of the Council, Councillor Ifan Davies welcomed all to the meeting and confirmed that the meeting was being webcasted.

1 Code of Conduct for Councillor Ann Bowen Morgan

Elin Prysor, Monitoring Officer addressed the Council on the statutory requirement for all Members to make a Declaration of Acceptance and an undertaking to comply with the Code of Conduct, confirming that Councillor Ann Bowen Morgan, making the statutory Declaration of Acceptance of Office today received comprehensive training on the Council's Code of Conduct on Monday 10th October 2022.

This is in order for Members to perform their functions with an understanding of the Principles of Public Life, their duties and responsibilities under the code, and also the consequences for failing to do so.

2 Declaration of Acceptance of Office and an Undertaking to comply with the Code of Conduct

Councillor Ann Bowen Morgan verbally accepted the Declaration of Acceptance of Office and the undertaking to comply with the Code of Conduct which had been signed and countersigned by the Proper Officer.

The Chairman, Councillor Ifan Davies, and Group Leaders Councillors Bryan Davies, Gareth Lloyd and Elizabeth Evans extended their welcome to her.

3 Apologies

Councillors Endaf Edwards and Sian Maehrlein apologised for their inability to attend the meeting.

James Starbuck, Corporate Director apologised for his inability to attend the meeting.

4 Disclosure of personal / prejudicial interests

Councillors Bryan Davies, Gareth Davies and Rhodri Evans declared a personal and prejudicial interest in relation to minute 9 below and withdrew from the meeting during discussions.

5**Personal matters**

- a) Councillor Ifan Davies congratulated Ceredigion, the Council and its Officers for all their hard work ensuring that the Eisteddfod was a huge success, noting the huge praise received for Pentref Ceredigion and the 200 plus activities organised during the week. He paid tribute to Tregaron Town Council and all those involved in decorating their towns and villages to welcome everyone to Ceredigion. His words were re-iterated by the Leader of the Council, Councillor Bryan Davies and Group Leaders Councillors Gareth Lloyd and Elizabeth Evans;
- b) Councillor Ifan Davies congratulated Rali Bae Ceredigion, which had been a huge success. This was reiterated by Councillor Bryan Davies who emphasised the importance of such events to the economic development of Ceredigion;
- c) Councillor Bryan Davies welcomed Councillor Mark Strong back to his first meeting of Council following a period of sickness absence;
- d) Councillor Marc Davies congratulated Mrs Elizabeth Edwards of Ciliau Aeron on celebrating her 100 birthday;
- e) Councillor Marc Davies congratulated Josh Tarling on winning a Gold Medal in the Under 21 TT (Time Trial) World Championship held in Australia on 21 September this year;
- f) Councillor Ceris Jones congratulated Gerwyn, Glenys, Andrew, Ann and Gwenan Owen from Dihewyd for winning first place throughout Britain with 'First Milk' for the quality of their milk;
- g) Councillor Ceris Jones congratulated Anni Grug Lewis-Hughes for achieving a distinction grade in a tap-dancing examination recently;
- h) Councillor Euros Davies' congratulations, read by Councillor Ifan Davies were extended to Emyllt Ellis-Griffiths on being selected Ambassador for the Royal Welsh Show in 2024, noting that a lunch to launch the 2024 Show sponsored by Ceredigion had been held recently;
- i) Councillor Gareth Davies congratulated Tomi Morgan who at the age of 65 came on as a substitute during the second half of a football match scoring a hat-trick within 11 minutes for Penparcau FC;
- j) Councillor Rhodri Evans congratulated Llanddewi Brefi yn winning the best decorated village for the Eisteddfod;
- k) Councillor Gwyn Wigley Evans congratulated Llangwryfon Young Farmers' Club on winning the Field Day for the 8th time;
- l) Councillor Keith Henson congratulated Sioned Harries, who plays number 8 for the Wales Ladies Rugby Team, noting that she will be playing against Australia during the early hours of Saturday;
- m) Councillor Carl Worrall congratulated Helen Pearce from Bow Street and Pamela Worrall from Penparcau on being selected for the international shore-angling fishing championships in Tunisia this year;
- n) Councillor Matthew Vaux congratulated Cross-Inn Women's' Institute on celebrating 100 years;
- o) Councillor Eryl Evans congratulated David Davies from Silian on being selected President of Grassland Association;
- p) Councillor Hugh Hughes congratulated Ronnie Davies who has retired after 30 years as Manager of the Borth Lifeboat, and 56 years of service to the Borth Lifeboat and the RNLI;

- q) Councillor Hugh Hughes congratulated Pete Davies who has retired following 40 years of service on the Borth RNLI Lifeboat;
- r) Councillor Hugh Hughes congratulated Professor Alun Hubbard from Borth who recently appeared on 'Frozen Planet 2' for this continual support to the debate on climate change;
- s) Councillor Wyn Evans thanked Geraint Lloyd for his services to Radio Cymru, noting that he will be missed.

6 Minutes of the Meetings of the Council held on 3 March 2022 and 8 July 2022 and Special Meeting of the Council held on 8 July 2022

It was RESOLVED to confirm as a true record the Minutes of the Council meetings held on 3 March 2022 and 8 July 2022 and the Special Meeting of the Council held on 8 July 2022, subject to the following amendments:

- a) The report to Council on 8 July 2022 on the Village Green was presented by Councillor Clive Davies, not Councillor Bryan Davies;
- b) To note that item z, Personal Matter for the meeting of Council dated 3 March 2022 should read Griff Lewis not Gruff Lewis.

7 To appoint Members to the following roles:

It was **RESOLVED** to confirm the following nominations and appointments of Members:

Nominations for consideration by the Hywel Dda University Health Board	Councillor Rhodri Evans Councillor Keith Henson
Appointment of additional Member to the Corporate Joint Committee Standards Committee	Councillor Caryl Roberts
Appointment of 2 Members to the Transforming Towns Placemaking Grant Local Panel	Councillor Clive Davies Councillor Matthew Vaux

8 Report on Local Authority Representatives on School Governing Bodies and the Management Board of Ceredigion PRU

Councillors Wyn Thomas and Bryan Davies presented the report to the Council noting that Councillor Ann Bowen Morgan has been nominated as Local Authority representative on the Governing Body of Ysgol Bro Pedr School, and that Councillor Wyn Thomas has been nominated as Local Authority representative on the Pupil Referral Unit Management Board.

It was unanimously **RESOLVED** to confirm Councillor Ann Bowen Morgan as Local Authority representative on the Governing Body of Ysgol Bro Pedr School, and Councillor Wyn Thomas as Local Authority representative on the Pupil Referral Unit Management Board.

9 Report on authorising a procedure for determining an application to register land as a Village Green

Councillor Clive Davies presented the report to Council noting that a previous report was presented to Council on 8 July 2002 providing the background on an application to Register Land for a Village Green at Erw Goch field

adjoining Hafan y Waun, Waunfawr, Aberystwyth. During the meeting it was resolved to instruct a Barrister to act as an independent assessor. The report presented to Council today includes an initial report produced by Katherine Barnes, Barrister which sets out the course of action proposed by the Independent Assessor.

Members noted their disappointment that there had been no discussion or attempts to mediate with applicants. It was noted that it is in the interest of residents and the public to ensure the correct process is followed from the outset and not to prejudice future decisions without independent Barrister advice. It was clarified that the role of Ceredigion as Landowner and decision-making body are completely separate and that the roles of Officers are also separated in order to ensure that processes are fair and transparent.

It was noted that it was for the Landowner's / their legal representatives to consider discussions with the Community.

Following discussion it was **RESOLVED**:

- (a) To authorise the independent barrister assessor to consider as a preliminary issue, and by way of written representations (unless the barrister subsequently considers that a hearing or inquiry would be more appropriate), whether the doctrine of statutory incompatibility prevents registration of the Land as a Town or Village Green;
- (b) To authorise the independent barrister assessor to write a report setting out her recommendation as to whether the Landowner's statutory incompatibility defence succeeds. The report is to be shared with the parties, and made publicly available;
- (c) That if the independent barrister assessor's report referred to at (b) advises that the statutory incompatibility defence succeeds, such that recommendation made to the Registration Authority is that it should not register the Land as a Town or Village Green, that the Application shall at that stage be considered by the Registration Authority for decision;
- (d) That if the independent barrister assessor's report referred to at (b) advises that the statutory incompatibility defence fails, she shall go on to hold a public inquiry to examine the remaining issues.
- (e) That following the public inquiry, the independent barrister assessor shall provide the Registration Authority with a report which sets out her analysis of the evidence and recommendation as to whether the Land should be registered as a Town or Village Green. The Application shall then be considered by the Registration Authority for decision.

10 Report on the Recruitment of Lay/Independent person to the Governance & Audit Committee

Councillor Matthew Vaux presented the report to Council noting the statutory requirement in accordance with the Local Government and Elections (Wales) Act in relation to the recruitment process of lay members. It was noted that one of the Lay / Independent Members has resigned and that it was necessary to appoint one replacement member. It was noted that the

Council in required to approve membership of a Shortlisting Selection Panel and recommended that the Panel includes the Chair of Council or Vice Chair of Council; the Chair of the Governance and Audit Committee, the Vice Chair or other independent member of the Governance and Audit Committee; a Councillor member of the Governance and Audit committee and an independent lay member of the community, to be nominated by the Monitoring Officer.

The Monitoring Officer, Elin Prysor confirmed that since presenting the report Professor John Williams has agreed to be an external representative of the Panel.

Following discussion it was **RESOLVED**:

1. to approve commencement of the recruitment process for one (replacement) independent / lay member to the Governance and Audit Committee,
2. to approve the proposals for the Shortlisting Selection Panel,
3. to approve the Role Description and Person Specification (Appendix A),
4. to note the need to appoint a replacement Vice-Chair to the Governance and Audit Committee.

11 Report on the Recruitment of Lay/Independent Member to the Ethics and Standards Committee

Councillor Matthew Vaux presented a report to Council noting that the term of Office for the current Chair, Mrs Caroline White will expire on 29 July 2023 and that it is now necessary to recruit a new independent member to the Ethics and Standards Committee as set out in the Standards Committee (Wales) Regulations 2001.

Following discussion it was **RESOLVED** to approve:

- 1) the role description, person specification and criteria (as set out in Appendix 1)
- 2) Membership of the Selection Panel as follows:
 - Chair of the Council (in absence Vice Chair);
 - Independent/Lay Panel member (nominated by the Monitoring Officer)
 - Chair and Vice Chair of the Ethics and Standards Committee (or other independent members nominated by the Monitoring Officer as necessary)
 - Town and Community Council representative nominated by One Voice Wales.

12 Report on the Guide to the Constitution and changes to the Council's Constitution

Councillor Matthew Vaux presented the report to Council, noting that the Guide to the Constitution and the proposed amendments had been considered by the Constitution Working Group at its meetings dated 12th September 2022.

Following discussion it was **RESOLVED** to:

1. Approve the Constitution Guide as amended (at Appendix 1);
2. Approve the changes to the Constitution (at Appendices 2-11); and
3. Authorise the Monitoring Officer to update the Council's Constitution to reflect the above changes.

13 Annual Report of the Democratic Services Committee

Councillor Elizabeth Evans, the current Chair of the Democratic Services Committee presented the report on behalf of Ceredig Davies, Chairman of the Committee for the previous 5 years. She noted that she had spoken to Ceredig Davies and that he had expressed his thanks to the Democratic Services' Team for their support.

Councillor Elizabeth Evans referred to the work of the committee, and drew attention to the terms of reference, asking that Members submit any items that they wish to discuss to the Committee for consideration.

The content of the report was noted by Council.

14 Annual Report of the Ethics and Standards Committee

Councillor Matthew Vaux presented the report to Council noting that the Chair of the Committee is unable to attend due to the cancellation of the previous meeting during the period of mourning for Queen Elizabeth II.

It was noted that the Local Government and Elections (Wales) Act 2021 requires an additional section be included in the report which relates to the role of Political Group Leaders. This does not apply to this report; however, the Committee is working towards this requirement for the 2022-23 report.

The Monitoring Officer, Elin Prysor noted that the Committee had approved 16 applications for dispensation and refused 1. Of those, 8 were presented by Members of Ceredigion County Council and 9 by Members of Town and Community Councils. During the year the Committee has also been involved with developing Hearing Procedures and recruitment.

The content of the report was noted by Council.

15 Report on the appointment of Interim Corporate Lead Officer for Porth Cynnal and Statutory Director of Social Services

Councillor Bryan Davies presented the report to Council and acknowledged the contribution of Sian Howys the current Corporate Lead Officer Porth Cynnal and Director of Social Services and wishes her well on her retirement.

It was noted that due to the statutory requirement to appoint a qualified and experienced Social Worker to this role, a proposal to appoint a 6 month interim Corporate Lead Officer – Porth Cynnal via a recruitment agency was accepted by the Leader the Council along with both Opposition Group Leaders.

On 3 October 2022 a Panel under the chair of Councillor Bryan Davies interviewed Ms Audrey Somerton-Edwards and resolved to engage with her

services for a period of 6 months whilst an extensive recruitment exercise is carried out.

The content of the report was noted by Council.

16 Appendix B relating to the above report (EXEMPT)

It was decided not to exclude the public and the press from the meeting as the document was not discussed in public.

Confirmed at the Meeting of the Council held on 24 November 2022

CHAIRMAN: _____

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CEREDIGION COUNTY COUNCIL

Report to:	Council
Date of meeting:	24 November 2022
Title:	Draft Corporate Strategy 2022-27
Purpose of the report:	To present the draft Corporate Strategy 2022-2027 including Corporate Well-being Objectives
For:	Decision
Cabinet Portfolio and Cabinet Member:	Councillor Bryan Davies, Leader of the Council and Cabinet Member for Policy, Performance, Partnerships and Democratic Services

BACKGROUND:

Following the local elections in May 2022, a new Corporate Strategy is required to set out the Council's new Corporate Well-being Objectives (corporate priorities) and ambitions for the next five years. The Strategy illustrates how the Council will seek to enhance the social, economic, environmental and cultural well-being for the citizens and communities of Ceredigion and also maximise its contribution to the seven National Well-being Goals in accordance with the Well-being of Future Generations (Wales) Act 2015.

CURRENT SITUATION:

The draft Corporate Strategy 2022-27 has now been prepared and sets out the proposed Corporate Well-being Objectives for the next five years. The draft Corporate Strategy is attached at Appendix 1.

The core purpose of the Corporate Strategy is to illustrate how the authority will support and promote sustainability and the wellbeing of the citizens of Ceredigion, through its long-term Vision and its Corporate Well-being Objectives. The proposed Corporate Well-being Objectives are:

- **Boosting the Economy, Supporting Businesses and Enabling Employment**
- **Creating Caring and Healthy Communities**
- **Providing the Best Start in Life and Enabling Learning at All Ages**
- **Creating Sustainable, Green and Well-connected Communities**

They have been identified through extensive analysis of evidence and engagement with residents, including the ambitions of the new political administration, the Ceredigion Assessment of Local Well-being and the recent public consultation on the draft strategy.

The objectives have also been identified through the lens of the Wellbeing of Future Generations (Wales) Act 2015. This involved identifying how we could maximise our

contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

The draft Corporate Strategy includes an action plan detailing the steps necessary to deliver each of the Corporate Well-being Objectives. Progress is reviewed each year which will be published in the Council’s Self-Assessment Report.

Consultation on the draft Strategy and Corporate Well-being Objectives took place between 24 August and 30 September 2022. The Consultation Feedback Report is attached at Appendix 2. Any amendments from the consultation have been incorporated into the final document.

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

Yes

Wellbeing of Future Generations:

- Summary:** All of our Priorities seek to establish a more Equal Wales by ensuring equal opportunities for employment, housing, education, healthier lifestyles and sustainable communities.
- Long term:** The Corporate Strategy looks at the Priorities for the Council for the next 5 years. The new Corporate Well-being Objectives seek to maximise the contribution that will be made to the seven well-being goals.
- Collaboration:** Partnership working and collaboration on the delivery of services is an important element of the Strategy.
- Involvement:** Consideration has been given to the ambitions of the new administration, Corporate Managers workshop, the Ceredigion Assessment of Local Well-being and the public consultation on the Strategy and the Corporate Well-being Objectives.
- Prevention:** All of the Corporate Well-being Objectives seek to embed the prevention agenda.
- Integration:** The priorities together seek to impact on the social, economic, environmental and cultural well-being of the people.

Recommendation(s):

- 1) That Members consider and agree the draft Corporate Strategy 2022-2027 including the Corporate Well-being Objectives.

- 2) That Members approve the Corporate Strategy 2022-27 for publication on the Council's website along with hard copies in libraries and public facing offices.

Reasons for decision:	To progress the preparation of the Corporate Strategy 2022-2027.
Overview and Scrutiny:	Members of the Overview and Scrutiny Coordinating Committee considered the Draft Corporate Strategy 2022-27 on 14 October 2022 and 27 October 2022.
Policy Framework:	Well-being of Future Generations (Wales) Act 2015
Corporate Priorities:	The Draft Corporate Strategy 2022-27 sets out the Council's Corporate Well-being Objectives for the next five years and includes the steps that will be taken to deliver those Objectives.
Finance and Procurement implications:	The Corporate Well-being Objectives will be delivered within existing budgets.
Legal Implications:	The Council has a duty under the Well-being of Future Generations (Wales) Act to set Well-being Objectives and Steps to deliver those Objectives.
Staffing implications:	None, the Corporate Well-being Objectives will be delivered within existing structures and budgets.
Property / asset implications:	None, the Corporate Well-being Objectives will be delivered within existing structures and budgets.
Risk(s):	The new Corporate Strategy/ Corporate Well-being Objectives are not approved.
Statutory Powers:	N/A
Background Papers:	N/A
Appendices:	<ol style="list-style-type: none">1) Draft Corporate Strategy 2022-272) Corporate Strategy 2022-27 Consultation Feedback Report3) Integrated Impact Assessment
Corporate Lead Officer:	Alun Williams (Corporate Leader Officer Policy, Performance and Public Protection)
Reporting Officer:	Rob Starr (Performance and Research Officer)
Date:	1 November 2022



Cyngor Sir
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County Council

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new
Mae'r ddogfen hon hefyd ar gael yn Gymraeg
This document is also available in Welsh

CORPORATE STRATEGY

2022-27



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INTRODUCTION

From the Leader and Chief Executive of Ceredigion County Council

Welcome to Ceredigion County Council's new Corporate Strategy 2022-27. Following the Local Elections in May 2022, this document sets out our new Corporate Well-being Objectives and ambitions for the next five years.

Over the past five years the Council has continued to deliver quality services and improve the social, cultural, economic and environmental well-being of Ceredigion. We have positively embraced our duties under the Well-being of Future Generations Act and embedded the Sustainable Development Principle across the Council.

We would like to thank the previous administration for pushing ahead with key investment projects such as Growing Mid Wales, school improvements and of course co-ordinating our response to the COVID-19 pandemic. Our achievements over the last term are numerous and include:

- Signing of the Final Deal Agreement of the Mid Wales Growth Deal which will result in a combined investment of £110m into the Mid Wales economy
- £10.8m of capital funding secured through the Levelling Up Fund and £2.5m secured through the Community Renewal Fund
- A 61% reduction in carbon emissions since 2007 saving £6m to reinvest.
- The Council's recycling rate of over 70% remains amongst the best in Wales

- The new area school for Drefach, Ysgol Dyffryn Cledlyn opened its doors in September 2017

In this document, we turn our attention to the next five years and set out our commitments to local residents to build on these achievements.

Following extensive analysis of evidence and engagement with residents, we have identified our new Corporate Well-being Objectives as:

- **Boosting the Economy, Supporting Businesses and Enabling Employment**
- **Creating Caring and Healthy Communities**
- **Providing the Best Start in Life and Enabling Learning at All Ages**
- **Creating Sustainable, Green and Well-connected Communities**

It is into these areas that we will direct our resources to re-invigorate the local economy and provide a prosperous, healthy, safe and affordable environment in which the citizens and communities of Ceredigion can thrive.

In doing so we will continue to apply and embed the principles of the Well-being of Future Generations Act and maximise our contribution to the National Well-being Goals.

We are working hard to bring economic recovery and success to Ceredigion

through supporting local businesses, tackling poverty, and providing greater opportunities for young people to stay or return to their local communities.

During this term we will also be working collaboratively with local Housing Associations to increase our stock of social housing to meet the needs of local people, and addressing the issue of second homes in the county.

We will also be pushing ahead with implementing our ground-breaking Through Age Well-being Programme to transform the delivery of social care and ensure people get the right level and type of support at the right time.

Everyone recognises the importance of being connected, and we will be working to improve digital and transport connectivity across the County, through supporting the rollout of 4G Broadband, pushing for greater road safety and campaigning for greater provision of active travel routes.

Our ambition remains to be a net zero carbon Council by 2030. In order to achieve this we will continue to ensure that decarbonisation and climate change initiatives underpin all that we do as we seek to protect our beautiful environment now and for future generations.

We hope you enjoy reading about the ambitions for our County, and look forward to reporting back on progress.



Councillor Bryan Davies
Leader of Ceredigion County Council



Eifion Evans
Chief Executive of Ceredigion County Council



The Aberystwyth Farmers' Market goes from strength to strength and is held twice monthly throughout the year. The market has been running for over twenty years in the town and continues to be successful, hosting up to 25 stalls every first and third Saturday of every month. The market is administered via Food Centre Wales at Horeb, Llandysul.

ABOUT CEREDIGION

Ceredigion covers an area of 1,900km² and is mostly made-up of agricultural land, moorland and forestry, with the upland areas to the east forming a significant portion of the Cambrian Mountains.

The County has a variety of natural landscapes and habitats: coastal cliffs and beaches, marshlands and open upland. The County's landscapes and natural environment are highly valued by local people and visitors alike.

Ceredigion has a high proportion of land recognised for its high environmental value through official designations, including two internationally important wetland areas (the Dyfi estuary and Cors Caron); 13 Special Areas of Conservation (SAC); around 100 Sites of Special Scientific Interest (SSSI's) seven National Nature Reserves and three Local Nature Reserves. The Cambrian Mountains uplands are important for wildlife as are the wet 'rhos pastures'.

The County is bordered by over 90km of coastline, with four sections (around 35km) designated as Heritage Coast. The Wales Coast Path follows a 60 mile (96km) route between the Teifi and Dyfi estuaries. The Coast Path links towns and villages dotted along the spectacular Cardigan Bay coastline.

The rivers in the Ceredigion catchment are the Rheidol, Ystwyth, Clarach, Aeron and Teifi rivers. Ceredigion's river catchment is varied and distinctive, with each river flowing through a variety of landscapes, before reaching the sea. The Teifi River is one of the longest rivers in Southwest Wales, at 122km long.

The attractive landscapes and remote locations in Ceredigion form the basis of

'rural well-being' tourism, which draws in many visitors to the area. Overall, there almost 3 million visitors to Ceredigion each year.

Although the environment has always been a valued feature of well-being, over the past few years protecting the environment has become much more important to people. The adverse effects of climate change on the environment and nature are far more recognised and people want to do more to protect our environment. In 2020 Ceredigion County Council declared a global climate emergency, prior to this the Council had also committed to being a net zero carbon council by 2030.

The economy of Ceredigion is fairly typical of that of many rural and coastal areas. A high proportion of jobs are in the tourism industry (12.9%), wholesale and retail (12.9%) and human health and social work activities (12.3%). Education is the largest sector in the county, employing around 4,300 people and accounting for around 13.9% of jobs in the county.

Unlike many rural areas, the County has two universities at Aberystwyth and the University of Wales Trinity St. David's Campus at Lampeter. It is also home to national institutions such as the National Library of Wales. The knowledge economy is strong in Ceredigion and it has a growing 'green economy' focusing on low carbon emissions, efficient use of resources and being socially inclusive.

Self-employment is an important element in the local economy, and Ceredigion has one of the highest proportions of self-employed people nationally. Many are farmers with others working in a range of established small-scale enterprises such as building repair and maintenance.

The vast majority (99%) of enterprises in Ceredigion are 'micro' or 'small' sized (up to 49 employees). Only 1% of enterprises in Ceredigion have fifty or more employees. The survival rates of newly established businesses are consistently amongst the highest nationally, making Ceredigion a great place to start and grow a business

Ceredigion is one of the heartlands of the Welsh language, despite a substantial student population. The 2011 Census showed that 47.3% of Ceredigion's residents could speak Welsh, the third highest of all counties nationwide.

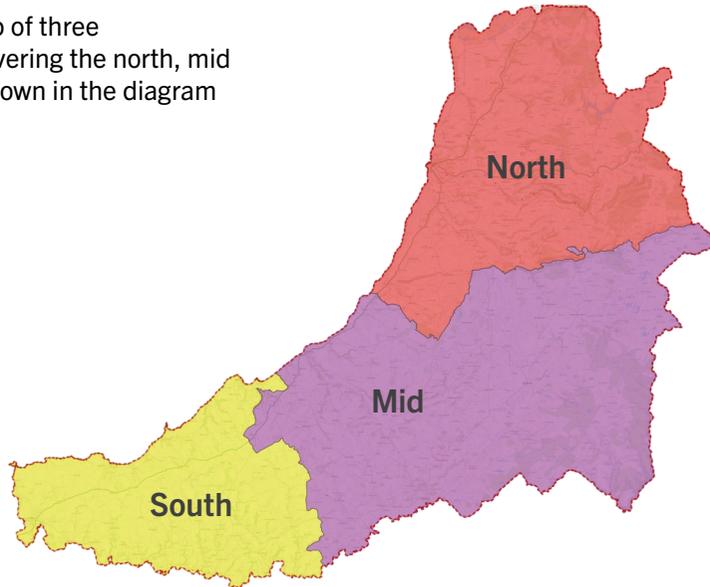
There are 43 schools in Ceredigion, a mixture of primary, secondary and through age schools. 37 are Welsh medium schools, meaning that the majority of our younger

population are learning and using the Welsh language from a young age.

Ceredigion's Welsh in Education Strategic Plan 2022-32 aims for all pupil's in the authority's schools to attend Welsh-medium immersion education until the age of seven and increases the pupil's choice to follow a fully bilingual path through their career and in their future work and social life. It also contributes to the Wales national well-being goal and Welsh Government's aim of increasing the number of Welsh speakers to 1 million by 2050.

Ceredigion is a County well known for its cultural and heritage sites. There are castles and museums situated across the County, which draw many tourists to the area throughout the year.

The County is made up of three geographical areas covering the north, mid and southern parts, shown in the diagram below right.



OUR COUNTY IN NUMBERS

71,500
people

46.8 years
average age



4%
BAME population*

8,350
university students

10%
with a disability

31,246
households



43
schools and 9,590 pupils

6
leisure facilities

2,265km
of roads

2,500km
of bridleways and footpaths

2,805
active enterprises

47.3%
of residents are Welsh speakers

*BAME = Black, Asian and Minority Ethnic population

KEY ACHIEVEMENTS

£10.8m

of capital funding secured through the Levelling Up Fund 2022-25

£2.5m

of revenue funding secured through the Community Renewal Fund for 2022/23

15,000+

food parcels delivered to medically vulnerable residents during the COVID-19

£98,000

of Carers Fund distributed to unpaid carers in Ceredigion

£5.8m

secured to refurbish and build extension at Ysgol Uwchradd Aberteifi, as one of a number of investments in local schools

Gold Standard

awarded to various local schools in the Welsh Language Charter, including Gynradd Llanilar and Dyffryn Cledlyn

70.2%

of waste collected by the Council was composted or reused, consistently amongst the best nationally

61%

reduction in carbon emissions since 2007 saving £6m to reinvest

INVESTING IN CEREDIGION

A number of Welsh Government **Transforming Towns Place making grants** and strategic projects have been secured for a range of partners in Ceredigion

Consultants and contractors being appointed to deliver the new **£11.5m** Aeron Valley area school, and the new **£5.4m** extension at Ysgol Gymraeg, Aberystwyth

Over **£30m** will be spent on the coastal defence schemes in Aberaeron and Aberystwyth

New **£1.2m** Well-being Centre in Lampeter

New **£300,000** Dementia Wing at Hafan Deg Care Home in Lampeter

£2.6m school redevelopment at Cardigan Primary School

Over **£250,000** has been secured to improve people's access to Ceredigion's natural assets through the Local Nature Partnership

Helped fund the development of Cardigan as a **Smart Town**, applying technologies such as Wifi, Internet of Things and a popular town App to allow traders, Cardigan Town Council and Ceredigion County Council to measure information such as footfall and popular areas of town

-  **Boosting the Economy, Supporting Businesses and Enabling Employment**
-  **Creating Caring and Healthy Communities**
-  **Providing the Best Start in Life and Enabling Learning at All Ages**
-  **Creating Sustainable, Greener and Well-Connected Communities**



IMPROVING OUTCOMES



Creating Opportunities

January 2022 saw the signing of the final deal agreement of the Mid Wales Growth Deal by the Welsh Government, UK Government and Ceredigion and Powys County Councils.

The Growth Deal is a ground-breaking partnership to bring a combined investment of £110m from UK and Welsh Government, which is expected to lever in significant additional investment from other public and private sources to maximise the impact in the Mid Wales region.

This milestone is significant as the programmes and projects supported by the Growth Deal are expected to produce wider social and economic benefits, such as **enhanced quality of life, creating business opportunities** following the impact of COVID-19, **decarbonisation** in industry and consideration of climate change impacts.

The potential outcomes that are achievable in Mid Wales through Growth Deal investment are:

- To create between 1,100 and 1,400 new jobs in Mid Wales by 2032.
- To support a net additional GVA uplift of between £570 million and £700 million for the Mid Wales Economy by 2032.
- To deliver a total investment of up to £400 million in the Mid Wales Economy by 2032.



Independent and Fulfilling Lives

The first residents at Aberystwyth's new extra care scheme have spoken about how it has transformed their lives, from sparking new friendships to providing the platform for a fresh start in life.

Maes y Môr, provided by Wales & West Housing in partnership with Ceredigion County Council, opened in October at Pen-yr-Angor, overlooking the town and harbour. But for many of its new residents, it has offered much more than just spectacular sea views.

Their new homes provide easy access to a range of facilities, 24-hour on-site care and support as well as a Wellbeing Officer, ensuring that residents **lead an independent, healthy, and fulfilling life.**



Supporting vulnerable people

During the COVID-19 pandemic around 2,900 residents from young people to families to carers were supported through regular 'Keeping in Touch' calls from Council staff in Porth Cymorth Cynnar to check on their well-being and provide an opportunity to talk to someone whilst in lockdown, helping to **reduce social isolation and loneliness.**



Strong Communities

Ceredigion Museum is delighted to have been awarded £115,894 development funding by the National Lottery Heritage Fund for the following project: Perthyn 'belonging to/ possessing': An exploration of how collections can **create community in Ceredigion.**

Perthyn is an ambitious project that aims to ensure that every Ceredigion resident can find something in the museum collection that resonates with their **sense of identity and values**, regardless of their age, gender, ethnicity, beliefs, sexuality, ability or other characteristics that they identify with.



Connected Ceredigion

The last two years have shown just how critical digital connectivity is for Wales' businesses, public services and communities. Continued investment and lobbying by the Council has led to the improvement of digital connectivity across the County. For example, the provision of Fibre to the Premises (FTTP) broadband has increased from 20% to 28.3%.

Improved digital connectivity increases not only **innovation and productivity** across the economy, it also **keeps people and communities connected.** The Council will continue to support improvements to digital connectivity, such as the rollout of 4G Broadband, to help provide the connectivity that businesses and people need, **tackle digital exclusion and increase opportunities** for all.



Healthy Environment

In June 2022 at the Wales Regional Energy Efficiency Awards, Ceredigion County Council's Energy Efficiency Schemes scooped 2 awards.

The Energy Efficiency Awards recognise the work being undertaken by the energy efficiency sector in Wales. The measures were introduced to help homeowners **reduce their energy bills, tackle fuel poverty and reduce carbon emissions.**

The Council has been delivering the ECO Local Authority Flexibility scheme along with the Warm Homes Cozy Ceredigion Scheme for a number of years. These schemes have seen a number of insulation measures and heating systems being installed in properties improving their **energy efficiency.**

To date, the Council has invested over £5 million in energy efficiency and carbon reduction projects, and this investment has saved £2.8m to date.



OUR COUNCIL

At the local elections in May 2022, Ceredigion residents returned 38 councillors in 34 wards across the County.

The new administration is a Plaid Cymru majority with 21 councillors, along with 9 independents, 7 Welsh Liberal Democrats and 1 GWLAD. The new Leader of the Council is Councillor Bryan Davies and Councillor Ifan Davies is the current Chairman of the Council.

Local Councillors are elected by the community to decide how the council should carry out its various activities. They represent public interest as well as individuals living within the ward in which he or she has been elected to serve a term of office.

The frequency of local government elections in Wales has been increased from four to five years, in order to avoid clashes with Senedd elections, meaning the next Ceredigion Council election will take in May 2027.

You can find out more about the Committees of the Council and access Reports, Agendas and Minutes on the Council's website:

<https://council.ceredigion.gov.uk/mgListCommittees.aspx?bcr=1>

MONEY AND FINANCE

The Council's Medium-Term Financial Strategy sets out how the Council plans its budget annually and over the next 3 years. It supports the overall management of the Council's key resources to meet its objectives.

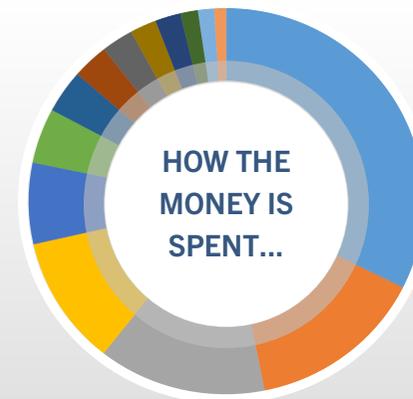
The Council's expenditure supports the delivery of its Corporate Strategy and the delivery of its Corporate Well-being Objectives. Despite the COVID-19 pandemic, Ceredigion County Council continues to demonstrate an open desire to improve services and invest in better resources and facilities.

The financial objective is for the careful and responsible use of resources and to ensure that the financial resilience of the Council is maintained and strengthened. In order to meet the budgetary challenges it faces, the

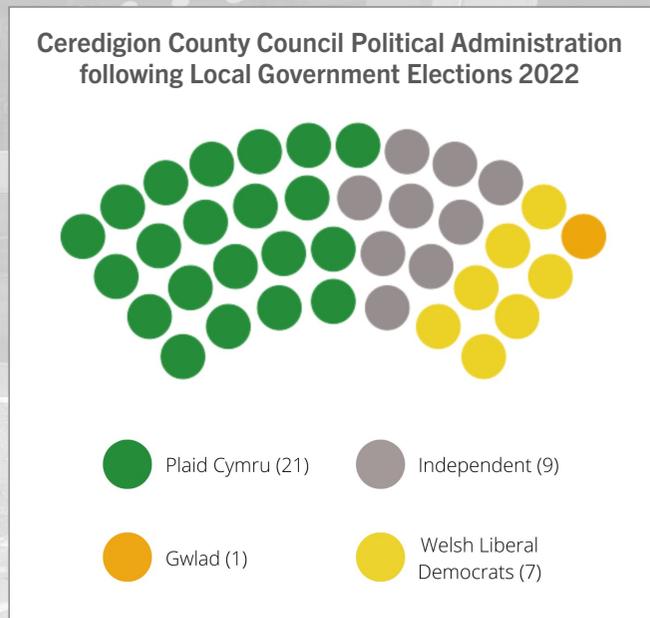
Council continues to implement back office efficiencies, develop alternative delivery methods whilst also sustaining services. The following charts show where the money comes from and how it is spent.



- Welsh Government (72%)
- Council Tax (28%)



Based on service expenditure in 2020/21, showing revenue funding only and excludes income generated by the Council



TRANSFORMATION

Ceredigion is investing in new technology to transform the way services are provided to our customers. This is to ensure they meet growing demands and are sustainable in the future, and also provide an enhanced experience for our customers.

The Through Age Well-being Programme that is transforming social care and the Customer Contact Centre called 'CLIC' are two good examples of this.

Through-Age Well-being

The priorities aim to enable the delivery of services that will enhance the social, economic, environmental and cultural well-being for the people of Ceredigion.

Providing support for all ages and needs is a significant challenge for the Council with limited resources. The profile of society and demographics have changed considerably

over the last decade with a significant increase in the prevalence and impact of substance misuse, poor mental health and domestic abuse and older age groups living in Ceredigion. As a consequence, demand for certain services has increased placing a greater financial pressure on those service areas.

The Through Age and Wellbeing strategy sets out the vision and approach that will be taken to transform how the wellbeing and safety of the people of Ceredigion is supported.

To achieve our vision we have developed a Through Age and Wellbeing operating model that is designed to ensure people get the right level and type of support, at the right time, to prevent, reduce or delay the need for ongoing support, and to maximise people's independence and to be able to

remain in their own home in their own community wherever possible.

Customer Contact

The CLIC Team is the face and voice of Ceredigion County Council. Whether calling the Contact Centre with a query regarding bins, checking Council Tax or submitting an application to the Housing Team, the customer comes into contact with CLIC.

Our Customer Contact Centre is an example of how we're using new technology to provide an enhanced customer experience. All initial contacts to the Council are received and tracked by the Contact Centre through the Customer Relationship Management (CRM) system. This provides an effective way to manage the increasing number of contacts we receive, provide a higher quality, more tailored service and enhance the customer experience. For our customers:

- It is **easier to make initial contact** - just one telephone number and one email address.
- Our advisors are trained to deal with a wide range of enquiries - so that where possible, queries are resolved at the **first point of contact**.
- There is no need to retell the same story each time a customer calls - their **information is on hand** via the CRM system to provide a quicker and more tailored response to resolving their enquiry.
- Services are provided in Welsh or in English according to **their choice of language**.

KEY ACHIEVEMENTS IN 2021/22:

114,060

Telephone calls handled by CLIC during the 2021/22 year

15%

Of telephone calls (or 16,677) were in Welsh

38,508

Emails responded to by CLIC during the 2021/22 year

77,921

Enquiries logged by CLIC during the 2021/22 year (an increase of 21,000 on the previous year)

The Objectives of the Through-Age Well-being Programme:

1. PROMOTE POSITIVE HEALTH AND WELLBEING AND SUPPORT PEOPLE TO SELF SUPPORT
2. STRENGTHEN FAMILIES SO THAT CHILDREN AND YOUNG PEOPLE REMAIN WITH THEIR FAMILY
3. ENABLE INDIVIDUALS TO LIVE INDEPENDENTLY IN THEIR OWN COMMUNITY
4. PROVIDE PROPORTIONATE APPROACHES TO MANAGED CARE AND SUPPORT
5. PROTECT INDIVIDUALS AND KEEP THEM SAFE FROM ABUSE, HARM AND NEGLECT



OUR VISION AND PRIORITIES

The Corporate Strategy 2022-2027 outlines how the Council intends to deliver its four Corporate Well-being Objectives or Strategic Priorities.

The core purpose of the Corporate Strategy is to illustrate how the authority will support and promote sustainability and the wellbeing of the citizens of Ceredigion, through its long term Vision and its Corporate Well-being Objectives.

The Corporate Well-being Objectives will enable the delivery of services that will enhance the social, economic, environmental and cultural well-being for the citizens and communities of Ceredigion. They have been identified through public engagement, the Ceredigion Assessment of Local Well-being and the ambitions of the new political administration.

The process started with a desktop analysis of a variety of evidence, in order to identify the main issues affecting the well-being of Ceredigion's citizens. This included reviewing the Ceredigion Public Service's Board Assessment of Local Well-being, which provides a comprehensive picture of well-being in the county, and included extensive public engagement during 2021. This told us about the concerns people had and the areas they would like to see improve.

A triangulation exercise was then conducted, looking at the new Administration's priorities for the next five years and comparing with the Assessment to identify any gaps. Workshops were run with Council services to provide a further check and to develop the individual

steps to be taken to deliver the Objectives.

The draft Strategy and Well-being Objectives were consulted on during August and September 2022, with the final agreed objectives being:

- **Boosting the Economy, Supporting Businesses and Enabling Employment**
- **Creating Caring and Healthy Communities**
- **Providing the Best Start in Life and Enabling Learning at All Ages**
- **Creating Sustainable, Green and Well-connected Communities**

We developed the objectives through the lens of the Wellbeing of Future Generations Act, in particular identifying how we could maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

More information on how we have assessed our objectives using the sustainable development principle can be found on page 36.

We review our Corporate Well-being Objectives and steps annually to ensure they remain the right Objectives for Ceredigion and ensure we are delivering them.

The Strategy sets out clearly our priorities and demonstrates our commitment to improving social, economic, environmental and cultural well-being in the County.

Our Vision:

Ceredigion County Council delivers value for money, sustainable bilingual public services, that support a strong economy and healthy environment, while promoting well-being in our people and our communities

Our Corporate Well-being Objectives:



CONTRIBUTION TO THE NATIONAL WELL-BEING GOALS

The Well-being of Future Generations Act (Wales) 2015 seeks to improve the social, economic, environmental and cultural well-being of Wales by requiring public bodies to work together to create a sustainable Wales. It is intended to help to create a Wales that we all want to live in, now and in the future. There are 7 national well-being goals that set out a shared vision for all public bodies to work towards (shown right).

We know that we face challenges in Ceredigion - the COVID-19 pandemic has been unprecedented in its impact on all walks of life, but more recently the cost of living crisis is impacting many households in the County. There is also the need to grow the local economy and create opportunities for local people, tackle poverty and the high costs of accommodation, along with the County's decreasing population which will have far reaching impacts.

Ceredigion County Council works collaboratively with its local and regional

partners to tackle these complex issues to create the Ceredigion that we want.

Our Corporate Well-being Objectives have been developed based on evidenced local needs and on the views of local people as identified in the Ceredigion Assessment of Local Well-being. The Assessment provides a comprehensive review of well-being in the County, and was underpinned by extensive public engagement during the summer and autumn of 2021.

The steps we plan to take to achieve our Corporate Well-being Objectives will help us improve outcomes for local people and also maximise our contribution to the national Well-being Goals. We will use the steps set out on pages 11-31 to measure our progress towards achieving the Corporate Well-being Objectives and national Well-being Goals.

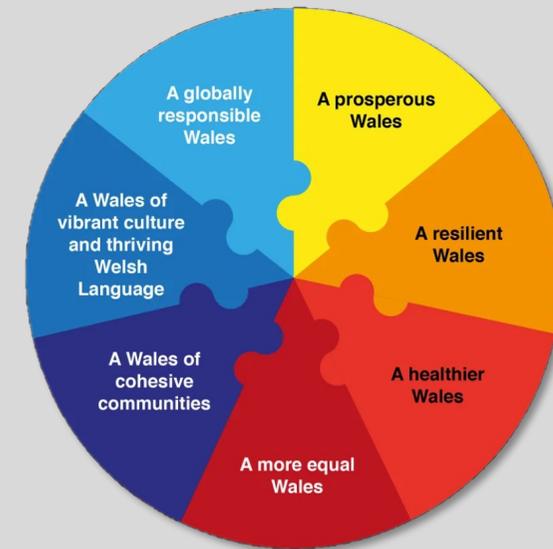
The table below shows a summary of how each of the Council's Well-being Objectives contributes to Wales' national Well-being Goals.

Ceredigion Public Services Board brings together the County's public service leadership and decision-makers, to improve the economic, social, environmental and cultural well-being of the County by strengthening joint working across the County's services.

The Board is in the process of developing its new Five Year Local Well-being Plan for 2023-28. Like the Council, its priorities were developed using the evidence and engagement feedback from the Ceredigion Assessment of Local Well-being.

This ensures that both Ceredigion County Council and Ceredigion Public Services Board's Well-being Objectives are aligned to focus on the priority needs of the County, and maximise the contribution to the national Well-being Goals. The new Local Well-being Plan will be published in May 2023.

THE 7 NATIONAL WELL-BEING GOALS



The Well-being of Future Generations (Wales) Act 2015 puts in place 7 Well-Being Goals

All public bodies must work to achieve all of the goals

	Prosperous	Resilient	Healthier	More Equal	Cohesive	Culture	Global
▼ Corporate Well-being Objective	Contributes to the following National Well-being Goals ▼						
Boosting the Economy, Supporting Business and Enabling Employment	●			●		●	●
Creating Caring and Healthy Communities			●	●	●	●	●
Providing the Best Start in Life and enabling learning at all ages	●		●	●		●	●
Creating Sustainable, Green and Well-Connected Communities	●	●	●	●	●	●	●



BOOSTING THE ECONOMY, SUPPORTING BUSINESSES AND ENABLING EMPLOYMENT

Food Centre Wales is a dedicated food technology centre offering advice, technical services and training to business start-ups, SME's and existing food manufacturers. The centre boasts a dedicated Research and Development building with unrivalled facilities for food manufacturers to develop new and existing products .

Our priorities for delivering the Corporate Well-being Objective are:

- Progress the £110m Mid Wales Growth Deal
- Support local businesses in the recovery from COVID-19
- Support new and growing businesses in the County
- Create new job opportunities for skilled young people
- Promote equal opportunities in employment
- Achieve sustainable economic growth
- Pursue the Local Development Plan
- Prioritise locally sourced produce and supply chains
- Improve 4G Broadband
- Equitable funding within the Arfor programme
- Improve digital, transport and energy connectivity
- Tackle poverty in Ceredigion
- Support working parents in Ceredigion
- Enhance the provision of skills and learning opportunities for people aged 16+
- Further develop apprenticeships in the County



Progress Made

- The Growing Mid Wales economic partnership has been established and has succeeded in attracting a £110m Growth Deal of investment to Mid Wales over the next 10 years for projects across the region.
- £10.8m of investment has been secured from the UK Government's Levelling Up Fund to help transform Aberystwyth's Harbour, Old College and Promenade.
- 2.8m worth of investment has been secured from the UK Government's Community Renewal Fund, for 12 community schemes across the county.
- A Welsh Government funded Small Capital Grant scheme delivered in early 2021 led to almost £500,000 of grant investment in Ceredigion businesses, attracting a further £631,000 of private sector funding. The support led to the creation of 146 new jobs in Ceredigion, and a further 408 jobs were safeguarded in 81 businesses through the investments.
- Ceredigion's new Economic Strategy was published in March 2021 setting out how we will work together towards achieving strong, sustainable and more resilient economic growth for Ceredigion, created and shared by all. The strategy sets out the actions that will address the challenges and opportunities that exist in the local economy.
- External funding secured to the tune of over £20m, including Levelling Up Fund, Community Renewal Fund, Transforming Towns, Land Release Fund, Land and Buildings Development fund, Helix, Arfor, Business Capital and revenue grant schemes.
- Ceredigion County Council has one of the most advanced Internet of Things (IoT) network now installed across the county (LoRaWAN), giving the opportunity for improved service performances, and allowing businesses to harness and take advantage of the capabilities of IoT.
- Supporting the independent sector through collaborative working providing mutual aid, funding and resources. Provision of additional staffing resources, equipment as well as H&S advice and policies and procedures.
- Leading on work of Centre for Local Economic Strategies (CLES) to develop community wealth building approaches to local procurement policy and practices
- Supported local businesses during the COVID pandemic by administering 8,835 Business Grant payments across Ceredigion with a value of £49m.
- Significant lobbying by Ceredigion County Council and others has resulted in 31.8% coverage of full Fibre broadband giving over 100 Mbps capability. The county wide current average download of 79mbps is one of the highest levels for a rural local authority.
- Ceredigion C4W+ and Workways+ has continued to help people who are not in employment to access training, work experience, volunteering and job opportunities.
- Supported local businesses during the COVID -19 Pandemic - 8,900 COVID related enquiries were managed by Ceredigion's Customer Contact Service 'CLIC'. This included enquiries relating to Business Grants, the Cultural Recovery Fund and the Small Business Capital Grant Scheme. Over 2,000 alone were in relation to the Non-Domestic Rate Grant to help businesses in the hospitality, tourism, leisure and non-essential retail sectors that had to close.
- Childcare Unit managed the pilot of the live test Childcare Offer digital platform – supporting roll out across Wales by January 2023.
- £348,961 processed in sustainability grants to the childcare sector 2020-2022.
- £492,090 made available in small capital grants to the childcare sector 2020-2022.
- £821,805 Childcare Offer payments made to Ceredigion Childcare Providers in 2021-22.

Priorities for 2022-27

Background

Ceredigion is a confident, attractive county in which many of our people prosper and develop, where many have established thriving and successful businesses.

However, our size and location mean we face challenges to growing the local economy, but equally there are many opportunities for us to take full advantage of in positioning the county to adapt to both a low-carbon future and increased digitisation.

The key challenges can be summarised as the need to attract new businesses and grow existing businesses, create more and higher paid job opportunities, provide opportunities for younger people to remain in the county, and increase average earnings of the County in comparison to Wales as a whole

The strengths and unique selling points for the local economy are that new business start-ups have some of the best survival rates across Wales, our workforce has much higher than average skills and qualifications, and the knowledge economy is strong with two highly rated Universities.

It is against this backdrop that we have developed our Corporate Well-being Objective to build on our strengths as a county, take full advantage of the opportunities open to us and tackle the challenges facing us to grow the local economy. Boosting the economy, supporting our local businesses and enabling our people to access good quality employment and careers will help us achieve this.

Boosting the Economy

We will continue to progress the Mid Wales Growth Deal to realise the benefits of the £110m investment in the mid-Wales economy. The projects supported by the Growth Deal will leverage additional investment in the economy and maximise the economic impact of Ceredigion, such as creating additional jobs and economic growth of up to £700m.

A key part of growing the local economy will be

the delivery of Ceredigion's Economic Strategy which sets out the actions we will take over the next 15 years. We will continue to deliver the actions in the Strategy, and work with partners across the County to identify and deliver further interventions to bring economic growth to the County.

Tackling poverty and supporting working parents will continue to be a priority for the Council, and we will work with our partners on the Ceredigion Public Service Board's Poverty Sub Group to identify actions to mitigate the impacts.

Supporting Businesses

We will continue to support local businesses in the recovery from COVID-19, but also work to support new business start-ups in Ceredigion and support existing businesses to expand and grow.

Part of this will involve prioritising locally-sourced produce and supply chains in council business in order to keep as much money and as many jobs as possible within the local community. Where possible we will break up contracts in order to maximise the use of local suppliers.

Enabling Employment

In addition, to supporting job creation, we will continue to promote equal opportunities in employment, boost inclusive growth, promote gender equality in employment and encourage greater investment in education and skills throughout working life.

We will achieve this by enhancing the provision of skills and learning opportunities at age 16 and further developing apprenticeships in the County. We will establish an employability skills development pathway for young people and those with disability to promote inclusion in the workforce.

For parents, we will support the provision of funded childcare for all two-year olds, expand the Childcare Offer to include parents/guardians who are in education or training, and also the expansion of Flying Start to help children develop social, emotional and communication skills they need for success in school.

WHAT WILL BOOST CEREDIGION'S ECONOMY, SUPPORT BUSINESSES AND ENABLE EMPLOYMENT?

Boosting the Economy

We will:	Service
Complete the coastal defence works at Aberaeron, Aberystwyth, Borth and Llangrannog	Highways and Environmental Services
Support the development of the County's harbour provision	Highways and Environmental Services
Continue to develop the £110m Mid Wales Growth Deal	Economy and Regeneration
Pursue the Ceredigion Local Development Plan	Economy and Regeneration
Support the roll-out of 4G Broadband	Economy and Regeneration
Explore possibilities for enabling seacraft to access the Teifi estuary	Highways and Environmental Services
Support Aberystwyth's bid to become a UNESCO City of Literature	Economy and Regeneration
We need to develop our Asset base of physical and natural assets that contribute fully to the efficient operation of Ceredigion County Council, but also contribute to the growth of the Economy in Ceredigion while halting and reversing the decline in nature: <ul style="list-style-type: none"> Ensure that the Asset programme is linked to our corporate and economic ambitions and feeds into the long-term Capital programme and prioritises contributing to the Env (Wales) Act Section 6 Duty and An Ecologically Resilient Wales goal 	Economy and Regeneration

We will:	Service
Economic growth will be achieved sustainably - whilst also continuing to play our part in dealing with the causes and impacts of climate change, biodiversity loss and helping our communities prosper throughout Ceredigion: <ul style="list-style-type: none"> Digital connectivity - In simple terms, our ambition is to ensure that residents and businesses in Ceredigion are not at a disadvantage because of a lack of digital connectivity. It is widely acknowledged that digital connectivity is now considered an essential part of home and business life, and is a fourth utility. It is not therefore about catching up – but ensuring we have parity of access and opportunity to towns and communities across the UK. That means an ambition to deliver services that equate to full fibre equivalent to levels well above the current 80% reach. Transport connectivity - To drive economic growth and attract new investment we need to improve connectivity both to and within Ceredigion. We will build on our existing linkages to deliver the transport network required to help grow the economy and raise productivity. Energy Connectivity - Affordable connectivity to a decarbonised energy network is a vital part of our future economic growth. Energy is everything, without it we cannot heat our homes, move around, or have employment. The UK decarbonisation agenda means this energy has to come from renewable sources in the future. The county and region are well placed to contribute to meeting this need, but poor existing grid infrastructure hampers this. 	Economy and Regeneration Highways and Environmental Services
Supporting the local economy to ensure it works well for local people by: <ul style="list-style-type: none"> Supporting Ceredigion's UK Shared Prosperity Fund bid 	Economy and Regeneration
To support families in Ceredigion by: <ul style="list-style-type: none"> Developing a resource centre to support vulnerable / low-income families 	Porth Cymorth Cynnar



Supporting Businesses

We will:	Service
<p>Poverty is seen as a cross-cutting theme of the Local Wellbeing Plan (2023-2028):</p> <ul style="list-style-type: none"> Develop economic dashboard to monitor the delivery of the Economic Strategy and Growing Mid Wales 	Economy and Regeneration
<p>Ensure the alignment and linkages across what is in the Wellbeing Plan and Corporate Strategy to eradicate poverty:</p> <ul style="list-style-type: none"> Ensure alignment between Ceredigion County Council and Ceredigion Public Services Board in relation to boosting the economy and tackling poverty 	Economy and Regeneration
Household income above national average	Economy and Regeneration
<p>Working parents are supported by:</p> <ul style="list-style-type: none"> Promoting the Childcare Offer to working parents of 3 to 4 year-olds Parents/guardians who are in education or training and meet the eligibility criteria will be able to access the Childcare Offer Supporting childcare availability for 2-year-olds Raising awareness/promote Tax Free Childcare for working parents Supporting the development and sustainability of registered childcare provision 	Schools and Culture

We will:	Service
Support the development of the Smart Towns project in Cardigan in our other Ceredigion towns	Economy and Regeneration Highways and Environmental Services
Prioritise locally-sourced produce and supply chains in council business	Economy and Regeneration
<p>Push for equitable funding within the Arfor programme between the two areas of West Wales and the Valleys</p> <p><i>(The Arfor Innovation Fund 2022-25 is a £11 million scheme funded by Welsh Government to pilot innovative approaches in promoting entrepreneurship, business growth, community resilience and the Welsh language in the Arfor region of West Wales the counties of Ceredigion, Carmarthenshire, Gwynedd and Anglesey).</i></p>	Economy and Regeneration
<p>More businesses will be established and businesses will grow, enjoying the positive environment for growth here in Ceredigion:</p> <ul style="list-style-type: none"> Our ambition is also to see an increase in the number and proportion of our businesses that are mid-sized (employing over 50 people). Simply, we want to see Ceredigion as a great place to start up in business and to grow a business. We will see new businesses starting across a range of sectors, but particularly focused on our core strengths of food manufacturing, agriculture, agri-tech, tourism, environmental science, aerospace, spectrum and other science-based research and development industries. The foundational economy will also play an important part of growth in Ceredigion, with key opportunities particularly in construction and care. 	Economy and Regeneration
We aim to be the catalyst for creating new businesses in Ceredigion and helping existing businesses grow into mid-size businesses.	Economy and Regeneration

WHAT WILL BOOST CEREDIGION'S ECONOMY, SUPPORT BUSINESSES AND ENABLE EMPLOYMENT?

Enabling Employment

We will:	Service
<p>Prevent the talent drain from Ceredigion:</p> <ul style="list-style-type: none"> Develop through the Regional Skills Partnership, Economy and Regeneration, and LL&S a robust employer forum Develop online/ social connectivity and pop-up events to market roles/ sectors within Ceredigion 	<p>Porth Cymorth Cynnar</p> <p>People and Organisation</p>

We will:	Service
<p>Enterprise-led innovation will lead to new job opportunities for skilled young people educated and trained in our schools, colleges and universities:</p> <ul style="list-style-type: none"> We have an excellent education system that delivers excellent results for learners. We will work with education providers in Ceredigion to build stronger relationships with employers, so that education and training services are firmly aligned with the needs of those employers 	<p>Economy and Regeneration</p>
<p>Young people who wish to stay in Ceredigion, as well as those who may want to return to live and work here for the first time, will see Ceredigion as a place of opportunity. This will ensure our communities remain vibrant places where our culture and Welsh language can thrive:</p> <ul style="list-style-type: none"> We want Ceredigion to continue to be a place where people want to live, work and visit. We will work to understand the changing needs of its residents, workers, visitors, as well as the challenges represented by climate change and the nature emergency to adapt in a changing World in the wake of the Covid 19 pandemic and Brexit). 	<p>Economy and Regeneration</p>
<p>Enhance provision for pupils at age 16 ensuring that there is a wide, appropriate, bilingual and equitable choice of subjects offered to learners, that meets their needs and develops their skills and supports the needs of the local economy:</p> <ul style="list-style-type: none"> Undertake a review of post-16 education and implement the approved recommendations Continue to develop the E-sgol provision Ensure that the UK Shared prosperity fund is utilised on identified projects to develop appropriate skills to support the local economy 	<p>Schools and Culture</p>
<p>Strengthen the pool of highly skilled and qualified applicants/ candidates in Ceredigion by</p> <ul style="list-style-type: none"> Further developing apprenticeships, micro enterprise and social enterprise 	<p>Porth Cymorth Cynnar</p>



We will:	Service
The RLSP will be established by Ceredigion County Council and Powys County Council to provide a focus for skills in Mid Wales, and to drive economic growth by ensuring investment in the right skills	Porth Cymorth Cynnar Economy and Regeneration
Develop an employability skills development pathway for young people and those with disability to promote inclusion in the workforce	Economy and Regeneration
Raise the profile of the DP PA workforce through active recruitment	Porth Gofal
Progress with the development of the provider hub and raising the profile of the sector and opportunities for skill development	Porth Gofal
Work with regional partners in the development of social and micro enterprise opportunities.	Porth Gofal
We need to be at the forefront of achieving a change in the narrative where people in Ceredigion feel there are genuine career opportunities that will enable them to have the choice to develop meaningful careers in Ceredigion: <ul style="list-style-type: none"> • Ensure effective delivery of the investment programmes secured. • Launch of 'Softer' business / career development programmes e.g. Business Awards, Careers information inked to Ceredigion's business community 	Economy and Regeneration
To have equal opportunities for people to work in Ceredigion: <ul style="list-style-type: none"> • Develop an employability skills development pathway across the Pwrth for young people and those with disability to promote inclusion in the workforce 	Porth Gofal

We will:	Service
To have a sustainable and resilient independent care sector	Porth Gofal
Every pupil to have a destination <ul style="list-style-type: none"> • Development of 'Life Skills and Work Skills' project for those that are furthest from the labour market, including disengaged learners. • Collaboratively develop/ strengthen early identification pathways to ensure that those identified as at risk of exclusion, disengagement or other socio-economic factors receive support as early as possible 	Porth Cymorth Cynnar
People of all ages to have a learning pathway: <ul style="list-style-type: none"> • Development of a career pathway for post-16 across Ceredigion County Council services, including work experience, volunteering, traineeships and apprenticeship opportunities 	Porth Cymorth Cynnar

CREATING CARING AND HEALTHY COMMUNITIES

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The Council's Through Age Well-being Programme is transforming social care in Ceredigion. Providing support for all ages and needs is a significant challenge for the Council with limited resources. The profile of society and demographics has changed considerably over the last decade and demand for certain services has increased placing a greater financial pressure on those service areas.

Our Through Age and Wellbeing operating model is designed to ensure people get the right level and type of support at the right time. It aims to prevent, reduce or delay the need for ongoing support, and to maximise people's independence and to be able to remain in their own home in their own community wherever possible. The Programme is in the process of being implemented and will run until 2027.

Ceredigion has responded to the challenges in the provision of social care by moving towards combining the previously separate children and adults' services into a single Through-Age and Well-Being Service. This eliminates departmental barriers, provides a more consistent, lifelong service for users and maintains the generic skills and flexibility of staff. In 2021, the Council approved the Through Age and Wellbeing Strategy for 2021-2027 and action plan for Ceredigion.

Our priorities for delivering the Corporate Well-being Objective are:

- Provide for the care needs of our population
- Deliver the Through Age Well-being Programme
- Promote the Welsh Language in Ceredigion
- Launch Well-being Centres across the County
- Pursue initiatives to train and recruit childcare and social care staff
- Progress Cylch Caron extra care facility at Tregaron
- Welcome and support the resettlement of refugees
- Develop carers' breaks/ respite and support the aspiration of creation of a National Care Service for Wales
- Support community mental health facilities
- Encourage and enable people to get physically active so they can benefit from positive health and wellbeing
- Develop an improvement plan for the strategic provision of facilities to increase physical activity levels in the county
- Enhance the role of Community Connectors to support the development of resilient communities*
- Further develop participation events to ensure communities have a voice
- Develop and increase the number of focussed and universal extra-curricular and holiday activity programmes
- Develop and increase the number of support groups and programmes

**Community Connectors support people and their families to access advice and assistance that is provided by the third sector, as well as identify appropriate services and groups, within their own communities, such as social groups that could help contribute to their wellbeing*



Progress Made

- Ceredigion County Council has continued to implement the Welsh Language Standards and develop procedures to enable service users to access services in their language of choice. It has also have worked with the National Centre for Learning Welsh to part-fund a “Welsh in the Workplace” language tutor in order to increase the opportunities for Council staff to learn the language and build confidence in using the language in the workplace.
- The Council has worked in collaboration with its partners through the Bilingual Futures Forum to deliver the Ceredigion Welsh Language Strategy 2018-2023, which contributes towards the delivery of the Welsh Government target of having one million Welsh speakers by 2050.
- The Welsh in Education Strategic Plan 2022-2032 has been published, which is integral to the County’s vision of developing truly bilingual citizens. A very successful National Eisteddfod was held in Ceredigion in 2022. It was a unique opportunity to celebrate language and culture of the area and Wales on the national stage. The Eisteddfod is one of the cornerstones of the Welsh language, which offered important opportunities for people to speak the language and to reinforce their confidence in their Welsh skills.
- As part of its prevention work, the Council has invested in giving full recognition and support to the role of carers, in particular by providing opportunities for respite, allowing carers to take a rest from what can be a demanding 24/7 role.
- Working with Wales and West Housing Association, we have facilitated the ground-breaking Maes y Môr Extra Care Housing development in Trefechan that helps to maintain independent living for the vulnerable by varying the level of care required by the individual.
- Completed the £100k Canolfan Steffan Community Support Facility in Lampeter, and delivering the £150k refurbishment of Canolfan Padarn Day Centre in Aberystwyth.
- Commissioning arrangements for the new Complex Children’s residential provision have commenced.
- Maximised the Disabled Facility Grant and associated Welsh Government Funding to provide

adaptations to homes, in order to enable people to remain within their communities.

- Used Welsh Government allocated Social Housing Grant to deliver much needed Affordable Housing for rent.
- Allocation of Social Housing via the Common Housing Register now allows applicants to select 5 areas, giving them more choice for where they and their family wish to live.
- A new Strategic Equality Plan 2020-2024 has been published to ensure that residents and stakeholders in Ceredigion have a voice to influence the development of policies and strategies that will affect their lives.
- A Tackling Hardship Strategy was published to help to mitigate the impact of COVID-19 and the cost of living crisis on the most vulnerable in Ceredigion.
- Public Space Protection Orders (PSPO’s) have been renewed for Cardigan, Lampeter and Aberystwyth to deal with nuisance or problems in an area that cause harm to the quality of life of the local community.
- Reinvigorated Dyfed Powys Police and Police and Crime Commissioner’s work on Anti-Social Behaviour and introduced a Community Trigger Protocol for Ceredigion County Council.
- Introduced multi agency weekly tension monitoring meetings to address early signs of community tensions through early intervention/ preventative work on a partnership basis.
- Implemented with partner organisations, place-based pilots in Cardigan, Lampeter and Aberystwyth to address wellbeing in communities based on need.
- Increased provision for our National Exercise Referral Scheme (NERS) from 21 weekly sessions in 2014 to 75 sessions a week in 2020.
- Introduced a Walking for Wellbeing Programme in 2020.
- Achieved InSport Silver Accreditation from Disability Sport Wales.

Priorities for 2022-27

Background

The ‘Social Services and Well-being (Wales) Act, 2014’ places a legal requirement on the Council to develop a range of early intervention and prevention strategies that include collaborative arrangements with communities and the voluntary sector to support independent living.

Ceredigion has an ageing population. It is expected that this will put a significant strain on our public services, particularly our local health and care service.

Creating caring and healthy communities will improve well-being through supporting independent living, preventing future problems, providing for the care needs, and supporting mental as well as physical well-being following the COVID-19 pandemic.

Creating Caring Communities

The Council’s Through Age Well-being Programme has progressed well, and we will continue to push forward with transforming how people’s health, wellbeing and safety can be supported in Ceredigion. The Programme aims to identify at an early stage what concerns people have and aim to prevent escalation, wherever possible, through a timely and proportionate response. This approach will help to ensure people get the right level and type of support, at the right time, to prevent, reduce or delay the need for ongoing support, and to maximise people’s independence and to be able to remain in their own home in their own community wherever possible.

A higher level of provision is needed in housing for older people and housing with care in order to match the aspirations of the Welsh Government’s Older People’s Expert Housing Panel report, and to meet the older people’s preference to staying independent and living in their home. The potential development of the Cylch Caron Integrated Resource Centre in Tregaron and Maes Y Môr (extra care scheme) in Aberystwyth will help to address this need.

As a result we will continue to progress the ground-breaking Cylch Caron integrated health and social care project in partnership with Hywel Dda University Health Board and will pursue further extra-care facilities in Aberaeron and elsewhere. Maes Y Môr opened in October 2021, a supportive community of 56 apartments, allowing people to live in their own home with access to 24-hour on site care and support.

Ceredigion has a history of supporting families fleeing from war, hunger and homelessness. Over the past few years the Council has successfully supported 74 refugees from Syria to be welcomed into the community. We will continue to play a leading role in helping refugees and resettling them into our communities.

Creating Healthy Communities

Ceredigion is predominately a bilingual county, and our Welsh heritage and culture is important. Safeguarding the language is a high priority for the Council, where the County continues to be a heartland of the Welsh Language and that it is an everyday language that is heard and spoken naturally by children, young people and adults.

We want to encourage all of our citizens, regardless of ability, to become physically active so they can benefit from positive health and well-being. To achieve this we have put in place a series of actions to deliver over the next five years, including the provision of outreach physical activity opportunities, providing Health Intervention Programmes to improve physical activity levels in older adults and supporting community organisations to provide opportunities for residents to be active.

We will also be moving ahead with transforming Lampeter Leisure Centre into a ‘Wellbeing Centre’. The Centre will enhance the core offer of Leisure provision with areas for meeting, consultation and treatment to contribute to improving the physical, mental and social well-being of the County’s residents. Our aim is for the whole of Ceredigion to benefit from Well-being Centres, and as a result we will be progressing plans to develop Wellbeing Centres in the North and South of the county, as well as ‘pop-up’ provision in other locations.

WHAT WILL CREATE CARING AND HEALTHY COMMUNITIES?

Creating Caring Communities

We will:	Service
Pursue the building of a new care home in the Aberystwyth area and fully provide for the care needs of our population	Porth Cynnal
Progress the ground-breaking Cylch Caron integrated health and social care project in partnership with Hywel Dda University Health Board <ul style="list-style-type: none"> Completion of Cylch Caron Tender and approval of business case by Welsh Government 	Porth Gofal
Pursue further extra-care facilities in Aberaeron and elsewhere	Porth Gofal
Support the aspiration of creating a National Care Service for Wales	Porth Gofal
Further strengthen the provision and use of the Welsh language within social care services to be able to provide services in the language of service users' choice by implementing the actions as set out in Welsh Government Strategic Framework: 'More than Just Words'	Through Age Well-being
We will work with our local universities with the aim of seeing our county becoming one of the bases for social worker and health visitor training in Wales in addition to nursing degrees at Aberystwyth university.	Through Age Well-being
Progress the Through Age Delivery Model providing 70% of services within universal and early help services, 20% in Assessment and short-term services and 10% in Specialist services	Through Age Well-being
Delivering the Through Age Strategy: <ul style="list-style-type: none"> Maximising opportunities for use of physical assets across the Through Age Well-being model 	Through Age Well-being

We will:	Service
People of all ages know where and how to access focussed and universal services in person and online to maintain their own wellbeing and independence	Porth Cymorth Cynnar
Family group meeting coordination across the Pyrth	Porth Gofal
Develop a Tech enabled Care Strategy	Porth Gofal
Maximise use of green and blue environments to enhance care and support for service users	Porth Gofal
Development of our technology enabled care strategy including digital improvements to LA estates	Porth Gofal
Embedded through age approach to triage and assessment	Porth Gofal
Direct services review and future model design and delivery	Porth Gofal
Implementation of the 'patch base' model for delivery of community care services	Porth Gofal
We will continue to play a leading role in helping refugees and resettling them into our communities	Partnerships, Performance and Public Protection
Support community cohesion in Ceredigion	All services
Ensure that Ceredigion's residents understand the Tim Ceredigion ethos and value its contribution/ impact to Caring and Healthy Communities	Porth Cymorth Cynnar
Prioritising and supporting the needs of carers	Porth Gofal Porth Cymorth Cynnar

We will:	Service
Complete review of respite and day opportunities	Porth Gofal
<p>People of all ages are supported to have a voice and feel that they're listened to by</p> <ul style="list-style-type: none"> Further developing Carers breaks/ respite for all ages Participation and Signs of Safety / rights-based approach is embedded at all levels 	Porth Cymorth Cynnar
Through Age respite model	Porth Gofal
Availability of a range of local social and micro enterprises	Porth Cymorth Cynnar
Re-engagement with the intergenerational project work	Porth Gofal
Delivery of a range of asset improvements	Porth Gofal
To have a sensory impairment support service	Porth Gofal
Establish a robust Domiciliary Care Commissioning Framework	Porth Gofal
<p>Sustain, successful, and inclusive community provision of services, including third sector partners:</p> <ul style="list-style-type: none"> Enhance the role of the Community Connectors to support the development of resilient communities. <p><i>(Community Connectors support people and their families to access advice and assistance that is provided by the third sector, as well as identify appropriate services and groups, within their own communities, such as social groups that could help contribute to their wellbeing)</i></p>	Porth Cymorth Cynnar

We will:	Service
<p>Utilisation of technology in people's homes to promote independence and resilience:</p> <ul style="list-style-type: none"> Development of our technology enabled Care Strategy including digital improvements to local authority estates 	Porth Gofal
Investing in smart technology to develop services and inform future practice	Porth Cymorth Cynnar
<p>People of all ages have a platform and opportunity to share ideas and solutions:</p> <ul style="list-style-type: none"> Further develop relationships with third sector organisations, promoting volunteering opportunities and 'community champion' pathway 	Porth Cymorth Cynnar
<p>Community initiatives are supported and promoted:</p> <ul style="list-style-type: none"> Further develop the place-based approach to collaborative working. 	Porth Cymorth Cynnar
<p>Blended opportunities to access services:</p> <ul style="list-style-type: none"> Collaborative working to maximise resources and funding 	Porth Cymorth Cynnar
<p>Proactive and robust response to civil contingencies:</p> <ul style="list-style-type: none"> Combat the spread of communicable disease Prepare for, and respond to, civil contingency emergencies 	Partnerships, Performance and Public Protection
Develop and publish Ceredigion Strategic Equality Plan 2024-2028	Partnerships, Performance and Public Protection
Align and link the Corporate Well-being Objectives and the Local Well-being Plan to reduce inequalities through social prescribing	Partnerships, Performance and Public Protection

WHAT WILL CREATE CARING AND HEALTHY COMMUNITIES?

Creating Healthy Communities

We will:	Service
Developed new set of evidence based Corporate Well-being Objectives based on Council ambitions and linked back to the findings of key documents such as the Assessment of Local Well-being	Partnerships, Performance and Public Protection
Publication of updated Corporate Strategy by November 2022 for the new electoral term 2022-27	Partnerships, Performance and Public Protection
Expand the services and activities traditionally offered at our Leisure Centres and transform them into Well-being Centres	Porth Cymorth Cynnar
Continue to promote and facilitate social prescribing – such as gardening, walking and swimming	Porth Cymorth Cynnar
Support public and third sector partners to develop community-based mental health facilities, support groups and programmes	Porth Cymorth Cynnar
Assist our Ageing population to be physically and socially active, supporting their independence	Porth Cymorth Cynnar
All children and young people have opportunities to access after-school, evening and weekend activities, including opportunities for freely chosen self-directed Play and that these services are registered to enable parents to access financial support	Porth Cymorth Cynnar Schools and Culture
People of all ages have access to a range of social activities within their own communities: <ul style="list-style-type: none"> Further develop participation events to ensure communities have a voice 	Porth Cymorth Cynnar

We will:	Service
Promote the Welsh Language in Ceredigion: <ul style="list-style-type: none"> Ensure that the principles of the Welsh Language Standards underpin the way the Council deliver its services to the public, so that service users are able to access services through the language of their choice naturally Enhance the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and increase their confidence in using the language in the workplace. Develop the Ceredigion Welsh Language Strategy 2023-28, in order to promote and support the vitality of the Welsh language within the County, to help meet the Welsh Government’s ‘Cymraeg 2050: A million Welsh speakers’ strategy. 	All services

We will:	Service
<p>Improve the opportunity and capability for everyone to be physically active everyday by:</p> <ul style="list-style-type: none"> • Provide modern, accessible and inspiring leisure facilities across all three areas of Ceredigion (north, mid and south) • Encouraging people to Get Physically Active so they can benefit from positive health and wellbeing • Introducing an improved membership package for use of council operated leisure facilities • Providing outreach physical activity opportunities outside of the county's towns • Further developing mobile and outreach services to promote wellbeing and community safety • Delivering Health Intervention Programmes to improve physical activity levels in older adults • Developing Wellbeing activities for individuals with chronic conditions • Introduce a focussed intervention to improve the physical and emotional wellbeing of individuals in registered settings to regain their independence • Supporting community organisations to provide opportunities for residents to be active • Significantly increase the active travel provision including walking and cycling throughout the County in order to improve the health of our population • Identifying the future role of Ceredigion Local Sports Council in order to maximise its contribution to community organisations • Achieving Disability Sport Wales In sport Gold Accreditation • Transforming Lampeter Leisure Centre into a Wellbeing Centre to improve the physical, social and emotional wellbeing of citizens in the Mid of the county • Progressing with plans to develop Wellbeing Hubs serviced by a Wellbeing Centre in the North and South of the county 	<p>Porth Cymorth Cynnar Highways and Environmental Services</p>

We will:	Service
<p>Ensure everyone has the opportunity and capability to be physically active everyday by</p> <ul style="list-style-type: none"> • Upgrading council owned Artificial Turf Pitches, creating 3G facilities in the Mid and South of the county • Developing an improvement plan for the strategic provision of facilities to increase activity levels in the county • Undertaking a joint feasibility study with Aberystwyth University and provide a report that identifies the facility infrastructure required in the North of Ceredigion to meet the strategic aspirations of both organisations • Effective resourcing for universal and focussed activities 	<p>Porth Cymorth Cynnar</p>
<p>To develop and maintain the Toilet Strategy:</p> <ul style="list-style-type: none"> • To deliver the Toilet Strategy for Ceredigion • Engage with the general public for their feedback 	<p>Economy and Regeneration</p>
<p>To provide additional Changing Places provision in Ceredigion</p>	<p>Economy and Regeneration</p>
<p>To maintain cleaning regimes and to ensure all facilities are clean, accessible and well maintained</p>	<p>Economy and Regeneration</p>

PROVIDING THE BEST START IN LIFE AND ENABLING LEARNING AT ALL AGES

Ceredigion's new Welsh in Education Strategic Plan (WESP) is a 10-year strategy, 2022–2032, seeking to reinforce and strengthen the Welsh language provision and meet targets set by the Welsh Government for a million Welsh speakers Wales-wide by 2050. One over-riding aim is to ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6) when they progress from primary to secondary education. The Strategy was approved by Council's Cabinet in February 2022.

Our priorities for delivering the Corporate Well-being Objective are:

- Deliver schools investment across the County, including the net carbon zero 3-storey extension at Cardigan Secondary School
- Deliver the Welsh in Education Strategic Plan (WESP) 2022 to 2032
- Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6)
- Support the Ceredigion Youth Council as a forum for children and young people
- Developing Children and Young People's skills, knowledge and confidence to be physically active
- Develop Leadership skills within our Children and Young People at the earliest opportunity
- Support the provision of Free School Meals for primary school pupils
- Support the provision of funded childcare for all two-year-olds
- Work with partners to deliver the Maternity and Early Years Strategy for West Wales
- Support the development of Theatr Felinfach's facilities
- Ensure that all learners' identified Additional Learning Needs are supported appropriately to become independent and fulfilled individuals
- Provide support for schools to successfully implement the new curriculum for Wales
- Develop a Culture Strategy and Equity Strategy to support school and community wellbeing



Progress Made

- Ceredigion's Education system continues to be considered amongst the most successful in Wales. The support and resources provided to all Ceredigion schools during the Covid-19 pandemic – particularly during periods of lockdown – were particularly commended, praised and appreciated by inspectors, school staff, parents and pupils alike.
- The Council established childcare hubs during the early stages of the pandemic to support those children and their families who needed care.
- In response to long waiting times to access mental health support, Ceredigion County Council have supported a local youth charity to provide easily accessible mental health services to young people in the county.
- Working with 3rd sector and private businesses to provide work experience opportunities for individuals/vulnerable groups
- Roll out of funded childcare for 3-year olds across the county.
- Successful in securing grant funding to develop childcare provision, such as £900k Llwyn yr Eos nursery in Aberystwyth, the £700k Cylch Meithrin Nawmor at Cenarth School and the £600k Cylch Meithrin Tregaron facility.
- The new area school for Drefach, Ysgol Dyffryn Cledlyn, opened its doors in September 2017.
- Invested in and delivered school improvements such as the refurbishment and extension to create a 3-16 school at Henry Richard, the extension and improvements at Cardigan Primary School and the new net-zero carbon 3-storey extension at Ysgol Uwchradd Aberteffi.
- School developments already underway including the £100k of construction work at Penglais secondary school, providing the school with new and improved facilities, £160k of construction work at Ysgol Henry Richard School and £5.4m of work on the Cardigan Secondary School as part of the 21st Century Schools Programme.
- Professional consultants and contractors being appointed to deliver the new £11.5m Aeron Valley new area school, and the new £5.4m extension at Ysgol Gymraeg, Aberystwyth.
- Appointing consultants to scope works to Aberystwyth Museum totalling approximately £1m.
- 2-year programme of investments worth £500,000 as part of the Arfor Programme to support and strengthen the links between economic growth and the Welsh language.
- Proactively working with Cadw (Welsh Government's historic environment service) and the Royal Commission on the Ancient and Historical Monuments of Wales “Historic Place Names Task and Finish Group”.
- Developed apprenticeship scheme within Local Authority care homes in Ceredigion.
- Collaborative working across the Pyrth in supporting young people and prevention of crisis
- Introduced a complete Young Ambassador (YAs) Pathway in the county with Bronze YAs in every primary school; Silver YAs in every secondary school and a Play Unified Pathway for young people with an intellectual impairment to develop their leadership skills.
- Secured funding to provide training to the childcare and early years sector staff to ensure continuity as children progress into formal education.
- In light of changes in the Additional Learning Needs Code and the New Curriculum, support and guidance provided by Development Officers and Advisory Teachers to the childcare sector to enhance and sustain childcare provision.
- Early Years Additional Needs Lead Officer developed an in-house Additional Learning Needs course for the Early Years and Childcare sector. 62% of childminders have completed the ALN training with a further 20% just started the training.

Priorities for 2022-27

Background

The Ceredigion education system is one of the most successful in Wales, but earnings in the County are below average, and the perceived lack of career and social opportunities have resulted in an outwards migration of our younger adults.

Ceredigion is also a low income economy, with household income amongst the lowest in Wales despite having relatively high qualification levels in the workforce. In-work poverty and child poverty is significant and affects a higher proportion of citizens in our county than in the acknowledged deprived areas in the Valleys and East Wales.

Providing the best start in life and helping people to learn at all ages will ensure that the appropriate training programmes will enable learners to meet the employment needs of current and future businesses within Ceredigion. This includes equipping post-16 and adult learners with the necessary skill set to enable them to be agile, bilingual workers and adapt to the requirements of future employment.

Providing the best start in life

In order to provide the best start in life for our children and young people we will be supporting the provision of Free School Meals for primary pupils from September 2022. Under the initiative, all Reception Class children will receive free nutritious school meals. This is an important initiative as the cost of living crisis continues.

Flying Start provides childcare of the highest quality and has been highly effective in Ceredigion for families in our most deprived areas. We will be supporting the expansion of early years childcare provision via Flying Start for all 2-year olds, from September 2022.

Flying Start supports development of children's speech, language and communication; parenting support; and an enhanced health visitor service.

Enabling learning at all ages

During the next term we will build on the investment in our schools in recent years. This will include delivering the new net carbon zero 3-story extension at Cardigan primary school, that will provide a new main entrance and two new classrooms.

Research shows that Welsh language development in early years can encourage feelings of belonging and offer a path into new cultural and social opportunities. As a result we will deliver the Welsh in Education Strategic Plan to strengthen Welsh language provision and ensure that pupils are confident in both Welsh and English at year 6. This will be supported by the development of a Culture Strategy and Equity Strategy to support community well-being.

We believe in young people and will also support the Ceredigion Youth Council as a forum for children and young people to share their opinions, discuss current projects and raise their concerns. The following pages outline the steps we will take to deliver the Corporate Well-being Objective.

WHAT WILL PROVIDE THE BEST START IN LIFE AND ENABLE LEARNING AT ALL AGES?

Providing the Best Start in Life

We will:	Service
<p>Ensure purposeful and resilient school infrastructure for high quality provision based on the capital available for the next 5 years including:</p> <p>Completion of new Dyffryn Aeron 3-11 Area school:</p> <ul style="list-style-type: none"> Open a new 3-11 area school at Dyffryn Aeron to include Childcare and Play provision <p>Complete extension to Ysgol Gymraeg Aberystwyth and the new Canolfan Iaith for the north of the county:</p> <ul style="list-style-type: none"> Complete the extension at Ysgol Gymraeg Aberystwyth <p>Work in conjunction with Welsh Government to ensure capital investment for a new school at Penglais:</p> <ul style="list-style-type: none"> Explore Mutual Investment Model as funding to enable a new build at Penglais 	Schools and Culture
<p>Continue to review school places and Additional Learning Needs provision to ensure the infrastructure is resilient and sustainable and aligned to the net-zero carbon agenda:</p> <ul style="list-style-type: none"> Continue to annually review school places and Additional Learning Needs provision, projections, standards, building condition and financial resilience to ensure a sustainable infrastructure 	Schools and Culture
<p>Progress the net zero 3-storey extension at Cardigan Secondary School</p>	Schools and Culture
<p>Progress plans for the extension and improvements to Cardigan Primary School</p>	Schools and Culture

We will:	Service
<p>Implement all 7 outcomes in the Welsh in Education Strategic Plan including all pupils taught predominantly through the medium of Welsh until age 7 thus contributing to the National Cymraeg 2050 policy:</p> <ul style="list-style-type: none"> Create and implement Action Plan to include within the first 5 years a statutory Consultation to change the language category of a group of primary schools in the county to Welsh language at the foundation learning of education and provide a new Canolfan Iaith in Aberystwyth in order to support this vision. 	Schools and Culture
<p>Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6)</p>	Schools and Culture
<p>Develop Leadership skills within our Children and Young People at the earliest opportunity:</p> <ul style="list-style-type: none"> We will expand our school based Young Leaders programme into Community Organisations Support the Ceredigion Youth Council as a forum for children and young people from each secondary school in Ceredigion 	Porth Cymorth Cynnar
<p>Support the development of Theatr Felinfach's facilities</p>	Schools and Culture
<p>Open Sycharth and work regionally on the therapy model of support</p>	Porth Gofal
<p>Increase recruitment in in-house Welsh speaking foster carers</p>	Porth Gofal



We will:	Service
<p>Enhanced range of care and support options for looked after children and young people:</p> <ul style="list-style-type: none"> Implement the Proportionate Assessment for Children 	Porth Gofal
<p>Availability of a suite of options for respite and day opportunities for Children and Young People:</p> <ul style="list-style-type: none"> Complete review of respite and day opportunities 	Porth Gofal
<p>Support the Co-operation Agreement negotiated between Plaid Cymru and the Welsh Government to provide childcare for children from 2 years of age and free school meals for primary school pupils in order to support families:</p> <ul style="list-style-type: none"> Support the implementation of funded childcare for all two-year-olds Implement the phased roll out of free school meals for primary school pupils, starting in September 2022 	<p>Schools and Culture</p> <p>Porth Cymorth Cynnar</p>
<p>All children have the best possible start in life and access support when needed:</p> <ul style="list-style-type: none"> Provide Needs-led and Evidence-based programmes for parents, to promote positive parenting practices, supporting the holistic growth and development of healthy and happy children Use the findings of Surveys and feedback across Porth Cymorth Cynnar to shape our future provision 	Porth Cymorth Cynnar

We will:	Service
<p>Provide our Children and Young People the Best Start in Life by developing their skills, knowledge, and confidence to be physically active through:</p> <ul style="list-style-type: none"> Support the implementation of Flying Start expansion and funded childcare for all 2-year-olds Recognise the fundamental right of children to Play and its positive benefits on health and wellbeing Providing the opportunity for every child in the county to learn to swim Provide the opportunity for every child in the county to learn key foundation of movement skills. 	<p>Porth Cymorth Cynnar</p> <p>School and Culture</p>
<p>Support the monitoring and delivery of Early Years Outcomes by developing a regional Early Years Outcomes Dashboard to be used by partners across Ceredigion to monitor progress against the national Early Years Outcomes Framework</p>	Schools and Culture
<p>Support pupils and families to access local youth clubs, social groups and organised activities</p>	Porth Cymorth Cynnar

WHAT WILL PROVIDE THE BEST START IN LIFE AND ENABLE LEARNING AT ALL AGES?

Enabling Learning at All Ages

We will:	Service
Complete the review of Sixth Form education and implement the approved recommendations to ensure the infrastructure supports the needs of learners	Schools and Culture
<p>Develop a Culture Strategy to support school and community wellbeing by ensuring equitable access to a vibrant arts and culture offer, including:</p> <ul style="list-style-type: none"> Work in conjunction with Welsh Government to ensure capital investment to replace Theatr Felinfach with a new theatre and Centre for the Arts in Dyffryn Aeron as approved by Cabinet <p>Provide a new Store and Public Engagement Facility for Ceredigion Museum Collections:</p> <ul style="list-style-type: none"> Develop a comprehensive Culture Strategy to include Theatr Felinfach and Museum infrastructure 	Schools and Culture
<p>Develop a clear understanding of the nature of rural deprivation, and a strategy and action plan to reduce the impact of deprivation on pupils, aligned to the corporate Tackling Hardship Strategy:</p> <ul style="list-style-type: none"> Create and implement a Rural Deprivation and Equity Action Plan to support schools, non-maintained settings and childcare and play providers to reduce the impact of poverty on all children 	Schools and Culture
<p>Ensure that all learners experience a wide range of learning opportunities to develop skills, knowledge and understanding that reflect the four core purposes of the Curriculum for Wales by:</p> <ul style="list-style-type: none"> Ensuring appropriate support for schools, non-maintained settings and childcare and play providers to successfully implement curriculum for Wales 	Schools and Culture

We will:	Service
<p>Ensure that all learners' identified Additional Learning Needs are supported appropriately to become independent and fulfilled individuals</p> <ul style="list-style-type: none"> Ensure appropriate support for schools, non-maintained settings and childcare and play providers to successfully implement the Additional Learning Needs transformation 	Schools and Culture
<p>Provide a number of targeted courses linking in with the Regional Skills Partnership, labour market research to improve opportunities for upskilling and employment</p> <ul style="list-style-type: none"> Strengthen informal and non-formal learning opportunities for hard-to-reach learners and those not ready to engage in education and training due to emotional and mental wellbeing needs The Regional Skills and Learning Partnership will be established by Ceredigion County Council and Powys County Council to provide a focus for skills in Mid Wales, and to drive economic growth by ensuring investment in the right skills. 	Porth Cymorth Cynnar
<p>People of all ages have a learning pathway</p> <ul style="list-style-type: none"> Expand community-based adult learning opportunities, that meet the needs of all learners 	Porth Cymorth Cynnar
<p>Children and young people identified as at risk of exclusion and disengagement are supported to access structured informal learning programmes and activities to support their attainment</p>	Porth Cymorth Cynnar



We will:	Service
Achievements are celebrated and showcased	All

CREATING SUSTAINABLE, GREENER AND WELL-CONNECTED COMMUNITIES

Ceredigion County Council is keen to create more opportunities for walking and cycling in the County, in order to improve the health of our population, and to make it easier for people to leave their cars at home, thereby reducing carbon emissions. To help achieve that, we will push for our smaller towns and rural areas to be included in Welsh Government's criteria for funding active travel routes.

Our priorities for delivering the Corporate Well-being Objective are:

- Prioritising the reduction of carbon emissions and pursue our goal of becoming a Net Carbon Zero Council by 2030
- Build on Ceredigion's excellent performance in waste management and recycling
- Transition towards an Ultra Low Emission Vehicle corporate fleet
- Work with local Housing Associations to increase our stock of social housing
- We will continue to address the issues of second homes, holiday homes ownership or the conversion of residential properties to holiday let by seeking the support of the Welsh Government to bring forward legislation under the Planning Act and Taxation Service
- Enable more young people to build their lifetime home
- Encourage the retention of Welsh-language place names
- We have recognised the seriousness of the issue associated with phosphate levels along the Teifi Valley within the Corporate Risk Register. Every effort will be made through the Nutrient Management Board to find early solutions to the problem
- Find solutions to flooding in the Teifi Valley
- Pursue funding for coastal defences at Aberaeron and Aberystwyth and develop proposals for the next phase of the Borth coastal defence scheme and for the frontage at Llangrannog
- Halt and reverse the decline in biodiversity including in our marine environment
- Support increased provision for walking and cycling
- Advocate strongly for a rail link between Aberystwyth and Carmarthen



Progress Made

- Prioritised climate change and carbon reduction. Since 2007 the Council has undertaken a series of three 5-year Carbon Management Plans. Since the first plan was instigated, Ceredigion County Council has reduced its carbon emissions by 61%
- In 2020, the Council declared a Climate Emergency and committed the Council to achieving Net Zero Carbon by 2030.
- Developed the first net carbon zero building on the Council's estate with the new nursery block at Ysgol Llwyn yr Eos in Penparcau.
- Placed 70kw of photovoltaic cells on the roof of Ysgol Bro Teifi, generating 160kw hours of clean electricity.
- In addition we have placed 22kw of photovoltaic cells on Ysgol Bro Pedr in Lampeter, 10kw on Ysgol Henry Richard in Tregaron and another 10kw on Ysgol Comins Coch.
- Fitted hundreds of LED bulbs into our street lighting around the county, resulting in a saving of over £2 million.
- Instigated a review into transitioning our corporate fleet of vehicles towards Ultra Low Emission Vehicles.
- In the last five years Ceredigion has achieved one of the highest recycling rates in both Wales and the UK and is currently at 70%. This has avoided 9,000 tons of carbon emissions and saved around £2 million compared to traditional disposal. We collect enough food waste in one year to power 300 homes.
- Introduced a kerbside glass recycling collection.
- The Council's award-winning Cosy Caron project has ensured that the homes of many local residents are energy-efficient and warm. The programme has provided central heating and insulation for 137 homes that were previously energy-inefficient, particularly in rural areas where the gas network does not reach.
- The Council has delivered Energy Efficiency initiatives providing efficiency measures and advice in people's homes.
- Delivered public transport infrastructure improvements along the TrawsCymru corridor through Local Transport Funding.
- A Towns Development Officer has been employed to engage with town representatives to help facilitate and support ideas to reinvigorate Ceredigion's rural towns. This is provided with the support of Leader funding through the Cynnal y Cardi programme.
- £379k of funding secured from Welsh Government to support a range of projects to bring town centre assets into economic use and to enhance green infrastructure in town centres.
- Continued to invest in and improve digital connectivity across the County. Over the last two years, the provision of Fibre to the premises (FTTP) has increased from 20% to 28.3%, and for Superfast Broadband (>30Mbps or over) from 80.6% to 86.3%.
- Supported local suppliers throughout the COVID-19 pandemic during the period of service reduction or postponement in waste and transport.
- Delivered a number of Active Travel improvements, including major refurbishment of Pont-yr-Odyn, Trefechan and construction of a shared use path between the communities of Penrhyncoch and Bow Street, connecting with the new rail station.
- Enabled over £200k of Local Places for Nature Funding for Ceredigion projects.
- Hosted the Ceredigion Local Nature (LNP) Partnership Coordinator as part of the 3 year Wales Wide LNP project and now the first year of the Wales Wide LNP / LPfN project.
- £25k funding allocation for allotment improvements in 2021 -2022.
- Delivered improved road safety at a number of schools with the introduction of new 20 mph zones with traffic calming measures, encouraging pupils to travel actively with enhanced routes supported by the installation of new cycle and scooter shelters.

Priorities for 2022-27

Background

The Council has a leading role to play in protecting and enhancing the natural resources of the County whilst endeavouring to protect air, land and water quality. In March 2020, the Council declared a global climate emergency. The decision highlights the need to take further drastic action to reduce our carbon emissions.

It also has a key role in promoting, securing and enhancing bio-diversity. The Council's environmental stewardship responsibility also extends to the built environment and the positive management of future development and land use is crucial to achieving these aims.

There are key challenges to achieving this such as the phosphates levels in the River Teifi Special Area of Conservation that is preventing building in the Teifi Valley.

Housing affordability continues to be a major challenge for many in the county. The demand for housing in Ceredigion has seen average property prices reach record levels, making it increasingly difficult for local people to remain in their local community and for first time buyers to get on the housing 'ladder'.

Creating Sustainable Communities

We will continue to work with local housing associations to increase our stock of social housing to meet the needs of local people and our ageing population, in particular the approximately 1,700 people on the housing waiting list. We will also take action to continue to address the issue of second homes and use the review of the Local Development Plan to enable more young people to build their lifetime homes in order to ensure the sustainability of our rural communities.

Creating Greener Communities

During the next term we will continue to prioritise the reduction of carbon emissions in

order to pursue our goal of becoming a net zero carbon Council by 2030. Some of the actions we will be taking include delivering all new schools developments in Ceredigion to net zero carbon and investigating the transition of our corporate fleet to Ultra Low Emission vehicles to deliver a 3% reduction in carbon emissions year-on-year. The Council's current five year action plan will continue to be delivered as we aim to protect our environment for future generations.

We will also be pushing ahead with further projects to maximise green and renewable energy production on the Council's estate. For example, completing the programme of installing energy saving LED bulbs in street lights, rationalising the Council's building stock, and installing further solar canopies. Our new hybrid working policy will permanently reduce the amount of travelling for both Councillors and officers, thus reducing congestion and emissions.

Creating Well-Connected Communities

The last two years have shown just how important being connected is to our residents and businesses. As a result we will be advocating for increased provision for walking and cycling, continue to maintain and repair our highway network and push for a rail link between Aberystwyth and Carmarthen.

Good progress has been made in recent years in strengthening the County's digital connectivity, and we will continue to push for better connectivity across the county, including supporting the rollout of 4G Broadband masts in the next three years, including in our most rural areas to reduce inequality in services. We will do everything we can to ensure that the residents and businesses of Ceredigion can become full members of an inter-connected Wales.

WHAT WILL CREATE SUSTAINABLE, GREENER AND WELL-CONNECTED COMMUNITIES?

Creating Sustainable Communities

We will:	Service
Work with local Housing Associations to increase our stock of social housing to meet the needs of local people and our ageing population	Porth Gofal
Work alongside the Well-Being Centres and Third Sector to provide a range of Housing advice / services through a proactive approach, promoting independence and both personal and community resilience	Porth Gofal
Provide a range of Affordable Housing Options from rental to Home Ownership initiatives	Porth Gofal
We will continue to address the issues of second homes , holiday homes ownership or the conversion of residential properties to holiday let by seeking the support of the Welsh Government to bring forward legislation under the Planning Act and Taxation Service	All
Support the setting of maximum thresholds for the number of second and holiday homes in a given area	All
Use the review of the Local Development Plan to enable more young people to build their lifetime homes	Economy and Regeneration
Support the Welsh Housing Justice Charter	Porth Gofal
Enable initiatives and mitigation measures to help with the resolution to the phosphates and nutrient ecological issue in the Teifi Valley and other catchments	Economy and Regeneration
Work with all relevant agencies to find solutions to flooding at Llanybydder, Llandysul and other settlements along the Teifi Valley, with Natural Resources Wales taking the lead on intervention in their role as the flood risk managers for main rivers	Highways and Environmental Services Economy and Regeneration
Encourage the retention of Welsh-language house and place names	Democratic Services

We will:	Service
Pursue funding and complete delivery of the coastal defence works at Aberaeron, Aberystwyth, Borth and Llangrannog, and the flood risk management works at Llandre, Aberaeron, Borth, Talybont and Capel Bangor (subject to appropriate funding being made available from Welsh Government)	Highways and Environmental Services
Assist local communities wishing to provide Growing Spaces to local residents	Economy and Regeneration
Assist local communities wishing to establish or improve Local Places for Nature for local residents	Economy and Regeneration
Maintain Ceredigion's position as one of the most successful recyclers in Wales and to continue to build on that success by: <ul style="list-style-type: none"> Undertaking a review of waste functions to ensure that services are future-proofed, and identify appropriate funding support 	Highways and Environmental Services
To implement the vision of sustainable communities for learning as regards the net zero agenda	Schools and Culture
Enhancing and protecting biodiversity for future generations - halt and reverse the decline in biodiversity by: <ul style="list-style-type: none"> Declare a Nature Emergency Develop and implement Corporate Biodiversity Management Plans and Nutrient Management Plans Actively engage in programmes to minimise Ceredigion's contribution to biodiversity loss and deal with its effects, including in our marine environment Ensure that the asset programme and the management of all amenity areas and road verges contributes to the Environment (Wales) Act Section 6 Duty and An Ecologically Resilient Wales Goal 	All



Creating Greener Communities

We will:	Service
<p>Pursue our goal of becoming a net carbon zero council by 2030 by:</p> <ul style="list-style-type: none"> • Prioritising the reduction of carbon emissions • Delivering schemes that contribute to the Council's Net Zero Action Plan • Delivering the Council's current 5-Year Carbon Management Plan • Develop depot infrastructure and appropriate funding • Continuing to develop an Energy Action Plan for the region, as well as Local Area Energy Plans. The Mid-Wales Energy Strategy is in place • Transition towards an Ultra Low Emission Vehicle (ULEV) corporate fleet of vehicles • Using 21st Century Schools funding to refurbish Ysgol Uwchradd, Aberteifi to include more photovoltaic cells on the roof (photovoltaics is the conversion of light into electricity) • Install solar canopies in the car park of Canolfan Rheidol in Aberystwyth • Increase renewable energy generation on Council property • Identify baseline for permanently reducing travel for both Councillors and Officers • Deliver a 3% carbon reduction year-on-year by identifying resources to progress the incremental decarbonisation of the corporate fleet 	<p>Economy and Regeneration</p> <p>Highways and Environmental Services</p> <p>Schools and Culture</p>
<p>Continue to support strategic opportunities with our Mid Wales partners, including scoping and developing proposals identified within the Mid Wales Energy Strategy including green hydrogen and other sources</p>	<p>Economy and Regeneration</p> <p>Highways and Environmental Services</p>

We will:	Service
<p>Share Net Zero aspirations between Ceredigion Public Services Board members, exchange examples of good practice and actively support individual and collective actions for the promotion of a carbon neutral county:</p> <ul style="list-style-type: none"> • Undertake Feasibility Study and report to the Ceredigion Public Service Board with regards to the District Heat Network project based at the University Campus, Penglais, Aberystwyth 	<p>Economy and Regeneration</p>
<p>All new schools and childcare settings built and maintained to net zero carbon in operation</p> <ul style="list-style-type: none"> • We will continue to deliver major School schemes to provide and energy efficiency rating of EPC +10% • New schools will be maintained to deliver net zero carbon in operation wherever possible • To reduce the carbon footprint of materials and use innovative construction and maintenance methods wherever possible • New schools and major projects will have embodied carbon of 20% below the baseline. 	<p>Economy and Regeneration</p>
<p>All new schools built to achieve BREEAM Excellent</p> <p><i>(BREEAM is an assessment and certification scheme designed to help building managers reduce and improve the environmental performance of existing non-domestic buildings. BREEAM stands for Building Research Establishment Environmental Assessment Method)</i></p>	<p>Economy and Regeneration</p>
<p>Rationalise the Council's building stock in order to further save carbon and resources</p>	<p>Economy and Regeneration</p>
<p>Develop a single green energy district heating system for the public sector organisations on Penglais Hill - the Penglais District Heating Project</p>	<p>Economy and Regeneration</p>

WHAT WILL CREATE SUSTAINABLE, GREENER AND WELL-CONNECTED COMMUNITIES?

We will:	Service
Support planning policies in favour of renewable energy and low energy housing	Economy and Regeneration
Complete programme of installing energy-saving LED bulbs in street lights and illuminated road signs	Highways and Environmental Services
<p>Improve the Electric Vehicle (EV) charging infrastructure across Ceredigion, to encourage decarbonisation of transport and increase uptake in Ultra Low Emission Vehicles (ULEVs) by</p> <ul style="list-style-type: none"> • Install Electric Vehicle charging points in council owned and managed car parks • Providing a comprehensive Electric Vehicle charging network through a provision of private infrastructure and public funding 	<p>Highways and Environmental Services</p> <p>Economy and Regeneration</p>
Identify and address the impact of climate change on our communities and infrastructure, and seek appropriate funding for mitigation	All services
Use land in Ceredigion for carbon offsetting , halting and reversing the decline in nature and for nutrient management	All services
Monitor air quality in Ceredigion and continue to compare with national standards and objectives	Partnerships, Performance and Public Protection
Through the work of the Ceredigion Public Services Board, identify skills gaps and deliver training to enable Ceredigion's businesses and residents to contribute to improving 'greener' homes, workplaces and environment	All services
Work with partners to ensure social, green and blue prescribing is used proactively and reactively to address health related conditions	Through Age Well-being

Creating Well-Connected Communities

We will:	Service
<p>Support the delivery of an integrated public transport network by</p> <ul style="list-style-type: none"> • Working with stakeholders to support and sustain the public transport network, and identify funding/improvement where appropriate 	<p>Highways and Environmental Services</p> <p>Economy and Regeneration</p>
<p>Continue the improvement in the condition of the highway network in accordance with the Highways Asset Management Plan:</p> <ul style="list-style-type: none"> • Seek additional funding for highway refurbishment and improvements programmes • Continue to inspect, maintain and repair the highway network subject to available funding 	Highways and Environmental Services
<p>Significantly increase the active travel provision including walking and cycling throughout the County in order to improve the health of our population by</p> <ul style="list-style-type: none"> • Securing increased funding for the delivery of a wide range of active travel improvements • Campaigning for active travel routes alongside the whole length of our trunk roads • Pushing for our smaller towns and rural areas to be included in Welsh Government's criteria for funding active travel routes. • Make it easier for people to leave their cars at home, thereby reducing carbon emissions by pushing for our smaller towns and rural areas to be included in Welsh Government's criteria for funding active travel routes. 	<p>Highways and Environmental Services</p> <p>Economy and Regeneration</p>
Support the Bwcbabus on-demand service in our rural communities subject to Continued and increased Welsh Government funding opportunities	Highways and Environmental Services



We will:	Service
Make the case strongly for any Welsh Government ambitions to franchise public transport routes to include small locally-based bus companies	Highways and Environmental Services
Develop the role of Community Connectors who support residents of all ages in Ceredigion by helping them to make connections to access support opportunities in their area that can maintain and improve their wellbeing: <ul style="list-style-type: none">• Enhance the role of Community Connectors to support the development of resilient communities <i>(Community Connectors support people and their families to access advice and assistance that is provided by the third sector, as well as identify appropriate services and groups, within their own communities, such as social groups that could help contribute to their wellbeing)</i>	Porth Gofal

RESPONDING TO COVID-19 AND DEVELOPING NEW WAYS OF WORKING

Ceredigion, like the rest of Wales, is still recovering from the COVID-19 health pandemic that reached Wales in March 2020. Inevitably it has impacted most of the services the Council provides, and brought some of them to the fore.

Despite the challenges of responding to the pandemic, the last two years have connected the Council more closely with the community it serves than ever before. Councillors, staff, community groups and partners have all pulled together to support Ceredigion's communities and the most vulnerable in society.

We are proud and grateful for the response from our frontline services, Council staff and the many volunteers who have worked in partnership with the Council to ensure Ceredigion's residents have received the support they need.

The recovery period is now well underway, and the Council is working hard to support local businesses, bring economic success and support the most vulnerable, whilst ensuring that our decarbonisation and climate change initiatives protect the County's beautiful environment for future generations.

While the focus was on the immediate response to the pandemic, COVID-19 created windows of opportunity to learn from, to transform services and to bring about sustainable change and improvements.

In essence, it has allowed us to reconsider the way we work and reorganize it in a way that benefits the customer, the workforce, and has much less impact on our environment.

The Council has a track record of innovation and responded quickly and positively to the pandemic. It was already moving towards

more agile and smarter ways of working, including investment in digital equipment and software, and enhancing the existing flexible working arrangements in place.

Since then, it has been building on the experiences of the pandemic to change the way it works through a new 'hybrid working' model, which provides more agile and mobile ways of working for staff, a better experience for customers and which is also environmentally and financially sustainable.

Our learning shows that virtual / remote working has resulted in increased productivity, improved collaboration and provided a more flexible working environment to help maintain the health and well-being of the workforce. The sustainability of the organisation is also supported through a reduction in costs and overall expenditure per employee.

Technologically, it provides the opportunity for us to develop public Information Communication Technology services in order to improve digital customer contact and ensure we offer customer focused, well-managed and joined-up services which are easy to access and simple to use.

This approach also makes a positive contribution to the sustainability of our natural environment through permanently reducing the amount of travel for Councillors and officers. The impact is reduced congestion on our roads and less carbon emission, thus helping our aim of becoming net zero carbon by 2030.

Over the next five years we will continue to develop this innovative approach and invest in new technologies to deliver high quality services in an efficient, sustainable and environmentally friendly way.

SUPPORTING CEREDIGION'S RESIDENTS, BUSINESSES AND COMMUNITIES THROUGH THE COVID-19 PANDEMIC

3,700

Visits to ensure business premises were compliant with COVID-19 rules

15,000

Food parcels delivered to medically vulnerable residents

138

Staff Redeployed to other roles to help support the COVID-19 response

7,400

People referred for contact tracing to help everyone stay safe

35,000

Mail-outs to support the Vaccination Programme in Ceredigion

195

Active family bags distributed with Flying Start and Families First services

160

Press releases with news and advice on COVID-19

11.4m

Items of Personal Protective Equipment (PPE) distributed

8,835

Business Grant payments administered across Ceredigion with a value of £49m

1,000

Laptops, tablets and MiFi devices supplied to pupils to access distance learning

HOME OF THE NATIONAL EISTEDDFOD 2022

Between 30th July and 6th August 2022, Ceredigion welcomed the long-awaited National Eisteddfod of Wales to the County. The event, which is one of Europe's largest cultural festivals was held in Tregaron after being postponed in 2020 and 2021 due to the COVID-19 pandemic.

The event was an overwhelming success and the Council's preparations with the National Eisteddfod Team over the preceding months made it easier than ever for everyone to enjoy the language and culture of the county.

It was great to welcome people from close and afar to Tregaron, Ceredigion towns and the surrounding areas, and provided a unique opportunity to celebrate language and culture of the area and Wales on the national stage.

The local economy was supported during the week, being on the maes or as people wandered around the site to support businesses in the county.

This year, there were competitions in poetry, reciting, dance, drama, literature, arts and craft and much more.

There was also an extensive play area for children and young people, a green area to relax and admire nature, and a performing stage called 'Llwfyan-ni' which was full of exciting events and performances.

Pentre' Ceredigion was Ceredigion County Council's home in the Eisteddfod. A variety of activities were offered for children, young people and families during the week. Over 25,000 people visited the area to support new businesses, watch cooking demonstrations which highlighted local businesses and produce, enjoy in the play area for children, learn new skills, and listen to interesting performances on the performing stage.

A sense of belonging was also created as communities came together in the months before the Eisteddfod to decorate, raise money, socialise and have fun together.

During the week, a ceremony was held to celebrate the achievements of Camu 'Mlaen students. Camu 'Mlaen Ceredigion is an innovative new project and initiative led by Ceredigion County Council in partnership with Coleg Ceredigion and Careers Wales, which gives young people, post-16 with additional learning needs the opportunity to stay and continue their education within Ceredigion and to develop key skills as they prepare for their next stage in life.

Other events this year included talks and workshops held in the main building to celebrate Ceredigion as the ideal place to live, belong, learn and succeed.



Living

“Home, rest, opportunity, work within reach, forms part of the view from the fields to the beach”



Learning

“The children of our deep-rooted fields, in a word, are the children of community, Wales and the world”



Belonging

“Let's speak our language, each to the other, let's share our stories and create together”



Succeeding

“We can move ahead without moving away: the horizon stands on our doorstep each day”



MANAGING OUR PERFORMANCE

The Corporate Strategy should not be viewed in isolation. It is part of the Council's overall approach to corporate planning and performance management.

The Council uses a 'Golden Thread' diagram (shown right) to show the links between its key strategies and plans. It describes the flow of information from national and regional priorities for improvement contained in the Local Well-being Plan and Corporate Strategy, through to individual services, teams and members of staff in the Council responsible for delivering them.

A strong Golden Thread is important as it shows how each level of planning and action contributes to the next level, and how each role within the Council contributes towards achieving Ceredigion's Corporate Well-being Objectives.

The Corporate Strategy sets the vision and direction for the Council which flows down through our business plans through to individual appraisals and development plans. The steps to deliver the Corporate Well-being Objectives flow up from the individual members of staff and teams that contribute to the Council's Strategy and Vision.

Performance Management is a high priority in Ceredigion. The Council is committed to continuous improvement, regularly seeks citizen's views and undertakes self-evaluation to identify opportunities for improvement.

To ensure we achieve this, we have a Performance Management Framework in place which allows us to regularly review and track progress, check how we are performing and ensure we are delivering the Corporate Wellbeing Objectives and improving outcomes for the people and communities of Ceredigion.

The 'Golden Thread' in Ceredigion



Self-Assessment

The Local Government and Elections (Wales) Act 2021 introduced a new performance regime for Councils in Wales based on self-assessment.

Self-Assessment is about self-awareness, understanding our strengths and areas for improvement, what the needs of our residents are, and knowing where and how to improve.

For Ceredigion, the principles of self-assessment already form an integral part of its ongoing strategic and corporate governance arrangements.

Consultation and engagement is a prominent theme throughout the Act and we will be using the feedback from our consultation exercises with residents, businesses, staff and Trade Unions to influence our annual Self-Assessment Report and Action Plan.

Every year we will conduct our self-assessment exercise using a broad range of evidence to produce a Self-Assessment Report and Action Plan setting out the actions we will take to ensure that we are:

- Exercising our functions effectively
- Using our resources economically, efficiently and effectively and
- That governance is effective for securing the matters set out above

The Council's first Self-Assessment Report will be published in November 2022.

SUSTAINABLE DEVELOPMENT

The Well-being of Future Generations (Wales) Act 2015 introduced the Sustainable Development Principle and outlines the 5 Ways of Working that all public bodies must adopt. Sustainable development is the central organising principle that shapes what we do and how we do it.

In essence, it means we must strive to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. We have embedded the principle across the Council and adopt the principle in the planning and delivery of our new Corporate Well-being Objectives. Some of the ways in which we have used the Sustainable Development Principle are outlined below.

Long-Term



The importance of balancing short-term needs with the need to safeguard the long-term needs. This Corporate Strategy looks to develop and improve the social, economic, environmental and cultural well-being of Ceredigion over the next 5 years and beyond.

The Corporate Well-being Objectives and steps in this plan were informed by the Ceredigion Public Service's Board's

Assessment of Local Well-being and the West Wales Population Assessment. The Council's Medium Term Financial Planning ensures that decisions consider the impact on future generations, and its workforce planning ensures the development of workforce skills for the future.

Prevention



Drawing on the evidence, our Corporate Well-being Objectives and steps are designed to prevent problems from occurring or getting worse. These include addressing the effects of poverty, the issues of rurality and improving the well-being of people of all ages, from early years through to older age. For example, Homelessness focuses on the prevention agenda and the Through Age Social Services Model promotes early intervention and prevention as one of its core aims.



Collaboration



The Corporate Well-being Objectives in this plan align with the Ceredigion Public Services Board's Well-being Plan. This reflects our shared aspirations and common understanding of the challenges facing the County, such as tackling poverty, decarbonisation and reducing inequality. The Council is proactive in collaborating with partners to achieve these aims through the Ceredigion Public Services Board, the Growing Mid Wales Partnership and the Community Safety Partnership.

Integration



The Corporate Well-being Objectives have been set collectively by all services and cut across all Council functions. They focus on what all services can do to improve the well-being of the people of Ceredigion and

contribute to the seven national Well-being Goals. The Objectives are also embedded in the Council's corporate planning and performance management arrangements.

Involvement



The Corporate Strategy has taken into account the Assessment of Local Well-being, which was produced following extensive engagement with citizens, including those with protected characteristics, as defined under the Equality Act 2010.

We are also proactive in running stakeholder events with groups whose voices are seldom heard, and are currently in the process of developing a new Public Participation and Engagement Strategy which will ensure we reflect the diversity of the County and its communities.



OUR PERFORMANCE

The Council routinely monitors and benchmarks its performance as part of its ongoing performance management arrangements. Performing benchmarking contributes to our overall effectiveness and efficiency by allowing us to identify best practice and opportunities for improvement.

Due to the impact of the COVID-19 pandemic, the reporting of the national Performance Accountability Measures (PAMs) was suspended for the 2020/21 year. As a result only a small number were collected and these are shown overleaf.

The last full year of collection was 2019/20, when twenty-one Performance Accountability

Measures were collected. Results from that year show that the majority (14) of Ceredigion's measures were meeting their target, with a further 3 slightly off target and 4 were significant off-target, (see chart below left).

When compared to the previous year, the majority (14) had shown improvement on the previous year, none were at the same level and the remaining 7 had decreased, (see chart below).

The Council is proactively working with Data Cymru and all 21 other Local Authorities nationwide to develop an improved set of measures to assist in benchmarking and work on this will continue during 2023/24.

OTHER KEY MEASURES

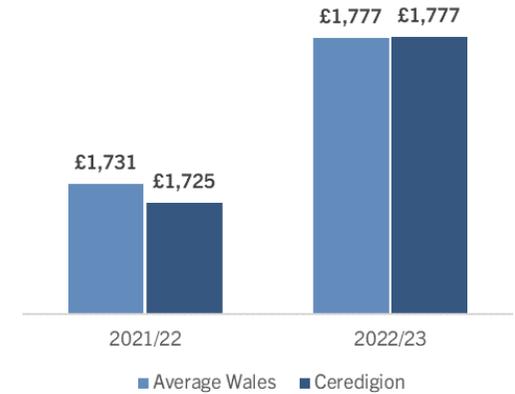
The Council uses a variety of performance indicators to monitor how well our services are performing in meeting the needs of service users and to measure their efficiency and value for money.

They measure performance across a wide range of Council services including: financial management, education, housing, leisure services, waste management and street cleansing. Targets are set for each measure and comparisons made with the West Wales region and the national picture.

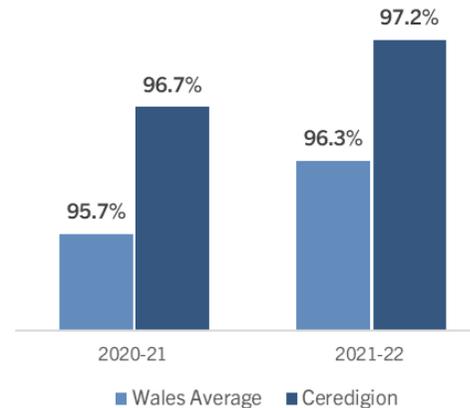
For example, despite the significant challenges over the last two years due to the COVID-19 pandemic, two key measures of efficiency, the collection of Council Tax and

Non-domestic (business) rates, both remain above average. The average Band 'D' Council Tax, often used as a comparator between different Counties, shows that current rates are equal to the national average across Wales.

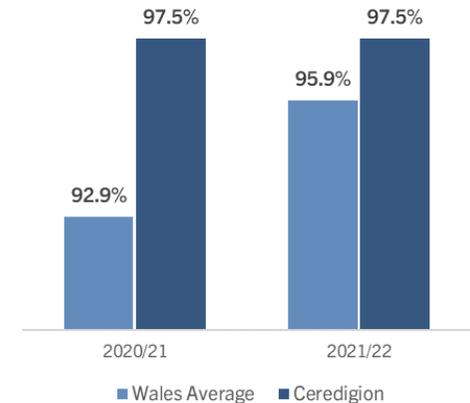
Band D Council Tax Rate



Council Tax Collection Rate



Non-Domestic Rates Collection



- On target: 14 (72%)
- Off target by less than 5%: 3 (14%)
- Off target by more than 5%: 4 (13%)

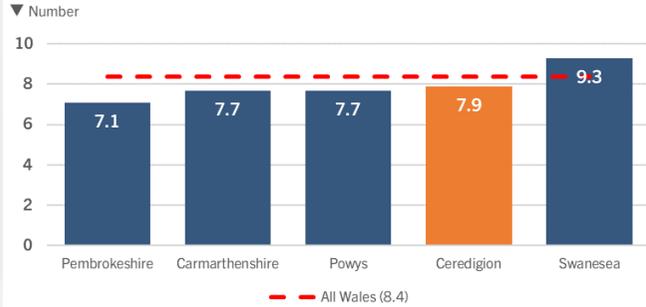


- On target: 14 (67%)
- Off target by less than 5%: 0 (0%)
- Off target by more than 5%: 7 (33%)

2020/21 PERFORMANCE ACCOUNTABILITY MEASURES

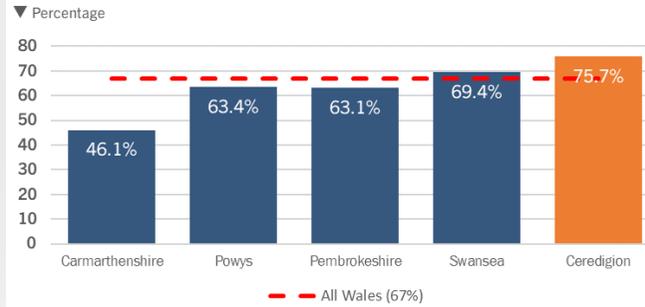
Sickness Absence

Number of days lost to sickness absence per Full-Time Equivalent employee (2020/21)



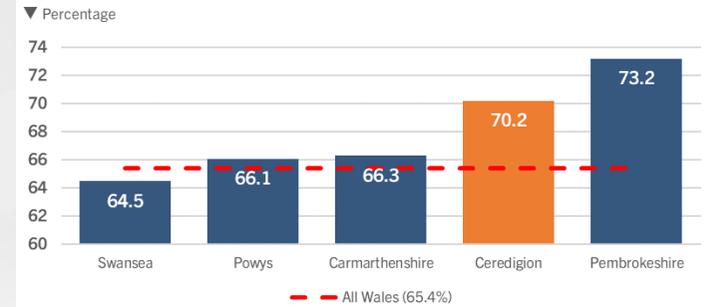
Homelessness Prevention

% of households successfully prevented from becoming homeless (2020/21)



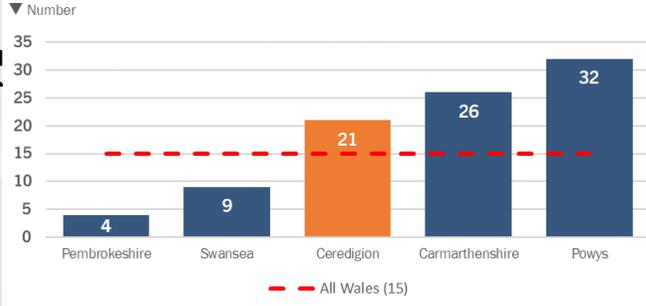
Recycling

Percentage of municipal waste collected and prepared for recycling or reuse (2020/21)



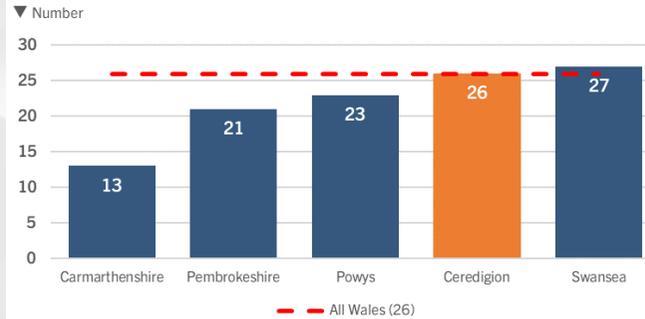
Apprenticeships

Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (2020/21)



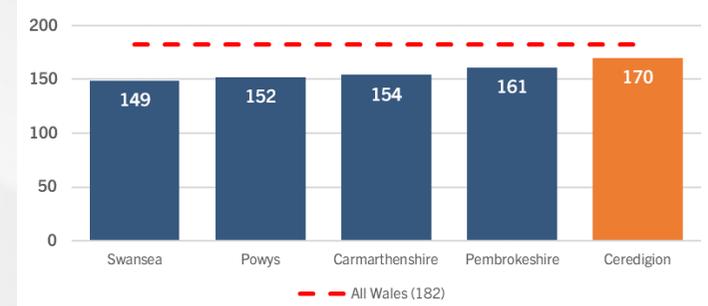
Affordable Housing

Number of additional affordable housing units delivered per 10,000 households (2020/21)



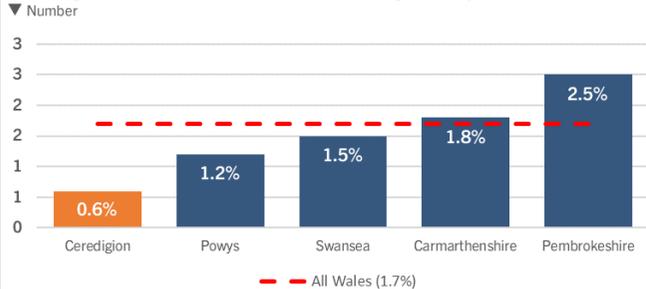
Waste Collection

Kilograms of household waste generated per person (2020/21)



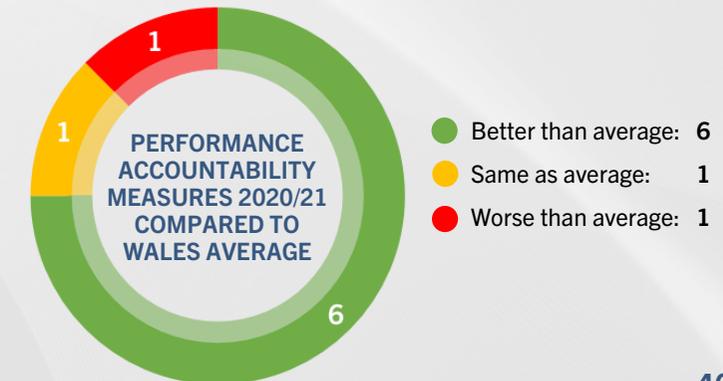
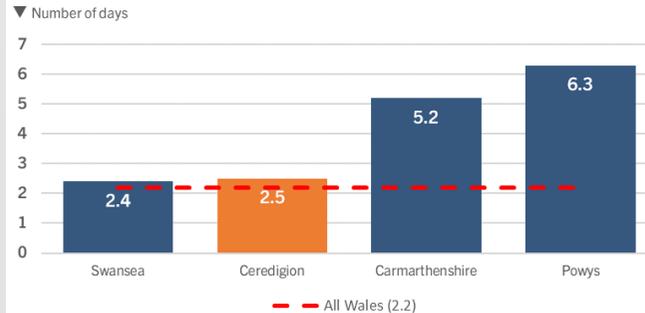
Not in Education Employment or Training (NEET)

Percentage of Year 11 leavers Not in Education, Training or Employment



Fly-tipping

Average number of working days taken to clear fly-tipping incidents (2020/21)



Contact Us

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Corporate Strategy 2022-27 Consultation Feedback Report



October 2022



51

Responses received
(As at 30 September)



78%

Agree or strongly agree with the Boosting the Economy objective
(6% disagree or strongly disagree)

75%

Agree or strongly agree with the Creating Caring and Healthy Communities objective
(8% disagree or strongly disagree)



71%

Agree or strongly agree with the Providing the Best Start in Life objective
(4% disagree or strongly disagree)

73%

Agree or strongly agree with the Creating Sustainable, Greener and Well-connected Communities objective
(2% disagree or strongly disagree)



48

Comments received in relation to the impact on the Welsh language. The main theme was the need for a **greater emphasis on promoting Welsh**

Key themes from the written comments:

- SUPPORT FOR BUSINESSES, SME's AND NEW START-UPS
- DIGITAL CONNECTIVITY FOR ALL, NOT JUST A PERCENTAGE
- ENVIRONMENTAL IMPACT FROM DEVELOPMENT AND ECONOMIC GROWTH
- LEISURE FACILITIES AND OPPORTUNITIES FOR YOUNGER PEOPLE
- ACTIVE TRAVEL OPPORTUNITIES PARTICULARLY WALKING AND CYCLING
- CHALLENGES FACING PROVISION OF SOCIAL CARE
- RURAL DEPRIVATION
- LEARNING OPPORTUNITIES FOR ADULTS AND OLDER PEOPLE
- CONNECTING COMMUNITIES VIA ACTIVE TRAVEL ROUTES
- PUBLIC TRANSPORT IMPROVEMENTS AND HIGH COSTS
- PROVISION OF CHILDCARE AND RECRUITMENT OF WELSH SPEAKERS



Consultation undertaken between 24th August and 30th September 2022

The survey was available online via the Council's website and advertised through social media

A total of 51 responses were received

The full results and the equalities monitoring information are contained on the following pages

Background

Between 24th August and 30th September 2022, Ceredigion County Council consulted with residents on its Draft Corporate Strategy 2022-27.

Following the Local Elections in May, a new Corporate Strategy was needed to set out the priorities of the Council for the next five years. The Corporate Strategy sets out the Council’s priorities called Corporate Well-Being Objectives, along with its ambitions and the steps to achieve these over the next five years. The Strategy informs everything the Council does and is based on a wide-ranging review of evidence and needs-assessments. Residents’ views were sought to help guide future opportunities to improve outcomes for all residents and communities in Ceredigion.

The survey was made available online via the Council’s website and advertised through social media. Printed copies and easy read versions were available on request.

Response Rate

There were a total of 51 responses to the Consultation and 242 written comments. Consultation responses on Council Strategies and Policies tend to be fewer but more detailed. On average respondents took 15 mins 50 seconds to complete the survey. The pages that follow provide a summary of the findings.

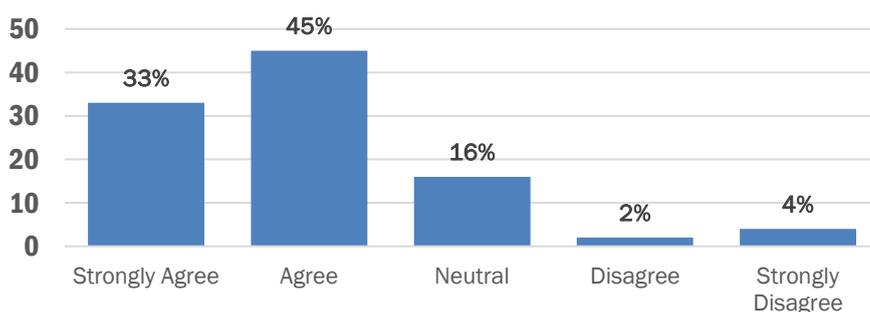
Main Findings

Q1: Do you agree or disagree with the ambitions and steps for the “Boosting the economy, supporting businesses and enabling employment” objective?

Overall, the majority of respondents (78%) either agreed or strongly agreed with the ambitions and steps for the Boosting the Economy objective. There were also a further 16% or 8 responses that neither agreed nor disagreed. A further 6% or 3 respondents either disagreed or strongly disagreed with the objective, although the reasons for this were very varied – one was due to the need for more affordable housing, another was due to the need to support the tourism industry and the remaining respondent felt strongly that protecting the natural environment should feature strongly within the Boosting the Economy objective.

Q1. Do you agree or disagree with the ambitions and steps for the “Boosting the economy, supporting businesses and enabling employment” objective?

▼ Percentage



Q2: Can you suggest any gaps or improvements?

There were a variety of ideas presented as to how this objective could be strengthened. The most prevalent of these was support for local and small businesses. Although this does feature in the draft Corporate Strategy, there were eight comments highlighting its importance. Some suggested lower business rates and some pointed to specifically supporting the tourism industry by reducing parking charges and super-boosting market towns. Others stressed the importance of helping new start-ups in the wake of the COVID-19 pandemic which had hit some local businesses hard, while others felt that SMEs (Small and Medium Sized Enterprises) should be supported and promoted as they are what helps to give the County and its towns its unique feel and characteristic.

Other identified improvements were for the environment to feature in the objective, i.e. for businesses and developers to consider the impact on the natural environment and to prioritise low carbon aims and sustainability. There was one comment in relation to the commitments to improve digital connectivity in the County, which stressed that achieving decent broadband should apply to *all* households and businesses and not be satisfied with a proportion of properties achieving this standard. They drew on their own experience trying to run a business but struggling to get connected. A sample of these comments are shown in the table below.

Sample Comments	
"SMEs should be supported and promoted - they give Ceredigion's unique feel and characteristic."	"Help for early start-up companies. Mine was decimated due to covid and I have not been able to start again due to lack of funding help to get up and running again."
"Base on low carbon aims and sustainability - put the cohesiveness of local communities first."	"Decent broadband for ALL!!! Not a percentage. We live 150 yards from a cabinet but cannot get connected as there are not enough takers in the area. It would cost hundreds of pounds to do privately!! Yet we run a small business and need decent internet."

Q3: Are there any that you disagree with, and if so why?

There were three respondents who disagreed or strongly disagreed with the ambitions and steps for this objective. Of these three, there were very different reasons provided as to why they disagreed and what should be amended in the draft Corporate Strategy. One highlighted the urgent need for affordable housing for working people, and another focused on tourism and the impact of the 182 day rule for the qualification of business rates, fearing that this will have a negative impact on the industry and businesses in this sector. The third respondent focused on the environmental impact of boosting the economy and that it does not feature strongly enough in this Objective. Their view is that the natural environment should play a much greater role in this objective and that developers and businesses consider the effects on our environment. These views are shown in the table overleaf.

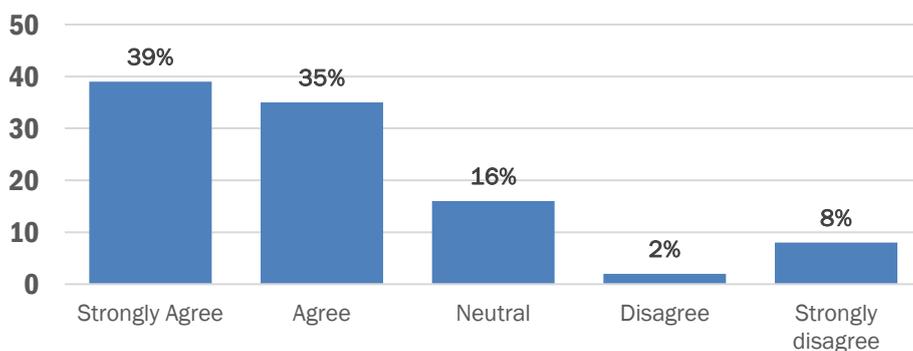
Sample Comments	
"Affordable housing for working people, with supportive housing department who actually listen and carry out home or face to face visits."	"Yet again the natural environment is apparently not of any importance. Move it to a position that will force entrepreneurs and economists to consider the effects on our environment. All of them. Pollution and development should not be allowed to run roughshod over the environment."
"The 182-day rule is ridiculous as not many people want to travel in the winter for holidays. With the cost of fuel escalating we cannot charge more as this will be out of everybody's budget."	

Q4: Do you agree or disagree with the ambitions and steps for the "Creating caring and healthy communities" objective?

The Creating Caring and Healthy Communities objective received the strongest support from respondents with 43% strongly agreeing and a further 31% agreeing with the ambitions and steps to deliver the objective, which is 74% supportive overall. Like the Boosting the economy objective there were 17% or 6 responses that were neither supportive nor against. However, there were also 3 responses that strongly disagreed with this objective, citing lack of facilities for younger people, the need to create opportunities in food production (not meat and dairy), water quality and green energy for younger people, and the vacancies in the carers paid workforce as the reasons for this.

Q4. Do you agree or disagree with the ambitions and steps for the "Creating caring and healthy communities" objective?

▼ Percentage



Q5: Can you suggest any gaps or improvements?

There were a variety of different views expressed as to how this objective could be improved. Some respondents argued strongly for better provision of active travel routes and infrastructure throughout the County to help create healthy communities, while others highlighted the challenges in the provision of social care, such as the number of vacancies in the sector both locally and nationally. One highlighted the need for greater support for people living with dementia, while another focused on local democracy and suggested that greater opportunities to influence decisions in their local area was needed. (Please note that increasing the opportunities for active travel is a key part of the Council's ambitions in the draft Strategy on page 33). A sample of these comments are listed in the table overleaf.

Sample Comments	
<p>"Healthy communities refers to all ages yet sporting provision and opportunities for all are being taken away from our younger generation, for example a 3G pitch for football as opposed to multi surface. A multi surface is inclusive and support an array of sports, 3G is football only therefore not promoting healthy communities only healthy football players."</p>	<p>"Put communities and the wellbeing of residents first - residents should be able to walk and cycle directly from A to B - not currently possible as villages and towns are not joined up. Invest in a post and apply Netherlands cycle planning to Ceredigion - make it a green and sustainable destination - to genuinely make it a caring and healthy community".</p>
	<p>"There is so little support available for the elderly those living with dementia - and what is it not joined up and promoted effectively."</p>

Q6: Are there any that you disagree with, and if so why?

There were three respondents who strongly disagreed with this objective, and as in the previous Boosting the economy objective there were three very different reasons provided. The first concerned the lack of leisure facilities particularly for younger people, explaining that they felt sporting facilities were actually being reduced and that facilities should be available for *all* sports and activities. The second highlighted the value of small but close communities and the opportunity for younger people to enter into careers in food production (but not meat and dairy), water quality and green energy production. They suggested that this should feature prominently in the education of Ceredigion's pupils.

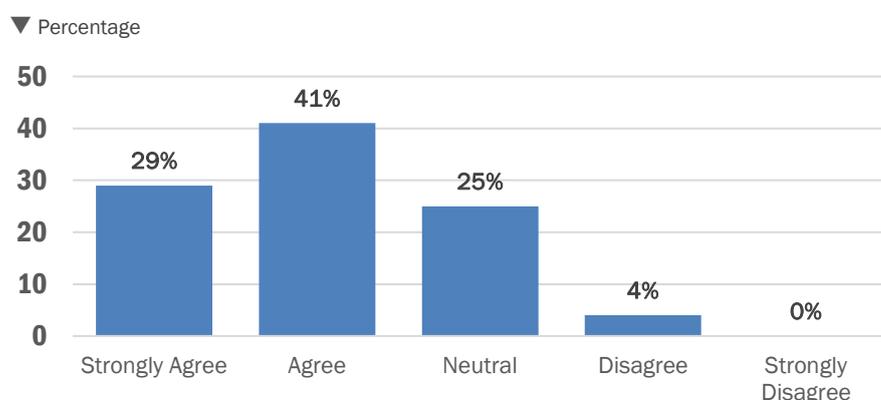
The third respondent highlighted one of the key challenges in the provision of social care – the number of vacancies in the sector and questioned the Council's approach, arguing that looking to families and volunteers to provide care is a flawed approach given there are many vacancies. Another respondent who actually agreed overall with the ambitions and steps for this objective raised the issue of homelessness and that more needs to be done to help them. They highlighted that Council policies might be the place to start to help them qualify for housing. A sample of these comments are shown in the table below.

Sample Comments	
<p>"Healthy communities refers to all ages yet sporting provision and opportunities for all are being taken away from our younger generation, for example a 3G pitch for football as opposed to multi surface. A multi surface is inclusive and support an array of sports, 3G is football only therefore not promoting healthy communities only healthy football players."</p>	<p>"Go back to small, local schools where the value of small scale communities can be inculcated. Careers in food production (not meat and dairy), water quality and green energy production should be prominent in the education of our youngest pupils".</p>
<p>"Looking towards family and volunteers to provide care when there are so many vacancies in the carers paid workforce highlights a flawed ideology. This is leaving people and families already vulnerable in dangerous and damaging circumstances. It actively goes against prudent health care."</p>	<p>"I would challenge that we are talking about creating caring and healthy communities and yet we have so many homeless on the prom who aren't being helped because [council] policies put too high a demand on them just to qualify for housing. They are vulnerable and at risk adults who can't handle these things and need to be eased into it."</p>

Q7. Do you agree or disagree with the ambitions and steps for the “Providing the best start in life and enabling learning at all ages” objective?

The majority of respondents (36 respondents or 71%) either strongly agreed or agreed with the ‘Providing the best start in life and enabling learning at all ages’ well-being objective and the steps to deliver it. However, over a quarter of respondents (13 respondents or 25%) neither agreed nor disagreed with the Corporate Well-being Objective. Analysing the responses further, highlighted that half of those that selected “neither agree not disagree” did not have an opinion on the matter (i.e., the hidden “don’t know”), whilst the other half had a neutral opinion (i.e., the respondent was between agreeing and disagreeing). A very small percentage of respondents (2 respondents or 4%) disagreed, whilst none of the respondents strongly disagreed with the ambitions and steps that were set out in the third Corporate Well-being Objective.

Q7. Do you agree or disagree with the ambitions and steps for the “Providing the best start in life and enabling learning at all ages” objective?



Q8. Can you suggest any gaps or improvements?

Sixteen respondents (49%) highlighted gaps and/or suggested improvements to the third Corporate Well-being Objective. However, the responses were varied, with no clear trends. Suggestions on improvements and gaps ranged from providing learning opportunities for older people that are not tailored towards employment, to ensuring that all children have access to three healthy meals per day. A number of respondents that agreed or strongly agreed with the initial question used this as an opportunity to qualify their decision, for example, through expressing their support for the ambition to ensure purposeful and resilient school infrastructure. A selection of the comments is contained in the table below.

Sample Comments	
<p>“I strongly agree with the efforts to obtain funding for a new build at Ysgol Penglais. In my opinion this is imperative for future pupils to achieve their educational potential. Penglais is without a doubt an aging building that requires a replacement to keep up with modern education. The school does it's upmost to provide all pupils with facilities to carry out their studies however, the property is becoming unfit for purpose.”</p>	<p>“Ensure all ages have provision and opportunities. Promote health and wellbeing across the County, rather than reduce services. Wellbeing hubs could offer specific clubs e.g., netball in a County where there is only 1 junior club.”</p>

"I know that Ceredigion supports education really well. Please continue to do so."

"What about adults who wish to learn Welsh? If you want more Welsh speakers there needs to be FREE classes provided, or schemes set up in community centres / pubs / or cafes etc to encourage social interaction alongside conversation in Welsh with native speakers."

Q9: Are there any that you disagree with, and if so why?

One respondent agreed with the Corporate Well-being Objective but felt that the ambitions and steps were unachievable in practice, particularly in relation to understanding rural deprivation and funded childcare. The remaining two respondents disagreed with specific ambitions and steps, however, they did so for different reasons. One respondent was concerned about the emphasis placed on the Welsh language, which they felt disincentivises non-bilingual schoolteachers from applying for teaching jobs, whilst the other respondent expressed concerns about the delivery of the net zero emissions target. A selection of comments is outlined in the table below.

Sample Comments

"I agree with it but I'm not sure we do it well in practice. For example...I know people who have left university and are unable to find work but their partner works. They're busy looking for a job but have one or more children to care for. Because they're not working, they are not eligible for free educational childcare. They struggle to balance raising and teaching their child while trying to find work which is a huge challenge and are essentially penalised for it. Meanwhile people who are very wealthy benefit off the free childcare scheme when they could afford it without any trouble or change to their quality of life."

"My second example is seeing the local primary school where I am considering moving...the schools in the rural villages clearly haven't had work on them (save the addition of cabins to provide more classrooms) in decades. Meanwhile, if you live in a town like Aberystwyth, you're spoilt for choice on great schools... I agree with the sentiment of this but feel in practice this aim has never rung true as if you live rural or just one parent (or worse a single parent) is unable to find work, your child is not going to receive the best start in life from this LA [Local Authority]."

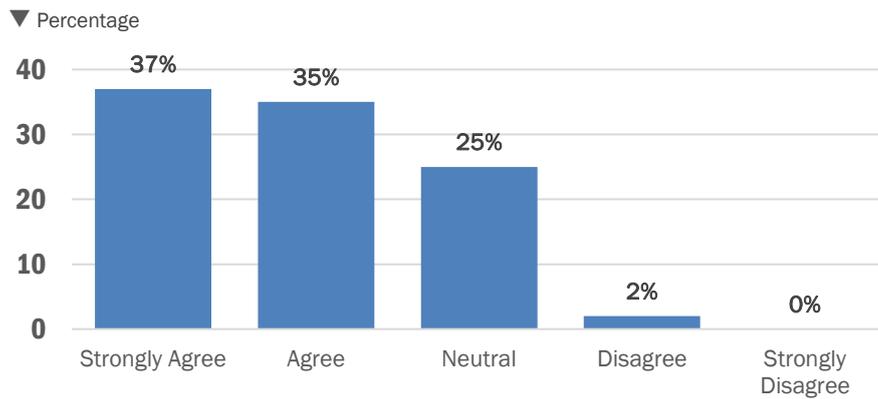
"Net zero is unattainable and will cost hundreds of millions which will be seen to be a waste of money by Ceredigion residents. The new curriculum needs further scrutiny, as RSE [Relationships and Sex Education] lessons in the way proposed for primary aged children would be inappropriate."

"Stop insisting teachers must have Welsh you are not getting a high grade of graduates because they are put off by this."

Q10: Do you agree or disagree with the ambitions and steps for the "Creating sustainable, greener and well-connected communities" objective?

Most respondents either agreed (35%) or strongly agreed (37%) with the ambitions and steps for the Corporate Well-being Objective of "Creating sustainable, greener and well-connected communities", a total of 73% of all respondents. A quarter (25%) of respondents selected 'Neutral' when answering this question. 0% of respondents strongly disagreed with the ambitions and steps for this Corporate Well-being Objective.

Q10. Do you agree or disagree with the ambitions and steps for the “Creating sustainable, greener and well-connected communities” objective?



Q11: Can you suggest any gaps or improvements?

There were 17 written answers to this question, which is just under half of all respondents (48%). The majority of written comments related to the need to improve cycling routes and better connecting communities in Ceredigion. It is clear that these respondents do not think that there are enough adequate, safe and suitable cycling routes around the County. Additionally, they noted that public transport is lacking, which results in people having to use their car to travel. Improving walking and cycling links between communities was identified as the solution to this issue.

Sample Comments

“You really need to get our isolated communities connected better. There is some public transport available, however please please please start to consider getting cycle lanes or designated cycle lanes/routes so that we can get from A to B safely and in a green and sustainable manner using bicycles.”

“Sustainably connected. With an emphasis on green transport. Safe cycling routes between communities in Ceredigion are lacking.”

“Proper on road cycle routes are needed or green ways linking all towns and villages.”

“Walking and cycling paths need to be placed along EVERY road on Ceredigion to ensure people can safely walk or cycle wherever they need to go.”

“Make a planning post to have a vision of Netherlands style cycle routes linking up Ceredigion - how infrastructure could be if proper standards were put in place to join communities up. Aim for a green and connected Ceredigion. Make all villages and towns 20mph zones and have adequate Netherlands style direct cycle routes between all towns and villages. Make Ceredigion the green sustainable county. Actually have public transport provision which works - 6am to 12 pm, affordable and reliable...”

Q12: Are there any that you disagree with, and if so why?

The written responses to this question included a variety of opinions around sustainable transport and protection of the environment. Some respondents took the opportunity to emphasize the importance of opportunities for active travel, particularly walking and cycling, and creating active travel routes to link up the Counties towns and villages. However, some respondents also questioned the approach to protecting the environment, explaining that the cost of achieving a net zero Council will be prohibitive and another that the climate emergency does not exist. Instead, they explained that the Council should focus on supporting and engaging with local farmers in the production of high-quality local produce.

Another respondent linked the Council's decarbonisation ambitions to the Experimental Traffic Orders in four of Ceredigion's Towns which retains selected parking and traffic flow elements installed temporarily in response to the COVID-19 pandemic. Their view is that these arrangements have increased traffic congestion and therefore resulted in increased carbon emissions. A sample of some of these comments are shown below.

Sample Comments

"Net zero is unattainable and will cost hundreds of millions which will be seen to be a waste of money by Ceredigion residents. Teifi Valley flooding is a result of poor land & forestry management."

"Be more specific. Offer green sustainable initiatives actually supported by a planning department which is not stuck in the past."

"There is no Climate Emergency. The Council needs to stop spending money on this nonsense. Focus on reducing pollution, support our farmers in their role, producing excellent quality food. Do not become side tracked by minority pressure groups. Vitaly, engage with farmers to maintain our beautiful county."

"I think that CCC need to think about their lower carbon emissions plan again. The ETRO's and safe zone road closures and changes have just escalated the problems to other areas. Traffic queues making matters worse. Then we had the Rali in the town centre? The changes and cuts to refuse collection in the name of carbon reduction have had very damaging effects on the town centre and housing estates with litter and rats escalating."

Q13: We would like to know your views on the effects that the proposed Corporate Strategy would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English. What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

There were 28 comments received on the impact that the Corporate Strategy would have on the Welsh language. The most prevalent comment was that the promotion of the Welsh language needed to be strengthened considerably to reflect its importance to the County, its communities and as a priority of the Council. There were, for example, a number of strong views expressed that the Welsh language should be prioritised over the use of English and greater opportunities should be provided for people to learn and use it in everyday life. The provision of Welsh lessons was raised not only in response to this question, but also in the responses to the Providing the best start in life objective as one way of promoting the Welsh language, encouraging people to learn or develop their Welsh further and in creating opportunities for the use of Welsh in all settings. A sample of these comments are shown in the table below.

Sample Comments	
"The Welsh language is our first language and needs to be given priority."	"Put Welsh first (I'm monolingual English) - street signs for e.g. should be Welsh only."
"Free courses for Ceredigion school Staff and council staff for Welsh and sign language."	"If you had more Welsh lessons more people might use it."
"I agree that it is good to promote the ideals of Welsh language and culture, by persuasion rather than by law preferably! Make it easier for people to understand the local culture and adapt to their new life in Ceredigion, whilst also recognising we are part of the UK, and everyone has the right to be understood and appreciated, whatever their heritage and native language."	"This wasn't mentioned at all. Not at all in the Corporate Strategy and the Corporate Strategy was in English and not bi-lingual. That has favoured English over Welsh. I am a Welsh learner but it wasn't until I began to work here that I had access to free Welsh lessons as I couldn't afford them. Welsh shouldn't be equal to English."

Q14: Please also explain how you believe the proposed Corporate Strategy could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language. Also how the Corporate Strategy could be formulated or changed so that there are no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

The follow-on question asked what changes could be made to increase the positive impact on the Welsh language and avoid negative impacts. There were two main themes in response to this question. Firstly, there were some comments reflecting the sentiment expressed in Q13, i.e. stating simply that Welsh should be prioritised over English. Secondly, some responses went one step further and expressed ideas as to how Welsh could be promoted, such as through the provision of additional lessons for learners. One response highlighted the need to focus on opportunities for employment, housing and levels of pay as one way of encouraging local people to stay and live in their local area and thus retain their language skills in their community. A sample of these comments are shown in the table below.

Sample Comments	
"Every school in Ceredigion should be all Welsh first"	"Welsh first"
"Ensure that employment, housing and opportunities are of a good standard with acceptable rates of pay to encourage local people to stay local"	"Welsh should be prioritised as we're meant to be aiming for a fully Welsh speaking Wales. Free Welsh education should be available and encouraged through various schemes for business or just to the general public so the language does not die."

Q15: Do you have any other comments about the draft Corporate Strategy?

This question was open-ended and provided respondents with the opportunity to raise any issues or ideas not covered in the rest of the survey. Twenty-three respondents took the opportunity to either raise further issues or emphasize points already made in the previous questions. There were specific mentions of the need to include voluntary organisations and the role of volunteering in the County,

explaining that their role is vital in supporting people in a multitude of ways, for example, in training and jobs, in education and in health initiatives.

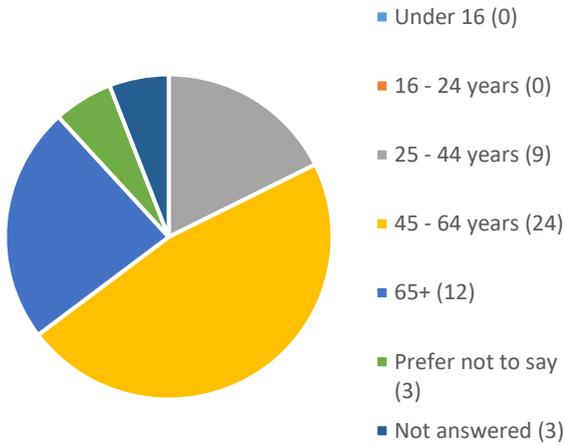
There were some further comments regarding transport in the County, highlighting the cost and frequency of bus services, the need for cycling infrastructure and reductions to speed limits through the County's towns and villages. Environmental issues were also further emphasized, as was the importance of developing the local economy, improving education and tackling poverty. Of note, was the importance of communicating that Ceredigion is 'open for business' and creating a positive narrative around the economy to help attract entrepreneurs, businesses and jobs. Finally, some respondents questioned whether the Council would actually be able to achieve these ambitions. A sample of these comments are contained in the table below.

Sample Comments	
<p>"I must admit to having skimmed it rather than reading in detail, but I didn't find any specific mention of voluntary organisations/volunteering. This is vital, especially in the present circumstances, and applicable to more than one of the objectives. It can help people into training for jobs/careers; it can play a role in education/play; it can support health initiatives - I could go on."</p>	<p>"Buses too expensive, not reliable and don't give enough coverage - need proper cycle routes linking all communities towns and villages up. The future is cycling using e bikes for both residents and visitors- Ceredigion should try to promote itself as a green county- this would support development and wellbeing the most. Safety on the main roads - A487 for e.g. would be most served by implementing 20mph through all towns and villages from 2023 - without this the affected villages are not communities but dormitory settlements without any thought being given to residents health or wellbeing."</p>
<p>"There is an environmental crisis, brought about by human littering & fly-tipping. There is NOT an overall climate crisis. Tackle the environmental issue & see how things quickly improve."</p>	<p>"The plan must say, Ceredigion is open for business, all are welcomed. Let's move on, reduce poverty, improve educational outcomes (including science) and reduce unemployment."</p>
<p>"I believe the Council need to seek out the things affecting their residents and really listen to what people need. A dramatically improved bus service and toilet facilities will bring elderly people out of their homes, get them moving and enable them to remain independent for many more years than the current situation is allowing. Access to walking paths and cycle lanes will allow people to use their cars less, allow children to move around safely and give everyone the chance to stay fit and healthy for the future."</p>	<p>"Please do more than produce a strategy, get on with demonstrating progress and then the Council would face less criticism".</p>

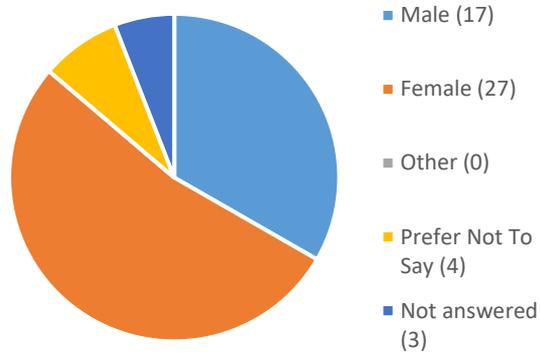
Equalities Monitoring Questions

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

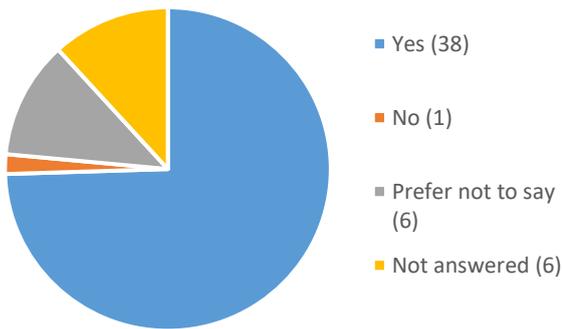
16. Age - What is your age group?



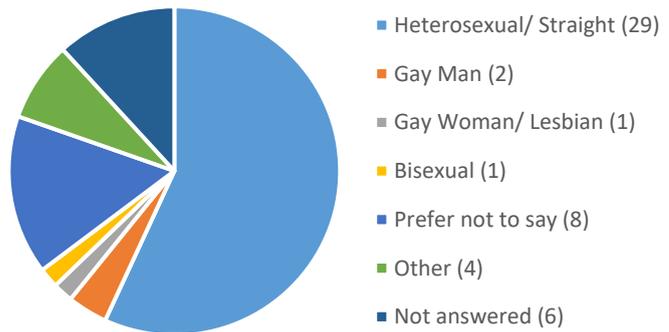
17. Gender - What is your gender?



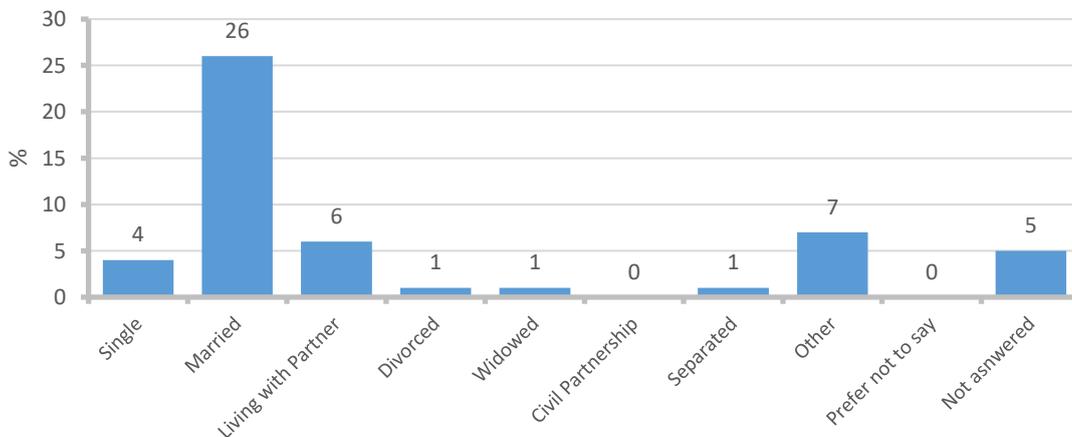
18. Transgender - is your gender the same as when it was assigned at birth?



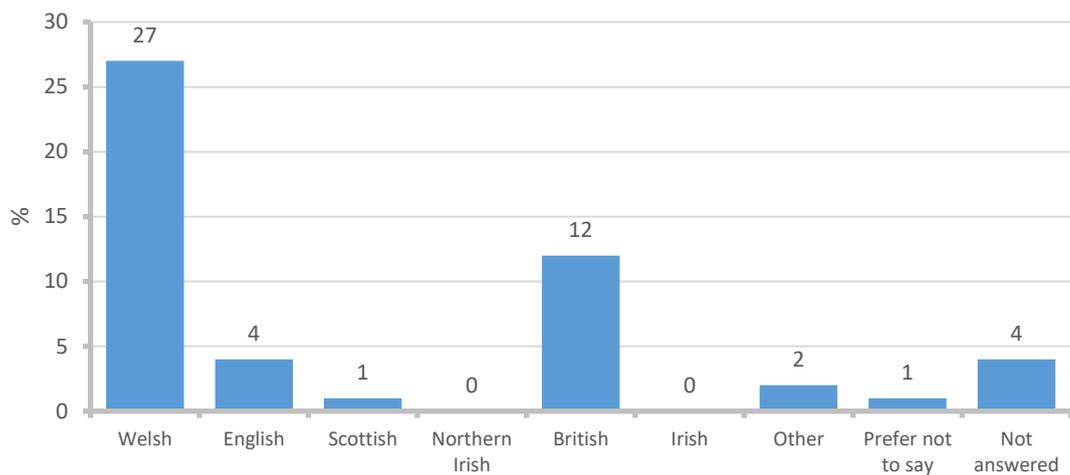
19. Sexual Orientation - Which one of the following options best describes how you think of yourself?



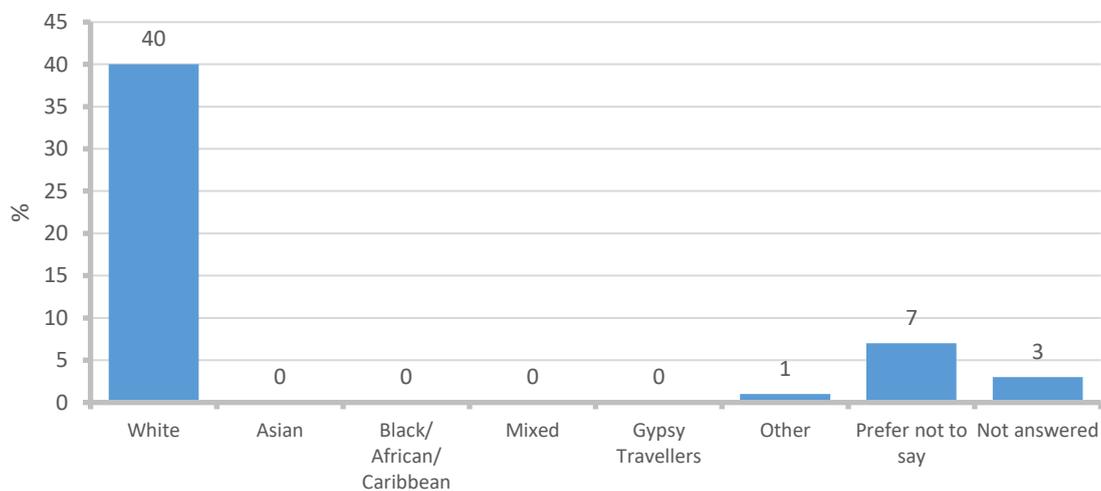
20. Partnership - Which of the following options describes your partnership status?



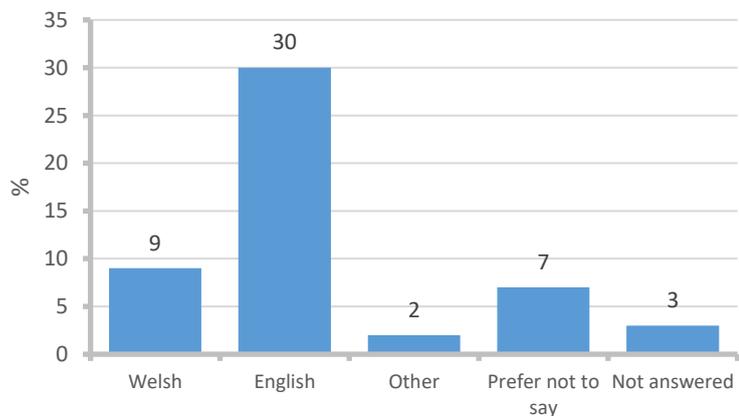
21. National identity - How would you describe your national identity?



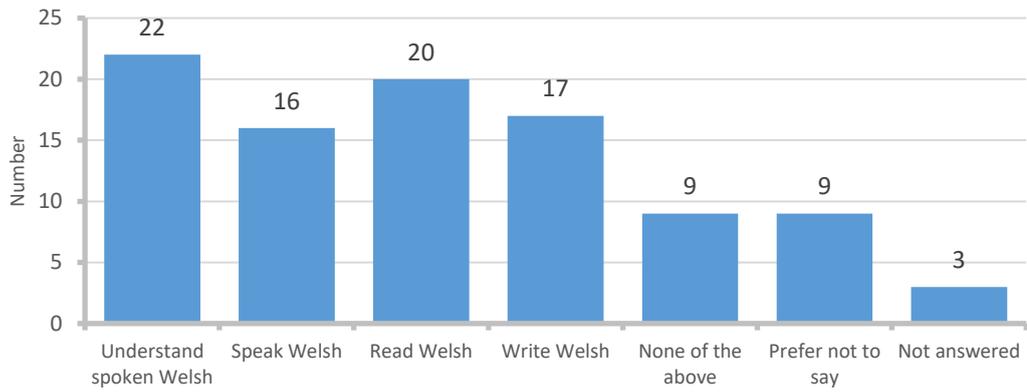
22. Race - What is your ethnic group? Choose one option that best describes your ethnic group or background.



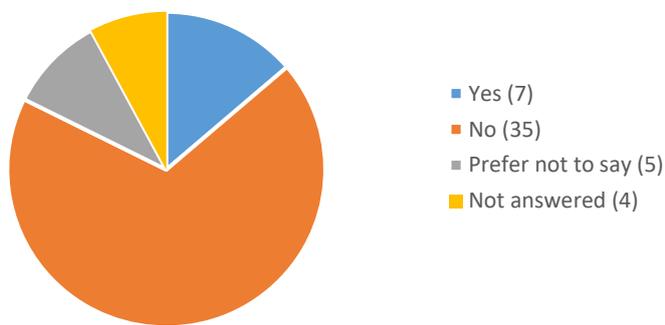
23. Language - What is your preferred language?



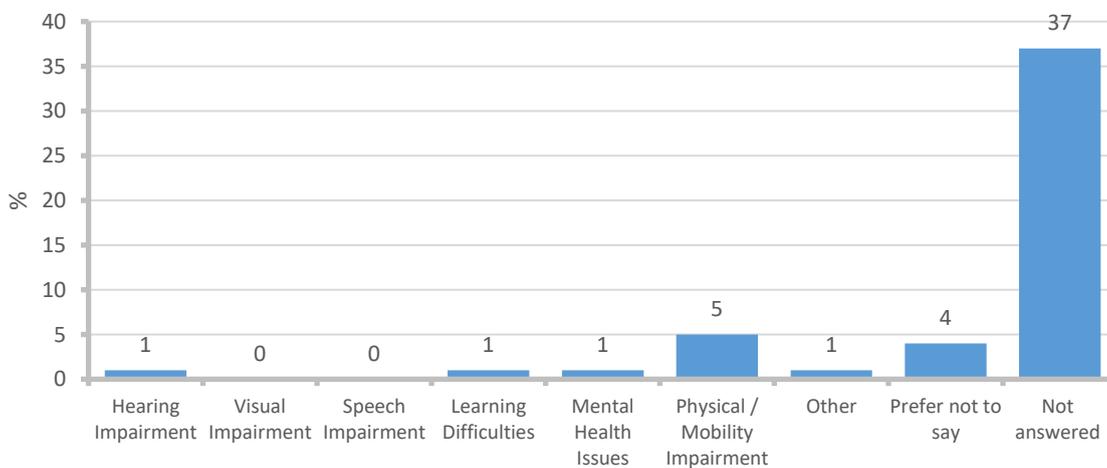
24. Language - Can you understand, speak, read or write Welsh?



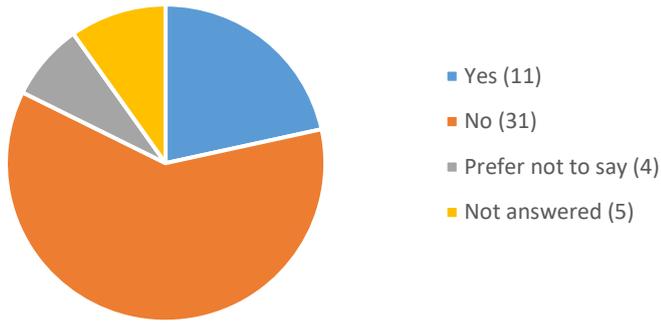
25. Disability - Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day to day activities?



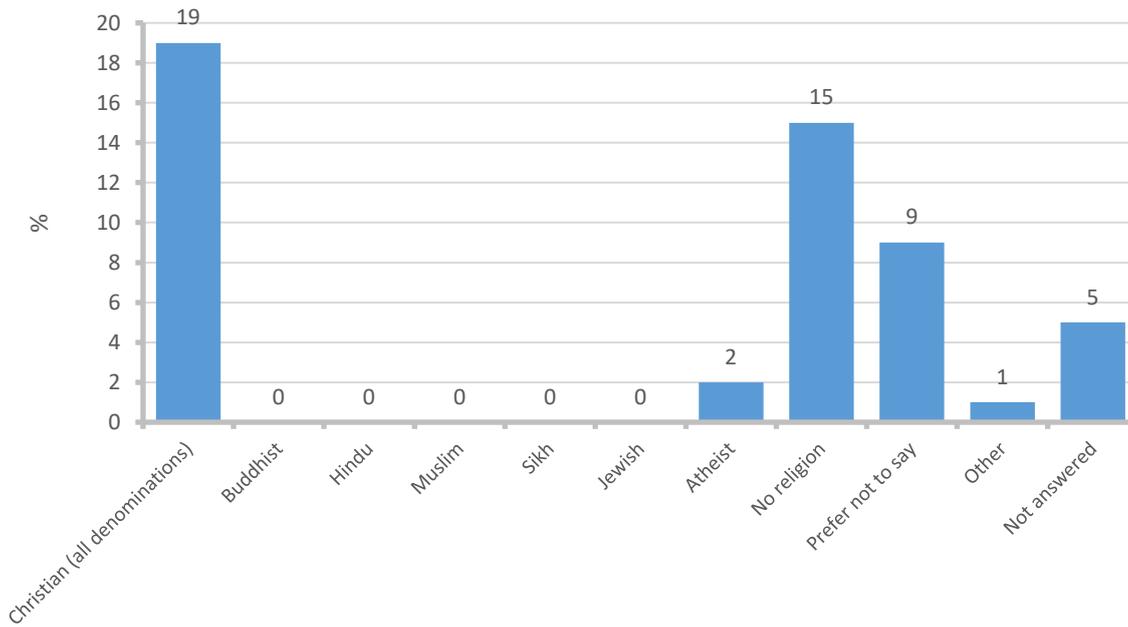
26. Disability - If you answered 'Yes' to question 25, please indicate which applies to you?



27. 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?



28. Religion or Belief - What is your religion?



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	Corporate Strategy 2022-27					
Service Area	PPPP	Corporate Lead Officer	Alun Williams	Strategic Director	Barry Rees	
Name of Officer completing the IIA	Rob Starr	E-mail	rob.starr@ceredigion.gov.uk		Phone no	2653

Please give a brief description of the purpose of the proposal

The previous Corporate Strategy 2017-22 came to an end in March 2022. Best practice and the Well-being of Future Generations (Wales) Act 2015 requires a new Corporate Strategy. The new Corporate Strategy sets out the new Corporate Well-being Objectives and the steps the Council intends to take to deliver the Objectives and maximise its contribution to the National Well-being Goals whilst ensuring that it implements the Sustainable Development Principle.

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 citizens and stakeholders in Ceredigion.

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
	<i>e.g. Budget Process, LG, Scrutiny, Cabinet etc.</i>			<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>

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

An integrated tool to inform effective decision making



Rob Starr	Overview and Scrutiny Coordinating Committee	V1	14/10/2022	To consider the draft Corporate Strategy following consultation and approve for implementation.

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

Boosting the Economy	<p>This proposal seeks to replace the Council's previous corporate priorities and previous well-being objectives with a new set of four Corporate Well-being objectives. The proposed new Objectives are:</p> <ul style="list-style-type: none"> • Boosting the Economy, Supporting Businesses and Enabling Employment • Creating Caring and Healthy Communities • Providing the Best Start in Life and Enabling Learning at All Ages • Creating Sustainable, Green and Well-connected Communities <p>The Objectives have been identified through extensive analysis of evidence and engagement with residents, including the ambitions of the new political administration, the Ceredigion Assessment of Local Well-being and the recent public consultation on the draft strategy.</p> <p>The objectives have also been identified through the lens of the Wellbeing of Future Generations (Wales) Act 2015. This involved identifying how we could maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.</p>
Investing in People's Future	
Enabling Individual and Family Resilience	
Promoting Environmental and Community Resilience	

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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>Long Term Balancing short term need with long term and planning for the future.</p>	<ul style="list-style-type: none"> • This Corporate Strategy seeks to develop and improve the social, economic, environmental and cultural well-being of Ceredigion over the next 5 years and beyond • Medium Term Financial Planning ensures that decisions consider the impact on future generations • Workforce planning will ensure the development of workforce skills for the future • Workforce planning will ensure the Council has a sustainable and qualified workforce for the future • Asset Management will ensure that the new ways of working are implemented and take advantage of the opportunities that exist post COVID-19 to ensure sustainable and high-quality services <p>Boosting the Economy, supporting Business and enabling employment</p>	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced. • Full public consultation conducted between 24th August and 30th September 2022. • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.



- The Economic Strategy plans for the long-term development of the economy up to 2035
- The Mid Wales Growth Deal and the Economic Strategy addresses structural weaknesses for long-term benefit
- The Growing Mid Wales Partnership sets the vision for 15+ year timeframe
- Future trend analysis has been used to develop the Growing Mid Wales vision

Creating Caring and Healthy Communities

- Ceredigion's Welsh in Education Strategic Plan (WESP) is a 10-year strategy to strengthen Welsh language provision and work towards a million Welsh speakers Wales wide by 2050
- The recovery from the pandemic is projected to last for a number of years and our plans to tackle poverty take a long-term approach
- School improvements provide better facilities for future generations of learners

Providing the best start in life and enabling Learning at all ages

- The Through Age Model An involves long-term planning to ensure sustainable services for the next 15 years +



	<ul style="list-style-type: none"> • Future Trends, such as demographic change have been utilised in the Model • The recovery from the pandemic is projected to last for a number of years and our plans to improve physical and mental well-being take a long-term approach to providing support in response. <p>Creating sustainable, greener and well-connected communities</p> <ul style="list-style-type: none"> • Long-term planning to reduce carbon emissions will help protect our beautiful landscape for future generations • Future Trend analysis utilised in developing the Council's 5-Year Carbon Management Plan 		
<p>Collaboration Working together with other partners to deliver.</p>	<p>The Council actively supports a variety of partnerships, and is proactive in assessing the benefits of partnerships to the citizens and communities of Ceredigion.</p> <p>Boosting the Economy, supporting Business and enabling employment</p> <ul style="list-style-type: none"> • The Growing Mid Wales Partnership brings together public, private and academic sectors to achieve shared goals • Working with Powys County Council and Welsh and UK Government to maximise use of re-sources and capitalise on opportunities 	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced. • Full public consultation conducted between 24th August and 30th September 2022. • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development



	<p>Creating caring and healthy communities</p> <ul style="list-style-type: none"> The Council works proactively with partners through the Ceredigion Public Services Board Poverty Sub-Group to tackle the causes and impacts of poverty across the County Working with the Third Sector to provide mental health support to young people following the COVID-19 pandemic <p>Providing the best start in life and enabling Learning at all ages</p> <ul style="list-style-type: none"> The Health Board, Council and Third Sector partners work collaboratively to implement integrated health and social care programmes across west Wales Effective collaboration with the Health Board in responding to the COVID-19 pandemic such as the setting up the two field hospitals and the Mass Vaccination Centres <p>Creating sustainable, greener and well-connected communities</p> <ul style="list-style-type: none"> Collaborative working with partners and stakeholders will help to ensure a coordinated approach to minimising the impact of climate change and that we all focus on more sustainable forms of energy in the future 	<p>Assessment of Local Well-being</p>	<p>principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.</p>
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	<ul style="list-style-type: none"> We are working in partnership with colleagues on the Ceredigion Public Services Board, for example, in the development of the Penglais District Heating Project where all public sector organisations in the locality will be able to take advantage of green solutions to energy 		
<p>Involvement Involving those with an interest and seeking their views.</p>	<p>The Objectives have been identified through extensive analysis of evidence and engagement with residents, including the recent public consultation on the draft strategy and in 2021 the Regional Well-being Survey that was used to inform the Ceredigion Assessment of Local Well-being. The Council is committed to ensuring that the voices of all Ceredigion citizens and communities are heard and will actively seek the views of those whose voices are seldom heard.</p> <p>Some specific examples of involvement in the production of the draft Strategy are:</p> <ul style="list-style-type: none"> Consideration has been given to the ambitions of the new political administration 2022-27. Development of the draft Strategy has involved Corporate Lead Officers and Corporate Managers who have taken part in workshops and help set the steps for delivering 	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<ul style="list-style-type: none"> Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced. Full public consultation conducted between 24th August and 30th September 2022. All responses to the consultation have been considered and where necessary amendments made. Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.



	<p>the Corporate Well-being Objectives.</p> <ul style="list-style-type: none"> The draft Strategy has taken into account the Ceredigion Public Services Board’s Assessment of Local Well-being, which was produced following extensive engagement during 2021 including those with protected characteristics as defined under the Equality Act 2010. <p>Boosting the Economy, supporting Business and enabling employment</p> <ul style="list-style-type: none"> Private sector businesses, drivers of future economic growth are involved in identifying key priorities and strategies Private, public and third sectors involved in shaping the emerging Growth Deal programme Extensive engagement was undertaken in the development of the Economic Strategy <p>Creating caring and healthy communities</p> <ul style="list-style-type: none"> Supporting the Ceredigion Youth Council as a forum for children and young people ensures the voices of young people across Ceredigion are heard <p>Providing the best start in life and enabling Learning at all ages</p>		
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	<ul style="list-style-type: none"> Public and private sector have been involved in developing the Through Age Model The refreshed Strategic Equality Plan ensures that our actions are fair and inclusive to all Younger people were identified as one of the groups disproportionately affected by the pandemic in Ceredigion, and as a result a range of specific support was put in place <p>Creating sustainable, greener and well-connected communities</p> <ul style="list-style-type: none"> Everyone is involved and encouraged to make choices that will reduce costs now and protect the environment for the future 		
<p>Prevention Putting resources into preventing problems occurring or getting worse.</p>	<p>The Council's Corporate Well-being Objectives have been set in order to prevent problems from occurring or getting worse. These include addressing the effects of poverty, the issues of rurality and improving the wellbeing of people of all ages.</p> <p>Boosting the Economy, supporting Business and enabling employment</p> <ul style="list-style-type: none"> Increased economic opportunities will prevent further out-migration of skilled young people Economic growth will prevent the future negative impact of migration patterns on Welsh language and culture 	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report</p>	<ul style="list-style-type: none"> Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced. Full public consultation conducted between 24th August and 30th September 2022. All responses to the consultation have been considered and where necessary amendments made. Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of



	<ul style="list-style-type: none"> Interventions in the Economic Strategy will prevent further growth in the productivity gap <p>Creating caring and healthy communities</p> <ul style="list-style-type: none"> Supporting all learners helps to provide them with better learning and career opportunities Working to raise income levels across the County will help in the prevention of in-work poverty Supporting people through the Council Tax Reduction Scheme or Discretionary Housing Payments are key components of financial support to households through the cost-of-living crisis and in preventing their situation becoming worse. <p>Providing the best start in life and enabling Learning at all ages</p> <ul style="list-style-type: none"> The Through Age Model provides a coordinated approach to social care in order to prevent, reduce or delay the need for ongoing support, and allow people to remain in their own homes Preventing homelessness and promoting independence remains a priority for the Council and is the most effective way of tackling homelessness Progressing the Well-being Centres supports the ambition to create healthy communities 	<p>Assessment of Local Well-being</p>	<p>the present are met without compromising the ability of future generations to meet their own needs.</p>
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	<p>Creating sustainable, greener and well-connected communities</p> <ul style="list-style-type: none"> • The first objective focuses on preventing further impact on the environment, particularly reducing carbon emissions, but also the impact on biodiversity across the County • Active travel is a key part of Ceredigion’s strategy to improve health and well-being, and thus preventing health related problems in the future • Being connected has come to the fore over the last two years, and investment in connectivity will help to create stronger and more resilient communities 		
<p>Integration Positively impacting on people, economy, environment and culture and trying to benefit all three.</p>	<p>The draft Corporate Strategy has been developed to ensure that all services can make a contribution to the Corporate Well-being Objectives. The draft Corporate Well-being Objectives are interlinked and services will strengthen collaboration in order to work towards delivering them.</p> <p>Boosting the Economy, supporting Business and enabling employment</p> <ul style="list-style-type: none"> • The Economic Strategy provides a shared vision and action for development of the local economy and the interventions contain in it 	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021</p>	<ul style="list-style-type: none"> • Conduct a ‘triangulation’ exercise of the evidence used to ensure that the objectives identified are evidenced • Full public consultation conducted between 24th August and 30th September 2022 • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used



	<p>will be delivered by a variety of partners and stakeholders over the next 15 years</p> <ul style="list-style-type: none"> • Economic growth strategies integrated with other service provision, including education, skills, planning and infrastructure <p>Creating caring and healthy communities</p> <ul style="list-style-type: none"> • Better skills and jobs increase income levels and therefore allow the local economy to grow • The Arfor Programme to support and strengthen the links between economic growth and the Welsh language also strengthen each of the four pillars of well-being (economic, social, environmental and cultural) <p>Providing the best start in life and enabling Learning at all ages</p> <ul style="list-style-type: none"> • Public and private working together to maximise contribution to healthier Wales and other goals • Supporting people’s physical and emotional well-being impacts on all of the national Well-being Goals and helps to build stronger and more resilient communities <p>Creating sustainable, greener and well-connected communities</p> <ul style="list-style-type: none"> • Decarbonisation, improving the health of the County through encouraging active travel, and 	<p>Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<p>the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.</p>
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	improving connectivity has clear benefits for maximising our contribution to all of the well-being goals		
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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>3.1. A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs.</p>	<p>All of the Corporate Well-being Objectives capture the importance of developing the local economy in Ceredigion. In particular, the ambitions under the Boosting the Economy, Supporting Businesses and Enabling Employment aim to grow the local economy, support new and local businesses, create higher paid and skilled jobs, improve connectivity, tackle poverty and support learning. The combination of these will support a prosperous Ceredigion and Wales. Specifically, the ambitions we propose to undertake to achieve this are:</p> <ul style="list-style-type: none"> • Progress the £110m Mid Wales Growth Deal • Support local businesses in the recovery from COVID-19 • Support new and growing businesses in the County • Create new job opportunities for skilled young people • Promote equal opportunities in employment 	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced • Full public consultation conducted between 24th August and 30th September 2022 • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.



	<ul style="list-style-type: none"> • Achieve sustainable economic growth • Pursue the Local Development Plan • Prioritise locally sourced produce and supply chains • Improve 4G Broadband • Equitable funding within the Arfor programme • Improve digital, transport and energy connectivity • Tackle poverty in Ceredigion • Support working parents in Ceredigion • Enhance the provision of skills and learning opportunities for people aged 16+ • Further develop apprenticeships in the County 		
<p>3.2. A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).</p>	<p>All of the Corporate Well-being Objectives capture the importance of sustainability and protecting the environment for future generations. In particular, the Creating Sustainable, Greener and Well-Connected Communities Objective aims to achieve carbon net zero by 2030, improve biodiversity and create the infrastructure to support greener and cleaner means of transportation and energy. The combination of these will support a resilient Ceredigion and Wales. Specifically, the actions we plan to undertake to achieve this are:</p>	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced • Full public consultation conducted between 24th August and 30th September 2022 • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-



	<ul style="list-style-type: none"> • Prioritising the reduction of carbon emissions and pursue our goal of becoming a Net Carbon Zero Council by 2030 • Build on Ceredigion's excellent performance in waste management and recycling • Transition towards an Ultra-Low Emission Vehicle corporate fleet • Press for an urgent resolution to the phosphates issue that is preventing building in the Teifi Valley • Find solutions to flooding in the Teifi Valley • Pursue funding for coastal defences at Aberaeron and Aberystwyth and develop proposals for the next phase of the Borth coastal defence scheme and for the frontage at Llangrannog • Enhancing and protecting biodiversity for future generations • Deliver schools investment across the County, including the net carbon zero 3-storey extension at Cardigan Secondary School 	<p>Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<p>being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.</p>
<p>3.3. A healthier Wales People's physical and mental wellbeing is maximised and health impacts are understood.</p>	<p>All of the Corporate Well-being Objectives capture the importance of improving people's physical and mental health and well-being in Ceredigion. The Council aims to improve well-being through the following ambitions in the Creating Caring and Healthy</p>	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced • Full public consultation conducted between 24th August and 30th September 2022



	<p>Communities and in the Providing the Best Start in Life:</p> <ul style="list-style-type: none"> • Provide for the nursing care needs of our population • Deliver the Through Age Well-being Programme • Launch Well-being Centres across the County • Pursue initiatives to train and recruit social care staff • Progress Cylch Caron extra care facility at Tregaron • Welcome and support refugees • Develop carers' breaks/ respitality and support the aspiration of creation of a National Care Service for Wales • Support community mental health facilities • Encourage people to get physically active so they can benefit from positive health and wellbeing • Develop an improvement plan for the strategic provision of facilities to increase physical activity levels in the county • Enhance the role of Community Connectors to support the development of resilient communities • Further develop participation events to ensure communities have a voice 	<p>Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<ul style="list-style-type: none"> • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
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	<ul style="list-style-type: none"> • Support the Ceredigion Youth Council as a forum for children and young people • Developing Children and Young People's skills, knowledge and confidence to be physically active • Support the provision of Free School Meals for primary school pupils • Support the provision of free childcare for all two-year-olds • Support the development of Theatr Felinfach's facilities • Ensure that all learners' identified Additional Learning Needs are supported appropriately to become independent and fulfilled individuals • Provide support for schools to successfully implement the new curriculum for Wales • Develop a Culture Strategy and Equity Strategy to support school and community wellbeing • Enhance the range of care and support options for looked after children and young people • Support increased provision for walking and cycling 		
<p>3.4. A Wales of cohesive communities Communities are attractive, viable, safe and well connected.</p>	<p>The Council is acutely aware of the need to continue to strengthen the cohesiveness of communities and contains a number of actions to help</p>	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced



	<p>deliver this, particularly in relation to connecting communities. These are:</p> <ul style="list-style-type: none"> • Working with stakeholders to support and sustain the public transport network, and identify funding/improvement where appropriate • Continue to inspect, maintain and repair the highway network subject to available funding • Securing increased funding for the delivery of a wide range of active travel improvements • Campaigning for active travel routes alongside the whole length of our trunk roads • Pushing for our smaller towns and rural areas to be included in Welsh Government's criteria for funding active travel routes. • Make it easier for people to leave their cars at home, thereby reducing carbon emissions by pushing for our smaller towns and rural areas to be included in Welsh Government's criteria for funding active travel routes. • Support the Bwcabus on-demand service in our rural communities • Make the case strongly for any Welsh Government ambitions to franchise public transport routes to 	<p>Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<ul style="list-style-type: none"> • Full public consultation conducted between 24th August and 30th September 2022 • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
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	<p>include small locally based bus companies</p> <ul style="list-style-type: none"> • Enhance the role of Community Connectors to support the development of resilient communities 		
<p>3.5. A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p>	<p>In developing the Corporate Well-being Objectives the Council has taken into account of the Ceredigion Assessment of Local Well-being to ensure that we can make a positive contribution to global well-being. The most visible actions the Council plans to take is to continue to move towards becoming a carbon net zero Council by 2030 and the draft Strategy contains a number of steps that will be taken to achieve that.</p> <ul style="list-style-type: none"> • Pursue our goal of becoming a net carbon zero council by 2030 by • All new schools built to achieve BREEAM Excellent • Rationalise the Council's building stock in order to further save carbon and resources • Enhancing and protecting biodiversity for future generations • Develop Leadership skills within our Children and Young People at the earliest opportunity 	<p>Draft Corporate Strategy Medium Term Financial Strategy Workforce Plan Economic Strategy Ceredigion's Welsh in Education Strategic Plan Asset Management Plan Ceredigion County Council Capital Programme Through Age Well-being Strategy Carbon Management Plan Census 2021 Ceredigion Draft Self-Assessment Report Assessment of Local Well-being</p>	<ul style="list-style-type: none"> • Conduct a 'triangulation' exercise of the evidence used to ensure that the objectives identified are evidenced • Full public consultation conducted between 24th August and 30th September 2022 • All responses to the consultation have been considered and where necessary amendments made. • Develop the objectives through the lens of the Wellbeing of Future Generations Act, in particular identify how we can maximise our contribution to the national well-being goals and also ensure that we used the sustainable development principle to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.



<p>3.6. A more equal Wales People can fulfil their potential no matter what their background or circumstances.</p> <p><i>In this section you need to consider the impact on equality groups, the evidence and any action you are taking for improvement.</i></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>Please also consider the following guide: Equality Human Rights - Assessing Impact & Equality Duty</p>	<p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p>	<p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to involvement box within this template. Please also consider the general guidance.</i></p>	<p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p>																
<p>Age Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> <table border="1" data-bbox="69 991 786 1469"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/ Negligible</th> </tr> </thead> <tbody> <tr> <td>Children and Young People up to 18</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>People 18-50</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>Older People 50+</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> </tbody> </table>		Positive	Negative	None/ Negligible	Children and Young People up to 18	✓			People 18-50	✓			Older People 50+	✓			<p>The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.</p> <p>All service users will be treated with respect irrelevant of their race, colour, religion, ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity, sexual orientation or gender reassignment.</p> <p>Some of the most visible steps that will have a positive impact</p>	<p>Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010</p>	<ul style="list-style-type: none"> • Full public consultation conducted between 24th August and 30th September 2022 • Analysis of the public consultation by protected characteristic • Regular assessment of the delivery of the Corporate Well-being Objectives through the new Self-Assessment Report • Regular assessment of Business Plans through the Quarterly Performance Board
	Positive	Negative	None/ Negligible																
Children and Young People up to 18	✓																		
People 18-50	✓																		
Older People 50+	✓																		



				<p>on people because of their age are:</p> <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Enhance the provision of skills and learning opportunities for people aged 16+ • Further develop apprenticeships in the County • Create new job opportunities for skilled young people • Provide for the nursing care needs of our population • Progress Cylch Caron extra care facility at Tregaron • Deliver schools investment across the County, including the net carbon zero 3-storey extension at Cardigan Secondary School • Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6) • Support the Ceredigion Youth Council as a forum 		<ul style="list-style-type: none"> • Publish the new Engagement and Participation Strategy • Proactively engage with protected characteristics in corporate consultations
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				<p>for children and young people</p> <ul style="list-style-type: none"> • Developing Children and Young People's skills, knowledge and confidence to be physically active • Develop Leadership skills within our Children and Young People at the earliest opportunity • Support the provision of Free School Meals for primary school pupils • Support the provision of free childcare for all two-year-olds • Tackle poverty in Ceredigion 		
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Disability Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)				The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.	Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010	Full public consultation conducted between 24 th August and 30 th September 2022
Hearing Impairment	Positive ✓	Negative	None/ Negligible			
Physical Impairment	Positive ✓	Negative	None/ Negligible			
Visual Impairment	Positive ✓	Negative	None/ Negligible			
Learning Disability	Positive	Negative	None/ Negligible			
				All service users will be treated with respect irrelevant of their race, colour, religion, ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity, sexual orientation or gender reassignment.		

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	✓					
Long Standing Illness	Positive	Negative	None/ Negligible	Some of the most visible steps that will have a positive impact on people because of their disability are: <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Tackle poverty in Ceredigion • Provide for the nursing care needs of our population • Deliver the Through Age Well-being Programme • Launch Well-being Centres across the County • Progress Cylch Caron extra care facility at Tregaron • Support community mental health facilities • Ensure that all learners' identified Additional Learning Needs are supported appropriately to become independent and fulfilled individuals 		
	✓					
Mental Health	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			
	✓					

Transgender		Draft Corporate Strategy	
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Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)				The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics. All service users will be treated with respect irrelevant of their race, colour, religion, ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity, sexual orientation or gender reassignment. Some of the most visible steps that will have a positive impact on people are: <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County 	Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010	Full public consultation conducted between 24 th August and 30 th September 2022
Transgender	Positive	Negative	None/ Negligible			
	✓					
Marriage or Civil Partnership Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)				The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.	Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being	Full public consultation conducted between 24 th August and 30 th September 2022
Marriage	Positive	Negative	None/ Negligible			

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	✓					
Civil partnership	Positive	Negative	None/ Negligible			
	✓			<p>All service users will be treated with respect irrelevant of their race, colour, religion, ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity, sexual orientation or gender reassignment.</p> <p>Some of the most visible steps that will have a positive impact on people because of their marriage or civil partnership:</p> <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County 	Equality Act 2010	

Pregnancy or Maternity						
Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)						
Pregnancy	Positive	Negative	None/ Negligible			
	✓			The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.	Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010	Full public consultation conducted between 24 th August and 30 th September 2022
Maternity	Positive	Negative	None/ Negligible			
	✓			All service users will be treated with respect irrelevant of their race, colour, religion,		



				<p>ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity, sexual orientation or gender reassignment.</p> <p>Some of the most visible steps that will have a positive impact on people because of pregnancy/maternity:</p> <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County 		
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Race				<p>The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.</p> <p>All service users will be treated with respect irrelevant of their race, colour, religion, ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity, sexual orientation or gender reassignment.</p>	<p>Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010</p>	<p>Full public consultation conducted between 24th August and 30th September 2022</p>
Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)						
White	Positive	Negative	None/ Negligible			
	✓					
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					
Asian / Asian British	Positive	Negative	None/ Negligible			
	✓					
	Positive	Negative	None/ Negligible			

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Black / African / Caribbean / Black British	✓			Some of the most visible steps that will have a positive impact on people because of their age are: <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County • Develop a Culture Strategy and Equity Strategy to support school and community wellbeing • Welcome and support refugees 		
Other Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					

Religion or non-beliefs Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓)				The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.	Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010	Full public consultation conducted between 24 th August and 30 th September 2022
Christian	Positive	Negative	None/ Negligible			
	✓					
Buddhist	Positive	Negative	None/ Negligible			
	✓					
Hindu	Positive	Negative	None/ Negligible			
	✓					

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Humanist	Positive	Negative	None/ Negligible	sexual orientation or gender reassignment.								
	✓											
Jewish	Positive	Negative	None/ Negligible				Some of the most visible steps that will have a positive impact on people because of their religion, belief are:					
	✓											
Muslim	Positive	Negative	None/ Negligible							<ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County • Develop a Culture Strategy and Equity Strategy to support school and community wellbeing 		
	✓											
Sikh	Positive	Negative	None/ Negligible									
	✓											
Non-belief	Positive	Negative	None/ Negligible									
	✓											
Other	Positive	Negative	None/ Negligible									
	✓											

Sex Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)				The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.	Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010	Full public consultation conducted between 24 th August and 30 th September 2022
Men	Positive	Negative	None/ Negligible			
	✓					
Women	Positive	Negative	None/ Negligible			
	✓					



				<p>sexual orientation or gender reassignment.</p> <p>Some of the most visible steps that will have a positive impact on people because of their sex:</p> <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County • Develop a Culture Strategy and Equity Strategy to support school and community wellbeing 		
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<p>Sexual Orientation Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓)</p>				<p>The new Corporate Strategy aims to improve the well-being and quality of life for all residents in the County, and reduce inequality for all protected characteristics.</p> <p>All service users will be treated with respect irrelevant of their race, colour, religion, ethnicity, sex, age, disability, nationality, marital status, pregnancy and maternity,</p>	<p>Draft Corporate Strategy Economic Strategy Ceredigion Draft Self-Assessment Report Assessment of Local Well-being Equality Act 2010</p>	<p>Full public consultation conducted between 24th August and 30th September 2022</p>
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/ Negligible			
	✓					
Gay Women / Lesbian	Positive	Negative	None/ Negligible			
	✓					
	Positive	Negative	None/			



Heterosexual / Straight	✓		Negligible	<p>sexual orientation or gender reassignment.</p> <p>Some of the most visible steps that will have a positive impact on people because of their sexual orientation are:</p> <ul style="list-style-type: none"> • Develop and publish Ceredigion Strategic Equality Plan 2024-2028 • Promote equal opportunities in employment • Launch Well-being Centres across the County • Develop a Culture Strategy and Equity Strategy to support school and community wellbeing 		
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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

All of the Corporate Well-being Objectives seek to establish a more Equal Ceredigion and Wales by ensuring equal opportunities for employment, housing, education, healthier lifestyles and sustainable communities, regardless of protected characteristic. The Council's Strategic Equality Plan sets out how it will ensure that residents and stakeholders in Ceredigion have a voice to influence the development of policies and strategies that will affect their lives. One of the steps in the draft Corporate Strategy under Creating Caring and Healthy Communities is to update the Strategy for 2022-24 which will set out the actions we plan to take to achieve our equality objectives. There are a number of other steps in the draft Corporate Strategy that will also help to eliminate or minimise disadvantage and these are:

- Develop and publish Ceredigion Strategic Equality Plan 2024-2028
- Promote equal opportunities in employment



- Enhance the provision of skills and learning opportunities for people aged 16+
- Further develop apprenticeships in the County
- Create new job opportunities for skilled young people
- Provide for the nursing care needs of our population
- Progress Cylch Caron extra care facility at Tregaron
- Deliver schools investment across the County, including the net carbon zero 3-storey extension at Cardigan Secondary School
- Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6)
- Support the Ceredigion Youth Council as a forum for children and young people
- Developing Children and Young People's skills, knowledge and confidence to be physically active
- Develop Leadership skills within our Children and Young People at the earliest opportunity
- Support the provision of Free School Meals for primary school pupils
- Support the provision of free childcare for all two-year-olds
- Tackle poverty in Ceredigion
- Launch Well-being Centres across the County
- Develop a Culture Strategy and Equity Strategy to support school and community wellbeing
- Welcome and support refugees

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

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

The draft Corporate Strategy and the proposed Corporate Well-being Objectives set out a series of steps to eliminate unlawful discrimination, harassment and victimisation. There is no evidence yet of their success as the Corporate Strategy has not been approved. However, if approved, the delivery of these steps will be reviewed and reported on annually through the new Self-Assessment Report, and adjustments made, where necessary, to ensure that the Council meets its Equality Duty and eliminates unlawful discrimination. One of the key steps to this will be updating and delivering the new Strategic Equality Plan for 2022-24.

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

The draft Corporate Strategy and the proposed Corporate Well-being Objectives set out a series of steps to promote good relations and wider community cohesion. One of the key steps to this will be updating and delivering the new Strategic Equality Plan for 2022-24, but there are steps across the four proposed Corporate Well-being Objectives that seek to eliminate inequality, tackle prejudice and promote understanding. There is no evidence yet of their success as the Corporate Strategy has not been approved. These steps are:



- Develop and publish Ceredigion Strategic Equality Plan 2024-2028
- Promote equal opportunities in employment
- Enhance the provision of skills and learning opportunities for people aged 16+
- Further develop apprenticeships in the County
- Create new job opportunities for skilled young people
- Deliver schools investment across the County, including the net carbon zero 3-storey extension at Cardigan Secondary School
- Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6)
- Support the Ceredigion Youth Council as a forum for children and young people
- Developing Children and Young People's skills, knowledge and confidence to be physically active
- Develop Leadership skills within our Children and Young People at the earliest opportunity
- Support the provision of Free School Meals for primary school pupils
- Support the provision of free childcare for all two-year-olds
- Tackle poverty in Ceredigion
- Launch Well-being Centres across the County
- Develop a Culture Strategy and Equity Strategy to support school and community wellbeing
- Welcome and support refugees

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

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

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

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

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

The Corporate Strategy and the Corporate Well-being Objectives have been developed to specifically tackle socio-economic disadvantage and reduce inequality as part of the Council's duty under the Equality Act 2010. The Objectives have been developed by drawing on evidence such as the Assessment of Local Well-being that highlighted poverty, including in-work poverty and child poverty, as a key local and regional issue across West Wales. The new Objectives have been set with this in mind and contain a number of actions to reduce socio-economic disadvantage and



reduce inequality in all of its forms, and therefore contribute to a more equal Wales National well-being goal. These actions are listed below for reference.

The main source of evidence is the Ceredigion Assessment of Local Well-being published in March 2020 by the Ceredigion Public Services Board. This document sets out a comprehensive picture of the state of well-being in Ceredigion according to the four pillars of well-being (Economic, Social, Environmental and Cultural). The Assessment considers socio-economic disadvantage and poverty and made the following conclusions:

- The cost of living is increasing and there is a strong link between poverty and longer-term health.
- Child poverty in Ceredigion is higher than average and has seen the second highest increase nationally since 2014/15. In Ceredigion 3,459 children are living in poverty. This is key a regional issue affecting Carmarthenshire and Pembrokeshire as well.
- The data available suggests that in-work poverty is increasing and remains a key challenge for households, particularly in Aberystwyth North, Cardigan & Aberporth and Aberystwyth South.
- Poverty remains one of the biggest challenges for the County. Low earnings and incomes, affordable childcare, Universal Credit reduction and high housing costs/ housing affordability are the drivers of poverty in Ceredigion.

It is important to note tackling poverty was already a council priority prior to the development of the new Corporate Strategy, and as part of the Ceredigion Public Services Board the Council is a contributor to the Poverty Sub-Group that is tasked with delivering the Tackling Hardship Strategy that was developed in July 2020 and monitoring trends in poverty to help guide the work of the Group and the actions that need to be taken. This has been an ongoing workstream for several years.

What evidence do you have to support this view?

The evidence is taken from the draft Corporate Strategy. The specific ambitions of the Strategy in relation to tackling poverty and wider hardship are listed below. These are all aimed to have a positive impact on socio-economic disadvantage and there are no anticipated negative effects.

Action	How the action will help tackle poverty/hardship
Boosting the economy, supporting businesses and enabling employment	



<ul style="list-style-type: none"> • Progress the £110m Mid Wales Growth Deal • Support local businesses in the recovery from COVID-19 • Support new and growing businesses in the County • Achieve sustainable economic growth • Create new job opportunities for skilled young people • Further develop apprenticeships in the County • Promote equal opportunities in employment • Equitable funding within the Arfor programme • Tackle poverty in Ceredigion • Support working parents in Ceredigion • Enhance the provision of skills and learning opportunities for people aged 16+ 	<ul style="list-style-type: none"> • Growing the local economy will help to create job opportunities, attract new businesses and encourage existing businesses to expand. • Increase higher paid jobs and household incomes. • Provide opportunities for local people to stay and live in their local area. • Provide increased opportunities for young people to stay and live in their local area rather than move away in search of better career opportunities. • Investment in projects to deliver economic resilience and growth over the next ten years. Represent the region's interests and priorities for improvements to our local economy. • Deliver the Tackling Hardship Strategy and coordinate the work of the Poverty Sub-Group in tackling poverty in Ceredigion. • Reduce inequalities that exist in employment • Provide support for working parents to enter or return to the workforce, helping to boost confidence, income and well-being. • Develop the skills and opportunities for adults in the local economy.
<ul style="list-style-type: none"> • Creating Caring and Healthy Communities • Launch Well-being Centres across the County • Welcome and support refugees from Ukraine • Develop carers' breaks/ respitality and support the aspiration of creation of a National Care Service for Wales • Enhance the role of Community Connectors to support the development of resilient communities 	<ul style="list-style-type: none"> • Provides welcoming environment for the delivery of a range of support services to local people in the North, Mid and South areas of Ceredigion. Well-being Centres provide a facility that enhances the Council's core offer of leisure provision with areas for meeting, consultation and treatment to contribute to improving the physical, mental and social well-being of the County's residents • Provides additional support to local people to access support opportunities in their area that can maintain and improve their wellbeing. Community Connectors can work with people and families to identify targeted solutions that meet their needs, such as accessing advice and assistance that is provided by the third sector, as well as identify appropriate services and groups, within their own communities, such as social groups that could help contribute to their wellbeing.



<ul style="list-style-type: none"> • Providing the best start in life and enabling learning at all ages 	
<ul style="list-style-type: none"> • Ensure that all learners' identified Additional Learning Needs are supported appropriately to become independent and fulfilled individuals • Enhance the range of care and support options for looked after children and young people • Support the Ceredigion Youth Council as a forum for children and young people • Support the provision of Free School Meals for primary school pupils • Support the provision of free childcare for all two-year-olds 	<ul style="list-style-type: none"> • Provide the support needed for all of Ceredigion's residents to lead independent and healthy lives. • Provide the education and training to support people at all ages in their working lives and meet their career aspirations. • Ensures that the voices of younger people are recorded and used in the development of future services and support. • Provides regular healthy and nutritious meals to primary pupils from September 2022, important giving the rising cost of living which includes food. • Provides support to parents to help enable them to return or enter the workforce.
<ul style="list-style-type: none"> • Creating sustainable, greener and well-connected communities 	
<ul style="list-style-type: none"> • Work with local Housing Associations to increase our stock of social housing • Discourage the ownership of second homes in the county • Enable more young people to build their lifetime home • Press for an urgent resolution to the phosphates issue that is preventing building in the Teifi Valley 	<ul style="list-style-type: none"> • Provide more affordable housing opportunities to meet the needs of local people • Increase the housing stock to help relieve the pressure in the housing market and provide additional housing options for local people • Support younger people to live and stay in their local area rather than having to move away to seek affordable accommodation
<p>What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p>	
<p>As the Corporate Strategy is intended to reduce socio-economic disadvantage and inequality, there are no negative impacts of the Strategy identified at this stage. However, there are some key actions that will be taken to better contribute to positive impacts. These actions are to monitor the delivery of the Corporate Strategy and Corporate Well-being Objectives to assess their impact and adjust or add to them if necessary. These actions will provide crucial feedback on the effectiveness of the Corporate Strategy in reducing socio-economic disadvantage and inequality, and directing future actions put in place. Specifically, these are:</p> <ol style="list-style-type: none"> 1) The delivery of the Corporate Well-being Objectives is assessed annually as part of the Self-Assessment Report in November as required by the Well-being of Future Generations (Wales) Act 2015. 	



- 2) Part of the process of conducting the annual Self-Assessment includes a desktop analysis of a variety of evidence, including internal performance reports, external inspection reports and the results of consultation. This helps to provide essential feedback and independent views on the Council's performance and on progress with the delivery of its Corporate Well-being Objectives.
- 3) The delivery of business plans is assessed quarterly through the internal Corporate Performance Board Meetings. The business plans align with the Corporate Strategy and the Corporate Well-being Objectives and contribute the National Well-being Goals.
- 4) The annual business planning process seeks to strengthen the Golden Thread and ensure that business plans support the delivery of the Corporate Well-being Objectives and national well-being goals.
- 5) Ongoing public consultation/engagement with protected groups will provide important feedback on Council services and where inequalities may exist.



3.7. A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh Language are promoted and protected. <i>In this section you need to consider the impact, the evidence and any action you are taking for improvement. This in order to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language Measure 2011.</i>				Describe why it will have a positive/negative or negligible impact.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Will the proposal be delivered bilingually (Welsh & English)?	Positive	Negative	None/ Negligible	The draft Corporate Strategy is available bilingually.	<ul style="list-style-type: none"> • These will be the Council's priorities for delivery over the next five years and will be reviewed annually in the Council's Self-Assessment Report which will include reviewing progress. • The Council conforms to the requirements of the Welsh Language Standards and further actions to promote bilingualism and the Welsh language are an integral part of the new Corporate Well-being Objectives • "Sustainable bilingual public services" are also part of the 	<ul style="list-style-type: none"> • Full public consultation conducted between 24th August and 30th September 2022. • Develop Corporate Well-being Objectives based on evidence as identified in key document such as the Assessment of Local Well-being. • Review the delivery of the Corporate Well-being Objectives annually in the Self-Assessment Report and adjust as appropriate. • Review the delivery of Business Plans through the Quarterly Performance Board.
	✓			<p>The steps and services to deliver the Corporate Well-being Objectives will be delivered bilingually.</p> <p>The specific steps in the Strategy to promote a vibrant culture and thriving Welsh Language are:</p> <ul style="list-style-type: none"> • Deliver the Welsh in Education Strategic Plan (WESP) 2022 to 2032 • Ensure that pupils are confident communicators in both Welsh and 		



				<p>English by the end of Key Stage 2 (year 6)</p> <ul style="list-style-type: none"> • Ensure that the principles of the Welsh Language Standards underpin the way the Council deliver its services to the public, so that service users are able to access services through the language of their choice naturally • Enhance the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and increase their confidence in using the language in the workplace. • Develop the Ceredigion Welsh Language Strategy 2023-28, in order to promote and support the vitality of the Welsh language within the County, to help meet the Welsh Government's 	<p>Council's overall vision in the new Strategy.</p>	
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				<p>‘Cymraeg 2050: A million Welsh speakers’ strategy.</p> <ul style="list-style-type: none"> Continue to push for the protection of Welsh-language house and place names 		
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	<p>The steps in the Strategy to promote a vibrant culture and thriving Welsh Language will contribute to creating opportunities to use the Welsh Language by:</p> <ul style="list-style-type: none"> Deliver the Welsh in Education Strategic Plan (WESP) 2022 to 2032 Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6) Ensure that the principles of the Welsh Language Standards underpin the way the Council deliver its services to the public, so that service users are able to access services 	<ul style="list-style-type: none"> These will be the Council’s priorities for delivery over the next five years and will be reviewed annually in the Council’s Self-Assessment Report which will include reviewing progress. The Council conforms to the requirements of the Welsh Language Standards and further actions to promote bilingualism and the Welsh language are an integral part of the new Corporate Well-being Objectives “Sustainable bilingual public services” are also part of the Council’s overall vision in the new Strategy. 	<ul style="list-style-type: none"> Full public consultation conducted between 24th August and 30th September 2022. Develop Corporate Well-being Objectives based on evidence as identified in key document such as the Assessment of Local Well-being. Review the delivery of the Corporate Well-being Objectives annually in the Self-Assessment Report and adjust as appropriate. Review the delivery of Business Plans through the Quarterly Performance Board.
	✓					



				<p>through the language of their choice naturally</p> <ul style="list-style-type: none"> • Enhance the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and increase their confidence in using the language in the workplace. • Develop the Ceredigion Welsh Language Strategy 2023-28, in order to promote and support the vitality of the Welsh language within the County, to help meet the Welsh Government's 'Cymraeg 2050: A million Welsh speakers' strategy. • Work in conjunction with Welsh Government to ensure capital investment to replace Theatr Felinfach with a new theatre and Centre for the Arts in Dyffryn 		
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				<p>Aeron as approved by Cabinet.</p> <ul style="list-style-type: none"> • Develop a comprehensive Culture Strategy to include Theatr Felinfach and Museum infrastructure. • We want Ceredigion to continue to be a place where people want to live, work and visit. We will work to understand the changing needs of its residents, workers, visitors, as well as the challenges represented by climate change to adapt in a changing World in the wake of the Covid 19 pandemic and Brexit. Young people who wish to stay in Ceredigion, as well as those who may want to return to live and work here or move here for the first time, will see Ceredigion as a place of opportunity. 		
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				<p>This will ensure our communities remain vibrant places where our culture and Welsh language can thrive.</p> <ul style="list-style-type: none"> Continue to push for the protection of Welsh-language house and place names 		
<p>Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh?</p>	Positive	Negative	None/ Negligible	<p>The Corporate Strategy will increase the opportunities for people to access services through Welsh. The Council is committed to its vision of 'sustainable bilingual' public services and the draft Strategy contains a number of actions to promote and create opportunities to access services in Welsh:</p> <ul style="list-style-type: none"> Increase recruitment in in-house Welsh speaking foster carers Ensure that the principles of the Welsh Language Standards underpin the way the Council delivers its services to the public, so that service users are able 	<ul style="list-style-type: none"> These will be the Council's priorities for delivery over the next five years and will be reviewed annually in the Council's Self-Assessment Report which will include reviewing progress. The Council conforms to the requirements of the Welsh Language Standards and further actions to promote bilingualism and the Welsh language are an integral part of the new Corporate Well-being Objectives "Sustainable bilingual public services" are also part of the Council's overall vision in the new Strategy. 	<ul style="list-style-type: none"> Full public consultation conducted between 24th August and 30th September 2022. Develop Corporate Well-being Objectives based on evidence as identified in key document such as the Assessment of Local Well-being. Review the delivery of the Corporate Well-being Objectives annually in the Self-Assessment Report and adjust as appropriate. Review the delivery of Business Plans through the Quarterly Performance Board.
	✓					



				<p>to access services through the language of their choice naturally</p> <ul style="list-style-type: none"> • Enhance the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and increase their confidence in using the language in the workplace • Develop the Ceredigion Welsh Language Strategy 2023-28, in order to promote and support the vitality of the Welsh language within the County, to help meet the Welsh Government's 'Cymraeg 2050: A million Welsh speakers' strategy. 		
How will the proposal treat the Welsh language no less favourably than the English language?	Positive ✓	Negative	None/ Negligible	The Corporate Strategy seeks to promote and increase the use of Welsh in all walks of life and at all ages. It will do this by:	<ul style="list-style-type: none"> • These will be the Council's priorities for delivery over the next five years and will be reviewed annually in the Council's Self-Assessment Report 	<ul style="list-style-type: none"> • Full public consultation conducted between 24th August and 30th September 2022. • Develop Corporate Well-being Objectives based on evidence as identified



				<ul style="list-style-type: none"> • Deliver the Welsh in Education Strategic Plan (WESP) 2022 to 2032 • Ensure that pupils are confident communicators in both Welsh and English by the end of Key Stage 2 (year 6) • Ensure that the principles of the Welsh Language Standards underpin the way the Council delivers its services to the public, so that service users are able to access services through the language of their choice naturally • Enhance the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and increase their confidence in using the language in the workplace • Develop the Ceredigion Welsh 	<p>which will include reviewing progress.</p> <ul style="list-style-type: none"> • The Council conforms to the requirements of the Welsh Language Standards and further actions to promote bilingualism and the Welsh language are an integral part of the new Corporate Well-being Objectives • “Sustainable bilingual public services” are also part of the Council’s overall vision in the new Strategy. 	<p>in key document such as the Assessment of Local Well-being.</p> <ul style="list-style-type: none"> • Review the delivery of the Corporate Well-being Objectives annually in the Self-Assessment Report and adjust as appropriate. • Review the delivery of Business Plans through the Quarterly Performance Board.
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				Language Strategy 2023-28, in order to promote and support the vitality of the Welsh language within the County, to help meet the Welsh Government's 'Cymraeg 2050: A million Welsh speakers' strategy.		
Will it preserve promote and enhance local culture and heritage?	Positive	Negative	None/ Negligible	Yes. The Corporate Strategy seeks to promote and enhance local culture and heritage by: <ul style="list-style-type: none"> Enhance the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and increase their confidence in using the language in the workplace Develop the Ceredigion Welsh Language Strategy 2023-28, in order to promote and support the vitality of the Welsh language within the County, to 	<ul style="list-style-type: none"> These will be the Council's priorities for delivery over the next five years and will be reviewed annually in the Council's Self-Assessment Report which will include reviewing progress. The Council conforms to the requirements of the Welsh Language Standards and further actions to promote bilingualism and the Welsh language are an integral part of the new Corporate Well-being Objectives "Sustainable bilingual public services" are also part of the 	<ul style="list-style-type: none"> Full public consultation conducted between 24th August and 30th September 2022. Develop Corporate Well-being Objectives based on evidence as identified in key document such as the Assessment of Local Well-being. Review the delivery of the Corporate Well-being Objectives annually in the Self-Assessment Report and adjust as appropriate. Review the delivery of Business Plans through the Quarterly Performance Board.
	✓					



				<p>help meet the Welsh Government's 'Cymraeg 2050: A million Welsh speakers' strategy.</p> <ul style="list-style-type: none"> • Work in conjunction with Welsh Government to ensure capital investment to replace Theatr Felinfach with a new theatre and Centre for the Arts in Dyffryn Aeron as approved by Cabinet. • Develop a comprehensive Culture Strategy to include Theatr Felinfach and Museum infrastructure. • We want Ceredigion to continue to be a place where people want to live, work and visit. We will work to understand the changing needs of its residents, workers, visitors, as well as the challenges represented by climate change to 	<p>Council's overall vision in the new Strategy.</p>	
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				<p>adapt in a changing World in the wake of the Covid 19 pandemic and Brexit. Young people who wish to stay in Ceredigion, as well as those who may want to return to live and work here or move here for the first time, will see Ceredigion as a place of opportunity. This will ensure our communities remain vibrant places where our culture and Welsh language can thrive.</p> <ul style="list-style-type: none">• Continue to push for the protection of Welsh-language house and place names		
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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
Integrate the delivery of the Corporate Well-being Objectives into service business plans, i.e. ensure the business plans align and contain the steps in order to deliver the Corporate Well-being Objectives and maximise our contribution to the National Well-being Goals. (This is the Golden Thread).	Every year during the business planning process (January - March)	Corporate Lead Officers, Corporate Managers and Service Managers when setting business plans	The Business Planning process was successfully relaunched following the COVID-19 pandemic with a new streamlined process. Overall, it has been a positive start to the performance journey, business plans align with Corporate Well-being Objectives, but further work is needed to develop and strengthen this further this further. There is also further work on strengthening some of the methods of monitoring their delivery such as the development of new performance measures. This work is in progress and will be an ongoing task annually as new business plans are developed.
Monitor the delivery of service's business plans regularly	Quarterly through the Performance Board	Corporate Lead Officers, Corporate Managers and Service Managers	The Performance Board meetings have been restarted following the COVID-19 pandemic. Overall, it has been a positive start to the performance journey but there is further work to be done on developing them and the dashboards further. This is an ongoing action.
Review the Corporate Well-being Objectives and the progress in implementing them annually to adjust them where appropriate, and amend or add new steps towards their delivery if necessary in service's business plans	Annually as part of the requirements of the Well-being of Future Generations (Wales) Act 2015 and Local	Performance and Research Team and sign off from Leadership Group	Progress against the previous Corporate Priorities and Well-being Objectives has taken place through the Council's Annual Report published in October each year. The last Annual



	<p>Government and Elections (Wales) Act 2021</p>	<p>Report received an unqualified opinion in its compliance certificate in 2021. However, following changes to the legislation (the end of the Local Government Measure 2009 and the implementation of the Local Government and Elections (Wales) Act 2021) this duty will be discharged through the new Self-Assessment Report in November each year. The first of these is in the process of being completed. This report reviews the progress made and identifies opportunities for improvement. The learning from the Self-Assessment Report is used to help review the Corporate Well-being Objectives and make amendments as necessary.</p>
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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).

There are key actions in place to mitigate any negative impacts highlighted in section 4.1 above.

4.3. Monitoring, evaluating and reviewing.
How will you monitor the impact and effectiveness of the proposal?

There are both local and statutory processes in place for monitoring the Corporate Strategy, the Corporate Well-being Objectives and the delivery of the individual steps to ensure the Corporate Well-being Objectives are delivered and our contribution to the National Well-being Goals is maximised. These are:

- 1) The delivery of the Corporate Well-being Objectives is assessed annually as part of the Self-Assessment Report in November as required by the Local Government and Elections (Wales) Act 2015.
- 2) Part of the process of conducting the annual Self-Assessment includes a desktop analysis of a variety of evidence, including internal performance reports, external inspection reports and the results of consultation. This helps to provide essential feedback and independent views on the Council's performance and on progress with the delivery of its Corporate Well-being Objectives.



- 3) The delivery of business plans is assessed quarterly through the internal Corporate Performance Board Meetings. The business plans align with the Corporate Strategy and the Corporate Well-being Objectives and contribute the National Well-being Goals.
- 4) The annual business planning process seeks to strengthen the Golden Thread and ensure that business plans support the delivery of the Corporate Well-being Objectives and national well-being goals.
- 5) Ongoing public consultation/engagement with protected groups will provide important feedback on Council services and where inequalities may exist.

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

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

Risk Description	Impact (severity)	Probability (deliverability)	Risk Score
The new Corporate Strategy/ Corporate Well-being Objectives are not approved	3	3	9
Not all priorities are covered by the steps to deliver the Corporate Well-being Objectives	4	3	12

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

Yes – the new Corporate Strategy and Corporate Well-being Objectives impact on all council services as they are required to deliver the steps in the Corporate Strategy in order to achieve the Corporate Well-being Objectives. All future strategies/policies of the Council will also need to take into account the new Corporate Well-being Objectives in their development and ensure they align. Similarly, the development of the annual Business Plans will also need to ensure they align.

6. SIGN OFF

Position	Name	Signature	Date
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Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

An integrated tool to inform effective decision making



Service Manager	Diana Davies	<i>Diana Davies</i>	28/09/2022
Corporate Lead Officer	Alun Williams	<i>Alun Williams</i>	03/11/2022
Strategic Director	Barry Rees	<i>Barry Rees</i>	03/10/2022
Portfolio Holder	Cllr Bryan Davies	<i>Bryan Davies</i>	03/11/2022

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CYNGOR SIR CEREDIGION COUNTY COUNCIL

Report to:	Council
Date of meeting:	24/11/22
Title:	21/22 Statement of Accounts Update
Purpose of Report:	To update Members regarding the 21/22 Statement of Accounts (including 21/22 Harbour Accounts).
For:	Information
Cabinet Portfolio:	Finance & Procurement

1. INTRODUCTION

The 21/22 Accounts were due to be presented at the Governance & Audit Committee on 17/11/22 and then onwards to Full Council today (24/11/22), in order to comply with the Welsh Government's deadline that audited Accounts for 21/22 are to be approved by 30/11/22.

2. UK WIDE DEVELOPMENTS

There is currently a national UK wide issue in relation to the accounting treatment and associated disclosure note requirements concerning Infrastructure assets. This is a technical accounting issue which in the main relates to Highways assets.

At present devolved legislation is being drafted by Welsh Government which will provide a form of statutory override on this issue. The earliest that this legislation will come into force is being indicated as early December. Welsh Government have also written to all Local Authorities to extend the 30/11/22 deadline to 31/01/23.

3. CONCLUSION

Having consulted with Audit Wales, including taking account of their preferred approach and that of most other Local Authorities in Wales, a decision has been taken by the Corporate Lead Officer: Finance & Procurement to defer the presentation of the 21/22 Accounts until the national Infrastructure Assets matter has been resolved, as the Accounts cannot be fully approved until the national UK wide issue reaches a conclusion.

It is therefore now intended that the 21/22 Accounts will be presented to the next Governance & Audit Committee meeting on 19/01/23 and then onwards to Full Council on 26/01/23.

Recommendations: To note the update provided in relation to the 21/22 Statement of Accounts (including the 21/22 Harbour Accounts)

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

Overview and Scrutiny: Not applicable

Policy Framework: Approval of Statement of Accounts

Corporate Priorities: All

Statutory Powers: Accounts and Audit (Wales) Regulations 2014

Background Papers: None

Corporate Lead Officer Duncan Hall

Reporting Officer: Duncan Hall

Date: 09/11/22

CEREDIGION COUNTY COUNCIL

Report to: Council

Date of meeting: 24th November 2022

Title: Annual Report of Compliments, Complaints and Freedom of Information (2021-2022)

Purpose of the report: Provide Council with a comprehensive overview of the Compliments, Complaints and Freedom of Information (FOI) activity (including Environmental Information Regulations - EIR) received by the Authority during 2021-22.

This report is accompanied by the Annual Letter from Ms Michelle Morris, Public Services Ombudsman for Wales ("the Ombudsman"), which outlines the Council's performance and activity in relation to cases referred to the Ombudsman during 2021-22.

For: Information

Cabinet Portfolio and Cabinet Member: Councillor Bryan Davies, Leader and Cabinet Member for democratic Services, Policy, Performance and People and Organisation

Introduction

This report summarises the activity managed by the Council's Complaints and FOI Service between 1st April 2021 and 31st March 2022. The full report is provided within **Appendix 1**, which includes specific information on the numbers and types of compliments and complaints received, the different complaints stages, performance and outcomes relating to these, and information on compliance with FOI and EIR legislation. There is also a section regarding the contact received by the Public Services Ombudsman for Wales ("the Ombudsman") during the reporting period. The Ombudsman's Annual Letter to the Council is included as **Appendix 2**, which provides further details in relation to all Ombudsman activity for Ceredigion, as well as for other Council's across Wales.

This is the **third consecutive report where there have been no Ombudsman investigations commenced or formal reports issued** in relation to complaints made against the Council. However, it is acknowledged that there has been a significant rise in complaints referred to the Ombudsman, as well as cases that were closed following the Ombudsman's intervention (i.e. 'Early Resolution' agreements).

This report reflects several challenges experienced during the reporting period i.e. the complexity of complaints received, a general increase in activity following the pandemic, in complaints, FOI, Ombudsman referrals and referrals to the Information Commissioner's Office (ICO), as well as the challenges associated with the delivery

of the Complaints and FOI Service itself. These challenges have inevitably had an impact on the Council's ability to meet its performance objectives in relation to prescribed timescales, which has subsequently resulted in a greater level of contact from the Ombudsman and the ICO.

Brief overview of all activity managed by the Complaints and FOI Service during 2021 - 2022:

- ↓ 224 Compliments were received
- ↓ 357 Enquiries were processed by the Complaints & FOI Service
- ↑ 133 Complaints were received: **Stage 1 = 73 Stage 2 = 60**
- ↑ 52 'Contacts' received via the Public Services Ombudsman for Wales
- ↑ 780 FOI & EIR requests processed by the Complaints & FOI Service

Summary

- There were significantly fewer Compliments received during this reporting period; however, this reduction can be mitigated, in part, by the surge in compliments received during the initial phase following the coronavirus pandemic. Several factors may have affected the Council's ability to capture compliments including the lack of resource to prioritise this activity. Further, work will be undertaken by the Complaints and FOI Service to streamline the way compliments are processed, so good practice can be capitalised upon, and accurate figures recorded.
- Fewer Enquiries were managed by the Complaints and FOI Service, but complaints rose to the same levels that were reported in 2018-19. This suggests that it was not possible to pro-actively resolve concerns without needing to engage in the complaints process. In addition, unplanned absences and vacancies within the Complaints and FOI Service will have contributed to the inability to manage cases as effectively as in previous years.
- There was a slight increase in Stage 1 (informal) complaints though 18 additional Stage 2 (formal) complaints were recorded during this reporting period. Compliance with prescribed timescales was also lower than expected, though it is acknowledged that Stage 2 complaints often require additional time to investigate thoroughly. This is entirely acceptable providing complainants are regularly updated on any developments.
- As acknowledged above, whilst the Ombudsman received 20 additional 'contacts' relating to Ceredigion County Council, compared with 2020-21, 72% of all cases did not require any intervention by the Ombudsman. However, the Council did undertake a higher proportion of Early Resolution agreements during the reporting period (13 in total). As stated above, there were no formal investigations undertaken by the Ombudsman.
- Two complaints were received in relation to the Council's compliance with the Welsh Language Measures, both of which were resolved at the informal stage.

- Refuse Collection and Household Waste Sites continues to be the main reason for complaints received at Stage 1; closely followed by Planning (including Planning Enforcement) and Council Tax and Housing Benefit. These three services account for almost half of all Stage 1 complaints received, but as previously reported, these services are predisposed to attracting complaints – by their nature.
- Less than half of all complaints were upheld, compared with over half of all complaints being upheld in 2020-21. A total of 43 complaints were not upheld and the remaining 25 cases were either withdrawn by the complainant or remained ongoing beyond the end of the reporting period (i.e. 10 and 15, respectively). It is acknowledged that further work is needed to improve on learning the lessons arising from complaints, this will be taken forward by the Complaints and FOI Service.
- Compliance with Freedom of Information (FOI) and Environmental Information Regulations (EIR) timescales were at the lowest level reported, at 67% and it is acknowledged that vast improvements are required in this regard. A rise in referrals to the ICO was also evident, up from 4 cases to 9, during 2021-2022. It is most likely that the poor performance with meeting the statutory timescales was the main contributing factor, but the increase equates to only 1% of all requests received.

Areas to focus on

- Improving corporate adherence with timescales prescribed in complaints and FOI/EIR policies/legislation
- Improving system for capturing compliments and data surrounding lessons learned
- Continuing with open, transparent, and citizen-centred approach to resolving concerns

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

Wellbeing of Future Generations:

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

Recommendation(s):

1. To note the Annual Report for Compliments, Complaints and FOI Activity 2021-22.
2. To note the Public Services Ombudsman for Wales' Annual Letter 2021 – 2022

Reasons for decision: To inform Council of the work being undertaken by the Complaints and FOI Service

Overview and Scrutiny: The two appendices contained in this report were discussed in the Corporate Resources Overview and Scrutiny Meeting dated 3rd October 2022.

Policy Framework:

- Concerns and Complaints Policy (corporate)
- Social Services Complaints Policy
- Complaints procedures for school governing bodies in Wales (Circular 011/2012)
- Freedom of Information Act 2000 (FOIA)
- Environmental Information Regulations 2004 (EIR)

Corporate Priorities: All

Finance and Procurement implications: N/A

Legal Implications: N/A

Staffing implications: N/A

Property / asset implications: N/A

Risk(s): N/A

Statutory Powers:

Background Papers:

Appendices:

Appendix 1
Annual Report for Compliments, Complaints and Freedom of Information Activity – 2021/2022

Appendix 2
Public Services Ombudsman for Wales’ Annual Letter: 2021 – 2022.

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

Reporting Officer: Marie-Neige Hadfield, Complaints and Freedom of Information Manager

Date: 3rd November 2022

Cyngor Sir CEREDIGION County Council

Annual Compliments, Complaints and Freedom of Information Report
1st April 2021 – 31st March 2022

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1. INTRODUCTION

- 1.1 This report will provide information relating to the numbers of compliments, complaints and requests made under the Freedom of Information (FOI) Act 2000 that were received by the Council during the period 1st April 2021 to 31st March 2022. **This section** will provide an overview of how compliments, complaints and FOI requests are managed within the Council. **Section 2** provides information about the Compliments received and **Section 3** shows some trends, themes and performance regarding the numbers, timescales and outcomes of Complaints received during the reporting period. **Section 4** gives details of the Lessons Learned. **Section 5** relates to all cases involving the Public Services Ombudsman for Wales (*“the Ombudsman”*) and **Section 6** looks at FOI activity and any cases referred to the Information Commissioner’s Office (*“ICO”*). **Section 7** provides a Summary and Conclusions of the data provided in the report and a breakdown of the complaints data is given in **Section 8**. Due to the significant increase in Ombudsman activity, particularly cases that were resolved as a consequence of Ombudsman involvement, all cases resulting in ‘Early Resolution’ are also included in Section 8 – including the Summary Reports issued by the Ombudsman in relation to these complaints.
- 1.2 The recording systems in place for compliments, complaints and FOI requests have been updated to reflect the organisational structure, which has simplified the reporting process.
- 1.3 The Complaints and FOI Service is a small team (3.8 staff members) who follow three different complaints policies and two branches of information access legislation:
- Model Concerns and Complaints Policy (corporate)
 - Social Services Complaints Procedure (Wales) Regulations 2014
 - Complaints procedures for school governing bodies in Wales (Circular 011/2012)
 - Freedom of Information Act 2000 (FOIA)
 - Environmental Information Regulations 2004 (EIR)
- 1.4 Whilst school governing bodies are responsible for their own complaints and FOI activity, the Complaints and FOI Team provides advice and assistance when required and will occasionally assist in more complex cases, where procedures allow.
- 1.5 As a consequence of recent changes in legislation the Concerns and Complaints Policy (corporate) was reviewed and ratified by the Council committee of elected members on 23rd September 2021.
- 1.6 Following the formation of the Complaints Standards Authority (CSA) under the Public Services Ombudsman (Wales) 2019 Act, all public authorities across Wales were required to report their complaints activity to the Ombudsman’s office on a quarterly basis. This information is available on the Ombudsman’s [Complaints Standards Authority webpage](#)
- 1.7 The Council continues to work positively with the Ombudsman and a section of this report provides an analysis of all Ombudsman activity, including the outcomes of Early Resolutions (at the end of this report). This includes the outcomes reached by the Ombudsman’s office following their assessment of all complaints made to them in relation to Ceredigion County Council. It must be noted that this is the **third consecutive reporting period whereby there have been no formal investigations** launched by the Ombudsman’s office into complaints made against the Council.

- 1.8 Pro-active resolution of all complaints remains a high priority within the Council and every effort is made to achieve satisfactory outcomes for the citizens and service-users that bring their concerns to our attention. Due to the continued efforts and positive collaboration between staff and managers across the Council and the Complaints and FOI Team, it is far more effective to resolve concerns at 'enquiry' stage, without needing to initiate the formal complaints procedure. As a consequence, a total of **357** enquiries were received during this reporting period.
- 1.9 Complaints being considered under Stages 1 and 2 of the respective complaints policies continue to be managed in accordance with the underpinning ethos for corporate complaints: *'Investigate once, investigate well'*. It is recognised, particularly in respect of Stage 2 complaints, that complex cases may take longer than outlined in the policy (i.e. 20 working days); however, in such circumstances, the complainant is usually notified of any delays and kept updated as to the status of their complaint. Information concerning the Council's performance with regard to compliance with timescales is provided within this report, but the priority remains to ensure a robust and meaningful investigation is undertaken – even if this takes longer than the prescribed timescales. It is accepted that challenges associated with service provision have resulted in the Complaints and FOI Service being unable to maintain effective communication with complainants in some instances.
- 1.10 The Corporate Lead Officer (CLO) for Policy, Performance & Public Protection is responsible for all complaints and FOI activity within the Council and will escalate matters of concern to the relevant member(s) of the Leadership Group. In addition, the CLO is the Council's nominated Senior Officer for the offices of the Ombudsman and the Information Commissioner in relation to complaints and FOI activity, respectively.
- 1.11 The Council's Complaints and FOI Service is responsible for the design and delivery of all complaints training as well as the monitoring of all complaints and FOI activity. This includes liaising with the Ombudsman's office and the Information Commissioner's Office ("ICO") when cases are referred to them by service-users. Unfortunately, due to the challenges associated with the pandemic, no in-house complaints training was delivered during this reporting period. However, the Ombudsman's Complaints Standards Authority delivered Complaints Investigation Training to the majority of Corporate Managers in February 2021.
- 1.12 As expected, the coronavirus pandemic continued to have an impact on service provision across the Council, with many services undertaking additional duties compared with pre-pandemic times. As reported previously, as a consequence, the Council's priorities and resilience has been tested but despite this, officers remained committed to ensuring service improvement as a direct consequence of complaints.

2. COMPLIMENTS RECEIVED

2.1 Compliments

All compliments received from service-users are recorded and monitored on a regular basis and should be viewed as an opportunity to share good practice wherever possible. Compliments should be responded to individually and shared with the people directly involved.

2.2 An opportunity also exists to share compliments far wider within the Council when positive working practices are identified that could be adopted in other areas.

2.3 The table below shows the number of compliments that were recorded by each Service during 2021/22.

Service	2021/22
Policy, Performance & Public Protection	5
Schools	4
Economy & Regeneration	14
Finance & Procurement	5
Highways & Environmental Services	25
Customer Contact	29
Porth Cynnal	27
Corporate	6
Porth Gofal	77
Porth Cymorth Cynnar	29
Democratic Services	2
Legal & Governance	1
Total	224

2.4 Examples of compliments received

“I can honestly say that the work carried out is a massive improvement on what it was like before the work was undertaken. This is a fantastic outcome, and I would like to say a big “Thank you”.” – Economy & Regeneration

“Thank you to the traffic wardens who keep the traffic clear and the refuse gang who keep our bins emptied.” – Highways & Environmental Services

“The staff were so friendly and professional made our day very special. Thank you so much!” – Customer Contact

"I just wanted to say a huge and heartfelt thank you to you personally for taking care of [service user]. I wasn't able to visit much but it was very reassuring to know that they were in the best possible place thanks to you and your colleagues." – Porth Gofal

"I wanted to share with you how grateful for all the help this last year. Felt very supported. Thanks again." – Schools Service

"You are brilliant in the way you are supporting Service User." – Porth Cynnal

"Thank you for your kindness and patience." – Finance & Procurement

"Please convey my thanks to all the people involved in resolving my concerns." – Policy, Performance & Public

"With thanks for your generous work throughout the year." – Porth Cymorth Cynnar

"I'd like to extend thanks to you and the members of staff in Ceredigion." – Corporate

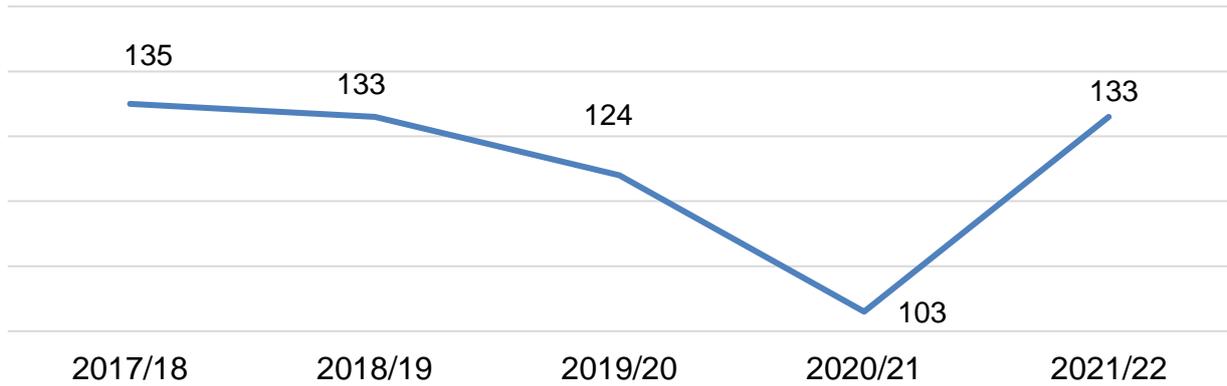
- 2.5 Compliments received from care homes and day centres are included within the current reporting system, which is well established across the Council's Social Services.
- 2.6 The process for collecting, recording and monitoring compliments was due to be reviewed during this reporting period; however, as a consequence of the pressures within the small Complaints and FOI Service, this work will be undertaken in the forthcoming year (2022-2023). The benefit of such work would ensure that Council officers are aware of the clear and defined processes in place for dealing with compliments and championing good practice across the organisation.

3. COMPLAINTS RECEIVED

3.1 Total number of complaints received

The chart below shows the total number of complaints received during 2021/22 that were processed in accordance with the two-stage complaints policies. Comparisons are given in respect of previous years. This does not include the number of enquiries or service requests that were received by the Complaints and FOI Service, which were directed to the relevant service(s).

Total Number of Complaints Received



3.2 Number of complaints made by stage

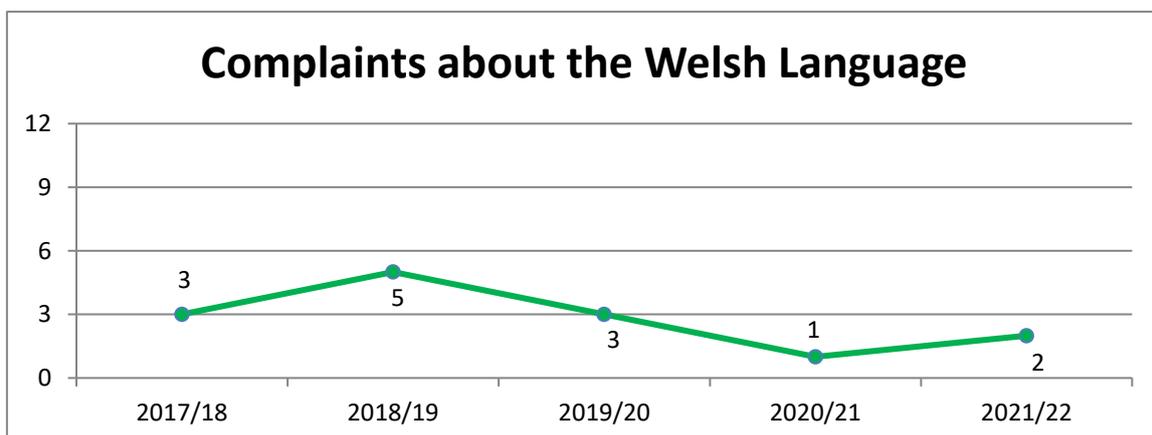
The number of complaints made against the Council under each stage of the Complaints Policy for the last five years is shown in the table below. These figures include complaints made in relation to Welsh Language provision.

Year	Stage 1	Stage 2	Total
2017/18	96	39	135
2018/19	92	40	133
2019/20	85	39	124
2020/21	61	42	103
2021/22	73	60	133

3.3 Welsh Language Complaints

During 2020/21 the Council received two complaints specifically relating to the provision (or lack thereof) of Welsh Language services across the Council. One complaint was referred to the Council by the Welsh Language Commissioner.

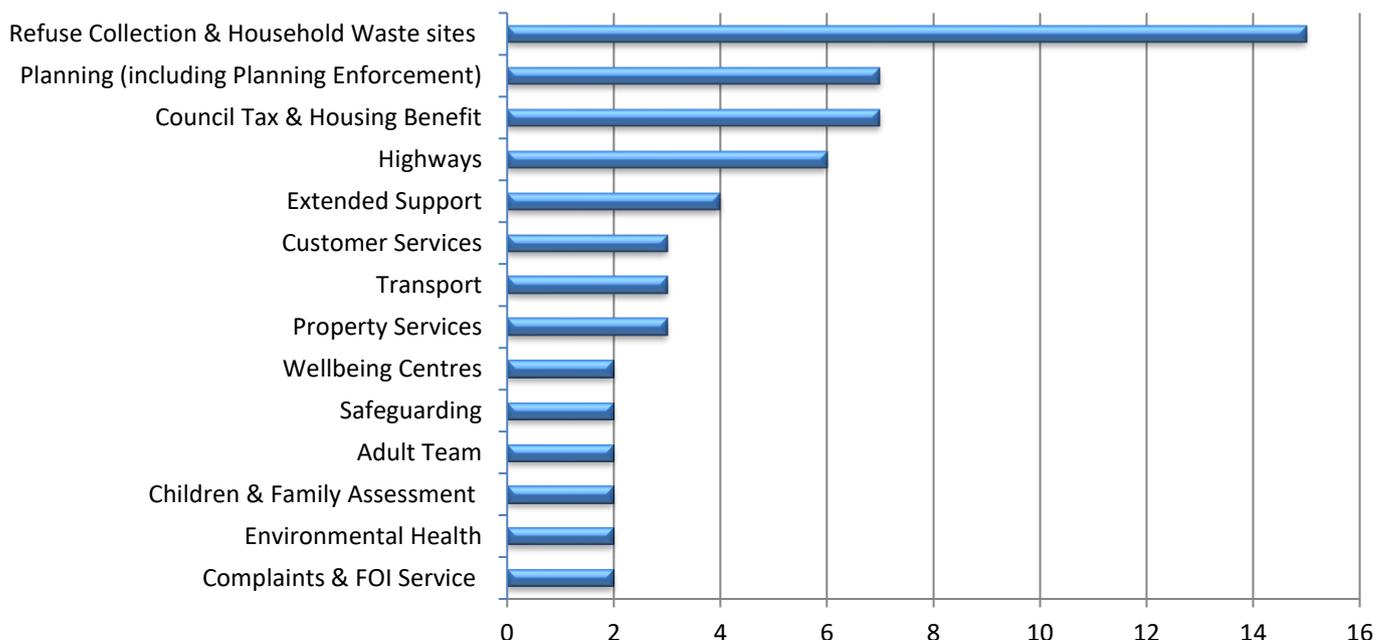
3.4 The number of complaints received during the reporting period is shown below, along with comparison data for previous years. The Council has fully implemented its requirements under the Welsh Language Standards.



3.5 Top Ten Sections with highest number of complaints in 2021/22

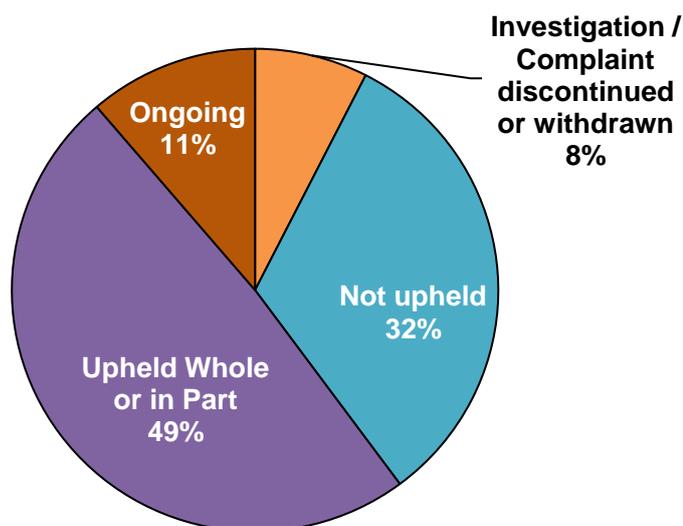
The chart below shows the top ten sections of the Council that receive the highest number of complaints at Stage 1. In accordance with Welsh Government guidance, ascertaining the subject areas complained about the most enables identification of trends – both internally and for national comparison.

Top 10 Stage 1 Complaints by Section



3.6 Complaint Outcomes

See below the outcomes recorded against all complaints for the reporting period.

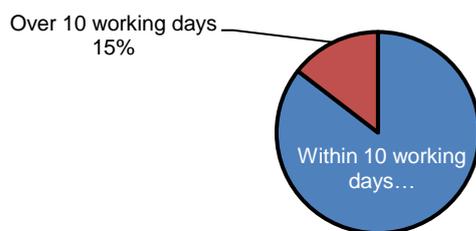


3.7 Timescales

The Council is required to respond to all complaints in a timely manner and in any event, within the timescales stipulated by policy. The charts below demonstrate the Council's performance with regard to meeting **Stage 1 (10 working days)** and **Stage 2 timescales (20 working days)** under the corporate policy. It is important to note that there is a degree of flexibility afforded under Stage 2, particularly in the interests of ensuring thorough and robust investigations are undertaken, which often take longer to complete.

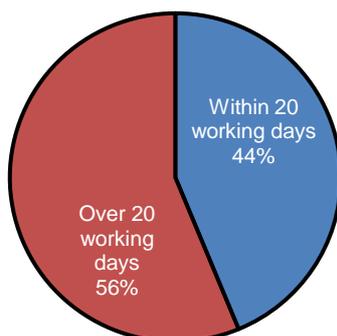
3.8 Stage 1 – A total of **73** Stage 1 complaints were received during the reporting period. Under the corporate policy, Stage 1 complaints should be completed within **10 working days**, and under the Social Services complaints procedures complaints should be completed within **15 working days** which includes the offer of a meeting / discussion with the relevant service manager. A total of **53** of the **62** corporate complaints at this stage were addressed within the prescribed timescales. As per the Concerns and Complaints policy, Stage 1 complaints were immediately escalated to Stage 2 if the ten-working-day timescale was exceeded.

Stage 1 Performance with Stage 1 Timescales (corporate policy)



3.9 Stage 2 – A total of **60** complaints were received at Stage 2. Of these, **12** were managed under the statutory Social Services Policy, which allows 25 working days from the 'Start Date' as opposed to **20 working days** under the corporate Concerns and Complaints procedure. Performance in respect of the corporate policy is provided below. With regard to the 12 Social Services complaints, **three** remained open beyond the end of the reporting period (i.e. these cases were closed after 31st March 2022) and all but one of the remaining **9** took longer than the allotted time to conclude, which is permitted, providing the Statutory Director of Social Services provides written approval for an extension to be given.

Performance with Stage 2 Timescales (corporate policy)



4. LEARNING LESSONS FROM COMPLAINTS

4.1 The table below consists of a sample of some of the lessons learned from complaints during 2021/22.

Service Area	Issue	Lessons Learned
Highways & Environmental Services	Complaint regarding accessibility at Household Waste Sites.	Household Waste Sites implemented accessible 'drop off' areas for those who are unable to access the skips directly.
Porth Cynnal	Concerns raised regarding Children Services	All Social Workers working with children and families were reminded of their responsibility to share the outcomes of a Section 47 enquiry with parents, in line with the National Safeguarding Procedures for Wales.
Public Protection	Lack of response from the Service regarding a food safety issue	Further training provided to staff regarding the use of the information system.
Complaints and FOI Service	Failure to maintain communication with complainants	Ensure service users receive regular updates if there is a problem resolving their complaint within prescribed timescales.

5. COMPLAINTS MADE TO THE PUBLIC SERVICES OMBUDSMAN FOR WALES

- 5.1 The Ombudsman's Annual Letter for 2021/22 was received on 9th August 2022 and is included as an appendix to this report.
- 5.2 The Ombudsman's expectation is that complainants will exhaust the Council's own complaints procedures before contacting their office for independent consideration of their complaint. However, in exceptional circumstances the Ombudsman does have discretion to undertake a direct investigation. Usually, complaints which have not yet been considered by the Council will be recorded by the Ombudsman's office as '**Premature**' contacts and these will be referred back to the Council to investigate under its own complaints procedures.
- 5.3 As a matter of course, all formal responses issued at Stage 2 of the Council's complaints procedures (corporate and Social Services policies) include advice that complainants can refer their case to the Ombudsman if they remain dissatisfied with the Council's findings, or the handling of their complaint.
- 5.4 The Council has limited control over service-users contacting the Ombudsman directly, though this would normally be addressed during staff training (i.e. advising people about how they can complain if they are unhappy with the service provided).

5.5 It is useful to note that the Ombudsman provides data according to the number of ‘contacts’ received by service-users as well as the number of ‘cases closed’ during the reporting period. This method will account for any discrepancies in the number of cases being reported on (particularly if some straddle multiple reporting periods).

5.6 Number of complaints made to the Ombudsman in 2021/22 by primary subject (as categorised by the Ombudsman)

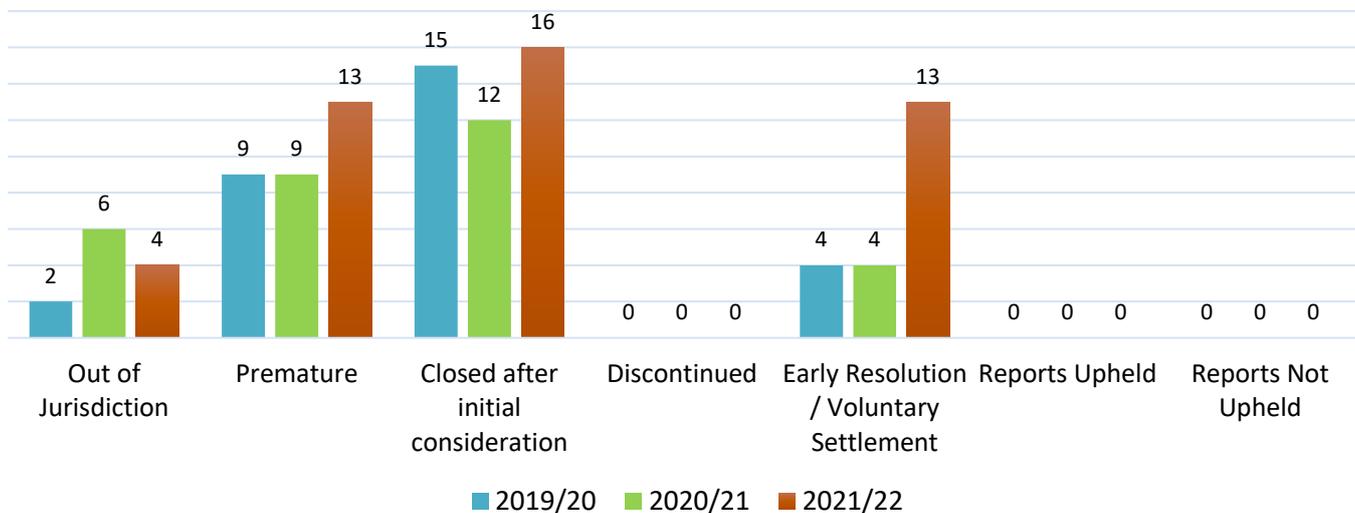
The chart below shows the number of complaints made by members of the public to the Ombudsman, which is demonstrated in the Ombudsman’s Annual Letter.

Subject	No. of Ombudsman complaints 2019/20	No. of Ombudsman complaints 2020/21	No. of Ombudsman complaints 2021/22
Complaints Handling	4	5	14
Planning & building control	6	8	10
Adult Social Services	4	5	6
Environment & Environmental Health	4	1	5
Roads & transport	1	2	5
Children's Social Services	5	3	3
COVID-19	-	3	3
Education	1	0	2
Finance and Taxation	2	2	2
Communities, facilities, recreation and leisure	1	0	1
Multi-Service Complaints	0	0	1
Benefits Administration	1	1	0
Licencing	2	0	0
Housing	0	2	0
TOTAL	31	32	52

5.7 The Ombudsman received **52** complaints about the Council during the course of 2021-2022, which is 20 more cases than the previous year. Despite this, the Ombudsman has not commenced an investigation into any of these cases. However, **13** Early Resolution agreements were reached, in order for the Council to be able to resolve the complaint to the Ombudsman’s satisfaction. More information on these complaints can be found at the end of this report (pages 19 – 23) including the official summary reports compiled by the Ombudsman.

5.8 This chart provides comparison data for the outcomes of all cases closed by the Ombudsman during the period covered in this report and the two previous years:

PSOW Complaint Outcomes



5.9 Ombudsman Cases resulting in Early Resolution

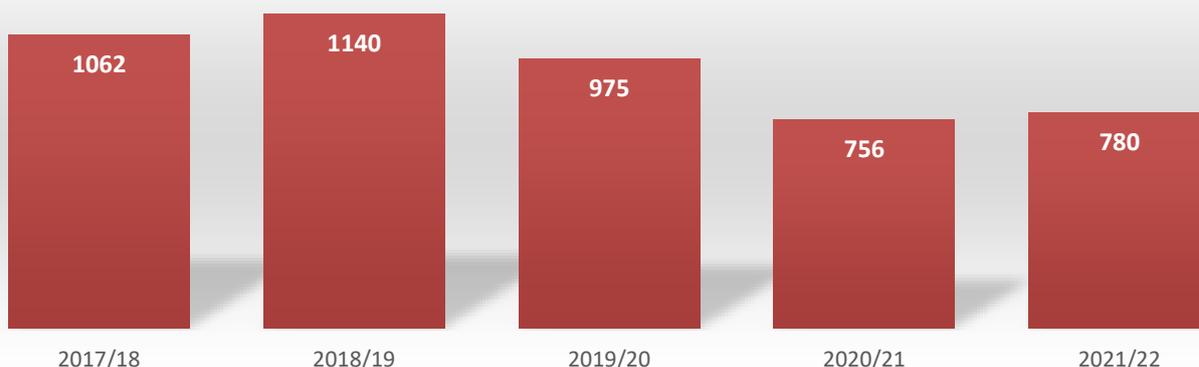
As referred to above, whilst there were no formal investigations undertaken by the Ombudsman for a **third** consecutive term, the number of complaints requiring additional action following consideration by the Ombudsman rose significantly to **thirteen** (compared with only **four** in 2020-2021). In these instances, the Ombudsman provides the Council with an opportunity to review its management of the case and agree to a course of action that should resolve the complaint.

5.10 The exponential rise in Early Resolution cases is as a consequence in the general increase in complaints received during the reporting period and the significant challenges faced by Council services during this time. In addition, the Complaints and FOI Service, which sits within the Policy, Performance & Public Protection Service, has faced several challenges during this reporting period as a result of unplanned absences, as well as vacancies within the Service. This was a significant contributory factor to the shortcomings in complaints handling referred to in the Ombudsman’s letter.

6. FREEDOM OF INFORMATION ACTIVITY

- 6.1 The Council's compliance with the Freedom of Information Act 2000 (FOI) and Environmental Information Regulations 2004 (EIR) falls within the remit of the Policy, Performance and Public Protection Service. As with compliments and complaints activity, the FOI (and EIR) service was also centralised and makes up the Council's Complaints & FOI Service.
- 6.2 The Corporate Lead Officer for Policy, Performance & Public Protection is responsible for undertaking all Internal Reviews, which is essentially the complaints mechanism for FOI and EIR activity. Following the Internal Review stage, applicants have the right to refer their request to the Information Commissioner's Office (ICO) for further consideration.
- 6.3 Information requests received under FOI and EIR may be refused for various reasons providing there are lawful exemptions or exceptions (respectively) preventing disclosure. In such situations, the Council issues a Refusal Notice which provides clear information to explain the decision not to disclose the information being requested. It must be noted here that FOI and EIR relate to **recorded** information held by the Council and as such, there is no right to receive answers to questions which would require the creation of new information or records.
- 6.4 During this reporting period the Council received a total of **780** requests for information under the Freedom of Information Act 2000 (FOIA) or Environmental Information Regulations 2004 (EIR). Of these, **eight** cases were escalated to the Corporate Lead Officer (CLO) for Policy, Performance & Public Protection requiring Internal Review. Four of the cases related to complaints that a response had not been provided within the 20-working-day timescale. With these cases, the information requested was provided as part of the Internal Review response. The exemption applied was maintained in two of the cases, and the remaining two cases remained open at the end of the reporting period.
- 6.5 The number of FOI and EIR requests (combined) that were received during 2020/2021 is demonstrated below along with comparison data for earlier reporting terms.

FOI & EIR Activity



6.6 The chart below shows the number of requests received by each service and what percentage this equates to in respect of the total number of requests received by the Council.

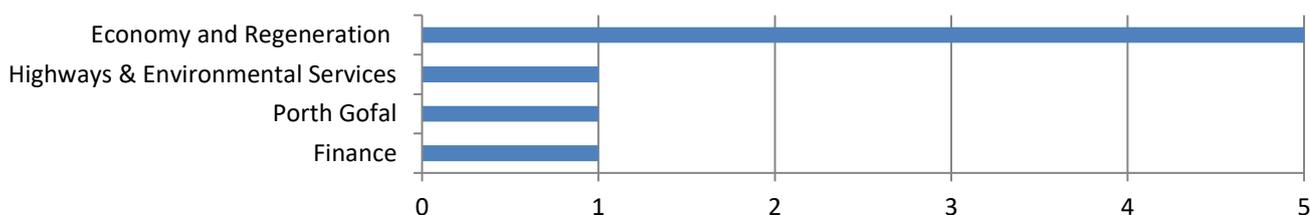
FOI & EIR Activity by Service

Service	FOI		EIR	
	Number of Requests Received	% of Total Requests Received	Number of Requests Received	% of Total Requests Received
Schools	57	7%	-	-
Finance & Procurement	132	17%	-	-
Democratic Services	13	2%	-	-
People & Organisation	40	5%	-	-
Porth Cymorth Cynnar	8	1%	-	-
Porth Cynnal	70	9%	-	-
Porth Gofal	79	10%	-	-
Policy, Performance & Public Protection	99	13%	4	20%
Highways & Environmental Services	117	15%	6	30%
Economy & Regeneration	70	9%	10	50%
Customer Contact	55	7%	-	-
Legal & Governance Services	6	>1%	-	-
Multiple Services	14	2%	-	-

6.7 The Council has a statutory responsibility to respond to all FOI's within 20 working days. The Council's overall compliance with this timescale for 2020/21 was **67%**.

6.8 A total of **eight** Internal Reviews were requested in 2021/22, all of which are shown below grouped according to service. This is an increase on the 7 received during 2020-2021.

Requests for Internal Review by Service



6.9 A total of 9 referrals were made to the Information Commissioner's Office (ICO) during the reporting period, the majority of which related to the Council's delay in providing information within the statutory timescale.

7. SUMMARY & CONCLUSIONS

- 7.1 This report demonstrates that the Council continues to face significant challenges since the emergence of the coronavirus pandemic, which stem from a variety of factors. Service continuity, the introduction of additional functions since the pandemic and the general pressures associated with the way services needed to be delivered during this period have all had an impact. It is evident that there has been a rise in complaints and FOI activity, including referrals to the Information Commissioner's Office; however, of most significance is the substantial increase in complaints received via the Ombudsman. This section will provide some analysis in respect of the data referred to within this report.
- 7.2 In summary, the main headlines of this report are as follows:
- ↓ **224** Compliments were received
 - ↓ **357** Enquiries were processed by the Complaints & FOI Service
 - ↑ **133** Complaints were received: **Stage 1 = 73 Stage 2 = 60**
 - ↑ **52** 'Contacts' received via the Public Services Ombudsman for Wales
 - ↑ **780** FOI & EIR requests processed by the Complaints & FOI Service
- 7.3 There were significantly fewer compliments recorded during 2021-2022 compared with the previous reporting period; however, this cannot be interpreted in isolation, because there had been a surge of compliments recorded during 2020-2021 (in comparison with previous year). The reduction in compliments may be due to services being unable to prioritise passing any compliments to the Complaints and FOI Service to be recorded. A more likely explanation, however, is that the Complaints and FOI Service has been unable to undertake its planned review of the management of compliments across the Council during this reporting year (see para. 2.6 above), as a consequence of the pressures experienced by the Complaints and FOI Service throughout the year.
- 7.4 Although the Enquiries managed by the Complaints and FOI Service had decreased slightly, the number of complaints had risen to the levels reported in 2018-2019 (i.e. 133 cases). This was partly attributed to the lack of capacity within the Complaints and FOI Service to drive forwards a pro-active approach to resolving concerns at the earliest opportunity. It is also recognised that the absences and vacancies encountered within the Complaints and FOI Service will have been a significant contributory factor to the inability to manage cases as effectively as in previous years.
- 7.5 Whilst there was a slight increase in Stage 1 complaints, there were 18 more cases dealt with at Stage 2 (the formal stage) compared with the last reporting period. Compliance with prescribed timescales was also lower than expected, though it is acknowledged that Stage 2 complaints often require additional time to investigate thoroughly – providing complainants receive communication about any delays. Regrettably, the capacity to communicate with complainants and provide regular updates was beset by difficulties due to the pressures on the services, as referred to above.
- 7.6 Consequently, this resulted in complainants escalating their complaints to the Ombudsman far earlier, which ultimately led to the increase in general activity referred to the Ombudsman, as well as the substantial number of Early Resolution agreements.

- 7.7 It must also be noted that the complexity of the contact received by the Complaints and FOI Service during 2021-2022 was far greater than experienced in previous years. For instance, a number of Enquiries received, required substantial input from the Complaints and FOI Service, because they did not necessarily fall under the scope of the complaints policies. Such cases still generated a considerable amount of work (i.e. to explain why the complaints process could not be engaged, for whatever reason) as well as attempts to liaise with colleagues to resolve the issues being raised. For example, complaints about actions taken by the Council entirely legitimately (i.e. in accordance with policy and legislation) cannot be considered under the complaints policies, because they are considered to be a 'properly made decision'. In addition, a number of complaints were received whereby the complainant did not have the consent of the service-user, or their complaint related to the actions of third parties, as opposed to the Council. Such cases still require resolution of some sort and, in some instances, investigations will be undertaken, albeit outside of the complaints processes.
- 7.8 Two complaints were received in relation to the Welsh Language during 2021-2022, both of which related to instances whereby the service-users' preferred language of choice (Welsh) was not observed. Both complaints were promptly and satisfactorily resolved at Stage 1 and the relevant services involved in these cases had implemented measures to raise staff awareness and ensure future compliance with the Welsh Language Measures.
- 7.9 As referred to previously, the number of complaints referred to the Ombudsman was unprecedented (52 received in 2021-22, compared with 32 in 2020-21), as were the number of Early Resolution agreements (13 in total). On a more positive note however, 16 cases were closed following initial consideration by the Ombudsman, supporting the actions that were taken by the Council during its management of the complaint. A further 13 cases were premature (meaning that the complainant(s) had not yet exhausted the Council's own complaints process), and 4 cases were outside of the Ombudsman's jurisdiction.
- 7.10 Further analysis of all Ombudsman activity shows that 72% of cases did not require any intervention at all by the Ombudsman. Whilst it is acknowledged that there were far more cases resulting in Early Resolution agreements during 2021-2022 (13 in total); considering the additional 20 Ombudsman cases received over the course of the year, and the Council's ability to fulfil the agreements without invoking a formal investigation demonstrates the determination of officers to put things right.
- 7.11 Refuse Collection and Household Waste Sites continues to occupy the top of the list in terms of the service which received the highest number of Stage 1 complaints, closely followed by Planning (including Planning Enforcement) and Council Tax and Housing Benefit, having received 7 Stage 1 complaints each. The top three services share almost half of all Stage 1 complaints received by the Council. As previously reported however, the nature of these services predisposes them to attract high numbers of complaints.
- 7.12 Less than half of all complaints were upheld during 2021-2022; compared with 54% in 2020-2021. This is positive and indicates that despite the increase in the number of complaints during the year, fewer were justified. That being said, fewer complaints were not upheld too, though some cases remained open at the end of the reporting period. Ten complaints were discontinued by complainants during the process.

- 7.13 It is acknowledged that further work is needed to capitalise on the opportunities arising from complaints, in particular, with regard to learning lessons and sharing good practice across the organisation. This will be further explored in the forthcoming reporting year, and it is anticipated that this will be evidenced within next year's annual report.
- 7.14 There is always room for improvement with regard to compliance with prescribed timescales – both in complaints and FOI/EIR. The number of FOI/EIR responses issued within the 20 working-day timescale has dipped to the lowest level recorded in recent times. As with last year, it is believed that this is due to a combination of factors including the lack of capacity on the part of services to be able to prioritise FOI above existing work commitments; being unable to obtain hard-copies of some documents; lack of capacity within the Complaints and FOI Service (which undertakes the majority of the administrative task surrounding FOI activity; i.e. recording, acknowledging and distributing new requests and issuing all responses and applying any exemptions/exceptions and/or redactions as required).
- 7.15 Combined with a slight increase in the number of FOI/EIR requests received, there was also a rise in cases that were referred to the Information Commissioner's Office (ICO). A total of 9 cases were referred to the ICO, which equates to 1% of all requests received. However, there is still room for improvement in this regard, particularly in terms of compliance – as referred to above.
- 7.16 In conclusion, compliance with the statutory timescales for complaints and FOI must be prioritised moving forwards, and as a consequence, FOI compliance and Ombudsman activity are both included in the Complaints and FOI Service's performance measures for 2022-2023.
- 7.17 The content of this report is less positive when compared with the Council's performance in relation to complaints and FOI over recent years. The increase in activity, across both services, is consistent with what other Local Authorities are experiencing – as acknowledged in the Ombudsman's Annual Letter. However, resources and effective working practices will be reviewed, to deliver a more efficient and transparent service to our citizens and service-users. This will be a priority for the Complaints and FOI Service for the forthcoming year.

Marie-Neige Hadfield
Complains and FOI Manager

11th October 2022

8. DATA

ITEM 1: BREAKDOWN OF COMPLAINTS BY SERVICE

Service and Departments	Stage 1	Stage 2	TOTAL
Schools			
➤ Schools	0	3	5
➤ ALN	0	1	
➤ Childcare Offer	1	0	
Finance & Procurement			
➤ Council Tax & Housing Benefit	7	3	10
Democratic Services			
➤ Corporate Service Support	1	0	3
➤ Electoral Services	2	0	
People & Organisation			
➤ Payroll	0	1	1
Porth Cymorth Cynnar			
➤ Wellbeing Centres	2	1	3
Porth Cynnal			
➤ Adult Team	2	1	24
➤ Children & Family Assessment	2	2	
➤ Safeguarding	2	6	
➤ Extended Support	4	5	
Porth Gofal			
➤ Fostering	1	0	5
➤ Porth Gofal Triage	1	0	
➤ Homelessness / Housing (Inc. DFG, Eco Flex)	1	2	
Policy, Performance & Public Protection			
➤ Food Safety	1	0	11
➤ Trading Standards	0	1	
➤ Environmental Health	2	2	
➤ Complaints & FOI Service	2	2	
➤ Licensing	1	0	
Highways & Environmental Services			
➤ Highway Maintenance / Improvements	6	2	36
➤ Mooring	0	1	

Service and Departments	Stage 1	Stage 2	TOTAL
➤ Refuse Collection & Household Waste Sites	15	9	
➤ Transport	3	0	
Economy & Regeneration			
➤ Coast and Countryside	0	1	23
➤ Planning (including Enforcement)	7	7	
➤ Complaint against Staff	0	1	
➤ Property Services	3	0	
➤ Covid-19 – Misc.	0	1	
➤ TPO	1	0	
➤ Estates	1	1	
Customer Contact			
➤ Customer Services	3	0	5
➤ Registration	1	0	
➤ ICT & Information Management	1	0	
Legal and Governance services			
	0	0	0
Multiple Service / Corporate			
	0	7	7
TOTAL NUMBER OF COMPLAINTS RECEIVED	73	60	133

ITEM 2: COMPLAINT OUTCOMES

Outcome	2021/22
> Investigation / Complaint discontinued or withdrawn	10
> Not upheld	43
> Upheld Whole or in Part	65
> Open / Ongoing	15
TOTAL	133

ITEM 3 – OMBUDSMAN CASES RESULTING IN EARLY RESOLUTION AGREEMENTS

Report Issued	Case Ref.	Service(s)	Ombudsman Report Details
28/04/21	202005090	Porth Cynnal	<p>Mr X complained that his computer equipment, which had previously been provided following the Council's assessment of his needs, was no longer fit for purpose. The Ombudsman noted that Mr X had mentioned that he was also homeless and no longer resident in the Council's area due to his safeguarding concerns about them but was seeking a reassessment of his needs.</p> <p>The Ombudsman was concerned that there was a lack of clarity around whether Mr X intended to return to the Council's area and correspondingly whether there was a duty to assess him and consider his homelessness. The Ombudsman considered that it was reasonable for Mr X to confirm his intention about returning to the Council's area, before considering whether there had been maladministration by the Council.</p> <p>The Ombudsman considered that the matter was open to early resolution, once this had been confirmed by Mr X. This would confirm whether the Council had a duty towards Mr X. If it did, the Ombudsman was pleased to note that the Council agreed within 8 weeks to commence a reassessment of Mr X's needs (including communication needs) and as part of this, consider his homelessness status.</p>
13/05/21	2020006242	Porth Cynnal	<p>Ms X complained that the Council had not responded to her concerns regarding the care she had been providing to her friends. Ms X said that support she had requested had not been supplied.</p> <p>The assessment found that the Council had not formally responded to Ms X's complaint. The Council agreed to do so but would first contact the complainant, within 10 working days, to clarify her complaint. The Council agreed to provide an update to this office on its progress with formal consideration of the complaint within 20 working days. The Council also agreed to identify any social care needs that the complainant or her friends had (subject to the necessary consents) and to take steps to put in place any appropriate support services as soon as possible.</p>
22/06/21	202100516	Porth Cynnal	<p>Miss X complained that Ceredigion County Council ("the Council") failed to address her complaint about Social Services in a timely manner.</p> <p>In considering Miss X's complaint, the Ombudsman was concerned about the significant delays in responding to her complaint, that she had not received a response, and was inconvenienced by the Council's actions. He decided to settle the complaint without an investigation.</p> <p>The Ombudsman sought and gained the Council's agreement to:</p> <ul style="list-style-type: none"> • Offer Miss X a 'time and trouble' payment of £150.

			<ul style="list-style-type: none"> • Provide Miss X with a formal apology for the failures identified in relation to the handling of her complaint. • Investigate her complaint in accordance with the Social Services complaints procedure. <p>The Council agreed to carry out these actions within 4 weeks.</p>
28/07/21	202102361	Policy, Performance & Public Protection (Complaint Handling)	<p>Mr X complained about the delay in the Council responding to his complaint and Freedom of Information request ("FOI"), submitted to it in March and April 2021 respectively.</p> <p>The Ombudsman decided that within 20 working days the Council should provide a response to Mr X's complaint and an update in respect of his FOI request.</p> <p>The Ombudsman considered this to be an appropriate resolution to the complaint.</p>
09/08/21	202101675	Economy & Regeneration	<p>Mrs A complained about Ceredigion County Council's actions in relation to planning and enforcement issues in relation a housing development on land adjacent to her home and in particular, that the ground levels had been raised. Mrs A further complained about delays in complaint handling, the Council's poor communication and that questions raised were not fully answered.</p> <p>The Ombudsman found that there was insufficient evidence of maladministration in the planning or enforcement process to warrant investigation. There appeared to be unexplained delay in the complaints handling process, but an apology had already been provided by the Council. However, the complaint response lacked detail and explanation about how the decision had been reached and the Council had not responded to additional questions raised by Mrs A.</p> <p>The Ombudsman decided to settle the complaint without an investigation. He sought and gained the Council's agreement to provide Mrs A, within 20 working days, with a fuller complaint response, addressing the specific concerns raised with the planning department including a better explanation as how to the ground levels were calculated, a written response to the queries raised with the Complaints Department by and an apology for the Council's failure to address the supplementary questions raised.</p>

20/08/21	202102036	Porth Cynnal and Policy, Performance & Public Protection (Complaint Handling)	<p>Miss X complained that the Council had not provided her with a response to her Social Services complaint which had been submitted to it in November 2020.</p> <p>The Ombudsman was concerned that Miss X had not received a formal response to her complaint and that she had been inconvenienced by the Council's actions. He decided to settle the complaint without an investigation.</p> <p>The Ombudsman sought and gained the Council's agreement to:</p> <ul style="list-style-type: none"> • Provide Miss X with an apology for the delay in responding to her complaint • Provide Miss X with an explanation for the delay • Provide Miss X with a complaint response • Offer Miss X £200 in recognition for the time and trouble in making her complaint <p>The Council agreed to complete the recommendations within 2 weeks.</p>
17/09/21	202102202	Economy & Regeneration and Policy, Performance & Public Protection (Complaint Handling)	<p>Mr X complained that Ceredigion County Council ("the Council"), acting as planning authority, had failed to take enforcement action regarding an unauthorised development on neighbouring land, which he reported in 2019. The Council had then (in 2020), granted retrospective planning consent which it later confirmed to be an error on its part (as it had intended to refuse the application). Since, Mr X said that the landowner had been allowed additional time by the Council to acquire further land to meet the terms of the permission granted but had seemingly not done so within the time permitted. Mr X further complained that the Council had failed to keep him informed and had failed to explain to him why it had not taken further action against the developer for failing to acquire the land or what it proposed to do.</p> <p>In considering the complaint, the Ombudsman acknowledged the error that the Council accepted had happened. He was concerned about the delay that had since occurred as well as the lack of update information provided to Mr X. He considered this to amount to maladministration and to be a serious injustice to Mr X, given he had first raised concerns in 2019. Recognising his jurisdictional limitations in planning matters (in that he cannot question professional judgement, or direct the Council to take enforcement action), the Ombudsman considered the complaint capable of being resolved on the basis of the following action, as an alternative to investigation.</p> <p>The Council agreed, within 1 month to:</p> <ol style="list-style-type: none"> (a) Apologise in writing to Mr X (through a Senior Officer) for the maladministration that had occurred. (b) Provide Mr X (separately or combined within the above) with a detailed explanation as to what had happened since the Council's decision to allow time for land acquisition, and how the issue is to be determined and brought to a conclusion. (c) Offer Mr X redress in the total sum of £1,500 for the injustice caused to him by the maladministration, as well as his time and trouble in pursuing his complaints with both the Council and the Ombudsman.

21/09/21	202102648	Economy & Regeneration	<p>Mr X complained that Ceredigion County Council (“the Council”) had failed to undertake a timely assessment of an alleged planning breach and to, if appropriate, take enforcement action.</p> <p>The Ombudsman contacted the Council and secured its agreement to, by no later than 1 November 2021, both respond to the complainant about its findings in respect of the alleged breach, and to offer both an explanation of and apology for the delay in doing so.</p>
06/10/21	202104213	Finance & Procurement and Policy, Performance & Public Protection (Complaint Handling)	<p>Mr X complained that the Council had not responded to his complaint submitted to it in April 2021 regarding issues with his council tax payments.</p> <p>The Ombudsman decided that the Council should provide Mr X with a stage two response (within 3 weeks) which should include an explanation for the delay. The Council will also perform an assessment to determine whether Mr X has lost out financially because of the delay. It will also consider a time and trouble payment for having to follow up on this matter and for contacting the Ombudsman.</p> <p>The Ombudsman considered this to be an appropriate resolution to the complaint instead of conducting an investigation.</p>
21/10/21	202104158	Economy & Regeneration	<p>Mr X complained that the Council failed to communicate progress about enforcement action in a timely manner. Mr X also complained about a lack of response to his complaint letter sent to the Council in June 2021.</p> <p>The Ombudsman decided that the Council should contact Mr X to discuss his complaint and obtain as necessary a copy of his complaint letter. It will then issue its formal (“stage two”) response in line with its internal complaint process within 20 working days.</p> <p>The Ombudsman considered this to be an appropriate resolution to the complaint instead of conducting an investigation.</p>
25/01/22	202106308	Porth Cynnal and Policy, Performance & Public Protection (Complaint Handling)	<p>Miss X complained that the Council failed to meet her son and her child’s needs. Miss X was also unhappy that a stage 2 investigation was not carried out in a timely manner after a request was put to the Council.</p> <p>The Ombudsman was concerned that the Council had not escalated Miss X’s complaint to a stage 2 investigation (under the Social Services Complaints Regulations) when requested and contacted the Council to resolve this. The Ombudsman therefore asked the Council to issue Miss X with an apology for not escalating her complaint on request, and to appoint an Independent Investigation Officer to undertake a stage 2 investigation.</p> <p>The Council agreed by 28 February to:</p> <ul style="list-style-type: none"> (i) apologise to Miss X for failing to escalate her complaint and (ii) to escalate Miss X’s complaint to stage 2 and to appoint an Independent Investigation Officer to undertake the investigation.

07/02/22	202106906	Policy, Performance & Public Protection (Complaint Handling)	<p>Miss X complained that the Council failed to respond to her complaint about social services, and further failed to respond to her letters.</p> <p>The Ombudsman decided that the Council should contact Miss X (within 5 days) to establish if she would like her complaint dealt with at stage 1 or 2 of the social services complaints procedure. Thereafter, it should handle Miss X's complaint in accordance with the statutory timeframes. It should also apologise to Miss X for failing to respond to her letters.</p> <p>The Ombudsman considered this to be an appropriate resolution to the complaint instead of conducting an investigation.</p>
23/03/22	202107539	Policy, Performance & Public Protection (Complaint Handling)	<p>Ms X complained that the Council had failed to investigate and respond to her complaint about an increase in nursing home fees.</p> <p>In considering the complaint, the Ombudsman was concerned that the Council had not responded to Ms X despite informing her in August 2021 that enquiries were being made. As an alternative to an investigation, the Ombudsman asked the</p> <p>Council to complete the following in settlement of Ms X's complaint:</p> <p>By 21 April 2022,</p> <ol style="list-style-type: none"> a) Provide Ms X with an apology for failing to respond b) Provide Ms X with a full response to her email

Ask for: Communications

 01656 641150

Date: August 2022

 communications@ombudsman.wales

Cllr. Bryan Davies
Ceredigion County Council
By Email only: bryan.davies@ceredigion.go.uk

Annual Letter 2021/22

Dear Councillor Davies

I am pleased to provide you with the Annual letter (2021/22) for Ceredigion County Council which deals with complaints relating to maladministration and service failure, complaints relating to alleged breaches of the Code of Conduct for Councillors and the actions being taken to improve public services

This is my first annual letter since taking up the role of Public Services Ombudsman in April 2022, and I appreciate that the effects of the pandemic are still being felt by all public bodies in Wales. Our office has not been immune from this, with records numbers of cases being referred to us over the last two years. The strong working relationships between my Office and local authorities continues to deliver improvements in how we are dealing with complaints and ensuring that, when things go wrong, we are learning from that and building stronger public services.

Complaints relating to Maladministration & Service Failure

Last year the number of complaints referred to us regarding Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to my office, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

During this period, we intervened in (upheld, settled or resolved at an early stage) a similar proportion of complaints about public bodies, 18%, when compared with recent years. Intervention rates (where we have investigated complaints) for Local Authorities also remained at a similar level – 14% compared to 13% in recent years.

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Complaints relating to the Code of Conduct for Councillors

We also received a high number of Code of Conduct complaints last year, relating to both Principal Councils and Town and Community Councils. A record number (20) were referred to either the Adjudication Panel for Wales or local standards committees, due to evidence of a breach of the Code.

Supporting improvement of public services

In addition to managing record levels of complaints, we also continued our work using our proactive powers in the Public Services Ombudsman (Wales) Act 2019. Specifically undertaking our first Own Initiative Investigation and continuing our work on the Complaints Standards Authority.

October 2021 saw the publication of the first own initiative investigation in Wales: [Homelessness Reviewed](#). The investigation featured three Local Authorities and sought to scrutinise the way Homelessness assessments were conducted. The report made specific recommendations to the investigated authorities, as well as suggestions to all other Local Authorities in Wales and Welsh Government. Some of these recommendations will bring about immediate change – updating factsheets and letter and assessment templates to ensure that key equality and human rights considerations are routinely embedded into processes for example – all the recommendations were designed to bring about tangible change to people using homelessness services in Wales.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year. The model complaints policy has already been adopted by local authorities and health boards in Wales, we have now extended this to an initial tranche of Housing Associations and Natural Resources Wales. The aim being to implement this work across the Welsh public sector.

In addition to this, the CSA published information on complaints handled by local authorities for the [first time](#) – a key achievement for this work. The data for 21/22 showed:

- Over 15,000 complaints were recorded by Local Authorities
- 4.88 for every 1000 residents.
- Nearly half (46%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 8% of all complaints closed ended up being referred to PSOW.

The CSA has now implemented a model complaints policy with nearly 50 public bodies, and delivered 140 training sessions, completely free of charge, during the last financial year. The feedback has been excellent, and the training has been very popular - so I would encourage Ceredigion County Council to engage as fully as possible.

Complaints made to the Ombudsman

A summary of the complaints of maladministration/service failure received relating to your Council is attached, along with a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

In light of the new duties on political leaders and standards committees to promote and maintain high standards of conduct of their members, we look forward to working with you, your Monitoring Officer and standards committees to share any learning from the complaints we receive and to support your authority's work.

I would also welcome feedback on your Governance & Audit Committee's review of your authority's ability to handle complaints effectively so that we can take this into account in our work and support its work on the handling of complaints.

Finally, can I thank you and your officials for the positive way that local authorities have engaged with my Office to enable us to deliver these achievements during what has been a challenging year for everyone. I very much look forward to continuing this work and collaboration to ensure we further improve public services across Wales.

Further to this letter can I ask that your Council takes the following actions:

- Present my Annual Letter to the Cabinet and to the Governance & Audit Committee to assist members in their scrutiny of the Council's performance and share any feedback from the Cabinet and the Governance & Audit Committee with my office.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 September.

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

Yours sincerely,



Michelle Morris

Public Services Ombudsman

cc. Eifion Evans, Chief Executive, Ceredigion County Council.

By Email only: Eifion.evans@ceredigion.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	14	0.20
Bridgend County Borough Council	55	0.37
Caerphilly County Borough Council	60	0.33
Cardiff Council*	182	0.50
Carmarthenshire County Council	54	0.29
Ceredigion County Council	52	0.72
Conwy County Borough Council	27	0.23
Denbighshire County Council	34	0.36
Flintshire County Council	99	0.63
Gwynedd Council	39	0.31
Isle of Anglesey County Council	29	0.41
Merthyr Tydfil County Borough Council	27	0.45
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	45	0.31
Newport City Council	40	0.26
Pembrokeshire County Council	39	0.31
Powys County Council	55	0.42
Rhondda Cynon Taf County Borough Council	51	0.21
Swansea Council	71	0.29
Torfaen County Borough Council	18	0.19
Vale of Glamorgan Council	61	0.46
Wrexham County Borough Council	71	0.52
Total	1143	0.36

* inc 17 Rent Smart Wales

Appendix B - Received by Subject

Ceredigion County Council	Complaints Received	% Share
Adult Social Services	6	12%
Benefits Administration	0	0%
Children's Social Services	3	6%
Community Facilities, Recreation and Leisure	1	2%
Complaints Handling	14	27%
Covid19	3	6%
Education	2	4%
Environment and Environmental Health	5	10%
Finance and Taxation	2	4%
Housing	0	0%
Licensing	0	0%
Planning and Building Control	10	19%
Roads and Transport	5	10%
Various Other	1	2%
Total	52	

Appendix C - Complaint Outcomes (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Ceredigion County Council	4	13	16	13	0	0	0	0	46
% Share	9%	28%	35%	28%	0%	0%	0%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	0	13	0%
Bridgend County Borough Council	7	54	13%
Caerphilly County Borough Council	7	58	12%
Cardiff Council	45	159	28%
Cardiff Council - Rent Smart Wales	1	16	6%
Carmarthenshire County Council	7	49	14%
Ceredigion County Council	13	46	28%
Conwy County Borough Council	2	24	8%
Denbighshire County Council	4	33	12%
Flintshire County Council	15	94	16%
Gwynedd Council	6	41	15%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	26	8%
Monmouthshire County Council	2	21	10%
Neath Port Talbot Council	5	45	11%
Newport City Council	4	36	11%
Pembrokeshire County Council	2	40	5%
Powys County Council	7	55	13%
Rhondda Cynon Taf County Borough Council	3	45	7%
Swansea Council	10	76	13%
Torfaen County Borough Council	2	20	10%
Vale of Glamorgan Council	9	62	15%
Wrexham County Borough Council	4	67	6%
Total	160	1108	14%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Ceredigion County Council	2	2	0	0	0	0	4

Appendix F - Town/Community Council Code of Complaints

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

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2021/2022. These complaints are contextualised by the number of people each health board reportedly serves.

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

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2021/2022. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

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

CEREDIGION COUNTY COUNCIL

Report to:	Council
Date of meeting:	24 November 2022
Title:	Overview and Scrutiny Annual Report 2021/2022
Purpose of the report:	To provide information on the work of the Overview and Scrutiny Committees during 2021/2022
For:	Information
Cabinet Portfolio and Cabinet Member:	Democratic Services, Policy, Performance and People and Organisation, Leader of the Council,

The Overview and Scrutiny Annual Report highlights the key issues that have been considered by the five Overview and Scrutiny Committees during 2021/2022.

There is a statutory duty on Local Authorities to publish an annual report relating to the work of the Overview and Scrutiny Committees. The Annual Report will be published in the Overview and Scrutiny webpage on the Council Website.

	Has an Integrated Impact Assessment been completed? If, not, please state why	No – this report does not refer to a Policy or Service Charge
Wellbeing of Future Generations:	Summary:	
	Long term:	Not applicable
	Integration:	Not applicable
	Collaboration:	Not applicable
	Involvement:	Not applicable
	Prevention:	Not applicable

Recommendation(s): The Council is requested to note the information contained within the report and the volume of work undertaken during 2021/2022.

Reasons for decision: To meet the statutory requirement to publish an annual report of Overview and Scrutiny Committees

Overview and Scrutiny: Considered by the Overview and Scrutiny Coordinating Committee 26th September 2022

Policy Framework:

Corporate Priorities:

- Boosting the Economy
- Investing in People's Futures
- Enabling Individual and Family Resilience
- Promoting Environmental and Community Resilience

Financial implications: None

Statutory Powers: Local Government Act 2000
Local Government (Wales) Measure 2011

Background Papers: None

Appendices: Appendix A – Ceredigion County Council Overview and Scrutiny Annual Report 2021/2022

Corporate Lead Officer: Lowri Edwards, Corporate Lead Democratic Services

Reporting Officer: Lisa Evans, Standards and Scrutiny Officer
Dwynwen Jones, Overview and Scrutiny Officer

Date: 26 September 2022



Ceredigion County Council
Overview and Scrutiny
Annual Report
2021/2022



Introduction

WHAT IS OVERVIEW AND SCRUTINY?

Scrutiny Committees form part of the way in which local government in Wales operates. As well as the establishment of a decision making executive, the Local Government Act 2000 requires the establishment of one or more scrutiny committee to hold the decision makers to account, drive improvement, act as the voice of the community and play a role in assisting in policy development and review.

The Centre for Public Scrutiny (CfPS) advocates four key principles in support of effective Member scrutiny:

- i. Provide 'critical friend' challenge to executive policy makers and decision makers;
- ii. Enable the voice and concerns of the public and its communities to be heard;
- iii. Be carried out by 'independent minded governors' who lead and own the scrutiny process; and;
- iv. Is evidence based and drives improvement in public services.

The Statutory Guidance for County and County Borough Councils in Wales on Executive and Alternative Arrangements (2006) sets out that *Overview and Scrutiny committees are an essential and integral part of executive arrangements.*

In January 2017, the Welsh Government published a White Paper entitled Reforming Local Government: Resilient and Renewed. The White Paper sought views on proposals for mandatory regional working to deliver a range of services, address workforce issues and implement electoral reform. Welsh Government has since published a subsequent Green Paper explaining its ambitions and proposes a statement of intent for a stronger and more empowered local government in Wales. These proposals set out an approach for the future of local government "to deliver stronger, more resilient and sustainable public services with democratic accountability at its core".

We have during this period continued to scrutinise remotely, maintain a flexible approach to our forward work programmes and have adapted to changing priorities. Remote working has taught us to streamline processes, maintain quality yet increase our flexibility and agility.

CALL-IN OF DECISIONS



When a decision is made by the Cabinet, an individual member of Cabinet or a Committee of the Cabinet or under joint arrangements, the decision shall be published, including where possible by electronic means, and shall be available at the main offices of the Council normally within 2 working days of being made. Members will be sent copies of the records of all such decisions within 2 working days, by the person responsible for publishing the decision. That notice will bear the date on which it is published and will specify that the decision will come into force, and may then be implemented, on the expiry of 5 working days after the publication of the decision, unless any three members of the relevant Overview and Scrutiny Committee whose terms of reference relate to the Cabinet decision (as described in Article 6 of Part 2 of the Constitution) or six Elected Members of the Council and the Chair of that Committee, object to it and call it in. Further information in relation to the call-in process is available by referring to the Council's Constitution page 263. <http://www.ceredigion.gov.uk/your-council/about-the-council/the-councils-constitution/>

Ceredigion County Council received no call-in of decisions during this reporting period:

COMMITTEES

There are 5 thematic Overview and Scrutiny Committees, namely:

- Co-ordinating



- Thriving Communities





- Learning Communities



- Healthier Communities



- Corporate Resources

Under section 21 of the Local Government Act 2000, there are a given wide-ranging powers of review and scrutiny, and the ability to make reports and recommendations on any matters relevant to the area and its inhabitants. The guidance sets out the role of Councillors exercising overview and scrutiny as being:

- to hold the executive to account for the efficient exercise of executive functions – especially the performance of the executive as measured against the standards, objectives and targets set out in the policies and plans which it is implementing;
- to assist in the improvement and development of the Council's policies by evaluating whether they are achieving their stated objectives, whether those policies and the way they are being implemented reflect the needs and priorities of local communities and by reporting and making recommendations to the executive or the Full Council;
- to review and make reports on issues which affect the authority's area or its residents; and
- to examine whether the systems the executive has in place to deliver its functions are robust and are being properly observed.

In addition, they can review the discharge of non-executive functions and report on matters of more general local concern. This could link with the authority's power under Part 1 of the Act to promote economic, social and environmental well being, by identifying areas which the executive could address using this power.

The Local Government (Wales) Measure 2009 sets out a clear role for an authority's scrutiny function in its improvement processes: as part of its role in holding local

decision makers and policy makers to account, and in its policy development role. This should extend to:

- i. scrutiny of the processes that an authority has gone through in the discharge of the general duty to improve;
- ii. scrutiny of the fitness of the organisation to discharge the general duty to improve;
- iii. scrutiny of the processes that the authority has gone through in the selection of its improvement objectives, including a review of the level of engagement with stakeholders;
- iv. scrutiny of the monitoring of the progress of the delivery of the authority's improvement objectives;
- v. promoting innovation by challenging the status quo and encourage different ways of thinking and options for delivery.

Under Section 35 of the Well-being of Future Generations (Wales) Act 2015, Local Authorities are required to ensure their Overview and Scrutiny Committees has the power to scrutinise decisions made, or other action taken, by the Public Services Board (PSB) for the Local Authority's area in the exercise of its functions.

During the previous reporting year, members of the Co-ordinating Overview and Scrutiny considered and discussed matters pertaining to the Scrutiny of the Ceredigion Public Service Board (PSB).

In order to comply with legislation and to ensure that effective Overview and Scrutiny arrangements are put in place for the Ceredigion PSB, it was agreed that Ceredigion County Council's Co-ordinating Overview and Scrutiny Committee take responsibility for taking an overview of the overall effectiveness of the Board.

The Ceredigion County Council Co-ordinating Overview and Scrutiny Committee agreed the following approach for taking an overview of the overall effectiveness of the PSB:

- Review or scrutinise the **decisions made or actions taken** by the Board by:
 - Acting as a formal consultee for the Assessment of Local Well-being
 - Acting as a formal consultee for the Local Well-being Plan
 - Receiving the Annual Progress Report
 - Receiving PSB minutes
 - Receiving performance monitoring reports.
- i. Review or scrutinise the Board's **governance arrangements** by:
 - Receiving the PSB Terms of Reference following each Mandatory Meeting of the Board (A 'mandatory meeting' of the Board must be held no later than 60 days after each subsequent ordinary election of councillors).
 - Inviting members of the Board to give evidence in respect of the exercise of joint functions, (but only in respect of the exercise of joint functions conferred on them as a statutory member of the Board under the Well-being of Future Generations Act).

- ii. Make reports or recommendations to the Board regarding its functions or governance arrangements.
- iii. Refer matters to the relevant Thematic Overview and Scrutiny Committee to consider further, as appropriate.
- iv. Present the recommendations from Scrutiny to Cabinet, the PSB and the relevant sub-group.

Scrutiny Committees can undertake their work in one of the following ways:

- i. Consider a topic during a formal meeting;
- ii. Establish a Task and Finish Group to investigate a topic in more detail;
- iii. Consider at a Work Stream; and
- iv. Undertake site visits.

The Overview and Scrutiny Committees focused on areas where they could have the greatest influence on outcomes for people of Ceredigion. This has led to a variety of topics being reviewed, some which are still ongoing.

The Members of the Overview and Scrutiny Committees have worked hard to create a culture where transparency, involvement and accountability are welcomed and where challenge is seen as a vital and positive part of improving outcomes. It remains essential that Overview and Scrutiny continues to contribute positively to supporting the delivery of the Council's priorities through its critical friend role.

Self-evaluation of Scrutiny

A review of the effectiveness of Overview and Scrutiny is undertaken annually. The questionnaire can be completed online.¹⁵ (out of a possible 42) responses were received to the 2021/2022 questionnaire.

Overview and Scrutiny Co-ordinating Committee

The Overview and Scrutiny Co-ordinating Committee met on 4 occasions during the municipal year 2021/2022.



Standard items considered at each Overview and Scrutiny Co-ordinating Committee includes an update on developments in the Scrutiny function, and an update by the Chairs on the work of their Committees. This provides a clear focus for the work of the themed Committees.

Key Issues considered

The role of the Co-ordinating Committee is to oversee all the Overview and Scrutiny Committees Forward Work Programmes to ensure that they are relevant and reflect the corporate priorities and focus on key areas. The Committee also ensures that the Forward Work Programmes are coordinated to avoid duplication, ensuring they are realistic and manageable within the resources available, and that they will add value. Each Committee agree to consider their individual Forward Work Programmes.

The CYSUR Local Operational Group Safeguarding Report quarterly reports were considered by the Committee. The reports provide management information on action taken under the All Wales Child Protection Procedures. The Reports include information provided by other agencies in relation to safeguarding the welfare of children in Ceredigion. Management information is discussed by members of the CYSUR (Ceredigion) Local Operations Group in order to monitor and evaluate the effectiveness of the safeguarding children arrangements in Ceredigion and the outcomes achieved. The multi-agency meetings provide an opportunity to identify and act upon any performance and other issues within this area of work. Performance information is also provided to the Mid and West Wales Regional Safeguarding Board which is also an opportunity to analyse performance, trends and issues across the Region.

The Adult Safeguarding Service quarterly reports were considered by the Committee. The reports highlight activity and performance of the Adult Safeguarding service and provides statistical data that enables a comparative analysis between

activity in different quarters and previous years as well as noting key achievements and work undertaken during the year. The report also highlights key areas of work and improvement during this financial year.

The Leader presented the report on the draft budget for 2022/2023 including the three year capital programme, outlining that this is a provisional settlement.

OUTCOME AND/OR IMPACT

Committee Members were given the opportunity to ask questions which were answered in turn by the Leader and/or Officers. Main points which arose are:

- 1. In response to a question regarding the rising cost of National Insurance and whether the Local Authority need to cover these costs, it was confirmed that they would be covered nationally;*
- 2. That the new WG Social Care staff payment for care just announced would not impact on the budget setting process for next year and should be covered via grant funding;*
- 3. In response to a question regarding funding Corporate Joint Committees, it was confirmed that the funding has not been finalised between Powys and Ceredigion as yet;*
- 4. In response to a question whether Growing Mid Wales are part of the Corporate Joint Committee it was confirmed that it is currently separate;*
- 5. A question was asked regarding Cost Pressures, whether they are included within the balanced Budget? It was confirmed that if a 5% increase of Council Tax is agreed then this would cover the existing cost pressures. If, 4.75% is agreed, then further funds would need to be allocated;*
- 6. It was confirmed that the Leadership Group Budget has responsibility for the emergency Covid-19 fund, the cost of Out of County Care Placements and a contingency for potential Pay awards being higher than the 2.5% being allocated to Services;*
- 7. A question was raised regarding costs associated with the temporary morgues, which were established during the first wave of the pandemic. It was confirmed that 100% of the costs have been recovered;*
- 8. A question was raised regarding empty properties in villages, particularly schools and when these will be sold. It was confirmed that the Assets Panel have a process to follow in such cases and only offer surplus properties on the open market when it is deemed appropriate to do so. It was confirmed that all empty School sales monies are ring-fenced to support the 21st Century School Programme;*

9. *In response to a question in relation to the sale of the former Bodlondeb Residential Home, Penparcau, Aberystwyth, it was confirmed that the property will be available for purchase on the open market in the next few weeks; and;*

10. *It was suggested that sales of Social Care assets should be treated the same way as School assets, the receipts of which are ring-fenced for the 21st Century School Programme. It was agreed this would be discussed and considered further post-election.*

Further detail was presented at the thematic scrutiny committees considering the budget.

The Committee monitor budget implications throughout the year and receive regular financial updates when considering reports.

The Ceredigion Public Service Board minutes are regularly reported to the Committee to provide an opportunity for the Committee to scrutinise the decisions made or actions taken by the Ceredigion PSB. The Chairs of the project groups are periodically invited to the Committee to provide more in depth detail.

OUTCOME AND/OR IMPACT

Committee Members agreed to receive the recommendations below in order for the Overview and Scrutiny Coordinating Committee to carry out their role of taking an overview of the overall effectiveness of the PSB.

- i. To receive the minutes of the Ceredigion PSB meetings*
- ii. To receive the most recent report for the PSB Project Groups are presented to the PSB;*
- iii. To receive a focus report on the work of the Understanding Our Communities Project Group; and;*
- iv. To receive an outline of the Ceredigion Local Well-being Plan Annual Report 2020-21.*

Information on the decisions of the Covid-19 Leadership Group ('Gold Command') was regularly reported to the Committee.

OUTCOME AND/OR IMPACT

The Committee monitored the governance of the Councils adapting decision-making arrangements.

The Committee received an update on the Cylch Caron project which the Committee had been monitoring for a number of years. It was explained that following the withdrawal of Mid Wales Housing Association (subsequently Barcud) by

mutual consent as a development partner all other partners remain fully committed to the delivery of the Integrated Resource Centre in Tregaron – Cylch Caron. The business case was being reviewed and updated in preparation for progression of the scheme with a view to initiating a retendering for the development partner.

OUTCOME AND/OR IMPACT

It was agreed that regular updates would be provided.

'A Fair and Equal Ceredigion.' Strategic Equality Plan (SEP) Monitoring Report 2020-21 was considered by the Committee.

OUTCOME AND/OR IMPACT

Members agreed to receive and suggested that Cabinet should endorse the Strategic Equality Plan (SEP) Monitoring Report April 2020 to March 2021 as presented.

The 2020/2021 draft Well-being and Improvement Objectives Annual Report was considered by the Committee.

OUTCOME AND/OR IMPACT

The Members agreed that it should be recommended to Cabinet and Council.

The Committee receives regular updates on the report on the Council's use of the Regulation of Investigatory Powers Act 2000 ('RIPA'). Committee Members were advised that there has not been any RIPA activity by any service of the Council. Authorising Officers have confirmed that they have not considered any RIPA applications during this time. Proposed changes to the Corporate RIPA Policy and Procedures were provided. The new RIPA Social Media Policy and use of the internet/social media was also considered.

OUTCOME AND/OR IMPACT

Committee Members agreed to (1) note the report content, (2) note that there has been no RIPA activity by any service of the Council during the period; and; (3) note the contents of the draft amended Corporate RIPA Policy and Procedures Document and the draft RIPA Social Media Policy and agreed to recommend that Council approve the documents as presented.

The Committee received an update on the progress in implementing the Socio-Economic Duty (SED) of the Equality Act 2010.

OUTCOME AND/OR IMPACT

Monitoring progress.

The Committee approved the Overview and Scrutiny Annual Report for 2020/21 and analysed the scrutiny self evaluation.

The Draft Assessment of Local Well-being was considered by the Committee. It had been produced in order to inform the preparation of the Ceredigion Local Well-being Plan 2023-28. The main themes and findings we outlined to the Committee.

OUTCOME AND/OR IMPACT

In response to Members questions and concerns, in-particular concerns regarding Poverty and Housing, it was confirmed that further investigation needs to be completed in order to finalise the document.

Corporate Resources Overview and Scrutiny Committee

The Corporate Resources Overview and Scrutiny Committee met seven times during the municipal year 2021/2022.



Key Issues considered

The function of this committee is to fulfil all the functions relating to Corporate Services (to include human resources, customer services, ICT, treasury management and legal services), Inclusion/Equal Opportunities, Civil Contingencies, Business Continuity, Estates Management and Civil Registration.

A report on County Farms Environmental Regulations was presented at the 13th May 2021 Committee meeting. Members were provided with background information to the Council Farm Holdings Policy in Wales. Local Authority Farms have been a way of entering the farming industry for young people for over a century, since the Small Holdings and Allotments Act (1908). Members were then provided with information relating to Ceredigion's County Council Farm Estate.



OUTCOME AND/OR IMPACT

During the reporting year (2019/2020), three Task and Finish Groups were established to consider key work areas of the service, especially the ones that had not been examined for a period of time. Members agreed that the Authorities Estate was a valuable asset and therefore any examples of good practice or areas requiring improvement would be sought with recommendations to Cabinet when the work was completed. Due to the pandemic, this area of work had to be put on hold and it was therefore agreed that the entire Committee would continue to be involved. The Officer gave information relating to possible options and a future work programme. It was agreed that a further report would be presented following communication with each farm outlining further options.

The groups have made a total between them of 23 suggestions/recommendations to date with many being accepted and implemented by the Cabinet Member and Officer following the Task and Finish Group meetings. The Resources, County Farms and New Demands Group as mentioned has further work to be undertaken in relation to County Farms.



At the same meeting a Human Resources Policy, Carers' Policy was presented prior to its presentation for approval by Cabinet.

OUTCOME AND/OR IMPACT

Members agreed to recommend that Cabinet approve the Carer's Policy subject to consideration of the following:

- to include a contact telephone number for Ceredigion County Council Carers' Unit in point 11.2 and external organisations contacts in Section 6 of the policy as some individuals may not have access to the internet;
- to insert a paragraph in the policy referring to homeworking during the pandemic and how this could be a possible option for individuals for future flexible working;
- and:
- to reference the fact that it is a statutory duty to offer Carers a Carers Assessment.

Cabinet agreed to include the recommendations from Scrutiny in the Policy.

At its 7th July 2021 Committee meeting, Members considered the Revised Concerns and Complaints Policy and Procedures. The Policy was updated for two reasons:

1. To incorporate the vast organisations and operational changes which have taken place since the last policy review in 2015, which includes the centralisation of the Complaints and FOI Service; and;
2. To ensure that the Council's arrangements for managing corporate concerns and Complaints is compliant with the requirements stipulated by the Complaints Standards Authority (CSA), which was introduced under the Public Services Ombudsman (Wales) 2019 Act.

Members were advised that the Council's current Concerns and Complaints Policy is no longer fit for purpose due to the organisational, operational and legislative changes which have been implemented since the last Review in 2015.

During discussion, Committee Members complimented the Officer on the high standard in which the report was written and how clear and concise the information was reported to the Committee.

OUTCOME AND/OR IMPACT

That Corporate Resources Overview and Scrutiny Committee recommended the draft Concerns and Complaints Policy and the accompanying Procedures to be presented to

the Council meeting for approval on 23rd September 2021.

At its 7 July 2021 meeting, Members of the Corporate Resources Overview and Scrutiny Committee considered the Health and Wellbeing Strategy 2021-2026.



During discussion, Members were pleased to hear that the pandemic had led to a decrease in sickness absence. It was suggested that a report is received regarding sickness absence at a future Committee meeting, details can be seen further in this report.

OUTCOME/IMPACT

Members agreed to recommend that Cabinet approve the Employee Health & Wellbeing Strategy 2021-2026.

A report on Poverty during the pandemic Ceredigion Public Service Board (PSB) Poverty Sub-group and the Hardship Strategy was considered at the 14th October 2021 Committee meeting.

Section 2 of the Children and Families (Wales) Measure 2010 put a statutory duty on Welsh Authorities to prepare and publish a Strategy that would contribute to the eradication of child poverty in Wales. Local Authorities had the option to include their strategies within their local Well-being Plan. Ceredigion County Council chose to publish a separate strategy in order to keep a specific focus on issues relating to poverty in Ceredigion.

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

OUTCOME/IMPACT

Following discussion and consideration of the report, Members agreed the following and recommended that Cabinet:

- *Recognises the progress made in delivery of the three key objectives of the Ceredigion Tackling Hardship Strategy and supports the 'next steps' shown on the next page:*

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

At the same meeting, Members received the Talking, Listening and Working Together, Draft Engagement Policy of Ceredigion County Council.

OUTCOME/IMPACT

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

An update on the Authority's Clic Service was also received which is a service made up of the Corporate Contact Centre, Corporate Mail Room, Direct Contact (Face To Face), Blue Badge Team and Libraries. Members were informed that the Contact Centre (CLIC) started taking calls in September 2017 and was now providing the initial contact service for nearly all service areas. Members were advised that in the coming months, the final service area, Social Care would be transferred over to CLIC through the Through Age and Wellbeing Programme ensuring that CLIC will be the first point of contact for all services.



OUTCOME/IMPACT

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

In addition to providing telephone support, the team also take payments, manage corporate mailboxes and provide additional Covid-19 information service. The service had experienced many challenging times due to staffing shortage and some technical issues but endeavours to provide a high level of customer service at all times.

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

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

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

The Direct Contact team had experienced the greatest disruption during the Covid-19 pandemic, with offices being closed since 20th March 2020. These members of staff were now assisting the post room team and the Blue Badge team whilst two members of the team have been redeployed to Contact Tracing. Direct Contact staff have also supported, since June 2021, with the reopening of the Libraries.

OUTCOME/IMPACT

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

Several members raised their concerns that they were not informed by the relevant service if a job logged by them had been actioned. In response, the Cabinet Member reported that this was being addressed by all services.

It was agreed to note the current position and to thank all Officers within the service for their work.

Consideration was also given to the Library Standard Report. It was reported that the Library had to report once a year to Welsh Government on the Welsh Public Library standards, and this is the resulting report for 2019/20.

OUTCOME/IMPACT

It was agreed to accept the report.



At the same meeting, consideration was given to the report upon the Ceredigion Senior Coroner's 2020 Statistical Return. It was stated that a report on deaths reported to the Coroner for Ceredigion was prepared annually by the Senior Coroner ('the Statistical Return') and sent to the Ministry of Justice, in order to be published as part of the Coroners' Statistics on the UK Government's website. The report of the Chief Coroner to the Lord Chancellor included a Model Coroner blueprint. This recommended that the Senior Coroner also presents a brief annual report to the Chief Coroner and the Council each July, which should be published on the Council's website, and include relevant statistics on current/concluded cases (with comparison figures for previous years), an update on Coroner work and relevant issues, a summary of the Coroner team and staffing arrangements, and any future plans. Such a report has not been provided to the Council.

Currently, it was reported that the Statistical Return contained relevant information regarding the services of the Coroner of Ceredigion, for transparency with the Public, and given that the National Statistics publication had been released, the Statistical Return was presented to the Committee.

The Governance Officer stated that it was recommended that, following consideration of the Statistical Return by the Committee, it would be published annually on the Coroner Services page of the Council's Website (taking care not to publish the return prior to the release of the National Statistics publication by the Ministry of Justice). The Ceredigion Senior Coroner and the Ministry of Justice's Civil and Administrative Justice/Justice Statistics Analytical Services had been informed of this proposal.

OUTCOME/IMPACT

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

It was agreed:

- (i) to note the contents of the Ceredigion Senior Coroner's 2020 Statistical Return; and;*
- (ii) that the annual publication of the (redacted) Ceredigion Senior Coroner's Statistical Return be placed on the Council's website (on the Coroner Services page).*

Driving at Work - Council Fleet and Driving at Work - Use of Private Vehicles (Grey Fleet) policies were both considered at the 27th October 2021 Committee meeting. The Corporate Lead Officer, People and Organisation reported that the development of these two new policies by Service had been in Highways and Environmental. subject to consultation with Unions and their amendments where appropriate.



People & Organisation collaboration with Both polices had been the relevant Trade had been incorporated

OUTCOME/IMPACT

Following discussion, it was requested and agreed by Committee members to defer the recommendation of approval of the policy to Cabinet; in order to consider the points raised by Committee Members at the meeting to include the following:

- In relation to the stipulation that “Drivers must ensure that they, and all passengers, are wearing seatbelts as required by law and Council policy”- Members were of the opinion that this should not be the responsibility of the driver, it should be the responsibility of the individual to wear a seatbelt; and that the policy should be amended accordingly;*
- That further consideration should be given to the stipulation that “Employees who are found to have caused damage to either an item of the Council Fleet, third party vehicle or property through negligence or driving without due care and attention may be liable, following a disciplinary hearing, for an amount of up to £250 as a contribution to insurance excess costs”. In members opinion the employee should not be liable to contribute the £250.00 but rather be provided training, a written warning and disciplinary action if employee was not suitable for the position in question. It was a matter for the Magistrates Court to determine if the employee was guilty of the offence and not the Council;*
- That employees who carry clients as passengers especially during the night in their private cars be also included within the scope of the policy (point 3);*
- Consideration be given to the fleet drivers being given advanced driving training by RoSPA, as this could reduce the insurance premium for the authority, it was agreed that this recommendation would be passed on the Corporate Lead Officer, Highways and Environmental Service who had responsibility for the Council’s vehicle fleet;*
- That following the amendments stated and subject to possible further Trade Union input, that the Policy would be represented to Committee for further consideration.*

The Policy returned to Committee on the 13th January 2022. The Corporate Lead Officer was extremely grateful to Councillor Keith Evans, Committee Member, for the assistance and advice he provided during this process.

The Human Resources Model Policies for Schools, Dignity at Work Policy and Procedure and Managing Sickness Absence at Work were also presented at the 27th October 2021 meeting.

The Corporate Lead Officer, People and Organisation reported that these policies had been developed and updated by People & Organisation Service and if approved would be provided to all school governing bodies in Ceredigion with a recommendation of their consideration and adoption. Both model policies had been the subject of consultation with the local teaching and support staff trade unions through the Schools Trade Union Forum. They had also been discussed, amended and agreed by the relevant Trade Unions.

The purpose of all staff policies and procedures was to clearly set out the behaviours, processes and procedures required of staff, how they can gain advice or support and, where applicable, the consequences of not adhering to the policy and/or procedure.

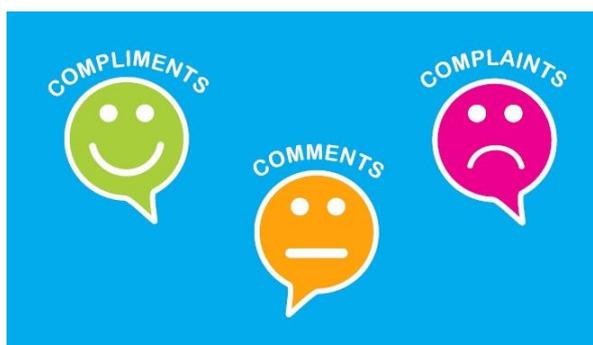
OUTCOME/IMPACT

It was agreed:

(i) to recommend approval of the Dignity at Work Model Policy and Procedure for Schools and to commend to Governing Bodies for adoption within schools in Ceredigion

(ii) to commend that the Managing Staff Sickness at Work Model Policy and Procedure for Schools to the Governing Bodies for adoption within schools in Ceredigion.

Consideration was given to the Annual Report of Compliments, Complaints and Freedom of Information Activity 2020/2021. The report provided information relating to the work of the Council's Complaints and Freedom of Information (FOI) Service between 1st April 2020 and 31st March 2021. Specific details were provided on the number and type of compliments received, the different complaints stages, performance and outcomes relating to these and information on compliance with FOI and EIR legislation. There was also a section regarding the contact received by the Public Services Ombudsman for Wales (PSOW) during the reporting period. The Ombudsman's Annual Letter to the Council which provides further details in relation to the Ombudsman activity for Ceredigion, as well as for other Council's across Wales.



OUTCOME/IMPACT

This was the second consecutive report where there had been no Public Service Ombudsman Wales (PSOW) investigations commenced or formal reports issued in relation to complaints made against the Council.

Whilst improvements had been made in comparison to previous years, this report also highlighted the challenges faced by the Council due to the pandemic and officers having to adapt to new ways of working. In addition, during the period covered by this report there were significant pressures placed on the Complaints and FOI Service, which inevitably had an impact on the ability to meet prescribed and statutory timescales.

Brief overview of the figures for 2020 - 2021 were as follows:

- 814 Compliments were received*
- 435 Enquiries were processed by the Complaints and FOI Service*
- 103 Complaints were received (61 at Stage 1 and 42 at Stage 2)*
- 32 'Contacts' from the PSOW*
- 756 FOI and EIR requests*

• *Internal Reviews under FOI / EIR legislation*

Members were pleased to receive the information below, however, noted the areas for improvement. Committee Members congratulated the Complaints and Freedom of Information Manager and her team for an excellent report.

- *This was the second consecutive reporting period in over a decade where there have been no investigations or reports issued by the PSOW.*
- *The Council received almost double the amount of compliments from service-users compared with 2019 – 2020. The majority of these were received by Porth Ceredigion. It is believed, however, that the actual number of compliments was likely to be far higher and more work was therefore needed to ensure that these were passed to the Complaints and FOI Service to be recorded.*
- *The Council received far fewer FOI/EIR requests during this reporting term and a fewer number of Internal Review requests compared with last year. Requests for Internal Review were usually only submitted when the Council refused to provide information (by applying the appropriate exemptions or exceptions). This therefore supports the Council's commitment to openness and transparency in accordance with legislation.*
- *It is noted that the Council's performance surrounding the response times for FOI, in particular, dropped significantly during 2020-2021. The cause for this could be attributed to several factors including the lack of capacity on the part of services to be able to prioritise FOI above all the new tasks arising; being unable to obtain hard-copies of documents due to home-working; lack of capacity within the Complaints and FOI Service (which undertakes the majority of the administrative work surrounding FOI activity; i.e. recording, acknowledging and distributing new requests and issuing all responses and applying any exemptions/exceptions and/or redactions as required).*

The areas to focus on were as follows:-

- *Improving adherence with timescales prescribed in complaints and FOI/EIR policies*
- *Improving system for capturing compliments and data surrounding lessons learned*
- *Continuing with open, transparent and citizen-centred approach to resolving concerns.*

The Corporate Resources Overview and Scrutiny Committee continue to monitor complaints as it was previously an item recorded on the Authority's Risk Register.

A Special Meeting was arranged on the 29th November 2021. Consideration was given to the Report upon A Vision towards creating a pathway to Home Ownership for the Younger Generation of Ceredigion by the Independent Group. The Chairman had requested that the matter be considered due to the economic situation facing young people in Ceredigion and the lack of opportunities to be able to purchase their

first home.



It was reported that the Independent Group had developed a proposal for the Corporate Resources Overview and Scrutiny Committee to consider and create a pathway to home

ownership for young people. A report by the Independent Group outlining 'A Vision towards creating a pathway to home ownership for the younger generation of Ceredigion' was presented. It was reported that a request had been made for data to support the paper and this information was also presented. There was evidence to show that the economy in Ceredigion means that there are limited opportunities for young people to be able to purchase a first home.



OUTCOME/IMPACT

The Committee considered the report and the proposals contained, with the view of requesting a further report from Officers regarding its viability.

The Committee were supportive of the proposal and all recognised the need to develop a scheme that would support and enable young people to purchase their first property that would also benefit the County's economy and culture.

Following discussion, it was unanimously agreed:

- (i) that the 'Vision towards creating a pathway to Home Ownership for Younger Generation of Ceredigion' was supported and passed to Officers to work up the viability of the scheme;*
- (ii) that following consideration of the scheme, Officers revert to the committee with their recommendations;*
- (iii) if the scheme was ultimately approved by Cabinet/Council, the preferred funding option was to be modelled into the annual budget setting.*

Officers returned to the Committee for a Special Meeting on the 7th February 2022. Committee Members were asked to consider and agree to 6 recommendations, Committee Members suggested an additional recommendation which was agreed as an additional recommendation.

Recommendations made were as follows:

1.that the Council decision 24/3/16 Minute 12) Report of the Deputy Chief Executive upon the Council Tax Premiums for long-term empty homes and second homes, point 4 be amended as follows:

"4.a) The level of Council Tax Second Homes Premium charged to be set at 25% (with effect from 1 April 2017); and,

b) that all monies raised from the 25% Council Tax Second Homes Premium (net of the Council Tax refunds), be ring -fenced and used to support the Community Housing Scheme."

2.that all monies raised from the 25% Council Tax Second Homes Premium between the period 1/4/17 to 31/3/22 (net of Council Tax refunds), to be ring-fenced and used to support the Community Housing Scheme.

3. that all monies raised from the 25% Council Tax Second Homes Premium from 1/4/22 (net of the Council Tax refunds), to be ring-fenced and used to support the Community Housing Scheme.

4. that from 1/4/22, all monies raised from the 25% Council Tax Empty Homes Premium (net of the Council Tax refunds), be ring-fenced and used to support the Community Housing Scheme.

5.that Council decision 16/3/17 minute 8.b) Council Tax Premiums on Second Homes, be revoked.

6.that details of a shared equity element of the scheme are prepared and agreed within 12 months of the Council decision and that work continues on the other options.

7.the possibility of establishing a Community Benefit Scheme be deferred for one year.

All the above were agreed by Cabinet (22.2.22) and Full Council (3.3.22).

An update was provided on Sickness Absence at the 13th January 2022 Committee meeting at the Committee's request at a previous meeting. It was reported that the policy sets out procedures of managing sickness absence in the Council.

For the Corporate Workforce the Managing Sickness Absence at Work Policy & Procedure had been in place since autumn 2017. The processes outlined within the document had been fully implemented and were by now well established.

For the School Workforce, a revised model Managing Sickness Absence at Work Policy & Procedure was approved by Cabinet in December 2021 and was being offered to Governing Bodies this term for adoption.

In relation to Sickness Absence monitoring, it was reported that the monitoring of sickness absence was split into two distinct parts:

- a) Short term sickness absence – short period of absences, often only a few days as a result of minor ailments; and;
- b) Long term sickness absence – continuous absence of longer than 28 days.



OUTCOME/IMPACT

Following consideration of the information provided, it was agreed to accept the report for information.

It was suggested and agreed that consideration be given to providing comparable data with the private sector and with another Authority such as Powys County Council in future be presented to the Committee.



Consideration was given upon the report on Digital Connectivity. The report had been presented in order to provide Members with an overview of the initiatives and projects that Ceredigion County Council were currently undertaking to support the levels of digital connectivity across the County.

OUTCOME/IMPACT

The following information was provided by power point:

- *Background*
- *Current Situation – Broadband, Mobile*
- *Current Projects/Initiatives – Broadband, Fibre Projects, Project Gigabit. Open Market & Reviews (OMR) 2021 Mobile – Shared Rural Network, Extended Area Service (EAS), Countywide LoRaWAN Network, Ceredigion SMART Towns, Digital Website, Digital Connectivity Mapping*
- *Conclusion*

It was agreed to note the current digital connectivity activity in Ceredigion and the work of the Council to help improve connectivity, in order to assist Members raise awareness and promote opportunities within their communities.

The 18th February 2022 Committee Meeting was a meeting to consider the Budget for 2022/2023. The Leader of the Council, Councillor Ellen ap Gwynn, presented the report on the draft budget for 2022/2023 including the three year capital programme, explaining that this is a provisional settlement, and that the final settlement is due on the 1st March, 2022. The total revenue settlement, known as the Aggregate External Finance (AEF) allocated to Ceredigion for 2022/23 is £119.419m. This compares with 2021/22 allocation of £110.006m (adjusted for transfers) and is an increase of 8.6%. Wales as a whole has seen an average increase of 9.4% with Ceredigion ranked at 19th. The Leader advised Committee Members that since her appointment in 2012, £50 million savings had been made.



The Leader also stated that a letter had been received on 17th February 2022 from Rebecca Evans MS, Minister for Finance and Local Government announcing an increase of £50m for the local government settlement for 2021-2022. The amount to be allocated to Ceredigion County Council is unknown to date but is likely to be circa £1m. The funding is un-hypothecated (i.e. not allocated to specific services) and can be carried forward in reserves to the 2022-2023 financial year. It was explained that the implications of this additional funding would need to be considered and how that would be allocated for the 2022-2023 budget.

Members welcomed the additional funding but expressed their disappointment that the announcement was late and that it did not allow for scrutiny to take place based on the new information. The Chief Executive confirmed that information would be presented for Council on 3rd March 2022 and that there would be an opportunity to discuss the options for the additional funding. The relevant Cabinet Member then presented the information relevant to their Service Area. Committee Members considered the service budgets for those service areas that are within the Committee's remit. The relevant Cabinet Member then presented the proposed Fees and Charges.

The Chairman thanked the Leader, the Cabinet Members and the Officers for the information received at the meeting, and asked Committee Members to vote in turn if they accept, are against, or abstain from the following recommendations:

1. To consider the overall Revenue and Capital Budgets proposed.
2. To consider the estimated cost pressures being faced (£13.173m across all aspects).

3. To consider the proposed fees & charges and the resulting estimated £155k additional income to assist with the savings required.
4. To note the proposed £230k travelling savings target for officers & members.
5. To note the £113k savings balance still required to be found.
6. To consider the 3 options proposed for council tax levels of 4.75%, 5.0% & 5.25%.
7. To provide any other appropriate draft budget related feedback to Cabinet.

OUTCOME/IMPACT

Following consideration, Members agreed to recommend that Cabinet:

1. *agreed the service areas budget within the Committee's remit; and;*
2. *agreed the proposed Fees and Charges as outlined in Appendix D of the report, (pages 45 of 51)*
3. *agreed the relevant Capital schemes in the proposed Capital Programme,*
4. *agreed to note the proposed £230k Travelling Savings Target for Officers & Members;*
5. *agreed to note the £113k Savings Balance still required to be found.*
6. *Due to the recent letter received from Rebecca Evans MS, Minister for Finance and Local Government on 17th February 2022, as referenced above, recommendation number 6 was not considered;*
7. *The Committee agreed to provide the following appropriate Draft Budget related feedback to Cabinet – It was agreed to recommend that the new Council Administration would consider establishing a Task and Finish Group to consider the Budget Preparation. The matter would be referred to the Democratic Services Committee in the first instance.*

Consideration was given to the Report upon the Political Restrictions on Local Government Employees Policy and Register. It was reported Section 2 of the Local Government and Housing Act 1989 ('the 1989 Act') established the concept of restricting political activity for certain designated posts in order to ensure political impartiality of local government employees. It was, therefore, considered necessary to review the Political Restrictions on Local Government Employees Policy (last updated January 2020) ('the Policy') due to Brexit and recent changes e.g. changes to Corporate Lead Officer titles.

It was reported that changes to the Policy include:

- Developing the explanation as to Specified Posts and Sensitive Posts (under 'Who is affected?');
- Updating the reference to the Chief Executive and CLO titles;
- Adding reference to the Head of Democratic Services and Monitoring Officer/CLO Legal & Governance to the list of Statutory Officers and deleting from 1(b) '(within the 1989 Act)':
 1. Specified Posts
 - b) the Statutory Chief Officers (within the 1989 Act)
- Adding in reference at 2. 'Sensitive' posts that these posts were also politically restricted.

OUTCOME/IMPACT

It was agreed to approve the changes to the Political Restrictions on Local Government Employees Policy.

Healthier Communities Overview and Scrutiny Committee

The Healthier Communities Overview and Scrutiny Committee met on nine separate occasions during 2021/2022.



Key Issues considered

The Corporate Lead Officer for Porth Cynnal Specialist Services regularly attends Committee meetings to present the quarterly Independent Reviewing Service Performance Management Reports which included national and local standards, and targets used to measure outcomes for looked after children and care leavers. The Independent Reviewing Officer has regard as to whether the child/young person's human rights being breached in any way and, if so, considers a referral to CAF/CASS Cymru. This action was not required at any of the review meetings in the period. These reports are considered within Multi Agency LAC Quality Assurance Meetings which meet on a quarterly basis; these meetings provide an opportunity to identify and act upon performance and other issues in relation to this area of work.

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

OUTCOME AND/OR IMPACT

The importance of the Independent Reviewing Service was recognised and Members were pleased to receive assurance that the needs of Looked After Children were met and are continuously improved. Members congratulated the service's staff and expressed their gratitude for their commitment and hard work.

The Corporate Director delivered a presentation and video to the Committee on the Through Age & Wellbeing Strategy 2021-2027 and Action Plan. Members of the

Learning Communities Overview and Scrutiny Committee were also invited to attend the meeting.

It was explained that this strategy is a key part of the Ceredigion County Council Corporate Strategy that illustrates the main priorities for the Council. The priorities aim to enable the delivery of services that will enhance the social, economic, environmental and cultural well-being for the people of Ceredigion. Providing support for all ages and needs is a significant challenge for the Council with limited resources. The profile of society and demographics have changed considerably over the last decade with a significant increase in the prevalence and impact of substance misuse, poor mental health and domestic abuse and older age groups living in Ceredigion. As a consequence, demand for certain services has increased placing a greater financial pressure on those service areas. In addition, the unemployment levels coupled with the low income levels has placed increased difficulties on the ability of people to access safe, affordable housing.

OUTCOME AND/OR IMPACT

The Committee noted that it was agreed in 2017 that a systematic review of all structures and service areas should be undertaken to ensure that services across the Council have the capacity and capability to meet the priorities of the Corporate Plans and Objectives.

The transformation of services has progressed well with the final major change being the integration of social care and lifelong learning into the three services Porth Cymorth Cynnar, Porth Gofal and Porth Cynnal who along with Customer Contact make up the 4 main areas that fall within the Through Age & Wellbeing Programme of change.

Formal restructuring of these services started in late 2019 with the implementation of the Corporate Manager structure across the services. The pandemic then delayed progress during 2020 but this was then further progressed from September 2020 onwards. It was recognised that a clear strategy was required to drive and communicate the need for change and how this would be achieved. Updates and workshops with members have taken place throughout the period of change. Staff and Trade Unions have been engaged and consulted during each part of the process.

The purpose of the Action Plan is to clearly outline what is required over the next three years (and to signal what is likely in the years beyond that) to address the root causes in order to meet the 5 key objectives of the Strategy and, alongside our partners, rebalance the care and support to provide sustainable services within Ceredigion.

Following questions by the Members of the Committee it was agreed to recommend the Through Age and Wellbeing Strategy 2021-2027 and Action Plan for Cabinet approval, subject to consideration of the following recommendation:

- That there is improved communication between Local Authority Services and the CLIC service in future.*

This was agreed by Cabinet and it was also agreed that the Committee would receive regular updates in the future when appropriate.

At the same meeting, the Corporate Lead Officer – Porth Cynnal and Statutory Director of Social Services informed the Committee that a letter had been received from Care Inspectorate Wales ('CIW') on 2nd July 2021 following the Health Assurance Check carried out during May 2021. The letter summarises the findings of the assurance check on 10 May to 14 May 2021. They focused their key lines of enquiry within the four principles of the Social Services and Well-being (Wales) Act 2014 and have recorded their judgements and findings aligned to these: People - Voice and Control, Prevention, Partnerships and Integration, Well-being. The summary of findings and priorities for improvement were outlined to the Committee.

OUTCOME AND/OR IMPACT

Following discussion, Members agreed to note the contents of the letter and praised all Social Services staff for their hard work and commitment to their roles prior to and during the pandemic.

Members wished to note that staff and the service are under increased pressure and are doing the best they can having to work within the current service pressures.

At a special meeting held on the 22nd September 2021, The Environmental Health Manager, Performance and Public Protection presented a report to the Committee, outlining the challenges presented by COVID-19 and prioritisation of work during this time. He outlined the legislative framework and enforcement relating to fly-tipping, the RIPA regulations with regards to CCT monitoring, and regulations in relation to land ownership and responsibility for dealing with fly-tipping on private land.

It was noted that the Council monitor hotspot locations (proactive enforcement), as well as investigating complaints received (reactive enforcement). It was noted that 375 incidents of fly-tipping were logged in 2020-2021 and that 106 incidents have been logged so far this year (from 1 April to 18th August 2021). In 2020-2021, 2 fixed penalty notices were issued resulting from proactive enforcement, with none following reactive enforcement, a reduction on previous years. One caution was issued in 2020-2021 due to proactive enforcement.

The report also outlines partnership working with 'Keep Wales Tidy', Caru Ceredigion as well as adjacent local Authorities.

OUTCOME AND/OR IMPACT

Members noted that concerns regarding fly-tipping have been raised via CLIC, however there has been a lack of response. They also asked that a copy of the matrix which outlines where the responsibility sits is shared with all Councillors. Officers noted that they would look into the matter and provide copies of the matrix.



- Members asked whether CCTV cameras could be placed on trunk roads and private land. Officers confirmed that there are no restrictions, subject to agreement with the land owner.*

- *Members asked whether greater use of technology could be made to monitor refuse left alongside skips, or if skips could be provided which have a side-opening as opposed to having to throw items over the top.*
- *Members noted that the Highways and Environmental Services will not remove fly-tipping until a member of the Public Protection team has inspected the content, and asked if the items could be relocated to Penrhos or Glanyrafon to be inspected. Officers noted that they are currently working with the Highways and Environmental Services team to review concerns such as the early presentation of waste, and that they will raise this matter with them.*
- *Members suggested that the Public Protection Team publicise information relating to fixed penalty notices in order educate and enhance greater awareness of this. Officer noted that they would look into this.*
- *Members suggested that the report is shared with Town and Community Councils, in order that they can contribute.*
- *Members noted that several complaints are received in relation to lack of bins, however a lot of take-away businesses now use cardboard which fills the bins quicker than paper, asking whether anything could be done with regards to approaching businesses to supply their own bins. Officer noted that a 'Keep Wales Tidy' coordinator had been appointed recently and that they would ask her to share this message with other officers throughout Wales for consideration as a project.*

Following questions by the Members of the Committee it was agreed to note the contents of the report.

The Trading Standards & Licensing Manager, Performance and Public Protection, at the same meeting, presented a report to Committee, updating Scrutiny on the issues facing the Public Protection's Community Warden Service, in particular the pest control service.



It was noted that since March 2020 the community warden service had been operating with one Community Warden as opposed to two, prioritising complaints / requests based upon the public health risk.

From September 2021 this will return to two full-time officers. Data relating to number of requests logged each year since 2016. The statutory duty on the Authority was outlined,

and it was noted that the authority will need to achieve accreditation under the SSIP scheme in order to resume joint sewer baiting work with Dŵr Cymru.

An outline was also provided of the Farm Pest Control Services offered by Ceredigion County Council, Dog Wardening and the Dog Fouling Enforcement Services, and it was noted that four temporary officers were appointed over the

summer using Welsh Government hardship funding to ensure that visitors visit Ceredigion safely and in a responsible manner.

In addition to acquiring SSIP accreditation, it was noted that the Service proposes to create a new Pest Control Policy setting out charges for various pest control services and a new safeguard for those on low income and vulnerable households, and that the Service plans to consider alternative ways of increasing dog fouling patrols / enforcement.

OUTCOME AND/OR IMPACT

- *Members asked whether illegal tipping into drains was also a concern. Officers noted that it applied to fat and oils also, and that legislation was brought in circa 3 to 4 years banning the use of macerators.*
- *Members noted that they had been informed that a single officer did not have the right to lift a manhole cover by themselves and asked whether equipment could be provided to assist with this. Officer noted that manhole covers are the property of Dŵr Cymru, therefore Officer do not have the authority to lift these, and a SSIP accreditation is required in order to carry out such work.*
- *Members asked whether the increased dog attacks on sheep was a matter for this Service, noting that members of the public generally contact the Police for such matters*
- *Members asked whether Officer handling poisons are given regular health checks. Officers confirmed that this used to happen on a regular basis and that that this would resume shortly.*
- *Members asked regarding staffing resources. Officer noted that there are now two full-time members of staff, and that this would be reviewed following re-commencement of work with farms, wasps etc.*
- *Members asked about our rights in relation to dogs fouling on public footpaths. Officer noted that the challenge is to catch them in the act*
- *Members noted that they would like to see a report outlining a clear way forward with regards to rodent control, as opposed to report outlining the situation.*

Following discussion it was agreed to:

Review the situation in 6 months, and that the Service provide a detailed report outlining the income generated, and a clear way forward in relation to dealing with the issues highlighted in the report.

The Corporate Manager, Porth Cymorth Cynnar presented a report to the Committee, which gave an update on the recent developments within the service. The Committee were informed that the Service had been reviewing progress made against the Ceredigion "Sport and Recreational Activity Strategy 2014-2020" in preparation for the development of a new plan, which is due to operate from 2022-2027. It was noted that an initial public engagement exercise was underway which will inform the development plan, forming the basis for the next stage of the consultation process.

Lampeter Leisure Centre will be the location of the Council's first Wellbeing Centre, providing an enhanced range of Through Age Services to the residents of Lampeter and mid county. Initially, Plascrug had been the intended first centre, however due to Plascrug being utilised as a field hospital, the Service were required to consider developing a Wellbeing Centre in another part of the county. On the 1st of December 2020, Cabinet approved the proposal to develop a Wellbeing Centre in Lampeter. The Service were eager to ensure that the funding was not lost and could be utilised at another location.



Indicative costing suggest that construction costs may be met by grant funding, although final costing will not be known until a tendering process has taken place. It is anticipated that building works will be completed by June / July 2022. The Leisure Centre will be closed during building works however positive discussions have been had with the University of Wales Trinity St David's regarding the joint use of their sporting facilities during this time.

OUTCOME AND/OR IMPACT

Members noted that concern had been raised by the Lampeter Lions Netball team that the reduction to the size of the Hall from 4 to 3 badminton size courts was smaller than that of a full-size netball court. Officer noted that a letter had been sent to Lampeter Lions on Thursday inviting them to meet with the Cabinet Member, the Corporate Lead Officer and the Corporate Manager for Porth Cymorth Cynnar, however have not received a response, as yet. It was noted that the service have spoken to all the other clubs that use the Hall on a regular basis, and no other objections were received. It was noted that the Netball League meetings are held at Aberaeron and that the courts at Lampeter are used for practice only. Facilities for practice will continue to be provided in the hall. There are two further full-size outdoor courts available. Officer noted that the Council is in discussion with the University of Wales Trinity St David, Lampeter with regards to sharing their facilities whilst building work is carried out. The court provided by the University is larger, being 1 metre short of a standards netball court. It was noted that Wales Netball Association is also developing the sport to include Walking Netball, Seated Netball and Tiny Tots Netball, and the development of the Wellbeing Centres will facilitate greater use of the centre by all of the residents.

- *Members asked whether there are any guidelines in relation to size of courts. Officers noted that the standard halls are 4 badminton size courts, however some halls are smaller, others larger. There is no legal stipulation in relation to this.*
- *Members asked whether it would be possible to build an extension to the side of the building as opposed to restructuring the internal layout. Officer noted that the grant stipulated can be used to adapt assets for wider community use, to widen the potential use of the asset in question, therefore this is not an option. It was noted that if the grant funding is not spent, it would be lost.*
- *Members noted that they welcomed the provision of a Wellbeing Centre, however they did not wish to see this happen, at the cost of losing the Sports Hall. They also highlighted the need to consult with the youth of Ceredigion, as well as the elderly. Officer noted that a review carried out by 'Just Solutions' in 2018 noted that the building and provision at the time was not sustainable. At that time discussions had taken place in order to try and meet the needs of everyone including those of vulnerable people and families and it was decided that the Leisure Centres could be transformed into Wellbeing Centres to meet the needs of the residents in Ceredigion. The Wellbeing Centres are part of a wider strategy to improve the provision for people of all ages.*
- *Members noted that limited information had been provided regarding the proposed internal restructure. Officer noted that the development of the Wellbeing Centres are an integral part of the Thought Age and Wellbeing Programme and Strategy. The Strategy and the Action Plan was shared with Members in a Scrutiny meeting on Friday. The LA will be engaging with the community in order to raise their awareness of the Strategy and the Action Plan.*
- *The Cabinet Member noted that information regarding the funding and the location of the first Wellbeing Centre at Lampeter had been presented to Cabinet and that there had been no call-in at that time.*
- *Member noted that the focus of such developments tended to be around the 3 main towns in Ceredigion, and that areas such as Llandysul and Tregaron were losing out to these towns. Officer noted that outreach and pop-up provision would also be provided at other locations.*
- *Members asked whether the restructuring work would require planning permission, and whether the new planning regulations resulting from high levels of phosphates on the Teifi River Area of Special Conservation would restrict the development. It was recommended that a pre-planning application is submitted.*
- *Members asked whether the Service was in consultation with neighbouring authorities with regards to such provision. Officers confirmed that this was in place.*

The Chair of the Committee noted that he would contact the Lions Netball team to advise them that the opportunity to discuss their concerns was still available to them.

Members agreed to recommend the following to Cabinet:

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

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

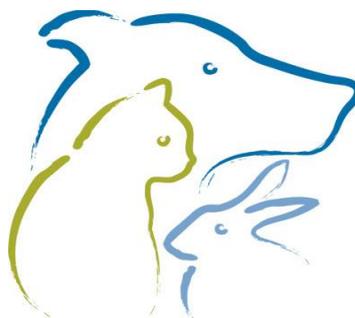
At the same meeting, the Environmental Health Manager for Policy, Performance and Public Protection presented a report to the Committee, to inform Scrutiny of the new Animal Welfare (Licensing of Activities Involving Animals) (Wales) Regulations 2021 which came into force on the 10th September, and the additional requirement resulting thereof.

The new legislation may require many local establishments selling animals as pets for profit to require a licence, however dog breeders currently licensed under the Animal Welfare (Breeding of Dogs) (Wales) Regulation 2014 are exempt and will not require two licences. Conditions placed upon the licence optimises welfare standards, which also protects the consumer. The report further stipulates statutory guidance relating to requirements of the licence.

It was noted that this may lead to an additional workload for the Public Protection team, however as a result of recent work carried out by the team, compliance with licence conditions have improved across all licensed establishments. It was also highlighted that the implementation of “Lucy Law” will serve to improve the welfare standards that Ceredigion County Council seeks to maintain across all the animal industry sectors.

OUTCOME AND/OR IMPACT

Members asked whether cross-bred dogs should be register with the Kennel Club, and whether the additional work would have an impact of staffing for the purpose of carrying out inspections. Officers noted that not all dog breeders would require registration, however if a pet has more than 3 litters a year, they may accidentally fall into this category. In such circumstances, Officers would be able to apply their judgement. Officers noted that they welcomed this legislation and that recent compliance work had led to improved standards across the County.



Following discussion it was agreed to note the report.

At the 6th October 2021 Committee meeting, Consideration was given to the Report Corporate Lead Officer – Porth Gofal updating the Committee regarding recruitment of Welsh Speaking Foster Carers in Ceredigion. The update report had been requested by the committee members

It was reported that the Fostering Service in Ceredigion provided short and long term placements for the Looked after Children of Ceredigion. The age range for the service was from birth to 18 years of age. Currently Ceredigion County Council had 31 registered Foster Families.

There were also 16 Kinship carers (also known as family and friends) who had been identified and progressed through the same processes as mainstream Foster Carers and registered to provide care and support for specific Looked after child/ren as outlined in their individual registration. Ceredigion's Kinship carers were located all across the UK.

Currently, there were under 5 children within Ceredigion mainstream/Kinship Foster placement who were identified with Welsh as their preferred language of choice. However, there were children who do attend Welsh medium Education and the service recognises the importance of supporting and promoting the Welsh Language and Culture.

OUTCOME AND/OR IMPACT

Areas of further development for the service was outlined:-

- *Recruitment – Key element for the service moving forward was to work with National and Regional recruitment campaigns that would provide a range of specifically targeted opportunities utilising National resources including media e.g. S4C and ITV advertisements. This would be enhanced by a local County Engagement and Communication plan that would focus on targeting specific campaigns driven by the identified needs for our Looked after Children in Ceredigion e.g. engaging with Young Farmers, Merched y Wawr and wider community groups.*
- *Language support – To provide Ceredigion Foster Carers with opportunities to improve their language skills through accessing training via opportunities provided through Porth Cymorth Cynnar.*
- *Cultural support – To develop an annual social and integration plan maximising on the heritage and culture of Ceredigion providing the Foster Carers with the knowledge and access to the wealth of local heritage, natural environments and cultural activities available locally. The service will be working in conjunction with Porth Cymorth Cynnar, Education and 3rd sector organisations to enhance and celebrate the wealth of local provision available to Ceredigion Foster Carers.*

It was AGREED:-

- (i) to note the report for information;*
- (ii) that a progress report on the Fostering service be presented at a future meeting;*
- (iii) to also place this item in the Forward Work Programme of the Committee; and*
- (iv) to thank the service for all their work within the Fostering Service*

Consideration was also given to the Report of the Corporate Lead Officer – Porth Gofal upon the Domiciliary Care Provision in Ceredigion. It was reported that in Ceredigion the Domiciliary Care provision had over a number of years continued to be met through the Commissioning Framework for Procurement for the provision of care to individual service users. This process was known as E Tender. All providers in Ceredigion were registered to the Framework having passed through a series of Procurement requirements, were then able to contract for services with Ceredigion County Council.



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

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

OUTCOME AND/OR IMPACT

Following a lengthy discussion, a Committee Member put forward a recommendation to Cabinet seconded by another Member. Some Members were not comfortable

with this recommendation for various reasons and it was therefore put to a Committee vote.

The outcome of the vote was 4 in favour, 1 against and 8 abstained from the vote.

As there were 4 in favour of the, it was AGREED to

(i) note the report for information,

(ii) to recommend to Cabinet that they investigate the possibility of making use of Council reserve funding to provide an innovative funding package to support much needed recruitment in the Domiciliary Care Provider Sector;

(iii) to support an introduction of a Bonus Referral Scheme used in a Residential Care home to encourage recruitment; and

(iv) to thank all involved in providing the Domiciliary Care service.

Members then received a power point presentation on the content of the report presented and the following information was outlined:-

- The Welsh Government sets out a Substance Misuse Delivery Plan 2019-2022 (Revised in Response to Covid 19)
- National Picture
- Alcohol
- Ceredigion GP Stats
- Services in Ceredigion
- Info Base Cymru- 2019-2020 Hywel Dda Ceredigion
- Barod
- Ceredigion Council Substance Misuse Service Cases
- Police – tackling supply
- Dyfed Powys Police Possession Offences Data
- Dyfed Powys Police Drug Trafficking Offences Data
- Drug Related Deaths by County
- Non-Fatal Overdoses by County

OUTCOME AND/OR IMPACT

It was AGREED to note the current position.

At its 20th October 2021 Committee meeting, the Trading Standards & Licensing Manager updated the Committee on scams and doorstep crime issues and the work undertaken by Trading Standards.

In common with most trading standards authorities across England and Wales, Ceredigion's Trading Standards Team (TS Team) uses, as a first point of contact for members of the public, the Citizens Advice Consumer Service (CACS) which has been set up and funded nationally by central government to offer consumer civil advice and to act as a portal for referrals to local authority trading standards teams. Relevant information is then passed to each local authority on a daily basis for them to take any appropriate action. The TS Team requests that 100% of scam and doorstep crime complaints are passed through.



The Service also uses the National Intelligence Operating Model to identify priorities based on consumer detriment and vulnerability and scams and doorstep crime consistently features in its top 5 priority areas.

In 2019/20, the TS Team received 552 reports from CACS, 40 of which were specifically related to scams and doorstep crime. The Team also receive referrals from National Trading Scams Team (NTS Team). During the same period, the TS Team dealt with 48 scam victim referrals from the NTS Team; each report is triaged and the intervention depends on the level of risk associated with that individual.

It was explained that during the pandemic, with people having to stay at home, many households became reliant on good internet connectivity for online shopping, working from home, home schooling, online entertainment subscriptions, etc., and the typical online and delivery scams that fraudsters used to attempt to make money out of the unsuspecting public included:

- Texts and emails being sent to people to lure them to apply for the Covid-19 vaccine
- Automated message saying that BT were going to suspend your broadband because your IP address had been compromised, and the message asking the recipient to 'press 1' to continue.
- Automated message saying the call is from Amazon Prime claiming that they would charge the recipients card £79 for Amazon Prime.
- Text messages purporting to be from Royal Mail stating that there is a package that needs to be rescheduled, or an item is waiting to be collected and asking the recipient to press on a 'bit.ly' link.

Out of the 740 consumer complaints/reports received by the TS Team since the beginning of the pandemic, 67 cases related to Ceredigion consumers having experienced directly some form of unfair trading practice as a result of Covid-19 e.g. breach of contracts, traders refusing to refund and return deposits relating to cancelled holidays/weddings/events, or failure to provide a service, etc.

Doorstep Crime were outlined to the Committee. It is often elderly and vulnerable people that are targeted by rogue traders offering home improvement or gardening services, etc. Doorstep crime often results from an initial cold call. Unscrupulous traders will carry out unnecessary, substandard and sometimes even dangerous

work and then use strong arm tactics to persuade consumers to part with large sums of money for poor workmanship.

The TS Team works closely with partners such as Dyfed-Powys Police to try to maximise the impact locally of its activities and avoid duplication. All intelligence related to scams and doorstep crime is added to a central intelligence database which is disseminated to the Police and other enforcement agencies as appropriate.

OUTCOME AND/OR IMPACT

Committee members emphasised that additional resources for the team would be beneficial, as the majority of enforcement partners are struggling with resources.

The Committee considered the content of the report and AGREED to note the report and take account of the issues described.

The Cabinet Member and 'Team Manager – Through Age Carers and Community Support' reported the achievements of the Ceredigion Carers Unit and progress against their agreed targets and objectives during the year 2020-2021.

The Social Services and Well-being (Wales) Act gives Carers an equal right to have their needs assessed as those they care for. Under the act, local authorities must provide a support plan to help Carers to secure the outcomes that matter to them. Taking forward actions to ensure that these enhanced rights are recognised and actively delivered upon. The 3 national priorities were:

- Supporting life alongside caring - All Carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- Identifying and recognising Carers - Fundamental to the success of delivering improved outcomes for Carers is the need to improve Carer's recognition of their role and to ensure they can access the necessary support.
- Providing information, advice and assistance - It is important that Carers receive the appropriate information and advice where and when they need it.



OUTCOME AND/OR IMPACT

It was stated that Ceredigion County Council remain committed to providing the best possible outcomes-focused service to enhance the lives of Carers, and to continuously improve support, services and recognition of Carers in Ceredigion. The Act provides a definition of a Carer as “a person who provides or intends to provide care for an adult or disabled child”. This removed the requirement that carers must be providing “a substantial amount of care on a regular basis”.

Members enquired about the respite provision that is available. The Carers Development Officer explained the various options that are available. Members emphasised how important the dissemination of information is especially in schools and doctor surgeries.

The Committee agreed to note the report.

The Cabinet Member and ‘Team Manager – Through Age Carers and Community Support’ presented the report that had been produced by the West Wales Carers development Group for Welsh Government to outline the progress that has been delivered to meet the Welsh Government Carer priorities by the West Wales Care Partnership Regional Carers Development Group (WWCDG).

In April 2017, the West Wales Regional Partnership Board (RPB) agreed to include Carers as a key work stream, reflecting the importance of this population group within the responsibilities of the Social Services and Well-being (Wales) Act 2014. The report presented summarised the activity of the West Wales Carer Development Group (WWCDG) during the period 1st April 2020– 31st March 2021. The WWCDG is a formal sub-group of the West Wales Regional Partnership Board (RPB) which includes representatives of Hywel Dda University Health Board (Health Board), the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as Third and Voluntary sector organisations, and representatives of Carers in West Wales.

2019/20 reflects the Welsh Government’s transition phase between the Carers Information and Consultation Strategies (Wales) Measure 2010 and the Social Services and Wellbeing (Wales) Act 2014. In their budget letter dated 14th March 2018 Welsh Government set out their expectation that health, local authorities and the third sector will work in partnership to support carers under the Act by:

- Supporting life alongside caring - providing opportunities for carers to have reasonable breaks from their caring role to enable them to maintain capacity to care, and to have a life beyond caring.
- Identifying and recognising carers - improving Carers recognition of their role and ensuring they can access the right support.
- Providing information, advice and assistance - providing appropriate advice where and when Carers need it.

OUTCOME AND/OR IMPACT

Members wished to highlight the importance of the Welsh language when caring for someone who’s first language is Welsh. Also, to ensure the links are there between

health boards when a patient is discharged from a neighbouring health board, in order that the appropriate care is in place for the patient at home.

Following consideration it was AGREED to note the report.

On the 20th December 2021, the Cabinet Member, Councillor Gareth Lloyd and the Trading Standards and Licensing Manager presented the report to the Committee. The Authority had been approached by an individual who expressed an interest in operating a horse-drawn carriage to convey passengers along Aberystwyth Promenade.

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

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

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

The Service received a total of 216 responses to the consultation. A summary analysis of the responses were contained in the papers.

The Committee were asked to consider the content of the report and the consultation responses and to recommend to Cabinet either:

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

Questions were raised by the members including arrangements for the turning area that would be used for the horse and cart to turn at the harbour and where would the transport vehicle for the horse and cart be parked. It was emphasised that animal welfare should be a priority and that the correct signage should be erected.

The Committee acknowledged the responses to the consultation.

OUTCOME AND/OR IMPACT

The Committee acknowledged the responses to the consultation.

Following further discussion the Committee AGREED to recommend that the proposed policy change is necessary to permit omnibuses in Aberystwyth and/or any other area of the county which necessities:

a) adopting the new licensing conditions, and

b) adopting a new byelaw for the proposed to new designated route and/or any future proposed omnibus route to effectively enforce any breaches of those licensing conditions.

In March 2021 Welsh Government announced that all small and medium sized disabled adaptations would be available for all, that is, for the removal of the Test of Financial Resources. The Private Sector Housing Grants and Loans Financial Policy has been amended to reflect Welsh Government's recommendation. Due to an increase in materials and labour, the maximum available assistance for both the small disabled adaptations (formally known as the Safe, Warm and Secure grant) and the Emergency Repair Assistance is increased to reflect this. In addition to this, Welsh Government has increased the maximum amounts for the interest free loans administered by the Local Authority, and more detailed information on the interest free loans has been included.

In cases of Discretionary Disabled Grant top-ups that were greater than £15k, and special or unique circumstances, they were discussed at a Grants Panel Meeting. This has been amended to the decision being made in



accordance with the delegated powers granted to the Corporate Lead Officer (as referenced within the Constitution) in consultation with the relevant Cabinet portfolio Member. The Committee considered the proposed changes.

OUTCOME AND/OR IMPACT

Following discussion, Committee Members agreed to recommend that Cabinet:

Approve the proposed changes to the private Sector Housing Grants and Loans Financial Policy for Ceredigion.

The Chairman suggested, and Committee Members agreed, that an updated report be presented to Committee once sufficient time has been allowed for the impact following the policy implementation be assessed.

The Leader of the Council, Councillor Ellen ap Gwynn, presented the report on the draft budget for 2022/2023 including the three year capital programme, explaining that this is a provisional settlement, and that the final settlement is due on the 1st March, 2022. The total revenue settlement, known as the Aggregate External Finance (AEF) allocated to Ceredigion for 2022/23 is £119.419m. This compares with 2021/22 allocation of £110.006m (adjusted for transfers) and is an increase of 8.6%. Wales as a whole has seen an average increase of 9.4% with Ceredigion ranked at 19th. The Leader advised Committee Members that since her appointment in 2012, £50 million savings had been made.

Ceredigion's Settlement reflects a range of less financially favourable re-distributional movements seen in population and Secondary School pupil number indicators. Standard Spending Assessments (SSA) are notional calculations of what each Council needs to spend to provide a standard level of service. The SSA for 2022/23 is £166.372m which is a 7.2% increase from the previous year (2021/22 £155.153m). The most significant service increase being personal social services at 12.2%.

The budget model has been drafted to include the adjustments with regard to the provisional settlement. Any adjustments required that arise in the final settlement will require consideration and appropriate incorporation into the budget.

The detailed assessment work carried out to identify the unavoidable cost pressures faced by Services has been finalised and identified a net total amount of £13.1m, which is summarised in Appendix 1 of the agenda papers. This amount is almost double the previous years and is £3.8m more than the increased sum available in the settlement and this would equate to the need to increase Council Tax by close to 8%, however some savings are available to the budget setting process.

The Rising costs of Care alone totals £7m, including:

- UK £9.90 Real Living Wage and 1.25% Employers National Insurance – impacts on most if not all Care related Commissioned Services (results in provisional inflation factors of 8.87% for Domiciliary Care / Supported Living, 9.13% for Residential Care and 11.15% for Direct Payments);
- Residential Homes – Fees setting review currently in progress;
- Direct Payments;
- Looked after Children; and;
- Domiciliary Care.

The Leader also advised the Committee that the provision for pay inflation is a significant factor estimated at £3.4m and that there is no formal agreement yet on the main 2021/22 pay award. After taking into account the potential funding available, a balanced budget is achievable.

A Corporate approach has been taken to dealing with the Covid-19 net costs and losses, as opposed to each service having to incur sums attributable to relevant services. This approach has ensured that financial management of the 2021/22 budgets and business as usual activity remained strong. Total hardship costs and lost income are currently forecast at a gross total of just under £7m with as much as possible being recovered and reclaimed through Welsh Government (WG) grants/funding.

Additional Covid-19 costs and some lost income will continue into the 2022/23 year and beyond. A corporate budget of £750k is therefore required in the Leadership Group budget, as well as utilising the earmarked contingency including Covid-19 Reserve estimated at £1.25m. No grant claims are due next year as the Hardship Fund will close and the Settlement now allows for this. WG have also committed to continue to supply free PPE for Health and Social Care for as long as it is required and to continue to provide funding for Test, Trace & Protect.

Council Tax needs to increase to fund fully the Budget position. An extra 4.75% of Council Tax raises a gross £2.1m, which equates to a net £1.8m after allowing for the additional budget requirement placed on the Council Tax Reduction scheme. The Council's income and cost recovery policy means that services are continuing to recover their inflationary costs relevant to chargeable services from service users, although the current issue in the near term is ensuring the recovery of income streams to pre Covid-19 levels.

The Leader explained that as this is a draft budget proposal, based on the Provisional settlement, and subject to any adjustments that may be required once the Final Settlement is known. Any necessary adjustments would be made in accordance with the following:

1. the value of any specific grants transferred into RSG will be passported through to the relevant Service's budget;
2. any other specific changes to be directly targeted to the affected Service(s), if appropriate; and;
3. any other change to the RSG will be dealt with by an adjustment to the Leadership Group Corporate revenue budget.

The Fire Authority Levy is subject to formal confirmation and is anticipated to result in a £104k cost pressure, which will require top slice funding.

The Leader concluded her presentation with a summary of cost pressures across all/most services and re-iterated that this budget report deals with the provisional settlement announcement with a recommendation to Council on the level of Council Tax for 2022/23. Council is due to consider the final budget on the 3rd March 2022 following scrutiny of the budget papers and draft proposals.

The Chairman thanked the Leader of the Council for presenting the information and also thanked Stephen Johnson, Duncan Hall and Justin Davies and their team of officers for their hard work in preparing the reports for the Committee's consideration.

The relevant Cabinet Member then presented the cost pressures affecting all/most services.

Committee Members considered the service budgets for those service areas that are within the Committee's remit; namely:

· Pyrth Porth Cymorth Cynnal, Porth Gofal, Porth Cymorth Cynnar
Sian Howys, Donna Pritchard and Elen James were present to answer any questions. Cabinet Members, Councillors Catherine Hughes and Alun Williams presented the information relevant to their respective Cabinet portfolios.

· Policy, Performance and Public Protection
Alun Williams was present to answer any questions. Cabinet Member, Councillor Gareth Lloyd presented the information relevant to his Cabinet portfolio.

Councillors Catherine Hughes and Alun Williams during the presentation took the opportunity of thanking the staff who have kept crucial Services going under extremely challenging circumstances during the past two years.

Councillor Gareth Lloyd also took the opportunity of thanking the staff who have worked tirelessly to ensure Ceredigion was as safe as possible during the past two years.

The relevant Cabinet Member and officer then presented the proposed Fees and Charges as outlined in the agenda papers.

Members were then given the opportunity to ask questions, which were answered in turn by the relevant Cabinet Member or Officer. The Chairman thanked the Leader, the Cabinet Members and the Officers for the information received at the meeting, and asked Committee Members to vote in turn if they accept, are against, or abstain from the following recommendations:

To consider the overall Revenue and Capital Budgets proposed.

1. To consider the estimated cost pressures being faced (£13.173m across all aspects).
2. To consider the proposed fees & charges and the resulting estimated £155k additional income to assist with the savings required.
3. To note the proposed £230k travelling savings target for officers & members.
4. To note the £113k savings balance still required to be found.
5. To consider the 3 options proposed for council tax levels of 4.75%, 5.0% & 5.25%.
6. To provide any other appropriate draft budget related feedback to Cabinet.

OUTCOME AND/OR IMPACT

Recommendations:

Following consideration, Members agreed to recommend that Cabinet:

1. **APPROVE** the overall Revenue and Capital Budgets proposed;
2. **APPROVE** the estimated cost pressures;
3. **APPROVE** the proposed fees and charges as outlined in Enclosure D, appendix 2 of the agenda papers, (pages 1-13 of 51) subject to

consideration of including the following on page 9 of 51 in relation to the fees for Wellbeing Centres:

Wellbeing Centres – Ceredigion Actif Membership Packages, Porth Cymorth Cynnar:

Agree to delegate authority to the Corporate Director and/or the Corporate Lead Officer Porth Cymorth Cynnar, in consultation with the portfolio Cabinet Member for Porth Gofal, Early Intervention, Wellbeing Hubs and Culture, to vary the Fees & Charges for the Wellbeing Centres for 2022/23, to run short term / time limited promotional offers, in order to incentivise more children, young people, individuals and families to participate in regular physical activity and lead healthier lifestyles.

It was agreed that further details in relation to the above would be presented at the 16th March 2022 Committee meeting.

4. **AGREED** to note the proposed £230k travelling savings target for officers & Members;
5. **AGREED** to note the £113k savings balance still required to be found; and
6. **APPROVE** the proposed 4.75% for council tax levels, noting that:

- Members considered the 3 options proposed for Council Tax levels of 4.75%, 5.0% & 5.25%.
- 4.75% was proposed, seconded and voted upon. An increase of 5.0% was also proposed, seconded and voted upon.

Committee members did not wish to consider 5.25%.

- The Committee voted on the improvement first, which was an increase of 5% in Council Tax with the additional funding making provision for an additional Senior Environment Health Officer post, £55k would broadly fund, as considered and noted above on page 4 and 5 of these minutes.
- 7 Committee Members voted Against this proposal, with 5 voting For.
- The Committee then voted on the initial proposal of a Council Tax increase of 4.75%.
- The majority of Committee Members voted in favour of a 4.75% for Council Tax levels with 7 Committee Members voting For, and 5 Abstaining from the vote.
- The Committee would therefore be recommending an increase of 4.75% in Council Tax for 2022-2023.

At the March 2022 meeting, Councillor Catherine Hughes (Cabinet Member for Porth Gofal, Early Intervention, Wellbeing Hubs and Culture) presented the report. The Wellbeing Centres Service of Porth Cymorth Cynnar plays a critical role in providing opportunities that contribute to the health and wellbeing outcomes of our residents. One aspect of the Wellbeing Centres Service's is the operation of the council's leisure facilities. Encouraging residents to participate regularly in physical activity directly contributes to the improved mental and physical health of our communities and helps to build individual resilience and decrease reliance on health services.

The service generates income by charging for use of its facilities and access to the activity programmes it provides. In 2018/19 (pre pandemic) the income generated by the service equated to £752,673 of which approximately £176,000 was through membership packages (monthly set fee for various levels of access to swimming, fitness suite and exercise classes). Income Generation and Grant Aid accounted for 55% of the total cost of providing the Wellbeing Centre Service, with the remainder being provided by council core funding. As a non-statutory service, the Wellbeing Centre Service has to attract people to use its facilities. There are a number of factors that may influence where and when a person chooses to be active and pricing is one of them.

Elen James reported that the service had been severely impacted over the last 2 years but different to some local authorities, staff were redeployed and have since returned to the service. All leisure centres and swimming pools in the county have re-opened and over 350 children have registered for swimming lessons with an additional 70+ children on the waiting list. Prior to the pandemic, the service had over 900 memberships, they now only have approximately 400+, therefore work is needed to market the Wellbeing Centres, in order to encourage people to return to exercise and feel safe in doing so. The proposal is to introduce short-term offers similar to other local authorities, to increase service users of all ages to return to use the facilities. It is difficult to give examples of fees as the offers will depend on the data collected, but examples of offers were presented to the committee.

It was noted there should not be much additional cost in running the centres with the promotions in place. The purpose is to attract more people regularly.

In response to a question regarding Hywel Dda University Health Board, Elen James clarified the local authority continued to receive contributions to support the National Exercise Referral Scheme (NERS). It was reported yesterday at the Performance Board that there were over 300 new referrals. 16 weeks of support is provided and the intention is to encourage clients to continue using the facilities, after these 16 weeks, to help prevent further health problems.

No information leaflets are sent with the Council Tax Bill but the service has a website, information is also available on social media and the press office share stories. It was highlighted that the community councils should be made aware of what was on offer for all ages, to be able to publicise the service locally.

The benefits of exercise sessions to individuals' mental health was raised by Committee Members. Elen James noted that although the wellbeing centres had been closed, thousands of people have been involved / attended sessions over the last 2 years, both virtually and in-person. Over 2,000 people have participated in the wellbeing walks.

Groups held at community centres are encouraged to continue. It will be important for the local authority to work with them to ensure the public have various opportunities to improve their health and wellbeing.

OUTCOME AND/OR IMPACT

Following questions by the Members of the Committee it was AGREED to delegate authority for the Corporate Director and the Corporate Lead Officer Porth Cymorth Cynnar, in consultation with the portfolio Cabinet Member to vary the Fees & Charges for 2022/23 to run short term/time limited promotional offers to incentivise more children, young people, individuals and families to participate in regular physical activity and lead healthier lifestyles.

Elen James agreed to report on the promotional offers in the new administration period.



The Mid Wales Joint Health and Social Care Joint Scrutiny Group established continues to scrutinise the Mid Wales Joint Health and Social Care Board, previously the Mid Wales Healthcare Collaborative. In light of the Covid-19 pandemic several meetings were cancelled during this reporting period.

Meetings are normally held on the afternoon following each meeting of the Board meetings. The Chair, County Director and Programme Manager, and Lead Directors attended those meetings. This is a Joint Scrutiny Working Group comprising Local Authority Members from Gwynedd County Council and Ceredigion County Council and previously Powys County Council. Powys, however, withdrew its Membership at the end of 2019.

OUTCOME AND/OR IMPACT

This provides an opportunity to examine various functions, to scrutinise decisions taken, and to consider whether service improvements can be put in place and to make recommendations to this effect. The Working Group met on four occasions during this reporting period.

Learning Communities Overview and Scrutiny Committee

The Learning Communities Overview and Scrutiny Committee met on 5 occasions during the municipal year 2021/2022.



Key issues considered

The Forward Work Programme was monitored and updated at each Committee meeting as a standing item on each agenda.

Regular updates on the position of the school service during the Covid19 period and in particular the wellbeing and mental health of pupils were provided to the Committee. Provisions for any distance learning that took place during term time was discussed with the Committee.

Using virtual provision in future for music services was considered by the Committee. It was reported that since the first lockdown in March 2020 Ceredigion Music Service had continued to deliver instrumental/vocal lessons on the Microsoft Teams platform with the aim of ensuring that pupils continued to engage with tutors and demonstrated progression on their musical learning journey. The merits and challenges were assessed and the factors to consider moving forward.

OUTCOME AND/OR IMPACT

In conclusion it was reported that virtual provision in terms of one to one tuition and performances could and would continue to be used in the future – particularly as the threat from further Coronavirus-19 outbreaks continues. Whilst virtual provision had been successful, it cannot however replace the impact and importance of face-to-face tuition. The Music Service would therefore look to develop a blended model for the future, combining virtual and face-to-face provision to ensure the best possible learning experience for its pupils.

Following questions from the floor, it was agreed to note the report presented and to congratulate the service on their achievement and enthusiasm during the difficult time.

The Partnership Agreement between the Local Authority and Schools 2021-24 was reviewed. The main changes in the document were summarised as follows:

- Changes in Ceredigion contacts/ contact details
- Changes due to change in legislation e.g. ALN Transformation/ GDPR etc
- Changes in School Improvement arrangements due to Ceredigion withdrawing from the ERW consortium

Section 2 of the Partnership Agreement may be further adapted during the period of the Agreement in accordance with the Welsh Government's 'School Improvement Guidance: Framework for Evaluation, improvement and Accountability.'

OUTCOME AND/OR IMPACT

The Committee agreed to recommend that the Partnership between the LA and Schools 2021-24 for Cabinet approval.

A breakdown of the process of implementing the Welsh in Education Strategic Plan 2022-32 was provided, including the democratic and consultation process. An update was provided on the position of Ceredigion Schools on each of the seven outcomes and the data to support the current and future positions.

OUTCOME AND/OR IMPACT

Following a detailed presentation and questions from the floor, it was agreed to recommend to Cabinet that the plan be sent out to public consultation.

The Welsh in Education Strategic Plan 2022-32 was then monitored during the year.

OUTCOME AND/OR IMPACT

Following consideration of the consultation responses the committee agreed to recommend the following to the Cabinet:

- To agree to adopt the content of the Welsh in Education Strategic Plan for 2022-2032 and to implement it from 1 September 2022 and for the following decade*
- That any comments made by the Welsh Government are included as amendments to the Plan and submitted to the Learning Communities Overview and Scrutiny Committee and Cabinet for information*
- That an annual Action Plan is prepared and monitored through the Language Forum and the Bilingual Futures committee.*
- That an annual report on progress against the Welsh Education Strategic Plan is submitted to the Language Forum, Bilingual Futures committee, Learning Communities Overview and Scrutiny Committee and Cabinet*

The Committee were informed on the development of the three Services within Porth Cymorth Cynnar namely the Pupil Referral Unit in Ceredigion, Support and Prevention Service and Lifelong Learning and Skills within Porth Cymorth Cynnar and as part of the Through-Age and Wellbeing Programme.

A detailed presentation on the three services were provided by their respective Corporate Managers/Headteacher on the background; staffing structure and the current position of each service.

OUTCOME AND/OR IMPACT

In the future Members could attend the facilities of the services to view their work, once the figures of covid 19 cases had reduced.

Consideration was given to the Report upon the Additional Learning Needs strategy. It was reported that the New Additional Learning Needs Code for Wales was issued in March 2021 with the intention to implement the new system from September 2021. However, the implementation programme had been revised due to the impact of the pandemic.

A detailed background to the strategy was provided and the aim of the new approach, as stated in the Code. It was reported that due to the significant impact of the pandemic the ALN implementation plan was further reviewed by the Minister in July 2021.

It was reported that the Local Authorities were still awaiting the final three-year implementation guidance, which was expected to be published early in the Autumn term. This delayed guidance, was impacting the certainty of advice they were able to deliver to schools, as well as the preparation that was able to be undertaken with parents and support agencies.

The Committee received assurance that Ceredigion was already well placed to implement many of the principles of the new ALN reforms and a list of these were provided. Also, the risks that were identified due to these changes.

OUTCOME AND/OR IMPACT

Ceredigion's Principles and Expectations document would be presented to cabinet. Members also raised concern that WG had stated that implementing these changes would be cost neutral, however, this was not the case due to the extra resources required.

Consideration was given to the GCSE and A Level results award process 2021. It was reported that it was announced in November 2020 that the traditional GCSE and A Level external examinations would not take place in the Summer of 2021. Instead, an independent panel group comprising Secondary Headteachers and other partners was put together to devise a consistent national approach for awarding examination grades for the Summer of 2021.

Although it was not possible to compare this year with last year, the Committee received the information for both years for information only.

OUTCOME AND/OR IMPACT

The Committee noted the current position.

It was reported that In November 2020, Estyn held a virtual meeting with the Schools and Culture Department's officers, to evaluate our work in supporting schools during the Covid pandemic. Estyn subsequently outlined its findings in a letter, which had been presented to the Governance and Audit Committee and following scrutiny; Cabinet. Estyn also compiled a national report, which contained specific recommendations.

In May 2021, Estyn held a second meeting with every Local Authority and focussed on our work in response to the national report's recommendations. Estyn sent a letter to the Chief Executive on 16 July 2021, outlining our work in those areas.

OUTCOME AND/OR IMPACT

It was agreed to note the report for information. Members wished to congratulate the service on the excellent report.

Consideration was given to the Report updating the Authority's support for Schools as they prepare to implement Curriculum for Wales.

OUTCOME AND/OR IMPACT

Following questions from the floor, it was agreed to note the current position and that a further report updating the committee be presented in the future.

A report was received on E-sgol, a blended learning initiative (funded by Welsh Government and coordinated by Ceredigion) to deliver online teaching and learning opportunities using direct; real-time and interactive learning approaches. E-sgol provided support to schools around the skillsets and the range of pedagogical approaches needed to maximise the learner's experiences. The project had expanded considerably as a result of COVID, with more schools across Wales now receiving support.

OUTCOME AND/OR IMPACT

The Committee noted the current position.

The Ceredigion Youth Council Meeting Minutes were reported to the Committee.

OUTCOME AND/OR IMPACT

It was agreed that Ceredigion Youth Council minutes were presented to both the Learning Communities Overview and Scrutiny Committee and Cabinet, for information, each term.

The Committee Members met to consider the Service budget for those service areas that are within the Committee's remit.

OUTCOME AND/OR IMPACT

Following consideration, Members agreed to recommend that Cabinet:

- 1. APPROVE the overall Revenue and Capital Budgets proposed;*
- 2. APPROVE the estimated Cost Pressures;*

3. *APPROVE the proposed Fees and Charges*
4. *AGREED to note the proposed £230k Travelling Savings Target for Officers & Members;*
5. *AGREED to note the £113k Savings Balance still required to be found.*

Consideration was given to the report upon the 21st Century Band B Projects and Additional Grant Funding. The report had been presented in order to update Members on the progress of the 21st Century Band B Projects and Projects delivered using additional Grant Funding. Information on the background and current situation in relation to Cardigan Secondary School, Canolfan y Mor, Cardigan Primary School, Aeron Valley School and the Welsh Language Capital Grant was provided to the Committee.

OUTCOME AND/OR IMPACT

The Committee noted the report for information.

Consideration was given to the report upon the Ceredigion's Additional Learning Needs Principles and Expectations document. The report had been presented in order to update the Committee on Ceredigion's Additional Learning Needs Principles and Expectations.

OUTCOME AND/OR IMPACT

The Committee agreed:

(i) to adopt the content of Ceredigion's ALN Principles and Expectations document; and

(ii) that any comments made by the Welsh Government were included as amendments to the Plan and submitted to the Learning Communities Overview and Scrutiny Committee and Cabinet for information

(iii) that an annual report on progress against Ceredigion's ALN Principles and Expectations be presented to Schools, the Learning Communities Overview and Scrutiny Committee and Cabinet.

Consideration was given to the Ceredigion Play Sufficiency Assessment 2022 to allow the committee to feed into the PSA 2022 prior to submission to Welsh Government. The background and the current position in relation to the assessment was provided to Members.

OUTCOME AND/OR IMPACT

The Committee noted the current position and forthcoming work in relation to the Ceredigion Play Sufficiency Assessment 2020.

The Committee considered the Childcare Sufficiency in Ceredigion before commencing the public consultation process of the Draft Childcare Sufficiency Assessment 2022-2027 prior to its submission to Welsh Government for recommendations of Ministers.

Consideration was given to the Report upon the Ceredigion Youth Justice Service which had been requested by Committee members.

Transforming to the new Additional Learning Needs system was considered in detail by the ALN Inclusion and Wellbeing workstream prior to being reported back to the main Committee.

Thriving Communities Overview and Scrutiny Committee

The Thriving Communities Overview and Scrutiny Committee met on 8 occasions during the municipal year 2021/2022.



Key issues considered:

The Forward Work Programme was monitored and updated at each regular Committee meeting as a standing item on each agenda.

The Committee considered the Report and Action Plan on Achieving Net Zero. It was reported that at the Full Council meeting of Ceredigion County Council on the 20 June 2019 agreed to:

- Commit to making Ceredigion a net zero carbon Local Authority by 2030
- Develop a clear plan for a route towards being net zero carbon within 12 months
- Call on Welsh and UK Governments to provide the necessary support and resources to enable effective carbon reductions

Further to this, on the 5th March 2020, Ceredigion County Council declared a global climate emergency, committing to meeting the most significant challenge facing our county and our planet.

The document sets out how the County Council intend to respond to the climate emergency. It explains why they need this Net Zero Carbon Action Plan and why the 2030 target was so important to tackling climate change. The Action Plan assesses

Ceredigion's current operational carbon emissions and outlines the challenges associated with the ambitious 2030 target.

The focus of the net-zero action plan was as follows were considered in detail and the anticipated next steps.

OUTCOME AND/OR IMPACT

Several members stated that they agreed in principle with the need to address this issue, however, concerns were raised regarding the cost implications of this plan to achieve the targets outlined; and that a business plan was required. In response, Officers stated that the plan had derived from the motion of the County Council. It was reported that the actual plan was achievable as work had already been carried out with numerous projects in the past and future achieving zero carbon. It was reported that funding would be available from the Welsh Government to assist and therefore a plan in place as detailed as this was required.

Following questions from the floor, it was agreed-

- i. that a cross party working group be established as part of the current carbon group to push forward the plan;*
- ii. that the committee receive a regular update report every six months; and*
- iii. to recommend to Cabinet that they write to WG on the urgency of providing the reporting methodology*

A further progress update as to the actions set out within the Net Zero Action Plan was provided during the year.

The Committee considered the 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.

It was explained that once the code is approved, new inspection regime 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.

OUTCOME AND/OR IMPACT

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

The Code of Practice was approved by Cabinet.

The Committee requested a report and presentation on the following points on the introduction of Safe Zones within the County:

- Why?
- Survey Feedback
- Original Plans
- Adjusted Plans
- What happened elsewhere
- Trader Feedback
- Next Steps

The Committee were advised that due to an emergency situation regarding the Covid pandemic, a wide range of measures had to be put in place to protect the County's population and visitors, one of which was implementation of Safe Zones in Aberystwyth, Aberaeron and New Quay during June / July 2020. Following implementation, the first consultation took place between 31.7.2020 and 10.8.2020 and the second from 26.10.2020 and 21.12.2020. It was reported that good responses were received from this consultation exercise.

The presentations also provided a summary of other feedback received through Clic, from Members, the Disability Forum as well as the engagement surveys. An explanation was given of the measures put in place and how they were adjusted in response to feedback. Photographs were presented to show how the Safe Zones evolved from their implementation to the present time. Photos were also presented to show examples of similar measures elsewhere.

A summary of positive feedback from those trading outdoors was provided. This showed the measures maintained and created jobs and that there was a desire from traders to build on these opportunities in the future.

The next steps were provided which included engagement with local Members and Cabinet Members in October, followed by a report to Scrutiny in November, further engagement with Members in November and a report to Cabinet in December or January. If supported an Experimental Traffic Regulation Order (ETRO) would be introduced. This involves an on-going six month consultation period to allow for further feedback and adjustment.

OUTCOME AND/OR IMPACT

The main points raised are as follows:

- *Committee Members agreed that regular communication with Local Members and Members of neighbouring Wards should have taken place early in the process. The Committee requested that in future early member discussions take place prior to any future decisions regarding Safe Zones;*

- *That the concerns raised by the older generation and those who are disabled are considered and reflected in proposals;*
- *That sufficient parking for the older generation and those who are disabled are provided at all times;*
- *That access for large lorries and delivery drivers are considered in future;*
- *Ensure that there is clear access for emergency services especially those with a town centre base location so that they can swiftly respond to emergency call outs;*
- *Consider Local Residents views prior to any future decisions;*
- *That consideration is given to providing more signage on the outskirts of Cardigan Town, to avoid unnecessary traffic through town;*
- *Members previously provided written views outlining possible unintended consequences. These don't appear to have been considered when implementing the safe Zone arrangements. Committee requests that these views are taken into account prior to any future decisions in relation to Safe Zones;*
- *That the Regeneration plans for all the Towns in the County, following the effects of Covid, are considered in future;*
- *Bear in mind that the Older People's Commissioner for Wales will be undertaking a review in the near future regarding the Blue Badge Scheme and whether there are sufficient parking spaces in all Towns;*
- *During discussion, Committee Members asked it to be noted that Staff from the Waste Collection Service should be praised for their hard work and commitment during the past very difficult 18 months; and;*
- *A request is made that cones and barriers that are no longer necessary are collected from Cardigan Town Centre.*

Officers agreed to take these issues into account and a further report would be provided to Scrutiny.

The Active Travel Network Mapping (ATNM) Review was considered by the Committee. The Committee was informed of the increasing Local Highway Authority network of Active Travel routes and infrastructure to the Highways Asset Management Plan (HAMP), which they were advised is likely to have additional resource implications for ongoing maintenance.

New routes predominantly for leisure/recreation purposes and routes outside of the three designated settlements and immediate active travel catchment area are likely to be unsuccessful and fail to attract funding. This caused concern amongst Committee Members as Ceredigion has many rural villages and Towns.

Following a request from a Committee Member, assurance was given that officers would contact Carms officers to ask them if they had any intention of improving the A484/B4333 between Newcastle Emlyn and Carmarthen.

OUTCOME AND/OR IMPACT

Members agreed to recommend that Cabinet endorse the ATNM Review and future expansion of the Highway network and Asset management responsibilities in connection with Active Travel provision.

Cabinet agreed to endorse the Active Travel Network Mapping (ATNM) Review and future expansion of the Highway network and Asset management responsibilities in connection with Active Travel provision and authorised submission of the document to Welsh Government.

The Committee requested an update on the current position of the Sewerage Treatment Works (STW) Programme. It was reported that to date three Dwr Cymru Welsh Water has adopted STW's, and four STW applications submitted are awaiting further communication. There were a further eight applications pending for future submission. Another six sites have issues that require resolution, such as easement issues, illegal connection, land issues.

Members asked many questions relating to those areas. Concern was raised with regard to some residents having to pay Business Rates which is a considerably higher amount. Members agreed that this issue needs to be resolved as a matter of urgency. Officers agreed and confirmed that work is in progress with ongoing communication with Dwr Cymru Welsh Water in regards to those cases.

OUTCOME AND/OR IMPACT

Members noted the current position.

Following the reporting of Safe Zones to the Committee earlier in the year Officers followed this with a report on Retaining elements of the Temporary Traffic Regulation Orders (TTROs) in towns in Ceredigion.

The proposals were presented for Experimental Traffic Regulation Orders (ETRO), as part of the process for making selected parking and traffic flow elements installed temporarily in response to the Covid-19 pandemic, to be made permanent features.

It was stated that the review of the temporary arrangements had recognised that some of the elements implemented gave rise to wider benefits to society, and that there is a case for commencing a legal process for possibly making these permanent, by making two ETRO's. One for parking restrictions that will amend the existing countywide Parking Traffic Order and the other for 'moving' regulations such as one-way traffic flows, prohibitions of right/left turn, no entry etc.

The proposed measures to retain/amend were then presented to the Committee for each Town.

OUTCOME AND/OR IMPACT

Members asked that consideration be provided to those who are elderly and infirm and do not have a blue badge to whom parking within close proximity of town is of great importance. In response, it was confirmed that the study undertaken looked at each town individually.

In response to a question, Officers confirmed that they would need to investigate the blue badge allocation hours that a Member referred to as having decreased from 3 hours to 2 hours as the Member considered that the original 3 hours should now be reinstated in all affected locations.

In response to another question, Officers confirmed that pooling of water had been an issue at some locations and that where it is an issue it is easily rectifiable.

It was confirmed following a query that licensing fees would be applied from 2022, and that the reason for not applying charges until then was to support Ceredigion's Traders during an extremely difficult challenging period.

It was confirmed following a question that parking for members of the public is available for 30 minutes at Baker Street, Aberystwyth from 1pm until 6pm daily. It was also reiterated that as the consultation will be over a 6-month period, all comments, suggestions, views would be considered in relation to these, and any other, arrangements.

Regarding Cardigan Town Council, following a question, it was confirmed that the loading bay near the Castle has been located as close as it could be in order for traffic to pass comfortably. It was also requested that Officers investigate a request for signage to warn lorries that a particular road is unsuitable for large loads. A request was made for increased traffic warden presence on Pendre.

Committee Members agreed that the notice of intent, which will be submitted to press in February 2022 with information regarding the 6-month consultation period, needs to be highlighted and communicated to the public.

Committee Members agreed that easy access for everyone is key and that the older and infirm (those without blue badges) need to be accommodated too. A recommendation was made that when the car park charging fees are set that they are affordable for all so that residents can continue to shop in their local towns.

In response to a question regarding the proposed timetable for implementation, these are Officer proposals that will require Cabinet ratification.

A Committee Member raised concerns that he had received many complaints from his constituents who reside out of Aberystwyth Town that they are no longer comfortable with shopping in town due to the road closures and the one-way

systems. An Officer confirmed that the safe zones was a separate issue and moving forward under these experimental orders, the public have an opportunity to express their views for future consideration. Committee Members welcomed this consultation opportunity.

The Chairman then gave non-Committee Members an opportunity to speak and concerns were raised as follows:

- Parking for residents has been extremely difficult and the impact on those individuals should be considered;
- Traffic Flow efficiency should be considered;
- A full report on economic impact would be beneficial;
- It was suggested that a drop-off point should be considered outside the Factory Shop in Cardigan;
- Extended pavements have seen increased flooding in Pendre, Cardigan.

Committee Members agreed to recommend the following amended recommendation (changes highlighted in bold) to Cabinet:

It is recommended that these proposals, and any amendments to them deemed necessary **following discussion at the Thriving Communities Overview and Scrutiny Committee held on the 8th November, and after consultation with Local Members** be approved for submission to Cabinet to seek authorisation for the making of the necessary Experimental Traffic Regulation Orders and the publishing of a Notice to that effect in the local press and revoke all other measures associated with the Safe Zone Temporary Traffic Orders.

Representatives from Dwr Cymru Welsh Water (DCWW) attended the meeting as requested at a previous Thriving Communities meeting. The request was to discuss the phosphate situation in Ceredigion, as well as issues around Waste Water Treatment Plant (WWTP) discharging effluent into the other riverine areas of Ceredigion (namely Aberaeron harbour) and response times for consultations by the Development Management Service. DCWW Officers relevant to those topic areas in question agreed to attend this morning's meeting.

OUTCOME AND/OR IMPACT

The Chairman wrote to Natural Resources Wales, expressing their disappointment that a representative did not attend the meeting as was previously agreed.

Natural Resources Wales attended a Special Meeting which was arranged following the letter sent by the Committee.

OUTCOME AND/OR IMPACT

The Committee wrote to the Chairman of Natural Resources Wales and the Welsh Government expressing the concerns raised at the meeting including a number of questions remain outstanding, outlined as follows:

In relation to the NRW advice to planning authorities for planning applications affecting phosphorus sensitive river SACs:

In relation to the yet to be released amended Phosphorus Guidance - when is this expected as it has been pushed back repeatedly since January and a number of applications have been held off or refused which could potentially be re-evaluated subject to the as yet to be seen guidance?

In relation to the settlements where 'P' stripping is proposed in Ceredigion:

Phosphate stripping may be introduced in AMP 8 into 2 CCC settlements (Tregaron and Pontrhydyfendigaid) given we understand NRW direct DCWW where to install it - why can't our larger settlements of Lampeter and Llandysul be prioritised given they are part of the regional growth zone as identified in Future Wales and the proposed AMP 8 P stripping settlements are not?

In relation to Phosphate run off and the likely impact of agriculture:

What progress has been made at a national level in engaging with the agricultural industry at the National Oversight group given early apportionment work suggests over 80% of phosphorous is as a result of agricultural run-off?

Have agricultural and environmental sub groups been established alongside the planning sub group given the cross-cutting issues of solving the phosphate problem? And what progress has been made?

In relation to phosphorus mitigations work:

We note in the presentation there was discussion of the Carmarthenshire Nutrient Calculator and discussions over its future use. Have NRW determined whether they intend to adopt the Carmarthenshire nutrient calculator as the Wales wide calculator as was originally expected - thus demonstrating the national approach to this issue and again resource savings this would yield? What are the timelines for this decision?

What resource support will be available to LAs to develop their own calculators if a Wales Wide approach is not adopted?

In relation to the Marine Sacs monitoring:

We understand the Marine SAC nutrient data has been collected and collated and is now awaiting legal guidance - a) did this same process occur for the riverine SACs? and b) what is the expected time line for release? And c) when will local authorities be consulted and engaged on the implications of the potential release in accordance with the WBFG Act 5 ways of working?

We noted in the presentation to scrutiny discussion over Nutrient Management Boards and we appreciate the support NRW have provided in this regard however:

What progress has been made at the national (NRW and WG) level in providing resource support to LAs to establish Nutrient Management Boards and the associated NM plans? Given we have worked collaboratively across the region to be

the first to start we would like to see the impetus maintained and a regional NMB officer to coordinate the activities and budgetary support for the necessary research required which will likely have cost implications.

Furthermore, given the difficulties associated with NMBs in other areas (Herefordshire and the Wye) is it not a risk to assume NMBs in Wales will be more effective and quicker in delivering the NM plans and managing the competing demands of stakeholders - when action is needed now to deliver both open market and affordable homes along the Teifi valley?

Finally has any progress been made in creating a time line of data releases for the various evidence being undertaken / commissioned given much is now substantially delayed and LAs need to plan work programmes, NMB plan development and LDP delivery agreements?

- apportionment work*
- amended phosphorous guidance*
- Wales Wide Calculator*
- Mitigations and solutions list*
- Marine SAC data*

The Committee previously agreed to regular updates on Ash-die back. The risk is that dead and diseased trees are likely to pose a health and safety danger to the public, together with the significant economic, environmental and landscape impact. The situation is of such a concern that Ash-die back is on the Authority's Risk Register.

OUTCOME AND/OR IMPACT

The Committee requested an update on the previous recommendations that had been made that a feasibility study is undertaken to explore options for this work to be undertaken internally, and the bi-products use for fuelling the Authority's biomass, and that this is then reported back to the Committee.

The Committee requested the service attend a scrutiny committee to answer specific questions on the waste management service.

OUTCOME AND/OR IMPACT

Members noted the content of the report and requested another update in due course.

Members requested a report with further details to the proposals presented to the Committee on the 10 October 2019 on Pay and Display Car Parks. This followed a previous review undertaken by the Committee.

OUTCOME AND/OR IMPACT

Committee Members agreed to support further work to be undertaken on the concept of rationalising the charging structure at Ceredigion County Council's Pay and Display Car Parks.

The Committee considered the Gypsy and Traveller Accommodation Assessment 2022 (GTAA) .

OUTCOME AND/OR IMPACT

Following discussion, Committee Members agreed to recommend to Cabinet: that the GTAA 2022 is submitted to Welsh Government for Agreement.

The Thriving Communities Overview and Scrutiny Committee Members met to consider the Service budget for those service areas that are within the Committee's remit.

OUTCOME AND/OR IMPACT

Following consideration, Members agreed to recommend that Cabinet:

- 1. APPROVE the overall Revenue and Capital Budgets proposed;*
- 2. APPROVE the estimated Cost Pressures;*
- 3. APPROVE the proposed Fees and Charges as outlined in Enclosure D, appendix 2 of the agenda papers*
- 4. AGREED to note the proposed £230k Travelling Savings Target for Officers & Members;*
- 5. AGREED to note the £113k Savings Balance still required to be found; and*
- 6. The Committee also agreed to provide the following appropriate Draft Budget related recommendations to Cabinet:*
 - a) that a catamaran is treated the same as a monohull boat for the 2022/23 fees and charges whilst a review of the policy is undertaken. Catamarans should not be discouraged as they are the same size as a mono hull boat, safer, more stable, easier manoeuvrability and better for the environment.*
 - b) that car parking fees are removed at Tregaron and Llandysul.*

Cabinet accepted the recommendations.

Performance Board

The Chairman and Vice Chairman of the five thematic Overview and Scrutiny Committees attend meetings of the Performance Board.

This provides a forum where members of the Performance Board come together to:

- obtain a holistic view of the Council's performance;
- identify and explore high level cross-cutting issues that affect more than one service area e.g. the welfare reform;
- critically challenge areas of poor performance; and
- identify service improvement opportunities, risks to service delivery, and resource implications.

This allows the Chairman and Vice Chairman to be able to identify topics which require further attention by the Overview and Scrutiny Committees and for its inclusion on the Forward Work Programme of the Committee.

Lisa Evans, Standards & Scrutiny Officer
Dwynwen Jones, Overview & Scrutiny Officer

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CEREDIGION COUNTY COUNCIL

Report to: Council

Date of meeting: 24th November 2022

Title: West Wales Market Stability Report

Purpose of the report: To inform Council of the details of the Market Stability Report (MSR) completed for the West Wales Region in line with the requirements of the Social Services and Wellbeing Act 2014

For: For Information and endorsement

Cabinet Portfolio and Cabinet Member: Councillor Alun Williams, Cabinet Member for Through Age and Wellbeing

Welsh Government requires local authorities, acting together with health boards, to produce Market Stability Reports (MSRs) on a regional partnership board basis. Such reports must assess the sufficiency of care and support services. In addition, the reports must also assess the stability of services regulated by Care Inspectorate Wales (CIW). The publication deadline was the 30th June 2022.

Cabinet is asked to note the MSR, which has been produced on a regional basis to enhance understanding of the regional market for care and support, in line with legislative requirements.

The Market Stability Report is set out under 2 specific Headings:

Sufficiency assessment

Considering first the sufficiency assessment, this must consider:

- An overview of sufficiency against the previous Population Assessment (backward view)
- The extent to which current levels of care and support services are meeting existing demand (current state)
- Issues likely to affect sufficiency over the coming five years (future)
- Relevant issues will include:
 - Changing patterns of demand
 - Expectations of users
 - Trends, challenges, risks and opportunities

Welsh Government intend that the sufficiency assessment addresses the needs applying to the defined Population Groups within the Population Needs Assessment and suggest the sufficiency assessment is cross referenced accordingly.

Stability assessment

Secondly, a stability assessment must be undertaken as an additional requirement – but only for regulated services. The stability assessment must assess, for regulated services, the following five aspects:

- Sufficiency (see relevant paragraphs above)

- Quality: inspections, contract monitoring, etc
- Trends (current and developing): user expectations, TEC, demography, etc
- Challenges (current and developing): transparency and mitigation
- Impacts of commissioning and resourcing decisions: funding, fee levels; regional and county approaches; pooled funding

The key areas considered by the report are aligned to those within the Population Needs Assessment:

Older People

Dementia

Unpaid Carers

Learning Disability

Autism

Children and Young People

Mental Health

Health and Physical Disabilities

Sensory Impairment

Substance Misuse

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV).

This is now the final report and was presented to Cabinet for information and endorsement on the 6th October 2022

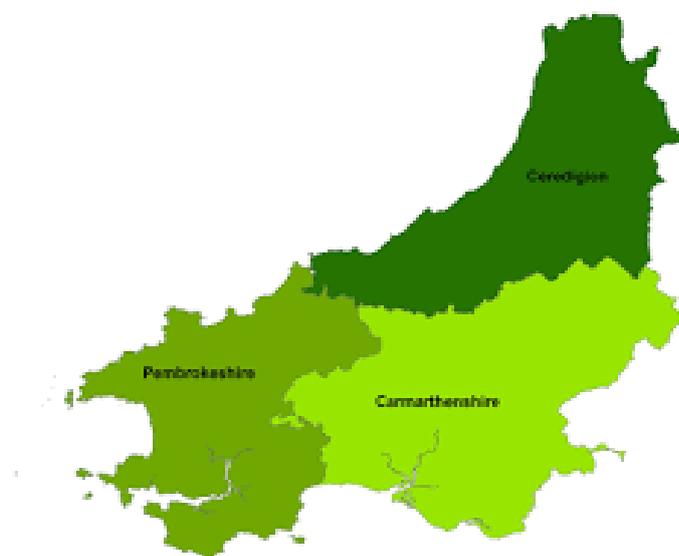
	Has an Integrated Impact Assessment been completed?	No- not required
	If, not, please state why	
	Summary:	
	Long term:	The Market Stability Report is a legislative requirement.
	Collaboration:	This report has been done in collaboration with all statutory and 3 rd sector services across the West Wales Region.
Wellbeing of Future Generations:	Involvement:	There has been involvement across all statutory and non-statutory sectors in the development of the MSR
	Prevention:	The information acquired through the assessment will support agencies in setting out its service plans in relation to prevention in the future.
	Integration:	This is an integrated report
Recommendation(s):	For information and endorsement	

Reasons for decision:	The MSR is a finalised and approved document through the Regional Partnership Board
Overview and Scrutiny:	Not presented to Scrutiny – regionally approved document
Policy Framework:	Social Services and Wellbeing Act 2014
Corporate Priorities:	Links to all corporate priorities but specific relevance to Priority 1 – Boosting the economy, Priority 2 – Investing in Peoples futures and Priority 4 – Promoting Environmental and community resilience
Finance and Procurement implications:	N/A
Legal Implications:	Statutory requirement under SSWBA 2014
Staffing implications:	N/A
Property / asset implications:	N/A
Risk(s):	N/A
Statutory Powers:	N/A
Background Papers:	Market Stability Report
Appendices:	N/A
Corporate Lead Officer:	Donna Pritchard, Corporate Lead Officer: Porth Gofal
Reporting Officer:	Donna Pritchard, Corporate Lead Officer: Porth Gofal
Date:	24 th November 2022

West Wales Care Partnership Market Stability Report (v12)

Report

February 2022



Partneriaeth Gofal Gorllewin Cymru
West Wales Care Partnership

Cyflawni Newid Gyda'n Gilydd
Delivering Change Together

West Wales Care Partnership Market Stability Report (v12)

Report

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1 Introduction

1.1 Purpose

This is the first regional Market Stability Report (MSR) for West Wales. Its purpose is to:

- assess the market for services for individuals requiring care and support and their carers,
- inform action, and ultimately to;
- improve outcomes for people.

The MSR was commissioned by the West Wales Care Partnership (WWCP) which brings together partners from local government, the NHS, third and independent sectors with users and carers with the aim of transforming care and support services in the region.

The legal duty to prepare a MSR was introduced by the Social Services and Well-being Act (Wales) 2014 in recognition that the way social care services are provided has changed dramatically over recent decades. Less is now delivered directly by public sector bodies and services are now provided by a complex mix of independent, public, and voluntary sector provision. These are often commissioned and funded by local authorities and health boards, but sometimes purchased by people themselves, either using Direct Payments or their own funds if they do not qualify for state funded care. The mix of provision varies across local authorities and types of service creating a complex landscape for people trying to find the right care.

The shift towards a mixed market for care has potential benefits, including increased choice, competition, and economies of scale. However, it has also brought complexity and new risks - such as potential market failure or exits of individual providers, gaps in provision and market imbalances, which, if not addressed might mean that sufficient care of the right quality and cost will not be available in future. The Welsh Government has therefore legislated for stronger market shaping responsibilities for commissioning organisations, including the requirement to produce comprehensive MSRs every five years alongside Population Needs Assessments (PNAs¹).

1.2 Scope

This MSR covers the whole of Carmarthenshire, Ceredigion, and Pembrokeshire, which is the area covered by the Hywel Dda University Health Board. In line with the national [Code of Practice](#) it comprises two inter-linked assessments:

- the sufficiency of care and support services; and
- the stability of the market for regulated services

The Sufficiency Assessment covers all the population groups included in the PNA - namely:

- Children and young people (including looked after children)

¹ Not to be confused with Pharmaceutical Needs Assessment

- Violence against Women, Domestic Abuse and Sexual Violence
- Carers (including unpaid carers)
- Learning Disability
- Autism
- Mental Health
- Health and Physical Disabilities
- Sensory Impairment
- Dementia
- Older People

The Stability Assessment covers all services regulated by Care Inspectorate Wales, namely:

- Care homes for children and young people
- Fostering
- Adoption
- Secure accommodation
- Residential family centres
- Children's advocacy services
- Adult placement services
- Care homes for working age adults
- Domiciliary care
- Care homes for older people

Supported Living services are not regulated as such, but the care provided is regulated as domiciliary care. They are therefore included either in the sufficiency sections for relevant population groups or the domiciliary care stability section.

The benefit of assessing care and support from these two inter-linked perspectives is that future requirements for regulated services cannot be understood adequately in isolation from the broader fabric of services and support.

1.3 Context

This MSR has been developed against the background of the worst **pandemic** for over a century **impacting profoundly on people who need care and those caring for them** - whether unpaid or paid. Providers of services have also been severely affected and existing workforce pressures have worsened considerably. The challenges of the pandemic have introduced a great deal of uncertainty into care markets - making this MSR very timely and crucial in setting out a direction of travel across the West Wales Region to urgently and collectively address market stability and sufficiency.

The sector has also been dealing with **historic systematic challenges** which are now being magnified² as a consequence of the pandemic. Over the last decade demand pressures on social care services have been compounded by fiscal austerity across public services. Reduced funding for local authorities and competing priorities has limited the rates that local authorities (and the Health Board) are able to pay for care and placed a disproportionate emphasis on economy rather than quality and improved

² <https://www.kingsfund.org.uk/publications/covid-19-magnified-social-care-problems>

outcomes. Providers (particularly those running care homes for older people) have commented that prices have not kept pace with their costs and that their inability to remunerate staff at competitive levels is worsening ongoing workforce pressures.

Ongoing public sector budget pressures have impacted upon commissioners' **ability to prioritise investment into preventative community-based services and support**. In 2018 the Welsh Government's Finance Committee Inquiry into "The cost of caring for an ageing population"³ noted; *"the evidence shows that funding pressures, along with an increasing population, is resulting in a funding shortfall"*, Commissioners have also commented that prices for placements in care settings for children and working age adults are also increasing. Scarce resources have been absorbed in paying for placements in statutory services at the expense of preventative support, fuelling further levels of unmet need and exacerbating the trend towards increasing complexity as needs are not being addressed early.

Whilst these challenges are relatively common across all regions, West Wales has distinctive characteristics that accentuate the emphasis of these challenges locally. Firstly, **West Wales is predominantly rural** - covering approximately a quarter of Wales but, with a population of 389,719, is home to only 12% of the Welsh population⁴. Secondly, **the working age population is falling, whilst there are increasing numbers of older people** retiring to the region and adults living longer with health conditions and Learning Disabilities. Both aspects have a significant influence over the local care market, specifically:

- additional cost and logistics of providing services within isolated communities and;
- increased demand for health and care just as the potential workforce and carer pool is shrinking.

West Wales has a much higher proportion of Welsh speakers than the national average with 37% of people aged over three speaking Welsh in 2011: almost twice the national figure of 19%. Carmarthenshire has more people who speak Welsh than any other county in Wales (just over 78,000), and Ceredigion has the highest proportion of Welsh speakers in the region at 47%, the third highest in Wales (there are just under 35,000 people who speak Welsh in the county). The proportions are lower in Pembrokeshire with 19% of the population able to speak Welsh (just under 23,000 people). It is therefore particularly important that people can access services in their local communities and through the medium of Welsh if they wish⁵.

The wider national policy context is one of a **long-term drive to help people to live independently in the community and reduce reliance on residential care**, as described in the Welsh Government's policy paper "A Healthier Wales". This applies across population groups and has been driven by changing public expectations as well as an awareness that, with a rapidly aging population, social care services will not be sustainable without better prevention and community support. For children, there is a similar emphasis on prevention and enabling children to live safely with their own families whenever possible.

³ <https://senedd.wales/laid%20documents/cr-ld11773/cr-ld11773-e.pdf>

⁴ Population Estimates 2020, Stats Wales

⁵ Data from the 2021 Census will start to be published from March 2022

Prevention and early intervention are key planks of the well-being agenda - as articulated in the Social Services and Well-being (Wales) Act 2014 and more recently in the Welsh Government's A Healthier Wales plan which was updated in 2021⁶. Both seek to improve outcomes for people by addressing the long-term national challenges such as health inequity, aging and climate change in ways which benefit future generations as well as the current population. The Well-being of Future Generations (Wales) Act 2015 sets out ambitious long-term goals for Wales and requires each area to produce Well-being assessments and local Well-being Plans.

In this context, it is noted that Ceredigion has recently launch it's "Through Age Well-being Strategy 2021-2027"⁷, which sets out plans to design and deliver services based upon the life course of individuals as opposed to being determined by age categorisations. This approach can offer greater continuity in supporting people to being resilient and maintaining their independence in their own homes.

The **contribution of unpaid carers** is a significant aspect to regional market stability and sufficiency activity. Building upon the vision for a 'Healthier Wales', a national Strategy for Unpaid Carers was launched in March 2021, which committed to "*embed the preventative aspects...more effectively in public services and move key providers of services, including the third sector, towards an improved model of support for unpaid carers.*" This theme is reflected throughout this MSR.

Partnership and collaboration is another key theme. Regional Partnership Boards were established in recognition that good outcomes for people can best be achieved through integrated health and social care services - with partners sharing a common vision and agenda, collaborating well at a local level and across the region. The requirements to produce PNAs and Well-being Assessments overseen by local Public Services Boards form part of this system of partnership arrangements, as of course do MSRs.

In January 2021 the Welsh Government published a White Paper setting out an ambition to **rebalance care and support**. 'Rebalancing' includes an explicit commitment to a **mixed economy of provision** 'so that there is neither an over reliance on the private sector (including the voluntary and charity sector), nor a monopoly in the other direction', but is defined more broadly as a set of descriptors of the system change sought:

Rebalancing means...

...Away from complexity. Towards simplification.
 Away from price. Towards quality and social value.
 Away from reactive commissioning. Towards managing the market.
 Away from task-based practice. Towards an outcome-based practice.
 Away from an organisational focus. Towards more effective partnership...

... to co-produce better outcomes with people¹.

⁶ <https://gov.wales/healthier-wales-long-term-plan-health-and-social-care>

⁷ Ceredigion [Through-age & Wellbeing Strategy](#)

The Programme for Government goes further in relation to children's services, committing to 'eliminate private profit from the care of looked after children during the next Senedd term' (2026-31). Whilst the direction of travel has been indicated, further detail on how this will be achieved, and the wider rebalancing agenda is awaited. In the meantime, this MSR is an opportunity to take stock of the care and support markets in West Wales and assess the extent to which rebalancing is required.

2 Approach and Methods

This MSR has been shaped by five main sources of evidence;

- Analysis of data, both from published sources and bespoke data collections from the three counties and Hywel Dda Health Board.
- Review of key policy documents, strategies, and plans.
- Surveys of providers (administered bilingually online).
- Interviews and focus groups with commissioners and providers.
- Intelligence from the engagement programme to inform the PNA and Well-being Assessments, including engagement with citizens, individuals with care and support needs and their carers.

Together these provide a strong evidence base. Working with the teams responsible for the PNA and Well-being Assessments has helped to maximise synergies and avoid duplication.

The assessment of care homes for older people was done first and considered both the stability and sufficiency of this market segment. This provided the opportunity to pilot some of the approaches which were then rolled out across other types of regulated services. IPC is also doing similar work in other parts of Wales and the UK providing a valuable reference point and a richer overall understanding of the markets and commissioning approaches.

2.1 The Code of Practice

This MSR is structured in accordance with the Code of Practice.

The Code of Practice states that:

“Market stability reports are designed to give a high-level overview and assessment of the overall sufficiency of care and support, and of the stability of the market for regulated services⁸”.

Importantly, the Code of Practice recognises that there will continue to be a need for more detailed Market Position Statements and commissioning strategies for specific services and segments of the market.

The sufficiency element of the MSR intentionally overlaps with the PNA as set out helpfully in the diagram below which is taken directly from the Code of Practice:

⁸ Code of Practice and guidance on the exercise of social services functions and partnership arrangements in relation to market stability reports, paragraph 3.16



* Statutory requirement under the 2014 Act.

The Code of Practice also includes useful definitions of sufficiency and stability which have been adopted in developing this MSR.

'Sufficiency' is defined using standard dictionary definitions:

- an amount of something that is good enough for a particular purpose (Cambridge Dictionary)
- the condition or quality of being sufficient for its purpose or for the end in view (Oxford English Dictionary)⁹

As these definitions make clear sufficiency is about **both** the quantity of provision required to meet needs and the quality of this provision.

Taking this further, for the purposes of this MSR the following aspects as set out in the Code of Practice have been considered to assess sufficiency:

- **Choice of Services:** Is there a choice as to what services are available to meet personal preferences and needs?
- **Access to Services:** Are services available in people's communities or within reasonable travelling distance? Are more specialist services located within the local authority boundary, West Wales Region or Nationally?

⁹ As above, paragraph 4.9

- **Availability of Services:** Within this range of services, are there vacancies or waiting lists?
- **Affordability of Services:** Are prices for care and support affordable within budgets? How do rates for self-funders compare and are they affordable?
- **Welsh Language:** Are services available through the medium of Welsh?
- **Quality of Services:** What do service users and carers think of the quality of services available? What does evidence from monitoring and inspection tell us?

The Code of Practice defines market stability in terms of a set of characteristics of a well-functioning market for care and support:

- Demand and supply are broadly balanced – i.e. there is sufficient provision of quality care and support to meet demand.
- There is a diverse provider base and an element of competition, with no over-reliance on any one provider or sector.
- Individuals who need care and support have a real say and choice over how their care and support needs are met, and providers are readily able to respond to changing demand and expectations.
- Providers are able to access reliable information about the market in order to plan for the future and make investments.
- There is a healthy competitive equilibrium between price and quality.
- There are sufficient levels of suitably trained and motivated staff providing quality care and support across providers.
- Commissioners and purchasers have confidence that providers are financially viable and sustainable, and any risks are clearly identified.
- Entry and exit of providers to and from the market takes place in an orderly fashion without individuals who need care and support being disadvantaged.
- The market is robust enough to withstand shocks, and contingency plans are in place so that the market can respond effectively when providers (especially large or specialist providers) fail or experience operational difficulties.

This MSR will help commissioners and others across the West Wales Care Partnership to identify risks and opportunities and address strategic collaborative planning in supporting market sufficiency and stability going forwards.

3 Structure of Report

The structure of this report closely follows the Code of Practice and is designed to ensure that the two assessments – sufficiency and stability- dovetail with each other and the PNA.

This report begins with an overview of care and support markets in the region highlighting key themes and issues which are drawn out in the detailed assessments.

Part A: summarises the sufficiency assessment setting out the issues and gaps which have been identified for each population group either in the PNA or in the research for this MSR. Rounded judgements about the sufficiency of regulated services cannot be made without this wider picture of the care and support available. The full sufficiency assessment undertaken for this MSR is found in **Appendix 1**. This covers the detailed requirements of the Code of Practice.

Part B: The stability assessment covers services regulated by Care Inspectorate Wales (CIW). This is presented in full in the body of the document as this covers the market and stability aspects which are fundamental to the MSR. As required by the Code of Practice, each stability assessment covers the sufficiency of that regulated service in greater depth.

The assessments are ordered on a life course basis, from children and young people, to working aged adults and finally to older people.

4 Market Overview

The ongoing pandemic has impacted us all. It has exposed some of the frailties of the health and care system - but has also brought to the fore many of its qualities, demonstrating the level of commitment and action across the sector to supporting people within local communities.

A combination of sustained public sector austerity and the wide-ranging impact of the pandemic is compounding pressures upon the whole system. Market uncertainty is inhibiting private investment and increasing levels of complexity are not being matched by corresponding workforce capacity – increasing pressure upon market stability.

Across adult services, some providers have, or are considering, handing back contracts or stopping services, waiting lists are developing and domiciliary care packages are being subjected to tighter assessment. Further there is limited access to some local specialist services – such as those focused on people with mental health issues, and critically, significant workforce shortages across all parts of the care and support market.

Analysis undertaken for this report indicates that the market for domiciliary care for older people is currently presenting the greatest risk of market instability as workforce pressures continue to mount and complexity of need increases, whilst prices paid for care are reported by providers as being insufficient to pay staff at competitive rates. This market segment has seen all three counties taking on more in-house domiciliary hours and reablement support over the last 3 years.

However, there is also a growing risk of market instability within the residential / nursing home market for older people across the region. Providers are facing significant workforce pressures, rising levels of complexity, increased costs and reduced occupancy levels. As additional funding tapers away by March 2022 (Hardship Fund), some providers are considering closing their business or reducing the services being offered. Market intelligence across Wales suggests that the pressures on residential providers have escalated since Autumn 2021 with staffing issues meaning that some homes are not able to accept new residents.

Likewise in children services and services for working aged adults, there are growing challenges in ensuring access to the right services and support - with many placements being made outside of the county (and region) at significant cost.

Whilst there are sufficient places in fostering, children's homes, and care homes for working aged adults across the region as a whole, many of these are purchased by authorities from outside the region and are therefore not available locally in practice - leading to out of county or out of region placements. There are also gaps either geographically or for more specialist services such as younger onset dementia and CAMHS.

4.1 Rebalancing

Across each county, the MSR has evidenced a shift over the last 3 years in the extent by which services are being operated in-house, often as a direct response to market failure or to anticipate market exits- particularly amongst domiciliary care providers.

This shift is happening at a time of national debate about rebalancing the market and removing the profit element from service provision in children services.

The extent of these shifts differs across the region in terms of scale and pace. For example, Ceredigion operates all its reablement services in-house as well as running six residential care homes, whilst Carmarthenshire has recently expanded its in-house share of the local domiciliary market to 32% of hours commissioned from 19% in 2017/18. Pembrokeshire has gone from 0% to 17% share of its domiciliary market in 3 years and took its reablement service completely in-house in 2019 - as part of its development of intermediate care services. These variations reflect differing political appetites for market intervention as well as local conditions, but the overall regional trend is clear.

Feedback from system leaders and commissioners indicates that in-house services can help secure access to the right support locally - although at similar or higher costs- as well as adding in-house capability to support market development. At the same time, it is widely acknowledged that the role of the independent provider sector remains critical - and the key judgement for the regional partnership, the Health Board and individual county councils is to determine the **optimal balance** between in-house and independent provision. This judgement will require significant engagement across the system to include independent providers and importantly local people. Each county has its own distinctive characteristics and challenges and will have to decide, together with the Health Board, the right mix of action to tackle instability in care markets and take advantage of the opportunities presented by the current crisis to 'reset' the system.

5 Sufficiency Assessment: Part A

This section provides a summary of the issues and gaps in terms of sufficiency of care and support services for each prescribed population group.

Population Group	Children and Young People
Issues & Gaps	<ul style="list-style-type: none"> • The draft Well-being assessments highlight concerns about the sufficiency of affordable child care, particularly in Pembrokeshire and Ceredigion. • Child poverty has increased across West Wales. • The overall child population is projected to decline but the demand for specialist support and services such as CAMHs and residential care which are already hard to source locally may increase. • The long-term impact of the on-going pandemic is very uncertain but there is a significant risk that it will be detrimental to children and young people's wellbeing and exacerbate existing challenges. • User voice, co-production, and integration, including more seamless transitions to adult services, remain key areas for development.

Population Group	Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)
Issues & Gaps	<ul style="list-style-type: none"> • Incidents of violence against women have increased during the pandemic whilst victims may have found it harder to access services. • The complex funding arrangements are a significant risk to ensuring sufficiency of support. • There is a specific gap in terms of lack of services for older victims of domestic abuse. • The Mid and West Wales VAWDASV Strategic Group, consisting of commissioners, providers and survivors of VAWDASV identified the following themes as gaps or areas for improvement <ul style="list-style-type: none"> • Services for children and young people • More prevention focused services • Ensuring there is VAWDASV specialist input for specific groups ie BAME, disability, LGBT, older people • Reviewing the refuge model and accommodation options • Accommodation and support options for people with complex needs who challenge existing models • Community based services for survivors of sexual violence and abuse • Interventions /Services for perpetrators

Population Group	Carers (including unpaid carers)
Issues & Gaps	<ul style="list-style-type: none"> • The level of unpaid care and support sought by unpaid carers is projected to increase significantly over the next 10 years as the population grows older. • Many carers are themselves over 65 and 46% of older carers are providing more than 50 hours of care per week¹⁰. • This is against the backdrop of the significant increase in self-identification of unpaid carers during the pandemic and the existing strain on specialist carers support services to provide a timely response. • There is a need to improve access to services and support within rural communities for unpaid carers and improve level of digital inclusivity of unpaid carers. • Young carers need more mental health and emotional support and services. The pandemic has had a significant negative impact upon young carers in terms of increased isolation and mental health / emotion stress.

Population Group	Learning Disability
Issues & Gaps	<ul style="list-style-type: none"> • The numbers of people with learning disabilities likely to present themselves to health and care services is predicted to remain relative consistent over the next 10 years – although the number of older people with learning disabilities is expected to increase significantly reflecting an improvement in life expectancy. • The housing needs assessment identifies a need for significant additional units of specialist accommodation (shared lives and supported living) over the next 15 years, whilst the volume of residential care placements is projected to reduce considerably. • Many of the challenges faced prior to the pandemic persist and are highlighted in both the 2017 and 2022 PNAs.

¹⁰ Social Care Wales Population Projections Platform (daffodil)

Population Group	Autism
Issues & Gaps	<ul style="list-style-type: none"> • The numbers of people with autism will remain relatively stable over next 10 years • The PNA identified that many people with autism feel unsupported – particularly when living within rural areas. • There is a need for improved signposting across region, particularly for supporting young people transitioning to adult social care services. • Significant waiting times for diagnosis and limited access to subsequent services and support – especially supported living options and Mental Health services for young people. Currently there are 900 adults and 1500 children on the diagnostics waiting list. • The Housing LIN report identified significant demand for specialist housing in the region for people with Learning Disability and Autism. • The pandemic has led to increased levels of mental health problems and further isolation.

Population Group	Mental Health
Issues & Gaps	<ul style="list-style-type: none"> • The pandemic is likely to have had a severe impact on mental wellbeing. The long-term impact is difficult to predict, however, there is a significant risk that there will be a legacy of increased mental health problems. • Meanwhile the pandemic has disrupted services and there are increased waiting times for assessment and treatment for both CAMHs and adult services. This may compound the direct impact of the pandemic. • The housing needs assessment identifies a need for significant additional units of accommodation over the next two decades.

Population Group	Health and Physical Disability
Issues & Gaps	<ul style="list-style-type: none"> • The pandemic has had a disproportionate impact on disabled people which may compound existing inequalities • Engagement for the PNA highlighted a number of the social barriers which cause disability, particularly the design of buildings, including housing, and the lack of public transport. • Ensuring access to specialist services for people with a range of more complex needs is particularly challenging in rural areas • Evidence about the sufficiency of specialist services for specific conditions and needs is limited and further work is needed to identify and tackle gaps.

Population Group	Sensory Impairment
Issues & Gaps	<ul style="list-style-type: none"> • The number of people with sensory impairments is expected to grow significantly as the population ages. • There is a specific need to reduce social isolation of people with sensory impairments within rural communities including improvements to community support and access to specialist services. • For the relatively small number of younger people with sensory impairments, a range of support is needed including equipment and advice to remove barriers and increase employment and opportunities.

Population Group	Dementia
Issues & Gaps	<ul style="list-style-type: none"> • The number of people living with dementia is expected to increase by 49% by 2040¹¹. • This is a major factor in the increased complexity of needs which is impacting upon services. • The number of people living with young onset dementia is small, but they typically require specialist services which may not be available locally. • There is a lack of bespoke support for younger people living with dementia such as group activities or specialist residential care.

¹¹ Draft West Wales Care Partnership (WWCP) Dementia Strategy

Population Group	Older People
Issues & Gaps	<ul style="list-style-type: none"> • The number of people aged 85 or over is expected to increase by 27.8% by 2031, whilst the West Wales population as a whole will grow by just 1.3%¹² • The ageing population means that there will be an increasing demand for care and support services including a diverse range of housing options. • The complexity of needs will also continue to grow as the number of people living with dementia and multiple co-morbidities increases. • The need to grow community support is even greater given the fragility of the markets for regulated services highlighted in the stability assessments. • Recruitment and retention of staff is a key challenge across social care and is severely impacting both domiciliary and residential care. • A continuing shift towards more specialist residential and nursing care is required but in current conditions it is difficult to see the market delivering that at sufficient pace or scale.

¹² Stats Wales, Population Projections 2018 based

6 Stability Assessment: Part B

This section of the MSR considers the stability of the prescribed regulated services as set out in the Code of Practice. This assessment also considers the sufficiency of these regulated services to meet projected demand.

6.1 Care homes for children and young people

The vast majority of children who are looked after are placed with foster carers or kinship carers, but at any one time there is a small group of children whose needs cannot be met in a family setting either temporarily or on a longer-term basis – around 25 children as at March 2021, or 5.5% of children looked after.

6.1.1 Sufficiency

Overall, there is a shortage of available residential care places for children and young people in West Wales - as most of the provision is purchased by local authorities from outside the region. There are also differences between counties in terms of demand.

Whilst rates of children looked after remain below the national average, both Ceredigion and Pembrokeshire have experienced significant increases in the number of children looked after, and increases in the number of children placed out of county and in residential care. This picture is common across Wales and many parts of England, but Carmarthenshire is one of four Welsh authorities to have seen consistently reducing numbers of children looked after over recent years.

The vast majority of children homes in West Wales are run by independent sector providers and, with strong demand from other areas, it has proved increasingly difficult to place children appropriately. Five children's home providers responded to the provider survey. They reported only one vacant place between them. There was also significant purchasing from authorities outside the region with two providers having more than two thirds of places purchased by authorities outside West Wales, one of which was mainly commissioned by English local authorities.

If all the capacity in West Wales was available to the region there would not be a shortage, other than perhaps niche specialist services. There would also be more opportunity to re-shape regional provision to better match the priorities identified in the Mid and West Wales Market Position Statement for Children's Residential Care and Fostering Services (see below).

Data from the Children's Commissioning Support Resource (CSSR) shows that as of December 2021 there are 26 children's homes in West Wales providing a maximum of 93 places (44 in Carmarthenshire and 49 in Pembrokeshire and none in Ceredigion). The vast majority of these places are commissioned by local authorities outside the region, and as a result children are increasingly placed out of county and sometimes out of region. Pembrokeshire has the highest number of children placed in residential care, and although there are 11 independent sector homes offering 43 places, 16 children were placed in children's homes out of county as at March 2021. Carmarthenshire has the most in house capacity (three units, including two providing respite care) but the lowest number of children placed in residential care as at March 2021.

The CSSR data shows that there are some vacancies in children's homes in West Wales – a total of 12 as at December 2021- but it should be borne in mind that these may not be suitable to the individual needs of a child requiring a placement.

A draft Market Position Statement (MPS) for Mid and West Wales (including Powys) has been developed for children's residential care and fostering. For residential care, the draft emphasises that in addition to the issue of local capacity often not being available there are also gaps in capacity that meets the needs profile of children looked after. These include:

- Local emergency / crisis models of care
- Step down from Secure Welfare
- Homes with evidence-based models and proven outcomes
- Support for emotional and mental health need

Overall, this picture suggests that there is a need to rebalance the children's care home market, both geographically and to secure access to local capacity, and also to better match the priorities identified in the Mid and West Wales MPS. Action to address this is underway as described below.

6.1.2 Quality & Choice

With rising numbers of children looked after, frequently needing to be placed on an urgent or emergency basis, it is very difficult to match placements to each child's individual needs. The more distant a placement the harder it is to monitor quality and provide oversight of each child's care even if the overall quality of the provision is good.

The small number of children in the region who currently require residential care are often placed out of their own area, occasionally in England, making it harder to maintain family relationships and friendships, or community and educational links. For Welsh speakers, placements may not meet their assessed language needs, even though meeting their assessed and agreed care and support needs.

6.1.3 Trends

The increase in the number of children looked after is a national trend, although as we have seen, with exceptions including Carmarthenshire. The number of children starting to be looked after each year in Wales has however been falling since 2017. This implies that nationally children are on average being looked after for longer, as the total of looked after children at any one time has continued to increase.

Modern children's homes tend to be very small – typically four beds- catering mainly for adolescents with complex needs, often exhibiting risky and sometimes challenging behaviour.

The market for children's care has become a controversial issue, with the Welsh Government committing to end private profit in children's care in the next Senedd term, as recommended by the Children's Commissioner for Wales. The high costs of placements have also been widely criticised. The national independent review of children's social care has highlighted the issue and the Competition and Markets Authority (CMA) are undertaking a study of the market. The CMAs interim report suggests that the market is failing and found that large providers were currently making

higher profits than would be expected in a well-functioning market. However, it found no evidence that quality in the independent sector is lower and also suggested that the costs of providing residential care in-house are similar to the prices paid by local authorities. The CMA believes that profit margins reflect lower overheads, on-costs and staffing ratios within the independent sector.

6.1.4 Challenges & Opportunities

Rising numbers of children looked after are currently making it difficult to place children appropriately in Ceredigion and Pembrokeshire. However, it is very difficult to predict future trends as the factors driving variation in children looked after numbers are complex and not fully understood. Commissioning specialist services for low but variable numbers of individuals (e.g. parent and child placements or step-down from Tier 4 CAMHS) is inherently challenging and is one reason why councils have tended to rely on spot-purchasing placements in the independent sector. Regional collaboration can help mitigate this.

It is not yet known when, or how, the Welsh government will implement its proposals to remove private profit from children's care. This is already causing uncertainty in the market (as referenced in the Children's Commissioning Consortium Cymru submission to the Competition and Markets Authority study on children care markets) and was highlighted as a concern in the provider survey with two respondents saying that they would otherwise have considered expansion in the region. This is likely to continue until proposals are finalised and there is clearly a significant risk that provision will be lost if the transition is not managed smoothly.

Recruitment and retention is a challenge shared across social care and applies to both in-house and independent provision. The pandemic has exacerbated labour shortages across the economy and social care is competing with other sectors which can offer similar or better wages for less challenging work.

The long-term impact of the on-going pandemic on the wellbeing of children and young people and therefore the volume and type of services they might require cannot be predicted with confidence at this stage.

There is an opportunity to share and build on best practice in the region with Carmarthenshire succeeding in reducing the need for children to be looked after away from their families against the national trend. The rebalancing agenda presents opportunities alongside risks and is already giving impetus to regional collaboration.

6.1.5 Impact of Commissioning

For the reasons explained, local authorities have tended to rely on spot purchasing of placements. Other factors include the recognition that children's homes are difficult services to manage well and carry significant risks, and the higher 'on costs' of local authority employment contracts. Spot purchasing, whilst understandable, has resulted in the current situation where local authorities feel they lack influence over the market and local provision is often purchased by authorities from other parts of the country or UK.

The West Wales Care Partnership has begun to address these issues by developing proposals for additional in-house capacity. A successful bid for Welsh Government funding was made proposing a regional hub with local 'step-down' provision. Further

work questioned the feasibility of the hub model but plans for local provision are being taken forward in all three counties.

6.1.6 Issues & Recommendations

- The market for children's homes is not functioning well nationally or regionally. There are currently insufficient places available to children within their local areas.
- The Welsh Government has set a radical goal of eliminating private profit from the market but not yet set out the mechanism or timescale, creating uncertainty for both providers and commissioners.
- A significant shift towards in-house or third sector provision will be required over the next decade to meet the policy change (and mitigate potential risks of increased 'out of county' placements).
- This will require both revenue funding and capital investment.
- As a short to medium term response - explore commissioning independent provision differently with more use of 'soft' block contracts. However, contract terms would need to be attractive to providers (particularly covering voids) and moving from the current provision to a contract would need to be done carefully and gradually, avoiding children having to move unnecessarily.
- In parallel, investment in evidence-based preventative and edge of care services to safely reduce the need for children to be looked after can help improve both placement choice and outcomes for children and young people.

6.2 Fostering

The vast majority of children who are looked after live with foster cares, including connected or kinship carers. Most foster carers are recruited and supported by local authorities but there are also Independent Fostering Agencies (IFAs) which recruit and approve carers and offer placements to local authorities. Most IFAs are in the independent sector but a few are operated on a not-for-profit basis by charities and social enterprises. Of 460 children looked after by West Wales councils at March 2021, 350 (76%) were looked after in foster care, including 38 (8%) in IFA placements.

6.2.1 Sufficiency

The number of children looked after has been increasing both regionally and nationally. As a result, it has become harder to place children locally. Data from the Children's Commissioning Support Resource (CSSR) shows that the issue is less one of capacity, but rather that many fostering placements in West Wales are purchased by authorities outside the region. As at December 2021 there were a total of 704 fostering places in West Wales across 354 households, many more places than the 350 children who were placed in foster care as at March. Just over half of these foster placements are local authority carers, with 45% being IFA placements. Only a handful of the IFA placements are provided by third sector providers (<2% of the total fostering places in West Wales).

IFA placements offer choice, and sometimes meet specialist needs, such as parent and child placements but, in the absence of block contracts, they will often be purchased by authorities outside the region.

The increasing difficulty in finding placements is evident in a rising number of IFA placements and an increase in children placed out of county. As at March 2021 there were 38 children placed with IFAs compared to 13 in March 2018, while 34 children were placed with foster carers out of county at March 2021, compared to 29 in March 2018. Five of these Placements were outside the region.

There are important differences between counties however, with Ceredigion and Pembrokeshire both seeing sharp increases in the number of children looked after, while Carmarthenshire has achieved a reduction.

Pembrokeshire has succeeded in increasing both the number of 'in-house' fostering households and available places over the last four years, (carers may be approved to look after more than one child), but in-house capacity has declined in Ceredigion and Carmarthenshire over the same period.

The CSSR also records vacancies. At December 2021 there were 36 fostering vacancies across Mid and West Wales (including Powys) or 4.1% of the total places. This is a slightly higher than the national rate of 3.9% vacancies but suggests a tight market, especially when you consider that many of these vacancies will not be appropriate for an individual child requiring a placement, for example because they are for a different age group or have additional needs.

The draft Market Position Statement for Mid and West Wales emphasises that whilst in-house fostering is generally able to meet the needs of most children there is a need of for more specialist foster placements, including:

- Placements for young people who have experienced significant trauma and maybe exhibiting multiple risk-taking behaviours including substance misuse, risk of CSE, poor decision making and absconding
- Children with autism and significant learning disabilities
- Parent and child placements; and
- Foster carers who are able to speak Welsh.

Overall, there are enough foster placements across West Wales but these are not all available to West Wales authorities and meeting specific needs close to a child's home is sometimes not possible. If demand continues to increase (regionally and/or nationally) finding placements which match children's needs will become increasingly difficult.

6.2.2 Quality & Choice

The quality of care provided by foster carers, whether local authority or IFA is generally high¹³, but the fewer vacancies there are the harder it becomes to match children appropriately to placements. Distant placements also make it harder to maintain relationships and continuity of education and health care, whilst individual needs, including Welsh language care may not be met. For the vast majority of children, the best quality placement will therefore be local to their home area.

The number of placement moves children experience is an important indicator of quality, with frequent moves correlated with poorer long-term outcomes. In 2021 proportion of children experiencing 3 or more placement moves was above the national average in Pembrokeshire and Ceredigion but below average in Carmarthenshire, consistent with the counties' respective demand pressures.

6.2.3 Trends

The increase in the number of children looked after in Wales is a long-term trend, with numbers increasing steadily from 4195 in 2003 to 7265 in 2021: an increase of 73%. This would have placed strain on the local market for care placements even if the region itself had not seen an increase. Carmarthenshire is, as we have seen, one of four Welsh authorities to have achieved a reduction against this trend, but both Ceredigion and Pembrokeshire have seen increases.

An increase in the proportion of children looked after by relatives or friends is another long-term national trend reflected in local data. This can help mitigate the shortage of local placements.

The Welsh Government's stated policy goal of eliminating private profit from children's care in the next Senedd term impacts most Independent Fostering Agencies. They also fall within scope of the Competition and Markets Authority's (CMA) investigation which covers England, Scotland and Wales. The CMA's interim report found that the largest IFAs were making higher levels of profit than they would expect in a well-functioning market, suggesting that there are barriers to entry. It also provisionally found that the cost to local authorities of purchasing IFA placements is generally higher than the costs of providing them in-house, even taking account of local authority overheads.

¹³ For example the [CMA interim report](#) found no evidence of differences in quality between local authority and IFA carers

6.2.4 Challenges & Opportunities

With current levels of demand, both within the region and beyond, it is increasingly difficult to match children to appropriate local placements. Without mitigating action this will be detrimental to children and will see continuing pressure on budgets.

Recruiting foster carers is an ongoing challenge compounded by the falling working age population across the region. The availability and cost of housing is another constraint as foster carers obviously need sufficient space to offer children homes. Initiatives to increase the supply of affordable family homes, such as the council house building programmes in train across the region can help address this.

The success of Pembrokeshire in recruiting carers and of Carmarthenshire in reducing numbers of looked after children shows that there is good practice across the region to share and build on.

The 'rebalancing' agenda, particularly the proposals to eliminate profit present both risks and opportunities for the region. Depending on timing and how well the transition is managed, there is a risk that some placements and expertise will be lost, as some carers may prefer to give up fostering rather than change agency. On the other hand, if the change is well managed there is potential to increase the pool of local carers and ensure that those placements are available for West Wales children.

The long-term impact of the ongoing pandemic on fostering is very uncertain. There is some evidence that people may be more attracted to fostering having re-evaluated their lives and attitude to employment and commuting. The pandemic prompted an upsurge in volunteering and community action, but on the other hand it may deter others from offering placements, particularly on a short-term or respite basis.

The impact of the pandemic on children may be poorer emotional and mental well-being, which in turn will mean that children who need to be looked after away from home need even more support. This could potentially exacerbate existing trends towards children exhibiting more complex and challenging needs, including acute mental health issues, autism and self-harm.

6.2.5 Impact of Commissioning

There have been a number of national and regional initiatives to support effective commissioning of children's placements. These include the National Fostering Framework¹⁴ and Children's Commissioning Consortium Cymru's (4Cs), placement finding tool: the Children's Commissioning Support Resource (CCSR).

An issue frequently raised by providers is insufficient clarity from commissioners about the projected level of demand and the type of services required. The Market Position Statement and this MSR should help to address that but ongoing engagement and dialogue with providers is essential.

¹⁴ National Fostering Framework [Final Report 2018-21](#)

The 4Cs represent an important source of expertise in commissioning placements and the CSSR, when fully used by local authorities, provides useful intelligence to both commissioners and providers.

6.2.6 Issues & Recommendations

- Increased numbers of children looked after regionally and nationally are making it harder to place children
- There is considerable uncertainty in the market with the commitment to eliminate 'for profit' provision and the impact of the pandemic
- The ultimate constraint is recruiting sufficient foster carers with the skills and motivation to care for children and young people who have typically experienced significant trauma and adversity
- Growing in-house capacity can help address these challenges. Recruitment campaigns alone are often ineffective and have low conversion rates. Reviewing and, where necessary enhancing, the total offer to foster carers is more likely to succeed. Non-financial elements like out of hours support and training are particularly important. The Mockingbird model, which groups carers together into constellations providing mutual support is worth exploring
- Alongside growing in-house capacity, engagement with IFA providers offering placements in West Wales is crucial, both to begin planning for the likely transition to a not-for-profit model, and to make the most of local capacity for West Wales children. Different commissioning models – such as “soft” block contracts and stronger partnerships will be needed, otherwise IFAs will have little incentive to tailor their offer to local requirements.
- Investment in preventative, respite and edge of care services can help reduce the need for children to be looked after away from their families. There is good practice in the region to share and build upon.

6.3 Adoption Services

Adoption provides permanent families for children who cannot safely live with their birth families. It is a vital service with lifelong impact but one which is only needed by a small number of children. Since 2014 adoption services in Wales have been provided on a regional basis, including by Adoption Mid and West Wales (which includes Powys), with support from the National Adoption Service (NAS) and in partnership with local authorities and voluntary adoption agencies. There is no independent sector involvement so there is not really a market for adoption services in the same way that there is a market for other sectors e.g. residential care. However, the availability and quality of adoption services does affect demand for other children looked after services, and vice versa.

6.3.1 Sufficiency

At any one time the number of children going through the adoption process in West Wales is small. As at March 2021 there were less than 20 children placed for adoption by the three West Wales counties (national data does not report the precise number for Ceredigion as it less than 5). Since 2016 numbers have fluctuated between around 15 and 30.

Recruiting sufficient adopters has been a long-term challenge nationally and regionally, and it remains difficult to find well matched adoptive carers, especially for older children, sibling groups and children with additional needs or disabilities.

6.3.2 Quality & Choice

Outcomes for children who are adopted are generally positive but the process of assessing carers and matching and placing children can be protracted and there is a focus on minimising delays. There has been limited progress nationally in reducing the time from entry to care to adoption, with the process taking around 800 days on average over recent years. In 2021 this increased to 854 days possibly due to the impact of the pandemic on timescales.

Commissioners have identified that if a placement cannot be identified in-region, a search will be made through Adoption Register Wales. Those adopters may have been approved by a Voluntary Adoption Agency, another regional adoption service, or an adoption agency in England. The Adopting Together scheme is utilised where children have very complex needs.

There is increasing recognition that adoptive families need consistent and ongoing support. The IPC recently published an evaluation of the Welsh National Adoption Support Framework, which was introduced in 2017 to address gaps in support. This identified significant progress but also support gaps including for older children with more complex needs, including those who are in transition to adulthood.

6.3.3 Trends

The long-term trend has been a reduction in the average age of children adopted in Wales, from 61 months in 2003, to 37 months in 2021. This probably reflects more timely decision making and increased use of concurrent planning in care proceedings. Most children adopted in Wales were aged between 1 and 4 years (84%).

The pandemic has had a significant impact on adoption services. Nationally, there was an increase of 23% in the number of initial enquiries, and 20% in adopter assessments starting, possibly reflecting the upsurge in altruism and volunteering seen during the pandemic, and the opportunity for people to reassess their priorities and lifestyles. However, the practicalities of completing assessments amidst Covid restrictions meant that fewer adopters were approved, with a decrease of 8% nationally. Whether the increased interest in adoption will be sustained is very uncertain.

The pandemic is also likely to have a detrimental impact on the emotional and mental well-being of children and young people. This could potentially exacerbate existing trends of children exhibiting more complex needs, often due to mental health problems. The IPC evaluation mentioned above found that adopted children had much greater difficulties, as measured by the Strengths and Difficulties Questionnaire (SDQ), than a representative sample of British children.

6.3.4 Challenges & Opportunities

The fundamental challenge remains recruiting a sufficient pool of adoptive families to ensure that children can be well matched, and that their individual needs, including for many the opportunity to grow up in a Welsh speaking family can be met.

In this context the pandemic presents both opportunities and challenges. More people may be attracted to adopt in a world of increasingly flexible work styles, however so long as the pandemic continues there may be challenges and delays to assessment processes.

6.3.5 Impact of Commissioning

The development of regional services has ensured that specialist skills are available to authorities which would otherwise be working with only a handful of children requiring adoption at any one time. They also help ensure consistency and quality in assessment and matching.

6.3.6 Issues & Recommendations

- Enhancing support to adoptive families will be beneficial to children and also reduce the risk of breakdowns of adoptive placements. It may also be the best way to promote recruitment of adopters as, like fostering, positive ‘word of mouth’ is by far the most effective recruiting tool.
- West Wales should consider the recommendations from the national evaluation of adoption support, namely:
 - All adopted children to have the right kind of support and attention in schools or colleges, where they often struggle, often more so than at home.
 - Consistency of access for families to valued forms of targeted support across all regions and / or support agencies, particularly that which can provide effective ‘early stage’ therapeutic or psychological support before families reach a crisis, also pro-active advice about contact with birth families and high-quality therapeutic life story work.

- Greater overall access to targeted and specialist support where it is needed by adoptive families across Wales, including for older children or young people with complex needs, and for those children who may have neuro-developmental conditions requiring further exploration and support.

6.4 Secure Accommodation

Secure accommodation is an extremely specialist provision, the use of which is rightly governed by a tight legal framework to ensure that children are only placed in locked environments when absolutely essential and for as short a period as possible. Secure accommodation for a child's welfare, as opposed to in criminal proceedings, can only be used, with the necessary court authorisation, to ensure the safety of the child or others.

6.4.1 Sufficiency

There is only one children's secure unit in Wales: the Hillside Secure Children's Home in Neath which has a maximum of 22 places. Places at Hillside are shared between the Youth Justice Board, for placements due to offending, and Welsh local authorities for welfare purposes. West Wales typically only needs one or two secure placements a year, and in some years none.

Because there are so few secure units (there are also few in England), they tend to be used nationally and it can be difficult to find a place when they are required. This is a national commissioning issue and not something that can appropriately be addressed at a regional level.

By their nature secure placements will usually be distant from the child's home, and will always be, if there are no vacancies in the Neath secure home.

6.4.2 Quality and Choice

The Hillside Secure Children's home is inspected by Care Inspectorate Wales and Estyn for the on-site education provision.

Given that there is only one provision of this type there is clearly a lack of choice of provision and if there were any quality concerns the only alternatives are in England. This obviously presents a risk at the national level should any issues arise at Hillside or places become unavailable for any reason.

The fact that the unit is relatively close to the region is beneficial.

6.4.3 Trends

The number of children requiring secure accommodation is low and that can be expected to continue.

6.4.4 Challenges & Opportunities

It is very difficult to ensure that there is just sufficient of this type of provision as needed at any one time, given that the number of children requiring it is so low. Secure accommodation is costly and difficult to provide and recruiting and retaining skilled staff willing to work in a challenging environment is difficult.

For Wales, having only one unit presents significant risks, and means that places will usually be far from home and sometimes not available in Wales when children need them.

6.4.5 Impact of Commissioning

The commissioning of secure accommodation is a national responsibility.

6.4.6 Issues & Recommendations

- On the rare occasions when a West Wales child needs secure accommodation it may not be available in Wales as there is only one secure unit.
- Welsh Government should be alerted if there are concerns about the sufficiency of secure accommodation.

6.5 Residential Family Centres

Residential family centres are another extremely specialist service which is rarely required by local authorities in West Wales. They provide assessments and therapeutic interventions for families, usually in the context of care proceedings where it is thought there are significant risks to the child or children, requiring very close monitoring.

6.5.1 Sufficiency

There are only two registered residential family centres in the whole of Wales, one of which recently reopened after a closure. Neither is in West Wales.

Placements in residential family centres are rarely required but there are occasional placements by West Wales authorities, including one recently. In general, parent and child foster placements are often preferred and can provide an assessment in a more 'natural setting'. However, parent and child placements are scarce and are one of the priorities identified in the draft Mid and West Wales MPS for children's residential care and fostering.

6.5.2 Quality and choice

With only two centres nationally there is obviously little choice, and any placements will always be out of region.

6.5.3 Trends

Nationally there has been a shift away from residential assessment models towards parent and child fostering. This is reflected in the limited amount of provision. The use of residential family centres depends to a great extent on the perceptions of the courts about their value.

6.5.4 Challenges & Opportunities

It is challenging to commission rarely used but important services like residential family centres. The fact that there are only two such centres in Wales means that places may not be available when they are needed.

Parent and child fostering can provide an alternative, although it is important to recognise that it is a different service and may not be appropriate. Commissioning regional parent and child foster provision or developing it in-house can mitigate risks and provide more local and cost-effective alternatives.

6.5.5 Impact of Commissioning

Spot purchasing occasional places when they are needed avoids committing resources to provision that may not be needed. However, it does mean that costs are likely to be high when they are required, and placements will be distant and possibly outside Wales.

6.5.6 Issues & Recommendations

- There is insufficient need for residential family placements to justify commissioning dedicated regional provision.
- Increasing regional parent and child fostering capacity, either in house or commissioned from an IFA will mean residential assessments are even rarer, and would provide local capacity over which commissioners have significantly more influence in terms of cost and quality.

6.6 Children's Advocacy Services

Advocacy means promoting the views, wishes and feelings of an individual to ensure that they are fully taken into account and acted upon during decision making processes. There is a wide spectrum of formal and informal advocacy covering all types of needs and age groups, however only very specific aspects of advocacy are regulated: namely advocacy for children who need care and support or are looked after.

6.6.1 Sufficiency

Concerns about the availability and consistency of advocacy for children led to the introduction of a national approach to statutory advocacy services in 2017. Services are commissioned across Mid and West Wales (on the same footprint as **Safeguarding Boards**) but within a national framework including the service specification, national standards and an 'active offer' designed to ensure that children are routinely offered advocacy when they are subject to a child protection conference or enter care. In West Wales the service is commissioned on a Mid and West Wales basis, (including Powys), and provided by TGP Cymru, a children's rights charity. Eligible children who take up the offer are allocated an independent professional advocate. A national helpline – Meic- is available for children and young people who do not qualify for statutory independent advocacy.

The current contract term is coming to an end and a procurement process has been completed for the new contract to begin from April 2022.

Intelligence from commissioners suggests that the active offer is working well and advocacy is available for all those children who need it. A gap has been identified for advocacy for parents, which is non-statutory, and a pilot to address this is being considered in Pembrokeshire.

In terms of the wider advocacy offer across Mid and West Wales, an adult Independent Professional Advocacy (IPA) service has just been regionally commissioned with a view to developing advocacy provision across the spectrum of advocacy and is a collaboration of advocacy providers working together to a co-produced model.

6.6.2 Quality and choice

Nationally there are only two registered providers of children's advocacy, Tros Gynnal Plant (TGP Cymru) and the National Youth advocacy Service (NYAS).

With only two registered providers and a small number of purchasers the market for children's independent advocacy is obviously small. This can be mitigated to an extent by building advocacy capacity more generally across West Wales.

A user survey conducted by TGP during the pandemic gave very positive feedback from young people, with 99% saying they found working with TGP Cymru helpful all or most of the time. The survey was conducted across Wales but 40 of the 95 respondents were from Mid and West Wales.

Commissioners in West Wales report consistently positive feedback from children and young people who receive advocacy.

6.6.3 Trends

Data published by Stats Wales suggests that the total number of children receiving care and support reduced slightly between 2018 and 2020 (from 1380 to 1285). However, as noted above the number of children looked after increased over the same period. These trends influence the potential demand for regulated advocacy services, but actual demand is driven more by awareness of the service and the extent to which children and young people exercise their right to an independent advocate.

6.6.4 Challenges & Opportunities

The new contract has provided an opportunity to review the reporting arrangements with a view to maximising the learning from advocacy without compromising confidentiality. Sharper reporting will provide better insights for commissioners into the views of children and young people and help identify themes for improvement.

6.6.5 Impact of Commissioning

The national approach brings greater consistency in statutory advocacy for children and young people across Wales. However, with only two registered providers there is limited choice for commissioners and risks if either of the providers were in difficulties for any reason.

6.6.6 Issues & Recommendations

- Ensure that the service continues to be promoted through the active offer.
- Build capacity in wider advocacy services across West Wales to strengthen the voices of user and carers and ensure a diverse pool of skilled advocates.
- Consider piloting advocacy for parents to complement the statutory offer.
- Make the most of learning from advocacy through streamlined reporting processes.

6.7 Adult Placement Services

Adult Placement schemes, now more commonly termed Shared Lives, involve carers providing care to adults in the carers own home, either on a long term, respite or day basis. Shared Lives offers people the opportunity to live as part of a household in the community, helping them to be as independent as possible whilst maintaining their links to family, community and friends.

6.7.1 Sufficiency

There is a single West Wales Shared Lives scheme covering the whole region. The services is jointly funded by Carmarthenshire, Ceredigion and Pembrokeshire and hosted by Carmarthenshire.

An independent review of the service was undertaken by Shared Lives Plus in 2019. At the time the West Wales scheme provided care for 142 individuals, with 91 people placed in live-in Shared Lives arrangements and 51 receiving short breaks services only. There were 78 Shared Lives Carers in 58 households. Although the scheme is open to people with a range of needs, the vast majority of people placed (129/142) had learning disabilities. Coverage of the scheme was uneven across the region with 109 of the people supported being from Carmarthenshire (76%).

Based on benchmarking with other schemes, the review identified scope to significantly scale up Shared Lives and improve coverage across Pembrokeshire and Ceredigion. In the best performing area in the UK 2.2% of the adult social care population used shared lives, and 9.4% of the local learning disability population, compared to 0.97% and 5.6% respectively in West Wales. The proportion of people with learning disabilities supported in West Wales varied from 2.2% in Ceredigion to 7.6% in Carmarthenshire.

The West Wales Shared Lives Development Plan 2019-2022 sets out targets to expand the service with an extra 22 placements in Carmarthenshire, 31 in Ceredigion and 29 in Pembrokeshire by 2025.

6.7.2 Quality and choice

The review found that West Wales Shared Lives “delivers significant annual savings, whilst also ensuring fantastic outcomes for people using the service”.

Shared Lives has the potential to enable more people to continue to live in their own communities, and, so long as there is a sufficient pool of carers, to better match individual needs and preferences than supported living or residential care. The model is well suited to the region given the challenges of providing care and recruiting staff in rural areas.

6.7.3 Trends

Shared Lives arrangements have been growing rapidly nationally and schemes have been diversifying to meet a wider range of needs. According to the annual State of the Nation Shared Lives Report, shared lives placements grew by 42% between 2015 and 2020. Schemes now cater for a wide range of needs including mental health, dementia, parent and child arrangements and care leavers and there have been innovative pilots

of using shared lives in hospital discharge pathways. The number of people with dementia supported by Shared Lives more than doubled between 2018/19 and 2019/20.

The review of West Wales Shared Lives recommended that the scheme diversify as well as scale up, with potential to provide for mental ill-health, older people, care leavers, disabled adults and family carers wanting short breaks, hospital discharge, dementia care, and people who have been residing in residential care or long-term assessment and treatment units.

6.7.4 Challenges & Opportunities

The pandemic has brought challenges to assessing carers and making new introductions and placements. These have slowed implementation of the Development Plan.

In addition to demonstrating scope to expand and diversify the service, the review also highlighted that West Wales has good potential for recruiting carers. A demographic analysis looked at household characteristics and compared these with the typical profile of Shared lives carers. This found that 48 of the 156 wards in the region have a higher-than-average number of residents with spare rooms and 43 of these wards have people with the required characteristics to be a Shared Lives carer

The Shared Lives service could be complemented by other community housing and co-housing models. For example, Homeshare involves a person, typically with lower-level support needs, letting a room at a subsidised rate in return for a few hours of support and companionship a week. Like Shared Lives this is a sustainable approach which relies on people's willingness to support one another and makes best use of available housing space. Welsh Government are funding three pilot Homeshare schemes for which there is an opportunity to express an interest. Both Shared Lives and Homeshare add significant social value to communities.

Commissioners reported that early regional discussions were held to consider the opportunity to extend the Shared lives offer to support young people in transition from children services who were in foster placements.

6.7.5 Impact of Commissioning

West Wales has a long established and successful Shared Lives scheme which provides an excellent basis for growth. The business case for Shared Lives is very strong with significant savings against other types of placements. For example, the review estimated that growing the scheme for people with learning disabilities so that 10% of people were supported via Shared Lives could bring savings of £1.1 million per year across the region.

The Service Development Plan provides a good basis for growing the service and addressing the current deficit of carers in Ceredigion and Pembrokeshire.

6.7.6 Issues & Recommendations

- Shared Lives is an excellent fit with the challenges and opportunities faced by West Wales.
- The Development Plan should be revisited, and additional resources invested if necessary to overcome any delays caused by the pandemic.
- Consider making an expression of interest for a pilot Homeshare scheme to complement an expanded and diversified Shared Lives service.

6.8 Care Homes for working Aged Adults

There is a single category of registration for care homes whatever age group they primarily cater for, however the range of needs met by care homes is so wide that for the purposes of assessing stability, separate stability assessments have been made for three sectors of the market: children, working aged adults and older people.

Working aged adults are defined as people aged 18-64 and have a variety of needs including learning disabilities, mental health needs, sensory impairments, neurological conditions, physical disabilities, dementia, and substance use challenges. The overwhelming majority of working aged adults with such needs live in their communities, often supported by informal carers and receiving a range of support services, such as supported housing, day services, equipment, and domiciliary care. However, a small number of people with more significant or complex needs live in residential care.

6.8.1 Sufficiency

There is substantial capacity in care homes which provide care for working aged adults in West Wales but, as with children's homes, many places are purchased by authorities outside the region and people are often placed out of county.

Data on care home capacity for working aged adults is hard to obtain because of changes in the way it is collected nationally. Until 2018 Care Inspectorate Wales published data for care homes for working aged adults separately, but more recent data is not disaggregated.

Triangulating data provided by the counties for the MSR, national data and information from the in-depth study of care homes for older people, there are around 85 homes providing care for working aged adults with a total of around 800 beds across the region. This compares to a total of 429 working aged adults placed by the West Wales authorities as at March 2021, of whom 22 were in homes with nursing. The majority of working aged adults placed in residential care had Learning Disabilities (237/429) with people with mental health needs being the next largest group (131/429). Together these two groups accounted for over 85% of working aged adults in care homes, and 81% of the gross spend on residential care for working aged adults.

Few care homes for working aged adults provide nursing care and almost all are in the independent sector. Over 95% of the total gross local authority spend on residential or nursing care in West Wales is with the independent sector and there is no significant self-funder market.

Despite a long term national and regional drive to shift towards community-based provision, the number of working aged adults placed in care homes has increased slightly since 2018 (up from 400 to 429 or 7%). Although this is well below the maximum regional capacity, around 40% of placements for working aged adults are out of county (171 at March 2021, with little change over the last four years). Ceredigion has by far the highest proportion of out of county placements, reflecting a lack of provision in the area, but even in Pembrokeshire and Carmarthenshire out of county placements are common (30% in Pembrokeshire and 28% in Carmarthenshire).

Responses to the provider survey indicate that a key reason for this is that many places are purchased by authorities outside the region. Thirteen care homes for working aged

adults, including one nursing home responded to the survey. Three providers reported places purchased by Welsh local authorities outside West Wales, one by another Welsh Health Board and two had places purchased by English local authorities.

Commissioners believe that that some placements purchased by local authorities from outside the region were being secured through higher rates than those being paid by West Wales councils and the Health Board. There is no national or local data to fully test this assumption but feedback from providers indicates that securing the highest rates was a priority.

The high proportion of out of county placements may also indicate a mismatch between the type of provision available locally and the needs of people who need to be placed. Commissioners reported difficulty in finding appropriate local placements for people with more complex needs such as multiple conditions, behaviour which challenges and acquired brain injury.

For West Wales as a whole, there is sufficient capacity on paper, but in practice much of this is not available when a placement is needed, and it is difficult to meet individual needs. There is a lack of provision in Ceredigion and as a result most working aged adults who need residential care are placed out of county.

6.8.2 Quality & Choice

Inspection reports indicate that the care provided in many homes is of a high standard but there is a lack of systematic information about quality nationally and regionally. Better ways to measure and monitor quality which give a strong voice to service users and carers are needed. The more distant placements are from people's communities and families the harder it is for them to maintain relationships and for commissioners to monitor quality.

The difficulty of finding placements for individuals and the number of out of county placements indicate that there is a lack of choice in the market in terms of placements being afforded at the prevailing fee rates being paid by the West Wales councils and Health Board. Welsh speakers may also not have their needs well met.

6.8.3 Trends

The working aged population of West Wales is projected to fall over the coming decades. Other things being equal, this should reduce the demand for residential and nursing care for younger adults. However, there are some contrary trends, including the welcome fact that life expectancy for people with many disabilities is improving. There is also evidence that the prevalence of some conditions such as mental health problems and autism has been increasing over the long-term, and the pandemic may exacerbate this in relation to mental health.

There has been a long-term strategy to reduce the need for people to live in residential care and to increase alternatives such as supported housing and shared lives. The recent assessment of the need for supported housing by Housing LIN was predicated on significant reductions in people placed in residential care or in hospital settings over the next two decades. This is a reasonable assumption, but the data suggests that despite a growth in supported housing options the number people in residential care has increased slightly in recent years. It is noted that the region has developed an

Market Position Statement for Learning Disabilities (this has not been published), which described a strategic objective of reducing residential provision and increasing alternative accommodation to support independence.

There has been a recent increase in the number of younger adults in nursing care, albeit from a low base, up from 16 at March 2020 to 22 at March 2021. The majority of this increase is in people with 'other needs' (i.e., neither Learning Disability, mental health, physical disability or sensory impairment). This includes conditions like acquired brain injury and early onset dementia. This trend is reflected in a significant increase in gross spend on nursing care for younger adults in the Revenue Outturn data, from £9.6 million in 2018/20 to £12 million in 2020/21 across all categories of need (25.7%).

6.8.4 Challenges & Opportunities

It is very challenging to commission locally accessible services for a diverse range of individual needs. The total spend on care homes for younger adults is however substantial and growing, (over £50 million gross local authority spend in 2020/21) suggesting that there is an opportunity to achieve a better match between need and provision through a more strategic approach to commissioning locally and regionally.

The issue of local provision being purchased by authorities outside the region could be addressed through either growing alternatives, including in-house provision, or engaging with the market in a different way, with more use of regional or local block contracts. These options will however require careful consideration and business case analysis to understand costs.

The workforce challenges felt across social care are shared by working age adults care homes and are particularly acute in rural areas. This was confirmed by providers in the survey who were also concerned about cost pressures, fee levels and registration requirements.

The pandemic has had a major impact on care homes of all types, although homes for working age adults have seen less of a dip in occupancy than the older people's sector. Five of the 13 providers who responded to the survey had 100% occupancy, and most were at 85% or higher. But whilst occupancy may not be a major concern for most providers, the other challenges of the pandemic are shared with other social care services: infection control, increased isolation for residents, recruitment, inflation and decreased mental wellbeing of residents and staff.

The long-term impact of the pandemic is very uncertain but the effect on mental and emotional wellbeing may add to the complexity of needs of working age adults requiring support.

6.8.5 Impact of Commissioning

There is a National Collaborative Framework for Adults (18+ years) in Mental Health and Learning Disabilities care homes & care homes with nursing for NHS and Local authorities in Wales ('Care Home Framework')¹⁵. However, feedback from commissioners is that use of the framework is inconsistent across the region, meaning that opportunities to secure local provision are not always taken.

¹⁵ [Annual Position Statement 2019/20](#)

Because of the diversity of needs amongst working age adults' 'spot' purchasing is an attractive model. However, the current market conditions are showing the limitations of this approach with many people placed out of county and commissioners having limited influence over price and quality. Providers do not receive clear or consistent signals about the provision which is required and have little incentive to prioritise local placements. They also carry the risk of fluctuations in demand and occupancy which influences decisions about investment.

There has been good progress in developing alternatives to residential care such as supported housing, extra care housing and shared lives. However, this has not been fast enough to reduce the total numbers in residential care in recent years.

6.8.6 Issues & Recommendations

- A more strategic approach to commissioning care homes for working age adults is needed to increase the availability of local provision and thereby improve outcomes for people.
- This should include further investment to develop and scale up alternative community provision, including a diverse range of specialist housing options (as referenced in the Housing LIN report).
- Consideration should also be given to securing dedicated local provision, whether in-house, or through contracts (there are many options in between pure spot purchasing and rigid block contracts).
- Commissioners may wish to consider offering any "spare" provision to other West Wales councils or offer these more generally via an LATC when not needed regionally. It is important that such arrangements take full regard of costs and ensure capacity is returned to the host/lead council if required.
- Consistent use of the National Collaborative Framework can also help secure local provision.
- Commissioning resources and expertise are thinly spread or focused on the higher volume higher spend areas such as older people. Investment in dedicated resources and projects for working age adults has the potential to return substantial improvements in quality and better value for money in the longer term, as well as securing capacity.
- Better data about quality, including the user voice should be a priority
- The working age adults' sector should be included in a cross-system approach to addressing workforce challenges.

6.9 Domiciliary Care Services

6.9.1 Sufficiency

Regulated domiciliary care services are an important part of the social care “fabric” that supports local people to maintain their independence in their own homes. These services support resilience and well-being and offer alternatives to residential provision, as well as reablement support to facilitate expedient and safe transfers from hospitals and contribute to reducing emergency hospital admissions.

Domiciliary care services are available to all age groups, but in practice they are predominantly focused upon supporting older people with care and support needs. Children and working aged adults are generally supported to be independent in their own communities through other arrangements - such as supported living and respite care- which are calibrated around different needs and expectations of these population groups.

The fact that domiciliary care is overwhelming a service for older people is reflected in the revenue outturn data. In West Wales 93% of adult spend categorised as domiciliary care is on older people, with the remainder spent on working age adults. There is no category for home care for children, reflecting the fact that at home support for children with disabilities is limited and would not normally best be described as home care. If ‘other support for disabled children’ is combined with home care, then spend on older people still represents 91% of the total, and that on children 1.4%.

The national picture is similar, in that most domiciliary care is provided to older people but the proportion of spend on working age adults is markedly higher than in West Wales (22.4% for Wales as a whole compared to just 6.97% in West Wales in 2021). This signals that across West Wales, the level of commissioned home care support for working aged adults is below that of other Welsh local authorities, suggesting a gap in sufficiency which is only partly explained by lower numbers of working age people in the local population.

The draft PNA 2022 reaffirms that older people prefer that their care needs are met in their own homes and that the demand for care is increasing, as the region’s population ages, with increasing health complexity. The picture of growing demand was also reflected in responses from providers to the survey, who generally expect volumes of local authority commissioned activity to increase going forwards, although less so for self-funders purchasing domiciliary care.

The actual size of the self-funder market is problematic to accurately capture. There are no national data sets that collate this intelligence and local authority systems are focused upon commissioned activity only. Research undertaken by the Homecare Association estimates that across Wales, 21% of domiciliary care is purchased by self-funders.

Analysis of activity data over the period April 2020 to September 2021 shows a broadly flat picture of activity both in terms of number of people supported by the councils and the hours commissioned. For West Wales as a whole, an average of 2,217 people received general domiciliary care each week (i.e. not including reablement or supported living), with an average of 25,567 hours per week provided – equivalent to 11.5 hours per person per week.

In terms of making judgements on the sufficiency of regulated domiciliary care services for older people, there are a number of factors in play which suggest that services are being stretched and local older people are not able to readily access services that support them to remain independent in their own homes. Feedback from both commissioners and providers and analysis of commissioned domiciliary activity data indicate that:

- Providers are handing back contracts as they report they do not have the staffing capacity in the right places to take on new referrals.
- Workforce shortages, including the ability to retain high quality home care staff are highlighted by both providers and commissioners as the single most significant risk to market sufficiency and stability across the whole care market.
- Feedback from commissioners indicates that pressures on the domiciliary market are most pronounced in Pembrokeshire and Ceredigion. Both counties are reporting waiting lists and service hand-backs, although similar issues are also being reported in Carmarthenshire.
- Many providers in the survey commented that they were unable to pay sufficiently to compete with other sectors (such as leisure, retail and tourism) posing a risk to the stability of their business. Increasing fees was the second most popular option to “improve the stability of their business”
- However, analysis undertaken by the Homecare Association in 2021, indicates that Carmarthenshire and Pembrokeshire are the highest paying councils in Wales and are the only two nationally paying above the Homecare Association recommended minimum rate of £21.43 per hour, although Ceredigion was reported to be paying below the recommended minimum rate¹⁶.
- All three councils are reporting growing waiting lists since summer 2021 (see technical appendix).
- Commissioners are reporting the increasing use of residential care to support individuals being discharged from hospital and awaiting a domiciliary care package signalling shortages in the market.
- Commissioners are reporting that they are actively reviewing domiciliary care packages to consider reducing the number of hours provided where appropriate and seeking greater support from family carers as a substitute and accessing wider preventative community support options. This is being reflected in activity data for 2021 (see technical document), which shows the number of hours being commissioned either remaining flat or reducing despite indicators of increased demand.

These circumstances are largely aligned to the consequences of two key factors, firstly the on-going pandemic and secondly the ongoing public sector budget pressures which have necessitated savings over a prolonged period.

The overall readout is that the stability of the domiciliary care market in the region is fragile and risks sufficiency in meeting demand and expectations of local people.

¹⁶ The Homecare Deficit 2021, Home Care Association, p125

6.9.2 Quality and Choice

Currently Care Inspectorate Wales (CIW) is not publishing ratings of its inspections including those for regulated domiciliary services - but rather are using a “silent system” whereby the rating is only available to the regulator. This arrangement does not assist individuals in exercising choice based upon professional evaluations of quality. Under the terms of the Regulation and Inspection of Social Care (Wales) Act 2016, the intention has been for a ratings system to be introduced from 2021, but this was postponed due to the pandemic.

CIW data from 2020 shows that the proportion of registered domiciliary care workers who were fluent in Welsh across the region was 15.2% which is below the regional average of fluent Welsh Speakers (37% of the population in 2011) and the gap is more marked in Pembrokeshire where only 5.9% of this workforce were fluent Welsh speakers.

The rurality of the region and the relatively low number of providers per head suggests that in some parts of West Wales, local people have a more limited choice between domiciliary providers. This seems to be more pronounced in Pembrokeshire and Ceredigion.

6.9.3 Trends

Whilst the long-term consequences of the pandemic remain uncharted, some clear trends are emerging which will impact upon the sufficiency and stability of the domiciliary care market going forwards- namely:

- Spend on commissioned domiciliary care by all three counties has increased over the course of the pandemic but volumes of commissioned hours have remained relatively flat. At the same time the proportion of in-house delivered hours have increased signalling potentially higher costs of in-house services (suggested linked to better T&Cs for staff).
- The draft PNA 2022 confirms that local people increasingly want care delivered and accessed in their own home as an alternative to residential care.
- Feedback from commissioners and providers suggest that the pandemic has negatively impacted people’s views on residential care. People are managing at home for longer on their own and are much more resistant to go into formal care settings because of COVID restrictions and concerns.
- Both providers and commissioners are reporting increasing levels of complexity amongst people receiving domiciliary care. This is having a significant impact upon provider’s capacity to respond given widespread workforce shortages across the sector.
- Providers are reporting increased proportions of local authority purchased hours of domiciliary care compared to hours purchased by self-funders. Feedback indicates that self-funders have more discretion about accessing care and support and are choosing not to use domiciliary (or even residential) care due to concerns about the pandemic. Around 50% of providers responding to the provider survey indicated that volumes of hours purchased by self-funders reduced over the course of 2020/21.
- Feedback from commissioners indicate that there an opportunity to offer new models of domiciliary care to self-funders through the expansion of micro-enterprises. Many of these services are not regulated but offer support to individuals to maintain their

independence. Pembrokeshire is investing into this market and has supported the introduction of 30 micro-enterprises to the area.

- Only 15% of providers responding to the provider survey expected volumes of self-funder activity to significantly increase over the next 12 months (signalling a small return in market confidence), but 40% did expect local authority and Health Board volumes to increase over the same period.
- However, this provider survey was undertaken in late 2021 ahead of Omicron variant and it remains uncertain as to when and whether activity levels, particularly amongst self-funders will return to pre-pandemic levels.
- County councils have increased their share of provision in the domiciliary care market over the last 3 years. Most notably, the exit of a major provider in 2021 signalled a significant shift towards in-house provision as councils responded to ensuring continuity of care as part of their market duties.
- However, the level of in-house provision is markedly different between the three county councils - with limited in-house provision reported in Ceredigion in terms of long-term domiciliary care provision; Pembrokeshire has increased its share of this market segment from 0% to 17% over the last 3 years; and Carmarthenshire is reporting that they are now covering 32% of this market in terms of hours purchased.
- In terms of reablement (services which are short term in nature to generally assist individuals in regaining independence when being transferred from hospital), it is noted that these are all delivered in-house across the region, with Pembrokeshire moving all its reablement provision in-house in 2019/20 as part of its strategic intent to develop intermediate care services.

6.9.4 Challenges and Opportunities

- Demand for domiciliary care is likely to grow in the long term due to the aging population and the increasing numbers of people with dementia and other complex needs.
- The pandemic may amplify this as people are postponing moving into residential care. This will reinforce the existing trend towards greater complexity in needs of people supported in the community.
- Delivering domiciliary care is more challenging and expensive in rural areas and this is a disincentive for new or existing providers to increase provision (for example, some providers noted that travel time between visits were not paid - and there is a need to ensure consistency across the region in meeting travel and additional costs).
- Recruitment and retention have become increasingly challenging, partly due to the pandemic, but also reflecting the competition for staff with other sectors. This is likely to continue as the working age population is projected to fall.
- The challenges are already manifesting themselves in waiting lists, market exits and contract hand-backs. This has encouraged a shift towards in-house provision over the last three years in a bid to secure provision. This shift presents challenges, but also opportunities for both commissioners and providers to proactively re-shape provision and develop new models.
- There are opportunities to strengthen partnerships with community support networks, which have flourished during the pandemic, and also to scale-up hub and spoke models of provision, including residential homes and health services, alongside home care and third sector provision.

6.9.5 Impact of Commissioning

Nationally there is concern that margins for home care providers are very tight and that commissioning models, such as dynamic purchasing systems, have encouraged providers to compete on price rather than quality in 'a race to the bottom'. The rates paid by West Wales authorities are above average, but this may not be sufficient to offset the challenges of rurality and workforce.

Commissioners have acted quickly to bring services in-house and respond to market exits and pressures. However, a more proactive approach will be needed to rebalance the market longer term, to ensure a sustainable market with a good mix of provision. There is considerable scope to enhance partnership and innovation with commissioners and providers working together to develop more effective models of reablement and make better use of technology.

6.9.6 Issues and Recommendations

- The domiciliary care market is critical to helping people to live independently and reduce / delay the need for acute health services and residential care. However, it is also the sector under perhaps the greatest pressure risking both stability and sufficiency of supply.
- Commissioners and providers need to collaborate to address significant workforce issues across the sector.
- Ongoing engagement with providers is also needed to develop new models and promote innovation.
- The region should develop a strategic approach to the market, moving beyond the reactive emergency measures which have increasingly been required during the pandemic.
- Fee methodologies should be reviewed to address issues relating to costs (such as national commitment to the Real Living Wage) and seeking greater consistency across the region. It is noted that Carmarthenshire and Pembrokeshire have included the Homecare Association unit cost models in their current tenders for 2022, and both counties are currently paying above the Homecare Association recommended minimum rate - whereas Ceredigion is reported to be paying below this recommended rate.
- Further exploration of investing into community preventative and early intervention solutions (to include availability of suitable accommodation) to offset demand and increasing levels of complexity is encouraged. For example, there is potential to expand upon Pembrokeshire approach to supporting "micro- enterprises" in providing community based early intervention and preventative services.

6.10 Care Homes for Older People

6.10.1 Sufficiency

The overall number of care homes and beds for older people in West Wales has changed little over the last five years.

The vast majority of care homes in West Wales are in the independent sector. Each county has some in-house provision, with Ceredigion having proportionately most and Pembrokeshire least, but in all three counties there are few third sector homes.

Most homes in West Wales are owned by small or medium sized businesses and there is little provision by large national businesses. This has strengths in terms of long-term commitment to local communities but does mean that businesses may lack access to capital for remodelling existing services or investing in new facilities

Although there has been little change in the number of homes or their ownership over the past five years there has been a change in the type of provision, with a modest decrease in the number of nursing home beds and an increase in the number of 'elderly, mentally infirm' or EMI beds in residential care homes without nursing. To an extent these trends align with the drive to enable people to live in their homes for longer which means that people move to residential care at older ages and with multi morbidities.

However, the decline in nursing beds runs counter to this and means that there may already not be sufficient care with nursing to meet the needs of people, especially those with more complex needs, such as behaviour that challenges associated with dementia, who are frequently placed out of county or out of region.

The on-going pandemic has had a severe impact on providers with subdued demand, increased costs and exacerbated recruitment and retention difficulties. Support from Welsh Government and commissioners regionally has mitigated this to a significant extent, but as financial support tapers away (The Welsh Government Hardship Fund ends in March 2022) the outlook for providers is very uncertain. This is a further brake on investment and means there is likely to be a greater shortfall in the more specialist provision needed in future.

There is currently sufficient general residential provision to meet demand however this could change over the next 6-12 months if the pressures on providers lead to a rapid increase in the number of exits from the market as hardship funding ends.

6.10.2 Quality & Choice

Care Inspectorate Wales does not have a system for grading care homes. This makes it harder to benchmark quality against other areas or for individuals and their families to choose care with confidence. However, the available evidence suggests that the quality of care provided by homes in West Wales is generally good. Occasionally however significant concerns are identified through monitoring or following inspections. There is a regional protocol in place to identify, address, and if necessary, escalate concerns.

There is a lack of data about quality from the user's point of view. This is a challenging area given the needs of residents but there is scope for improvement.

Many care homes in West Wales are converted buildings and there is a need for significant investment both to improve existing provision and provide the sort of modern purpose-built facilities that people requiring care increasingly prefer. (It is noted that the Regulation and Inspection of Social Care (Wales) Act requires increased physical standards for new build care homes and extensions, with every room requiring an ensuite including a shower as well as increased space requirements). Providers have indicated that the opportunity to invest is challenging resulting in a lack of choice –and people may not be able to find care of the quality they want, or the type they need, close to home or family.

Care homes provide significant social value through the important contribution that they make to well-being and the overall functioning of the health and social care system. They are also significant employers and the fact that most current providers are West Wales businesses helps keep expenditure and revenues within the local economy.

A 2016 study estimated the total the total direct, indirect, and induced value of the adult social care sector in Wales £2.2 billion. The total GVA of the sector (the direct value) was estimated at £1.1 billion with over a quarter - £328 million - in residential care.¹⁷

There is scope to increase the social value delivered by encouraging more third sector provision and promoting collaboration between care homes, other providers, and the communities in which they operate. A residential care home could partner with local community networks and domiciliary care providers for example. Pembrokeshire is the early stages of testing such an approach, partnering an independent residential care home with domiciliary care and day care services to offer support to people in the community. This approach includes creating flexible care roles allowing for staff to work in different settings – which adds to job satisfaction and potentially improving staff retention and recruitment levels.

6.10.3 Trends

The market has been relatively stable with few entries or exits but, once hardship funding ends in March 2022, providers whose occupancy has not fully recovered may struggle to continue (as reflected in the provider survey). This is most likely to apply to older homes in need of investment offering general residential care.

If this happened gradually alongside an increase in more specialist provision this would better match demand, but the risk is that the loss of provision happens too quickly with insufficient investment in replacement provision.

There are significant capital costs in entering the care market and regulatory standards to meet, but the provider survey indicated that currently the need to recruit and retain suitably skilled staff, especially registered nurses is perhaps the biggest barrier to entry.

The trend towards increased acuity of needs of residents is marked. One provider interviewed was expanding nursing care and had established a home care business during the pandemic, but this was an exception. Many providers reported they were unable to convert to nursing care either because of the physical constraints of the building and higher specifications for extensions and new builds, poor access to capital,

¹⁷ [The Economic Value of the Adult Social Care sector – Wales, ICF Consulting, commissioned by Skills for Care and Development, 2016](#)

or significant concerns about recruiting registered nurses and care staff. Commissioners also reported that some care homes were struggling to cope with the more complex needs of residents, exacerbated by workforce shortages.

If community services to help people live independently for longer expand, the number of people requiring residential care is likely to grow modestly, if at all, but they will move into care homes later with more complex needs. This scenario is likely to result in shorter duration of stays within residential care settings and consequently a higher turnover rate and likely a longer time to secure a new admission. Analysis by Welsh Government in 2018 highlighted that “it can often take several weeks to make arrangements to fill an unoccupied place once a resident leaves or passes away – and longer if major redecoration is needed”. These delays add further pressures upon the stability of care home provision.

Both providers and commissioners have reported the increased use of respite options within care homes to help rehabilitate individuals being transferred from hospital (the ‘Right Sizing’ agenda) and offer care until domiciliary care is in place. These arrangements are designed to only be temporary, but commissioners recognise that, with growing waiting lists, there is a risk of individuals becoming institutionalized the longer such packages last. Further, providers have commented that respite options are extremely costly to manage (each move to a care home requires a new full assessment – often requiring additional staff time) and such arrangements do not provide the same planning assurances as that of longer-term placements or admissions.

Recent national government announcements about capping the care costs for individuals will not offer significant additional funding, at least in the medium term, and leave it unclear how the gap between local authority and self-funder rates will be addressed.

More active intervention and market shaping will be required to ensure sufficiency and stability. Without it there is likely to be insufficient specialist residential and nursing care, a lack of investment and innovation and an increase in market exits, compounding pressures on overall market sufficiency.

6.10.4 Challenges

The key challenges facing providers are:

- Significant difficulty recruiting and retaining skilled and qualified staff, particularly in the context of the pandemic, low pay and status across the sector, increasing competition for staff (and consequentially higher agency fees) and a falling working age population in the region
- Uncertainty about the long-term impact of the pandemic on demand particularly amongst self-funders
- Increased acuity of needs amongst residents; and
- Converted buildings which are difficult and costly to update or expand

6.10.5 Impact of Commissioning

Commissioners have helped sustain provision through both public sector austerity and the pandemic. They have not however succeeded in reshaping the market for the

future. This is not surprising given the constraints facing commissioners including tight budgets, competing priorities, and stretched capacity.

Regional collaboration, including shadow pooled fund arrangements, has increased transparency, and helped mitigate some pressures, but a more active market shaping approach will be needed to match the scale of the post-pandemic challenges and opportunities. Whether this takes the form of incentivising investment in the type of provision required, facilitating independent or third sector provision, or increasing in-house provision, it will require a commensurate level of resourcing for commissioning and transformation.

6.10.6 Issues & Recommendations

- There is an increased risk of market exits as temporary government support tapers away.
- Uncertainty combined with escalating workforce pressures are a major barrier to investment and transformation.
- Market conditions are unlikely to incentivise sufficient investment without more active market shaping and intervention.
- The number of people requiring residential care is unlikely to rise in line with demographic changes but the trend of residents having greater needs will continue.
- There is therefore a need for more specialist and nursing provision especially for people with dementia, and it is noted that modern purpose-built facilities tend to have the highest occupancy. The pandemic has accelerated this trend, particularly in the self-funder market.
- Monitor occupancy closely as hardship funding tapers to identify providers who may be struggling and try to ensure that any unavoidable exits are planned and supported.
- Seek to incentivise investment in new/expanded dementia and nursing care in the region, for example through contracts which share occupancy risks, providing sites, facilitating planning consents and supporting workforce initiatives.
- Consider whether to acquire homes which are at risk of closure either to sustain provision, repurpose for other uses which support people to remain independent, such as supported living, or release the capital to reinvest in new provision.
- Consider the business case to develop in-house nursing provision (including taking due regard to registration requirements) to rebalance the market and address market failures.
- Develop in-reach and out-reach models with residential homes at the centre of their communities (also referenced as Hub and Spoke models). This will be mutually beneficial for homes and the wider array of community services and support.

7 Region Wide Options

Within the stability assessment (Part B), several recommendations to address specific issues related to that regulated service area have been set out. To complement these recommendations, this section describes broader strategic options that can be applied singularly or in combination according to regional and county circumstances and priorities.

The options have been constructed as prompts for strategic and business case discussion and agreement. Where possible this MSR includes examples of innovation and market development which can support these discussions.

7.1 Focus on quality and outcomes

Feedback suggests that the focus upon maximising scarce public resources has been to the detriment of maintaining a focus on quality and outcomes. Commissioners reported that they are hard pushed to assure quality of placements made outside of their locality and the outcomes being achieved. This is in part due to the lack of national outcome measures (that work across organisational boundaries), and limited contact between the commissioner and provider due to distance differences.

The regional partnership is committed to high quality and improved outcomes as a key building block to ensuring market sufficiency and stability. High quality outcome-based services and facilities are more attractive to people who need care and support, and both public and private investment is likely to be more forthcoming where services can meet market expectations and be seen to add value across the whole system.

This emphasis on developing quality and improved outcomes needs to be undertaken in partnership with providers - and importantly with people who have lived experience of care and support (and can be supported through the development of the regional Independent Professional Advocacy service). It is suggested that any co-produced developmental work should be undertaken at a regional level to support continuity and integration, encourage inward investment and complement existing shared data returns and management information systems - although it is recognised that national data systems need to be improved at the same time.

The voice of the person is key. The region needs to build upon its work on supporting advocacy.

Ceredigion has recently launched a “Through Age Well-Being Strategy 2021-2027¹⁸” which in part addresses the well-being outcomes of local people through an “all- age” approach that does not make distinctions between age profiles but rather focuses upon a continuum of improving outcomes over the individual’s life course. This approach anticipates a shift in resources towards prevention.

7.2 Invest in Unpaid Carers

The contribution of unpaid carers is widely acknowledged and appreciated as key to supporting people remain independent within their own homes and communities.

¹⁸ <https://www.ceredigion.gov.uk/resident/social-care-wellbeing/through-age-wellbeing-strategy/>

However, this contribution cannot be taken for granted and the region needs to ensure unpaid carers are supported in their vitally important roles. The West Wales Care Partnership Unpaid Carers Strategy 2020-25 provides the framework for this support, but further work is required to ensure that dedicated services and support are available and accessible to all unpaid carers across all parts of the region, with a particular reference to improving the digital offer to supporting unpaid carers within rural communities.

7.3 Invest in prevention and early intervention

As a cornerstone to market sufficiency and stability, this MSR confirms the significance of investing and supporting early prevention and intervention. This is echoed in the Welsh Government's paper "A Healthier Wales" which emphasized *"Over the next decade, we will see a shift of services from hospitals to communities, and from communities to homes. People will be supported to remain active and independent, in their own homes, for as long as possible. A lot of this change will be as a result of maintaining good health, through more emphasis being placed on prevention"* and the commitment to prevention and early intervention is 'hard-wired' into the WWCP Area Plan and its transformation work programme.

However, feedback from system leaders recognised that the overwhelming pressures on the "statutory" element of care and support services is drawing away focus and resources from the very elements that support local people to remain independent and safe in their own homes or with their families for longer. The PNA describes gaps in these community preventative services across adult and children population groups, and feedback from residential and domiciliary providers indicates that the perceived shortage of community services is placing pressures on their services in the context of increasing complexity of new placements and referrals.

Further work is required regionally and at a county level to build community and individual resilience, support community initiatives (such as the community catalyst model in Pembrokeshire) and create new opportunities for the 3rd sector to contribute within their own communities. The pandemic has unleashed a growing sense of community action - which can be built upon, but as noted in the PNA, many population groups feel isolated and unsupported and progress needs to be urgently accelerated across all parts of the region.

7.4 Re-provision services

Commissioners and providers are encouraged to consider options to re-provision existing services into other models of care - when faced with potential market failures or in response to market opportunities. Examples can include re-provisioning a former care home into extra care housing units as seen in Ceredigion. This shift away from traditional care models to new approaches can allow for existing market capacity to be retained - but which is more closely calibrated with rising public expectations. The option to re-provision care homes into specialist housing has been specifically highlighted as a viable approach in responding to the projected demand for specialist housing across the region, within a business model that is more suited to retaining and recruiting staff.

7.5 Reconfiguring services

Feedback from commissioners and providers identified examples where existing service models can be reconfigured and expanded into different market segments or ways of delivering services and support, whilst retaining the existing model. Examples include developing “hub and spoke” models - combining residential care with community services, which can offer a more dynamic way of supporting individuals to remain independent in their homes but with the options of residential support. Such approaches can also offer staff increased flexibility of different working conditions and experiences - which may boost staff recruitment and retention levels.

7.6 Developing new services

System leaders, commissioners and providers have all recognised the advantages of ‘starting from scratch, in developing new services to meet projected levels of need and changing market expectations. This MSR identifies particular market growth areas to include specialist residential care for older people, domiciliary care, and specialist housing for working aged adults and older people.

However, current market conditions are considered not conducive to new investment from the private sector. General feedback from providers is that concerns about workforce pressures and income levels, as well as higher specification for new builds are limiting opportunities for market expansion and investment - and it is noted that many of the providers operating in the region are SME organisations with limited access to investment capital and internal capacity for developmental project work

However, the analysis has identified some small pockets of recent market growth, for example Carmarthenshire has experienced a growth in the number of regulated domiciliary care providers in the last 3 years (up from 23 in 2018 to 32 in 2020) and there have been several new extra care developments recently being built in both Pembrokeshire and Ceredigion for older people as well as working age adults.

County councils have a key part to play in supporting the conditions for new market entrants (and expansion of existing providers) to develop new care and support services. Feedback from system leaders and commissioners indicates a range of options to include;

- Access to capital grants including HRA grants and Welsh Government capital funding initiatives and grants (Pembrokeshire has recently started to build council houses again, including specialist housing) and economic development support. Carmarthenshire is considering how to use this HRA grant to support the development of Supported Living and Extra Care units in the county (as identified in the Housing LIN report). Improved access to capital funding is suggested as a key priority for the region to stimulate a new care and support offer.
- Freeing up land-banks for development (for example Ceredigion has recently released land in the north of the county to work in partnership with an independent provider to develop a new Residential EMI Care Home)
- Land use planning and project management advice and support. County councils can offer access to internal project management expertise particularly to small sized providers, who dominate the care market across the region and who may lack internal capacity

- Where possible, county councils should review their Local Development Plans (LDPs) to seek out opportunities to support the development of new care and support services – including the provision of specialist housing units.

7.7 Enhancing regional commissioning for specialist services

System leaders and commissioners recognised that under current arrangements several service areas (particularly specialist services for adults and also for children) would benefit from a more joined up regional approach to commissioning and resourcing. This MSR highlights high-cost low volume services which are best suited to more joined up regional arrangements. In some markets there is sufficient provision on paper but in practice it is mainly utilised by authorities outside the region. Where national and regional arrangements are already in place, such as the Children's Commissioning Consortium Cymru (known as the '4Cs:'), there is scope to make better use of them, but ultimately a move away from spot purchasing will be needed to secure consistent access to local independent sector provision.

7.8 Rebalancing the market

In line with statutory requirements relating to business continuity, local authorities must work with existing providers to find solutions if they are in difficulties and act as the provider of last resort if there is a market exit. For example, the recent exit of a group domiciliary provider in Pembrokeshire has resulted in the local authority taking on an increasing share of the local market (now at 17% of the market provided in-house).

The nature of such interventions is problematic, whilst such responses secure continuity of care, these exits are often rapid and unexpected particularly where the provider is part of a group operating outside the locality (decisions to exit maybe a result of a decision not directly connected to the locality) and requires the local authority to act expediently without the options to make a more considered strategic response as to the long-term implications of decisions to intervene.

The decision to exit the market maybe a result of a failing business - and the local authority is at risk of taking on a service that is not viable or requires significant investment (i.e., building refurbishment etc). The need for robust business cases is key to any market intervention alongside clear regard to ensuring continuity of care. Having in-house capacity (and hence capability) will also mean the local authority is better placed to support providers experiencing difficulties and manage potential transfers from private to public provision.

It is noted that there is an opportunity to develop a regional approach to "Home Closure" based upon local policies already in place in Pembrokeshire and Carmarthenshire councils.

7.9 Build workforce capacity

The current deteriorating market conditions are largely attributable to significant workforce shortages across the whole sector. Whilst many underpinning national workforce actions are out of scope of the regional partnership etc, there are several options that were identified as being constructive in mitigating (in part) some of these

pressures and importantly to establishing a platform for a bold vision of market development and change going forwards. Options include;

- Hybrid care and nursing roles - allowing staff to work flexibly between services. These are already in development in Ceredigion and Pembrokeshire and can be expanded across the region
- Local and regional recruitment campaigns - to include online resources hosted by the local authority or regional partnership
- Learning and Development offers to support staff career progression across both in-house and independent provider sectors
- In-house staff pool that can be deployed to independent providers as required.
- Parity of T&Cs across the sector. This will require significant investment and partnership approaches between the Health Board and the county councils.
- Linking up local economic initiatives – such as Pembrokeshire’s Regeneration Strategy to supporting the recruitment and retention of care staff, alongside wider economic and enterprise stimulus activity.
- Commitment to the Real Living Wage - Welsh Government has already signalled support and new tenders being developed in the region (Pembrokeshire and Carmarthenshire councils) reference a commitment to the Real Living Wage. This commitment will require significant investment across all parts of the market - for example research conducted by the Homecare Association indicates domiciliary care rates will need to increase by around 12%¹⁹ in 2022 across Wales.

7.10 Fee Methodologies

Most providers responding to the MSR surveys identified unmet rising costs as a significant challenge to their market stability, particularly in services for older people. At the same time commissioners in other market segments, notably children’s homes and independent fostering are concerned by the high cost of placements. It is noted that the Competition and Markets Authority are currently conducting an inquiry into children services, which is likely to influence national policy going forward²⁰.

The fee setting process for older people residential and domiciliary care differs across the region and despite recognition in the Rebalancing White Paper for a standardised fee setting framework, local arrangements currently persist raising concern amongst providers as to transparency and consistency across the region (for example the domiciliary care rate in Ceredigion is significantly different to the other two county councils). This variation is creating internal tensions in the market in terms of stability between counties and services although it is recognised that these arrangements are determined by a range of local factors to include for example differing rurality costs.

Commissioners have indicated that regional capacity (particularly care homes for working aged adults) is being absorbed by out of region local authorities who are prepared to pay a competitive rate to secure placements. West Wales councils and the Health Board need to consider external competition when calculating their fee rates.

¹⁹ <https://www.homecareassociation.org.uk/resource/real-living-wage-for-careworkers-in-wales-must-be-funded.html>

²⁰ <https://www.gov.uk/cma-cases/childrens-social-care-study>

There is opportunity for the region to move together towards greater consistency in how it sets placement fees across the three councils and the Health Board (Continuing Health Care fees), and such approaches will require close engagement with providers using an open book approach and formula that addresses the need to ensure value for money whilst delivering high quality services that improve outcomes.

This approach is clearly endorsed by Welsh Government and there is opportunity to build upon progress already being made in the region to harmonize shared methodologies - for example Pembrokeshire and Carmarthenshire use to the “Lets Agree to Disagree” framework for older people care homes, and the Homecare Association unit cost model for setting domiciliary care fees. WWCP has established a Regional Fees Group as a forum to collectively work towards greater consistency in setting fees and this work needs to be prioritised going forwards.

7.11 Support market confidence

Feedback from both commissioners and adult care home providers was that block contracts rather than spot contracts provided more robust business assurances in planning ahead. Whilst such arrangements require careful consideration to ensure scarce resources are efficiently and effectively deployed, it was acknowledged that block contracts, even if set over a short period, can offer assurances to providers when occupancy levels are below the financial break-even point - whilst giving commissioners secure options when making placements. Increasing use is being made in some areas of ‘soft’ block contracts which share occupancy risks.

7.12 Restarting work delayed by the pandemic

General feedback from system leaders, commissioners and providers was that many of the existing regional and local priorities to supporting local people to remain independent in their own homes and communities have been subject to delay or suspension during the pandemic, including for example projects funded through the ICF such as the Discharge to Review and Assess (D2RA) Schemes which prevented the full use of planned step-down facilities. It is suggested that the regional partnership reviews its priorities ahead of the next spending round i.e. conduct a stocktake of the Area Plan to identify which of these existing priorities should be reinstated if temporarily halted by the pandemic. It is noted that the Welsh Government introduced a statutory duty under the Local Government (Wales) Measure 2009 for local authorities to prepare an Annual Improvement Review, which can form the catalyst for this proposed stocktake.

7.13 Invest in Technology Innovation

Wider use of digital technology was identified by all stakeholders as an option to support individuals remain independent in their own homes for longer, whilst also supporting improved community cohesion and resilience. These elements were considered vital in addressing rising complexity of demand upon local care markets.

The region has already embraced digital technology and a regional digital group has recently been established to take forward this agenda. However the feedback from both commissioners and providers was that currently much of the regional deployment of digital technology was considered as basic technology – such as fall alarms, pendants and sensors – and that there was opportunity to both scale up current levels of digital

adoption and the types of digital technology being used- such as the use of AI technology in people's homes (including residential care homes) and digitalised care records for example. Further, the PNA has identified concerns around the lack of digital inclusion of people with care and support needs across the region - particularly in rural areas. This extent of digital exclusion has been accentuated by the pandemic and physical access to services and support being restricted.

The region has recently established the Research, Innovation and Improvement Coordination Hub (RIICH) funded by the Transformation Fund bringing together Health Board and county council staff, providers and entrepreneurs with the aim to *“enable teams and services to share learning, access information, advice and good practice, and look at opportunities to up-scale and spread new ideas and ways of working”* across the regional health and care system.

It is suggested that the regional partnership builds upon the work of this hub to support wider use of digital technology innovation. This can include scaling up the region's CONNECT project on using digital technology to support early intervention and prevention activities, as well as exploring and encouraging commissioners, providers and technology suppliers to work together on developing new digital care and support services.

Other examples of progress include work undertaken in Pembrokeshire during the pandemic to support local people access digital technology, to include loaning digital equipment. This initiative was recognised nationally (MJ finalists).

Further, the county councils are encouraged to explore use of national government funding and initiatives²¹ to support digital connectivity across the region, as well as to look to internal resources and capacity to support local people to become “digital citizens” – such as schemes to loan digital hardware- such as tablets and laptops to local people.

²¹ <https://gov.wales/digital-strategy-wales-html>

8 Conclusion – A Call to Action

This MSR and the PNA describe a care and support system under significant stress. Much can be attributed to the compounding impacts of the pandemic, public sector austerity and workforce pressures across all parts of the market. However, the sector has also shown great resilience and flexibility - and it is these strengths alongside a shared recognition that bold action is required that offers a sense of optimism and vision for the future.

There are many examples of innovative practice and delivery to build upon - alongside a real opportunity to shape a market that is calibrated around the expectations and demands of 21st Century citizens. This does not mean jettisoning the past, but rather consolidating upon what works well and seeking innovative approaches to arising opportunities and challenges as described in this MSR.

Much will depend upon a collaborative approach to seek commitment, consistency, and continuity in improving quality and outcomes. The forthcoming national funding allocation is particularly timely to potentially underwrite some of this ambition - especially in terms of leveraging in capital investment to help kick-start new (and innovative) service to ensure a vibrant mixed economy of care and support services.

The WWCP is well placed to coordinate and drive this agenda to ensure a stable and sufficient care and support market across the whole region that promotes Well-being for local people and communities.

Appendix 1: Full Sufficiency assessments

1 Children and Young People

Children and young people rely on a wide range of services to complement the care provided by their families. These range from universal services like schools and health visiting to specialist services for children with particular needs such as residential care and child and adolescent mental health services. All these services need to be available in sufficient quantity and quality and working well together to enable children and young people to achieve the best possible outcomes.

Only a few of these services are regulated services which fall directly within the scope of the MSR Code of Practice:

- Care homes for children and young people
- Fostering
- Adoption services
- Secure accommodation
- Residential family centres
- Regulated Advocacy

In addition, children and young people also sometimes need domiciliary care services, but since these services are overwhelmingly aimed at adults, they are covered elsewhere in this MSR.

The children's services in scope of the MSR represent half of the list of regulated services but they are only needed by a very small proportion of children and young people locally, and in some cases, such as secure accommodation by less than 30 children across all of Wales at any one time.

To avoid duplication the sufficiency assessment considers services for children and young people in the round based on the PNA. There are separate stability assessment for each of the regulated services which are specifically for children and young people. It is important to bear in mind that the extent to which the regulated services will be required depends crucially on the wider constellation of universal and targeted services for children, young people and their families or carers.

1.1 Looking Back

The 2017 PNA identified that the number of children in West Wales was likely to stay broadly stable over the next 15 years at around 85,000. It also identified that the rate of children looked after was lower than the average for Wales.

In general, the PNA concluded that 'the required statutory services are in place to meet the needs of the most vulnerable children and young people and to keep them from harm' but 'the development of fit for purpose services right across the range is, however, an ongoing journey and there are a number of areas in which further improvement can be made'. These included:

- Strengthening user voice and control

- Increasing co-production; and
- Developing co-operation partnership and integration

The priorities set out in the Area Plan included two relating specifically to regulated services, namely:

- Reconfiguring commissioning processes for high cost, low volume care and support packages for children with complex needs, to deliver consistent cost-effective services that ensure best outcomes for service users
- Reducing the number of placement moves for LAC and reducing reliance on residential care

Although progress has been made on commissioning specialist provision, high-cost low volume placements remain a challenge. Over the last four years the number of children looked after in West Wales has increased, from 390 at March 2018 to 455 at March 2021, whilst the number in residential care has also increased. The picture has varied across the region however with number rising sharply in Ceredigion and Pembrokeshire but falling in Carmarthenshire. This suggests that regional partnership needs to be combined with bilateral and single county solutions when appropriate.

There are also reported gaps in targeted and specialist services, including support for disabled children and CAMHs service.

1.2 Looking Forward

The latest population estimates suggest that whilst the population of West Wales will grow modestly over the next decade (1.3% by 2031), the number of children under 16 will decline by 8%, or around 5000 fewer children, with the decline greatest in Ceredigion and Pembrokeshire. This will affect the demand for universal services, but it is unlikely to translate directly into reduced demand for specialist services, indeed current trends show increases.

The factors determining the number of children requiring specialist support are complex and the variation between areas and time periods is an area of debate and ongoing research nationally. The draft PNA 2022 highlights the impact of the Covid 19 pandemic as a major source of uncertainty. There is emerging evidence that the pandemic has adversely affected children and young people's wellbeing in a variety of ways, particularly their mental health and has increased adverse experiences such as domestic abuse. Education has also been severely disrupted and there may be children suffering or at risk of harm who have not been identified or helped as promptly as before. The long-term impact of the pandemic will only become clear over the next few years but services would be wise to anticipate a likely increase in the number of children and young people with more complex needs who require targeted and specialist services.

The draft Well-being assessments highlight concerns about the sufficiency of affordable child care, particularly in Pembrokeshire and Ceredigion. Lack of childcare is a barrier to employment and high child care costs are a significant factor in in-work poverty. For other universal services, such as schools, the demographic trends suggest that there are likely to be sufficient services, although these can expect to face significant

workforce challenges with the projected decline in the working age population across the region.

Increased levels of child poverty are identified in the draft Well-being Assessments as a regional priority. Rates are above the national average for Wales and increased in all three counties between 2018/19 and 2019/20.

A report released in October 2020 by the End Child Poverty coalition using research which modelled DWP data, found that Pembrokeshire had the highest child poverty rate in Wales (once housing costs have been taken into account) with 31.4% of children judged to be living in poverty (a total of 4,376 children). (Ceredigion was fourth highest at 30.3% and Carmarthenshire 9th at 29.3%)²².

Demand for more specialist services may well increase due to the direct and indirect consequences of the pandemic, including the economic impact. This is particularly challenging given the difficulties of providing services in more rural areas. There may be shortfalls in the availability of specialist services within reasonable distance of the child's home and well matched to their needs, for example in the Welsh language where needed.

Some of the issues identified in the previous PNA such as enhancing user voice and control and improving the coordination of services and the transitions between them have been highlighted again.

1.3 Issues and Gaps

- The draft Well-being assessments highlight concerns about the sufficiency of affordable child care, particularly in Pembrokeshire and Ceredigion.
- Child poverty has increased across West Wales.
- The overall child population is projected to decline but the demand for specialist support and services such as CAMHs and residential care which are already hard to source locally may increase.
- The long-term impact of the on-going pandemic is very uncertain but there is a significant risk that it will be detrimental to children and young people's wellbeing and exacerbate existing challenges.
- User voice, co-production, and integration, including more seamless transitions to adult services, remain key areas for development.

²² Draft Pembrokeshire Well-being Assessment

2 Violence Against Women, Domestic Abuse and Sexual Violence

Violence against women domestic abuse and sexual violence (VAWDASV) is a major public health problem, criminal justice and human rights issue, with a range of adverse consequences for health and wellbeing over the life course. It causes harm to individuals and families, and its impact can be felt across whole communities, societies, and economies.

Whilst actual number of reported VAWDASV can be captured, there is no agreed methodology to project forward the number of individuals directly or indirectly impacted by VAWDASV. This is because incidents of VAWDASV are not predictable. The 2017 PNA identified that in 2018 there were 1,215 reported cases of abuse in Carmarthenshire, 1,062 reported cases in Ceredigion and 717 reported cases in Pembrokeshire, compared to a total of 22,410 reported abuse cases across all of Wales, but did not project these incidents forwards.

Data supplied by ONS identified that between March 2018 and 2019, Welsh police forces recorded 80,924 VAWDASV related incidents nationally, yet recorded police data only highlights a fraction of the real picture, as incidents often go unreported.

In response to the scale and seriousness of VAWDASV, the Welsh Government has recently refreshed its national VAWDASV Strategy 2016-21. A key objective of the national VAWDASV strategy is to make early intervention and prevention a priority, in recognition that prevention is vital to breaking the cycle of violence in families and communities.

Similarly, an VAWDASV Strategy for Mid and West Wales (Safer Lives, Healthier Families) was initiated in 2018, to mirror this national strategy and act as catalyst for enhanced partnership working between commissioners and providers to tackle VAWDASV and ensure appropriate support and prevention interventions were available and accessible where and when required.

VAWDASV services and support range from statutory duties, such as provision of refuge centres and support to a range of non-statutory services and support to include for example access to specialist counselling and online help and advice services. The range of services that are covered include;

- Models of accommodation
- Community based services
- Early Intervention and Prevention initiatives
- Services for Children and Young People
- Perpetrator related services
- Public Service Initiatives
- Sexual violence and abuse services

Latest analysis by the Mid and West Wales VAWDASV Strategy Group indicates that the region has received a total of £2.9m in funding in 2018, although it was noted that it remains a complex task to identify the totality of financial resources due to how budgets for universal support are disaggregated. A large proportion of this funding was routed through the Housing Support Grant and many services also rely upon grants from

charities. This complex funding arrangement was considered by the Strategy Group to pose significant challenges in effectively planning and delivering services.

2.1 Looking back

The 2017 PNA preceded the Mid and West Wales VAWDASV strategy and identified the following gaps in service provision and areas for improvement:

- Raising the profile and public understanding of violence against women, domestic abuse and sexual violence, including among vulnerable groups such as Black and Ethnic Minorities, disabled people, the LGBT community, older people, refugees and migrants.
- Embedding good practices around identification, information, consultation and integration of other related services.
- Earlier identification of violence against women, domestic abuse and sexual violence.
- Enhancing education about healthy relationships and gender equality.
- Ensuring professionals are trained to provide consistent effective, timely and appropriate responses to victims and survivors.
- Provide victims with equal access to appropriately resourced, consistent high quality, needs led, strength based, gender responsive services.
- Developing community-based, user-led, co-produced services that prevent isolation and promote well-being and resilience.
- Increasing survivor engagement in the planning, delivery and monitoring of services.
- Developing and implementing an integrated pathway for all forms of violence against women, domestic abuse and sexual violence.
- Increased focus on perpetrators, holding them to account for their actions and providing opportunities, through intervention and support, to change their behaviour.

2.2 Looking forwards

The ongoing pandemic has had a significant impact upon survivors of VAWDASV, and the consequences going forward remain uncharted. Since the outbreak of COVID-19, emerging data, and reports from those working in front line services have shown that many types of VAWDASV, particularly domestic violence have intensified.”

The draft PNA 2022 has had the benefit of building upon the more recent gap analysis undertaken by the Mid and West Wales VAWDASV Strategic Group, in preparation for the roll out of Regional VAWDASV Service Specification. The Strategic Group consisting of commissioners, providers and survivors of VAWDASV identified the following themes as gaps or areas for improvement. Note, these themes are themselves more specific than those identified in the 2017 PNA, which are considered more generic and concerned with approach rather than actual service delivery.

- Services for children and young people.
- More prevention focused services.
- Ensuring there is VAWDASV specialist input for specific groups ie BME, disability, LGBT, older people.
- Reviewing the refuge model and accommodation options.

- Accommodation and support options for people with complex needs who challenge existing models.
- Community based services for survivors of sexual violence and abuse.
- Interventions / Services for perpetrators.

Alongside the draft PNA 2022 gap analysis, work undertaken by the Mid and West Wales VAWDASV Strategy Group in 2021 has provided a “deeper dive” into service and support gaps within each county council area.

In response to the challenges faced in delivering consistent and high-quality services across the region, the VAWDASV Strategy Group is preparing to launch a Regional VAWDASV Service Specification, to underpin the Mid and West Wales “Safer Lives, Healthier Families” Strategy 2018. The timings for this roll-out coincide with each county renewing their VAWDASV contracts in 2022.

2.3 Issues and Gaps

- Incidents of violence against women have increased during the pandemic whilst victims may have found it harder to access services.
- The complex funding arrangements are a significant risk to ensuring sufficiency of support.
- There is a specific gap in terms of lack of services for older victims of domestic abuse
- The Mid and West Wales VAWDASV Strategic Group, consisting of commissioners, providers and survivors of VAWDASV identified the following themes as gaps or areas for improvement
 - Services for children and young people
 - More prevention focused services
 - Ensuring there is VAWDASV specialist input for specific groups i.e. BAME, disability, LGBT, older people
 - Reviewing the refuge model and accommodation options
 - Accommodation and support options for people with complex needs who challenge existing models
 - Community based services for survivors of sexual violence and abuse
 - Interventions /Services for perpetrators

3 Carers (including unpaid carers)

A carer is anyone who cares, unpaid, for a friend/family member/neighbour who has any sort of health condition, illness, disability, a mental health problem or an addiction and cannot cope at home without extra support. Services for unpaid carers is overseen by the West Wales Carers Development Group (WWDDG) which includes representation from the Health Board, county councils, third sector partners and unpaid carers.

The Social Services Well-being Act (Wales) 2014 sets out a range of duties upon local authorities to support unpaid carers to cover:

- Identification and recognition
- Advice and information
- Assessment of carers needs
- Practical support
- Advocacy
- Condition specific support for the carer and the person they care for

However, unpaid carers are also supported through a myriad of services and support, to include;

- **Universal services:** For example, leisure centres, community centres, libraries, and adult education opportunities.
- **Preventative services:** For example, good neighbour schemes, luncheon clubs, community enterprises, community/ voluntary services.
- **Day Opportunities:** Providing social contact, reducing isolation and loneliness, maintaining and / or restoring independence, offering activities which provide mental and physical stimulation, providing care services, offering low-level support.
- **Respite provision:** these services however are discretionary.
- **Direct Payments:** These provide another way for individuals to access a range of opportunities by being able to choose who provides the services they need.

3.1 Looking Back

The PNA in 2017 identified the following gaps and opportunities to support (un-paid) carers across the region;

- There are challenges to improving outcomes for carers. Caring responsibilities can grow over time so that individuals do not immediately recognise they have become a 'carer' or that support may be available.
- There is a need to design and develop preventative services.
- There is a need to improve carer assessments and to do more to ensure services that support the cared for person are accessible and available.
- There is a need to strengthen the role of social enterprises and user-led services.
- There is a need to develop a much more joined up approach between partners and other agencies to ensure the issues facing carers are taken into account when planning community programmes such as transport, housing, technology developments and other community programmes.

3.2 Looking Forward

Analysis from the draft PNA 2022 indicates that currently the extent and volumes of services and support offered to unpaid carers across the region is insufficient when set against prevailing numbers of unpaid carers coming forward.

Analysis undertaken by Carers Wales in October 2019 "Track the Act Report" highlighted that the unpaid Carer population across Wales is expected to increase significantly in the coming years. By 2037 it is estimated that the Carer population will rise from 370,000 to over half a million nationally.

As a baseline the 2011 Census estimated that there was over 47,000 unpaid carers representing 12.5% of residents in West Wales in 2011, and the 2022 PNA has noted that whilst number of people self-identifying as carers has increased over the course of the pandemic, the numbers of identified carers is below the numbers highlighted in the 2011 Census analysis. This suggests a considerable gap in carers being recognized and supported in their vitally important caring roles.

There are a significant and growing number of older carers. While the number of unpaid carers is projected to increase by 2% between 2020 and 2030, the proportion aged over 65 is projected to increase by 17%. An estimated 30% of carers provide 50 or more hours a week of care, but this rises to 46% of carers aged 65 or over²³.

This reflects ONS projections of an increasing older population across the region, contrasted by a falling working age population. ONS data illustrates that the number of people aged over 85 is projected to increase by 27.8% between 2021 and 2031, whereas the working aged population is projected to fall by 3.1% over the same period. This mismatch will place increasing pressures on the need to identify and support unpaid carers.

As noted, the pandemic has had a significant bearing upon unpaid carers. Analysis by the regional Carers Information and Support services has confirmed significant increases in the numbers of request for support over this period;

- up by 31% in Carmarthenshire,
- up 15% in Pembrokeshire, and
- up 32% in Ceredigion.
- The draft PNA 2022 calculates that there is a total of 10,081 known carers in the West Wales region identified via GP practices, social services and education settings – of which 9,500 are adult carers and over 400 Young Carers.

Furthermore, the Health Board identified that 8,483 unpaid Carers were known to GP practices on 31st March 2020. Within twelve months this had increased by over 2,000 (25%) and as a result of the roll-out of the vaccination programme by May 2021 a further 3,000 unpaid Carers had self-identified, an overall increase of over 5,500 unpaid Carers (64%) during the course of the past 15-months.

Since the PNA in 2017, the region has seen considerable development in its approach to supporting unpaid carers, although the gaps identified in 2017 persist. Most notably, in November 2020, the West Wales Care Partnership launched the 'Our West Wales Carers Strategy 2020-2025: Improving Lives for Carers'. The strategy is focused upon supporting unpaid carers to achieve what matters to them socially, economically, educationally and to maintain good health and mental well-being. The strategy focuses on 4 main priorities;

- **Priority 1:** Improve the early identification and self-identification of Carers including Young Carers and Young Adult Carers.
- **Priority 2:** Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.

²³ Social Care Wales Population Projections Platform, Daffodil

- **Priority 3:** Support Carers to access and maintain education, training, and employment opportunities.
- **Priority 4:** Support Carers to become digitally included.

The draft PNA 2022 also provided some more granular details on gaps in services and support for unpaid carers – which can be summarized as follows:

- The negative Impact of being a carer on wellbeing and mental health and the need for more emotional support and counselling services.
- Difficulty accessing support and the need for better signposting, accessible information, and navigation.
- Problems in accessing carer services and support within rural communities.
- Supporting carers to be digitally included.
- More targeted support for young carers to include improved access to respite break, mental health and emotional support and services.

3.3 Issues and Gaps

- The level of unpaid care and support sought by unpaid carers is projected to increase significantly over the next 10 years as the population grows older.
- Many carers are themselves over 65 and 46% of older carers are providing more than 50 hours of care per week²⁴
- This is against the backdrop of the significant increase in self-identification of unpaid carers during the pandemic and the existing strain on specialist carers support services to provide a timely response.
- There is a need to improve access to services and support within rural communities for unpaid carers and improve level of digital inclusivity of unpaid carers.
- Young carers need more mental health and emotional support and services. The pandemic has had a significant negative impact upon young carers in terms of increased isolation and mental health / emotion stress.

4 Learning Disabilities

People with learning disabilities (LD) have a reduced ability to understand new or complex information and learn new skills. In addition, people with LD often have a reduced capacity to live independently. Importantly, LD is a diagnosis and not a health condition and should not be confused with other diagnoses such as ‘mental health problems’ or ‘learning difficulties’.

Care services are generally arranged around prevailing conditions, such as Learning Disabilities for example. However, services are also arranged around age groups to include children & young people, working age adults and older people. People with learning Disabilities are generally identified within the children & young people, and the working age adults’ groupings as distinct services, but not within Older People services. This is in part due to historic issues relating to life expectancy, which has now

²⁴ Social Care Wales Population Projections Platform (daffodil)

significantly improved for people with LD, although the categorisation of services remains unchanged.

There are degrees of learning disability ranging from mild to severe. Those people diagnosed with Profound and Multiple Learning Disabilities (PMLD) who have the highest level of needs.

All of the regulated services covered in the Stability part of the MSR are used by people with learning disabilities, but Shared Lives and Care Homes for Younger Adults are predominantly provided to people with learning disabilities.

4.1 Looking Back

The PNA assessment undertaken in 2015 estimated there were 1,483 adults (aged 18+) with a moderate or severe learning disability across West Wales - and was projected to rise to 1,571 by 2030, although as a percentage of the total population the position was expected to remain largely the same. Projected growth was identified in Carmarthenshire whilst numbers within Pembrokeshire and Ceredigion numbers were expected to remain the same.

Significantly the projections identified a rise of 33% in people over 75 with a moderate or severe learning disability over the same period, however the PNA projections did not detail incidence of LD amongst children and young people.

The 2015 PNA identified the following gaps in service provision and support- namely:

- Empowering people with a learning disability to decide who provides their support and what form that support takes.
- Strengthening pathways back to local communities following education, and developing local education, volunteering and work opportunities in communities, making the necessary adjustments for people with a learning disability.
- Increasing access and availability of appropriate local housing and accommodation to enable people with a learning disability to live as independently as possible, in a place of their choice.
- Developing consistent, integrated commissioning and procurement processes that are based on co-production principles, which involve user-led community-based groups and fora in the design and delivery of services.
- 'Right-sizing' existing packages of care to ensure they meet current needs, facilitate personal development, increase independence and deliver cost-effective services that ensure best outcomes for service users.
- Developing a consistent, outcomes-based performance framework for service delivery across the region, utilising data to support future planning and commissioning.

4.2 Looking Forward

The draft PNA 2022 has taken a different approach to that of using the Quality Outcomes Framework (QoF) register, as it was recognised that this methodology does not account for people undiagnosed with LD.

In terms of overall numbers of adults with a LD, the draft PNA 2022 reviewed data relating to Personal Independence Payments (PIP) across West Wales on the assumption that these payments are targeted mainly at people with LD. The number of people claiming PIP in November 2020 was 2,264 (1,160 in Carmarthenshire, 770 in Pembrokeshire and 334 in Ceredigion). This is a larger number than that presented in the 2015 PNA and indicates a higher level of (undiagnosed) need across the region, but of course this includes people with other disabilities and health conditions.

The total number of children and young people with LD (aged 0-17) in West Wales is currently calculated to be 2,978 in 2021 and is expected to remain consistent over the next 10 years.

The draft PNA 2022 also considered the number of people diagnosed with PMLD who are most likely to be receiving care services at high intensity. This was based upon research undertaken in Scotland in 2013. The PNA applied a prevalence rate of 0.05% expanding at 1.8% per year and identified 77 people with PMLD in Carmarthenshire, 51 in Pembrokeshire and 32 in Ceredigion in 2021. However, this baseline has not been projected forwards.

The Housing Lin produced an analysis of accommodation needs for adults with learning disabilities in West Wales based upon extrapolations of prevalence rates. These projections considered different accommodation needs up to 2037, and concluded that there will be significant reductions in the use of residential care and more moderate reductions in the numbers of people with LD living with family carers, compensated by significant increases in supported housing units, shared lives places and more moderate increases in the number of adults with LD accessing mainstream housing with support (see below):

- A reduction in the use of residential care from 266 places to 149 places.
- An increase in provision of supported housing from 299 housing units to 529 housing units.
- An increase in the provision of shared lives places from 76 places to 161 places.
- An increase in access to mainstream housing with support from 129 to 169 housing units.
- A reduction in the number of adults with learning disabilities living with family carers from 634 to 569 people.

Feedback from people with LD identified significant progress across the region in the level of engagement and commitment to co-produce services to include the establishment of the Dream Team, and the launch of a LD Charter, but there was feedback that there were increases in the number of complex cases which required more support and funding. The engagement suggested that a joined-up strategy was required to meet these needs.

The PNA engagement considered the (ongoing impact) of the pandemic upon services and support for people with LD and concluded that there was a “..loss of momentum and progress in the development of LD services during the lockdown” and that the pandemic has had significant impact upon people with LD, particularly in the context of increased levels of isolation and stress, as well as incidences of service breakdowns, and sadly proportionately higher Covid mortality rates amongst people with LD than the general population.

The PNA identified the following themes as gaps in current service provision and support:

- Accommodation/housing needs for this group of individuals with complex health needs, most of whom will be eligible to continuing health care funding.
- Redesign of the current accommodation model with a focus on community living and enabling people to live independent lives.
- Transition between child and adult community services.
- Access to day services and respite care.
- Improvement in the quality information provided to individuals (easy read and bilingual) and better signposting in how to access that information.
- Systems and information to improve access to primary and secondary health care services.
- Systems, strategies, and technology to improve communication between different services and department across the region.
- A multifaceted approach and more joined up way of working between specialities when caring and supporting people with LD who also have other complex issues.

4.3 Issues and Gaps

- The numbers of people with learning disabilities are more likely to present themselves to health and care services is predicted to remain relative consistent going forwards over the next 10 years – although the number of older people with learning disabilities is expected to increase significantly reflecting an improvement in life expectancy.
- The housing needs assessment identifies a need for significant additional units of specialist accommodation (shared lives and supported living) over the next 15 years, whilst volumes of residential care settings is projected to reduce considerably.
- Many of the challenges faced prior to the pandemic persist and are highlighted in both the 2015 and 2022 PNAs.

5 Autism

According to the National Autistic Society²⁵, autism is defined as a lifelong developmental disability which affects how people communicate and interact with the world. The society estimates that one in 100 people are on the autism spectrum and there are around 700,000 autistic adults and children in the UK.

The society however notes that autism is a spectrum disorder which means autistic people can have varying support needs. One third of autistic people also have a learning disability. The autism spectrum isn't linear, and some autistic people will have high support needs, which may mean that they require full time care and support. Some people may need a bit of support with day-to-day activities, while others live fully independent lives.

²⁵ <https://www.autism.org.uk/>

5.1 Looking Back

The 2017 PNA did not cover autism as a separate population group, but rather included autism within the learning disability population assessment (see LD PNA section).

5.2 Looking Forwards

The draft PNA 2022 used the same projection ratio identified by the National Autistic Society (autism affecting one in every 100 people in a population) and estimated that there was around 4000 people living with autism in West Wales. This was further broken down by:

- 2000 in Carmarthenshire,
- 1500 in Pembrokeshire and
- 750 in Ceredigion based upon current population estimates

The draft PNA 2022 estimated that numbers of people with Autism will remain relatively stable up to 2031 across all three county councils. This is also consistent with other projection models such as Daffodil. However, the PNA did also recognise that overall estimates maybe under- representative.

5.3 Issues and Gaps

- The numbers of people with autism will remain relatively stable over next 10 years.
- The PNA identified many people with autism had a general feeling of being unsupported – particularly when living within rural areas across the region.
- Need for improved and accessible signposting across region, particularly for supporting young people transitioning to adult social care services.
- Reported significant waiting times for diagnosis and limited access to subsequent services and support – especially supported living options and Mental Health services for young people. Currently there are 900 adults and 1500 children on the diagnostics waiting list.
- The Housing LIN report has identified significant demand for specialist housing in the region for people with Learning Disability and Autism.
- The pandemic has led to increased levels of mental health deterioration and further isolation.

6 Mental Health

According to the World Health Organisation, mental health is defined as "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community"

It has been estimated that 1 in 4 adults experience mental health problems or illness at some point in their lifetime and that 1 in 6 adults are experiencing symptoms at any one time. Approximately 50% of people who go on to have serious mental health problems will have symptoms by the time they are 14 and many at a much younger age.

6.1 Looking Back

The 2017 PNA identified that the prevalence of common mental health disorders in West Wales was very similar to the national figure: 75% of people aged 16+ were 'free from a common mental health disorder' compared to 74% for Wales as a whole. (Common mental health disorders include depression, anxiety disorder, panic disorder, obsessive-compulsive disorder and post-traumatic stress disorder and make up around 75% of all mental health problems). It was projected that the prevalence of the full range of mental health disorders would increase between 2015 and 2030 in all three counties in the Hywel Dda area.

In line with the national Welsh Government ten-year strategy Together for Mental Health, there had been a marked shift towards community-based support and a reduction in the number of people admitted to hospital across the region, from 165 in 2009 to 123 in 2015. However, the number of people with mental health problems placed in residential care was projected to increase unless further community accommodation and support was developed.

Gaps and areas for improvement identified in the 2017 PNA included:

- Improving prevention and early intervention services, alternatives to hospital services such as a safe haven, respite and transfer of care liaison services, and access to services, especially for those in crisis.
- Developing an outcome focused and 'risk-enablement' approach to service provision to support a flexible approach to supporting people with a MH problem.
- Improving access to specific mental health welfare rights support and increased support for carers and carers need to be involved in Care and Treatment planning.
- Developing 24-hour direct access to alternative provision for those in crisis where hospital admission is not the best option.
- Improving service user experience and conveyancing in relation to S136 of the Mental Health Act for those detained in police custody.
- Developing co-produced services and community networks to support people in building confidence and skills using peer support and/or mentoring.
- Developing a flexible and responsive workforce across health and social care to successfully deliver new models of mental health service; and
- Addressing the lack of transport links within very rural regions, which add to the difficulty of accessible service delivery and recruitment challenges.

The draft PNA 2022 suggests that, although progress has been made, some of these issues, require further improvement including access to 24/7 support and shifting further towards a more community-based model.

6.2 Looking Forward

The draft PNA 2022 suggests that mental health problems are a growing issue in West Wales linked to the pandemic.

The data presents a mixed picture. The proportion of people who are 'free of common mental health disorders' has increased but remains just above the national figure.

The number of people recorded on the mental health quality outcomes framework has increased between 2009 and 2019 suggesting that awareness of mental health and access to treatment have improved over the longer term.

Projections of future prevalence have changed since 2017 with the latest version now showing an overall decrease between 2020 and 2043, although common mental health disorders are projected to increase slightly in Carmarthenshire and Pembrokeshire. This change reflects revised population projections which predict a falling working age population in West Wales. Since mental health disorders are more common in people at working age this demographic change affects the expected prevalence. The latest estimates would equate to approximately 48,000 people living with mental health disorder across West Wales at any one time (15% of the population aged 16+). The vast majority of people will not seek or receive any treatment for their condition, signalling potential un-met need.

The number of people with more severe or enduring mental illnesses is much lower. A baseline of people requiring accommodation and support due to mental health was calculated for a housing needs assessment conducted by Housing Lin in 2021. They estimated a total of 571 people across West Wales with support needs either living in the community or in residential or hospital settings.

The pandemic may however change this significantly. There is evidence that the pandemic has had a detrimental impact on mental wellbeing, for example a study by Fiscal Wales concluded that “mental health in Wales has deteriorated substantially as a result of COVID-19 for the whole population. The impact has not been distributed equally in the population, with the negative effects disproportionately affecting younger adults, women, low-income earners, and ethnic minorities, which are groups that already experienced lower levels of mental health before the onset of the pandemic.”

The pandemic has also seen increased waiting times for mental health assessment and treatment which can be expected to compound the direct harm caused by the pandemic. In September 2019 there were 379 referrals for Local Primary Mental Health Support Services, of which 91% were assessed within 28 days²⁶. In September 2021, the number of referrals was lower at 262 but only 71% were assessed within 28 days. Similarly, the number of children waiting more than 4 weeks for a CAMHS appointment increased from 2 to 22 (or from 2% to 28%)²⁷.

A recent assessment of the housing needs of people with mental health problems conducted by Housing LIN concluded that a significant increase in units of accommodation would be required over the next two decades – a total of 460 additional units by 2040. This assumed:

- A year-on-year increase in the number of people requiring support
- A substantial reduction in people in residential care; and
- A substantial reduction in psychiatric in-patient numbers

²⁶ [Stats Wales waiting times for LPMHSS assessment](#)

²⁷ [Stats Wales CAMHS appointment waiting times](#)

Even if these assumptions prove inaccurate the need for more accommodation with support, of good quality and offering a choice of different types of accommodation and levels of support is clear.

6.3 Issues and Gaps

- The pandemic is likely to have had a severe impact on mental wellbeing. The long-term impact is difficult to predict not least because the pandemic is ongoing. However, there is a significant risk that there will be a legacy of increased mental health problems.
- Meanwhile the pandemic has disrupted services and there are increased waiting times for assessment and treatment for both CAMHs and adult services. This may compound the direct impact of the pandemic.
- The housing needs assessment identifies a need for significant additional units of accommodation over the next two decades.

7 Health and Physical Disability

The social model of disability draws an important distinction between ‘impairment and ‘disability’. According to Disability Wales, the national association of disabled people’s organisations an ‘impairment’ is:

- An injury, illness, or congenital condition that causes or is likely to cause a long-term effect on physical appearance and / or limitation of function within the individual that differs from the commonplace.

Whereas a disability is:

- The loss or limitation of opportunities to take part in society on an equal level with others due to social and environmental barriers.
- Disability is caused by ‘barriers’ or elements of social organisation which take insufficient account of people who have impairments.

Unfortunately, much of the legislation and data is rooted in a medical model of disability which conflates impairments with disabilities, and emphasizes the characteristics of individuals rather than the social changes which could promote equality.

Some impairments are life-long, others are caused by injuries or health conditions. As we age the proportion of people with impairments grows but healthy and active lifestyles can reduce or delay this significantly.

7.1 Looking Back

The 2017 PNA found that the number of adults aged 18-64 living with a limiting long-term illness was likely to decline, reflecting the projected fall in the working age population rather than any change in the incidence of impairments. In contrast the number of older people living with long term illnesses or disabilities is increasing, an important factor in the increased complexity of care needs highlighted in the older people’s section.

There were a total of 1,679 people registered with a physical disability on local authority registers in West Wales and a further 1,744 registered as having physical and sensory disabilities: equivalent to around 1.1% of the total 18-64 population. Registration data underestimates the number of people with disabilities as many people are unaware of the register or choose not to use it. This is demonstrated by the fact that the number of adults receiving Disability living Allowance and Personal Independence Payments was much higher at 16,740, although this would include other needs such as learning disabilities.

The PNA identified neurological conditions as the most common cause of serious disability having a major, but often unrecognised, impact on health, social services and on people's lives.

The PNA stated that although the current number of people with specific care and support needs is small, and projected to decrease in the medium term, 'it is vital that appropriate provision is in place to promote wellbeing and independence and prevent escalation of need'.

The gaps and areas for improvement identified in the Area Plan based on the PNA 2017 focused on prevention and early intervention:

- Developing appropriate access to a range of information, advice and assistance including Dewis Cymru and Infoengine, and advocacy services relevant to health and social care needs at all key life stages.
- Developing consistent, integrated regional services that are accessible and respond to population need.
- Improving the early identification, treatment and management of preventable and chronic conditions including diabetes, heart disease and respiratory illness, to improve long term wellbeing and reduce complications.
- Ensuring effective interventions and pathways for prevention, treatment and management of obesity and childhood obesity are routinely available and systematically implemented.
- Improving early identification and treatment of risk factors associated with health inequality.
- Strengthening transition arrangements between children and young people's services and adult services.
- Developing community-based, user-led, co-produced services that prevent isolation, promote independence and support people to become more resilient and manage their own conditions.
- Increasing use of assistive technology, such as telecare to transform domiciliary care and supported living services.
- Improving flexibility to deliver step up and down provision to respond to changing needs.

There was little about improving access to specialist services or about the removing barriers which cause disability such as poorly designed buildings or better more accessible public transport.

7.2 Looking Forward

The draft PNA 2022 identifies similar trends, with the number of adults aged under 65 living with impairments likely to decrease in line with the projected fall in the working age of the population of West Wales. A total of 3460 people were recorded on local authority registers with a physical or sensory impairment as at 2019 (the most recent data published) – about the same number as the 2017 PNA.

Engagement for the PNA highlighted a number of the social barriers which cause disability, particularly the design of buildings, including housing, and the lack of public transport especially in rural areas. People also highlighted the complexity of rules around supported living leading to delays and frustration.

The Covid pandemic has had a disproportionate impact on disabled people which can be expected to exacerbate existing inequalities. Disabled people were more likely to be directly impacted by Covid, with a significantly increased mortality risk, and were also more likely to be employed in sectors which were badly affected by restrictions. Disruption to services added to this. (See for example data published in March 2021 by the Welsh Government on the impact of Covid on disabled people).

There is little data in the PNA about the sufficiency of specialist services for particular needs or conditions reflecting gaps in data nationally and regionally.

Improving information, advice and advocacy is an improvement area highlighted both in 2017 and 2022.

7.3 Issues and Gaps

- The pandemic has had a disproportionate impact on disabled people which may compound existing inequalities.
- Engagement for the PNA highlighted a number of the social barriers which cause disability, particularly the design of buildings, including housing, and the lack of public transport especially in rural areas.
- Ensuring access to specialist services for people with a range of more complex needs is particularly challenging in rural areas.
- Evidence about the sufficiency of specialist services and services for conditions and needs is limited and further work is needed to identify and tackle gaps.

8 Sensory Impairment

Sensory impairment refers to the range of visual or hearing impairments, including dual sensory loss. A person does not have to have a full loss of a sense to be 'impaired'.

As highlighted above an impairment is not the same as a disability. Disability arises when social or environmental barriers deny or limit opportunities to take part in society on an equal basis.

8.1 Looking Back

The 2017 PNA found that sensory impairment becomes increasingly common as we age. It is therefore becoming more common as the population ages and is an aspect of the increased complexity of needs seen in older people. Whereas it was estimated that 145 people aged 18-64 had a severe visual impairment in West Wales, 2592 people over 75 were estimated to have registerable eye conditions. Around 12% of people aged over 75 have a moderate or severe visual impairment. Similarly, hearing loss disproportionately affects older people as it was estimated that 71% of people aged over 70 have some kind of hearing loss. In total, around 47,000 adults in West Wales were estimated to have a moderate or severe hearing impairment.

The importance of early intervention was highlighted as well as the fact that many sensory impairments go undiagnosed meaning that opportunities for early treatment are missed.

Gaps and areas for improvement included:

- Raising the profile and public understanding of sensory impairment and the NHS Low Vision Service and embedding good practices around identification, information, consultation and integration of other related services.
- Developing appropriate access to a range of information, advice and assistance that addresses the needs and barriers to accessing services, which can prevent those with sensory impairment accessing vital healthcare.
- Developing specific consistent support and services such as interpretation, translation, lip reading, talking therapies, rehabilitation and clinics for ophthalmology and glaucoma to ensure they are available and accessible across the region.
- Increasing use of direct payments to ensure people can exercise genuine choice and control over the care and support they receive.
- Developing community-based, user-led, co-produced services that prevent isolation; promote community connectivity, well-being and resilience and support people to remain independent for longer in their own communities.
- Addressing the lack of transport links within very rural regions, which add to the difficulty of accessible service delivery.

8.2 Looking Forward

The draft PNA 2022 identifies similar trends of increasing numbers of people with sensory impairments in line with the aging of the population. The number of younger people with sensory impairment is expected to reduce slightly to 2043 whilst most of the growth is in people aged 75 or older.

Overall, the number of people with a visual impairment in West Wales is expected to increase from 12,971 in 2020 to 21,910 by 2043. Meanwhile the number of people with a hearing impairment is expected to grow from 85,864 in 2020 to 107,782 by 2043.

As with physical disabilities, people with sensory impairment have been disproportionately impacted by the pandemic. They also face additional barriers to accessing services remotely or maintaining social contact virtually.

People with sensory impairment are at much greater risk of loneliness and social isolation both as a direct impact of their impairments and because of issues like lack of transport and sign language. Social isolation is also increased by lack of access to public transport, especially in rural areas, and by fear of falls, exacerbated by poorly designed or maintained public realm.

8.3 Issues and Gaps

- The number of people with sensory impairments is expected to grow significantly.
- There is a specific need to reduce social isolation of people with sensory impairments within rural communities to include improvements community support and access to specialist services.
- For the relatively small number of younger people with sensory impairments, a range of support is needed including equipment and advice to remove barriers and increase employment and opportunities.

9 Dementia

Dementia is a syndrome (or group of related symptoms) that manifests when the brain is damaged by injury or disease. As dementia progresses, it leads to impairments in memory, thinking and behaviour, which negatively impact a person's ability to function and carry out everyday activities. Dementia is caused by a range of conditions, the most common of which is Alzheimer's disease, and is becoming more prevalent as the population ages. Pre-pandemic, dementia had become the leading cause of death in the UK, accounting for 12.7% of all deaths.

9.1 Looking Back

The 2017 PNA did not consider dementia separately, but rather as part of the chapters on older people and mental health. Although this reflected the fact that dementia is far more common amongst older people it risked giving insufficient attention to dementia which begins before the age of 65 ('young onset dementia').

The areas identified for improvement specific to dementia in this group were as follows:

- Ensuring services (including primary care, domiciliary care, residential care and reablement) and communities are 'dementia friendly'.
- Improving dementia diagnosis rates.

The Dementia Action Plan for Wales 2018-2022 sets out a vision: to be a dementia friendly nation that recognises the rights of people with dementia to feel valued and to live as independently as possible in their communities.

9.2 Looking Forward

The number of people living with dementia is projected to continue to increase. Work done for the draft West Wales Care Partnership Dementia Strategy estimates that the number of people diagnosed with dementia will increase from 2,812 in 2020 to 4,200 by 2040 (a 49% increase). However, factoring in undiagnosed dementia (estimated at 53%

of total cases), the Strategy estimates that the number of people living with dementia across West Wales will increase from 5,300 to 7,900 by 2040.

These estimates broadly align with projections published on the national population projections platform using a different methodology. These project a 41% increase in the number of people living with dementia in West Wales between 2020 and 2030, from 4,107 to 5,802.

Although the prevalence (the number of people living with) dementia is increasing as the population ages, the incidence (the proportion of people in an age group living with) dementia, is declining over the long term. International research has estimated that the incidence of dementia has fallen by approximately 15% each decade over the last thirty years. This is mainly due to improved vascular health thanks to reductions in smoking and underlines the importance of public health campaigns to encourage people to reduce their personal risk of dementia through simple changes in lifestyle. (Reported by [Alzheimer's Research UK](#)).

The draft Dementia Strategy identified 84 patients on GP registers who are under 65 years old. Of those, 55 are in the 60-65 year age group. This gives West Wales a rate of 0.04% across the population in the adult population, which is very similar to the rate seen across Wales registers nationally. Only 5 patients on the GP registers were under 50 years old.

9.3 Issues and Gaps

- The number of people living with dementia is expected to increase by 49% by 2040²⁸.
- This is a major factor in the increased complexity of needs which is impacting upon services.
- The number of people living with young onset dementia is small, but they typically require specialist services which may not be available locally.
- There is a lack of bespoke support such as group activities for younger people living with dementia or specialist residential care.

10 Older People

For the purposes of this document 'older people' refers to people aged 65 or over. This is a large segment of the population with widely varying levels of wellbeing and need. The group aged 85+ is often used as a proxy to estimate the number of people who are likely to have more substantial care and support needs.

10.1 Looking Back

The 2017 PNA identified an aging population and an increase in the complexity of needs of older people ("people are living longer but with increased levels of illness and disability"). The assessment commented that rurality, deprivation, and fuel poverty in

²⁸ Draft West Wales Care Partnership (WWCP) Dementia Strategy

West Wales would potentially compound demographic trends, increasing demand for health and social care services.

The PNA identified a range of gaps and areas for improvement for older people:

- Developing appropriate access to a range of information, advice and assistance including Dewis and advocacy services relevant to health and social care needs at relevant stages for health and social care.
- Improving anticipatory care across the health, social care and other sectors to avoid escalation of need.
- Reducing the reliance on residential and nursing care in favour of lower level, preventative and well-being services.
- Developing community-based, user-led, co-produced services that prevent isolation; promote community connectivity, well-being and resilience and support people to remain independent for longer in their own communities.
- Enhancing assessment and care planning processes to ensure older people and their carers are involved in decisions about them, including discharge planning.
- Ensuring that older people and their families are able to access services through their language of choice and that the offer through the medium of Welsh is available.
- Achieving a consistent, integrated approach to frailty across the region that aligns with regional frailty and dementia strategies and pathway.
- Developing consistent, integrated commissioning and procurement processes based on co-production principles, which involve older people, user-led community-based groups and fora in the design and delivery of services, to achieve market sustainability.
- Improving and standardising levels of telehealth and telecare across the region.
- Addressing the lack of transport links within very rural regions, which add to the difficulty of accessible service delivery and recruitment challenges.
- Growing an integrated approach to quality assurance and contract monitoring of care homes to identify and address emerging concerns and prevent placement breakdown.

The PNA shaped the West Wales Area Plan, the delivery plan for which included a range of actions to address gaps and areas for improvement for older people including development of a regional dementia strategy.

The overall strategic direction for older people services and support set in the Area Plan remains valid, but the context for delivering it has been even more challenging than anticipated due to the ongoing pandemic. As a result, the challenges identified remain and, in many ways, have become sharper.

The fact that the 'system' has not collapsed and continued to deliver good quality care and support for older people despite unprecedented challenges is testament to the dedication and commitment of social care workers and providers and their staff.

Another important lesson highlighted by the pandemic is the huge potential of hyper-local support networks to play a growing role. However they require ongoing funding and facilitation going forwards, and more broadly, significant effort and investment will be required nationally as well as regionally and locally to secure long term sustainability.

10.2 Looking Forward

The draft PNA 2022 confirms the trends previously identified i.e. an aging population and increased complexity of needs due to increased prevalence of dementia and life expectancy increasing faster than disability free life expectancy.

According to the latest projections the population of West Wales is likely to grow from 386,501 to 391,688 between 2021 and 2031, an increase of 1.3%. Meanwhile the number of older people (65+) is projected to increase by 17.5%, and people over 85 by 27.8%. These increases in the older age groups are higher than the national average. Further the 2020 PNA identifies that the area attracts high levels of inward migration of people over 65. The highest levels are found in Pembrokeshire with 87% of those moving in aged over 65.

Meanwhile the working age population is projected to decline in all three counties but most sharply in Ceredigion where the overall population is projected to decline. (Between 2021 and 2031 the population aged 16-64 is projected to fall by 3.1% across West Wales and by 5.6% in Ceredigion).

These demographic trends will increase demand for health and social care, but they will not necessarily translate directly into increased demand for residential and nursing care. This is because of changing expectations and the fact that more intensive support at home has enabled people to live independently for longer. A national report by Grant Thornton found that the proportion of people over 85 in residential care declined steadily between 1996 and 2017 from 25.2% to 14.8%²⁹, and Fiscal Wales reported a similar picture in *The Future of Care in Wales* with numbers in residential care falling as the older population increased.

The corollary of this is that people who do need care tend to have more complex needs. Data analysis and fieldwork for the MSR, such as the provider survey and interviews confirmed that these trends are also evident in West Wales, with both providers and commissioners reported increasing complexity of new referrals and placements.

Analysis undertaken by the Alzheimer's Society estimated that about 70 per cent of all care home residents have dementia or severe memory problems.

The PNA has identified that the pandemic has impacted public perceptions of care homes and made people reluctant to choose residential care for themselves or their relatives unless absolutely unavoidable. Where people do opt for residential care (including nursing care), market intelligence from both the fieldwork and desk-top review suggests that they increasingly prefer higher specification purpose-built homes with ensuite bathrooms which facilitate infection control. This has accelerated existing trends in the market driven by higher user expectations and stronger requirements to provide choice.

This points to the need for increased community provision, and specialist housing options such as Extra Care schemes (as identified in the PNA and referenced in projections made by the Housing LIN for West Wales) to enable people to live independently for as long as possible alongside more specialist residential and nursing provision designed to meet the needs of people with dementia and multiple conditions.

²⁹ Care homes for the elderly: Where are we now? Grant Thornton 2018

The draft PNA 2022 also highlights the potential benefits of scaling up technology enabled care which can complement more traditional care especially in rural areas. This requires both infrastructure and digital inclusion initiatives.

Evidence from the annual workforce survey conducted by Social Care Wales suggests that the proportion of staff who can communicate effectively in Welsh varies significantly between areas and is higher in local authority directly provided services than in commissioned services. For commissioned services in 2019, 11% of staff across Mid and West Wales could communicate effectively in Welsh. Although this is higher than the national average of 8% it means that people will not consistently have access to services in the Welsh language.

Detail about the sufficiency of regulated services for older people is provided in the stability sections for care homes and domiciliary care, but in short:

- The supply of domiciliary care has not expanded rapidly enough to provide sufficient capacity to fully meet demand and provide choice and this sector is under stress in terms of meeting rising levels of complexity set against ongoing workforce pressures and inflation.
- The overall number of care home places is currently sufficient but there is a shortfall in nursing provision, especially for more complex and specialist needs.
- Future sufficiency is uncertain due to the pandemic.

10.3 Issues and Gaps

- The number of people aged 85 or over is expected to increase by 27.8% by 2031, whilst the West Wales population as a whole will grow by just 1.3%.
- The aging population means that there will be an increasing demand for care and support services including a range of housing options.
- The complexity of needs will also continue to grow as the number of people living with dementia and multiple co-morbidities increases.
- The need to grow community support is even greater given the fragility of the markets for regulated services highlighted in the stability assessments.
- Recruitment and retention of staff is a key challenge across social care and is severely impacting both domiciliary and residential care.
- A continuing shift towards more specialist residential and nursing care is required but in current conditions it is difficult to see the market delivering that at sufficient pace or scale.

Technical Appendix

This appendix provides selected data underpinning the MSR together with links to key sources and background documents. Charts and tables have not been included in the main body of the MSR to keep it to a manageable length.

The appendix is structured under four broad headings:

- Cross-cutting
- Older People
- Working Age Adults; and
- Children and Young People

1 Cross-cutting

1.1 Demographic Data

Population Estimates Mid-Year 2020

	0 to 15	16 to 64	Aged 65 +	Total
Carmarthenshire	33,156	111,224	45,693	190,073
Ceredigion	10,774	43,453	18,668	72,895
Pembrokeshire	21,363	72,219	33,169	126,751
West Wales	65,293	226,896	97,530	389,719

Source: Stats Wales, Mid-Year Estimates 2020

Projected percentage change in number of people 2021-31

	All ages	0-15	16-64	65+	(85+)	(90+)*
Carmarthenshire	2.2%	-6%	-1.9%	17.6%	24.9%	13.7%
Ceredigion	-1.5%	-11%	-5.6%	13.2%	25.7%	20.1%
Pembrokeshire	1.7%	-10%	-3.4%	19.7%	32.5%	31.8%
West Wales	1.3%	-8%	-3.1%	17.5%	27.8%	21.7%
Wales	2.3%	-5%	-0.4%	16.6%	24.9%	19.0%

Source: Stats Wales, Population Projections 2018 based

Projected increase/decrease in number of people 2021/2031

	All ages	0-15	16-64	65+	(85+)	(90+)*
Carmarthenshire	4,083	-1,862	-2,087	8,032	1,364	259
Ceredigion	-1,046	-1,164	-2,358	2,476	671	200
Pembrokeshire	2,151	-2,097	-2,382	6,630	1,483	532
West Wales	5,187	-5,124	-6,827	17,138	3,518	990
Wales	73,796	-29,299	-8,520	111,615	21,164	5,799

Source: Stats Wales, Population Projections 2018 based

*65+ includes all people over 64, including those aged over 84 or 89. Likewise 85+ includes 90+

1.2 Guidance

[Code of Practice and Guidance](#) on the exercise of social services functions and partnership arrangements in relation to market stability reports.

1.3 Key Data Sources

[Stats Wales](#) (includes demographic, health and social care and finance data).

[National Social Care Data Portal For Wales](#) (includes a wide range of data and thematic reports for each local authority and region on three priority areas: care and support at home, dementia and children who are looked after).

[Social Care Wales Population Projections Platform](#) (includes projections about a wide range of needs and conditions at local authority, regional and national levels, including: informal care, autism, activities of daily living, common mental disorders, hearing impairment, visual impairment and dementia).

1.4 Regional Documents

[Population Needs Assessment 2017](#).

Population Needs Assessment 2022 (link when published).

Draft [Well-being Assessments](#) (one for each county).

West Wales [Area Plan](#).

West Wales [Carers Strategy 2020-25](#).

Regional framework for service development and commissioning of Violence against women, Domestic Abuse and Sexual Violence Services in Mid and West Wales.

Annual Report of the Statutory Director of Social services [Carmarthenshire](#), [Ceredigion](#), [Pembrokeshire](#).

1.5 Further Reading & Background

[Rebalancing Care and Support](#) Welsh Government White Paper.

Association of Directors of Social Services Cymru Rebalancing Social Care: A report on Adult Services.

Association of Directors of Social Services Cymru [Rebalancing Social Care: A report on Children's Services](#).

[Challenges and Priorities for Health and Social Care in Wales](#), Wales Centre for Public Policy, December 2021.

Bevan Commission, [Bevan Exemplars](#), innovation projects in health and care. [Digital innovation in social care](#), NHSX, Ipsos Mori, Skills for Care and IPC 2021.

2 Older People

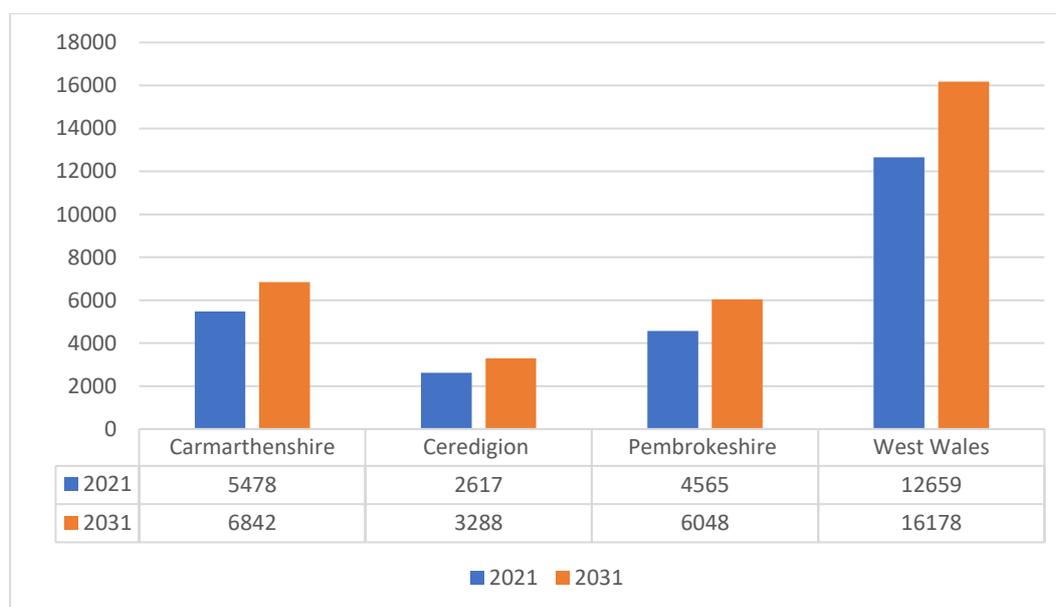
2.1 Demographic Data

Population Estimates Mid-Year 2020

	65 to 74	75 to 84	85 and over	Total 65+
Carmarthenshire	24,841	15,053	5,799	45,693
Ceredigion	9,998	6,035	2,635	18,668
Pembrokeshire	17,767	10,995	4,407	33,169
West Wales	52,606	32,083	12,841	97,530

Source: Stats Wales, Mid-Year Estimates 2020

Projected increase in the number of people aged 85+ 2021-2031



Source: Stats Wales, Population Projections 2018 based

Projected increase in the number of people with severe dementia over the next decade*

	2020	2025	2030	Increase (number)	Increase (%)
Carmarthenshire	1,912	2,306	2,697	785	41.1%
Ceredigion	789	942	1,076	287	36.5%
Pembrokeshire	1,407	1,720	2,030	622	44.2%
West Wales	4,107	4,968	5,802	1,695	41.3%

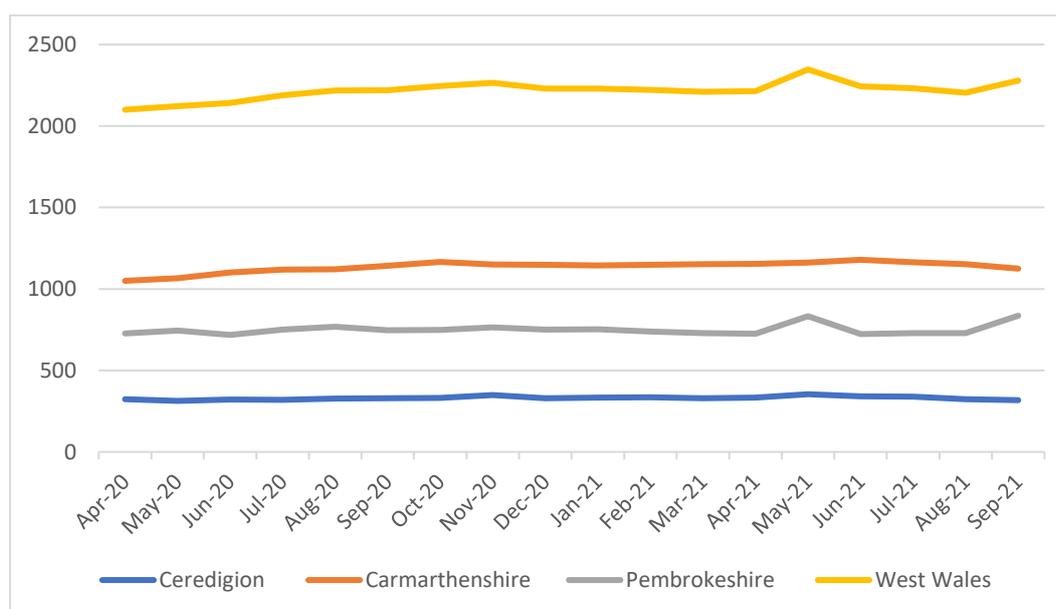
Source: Social Care Wales Population Projection Platform, Daffodil Cymru

*This will include a small number of younger people with dementia

2.2 Trends in activity, capacity and spend

2.2.1 Domiciliary Care

Number of people receiving general domiciliary care



Source: data collected by IPC for MSR

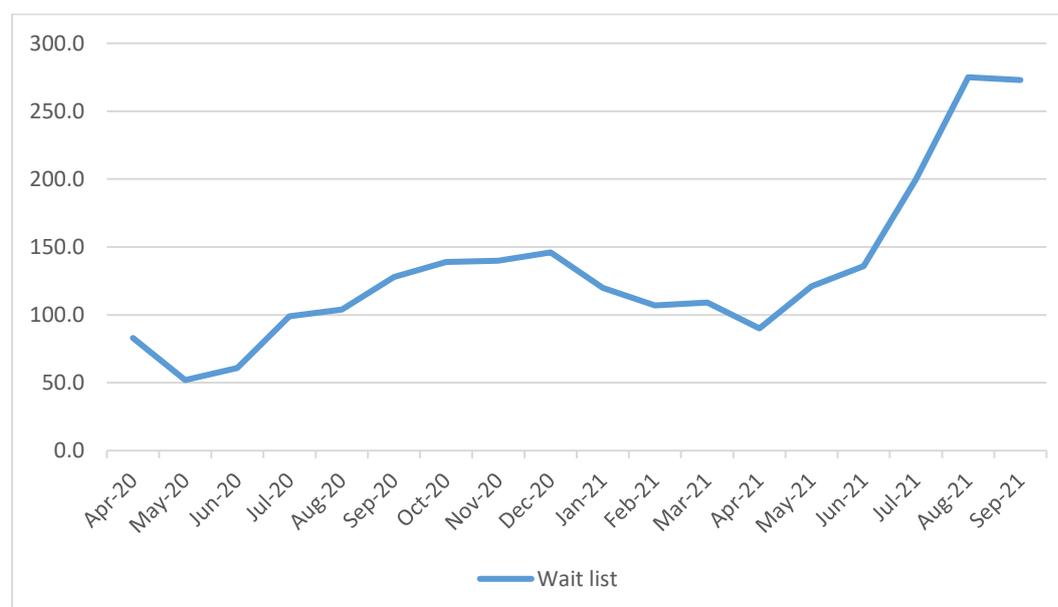
Hours of general domiciliary care

West Wales General Domiciliary Care Trend			
	People	Estimated Weekly Hours	Hours per person
Apr-20	2,100	23539.3	11.2
May-20	2,122	25798.2	12.2
Jun-20	2,141	24638.2	11.5
Jul-20	2,188	25003.7	11.4

West Wales General Domiciliary Care Trend			
	People	Estimated Weekly Hours	Hours per person
Aug-20	2,218	27447.2	12.4
Sep-20	2,219	25391.0	11.4
Oct-20	2,246	25610.1	11.4
Nov-20	2,264	27590.9	12.2
Dec-20	2,229	25404.0	11.4
Jan-21	2,230	27167.9	12.2
Feb-21	2,222	25051.2	11.3
Mar-21	2,210	25158.9	11.4
Apr-21	2,214	25114.6	11.3
May-21	2,347	27242.1	11.6
Jun-21	2,244	25556.6	11.4
Jul-21	2,232	25025.4	11.2
Aug-21	2,205	25977.2	11.8
Sep-21	2,278	23487.8	10.3

Source: data collected by IPC for MSR

Number of people on waiting lists for general domiciliary care West Wales



Source: data collected and analysed by IPC for MSR

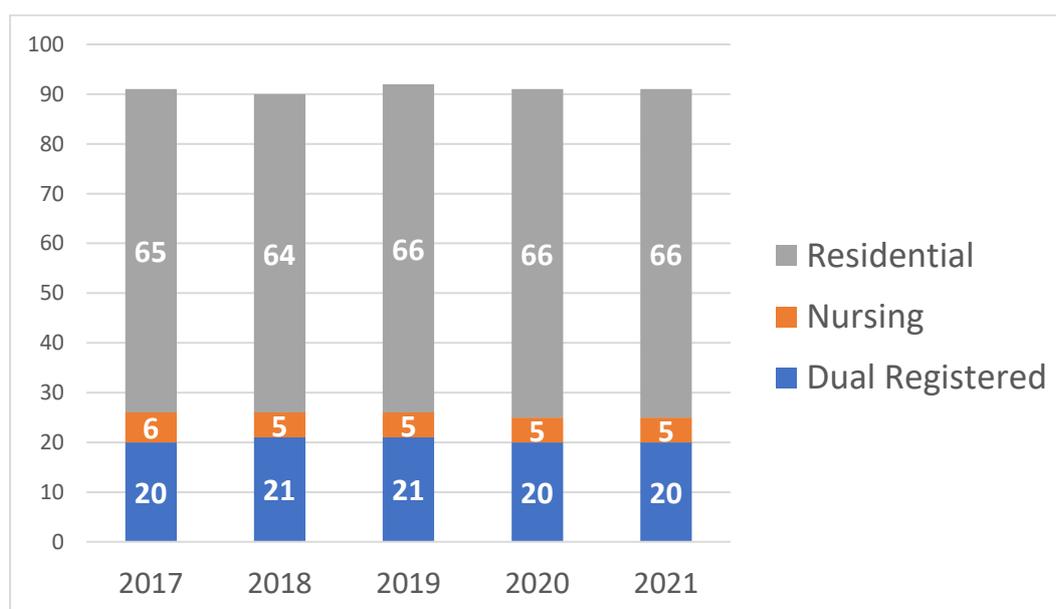
Trends in expenditure on older people's domiciliary care

	Own provision (including joint arrangements)	Provision by others (including joint arrangements)	Gross Expenditure	Net Expenditure	Own provision as % of gross	Change in net spend
2018/19	£5,739,678	£24,667,016	£32,370,612	£27,082,994	17.73%	
2019/20	£8,240,572	£22,456,699	£32,688,443	£26,514,253	25.21%	-2.10%
2020/21	£14,476,337	£18,279,484	£35,108,949	£28,053,682	41.23%	5.81%

Source: Revenue Outturn returns analysed by IPC for MSR

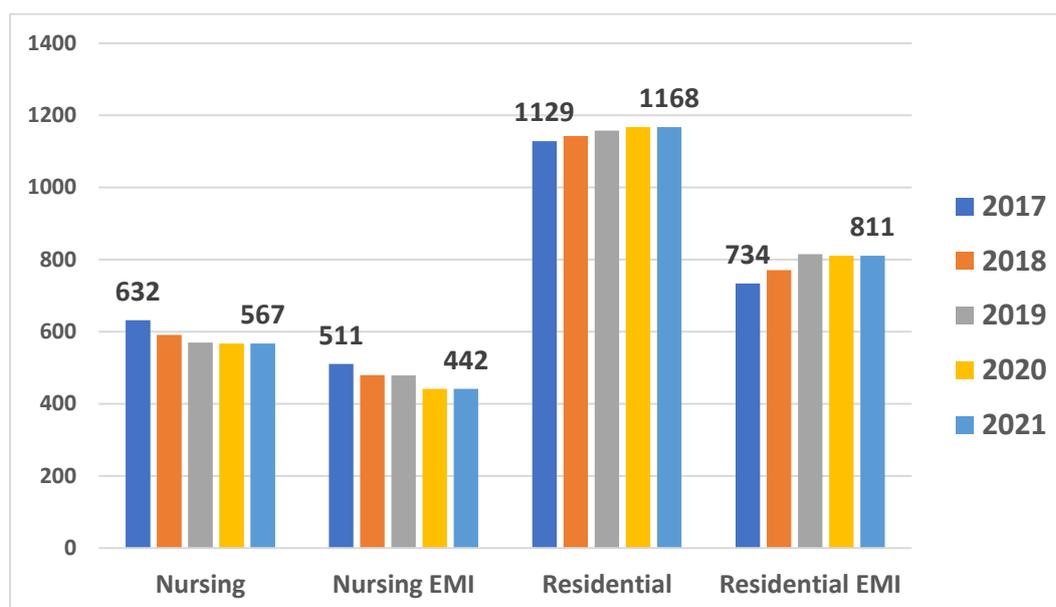
2.2.2 Care homes for Older People

Number of homes for older people in West Wales



Source: data collected by IPC for MSR

Trends in bed numbers for older people



Source: data collected by IPC for MSR

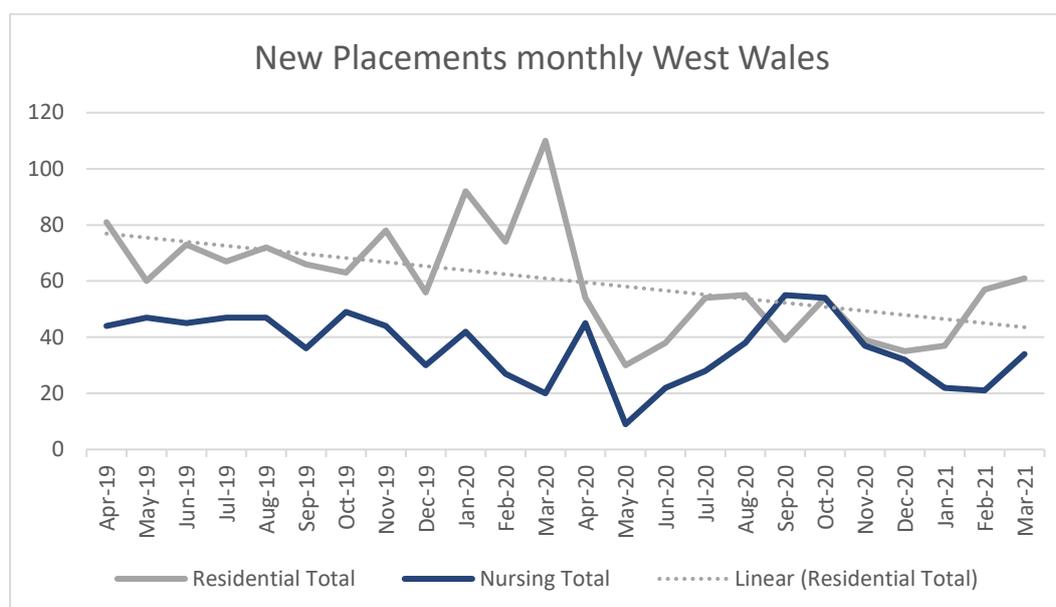
Trends in placements commissioned by the local authorities or Health Board

Total as at 31 March					
	2017	2018	2019	2020	2021
Carmarthenshire	897	860	945	1006	842
Ceredigion	339	356	331	349	329
Pembrokeshire	407	446	450	525	465
Hywel Dda*	325	328	308	297	275
Grand Total	1,968	1,990	2,034	2,177	1,911

Source: data collected by IPC for MSR

*Hywel Dda placement numbers are for Continuing Health Care (CHC) and Section 117 only. Funded Nursing Care (FNC) placements are included in the local authority numbers to avoid double counting.

Impact of the covid-19 pandemic on new placements of older people



Source: data collected by IPC for MSR

Trends in Occupancy

Average occupancy rate			
	2019 (April-Dec)	2020 (Whole year)	2021 (Jan-May)
Nursing	93.6%	91.2%	80.7%
Carmarthenshire	93.6%	89.2%	74.5%
Ceredigion	94.9%	95.5%	88.5%
Pembrokeshire	92.4%	88.9%	79.1%
Nursing EMI	95.9%	93.7%	86.8%
Carmarthenshire	95.3%	95.5%	86.5%
Ceredigion	100.0%	100.0%	91.4%
Pembrokeshire	92.6%	85.8%	82.5%
Residential	95.5%	92.7%	83.5%
Carmarthenshire	92.4%	91.9%	75.6%
Ceredigion	97.0%	95.3%	90.5%
Pembrokeshire	97.2%	90.8%	84.4%
Residential EMI	94.5%	91.6%	83.0%
Carmarthenshire	92.4%	93.8%	83.0%
Ceredigion	94.3%	90.4%	80.4%
Pembrokeshire	96.8%	90.6%	85.4%

Source: data collected by IPC for MSR

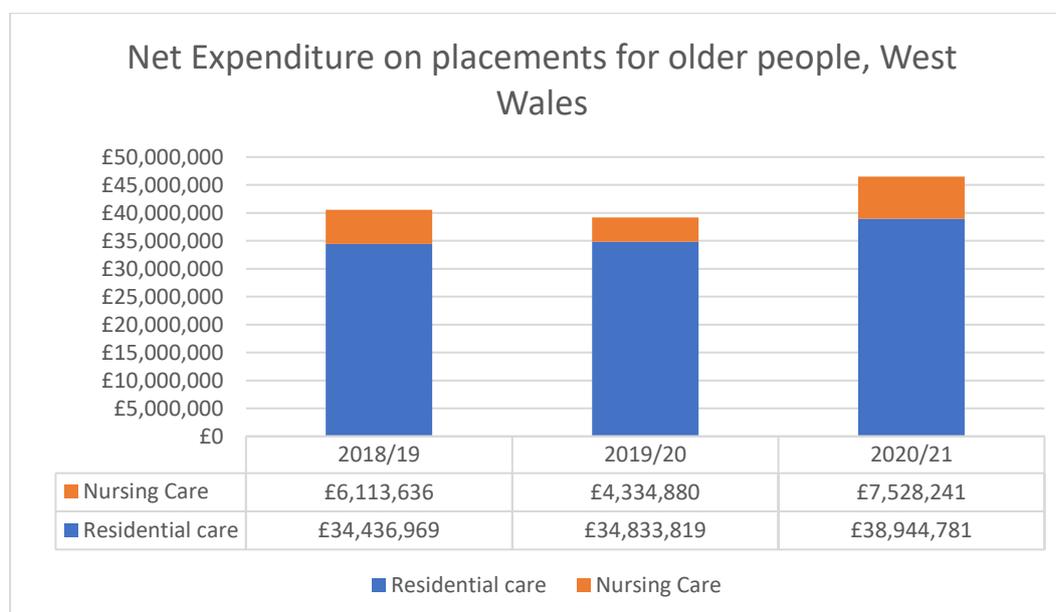
Trends in expenditure on older people's residential care

Residential Care Placements People over 65 (including older mentally ill)				
	Own provision (including joint arrangements)	Provision by others (including joint arrangements)	Gross Expenditure	Net Expenditure
2018/19	£13,436,425	£37,439,911	£54,949,646	£34,436,969
2019/20	£14,595,477	£39,402,785	£57,621,516	£34,833,819
2020/21	£12,020,675	£47,972,723	£62,701,202	£38,944,781

Source: Revenue Outturn returns analysed by IPC for MSR

Nursing Care Placements People over 65 (including older mentally ill)				
	Own provision (including joint arrangements)	Provision by others (including joint arrangements)	Gross Expenditure	Net Expenditure
2018/19	£0	£13,819.432	£14,266.123	£6,113.636
2019/20	£0	£14,591.892	£15,535.686	£4,334.880
2020/21	£0	£16,420.064	£18,051.701	£7,528.241

Source: Revenue Outturn returns analysed by IPC for MSR



Source: Revenue Outturn returns analysed by IPC for MSR

Rates paid for residential care for older people

Standard Weekly Rates 2020/21				
	Residential	Residential EMI	Nursing	Nursing EMI
Carmarthenshire	£594.39	£620.52	£575.56	£663.41
Ceredigion	£605.00	£645.00	£617.00	£657.00
Pembrokeshire	£651.62	£709.10	£665.05	£720.62

Source: data collected by IPC for MSR

Average Weekly Rates 2020/21				
	Residential	Residential EMI	Nursing	Nursing EMI
Carmarthenshire	£646.16	£638.06	£604.26	£705.54
Ceredigion	£629.31	£682.50	£646.98	£842.79
Pembrokeshire	£677.12	£709.10	£682.51	£735.90

Source: data collected by IPC for MSR

Percentage increase in average rates over two years: 2018/2019 to 2020/2021				
	Residential	Residential EMI	Nursing	Nursing EMI
Carmarthenshire	7%	9%	10%	12%
Ceredigion	6%	9%	10%	29%
Pembrokeshire	6%	6%	20%	9%

2.2.3 Social Care Wales Priority Area Reports

[Care and Support at Home](#) (you may select either an individual county or the region).
[People with Dementia](#) (likewise, you may select either an individual county or the region).

2.2.4 Further Reading & Background

Fiscal Wales [The Future of Care in Wales, Resourcing Social Care for Older Adults. Care Homes for the Elderly: Where are we now?](#) Grant Thornton 2018.
[Developing a capacity and demand model for out-of-hospital care](#) John Bolton, LGA 2021.
[Alternative Models for Domiciliary Care](#), Welsh Centre for Public Policy, 2020.
[Market Overview Domiciliary Care](#), Homecare Association 2021.

3 Working Age Adults

3.1 Demographic Data

Population Estimates Mid- Year 2020

	Aged 16 to 64	Percentage of total population
Carmarthenshire	111,224	58.52%
Ceredigion	43,453	59.61%
Pembrokeshire	72,219	56.98%
West Wales	226,896	58.22%

Source: Stats Wales, Mid-Year Estimates 2020

Projected decrease in number of people aged 16-64 2021-2031

	Change in number aged 16-64
Carmarthenshire	-2,087
Ceredigion	-2,358
Pembrokeshire	-2,382
West Wales	-6,827

Source: Stats Wales, Population Projections 2018 based

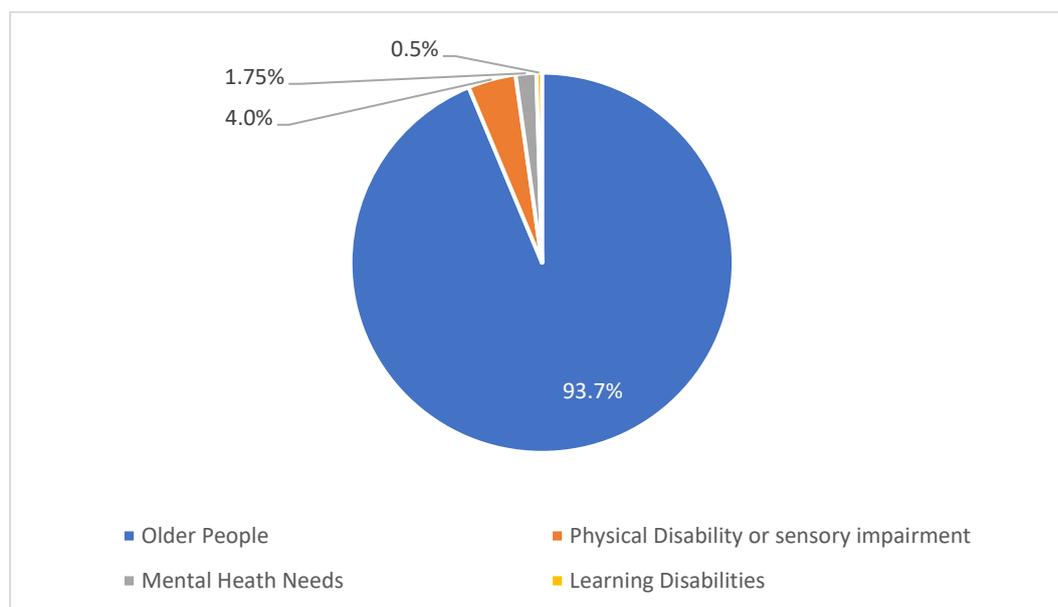
3.2 Trends in activity, capacity and spend

Expenditure on home care for people aged under 65 (all need groups)

	Own provision (including joint arrangements)	Provision by others (including joint arrangements)	Gross Expenditure	Net Expenditure
2018/19	£307,272	£2,051,408	£2,542,765	£1,841,035
2019/20	£443,906	£1,972,443	£2,598,154	£1,962,115
2020/21	£560,764	£1,881,283	£2,630,626	£1,872,265

Source: data collected by IPC for MSR

Net expenditure on home care by need group 2020/21



Source: data collected by IPC for MSR

Adults aged under 65 placed in residential care homes

By need category, as at 31 March (total both in county and out of county)					
	Physical disability or sensory impairment	Learning disabilities	Mental health needs	Other Needs	Total
2018	22	223	123	20	400
2019	27	232	129	15	418
2020	22	240	129	23	430
2021	20	237	131	19	429

Source: data collected by IPC for MSR

Adults aged under 65 placed in nursing homes

By need category, as at 31 March (total both in county and out of county)					
	Physical disability or sensory impairment	Learning disabilities	Mental health needs	Other Needs	Total
2018	2	2	4	4	12
2019	1	0	4	10	15
2020	2	1	3	10	16
2021	3	1	3	15	22

Source: data collected by IPC for MSR

Adults aged under 65 placed in residential care homes out of county

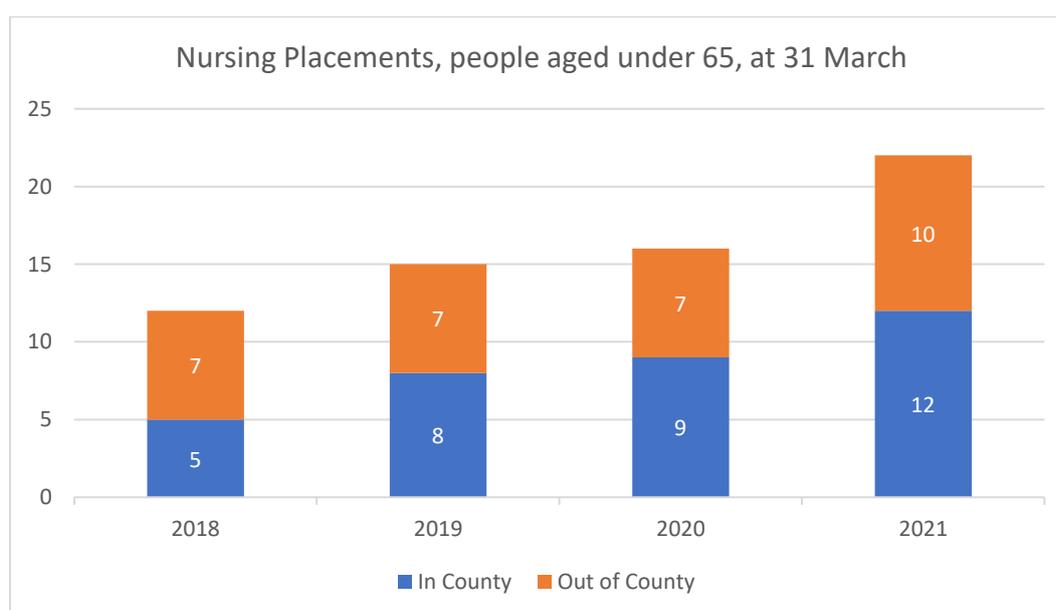
By need category, as at 31 March (out of county only)					
	Physical disability or sensory impairment	Learning disabilities	Mental health needs	Other Needs	Total
2018	9	84	63	6	162
2019	10	89	72	5	176
2020	8	83	71	5	167
2021	6	78	71	6	161

Source: data collected by IPC for MSR

Adults aged under 65 placed in nursing homes out of county

By need category, as at 31 March (out of county only)					
	Physical disability or sensory impairment	Learning disabilities	Mental health needs	Other Needs	Total
2018	0	1	4	2	7
2019	0	0	4	3	7
2020	1	0	3	3	7
2021	1	0	3	6	10

Source: data collected by IPC for MSR



Source: data collected by IPC for MSR

Number of registered care homes and places for adults aged 18-64, 2018

	Homes		Places	
	Without Nursing	With	Without Nursing	With
Ceredigion	7	0	51	0
Pembrokeshire	27	1	207	24
Carmarthenshire	45	1	435	62
West Wales	79	2	693	86

Source: National Social Care Data Portal For Wales archived data

This data has not been published in this form since 2018. Data collected by IPC for the MSR suggests little change in this picture so these figures remain a useful guide.

Trends in expenditure on working age adults residential care

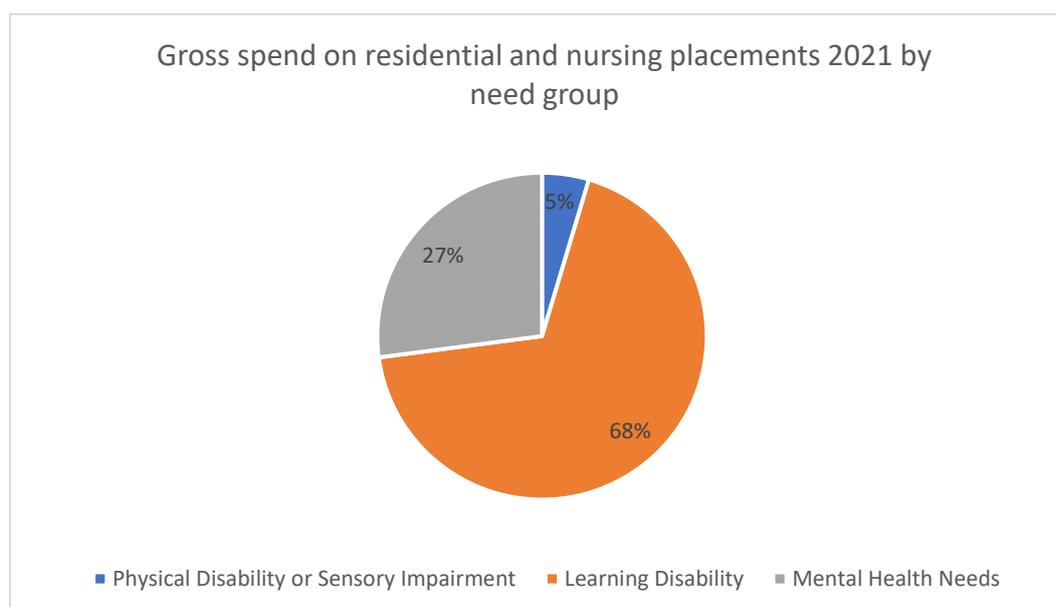
Residential Care Placements People under 65 (all needs groups)				
	Own provision (including joint arrangements)	Provision by others (including joint arrangements)	Gross Expenditure	Net Expenditure
2018/19	£2,278,656	£31,670,722	£36,679,008	£23,515,690
2019/20	£2,513,720	£34,428,506	£39,265,490	£31,062,030
2020/21	£2,478,472	£36,114,158	£39,164,330	£31,502,256

Source: Revenue Outturn returns analysed by IPC for MSR

Nursing Care Placements People under 65 (all needs groups)				
	Own provision (including joint arrangements)	Provision by others (including joint arrangements)	Gross Expenditure	Net Expenditure
2018/19	£0.00	£9,892.31	£9,929.17	£574.40
2019/20	£0.00	£9,118.77	£9,606.55	£1,707.63
2020/21	£0.00	£10,013.38	£12,077.00	£1,503.69

Source: Revenue Outturn returns analysed by IPC for MSR

Gross expenditure on placements (residential and nursing) by need group



Source: Revenue Outturn returns analysed by IPC for MSR

3.3 Regional Documents

West Wales [Charter](#) for people with learning disabilities.
[Housing and accommodation needs assessment](#) for people with learning disabilities in West Wales to 2037, Housing LIN 2019.

3.4 Further Reading & Background

[Learning Disability: Improving Lives Programme](#).
 Code of Practice on the [Delivery of Autism Services](#).
 Disability Wales, [The Social Model of Disability](#).
 Together for Mental Health, a Strategy for Mental Health and Wellbeing in Wales.
[Shared Lives in Wales](#) 2021.

4 Children and Young People

4.1 Demographic Data

Population Estimates Mid-Year 2020

	Aged 0 to 4	Aged 5 to 15	Aged 16 to 24	Total 0-24
Carmarthenshire	9,259	23,897	17,430	50,586
Ceredigion	2,877	7,897	10,606	21,380
Pembrokeshire	5,719	15,644	11,265	32,628
West Wales	17,855	47,438	39,301	104,594

Source: Stats Wales, Population Projections 2018 based

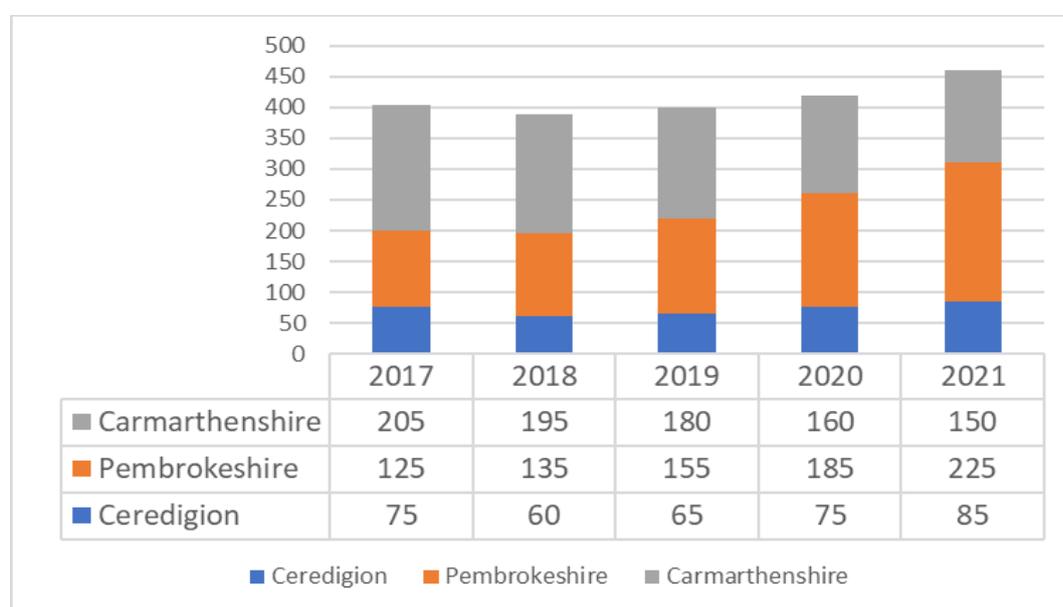
Projected change in number of people under 16 2021-31

People aged 0 to 15	Number	Percentage
Carmarthenshire	-1,862	-6%
Ceredigion	-1,164	-11%
Pembrokeshire	-2,097	-10%
West Wales	-5,124	-8%

Source: Stats Wales, Population Projections 2018 based

4.2 Trends in activity, capacity and spend

Children looked after at 31 March



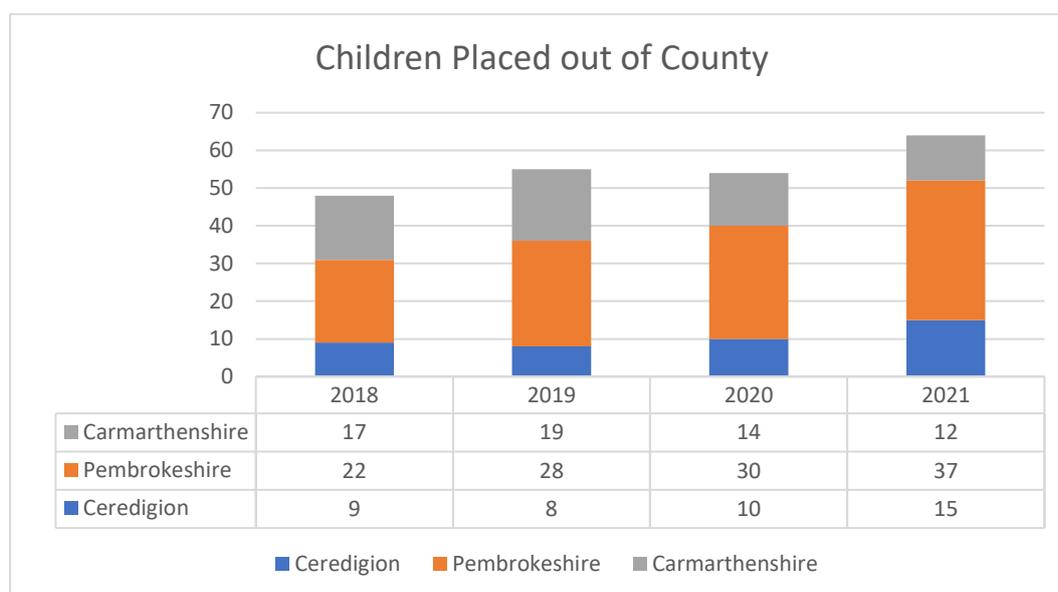
Source: National Social Care Data Portal for Wales

Proportion Placed in Foster Care

	%
Carmarthenshire	83.3%
Ceredigion	70.6%
Pembrokeshire	73.3%
West Wales	76.1%
Wales	69.8%

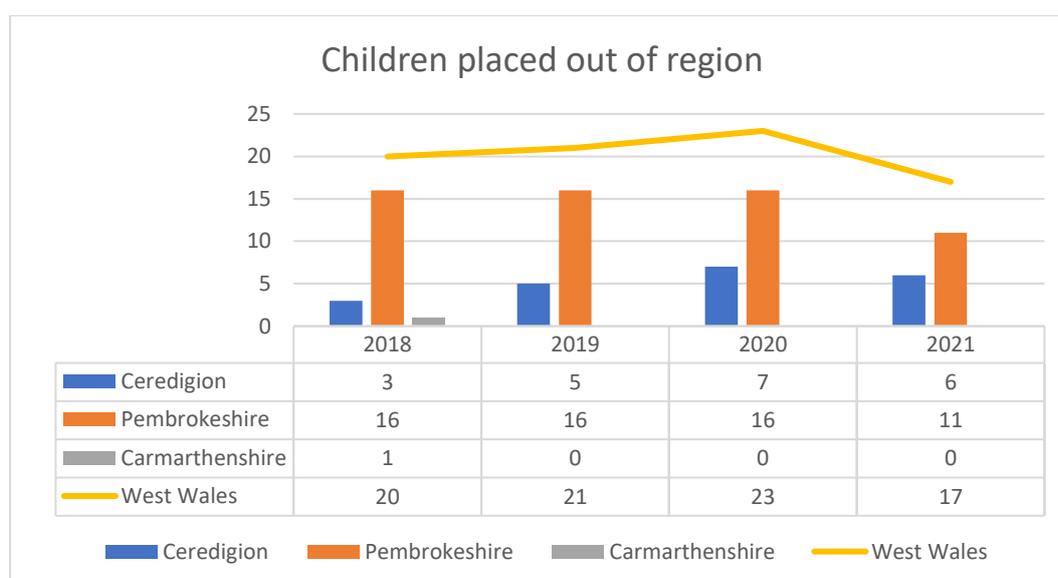
Source: Stats Wales, Children looked after at 31 March by placement type

Trend in out of county placements



Source: data collected by IPC for MSR

Trend in out of region placements



Source: data collected by IPC for MSR

In-house capacity as at January 2022

	Maximum Places	Occupied Places	Vacant Places	Unavailable Places
Carmarthenshire	199	199	0	0
Fostering	191	191	0	0
Residential	8	8		
Ceredigion	79	77	2	
Fostering	79	77	2	

	Maximum Places	Occupied Places	Vacant Places	Unavailable Places
Pembrokeshire	121	111	10	0
Fostering	115	105	10	0
Residential	6	6		
Grand Total	399	387	12	0

Source: Children's Commissioning support Resource data analysed by IPC

Charitable and third sector capacity as at January 2022

	Maximum Places*
Carmarthenshire	6
Ceredigion	2
Pembrokeshire	4
Total	12

Source: Children's Commissioning support Resource data analysed by IPC

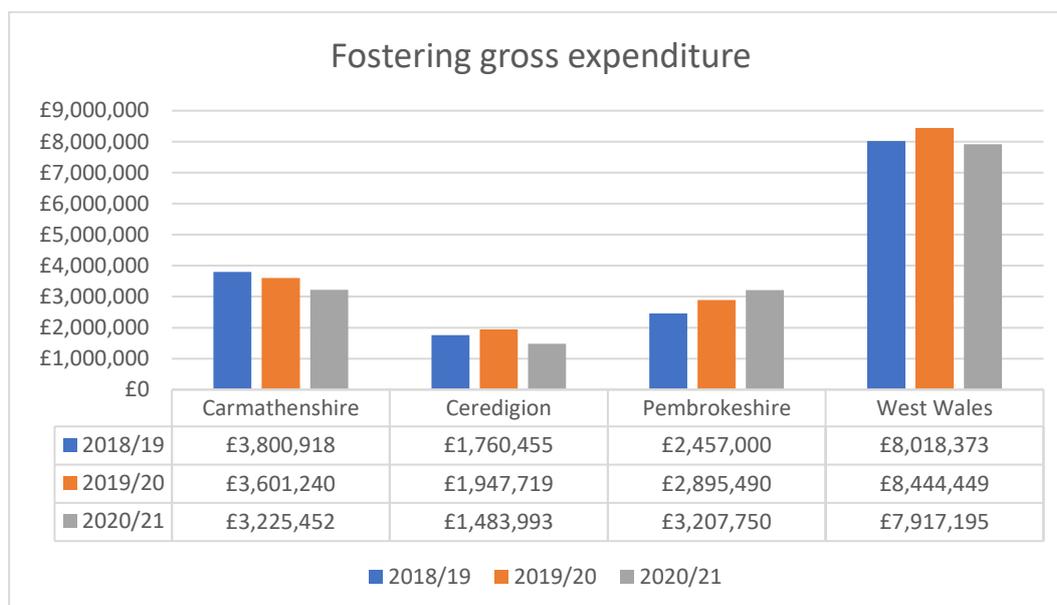
*All fostering, there are no third sector children's residential beds in West Wales

Independent sector capacity as at January 2022

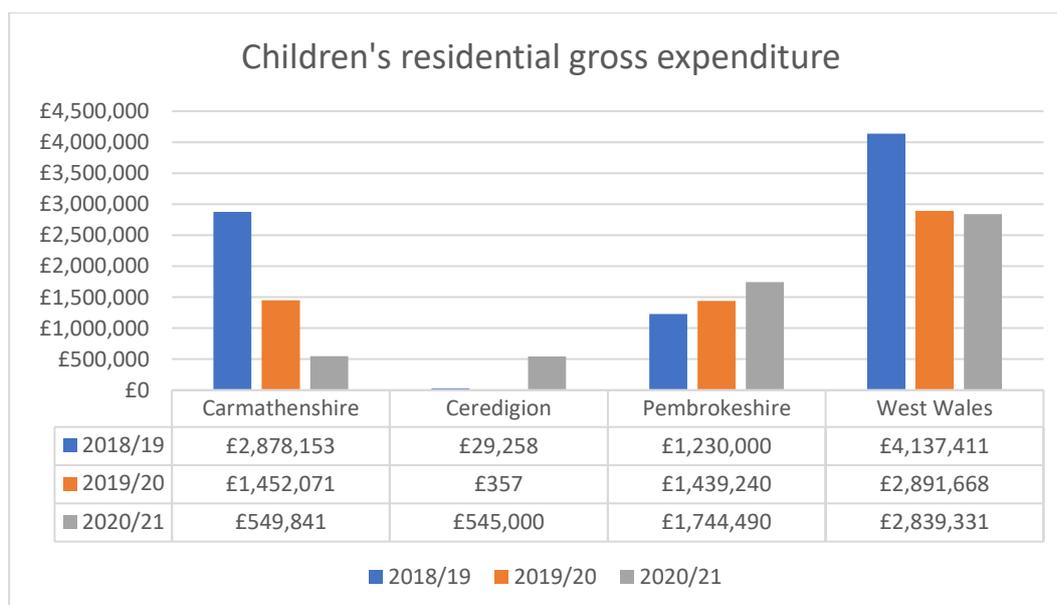
	Maximum Places	Occupied Places	Vacant Places	Unavailable Places
Carmarthenshire	208	135	18	55
Fostering	172	109	12	51
Residential	36	26	6	4
Ceredigion	59	37	4	18
Fostering	59	37	4	18
Pembrokeshire	113	83	15	15
Fostering	70	47	8	15
Residential	43	36	7	0
Grand Total	380	255	37	88

Source: Children's Commissioning support Resource data analysed by IPC

Trends in gross expenditure on placements



Source: Revenue Outturn returns analysed by IPC for MSR



Source: Revenue Outturn returns analysed by IPC for MSR

4.3 Regional Documents

Children and Young People's Residential Care and fostering, Mid and West Wales Market Position Statement, April 2021 to April 2023 (link when published)

4.4 Social Care Wales Priority Area Reports

[Children who are looked after](#) (you may select either an individual county or the region)

4.5 Further Reading & Background

[Children Looked After in Wales: Trends](#) Welsh Centre for Public Policy 2021.

[Children Looked After in Wales](#), Welsh Centre for Public Policy Evidence Briefing Paper 2021.

Children's Commissioning Consortium Cymru (4C's) [response to 'Competition Market Authority \(CMA\) Children's social care market study, Invitation to Comment.](#)

Competition and Markets Authority Children's Social Care Markets Study [Interim Report.](#)

Social Care Wales, [Improving Outcomes for children already living in care.](#)

CEREDIGION COUNTY COUNCIL

Report to: Council

Date of meeting: 24th November 2022

Title: West Wales Population Needs Assessment

Purpose of the report: To inform Council of the details of the Population Needs Assessment completed for the West Wales Region in line with the requirements of the Social Services and Wellbeing Act 2014

For: For Information and endorsement

Cabinet Portfolio and Cabinet Member: Councillor Alun Williams, Cabinet Member for Through Age and Wellbeing

1. Under Part 2 of the Social Services and Wellbeing (Wales) Act, regional partners are required to produce Population Assessments providing an assessment of need for care and support and the support needs of carers in their area; an assessment of the extent to which those needs are not being met; details of the range and level of services required to meet those needs and required preventative services; and details of how these services will be provided through the medium of Welsh.
2. Population Assessments must be published once within each local government electoral cycle. West Wales published its first Population Assessment (PA) in March 2017, which has been refreshed during 2022.
3. Welsh Government issued supplementary advice for RPBs regarding the production of the 2022 PA. This included the need to align the PA with new, regional Market Stability Reports, required from 2022.
4. The report attached sets out the process to develop and the key findings of the 2022 West Wales Population Assessment refresh.

The assessment has included a range of areas of need and the attached report provides an overview and key messages of each area as well as identifying gaps and areas for improvements.

The key areas considered are:

Older People

Dementia

Unpaid Carers

Learning Disability

Autism

Children and Young People

Mental Health

Health and Physical Disabilities
 Sensory Impairment
 Substance Misuse
 Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV).

The report was presented to Cabinet on the 6th October 2022

	<p>Has an Integrated Impact Assessment been completed? If, not, please state why</p> <p>Summary:</p> <p>Long term: The Population Needs Assessment is a legislative requirement during each Local Government Administration. This PNA is a refresh from the original one completed in 2017.</p> <p>Collaboration: This assessment has been done in collaboration with all statutory and 3rd sector services across the West Wales Region.</p> <p>Involvement: There has been involvement across all statutory and non-statutory sectors in the development of the PNA</p> <p>Prevention: The information acquired through the assessment will support agencies in setting out its service plans in relation to prevention in the future.</p> <p>Integration: This is an integrated assessment</p>
Wellbeing of Future Generations:	
Recommendation(s):	For information and endorsement
Reasons for decision:	The PNA is a finalised and approved document through the Regional Partnership Board
Overview and Scrutiny:	Not presented to Scrutiny – regionally approved document
Policy Framework:	Social Services and Wellbeing Act 2014
Corporate Priorities:	Links to all corporate priorities but specific relevance to Priority 2 – Investing in Peoples futures and Priority 4 – Promoting Environmental and community resilience
Finance and Procurement implications:	N/A

Legal Implications:	Statutory requirement under SSWBA 2014
Staffing implications:	N/A
Property / asset implications:	N/A
Risk(s):	N/A
Statutory Powers:	N/A
Background Papers:	Population Needs Assessment Report
Appendices:	N/A
Corporate Lead Officer:	Donna Pritchard, Corporate Lead Officer: Porth Gofal
Reporting Officer:	Donna Pritchard, Corporate Lead Officer: Porth Gofal
Date:	24 th November 2022



Population Needs Assessment
DRAFT REPORT
June 2022

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Foreword

The Regional Partnership Board brings together partners from local government, the NHS, third and independent sectors with service users and carers. Our aim is to transform care and support services in West Wales. Our region covers the area of Hywel Dda University Health Board and includes the local authority areas of Carmarthenshire, Ceredigion and Pembrokeshire.

We are required to produce a Population Needs Assessment (PNA) under section 14 of the Social Services and Wellbeing (Wales) Act and in 2017 published our first. This was an important document, as it was the first time we had produced an assessment of the health and care needs of our population in this way.

The findings from this assessment have since guided our planning, investment and service delivery in West Wales. We are now required to publish our second. This is an opportunity to update and refresh the findings of our first PNA and to consider the progress we have made.

Central to our approach has been engagement and collaboration with the people who live in West Wales. We have worked closely with our stakeholders, including our Public Service Boards (PSBs), our professional and stakeholder working groups and, most importantly, wherever we can, our citizens.

Welsh Government provides detailed guidance for population assessments and there are a few important changes for this version. Firstly, we must give specific attention to the needs of Autistic people and those living with Dementia.

Secondly, we must take account of the impact of COVID-19. We know this has affected everyone in our community, but particularly those who use health and social care services.

Also, the Welsh Government has asked that this year we undertake a 'Market Stability Report.' This is a separate report which will consider whether we have sufficient services in the care sector and how able they are to meet future demand.

Whilst these assessments are important pieces of work, more important are our actions that will follow them. These will be developed and included in our West Wales Area Plan, which we will produce by April 2023, setting out our ambitions for the years ahead.

We want our assessments to be accessible to people in West Wales and, alongside our detailed reports, we will be publishing them on our [online data portal](#). This will ensure that the information is continually refreshed and updated. We are also committed to ensuring that 'engagement' is not a one-off activity; rather, a continuous and collaborative conversation with our citizens.

We are in unprecedented times and the impact of the COVID-19 pandemic and other global events will continue to present us with significant challenges in West Wales. However, we believe that our Population Needs Assessment, and the approach we



have taken to complete this, will enable us to overcome these challenges together, to evolve and continue to deliver excellent outcomes for the people of West Wales.

Judith Hardisty

Chair, West Wales Regional
Partnership Board



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1. Executive Summary

According to the Office for National Statistics (ONS) by 2025, the population of the West Wales region is estimated at 389,719, an increase of 1.34% since the 2017 population assessment was undertaken.

- 48.8% of the population in the region live in Carmarthenshire, 18.7% in Ceredigion and 32.5% live in Pembrokeshire.
- 40% of adults in Carmarthenshire, 49% of adults in Ceredigion and 22% of adults in Pembrokeshire speak Welsh.
- 2021 estimates from the ONS indicate that people over 65 make up 24.1% of the population in Carmarthenshire, 26.2% in Ceredigion and 26.7% in Pembrokeshire and, as large parts of West Wales are both rural and coastal, the area attracts high levels of inward migration of people over 65

By 2043, current Welsh Government population projections predict an increase in the total population of West Wales to 396,000, with a predicted rise in those aged over 65 to 124,587 or 31.5% of the total population.

Overview and Summary by Population Group

1. Older People

Overview and key messages

West Wales has a higher proportion of older people than average across Wales, with inward migration a major accelerating factor for the growth of the older population. Pembrokeshire has an older population than Carmarthenshire and Ceredigion. The projected increase in those 85 and over is 28% by 2030, with local variation as follows: Carmarthenshire=25%; Ceredigion=26% and Pembrokeshire=33%.

People are living longer with increasingly complex issues, whilst wanting to remain in their own homes and live as independently as possible for as long as possible. COVID-19 has had a significant impact on the physical and mental wellbeing of older people. This is as a result of long periods of social isolation, lack of access to health and care services as well as the direct impact of contracting COVID-19.

Care and support arrangements should be designed with older people; should be flexible and include a range of community, digital and technology-based solutions.

Gaps and areas for improvement

Include:

- Involving older people and their carers in assessment and care planning, including discharge planning
- Helping people to remain independent in their homes for longer through continuing development of digital and telehealth support, particularly for those in very rural areas and where transport is an issue

- Providing additional support for carers managing multiple and complex conditions
- Continuing development of community connectivity, well-being and resilience services that address a range of needs including loneliness and isolation
- Increasing supply of alternative accommodation options such as extra-care schemes.
- Ensuring older people and their families can access services through their language of choice and the active offer through the medium of Welsh is available.

The impact of COVID -19:

COVID-19 has led to widespread social isolation, with lasting implications on the mental health of older people. People have delayed seeking help during the pandemic and now are presenting with much more complex health issues.

Due to the reported mortality rates in residential care older people are now far more reluctant to go into residential care creating a greater demand for alternative accommodation.

2. Dementia

Overview and key messages

As life expectancy and inward migration of older people impacts on the percentage of older people in the region, the number of People Living with Dementia (PLWD) in West Wales is expected to increase in the coming decades.

The Dementia Action Plan for Wales (DAP) 2018 – 2022 sets out a clear vision for “Wales to be a dementia friendly nation that recognises the rights of people with dementia to feel valued and to live as independently as possible in their communities.”

Our [West Wales Regional Dementia Strategy](#) informs the development of person-centred dementia pathways, co-produced with users and carers.

Key messages are as follows:

- The incidence of dementia on the Quality Assurance and Improvement Framework (QAIF) disease register in Hywel Dda in 2019-20 was 0.7%, in line with the Welsh national average of 0.7%
- In 2016-17 dementia diagnosis rates were one of the lowest in Wales at 45.6% indicating that prevalence rates are likely to be closer to 1.4% although, the number of those diagnosed has increased an average of 3% per annum to 2947 in 2020.
- Over thirty genetic, medical, lifestyle, cultural and societal factors have been identified, which impact the risk of cognitive decline differently depending on gender. Some of these factors increase risk more dramatically in women than in men.

Gaps and areas for improvement

These include:

- Continuing to improve awareness, identification, and diagnosis of dementia, including onset of dementia in younger people
- To ensure timely diagnosis and access to appropriate care and support
- Improving co-production of services by including PLwD
- Increasing diagnosis rates in non-specialist community settings by:
 - Improving training and awareness of new evidence-based best practice dementia models within primary care, based on the Good Work Framework
 - Supporting GPs, allied health professionals (AHPs) and nurses to make assessments
 - Improving quality of referrals into specialist care for those requiring it
- Developing more consistent rights-based person-centred care and support
- Continuing improvements in community support, training and help for PLwD to discuss their diagnosis, navigate/co-ordinate services, to build resilience and maintain balance across all aspects of their life
- Ensuring equal access to physical health services and treatment for PLwD
- Ensuring advance care planning and end of life care is fully embedded within our approach.
- Improving research into dementia by involving care homes in the region in research opportunities
- Continuing the development of a “hub” or single point of contact approach for PLwD to access information and support.

The impact of COVID -19:

COVID-19 has had a disproportionately negative impact on PLwD, with dementia being shown as an age-independent risk factor for severity and death in COVID-19 patients.

Although the exact impact on the diagnosis and incidence rate of dementia is unclear, stakeholders have identified that COVID-19 has impacted timely diagnosis due to late presentations.

Full information on the impact of COVID-19 upon those with dementia and their carers is not yet available. However, there is some concern that it may cause damage to the brain in the longer term.

3. Unpaid Carers

Overview and key messages

2011 ONS Census data indicates there are more than 47,000 known unpaid carers across West Wales, of which, 3,436 were Young Carers (defined as 5-17 years old),

representing 12.5% of residents. It is also recognised that there is a considerable number of 'hidden' carers who do not define themselves as such.

Early identification and self-identification of unpaid carers is vital to ensure they access the right help and support at the right time, as well as maintain their own health, well-being and independence.

Support for unpaid carers in West Wales is driven through the West Wales Carers Development Group (WWCDG), a formal sub-group of the West Wales Regional Partnership Board (RPB) and a partnership between Hywel Dda University Health Board, the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, Third and Voluntary sector organisations and representatives of service users and Carers in West Wales.

The Regional Partnership Board published their Carers Strategy in November 2020 [WWCDG West Wales Carers Strategy 2020-2025](#). The West Wales Carers Development Group (WWCDG) are responsible for ensuring that an annual action plan is in place to respond to the key priority areas.

Gaps and areas for improvement

- Continuing improvements in the consistency of approach, information, advice and assistance provided across the region, within a more integrated system
- Reviewing information provided to carers to ensure it is current, relevant, more accessible and easier to find
- Extending use of social media and technology to identify and provide information to carers and maintain regular contact, particularly for young carers
- Developing a single point of contact to help people navigate the system
- Ensuring respite care fits the needs of both the carer and the cared for
- Addressing the challenges of accessing support in rural areas
- Improving the statutory carers assessment process, which can be challenging, often takes too long and may not always consider carers needs appropriately
- Improving delivery of the "active offer" through the medium of Welsh. Carers want to feel comfortable using their preferred language of choice, including languages other than English and Welsh

Young carers report:

- They struggle to have a break, are not seeing their friends and don't have their own space.
- They find it difficult to balance schoolwork, homework and their caring role and can feel stressed, worried and anxious at school, as they are away from the person that relies on them for care
- They may require extra support for their mental health and wellbeing.

The impact of COVID -19:

Caring is such an important part of life and the role of unpaid Carers has become increasingly prominent. A significant number of unpaid carers have sought support with their caring role and many carers reported:

- Feeling isolated during the pandemic
- Being cautious of people coming into their homes due to the risk in virus transmission, with many choosing to suspend domiciliary care, putting further strain on their wellbeing and mental health
- Experiencing financial pressure, as they have had to take more time off work to support the person they care for
- Concern over the adverse effect of limited social contact on the well-being of loved ones in hospitals and care homes, due to strict visiting restrictions
- Young carers missed the break from caring and social interaction with peers that schooling usually provides
- Improved access to support due to the increased availability of on-line services in response to the pandemic

4. Learning Disabilities

Overview and key messages

The population of People with a Learning Disability (PwLD) in West Wales is projected to remain relatively stable. However, projections suggest the number of people diagnosed with severe or profound and multiple learning disabilities (PMLD) is expected to grow by 1.8% each year. The number of older people with a learning disability is set to increase.

PwLD often have additional diagnoses and/or co-existing conditions such as: autism; physical disabilities; sensory and communication impairment. They are more likely to experience poorer physical and mental health and multiple morbidities, often linked to poor diet, low levels of physical activity, smoking, alcohol use and difficulties in accessing preventative health services.

Through the Regional Improving Lives Partnership, PwLD have worked together with partners to develop the [West Wales Charter](#) – a simple list of things they expect, and need, to live fulfilling lives. The charter is supported by the Welsh Government; County Councils of Carmarthenshire, Ceredigion and Pembrokeshire, Hywel Dda University Health Board and a range of community and 3rd sector organisations.

Gaps and areas for improvement

Include:

- Improving awareness of the needs of PwLD and through training and education of service providers, healthcare workers, families and carers

- Improving the quality of communication with and information for PwLD (easy read)
- Widening access to supported accommodation in a location of choice
- Strengthening access to education, volunteering and paid work opportunities in local communities
- Improving processes for managing transition between children's and adult services and specialist health services
- Supporting self-advocacy for PwLD
- Increasing planning and resources for people with PMLD and their carers

The impact of COVID -19:

COVID-19 has had a particular effect on the physical and mental health of PwLD and their care and support network. This has been exacerbated by the availability of the services and care, such as day opportunities and short breaks.

Many PwLD have been required to shield during the pandemic, limiting their opportunities to contribute to many of the consultations and planning events as part of this assessment.

5. Autism

Overview and key messages

Autism is a term used to describe people with a group of complex neuro developmental symptoms, of variable severity which affects how people communicate and interact with the world. Autism is generally described as a spectrum and can cover a wide range of behaviours and needs. Autism was covered under the Learning Disability chapter in the 2017 Population Assessment. However, in response to the introduction of the [Autism Code of Practice](#) in 2021, a separate Autism chapter is being developed.

The term 'autistic people' rather than 'people with autism', reflects the language preferences expressed by autistic people. The term 'people' refers to children, young people and adults.

Estimates of the prevalence of autism spectrum disorders suggest rates of around 1% in the general population. This would suggest there are about 4000 autistic people living in West Wales. However, there is much debate and the suggestion that not all individuals are identified [1].

New services for adult diagnosis have been set up across Wales at a time of rising awareness of the spectrum of autism experiences; however, until recently no studies have examined adult autism prevalence in Wales

Increased rates of diagnosis and more prevalence of autism will require more specialist support in the community.

Feedback from engagement meetings across the region identified the following:

Gaps and areas for improvement:

- Improve waiting times for diagnosis and diagnosis rates for both children and adults
- Improve access to information and advice for Autistic people and their families, including the autism strategy and the associated support services available in West Wales.
- Improve awareness of Autism and the Autistic Spectrum Conditions across health, social care services, education and all public services.
- Greater emphasis on user engagement and coproduction in service development
- Improving the transition for Autistic Young people when they leave school
- Increasing opportunities for volunteering, work experience, employment opportunities and networking for autistic people.

The impact of COVID -19:

The pandemic has impacted on the care and support available for autistic people as many support services were paused. In addition, the uncertainty and frequent changes to routines and rules will, in some cases have had a significant impact upon people's mental-health and wellbeing. This has placed increased pressure on family members and carers.

For Autistic People the resumption of and reintegration to activities such as education following prolonged periods of lock down has also presented significant challenges.

6. Children and Young People

Overview and key messages

There are over 82,000 children and young people in the region, approximately 22% of the total population. Although the population of children and young people up to the age of 25 will remain relatively stable, the number of children aged 10-15 in the region is expected to decline by 8% by 2031. It is estimated that 6,105 children and young people live with a long-term condition or disability.

Children and young people are considered under the following three groups:

- Up to the age of 18
- Up to the age of 21 if they've been in care
- Up to the age of 25 if they've been in care and are still in education

The region has a lower number of looked After Children (LAC) than the national average. The Capped 9-point score (Year 11 pupils' best 9 results from qualifications available in Wales) is 361.7, above the Wales average of 353.8.

At 14%, the number of young people not in education, employment or training in West Wales is marginally lower than the Welsh average.

Gaps and areas for improvement:

These include:

- Further integration with early years services
- Involvement of children and young people, including care experienced young people and those with complex needs such as disability in the planning of services.
- Further development of preventative and early intervention services, building on established programmes such as Family Information Services, Families First and Team Around the Family and trauma informed models of support
- Considering the importance of physical, mental and emotional wellbeing of children and the key role of community services play in achieving this
- Enhancing partnership working to deliver a '*No Wrong Door*' approach to services so that children and young people receive the support they need regardless of where they enter the system.
- Developing resilience and wellbeing in families to enable children and young people to remain within their families and/ or communities so long as it is safe for them to do so
- Continuing development of multi-agency and individualised approach to supporting children with complex needs
- Developing a regional transition process for children and young people into adult services where appropriate

The impact of COVID -19:

Children and Young People's Mental Health and Wellbeing has been significantly affected during the pandemic. School closures, quarantine periods, fear of becoming unwell and impact upon older relatives are factors that have contributed to a decline in their Mental Health and Wellbeing.

In addition, Children and Young People from areas of poverty were subject to increased risk of poor Mental Health and Wellbeing. Contributing factors included the increased worry of parent financial insecurity, lack of social support, housing quality and poor nutrition.

Children's Social Services have maintained face-to-face contact for children identified as at risk throughout the pandemic. However, enforced absences from school and time at home has presented significant challenges in identifying and responding to risk.

The region has experienced a rise Children and Young People seeking support with complex emotional and mental health difficulties, including behaviours that challenge.

7. Mental Health

Overview and key messages

Our mental health affects how we think, feel and act. A healthy outlook can reduce both the intensity and duration of illnesses, whereas poor mental health can have the opposite effect. It has been shown that depression and its symptoms are major risk factors in the development of coronary heart disease and death after myocardial infarction. Stigma surrounding mental illness is common and can play a role in people potentially hiding issues surrounding their mental health rather than seeking help, which can be mitigated through increasing the information, education and public awareness.

According to the Welsh Government's [Together for Mental Health Strategy](#):

- 1 in 4 adults experience mental health problems or illness at some point in their lifetime
- 1 in 6 adults are experiencing symptoms at any one time
- 1 in 10 children between the ages of 5 and 16 has a mental health problem, and many more have behavioural issues
- Approximately 50% of people who go on to have serious mental health problems will have symptoms by the time they are 14 and many at a much younger age

The Hywel Dda Mental Health Quality and Outcomes Framework (QOF) register records approximately 4,100 patients in 2019.

Through a range of facilitated engagement sessions we were able to identify:

Gaps and areas for improvement

- Improving integration and communication between services, so that patients with multiple issues have access to the range of support and care needed
- Improving processes for those experiencing crisis, to reduce instances where patients in crisis have difficulty accessing services
- Promoting and supporting self-management by educating people on how to manage their conditions, live more independently and make their own choices.
- Shifting the emphasis to community-based services
- Recognising the effect of COVID-19 and the resulting increased demand for mental health services.

The impact of COVID -19:

COVID-19 has led to increased isolation and a disruption of normal life, which could have short term effects on mental health. It is not clear what the long-term effects of COVID on mental health and wellbeing might be however, in the period immediately

before the pandemic, it was reported that 11.7% of Welsh people suffered from severe mental health issues, which reportedly climbed to 28.1% in April 2020 [2].

COVID-19 has also had a worse effect on particular on those groups who already experience poor mental health outcomes, including those from black and minority ethnic backgrounds, those with existing physical or learning disabilities and those in areas of high poverty.

8. Health and Physical Disabilities

Overview and key messages

Most people in the West Wales region between the age 18 to 64 will not access care and support for a specific need or protected characteristic. Instead, they are served by public health information and national and local programmes designed to encourage healthy lifestyles and practices. These programmes are aimed at reducing specific health risk factors such as cardiovascular disease, often achieved by strategies to reduce obesity and smoking and improve diets.

There are a proportion of people who have a range of specific needs because of physical disability or chronic health conditions that may require extra support to enable them to live as independently as possible.

Gaps and areas for improvement

identified through engagement include:

- Involving people with a range of disabilities at the planning and design phase of new developments and accommodation, to ensure they are easy to use and accessible.
- Improving early identification, treatment and management of preventable and chronic conditions including diabetes, heart disease and respiratory illness, to improve long term well-being and reduce complications.
- Improving appropriate access to a range of information, advice and assistance.
- Increasing use of assistive technology, such as telecare to transform domiciliary care and supported living services
- Improving access support for assisted living. Many of the current rules and regulations about supporting and helping people with disabilities are too rigid.
- Improving access to and communication of financial support such as personal independence payments, disabled facilities grant, direct payments
- Improving the process for home improvements and modifications.
- Increasing the flexibility of step up and down provision to respond to changing needs
- Improving access to transport.

The impact of COVID -19:

COVID-19 has led to widespread social isolation, with lasting impact on physical and mental health for those people having to shield during the pandemic.

People have delayed seeking help or had difficulty accessing it during the pandemic and are now presenting later, with much more complex health issues often resulting in worsening comorbidities and prolonged illness.

9. Sensory Impairment

Overview and key messages

Sensory impairment is a normal part of ageing. As sensory impairment can be a significant life-limiting condition, the challenges associated with the condition are likely to grow over the coming decades.

People with sensory impairment are more likely to feel lonely and isolated. Research by RNID in 2000 found that 66% of deaf and hard of hearing people feel isolated due to their condition excluding them from everyday activities.

Sensory impairment is something that cuts across system wide services; it is important that sensory impairment awareness and services are embedded in the whole system of provision.

The combination of two sensory impairments can mean that a deafblind person will have difficulty, or find it impossible, to utilise and benefit fully from services for deaf people or services for blind people. Meeting the needs of deafblind people therefore needs a different approach.

Apart from the day-to-day difficulties, people with sensory impairment also have poorer health outcomes, higher rates of poverty and lower educational achievements than people free from disability.

- Both visual and hearing impairment are projected to increase in West Wales over the coming years
- Accelerating factors for sight loss include diabetes and obesity
- Sensory impairment is associated with increased risk of falls and fear of falling has a major impact on people's ability to remain independent.

Gaps and areas for improvement

- Improving awareness and understanding of sensory impairment
- Improving the accessible implementation standard and developing a process to audit implementation
- Improving provision of accessible information e.g., braille letters

- Extending provision of the interpretation service outside 9-5 and increasing availability of interpreters
- Enhancing record systems such as Welsh Patient Administration System (WPAS) to be able to record more than one impairment

The impact of COVID -19:

The COVID pandemic has contributed to communication difficulties for both hearing and visually impaired people. Access to information has been more difficult to obtain for the visually impaired e.g., reduced access to braille in surgeries. Where services have shifted from face to face to video consultations, they don't work for sight impaired people, who may prefer phone conversations.

The pandemic has also led to challenges for hearing impaired people around communication e.g., face masks make lip reading impossible. People with sensory impairment are more likely to suffer from isolation and loneliness, which has been exacerbated by the COVID pandemic.

10. Substance Misuse

Overview and key messages

Welsh Government has recently launched its new [Substance Misuse \(drug and alcohol\) Delivery Plan for 2019 - 2022](#). The new plan builds on the progress made during the lifetime of the 2008-2018 strategy and is a key reference for the Population Assessment.

Gaps and areas for improvement

- Improving prevention and harm reduction
- Reducing smoking prevalence levels
- Supporting individuals to improve health and aid maintain recovery
- Supporting and protecting families
- Tackling availability of substances and protecting individuals and communities
- Developing stronger partnerships, workforce development and service user involvement.
- Developing accommodation provision in response to care and support needs

The impact of COVID -19:

The effect of COVID-19 pandemic may have had a significant impact on substance misuse however, at present data is not available.

11. Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV)

Overview and key messages

Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) is a major public health problem, a criminal justice issue, and a violation of human rights. It causes harm to individuals and families, and its impact can be felt across whole communities, societies, and economies and can impact on victims in many ways. For example, sexual violence can lead to a multitude of health consequences including physical, reproductive, and psychological harm.

The [Violence against Women, Domestic Abuse and Sexual Violence \(Wales\) Act 2015](#), together with the statutory guidance on commissioning sets the conditions and expectations for service developments in Wales, with [progress reported](#) annually.

Gaps and areas for improvement

- Increasing awareness of violence against women, domestic abuse and sexual violence
- Enhancing education about healthy relationships and gender equality
- Ensuring professionals are trained to provide effective, timely and appropriate responses to victims and survivors
- Providing equal access to appropriately resourced high quality, needs led, strength based, gender responsive services
- Improving prevention focussed initiatives e.g., IRIS/Ask Me.

The impact of COVID -19:

Emerging literature suggests that levels of VAWDASV have been impacted by the COVID-19 public health restrictions, including lockdown, shielding and social distancing regulations [3]. Whilst the full picture of how the pandemic has impacted on VAWDASV is still to fully emerge, it appears likely that both the scale and nature of VAWDASV may have worsened, with rising helpline contacts for all forms of VAWDASV and increased reports to emergency services for domestic abuse in some areas [4]. Many prevention strategies and programmes have been put on hold or been forced to adapt during the pandemic because of restrictions on movement, face to face interactions and public events. Given the increasing number of reports of VAWDASV during the pandemic, it is more important than ever to promote prevention through the transformation of norms, attitudes and stereotypes that accept and normalise violence.



References:

[1] (Brugha et al., 2011, 2016; Chiarotti & Venerosi, 2020; Fombonne et al., 2021; Lyall et al., 2017).

[2] Rodriguez J. Covid-19 in Wales: the mental health and wellbeing impact. Wales Fiscal Analysis. Available at

https://www.cardiff.ac.uk/_data/assets/pdf_file/0010/2533762/COVID-19-Mental-health-FINAL-08-07-2021.pdf

[3] [Bystander-Experiences-of-Domestic-Violence-and-Abuse-during-the-COVID-19-Pandemic.pdf](#) (violencepreventionwales.co.uk)

[4] <https://committees.parliament.uk/writtenevidence/22280/pdf/>

2. Background and Scope

Regional Partnership Boards (RPBs) are required to produce a Population Needs Assessment (PNA) once every local government electoral cycle. They provide a clear and specific evidence base to underpin the delivery of their statutory duties and inform planning and operational decisions in response to the changing needs of people with care and support needs. This is the second PNA published by the West Wales Regional Partnership Board (WWRPB).

2.1 Purpose of the Population Needs Assessment 2022

The PNA provides an overview of the population demographics and distributions across the West Wales region and a detailed assessment of the care and support needs of 11 important population groups outlined by the Welsh Government, which include:

1. Older People (OP)
2. Dementia (D)
3. Unpaid Carers (UC)
4. Learning Disabilities (LD)
5. Autism (A)
6. Children and Young People (C&YP)
7. Mental Health (MH)
8. Health and Physical Disabilities (H&PD)
9. Sensory Impairment (SI)
10. Substance Misuse (SM)
11. Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

The PNA draws on a range of existing strategies in place across the region, providing an opportunity to review strategic intent at regional and local level and assess:

- the need for care and support
- the support needs of carers in the area
- the extent to which those needs are or are not being met
- the impact of Covid-19, including 'Long COVID' on care and support needs
- details of the range and level of services required to meet those needs
- details of the range and level of services required to deliver the preventative services required in section 15 of the Social Services and Wellbeing Act
- details of how these services will be delivered through the medium of Welsh

This PNA has been undertaken collaboratively by all partners in the West Wales region, agreed by the Regional Partnership Board (RPB) and has been endorsed by the three local authorities (LAs) and Hywel Dda UHB. It will inform the regional Area Plan, which sets out how partners aim to address the needs that are identified.

The first PNA published in March 2017 can be found here ([Layout 1 \(wwcp.org.uk\)](http://www.wwcp.org.uk)).



Figure 1: The West Wales and Hywel Dda University Health Board region, which includes the counties of Pembrokeshire, Carmarthenshire and Ceredigion (Hywel Dda University Health Board Pharmaceutical Needs Assessment, 2021)

2.2 Plan and Approach of the Population Need Assessment 2022

This report will include a detailed assessment of the care and support needs for each of the groups listed above. The results of these individual assessments are collated into thematic reports, which contain:

- an introduction and demographic profile
- a description of care and support needs
- an overview of current and future care and support provision
- special note of Welsh language and Covid-19 implications
- identification of gaps and areas for development
- recommendations

This information was collated in several ways, through survey data, direct engagements with residents and through focus groups and discussions with expert clients. Wherever possible, stakeholders, such as providers in the third and independent sectors, were engaged.

The following questions were considered as part of the assessment of each of the population groups:

1. Do the core data sets (*as used in the 2017 assessment, updated and provided for consideration*) provide a comprehensive basis for assessing projected need for care and support among this population group?
2. Are there additional data sets that are used for this population group and which would be useful in assessing need? How can these be sourced?
3. Are there any further gaps in data which need to be addressed in order to give a comprehensive picture?
4. What data is available to evidence sufficiency of current services to meet the identified need and where are some of the gaps?

This approach ensured that a comprehensive picture was generated for each of the population groups being assessed.

In addition, the following issues were considered for each of the population groups:

1. Are there any key issues to consider in relation to this population group, which will have an impact on need for care and support in West Wales? How can the impact be quantified?
2. What has / will be the impact of Covid-19, including 'Long COVID' on needs moving forwards?



3. Cross Cutting Themes

This section provides an overview of cross-cutting themes which apply across population groups. This also builds upon the themes identified within the 2017 Population Assessment.

There are a range of population stakeholder groups in West Wales which support our approach to continuous engagement, consultation and planning. These groups help us to reflect the lived experience of people within our Population Assessment.

3.1 Access to services

The 2017 Population Assessment identified the challenge that many disadvantaged groups face in accessing services to meet their care and support needs. A range of actions have taken place and will be an ongoing priority for the RPB. These include:

- The development of policies to ensure that it is as easy as possible for people to access support within their communities.
- Services should take account of language of choice, economic and cultural needs and additional needs such as physical, sensory and learning disabilities, neurodiversity, cognitive impairment and poor mental health
- The development of a single point of contact in each area, across the health and care system to make it easier to access relevant advice, information and support.
- The need to continue to develop technological solutions such as Assist My Life app, telehealth and virtual day-centres which assist people in accessing services

3.2 Assessment and diagnosis

Waiting times for assessment, diagnosis and treatment, as well as availability of support have been significantly impacted in Wales as the result of the COVID-19 pandemic. In West Wales, there is a need to continue:

- Improving availability of information available in relation to accessing community-based services for diagnosis
- Providing people with information regarding waiting times
- Increasing the range of support offered following diagnosis

3.3 Communication

There is a need to:

- Improve the consistency of information, advice and assistance across the region
- Ensure information, including care plans, are available in a range of formats such as easy read, sign language and braille and in the language of choice

- Continue to improve communication between organisations and professionals in relation to care planning to avoid people having to repeat their story.
- Increase the use of integrated information systems where all the information about a person is in one place and can be accessed by the right people across the different systems when it is needed

3.4 Use of Digital Technology

During the COVID-19 pandemic digital solutions were used by health and social care services to keep in touch with people, provide support, advice and information. This highlighted the potential and accelerated the use of digital technologies.

However, not everyone is able to access services in this way in West Wales. This is in part due availability of high-speed broadband or 4G coverage in some areas, access to suitable devices, as well as the confidence or skills to access support in this way. We must address this deficit.

We should also build on the experience during the pandemic to:

- Ensure a wide spectrum of people can access virtual services when and where appropriate
- Make better use of social media channels to engage with, inform and support communities
- Maximise the potential of digital and virtual support and telehealth to help people to manage certain conditions, address social isolation and reach those living in isolated communities
- Increase the use of assistive technology to enhance our direct care services such as domiciliary care and supported living

3.5 Embedding Co-production

There is more to do to ensure co-production is integral to our work by:

- Ensuring co-production is a key principle in developing sustainable community-based, user-led services
- Ensuring commissioners and providers co-produce services with those that use them
- Ensuring people needing care and support, their families and unpaid carers are involved in the decisions made about their care

3.6 Prevention & Wellbeing

In West Wales there are a range of 'preventative' services already available. The pandemic has led to increased isolation and a disruption of normal life. This could have short term effects on mental health and other conditions, as people may have been unable, or too concerned to access the support they would normally have. It is a priority for us to:

- Regain the momentum of community initiatives across the region that were paused during the pandemic
- Re-establish engagement activities and events that supported people to meet, share information and support and contribute to the development of services.
- Ensure preventative services are able to 'step up' to statutory services when people's needs increase and they require more support
- Further develop community-based services, that prevent isolation and support people to become more resilient and manage their own conditions
- Strengthen links with schools to identify groups of children, young people, families and unpaid carers, who may need additional support
- Improve access to mental health services at an early stage for both children and adults, thus preventing escalation and the need for referral to statutory services

3.7 Supporting our Workforce

Supporting and developing our workforce in health and social care remains a priority for us. Areas for attention include:

- Improving awareness and recognition of hidden conditions including, sensory and cognitive impairment, language and communication needs, neurodiversity and autism, Violence against Women, Domestic Abuse and Sexual Violence.
- Ensuring staff are aware of the range of services which are available within their community.
- Ensuring all staff have an awareness of safeguarding of adults and children

3.8 Transition

The time of transition from childhood to adulthood can be challenging. It can mean changes in arrangements for education, health, care and support and other aspects of a young person's life. To support a smooth transition, we should:

- Develop a regional transition policy that provides seamless and integrated support of families rather than a start/stop process
- Improve transition when accessing multiple services, particularly for children and young people who have complex needs

3.9 Voice and control

Putting the individual and their needs, at the centre of their care is a guiding principle of the Social Services and Wellbeing Act. It remains a priority for us to:

- Ensure assessment and care planning processes focus on what is important to people
- Ensure people have a choice in how their support needs can be met.

- Improve the range and choice of accommodation so people can continue to live independently in their communities
- Increase opportunities for volunteering, work experience, employment opportunities and networking for people living with a range of disabilities and conditions

3.10 Welsh language

Under the Welsh Language (Wales) Measure 2011 the language has official status in Wales and as such should not be treated less favourably than the English language. A key principle of the original Framework – is that of the 'active offer', which places the onus on service commissioners and providers to deliver a service in Welsh without someone having to ask for it, is a continuing priority for those needing care and support in West Wales where, according to the Office for National Statistics in 2011, 37 % of the population over 3 years of age are Welsh speakers



4. West Wales Population Profile

The latest population estimates for the West Wales region are 389,719 (mid-2020) [1], an increase of 1.34% since the 2017 population assessment. This comprises of 191,368 males (49.1%) and 198,351 females (50.9%).

48.8% of the population in the region live in Carmarthenshire, 18.7% in Ceredigion and 32.5% live in Pembrokeshire.

Current population projections suggest the total population of West Wales will increase to 396,000 by 2043, with a rise in those aged over 65 from 94,336 in 2018 to 124,587 by 2043 [2]. This increase in the older population will be a key challenge.

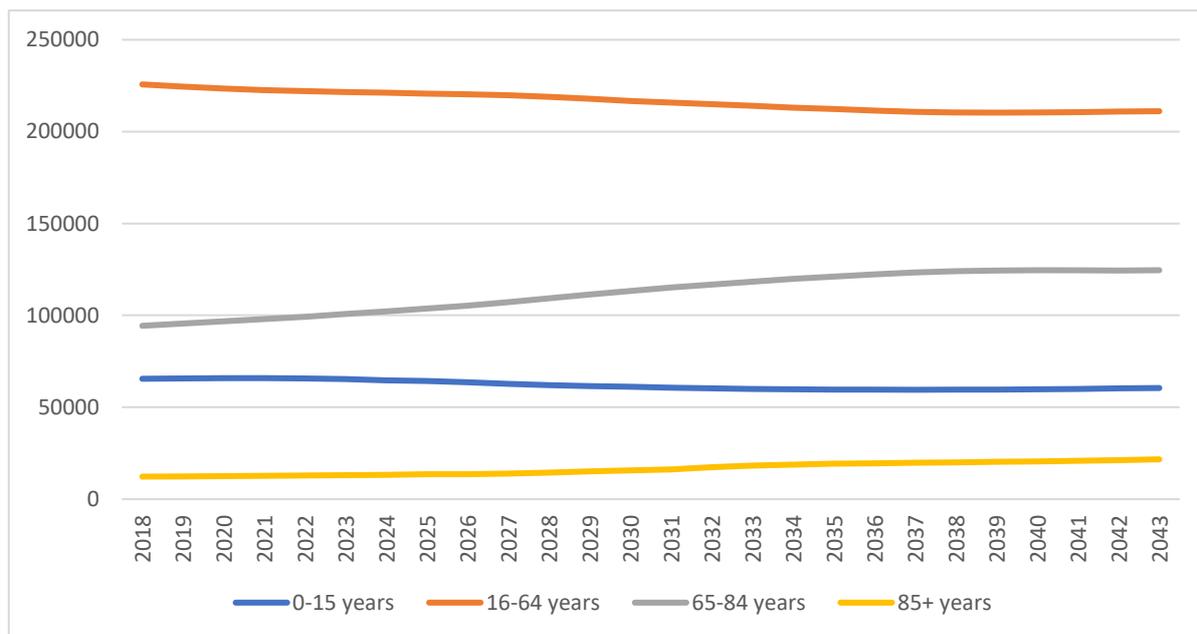


Figure 2: Population projections by age cohort in Hywel Dda University Health Board 2018 – 2043 (Welsh Government, 2018)

The following figures below show the population profiles for Wales and West Wales.

Figures 3 and 4 show that West Wales has an older population than Wales in general, with more people in the age groups of 55 and over, and less people in the 20 – 49 age range.

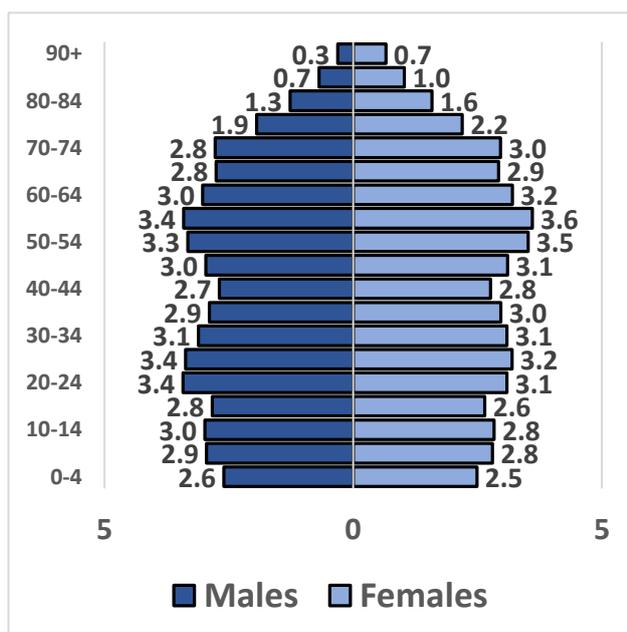


Figure 3: Population of Wales by gender and age group, mid 2020 (values presented as percentage of total population) (ONS, 2021)

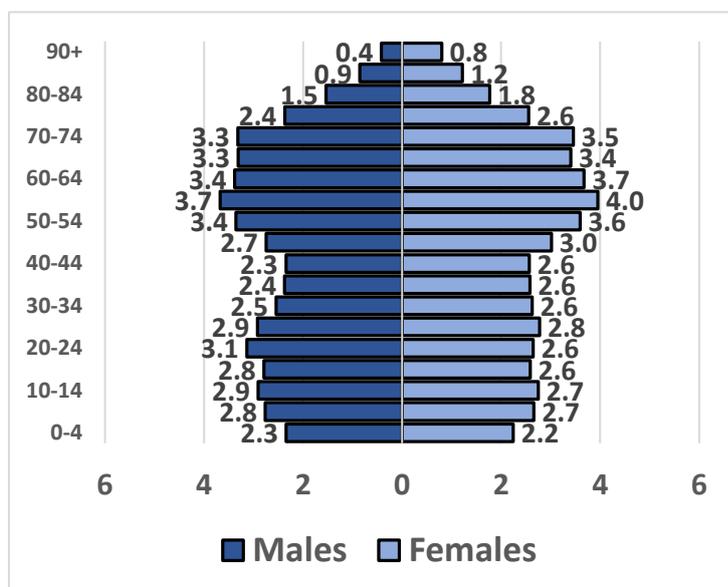


Figure 4: Population of West Wales by gender and age group, mid 2020 (values presented as percentage of total population) (ONS, 2021)

Table 1 below sets out key population statistics for West Wales, compared with Wales overall. It shows that West Wales has a higher proportion of people aged 75+ than Wales as a whole. West Wales also has a slightly lower proportion of adults who are overweight or obese when compared to Wales, as well as a slightly higher incidence of smokers and those who drink above guidelines.

The birth rate in West Wales is slightly lower than the national average.

Key Statistics	Wales	West Wales
Total Population	3,169, 586	389,719
Population aged 75 and over (%)	9.7	11.5
Adults who are overweight or obese (%)	60	59
Adults who smoke (%)	18.4	18.7
Adults who drink above guidelines (%)	19.0	20.0
Birth Rate (per 1,000 population)	10.3	9.0

Table 1: Key population statistics (HDdUHB Pharmaceutical Needs Assessment, 2021)

Table 2 below shows the life expectancy and healthy life expectancy for males and females in each of the three local authorities. Carmarthenshire has both a lower life expectancy, and less percentage of life expectancy in good health when compared to Ceredigion and Pembrokeshire.

	Males			Females		
	Life Expectancy	Healthy Life Expectancy	Percentage Life Expectancy in Good Health	Life Expectancy	Healthy Life Expectancy	Percentage Life Expectancy in Good Health
Ceredigion	80.1	67.9	84.7	83.9	69.7	83.1
Pembrokeshire	79.5	66.9	84.1	82.9	69	83.3
Carmarthenshire	78.6	65	82.7	82.6	66	79.9

Table 2: Life expectancy and healthy life expectancy in the three local authorities (HDdUHB Pharmaceutical Needs Assessment, 2021)

Differences in the composition of the populations for each of the three local authorities are illustrated in figures 5, 6 and 7 below.

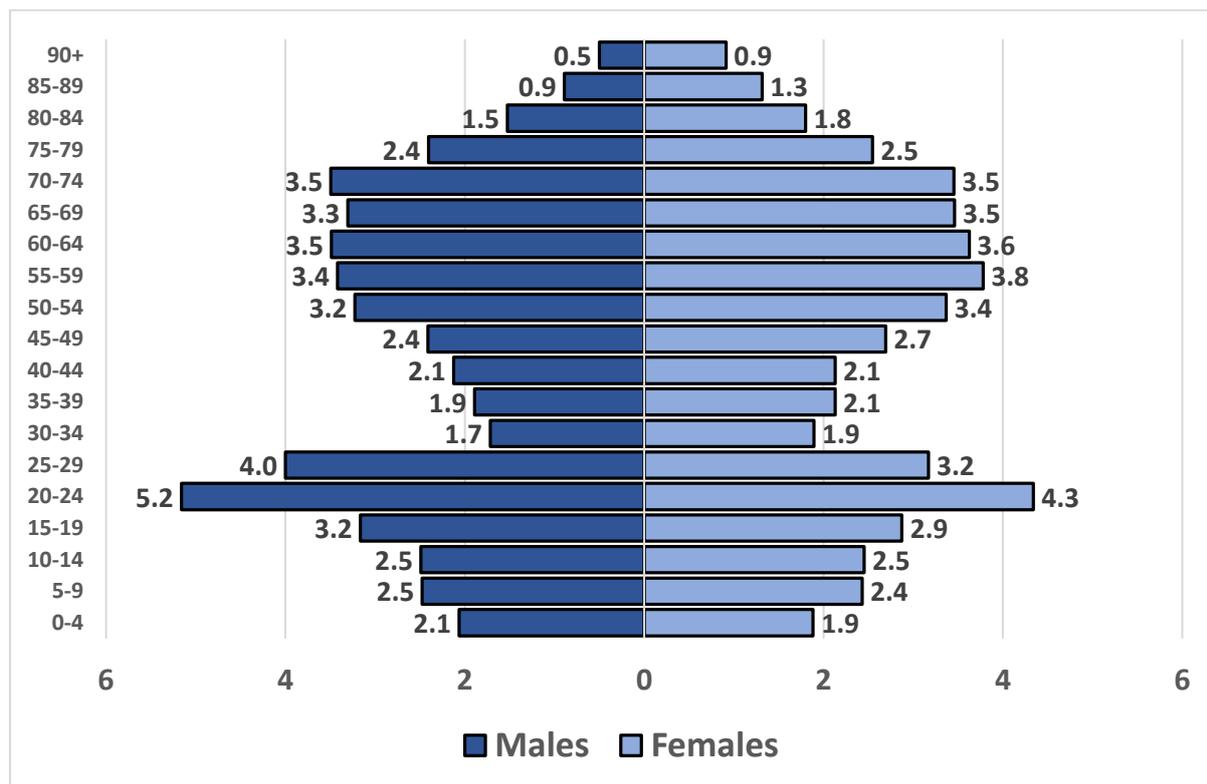


Figure 5: Population of Ceredigion by gender and age group, mid 2020 (values presented as percentage of total population) (ONS, 2021)

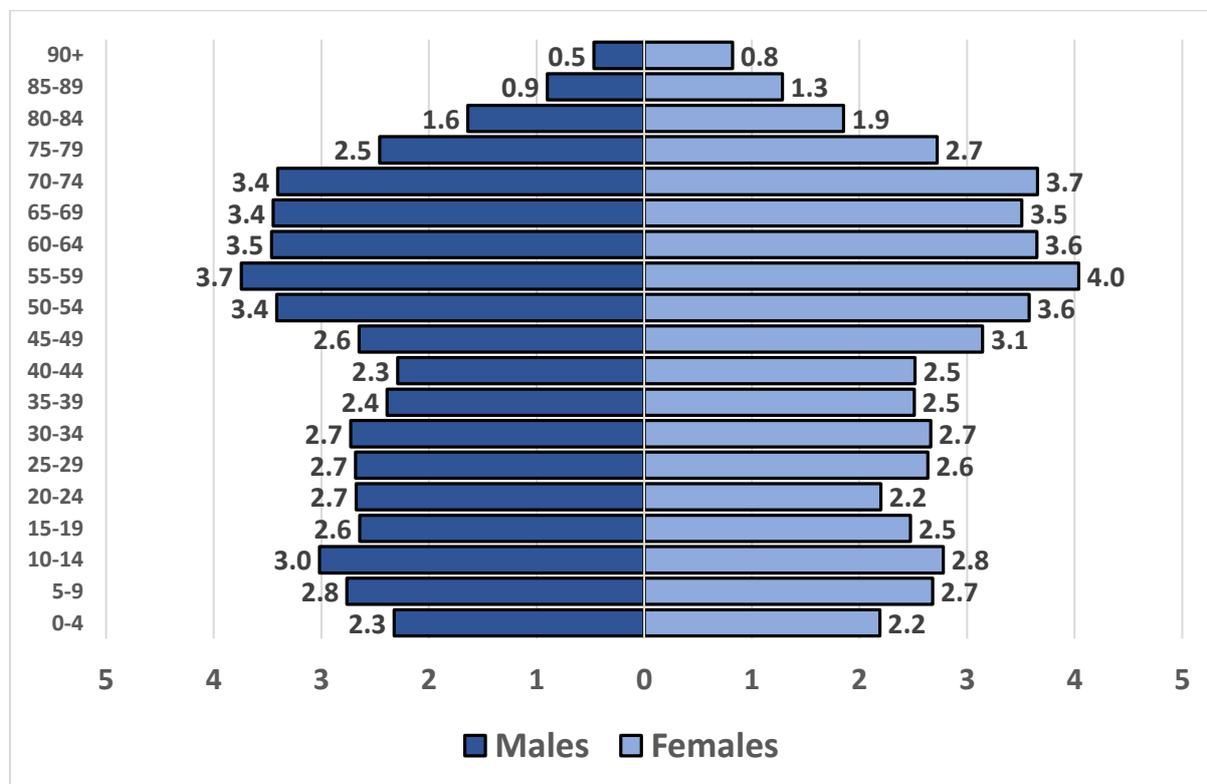


Figure 6: Population of Pembrokeshire by gender and age group, mid 2020 (values presented as percentage of total population) (ONS, 2021)

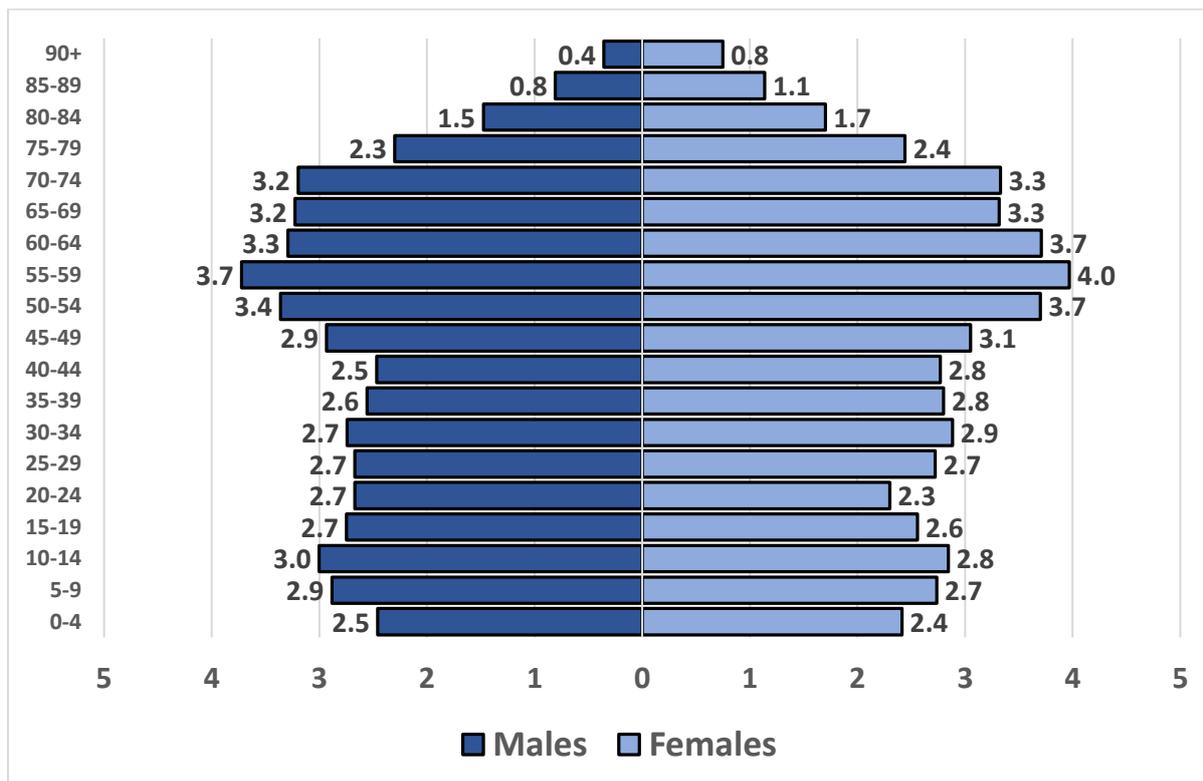


Figure 7: Population of Carmarthenshire by gender and age group, mid 2020 (values presented as percentage of total population) (ONS, 2021)

Ceredigion has a larger population of young adults aged 20-24 and 25-29 when compared to Carmarthenshire and Pembrokeshire due to its large University town.

4.1 Deprivation and Lifestyle Factors

Geographically based deprivation measures can be used to show inequalities in health. The Welsh Index of Multiple Deprivation (WIMD) is the Welsh Government’s official measure of relative deprivation for small areas in Wales. Figure 8 below shows there are some areas of deprivation in West Wales, mainly in less rural areas such as Llanelli, Pembroke Dock, Haverfordwest and Cardigan.

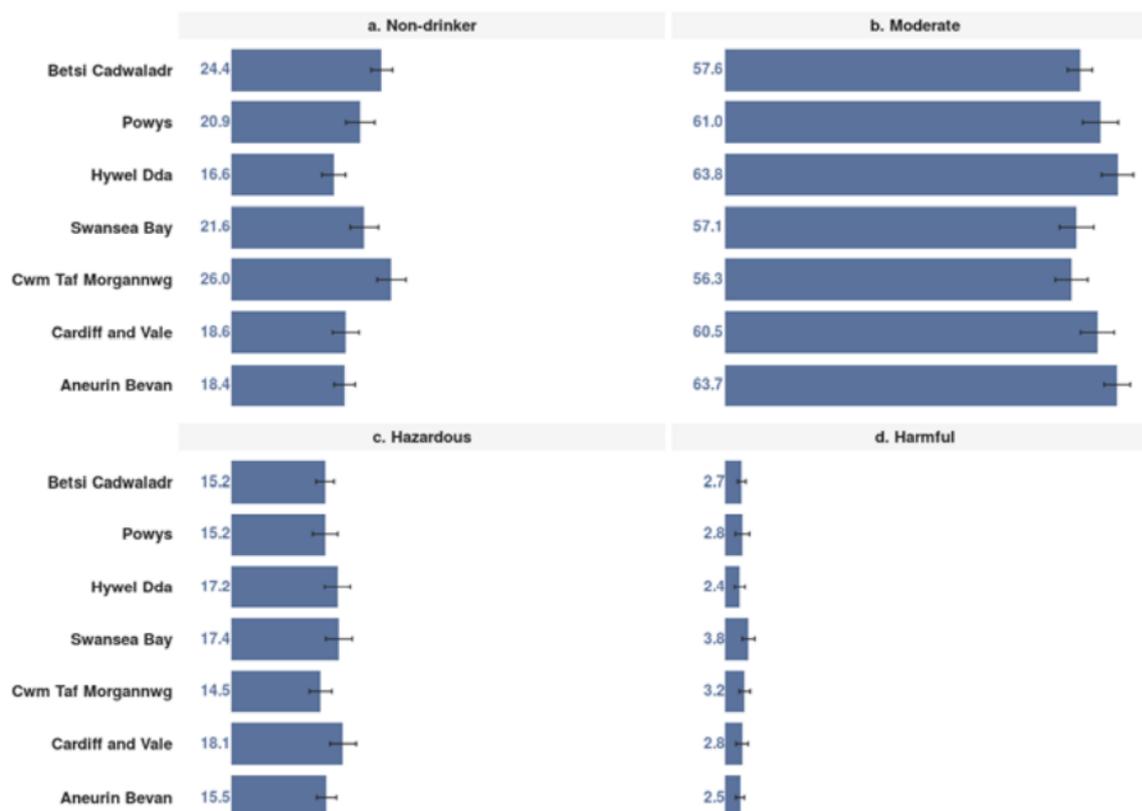


Figure 9: Alcohol consumption among adults for each local health board, 2016/17-2017/18 (HDdUHB Pharmaceutical Needs Assessment, 2021)

Obesity is a major challenge in Hywel Dda and across Wales, where more people are struggling to maintain a healthy weight. In Wales, currently 60% of adults are classed as overweight or obese, which compares to 59% in the Hywel Dda region. If current trends continue, it is predicted that 64% of adults in Wales will be overweight or obese by 2030 [3].

Prevalence of smoking is also slightly higher in Hywel Dda (18.7%) than the Welsh average (18.4%). Prevalence of smoking is highest in Pembrokeshire (20.3%), followed by Carmarthenshire (18.8%) and Ceredigion (16.6%) [3].

4.2 Further Information

More information on the West Wales population profile is available in the Hywel Dda UHB Pharmaceutical Needs Assessment [3], which provides further details on the demographic profile, lifestyle factors and other determinants that impact upon health in West Wales.

Further reference is made to lifestyle and environmental factors where appropriate in each of the thematic reports that follow.

References:

[1] Office for national statistics Population estimates for the UK, England and Wales, Scotland and Northern Ireland - Office for National Statistics (ons.gov.uk)

[2] Welsh Government. Available at <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Projections/Local-Authority/2018-based/populationprojections-by-localauthority-year>

[3] Hywel Dda UHB Pharmaceutical Needs Assessment. Available at <https://hduhb.nhs.wales/about-us/consultation-and-engagement/pharmaceutical-needs-assessment/>

5. Older People

5.1 Introduction

The Strategy for Older People in Wales 2013-2023 was published by the Welsh Government in 2021, with the following vision:

- that all people in Wales feel valued and supported whatever their age
- that all older people in Wales have the social, environmental and financial resources they need to deal with the opportunities and challenges they face

The strategy aims to improve the wellbeing of older people around social, financial and environmental factors. Building well-being and resilience is a key aim of the strategy, helping people to have a sense of control and purpose in life, reducing dependence and improving overall health.

The population of West Wales has a higher proportion of older people than the Welsh Average, and it is predicted that the elderly population will continue to increase in the coming decades.

High levels of inward migration contribute to the elderly population of West Wales and is an accelerating factor, especially in Pembrokeshire, which has an older population than Ceredigion or Carmarthenshire.

The change in the profile of the population will undoubtedly have an impact on health, as older people are statistically more likely to have a life limiting health condition [2]. These changes will significantly impact on the health and social care services provided, as demand for hospital and community services by those aged 75 and over is in general more than three times that from those aged between 30 and 40 [14].

5.2 Demographic Profile

It is estimated that the total number of people aged 65 and older in England and Wales will increase by 19.4% between 2015 and 2025, with the number with a disability increasing by 25%. [1]

There is an increasing number of older people in West Wales. Current population estimates for 2021 suggest that people over 65 make up 24.1% of the population in Carmarthenshire, 26.2% in Ceredigion and 26.7% in Pembrokeshire. The population by age group and gender in West Wales is shown in figure 10 below.

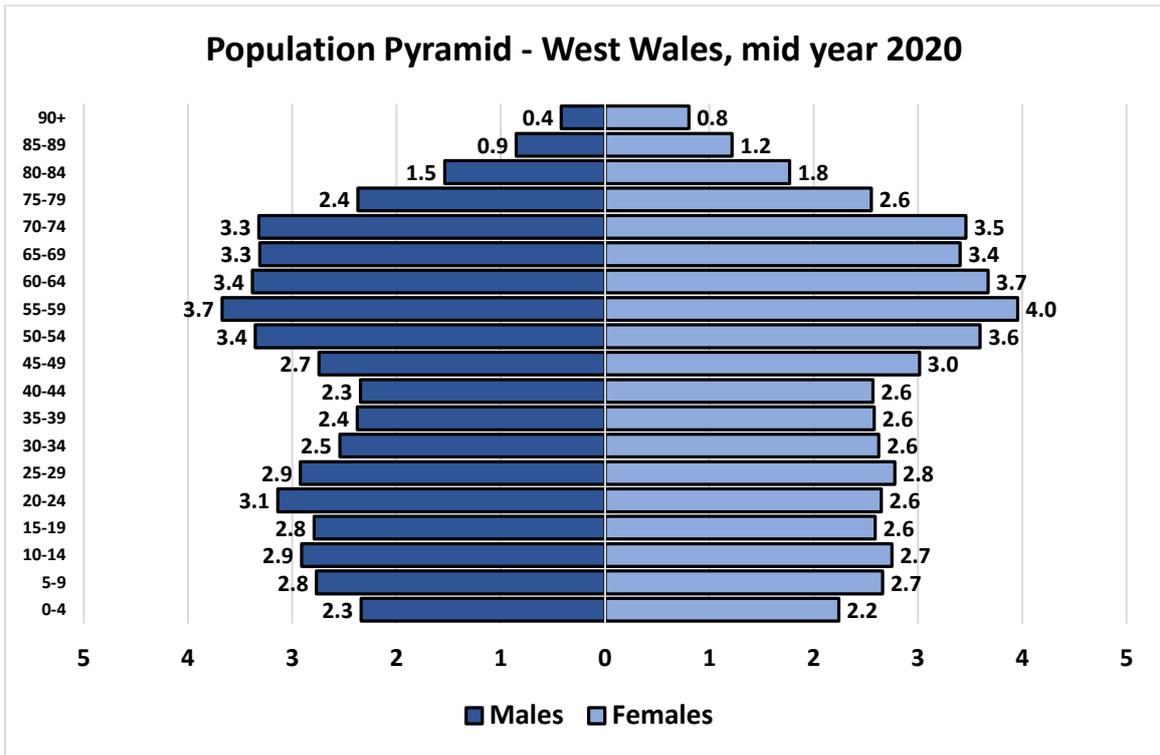


Figure 10: Population of West Wales by gender and age group, mid 2020 (values presented as percentage of total population) (ONS, 2021)

As large parts of West Wales are both rural and coastal, the area attracts high levels of inward migration of people over 65. The highest levels are found in Pembrokeshire, with a 31% migration rate, 87% of which are over 65. [3]

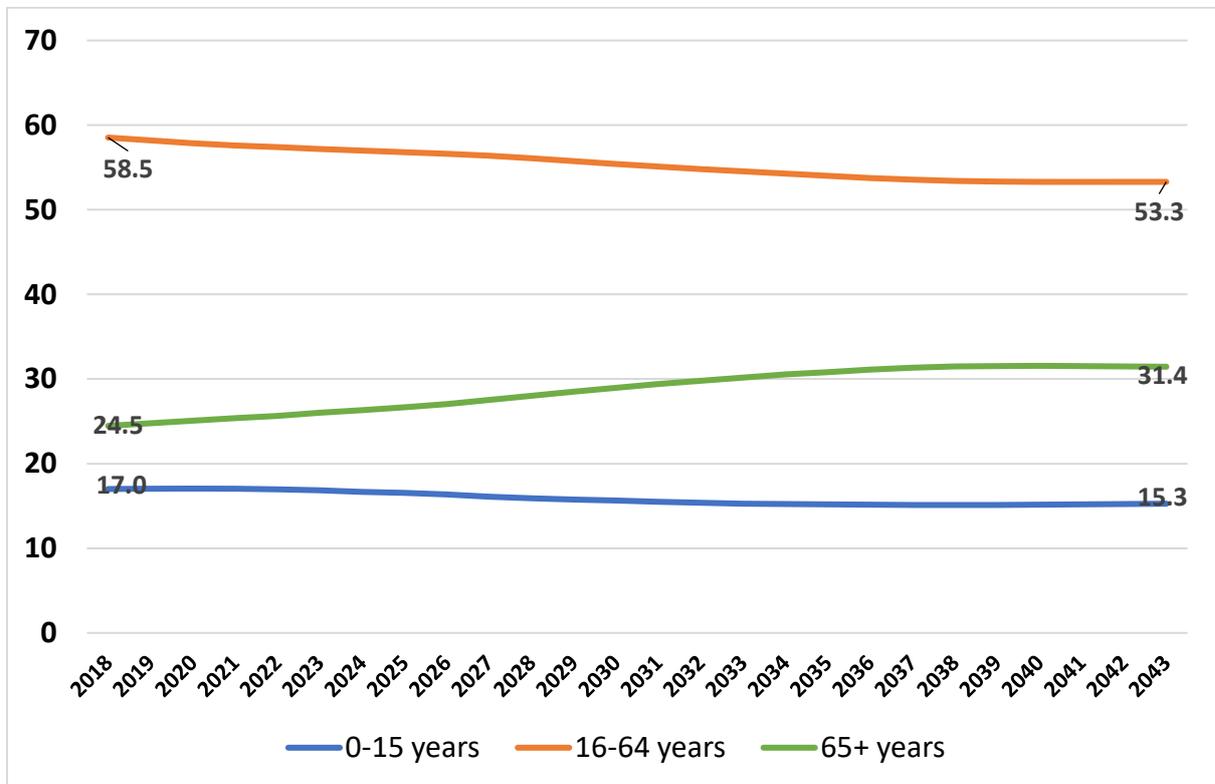


Figure 11: Population Projections by percentage of the total population in West Wales (Welsh Government, 2018)

As in the previous population assessment, the projected number of people aged over 65 is predicted to increase in each of the three local authority areas from until 2043 (Figure 12).

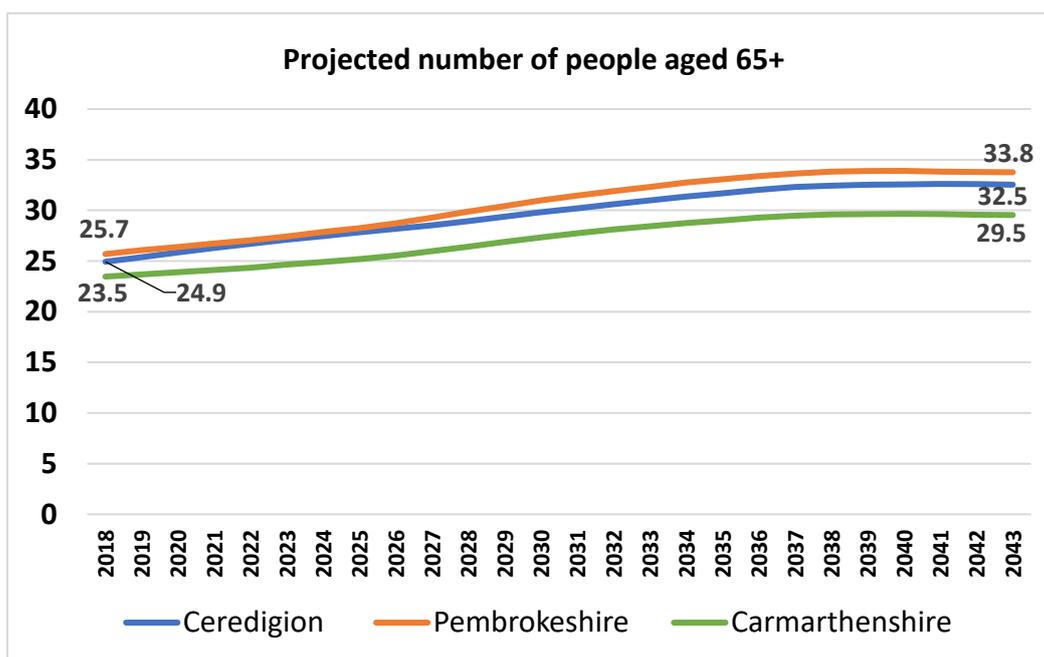


Figure 12: Projected number of people aged 65+ for each local authority (Welsh Government, 2018)

As shown in figure 12 above, Pembrokeshire is predicted to have a slightly larger proportion of its population in the 65+ age bracket, whereas Carmarthenshire is predicted to continue to have a slightly lower proportion of its population in the 65+ age bracket.

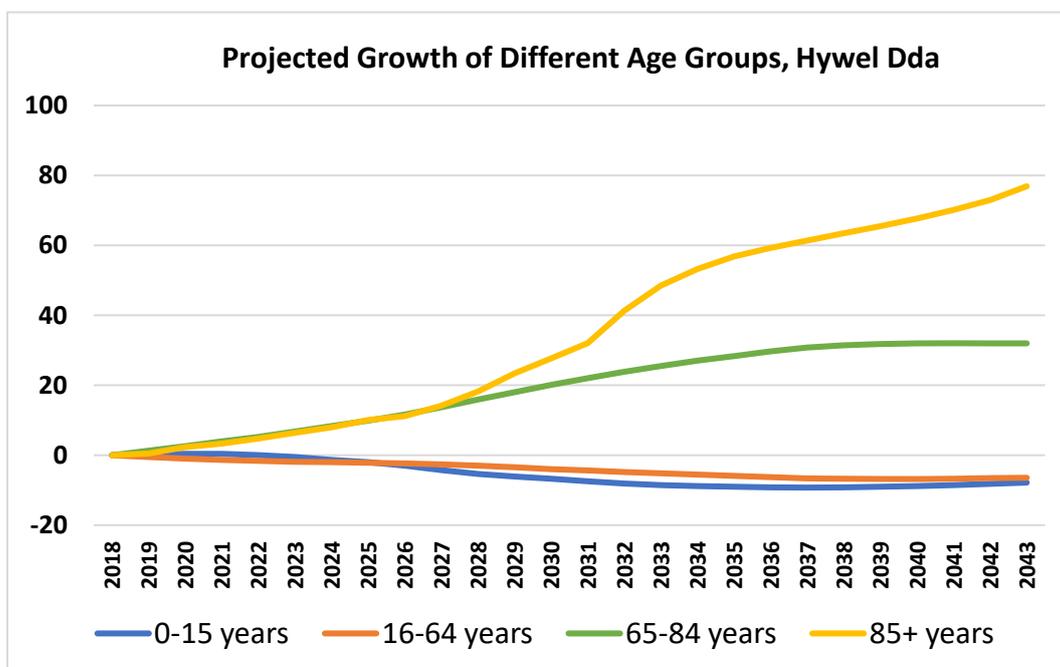


Figure 13: Projected growth for different age groups, HDdUHB (percentage growth compared to 2018 values)

As per the 2017 population assessment, the projections continue to predict an increasingly aging population in all three local authorities of the HDdUHB region.

Pembrokeshire is projected to be the local authority with the biggest percentage increase in people aged over 85, with the group almost doubling in size by 2043 (93% increase). This can be seen in Figure 14 below. This is likely due to the migration of pensioners to Pembrokeshire due to the access to countryside and coast.

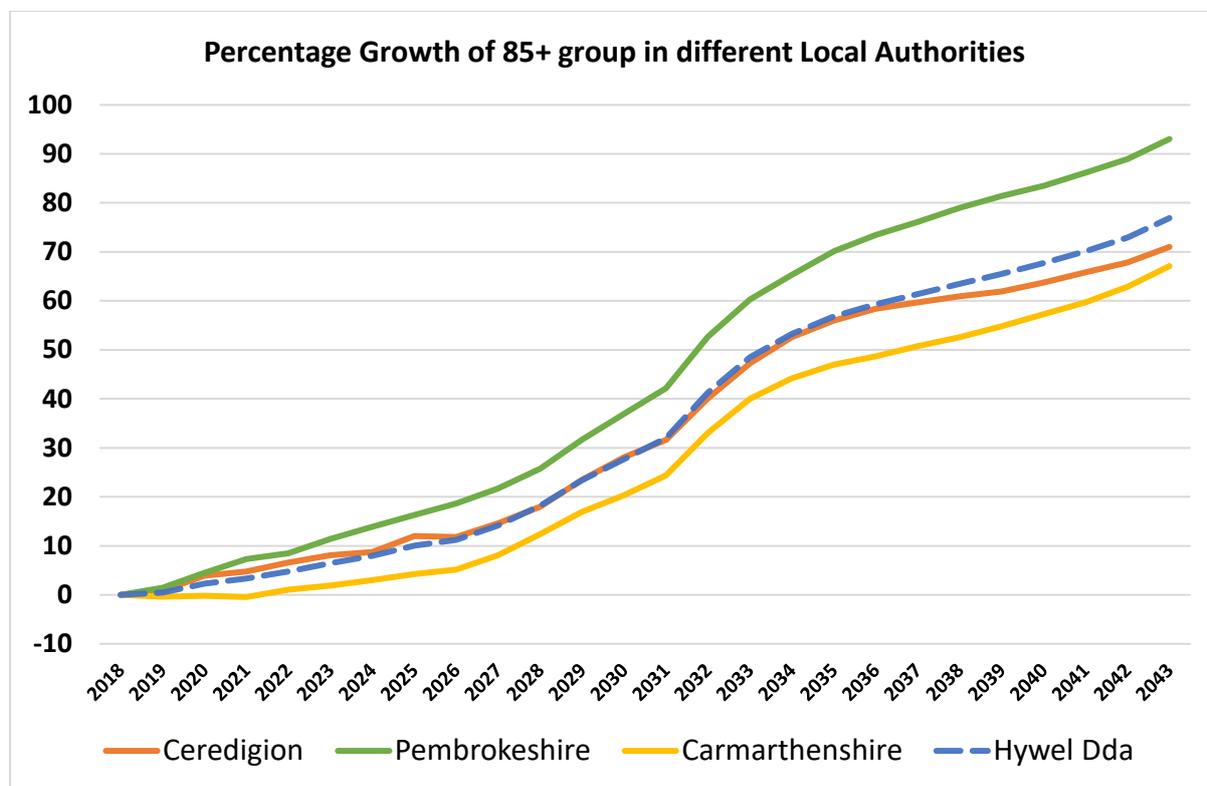


Figure 14: Percentage growth of 85+ group in different local authorities (Welsh Government, 2018)

5.2.1 Falls

Falls are a common problem amongst the older population. Current projections by suggest a modest increase in hospital admissions due to falls in people over 60 of just 10% towards 2043 [4].

Recent research has shown that falls prevention exercise programmes are effective at reducing falls in people aged 60 and over, with a reported reduction in falls of 23% for those who took part in any form of regular exercise [6]. Measures should be taken to encourage exercise in older people where possible, possibly the implementation of exercise programmes for older people should be considered.

5.2.2 Rurality

The West Wales region has a high proportion of rural areas. This could contribute to the ageing population due to migratory factors – the average age of rural areas was found to be increasing faster in 2013 [7]. Rurality also has impacts on housing,

deprivation, access to services and levels of physical and social isolation. Deprivation also has a big impact on health in older age – people living in the least deprived areas of Carmarthenshire can expect to live 14 years longer than those living in the most deprived areas [8].

5.2.3 Loneliness and Isolation

In West Wales, 45% of the aged 65+ group are living alone. Although historically, loneliness and isolation has been a problem that is thought to be more prevalent in older people, most recent data taken from 2019-20 suggests that people in Wales overall, the percentage of adults who are lonely according to the De Jong Gierveld loneliness scale is lower in the older age groups, with loneliness appearing to be a growing problem in younger adults [10].

The number of people aged over 65 in West Wales that struggle with activities of daily living is predicted to increase by almost 40% towards 2043 [4]. This could lead to further increased demand for carers.

In summary, West Wales has a higher proportion of older people than Wales, and the overall percentage of older people is predicted to rise over the coming decades. The demand for care is increasing however, people want to remain in their own homes with care provided, or in alternative settings such as extra care schemes. This demand has been accelerated by the COVID pandemic, which has negatively impacted people's views on residential care.

5.3 Care and Support Needs

The 2017 report emphasised the need for a holistic approach to care and support, able to respond to wide and varied levels of need and support the development of resilience and independence.

All partners in the region have continued to move towards a consistent model of care for older people based on the principles of wellbeing and prevention, encapsulated in the [Social Services and Wellbeing \(Wales\) Act 2014](#) and informed locally by a range of plans and strategies, including Ageing Well plans, the Health Board's Integrated Medium Terms Plan, Carmarthenshire County Council's "Vision for Sustainable Social Services for Older People 2015-25" and the regional Statement of Intent for the Integration of Services for Older People with Complex Needs in West Wales (2014) [17].

5.4 Current and Future Care and Support Provision

There is an increasing demand for extra care housing in Wales [15]; likely because it allows people to remain in housing accommodation, with the potential for extra care and support should they need it. This type of care allows for greater flexibility to maintain independence when compared to traditional residential home model.

Although technology enabled care has been increasingly utilised in response to the pandemic, this needs to be evaluated and a clear plan developed to realise the full

benefits of technology across the region. Although technology has improved the availability of care and support across the region, some of the older population are not confident in using technology. This needs to be considered when using technology in the future, so that care and support can be delivered effectively and appropriately.

A response to the lack of transport links within very rural regions that impacts on access to services also needs to be considered.

Older people spend 70-90% of their time at home, which means it is crucial for this environment to be conducive to supporting their wellbeing. The importance of housing quality for older people could have an impact on their care and support needs. The 2018 Housing and Ageing report [18] highlighted the need to place housing at the heart of service integration.

"Housing should be at the centre of attempts to support older adults, not on the edges, which is how the current situation is often perceived within health and social care integration."

For current care and support provision, please see Appendix 5B.

5.5 Gaps and Areas for Improvement

- Fewer people are choosing long-term residential care, creating a greater demand for community-based care and an increased need to develop alternative accommodation
- Whilst recognising that technology does not provide solutions for everyone, the evaluation, standardisation and development of services such as telehealth and telecare across the region could mitigate increasing demand for care and support where appropriate
- If current trends continue, 160,000 more people in England and Wales will need palliative care by 2040 [16]. In addition to improving palliative and end of life provision, increasing implementation of advance care planning would allow people to make informed choices before reaching crisis point and inform future development of services

5.6 The impact of the Covid-19 Pandemic

- COVID has had a significant effect on quality of life for older people. A UK wide survey conducted in April/May 2020 showed that being unable to access social support services due to COVID contributed to worse quality of life and increased anxiety in older adults and those with dementia [11]. Social support services need to continue to adapt to provide support services to those potentially affected by COVID in the future

- COVID has been responsible for the deaths of thousands of older people in Wales. During the first wave of COVID, there were an estimated 47,243 excess deaths in England and Wales, of which 41,608 were aged over 65. This includes an estimated 1,757 excess deaths in Wales [12]. In March and April of 2020 alone, there were an estimated 20,000 more deaths in the care sector of England and Wales than would normally be expected [13]. Additional exacerbating factors of the pandemic on the older population include the negative effect on mental health that come with the social isolation caused by lockdown, and possibly increased care needs due to the longer-term impact on health to survivors of COVID

5.7 Recommendations

- There is an increasing demand for older people needing care but wanting to remain in their own environment. Future support needs to focus on providing care and support for older people in their homes, allowing them to remain as independent as possible for as long as possible
- There is a need to further develop alternatives to residential care such as extra care. These changing demands have been fuelled by the COVID pandemic, which has negatively altered people's perceptions of residential care
- Pembrokeshire has an older population than Carmarthenshire and Ceredigion. This could mean there are greater demands for services for older people such as community-based care
- Continue to develop technology enabled care initiatives such as telehealth and telecare across the region, which will improve access to care especially in very rural areas, and potentially help people to remain independent in their homes for longer
- Consider the impact of fuel poverty on overall health and well-being, which is projected to increase over the coming years
- Ensuring that services are available through the medium of Welsh

For current legislation and regulations see Appendix 5A

For current care and support provision see Appendix 5B

For additional data see Appendix 5C

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6. Dementia

6.1 Introduction

The dementias are a group of disorders, characterised by a continual and progressive dying of brain cells, that leads to a deterioration in physical and cognitive functions that are beyond what might be expected from the usual consequences of biological ageing. It affects memory, attention, sensory changes, language, thinking and problem-solving skills.

The impairment in cognitive function is occasionally preceded by, or commonly accompanied by, changes in an individual's psychological wellbeing. Behaviour Expression of Unmet Need (BEUN) can also become more apparent when the wellbeing of the individual becomes compromised in some way, leading to carer stress and placement breakdown.

Young onset dementia is defined as those under 65 that are diagnosed with dementia. People living with dementia (PLWD) include those who are pre-diagnosis, post diagnosis, their families and carers.

The Dementia Action Plan for Wales (DAP) 2018 – 2022 sets out a clear vision for *"Wales to be a dementia friendly nation that recognises the rights of people with dementia to feel valued and to live as independently as possible in their communities."*

In response, the west Wales region has commissioned the development of a [Regional Dementia Strategy](#) to support implementation of best practice focussing on:

- Considering dementia as everybody's business
- Improving diagnosis rates and subsequent care planning and management, including those for young onset dementia
- Enhancing community preventative services
- Implementing best practice within social care, domiciliary care, care homes and specialist services
- Ensuring advance care planning for end-of-life care is fully embedded in wider inclusive, personalised care and wellbeing planning
- Improving access to support for carers

6.2 Demographic Profile

Dementia is becoming increasingly prevalent in ageing populations of high-income countries across the world. As life expectancy and inward migration of older people impacts on the percentage of older people in West Wales, the number of people living

with dementia in the region is expected to continue to increase over the next couple of decades. It is therefore important to identify what services we will need to invest in to support people to maintain their independence, live as well as possible following diagnosis and remain living in their residence of choice for as long as possible.

Dementia is a condition that cuts across system wide services and is therefore everybody's business. It is important to recognise that dementia services need to be embedded in the whole system of provision.

West Wales has the highest proportion of people over the age of 85 in Wales, due in part to inward migration, the popularity of West Wales as a retirement destination, and the outward migration of young people unable to find employment in their own communities.

As the incidence of dementia is strongly linked with age, it is therefore very likely that we will see an increase in the number of people living with dementia.

The previous Population Assessment carried out in 2017 included dementia within the 'older people' population group, with young onset dementia included as a mental health issue. This assessment however requires a separate section outlining the care and support needs of PLwD.

- The older adult population in West Wales is set to increase, whilst the child and working age adult population is set to decrease:
- By 2025 the population of over 65s is expected likely to increase by 6% (over 80s by 11%)
- By 2040 the population of over 65s is predicted likely to increase by 27% (over 80s by 55%)
- The over 65s currently make up a quarter of the population and the over 80s make up just over 6%
- By 2040 nearly a third of the population is expected to be made up of over 65s, with the over 80s predicted to increase to over 10% (from just over 6% currently) (ONS)
- The incidence of dementia on the Quality Assurance and Improvement Framework (QAIF) disease register in Hywel Dda in 2019-20 was 0.7%, in keeping with the Welsh national average of 0.7%
- As there is thought to be a diagnosis gap of around 50% in west Wales, actual prevalence is likely to be closer to 1.4%
- In 2015, dementia became the leading cause of death in the UK and has continued to displace other causes of death; pre-COVID, dementia was the leading cause of death in the UK, representing 12.7% of all deaths
- Over thirty genetic, medical, lifestyle, cultural and societal factors have been identified that impact the risk of cognitive decline differently, depending on gender. Because of the unique aspect of the female brain, some of these factors increase risk more dramatically in women than in men. Importantly, hormonal changes in the years leading up to and after the menopause have been shown to act as key underlying mechanism that can activate these risks as well as existing predispositions

Predicted number of people with dementia in Hywel Dda Regions, 2020 – 2040 (Attain, WWCP).



Figure 15: Predicted number of people with dementia in HDdUHB 2020-2040 (Attain, WWCP)

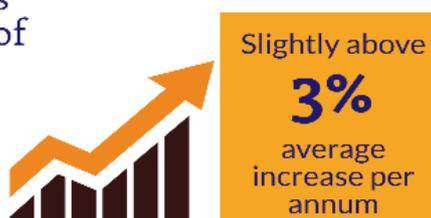


Alzheimer's society UK estimates dementia affects **one in six** people **aged 80+**
 *West Wales records suggest dementia affects **1 in 10** of those over 85

Dementia Action Plan for Wales says Health Boards should aim to improve diagnosis rates by.....

3% per annum

In 2016-17 dementia diagnosis rates in the Hywel Dda region were one of the lowest in Wales at 45.6%. The numbers of those diagnosed with dementia in the Hywel Dda region have increased from 2499 per annum in 2016 to 2947 in 2020



62% of those diagnosed with dementia in West Wales are women.



In West Wales...
50% of female dementia patients are over 85
36% of male dementia patients are over 85

Figure 16: Dementia statistics (Alzheimer's Society UK)

6.3 Care and Support Needs

A [Regional Dementia Strategy](#) has been commissioned in collaboration with a range of partners across West Wales. The aim of the strategy was to identify current and future care and support needs, to ensure that the support provided for people living with dementia in West Wales is co-produced, person-centred and based on best practice.

6.4 Current and Future Care and Support Provision

The new pathways that are being developed demonstrate the continuing shift towards a more integrated approach to service delivery, whilst continuing to refine best practice in existing services within West Wales.

There is much to be commended in current service delivery. However, the co-productive approach taken to developing the dementia strategy and the engagement activity undertaken to develop the needs assessment has confirmed the gaps in services and have identified areas for improvement.

In addition, a new wave of data suggests that dementia is preventable, leading to a drive to deliver direct clinical care to improve brain health, with a focus on both risk assessment and early intervention.

For current care and support provision, please see Appendix 6B.

6.5 Gaps and Areas for Improvement

The list below identifies gaps and areas of improvement that have become apparent during our engagement process. The list however is not exhaustive; it is to be expected that as the strategy and new pathways are developed, further gaps and areas for improvement will be identified and the strategy will be amended accordingly.

The gaps and areas for improvement identified have outlined the need for the following actions:

- Continuing to improve awareness, identification and diagnosis of dementia, so that people with dementia have a timely diagnosis and can access appropriate care and support and long-term care when and where required
- Improving co-production of services by including PLwD in service design.
- Agreeing a set of delivery principles to underpin development of pathway models
- Building on the dementia training framework, the learning and development requirements of those supporting PLwD in communities should be reflected and addressed through organisational workforce strategies.
- Increasing diagnosis rates in non-specialist community settings by:
- Improving training and awareness of new dementia models within primary care, based on the Good Work Framework
- Supporting GPs, allied health professionals (AHPs) and nurses to make assessments
- Improving quality of referrals into specialist care for those that require it

- Continuing improvements in community support, training and help for PLwD to discuss their diagnosis, navigate/co-ordinate services, to build resilience and maintain balance across all aspects of their life
- Developing more consistent person-centred care across the region.
- Ensuring equal access to physical health services and treatment for PLwD, as poor physical health is an inevitable consequence of dementia
- Ensuring any health issues are factored into person-centred planning and end of life care
- Continuing improvements in awareness of and implementation of advance care planning and end of life care, so that PLwD die with dignity in a place of their choosing
- Improving research into dementia by involving care homes in the region in research opportunities
- Building on emerging data and intelligence to inform future service development
- Continuing the development of a “hub” or single point of contact approach for PLwD to access information and support for:
 - Support staff, including dementia support workers, admiral nurses etc
 - Support groups for PLwD and their carers
 - Access to local dementia services
 - Training programmes for carers
 - Activities for PLwD
 - Dementia cafes
 - Memory clinics
 - Finance/legal/benefits advice
 - Involvement in research opportunities

6.6 The impact of the Covid-19 Pandemic

The COVID-19 pandemic has had a disproportionately negative impact on PLwD ([The Impact of COVID-19 on People Affected By Dementia \(alzheimers.org.uk\)](https://www.alzheimers.org.uk)) and dementia has also been shown as an age-independent risk factor for severity and death in COVID-19 patients [1].

Although the exact impact of COVID on the diagnosis and incidence rate of dementia is unclear, stakeholders have identified that COVID has impacted timely diagnosis due to late presentations.

There is also some concern that in some cases, COVID causes damage to the brain and long-term, this could lead to increased risk of developing dementia ([How Covid-19 can damage the brain - BBC Future](https://www.bbc.com/future)). However, full information on the impact of COVID upon those with dementia and their carers is not yet available.

Technology has been shown to contribute to patient and carer resilience during COVID. Just being able to communicate has benefits in allowing to sustain contact with previous activity groups and hobbies [2]. However, not all PLwD are able to adapt well to using technology and may require others present to support them in using technology, as they may be unable to do this independently due to their dementia.

6.7 Recommendations

- Further refinement of integrated service model in line with the West Wales Dementia Strategy.
- Further development of initiatives to encourage early diagnosis and improve diagnosis rates by 3% per annum
- Implementation of care pathways as agreed in the regional strategy, particularly post-diagnostic support and coordination for PLWD and their carers
- Enhancing support for those caring for family members with dementia.
- Expanding support for care homes to care for residents with dementia

For current legislation and regulations see Appendix 6A

For current care and support provision see Appendix 6B

For additional data see Appendix 6C

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7. Unpaid Carers

7.1 Introduction

The Social Services and Well Being (Wales) Act 2014 defines an unpaid carer as a person, of any age, who provides or intends to provide care for an adult or child.

An unpaid carer can be anyone, of any age, who provides unpaid care and support to a relative, friend or neighbour who is disabled, physically or mentally ill, or affected by substance misuse. Unpaid carers are the single largest provider of care to people with support needs in our communities, saving the NHS and Social Services millions of pounds a year [1].

Over recent years there has been progress towards recognising and supporting unpaid carers through legislative changes. These include adoption of the Social Services and Wellbeing (Wales) Act 2014, the Well-being of Future Generations (Wales) Act 2015 and the long-term plan for health and social care "A Healthier Wales".

It is important that we can identify unpaid carers, or assist them to self-identify, to enable them to access the right help and support, at the right time, to help them to fulfil their role.

It is also important to provide unpaid carers with support to maintain their own health, well-being and independence. The 2019 GP Patient Survey (England) found that unpaid carers are more likely than non-carers to report having a long-term condition, disability or illness (63% of unpaid carers compared to 51% of non-carers).

Support for unpaid carers in West Wales is overseen by the West Wales Carers Development Group* (WWCDG), which is a sub-group of the West Wales Regional Partnership Board (RPB).

**The West Wales Carers Development Group includes representatives from Hywel Dda University Health Board, the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as Third and Voluntary sector organisations and representatives of service users and Carers in West Wales"*

7.2 Demographic Profile

The following points outline some key facts that are relevant to unpaid carers in West Wales:

- In Wales, more than 370,000 unpaid carers, of all ages, provide care that is estimated to be worth around £8.1 billion to the Welsh economy each year [2]
- It is estimated that 3 in 5 people in Wales will become an unpaid carer at some point in their lives [3]

- Carers Wales' 'Missing Out' report noted that, in Wales, 55% of unpaid carers took more than a year to recognise their caring role, while 24% took more than five years to identify as a carer [4]
- Research from Carers Trust Wales (2015) suggests that Young Carers have significantly lower educational attainment at GCSE level and are significantly more likely to become NEET (not in education, employment or training) between the ages of 16 and 19, than those without caring responsibilities [5]
- Problems with school attendance or attainment can have an impact on the future of Young Carers, often resulting in unemployment, reduced earnings, poor health and depression
- Estyn in 2019 reported that many secondary schools, colleges and pupil referral units do not know which learners have a caring role at home and identified the importance of improving provision and outcomes for Young Carers. [6]
- Census data (ONS, 2011) records more than 47,000 unpaid carers in West Wales, with 3,436 of these falling into the Young Carers category (5-17 years old); this equates to 12.5% of the residents of West Wales, with a large number of 'hidden' carers not included in these figures [7]
- Based on a national calculation (Carers UK and Sheffield University, 2015; Buckner and Yeandle, 2015), the cost of replacing unpaid care in West Wales would be around £924m. This exceeds the total NHS annual budget for the region, which is almost £727m [8]

7.3 Care and Support Needs

In January 2020, the WWCDG engaged with unpaid carers, with input from relevant support organisations, to find out 'what mattered to them'. Engagement was primarily undertaken via a survey, with the aim of the exercise being to improve outcomes for unpaid carers in West Wales. Some of the survey results are listed below:

- Only 38% of respondents to the West Wales Carers' survey indicated that they recognised their role immediately, or within 6 months of becoming a Carer; 49% agreed that they had missed out on support as a result
- 26% of those who responded to the WWCDG Carers survey indicated that they were in employment, with 91% of these aged 35-64
- Survey respondents in the 35-44 age group felt that being a Carer had impacted negatively on finances, work, physical and mental health, as well as on relationships
- 64% of people commented that caring has had a negative impact on their own physical health and mental wellbeing
- Only one-fifth of respondents to the WWCDG Carers survey indicated that they had spoken to a health, social care or third sector organisation about what to do if the condition of the person they care for deteriorates, or they are no longer willing to provide care
- We identified that some things matter more to younger people - or have a greater impact on them; this means we need to plan action that takes account of the different needs of unpaid carers across the different age groups

The information that was gathered from the engagement was used to develop a long-term strategy for unpaid carers called 'Improving lives for Carers' ([Carers-Strategy-Final-20.10.20-Eng.pdf \(wwcp.org.uk\)](#)).

7.4 Current and Future Care and Support Provision

A report by the Social Care Institute for Excellence (SCIE) (2018) reported that Wales has the highest proportion of older unpaid carers and those providing more than 50 hours' unpaid care a week.

A 'Track the Act' report by Carers Wales (October 2019) predicted that the number of unpaid carers across Wales will increase significantly in the coming years. By 2037, it is estimated that the unpaid carer population will rise from 370,000 to over half a million.

West Wales has an ageing population that is expected to increase in magnitude over the next 5 years. People are living longer, often with limiting health conditions. Inevitably, this will increase the number of people requiring additional care and support from both unpaid and paid carers.

The experience of lockdown during the COVID-19 pandemic recognised the need to safeguard vulnerable people who are more at risk, many of whom rely on unpaid carers and community support.

The COVID-19 pandemic has seen an increase in the self-identification of unpaid carers. A National Survey for Wales report (June 2020) showed a 35% increase in the number of people recognising they look after or give help and support to family members, friends and neighbours.

The Carers Information and Support Service across West Wales reported an increase of 2,073 in unpaid carers during 2020/21 (from 8,008 to 10,081):

- Carmarthenshire, Carers Trust Crossroads Mid and West Wales reported a 31%, from 4,613 to 6,071
- Hafal Crossroads, who provide information and support in Pembrokeshire, reported an increase in numbers from 2,570 to 2,918
- Ceredigion Carers Unit reported the number increased by 267 from 825 to 1,092

For current care and support provision, please see Appendix 7B.

7.5 Gaps and Areas for Improvement

The Gaps and Areas for improvement are comprehensive and reflect the engagement work undertaken to develop the West Wales Improving Lives for Carers Strategy published in 2021.

7.5.1 Impact of being a carer on well-being and mental health

Being an unpaid carer, whilst being inspiring and rewarding, can leave them feeling:

- Exhausted, isolated and in need of emotional support and counselling
- Concerned over the financial burden of being an unpaid carer and its effect on their employment
- They have lost the ability to maintain a balance between the caring role and work-life balance
- They have lost their identity beyond that of being a carer
- Their 'voice' is not well enough recognised
- The WWCDG Carers survey revealed that 75% of former unpaid carers who took part in the survey felt that they had experienced a negative impact on their physical health and mental well-being due to their caring role

7.5.2 Supporting the needs of carers

Self-identification of unpaid carers and identification and recognition of their role by health and social care professionals is vital to ensure that they access the right help and support at the right time, as well as maintain their own health, well-being and independence. Unpaid carers report:

- There should be an improvement in the consistency of approach, information, advice and assistance provided across the region, within a more integrated system
- Information provided to carers needs to be reviewed to ensure it is current and relevant, more accessible and easier to find. Having a single point of contact to navigate the system would help people to identify relevant information and access the support to which they are entitled
- Access to appropriate respite should ensure that it fits the needs of both the carer and the looked after person
- Support is particularly difficult to source in rural areas
- The statutory carers assessment process can be challenging, often takes too long and carers needs are not always properly considered. Whilst it is recognised that not all unpaid carers need or want a statutory carers assessment, it is important that those that do, know how to apply and outcomes are reviewed to reflect changing needs or circumstances
- Response to the WWCDG Carers survey indicates that 81% of people had not had a Carer's assessment or review of their assessment within the last 12-months
- 62% of those surveyed who had an assessment or review during the transition from children to adult services, felt that the assessment process and subsequent consideration of the care and support needs did not consider their needs properly

7.5.3 Digital Inclusion and Technology

Digital connectivity has become even more important since the Covid-19 pandemic. Engagement events identified:

- Most people are using technology but not all. Efforts must be made to ensure technology is available to all and that digital inclusion (and training) as well as non-digital alternatives are offered
- Better use could be made of social media channels to identify and provide information to carers, particularly for young carers
- Technology could be used to make it easier for support staff to keep in regular contact with the carer to make sure they do not burn out

7.5.4 Young People

Many young carers and young adult carers fed back that their caring responsibilities mean:

- They struggle to have a break, are not seeing their friends and do not have their own space
- They find it difficult to balance schoolwork, homework and their caring role and can feel stressed, worried and anxious at school, as they are away from the person that relies on them for care
- They may need extra support especially for their mental health and wellbeing

7.6 The impact of the COVID-19 Pandemic

During the COVID-19 pandemic the role of unpaid carers has become more prominent. The experience of lockdown during the COVID-19 pandemic, and the need to safeguard people who are more at risk of the disease, has further highlighted the important role that unpaid carers play within our communities [9].

Hywel Dda University Health Board (HDdUHB) has been proactive in supporting unpaid carers to access COVID Testing and, more recently, identifying unpaid carers through eligibility checks for COVID-19 vaccinations. This resulted in over 3,000 unpaid carers self-identifying between April - May 2021, who had not registered previously as an unpaid carer with their GP practice [10].

As part of HDdUHB action to make every contact count, the Health Board Carers Team provided follow up information to each newly identified carer including information about third sector support services and the Introduction to Looking After Me courses delivered by the Education Programme for Patients.

Many unpaid carers have felt increasingly isolated due to the COVID-19 pandemic. Some of the concerns expressed in engagement events and feedback from an on-line survey circulated as part of the process to develop the PNA highlighted the following:

- Many were very cautious of people coming into their homes due to the risk in virus transmission, with many choosing to suspend domiciliary care. This increased their isolation and put further strain on their wellbeing and mental health
- Many experienced financial pressure, as they had to take more time off work to support their cared for person
- A reduction in access to respite care as care homes closed their doors to new clients increased their isolation and put further strain on their wellbeing and mental health

- Many were concerned about the adverse effect on the well-being of loved ones, due to the strict visiting restrictions in hospitals and care homes
- Young carers missed the break from caring and social interaction with peers that schooling (suspended during lockdown) usually provides
- In some instances, unpaid carers reported they were able to access more support due to the increased availability of services on-line because of the pandemic

7.7 Recommendations

The recommendations below are an excerpt of those identified in the West Wales Carers Strategy 2020-2025 ([Carers-Strategy-Final-20.10.20-Eng.pdf \(wwcp.org.uk\)](#)).

The recommendations are:

- Ensure that staff in health, social care, education (schools and colleges), and other public, private and third sector organisations are “carer aware” and have robust systems in place to proactively identify unpaid carers, including Young Carers and Young Adult Carers
- Ensure that statutory partners, working with the third-sector, commission sufficient capacity to enable staff to signpost to support and respond proactively to the unprecedented increase in carers identified during the pandemic
- Continue to increase the number of settings achieving an Investors in Carers award, recognising the contribution this scheme makes to ensuring that people have greater awareness of what care and support services are available to them locally, and are supported to have a voice and control over their care and support needs
- Deliver a programme of carer awareness campaigns linked to national days and events e.g. Carers Week, Young Carers Day, Carers Rights Day to promote the identification and self-identification of Carers
- Develop a Carers ID Card scheme across the region that supports unpaid carers to self-identify and access Carer-based support / benefits
- Promote and identify opportunities for unpaid carers of all ages to be involved in the co-production of services to ensure they are given the opportunity to shape and influence services
- Raise awareness of unpaid carers with employers, including small and medium enterprises, through the Employers for Carers Scheme. It would also be helpful to look at a way of ensuring consistency in the use of the term ‘Carer’ across all public bodies and departments. It may help to identify an agreed name for Care Workers in Health and Social Care which differs from the term ‘Carer’
- Review the support offered to Young Carers in West Wales and engage Young Carers in the process to ensure a best practice innovative service is recommissioned.
- Rollout the Resilience and Well-being facilitator training, to extend the support offered to those in employment with a caring role
- Actively promote the regional Employers for Carers membership, focusing on working collaboratively with other public sector services as well as small and medium size enterprises (SMEs)

- Continue to encourage involvement in the Investors in Carers accreditation scheme and support progression through the award levels
- Work with others, including commissioned services to maximise the potential of digital services

For current legislation and regulations see Appendix 7A

For current care and support provision see Appendix 7B

For additional data see Appendix 7C and the carers strategy [Carers-Strategy-Final-20.10.20-Eng.pdf \(wwcp.org.uk\)](#)

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8. Learning Disabilities

8.1 Introduction

People with learning disabilities (PwLD) have a reduced ability to understand new or complex information and learn new skills. In addition, PwLD often have a reduced capacity to live independently.

In the West Wales region there are approximately 2,588 adults (16+) living with moderate or severe learning disability (LD). Some people with a severe learning disability can also have a complex range of other difficulties or disabling conditions requiring a high amount of specialist care and support. This group are referred to as people with Profound and Multiple Learning Disabilities (PMLD). There are a significant number of people with PMLD in West Wales, some of whom continue to experience significant inequalities in the services they receive.

8.1.1 Classification of a learning disability

PwLD are not one singular homogenous group, they have diverse needs and goals. LD is often classed in terms of its severity: mild (a person able to live independently with minimal help), moderate (able to live independently in appropriate accommodation with the right support), or severe (unable to live independently and reliant on carers). In addition, it is not uncommon for people with LD to also have other diagnoses/conditions such as: Down's syndrome, autism, physical disabilities, sensory impairment, communication impairment etc.

Some people with LD may always need full assistance with every activity of living because of their diagnosis and prognosis, but that should not impact on, or detract from, their right to have a fulfilling life. Others with more moderate impairments should have the choice to manage with less support.

8.1.2 Health facts and inequalities associated with LD

Learning disabilities are not always apparent and can sometimes be difficult to identify, which can lead to PwLD not having the care and support they need or would choose.

PwLD face many health inequalities. They are more likely than other people to experience poorer health with poorer self-rated health; physical health; psychological distress; or multiple morbidities. Behavioural risk factors are more common such as poor diet, low levels of physical activity, smoking, alcohol use and resistance to access health services.

They are less likely to be employed for 16 hours or more per week; live in a high-quality neighbourhood or feel safe outside in the dark. They are more likely to experience financial hardships; social isolation; being threatened; actual violence or being a victim of hate crime.

8.2 Demographic Profile

Results from the 2019-2020 Quality and Outcomes Framework (QOF) register indicates an incidence rate of people with LD in the West Wales region of about 0.5%. The value is the same as that recorded for the whole of Wales.

At a local authority level, the incidence is higher in Carmarthenshire (0.6%) compared to Pembrokeshire (0.5%) and is lowest in Ceredigion (0.4%). The QOF register is based on data collected from Local authorities who submit numbers of all persons identified as having LD currently known to the authority and included in a register of records for the purpose of planning or providing services. The register of PwLD data may be an underestimate as registration is voluntary and does not account for people undiagnosed.

8.2.1 Children and Young People

The total number of children and young people with LD (aged 0-17) in West Wales is currently predicted at 2,978 in 2021. The total number of children with LD is expected to remain consistent over the next 10 years (see Appendix 8C) for all categories of severity. The current prediction of the number of children and young people (aged 0-17) with LD in each of the LA is:

- Moderate LD: 1,206 in Carmarthenshire, 770 in Pembrokeshire, and 395 in Ceredigion
- Severe LD: 241 in Carmarthenshire, 154 in Pembrokeshire, and 79 in Ceredigion
- PMLD: 68 people in Carmarthenshire, 43 in Pembrokeshire, and 22 in Ceredigion

8.2.2 Adults

A current estimate of the number of people (aged between 17 and 65) with LD in West Wales, is provided by people claiming financial support in West Wales through Personal Independence Payments (PIP) and DLA.

The number of people claiming PIP in November 2020 is 2,264 (1,160 in Carmarthenshire, 770 in Pembrokeshire and 334 in Ceredigion). Figure 17 shows a steady increase, over the last 5 years, in that number coinciding with a significant reduction in the number of claims for DLA. From Nov 2020 only 162 adults (17 to 65 years old) are entitled to DLA (42 in Carmarthenshire, 49 in Pembrokeshire and 71 in Ceredigion).

There has also been a steady increase in people with LD aged 65+ claiming personal independence payments rising to 94 [Nov 2020] (52 in Carmarthenshire, 28 in Pembrokeshire and 14 in Ceredigion). Coinciding with a reduction in claims for DLA in over 65s to just 68 (34 in Carmarthenshire, 16 in Pembrokeshire and 18 in Ceredigion).

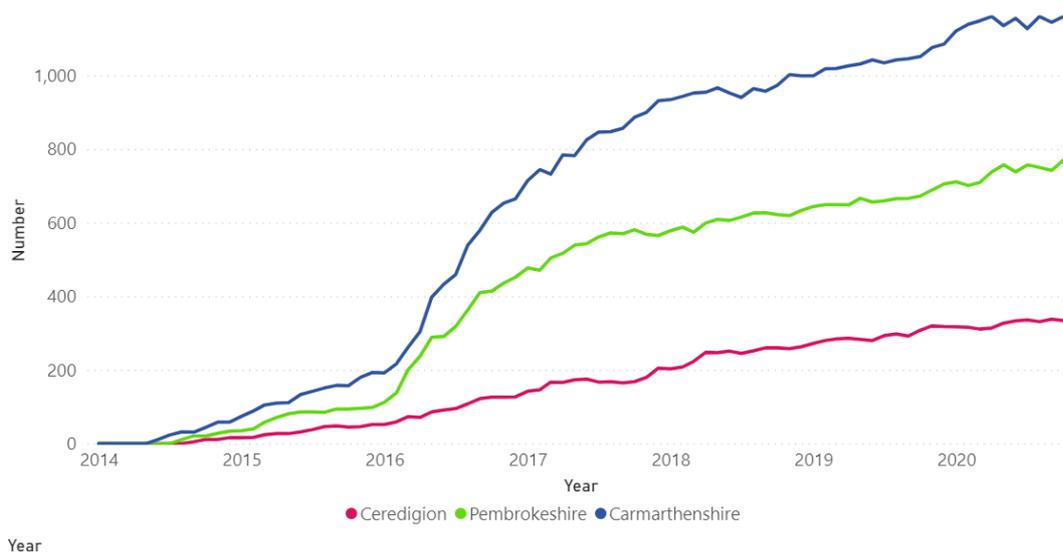


Figure 17: Number of adults (aged 16 to 64) claiming Personal Independence Payments in West Wales [data collected from the department of works and pension, <https://stat-xplore.dwp.gov.uk>]

8.2.3 PMLD

An important consideration in planning for care and provision in people with LD are those with the most needs. The prevalence of PMLD in the general population is 0.05 per 1,000.

Due to medical advances the total number of children and adults with PMLD is expected to grow by about 1.8% each year. This estimate would lead to a figure of 77 people with PMLD in Carmarthenshire, 32 in Ceredigion and 51 in Pembrokeshire in 2021. Within the Hywel Dda catchment area the figure is thought to be around 160.

8.2.4 Placements and Provision

One of the key challenges in supporting PwLD is providing safe and supported accommodation relevant to their life stage and care needs. As they transition into adulthood and age, the choice of accommodation should reflect their changing needs, promoting independence whenever possible and appropriate.

The greatest proportion of PwLD live with their families. This is illustrated in Figure 18 which shows the breakdown of accommodation type for 1,854 people living in West Wales.

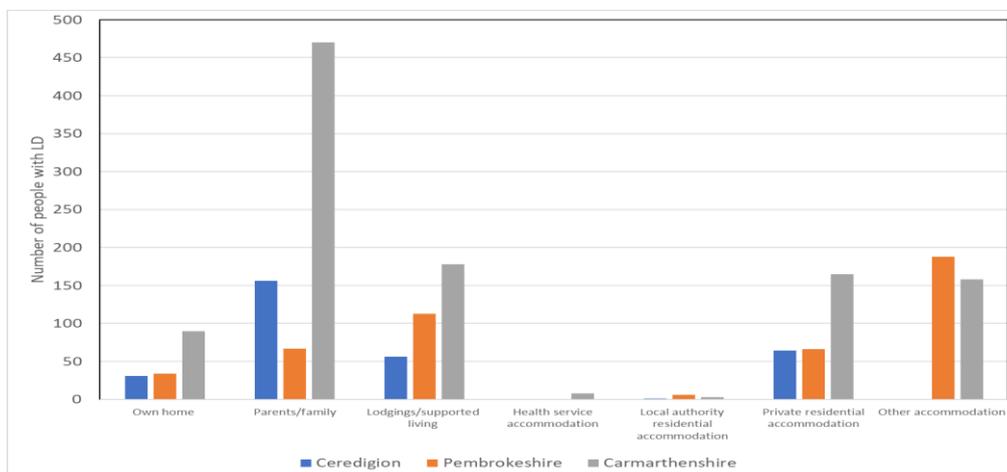


Figure 18: Placements for PwLD in West Wales
 [data collected from WAG, <https://statswales.gov.wales>]

8.3 Care and Support needs

To provide an assessment of the current services and to determine the gaps and areas for improvement, several engagements were undertaken, both through interviews and workshops that captured the views of PwLD and those who provide and deliver their care. These groups include:

- **Services Users:** Engagement with the LD community has been through workshops and responses with members of the Dream Team. The Dream Team primarily consists of people with moderate LD and tend to be more independent. In addition, parents and carers involved in support and caring for people with LD with more complex needs were also invited to provide their views on their behalf
- **Service providers:** Opinions from a range of different specialities, services, and commission bodies across the three local authorities

Engagement activity with PwLD and those providing care and support has demonstrated that although there is some way to go, lessons learned from the previous PNA in 2017 have resulted in several improvements and developments in the approach to supporting PwLD, which include the development and implementation of the [LD Charter](#) and the work of the Dream Team.

8.4 Current and Future Care and Support Provision

A range of care and support services are in place across the region to support adults with LD to live fulfilled lives within the community, which are summarised in Appendix 8B.

There is a noticeable increase in the number of people with PMLD and an increase in complex cases. This will require a multiagency approach across West Wales to address.

8.5 Gaps and Areas for Improvement

The main gaps and needs identified in the chapter are covered by 6 main themes, some of which are also common to other population groups:

- Improved Communication
- Improved Access, Support and Planning of Peoples Care
- Better Training and Education for All
- Changes to How Placements and Accommodation is managed
- Improvement in how Transition between Services & Specialities are Managed
- Improved Services and Education for Children & Young People with LD and their families

8.5.1 Children and Young People

The following areas were identified in respect of services and provision for children and young people with LD. These included:

- A need to focus on children with LD to ensure they are getting the support required
- Implementation of the Additional Learning Needs Act
- A need to provide specialist training and support to foster carers who look after children with learning disabilities.
- Ensuring that parents of children and young people with LD can access information, advice and support if they need it.
- There needs to be an overall strategy and better links between health, education, children's and adult social care to ensure there is a joined-up way of meeting the care and support needs of children and young people

8.6 The impact of the Covid-19 Pandemic

Coronavirus has had a continued profound effect on PwLD in Wales. According to Phase 2 of a 2021 Disability Wales study, during the pandemic almost 30% of PwLD paid for a direct payment service they were not receiving and around 70% of PwLD had restrictions on visitors [1]. PwLD rely on contact with their GP, community or learning disability nurse and / or social worker to maintain their health and well-being. During the pandemic, PwLD had more difficulty accessing GPs, social workers and day / community services, leading to increased social isolation, a negative impact on their mental health, general health and well-being and increased stress for their carers and support network.

A report published in February 2021 by Improvement Cymru, shows that in Wales, PwLD are 3 to 6 times more likely to die from Coronavirus than the rest of the population, due to inherent health inequalities.

"This report is an essential piece of on-going work to highlight the health inequalities we so often find with people with learning disabilities. This report is vitally important in maintaining the focus on improving the lives of people with a learning disability both now and in the future."

Dr Rachel Ann Jones, Learning Disabilities programme Lead at Improvement Cymru

The pandemic has impacted on the implementation of continuous improvements planned for LD services in the region, including a buddying programme between PMLD and members of the Dream Team.

8.7 Recommendations

Ongoing improvements in care and support should include the development of a comprehensive set of standards co-produced by PwLD and adopted by commissioners and all providers of LD services. This should and underpin innovation in design and delivery of:

- Accessible community-based accommodation that promotes independence
- Appropriate care for PMLD
- Awareness of LD and how to support PwLD and PMLD
- Communication with and for PwLD and between care and support services
- Multi-disciplinary approaches for providing care and support
- Support for transition between services for children and adults
- Access to primary and secondary health care, day-services and respite care

For current legislation and regulations see Appendix 8A.

For current care and support provision see Appendix 8B.

For additional data see Appendix 8C.

References:

[1] <https://www.ldw.org.uk/project/covid19-learning-disability-study/>

9. Autism

9.1 Introduction

Autism is a developmental disorder which affects the way a person communicates with and relates to other people and the world around them. The way in which people are affected varies from one individual to another and by age and intellectual functioning.

The term 'autistic people' rather than 'people with autism', reflects the language preferences expressed by autistic people. The term 'people' refers to children, young people and adults. This language will be used throughout this chapter.

Estimates of the prevalence of autism spectrum disorders suggest rates of around 1% in the general population, but there is much debate and the suggestion that not all individuals are identified (Brugha et al., 2011, 2016; Chiarotti & Venerosi, 2020; Fombonne et al., 2021; Lyall et al., 2017) [1][2][3][4][5].

New services for adult diagnosis have been set up across Wales at a time of rising awareness of the spectrum of autism experiences; however, until recently no studies have examined adult autism prevalence in Wales

Increased rates of diagnosis and more prevalent autism in the community necessitate increased funding for specialist services to enable autistic adults to receive any support they require. As an alternative to a separate Autism Bill, The Welsh Government developed a Code of Practice for Autism which highlights and reinforces existing duties of the Social Services and Wellbeing (Wales) Act 2014 and the NHS (Wales) Act 2006 in respect of Autistic people.

9.2 Demographic Profile

Estimates suggest that 1 in every 100 people in a population will have a diagnosis of Autism. This would mean that there are in the region of 4,000 autistic people in West Wales (about 2,000 in Carmarthenshire, 1,500 in Pembrokeshire and 750 Ceredigion)

Local authorities are required to keep data by Special Educational Needs (SEN) category. In 2020-21 there were 945 children in West Wales in the Autism category - 375 in Carmarthenshire, 420 in Pembrokeshire and 150 in Ceredigion.

However, these estimates are likely to be underplaying the true prevalence rates in West Wales. Currently Hywel Dda University Health Board reports that there are 900 adults on the waiting list waiting to be assessed for an autism diagnosis and over 1,000 children.

9.3 Care and Support Needs

Since the 2017 Population Needs Assessment the needs of Autistic people have been recognised as a separate requirement to Learning Disabilities. This recognition of the needs of Autistic people, be they children or adults, is also reflected within the Welsh Government's Autism Code of Practice.

The Code of Practice sets out what autistic people, their parents and carers can expect from public services in Wales and how Welsh Government intend to adapt the way we organise society to be more aware and more attuned to neurodiversity.

The Code of Practice recognises that whilst some autistic people may have a co-morbid learning disability or mental illness, many will not, yet will still at times require specific advice, help and support.

9.4 Current and Future Care and Support Provision

In March 2016, as part of the refreshed Autistic Spectrum Disorder Strategic Action Plan the Welsh Government announced that it would be funding a new national Integrated Autism Service (IAS)

The West Wales Integrated Autism Service (WWIAS) was then established in 2019. This is a joint service delivered by Hywel Dda University Health Board in partnership with the local authorities of West Wales.

The service was developed across Wales following consultation with autistic people, carers and professionals which highlighted the lack of support available for autistic people who did not meet the criteria for mental health and learning disability services.

WWIAS offer adult autism diagnostic assessment for adults who do not have a significant learning disability or mental health problem. They also offer a range of support for autistic people, their families, including carers and advice for professionals.

In 2020-2021:

- They received 420 referrals to the service were made for autistic adults with 41% of these self-referrals from adults
- They undertook 1,944 interactions were made with autistic adults
- 68% of referrals for autistic adults were requesting autism diagnostic assessments and 32% were requesting support
- 118 adults received a full diagnostic assessment
- 109 interactions were made with parents/ carers
- 38 referrals to the service were made for parents/ carers with 21% referrals by professionals and 79% of these self-referrals
- 1,061 interactions were made with professionals
- 280 new contacts with professionals

9.5 Gaps and Areas for Improvement

To provide an assessment of the current services to determine the gaps and areas for improvement, engagements have been completed with autistic people, parents, carers and professionals.

In West Wales a regional strategic group of all key partners meets to oversee the implementation of services for Autistic people, including the Integrated Autism Service

(IAS). This strategic group is chaired by the Head of Service within Hywel Dda University Health Board with the responsibility for Autism.

In each local authority there is an 'Autism Lead' a named contact responsible for overseeing and coordinating the activity in their area. This includes the coordination of local steering and stakeholder groups (with autistic people and their families) as well as training and awareness raising for staff.

Our engagement activities have been limited during the COVID 19 pandemic. However, our agreed approach for the future is set out below.

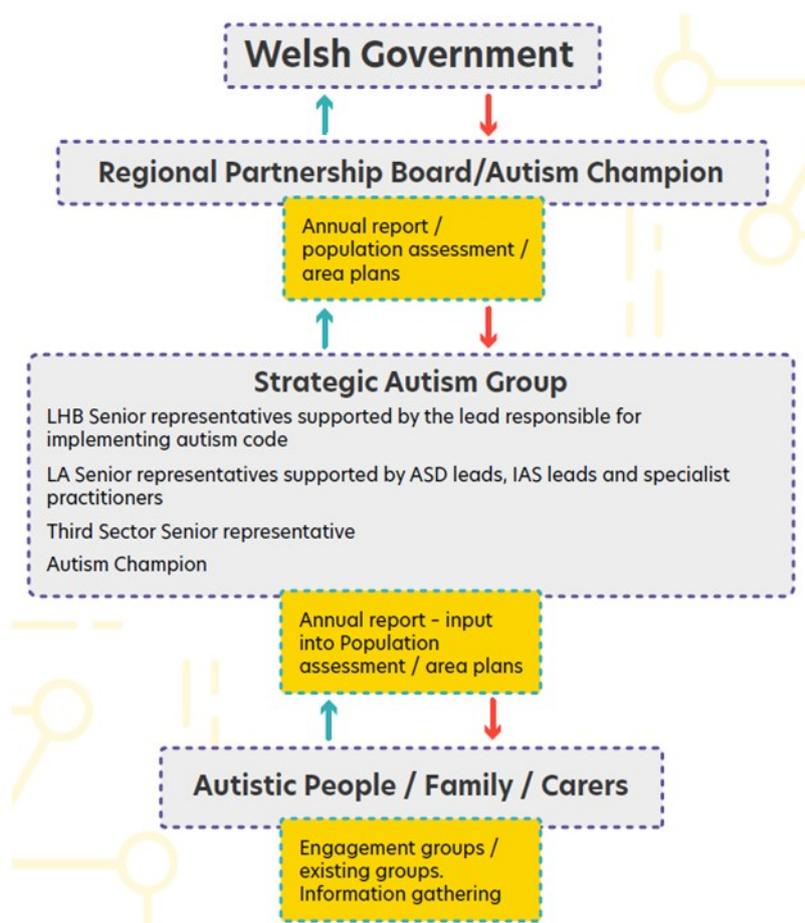


Figure 19: Diagram illustrating the role of the Autism Champion in collating and sharing information to inform the Regional Partnership Board (Welsh Government, 2021)

Engagement through the strategic groups has allowed us to reflect what matters to autistic people in West Wales including the impact of the COVID-19 Pandemic on their wellbeing and care and support needs.

In addition, a virtual meeting was held with 10 parents of children and young people with complex needs, including autism.

9.6 The impact of the Covid-10 Pandemic

The pandemic has impacted on the care and support available for autistic people as many support services were paused. In addition, the uncertainty and frequent changes to routines and rules will, in some cases have had a significant impact upon people's mental-health and wellbeing. This has placed increased pressure on family members and carers.

For Autistic People the resumption of and reintegration to activities such as education following prolonged periods of lock down has also presented significant challenges.

9.7 Recommendations

The overarching themes and recommendations for improvement, taken from our engagements, include the following:

- A need to Improve waiting times for diagnosis and diagnosis rates for both children and adults
- Improve access to information and advice for Autistic people and their families, including the autism strategy and the associated support services available in West Wales
- Improve awareness of Autism and the Autistic Spectrum Conditions across health, social care services, education and all public services
- Greater emphasis on user engagement and coproduction in service development
- Improving the transition for Autistic Young people when they leave school
- Increasing opportunities for volunteering, work experience, employment opportunities and networking for autistic people

For current legislation and regulations see Appendix 9A

For current care and support provision see Appendix 9B

For additional data see Appendix 9C

References:

- [1] Brugha, T. S., McManus, S., Bankart, J., Scott, F., Purdon, S., Smith, J., Bebbington, P., Jenkins, R., & Meltzer, G. C. W. (2011). Epidemiology of autism spectrum disorders in adults in the community in England. *Archives of General Psychiatry*, 68(5), 459–465. <https://doi.org/10.1001/arch-genpsychiatry.2011.38>
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10. Children and Young People

10.1 Introduction

Children and Young People can be grouped into three categories:

- Up to the age of 18
- Up to the age of 21 if they are in care
- Up to the age of 25 if they are in care and are still in education

10.2 Demographic Profile

- There are over 82,000 children and young people (0-19) in the West Wales Region (StatsWales), making up approximately 22.2% of the population
- The number of young people is expected to stay relatively stable over the next 15 years
- The region has a lower number of Looked After Children (LAC) than the national average
- Care and support needs span a wide range from universal, through to early intervention, multiple needs and remedial intervention
- All three local authorities are currently below the national average for the number of young people as a percentage of the population
- Projections for 2043 show that young people aged 0-15 will account for 16.54% of the national population, whereas only 16.22% of the population in Carmarthenshire, 14.67% of the population in Pembrokeshire, and 13.64% of the population in Ceredigion will be made up of people aged 0-15
- In 2020 there were an estimated 6,105 children and young people with a long-term illness/disability in West Wales – 3,105 in Carmarthenshire, 1,983 in Pembrokeshire, and 1,017 in Ceredigion; projections for 2043 show a decrease to 5,652, with 2,986 in Carmarthenshire, 1,784 in Pembrokeshire, and 882 in Ceredigion



Number of children looked after					
	31 Mar 2017	31 Mar 2018	31 Mar 2019	31 Mar 2020	31 Mar 2021
Ceredigion	75	60	65	75	85
Pembrokeshire	125	135	155	185	225
Carmarthenshire	205	195	180	160	150
Wales	5,960	6,405	6,855	7,150	7,265

Figure 20: Number of looked after children in West Wales 2017-2021(Welsh Government)

Local Authority	Children with a Disability	Children with no Disability	All Children receiving care and support
Ceredigion	195	220	410
Pembrokeshire	65	230	295
Carmarthenshire	145	435	580

Table 3: Children receiving care and support by local authority and disability (StatWales)

	Carmarthenshire		Ceredigion		Pembrokeshire	
	Received	Accepted	Received	Accepted	Received	Accepted
2017-2018	999	638	308	218	646	445
2018-2019	1267	826	352	252	773	497
2019-2020	1268	937	362	273	775	559
2020-2021	1178	826	342	249	632	449
2021-2022	1463	1016	455	324	820	546

Table 4: Referrals received and accepted to S-CAMHS (CAMHS)



Figure 21: Number of young people not in education, employment or training

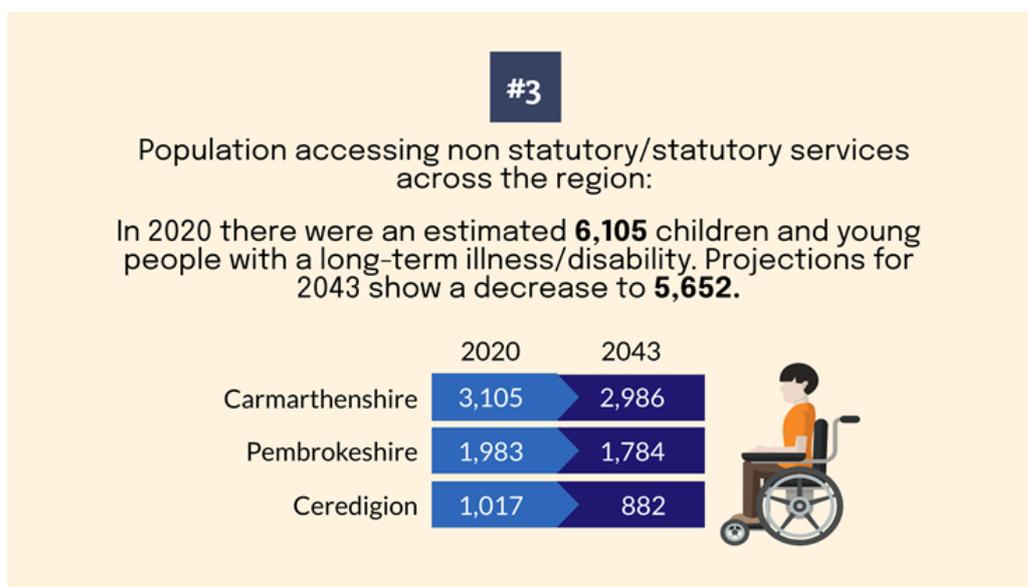


Figure 22: Population accessing non statutory / statutory services in West Wales
 Source: <http://www.wwcp-data.org.uk/children-and-young-people>

10.3 Care and Support Needs

Care and support needs for children and families span a wide range from universal, through early intervention, multiple needs and remedial intervention. Children and families will require different levels of care and support depending upon their presenting need and strengths. In West Wales we have developed 'The Right Help at the Right Time' Framework which details the care and support available in each locality. The document also provides guidance on the thresholds of need acknowledging that children's situations and circumstances can vary across the spectrum of need and professional judgement should always be used in partnership with the family.

10.4 Current and Future Care and Support Provision

As outlined in Appendix 10B the range and level of care and support currently being provided offers a range of interventions at varying levels of intensity, with the aim of preventing escalation to more restrictive interventions and delivering positive outcomes to children and young people.

10.5 Gaps and Areas for Improvement

There are several areas in which further improvement can be made. These are set out below against the core principles of the [Social Services and Wellbeing \(Wales\) Act 2014](#).

10.5.1 Voice and control

- Enhancing assessment and care planning processes to ensure that children, young people and their families have a voice in relation to what is important to them and the support they need.

10.5.2 Prevention and early intervention

- Continue to strengthen the focus on prevention across the range of services, to build resilience of children, young people and families, reduce reliance on statutory services and facilitate de-escalation from intensive support where appropriate.

10.5.3 Wellbeing

- Reducing the number of placement moves for children looked after by local authorities (CLA) and reducing reliance on residential care
- Improving access to mental health services at an early stage, thus preventing the need for referral to Child and Adolescent Mental Health Services (CAMHS).
- Improving joint planning between CAMHS and learning disability services to ensure equitable service provision for children with neuro-developmental conditions

10.5.4 Co-production

- Improving engagement opportunities with Children, Young People and their Families to ensure their voice is heard and services are designed with them in mind.

10.5.5 Cooperation, partnership, and integration

- Developing consistent methodology such as Signs of Safety to underpin care and support across the region
- Developing a consistent, outcomes-based performance framework for children and young people's services across the region
- Developing links between Integrated Family Support Services (IFSS) and other Council services, such as adult care and housing, as well as community-based services, to help families back to independence and enable them to function effectively within their communities

- Reconfiguring commissioning processes for high cost, low volume care and support packages for children with complex needs to ensure best outcomes and improve financial efficiency
- Incorporating of the [NEST \(Nurturing Empowering Safe Trusted\) framework](#), bringing services together to support children and young people’s mental health at every opportunity

Opportunities should be taken to take these areas forward in partnership across the region, thereby ensuring consistency of provision and enabling a ‘once for West Wales’ approach wherever possible.

10.6 The impact of the Covid-19 pandemic

The coronavirus pandemic (Covid-19) has presented new and difficult challenges for everyone. Many households have been put under strain or have faced adversity because of the social, psychological and economic impact of lockdown.

Services have done everything they can under difficult circumstances, but it is likely children will have suffered harm during this period that will not have been identified by professionals.

Providing time and space to listen directly to children is integral to a child-centred system and promotes good safeguarding practice. Children’s Social Services have maintained face-to-face contact for children known to be at risk. However, many children will have only had virtual contact via video, telephone or online with services from their home with family members present. This is likely to have impacted on the opportunities for practitioners to identify abuse and for children to disclose harm. Although many practitioners are very experienced in safeguarding practice, others may not feel as confident in this area of practice.

10.7 Recommendations

- Continue with the development of policies and practice that recognise the importance of the family in decision making processes
- Develop an ‘Information Sharing Protocol’ and integrated case management system that assists professionals to maintain and share records and reports to support the “No Wrong Door approach”
- Build on the success of one stop shop models of community-based family support such as Flying Start.
- Improve targeted support for families of disabled children
- Extend availability of Family Support Workers

For current legislation and regulations see Appendix 10A

For current care and support provision see Appendix 10B

For additional data see Appendix 10C

11. Mental Health

11.1 Introduction

According to the World Health Organisation, mental health is defined as "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community". [1]

Our mental health affects how we think, feel and act. A healthy outlook can reduce both the intensity and duration of illnesses, whereas poor mental health can have the opposite effect. It has been shown that depression and its symptoms are major risk factors in the development of coronary heart disease and death after myocardial infarction. Mental illness generally refers to conditions that affect cognition, emotion and behaviour. [2] Many factors contribute to mental health problems, including:

- Biological factors, such as genes or brain chemistry
- Life experiences, such as trauma or abuse
- Family history of mental health problems [3]

11.1.1 Classification of Mental Health

There are many different mental health disorders, which can generally be characterised by a combination of abnormal thoughts, perceptions, emotions, behaviours or relationships with others. Different mental health disorders include depression, bipolar disorder, schizophrenia and other psychoses. [4]; [5]

11.1.2 Health facts and inequalities associated with Mental Health

Stigma surrounding mental illness is common. This can be defined as the formation of stereotypes or negative expectations around the identity of an individual with mental illness. The presence of these stereotypes and negative expectations can lead to prejudice and discriminating behaviour. Stigma can also play a role in determining health-seeking behaviour, leading to people potentially hiding issues surrounding their mental health rather than seeking help [6]. Stigma can be reduced through increasing the information, education and public awareness surrounding mental illness.

11.2 Demographic Profile

The following are statistics around mental health in Wales:

- 1 in 4 adults experience mental health problems or illness at some point in their lifetime
- 1 in 6 adults are experiencing symptoms at any one time
- 1 in 10 children between the ages of 5 and 16 has a mental health problem, and many more have behavioural issues
- Approximately 50% of people who go on to have serious mental health problems will have symptoms by the time they are 14 and many at a much younger age

As can be seen in figure 23 below, the total number of people registered on the mental health Quality and Outcomes Framework (QOF) register has been increasing in both Wales and the West Wales region from 2009 to 2019. This implies that mental health issues are a growing problem across Wales.

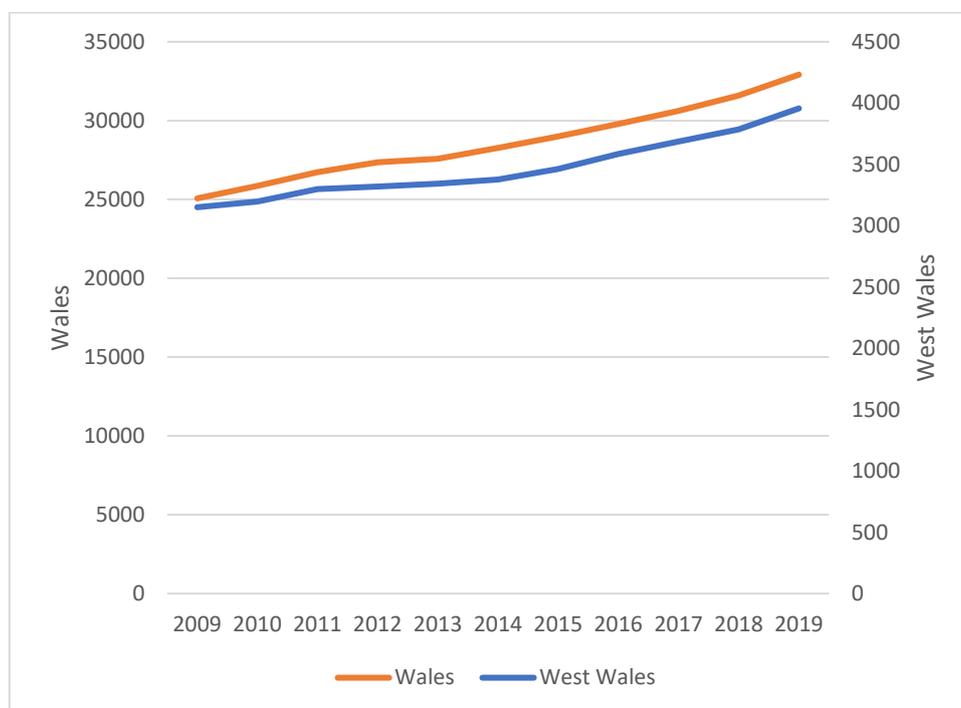


Figure 23: Total number of patients on the mental health Quality and Outcomes Framework (QOF) registered in HDdUHB and Wales

11.2.1 Admissions to Mental Health Facilities by Local Health Board

Figure 24 below shows total admissions to mental health facilities in Wales and the West Wales region covering a ten-year period from 2010 to 2019. Admissions have been steadily decreasing in Wales over the past 10 years, from around 11,000 in 2010-11 to just over 8000 in 2018-19. Despite this overall reduction in Wales, numbers in West Wales have remained steady, and have actually increased from 2017 to 2019, with 768 admissions in 2016-17 and 902 admissions in 2018-19.

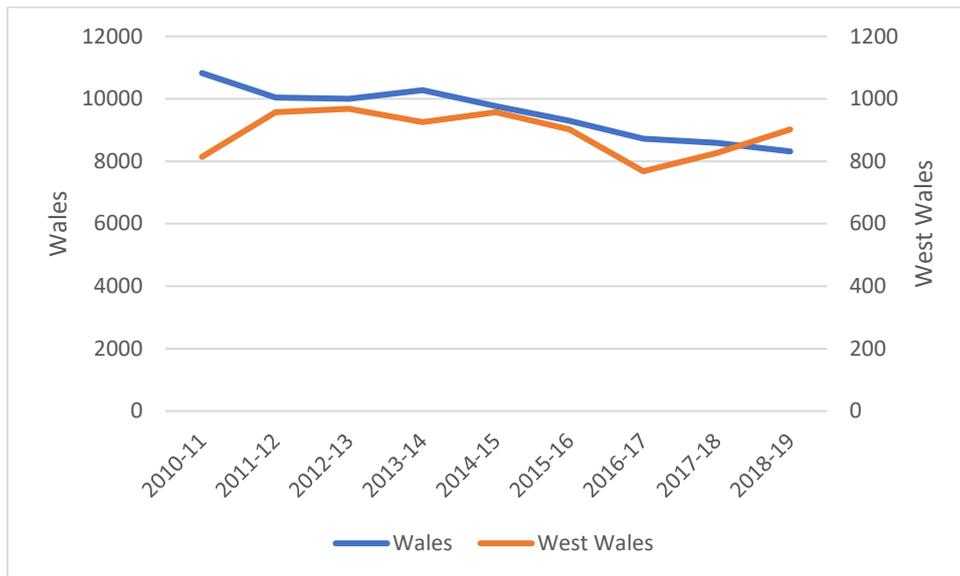


Fig.24: Total admissions to mental health facilities in Wales and West Wales from 2010 to 2019

11.2.2 Specialist Child and Adolescent Mental Health Services (sCAMHS) waiting for a First Appointment

The waiting times for specialist child and adolescent mental health services (sCAMHS) under 4 weeks and over 4 weeks in Wales and West Wales are shown in Appendix 11C. Waiting times on the sCAMHS pathways have generally been less in West Wales than in Wales overall, with a larger proportion of patient in Wales having to wait over 4 weeks for this service. There appears to be a large spike in patients having to wait more than 4 weeks in Wales towards the end of 2020, with a smaller spike apparent in West Wales, which could be related to the COVID-19 pandemic.

11.2.3 Local Primary Mental Health Support Services

The total monthly referrals for local primary mental health support services for Wales and West Wales are presented in Appendix 11C.

There appears to be a steadily growing demand for these services from 2013 through to 2019 in both Wales and West Wales. A sudden sharp decrease in referrals occurred in early 2020 coinciding with the covid outbreak. This decrease was seen in the West Wales region and across Wales overall.

As can be seen in Appendix 11C, the total percentage of Local Primary Mental Health Support Service (LPMHSS) assessments that are carried out within 28 days is generally higher in West Wales than in Wales in general.

11.2.4 Predicted Change in Mental Disorder Prevalence

As shown in figure 25 below, whereas in Wales there is predicted to be an overall increase in the prevalence of mental health disorders, in West Wales the overall percentage of people with mental health disorders is generally predicted to decrease between 2020 and 2043. Although it is predicted that there will be an increase in

common mental disorders in Carmarthenshire and Pembrokeshire. Overall, the total number of people in Ceredigion suffering from a mental disorder is predicted to decrease the most out of the three local authorities.

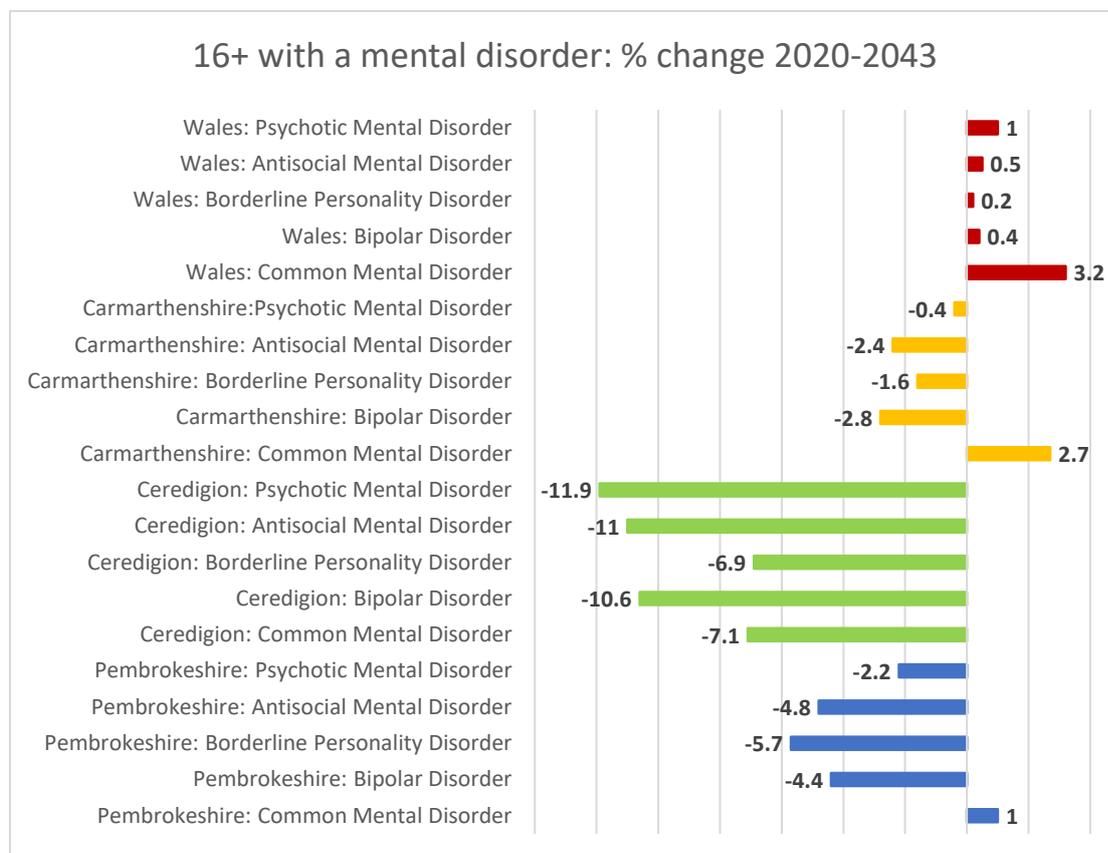


Figure 25: Change in percentage of people with different mental disorders from 2020 to 2043

11.3 Care and Support Needs

To provide an assessment of the level and range of current mental health services, determine the adequacy of these services, and identify future care and support needs and areas for improvement, virtual engagement sessions were carried out with both service providers and service users from West Wales Action for Mental Health (WWAMH) and Mind.

11.4 Current and Future Care and Support Provision

- As a result of COVID-19, demand for mental health services in West Wales over the coming years is expected to increase significantly. Future planning should reflect this and be based on co-production principles
- Secondary and primary care staff need more training to improve knowledge and understanding of mental health issues, especially surrounding crisis and suicide, to ensure they meet the complex issues and demands being presented and therefore are managed more effectively

- Services need to be community focussed and better integrated, so that patients managing multiple issues can get the full range of support they need from multi-disciplinary teams closer to home, which would also help mitigate access to services for those living in rural communities
- Follow up services need to be improved to educate and support people with lifelong conditions after they have been released from a service; this could help people to self-manage their condition better and avoid them returning in the future
- To keep up with the increasing demand for mental health services now and in the future, employers should consider how to make working within mental health services a more appealing opportunity for potential employees

For current care and support provision, please see Appendix 11B.

11.5 Gaps and Areas for Improvement

The following are some of the key issues identified during engagements:

- Follow up services need to be improved to educate and support people with lifelong conditions after they have been released from a service; this could help people to self-manage their condition better and avoid them returning in the future
- There needs to be a greater recognition and awareness of dual diagnosis and neurodiversity, with increasing numbers of people diagnosed on the autism spectrum
- Although progress has been made since 2017 in providing a 24/7 service, further work is still needed to achieve this. A twilight sanctuary has been set up in each of the three counties to provide support for people out of hours, but these do not offer around the clock support and are not always accessible for people in rural areas
- These services need to be reviewed to ensure that a 24-hour service is delivering support in response to need, in the most appropriate, smart and cost-effective way. For example, prioritising the service as a safe haven out of hours, with therapeutic support available there during the day
- Overnight accommodation associated with the sanctuaries is currently underutilised, which could suggest the threshold for admission is set too high
- Although some improvements have been made with regards to crisis management and intervention, there needs to be further consideration of effective alternatives to hospital attendance in response to crisis, to avoid A & E being the default option for situations where people are considered “too difficult to deal with”
- Access and referrals to Community Mental Health Teams (CMHTs) need to be improved

- Assessment processes need to be improved to avoid people being released prematurely without the appropriate post-discharge support, only to be re-admitted

11.6 The impact of the Covid-19 pandemic

The pandemic has led to increased isolation and a disruption of normal life and had a dramatic impact on people's access to services. With access to primary care services severely curtailed or becoming virtual, many people have been unable or too worried to access the support they would expect. People that were doing well before COVID often have been unable to access support needed because of it. [10]

Whilst some of the impact may be short-term and resolved by increasing the visibility and accessibility of services, it is not clear what the long-term impact might be on mental health and wellbeing.

In the period immediately before the pandemic, it was reported that 11.7% of Welsh people suffered from severe mental health issues. This reportedly climbed to 28.1% in April 2020. This deterioration in mental health was equivalent to someone who is employed becoming unemployed.

Young people reportedly experienced the largest deterioration because of COVID-19, with the average GHQ score among those aged 16-24 rising by 3 points, or 24% relative to pre-pandemic period.

Women also experience worse levels of mental health than men after the onset of the pandemic, with the gap in mental health between men and women reportedly increasing from 9.9% to 14.1%.

It is reported to have had a worse effect on those from black, Asian and minority ethnic (BAME) backgrounds – in June 2020 BAME individuals in Wales reported on average 4.1 problems associated with mental distress, whereas for white British individuals this was 2.7 (a 55% difference in relative terms).

Mental health between the lowest and highest income has also widened significantly during the pandemic. Average GHQ-12 score in November 2020 for the lowest income quintile increased by 39% compared to the pre-COVID level. The top quintile of earners, however, only experience an increase of 6.5% over the same period.

A common response from the engagement events suggests "COVID has highlighted cracks that were already there and made them worse".

11.7 Recommendations

Results from the engagements highlight several important gaps in the current services which give rise to several recommendations:

- Increase integration of services to support people with multiple co-occurring issues
- Improve recognition and awareness of neurodiversity and dual diagnosis
- Provide a safe place for people in crisis to go 24/7, as an alternative to A&E
- Improve the crisis referral process so that people experiencing crisis have access to immediate support
- Improve training for front line, primary and secondary care staff
- Improve follow up support for patients after they have been released from services, including education and self-management of conditions
- Increase co-production of services
- Increase staff retention and recruitment rates.

For current legislation and regulations see Appendix 11A

For current care and support provision see Appendix 11B

For additional data see Appendix 11C



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12. Health and Physical Disabilities

12.1 Introduction

Latest population estimates state that there are 218,685 people aged between 18 to 64 years old living in the West Wales (HDdUHB) region (Office for National Statistics (ONS), 2021). This means that 69% of the population is aged between 18 and 64 years old, which is a fall of 1% from 2015 and is below the average for Wales (74%).

This percentage is slightly lower in Pembrokeshire at 68% (69,575 of the 102,744 residents), slightly higher in Carmarthenshire at 70% (106,117 of the 152,810 residents) and the same as the region average in Ceredigion at 69% (41,993 out of the 60,661 residents). This highlights that we have an ageing population in West Wales in comparison to Wales as a whole, particularly in Pembrokeshire.

Many of the people in the 18-64 age group are healthy adults, however, within this population there are considerable numbers with significant health concerns or physical disabilities, exacerbated by socio and economic risk factors that have a negative impact on their health and therefore on demand for services.

12.2 Demographic Profile

Socio-economic factors related to poor health in the region include:

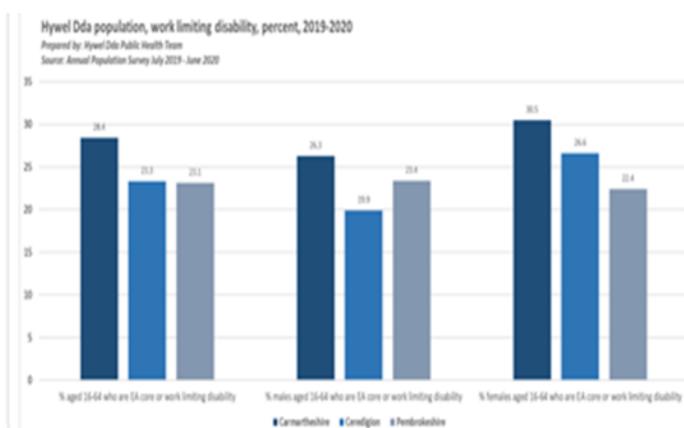
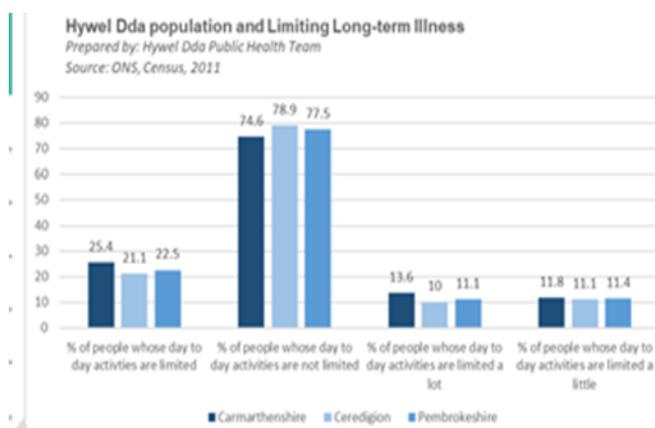
- 5.5% of people between 16 and 64 in Ceredigion do not have central heating, 3.5% in Pembrokeshire and 2% in Carmarthenshire (StatsWales)
- The National Survey for Wales (NSW) suggested that 36.9%, 27.6% and 25.3% of adults were active for less than 30 minutes a week in Pembrokeshire, Carmarthenshire and Ceredigion, respectively
- In Pembrokeshire, Carmarthenshire and Ceredigion it was estimated that 25.0%, 21.7% and 23.3% of people had eaten five portions of fruit and veg the day before the survey, respectively
- 5.8% of adults in Pembrokeshire were e-cigarette users, 6.7% in Carmarthenshire and 4.2% in Ceredigion
- In Wales currently 60% of adults are overweight or obese, this is compared to Hywel Dda UHB at 59%. If current trends continue, it is projected that 64% of adults in Wales will be overweight or obese by 2030
- Prevalence of being overweight and obesity in Wales is higher in men than women, but for obesity prevalence alone, it is slightly higher in women and in terms of age, prevalence is highest in the 45-64 age group

Census data, records of people on local authority registers or claiming certain benefits, provide a reasonable indication of the numbers in the region living with serious illness or disability as follows:

- In the West Wales (HDdUHB) region over 22,000 people between the ages of 18–64 are entitled to Personal Independence Payment (PIP); 10,000 people are entitled to Disability Living Allowance (DLA) and over 13,500 people are entitled to Attendance Allowance (AA)
- According to Welsh Government records, in 2019, there were 9,444 people with physical or sensory disabilities on local authority registers in West Wales,

5,190 of whom live in Carmarthenshire, 1,183 in Ceredigion and 3,071 in Pembrokeshire. 1,679 of those are aged between 18 and 64 and are registered with a physical disability and a further 1,744 aged between 18 and 64 are registered as having physical and sensory disabilities, which combined represents around 1.1% of the total 18-64 population and aligns broadly with the Welsh average of 1.02%

- Data from the 2011 census highlighted that Carmarthenshire had the highest percentage of people whose day-to-day activities were limited (25.4%) or limited a lot (13.6%), followed by Pembrokeshire (22.5% and 11.1% respectively) and then Ceredigion (21.1% and 10% respectively)
- As can be seen in the figures below, the percentage of those who are EA core or work limited disabled are mainly higher in females than males, except in Pembrokeshire where males (23.4%) are higher than females (22.4%). Percentages are higher in Carmarthenshire for both males and females (28.4%)



Figures 27 & 28: HDdUHB population and Limiting Long-term illness (fig. 27); HDdUHB population with limiting disability (fig. 28)

12.3 Care and Support Needs

Although a drop in the number of people is predicted within this group in the medium term and the current number of people with specific care and support needs is small, it is vital that appropriate provision is in place to promote well-being and independence and prevent escalation of need.

12.4 Current and Future Care and Support Provision

Engagement activity has been undertaken with people in the community, people with physical disabilities and those people who provide their care to identify the appropriate care and support required now and in the future. Whilst recognising that support for people with a disability continues to improve, they indicated areas where more could be done to ensure people with a disability are provided with appropriate person-centred support that allows them to lead full and fulfilling lives.

For current care and support provision, please see Appendix 12B.

12.5 Gaps and Areas for Improvement

Listed below are some of the recurring themes and issues identified:

- Improving infrastructure and information, to ensure people with a disability or limiting condition can access premises providing the care and support services they are entitled to
- Recognising the changing requirements of people with a disability or limiting condition. Many buildings were compliant with the 1995 disability legislation to be wheelchair accessible however, almost all people with disabilities now use scooters
- Increasing availability and choice of appropriate and accessible accommodation
- Involving people with different disabilities at the planning and design stage of new and refurbished premises, recognising their views and experience can ensure that any new development is easy to use and accessible
- Reducing restrictions around home improvements and modifications to help people manage in their own homes for as long as possible
- Identifying alternative solutions for people living in rural areas where public transport is not adequate
- Improving assessments and person-centred planning to ensure they reflect what really matters for individuals and can flex up and down in response to changing needs

12.6 The impact of the Covid-19 Pandemic

The pandemic has led to increased isolation and a disruption of normal life, having a dramatic impact on access to services generally and particularly for people with a disability or limiting condition, many of whom were shielding during the pandemic. With access to primary care and out-patient services severely curtailed or becoming virtual, many people have been unable or too vulnerable to access their regular support.

12.7 Recommendations

- Improving early identification and treatment of risk factors associated with health inequality
- Improving the early identification, treatment and management of preventable and chronic conditions including diabetes, heart disease and respiratory illness, to improve long term well-being and reduce complications
- Ensuring effective interventions and pathways for prevention, treatment and management of obesity and childhood obesity are routinely available and systematically implemented
- Strengthening transition arrangements between children and young people's services and adult services
- Developing community-based, user-led, co-produced services that prevent isolation, promote independence and support people to become more resilient and manage their own conditions
- Increasing use of assistive technology, such as telecare to transform domiciliary care and supported living services



For current legislation and regulations see Appendix 7A

For current care and support provision see Appendix 7B

For additional data see Appendix 7C

13. Sensory Impairment

13.1 Introduction

Sensory impairment is the common term used to describe blindness, deafness, visual impairment, hearing impairment and deafblindness. A person does not have to have a full loss of a sense to be impaired.

13.1.1 Visual Impairment and Sight Loss

Visual impairment is a severe reduction in vision that cannot be corrected with standard glasses or contact lenses and reduces a person's ability to function at certain or all tasks. A person can be registered as either partially sighted or severely sight impaired (blind). It can be caused by several conditions, such as cataracts, diabetes, genetic defects, trauma, glaucoma, macular degeneration, visual cortex disorder.

People living with visual impairment can experience different levels of sight loss – some might be able to only determine lights or shapes, whereas others might experience blurred vision. Likewise, visual impairment might lead to a loss of sight in the centre of the eye, or no side vision. It is uncommon for someone to have complete sight loss, even if they are registered blind.

13.1.2 Hearing Impairment and Deafness

Hearing impairment can be temporary or permanent and can affect all age groups. It can be caused by factors such as: old age, genetics, exposure to noise, infections, trauma, birth complications, certain medications or toxins. Hearing loss can be gradual, such as people who are later in life. Another common symptom of hearing loss is continual ringing in the ear which is caused by conditions such as tinnitus.

13.1.3 Dual Sensory Impairment

Dual sensory impairment or deafblindness is the loss of sight and hearing to the point where communication, mobility and ability to access information are impacted. Many people with dual sensory impairment can still see or hear to some extent, with the effects varying greatly. The department of health describes four groups of people who experience dual sensory impairment:

- Those who are hearing and sight impaired from birth or early childhood
- Those who are blind at birth or early childhood, and subsequently acquire hearing loss
- Those who are profoundly deaf from birth or early childhood, and subsequently lose their sight
- Those who acquire hearing and sight impairment later in life, which has a significant functional impact

The combination of two sensory impairments can mean that a deafblind person will have difficulty, or find it impossible, to utilise and benefit fully from services for deaf

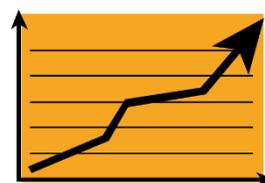
people or services for blind people. Meeting the needs of deafblind people therefore needs a different approach.

Apart from the day-to-day difficulties, people with sensory impairment also have poorer health outcomes, higher rates of poverty and lower educational achievements than people free from disability [1].

13.2 Demographic Profile

There are over 22,000 people who are entitled to Personal Independence Payment (PIP), 10,000 people who are entitled to Disability Living Allowance (DLA) and over 13,500 people who are entitled to Attendance Allowance (AA) in the Hywel Dda University Health Board footprint.

People over 65 in west wales registered with a visual impairment is forecast to rise from **13,014 in 2020** to **19,423 in 2043**



People over 61 in west wales registered with a hearing impairment is forecast to rise from **69,558 in 2020** to **92,945 in 2043**.

Figure 29: Sensory impairment in West Wales

13.3 Care and Support Needs

The accessible information standard states that patients, service users, carers and parents with a disability, impairment or sensory loss should:

- Be able to contact, and be contacted by services in accessible ways, for example email or text message
- Expect letters and information in formats they can read and understand, for example audio, braille, email or easy read
- Be supported by a communication professional at appointments if this is needed to support conversation, for example a British Sign Language interpreter
- Expect support from health and care staff and organisations to communicate, for example to lip-read

People with sensory impairment are more likely to feel lonely and isolated. Research by RNID in 2000 found that 66% of deaf and hard of hearing people feel isolated due to their condition excluding them from everyday activities. Sufficient support in the

community is needed to address the issues of isolation and loneliness facing those with sensory impairment, along with improvements to identification and diagnosis, so that appropriate and timely support can be implemented.

It has been found that 40-50% of older adults with visually impairing eye disease limited their activities due to fear of falling [6]. Evidence suggests that around 10% of falls can be attributed to sight loss [7]. Injuries from falls have detrimental effects on individuals and require costly interventions. Appropriate support and adaptations to help prevent falls and increase confidence of visually impaired people could improve quality of life and avoid further social isolation and loneliness.

13.4 Current and Future Care and Support Provision

For current care and support provision, please see Appendix 13B.

13.5 Gaps and Areas for Improvement

To provide an assessment of the current sensory impairment services, and to determine adequacy of these services and identify areas which can be improved, a series of engagements were carried out.

The following are some of the key issues identified:

- Improving awareness and understanding around sensory impairment and the corresponding needs across primary, secondary and social care
- Developing services to meet predicted demand
- Improving identification and diagnosis
- Improving community support to address loneliness and isolation
- Improving accessibility, so that patients are not turned away inappropriately or give up because of the difficulties of navigating the health and social care systems
- Improving audit of the accessible implementation standard to ensure a person's needs are fully recognised e.g., someone with complex needs also may have sensory impairment, which may be missed
- Considering alternatives for those with sensory impairment to avoid having to use public transport to access services, which can be particularly challenging, especially in rural areas

13.6 The impact of the Covid-19 pandemic

Due to the Covid-19 pandemic, services have shifted from face-to-face to virtual delivery, such as video consultations. The pandemic has contributed to communication difficulties for both the hearing and visual impaired, as certain technologies may not be appropriate for communicating with people of differing sensory needs.

Although convenient, remote video consultations do not work for blind or visually impaired people, telephone conversations are more appropriate. The pandemic has also led to communication challenges for deaf people e.g., face masks making lip reading impossible and information in braille has been more difficult to obtain.

13.7 Recommendations

Results from the engagements highlight several important gaps in the current services which give rise to several recommendations:

- Addressing system limitations when it comes to recording impairments. Currently, the Welsh Patient Administration System (WPAS) only allows for one impairment to be selected. Systems should be updated to record multiple impairments
- Improving community support and diagnosis
- Raising the profile, awareness and understanding of sensory impairment across the whole care and support system
- Improving accessibility and communication for people with sensory impairment to support independence and increase confidence in using services e.g., improved signage, increased use of braille on doors and lifts, use of appropriate colour schemes etc.
- Developing patient support services, such as interpretation, translation and lip-reading, to ensure they are accessible, available and equitable across the region

For current legislation and regulations see Appendix 13A

For current care and support provision see Appendix 13B

For additional data see Appendix 13C

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14. Substance Misuse

14.1 Introduction

Substance abuse or misuse is formally defined as the continued misuse of any mind-altering substance that severely affects a person's physical and mental health, social situation, and responsibilities. The World Health Organisation website (accessed 2019) notes that, "*Substance abuse refers to the harmful or hazardous use of psychoactive substances, including alcohol and illicit drugs. Psychoactive substance use can lead to dependence syndrome - a cluster of behavioural, cognitive, and physiological phenomena that develop after repeated substance use and that typically include a strong desire to take the drug, difficulties in controlling its use, persisting in its use despite harmful consequences, a higher priority given to drug use than to other activities and obligations, increased tolerance, and sometimes a physical withdrawal state.*"

The UK has a higher prevalence of drug misuse than any other country in Europe.

Drug and Alcohol (Substance) Misuse contributes considerably to the overall burden of disease and social need in the UK, such as communicable diseases, mental health issues, physical health, accidental harms, and the associated service pressures. Substance misuse is a complex issue that touches young people, families, communities, and societies, affecting a wide range of health and social outcomes for individuals and communities.

In Wales, there is a joint strategic approach to tackling harms related to both drugs and alcohol. The Welsh Government Drug and Alcohol Strategy "Working Together to Reduce Harm" has recently ended and Welsh Government has recently launched its new Substance Misuse (drug and alcohol) Delivery Plan for 2019 - 2022. The new plan builds on the progress made during the lifetime of the 2008-2018 strategy.

14.2 Demographic Profile

Generally, West Wales has an older population than the rest of Wales with 9.8% of West Wales residents aged over 75, compared to the Welsh average of 8.6%. It is estimated that 59% of Hywel Dda adults are overweight or obese (above all Wales average of 57%) but only 23% of Hywel Dda residents smoke compared to 24% across Wales. It is self-reported that 40% of the adult population of Hywel Dda drink above the alcohol guidelines compared to 45% for all-Wales. Other indicators are presented in Table 6 below.

Hywel Dda HB	
Total population	374,600
% aged 75 and over	9.8%
Life expectancy at birth - males	77.5 years
Life expectancy at birth - females	82.0 years
% overweight or obese adults	59%
% adults who smoke	23%
% adults drinking above guidelines	40%
MMR uptake	92.2%
Live births per 1000 women aged 15-44	57.9
Emergency hospital admissions (European age standardised rate per 1,000 population)	59.4

Table 5: Summary Statistics Description of Hywel Dda University Health Board's population (Public Health Wales, 2019)

14.3 Care and Support Needs

The current care and support needs focuses on addressing the following population outcomes:

- To stop people from starting to take drugs, and to reduce harm from alcohol through ensuring the whole population is informed of the risk and side effects of drug and alcohol misuse
- To minimize the impact of drug and alcohol use on the health and wellbeing and safety of children, young people and families
- To support people with substance misuse issues to achieve a good quality, meaningful life and to make a positive contribution to the community
- To reduce health related harm because of drug and alcohol misuse and make communities safer through tackling issues created by drug and alcohol misuse within communities

14.4 Current and Future Care and Support Provision

The following have been identified as key priorities moving forward:

- Prevention and harm reduction
- Support for individuals – to improve health and aid maintain recovery
- Support and protection families
- Tackling availability and protecting individuals and communities
- Stronger partnerships, workforce development and service user involvement

For current care and support provision, please see Appendix 14B.

14.5 Gaps and Areas for Improvement

Future service development plans, care and support provisions and needs should focus on the following interventions:

- Turn the curve and reduce the inequalities gap in smoking prevalence through prioritising specific groups who are at high-risk of tobacco related harm. High-risk groups include inpatients, people with mental ill-health, people with conditions made worse by smoking, people with smoking related illness and pregnant women who smoke
- Support pregnant smokers to quit
- Continue to target smoking cessation interventions in those areas with the highest smoking prevalence
- Use social marketing to maximise reach
- Use asset-based approaches to work with local communities to assess barriers and facilitators to prevent uptake and reduce prevalence
- Treat smoking at the point of diagnosis for a wide range of diseases to improve outcomes. The evidence suggests that smoking quit attempts in healthcare settings are effective as smokers are overrepresented in the population of people who use NHS services
- Support the development of digital or electronic aids to cessation
- Support the development of opt-out models across secondary care settings and maternity
- Work with partners to ensure full implementation of public health and wellbeing legislation
- Work with partners (Local Authority, Education, Housing, Emergency Services) to reduce exposure to environmental tobacco smoke through supporting smoke free legislation, maximising the delivery of brief advice as support smoking cessation
- Work in partnership to improve the strategic alignment of policy and services across the health and wellbeing continuum for tobacco control
- Ensure evidence-based smoking cessation services are available for everyone who smokes, including brief advice, behavioural support
- Implement the recommendations of the NHS Future Forum which emphasises the value of having brief opportunistic 'healthy lifestyle chats' including raising the issue of stopping smoking. Providing Very Brief Advice to every smoker is recommended by the Department of Health is effective in general care settings and can be adapted to mental health settings
- Support staff in primary and secondary care settings who already have the necessary therapeutic skills to engage patients in conversations about behaviour change. We know that offering support to stop smoking, rather than mealy asking a smoker if they are interested in stopping or telling them they should stop, leads to more people making a quit attempt. Raising the issues of smoking can be done opportunistically with patients, such as during protected engagement time; at the end of a home visit or during clinical visits. It can also be helpful to link these brief interventions to a current health problem such as a cough, breathlessness or something that is of personal relevance to the patient

- Support the implementation of harm reduction approaches for those smokers who may not be able to stop in one step (NICE Guidance, 2013)

14.6 The impact of the Covid-19 pandemic

The effect of COVID-19 pandemic may have had a significant impact on substance misuse group, however this effect remains unknown.

14.7 Recommendations

To reduce exposure to drugs and tobacco misuse, the recommendations are as follows:

- Co-ordinate Leadership for Drugs Control
- Reduce the uptake of smoking
- Reduce smoking prevalence levels
- Reduce exposure to smoking

To reduce exposure to alcohol misuse, the recommendations are as follows:

- Improve prevention and harm reduction
- Support for individuals to improve health and aid recovery
- Support and protect families
- Tackle availability and protect individuals and communities
- Develop stronger partnerships, workforce development and service user involvement

For current legislation and regulations see Appendix 14A

For current care and support provision see Appendix 14B

For additional data see Appendix 14C



15. Violence Against Women, Domestic Abuse and Sexual Violence

15.1 Introduction

Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) refers to acts of violence or abuse that are disproportionately expressed toward women.[3]

Types of VAWDASV include:

- Gender based violence (GBV)
- Intimate partner violence (IPV)
- Domestic violence and abuse (DVA)
- Sexual violence and abuse (SVA)
- Coercive control
- Forced marriage
- Child marriage
- So-called honour-based abuse (HBA)
- Female genital mutilation (FGM)
- Human trafficking
- Sexual harassment
- Cyber harassment
- Adolescent dating violence (ADV)

Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) is a major public health problem, a criminal justice issue and a violation of human rights. It causes harm to individuals and families [2], and its impact can be felt across whole communities, societies and economies (WHO, 2021).

Living without fear of violence and abuse is a fundamental requirement for health and wellbeing. The National Institute for Health and Care Excellence (NICE, 2014) states that: "The cost, in both human and economic terms, is so significant that even marginally effective interventions are cost effective".

The true impact of VAWDASV cannot be adequately quantified. However, these types of violence can impact on victims in many ways. For example, sexual violence can lead to a multitude of health consequences including physical, reproductive and psychological harm. Female genital mutilation (FGM) can lead to both immediate health risks as well as a variety of long-term complications which can affect the person's physical, mental, and sexual health and well-being throughout their life.

15.2 Demographic Profile

A Home Office report estimating the economic and social costs of VAWDASV in England and Wales, placed the annual cost at £66 billion, with 71% of that being attributed to addressing the physical and emotional harm experienced by victims (Oliver et al., 2019).

VAWDASV can have fatal outcomes. Every day, 137 women are killed worldwide by a family member. It has been estimated that more than half (50,000) of the 87,000 women who were intentionally killed in 2018 were killed by family members or intimate partners. More than a third of these women (30,000) were killed by a current or ex intimate partner (United Nations Office on Drugs and Crime, 2019).

Between March 2018 and 2019, Welsh police forces recorded 80,924 VAWDASV related incidents (ONS, 2020a), yet recorded police data only highlights a fraction of the real picture, as incidents often go unreported.

It is estimated that a total of 2.3 million adults aged 16-74 living in Wales and England have experienced VAWDASV in the past year (ONS, 2020a). Anyone can experience VAWDASV, regardless of gender identity, age, sexuality, ethnicity, occupation, and income. However, understanding VAWDASV requires an appreciation that it is part of a social pattern of male violence towards women (Hester and Lilley, 2019), with data illustrating that it is predominantly women and girls who are victims and survivors of VAWDASV perpetrated by men and boys (ONS, 2020b).

Women and girls are significantly more likely to experience severe forms of abuse, including physical and sexual violence, which result in injury or death (Hester, 2018). Furthermore, they are more likely to experience repeated physical, emotional, or psychological abuse.

Between 2016 and 2018, 270 out of 366 domestic homicide victims, in Wales, who were killed by a current or ex intimate partner were female (ONS, 2019).

As required by the VAWDASV Act, the Welsh Government published its five-year national strategy in 2016. This was followed by publication of its national delivery framework and in 2019, the Welsh Government published national indicators for measuring progress against the Act.[10] The Welsh Government has published several guidance documents and national standards to help deliver commitments within its five-year strategy including:

- Whole Education Approach to Violence Against Women, Domestic Abuse and Sexual Violence in Wales Good Practice Guide
- Violence Against Women Domestic Abuse and Sexual Violence – Guidance for Governors
- National Advisers Annual Plan [4]
- Information and guidance on domestic abuse and sexual violence: Safeguarding older people (60+) in Wales
- National Training Framework Statutory Guidance
- Ask and Act Training Guidance
- Local Strategies Statutory Guidance
- Commissioning Violence against Women, Domestic Abuse and Sexual Violence Services Statutory Guidance
- National Standards for working with Perpetrators

15.3 Care and Support Needs

- There is a lack of understanding amongst professionals of the nature, effects and long-term consequences of Violence against Women, Domestic Abuse and Sexual Violence, leading to reduced confidence in professional contacts
- Both recognition and concern over the preventative and pastoral role of education in dealing with issues of Violence against Women, Domestic Abuse and Sexual Violence
- The lack of consistency and availability of safe interventions across the region aimed at holding perpetrators to account and providing opportunities to change behaviours
- The lack of specialist provision for children and young people who are experiencing Violence against Women, Domestic Abuse and Sexual Violence
- The persistent challenge to prioritise and resource early intervention and prevention
- Inconsistency of commissioning practices and sustainability of funding
- Complexity of current referral pathways resulting in confusion, response “overload” and duplication of services
- The lack of coordinated approaches to service provision and the need for an integrated referral pathway into services
- Lack of awareness amongst individuals experiencing Violence against Women, Domestic Abuse and Sexual Violence, their friends, families and professionals of what services are available and how to access information and support
- The inconsistency of service availability across the region leading to a “postcode lottery” of provision
- The lack of “whole family” approaches across the region
- The critical role of leadership and accountability for Violence against Women, Domestic Abuse and Sexual Violence across the region
- Recognition that what seem like opposing views are often a product of parties with a variety of roles seeing things through a different lens; a need to utilise and harness these ‘differences’ to work creatively and collaboratively cross sector in a solution focussed manner to best meet individual and family needs
- The need to maintain and sustain equal and respectful partnerships with professionals who are experts in their field, in particular agencies in the third sector who have a wealth of specialist knowledge, strategic expertise and operational skills
- The value of involving partners at an early stage and to work in partnership with service providers to co-produce the regional approach to addressing gaps in provision, avoiding duplication and maximising resources

15.4 Current and Future Care and Support Provision

- The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, together with the statutory guidance on commissioning sets the conditions and expectations for service developments in Wales

- There are several changes to centrally co-ordinated funding streams which aim to encourage multi-disciplinary collaboration in order to develop more innovative, cross cutting and service user orientated responses. They also lay the foundations for regional activity
- Through the MWW VAWDASV Strategy [5] the region has taken the first step to establish an agenda for commissioning and developing a range of services which can respond more fully to the spectrum of need [6]
- Services and resources in the region are insufficient to meet the full range of needs articulated in the Strategy and there is agreement that that it will be necessary to work collaboratively and innovatively to address gaps and to respond to unmet need [7]
- The strategy highlights the need for a fundamental change in understanding the cross-cutting nature and impact of VAWDASV to enable public services and the specialist VAWDASV sector to think differently about how resources can be maximised to support the implementation of the strategy [8]

For current care and support provision, please see Appendix 15B.

15.5 Gaps and Areas for Improvement

The following gaps and areas for improvement have been identified as being required:

- Adopt commissioning models that allow for flexibility and development to meet changing needs rather than prescriptive funding that limits creativity / innovation and results in services that are restricted in the services they can provide
- Development of a service model whereby any eligibility criteria associated with accessing service provision is based solely on a need to access rather than a level of risk, complexity, or the availability of services
- Involvement of survivors as integral to the commissioning process
- The need for increased regional collaboration across the public and third sector to identify and secure additional resources
- Recognition of the diversity of communities across Mid and West Wales and the importance of equality and diversity to be integral to commissioning of services
- The challenges of rurality to be recognised when commissioning services – acknowledgement of the true cost of delivering services in rural areas
- The need for equitable investment of resources across the region

15.6 The impact of the Covid-19 pandemic

During the COVID-19 pandemic in 2020-2021, a rapidly emerging literature suggests that levels of VAWDASV have been impacted by the COVID-19 public health

restrictions, including lockdown, shielding and social distancing regulations (Snowdon et al., 2020). Whilst the full picture of how the pandemic has impacted on VAWDASV is still to fully emerge, it appears likely that both the scale and nature of VAWDASV may have worsened, with rising 55 Wales Violence Prevention Unit VAWDASV Systematic Evidence Assessment [1] helpline contacts for all forms of VAWDASV and increased reports to emergency services in some areas for domestic abuse (Hohl and Johnson, 2020).

Calls to helplines have increased fivefold in some countries as rates of reported IPV have increased because of the COVID-19 pandemic. This is referred to as the shadow pandemic, as COVID-19 continues to strain health services, and violence is exacerbated in the home, essential services such as domestic violence shelters and helplines have reached capacity (United Nations, 2021).

Many prevention strategies and programming have been put on hold or been forced to adapt during the pandemic because of restrictions on movement, face to face interactions and public events. However, given the increasing number of reports of VAWDASV during the COVID-19 crisis, it is more important than ever to promote prevention through the transformation of norms, attitudes and stereotypes that accept and normalise violence. Also, while traditional avenues of prevention, such as face to face interactions are limited, new opportunities have emerged, multiple forms of media, online communications and many community mobilisation programmes involve delivering activities virtually (UN General Assembly, 2020), a number of interventions included in this report utilise online platforms (Real Consent and mHealth screening tools); these interventions may have particular relevance where face to face interactions may be limited.

COVID-19 has further exposed VAWDASV as a global emergency requiring urgent action. The pandemic has exposed the failure of efforts to prevent and respond to violence but also the deeply entrenched and systemic nature of VAWDASV.

As the pandemic continues, growing economic and social stress has an impact on everyone, but particularly women who often bear the additional burden of caring responsibilities, are more likely to hold insecure employment, in addition to being at increased risk of violence victimisation in the home. At the same time, restrictions on movement and social isolation measures increase women's vulnerability to violence and since lockdown measures were introduced, restricted access to support services, friends and family reduce survivors' access to support thus increasing the risk of harm (UN General Assembly, 2020).

15.7 Recommendations

The current commissioning landscape for VAWDASV in West Wales has recognised six key areas for development and improvement:

- i. Principles for Commissioning VAWDASV Services in the Region
- ii. Establishing a Shared Understanding of the Big Picture within the Region
- iii. Local and Regional Commissioning activity

- iv. Joint Commissioning and Pooled Budgets
- v. Gaps and Priorities
- vi. Governance, Leadership and Collaboration

For current legislation and regulations see Appendix 15A

For current care and support provision see Appendix 15B

For additional data see Appendix 15C

References:

- [1] REPORT (violencepreventionwales.co.uk)
- [2] Bystander-Experiences-of-Domestic-Violence-and-Abuse-during-the-COVID-19-Pandemic.pdf (violencepreventionwales.co.uk)
- [3] Violence against Women, Domestic Abuse and Sexual Violence | Violence Prevention Unit (violencepreventionwales.co.uk)
- [4] national-advisers-annual-plan-2020-21.pdf (gov.wales)
- [5] safer-lives-healthier-families-final-draft-mww-vawdasv-strategy-march-2018.pdf (gov.wales)
- [6] mww-vawdasv-commissioning-and-service-development-framework-final.pdf (cysur.wales)
- [7] mid-and-west-wales-vawdasv-regional-pathway-to-support.pdf (cysur.wales)
- [8] Cysur | Violence Against Women, Domestic Abuse and Sexual Violence
- [9] Domestic abuse victim characteristics, England and Wales - Office for National Statistics (ons.gov.uk)
- [10] <https://gov.wales/violence-against-women-domestic-abuse-and-sexual-violence-progress-report-2019-2020-html>



OLDER PEOPLE: Current Legislation and Regulations

The Strategy for Older People in Wales 2013 – 2023 was published by the Welsh Government in 2012, with the following vision:

- That all people in Wales feel valued and supported whatever their age.
- That all older people in Wales have the social, environmental and financial resources they need to deal with the opportunities and challenges they face.

The strategy aims to improve the wellbeing of older people around social, financial and environmental factors. Further information can be found here: <https://gov.wales/sites/default/files/publications/2019-06/the-strategy-for-older-people-in-wales-2013-2023.pdf>

Acknowledging that life experiences and daily reality vary greatly for people in their 50s to those in their 80s and over, in 2021 the Welsh Government published **Age friendly Wales: our strategy for an ageing society**

With one vision of:

- An age friendly Wales that supports people of all ages to live and age well.
- A Wales where everyone looks forward to growing older.
- A Wales where individuals can take responsibility for their own health and well-being whilst feeling confident that support will be available and easily accessible if needed.
- A Wales where ageism does not limit potential or affect the quality of services older people receive.
- A nation that celebrates age and, in line with the UN Principles for Older Persons, a nation that upholds the independence, participation, care, self-fulfilment and dignity of older people at all times.

Further information can be found here: <https://gov.wales/age-friendly-wales-our-strategy-ageing-society-html>

OLDER PEOPLE: Current Care and Support Provision

All partners in the region have continued to move towards a consistent model of care for older people based on the principles of wellbeing and prevention encapsulated in the SSWB Act and informed locally by a range of plans and strategies including Ageing Well plans, the Health Board's Integrated Medium Term Plan, Carmarthenshire County Council's 'Vision for Sustainable Social Services for Older People 2015-25 and the regional Statement of Intent for the Integration of Services for Older People with Complex Needs in West Wales (2014).

Delivery across the region is based around the three levels of service, which includes three 'offers' to individuals depending on their needs:

Offer 1: Help to Help Yourself

Provision of services to build resilience and independence of older individuals, helping people to help themselves and prevent the need for ongoing care.

Offer 2: Help When You Need It

Provide care and support to people so they can regain their previous level of independence after an illness or injury. Includes reablement and rehabilitation at home.

Offer 3: Ongoing Support

Includes services for people who require longer term care or support. Usually delivered through integrated assessment, providing multi-disciplinary professional support. Care support plans are based on the question 'What matters to you?' with outcome plans delivered accordingly.

Technology Enabled Care

Currently various technology enabled care programmes are being utilised across West Wales. These vary from using telehealth to monitor and support people with chronic conditions such as COPD and heart failure, to using telecare to monitor and prevent falls. Various technology enabled care programmes can help people to manage their conditions, increase confidence, and help people to live independently in their own homes for longer.

Current support services

Information, Advice and Assistance

A wide range of information and advice is available, to help people to achieve their outcomes by directing them to support available in the community.

Third Sector

There is a wide range of third sector services available, which promote independence, social engagement and inclusion.

Domiciliary Care and Support

There is rapid access to domiciliary care to provide care and support when it is needed, or on a longer-term basis.

Residential and Nursing Care

There are several residential and nursing care options available across the region, from extra care to EMI nursing. A significant proportion of older people living in the residential care setting in West Wales currently fund their own placement but may need financial support at a later date.

OLDER PEOPLE: Additional Data

Attendance Allowance

Total number of people aged over 65 receiving attendance allowance in Hywel Dda in November 2020 was 12,719 (6,490 in Carmarthenshire, 3,880 in Pembrokeshire and 2,354 in Ceredigion). As the likelihood of receiving attendance allowance increases with age, this will incur further costs with an aging population in the future.

Age Band	Carmarthenshire	Pembrokeshire	Ceredigion	West Wales
65-69	274 (4.22)	129 (3.32)	87 (3.70)	489
70-74	907 (13.98)	466 (12.01)	274 (11.64)	1,650 (3.84)
75-79	1,216 (18.74)	713 (18.38)	436 (18.52)	2,368 (12.97)
80-84	1,471 (22.67)	889 (22.91)	510 (21.67)	2,871 (18.62)
85-89	1,404 (21.63)	894 (23.04)	553 (23.49)	2,848 (22.57)
90+	1,215 (18.72)	786 (20.26)	493 (20.94)	2,497 (22.39)
Total	6,490 (100)	3,880 (100)	2,354 (100)	12,719 (100)

Table 6: Number of people receiving payment of attendance allowance for age groups in local authorities and West Wales (Nov 2020) [5]

Fuel Poverty

Fuel poverty is an increasing problem for many people and particularly older people. In addition to managing on a fixed income, the older the person is, the less likely they are to have central heating. This can have adverse effects on health and wellbeing and people diagnosed with respiratory diseases. Current data suggests that in future, older people will experience a much larger increase in fuel poverty than other age groups (as can be seen in figure 33 below) [4].

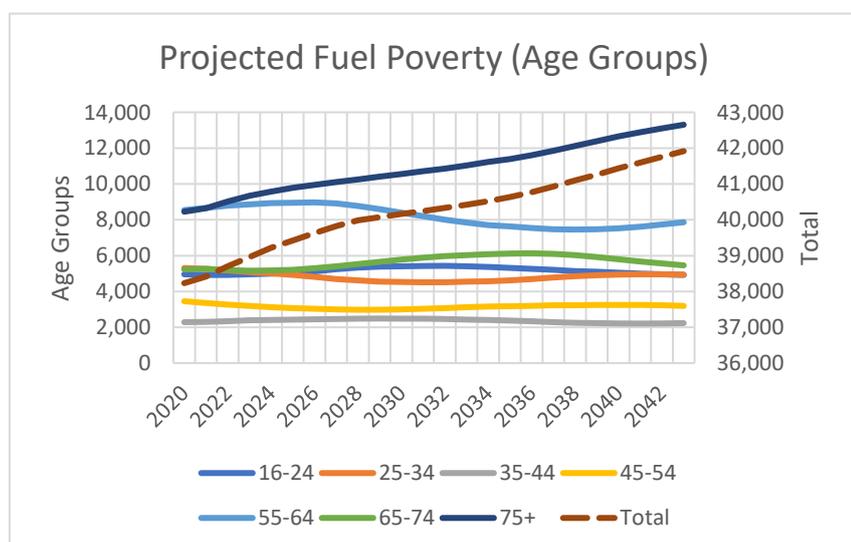


Figure 30: Total number of people projected to have fuel poverty in different age groups in HDdUHB

DEMENTIA: Current Legislation and Regulations

Listed below are plans, strategies, standards or good practice guides for implementing person-centred dementia support in Wales, rather than legislation:

Ageing well in Wales:

- Launched in 2014, Ageing well in Wales: An overview in a European perspective. Identified 5 priority areas to improve the health and wellbeing of older people in Wales:
 - Age friendly communities
 - Dementia supportive communities
 - Falls prevention
 - Loneliness and isolation
 - Opportunities for learning and employment
- Appropriate accommodation for older people can help to contribute to addressing all of the above.

Good Work Framework: A Dementia Learning and Development Framework for Wales:

- Passed in 2016, the overall aim is to support people to freely, creatively and responsibly identify and address their own specific learning and development needs within the context of their lives and circumstances.
- Intended to support what matters most to the people of Wales as well as the spirit and requirements of Welsh policy, legislation and guidance regarding the care, support and empowerment of people with dementia, carers and the health and social care workforce.

Dementia Action Plan for Wales:

- In February 2018 the Welsh Government published the Dementia Action Plan (DAP) 2018-2022. [Dementia action plan 2018 to 2022](#)
- The action plan sets out a clear strategy for Wales to be a 'dementia friendly nation that recognises the rights of people living with dementia to feel valued and to live as independently as possible in their communities'.
- The DAP is overseen by the Dementia Delivery Assurance and Implementation Group (DDAIG), members of which include people living with dementia and their families.

All Wales Dementia Care Pathway of Standards:

- In March 2021, Improvement Cymru published the All-Wales Dementia care pathway of standards. [The All Wales Dementia Care Pathway of Standards](#)
 - Directed by the requirements of the Dementia Action Plan for Wales

- Overseen by the Welsh Government Dementia Oversight Implementation and Impact Group (DOIIG).
- 20 standards have been designed to be dynamic by responding to evaluation and supporting evidence.
- The standards sit within 4 themes:
 - Accessible
 - Responsive
 - Journey
 - Partnerships and Relationship
- The standards have been developed using the Improvement Cymru Delivery Framework and it is anticipated that work will focus on developing a two-year Delivery Framework guide for the regions across Wales for the period April 2021 – March 2023.

THE NATIONAL HEALTH SERVICE (WALES) ACT 2006 The Primary Medical Services (Mental Health) (Directed Enhanced Services) (Wales) Directions 2017

(vii) early identification, effective management, advice and support for people with dementia and their carers; (viii) understanding the importance of timely diagnosis in dementia including advanced decision making and enduring or lasting powers of attorney;

<https://gov.wales/primary-medical-services-mental-health-directed-enhanced-services-wales-directions-2017-2017-no13>

DEMENTIA: Current Care and Support Provision

The Dementia Action Plan for Wales (DAP) sets out the Welsh Government's vision for creating a dementia friendly Wales, developed with those who know most about what needs to be done to improve truly person-centred dementia services – those with lived experience of dementia, their families and carers and service providers. As a result of views expressed in consultation and engagement processes the action plan is structured around outcomes which follow a pathway approach to dementia care to include the following:

- Risk reduction and delaying onset
- Raising awareness and understanding
- Learning and development
- Recognition and identification
- Assessment and diagnosis
- Living as well as possible, for as long as possible with dementia
- Care and support for increasing needs

As referenced in the main body of the chapter, to support implementation of best practice in alignment with the DAP, a Regional Dementia Strategy has been commissioned. Whilst recognising that the strategy will drive forward innovation and integration and identify gaps and areas for improvement, a range of services aligned with the aims of the DAP are available currently:

Risk reduction and delaying onset:

- Delta Connect – a telecare service providing individualised wellbeing assessment and personal stay-well plan

Raising awareness and understanding:

- A 3rd sector-led broad umbrella initiative – 'West Wales is Kind' campaign to incentivise random acts of kindness
- PAVS Dementia Supportive Communities Development Officer

Learning and development:

- Development of a dementia training framework

Assessment and diagnosis:

- Memory assessment services

Living as well as possible, for as long as possible with dementia:

- Fast Access Community Teams in all parts of West Wales providing multi-disciplinary support to people in their homes
- Admiral Nurse Team

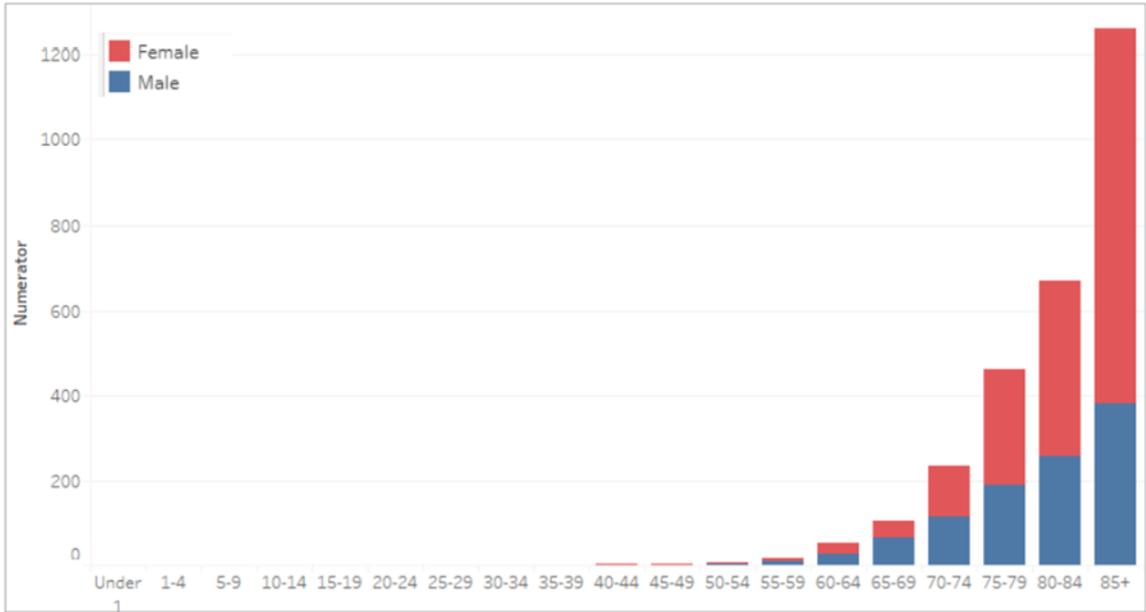
- Journey through dementia support groups

Care and support for increasing needs:

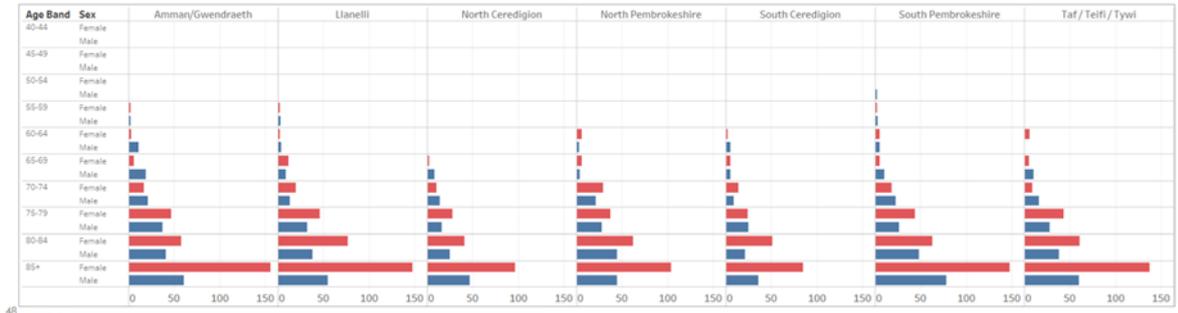
- Respite provision
- Dementia Well-being Community Team
- End-of-Life Care Service Provision including the following:
 - Paul Sartori and Marie Curie commissioned to deliver Advance Care Planning training
 - Marie Curie senior nurses help people with advanced dementia to access palliative and end of life care services in hospital, at home and in care homes across the region
 - Paul Sartori foundation provide education to a variety of audiences, including their own staff and others across the health board
 - Commitments from the DAP have been included in the Regional Palliative and End of Life Care strategy under development also

DEMENTIA: Additional Data

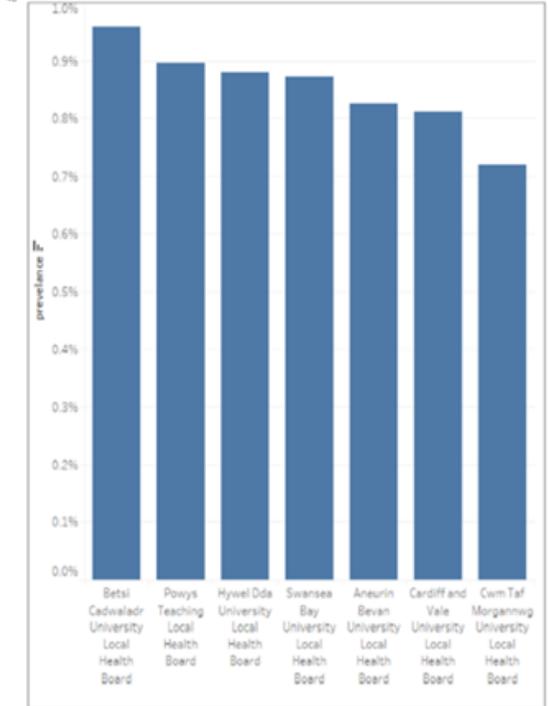
Dementia Data Charts and Graphs:



Source: GP QOF



Source: GP QOF and ONS



Figures 31, 32 and 33: Dementia Charts and Graphs (GP QOF)

UNPAID CARERS: Current Legislation and Regulations

There is a range of national legislation, policies and strategies in Wales aimed to support carers, including:

Welsh Government, Strategy for unpaid carers (2021)

The Welsh Government published a Strategy for Unpaid Carers in March 2021, which represents a renewed commitment to improving the recognition of and support to unpaid carers in Wales. It sets out revised national priorities for unpaid carers which have close alignment to the regional Carers strategy in West Wales. The 4 Welsh Government priorities are:

- *Priority 1:* Identifying and valuing unpaid carers
- *Priority 2:* Providing information, advice and assistance
- *Priority 3:* Supporting life alongside caring
- *Priority 4:* Supporting unpaid carers in education and the workplace

[Strategy for unpaid carers](#)

[Ministerial Advisory Group for Carers](#)

[Monitoring the implementation and progress of the delivery plan](#)

[Social Services and Well-being \(Wales\) Act 2014](#)

[Carers Wales Track the Act](#)

The Primary pillars of the act are:

- **Voice and control** – putting the individual and their needs at the centre of their care; giving them a voice in, and control over, reaching the outcomes that help them achieve wellbeing.
- **Prevention and early intervention** – increasing preventative services within the community to minimise the escalation of critical need.
- **Well-being** – supporting people to achieve their own wellbeing and measuring the success of care and support.
- **Co-production** – encouraging individuals to become more involved in the design and delivery of services.

Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental and cultural well-being of Wales. It will make the public bodies listed in the act think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. To make sure everyone is working towards the same vision, the act has 7 well-being goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

[Well-being of future generations act: the essentials](#)

Welsh Government, A Healthier Wales (2019)

<https://gov.wales/sites/default/files/publications/2019-10/a-healthier-wales-action-plan.pdf>

The strategy is focussed on changing five key areas of health and social care:

- i. The health and social care system will work together so that people using them won't notice when they are provided by different organisations.
- ii. Services will shift out of hospital into communities and services which stop people getting ill by detecting things earlier or preventing them altogether will be increased.
- iii. Systems to measure what really matters to people will get better and will be used to work out which services and support work well and which ones need to be improved.
- iv. Wales will be a great place to work in health and social care and more will be done to support carers and volunteers
- v. To make our services work as a single system, we need everyone to work together and pull in the same direction.

The National Outcomes Framework for people who need care and support and carers who need support (2019)

[National Outcomes Framework Indicator Report \(gov.wales\)](#)

The key objectives for the national outcome's framework are:

- To set the national direction to promote the well-being of people who need care and support and carers who need support in Wales.
- To describe the important national well-being outcomes that people who need care and support and carers who need support should expect in order to lead fulfilled lives.
- To provide greater transparency on whether services are improving well-being outcomes for people who need care and support and carers who need support in Wales using consistent and comparable indicators.

UNPAID CARERS: Current Care and Support Provision

1. Current work and important initiatives in the West Wales Region

A full breakdown of the work that is being carried out in West Wales under the guidance of the WWCDG can be found in Annual reports produced by the group. These annual reports provide full detail on all the actions and programmes delivered through the carers programme by WWCDG:

[WWCDG-Annual-Report-2021-21-FINAL.pdf \(wwcp.org.uk\)](#)

[WWCDG-Carers-Annual-Report-2019-20-FINAL.pdf \(wwcp.org.uk\)](#)

[WWCDG-Carers-Annual-Report-2018-19-final-version.pdf \(wwcp.org.uk\)](#)

2. Current support services

A range of care and support services are in place across the region to support carers. Some services are commissioned individually by statutory bodies and others are jointly commissioned on a county or regional basis. The WWCDG provides a key forum for partnership working between the commissioning bodies and ensures collaboration on the development of plans for utilisation of Welsh Government grant funding, e.g., Integrated Care Fund and Carers grants.

The West Wales Carers' Development Group (WWCDG) has been able to coordinate several important pieces of work, including:

- Providing young carers with access to a comprehensive information service and enabling them to notify supermarkets, pharmacies, teachers and others that they have caring responsibilities.
- Continued roll-out of the Investors in Carers' Scheme, increasing the awareness of professionals across sectors including primary, community and acute health care, schools, libraries, social care, Job Centre Plus and third sector organisations of the needs of carers. Over 120 settings are currently participating in the scheme and many more are working towards their award. The scheme also enables people to register as a carer with their GP, leading to the offer of a referral to the local Carers' Information Service which can provide additional information, advice and support
- Deployment of Carers Officers (employed by the third sector) within hospitals to support health professionals to identify unpaid carers, improve their involvement in the discharge process and provide information and support.
- Continued delivery of the Introduction to Looking After Me (I2LAM) programme for carers across West Wales, helping carers learn new skills and take care of their own health while looking after someone else.
- Roll-out of the Carers' Resilience and Wellbeing Programme, providing carers with a 'what matters' conversation and appropriate support including preventative interventions and respite

- Establishment of the regional Carers Support Innovation Fund offering third sector organisations with short-term funding to deliver support for carers. Initiatives supported include physical fitness sessions, sports reminiscence events, online craft and social sessions and targeted support for older carers
- Roll-out of the Employers for Carers (EfC) scheme in West Wales providing access to a range of resources for statutory and third sector partners. This has enabled organisations to review policies and procedures through a carers' lens and offer practical support to employees with caring responsibilities through the introduction of carers passports and staff networks
- Various digital inclusion initiatives to assist carers during the pandemic, including the Pembrokeshire Digital Connections Partnerships supporting people, including carers, to access digital equipment and technology

3. Support and Care Services

In addition to the programmes of work carried out under the WWDCG funded Welsh Government grant programmes, there are also several support and care services available to carers which are commissioned by Hywel Dda UHB and Local authorities. These can be broadly broken down into services that support:

- Identification and recognition
- Advice and information
- Assessment of carers needs
- Practical support (for example replacement care, help around the home, shopping)
- Advocacy
- Condition specific support for the carer and the person they care for

4. Local Authority and Community

In addition to the specialised health support and services provided by Hywel Dda UHB, there are several other support mechanisms provided by local authorities:

- **Universal services** - For example leisure centres, community centres, libraries, adult education opportunities although it is recognised that these services do not yet provide consistent equal access to people with LD
- **Preventative services** - Council grant funding supports the growth of alternative community services that are co-produced with members of communities enabling people to build upon their own individual strengths and resources. These include good neighbour schemes, luncheon clubs, community enterprises, community/ voluntary services
- **Day Opportunities** - Providing social contact and stimulation, reducing isolation and loneliness, maintaining and / or restoring independence, offering activities which provide mental and physical stimulation, providing care services, offering low-level support for people at risk
- **Respite provision** - Short breaks/respite are a key commitment in recognition that planned breaks are an essential part of supporting families

- **Commissioned Services** - Individually commissioned supported living arrangements which enable people with learning disabilities to live in their own tenancies with support at varying levels, and residential services which include both the provision of accommodation and care on site, with care being available 24 hours per day. Advocacy services are commissioned across the region; and
- **Direct Payments** -These provide another way for individuals to access a range of opportunities by being able to choose who provides the services they need

5. Response to the COVID-19 Pandemic

In West Wales, the local authorities and third sector organisations have responded very well to the Covid-19 pandemic, quickly adapting their services and in some cases moving activities online.

For example, the Newport Carers group in Pembrokeshire went from meeting face-to-face to meeting on Zoom, supported by a Community Connector. As a result, the Carers group became more accessible to Carers across the County, attracting new Carers looking for online peer support.

Another example is Ceredigion Carers Unit who provided a full programme of workshops, training and discussions around Carers rights over the last six months of 2020-21.

All young Carers services have continued to operate and adapted ways of working, utilising Zoom, WhatsApp and Microsoft Teams.

Regular contact has been maintained with young Carers and their families to address issues.

All services have observed a decline in both young people's and parents' mental health over the year and services have responded by offering appropriate support.

UNPAID CARERS: Additional Data

The 2019 GP Patient Survey (England) found that unpaid carers are more likely to report having a long-term condition, disability or illness than non-carers (63% of unpaid carers compared to 51% of non-carers).

Based on a national calculation conducted by carers UK and Sheffield University in 2015 (Buckner and Yeandle, 2015), the cost of replacing unpaid care in West Wales, can be estimated at £924m. This exceeds the NHS annual budget for the region which is almost £727m (Hywel Dda UHB, 2016a).

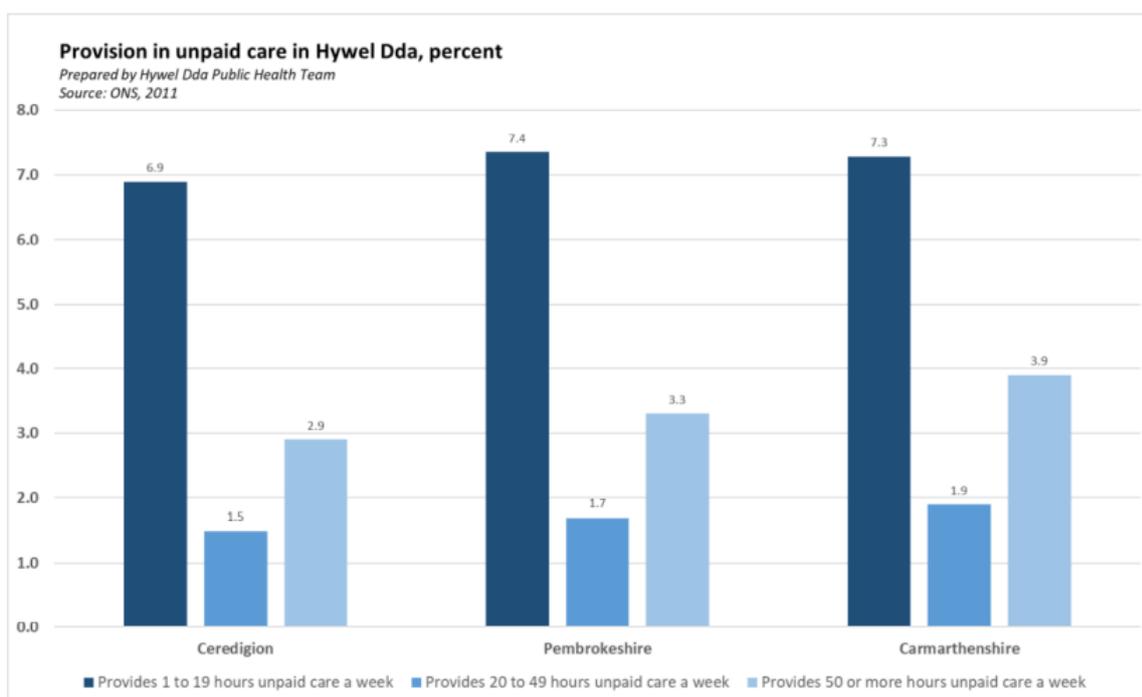


Figure 34: Provision of unpaid care in Hywel Dda UHB, ONS 2011

LEARNING DISABILITIES: Current Legislation and Regulations

There are many policies in Wales supporting how people with LD live their lives. We want to make sure we are part of creating and shaping how these policies support people with a learning disability to have the best lives. There are many generic policies that focus on the whole of the population, however, there are specific acts and programmes that are aimed at people with LD, these include:

Social Services and Well-being (Wales) Act 2014

The Primary pillars of the act involve:

- **Voice and control** – putting the individual and their needs at the centre of their care; giving them a voice in, and control over, reaching the outcomes that help them achieve wellbeing.
- **Prevention and early intervention** – increasing preventative services within the community to minimise the escalation of critical need.
- **Well-being** – supporting people to achieve their own wellbeing and measuring the success of care and support.
- **Co-production** – encouraging individuals to become more involved in the design and delivery of services.

Additional Learning Needs and Education Tribunal (Wales) Act 2018

The act provides a unified legislative framework to support all children of compulsory school age or below with additional learning needs. The act focuses on:

- An integrated, collaborative process of assessment, planning and monitoring that facilitates early, timely and effective intervention.
- A fair and transparent system for providing information and advice, and for resolving concerns and appeals.

Learning Disability – Improving Lives Programme 2018

A single cross-cutting strategy to inform all decision-making and to provide a framework for improving the lives of people with LD. The programme focuses on the strategies and evidence to improve five priority areas and address inequalities where they exist. The priority areas include:

- Early years and children
- Housing
- Social care
- Health and well-being
- Skills, education and employment

LEARNING DISABILITIES: Current Care and Support Provision

A range of care and support services are in place across the region to support adults with LD to live fulfilled lives within the community.

1. 'A Change in Approach': Coproduction and Involvement

Following the 2015 PNA particular focus has been placed on developing an ethos of co-production. The support and care services have aimed to include people with LD in all aspect of the care and support delivery plans in West Wales. The focus on co-production has led to the presence of service users on committees such as the RILP and the formulation of the 'Dream Team' and production of the West Wales LD Charter.

DREAM TEAM

The Dream Team is a collaboration of people and members from the Pembrokeshire and Carmarthenshire People First charities, together with representatives from Ceredigion. The members of the Dream Team consist of citizens with first-hand experience of living with a LD. The Dream Team are a group of individuals with an LD who advise care providers and the local authorities on what really matters, to hold the services to account and to ensure that the care and support needs that matter most to people with LD are being met.

LD Charter (<https://www.ldcharter.com/>)

Over the past 5 years, the LD community in Carmarthenshire, Pembrokeshire and Ceredigion have worked together to develop a Charter – a simple list of things they expect, and need, to live fulfilling lives.

"The West Wales LD Charter brings together our rights, our needs, and our wants, in a simple document aimed at everyone in our community. "It covers crucial areas like support, health and relationships, and brings them all together in a document anyone can – and should – sign up to. "I wasn't sure about using the words "we demand" – but we do! It's only fair that we demand to be treated like everyone else, to have a social life, to do things that fulfil us, and to be treated with dignity and respect."

James Dash, Co-Chair of the Learning Disability Programme Group

The West Wales LD Charter has been developed with support from the Welsh Government's Intermediate Care Fund, the West Wales Care Partnership, and Pembrokeshire College. It is supported by the County Councils of Carmarthenshire, Ceredigion and Pembrokeshire, and the Hywel Dda University Health Board. The Charter has been developed and led by the Dream Team, people with LD's, and not professionals, social services or even charities. The Dream Team are also involved in holding people to account. They visit businesses and organisations to get them to sign up – and checking that they really do follow through on their commitments.

The LD charter underpins all the future planning and provision for LD services in West Wales and has been designed by people with LD for people with LD.

2. Current work and important initiatives in the West Wales Region

In combination with the LD charter and co-production approach, several other initiatives have been put into action. These projects have had capital investment and are all designed to address the varying gaps and needs outlined by the previous PNA. The key to these initiatives is to ensure that citizen's voices are heard/listened to and ensure citizens can access the right information, when it is needed, in the way they want it and use this to manage and improve their well-being.

2.1 Health check champions

PwLD supporting their peers to access Annual Health Checks thereby, reducing prevalent health inequalities.

2.2 Tech apps

Co-producing accessible digital solutions to paper-based systems such as Health Passports and Care Plans and access to other on-line support, such as travel information.

2.3 Repatriation and Progression project

A virtual team reviewing residential care placements to develop appropriate alternatives to long-term institutional care in -line with individual assessed needs.

2.4 Regional LD Employment and training project

Support to address limited opportunities for people with LD to engage in volunteering or paid work as identified in the LD Strategies across the region, by scaling-up a successful pilot in Pembrokeshire.

2.5 Exercise buddies

Increasing the health and well-being of adults with a learning disability and their parents/carers, by developing a range of supported exercise and activity groups.

2.6 Supported accommodation

Improving access to supported accommodation through improved policies, systems, processes and engagement with Registered Social Landlord (RSL) partners.

2.7 Transformation of day opportunities

An engagement programme to develop a future model of day opportunities. Aimed at transforming day opportunities by developing alternative delivery models and piloting of new ways of working.

2.8 Prime of our lives

Developing partnerships, disseminating information, sharing experiences, providing mechanisms to ensure that the voices of older people with learning disabilities are heard and responded to.

2.9 Carms PBIS

Local services that support PwLD and their families, to reduce reported incidents of challenging behaviour, number of placement breakdowns and high cost of out of county placements.

2.10 LD Innovation Fund

Opportunities to test alternative service delivery models to support and empower those with learning disabilities by piloting innovative and co-produced services that meet gaps in provision.

3. Hywel Dda UHB Support and Care Services

Across Hywel Dda UHB there are a range of services and specialists that help to care and support people with LD, these include: Consultant psychiatry, psychology, community nursing, Speech and Language Therapy, Occupational Therapy and Physiotherapy. In addition, there are several services specifically available to the LD community across the Hywel Dda UHB to help ensure people with LD have access to the services and care they need and minimise any health inequalities. These include:

3.1 Community Team Learning Disability (CTLD) service

There are four Community Team Learning Disability (CTLD) services across the Hywel Dda area. The teams work together and are made up of learning disability nurses; occupational therapists; physiotherapists; speech and language therapists; psychologists; psychiatrists; behaviour practitioners; and social workers. The teams also work in the community supporting primary care, GPs and private providers, including clients in supported living and residential units, while also supporting individuals living on their own. The teams also support carers, families, and day services.

3.2 Learning Disability Health Liaison Service for adults and children

The Learning Disability Health Liaison Service is for adults and children with learning disabilities who are having or due to have hospital treatment and may need advice and support.

- Provides training to staff about the needs of people with LD.
- Provides advice about following the LD pathway and using the 'Care Bundle'
- Liaise with the hospital staff to ensure that reasonable adjustments are in place
- Provide advice and support to individuals and their carers during their hospital admission
- Provide support to ease communication between the patient, carers, and hospital staff

3.3 PMLD/Complex Health Needs Clinic

A new clinic due to be commissioned. The PMLD/complex health needs clinic aims to ensure that people with profound and multiple learning disabilities have access to consistent high-quality health support from the Learning Disabilities Service. Individuals are identified by members of the CTLD and referred to the PMLD Pathway. Aims and objectives of the clinic are:

- Identify individuals who require multiple specialist LD health professionals.

- Complete coordinated assessments and reviews in clinic setting
- Complete MDT care plan to meet complex needs and share with SU/carers/families
- Identify interventions required and training needs for carers/families
- Signpost to other professionals as required

3.4 Learning Disability Intensive Support Team (LDIST)

The Learning Disability Intensive Support Team (LDIST) is a pilot scheme. The LDIST consists of LD and MH nurses and health care support workers to provide intensive or additional support for adults with LD during a time of need. Support is available for a limited period to help manage or overcome a certain issue, problem or change. The support may include advice over the telephone, individually, in groups, by observational methods, assessments, via direct support, short term treatment, training to carers or through meetings. The LDIST work closely alongside CLDT and provide support that requires an increased level of input for a short and focused amount of time. The LDIST is community based, supporting people with LD/ their families or their care providers where they ordinarily live to continue delivery of care over the longer term.

The specific care and support options do vary across the different LA, with specifics available from: Carmarthenshire family information service, Pembrokeshire People First and Ceredigion Community Team for Learning

LEARNING DISABILITIES: Additional Data

Current data (Feb 2021) from the Department of Works and Pensions indicate that the number of families claiming financial support on behalf of a child or young person (aged 0 to 16), in terms of Disabilities Living Allowance (DLA), is 1,199 (202 in Ceredigion, 460 in Pembrokeshire and 533 in Carmarthenshire). Despite the prediction of the numbers of Children and Young people with LD remaining constant, West Wales has seen a steady increase in the number of people claiming DLA over the last 5 years (see figure 38).

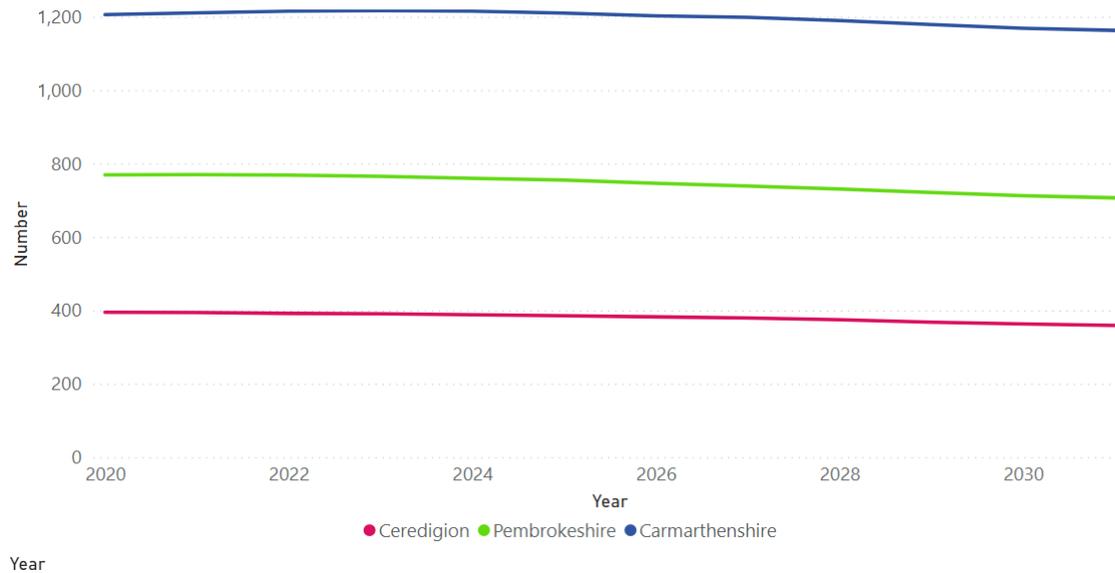


Figure 35: Projection of number of children and young people with moderate LD across the LA in West Wales [Projection based on models provided by Social Care Wales Population Projection Profile, www.daffodilcymru.org.uk]

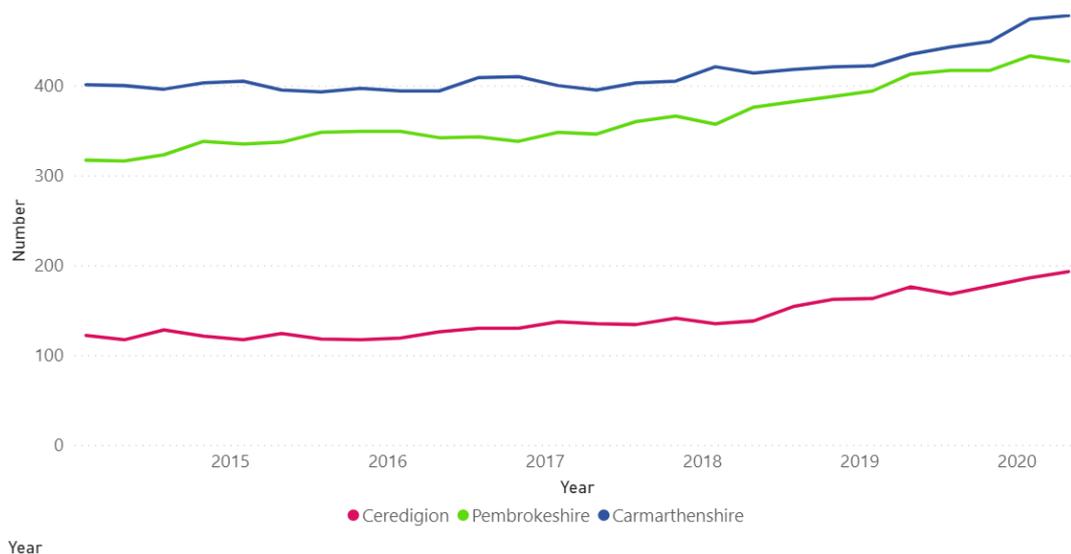


Figure 36: Number of children or young people (aged 0-16) entitled to Disability Living Allowance in West Wales [data collected from the department of works and pension, <https://stat-xplore.dwp.gov.uk>]

AUTISM: Current Legislation and Regulations

As an alternative to a separate Autism Bill, The Welsh Government developed a Code of Practice for Autism which highlights and reinforces existing duties of the Social Services and Wellbeing (Wales) Act 2014 and the NHS (Wales) Act 2006 in respect of Autistic people, which can be found here:

<https://gov.wales/code-practice-delivery-autism-services-0>

In 2019 the Welsh Government published a refresh to the original action plan published in 2008, which can be found here:

<https://gov.wales/sites/default/files/publications/2019-03/refreshed-autistic-spectrum-disorder-strategic-action-plan.pdf>

AUTISM: Current Care and Support Provision

In March 2016, as part of the refreshed Autistic Spectrum Disorder Strategic Action Plan the Welsh Government announced that it would be funding a new national Integrated Autism Service (IAS), information on which can be found here: <https://autismwales.org/en/integrated-autism-service/>

The service was developed across Wales following consultation with autistic people, carers and professionals which highlighted the lack of support available for autistic people who did not meet the criteria for mental health and learning disability services.

The West Wales Integrated Autism Service (WWIAS) established in 2019 and is a joint service delivered by Hywel Dda University Health Board in partnership with the local authorities of West Wales.

It offers diagnostic assessment for adults who do not have a significant learning disability or mental health problem and a range of support for autistic people, their families, including unpaid carers and advice for professionals. Further information can be found here: <https://fis.carmarthenshire.gov.wales/disability-autism/autism/>

AUTISM: Additional Data

The availability of data specific to autism spectrum disorders is limited, as its collation and disaggregation is in the early stages. As and when data is available, it will be added to the chapter.

CHILDREN and YOUNG PEOPLE: Current Legislation and Regulations

There is a range of legislation, policies and guidance relating to children, which include the following:

The Children Act 1989 (as amended):

<https://www.legislation.gov.uk/ukpga/1989/41>

The essentials of this piece of legislation are –

- To allow children to be healthy.
- Allowing children to remain safe in their environments.
- Helping children to enjoy life.
- Assist children in their quest to succeed.
- Making a positive contribution – to the lives of children.
- Achieving economic stability for our children's futures.

The Children and Social Work Act 2017:

<https://www.legislation.gov.uk/ukpga/2017/16/contents/enacted>

This Act intends to improve support for looked after children and care leavers, as well as promoting the welfare and safeguarding of children. It sets out corporate parenting principles for the local authority to be the 'best parent it can be' to children who are in its care. Local authorities are, under this Act, obliged to publish their support offer to care leavers and promote any educational attainment of children who have been adopted or placed in long-term care arrangements.

Keeping Children Safe in Education 2021:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1021914/KCSIE_2021_September_guidance.pdf

This document outlines statutory guidance for keeping children safe in schools and colleges. It is an update from the 2016 document. It is organised into five parts:

- Safeguarding information for all staff
- Management of safeguarding
- Safer recruitment
- Allegations of abuse made against teachers and other staff
- Child-on-child sexual violence and sexual harassment

The Education Act 2002: <https://www.legislation.gov.uk/ukpga/2002/32/contents>

The Education Act 2002 places a duty on educational settings such as schools and colleges to ensure that the safeguarding and welfare of children is paramount to the way in which their setting functions. Specific duties are placed on local education authorities and governing bodies under Section 175 of the Act, which maintains that:

- The local education authority must make arrangements for ensuring that their responsibilities in terms of safeguarding are exercised so that children are safe and that their welfare is promoted.

- The governing body of a school should make arrangements to ensure that their functions concerning the school's conduct are exercised with a view of safeguarding and promoting the welfare of children who attend the school.
- The governing body of a school should ensure that staff receive adequate training related to the safeguarding and promotion of the welfare of children.

The Equality Act 2010: <https://www.legislation.gov.uk/ukpga/2010/15/contents>
The Equality Act 2010 aims to protect people or groups of people who have one or more 'protected characteristics. These protected characteristics are features of people's lives upon which discrimination, in the UK is now illegal. The protected characteristics listed in the Act are:

- Age
- Disability
- Sexual orientation
- Sex
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief

The Children and Families Act 2014:

<https://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

This Act aims to ensure that greater protection is available for children who have been classed as vulnerable. It includes children who may be in foster care and those who are looked after or have additional needs. The Act also ensures that an Education, Health and Care Plan is produced for any child who has been identified as having additional needs.

The Human Rights Act 1999:

<https://www.legislation.gov.uk/ukpga/1998/42/contents>

Human rights within the United Kingdom are protected by the Human Rights Act 1998, which means that if an individual believes that their human rights have been breached, they can take action against this in a court of law. Examples of rights that are contained within the Act, known as 'Articles' are:

- The right to freedom from torture and inhumane or degrading treatment or punishment
- The right to liberty and security
- The right to freedom of thought, conscience and religion
- The right to freedom of expression
- The right of access to an education

CHILDREN and YOUNG PEOPLE: Current Care and Support Provision

Children and young people will have a range of care and support needs depending on their personal circumstances. Broadly speaking, this range will encompass:

- Universal needs - for example, information and advice, low level family support, preventative services such as health visiting, early ante-natal provision, dietetic support and advice, childcare and careers advice
- Additional needs and early intervention - such as improvement support for families, youth engagement, supporting young people into education and training, education inclusion and welfare
- Multiple needs requiring coordinated multi-agency support to support children and families to address complex and/ or entrenched needs
- Need for remedial intervention to support children at risk

The Right Help at the Right Time Framework



Figure 37: Needs of Children, Young People and Families

CHILDREN and YOUNG PEOPLE: Additional Data

When developing the chapter, some data was awaiting release, such as that from the 2021 Census and some data had not been gathered during the pandemic to the level required. In some instances, data has been difficult to source, such as that on the impact of adverse childhood experiences (ACEs). As and when data is available, it will be added to the chapter including that for:

- Levels of and impact of deprivation
- Numbers in receipt of free school meals
- Levels of attainment
- Numbers receiving support from emotional and wellbeing services (Mental Health)
- Numbers and outcomes for care leavers
- Numbers of children in foster care
- Impact of ACES

MENTAL HEALTH: Current Legislation and Regulations

There are many policies in Wales supporting how people with mental health issues live their lives. Specific acts and programmes that are aimed at people with mental health issues include:

Together for Mental Health: A Strategy for Mental Health and Wellbeing in Wales

The Welsh strategy is outlined in [Together for Mental Health: A Strategy for Mental Health and Wellbeing in Wales](#). Together for Mental Health sets out the ambitions for improving mental health in Wales and sets out the vision for 21st century mental health services. This is the first mental health strategy for Wales to cover all ages; previously there have been separate strategies for children, adults and older people, but feedback has suggested that transition between services can break down, so combining the age groups aims to eliminate boundaries. A New Mental Health Partnership Board (NPB) is being established to oversee delivery of the strategy.

The Together for Mental Health Delivery Plan

The Together for Mental Health Delivery Plan 2019-2022 was produced as part of Welsh Governments strategy to improve mental health and wellbeing in Wales. In response to the COVID-19 pandemic, the Together for Mental Health Delivery Plan 2019-2022 was reviewed in 2020. The aim of the [review](#) was for the Welsh Government and partners to respond to the impacts of COVID-19 to ensure that the people of Wales have access to appropriate mental health support during the pandemic.

MENTAL HEALTH: Current Care and Support Provision

Care and support provision

Since 2010 and the introduction of the [Mental Health \(Wales\) Measure](#), the majority of mental health cases are treated at the primary care level. This is to promote early intervention, to reduce the likelihood of their condition deteriorating and needing further secondary mental health services.

Current support services

Care, services and support needs for people with mental health issues in West Wales are coordinated by Local Primary Mental Health Support Services (LPMHSS) and Community Mental Health Teams (CMHTs).

Local Primary Mental Health Support Services and Community Mental Health Teams

The introduction of Local Primary Mental Health Support Services (LPMHSS) aimed to increase the availability and uptake of mental health services at the primary care level, as well as improving integration of services, and working with GPs and practice staff to provide support and training.

Community Mental Health Teams (CMHTs) in West Wales are a partnership between Hywel Dda University Health Board and Social Services and provide the point of referral for those requiring access to secondary mental health services. CMHTs have a duty to assess anyone experiencing mental health issues which are affecting their ability to lead their life.

Third Sector

The health board and local authorities continue to commission a range of third sector organisations to support people with mental health issues such as advocacy services, information and advice, activities, healthy lifestyles and a range of supported accommodation and tenancy related support services.

Mind is a mental health charity that operates throughout West Wales. They provide advice and support to empower anyone experiencing a mental health problem. They also campaign to improve services, raise awareness and promote understanding. Mind services operating in West Wales are Pembrokeshire Mind, Carmarthenshire Mind and Mind Aberystwyth.

Other third sector organisations operating in West Wales include Hafal, which works with individuals recovering from mental health problems, with a special emphasis on those with serious mental illness, and FRAME, which provides around 80 people a week the opportunity practice work and train new skills.

West Wales Action for Mental Health (WWAMH) is a mental health development organisation in West Wales. It provides a range of services to voluntary groups, carers and individuals who require support around mental health in the West Wales region and seeks to improve the services and opportunities available to people with mental health problems, their families and carers.

Twilight Sanctuaries

Twilight sanctuaries are part of the service provided by Mind. They are designed to offer support to people at risk of deteriorating mental health outside of normal office hours. Currently in West Wales, there are twilight sanctuary services in Llanelli and Haverfordwest, with plans for 3rd Twilight sanctuary to be implemented in Ceredigion soon. This will mean a twilight sanctuary in each of the three local authority areas by December.

MENTAL HEALTH: Additional Data

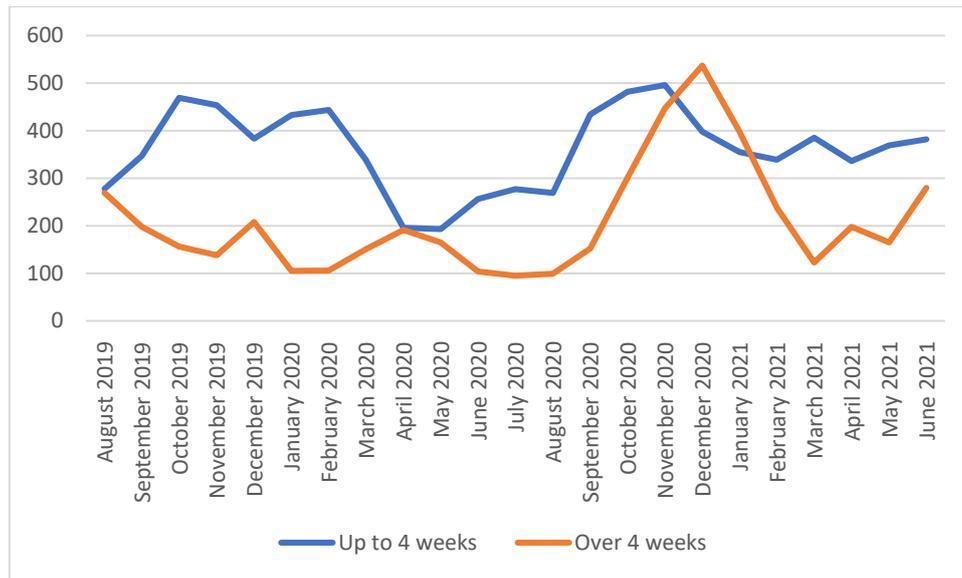


Figure 26: sCAMHS pathways waiting time for first appointment (up to 4 weeks, compared to over 4 weeks) in Wales.

Figure 41 below shows the percentage of people aged 16+ years free from common mental disorders in each of the counties compared to Wales and West Wales. The prevalence of common mental disorders is around 16% in each of the local authorities and in Wales according to the data, with slightly lower prevalence in West Wales than in Wales as a whole. [7]

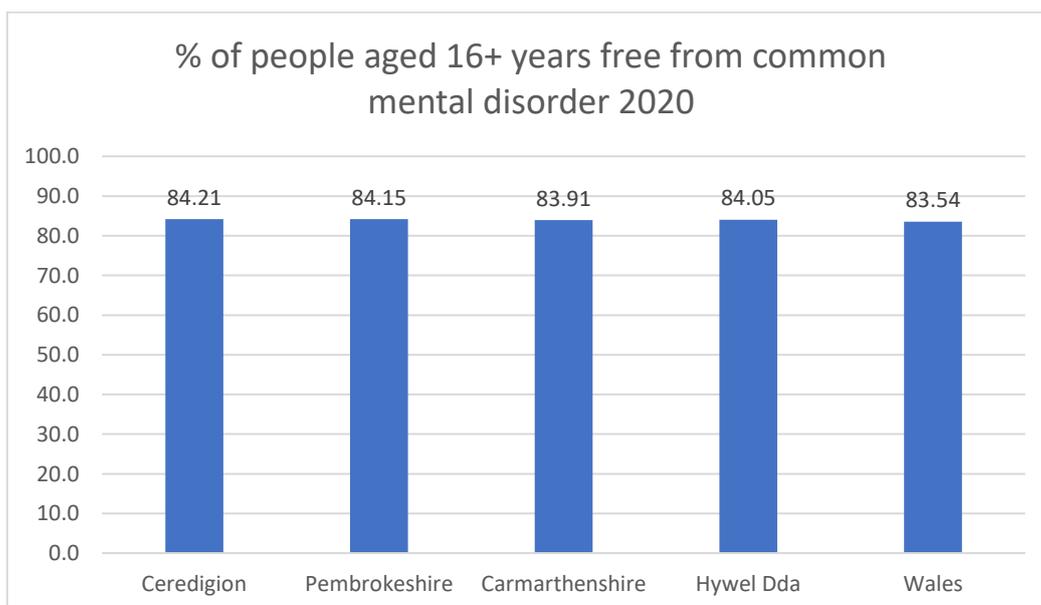
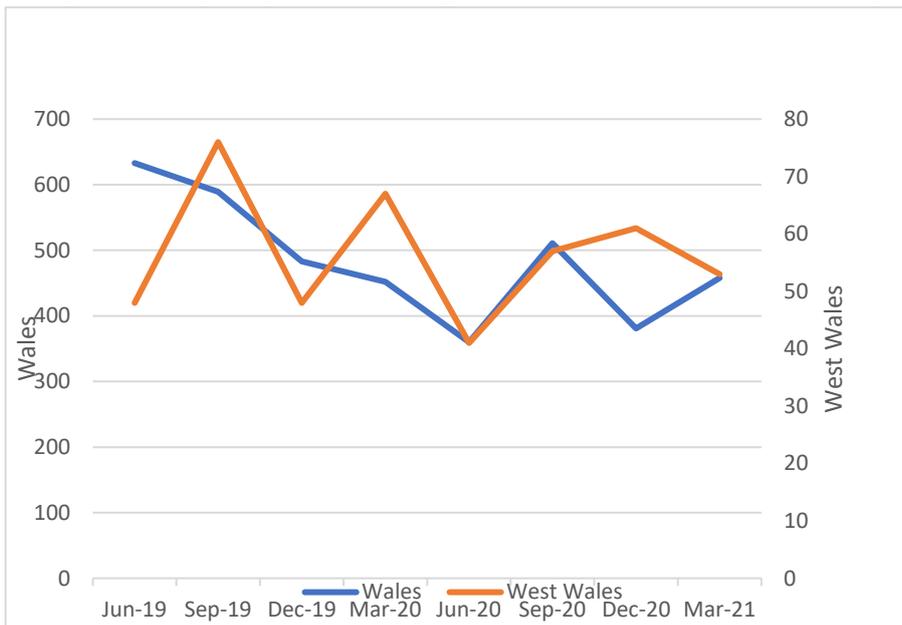


Figure 38: Percentage of people aged 16+ years free from common mental disorders in West Wales local authorities compared to Wales and West Wales as a whole, 2020

The total number of section 135 and 136 detentions in Wales have fluctuated from 2019 to 2021 (figure 42), ranging from a high of 633 per quarter in June 2019 to a low of 360 per quarter in June 2020. Detentions in West Wales have ranged from a high of 76 per quarter in September 2019 to a low of 41 per quarter in June 2020.



Overall, the total detentions in Wales seems to have decreased slightly over the past two years, whereas rates in West Wales have remained around the same.

Figure 39: Section 135 and 136 detentions in Wales and West Wales by quarter

The total patients in mental health hospitals and units with a mental illness have decreased in both Wales and West Wales from 2009 to 2019, although since 2013, this figure has remained relatively stable in West Wales, at around 110 to 125 patients (Figure 43). [7]

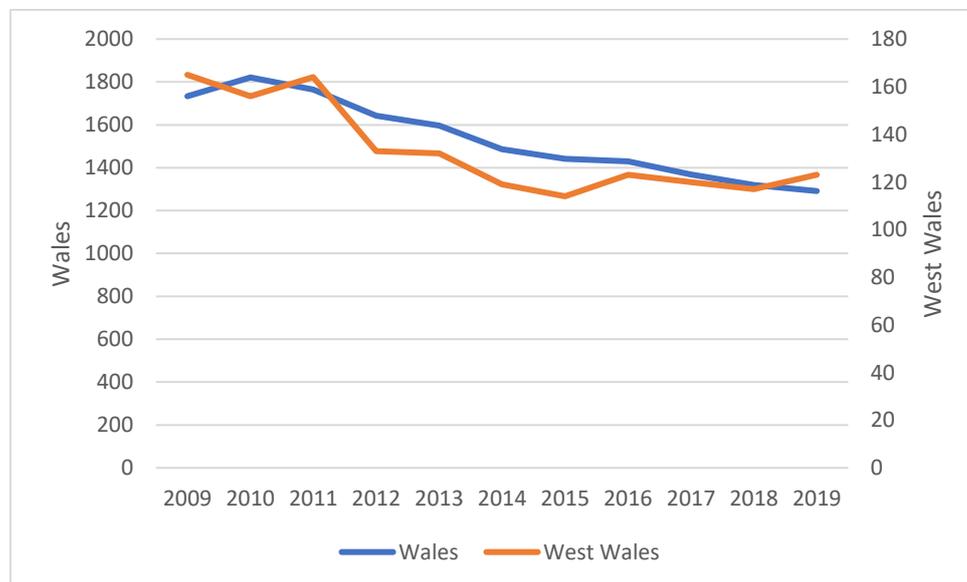


Figure 40: Patients in mental health hospitals and units in Wales with a mental illness

Deprivation of Liberty Safeguard (DoLS) Requests

The total number DoLS requests from 2017 to 2020 is shown in figure 44 below, for each local authority. The total number of requests has increased in both Carmarthenshire and Pembrokeshire since 2017, while remaining at around the same

level in Ceredigion (Figure 1.2) [8]. The main group of individuals with DoLS applications were older people, with 87% of applications made against someone over the age of 65 in 2019-20. Overall, the total number of DoLS requests has been increasing in West Wales, from 598 in 2017-18 to 832 in 2019-20.

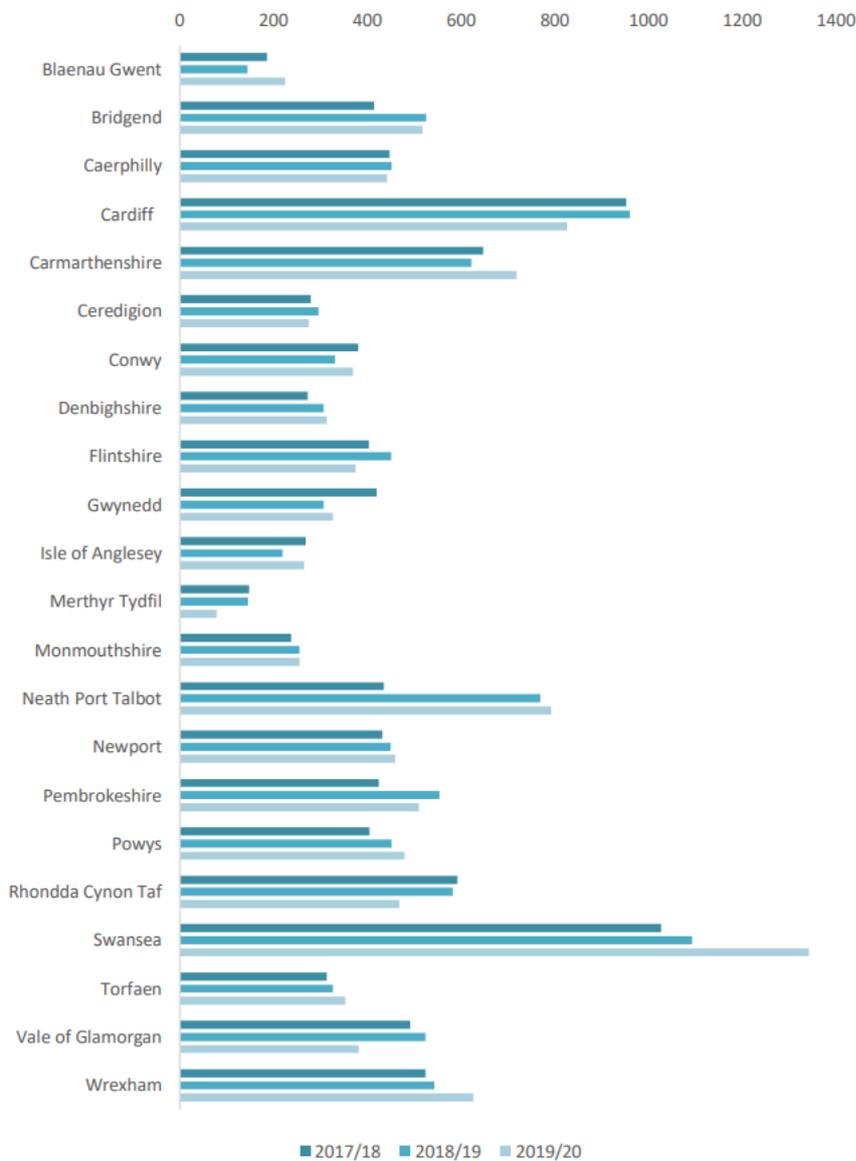


Figure 41: Deprivation of liberty safeguard requests received by each local authority from 2017 to 2020 [8]

Total Suicides in West Wales

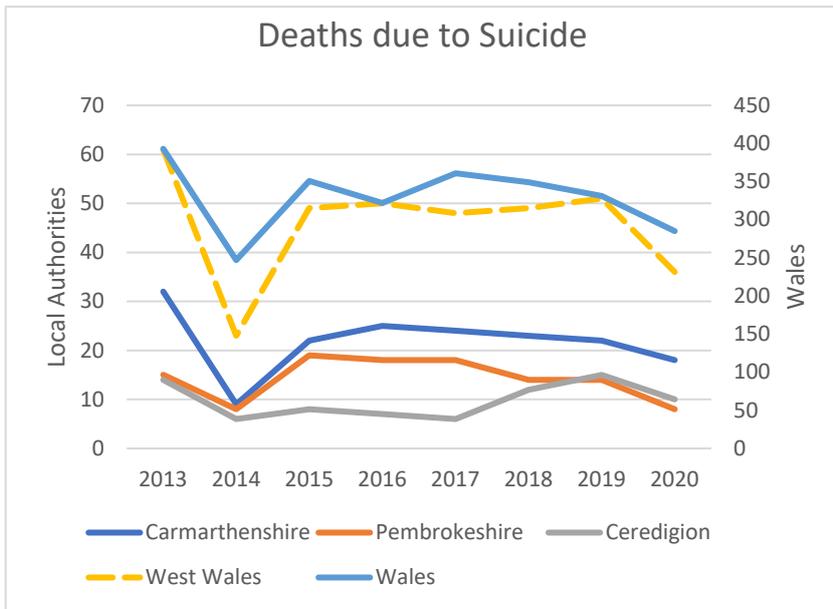


Figure 45 shows the total number of suicides in Wales and the three local authorities from 2013 to 2020. Roughly 250 to 400 people in Wales commit suicide each year. In West Wales this has fluctuated from around 25 to 60 people each year. [9]

Figure 42: Yearly deaths due to suicide in local authorities and Wales, 2013 - 2020

HEALTH and PHYSICAL DISABILITIES: Current Legislation and Regulations

The following Acts contain provisions which support independent living:

The 'Social Services and Well-being (Wales) Act 2014' provides the statutory framework to deliver the Welsh Government's commitment to transform social services in Wales to improve the well-being of people who need care and support and carers who need support. The Act sets out a definition of well-being for people who need care and support. Everyone, adult or child, has the right to be heard; to shape the decisions that affect them' and to have control over their day-to-day lives. The code of practice in relation to Part 2 of the Act provides guidance to local authorities on their duties in this regard. This code of practice requires local authorities, when exercising social services functions in relation to disabled people who need care and support and disabled carers who need support, to have due regard to the UN Convention on the Rights of Disabled Persons.

The Act also extends the eligibility and accessibility of Direct Payments, which provide an important mechanism by which people can exercise choice, voice and control to decide how to meet their needs for care and support and achieve their personal wellbeing outcomes. The 'Well-being of Future Generations (Wales) Act 2015' sets out seven well-being goals - for national government, local government, local health boards and other specified public bodies. It also specifies the ways in which these bodies must work, and work together, to improve the well-being of Wales. This includes the five 'ways of working' to guide the Welsh public services in delivering for people.

The 'Housing (Wales) Act 2014' includes provisions aimed at modernising and improving conditions in the private rented housing sector and for improving the practices of landlords and letting agents. Private landlords are now required to register and where they are carrying out lettings or property management work to become licensed, or to appoint licensed agents to carry out such work. As well as being required to be licensed, agents are required to be registered. It is intended this will improve standards of letting and management practice in the private rented sector.

The 'Renting Homes (Wales) Act 2016' provides a simplified legal framework for renting based on two types of occupation contract, which will replace most existing tenancy arrangements. This will apply to social housing provided by local authorities and housing associations and to rentals from private landlords. Model written statements of contract will be provided. This will make it is easier for disabled and non-disabled people to understand their rights and responsibilities. In addition, the Act provides a new form of occupation contract for any person who occupies premises in conjunction with the provision of particular support services, including supporting people who require additional assistance to achieve independent living for example because of cognitive or intellectual impairments. Additionally, the Act will extend succession rights to carers, for which current housing legislation makes no provision.

[action-on-disability-the-right-to-independent-living-framework-and-action-plan.pdf \(gov.wales\)](#)

[Strategic Equality Plan 2016 \(gov.wales\)](#)

The Renting Homes (Wales) Act 2016

<http://senedd.assembly.wales/mgIssueHistoryHome.aspx?IIId=12055>

<http://www.legislation.gov.uk/anaw/2016/1/contents/enacted>

[well-being-of-future-generations-wales-act-2015-the-essentials.pdf \(gov.wales\)](#)

[social-services-and-well-being-wales-act-2014-the-essentials.pdf \(gov.wales\)](#)

The Housing (Wales) Act 2014

<http://senedd.assembly.wales/mgIssueHistoryHome.aspx?IIId=8220>

<http://www.legislation.gov.uk/anaw/2014/7/contents/enacted>

HEALTH and PHYSICAL DISABILITIES: Current Care and Support Provision

People with health conditions and/or physical disabilities will have a range of care and support needs depending on their personal circumstances. Broadly speaking, this range will encompass:

- Universal needs - for example, information and advice, low level support, preventative services, such as dietetic support and advice.
- Multiple and complex needs requiring coordinated multi-agency support to address and manage specific issues.

[The Welsh Government's Framework for Action on Independent Living](#), published in 2013, set out actions to promote an inclusive and enabling society, to ensure people of all ages and from all communities can maintain independent living, enjoy well-being and access appropriate support when and how they need it.

Wherever possible we will seek to "co-produce" services in West Wales. That is, we will work with stakeholders including disabled people to design, deliver and evaluate new initiatives.

HEALTH and PHYSICAL DISABILITIES: Additional Data

Claiming Support

The main types of benefit available for people between the ages of 18-64 living with a serious illness or disability are disability living allowance and personal independent payment. There are over 22,000 people who are entitled to Personal Independence Payment (PIP) in the Hywel Dda University Health Board. Over 10,000 people are entitled to Disability Living Allowance (DLA) in the West Wales area and over 13,500 people entitled to Attendance Allowance (AA).

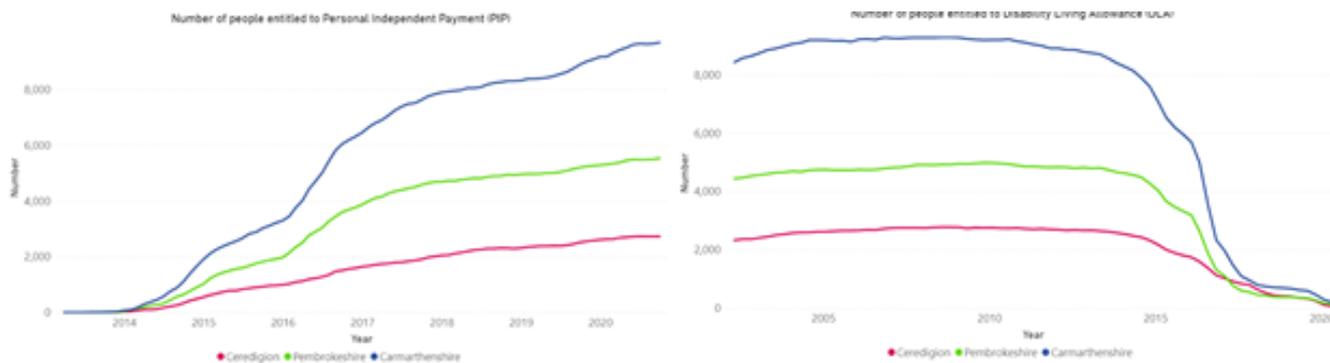


Figure 43: Number of people entitled to Personal Independence Payments and Disability Living Allowance in the West Wales area

Limiting Long-term Illness

A long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months also includes problems that are related to old age. Data from the 2011 census highlighted that Carmarthenshire had the highest percentage of people whose day to day activities were limited (25.4%) or limited a lot (13.6%), followed by Pembrokeshire (22.5% and 11.1% respectively) and then Ceredigion (21.1% and 10% respectively).

As can be seen in the figure below the percentage of those who are EA core or work limited disabled are mainly higher in females than males, except in Pembrokeshire where males (23.4%) are higher than females (22.4%). Percentages are higher overall in Carmarthenshire (28.4%) for both males and females.

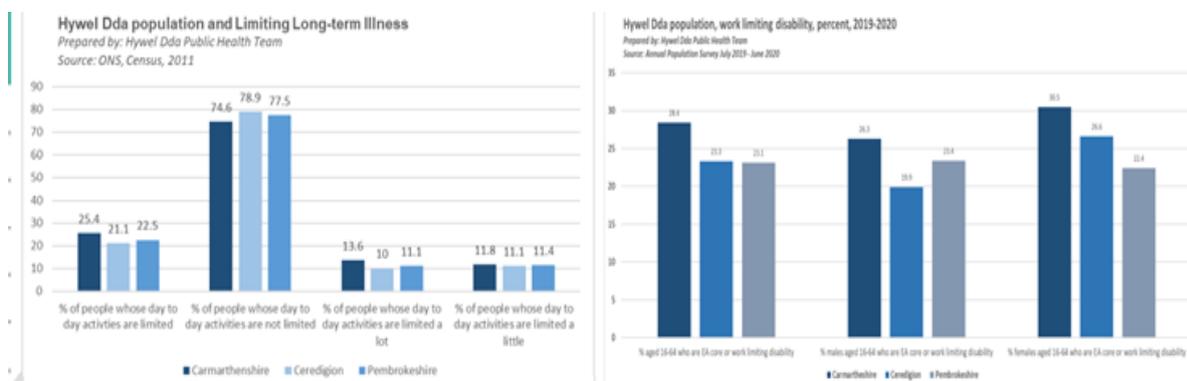


Figure 44: HDdUHB population and Limiting Long-term Illness and limiting disability

SENSORY IMPAIRMENT: Current Legislation and Regulations

There are many policies, acts and programmes in Wales supporting how people with sensory impairment live their lives including:

1: The All-Wales Standards for Accessible Communication and Information for People with Sensory Loss [8]

The All-Wales Standards for Accessible Communication and Information for People with Sensory Loss were published in 2013 by NHS Wales. The purpose of the standards is to ensure that the communication and information needs of people with sensory impairment are met when accessing healthcare services.

Welsh Government. Available at
<https://gov.wales/sites/default/files/publications/2019-04/all-wales-standards-for-accessible-communication-and-information-for-people-with-sensory-loss-large-print-0.pdf>.

2: Support for Children and Young People with Multi-Sensory Impairment in Educational Settings [9]

The Support for Children and Young People with Multi-Sensory Impairment in Educational Settings guide was produced by the Welsh Government in 2019 to provide a summary of evidence about the effectiveness of different educational approaches for supporting young people and children with multi-sensory impairment/deafblindness from a commissioned rapid evidence assessment (REA).

Welsh Government. Available at
<https://gov.wales/sites/default/files/publications/2019-12/191209-support-for-children-and-young-people-with-multi-sensory-impairment-in-educational-settings.pdf>

SENSORY IMPAIRMENT: Current Care and Support Provision

The following support services are available in West Wales:

- Eye Clinic Liaison Officers (ECLOs) are in hospitals and provide support to help link visually impaired patients to the correct services and help navigate the complexity of possible treatments and services.
- Specialist Rehabilitation Officers are located within social care and help to support people who have lost or are losing their sight. Rehabilitation officers can help patients experiencing visual impairment to maintain independence, regain lost skills or build confidence. They can also assist with mobility training, which can help an individual to regain their confidence in going outdoors safely and independently.
- Specialist Services such as mobility and communication equipment and services including braille and lip-reading services where appropriate

The following third sector organisations also offer support:

- Royal National Institute for Deaf People (RNID) is a charity that operates across the UK and works to make life fully inclusive for deaf people and those with hearing loss or tinnitus.
- The Royal National Institute of Blind People (RNIB) is a charity that operates across the UK and works on behalf of more than 111,000 people in Wales living with sight loss.
- Wales Council of the Blind (WCB) is an umbrella agency that represents vision impairment within Wales, and works to campaign, lobby and support the improvement of services for people with sight loss.
- Wales Council for Deaf People (WCDP) are an umbrella association of both voluntary and statutory organisations providing support for people who deaf, deafened, hard of hearing or deafblind in Wales.
- Deafblind UK currently supports people with dual sensory impairment in England, Wales and Northern Ireland.

SENSORY IMPAIRMENT: Additional Data

Sight Loss

Sight loss affects people of all ages, but especially the elder population, with one in five people over the age of 75, and one in two people over the age of 90, living with sight loss. Nearly two thirds of people with sight loss are women. Adults with learning disabilities are ten times as likely to be blind or partially sighted than the general population. [2]

The following table provides the figures on the number of people registered as partially sighted or blind in each county.

	Carmarthenshire	Ceredigion	Pembrokeshire
Number of people registered as partially sighted or blind (2018/19)	987	308	644

Table 7: Number of people registered as partially sighted or blind in local authorities [3]

As can be seen in figure 1.1 below the number of people with visual impairment in the three local authorities is predicted to rise towards 2043. This mirrors the national projections [4].

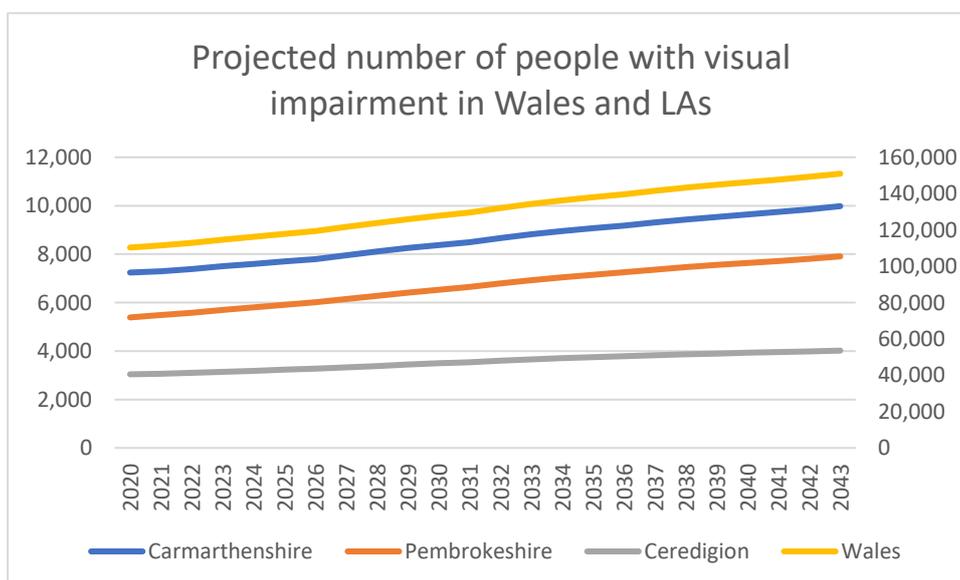


Figure 45: Projected number of people with visual impairment in Wales and Local Authorities, 2020 – 2043

Carmarthenshire

	2020	2043
0-19	73	71
20-64	1238	1201
65-74	1581	1704
75+	4349	7007
Total	7241	9982

Table 8: Predicted number of people with visual impairment in Carmarthenshire in 2020 and 2043 by age group

Pembrokeshire

	2020	2043
0-19	47	42
20-64	820	767
65-74	1143	1211
75+	3380	5889
Total	5390	7909

Table 9: Predicted number of people with visual impairment in Pembrokeshire in 2020 and 2043 by age group

Ceredigion

	2020	2043
0-19	28	25
20-64	453	382
65-74	642	626
75+	1919	2986
Total	3040	4019

Table 10: Predicted number of people with visual impairment in Ceredigion in 2020 and 2043 by age group

As can be seen in the tables above, it is projected that the increase in overall numbers of visually impaired in the population is solely seen in older people, with little or no projected change in people under 75. This can be explained by the growing population of this age group. Sight loss is also closely linked with certain medical factors, such as diabetes and obesity – both of which are increasing in the UK.

Hearing Loss

As seen in figure 1.2 below, the total number of adults with hearing impairment is projected to increase in all local authorities, and Wales in general from 2020 to 2043. These projected increases are most likely related to the general ageing population, and the fact that hearing impairment is far more common in the older population.

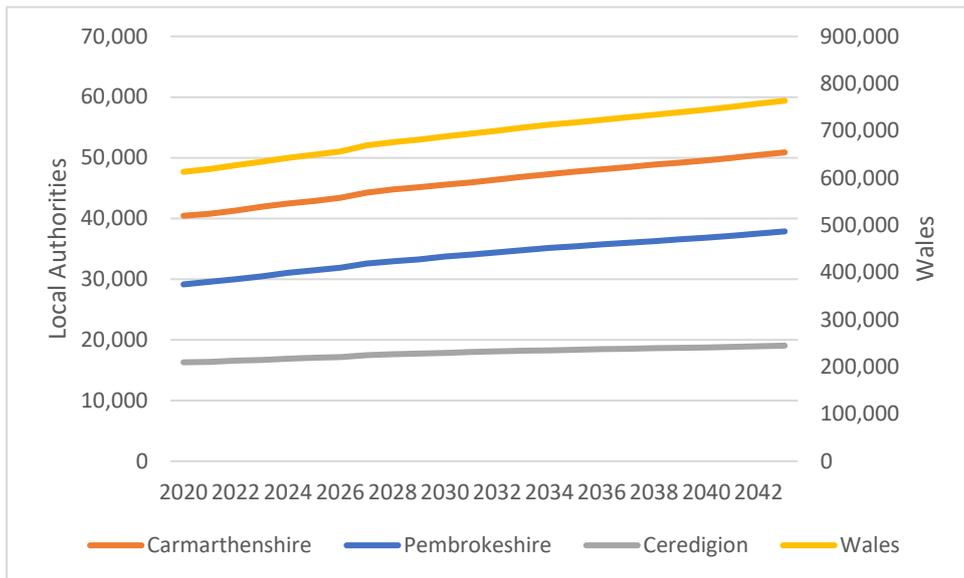


Figure 46: Projected change in adults 18+ with hearing impairment, in Wales and West Wales Local Authorities 2020 – 2043

Carmarthenshire

	2020	2043
18-60	8106	7660
61-80	21666	25598
81+	10666	17623
Total	40438	50882

Table 11: Current and predicted number of adults with hearing impairment in Carmarthenshire by age group

Pembrokeshire

	2020	2043
18-60	5320	4845
61-80	15544	18356
81+	8268	14659
Total	29133	37861

Table 12: Current and predicted number of adults in Pembrokeshire with hearing impairment by age group

Ceredigion

	2020	2043
18-60	2879	2329
61-80	8730	9338
81+	4684	7371
Total	16293	19039

Table 13: Current and predicted number of adults in Ceredigion with hearing impairment by age group

From the data it is predicted that there will be a marked increase in those with sensory impairment towards 2043. This increase is only observed in the elderly population, with a projected decrease in those with hearing impairment in the 16-60 age bracket across all three local authorities.

Dual Sensory Loss

In the UK today, there are an estimated 394,000 people with some degree of sight and hearing loss, approximately 60% of which are over 70 [5]. As people live longer, it is estimated that incidence of acquired deafblindness will increase, leading to the total number of people living with deafblindness reaching 600,000 by 2030 [5]. In a study carried out by Centre for Disability Research (CeDR) it was estimated that 0.031% of children and young people up to the age of 19 in the UK have co-occurring vision and hearing impairments.

SUBSTANCE MISUSE: Current Legislation and Regulations

Wales is fortunate to have a strong legislative framework in the **Wellbeing of Future Generations (Wales) Act**, the **Social Services and Wellbeing Act** and the **Public Health (Wales) Act** that ensures organisations across health, social care and communities work together to improve the health and wellbeing of the population.

The strong strategic links between the Future Generations Act, the Substance Misuse Strategy for Wales and the Wales Reducing Reoffending framework, Integrated Offender Management and Prolific and Priority Offender strategies has seen criminal justice services in Wales aligned to become increasingly more involved in deliverables for the whole country.

Service providers must demonstrate they will be able to work within the principles of an Integrated Offender Management (IOM) approach, including the proactive sharing of non – clinical information and intelligence with Police, Probation, YOPs, Prisons and other locally identified criminal justice and generic service partners in order to reduce criminal activity by individuals dependent on drugs and/or alcohol.

In April 2018, Welsh Government and Her Majesty's Prison and Probation Service in Wales were commissioned with Youth Justice Board Cymru to develop two new Blueprints for the delivery of justice services in a way that reflects the delivery landscape, in Wales; one to address offending by women and the other for youth justice.

There has been considerable work undertaken since then to develop Blueprints that include several ambitious and innovative recommendations for women and youth justice services.

- Youth Justice

<https://gov.wales/supporting-young-offenders>

<https://llyw.cymru/cefnogi-troseddwy-ri-anc>

- Female Offending

<https://gov.wales/supporting-female-offenders>

<https://llyw.cymru/cefnogi-troseddwy-benywaidd>

The Police and Crime Commissioner, within his Police and Crime Plan 2017-2021, indicated his commitment to tackling substance misuse within his key priorities:

Keeping our communities safe

- Reduce the impact and harm caused to communities through substance misuse by commissioning services to support individuals to become less dependent on substances

Protecting our communities from serious threats

- Educate young people on the dangers of using substances, including the potential links to organised crime activity that might lead them to a lifestyle of exploitation
- Identify and dismantle the threat posed by OCGs and work with others to disrupt OG activity in particular the trafficking and supply of Class A drugs

A recently commissioned needs assessment for victims and vulnerable people delivered for the Police and Crime Commissioner (PCC), included the following recommendation:

The PCC is recommended to work with Area Planning Boards (APBs) and health boards to develop a single Dyfed-Powys approach.

Key considerations include:

- a. Ensuring greater equity and consistency in delivery across the region.
- b. Maintaining best practice approaches such as the prison link workers and integration wherever possible into generic substance and alcohol misuse services.
- c. Gaining the benefits of scale to achieve greater value for money.

This recommendation aligns with the PCC's intentions that the direction of travel for provision of substance misuse services be considered as a holistic provision not just for residents of Dyfed Powys but across the whole of Wales, ensuring equity of access and consistency of quality support services. To this end, the current contract proposes short-term break clauses to allow strategic developments at a Dyfed Powys and All Wales level in the immediate future.

Providers are expected to implement and develop a service model that takes account of the above and a range of other local strategies and guidance and any successor policies and guidance.

SUBSTANCE MISUSE: Current Care and Support Provision

Prevention: Whole Population and Targeted Interventions

Whole Population Prevention:

There is no locally co-ordinated campaign that addresses whole population prevention. Key messages need to be developed to respond to trends of use emerging for different age groups and showing evidence of harm.

Screening and Brief Interventions in primary care:

The evidence base clearly states that this should be in place across primary care settings for all patients or as a minimum those at risk. There is currently no co-ordinated programme of screening in place within primary care

Treatment and Recovery

Access, treatment models, age appropriateness of treatment:

There is evidence that older (40/50 plus) substance users are reluctant to seek support from traditional services, because of the model of service provision and concerns over stigma at accessing a drug and alcohol service. We need to think differently about what services are offered (not just for this age group), across the health system and in different settings, to avoid this stigma.

Psychology and psychological support for older adults with alcohol dependence issues.

Dual Diagnosis psychology/psychological support:

Gap in provision for those who don't have Serious Mental Illness but suffering from significant other mental health issues as well as issues with drugs, alcohol, and other lifestyle behaviours

Prescribing Capacity:

Rapid access to prescribing is a protective factor against drug related deaths. Same day prescribing models are in place in other parts of the country, longer waits are in place locally with Carmarthenshire having the third highest drug related deaths in Wales. Local model reliant on GP capacity for prescribing

Service User Involvement:

Good local service involvement but little involvement of service users within planning process

Harm Reduction Learning and Implementation:

Review of alcohol deaths as well as drug deaths needed, and we need to establish non-fatal reviews

Housing:

Fundamental to an individual’s ability to recover. Limited options available locally and housing reallocation policies often detrimental to recovery

The West Wales Region’s current response to the Welsh Government Delivery Plan 2019-2022 is outlined below:

Welsh Government Delivery Plan 2019-22 Key Aim and Outcome	Local Action
<p>Key Aim 1 Preventing Harm Outcome 1 People are able to make informed choices in order to prevent and reduce the harm associated with substance misuse</p>	<p>Development of specific campaigns targeted at older populations</p> <p>Cross partnership Prevention Summit to be held in 2019, to explore the approach across the board to Prevention</p> <p>Prevention and Community asset-based development role established to lead on resilience-based model development, community co-production work and model implementation</p>
<p>Key Aim 1 Preventing Harm Outcome 2 Drug and Alcohol Issues are identified and tackled early</p>	<p>Screening and brief intervention primary care pilot to be implemented, one in each county. The health coach model is an umbrella term used to describe may different interventions that “coach” or actively support people to self-care. It uses behavioural change techniques and has good evidence of impact</p>
<p>Key Aim 2 Support for substance misusers to improve their health and maintain recovery Outcome 3 The physical health and wellbeing of people with substance misuse issues are improved and related inequalities are minimised</p>	<p>Service Development Manager to be appointed to lead on service user involvement model, co-occurring service developments, case review co-ordination and further develop models of service provision.</p> <p>Housing – Contribution to Supported Housing Dry House project to ensure continuation of service and increase bed capacity.</p> <p>Alcohol Psychologist to be appointed to sit within the hospital Alcohol Liaison Service.</p> <p>Advance Nurse Prescribing model to be developed</p>
<p>Key Aim 2 Support for substance misusers to improve their health and maintain recovery Outcome 4 People with substance misuse issues have the skills, resilience and opportunities to gain and maintain economic independence and the negative impact of substance misuse on the Welsh economy is minimised</p>	<p>Local work to be scoped out in 2020/21</p>

<p>Key Aim 2 Support for substance misusers to improve their health and maintain recovery</p> <p>Outcome 5 People with substance misuse issues participate in culturally diverse activities including the arts, sports and recreation</p>	Local work to be scoped out in 2020/21
<p>Key Aim 2 Support for substance misusers to improve their health and maintain recovery</p> <p>Outcome 6 Everyone affected by drug or alcohol issues are treated with dignity, fairness and respect</p>	<p>Media Strategy to be developed</p> <p>Community Resilience building models to be explored</p>
<p>Key Aim 2 Support for substance misusers to improve their health and maintain recovery</p> <p>Outcome 7 Everyone affected by drug and alcohol misuse can access timely, evidence based. Safe and effective quality services</p>	New service contracts to include requirement to work out of hours
<p>Key Aim 3 Supporting and protecting families</p> <p>Outcome 8 Social exclusion as a result of drug and alcohol misuse is minimised</p>	Local work to be scoped out in 2020/21
<p>Key Aim 3 Supporting and protecting families</p> <p>Outcome 9 The harms of drug and alcohol misuse are reduced for children and families</p>	A cross partnership "prevention summit" to be held in 2019 to explore the approach across the board to "prevention" including community, family and individual resilience building, ACES, County Lines and Safeguarding.
<p>Key Aim 3 Supporting and protecting families</p> <p>Outcome 10 Outcomes for children and families on the edge of care are improved</p>	<p>Specialist CAMHS Early Intervention Psychologist for Drug and Alcohol Use to be appointed</p> <p>Expansion to Specialist CAMHS Substance Misuse Co-occurring service to ensure targeted and earlier intervention</p>
<p>Key Aim 4 Tackling availability and protecting individuals via enforcement activity</p> <p>Outcome 11 People are/ feel safer in relation to crime</p>	Work collaboratively with Dyfed Powys Police and Police and Crime Commissioner via the APB to address alcohol and drug related crime, including County Lines
<p>Key Aim 4 Tackling availability and protecting individuals via enforcement activity</p> <p>Outcome 12 Welsh speakers and their families to receive support through their own language</p>	Local work to be scoped out in 2020/21
<p>Key Aim 5 Partnerships, workforce and Service User Involvement</p> <p>Outcome 13 Area Planning Boards are fit for the future</p>	Development of more formal cross partnership interfaces between partnership lead officers and Partnership Boards
<p>Key Aim 5 Partnerships, workforce and Service User Involvement</p> <p>Outcome 14 The drug and alcohol workforce is skilled and informed</p>	Continue to ensure training needs of service staff are considered

<p>Key Aim 5 Partnerships, workforce and Service User Involvement</p> <p>Outcome 15 Service user involvement to be embedded into delivery and planning of services</p>	<p>Establish and implement a local Service User involvement framework</p>
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Table 14: West Wales' response to the Welsh Government Delivery Plan 2019-2022

SUBSTANCE MISUSE: Additional Data

According to Public Health Wales, (2019) 2018 saw the highest recorded drugs related deaths for Wales but 2019 saw significant decreases in both drug poisoning deaths (down 26% on 2018) and drug misuse deaths (down 21% on 2018). Drug related deaths have increased in Hywel Dda over the last few years. There were 17 deaths in 2018, 18 deaths in 2019 and a significant rise in 2020 with 29 drug related deaths.

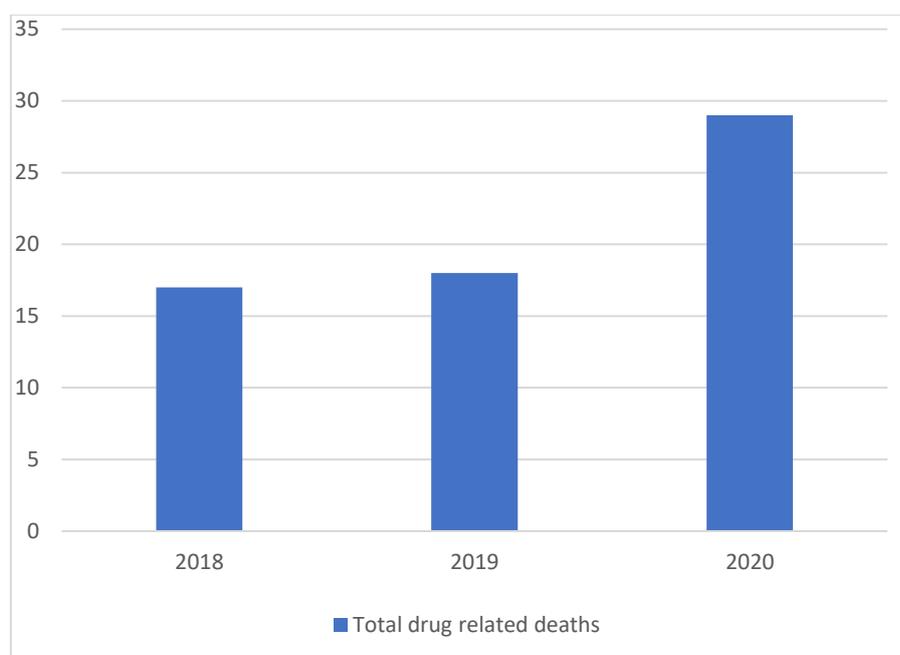


Figure 47: Number of drug related deaths in Hywel Dda by year (2018-2020)

The proportion of female deaths has increased since 2018. In 2018, there were a total of 17 drug related deaths, 3 of which were female. This accounts for 17.6% of all deaths. In 2019, there was a slight rise to 4 female deaths of the total 18 deaths, resulting in an increase in proportion to 22.2%. The trend not only continued in 2020 but appears to accelerate as of the total 29 drug related deaths, 10 were female. This accounts for 34.4% of all drug related deaths in 2020, almost double the proportion from 2018.

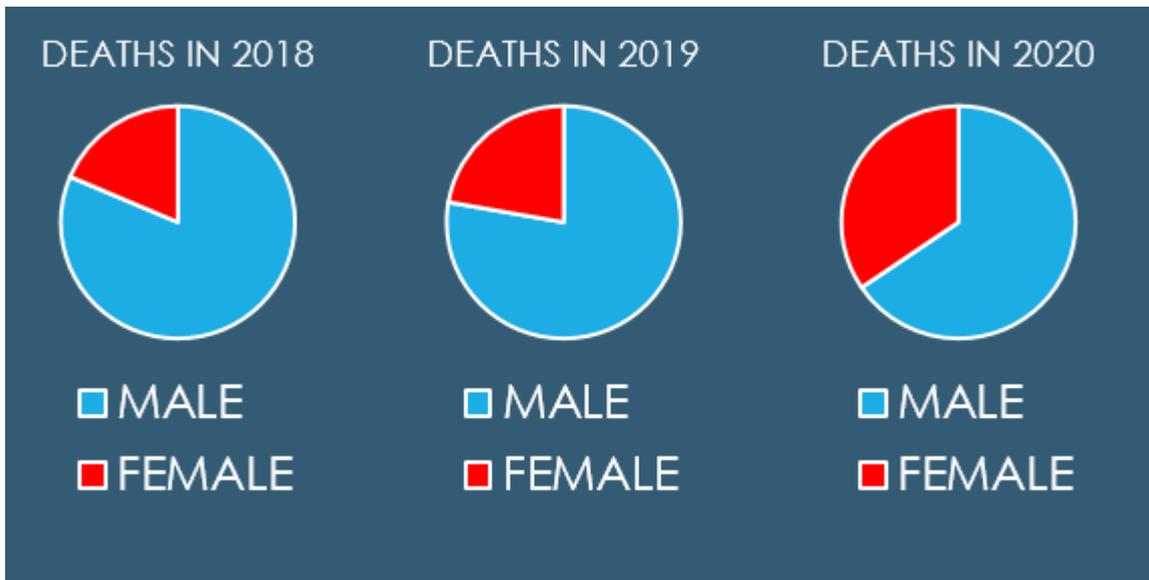


Figure 48: Comparison charts to show the changes over time in the gender of drug related deaths in Hywel Dda (2018-2020)

There is a trend developing with a noticeable increase over the three years of deaths in the 40-49-year-old and over 50-year-old age brackets. Although it is too early to determine if this is a sustained trend, it is clear that this is an issue that requires attention. In 2018 there were 6 deaths in people age 40 to 49 years of age but this has increased to 10 (2019) and 12 (2020), double the proportion from 2018. Although deaths in over 50s are small in number, the proportional jump is dramatic, rising from 1 death in 2018 and 2 in 2019 to 5 in 2020. It is unclear whether these deaths are related to conditions resultant to long term drug misuse or specific acute incidents. The impact of COVID is also unknown. DPP evidence around drugs being accessed via the dark web.

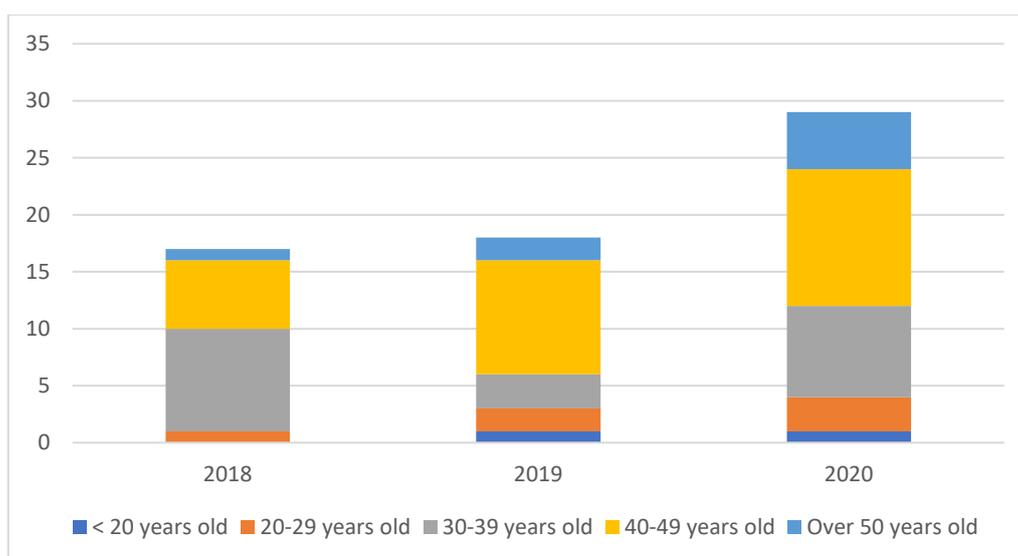


Figure 49: Age distribution of drug related deaths in Hywel Dda 2018-2020

In 2018 there were 9 deaths in Carmarthenshire, 3 in Ceredigion and 5 in Pembrokeshire. In 2019, the number of deaths in Carmarthenshire reduced to 6 whilst

Ceredigion experienced an increase to 7. Pembrokeshire remained static at 5 deaths. However, in 2020 the trend of increasing drug related deaths is evident with 8 in Ceredigion, 10 in Carmarthen and 11 in Pembrokeshire. DPP evidence around drugs being accessed via the dark web.

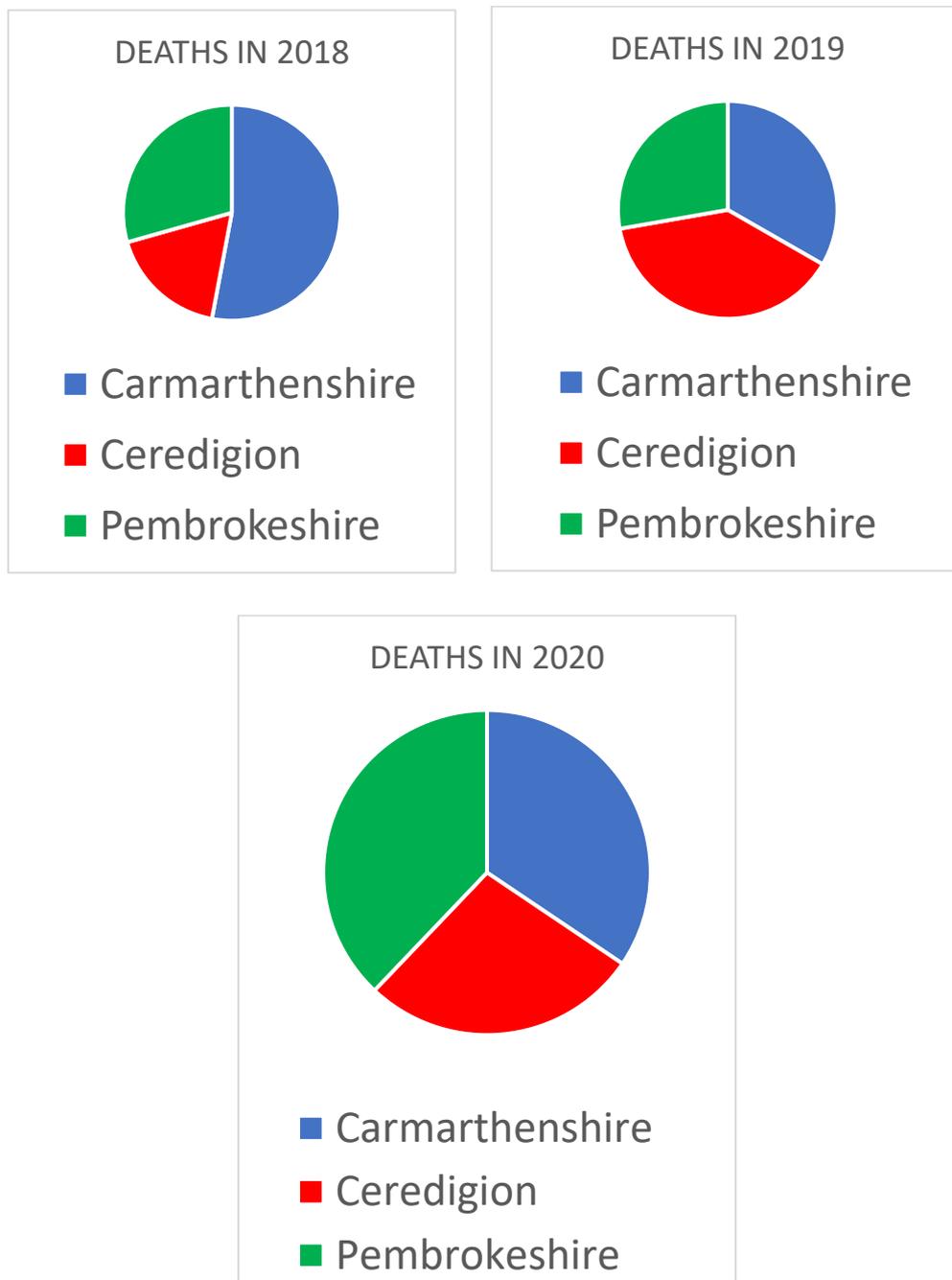


Figure 50: Geographical spread of drug related deaths in Hywel Dda 2018-2020

VAWDASV: Current Legislation and Regulations

As required by the VAWDASV Act, the Welsh Government published its five-year national strategy in 2016. This was followed by publication of its national delivery framework and in 2019, the Welsh Government published national indicators for measuring progress against the Act.[10] The Welsh Government has published a number of guidance documents and national standards to help deliver commitments within its five-year strategy including:

- Whole Education Approach to Violence Against Women, Domestic Abuse and Sexual Violence in Wales Good Practice Guide
- Violence Against Women Domestic Abuse and Sexual Violence – Guidance for Governors
- National Advisers Annual Plan [4]
- Information and guidance on domestic abuse and sexual violence: Safeguarding older people (60+) in Wales
- National Training Framework Statutory Guidance
- Ask and Act Training Guidance
- Local Strategies Statutory Guidance
- Commissioning Violence against Women, Domestic Abuse and Sexual Violence Services Statutory Guidance

National Standards for working with Perpetrators

VAWDASV: Current Care and Support Provision

Development of an integrated outcomes framework agreed by all commissioners to ensure consistent, meaningful, and comparative reporting.

- Adopting commissioning models that allow for flexibility and development to meet changing needs rather than prescriptive funding that limits creativity / innovation and results in services that are restricted in the services they can provide.
- Providing stability to the sector in terms of the duration of the contract(s) and funding for the lifetime of the contract for Domestic Abuse, Sexual Violence and Violence against Women services.
- Development of a service model whereby any eligibility criteria associated with accessing service provision is based solely on a need to access rather than a level of risk, complexity, or the availability of services.

VAWDASV: Additional Data

The availability of data specific to is limited. As and when data is available, it will be added to the chapter.

Domestic abuse victim characteristics, England and Wales: year ending March 2021
[9]

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CYNGOR SIR CEREDIGION COUNTY COUNCIL **2022/2023**

CYNGHORWYR BLAENLLAW / PROMINENT COUNCILLORS

Arweinydd y Cyngor /
Leader of the Council

Cyng./ Cllr. Bryan Davies

Dirprwy Arweinydd y Cyngor /
Deputy Leader of the Council

Cyng./ Cllr. Alun Williams

Cadeirydd y Cyngor /
Chairman of the Council

Cyng./ Cllr. Ifan Davies

Is-Gadeirydd y Cyngor /
Vice-Chairman of the Council

Cyng./ Cllr. Maldwyn Lewis

GRWP Y WEITHREDIAETH / EXECUTIVE GROUP:

Plaid Cymru / The Party of Wales (20 Aelod / Members)

GRWPIAU ANWEITHREDOL / NON EXECUTIVE GROUPS:

Aelodau Annibynnol / Independents (10 Aelod / Members)

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (7 Aelod / Members)

Heb-Grŵp / Un-Grouped (1 Aelod / Member)

AELODAETH Y CABINET A PHWYLLGORAU'R CYNGOR /
MEMBERSHIP OF THE CABINET AND COMMITTEES OF THE
COUNCIL

Y CABINET / THE CABINET

Y Cynghorwyr / Councillors

Portffolio / Portfolio

Cyng./Cllr. Bryan Davies

**Gwasanaethau Democrataidd, Polisi,
Perfformiad a Phobl a Threfniadaeth**
Democratic Services, Policy, Performance and
People and Organisation

Cyng./Cllr. Alun Williams

Gydol Oes a Llesiant
Through Age and Wellbeing

Cyng./Cllr. Catrin M.S. Davies

**Diwylliant, Hamdden a Gwasanaethau
Cwsmeriaid**
Culture, Leisure and Customer Services

Cyng./Cllr. Clive Davies

Yr Economi ac Adfywio
Economy and Regeneration

Cyng./Cllr. Gareth Davies

Gwasanaethau Cyllid a Chaffael
Finance and Procurement Services

Cyng./Cllr. Keith Henson

**Priffyrdd a Gwasanaethau Amgylcheddol a
Rheoli Carbon**
Highways and Environmental Services and
Carbon Management

Cyng./Cllr. Wyn Thomas

Ysgolion, Dysgu Gydol Oes a Sgiliau
Schools, Lifelong Learning and Skills

Cyng./Cllr. Matthew Vaux

**Partneriaethau, Gwasanaethau Tai, Cyfreithiol
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Partnerships, Housing, Legal and Governance
and Public Protection

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Is Gadeirydd / Vice Chairman: **Cyngh./Cllr. Ifan Davies**

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Aelodau Annibynnol / Independents (4)

Ifan Davies, Marc Davies, Rhodri Evans, Gareth Lloyd.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (3)

Meirion Davies, Geraint Hughes, Sian Maehrlein.

Aelod Ddi-Grŵp / Un-Grouped Member (1)

Hugh Hughes

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Plaid Cymru / The Party of Wales (6)

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Aelodau Annibynnol / Independents (3)

Euros Davies, Keith Evans, Gwyn James.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (2)

Paul Hinge, John Roberts.

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Is Gadeirydd / Vice Chairman: Cyngh./Cllr. Liam Hull

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Endaf Edwards, Maldwyn Lewis, Mark Strong.

Aelodau Annibynnol / Independents (2)
Gareth Lloyd, Wyn Evans.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (1)
Elizabeth Evans.

Aelod Lleyg / Lay Member
Alan Davies, Liam Hull, Caroline Whitby.

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Is Gadeirydd / Vice Chairman: Cyngh. / Cllr. Gareth Lloyd

Plaid Cymru / The Party of Wales (3)
Endaf Edwards, Caryl Roberts, Mark Strong.

Aelodau Annibynnol / Independents (2)
Gwyn James, Gareth Lloyd.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (1)
Elizabeth Evans.

PWYLLGOR IAITH / LANGUAGE COMMITTEE (7)

Cadeirydd/ Chairman: **Cyngh./Cllr.** Catrin M.S. Davies
Is Gadeirydd / Vice Chairman: **Cyngh./Cllr.** Chris James

Plaid Cymru / The Party of Wales (3)

Catrin M.S. Davies, Rhodri Davies, Chris James.

Aelodau Annibynnol / Independents (2)

Gwyn Wigley Evans, Gareth Lloyd.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (2)

John Roberts, 1 sedd wag/vacant seat.

PWYLLGOR RHESTR FER / SHORTLISTING COMMITTEE (8)
(AD HOC)

PWYLLGOR MOESEG & SAFONAU / ETHICS & STANDARDS COMMITTEE (9)

Cadeirydd / Chairman: Caroline White

Is-Gadeirydd/ Vice Chairman: John Weston

Aelodau Annibynnol / Independent Members (5):

Alan Davies, Caryl Davies, Carol Edwards, John Weston, Caroline White.

Aelodau Etholedig / Elected Members (2):

Y Cynghorwyr / Councillors Gwyn Wigley Evans, Caryl Roberts.

Aelodau Etholedig (Cynrychiolwyr y Cynghorau Cymuned) / Elected Members
(Community Council Representatives) (2):

Y Cynghorwyr / Councillors Delyth James, Jan Culley.

PWYLLGORAU TROSOLWG A CHRAFFU / OVERVIEW and SCRUTINY COMMITTEES

PWYLLGOR CYMUNEDAU FFYNIANNUS / THRIVING COMMUNITIES COMMITTEE (13)

Cadeirydd / Chairman: **Cyngh./Cllr. Gwyn Wigley Evans**
Is Gadeirydd / Vice Chairman: **Cyngh./Cllr. Marc Davies**

Plaid Cymru / The Party of Wales (7)

Gethin Davies, Rhodri Davies, Steve Davies, Chris James, Maldwyn Lewis, Ann Bowen Morgan, Carl Worrall.

Aelodau Annibynnol / Independents (3)

Marc Davies, Gwyn Wigley Evans, Rhodri Evans.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (3).

Meirion Davies, Sian Maehrlein, John Roberts.

PWYLLGOR CYMUNEDAU IACHACH / HEALTHIER COMMUNITIES COMMITTEE (13)

Cadeirydd/ Chairman: **Cyngh/Cllr. Caryl Roberts**
Is-Gadeirydd/ Vice-Chairman: **Cyngh/Cllr. Ceris Jones**

Plaid Cymru / The Party of Wales (7)

Amanda Edwards, Eryl Evans, Ceris Jones, Maldwyn Lewis, Ann Bowen Morgan, Caryl Roberts, Carl Worrall.

Aelodau Annibynnol / Independents (3)

Keith Evans, Gwyn James, Wyn Evans.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (3)

Elaine Evans, Sian Maehrlein, John Roberts.

**PWYLLGOR CYMUNEDAU SY’N DYSGU / LEARNING COMMUNITIES
COMMITTEE (13)**

Cadeirydd/ Chairman: **Cyngh./**Cllr. Endaf Edwards
Is Gadeirydd/Vice Chairman: **Cyngh./**Cllr. Chris James

Plaid Cymru / The Party of Wales (7)

Rhodri Davies, Amanda Edwards, Endaf Edwards, Eryl Evans, Chris James, Ann Bowen Morgan, Mark Strong.

Aelodau Annibynnol / Independents (3)

Euros Davies, Marc Davies, Gareth Lloyd.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (3)

Meirion Davies, Paul Hinge, Geraint Hughes.

**PWYLLGOR ADNODDAU CORFFORAETHOL / CORPORATE RESOURCES
COMMITTEE (13)**

Cadeirydd / Chairman: **Cyngh./**Cllr. Rhodri Evans
Is-Gadeirydd / Vice Chairman: **Cyngh./**Cllr. Geraint Hughes

Plaid Cymru / The Party of Wales (6)

Endaf Edwards, Eryl Evans, Ceris Jones, Ann Bowen Morgan, Caryl Roberts, Carl Worrall.

Aelodau Annibynnol / Independents (3)

Euros Davies, Ifan Davies, Rhodri Evans.

Democratiaid Rhyddfrydol / Welsh Liberal Democrats (3)

Elaine Evans, Paul Hinge, Geraint Hughes.

Aelod Ddi-Grŵp / Un-Grouped Member (1)

Hugh Hughes

**PWYLLGOR CYDLYNU TROSOLWG A CHRAFFU / OVERVIEW AND SCRUTINY
COORDINATING COMMITTEE (10)**

Cadeirydd /Chairman: **Cyngh/Cllr. Keith Evans**
Is Gadeirydd / Vice Chair: **Cyngh/Cllr. Wyn Evans**

Ynghyd â / together with:

Marc Davies, Endaf Edwards, Gwyn Evans, Rhodri Evans, Geraint Hughes, Chris James, Ceris Jones, Caryl Roberts,

**(Cadeiryddion ac Is-Gadeiryddion y Pwyllgorau Trosolwg a Chraffu
Chairmen and Vice-Chairmen of the Overview and Scrutiny Committees)**

**Mae'r Cynghorwyr uchod hefyd yn aelodau o'r Pwyllgor Ymddiriedolwyr
Elusennau / The Councillors above are also members of the Charity Trustee
Committee.**