

# Public Document Pack



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**CEREDIGION**  
County Council

Neuadd Cyngor Ceredigion, Penmorfa,  
Aberaeron, Ceredigion SA46 0PA  
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26 September 2023

Dear Sir/Madam

I write to inform you that a Meeting of Cabinet will be held at the Council Chamber, Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron and remotely via video conference on Tuesday, 3 October 2023 at 10.00am for the transaction of the following business:

1. **Apologies**
2. **Personal matters**
3. **Disclosure of Personal/ Prejudicial Interests**
4. **To confirm as a true record the Minutes of the previous Meeting of the Cabinet and any matters arising from those Minutes  
FOR DECISION (Pages 5 - 10)**
5. **Any petitions received**
6. **Reports of any decisions (if any) having been called in from Overview and Scrutiny Committee**
7. **Any feedback from Overview and Scrutiny Committee not otherwise on the agenda**
8. **To consider the report of the Corporate Lead Officer for Porth Cymorth Cynnar upon the Housing Strategy, setting out Ceredigion's vision and plans for housing in the county for the next 5 years including feedback from the Overview and Scrutiny Committee  
FOR DECISION (Pages 11 - 146)**

9. To consider the report of the Corporate Lead Officer for Porth Gofal upon the outcome of the Ceredigion Dementia Implementation Plan including feedback from the Overview and Scrutiny Committee  
FOR DECISION (Pages 147 - 242)
10. To consider the report of the Corporate Lead Officer for Schools upon the LA Representative on Governing Bodies  
FOR DECISION (Pages 243 - 244)
11. To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Revised Integrated Impact Assessment Tool including feedback from the Overview and Scrutiny Committee  
FOR DECISION (Pages 245 - 266)
12. To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Draft Performance Management Policy Statement and Performance Management Framework including feedback from the Overview and Scrutiny Committee  
FOR DECISION (Pages 267 - 298)
13. To note the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Strategic Equality Plan - Monitoring Report 2022-23 including feedback from the Overview and Scrutiny Committee  
FOR INFORMATION (Pages 299 - 342)
14. To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Draft Ceredigion Strategic Equality Plan 2024-28 including feedback from the Overview and Scrutiny Committee  
FOR DECISION (Pages 343 - 396)
15. To note the report of the Corporate Lead Officer for People and Organisation upon the Gender Pay Report 2023 and Workforce Equality Report 2023 including feedback from the Overview and Scrutiny Committee  
FOR INFORMATION (Pages 397 - 424)
16. To note the report of the Corporate Lead Officer for Porth Cynnal upon the CYSUR/CWMPAS Combined Local Operational Group Safeguarding Report Qtr 4 2022-23 including feedback from the Overview and Scrutiny Committee  
FOR INFORMATION (Pages 425 - 478)
17. To note the report of the Corporate Lead Officer for Porth Cynnal upon the Independent Reviewing Service Performance Management Report Qtr 4 2022/23 including feedback from the Overview and Scrutiny Committee  
FOR INFORMATION (Pages 479 - 512)

18. **Any other matter the Chairman decides is for the urgent attention of the Cabinet**

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

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# Public Document Pack Agenda Item 4

Notice of the Decisions of the **Meeting of the Cabinet** held at the Council Chamber, Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron and remotely on **Tuesday, 5 September 2023**

This Notice is published at 5.00pm on Thursday, 7 September 2023. Requests to call-in any decision to be delivered to the Head of Democratic Services by 5.00 pm on Thursday, 14 September 2023. The decisions will come into force (if no valid call-in application is received) on Friday, 15 September 2023.

**PRESENT:** Councillor Bryan Davies (Chair), Councillors Clive Davies, Gareth Davies, Keith Henson, Wyn Thomas, Matthew Vaux and Alun Williams.

**Also in attendance:** Councillors Meirion Davies, Endaf Edwards, Elaine Evans, Elizabeth Evans, Eryl Evans, Gwyn Wigley Evans, Rhodri Evans, Hugh Hughes, Chris James, Gareth Lloyd, Ann Bowen Morgan and Caryl Roberts.

(10.00am- 12.47pm)

## **56 Apologies**

- i. Councillor Catrin M S. Davies apologised for her inability to attend the meeting.
- ii. James Starbuck, Corporate Director apologised for his inability to attend the meeting.

## **57 Personal matters**

- i. A warm welcome was extended to Ricky Cooper to his first Cabinet meeting following his appointment as Corporate Lead Officer: Porth Cynnal.
- ii. Congratulations were extended to all involved with the hosting of Rali Ceredigion 2023 held recently. Staff and partners were thanked for their work to ensure the success of the event, which had impacted positively on Ceredigion as a whole.
- iii. Condolences were extended to the family of former County Councillor Meurig James, who passed away recently.
- iv. Condolences were also extended to the family of Steffan Rees from Penparcau, Aberystwyth, who passed away recently.

## **58 Disclosure of Personal/ Prejudicial Interests**

- i. Councillor Gareth Davies declared a personal and prejudicial interest in relation to item 63 and withdrew from the meeting whilst the matter was being discussed.
- ii. Councillor Matthew Vaux declared a personal interest in relation to item 72.

## **59 To confirm as a true record the Minutes of the previous Meeting of the Cabinet and any matters arising from those Minutes**

To confirm as a true record the Minutes of the previous Meeting of the Cabinet held on 4 July 2023.

Matters arising: There were no matters arising from the minutes.

**60 Any petitions received**

None.

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

None.

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

- a) Feedback from the Thriving Communities Overview and Scrutiny Committee on the Proposal for 2 hours of free parking before 11am at Council Operated Pay and Display Car Parks.

Cabinet noted the report and requested that further consideration be given by the Thriving Communities Overview and Scrutiny Committee to the recommendations proposed (including consideration of the free parking pilots in Tregaron and Llandysul) prior to the 2024-2025 budget setting process.

- b) Feedback from the Healthier Communities Overview and Scrutiny Committee on Recruitment Challenges in Through Age Wellbeing Services.

Cabinet noted the report and the recruitment challenges in the Through Age Wellbeing Services and agreed with the recommendations made by the Overview and Scrutiny Committee, noting that it would also seek to continue to collaborate with Aberystwyth University and the University of Wales Trinity Saint David.

- c) Feedback from the Learning Communities Overview and Scrutiny Committee in relation to 'Y Dyfodol', Cellan.

Cabinet noted the report and the need to explore options for nursery provision in the Lampeter area; however, the proposal from the Committee was not a viable option.

**63 To consider the report of the Corporate Lead Officer for People and Organisation upon the Review of Hybrid Working arrangements including feedback from the Overview and Scrutiny Committee**

**DECISION:**

- i. To adopt hybrid working as a permanent option for employees able to work as efficiently remotely as in the office.
- ii. To develop a Hybrid Working Policy to replace the current Interim Hybrid Working Policy.
- iii. To note the feedback from the Corporate Resources Overview and Scrutiny Committee.

*Reason for the decision:*

To support the continuation of hybrid ways of working.

**64 To consider the report of the Corporate Lead Officer for People and Organisation upon the Menopause Policy including feedback from the Overview and Scrutiny Committee**

DECISION:

- i. To approve the Menopause Policy (Appendix A).
- ii. To note the feedback from the Corporate Resources Overview and Scrutiny Committee and confirming that a Menopause Champion would be appointed, that the Council would be promoting World Menopause Day and that a Members' Workshop will be held to raise awareness.

*Reason for the decision:*

To support employees experiencing menopausal symptoms and their managers in tackling the occupational aspects of this natural process.

**65 To consider the report of the Corporate Lead Officer for People and Organisation upon the Workforce Plan 2023-2028 including feedback from the Overview and Scrutiny Committee**

DECISION:

- i. To approve the Workforce Plan 2023-2028.
- ii. To note the feedback from the Corporate Resources Overview and Scrutiny Committee.

*Reason for the decision:*

To support the adoption of a new workforce plan to support the workforce meeting its current and future service delivery needs.

**66 To consider the report of the Corporate Lead Officer for Highways and Environmental Services upon the Ceredigion County Council (Prohibition and Restriction of Waiting and Loading and Unloading) Order 2019 (Morgan Street, Cardigan) (Amendment Order No. 8) 2023**

DECISION:

To approve the making of the necessary Traffic Regulation Order and the publication of a subsequent Notice of Making in the press to this effect.

*Reason for the decision:*

To secure access to a newly constructed flood alleviation sewerage facility from St Mary Street and to improve pedestrian access from Morgan Street to St Mary Street.

**67 To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Public Space Protection Orders (PSPOs)**

DECISION:

To recommend to Council that the Public Spaces Protection Orders (PSPOs) for Alcohol related Anti-Social Behaviour are extended for a further 3 years, effective from 20<sup>th</sup> October 2023 to 19<sup>th</sup> October 2026.

*Reason for the decision:*

The current PSPOs expire on the 19<sup>th</sup> October 2023. There is a need to facilitate a continuation of measures by way of continuing the provision of PSPOs in the three town centres specified. This is required in order to

address instances of alcohol related anti-social behaviour, crime caused by the intoxicated individuals and harassment and intimidation to members of the public.

**68 To consider the report of the Corporate Lead Officer for Policy, Performance and Public Protection upon the Public Space Protection Order – Borth Beach**

DECISION:

To recommend to Council that the Public Spaces Protection Order (PSPO) for prohibiting dogs in a designated area of Borth beach and requiring dogs to be kept on a lead in a designated area of Borth promenade is extended for a further 3 years from 19.10.2023 until 19.10.2026 in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014.

*Reason for the decision:*

- The current PSPO expires on the 19<sup>th</sup> October 2023.
- There is a need to facilitate a continuation of measures by way of continuing the provision of the PSPO in Borth. This is required in order to address instances of dog fouling and related antisocial behaviour such as failing to keep dogs under control.
- In order to comply with statutory requirements and to ensure proper and effective enforcement of the legislation.

**69 To consider the report of the Corporate Lead Officer for Democratic Services upon the Polling District and Places Review 2023**

DECISION:

1. To approve that the compulsory polling district and places review commences on Monday, 2 October 2023.
2. To approve the outline timetable and process for the review.

*Reason for the decision:*

To ensure compliance with legislation.

**70 To consider the report of the Corporate Lead Officer for Finance and Procurement upon the Medium Term Financial Strategy including feedback from the Overview and Scrutiny Committee**

DECISION:

1. To endorse the updated Medium Term Financial Strategy.
2. To recommend to Full Council on 21/09/23 that the updated Medium Term Financial Strategy is approved.
3. To note the feedback from the Corporate Resources Overview and Scrutiny Committee.

**71 To consider the report of the Corporate Lead Officer for Finance and Procurement upon the 2023/24 Controllable Revenue Budget - Financial Performance**

DECISION:

1. To note the overall Revenue position outlined in the report, including the mitigation measures being employed to manage a challenging in year financial position.

2. To approve the Budget movements required as result of the alignment of Budgets to the latest Council Structure as summarised in Section 2.

*Reason for the decision:*

To recognise the financial position and to ensure the right measures are put in place to ensure the Council achieves a balanced financial position for the 2023/24 financial year.

**72 To consider the report of the Corporate Lead Officer for Finance and Procurement upon the Council Tax Premiums applicable to Long Term Empty Properties and Second Homes in Ceredigion**

**DECISION:**

1. To agree to commence a formal Public Consultation regarding the future level of Council Tax Premiums on both Long Term Empty Properties and Second Homes in Ceredigion.
2. To delegate authority to the Corporate Lead Officer: Finance & Procurement and the Corporate Lead Officer: Policy, Performance & Public Protection to prepare and launch the Public consultation.
3. To agree that a Cross Party Working Group of Members is instigated to consider the matter of Council Tax Premiums.
4. To note that any decision to change the existing level of Council Tax Premium on either Long Term Empty Properties or Second Homes in Ceredigion will require a Full Council decision.

*Reason for the decision:*

To take the necessary first steps to allow future consideration, in due course, on the level of Council Tax Premium to be applied to both Long Term Empty Properties and Second Homes in Ceredigion.

**73 To note the report of the Corporate Lead Officer for Finance and Procurement upon the Quarter 1 Capital Programme Monitoring Report**  
Cabinet noted the report.

**74 To note the report of the Corporate Lead Officer for Finance and Procurement upon the Quarterly Treasury Management Performance Report 2023/24**

Cabinet noted the report.

**75 Any other matter the Chairman decides is for the urgent attention of the Cabinet**

None.

**Confirmed at the Meeting of the Cabinet held on 3 October 2023**

**Chairman:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3<sup>rd</sup> October 2023

**Title:** Housing Strategy, setting out Ceredigion’s vision and plans for housing in the county for the next 5 years.

**Purpose of the report:** For Cabinet to reconsider the draft housing strategy following consultation.

**For:** Decision

**Cabinet Portfolio and Cabinet Member:**

**Councillor Matthew Vaux, Cabinet Member for Partnerships, Housing, Legal and Governance and Public Protection**

**BACKGROUND:**

Under the Housing (Wales) Act 2014, local authorities have a strategic role to play in the way the local housing market functions. One of the key ways for this to be delivered is through a Local Housing Strategy. The intention is for the local authority to play a lead role in developing an approach to housing across all tenure and ensure the delivery of appropriate housing and related services in order to meet local need.

The current Local Housing Strategy has been in place since 2018 and was a 5-year plan. As a result, the Housing Strategy has been reviewed and updated. The review has involved Senior Officers of the Housing Service, key Partners, and Corporate Managers from across the Pwrth’s together with data collection and analysis.

The updated Housing Strategy sets out the vision for a further 5 years:

**“There will be sufficient, suitable and sustainable accommodation to meet residents’ needs now and in the future.”**

The purpose of the Local Housing Strategy is to set out a clear vision for housing within the County, along with the key priorities which identify and respond to the challenges ahead for the 5 years, 2023 – 2028.

The Strategy recognises the important role that Housing plays together with the influence it has on the health and wellbeing of individuals, families, and the wider community and remains considerate to the Welsh language and culture. It is important that we understand and consider the demands of future generations, their needs, and preferences and how they can be catered for. We need houses that can be adapted, and which can sustain people at different stages of their lifetime. This will go a long way to ensure a healthier population, alongside better use of existing housing stock, and improved standards and living conditions.

We need to provide quality housing which is suitably located which will enable people to live at home for longer; this has the potential to create more resilient and connected

communities and should be seen as a key component in delivering the vision set out in the Well-being of Future Generations (Wales) Act 2015. In addition, the Strategy remains considerate of local Strategies, in particular the Ceredigion Corporate Strategy and the Through Age Wellbeing Strategy.

Key challenges have been identified within the Housing Strategy. The national picture of the economic recession, legislative changes and the Pandemic recovery will all play their part in impacting the local issues affecting Ceredigion, identified as follows:

- High housing costs
- Ageing population
- Homelessness
- Rurality
- Poor transport availability
- Skills and labour shortage in the Construction industry

In addition, the impact of the Phosphates issue in the County means we will need to think differently about how we increase the housing stock, whilst continuing to improve living conditions and supporting our residents. Therefore, using all the evidence collated, we have developed 2 main priorities, with 2 objectives each:

- Increasing supply and improving housing conditions
  - Provide housing that meets our communities' needs.
  - Ensure residents are living in good quality, suitable and sustainable accommodation.
- Supporting residents in their own homes and communities
  - Ensure homelessness is rare, brief, and unrepeatable.
  - Provide timely and appropriate support to maintain independent living.

The Strategy will be delivered in partnership with key stakeholders, who play a crucial part in the realisation of the Strategy. To monitor our progress and success, an Action Plan will be developed and shared on a regular basis through our Strategic Housing Partnership and as and when appropriate, share with Leadership Group and Scrutiny.

### **CONSULTATION:**

Following agreement from Scrutiny and Cabinet, public consultation on the Draft Housing Strategy began on 5th May and ran until 30<sup>th</sup> June 2023. The Consultation Survey asked a total of 10 questions, which can be seen in the attached document. The Consultation returned a total of 40 responses, 34 within the Survey and 6 by email. However, the questions within the Survey were not mandatory, hence not all totals equal the number of respondents. The responses to which have been shared with a corresponding Housing Team response. Typing and grammar errors within the public responses have been amended for reader ease, however, the content and context remain as they were submitted.

### **CONSULTATION FINDINGS:**

The Consultation asked whether the respondent agreed or disagreed with the Vision, Priorities, Objectives and Actions proposed within the Strategy. For each area the majority of responses were positive and in agreement, which can be seen in the



attached response form. Therefore, the Housing Service remain confident that these directions are fit for purpose and do not require changing.

A key theme to be identified from the consultation responses was empty properties. This area has been recognised by the Housing Service and given due consideration and priority within the Housing Strategy and therefore, it is positive to see agreement on this area of work within the responses received.

Several responses received within the consultation are not within the remit of the Housing Service or the consultation and therefore, the relating service has been contacted for awareness and response, where appropriate.

As part of the consultation survey, respondents were also asked to consider the impact of the Housing Strategy on the Welsh language. Whilst it is recognised that some responses are directed towards priority for the Welsh language, we are confident that the Strategy will not have a negative impact on the language and therefore have not made any changes to this aspect of the Housing Strategy.

#### **HOUSING STRATEGY ADDITIONS:**

As a result of the consultation, and internal reviewing, the following additions have been made to the Housing Strategy:

- Page 8 – Total Social Housing Grant spent added.
- Page 13 – Actions updated to include and recognise benefits of working with communities.
- Page 37 – Physical Adaptation Grant information added.

With these additions strengthening the Strategy it is viewed that, with agreement, this will be the final document adopted and published.

#### **Wellbeing of Future Generations:**

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

Yes

#### **Summary of Integrated Impact Assessment:**

**Long term:** The term for the Strategy is 5 years. After which it will be reviewed to ensure it is still meeting residents needs and amended accordingly. The development of housing addresses longer term issues.

Short term needs are addressed through immediate response and support provision.

**Collaboration:** The Strategy has been developed in conjunction with Partners and will continue to need their support in order to fully maximise the potential of the Strategy and its delivery. The Strategy can only be realised through the partnership working in both Public and Third Sector.

**Involvement:** We have sought involvement through a workshop held regarding the Strategy, in which stakeholders were invited and encouraged to contribute to the development of the Strategy. Updates on the progression of the strategy will be

provided regularly and considered at the Strategic Housing Partnership. Formal Consultation has been undertaken and responses considered.

**Prevention:** The Strategy embodies the aim of prevention in order to maintain independence and sustainable communities. Housing Support services will play a big role in prevention and escalation.

Improving and adapting peoples home conditions will promote independence and sustainability. The Strategy will have a positive impact, improving the quality of housing which is suitably located which can enable people to live at home for longer; it has the potential to create more resilient and connected communities and improve people's health and wellbeing. With a high density of Welsh speakers within the County, there is a need to ensure, as far as possible, that housing needs fosters and strengthens the language.

**Integration:** The Housing Service is fully embedded in the Through Age Wellbeing model, holistically working with other services for a person focussed outcome. The Strategy encourages collaboration and partnership working to ensure delivery of its key priorities.

The Strategy has been developed with Partners and will continue to be monitored through the Strategic Housing Partnership meeting to ensure delivery of key outcomes.

**Recommendation(s):**

- 1) To accept the additions to the draft Housing Strategy referenced in the report.
- 2) To recommend that Council approves the Housing Strategy.

**Reasons for decision:**

To enable the Council to fulfil the requirements in relation to the strategic housing function.

**Overview and Scrutiny:**

At the time of writing the Report, the Strategy has not been discussed at Scrutiny. The Strategy is being presented to O&S on the 18<sup>th</sup> of September.

**Policy Framework:**

N/A

**Corporate Well-being Objectives:**

- Boosting the Economy, Supporting Businesses and Enabling Employment
- Creating Caring and Healthy Communities
- Creating Sustainable, Green and Well-connected Communities

**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:**

Housing (Wales) Act 2014

**Background Papers:**

N/A

**Appendices:**

Appendix A- Draft Housing Strategy

Appendix B- Integrated Impact Assessment

Appendix C – Housing Strategy Consultation Responses

**Corporate Lead Officer:**

Greg Jones, Corporate Lead Officer: Porth Cymorth Cynnar

**Reporting Officer:**

Llŷr Hughes, Corporate Manager – Housing Services & Cerys Purches-Phillips, Senior Housing Officer – Strategy & Monitoring

**Date:**

04/08/2023



# HOUSING FOR ALL



# PARTNERS



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# CONTENTS

|   |    |
|---|----|
| Introduction  | 4  |
| Key Facts   | 6  |
| Key Achievements  | 8  |
| Where we want to be   | 11 |
| Increasing supply and improving housing conditions                                    | 12 |
| * Provide housing that meets our communities' needs                                   |    |
| * Ensure residents are living in good quality, suitable and sustainable accommodation | 14 |
| Supporting people in their own homes and communities                                  | 16 |
| * Ensure homelessness is rare, brief and unrepeatd                                    |    |
| * Provide timely and appropriate support to maintain independent living               | 18 |
| The Bigger Picture  | 20 |
| Delivering Our Strategy   | 26 |
| Evidence Papers   | 27 |
| Glossary Of Terms   | 42 |

# INTRODUCTION

Welcome to our new Housing Strategy, setting out Ceredigion's vision and plans for Housing in the County for the next 5 years, 2023-2028. Housing for All, provides a firm foundation for addressing the priorities facing housing and housing related services in Ceredigion.

The Strategy aims to address the needs and priorities facing the County for the years 2023-2028 which also includes the impact upon the Welsh language and culture, that we recognise can be supported through appropriate housing development. Housing plays a critical role in influencing the health and well-being of the residents of Ceredigion. It is important that we consider the demands of future generations, their needs and preferences and how we can ensure they are catered for when developing this Strategy.

With high house prices and low incomes, Ceredigion is unaffordable to many, making it harder for first time buyers and local people to remain in their communities. In addition, much of the housing stock has low energy efficiency ratings and when factoring in low incomes, there are a significant number of households facing fuel poverty.

With an ageing population, we need houses that can be adapted, which can sustain people at different stages of their lifetime. This will go a long way to ensure a healthier population, alongside better use of existing housing stock, improved standards and living conditions, and supporting people in their own homes, all of which are a priority.

Improving the quality of housing which is suitably located can make it possible for people to live at home for longer; it has the potential to create more resilient and connected communities.

The Housing Strategy links with other strategies and policies, including both Ceredigion County Council Corporate Strategy 2022-2027, and the Through Age Wellbeing Strategy 2021 – 2027.

Ceredigion's Corporate Strategy contains four Wellbeing Objectives:

- 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

The Through Age Wellbeing Strategy aims to ensure:

- Citizens of all ages will have an improved quality of life
- Improved support networks for families and those in need across the County
- Improved wellbeing and health by adopting effective interventions
- Supporting well established networks of community and voluntary groups providing preventative support
- Improved choice and quality of local housing

The Housing Strategy feeds directly into the objectives contained in the strategies, ensuring synergies in approach and direction.

The Covid-19 Pandemic has forced change and challenges on an unprecedented scale, with significant issues being brought to the fore. Challenges faced include economic recession, tackling the national housing crisis and responding to homelessness, whilst continuing to meet the changing needs of Ceredigion. Housing plays a key role in ensuring that our residents and communities are given opportunities to succeed in the challenges ahead.

This Strategy continues to be the focal point for all housing partners and related services to identify, plan and accomplish improved service delivery and enhance the lives of the residents of Ceredigion.

**Councillor Matthew Vaux - Partnerships, Housing, Legal and Governance and Public Protection**





# KEY FACTS

**33,557**

Total dwellings, including caravans and mobile homes

**1715**

Dwellings are second homes

**3400**

Units of Social and Affordable housing for rent

**80**

Units of temporary accommodation

**1750**

Households registered on the Common Housing Register (January 2023)

**120**

Applications to the Common Housing Register each month, on average

**280**

Social Housing lettings each year, on average

**322**

Additional Affordable homes, since 2018

**74%**

Owner Occupied properties, the highest tenure type in the County

**9.4%**

Social rented accommodation in Ceredigion (16% Wales average)

**17%**

In private rented accommodation in Ceredigion (14% Wales average)

**833**

Empty properties

# KEY FACTS

**690**

Licensable Houses in Multiple Occupation

**47**

Supported living placements

**404**

Sheltered Scheme accommodation units in Ceredigion

**104**

Extra Care Scheme units

**£31,162**

Ceredigion median household income (CACI Paycheck 2021)

**£262,535**

Average property price in Ceredigion (September 2022)

**82.4%**

Of properties off mains gas

**24.9%**

Homes in fuel poverty

**11,407**

Properties on oil

# KEY ACHIEVEMENTS

## HOUSING FOR ALL 2018—2023

**£540,000**

Spent on 10 Houses into Homes loans

**£510,853**

Spent on 35 Home Improvement loans

**£3.5m**

Warm Homes Fund, for heating and insulations/ upgrades

**£511,982**

Gained through Citizen's Advice Bureau Income Maximisation Scheme

**£5.3m**

Grants spend for adaptations (CCC)

**£495,813**

Grants spend for adaptations (RSL)

**3500**

Declarations issued for ECO LA Flex Scheme

**£2.5m**

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

**9**

Awards received for Energy Efficiency Projects

**25**

Empty properties brought back in to use

**210**

Units of Social Housing developed

**£21.3m**

Social Housing Grant spent

**56**

Units of Extra Care accommodation at the new site, Maes y Mor

Numbers of Affordable housing delivery are increasing annually, and it is anticipated that the significant increases in funding will enable this trend to accelerate.

|   | 2017      | 2018      | 2019      | 2020      | 2021      | 2022      |
|---|-----------|-----------|-----------|-----------|-----------|-----------|
| Net additional General Market Homes Permitted | 1927      | 2080      | 2198      | 2112      | 2333      | 2413      |
| Net additional Affordable Homes Permitted     | 800 – 42% | 838 – 40% | 875 – 40% | 829 – 39% | 860 – 37% | 901 – 37% |
| Net additional General Market Homes Completed | 1020      | 1104      | 1201      | 1753      | 1901      | 2048      |
| Net additional Affordable Homes Completed     | 432 – 42% | 450 – 41% | 494 – 41% | 521 – 30% | 640 – 34% | 657 – 32% |

The table above shows the Affordable Housing Monitoring Data

As a Local Authority, we have worked closely with developers and landlords to provide a range of Affordable housing within the County.

The Local Authority has utilised the Social Housing Grant and the Intermediate Care Fund, to acquire accommodation within the County to develop specialist premises, working with local partners and across the Through Age Wellbeing model.

Through the use of the Common Allocations Policy and supporting Local Lettings Policies, all allocations through the Housing Register have ensured the right property has been allocated to the right family, maximising downsizing opportunities and enabling people to maintain their independence.

### Allocations of Social Housing

| 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 |
|-----------|-----------|-----------|-----------|-----------|
| 262       | 314       | 267       | 278       | 338       |

Since 2018, approximately 2,500 people have received support through Housing Support Grant, per year.

The Local Authority has supported 61 Refugee households, over the last 5 years.

### Disabled Facility Grants Issued

| Year         | Disabled Facility Grants (DFG) | Minor adaptations (SWS and C&R) | Total       | Total spend          |
|--------------|--------------------------------|---------------------------------|-------------|----------------------|
| 2017 - 18    | 120                            | 125                             | 245         |                      |
| 2018 - 19    | 143                            | 149                             | 292         |                      |
| 2019 - 20    | 136                            | 135                             | 271         |                      |
| 2020 - 21    | 67 (Covid)                     | 61                              | 128         |                      |
| 2021 - 22    | 127                            | 128                             | 255         |                      |
| <b>Total</b> | <b>593</b>                     | <b>598</b>                      | <b>1191</b> | <b>£5,309,031.98</b> |

# WHERE WE WANT TO BE

## OUR CHALLENGE

**“There will be sufficient, suitable and sustainable accommodation to meet residents’ needs now and in the future”**

The challenges faced by the Housing Service remain similar to that of the previous Strategy but compounded by the economic recession, legislative changes and Covid-19 Pandemic recovery.

As a result, despite previous successes, there continues to be a lack of suitable and affordable housing of good quality. This, coupled with the need to tackle homelessness, and support the most vulnerable in our society, means that significant investment and work is required to address this situation.

Ceredigion County Council will work to ensure that local people and Welsh speakers are supported to continue to afford to live in their communities, contributing to the vitality of the Welsh culture and language.

| The National Picture  | Mixed with local issues                   | Creates some specific challenges for Ceredigion | So we will...                        |
|---|---|---|--------------------------------------|
| <b><u>Economic Recession:</u></b>   | High housing costs and low wages          | Supply and Demand                               | Increase the availability of         |
| Budget cuts, reduced funding opportunities, higher unemployment, and lower wages  | Ageing population                         | Finance and Affordability                       | affordable and                       |
| <b><u>Legislative change:</u></b>   | Homelessness                              | Quality   | safe homes which                     |
| New legal powers and duties   | Rurality                                  | Type and Suitability                            | enable residents to access the right |
| <b><u>Pandemic Recovery:</u></b>  | Poor transport availability               | Support   | support to maintain independence.    |
| Cost of materials, skills and labour shortage and impact of housing affordability | Skills and labour shortage (Construction) |   |                                      |

# 1. INCREASING SUPPLY AND IMPROVING HOUSING CONDITIONS

## 1.1 Provide housing that meets our communities' needs

Ceredigion does not have a sufficiently wide range of housing stock to meet the changing needs of its residents. The social housing sector is relatively small and does not meet the identified need for one and two bedroom properties. Past changes in benefit legislation resulted in an identified need for affordable one bedroom and shared accommodation for the under 35's. This is especially true of residents in Temporary Accommodation, highlighting the significant need of smaller properties and further actions that need to be taken in respect of a Rapid Rehousing Transition Plan.

The Local Housing Market Assessment further predicts that the average household size continues to decrease. Although the total population in Ceredigion is expected to continue a decreasing trend, the reduction in size of household means that we expect to see an increased number of households which need accommodating.

Needs are influenced by:

- High housing costs in the County—the average property price has increased by 42% since January 2020
- Lack of availability of suitable affordable housing options, placing increased demand on Temporary Accommodation
- Small social housing sector
- A lack of the right type of properties
- Rural nature of the County and poor transport links
- High proportion of second homes
- Fuel poverty

The Authority is currently reviewing its Gypsy Traveller provision in line with Government guidance and is required to agree the Gypsy Traveller Assessment with Welsh Government.

Due, in part, to the Covid-19 Pandemic; high demand and restricted supply has seen an increasing pressure on housing in the County, causing land and house prices to soar. This was as a direct result of the increased demand and, in part, to increased opportunity to work remotely.

The number of people working in construction in the County has decreased over the last ten years from 2,761 (8.6% of workforce) in 2011 to 2,582 (8.5% of workforce) in 2021. Enterprises are generally small or micro-sized, meaning its more difficult to compete for contracts, particularly larger contracts. With restrictions on development due to phosphate issues and fluctuating costs of materials, the construction and development sector is currently poorly positioned to deliver additional homes within the County. The high build costs will make some housing schemes unviable, therefore, alternative methods of construction may need to be considered.

## Outcomes: How we will know we are there

People are provided with housing appropriate to their needs

Sufficient affordable housing to meet needs

## To get there we will:

Work with partners to develop accommodation to address needs and emerging trends

Identify and enable the delivery of new sites to include Affordable housing

Maximise the funding streams available to build Affordable housing

Increase the range of Affordable housing option tenures, including Low Cost Home Ownership, to enable people to remain in the County

Work with partners and community groups to deliver Affordable housing through the use of publicly owned assets

Support the Rural Housing Enabler and community groups to address the shortage of Affordable homes in rural communities

Consider the evidenced influence of second homes in the County and take measures, where appropriate

Consider Commuted Sums and Council Tax Premiums in order to facilitate future development and community schemes

Consider reviewing the level of Council Tax premium on both long term empty properties and second homes to assist the objective of bringing long-term empty homes back into use and to increase the supply of affordable housing and enhancing the sustainability of local communities

Support the local economy and local contractors through the Council's Procurement Policy

## This will be measured by:

Evidence of housing need

Number of clients from specific groups rehoused in suitable accommodation

Variety of properties developed on new sites

Number of Affordable housing units built

Range of Affordable housing option tenures available in the County

Number of new sites delivered

Number of Affordable housing units supported through Council incentives



## 1.2 Ensure residents are living in good quality, suitable and sustainable accommodation

A high proportion of the housing stock in Ceredigion is old, difficult to heat and expensive to improve to current safety and energy efficiency standards.

- A high proportion of pre-1919 homes with poor energy efficiency
- Increasing financial pressures due to energy/heat inefficient housing stock in all tenures leading to a growing affordability issue coupled with rising energy prices
- High number of empty properties in the County
- Growing pressure on housing related support and social care provision, as a result of changing needs linked to the ageing population
- High number of Houses in Multiple Occupation

Together with the cost-of-living crisis and below average earnings, Ceredigion is a prohibitively expensive place to live for many.

### Outcomes: How we will know we are there

People live in good quality housing

People live in energy efficient and affordable homes

People live in homes suitable for their needs

## To get there we will:

- Engage with partners to raise standards through identification of poor housing standards
- Work with Landlords and Homeowners to identify and remove high risk hazards (Category 1 HHSRS) to improve housing standards
- Support communities to secure funding and guidance to improve the energy efficiency and fuel economy of their homes
- Work with Partners to improve thermal efficiency in the housing stock and reduce fuel poverty
- Maximise funding opportunities and enforcement provisions to bring empty dwellings back
- Work with Registered Social Landlords and other partners to utilise empty dwelling stock through purchase or leasing arrangements
- Ensure Landlords meet legislative requirements through robust enforcement
- Ensure all qualifying Houses in Multiple Occupation in the County are licensed
- Maintain appropriate Additional Licensing schemes for smaller Houses in Multiple Occupation and residential caravan sites
- Expand Leasing Scheme Wales to improve provision of affordable rented accommodation
- Work with Partners to deliver a range of adaptations to support independent living and hospital discharge

## This will be measured by:

- Number of referrals received from the Health and Wellbeing Sector
- Number of Category 1 hazards which have been eliminated
- Number of properties in receipt of thermal efficiency measures
- Number of households receiving income maximisation and energy efficiency advice
- Number of empty properties brought back into use
- Number of enforcement interventions undertaken
- Percentage of Houses in Multiple Occupation licences issued without conditions
- Number of unlicensed Houses in Multiple Occupation investigated
- Number of licences issued
- Number of properties signed up to the Leasing Scheme Wales
- Number of allocations made from the Older Persons' Register
- Number of allocations made from the Accessible Housing Register
- Number of accessible properties delivered through Welsh Government funding streams
- Number of adaptations completed

## 2. SUPPORTING RESIDENTS IN THEIR OWN HOMES AND COMMUNITIES

### 2.1 Ensure homelessness is rare, brief and unrepeatable

In 2019 the Welsh Government published a Strategy setting out the vision of “A Wales where everyone has a safe home that meets their needs and supports a healthy, successful and prosperous life. A Wales where we work together to prevent homelessness and, where it cannot be prevented, ensure it is rare, brief and unrepeatable.” Each Local Authority is required to develop a Rapid Rehousing Transition Plan to meet this vision. The Plan sits under the Housing Strategy and is the focus for minimising temporary housing.

The Rapid Rehousing Transition Plan will focus on:

- Prevention of homelessness
- Avoid repeat presentations to homelessness
- Improving relationships with Private Rented Sector
- Growing Leasing Scheme Wales

The call on homelessness services has increased in recent years and is set to grow further. The Pandemic has enabled the Local Authority to gain a greater insight into the scale of homelessness, together with unmet support needs. The direction of Welsh Government is to minimise homelessness and changes in legislation are being developed to support the aims.

As mentioned previously, with lower-than-average earnings, Ceredigion residents also face higher-than-average house prices and rents. The Covid-19 Pandemic had a major impact on the housing market and housing affordability locally. The increase in demand combined with the limited stock has caused a mini housing ‘boom’ in the County, leading to an increase in rents. Local Housing Allowance rates are insufficient to meet the market rents in Ceredigion. The Homelessness service has also seen an increase in evictions through Notices served. It is suggested that this can be, in part, attributed to the introduction of the Renting Homes Wales Act 2016.

Demand for Discretionary Housing Payments has increased recently. It remains to be seen how the economic recession will impact on Homelessness service.

## Outcomes: How we will know we are there

Homelessness is prevented, where possible

People are in temporary accommodation solutions for as short a time as possible

People are supported to move to suitable and secure accommodation

## To get there we will:

Work to prevent homelessness through a range of interventions

Ensure Temporary Accommodation is suitable

Develop services to manage the rapid transition to tenancies

Review the Common Allocations Policy in light of changing demands and legislation

## This will be measured by:

Number of households where homelessness is prevented

Number of households moving in to suitable accommodation

Number of reviews of suitability of Temporary Accommodation

Progression into the Rapid Rehousing model

Number of days spent in Temporary Accommodation

Develop Time Critical Intervention / Housing First support services to manage the rapid transition to tenancies for complex clients

## 2.2 Provide timely and appropriate support to maintain independent living

Providing support for all ages is a significant challenge. A change in demographics, an ageing population and longer life expectancy, together with the impact of substance abuse, poor mental health and domestic abuse has led to an increasing need for housing support to vulnerable clients to prevent housing crisis.

In addition to the above, accommodation needs are changing as a result of the following:

- The likelihood of obtaining social housing, with considerably lower proportion of social housing stock
- Increase in household running costs
- Greater desire for independence in later life

The Housing Support Grant forms a key element to meeting the above objective. Early intervention can prevent people from becoming homeless, stabilise their housing situation or help potentially homeless people to find accommodation. Ensuring that, overall, people are supported into the right homes, with the right support to succeed in living independently, meeting a key aim of the Through Age Wellbeing Strategy.

Again, as the cost-of-living crisis unfolds, the impact is likely to be felt in this area.

## Outcomes: How we will know we are there

People can access the right support to live independently in their own communities

## To get there we will:

Promote all funding options that are available for Landlords, Tenants and Owner Occupiers to improve their homes

Provide support, advice and assistance to Tenants, Landlords and Owner Occupiers to raise standards across all tenures

Develop and promote support solutions for tenants enabling access to early support to sustain tenancies

Enable people to move to alternative accommodation when appropriate and feasible to do so

Seek to support schemes which enable continued independent living in peoples' own homes and communities

Promote access to support services through the internal Housing Support Gateway

## This will be measured by:

Number of grants and loans issued

Number of people assisted to raise housing standards within their homes

Number of tenants supported to remain in their homes and sustain tenancies

Number of people rehoused through the Common Housing Register

Number of people supported to identify alternative accommodation

Number of people provided with grants to remain in their own homes and communities

Number of people supported through Housing Support Grant

Number of referrals received from a variety of services

# THE BIGGER PICTURE

The right houses in the right place will enable people to maintain their independence and remain in their communities for longer, supporting the Welsh language and culture. The Housing Strategy 2023–2028 will aim to realise this by considering the bigger picture, and how working with other services impacts on housing both locally and nationally.

**The Corporate Strategy 2022-2027** has been developed through engagement with residents and analysis of evidence. The robust engagement, together with the Local Wellbeing Plan, highlighted that Affordable Housing is a clear concern and priority to the public. The Corporate Wellbeing vision and objectives are shown below:

**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**

## Corporate Well-being Objectives:



Like the Housing Strategy, the Ceredigion Corporate Strategy 2022-2027 acknowledges that housing affordability has been, and continues to be, a major challenge for Ceredigion.

There has been a significant increase in demand for housing in the County, causing property prices to increase by record levels. During the Pandemic, Ceredigion saw a significant growth in property prices as demand outstripped supply. Prices began to increase as soon as the Pandemic reached Wales in March 2020 and grew significantly throughout 2021.

As a result, nationally, Ceredigion has the 4th highest Housing Affordability Ratio behind Monmouthshire, Vale of Glamorgan and Cardiff. This makes it harder for local people and first time buyers to purchase in their chosen communities, especially when considering earnings in Ceredigion are below average. The median annual earnings, by place of residence, was £23,576 in 2021 in Ceredigion.

Further, a study by the Bevan Foundation highlighted that there were no properties advertised in August 2022 at or below Local Housing Allowance (LHA) rates in Ceredigion, of any size. Remarkably, across Wales there were only approximately 6% of properties available at LHA rate, with regional variations. LHA is supposed to cover 30% of properties within an area. With the rates of LHA staying at the 2020 rate for 2023/2024, affordability of private rentals continues to be an issue.

**The Through Age Wellbeing Strategy** plays a key part in Ceredigion County Council's Corporate Strategy. The Through Age Wellbeing Strategy aims to:

**"Enable the delivery of services that will enhance the social, economic, environmental and cultural wellbeing for the people of Ceredigion"**

Within the Strategy there are a number of key points with direct links to the Housing Service:

- Increased demand on services, reducing supply (high life expectancy)
- Lowest average earnings
- High levels of alcohol consumption
- Increase in drug and alcohol misuse in communities
- Rising cost of accommodation
- Poor standard of housing conditions
- Many people receive care and support from families

The average property price in Ceredigion in September 2022 was £262,535.



The Covid-19 Pandemic has caused demand on services to increase significantly, not least impacted by a change in homelessness approach. The beginning of the Pandemic, in March 2020, ensured that a homeless response was put in place in recognition of the potential impact that Covid-19 could have on homeless people and especially rough sleepers. The “no-one left out” approach resulted in a significant number of people being brought in to emergency accommodation, showing a clearer picture of the scale of homelessness, together with previously unmet support needs. The Welsh Government and Ceredigion County Council are committed to continuing with this approach.

Many areas of work during the Covid-19 Pandemic were put on hold because face to face visits were suspended. Work is continuing to address the backlog in these areas and the impact is still being felt. Homelessness prevention continued throughout, largely delivered remotely however, changes highlighted above mean Emergency Accommodation remains oversubscribed and move on options are limited.

In addition to the Covid-19 Pandemic impact and recovery, the Housing service has also worked closely with other departments and Partners to support the Home Office Resettlement Scheme in light of the Ukraine War.

**The Equality Act 2010** places a duty on Local Authorities to eliminate unlawful discrimination, advance equality of opportunity and to foster good relations between people who share protected characteristics of: disability, age, gender reassignment, sex, race, pregnancy and maternity, sexual orientation, religion or belief or lack of belief. The requirements of Welsh speakers are also protected.

### **Welsh Language and Culture**

Ceredigion continues to be one of the strongholds of the Welsh language within Wales where the language is an integral part of Ceredigion’s society. Welsh and bilingual communities are the foundation of its culture and everyday life. However, communities are changing and this is having an impact on Welsh language and culture; especially as young people, who benefited from Welsh language education within the County, move away. The Welsh Language Communities Housing Plan aims to tackle the challenges facing Welsh speaking communities with a high concentration of second homes and, as a result, the Housing Strategy will continue to be conscious of this Plan and also support the Ceredigion Language Strategy 2023—2028.

In the 2021 Census it was reported that 31,678 (45.3%) of the residents of Ceredigion who are over 3 years old are able to speak Welsh. This was less than the number and percentage reported in the 2011 Census, a decline of 3,286 persons and 2 percentage points. However, Ceredigion remained the Local Authority with the third largest proportion of Welsh speakers, aged 3 and over nationally.

Underpinning the 'Housing For All' Strategy therefore, is the basic principle that the best means of maintaining the vitality of the Welsh language is by sustaining communities. With such a large proportion of the existing population living in rural settlements a strategy that supports rural, as well as urban, communities is vital for the health of the language.

To sustain the culture and enhance the use of the Welsh language in all aspects of everyday life in the County, one of the principle aims of the Strategy is to address affordable housing for local people. The Strategy aims to ensure sufficient opportunities for local people to access affordable or social housing through having a local connection.

**Number and percentage of Welsh speakers in Ceredigion by age group 2011 and 2021, according to Census reports:**

|      | 3 – 15 years     | 16-64 years       | 65+ years        | Everyone over 3 years |
|------|------------------|-------------------|------------------|-----------------------|
| 2011 | 78.4%<br>(7,175) | 41.9%<br>(20,503) | 46.4%<br>(7,286) | 47.3%<br>(34,964)     |
| 2021 | 71.8%<br>(6,123) | 42.4%<br>(18,219) | 39.9%<br>(7,347) | 45.3%<br>(31,678)     |

**The Social Services and Wellbeing (Wales) Act 2014** requires the Local Authority to develop a range of early intervention and prevention strategies that include collaborative arrangements with communities and the voluntary sector to support independent living. 'Housing for All' aims to meet this requirement through early help and support delivered via our Housing Support Programme which aims to stabilise and sustain housing for people.

Unemployment levels, coupled with low-income levels, has placed increased difficulties on the ability of people to access safe and affordable housing. Poor quality and inaccessible housing are often the cause of falls and trips in the home; it can contribute towards feelings of loneliness and isolation and can cause delayed transfers of care. All these come at an enormous cost to the NHS, Social Services and other public services. Therefore, getting housing right makes financial sense.

The Welsh Government's program "**The Programme for Government – 2021-2026**" sets out how the Government will deliver on 10 wellbeing objectives, designed to reflect priorities for protecting and developing the economy, society, environment and culture. This includes developing services for vulnerable people, a focus on decarbonisation and reforming housing law.

**The Renting Homes (Wales) Act 2016** is the biggest change to housing law in Wales for decades. It changed the way all landlords in Wales rent their properties, improving how people rent, manage, and live in rented homes in Wales. The Act makes renting easier and provides greater security for both Tenants and Landlords.

However, this hasn't come without challenges, as landlords perceiving the additional responsibilities weigh up the benefits of continuing in the sector.

**The Housing (Wales) Act 2014** aims to improve the supply, quality and standards of housing in Wales. The key elements of the Act are:

- Introduction of a compulsory registration and licensing scheme for private rented sector Landlords and Letting and Management Agents
- Reform of homelessness legislation, which places a stronger statutory duty on Local Authorities to prevent homelessness through advice and assistance, allowing them to use suitable accommodation in the private sector
- Placing a duty on Local Authorities to provide sites for Gypsies and Travellers, where a need has been identified
- Introduction of standards for Local Authorities on rents, service charges and quality of accommodation
- Reform of the Housing Revenue Account Subsidy system
- Giving Local Authorities the power to charge more than the standard rate of Council Tax on long term empty properties and certain types of second homes
- Assisting the provision of housing by Co-operative Housing Associations
- Amendment of the Leasehold Reform, Housing and Urban Development Act 1993

## **Phosphate Levels**

Following new evidence from the Joint Nature Conservation Committee about the damaging effects of phosphates to water ecosystems and species, National Resources Wales (NRW) conducted an assessment of the nine relevant areas in Wales, including the River Teifi in Ceredigion, and in January 2021, published the results. Over 60% of the waterbodies in Wales failed the targets, including the River Teifi. NRW produced an interim planning position statement advising that any proposals for developments within Special Areas of Conservation river catchments, in particular those that will generate increased volume or concentration of wastewater, must now prove that the design will not contribute to increased phosphate levels. As a result, housing in some areas has stopped, which will inevitably impact on the delivery of Affordable homes. The Council are working with all relevant partners to find short and long term solutions to the issue to allow development to proceed and to restore the health of the rivers.

**The Local Housing Market Assessment**, published in October 2020, considers the whole of the housing market and the differing needs of communities, including older people, students and people with disabilities. In addition, the West Wales Care Partnership has also identified key areas for focus in their Housing and Accommodation Needs Assessment for people with Learning Disabilities and people with Mental Health needs in West Wales, published in February 2022. Also in development is a Regional Strategy for Housing and Care which will provide direction in relation to specialist housing schemes.

These sources of evidence are also used in the development of our Housing Prospectus, which provides direction for our Social Housing Delivery Programme, and in development of new schemes, for specific need.

# DELIVERING OUR STRATEGY

## Partnership Arrangements

To achieve our housing priorities Ceredigion County Council will need to work closely with others, developing ideas, enabling opportunities and delivering projects. Our key partners in realising the strategy include:

- Resident Social Landlords
- Local developers and construction industry
- Private Landlords
- Third Sector Organisations
- Hywel Dda Health Board

We are all working to achieve the same goals and recognise that it is in everyone's interests for Ceredigion to have homes where people can thrive. We also understand that each of our partners will have their own considerations and that we may not all take the same route to achieve our goal. Given the scale of the challenges we are facing, it is more important than ever to have solid, effective, partnerships built on a foundation of trust and mutual respect.

From the Council's Through Age Wellbeing Strategy we know that "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 abuse, poor mental health, 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" Therefore, we will continue to work across Council services and support wherever possible to meet identified housing needs and ensure priorities are inclusive, co-produced and client focussed.

We understand that some people living in Ceredigion may have unique needs. We will work in partnership with all of these groups and aim to meet their specific needs on a case by case basis.

## Performance and Governance

We will monitor the actions and measures set out within the Strategy on a quarterly and annual basis through the Strategic Housing Partnership, which contains representatives from our key partners. In addition, at appropriate intervals, an update on the progress of the Strategy will be provided to Overview & Scrutiny Committee.

## Action Plan

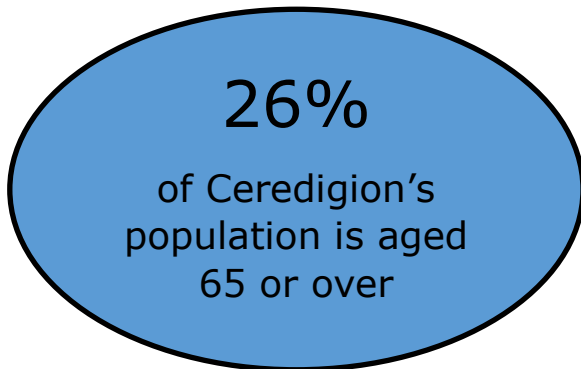
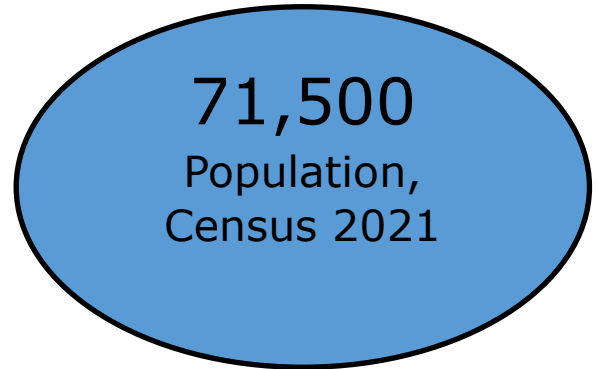
We will prepare an Action Plan setting out our targets, key projects and activities and how we will measure our progress. Delivery against the Plan will be reported to Members and Partners through the Strategic Housing Partnership.

# EVIDENCE PAPERS

The wider evidence is presented below. The local and national context, together with the evidence base shown on the following pages have led us to establish our main priorities and objectives for this Strategy.

## Demographics

The latest Census results from 2021 show that the population of Ceredigion is 71,500, some 4,492 lower than the population in 2011. Between mid-year 2011 and 2021 the population rose from 75,400 to a peak of 75,800 in 2004, and then reached a new peak of 76,000 in 2012 which has been followed by a slow decline. It is suggested that by 2031 numbers will continue to decrease to 70,445.



According to the latest (2018-based) population projections, this will rise to 30% of the population (21,000 people) by 2030; while the number of people aged 85+ will increase from 2,400 to 3,200.

Data from 2021 Census for Ceredigion

| Age Group | Population | %    |
|-----------|------------|------|
| 0-18      | 12,572     | 18   |
| 18-50     | 26,168     | 37   |
| 50+       | 32,728     | 46   |
| Total     | 71,468     | 100* |

*Figures do not sum to exactly 100% due to computer roundings*

A higher share of the population in Ceredigion (26%) is of retirement age than in Wales in general (21%)

## Social Housing

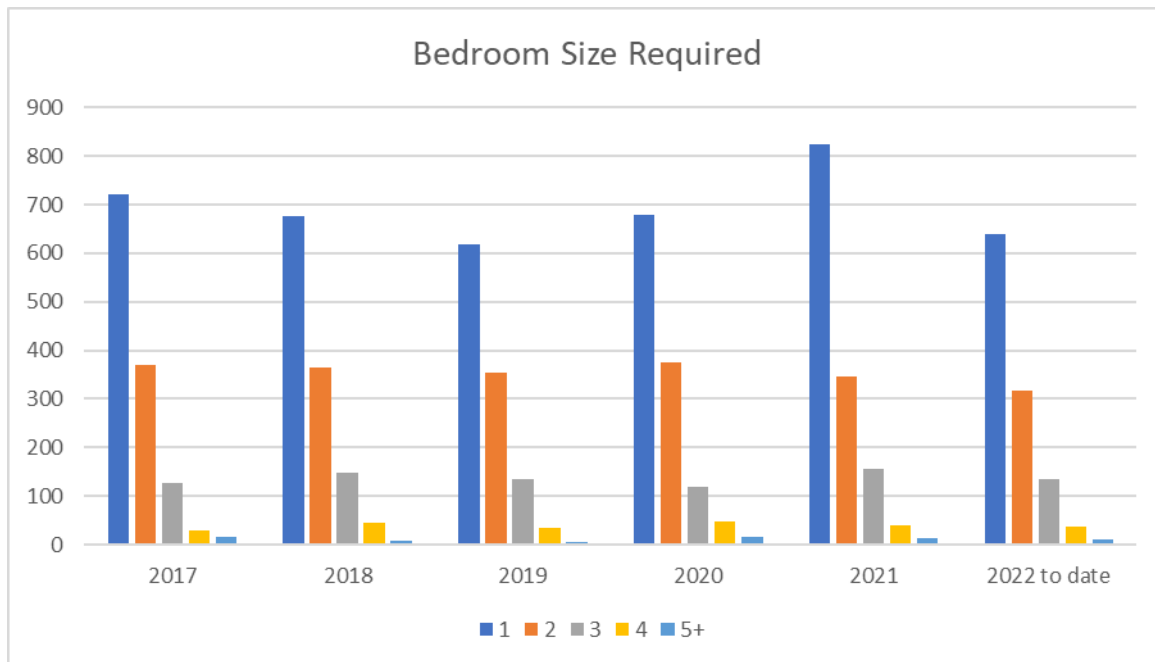
**9.4%**  
Social Housing  
stock, in Ceredigion

At the end of January 2023, there were 1750 Housing Register Applications seeking Social Housing in Ceredigion. An increase from 1400 in 2018. On average there are 280 allocations made per year, leading to a large discrepancy between demand and supply.

Social Housing stock accounts for 9.4% of housing in Ceredigion, compared to 16% Wales average (2020 Dwelling Stock Estimates, Welsh Government) The availability of Social Housing is a barrier to securing affordable housing in the County.

The following table shows the Social Rented property breakdown by bedroom numbers in Ceredigion (RSL Stock data). (Ceredigion 2021)

|                          | No          | %   |
|--------------------------|-------------|-----|
| 1 Bed Flats / Apartments | 469         | 16  |
| 2 Bedrooms               | 1348        | 46  |
| 3 Bedrooms               | 1029        | 35  |
| 4 Bedrooms               | 64          | 2   |
| 5 Bedrooms               | 6           | 0.5 |
| 6 Bedrooms               | 3           | 0.5 |
| <b>Sub total:</b>        | <b>2919</b> |     |
| Sheltered Accommodation  | 404         |     |
| Extra Care               | 104         |     |
| <b>Total units:</b>      | <b>3427</b> |     |



The table above shows the demand for bedroom sizes, according to the Common Housing Register

The table above shows a significant demand for 1 bed properties in the County, which has remained through the life of the previous Strategy. There is also an increase in demand for 2 and 4 bed properties. We can see from the table below that the current stock does not match our demand.

Demand for social housing by bedroom size is identified in the table below. There is a mismatch between demand for smaller units and the availability of smaller units within the social housing stock.

| Bed size | Current stock | Demand |
|----------|---------------|--------|
| 1 bed    | 16%           | 60%    |
| 2 bed    | 46%           | 24%    |
| 3 bed    | 35%           | 11%    |
| 4 bed    | 2%            | 4%     |
| 5+ bed   | 1%            | 1%     |

Bedroom size demand compared to current Social Housing Stock

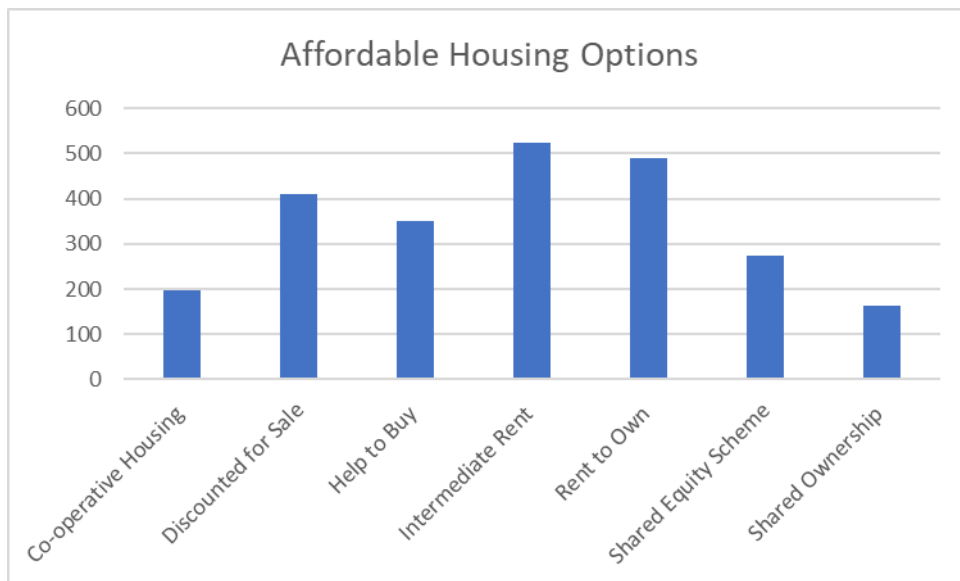


## Affordable Housing

The Local Authority Prospectus highlights the need to review the range of Affordable Housing options available and investigate opportunities to create affordable pathways to home ownership. To include:

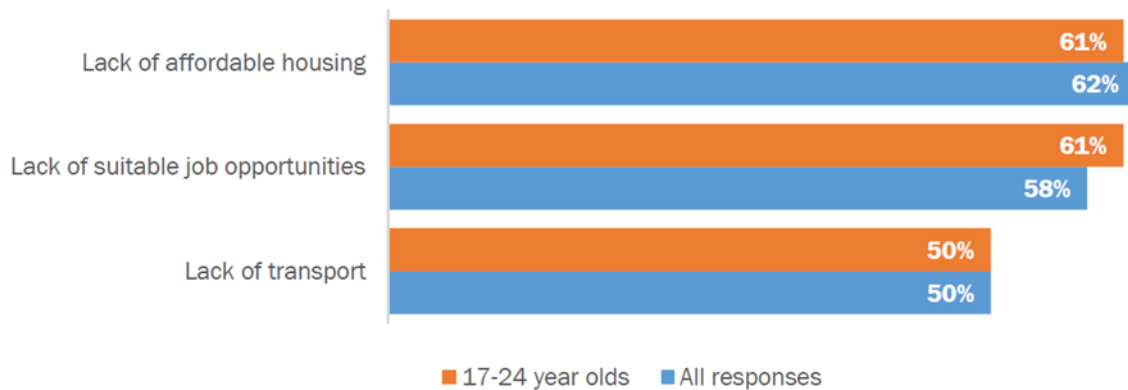
- Shared Ownership
- Shared Equity
- Rent to Own
- Homebuy Scheme
- RSL Shared Equity Scheme
- Help to Buy Wales
- Extra Care

### Affordable Housing Options demand, as identified on the Common Housing Register



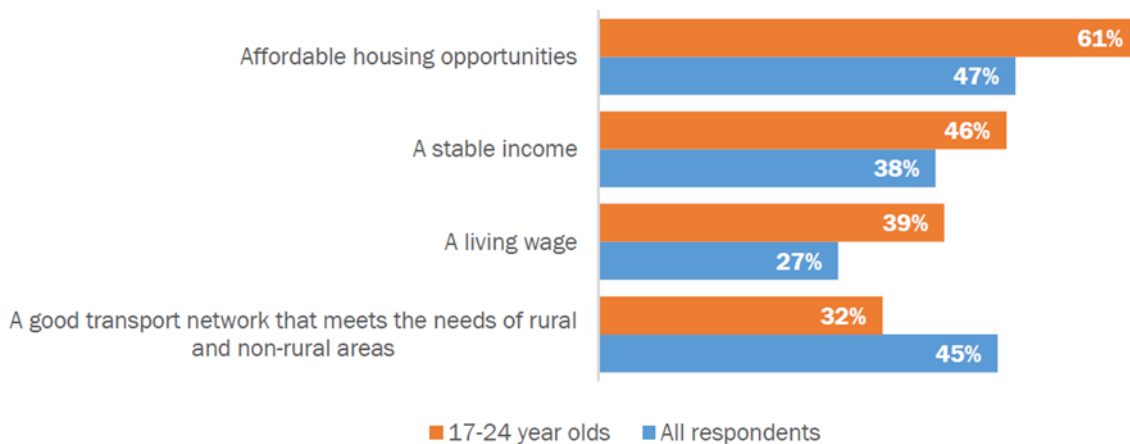
The Local Wellbeing Assessment was carried out in 2022 and identified that the residents of Ceredigion were concerned about affordable housing opportunities.

### Looking ahead, what concerns you the most about prosperity in the county?



Source: Ceredigion PSB Well-being Survey

### Which three things do you value most in a prosperous community?



Source: Ceredigion PSB Well-being Survey

Thinking about the future, lack of affordable housing was the area of greatest concern for residents. With rising house prices and the increased cost of living providing affordable housing opportunities is still a large focus.

## Housing Standards

16.6%

Private rented properties, in Ceredigion

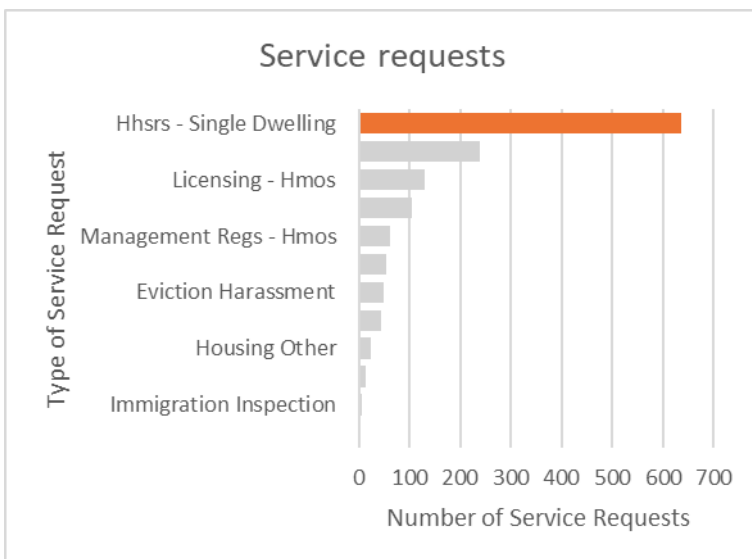
Private rented homes are generally considered to be in worse conditions than other tenures. Ceredigion has a high proportion of privately rented properties, 16.6% compared to a Wales average of 14.2%

The Local Authority recorded 1383 housing related Service Requests between 2017 and 2022. 178 Category 1 Hazards identified under the Housing Health and Safety Rating System (HHSRS) and 62 Enforcement Interventions were required.

1383

Housing related Service Requests

The table below shows the type of Service Requests received by the Housing Service



The top four Hazards identified during HHSRS Assessments are as follows:

- Damp and Mould
- Excess Cold
- Fire
- Electrical Hazards

Much of the housing stock in Ceredigion, especially in rural areas, is hard to heat because of its age, construction, and lack of mains gas supply. Home adaptations may provide a lifeline in less suitable properties but cannot solve all of the issues. Good quality housing has a strong effect on health for all ages. It is estimated that poor quality housing costs the NHS in Wales >£95m per year (Nicol and Garrett, 2019), being a factor behind issues such as falls and accidents in the home, and health issues caused or worsened by cold and damp living conditions.

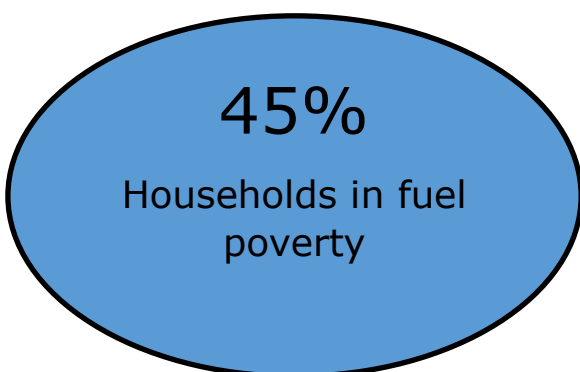
The current means of assessing 'bad housing' is the Housing Health and Safety Rating System (HHSRS), which classifies defects in dwellings by assessing their potential effect on the health and safety of occupants and visitors. The system allows the seriousness of any hazard to be rated, differentiating between minor hazards and those where there is an immediate threat of major harm. Where a hazard scores 1,000 or more on the HHSRS it is deemed to be a Category 1 hazard and any dwelling with such a hazard is considered to be below the minimum acceptable standard for housing and thus classified as 'poor' or 'bad' housing.

### Category 1 Hazards

| Year    | Total No HHSRS Assessments | Total No Category 1 Hazards identified | Improvement Notices Served |
|---------|----------------------------|--|----------------------------|
| 2017/18 | 253                        | 37                                     | 2                          |
| 2018/19 | 100                        | 52                                     | 4                          |
| 2019/20 | 223                        | 23                                     | 2                          |
| 2020/21 | 30                         | 17                                     | 0                          |
| 2021/22 | 66                         | 22                                     | 0                          |

Demand continues for Home Improvement Loans. The Local Authority gives priority to Homeowners and Landlords offering the property to let at affordable/intermediate rent levels, or who offer the housing for social housing or nomination rights.

### Fuel Poverty



New official Welsh Government fuel poverty estimates say up to 45% of Households in Wales are likely to be struggling to keep warm and safe at home, trapped in fuel poverty.

## Energy Efficiency

Several factors affect the energy efficiency of housing, including property type, tenure and when it was constructed. Much of the housing stock in Ceredigion, especially in rural areas is hard to heat because of it's age, construction and lack of mains gas supply.

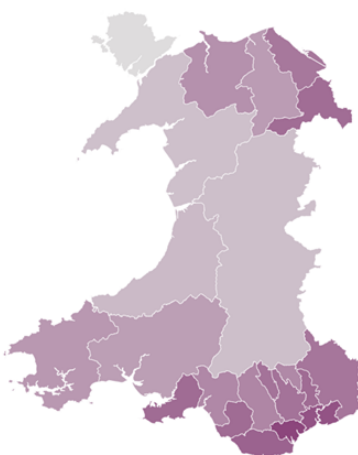
- 82.4% of properties not on mains gas (29,693 properties)
- 6926 properties with an EPC rating of F or G



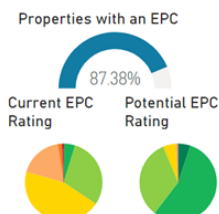
The table above shows median energy efficiency score by tenure and property type, England and Wales, up to March 2022 (Source: Department of Levelling Up)

Rent Smart Wales Data indicates that the average EPC Rating in the RSW registered Private Rented Sector properties in Ceredigion is 58, 4<sup>th</sup> lowest in Wales.

|                   |    |
|-------------------|----|
| Cardiff           | 67 |
| Newport           | 66 |
| Vale Of Glamorgan | 65 |
| Torfaen           | 64 |
| Bridgend          | 64 |
| Swansea           | 64 |
| Wrexham           | 64 |
| Caerphilly        | 63 |
| Merthyr Tydfil    | 63 |
| Mornmouthshire    | 63 |
| Flintshire        | 63 |
| Rhondda Cynon Taf | 62 |
| Neath Port Talbot | 62 |
| Blaenau Gwent     | 62 |
| Conwy             | 61 |
| Pembrokeshire     | 60 |
| Denbighshire      | 60 |
| Cardiganshire     | 60 |
| Ceredigion        | 58 |
| Powys             | 58 |
| Gwynedd           | 57 |
| Isle Of Anglesey  | 55 |



| EPC Rating | Properties | %     |
|------------|------------|-------|
| A (92+)    | 84         | 0.0%  |
| B (81-91)  | 8262       | 4.7%  |
| C (69-80)  | 51797      | 29.6% |
| D (55-68)  | 78801      | 45.1% |
| E (39-54)  | 31700      | 18.1% |
| F (21-38)  | 3029       | 1.7%  |
| G (1-20)   | 1245       | 0.7%  |



Domestic Private Rented Property in Wales are regulated by the Minimum Energy Efficiency Standards. An EPC rating of E or above is required on these properties in order to comply with the law. Energy efficiency schemes assist both home owners, and those in the private rented sector, to improve the energy efficiency of their properties through installation of a variety of energy efficiency measures.

## Empty Properties and Second Homes

|                                  | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022/23 as<br>at<br>06.01.2023 |
|----------------------------------|---------|---------|---------|---------|---------|--------------------------------|
| Long Term<br>Empty<br>Properties | 226     | 260     | 255     | 189     | 154     | 210                            |
| Long Term<br>Empty<br>Premiums   | 736     | 665     | 684     | 720     | 680     | 646                            |
| Second<br>Homes                  | 90      | 85      | 91      | 82      | 72      | 87                             |
| Second<br>Homes<br>Premium       | 1622    | 1621    | 1637    | 1609    | 1727    | 1793                           |

The figures above, identified through Council Tax records, show the number of empty properties in Ceredigion.

Empty properties and Second homes are subject to a 25% Council Tax Premium.

There are some fluctuations between empty properties, second homes and commercially let holiday homes subject to business rates.

In January 2023, the following was apparent of Empty Properties within Ceredigion:

Number of empty properties in Ceredigion: 833 (210 Long Term Empties and 646 Long Term Empty Premium)

Aberystwyth – 119 (27 long term, 92 premiums)

Cardigan – 48 (21 long term, 27 premiums)

Lampeter – 29 (8 long term, 21 premiums)

Whilst the numbers of empty properties has reduced over recent years, implementation of the Empty Property Action Plan will allow targeted action to bring empty properties back into use, enhancing the number of affordable homes available within the County.

## Houses in Multiple Occupation

Dwellings which contain more than one household are known as Houses in Multiple Occupation (HMOs) and cover a wide range of housing types mainly in the private rented sector. They are often occupied by younger people and can include some vulnerable and disadvantaged groups.

There are two university towns in Ceredigion. As a result, the County has a higher than average number of HMOs in Wales for its population size. As of December 2022 there were 558 licensed HMOs in the County. The Housing Act 2004 requires mandatory licensing of certain types of HMO. Mandatory licensing is required where the HMO is occupied by five or more persons living in two or more separate households. The Housing Act 2004 also provides for licensing to be extended by a local authority to include HMOs not covered by mandatory licensing. An Additional Licensing Scheme was declared in April 2019 in Ceredigion. The use of Additional Licensing has to be consistent with the Local Authority's Housing Strategy and should be co-ordinated with the authority's approach on homelessness, empty properties and antisocial behaviour. The Scheme lasts for a period of 5 years and is due for review before April 2024.

The Additional Licensing Scheme applies in respect of HMOs occupied by three or more persons, forming three or more separate households, regardless of the number of storeys, in the following wards of the County:

- Aberystwyth—North
- Aberystwyth—Central
- Aberystwyth—Penparcau
- Aberystwyth—Rheidol
- Aberystwyth—Bronglais
- Llanbadarn Fawr—Padarn
- Llanbadarn Fawr—Sulien
- Faenor

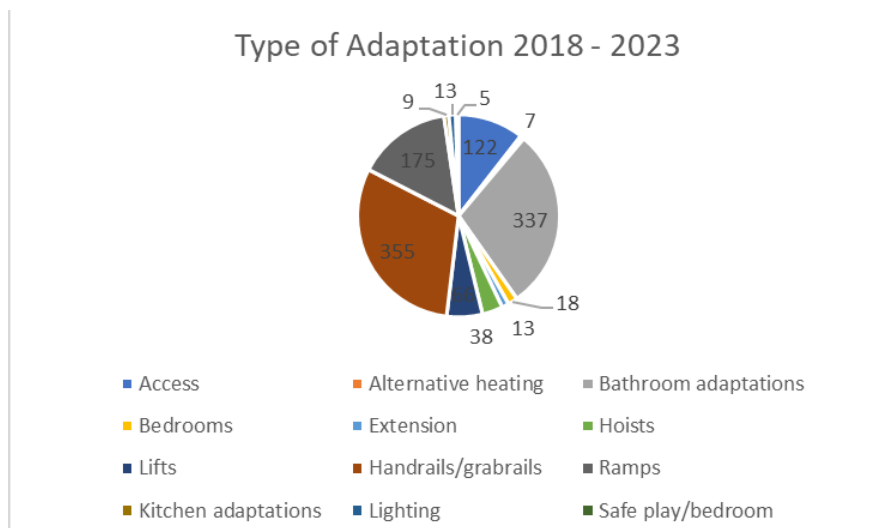
## Leasing Scheme Wales

As a result of the “no one left out approach” there has been an increase in investment from Welsh Government in funding areas, together with the launch of the Private Rented Sector Leasing Scheme Wales. Ceredigion County Council have signed up to the Welsh Government’s Leasing Scheme Wales initiative to improve access to properties at an affordable rent.

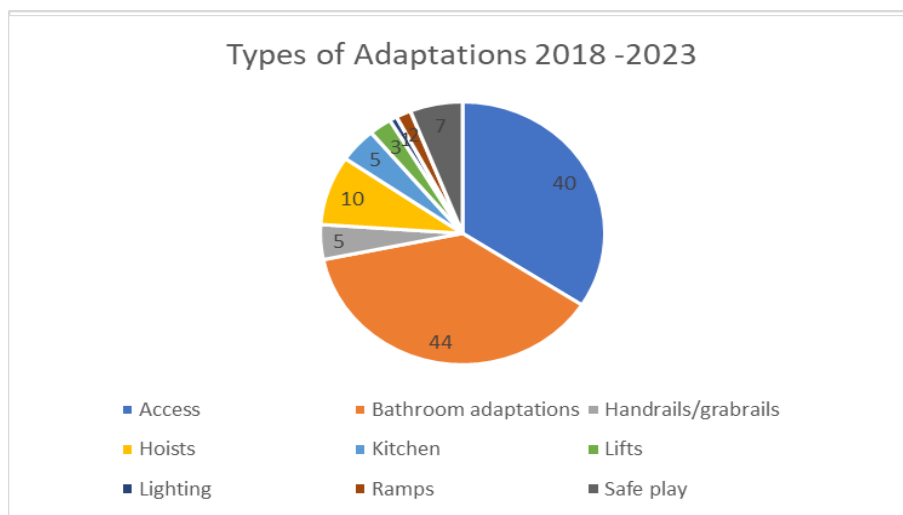
## Adaptations

On average 265 large, medium and small adaptations are delivered annually to assist residents to maintain independence in their own homes and facilitate hospital discharge. A range of adaptations are undertaken including extensions, through floor lifts, stairlifts, level access showering facilities, hoists, grab rails, ramps and access to outside space. Adaptations are delivered according to the needs of the client, as recommended by the Occupational Therapist.

- 19% (increased from 17%) of households on the Ceredigion Common Housing Register have requested an adapted property (self reporting across all levels)
- 21% (increased from 14%) of households on the Ceredigion Common Housing Register have requested Older Persons' Accommodation



The table above shows the type of Adaptations installed between 2018 and 2023 through Disabled Facility Grant funding



The table above shows the type of Adaptations installed by Ceredigion Registered Social Landlords between 2018 and 2023



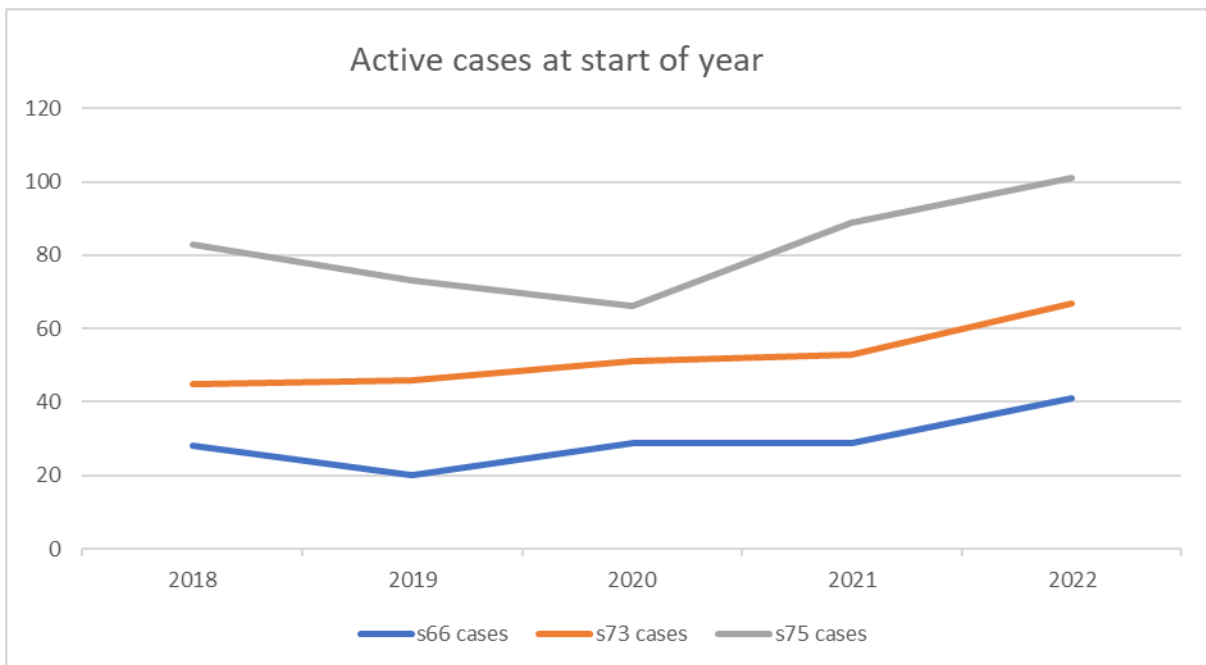
## Homelessness

Over the last few years, and during the pandemic, the number of presentations to the homelessness service have remained broadly consistent. However during the pandemic an 'Everyone In' approach followed by changes in legislation by Welsh Government means that the case numbers at full homelessness duty (s75) have increased. The Housing Options team are less able to close cases at an earlier stage, due to lack of suitable housing options for people to move into. In addition the changes in legislation mean that people who were not eligible for support or accommodation at this stage due to not being in priority need are now eligible. This means that we support people for a longer period.

This can be represented by looking at the active case numbers over the last five years. The number of cases at all homelessness duty stages are trending upwards, and, in particular, the s75 cases have markedly increased.

Further information in this area can be found in the Rapid Rehousing Transition Plan.

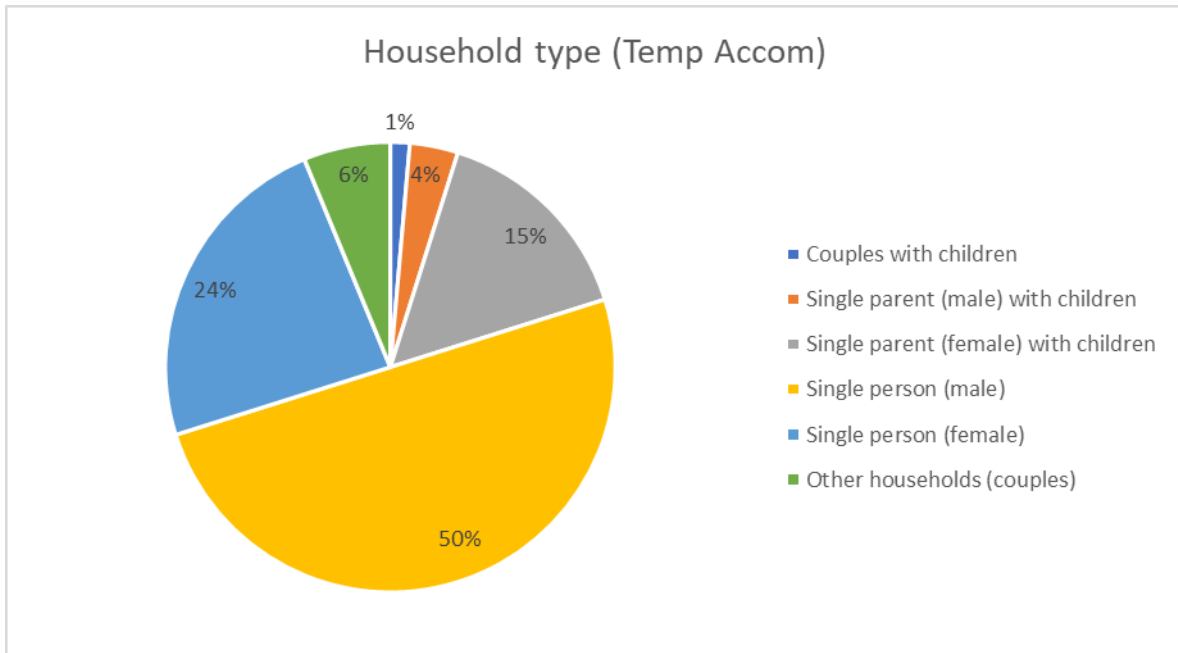
The table below shows active case numbers 2018–2022



## Temporary Accommodation

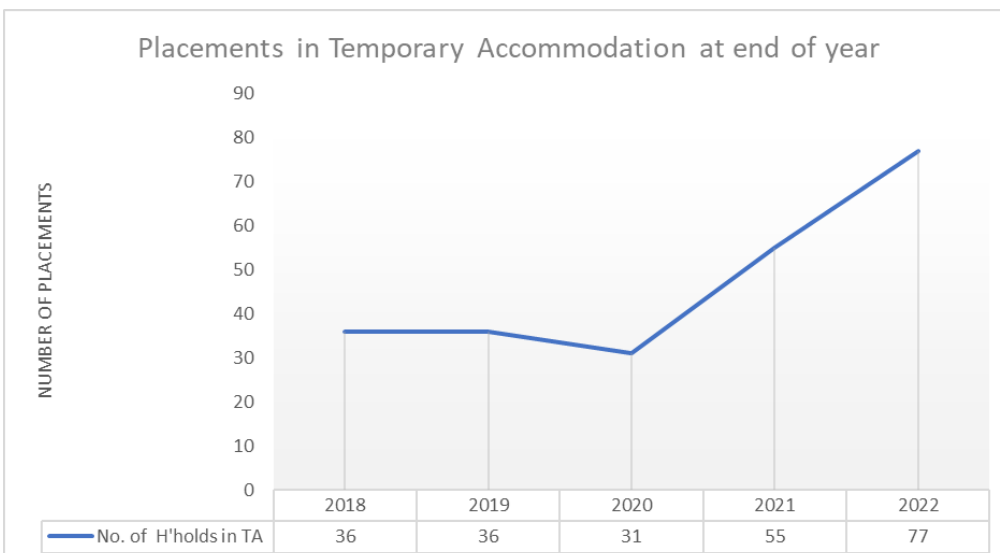
The data below looks at the makeup of households accommodated in temporary accommodation over 2021/2022. During this time 189 placements were made, accommodating 144 households.

### Household type placed in temporary accommodation



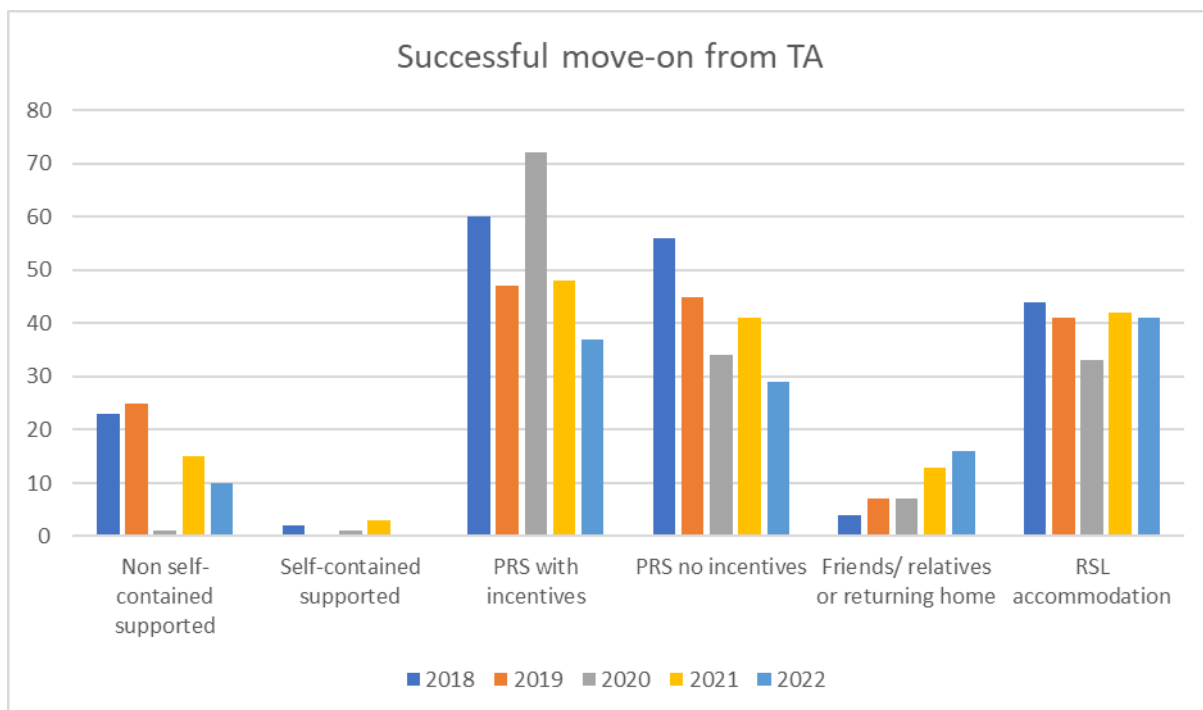
74% of all homeless placements are for single persons. This is in comparison to the Census 2011 data which indicates just 33.1% of the total population of Ceredigion is in a single person household.

### Households placed in temporary accommodation



There is an increasing demand on temporary accommodation due to insufficient housing options for people.

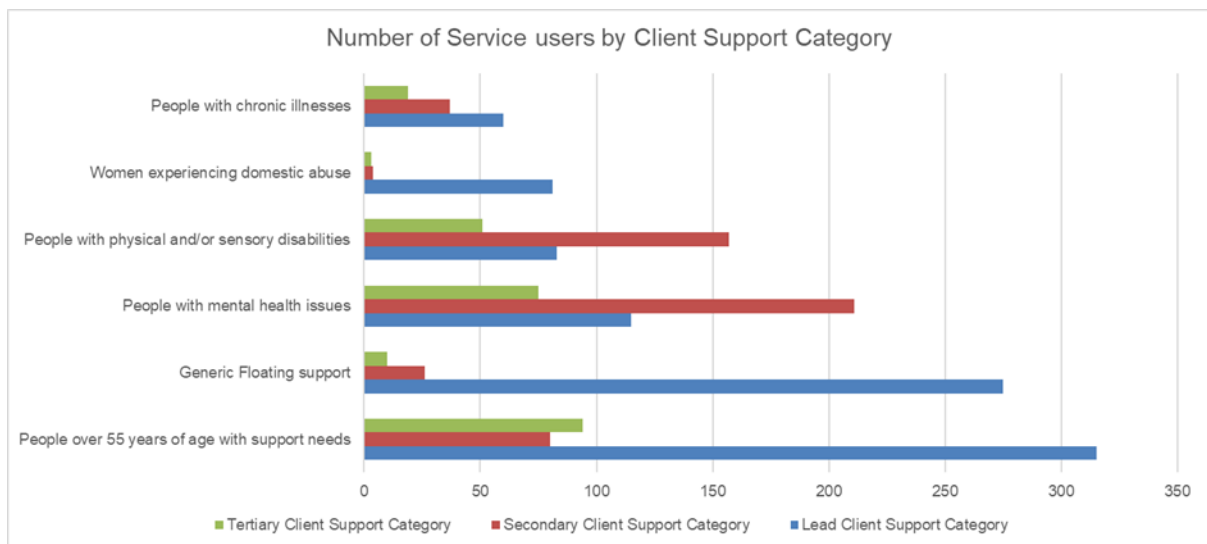
## Successful move on from Temporary Accommodation 2018 –2022 (percentage)



The chart above shows the successful result of move on from temporary accommodation for the period 2018–2022. It is becoming increasingly more difficult to move-on homeless households from temporary accommodation to the private rented sector. The drop in numbers in 2020 was impacted by moving home being prevented for the large part due to the Pandemic. This had a knock on effect on the ability to move persons into particularly Registered Social Landlord properties and supported placements.

As a result of the Covid Pandemic, the Council worked hard to accommodate all those at risk, under an 'Everybody In' umbrella. This is shown in the increased number of Households accommodated in temporary accommodation. This has corresponded with a decrease in successfully discharging into the private rented sector. This has led to increased pressures on the Housing Options and Support team, highlighting the need to reconsider the move-on options available, including a review of the Common Allocation Policy.

## Housing Support



The table above shows the needs of Service Users (Housing Support Needs Assessment)

Evidenced in the Housing Support Programme Needs Assessment and identified as priorities within the Housing Support Programme Plan, our focus will be to;

- Maintain current provision and enhance the range of specialist accommodation available
- Provide specialist accommodation to house individuals who are unwilling or unable to manage even the most basic accommodation
- Address lack of provision of supported accommodation for clients with complex needs and chaotic lifestyles

# GLOSSARY OF TERMS

|                             |  |
|-----------------------------|--|
| Accessible Housing Register | A register for applicants who are either mobility impaired or disabled and in need of suitably adapted properties. The Register is managed by the Local Authority on behalf of its partner Registered Social Landlords in Ceredigion.  |
| Affordable Housing          | Affordable housing can be generally referred to as "Low Cost Home Ownership". It can also include Discounted for Sale or Shared Ownership/Equity or Intermediate/affordable rented housing.  |
| Affordable Housing Register | A register for applicants who are unable to access open market housing which is suitable for their needs. Applicants may be able to afford Intermediate Rent or Affordable Rent or alternatively qualify to buy one of the Low Cost Home Ownership options. The register is held by the Local Authority and is also available to Registered Social Landlords in Ceredigion.  |
| Common Housing Register     | The Housing Register is managed by Ceredigion County Council on behalf of its Registered Social Landlord Partners in order to match suitable applicants to social housing properties.  |
| Community                   | The 'community' can be defined in a number of ways. It can be used to define a group of residents in a precise location. It can also be used to refer to a group of individuals who share a particular interest or viewpoint. Community is not simply about facilities but also about social networks, in terms of meeting and greeting. The importance that the Welsh language plays in this is significant in order to sustain the vitality of Welsh culture and language in Ceredigion. Evidence suggests that a high density of speakers is necessary for the Welsh language to be used as a normal vibrant community language. (National Welsh Language Survey 2013-15) |
| Commuted Sums               | A Commuted Sum, in the context of the Ceredigion Local Development Plan, is the payment of a capital sum by a developer, to the Local Authority in lieu of on-site provision of affordable housing (where the local planning authority agree this is not possible) or where the construction of whole affordable housing units on site does not meet the developer's full obligation under the affordable housing policy. The payment is a contribution to a fund administered by the authority and used to supplement the development of affordable housing elsewhere in Ceredigion.  |

|   |  |
|---|--|
| Disabled Facilities Grants (DFG)                | The Disabled Facilities Grant can be used for adaptations and equipment required to enable a person to maintain independence in their home.  |
| Energy Performance Certificate (EPC)            | An Energy Performance Certificate (EPC) is a report that assesses the energy efficiency of a property and recommends specific ways in which the efficiency of your property could be improved.   |
| Empty Property Action Plan                      | This Plan will help bring empty properties back into use and improve the physical condition of the existing environment, targeting those properties having a detrimental effect.   |
| Fuel Poverty                                    | A fuel poor household is defined as one which needs to spend more than 10% of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms)  |
| Housing Support Grant                           | The purpose of the Housing Support Grant (HSG), funded by Welsh Government, is to prevent homelessness and support people to have the capability, independence, skills and confidence to access and/or maintain a stable and suitable home.  |
| Housing Health and Safety Rating System (HHSRS) | The Housing Health and Safety Rating System (HHSRS) assesses 29 housing hazards and the effect that each may have on the health and safety of current or future occupants of the property. If a hazard is a serious and immediate risk to a persons' health and safety, this is known as a Category 1 hazard.  |
| Houses in Multiple Occupation (HMO)             | A house in multiple occupation is a property rented out by at least three people, who are not from the same household, but share facilities like the bathroom and kitchen.   |
| Local Housing Allowance Rates (LHA)             | The Valuation Office Agency Rent Officers determines Local Housing Allowance (LHA) rates used to calculate housing benefit for tenants renting from private landlords.<br><br>LHA rates are based on private market rents being paid by tenants in the broad rental market area (BRMA). This is the area within which a person might reasonably be expected to live. |

|                                    |   |
|------------------------------------|---|
| Local Housing Market Assessment    | The Local Housing Market Assessment provides assistance in determining the level of housing demand in Ceredigion.   |
| Older Person's Register            | An Older Person's Register is a register for housing specifically suitable for person's over 55 years of age.   |
| Rent Smart Wales                   | Rent Smart Wales process landlord registrations and grant licences to landlords and agents who need to comply with the Housing (Wales) Act 2014.  |
| Rapid Rehousing Transition Plan    | A Rapid Rehousing Transition Plan is a planning document intended to support local authorities make the transition to a Rapid Rehousing model of homelessness services.   |
| Registered Social Landlords (RSLs) | Registered Social Landlords are private non-profit making organisations also called Housing Associations that provide low cost social housing.  |
| Social Housing                     | Social Housing is housing that is let at low rents and on a secure basis to people in housing need. It is generally provided by Local Authorities and Housing Associations.   |
| Social Housing Grant               | Social Housing Grant is a grant given to Registered Social Landlords by Welsh Government and managed by the Local Authority. The grant aims to provide new affordable housing for rent and low cost home ownership. |
| Social Housing Prospectus          | Local authorities are required to identify their strategic priorities for utilising Social Housing Grant and the Prospectus provides a summary of Ceredigion's housing priorities.                                  |



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

An integrated tool to inform effective decision making

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

## 1. PROPOSAL DETAILS: (Policy/Change Objective/Budget saving)

|                                    |   |                        |  |                    |                |
|------------------------------------|---|------------------------|--|--------------------|----------------|
| Proposal Title                     | Housing Strategy, setting out Ceredigion's visions and plans for housing in the county for the next 5 years |                        |  |                    |                |
| Service Area                       | Housing   | Corporate Lead Officer | Greg Jones   | Strategic Director | James Starbuck |
| Name of Officer completing the IIA | Cerys Purches-Phillips  | E-mail                 | <a href="mailto:Cerys.purches-phillips@ceredigion.gov.uk">Cerys.purches-phillips@ceredigion.gov.uk</a> | Phone no           | Skype          |

Please give a brief description of the purpose of the proposal

The Local Authority plays a lead role in developing an approach to housing across all tenures in the County. The purpose of the Strategy is to ensure the delivery of more integrated housing and related services in order to meet local need, whilst also safeguarding the heritage and culture of the County. Sustaining existing communities is key to this strategy, and vital for the health of the Welsh language in Ceredigion.

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

Residents of the County, across all tenures could be impacted by the strategy.

**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 |
|------------------------|-----------------------|----------------|-----------------|--|
| Cerys Purches-Phillips | Scrutiny              | 1              | 13/04/2023      | No changes, progress to Cabinet.                                 |
| Cerys Purches-Phillips | Cabinet               | 1              | 02/05/2023      | No changes, approval for public consultation.                    |
| Cerys Purches-Phillips | Scrutiny              | 2              | 18/09/2023      |  |
|                        |                       |                |                 |  |





| <b>COUNCIL STRATEGIC OBJECTIVES:</b> Which of the Council's Strategic Objectives does the proposal address and how? |  |
|---|--|
| Boosting the Economy, supporting Business and enabling employment.  | The Strategy will have a positive impact on the local construction industry providing job opportunities in the development of new homes and adaptation and improvement to existing homes. It will also provide the opportunity for residents to maintain a sustainable home as a basis to find secure employment.  |
| Creating caring and healthy communities   | The Strategy will provide opportunities to enable local people to remain in their communities, safeguarding cultural heritage and language, especially in areas of high proportion of Welsh speakers. The Strategy will aim to provide early assistance and support for peoples' housing needs, sustaining their accommodation or enabling them to move on where appropriate. The right level and type of support will be provided at the right time, to prevent escalation. Wherever possible, through a variety of options, we will maximise people's independence enabling them to remain in their own homes and communities. |
| Providing the best start in life and enabling Learning at all ages  | The Strategy will provide the opportunity for residents to maintain a sustainable home as a basis to find education / secure employment.   |
| Creating sustainable, greener and well-connected communities  | Providing quality housing, suitably located will enable people to stay in their own homes for longer, promoting community resilience. Improvements to existing homes can enhance an area giving a sense of community pride. The Strategy will support schemes to improve energy efficiency.  |

**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*



| <b>2. SUSTAINABLE DEVELOPMENT PRINCIPLES:</b> 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? |
| <b>Long Term</b><br>Balancing short term need with long term and planning for the future.   | <ul style="list-style-type: none"> <li>The term for the Strategy is 5 years. After which it will be reviewed to ensure it is still meeting residents needs and amended accordingly.</li> <li>Short term needs are addressed through immediate response and support provision.</li> </ul>   | The development of housing addresses longer term issues.   | N/A  |
| <b>Collaboration</b><br>Working together with other partners to deliver.  | <ul style="list-style-type: none"> <li>The Strategy has been developed in conjunction with Partners and will continue to need their support in order to fully maximise the potential of the strategy and its' delivery.</li> <li>The Strategy can only be realised through partnership working in both Public and Third Sector.</li> </ul> | Regular attendance at the Strategic Housing Partnership together with workshops held 9 <sup>th</sup> January 2023 and 12 <sup>th</sup> January 2023 to develop the Strategy. Partners include:<br>Wales & West Housing, Ceredig, Barcud, HDUHB, together with Corporate Managers from other Council service areas. | N/A  |
| <b>Involvement</b><br>Involving those with an interest and seeking their views.   | <ul style="list-style-type: none"> <li>We have sought involvement through a workshop held regarding the strategy to which stakeholders were invited and encouraged to contribute to the development of the strategy. Updates on the progression of the strategy are given regularly and considered at the Strategic Housing</li> </ul>     | Regular attendance at the Strategic Housing Partnership together with workshops held 9 <sup>th</sup> January 2023 and 12 <sup>th</sup> January 2023 to develop the Strategy. Partners include:   | N/A  |

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

An integrated tool to inform effective decision making



|   |   |  |   |
|---|---|--|---|
|   | Partnership. There will be a formal consultation process before adoption.   | Wales & West Housing, Ceredig, Barcud, HDUHB, together with Corporate Managers from other Council service areas.   |   |
| <b>Prevention</b><br>Putting resources into preventing problems occurring or getting worse.                             | <ul style="list-style-type: none"> <li>The Strategy embodies the aim of prevention in order to maintain independence and sustainable communities.</li> </ul>  | Housing Support services will play a big role in prevention and escalation. Improving and adapting peoples home conditions will promote independence and sustainability. | The strategy will have a positive impact - improving the quality of housing which is suitably located, which can enable people to live at home for longer. It has the potential to create more resilient and connected communities and improve people's health and wellbeing. With a high density of Welsh speakers within the County, there is a need to ensure, as far as possible, that housing needs fosters and strengthen the language. |
| <b>Integration</b><br>Positively impacting on people, economy, environment and culture and trying to benefit all three. | <p>The Housing Service is fully embedded in the Through Age Wellbeing model, holistically working with other Services for a person focussed outcome.</p> <p>The Stategy encourages collaboration and partnership working to ensure delivery of its' key priorities.</p> | The Strategy has been developed with partners and will continue to be monitored through the Strategic Housing Partnership Meeting to ensure delivery of key outcomes.    | Consider specific national strategies developed for protected groups, e.g. Armed Forces, Anti-Racism, Gypsy and Traveller.  |

Page 63



| 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? |
| <b>3.1. A prosperous Wales</b><br>Efficient use of resources, skilled, educated people, generates wealth, provides jobs.  | The strategy positively contributes to a prosperous Wales, through opportunities for local procurement, community involvement through local development and energy efficiency schemes.   | Opportunities for local procurement are pursued through adaptations, development and energy efficiency.<br>£4million is invested into the County through the Housing Support Programme. | Community benefits can be realised through procurement avenues.                                 |
| <b>3.2. A resilient Wales</b><br>Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).  | The Strategy encourages opportunities for a resilient Wales to improve energy efficiency within peoples homes and build community resilience through the provision of sustainable cost effective homes.  | Examples of funding bids for warmer homes together with other new development schemes. Evidence Papers contained in the Strategy support this view.                                     | Requirements relating to environmental considerations will be addressed through Planning.       |
| <b>3.3. A healthier Wales</b><br>People's physical and mental wellbeing is maximised and health impacts are understood.   | The Strategy aims to improve the living environment which will have a positive impact on a persons physical and mental wellbeing.<br><br>The Housing Support Programme, which supports the Housing Strategy, will address peoples physical and mental wellbeing, in the context of their housing need. | Housing Needs Assessment.<br><br>Evidence Papers contained in the strategy outline the contributing factors and key statistics are shown as examples of improved living standards.      | Close working with other Pyrths through the Through Age Wellbeing model.                        |



|   |   |   |  |
|---|---|---|--|
|   |   | adaptations and affordable housing.   |  |
| <p><b>3.4. A Wales of cohesive communities</b><br/>Communities are attractive, viable, safe and well connected.</p>   | <p>The Strategy will have a positive impact in creating attractive, viable, safe and well connected communities.</p>  | <p>Evidence indicates that socio-economic status and deprivation, access to services and facilities, and crime, have the greatest impact on community cohesion and resilience. Provision of quality, affordable housing in the right location that meets residents needs will have a positive impact on both socio-economic status and deprivation. Enabling local people to remain in their communities will contribute towards sustaining cultural heritage and language.</p> | <p>The Housing Strategy has been strengthened to include working with communities and future housing needs.</p> <p>Requirements relating to community considerations will be addressed through Planning.</p> |
| <p><b>3.5. A globally responsible Wales</b><br/>Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p> | <p>There is a positive impact for a globally responsible Wales through encouraging and supporting energy efficiency schemes in both new build and existing properties whilst reducing peoples' carbon footprint.</p> <p>The Housing Service actively supports Refugee Resettlement within the County.</p> | <p>Evidence of carbon reduction before and after schemes are implemented.</p>   |  |



| <p><b>3.6. A more equal Wales</b><br/>                 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><br/> <i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i><br/> <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><br/> <b>Please also consider the following guide::</b><br/> <a href="#">Equality Human Rights - Assessing Impact &amp; Equality Duty</a></p> | <p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p> | <p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to <b>involvement</b> box within this template. Please also consider the general guidance.</i></p> | <p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p> |                     |                                    |   |  |  |              |   |  |  |                  |   |  |  |   |  |  |
|--|--|--|---|---------------------|------------------------------------|---|--|--|--------------|---|--|--|------------------|---|--|--|---|--|--|
| <p><b>Age</b><br/>                 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="78 1061 779 1476"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/<br/>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/<br>Negligible | Children and Young People up to 18 | ✓ |  |  | People 18-50 | ✓ |  |  | Older People 50+ | ✓ |  |  | <p>There is a positive impact for all age groups as we are creating homes which are suitable for each stage of life from safe, warm homes for children, families and through to adapted and independent homes for the elderly.</p> <p>Within the Housing Strategy there is a recognised need for smaller housing suitable for younger people wishing to establish themselves in the area.</p> | <p>21% of households on the Ceredigion Housing Register have requested Older Persons' Accommodation.</p> <p>Evidence papers and key statistics contained in the Strategy support this view.</p> <p>Ceredigion's population is expected to age over the coming years, with significant increases in the numbers of people aged 65 and over, and more particularly in the 85+ age group. As life</p> | <p>Actions have already been taken to better contribute to positive impacts for young people and older people.</p> <p>There are specific Housing Support commissioned services to address the needs of younger and older age groups.</p> |
|  | Positive   | Negative   | None/<br>Negligible   |                     |                                    |   |  |  |              |   |  |  |                  |   |  |  |   |  |  |
| Children and Young People up to 18   | ✓  |  |   |                     |                                    |   |  |  |              |   |  |  |                  |   |  |  |   |  |  |
| People 18-50   | ✓  |  |   |                     |                                    |   |  |  |              |   |  |  |                  |   |  |  |   |  |  |
| Older People 50+   | ✓  |  |   |                     |                                    |   |  |  |              |   |  |  |                  |   |  |  |   |  |  |





|              |               |             |  | <p>There is an equal desire and need for Older Persons' accommodation and as such, developments are in the pipeline for appropriate schemes.</p> | <p>expectancy increases, the demand for housing which is suited to the needs of the elderly is likely to increase further.</p> <p>Data from 2021 Census for Ceredigion:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Age Group</th> <th style="text-align: center;">Population</th> <th style="text-align: center;">%</th> </tr> </thead> <tbody> <tr> <td>0-18</td> <td style="text-align: center;">12,572</td> <td style="text-align: center;">18</td> </tr> <tr> <td>18-50</td> <td style="text-align: center;">26,168</td> <td style="text-align: center;">37</td> </tr> <tr> <td>50+</td> <td style="text-align: center;">32,728</td> <td style="text-align: center;">46</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>71,468</b></td> <td style="text-align: center;"><b>100*</b></td> </tr> </tbody> </table> <p><i>Figures do not sum to exactly 100% due to computer roundings</i></p> <p>A higher share of the population in Ceredigion (26%) is of retirement age than in Wales in general (21%).</p> | Age Group | Population | % | 0-18 | 12,572 | 18 | 18-50 | 26,168 | 37 | 50+ | 32,728 | 46 | <b>Total</b> | <b>71,468</b> | <b>100*</b> |  |
|--------------|---------------|-------------|--|--|--|-----------|------------|---|------|--------|----|-------|--------|----|-----|--------|----|--------------|---------------|-------------|--|
| Age Group    | Population    | %           |  |  |  |           |            |   |      |        |    |       |        |    |     |        |    |              |               |             |  |
| 0-18         | 12,572        | 18          |  |  |  |           |            |   |      |        |    |       |        |    |     |        |    |              |               |             |  |
| 18-50        | 26,168        | 37          |  |  |  |           |            |   |      |        |    |       |        |    |     |        |    |              |               |             |  |
| 50+          | 32,728        | 46          |  |  |  |           |            |   |      |        |    |       |        |    |     |        |    |              |               |             |  |
| <b>Total</b> | <b>71,468</b> | <b>100*</b> |  |  |  |           |            |   |      |        |    |       |        |    |     |        |    |              |               |             |  |

|  |          |          |                  |  |   |  |
|--|----------|----------|------------------|--|---|--|
| <p><b>Disability</b><br/>Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)</p> |          |          |                  | <p>19% of households on the Ceredigion Housing Register have requested an adapted property, thus creating the Accessible Housing Register. The Accessible Housing Register needs are</p> | <p>Evidence papers and key statistics contained in the Strategy support this view.</p> <p>The 2021 Census identifies 22% of the population as having a long term health</p> | <p>There are specific Housing Support commissioned services to address the needs of disabled people.</p> |
| Hearing Impairment   | Positive | Negative | None/ Negligible |  |   |  |
|  | ✓        |          |                  |  |   |  |

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

An integrated tool to inform effective decision making



Page 68

|                       | Positive | Negative | None/<br>Negligible |   |   |  |
|-----------------------|----------|----------|---------------------|---|---|--|
| Physical Impairment   | ✓        |          |                     | considered when planning social housing developments. Adaptations can be realised through the Disabled Facilities Grants process, where small and medium grants are no longer means tested.<br><br>It is important to provide a range of housing services that enable people to maintain their independence and wellbeing through each stage of life.<br><br>There is a positive impact for the full range of disabilities as future housing should address individuals needs as and when they occur. | problem or disability which limits their day to day activities. |  |
| Visual Impairment     | ✓        |          |                     |   |   |  |
| Learning Disability   | ✓        |          |                     |   |   |  |
| Long Standing Illness | ✓        |          |                     |   |   |  |
| Mental Health         | ✓        |          |                     |   |   |  |
| Other                 | ✓        |          |                     |   |   |  |

| <b>Transgender</b><br>Do you think this proposal will have a positive or a negative impact on transgender people?<br>(Please tick ✓) |          |          |                     |  |  |  |
|--|----------|----------|---------------------|--|--|--|
| Transgender  | Positive | Negative | None/<br>Negligible |  |  |  |
|  |          |          | ✓                   | There will be no differential impact on transgender persons.<br><br>Individual needs are identified through application and addressed accordingly. | Figures on gender reassignment are difficult to establish since most people experiencing gender dysmorphia are likely to wish to remain undetected.<br><br>One in eight people in Ceredigion aged under 35 years old identify with an LGBTQA+ sexual orientation, new census figures show. | Individual needs are identified and a person centered approach taken to support. |





|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
|  |  |  |  |  | <p>The Census data shows 1,660 people aged between 16 and 24 years old in Ceredigion said they identified with a sexuality other than heterosexual when the Census took place in March 2021, alongside 500 aged 25 to 34.</p> <p>In addition, the latest Census figures show that 1 in 8 people in Ceredigion, aged under 35 years old identify with an LGBTQA+ orientation.</p> |  |
|--|--|--|--|--|--|--|

|  |          |          |                     |  |   |   |
|--|----------|----------|---------------------|--|---|---|
| <p><b>Marriage or Civil Partnership</b><br/>Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)</p> |          |          |                     | <p>The Strategy aims to provide housing to suit the individuals need irrespective of marital status.</p> | <p>According to 2021 Census Reports, the proportion of married people is at 43.1%, which is slightly less than 43.8% across Wales as a whole. The proportion of a same-sex civil partnership is at 0.2%, which is higher than the 0.1% across both Wales and England.</p> | <p>Individual needs are identified and a person centered approach taken to support.</p> |
| Marriage   | Positive | Negative | None/<br>Negligible |  |   |   |
|  |          |          | ✓                   |  |   |   |
| Civil partnership  | Positive | Negative | None/<br>Negligible |  |   |   |
|  |          |          | ✓                   |  |   |   |

|  |          |          |                     |  |                                 |   |
|--|----------|----------|---------------------|--|---------------------------------|---|
| <p><b>Pregnancy or Maternity</b><br/>Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)</p> |          |          |                     | <p>The Strategy aims to provide housing to suit the individuals need. Pregnant women and women with dependant children are considered as priority need for homelessness.</p> | <p>Legislative requirement.</p> | <p>Individual needs are identified and a person centered approach taken to support.</p> |
| Pregnancy  | Positive | Negative | None/<br>Negligible |  |                                 |   |
|  |          |          | ✓                   |  |                                 |   |

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

An integrated tool to inform effective decision making



|           |          |          |                     |  |  |  |
|-----------|----------|----------|---------------------|--|--|--|
| Maternity | Positive | Negative | None/<br>Negligible |  |  |  |
|           |          |          | ✓                   |  |  |  |

Page 70

|  |          |          |                     |  |  |  |
|--|----------|----------|---------------------|--|--|--|
| <b>Race</b><br>Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓) |          |          |                     | Customs, beliefs and traditions within diverse communities will be respected.<br><br>Development of affordable housing sites contain a mix of housing types to meet diverse needs and culturally appropriate accommodation.<br><br>Gypsy & Traveller needs are catered for through a regular Accommodation Assessment.<br><br>The Council participates in National Refugee Resettlement schemes. | The majority of Ceredigion's residents (96.2%) are white, with the majority of those being White Welsh, Scottish, Northern Irish, English, or British. The next largest ethnic group in Ceredigion is Asian, Asian British or Asian Welsh with 1,096 people or 1.5% of the County's population. A further 867 or 1.2% of the population are from Mixed or Multiple ethnic groups, and 366 or 0.5% are Black, Black British, Black Welsh, Caribbean or African. | The use of interpretation services might be required for service users who are migrants and have limited or no Welsh/English language skills.<br><br>Consider Anti-Racist Wales Action Plan. |
| White  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Mixed/Multiple Ethnic Groups   | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Asian / Asian British  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Black / African / Caribbean / Black British  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Other Ethnic Groups  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |

|  |          |          |                     |   |   |     |
|--|----------|----------|---------------------|---|---|-----|
| <b>Religion or non-beliefs</b><br>Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓) |          |          |                     | Customs, beliefs and traditions within diverse communities will be respected. | The largest proportion of the population in Wales describe themselves in the 2021 Census as having no religion (47%), followed by Christian (44%). Muslim is the next largest group in Wales with 66,947 members representing 2.2% of the population. In Ceredigion, the largest proportion of the population | N/A |
| Christian  | Positive | Negative | None/<br>Negligible |   |   |     |
|  | ✓        |          |                     |   |   |     |
| Buddhist   | Positive | Negative | None/<br>Negligible |   |   |     |
|  | ✓        |          |                     |   |   |     |

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

An integrated tool to inform effective decision making



Page 71

|            |          |          |                     |  |
|------------|----------|----------|---------------------|--|
| Hindu      | Positive | Negative | None/<br>Negligible | state their religion as Christian (47%), followed by no religion (43%). Other religions, which includes Pagan, Spiritualism and Spiritualist are the next largest group at 0.9% of the population. |
|            | ✓        |          |                     |  |
| Humanist   | Positive | Negative | None/<br>Negligible |  |
|            | ✓        |          |                     |  |
| Jewish     | Positive | Negative | None/<br>Negligible |  |
|            | ✓        |          |                     |  |
| Muslim     | Positive | Negative | None/<br>Negligible |  |
|            | ✓        |          |                     |  |
| Sikh       | Positive | Negative | None/<br>Negligible |  |
|            | ✓        |          |                     |  |
| Non-belief | Positive | Negative | None/<br>Negligible |  |
|            | ✓        |          |                     |  |
| Other      | Positive | Negative | None/<br>Negligible |  |
|            | ✓        |          |                     |  |

|  |          |          |                     |  |   |     |
|--|----------|----------|---------------------|--|---|-----|
| <b>Sex</b><br>Do you think this proposal will have a positive or a negative impact on men and/or women?<br>(Please tick ✓) |          |          |                     | The Strategy aims to provide housing to suit the individuals need. | According to the 2021 Census, females (51%) account for slightly more of the population in Ceredigion than males (49%). | N/A |
| Men  | Positive | Negative | None/<br>Negligible |  |   |     |
|  | ✓        |          |                     |  |   |     |
| Women  | Positive | Negative | None/<br>Negligible |  |   |     |
|  | ✓        |          |                     |  |   |     |

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

An integrated tool to inform effective decision making



|  |          |          |                     |  |   |     |
|--|----------|----------|---------------------|--|---|-----|
| <b>Sexual Orientation</b><br>Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓) |          |          |                     | The Strategy strives to provide suitable accommodation for all specified groups. There will be no differential impact.<br><br>Individual needs are identified through application and addressed accordingly. | For the first time in 2021, information on sexual orientation was recorded in a Census. In Ceredigion, 85% identified as Straight or Heterosexual, with 10% choosing not to answer this question. A further 3% or 1,617 are bisexual, and 2% or 941 are gay or lesbian. Prior to the Census in 2021, it had been estimated that 5-7% of the population were lesbian, gay or bisexual. | N/A |
| Bisexual   | Positive | Negative | None/<br>Negligible |  |   |     |
|  | ✓        |          |                     |  |   |     |
| Gay Men  | Positive | Negative | None/<br>Negligible |  |   |     |
|  | ✓        |          |                     |  |   |     |
| Gay Women / Lesbian  | Positive | Negative | None/<br>Negligible |  |   |     |
|  | ✓        |          |                     |  |   |     |
| Heterosexual / Straight  | Positive | Negative | None/<br>Negligible |  |   |     |
|  | ✓        |          |                     |  |   |     |

Page 72

In further regard of a more equal Wales, we have considered also the following specific groups.

|  |          |          |                     |   |  |     |
|--|----------|----------|---------------------|---|--|-----|
| <b>Armed Forces Personnel</b><br>Do you think this proposal will have a positive or a negative impact on Armed Forces Personnel? (Please tick ✓) |          |          |                     | The Common Housing Register gives additional consideration to this Group.<br><br>Information on this is collated and monitored. | The Census 2021 tell us that 2525 people in Ceredigion (4.1%) have previously served in the Armed Forces, compared with 4.5% across Wales. | N/A |
| AF Personnel   | Positive | Negative | None/<br>Negligible |   |  |     |
|  | ✓        |          |                     |   |  |     |

|  |          |          |                     |   |  |     |
|--|----------|----------|---------------------|---|--|-----|
| <b>Carers</b><br>Do you think this proposal will have a positive or a negative impact on Armed Forces Personnel? (Please tick ✓) |          |          |                     | There is a positive impact for the full range of disabilities and their Carers, future housing should address individuals needs as and when they occur. | According the Census 2021, there are 7,421 unpaid carers in Ceredigion. There are 2,338 providing 50 hours per week or more which is slightly higher than the 2,225 in 2011. | N/A |
| Carers   | Positive | Negative | None/<br>Negligible |   |  |     |
|  | ✓        |          |                     |   |  |     |



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

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

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

The Strategy will help promote equality of opportunity for all residents to be provided with safe, quality, affordable living accommodation suitable to their individual needs.

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

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

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

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

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

No group is shown favour and the strategy encourages inclusivity. We aim to provide inclusive housing to all those in need and to encourage and support community cohesion within diverse communities. Peer support within communities is encouraged through the Housing Support Programme.

Page 73

**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.

Evidence points to those with low incomes having restricted housing choices which can impact their opportunities within their local community, for support, employment and education.

What evidence do you have to support this view?

LHMA, Census Data, Wellbeing Plan, Demographics.



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

Housing Support Programme provides assistance and advice around money management, income maximisation, budgetting, healthy lifestyles and managing accommodation. The Housing Strategy also aims to maximise delivery of affordable housing and affordable housing options.

Page 74

| <b>3.7. A Wales of vibrant culture and thriving Welsh language</b><br>Culture, heritage and Welsh Language are promoted and protected.<br><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/<br>Negligible | The Strategy will be available in both Welsh and English.   | Bilingual copies of the final Strategy will be available on the corporate website in accordance with full compliance with the Council Welsh Language Standards. | N/A   |
|   | ✓        |          |                     |   |   |   |
| Will the proposal have an effect on opportunities for persons to use the Welsh language?  | Positive | Negative | None/<br>Negligible | Impact is positive in this case.<br><br>Communities are changing in Ceredigion, and this is having an effect on language use. Within the Strategy we aim to | Ceredigion Welsh Language Profile: 45.3% (31,678) of the population over 3 years old are welsh speakers according to Census 2021 returns.                       | N/A   |
|   | ✓        |          |                     |   |   |   |



|  |          |          |                     |   |   |     |
|--|----------|----------|---------------------|---|---|-----|
|  |          |          |                     | (i) Ensure that there are affordable homes for local people so that they can remain in their communities and sustain the vitality of the language.<br><br>(ii) Ensure that there are sufficient homes available for young people, should they wish to establish themselves in the County. | We record applicants language of choice on application.   |     |
| Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh? | Positive | Negative | None/<br>Negligible | Impact is positive.   | Applicants can apply in either Welsh or English and receive a full service.   | N/A |
|  | ✓        |          |                     | Service users may access their housing service in Welsh or English in accordance with the Council's language policy.  |   |     |
| How will the proposal treat the Welsh language no less favourably than the English language?                     | Positive | Negative | None/<br>Negligible | The Strategy and relevant documents will be available in both languages.  | One of the principle aims of the 'Housing for All' Strategy is to address affordable housing for local people. The Strategy aims to ensure sufficient opportunities for local people to access affordable or social | N/A |
|  | ✓        |          |                     | We are always mindful of language and culture and seek to provide homes for local people to remain in their communities in  |   |     |



|  |          |          |                     |   |   |     |
|--|----------|----------|---------------------|---|---|-----|
|  |          |          |                     | order for the language to thrive.   | housing through having a local connection.<br><br>Feedback received through the Consultation phase has confirmed this. Where a number of respondents stated that the Strategy would not have a negative impact on the Welsh language. |     |
| Will it preserve promote and enhance local culture and heritage? | Positive | Negative | None/<br>Negligible | The Strategy will aim to have a positive effect on local culture and heritage as it aims to increase affordable homes for local people. | Actions will address the needs of local residents which includes language needs, and protecting cultural heritage of the county.  | N/A |
|  | ✓        |          |                     |   |   |     |

Page 76

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

**4.1 Actions.**

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

**4.2. If no action is to be taken to remove or mitigate negative impacts please justify why.**

*(Please remember that if you have identified unlawful discrimination, immediate and potential, as a result of this proposal, the proposal must be changed or revised).*

No negative impacts identified.





**4.3. Monitoring, evaluating and reviewing.**  
 How will you monitor the impact and effectiveness of the proposal?  
 The impact and the effectiveness of the Strategy will be monitored through Strategic Housing Partnership and continuous conversations with Partners.

**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                                  |
|---------------------|-------------------|------------------------------|---|
| No risks identified |                   |                              | <i>Probability x Impact e.g. 3 x 5 = 15</i> |

Does your proposal have a potential impact on another Service area?  
 Yes, partnership working with Through Age Wellbeing model and Economy and Regeneration will ensure maximum positive impact throughout the County.

**6. SIGN OFF**

| Position               | Name              | Signature | Date       |
|------------------------|-------------------|-----------|------------|
| Service Manager        | Llŷr Hughes       |           | 14/03/2023 |
| Corporate Lead Officer | Greg Jones        |           | 15/08/2023 |
| Corporate Director     | James Starbuck    |           | 15/03/2023 |
| Portfolio Holder       | Cllr Matthew Vaux |           | 15/03/2023 |

Page 77

To what extent do you agree or disagree with the Housing Strategy's overall vision?

**“There will be sufficient and sustainable accommodation to meet residents’ needs now and in the future”**

|                     |    |
|---------------------|----|
| ● Strongly Agree    | 12 |
| ● Agree             | 7  |
| ● Neutral           | 7  |
| ● Disagree          | 4  |
| ● Strongly Disagree | 4  |



Please tell us why:

Housing Team Response

Living in appropriate and sustainable accommodation is a basic right for all that live in the county.

Agreed.

It is a good vision but having read the document I'm not clear on the specifics of how this will be achieved.

Objectives and priorities are highlighted within the Strategy. An Action Plan will be developed in due course.

Sounds good - but also sea level rise - need communities out of eventual reach -allow if increase of communities uphill, inland will also be more resilient.


Subject to flood consequence assessment under planning policy.

|  |  |
|--|--|
| It's all very well making these bold statements, but they need to be supported by evidence and proof that this will be the case.   | Evidence will be provided periodically through the monitoring of the Strategy and achievements. Unable to provide evidence in advance that this will happen, only commitment and willingness to undertake the actions. |
| There is a significant lack of suitable and sustainable accommodation in Ceredigion now. Rents have jumped, house prices have sky rocketed. Choice is extremely limited. | Agreed.  |
| Planning is expensive and not appropriate.   | National Government set Planning charges.  |
| Too many empty buildings, have been empty for years  | The Empty Property Action Plan and measures are underway and highlighted within the strategy.  |
| As long as the emphasis is on the residents of the county and not people from away.  | The Housing Strategy is a Strategy for the housing needs of the County.  |
| Shortage of accommodation  | Agreed and highlighted within the Strategy.  |
| Without viewing against a map of nvz's and sea level rise predictions not possible to comment  | Noted.   |
| Keep people in the area to carry out local services.   | The Strategy aims to address local need.   |
| There is not currently enough housing, and the standards are low   | The intention is to tackle this through the Strategy.  |

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| <p>The aim is honourable – but need to ensure that they are for LOCAL residents and also that they are the RIGHT TYPE of homes in the correct locations</p>  | <p>Local residents are given assurances through local policy. The right types of homes in the correct locations are driven by demand and need captured and evidenced.</p>   |
| <p>The current strategy has failed because the policy to build most of the new houses in the towns and larger villages has failed. There is a demand for new housing in the smaller villages e.g., Ffosyffin, a village within walking distance of the town of Aberaeron.</p>  | <p>Planning Policy is set by National Government.</p>   |
| <p>You don't build appropriate houses in appropriate places that are sustainable.</p>  | <p>Properties are built in accordance with the Local Development Plan, following national guidance. Housing is designed to be sustainable and long term.</p>  |
| <p>Because people need places to live. There needs to be far more affordable housing</p>   | <p>Agreed.</p>  |
| <p>It is important that homes are available for local people within their communities</p>  | <p>Agreed.</p>  |
| <p>There are already empty houses in my area that require restoration or are unsold. Also, recently housing association properties have attracted remnants from outside the area bringing with them 'problems'. Nobody local even applied for these vacant houses yet Ceredigion insist there's a shortage of local housing?????</p> | <p>The Empty Property Action Plan is in place to help to tackle empty properties. Housing Association properties are allocated in accordance with the Common Allocation Policy.</p> <p>Unclear if this is referring to private or social housing.</p> |

|   |   |
|---|---|
| <p>I feel that the strategy needs to further align with the needs of younger people, and in particular look at the planning application process. There is very little rented accommodation. In addition, there is not enough detail with regards to the student population.</p>                       | <p>Noted. The Strategy aims to increase supply of sufficient housing for all. Student accommodation and population is not within the remit of the Housing Strategy but is considered in the Local Development Plan.</p> |
| <p>As I have disabled sons living independently who need their homes adapting so they can carry on living independently their homes also need bringing up to standard repairs need doing have been reported numerous phone calls made but no repairs done their housing association is [REDACTED]</p> | <p>This appears to be a tenancy issue and does not form part of the Housing Strategy.</p>   |
| <p>It looks at a number of different avenues to provision.</p>  | <p>Agreed.</p>  |
| <p>Need to make sure all housing commitments are met.</p>   | <p>Agreed – monitoring commitments will be undertaken.</p>  |
| <p>There isn't a lot of suitable accommodation in Ceredigion</p>  | <p>The intention is to tackle this through the Strategy.</p>  |
| <p>That's the plan from what I read</p>   | <p>Agreed.</p>  |
| <p>Because the focus is on house buyers. Social housing depletion is the single most damning aspect of decades of social collapse. Wales often leads the way and Ceredigion should take the helm on this crucial matter</p>   | <p>Disagree, the focus is for a variety of housing solutions. Ceredigion works in Partnership to deliver much needed social housing and maximise funding available.</p>   |
| <p>Building costs, planning rules, Rent Smart Wales' attitude towards home owners.</p>  | <p>Noted.</p>   |

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| <p>Suitable - the emphasis should be on the needs of local people. Sustainable - to reach carbon zero</p>  | <p>The Housing Strategy aims to address this through encouragement of future development and Carbon zero fitment.</p> |
| <p>Housing need exceeds supply. General economic pressure will contribute towards the homelessness problem and could impede housing delivery along with the issue of phosphates.</p>   | <p>The Housing Strategy aims to address these problems.</p>   |
| <p>Supportive of the Council's intention to work with partners to deliver affordable housing through the use of publicly owned assets – but not necessarily at market value.</p>   | <p>Close liaison will continue with the Estates Team.</p>   |
| <p>Welcome the information on social housing demand defined by number of bedrooms and significant need for 1 bed units.</p>  | <p>Noted.</p>   |
| <p>Welcome the information on the increased need on the Common Housing Register for Older Persons' Accommodation – particularly given Barcud's sheltered housing stock.</p>  | <p>Noted.</p>   |
| <p>Supportive of the Council's desire to work with partners to deliver a range of adaptations to support independent living and hospital discharge – as Tai Ceredigion did through the provision of 2 adapted bungalows at Bro Teifi, Cardigan under the Integrated Care Fund.</p> | <p>Noted.</p>   |
| <p>Suitable housing is a minimum expectation for family and individual life. Sustainable housing is an immediate and increasing priority in the wider environmental context. Measurability of Outcomes need to be included as they are vague and imprecise currently.</p>          | <p>The Strategy aims to address these issues. Measures are included within the document.</p>                          |


| To what extent do you agree or disagree with this priority?<br><b>"Increasing supply and improving housing conditions"</b>   |   |
|--|---|
| <ul style="list-style-type: none"> <li><span style="color: blue;">●</span> Strongly Agree      12</li> <li><span style="color: orange;">●</span> Agree      7</li> <li><span style="color: green;">●</span> Neutral      10</li> <li><span style="color: red;">●</span> Disagree      3</li> <li><span style="color: purple;">●</span> Strongly disagree      2</li> </ul> |                |
| Please tell us why:  | Housing Team Response:  |
| Agree with the intention of ensuring an appropriate supply amount of housing however the biggest problem is ensuring affordable homes to residents.  | Agreed.   |
| A leading question - obviously I'm going to agree.   |   |
| Agree - but older housing stock should be protected and looked after - guidance for older housing stock should be available if needed - i.e., on the need for breathability.   | Agree that existing stock is important. Specialist advice is not available from the Housing Team. |
| Private rental properties are financially out of the reach of the average family. Rents have increased significantly. There needs to be affordable housing for all, but particularly for young people and families from Ceredigion to stop them moving away from the area.   | Delivery of new schemes and affordable options aims to tackle this.                               |

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|---|---|
| <p>I currently rent but would like to buy. After an internal collapse at my previously rented accommodation in 2021, I was seriously anxious that it would happen again, so I wanted to move, it took me 7 months to find anywhere else suitable to rent in the local area. Stop making us live in places where we feel unsafe. There was also a serious rodent problem (in my kitchen cupboards) that it took months for the landlord to sort out.</p> | <p>Rented properties must reach minimum standard which can be enforced by the Housing Standards Team.</p>   |
| <p>Again, planning is the main obstacle for the individual.</p>   | <p>Planning Policy is set by National Government.</p>   |
| <p>Taking away green space to build houses without using empty buildings first.</p>   | <p>The Empty Property Action Plan and Housing Strategy both aim to tackle empty buildings.</p>  |
| <p>Is this the Council's role? Without viewing against a map of nvz's and sea level rise predictions not possible to comment.</p>   | <p>Noted.</p>   |
| <p>Give youngster's a chance to live in the area.</p>   | <p>Housing Strategy aims to give choice to the people of Ceredigion.</p>  |
| <p>There is not currently enough housing, and the standards are low.</p>  | <p>The Housing Strategy aims to address these problems.</p>   |
| <p>There is a need to increase the supply ... but how? There is a need to decrease the number of second homes, of holiday homes, and empty homes. Building new houses is not the answer - this only serves the open market and the influx of people.</p>  | <p>Noted. Planning Policy are considering options around the issues of second homes.</p> <p>Empty properties are targeted through the Empty Property Action Plan.</p> <p>Building of new social housing does not create influx of people and is policy led.</p> |




|   |  |
|---|--|
| To meet the needs of modern society.  | Noted.   |
| Again, they must be sustainable meeting the highest environmental standards, built in appropriate locations with appropriate facilities.  | Houses are built to Building Control standards, which include Energy Efficiency measures.                      |
| Slap them up the quality will suffer. Loads of problems in a new estate near to me.   | New build houses must meet building regulations.   |
| There is not sufficient choice of houses of a high standard for families and those that need housing.   | The Housing Strategy aims to address these problems.   |
| Building extra housing for who? There is no infrastructure to cope - room in schools, doctors' surgery, transport, local amenities (which Ceredigion have already closed). Day centre amenities for the elderly / vulnerable etc etc. | Infrastructure is considered as part of the Planning Application. The Housing Team are led by demand and need. |
| Lack of supply at the moment.   | The Housing Strategy aims to address this problem.   |
| My sons live on [REDACTED] in New Quay the properties need up dating, roofs, gutters, exterior walls, nothing been done in years.   | This is a tenancy issue and does not form part of the Housing Strategy Consultation.                           |
| Good conditions are imperative.   | Agreed.  |
| There is a lot of bad housing. Managed by housing associations.   | This is a tenancy issue and does not form part of the Housing Strategy Consultation.                           |
| That's the plan from what I read.   | Agreed.  |

|  |  |
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| Because the availability and standard of housing is the fulcrum for a successful society.  | Agreed.  |
| There must be standards, but without forgetting the costs of the work.   | Agreed.  |
| Housing which is affordable to buy and to rent is needed for local people – and young people and young families in particular.   | Agreed - The Housing Strategy aims to address these problems.                            |
| These should always be clear ambitions.  | Agreed.  |
| Note the need for greater numbers of construction workers.   | Noted and agreed.  |
| Welcome the need to look at alternative methods of construction in order to make schemes viable. Barcud has recently completed a modular development of one bed flats in Penparcau, Aberystwyth.   | Noted and agreed.  |
| Suitable housing is a minimum expectation for family and individual life. Sustainable housing is an immediate and increasing priority in the wider environmental context. Measurability of Outcomes need to be included as they are vague and imprecise currently. | The Strategy aims to address these issues and measures are included within the document. |

| Do you agree or disagree with the proposed objectives and actions in the strategy for the <b>Increasing supply and improving housing conditions</b> priority?   |   |
|---|---|
| <p> <span style="color: blue;">●</span> Strongly Agree      12<br/> <span style="color: orange;">●</span> Agree      7<br/> <span style="color: green;">●</span> Neutral      10<br/> <span style="color: red;">●</span> Disagree      3<br/> <span style="color: purple;">●</span> Strongly disagree      2                 </p> |                            |
| Please tell us why:   | Housing Team Response:  |
| Again, I'm not clear on the specifics as to how this will be achieved.  | Priorities, actions and objectives are highlighted within the Strategy, specifics will be in the Action Plan. |
| Sounds good but there should also be support for residents to self-build eco homes.   | The type and construction of a property is governed by Planning Policy and regulations.                       |

|  |  |
|--|--|
| <p>There are no concrete plans. I don't think this plan it's going to do a thing. Where is the commitment to relaxing planning restrictions? Why is Ceredigion not taking part in Self Build Wales? Where is the commitment to fast-track the massively delayed Local Development Plan to show where recategorization of farming land to housing will be permitted? This document is a load of waffle with no real plan of action.</p> | <p>The Strategy is high level and plans will develop as the Strategy evolves.</p> <p>Planning Policy is led by national guidance. The current Local Development Plan is on pause, options for the replacement Local Development Plan will be developed and such issues will be considered.</p> |
| <p>It won't be done; Ceredigion puts too many obstacles in the way.</p>  | <p>National legislation and locally adopted policy must be adhered to. The Strategy needs to work within imposed constraints.</p>  |
| <p>Provided it doesn't affect the standard of living in the houses that exist already.</p>   | <p>Noted, this is not the intention of the Housing Strategy.</p>   |
| <p>Without viewing against a map of nvz's and sea level rise predictions not possible to comment.</p>  | <p>Noted.</p>  |
| <p>This needs to be done and is long overdue.</p>  | <p>Noted.</p>  |
| <p>There is a need to increase the supply ... but how? There is a need to decrease the number of second homes, of holiday homes and empty homes. Building new houses is not the answer - this only serves the open market and the influx of people.</p>  | <p>Increasing supply is tackled as an objective, including delivery of new builds and bringing empty properties back into use.</p>   |
| <p>Had to be appropriate.</p>  | <p>Noted.</p>  |

|   |   |
|---|---|
| <p>There is a shortage of energy efficient houses across the County and there should be grants available to ensure that all owners and private landlords have the opportunity to improve the energy efficiency of the housing stock.</p>  | <p>Energy Efficiency Grants are available through Ceredigion County Council.</p>                                      |
| <p>No need as current situation proves there's a glut.</p>  | <p>Disagree, housing statistics show a demand for housing in Ceredigion.</p>  |
| <p>Needs to align with planning and address WG Rent Act which is driving private tenants away.</p>  | <p>Noted.</p>   |
| <p>There is a lot of bad housing, affecting peoples' lives.</p>   | <p>The Housing Strategy aims to address this problem.</p>   |
| <p>Because you've not told me what the proposed actions are.</p>  | <p>Actions are highlighted within the Strategy and further detail will develop in the Action Plan.</p>                |
| <p>The emphasis needs to be maintained on ensuring suitable and affordable homes for young local families to maintain the social, economic, linguistic, and cultural viability of the county.</p>   | <p>Agreed.</p>  |
| <p>These are important ambitions for any LHS.</p>   | <p>Agreed.</p>  |
| <p>This could be improved as there seems to be a reliance on working with existing partners only. An explicit commitment to supporting the establishment of, and working with, new, community-led partners such as Community Land Trusts would both open up potential new Housing options as well as help meet the wider Corporate Strategy objective of 'Creating Caring and Healthy Communities. This explicit commitment would also lessen a possible 'paternalistic' thread running through the strategy. It would be good to see an objective around a commitment to 'community engagement, partnership and development' of housing options. This would ideally have to include the specific acknowledgment of the possibility of asset transfer from the local authority to community groups.</p> | <p>Noted. Expanded the "Increasing supply and improving housing conditions" priority to include community groups.</p> |

| To what extent do you agree or disagree with this priority?<br><b>"Supporting people in their own homes and communities"</b>   |   |
|--|---|
| <ul style="list-style-type: none"> <li><span style="color: blue;">●</span> Strongly Agree      16</li> <li><span style="color: orange;">●</span> Agree      11</li> <li><span style="color: green;">●</span> Neutral      3</li> <li><span style="color: red;">●</span> Disagree      3</li> <li><span style="color: purple;">●</span> Strongly disagree      0</li> </ul> |  |
| Please tell us why:  | Housing Team Response   |
| It is more effective financially and important for the mental health of the individual to be part of the community.  | Agreed.   |
| Another leading question.  |   |
| Agree.   | Noted.  |
| People who may require extensive care should have the option of having residential care in the local area. There needs to be greater provision and reinstatement of the residential beds that have been lost from the county. Care at home is suitable and preferable for some but not for everyone.   | Residential Care is not within the remit of the Housing Team or Housing Strategy.   |
| You fail to listen to the people and will do as you think fit.   | Public engagement has been undertaken to achieve this.                              |

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| Stop taking away green spaces in communities e.g., Waunfawr field Aberystwyth.   | The Housing Strategy aims to improve existing property and bring residential empty properties back into use which will improve opportunity to meet demand.   |
| Very important to keep people in their communities.  | Agreed.  |
| People will have to leave if this is not done.   | It is the intention of the Housing Strategy to increase options for residents.   |
| Need to ensure that these are LOCAL people. You need to clearly define 'local' and this needs to be strictly adhered to. An application from someone local wanting to build a house within their community should not be refused if the development is not within the development 'lines' which have been provided by the Welsh Government in Cardiff. | Local connection and priority are addressed within the Common Allocation Policy. The Housing Strategy is Housing for the County needs. Affordable Housing in Ceredigion has 'local' criteria attached to it for which there is an application process requiring substantial evidence. The Local Authority are bound to national planning legislation and guidance and all development needs to comply. |
| People want to live in their own communities rather than being forced to live in the towns and larger villages.  | Agreed, the Housing Strategy aims to provide this option.  |
| You don't.   | The Housing Strategy aims to tackle this need and option.  |

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|---|--|
| They will need to be supported in older age as no homes or social care because you keep shutting them.  | Housing Strategy aims to provide suitable options for the long term, including promoting independence. Residential Care is not within the remit of the Housing Team or Housing Strategy. |
| Also, there should be more promotion of the Care and Repair service.  | The Housing Team work in partnership with many services.   |
| Local people require local support, but this support service has already been withdrawn by Ceredigion and will not be reintroduced!!!   | Unclear which service area this is referring to. However, Housing Support is available.  |
| Severe lack of care homes in Ceredigion. Some people are unable to live in their own homes and at the moment are being forced outside of Ceredigion. This is expensive and very distressing for families. | Care homes are not within the remit of the Housing Team or Housing Strategy.   |
| As I have already said my sons need their homes made more liveable and adaptations where needed.  | This is a tenancy issue. However, Disabled Facilities Grant and Physical Adaptation Grants are available.  |
| Policies led by the care in the community ethos have been responsible for a great deal of damage to communities, have led to the absence of care, to crime, and even to deaths and murders.               | We are unaware of the evidence to support this statement.  |
| Priority for young people brought up in the area.   | Noted.   |
| Ensuring suitable accommodation for all is a basic human right. Meeting people's welfare needs is a fundamental duty.   | Agreed.  |
| This is integral to a successful LHS.   | Agreed.  |



This is a potentially the subject matter of a PhD thesis as the reasons are so many and varied. The Strategy outlines these sufficiently well

Noted.

Do you agree or disagree with the proposed objectives and actions in the strategy for the **Supporting people in their own homes and communities'** priority?

|                     |    |
|---------------------|----|
| ● Strongly Agree    | 13 |
| ● Agree             | 7  |
| ● Neutral           | 9  |
| ● Disagree          | 1  |
| ● Strongly disagree | 2  |



| Please tell us why:   | Housing Team Response:   |
|---|--|
| I'm left wondering what more can CCC do to achieve this?  | Noted.   |
| Define own community - mine and my families is Ceredigion and as I get older, I want to be separate and away from people. The villages have become too populated .... with no gains | "Community" is a definition in personal terms.   |
| But it won't happen I have been waiting since 2012 but nothing.   | Unclear what this refers to.   |
| There are too many old people in Ceredigion, we need to encourage young people to stay by providing affordable homes which suit their needs.  | The Strategy aims to provide housing options for all.  |
| Need to ensure that these are LOCAL people. You need to clearly define 'local' and this needs to be strictly adhered to.  | The Strategy is an overarching document for Housing in the County. Local people are one element of this. |
| It is important to support people to stay in their own homes  | Agreed.  |

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| Everyone want to live in their home and where possible everyone should have all the necessary support to be able to live at home.   | Agreed, the Strategy aims to tackle this.  |
| Up service as Ceredigion has NO money or intention to fund such projects it would have already done so.   | Unclear what this refers to. However, Housing support is available in the local area.  |
| Needs investment in local authority run care homes such as Bodlondeb.   | Care homes are not within the remit of the Housing Team or Housing Strategy.   |
| My sons' disability is [REDACTED] if their homes were adapted for their condition, they would be able to live more comfortable in their homes.  | Disabled Facilities Grant and Physical Adaptation Grants are available.  |
| With an older population it is essential to keep people at home if possible.  | Agreed.  |
| Policies led by the care in the community ethos have been responsible for a great deal of damage to communities, have led to the absence of care, to crime, and even to deaths and murders. | We are unaware of the evidence to support this statement.  |
| Good clear objectives.  | Noted.   |
| There is a need to map out supported housing needs for the future and also any preventative work such as the work that care and repair agencies can do to that end.                         | Supported housing needs will be led by Council services and Housing will respond accordingly. Working in partnership with these services is highlighted within the Strategy. |
| CCC to lobby WG for increased Housing Support Grant.  | We are in regular discussion with Welsh Government on Housing Support Grant funding and continue to pursue increases in line with inflation and population changes.          |

Actions such as "Work to prevent homelessness through a range of interventions" need more specific detail.

Detail is held within other corporate plans.

| Can you suggest any gaps or improvements?  | Housing Team Response  |
|--|--|
| Increase the second home tax and give more assistance to local people to own their home.   | Planning Policy are considering this option. Schemes to assist people to buy their own homes is a consideration in the Strategy. |
| On empty properties, some of which are uninhabitable, what support is in place to improve them and make them habitable?  | Grants and loans are available through the Council.  |
| New legislation on private renting has made it more difficult/impossible to rent in some cases. While I agree with the legislation, I can see that it might price some landlords out of the market due to costs of bringing their property up to standard. | Legislation is not within the Housing Team remit.  |
| On p.31, there seems to be something missing - sentence is cut off at bottom of the page.  | Pg 31. Noted and amended.  |
| Guidance for building techniques for older housing, support for self-build on eco grounds for those who want to be self-sustainable, support more building uphill and inland even if outside of existing settlement boundaries.                            | Planning Policy has to align with national guidance.   |
| List the number of houses which have been recategorized as business premises over the past 10 years (and hence pay business rates instead of council tax). And how many of those actually pay nothing?   | This is not within the remit of the Housing Team or Housing Strategy.  |
| Listen to folk, make sure most if not all of Ceredigion gets a say.  | Public engagement has been undertaken to achieve this.   |
| Old schools that are no longer used could be repurposed  | The Council's Estates Team consider all options prior to disposal of assets.   |

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| Stop [REDACTED] putting non disabled in disability adapted property  | This is addressed through the Common Allocation Policy and monitoring.  |
| Make images of nvz's and sea level rise predictions along with the strategy so that it is possible to comment.   | Noted.  |
| Serious work needs to be done to improve properties EPC.   | Grants and loans available through Ceredigion County Council. The Housing Strategy aims to tackle this.   |
| As noted, you need to change 'people' to 'local people' throughout the Strategy. You need to define 'local'. Also schemes and strategies are required in order to have less summer houses, less holiday homes and less empty houses. Building more houses would encourage the free market in in-migration.   | <p>The Housing Strategy is to address housing needs. Local connection is considered as and when appropriate.</p> <p>Planning Policy are considering the issue of holiday lets.</p> <p>Empty properties are addressed within Strategy.</p> <p>Building more houses is one requirement to address local housing need.</p> |
| In this area Aberaeron is the nearest town, a town which has very little land available for development. In the current development plan Ceredigion decided to allow more development in the village of Llwyncelyn so as to help the area of Aberaeron meet the housing needs of the area even though there was no demand for many houses there, which has resulted in the housing needs of the area not being met. We must make sure that in the future there are no errors such as this all over Ceredigion. | The replacement Local Development Plan is on pause and this issue will be considered when work restarts.  |
| Adult disabilities support (there is none)   | Housing Support Grant provides support to promote independent living.   |

|   |  |
|---|--|
| Stop swamping the coastal areas with new builds, build inland for a change.   | Properties are built in accordance with the Local Development Plan, following national guidance.   |
| Need to highlight which agencies are active throughout the county, and what services they provide – possibly hold raising awareness sessions in the County in the Autumn. | Agreed, and this suggestion is taken on board. Information is available through the Dewis and Ceredigion County Council websites.  |
| Reintroduce the facilities you've already withdrawn!!!!   | Unclear what this refers to.   |
| Student Growth Care Homes Social Housing  | <p>Student growth is not within the remit of the Housing Strategy.</p> <p>Care homes are not within the remit of the Housing Strategy.</p> <p>Social Housing is an area which the Housing Strategy highlights.</p> |
| Better communication with residents who are vulnerable and disabled and listen to their needs.  | Noted.   |
| Control of private landlords providing poor properties.   | This is managed through Housing Standards, Rent Smart Wales and Licensing.   |

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| <p>The Council should seek to take its old housing stock back from Barcud housing. The council should build on land that they own. The Council should promote HVO heating fuel</p>   | <p>Stock transfer was a majority vote.</p> <p>The Housing Team works closely with our Estates Team to consider viable options.</p> <p>HVO Heating would be treated as personal choice.</p> |
| <p>There are gaps in ALL aspects, though I suspect the root of them all lies in economics and central government funding chaos.</p>  | <p>Noted.</p>  |
| <p>More attention needs to be paid to how to include the voice of communities and local people in the strategy. Also, more guidance on alternative methods that communities can develop themselves to offer solutions to local challenges. The strategy can be more innovative and proactive in terms of collaborating with communities and empowering and equipping communities to facilitate solutions that suit local needs.</p>  | <p>Noted. Expanded the “Increasing supply and improving housing conditions” priority to include community groups.</p>  |
| <p>Note a lack of reference to Care and Repair within Ceredigion</p>   | <p>No specific reference made to any Provider or service.</p>  |
| <p>Cannot see a reference to community Led Housing (CLH)-please find attached Swansea City Council policy that relates both to CLH and cooperative schemes and their commitment to supporting such developments within the area. Can CLH be deemed to be a priority as one vehicle for the commitment to the delivery of affordable housing and be linked to an asset disposal policy? (See below). There are similar examples for Bristol and Stroud. Essentially empowering communities so they become self-sufficient, resilient and sustainable.</p> | <p>Noted. We have expanded the “Increasing supply and improving housing conditions” priority to include community groups.</p>  |



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| <p>Can the LHS provide a framework for part of the procurement policies that champion CLH and the opportunity to develop publicly owned assets? Recognising Local Government Act 1972 and their requirement for 'best consideration', can the LHS work in conjunction with other corporate policies to dispose at below market to support Community Led and other affordable housing where there will be a promotion or improvement of the economic social and wellbeing of its residents (Local Government Act 2000)-consideration of social value. Examples of other Authorities doing this inc Bristol/Oxford to name just two.</p> | <p>The Housing Team works closely with our Estates Team to consider viable options.</p>   |
| <p>Note ref to "maximising funding schemes available to build affordable housing"-can this include use of 2nd homes tax monies as per the Pembs model and land release to communities? Is there an opportunity consider models adopted by other LA's to inc revenue funding for example – start up grants to CLT's of up to £5k and a £40,000 revolving loan to help with pre development costs. Loans through the scheme are repayable on successful completion of a scheme but written off if unsuccessful.</p>  | <p>By leaving priorities and objectives broad many options can be explored, this allows for future development and funding streams and opportunities.</p>                           |
| <p>Ref "desire to "work with partners to deliver affordable housing through the use of publicly owned assets" Can you please consider offering Council owned assets in the first instance to community interest groups/RSL's for the purposes of achieving balanced and sustainable communities?</p>   | <p>The Housing Team works closely with our Estates Team to consider viable options.</p>   |
| <p>Can the LHS identify sites for community/other affordable housing development. CLH can often overcome the barriers presented by small, often complex brownfield sites that may be of little interest to mainstream developers, meeting a local need that otherwise would not be met.</p>  | <p>This is not within the remit of the Housing Strategy. The Local Development Plan supports brownfield development whether through Community Led Housing or other development.</p> |

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| Can the LHS link in with Forward planning to harmonise policy and provide SPG on affordable housing and community led housing?   | The Housing Team and Planning Team work collaboratively on a number of research projects and will do so in the replacement Local Development Plan.      |
| Is there ref to a supportive policy environment that works across departments to support the delivery of affordable housing-planning, housing, property etc?   | The Housing Team work closely with the Estates Team and Planning Team.  |
| Can the LHS support WG aspirations for self-build and describe an infrastructure to support? Consideration also to self-finish homes. Consideration of single plot and single site exceptions policy.              | Planning Policy must be in accordance with national guidance. Opportunities such as Low-Cost Home Ownership are considered within the Housing Strategy. |
| Can the LHS be a platform to scope studies for a variety of affordable housing schemes   | Noted, it is the intention of the Housing Strategy to consider a variety of options.  |
| Can the LHS adopt a place plan approach-helping them shape future provisions for their communities with greater input along the way. How can the work of community's help inform Ceredigion CC about housing need? | The Planning Policy Team are working on Place Plans and Place Making Plans on the six towns in Ceredigion.  |
| Can the LHS please reference sustainable housing and require stakeholders to commit to play our part to meet WG ambitions with zero carbon programme?  | The Housing Strategy recognises the need for sustainable housing and works to relevant legislation and regulation.                                      |
| Reference to West Wales Care and Repair agency as a partner organisation.  | No specific reference made to any Provider or Service.  |
| There is a need to map out supported housing needs for the future and also any preventative work such as the work that care and repair agencies can do to that end.  | Supported Housing needs will be led by other Council services   |

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| <p>Absence of any mention of supporting community-led initiatives is a significant omission. Developments through bodies such as CLTs can hit many if not all of the Strategy objectives as well as bringing in the wider advantages of community engagement and action which contribute to the wider corporate objectives.</p>   | <p>Noted. Expanded “Increasing supply and improving housing conditions” priority to include community groups.</p> |
| <p>Building affordable housing is an important principle to maintain. However, there is not enough variation in the size of these houses that are built. Many people buy an affordable home but fail to move on and climb the housing ladder because there is too much disparity between the value of the two properties. Among the affordable homes that are built, a proportion of them need to be built slightly larger to make them adequate family housing to sustain families in the long term.</p> | <p>Noted. Affordable Housing is a consideration within the Strategy.</p>  |

| Do you have any other comments about the Draft Housing Strategy?   | Housing Team Response  |
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| Quite short on detail.   | The Strategy is concise by design. Detail will emerge as Plans progress and monitoring is undertaken.    |
| Put sea-level rise eventual extents centre stage and place infrastructure etc uphill and inland.   | Noted.   |
| Community councils + the council are disproportionately represented by those who own property in the local area. Start mandating better representation of the renting population who never get the chance to set down roots and become councillors. Alter the local planning rules to make it harder for NIMBYism to influence decisions, e.g. the field at Waun Fawr.   | Noted.   |
| I would like to look at its basics.  | Unclear.   |
| Without viewing against a map of nvz's and sea level rise predictions not possible to comment  | Noted.   |
| You cannot split the Housing Strategy from the economy – it looks as if the Ceredigion economy is contracting therefore who will the houses be for? On the other hand, if the economy of Ceredigion is going to grow (!) this will obviously have an effect on the strategy. The Strategy therefore needs to be expanded to include the economy.   | Agreed. The economy is a recognised challenge within the Housing Strategy.                               |
| In this area Aberaeron is the nearest town, a town which has very little land available for development. In the current development plan Ceredigion decided to allow more development in the village of Llwyncelyn so as to help the area of Aberaeron meet the housing needs of the area even though there was no demand for many houses there, which has resulted in the housing needs of the area not being met. We must make sure that in the future there are no errors such as this all over Ceredigion. | The replacement Local Development Plan is on pause and this issue will be considered when work restarts. |

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| It's a can of worms. Someone will be profiting from it but unfortunately not the local inhabitants. By attracting outsiders, the Welsh Language will suffer.   | This is not the intention of the Housing Strategy.  |
| Needs much more emphasis on growth in student numbers and lack of private accommodation which could stilt investment in Aberystwyth.   | The Housing Strategy considers the opportunity to increase properties in the private sector. The Housing Team continue to liaise with the Universities in the County. |
| I think the housing strategy is a good thing and very much needed in a lot of areas.   | Noted.  |
| It is written very effectively, with the basic information in it being an asset. Congratulations to the author(s). It is brief and to the point, but it is just the tip of the iceberg. It can offer more progressive and radical solutions together with local communities. | Noted.  |
| It is well written and clear.  | Noted.  |
| CCC to lobby Welsh Government to re-introduce Rent to Own – particularly for rural areas.  | Affordable housing options and schemes will be considered as part of the Housing Strategy.  |
| CCC to lobby WG for increased Housing Support Grant.   | We are in regular discussion with Welsh Government on Housing Support Grant funding and continue to pursue increases in line with inflation and population changes.   |

The way in which the Strategy has been presented is refreshingly engaging and easy to read. If the Strategy is amended to include reference to Community Land Trusts, then links to the many successful examples should be included in the document.

Noted. We have expanded the “Increasing supply and improving housing conditions” priority to include community groups. Examples are excluded from the Housing Strategy.

| Additional responses outside of survey<br>Response 1:   | Housing Team Response   |
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| We feel that it gives an excellent overview of the current situation, and the challenges faced in the area, currently and in the future. It is clear in the view that affordability, supply and demand, and quality of housing stock, particularly in terms of energy efficiency and fuel poverty are a significant challenge to people seeking to remain in their communities.       | Noted.  |
| The Strategy references links to Ceredigion Strategies and Policies, however it does appear to reference the Local Development Plan. We feel that it may be helpful to include reference to the Local Development Plan and how the housing requirements across the different settlement areas connect to the Housing Strategy.  | Noted.  |
| Section 1.1 (Provide housing that meets our community's needs) is a very helpful and provides an overview of the identified needs across the area. It may be beneficial to include how the Housing Prospectus will be used to identify strategic priorities, housing need and demand across Ceredigion.<br>The data included throughout the Strategy is very helpful and informative. | Noted. The Prospectus is referenced within the Housing Strategy.  |
| The 'Social Housing' section is very helpful, we would suggest that to give a wider overall picture, it may be useful to include data on 'time on the waiting list', an average and a range.  | To provide a "time on the waiting list" average would be complex due to locations, property types, bed sizes and banding. Complex to produce unless each in isolation, with little or no benefit to the Strategy. |
| The section 'Adaptations' is also very interesting and demonstrates the work undertaken to assist people in their homes. We feel that it may be useful to potentially include adaptation / PAG work and investment undertaken by other social landlords in Ceredigion to give a full picture of investment in making homes suitable.  | Agreed, Physical Adaptation Grant information added.  |

| Additional responses outside of survey<br>Response 2:  | Housing Team Response   |
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| We welcome the need for such a Strategy, but we also note that this is a Statutory strategy, as we understand it.  | Noted.  |
| We note, apart from the title, that there is little use of the word 'local' in the document – we ask for more use of it to make it clear whether we are talking about housing for local people or not.   | The Strategy produced is an overarching Housing Strategy produced for the County, this does not discuss local people in isolation deliberately as the intention is to address housing needs and challenges. Needs for local people will be address within service policies, determined by the area of work. |
| We also note that no definition of 'local' is made; this would be useful. It needs to be explicit who, in reality, are the 'local' people. It is not clear in the document whom the aims and strategies are aimed at.  | The Housing Strategy is a Strategy for the housing needs of the County.   |
| We note that there is room for this strategy to be far more inventive and ambitious.   | The Housing Strategy needs to remain realistic and achievable. Ambitions will inevitably develop as the Strategy progresses.  |
| There is no reference to the real need to be able to manage the free housing market. Even though, to our knowledge, the Local Authority does not have the capacity to do this, the need to keep that conversation on the agenda with the Welsh Government can be identified in a strategy, if that is what the Council sees as the answer. | The Council engages with Welsh Government on a regular basis on a wide range of housing areas, contributing to Welsh Government policy and direction.   |
| There's no definite mention here about the strategy of raising taxes for second homes – how much or what is done with the money.   | Planning Policy are considering options around this issue.  |



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| <p>No strategic decision is set out here with regard to the Council's ability to enforce a planning permission process on a property where there will be a change of use from a home into a second home/holiday let – even though this right has been granted and that it could make a real difference to the housing stock available to local people.</p>  | <p>Planning Policy are considering this option.</p>   |
| <p>There are no ambitious plans here for the planning permission process and devolving in terms of getting community input – either within the current community council system or around the discussion that has been had about a 'people's assembly', for example. Other schemes that could be referred to in the strategy are alternative ways of using land, such as a 'Community Land Trust' to support the development of the right type of housing, in the places it is needed and also for community development.</p> | <p>The Planning service follow National Guidance in relation to consultation, concerns are noted.</p>                   |
| <p>In the meantime, the Council needs to argue for greater faith in the county's decisions, particularly in small/individual applications. A number of planning permissions granted recently for affordable housing to respond to local individuals' need to live and stay locally have been 'called in' and rejected by the Senedd. These are certainly not applications 'of National significance' which is the aim of the right to call in applications. These must be highlighted and questioned further.</p>             | <p>Noted.</p>   |
| <p>Tied to housing is the issue of work – the economy and employment should be prominent in this strategy, along with the need for a vibrant social life in our communities. This kind of strategy has to be evidence-based, and these things are evidence of a need (or not) for housing.</p>  | <p>Economy and employment are recognised within the Strategy and other corporate documents.</p>                         |
| <p>The term 'affordable housing' is problematic as it strongly implies that the other houses should be unaffordable. We think the Council should guard against using that term; what is needed is housing according to local need.</p>  | <p>The Housing Strategy aims to support a range of accommodation options which meet varying need and circumstances.</p> |

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| <p>While there is mention in the document of some schemes that could be exciting, for example 'Shared Ownership' and 'Rent to Own' (one reference each) there is no further mention of them in this strategy. These are examples of schemes where people who are not homeowners can be assisted to get on the ladder, rather than, for example, paying other people's mortgages in private rent.</p>   | <p>Specific schemes are not discussed within the Strategy and are better placed within the Action Plan, with promotional material as and when appropriate. These schemes are subject to change during the life of the Strategy.</p>   |
| <p>We question the need to fund landlords and putting scarce money into the hands of people with means. We note that we need to be mindful of this and how it affects the bigger picture.</p>  | <p>Loans offered to Landlords are repayable. In turn, improving standards and increasing supply.</p>  |
| <p>We believe that the strategy should ensure that new housing is suitable for future generations by regulating tightly their use of energy and developing the use of renewable energy. The strategy could be more ambitious where renewables are concerned, developing further plans around this to ensure 'energy security' for the future. Although Wales produces more energy than it uses, we are not the ones who are entitled to it. Any plans to this end should ensure communities' ownership over the energy produced, and this should be reflected in the energy prices in those communities.</p> | <p>The Housing Strategy supports improving condition of existing housing stock through incentives and enforcement.</p> <p>New builds are subject to legal standards imposed by National bodies.</p> <p>Energy generation schemes fall outside the remit of the Housing Strategy.</p>  |
| <p>Further research into the Council's ability to impose a moratorium on incomers should be part of the strategy – whether it is possible at the moment or not.</p>  | <p>The Strategy is an overarching document for the County, this does not discuss local people in isolation deliberately as the intention is to address housing needs and challenges. Needs for local people will be addressed within service policies. The Housing Strategy and Team do not have any control over the movement of people within the private sector.</p> |

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| <p>Building new ('affordable') homes only enables our existing stock to get into the hands of people who wish to use them as second homes or as holiday lets. We need to be cautious when considering building houses when there is no legislation to regulate the open market.</p>   | <p>Planning Policy are considering this issue.</p>                   |
| <p>There's no mention in the strategy of rent regulation, but alongside that kind of regulation the strategy first needs to consider the need for planning permission to change the use of a property, in case regulating private rent drives owners to convert housing into holiday lets. The Council now has powers on this, but we note that there is no mention in this consultation of the intention to use those powers. We believe it should go further and backdate the need for this planning permission to the pre-pandemic period during which so many homes were turned into holiday lets and second homes, thereby significantly reducing the housing stock available to local people. Indeed, this in itself would address many of the problems and be of great help in controlling house prices on the open market in the county – making all houses 'affordable'.</p> | <p>Planning Policy are considering this issue.</p>                   |
| <p>In addition to the point above, building more houses to enable second homes and holiday lets means less land to produce food and also less land for absorbing water, which we know leads to flooding.</p>  | <p>Planning Policy must be in accordance with national guidance.</p> |
| <p>We believe that TAN20 research should be mandatory, occurring automatically in the case of every development as a natural part of the planning permission process. Also, that the study is carried out under the guidance of the Council and that these reports are scrutinised, and that they carry real value in the Council's final response to developments.</p>   | <p>Planning Policy must be in accordance with national guidance.</p> |

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| <p>If the county is serious about wanting to cater for local people, it must be prepared to be flexible in terms of planning policy and be prepared to have a greater distinction between urban and rural policies. If there is justification for a rural dwelling, with a local restriction on it, they must be more inclined to support it. Changes coming from the Senedd include adding a line that affordable housing must be within or adjacent to 'settlements'. The implication of this is that a large part of Ceredigion will not be able to have new affordable homes, in the places that need them. No consultation, discussion or justification was given by the Senedd about this addition. It is important that the Council challenges this, and possibly works with other rural counties to do so.</p>   | <p>This issue will be considered in the replacement Local Development Plan.</p> |
| <p>Flexibility is needed in the size of what is currently known as 'affordable housing'. There is currently a size limitation, a concept that has no logic. This can be understood to an extent, for a percentage of houses, as it is necessary to make smaller houses available to individuals, couples or first-time buyers. Since wages do not follow inflation, when/if the homeowners' situation changes (raising a family/caring for relatives etc), if all 'affordable homes' are the same size there is no stock available for them to move into, and the 'unaffordable' houses will be out of their reach financially. The answer each time is for them to consider building an extension. This can be fine sometimes but not possible/practical often. We therefore need a stock of 1, 2, 3 and 4-bedroom 'affordable homes' for our local people. But as previously stated, there should be interventions, such as the need to get a planning permission in place before changing the use of a house, to ensure that all housing in Ceredigion is affordable for our local people. Imposing restrictions in this way goes against the basic principle of building houses according to need.</p> | <p>This issue will be considered in the replacement Local Development Plan.</p> |
| <p>With the phosphates issue, it is important that this kind of strategy recognises how much tourism and the holiday let industry contributes to this problem while some local people have been unable to build homes to live in because tourists use our 'services' (sewerage systems and therefore rivers).</p>  | <p>Nutrient Management Board will consider this issue.</p>                      |

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| <p>It is vital that information, rules etc are in place before new rules are brought in e.g., the phosphates problem in the past has meant that planning permission cannot be given in over half the county, but the Council has had to wait for information/ rules etc (and is still waiting for some responses as we understand it).</p> | <p>Noted.</p>  |
| <p>We believe that the strategy could have considered ways of addressing the phosphates problem and the possibilities for dealing with waste locally.</p>  | <p>Nutrient Management Board will consider this issue.</p>   |
| <p>Even though this document is 43 pages in length, we note that it's slim in reality with only 9 pages devoted to 'strategy', just over a page to the strategy points, and most of these pages are not new ideas, being statutory in any case.</p>  | <p>Strategy is concise by design. The Strategy opens with a Strategic Vision. The document advises that an Action Plan will be developed following adoption.</p> |
| <p>We note that many of the points are ambiguous and lack meat, and do not offer new ideas with too many words such as 'work with', 'support', 'consider'. Words that suggest a lack of leadership and vision.</p>   | <p>The Strategy opens with a Strategic Vision. The document advises that an Action Plan will be developed following adoption.</p>                                |

| Additional responses outside of survey<br>Response 3:   | Housing Team Response  |
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| The Strategy lacks a clear vision or action plan.   | The Strategy opens with a Strategic vision. The document advises that an Action Plan will be developed following adoption. |
| Problems are identified but the solutions are not.  | Solutions are highlighted under the actions of “to get there we will” and elaborated within the Action Plan.               |
| There are no measurable targets.  | Disagree, Measurable targets have been set within the priorities of the Strategy.  |
| Although the importance of public transport is referred to in the housing context there is no commitment to take action.  | This is not within the remit of Housing.   |
| The police are referenced as a potential partner, but involvement should be as a last resort.                             | Agreed.  |
| There is no reference to Section 106 funding.   | Please see page 13.  |
| There is no mention of limits on HMO numbers.   | The Local Development Plan has a policy on Houses in Multiple Occupation numbers.  |
| There is no reference to first time and last time buyers and how the housing needs of these two large groups will be met. | Affordable housing is open to those who qualify, and housing is available to all.  |

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| <p>There is no reference to Help to Buy schemes.</p>   | <p>Help to Buy scheme is managed by Welsh Government, no specific schemes are discussed within the Strategy. Specific schemes have not been highlighted within the Strategy and will be for the Action Plan as changes occur.</p>   |
| <p>There is no explanation given as to how the Council will address issues through affordable housing, in addition to housing association social housing.</p>  | <p>Disagree, affordable housing options are discussed within the Housing Strategy and will be elaborated in the Action Plan.</p>  |
| <p>There is a lack of engagement with tenants.</p>   | <p>Ceredigion County Council do not have tenants. If reference is to the Strategy engagement, public engagement has been undertaken.</p>  |
| <p>There is an over reliance on the private rental sector which is often badly managed and causing problems in Aberystwyth in terms of anti-social behaviour.</p>  | <p>The Strategy covers all areas of housing and therefore the Private Rented Sector plays a significant part in this. Management of this is covered by Rent Smart Wales and our Private Rented Sector Team as and when appropriate. Anti-Social Behaviour is monitored through Public Protection Team and the Police.</p> |
| <p>There is a serious lack of enforcement to support the licencing system which has a negative impact on tourism in Aberystwyth from unsightly front gardens (bin stores etc), badly maintained housing.</p> | <p>Housing work with colleagues in Highways and Public Protection to address these concerns, when specific issues are identified.</p>   |

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| <p>There are no specific targets for the provision of council Housing.</p>  | <p>Ceredigion County Council do not have housing and therefore no targets set. If reference is to social housing, funding is provided by Welsh Government, and national targets set. Target is set within Local Development Plan for Affordable Homes.</p>                  |
| <p>Welsh language: the strategy doesn't say how it will address the decline in the percentage of Welsh speakers through affordable housing.</p> | <p>Local policies are in place to ensure the Welsh language is protected within the County. The Housing Strategy aims to ensure that there are affordable homes for local people so that they can remain in their communities and sustain the vitality of the language.</p> |
| <p>There needs to be a 'housing first' approach.</p>  | <p>Specific schemes are not discussed within the Strategy and are better placed within the Action Plan and promotional material as and when appropriate. These schemes are subject to change during the life of the Strategy.</p>   |



| Additional responses outside of survey<br>Response 4:  | Housing Team Response                           |
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| One thing that still annoys me is the failure to distinguish between affordable homes and Affordable homes.  | Noted, consideration is given to the sentences. |
| Over the past couple of decades our company has built well over two hundred homes. Almost all of the homes we have built have been sold to locals with most buyers moving less than ten miles. The very fact that we have sold them means that they must have been, by definition, affordable for local buyers even though only about 20% to 30% have been Affordable.   | Noted.  |
| I am aware that everybody else on the Strategic Housing Committee is employed to provide Affordable (not affordable) housing. I am also aware that the target for Affordable homes set by the LDP has been exceeded, whereas the target for open market homes has not been met. Whilst I never had any faith in the LHNA, the fact remains that Ceredigion based its targets on the LHNA and still does.   | Noted.  |
| It would seem from your proposals "To Get There" on page 13 that you are only interested in schemes that provide "Affordable" housing. You still ignore the fact that that the study, commissioned by Ceredigion CC, carried out by Ian Carruthers, showed that it was not economically viable for most sites to provide Affordable housing. Ceredigion's obsession with providing Affordable houses means that many small builders cannot contribute to the supply of houses. | Noted.  |

Finally, I would remind you that the LHNA, produced for the LDP, predicted that Ceredigion's population would grow. In the event it has shrunk. You now seem to be content that it will continue to shrink.

When the last Local Housing Market Assessment was produced in 2019, we were using the 2014-based Welsh Government population projections. At that point the population was increasing according to these and other population data sources.

At 2014/15 this was partly driven by the increase in student numbers up to 2014/15.

However, in recent years, the latest 2018-based Welsh Government population projections show a decrease in the County's population over the next 25 years.

The Census figures also reflect this.

The Council and its partners in the Public Services Board are aware of these trends and there are actions being undertaken to try and reverse this trend.

For example, through the 15-year Economic Strategy to create better and higher paid job opportunities for local people and younger people to remain in their local area, and the community housing scheme being developed through the council to provide affordable housing opportunities for local people and younger people, again for the same reasons.

This is defeatist but unless a more business friendly approach is adopted by the Senedd and Ceredigion CC, it is likely that the decline will continue. I look forward to seeing the details of the procurement policy. This will require an element of nurturing of local businesses.

The Procurement Policy can be sourced on Ceredigion County Council website.

| Additional responses outside of survey<br>Response 5:  | Housing Team Response                                |
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| The council recognises and supports the Ceredigion's Local Housing Strategy.   | Noted.   |
| The council agrees in full that homes should be built in areas with good public transport connections and in Beulah they support the BwcABus and Community Buses. We ask that local bus routes/connections are re-developed back to Beulah.                          | Noted. Transport is not within the remit of Housing. |
| The council support local housing being developed but ask that these homes be developed in all 6 of the towns and villages in the Beulah ward to help keep local people keep their connections.  | Noted.   |
| As a council we ask that in future we developed bungalows and flats adapted for older people in order for them to be able to remain in the community which they have their connections in.   | Noted.   |
| Ask that flats for younger people, people suffering with mental health issues, and people leaving care to be developed in order to support the people we often forget about. There are people working in the community who are living with their family and parents. | Noted.   |

| Additional responses outside of survey<br>Response 6:   | Housing Team Response  |
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| With regard to ensuring the needs and demand of future generations are catered for, identifying housing development areas will assist the Childcare sector to supply or increase services when sufficient notice is received.   | Noted.   |
| Sufficient Childcare provision will ensure that parents are able to work and increase their household income and support the local economy.   | Noted.   |
| The Housing strategy refers to the Corporate Strategy and wellbeing objectives and Through Age Wellbeing Strategy, within which childcare sufficiency is highlighted, but a reference towards the links with the Childcare Sufficiency Assessment may also be helpful in the housing strategy. This will ensure continued dialogue with the housing development and planning for childcare spaces and provision to support families and children. | Noted. Whilst the overarching Strategies are highlighted within the Strategy, the decision has been made to restrict the level of detail included. Agreed, continued dialogue is critical. |
| Page 11 – could Reduced Childcare Spaces be added to the 'local issues' column?<br>The sector is facing a recruitment shortage of qualified Welsh speaking staff and therefore unable to fulfil the adult to child ratios as required by Care Inspectorate Wales  | The local issues column is noted as a non-exhaustive list. Therefore, do not believe that adding this is required.   |
| Most childcare provision in Ceredigion introduce the Welsh language to the children from a very young age (0-4 years old) and are instrumental in introducing the language to all children.   | Noted.   |
| In the 'So we will' column you indicate that 'we will.... Increase the availability of affordable and safe homes which enable residents to access the right support to maintain independence. Can you add – and ensure that we include local services e.g., childcare and schools within our plans'?  | This is a Planning decision and applications are considered on a case-by-case basis.   |

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| <p>Page 21 – add bullet point: Childcare by registered providers or childcare provided by families due to insufficient spaces/affordability.</p>  | <p>The bullet points are directly taken from the Through Age Wellbeing Strategy, as things that relate to housing.</p>                                |
| <p>Page 23 onwards somewhere - Refer to the Childcare Sufficiency Assessment / Childcare Act 2006</p> <p>“The Local Housing Market Assessment, published in October 2020, considers the whole of the housing market and the differing needs of communities, including older people, students and people with disabilities.” –</p> <p>Does the Local Housing Market assessment include needs of young families requiring childcare? E.g., large housing development in Llanon, but no childcare provision available – was this considered? There is a very short window where childcare is required for 0–4-year-olds.</p> <p>Prior knowledge of housing developments would help identify and prepare the sector to open a childcare business – with a minimum 1-year period needed to become a childminder or to open a Cylch Meithrin.</p>   | <p>The Planning service are considering ways to better consult all parties.</p> <p>The Local Housing Market Assessment is currently under review.</p> |
| <p>you refer to the Through Age Wellbeing Strategy. Add separate paragraph referring to Childcare Sufficiency as it fits in here when discussing Partnership Arrangements and the needs of the population – where you state “<i>Therefore, we will continue to work across Council services and support wherever possible to meet identified housing needs and ensure priorities are inclusive, co-produced and client focussed.</i>” e.g.</p> <ul style="list-style-type: none"> <li>• The Childcare Sufficiency Assessment highlighted Housing as one of its 7 themes, and the use of housing development data has been used as part of data analysis for Welsh Government’s Flying Start Expansion proposals. Housing development data is also used to investigate correlations between birth rates, in-migration of young families and increased demand for health visiting services and childcare spaces in specific areas.</li> </ul> | <p>Noted. Believe the sentence is sufficient and appropriate to capture services within the Through Age Wellbeing model.</p>                          |

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| Page 26 Action Plan – incorporate actions from the CSA?  | Noted. The Action Plan has not yet been developed.    |
| Birth rates have seen a slight increase in last two years (HDdUHB figures). Coupled with the introduction of the roll out of funded childcare for all 2-year-olds, this will place a demand on current childcare provision which is not sufficient for current needs of parents who are working or training.   | Noted.  |
| Include stats on Projected Residential Units per LSOA? (As used in CSA?)   | Disagree, evidence papers cover housing related area. |
| Page 31 - Local Wellbeing Assessment – Key Regional well-being themes include Affordable & Accessible Childcare (page 17) as well as Affordable Housing.   | Noted.  |
| Page 25 – CSA data used in the production of the Well-being assessment.  | Noted.  |
| Childcare Sufficiency – page 74.   | Noted.  |
| Page 177: 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.   | Noted.  |
| Birth Data<br>Recent births data received shows how the recent housing development in Llansantffraed 2 has attracted in migration of young families – with number of children born in 2020 having increased from 7 actual births in the postcode to 20 children now living within that postcode – with no childcare provision being available to them. | Noted.  |

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| <p>We would like to know your views on the effects that this proposal would have on the Welsh language, specifically on:</p> <ul style="list-style-type: none"> <li>• opportunities for people to use the Welsh language</li> <li>• on treating the Welsh language no less favourably than the English language</li> </ul> |   |
| <p>What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?</p>  |   |
| <p>The Welsh language should be placed at the top of the county's priorities when considering any local housing strategy. Many of our communities have already been ruined over time by second homes and empty houses.</p>   | <p>The Welsh language is given due consideration throughout the Housing Strategy. The Housing Strategy aims to ensure that there is sufficient choice in housing for people to live in the community they choose.</p> <p>The impact of second homes is being considered by Planning Policy.</p> |
| <p>Improve use of Welsh language if needs of existing local residents are prioritised.</p>   | <p>The Housing Strategy is to address housing needs of Ceredigion residents. Local connection is considered as and when appropriate.</p>  |



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| <p>This is a tick box question, it is meaningless. Welsh and English have equal status in Wales. Bilingualism should be the norm.</p>  | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:</p> <ul style="list-style-type: none"> <li>• on opportunities for persons to use the Welsh language, and</li> <li>• on treating the Welsh language no less favourably than the English language.</li> </ul> <p>The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |
| <p>Stop relying on S106 to enforce affordable accommodation. Fix the supply of housing instead of using sticking plasters. How can Welsh speakers return to the area if they can't afford a suitable house on the open market, but don't qualify for an S106 affordable house?</p> | <p>The Housing Strategy aims to ensure that there is sufficient choice in housing for people to live in the community they choose.</p>  |

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| <p>I am receiving leaflets in Welsh only why? I don't think this is appropriate. We all speak English how much does the Welsh language cost us? I have no problem with Welsh speakers, I was unable to learn it and I would object strongly to being forced to.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. The Welsh Language Standards requires the Authority to publish documents for public use in a bilingual format.</p> |
| <p>No difference at all.</p>  | <p>Noted.</p>  |

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| <p>This is not a primary concern of mine a dying language shouldn't be of concern.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011, which gave the Welsh language official status in Wales. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:</p> <ul style="list-style-type: none"><li>• on opportunities for persons to use the Welsh language, and</li><li>• on treating the Welsh language no less favourably than the English language</li></ul> <p>The Council must therefore consider the Welsh language when we are developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |
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| <p>Ensure that homes for local people is always the priority; not to encourage people from far away to settle here.</p>  | <p>The Housing Strategy is to address housing needs. Local connection is considered as and when appropriate.</p>   |
| <p>Use English.</p>  | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011. This Measure gave the Welsh language official status in Wales but also established two important legal principles relating to the Welsh language, which establish rights for Welsh speakers, as follows:</p> <ul style="list-style-type: none"> <li>• Welsh should not be treated less favourably than English in Wales</li> <li>• People in Wales should be able to live their lives through the medium of Welsh if they wish to do so.</li> </ul> <p>In accordance with the Welsh Language Standards Regulations, Ceredigion County Council's policy is to issue communication in the preferred language, as recorded.</p> |
| <p>None</p>  | <p>Noted.</p>  |
| <p>If you improve housing options, standards, and affordability - young Welsh people may be able to stay within their local community which would improve the user of their native tongue.</p> | <p>Agreed. The Housing Strategy aims to address the housing needs of the County.</p>   |

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| <p>The Strategy could have a positive effect on the Welsh language – as long as we get the definition of 'local' right and include it throughout. It could have a positive effect on the Welsh language – as long as we favour Welsh speakers (for example, in developments in our communities, no matter how rural they are). It could have a positive effect on the Welsh language – if we develop the native economy as well (not tourism). It could have a positive effect on the Welsh language if we were to deal with second homes, holiday homes and empty houses, and if we were to regulate based on the number of years someone has lived in Wales/Ceredigion during their lives before they can buy a house in Ceredigion.</p> | <p>The Housing Strategy is to address housing needs. Local connection is considered as and when appropriate.</p> <p>The Housing Strategy aims to ensure that there is sufficient choice in housing for people to live in the community they choose.</p> <p>The impact of second homes is being considered by Planning Policy.</p> |
| <p>Local people should be given priority for new housing.</p>  | <p>The Housing Strategy aims to address housing needs. Local connection is considered as and when appropriate.</p> <p>Policy is developed to identify and address priorities for social housing.</p>  |

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| <p>All humans should be treated equally. We should be careful of creating discrimination by over supporting one group aggressively.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011, which gave the Welsh language official status in Wales. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions.</p> <ul style="list-style-type: none"><li>• on opportunities for persons to use the Welsh language, and</li><li>• on treating the Welsh language no less favourably than the English language</li></ul> <p>The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |
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I say live and let live. Stop pushing any language.

There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011, which gave the Welsh language official status in Wales. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards

Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:

- on opportunities for persons to use the Welsh language, and
- on treating the Welsh language no less favourably than the English language

The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.

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| <p>A training centre needs to be set up in the centre of the county which would provide opportunities for young people and those unable to work because of child supervision responsibilities, to gain caring skills. Courses should be offered in both languages, and a higher pay point given to those who can provide a care service for older people through the medium of Welsh.</p> | <p>This is not within the remit of the Housing Strategy.</p>  |
| <p>New houses will completely destroy the Welsh language. It cannot already cope with the influx of newcomers, and I have already been told by an officer from a housing association they will ensure that all new properties will be occupied - even if that means putting single young people in housing designated for the elderly!!!</p>  | <p>Local policies are in place to ensure the Welsh language is protected within the County, including the development of new houses. The Housing Team work closely with our Registered Social Landlord partners to ensure that properties are occupied fully, suitably, and appropriately in line with local policy.</p>                  |
| <p>I agree that local people need to be given priority with regards to housing, however non-Welsh speakers will soon be unable to get any job, so they are forced out of Wales anyway.</p>  | <p>The Housing Strategy aims to address housing needs. Local connection is considered as and when appropriate.</p> <p>The Ceredigion Economy Strategy 2020-25, aims to set out how the Council will work together towards achieving strong, sustainable and more resilient economic growth for Ceredigion, created and shared by all.</p> |



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| <p>I don't think the Welsh language would be used any less.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011, which gave the Welsh language official status in Wales. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions.</p> <ul style="list-style-type: none"><li>• on opportunities for persons to use the Welsh language, and</li><li>• on treating the Welsh language no less favourably than the English language</li></ul> <p>The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |
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| <p>People need to speak in their preferred language.</p> | <p>Agreed. In accordance with the Welsh Language Standards Regulations, the Council when delivering services to individuals, will ask their language preference.</p>  |
| <p>Why should there be any effect on language.</p>       | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011, which gave the Welsh language official status in Wales. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:</p> <ul style="list-style-type: none"> <li>• on opportunities for persons to use the Welsh language, and</li> <li>• on treating the Welsh language no less favourably than the English language.</li> </ul> <p>The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |

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| <p>I am an English speaker; therefore, my response is likely considered prejudiced. However, over the last 30 years I have seen the language issue cause more harm, more waste, and more division than it does good or unites people.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011, which gave the Welsh language official status in Wales. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:</p> <ul style="list-style-type: none"> <li>• on opportunities for persons to use the Welsh language, and</li> <li>• on treating the Welsh language no less favourably than the English language</li> </ul> <p>The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |
| <p>Priority for the Welsh language</p>  | <p>The Housing Strategy is to address housing needs. Local connection is considered as and when appropriate.</p>   |

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| <p>Having a strategy that maintains and develops the viability of our Welsh communities is key. The ability of Welsh speakers to maintain viable communities is increasingly undermined by the free housing market and the economic inequality local people face due immigrants. Whilst recognising that the Council cannot influence that market directly, the strategy needs to seriously address that challenge and couple the strategy with policies to manage second homes, holiday homes and Airbnbs.</p>   | <p>The council are currently considering the options open to them in relation to second homes and AirBnB in relation to both planning legislation and taxation reform.</p> |
| <p>Consider local lettings policies that supportive Welsh speakers.</p>   | <p>The Strategy aims to address housing needs. Local Lettings Policies are considered as and when appropriate.</p>   |
| <p>Welcome the recognition of the importance of the Welsh language and culture within the strategy in terms of its contribution to communities. Barcud will continue to apply local lettings policies in support of this on new developments – as we did at Machynlleth.</p>  | <p>Noted. The Strategy aims to address housing needs. Local Lettings Policies are considered as and when appropriate.</p>  |
| <p>As you will have realised from my submission, I am a great supporter of communities becoming part of the solution to identified problems. Bodies such as CLTs and other local action groups can garner support from individuals and groups not usually prone to engagement in local politics. A local Housing Survey undertaken by Community Councils in the Llanarth / Caerwedros / Llangrannog / Cross Inn areas recently received a much higher than usual level of engagement and response from the local Welsh speaking community. Local developments where the community can influence lettings policy can play a role in maintaining people in their chosen home community.</p> | <p>Noted.</p>  |
| <p>Any housing strategy is a key tool for language planning in our communities. The right houses in the right numbers in the right places is vital to reinforce the bonds of a society in which the use of Welsh can thrive.</p>  | <p>Noted. The Strategy aims to address housing needs.</p>  |

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| <p>Please also explain how you believe this proposed proposal could be formulated so as to have:</p> <ul style="list-style-type: none"> <li>• positive effects or increased positive effects on opportunities for people to use the Welsh language and not to treat Welsh language less favourably than English language</li> <li>• so that there are no adverse effects on opportunities for people to use the Welsh language and not to treat Welsh language less favourably than English language</li> </ul> |   |
| <p>The county's strategy gives priority and status to the Welsh language and this must be adhered to in all fields. Provide more support to learn and promote the Welsh language.</p>   | <p>Noted. Support to learn the language is not within the remit of the Housing Strategy.</p> <p>The Council's Welsh Language Strategy will aim to address how the Council will support and promote the Welsh language in a wider context.</p> |
| <p>Support local residents' choice on where they want to live.</p>  | <p>The Strategy aims to address housing needs.</p>  |

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| <p>I am receiving leaflets in Welsh only why? I don't think this is appropriate. We all speak English how much does the Welsh language cost us? I have no problem with Welsh speakers, I was unable to learn it and I would object strongly to being forced to.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. The Welsh Language Standards requires the Authority to publish documents for public use in a bilingual format.</p> |
| <p>Ignore the Welsh language effect on housing and just put roofs over people's heads.</p>  | <p>The priority of the Housing Strategy is to address the County's housing needs.</p> <p>The Policy Making Standards relate to assessing the impact of policies and decisions on opportunities for persons to use the Welsh language, and on treating the Welsh language no less favourably than the English language. The Council must therefore consider the Welsh language when we are developing policies and strategies or when considering new ways of providing services.</p>                     |

Create a Welsh village – be innovative and break new ground. Designate whole housing estates/villages for people who want to speak Welsh.

There is legislation in place to protect the Welsh Language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:

- on opportunities for persons to use the Welsh language, and
- on treating the Welsh language no less favourably than the English language

The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.

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| <p>Use English.</p> | <p>There is legislation in place to protect the Welsh language, and to ensure that it thrives for future generations in Wales. The Welsh Language (Wales) Measure 2011. This Measure also placed a duty on all local authorities in Wales, to comply with Welsh Language Standards Regulations: these Standards set out how local authorities should deliver their services in Welsh. As part of these Standards, the Council is required to assess the impact of its policies and decisions:</p> <ul style="list-style-type: none"><li>• on opportunities for persons to use the Welsh language, and</li><li>• on treating the Welsh language no less favourably than the English language</li></ul> <p>The Council must therefore consider the Welsh language when developing policies and strategies or when considering new ways of providing services and is required to address any adverse effects on the opportunities to use the Welsh language.</p> |
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| <p>Ensure Welsh speakers are given priority rather than relocating English people into the area.</p>   | <p>The Housing Strategy aims to address the housing needs of the County.</p> <p>The Housing Strategy and Team do not have any control over the movement of people within the private sector.</p>   |
| <p>The Strategy could have a positive effect on the Welsh language – as long as we get the definition of 'local' right and include it throughout. It could have a positive effect on the Welsh language – as long as we favour Welsh speakers (for example, in developments in our communities, no matter how rural they are). It could have a positive effect on the Welsh language – if we develop the native economy as well (not tourism). It could have a positive effect on the Welsh language if we were to deal with second homes, holiday homes and empty houses, and if we were to regulate based on the number of years someone has lived in Wales/Ceredigion during their lives before they can buy a house in Ceredigion.</p> | <p>The Housing Strategy is to address housing needs. Local connection is considered as and when appropriate. The Housing Strategy aims to ensure that there is sufficient choice in housing for people to live in the community they choose.</p> <p>The impact of second homes is being considered by Planning Policy.</p> |
| <p>Local people should be given priority for new housing.</p>  | <p>The Housing Strategy aims to address housing needs. Local connection is considered as and when appropriate. Policy is developed to identify and address priorities for social housing.</p>  |
| <p>As far as opportunity</p>   | <p>Unclear.</p>  |
| <p>In rural communities it will completely destroy the fragility of the Welsh language despite your 'best efforts' and you already know that!!!!</p>   | <p>The Housing Strategy aims to address housing needs. Local connection is considered as and when appropriate.</p>   |

I don't believe the Welsh language is treated less favourably already.

The ambition of Welsh Government in its strategy Cymraeg 2050, is to see the number of people able to enjoy speaking and using Welsh reach a million by 2050. In relation to this vision all local authorities have a role to play in the delivery of their Local Welsh Language Strategies, in order to see the language thrive and protect the Welsh language for future generations. In relation to this vision and the requirement of the Welsh Language Regulation, actions must be taken to ensure:

- Welsh should not be treated less favourably than English in Wales
- People in Wales should be able to live their lives through the medium of Welsh if they wish to do so.

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| <p>I think there should be opportunities in all villages for people that don't speak Welsh to be able to learn Welsh if they want to perhaps it would encourage people to speak it more.</p> | <p>The Welsh Language Strategy addresses education.</p> <p>The Welsh Language in Education Strategic Plan will aim to ensure more children acquire Welsh Language Skills via the education system. The Ceredigion Welsh Language Strategy will seek to encourage more opportunities for people to learn Welsh in communities across the County, this by working with the Centre for Learning Welsh at Aberystwyth University.</p> |
| <p>Opportunities should be available to people whatever their language,</p>  | <p>Agreed. The Housing Strategy does not exclude on the basis of language.</p>  |
| <p>Insufficient space for an adequate response.</p>  | <p>The text boxes available allowed space for comprehensive responses, as seen in alternative and previous comments.</p>  |
| <p>Ensure that Council staff develop their language skills and confidence in Welsh and increase their use of Welsh in the workplace, adopting Welsh as the default language of work.</p>     | <p>Noted. The Council has a duty to comply with the Welsh Language Standards, which places a duty on the Authority to support its staff to acquire and develop Welsh language skills.</p>   |

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| <p>To ensure balanced and sustainable communities that preserve the Welsh language.</p>                    | <p>The Housing Strategy aims to address the housing needs of the County.</p> <p>The Policy Making Standards relate to assessing the impact of policies and decisions on opportunities for persons to use the Welsh language, and on treating the Welsh language no less favourably than the English language. The Council must therefore consider the Welsh language when we are developing policies and strategies or when considering new ways of providing services.</p> |
| <p>Local lettings policies that have an emphasis on Welsh language ability or those actively learning.</p> | <p>Local Lettings Policies are considered as and when appropriate.</p>  |

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| <p>I am no expert of language strategies am unsure whether the County has an Employment Strategy. However, is such a Strategy exists, then linking it to elements of the Housing Strategy would be advantageous in trying to retain young people in the County.</p> | <p>Noted.</p> <p>Other strategies are in existence in Ceredigion:</p> <p>The Ceredigion Welsh Language Strategy aims to ensure that bilingualism is promoted completely naturally, and that the Welsh language is protected for future generations to use and enjoy.</p> <p>The Ceredigion Economy Strategy 2020-25, aims to set out how the Council will work together towards achieving strong, sustainable and more resilient economic growth for Ceredigion, created and shared by all.</p> |
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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Housing Strategy, setting out Ceredigion's vision and plans for housing in the county for the next 5 years.

**Purpose of the report:** To provide feedback from the Healthier Communities Overview and Scrutiny Committee meeting held on 18<sup>th</sup> September 2023

### **Background:**

Members of the Healthier Communities Overview and Scrutiny Committee considered the draft Local Housing Strategy 2023-2028 in May 2023.

Following agreement from Scrutiny and Cabinet, public consultation on the Draft Housing Strategy began on 5th May and ran until 30<sup>th</sup> June 2023. The Consultation Survey asked a total of 10 questions. The Consultation returned a total of 40 responses, 34 within the Survey and 6 by email. The questions within the Survey were not mandatory, hence not all totals equal the number of respondents.

Following discussion, Members considered the following recommendation:

1. To approve the Housing Strategy and accept the recommendations following the end of the consultation period and approve for full adoption.

### **Recommendation(s):**

Committee Members agreed to recommend that Cabinet:

1. approve the Housing Strategy and accept the recommendations following the end of the consultation period and approve for full adoption.

### **Reasons for decision:**

To enable the Council to fulfil the requirements in relation to the strategic housing function.

**Councillor Caryl Roberts**  
***Chair of the Healthier Communities Overview and Scrutiny Committee***

## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** To present to Cabinet the outcome of the Ceredigion Dementia Implementation Plan

**Purpose of the report:** To agree the outcome of the public engagement and the Dementia Implementation Plan developed

**For:** Decision

**Cabinet Portfolio and Cabinet Member:** Councillor Alun Williams, Deputy Leader of the Council and Cabinet Member for Through Age and Wellbeing

### **Background:**

In March 2021, Improvement Cymru published the All-Wales Dementia Care Pathway of Standards. The high-level strategy provides a programme governance structure and the foundation on which to fund services, in line with the Improvement Cymru delivery framework. Significant work has already been done within the West Wales Regional Partnership Board (WWRPB) to develop dementia services. Attain worked with the WWRPB to co-design a Regional Dementia Strategy and model service pathway of care. People living with dementia and their carers were at the centre of the work. Alongside this, Attain, carried out a review of the dementia related projects funded by the Regional Integrated Care Fund. which provided a steer as to what services should continue to be funded, as well as an indication of any additional initiatives that should be undertaken.

A priority area for Ceredigion County Council is to develop a local dementia Implementation Plan to support the Regional Dementia Strategy. On the 6<sup>th</sup> of December, 2022 Attain were appointed to undertake and facilitate engagement sessions to explore what actions were needed to support people living with dementia in Ceredigion. The engagement period took place over a 6 week period from 13.02.2023 to the 31.03.2023. Over the engagement period, Attain spoke with a wide remit of stakeholders, from individuals living with dementia, their careers, and professional from across Health and Social Care, including support networks in the 3<sup>rd</sup> sector. As part of this work Attain have developed a report and an Implementation Plan that will support Ceredigion County Council and Hywel Dda University Health Board to address some of the challenges and gaps identified.

### **Current Situation:**

The finalised report and Implementation Plan have now been drafted and these can be found in Annex A and B of the report.

The key findings of the report are as follows:

### **Data**

- The current number of People living with Dementia (PLWD) in Ceredigion is approximately 1,260.
- By 2040 the predicted growth of PLWD ranges from 600 to 2000, so there will be a significant increase.

### **Key Themes**

Analysis of the engagement phase activities resulted in the identification of 20 key themes which represents “pinch points” in current service provision and opportunities to provide improved experiences:

- Referral process / route
- Pre-clinical diagnosis
- No appropriate sign-posting
- Fragmented pathway
- Lack of crisis support
- Multi-Disciplinary Team (MDT) approach
- Day Services
- Transport
- Patient recording systems
- Access and information sharing
- Funding
- Misinformation around 3<sup>rd</sup> sector providers
- Silo working
- Lack of nursing-based beds
- Communication
- Recruitment and staffing
- Skills mix and training and development
- Education
- Respite Care
- Confidentiality

### **Recommendations:**

The following recommendations have been incorporated into the implementation plan (Annex B), with some of the recommendations already being progressed through designated Regional Workstreams. Ceredigion Officers actively participate in the Regional Dementia Steering Group and the themed workstreams, with the Ceredigion Implementation Plan underpinning the overall Strategic Improvements required to support PLWD in Ceredigion.

A fundamental element of delivering the implementation plan, will be to ensure that the Welsh language is an integral element in the care and support of Welsh speakers living with dementia. This will be required to be considered throughout the dementia pathway.

- **Dementia Wellbeing Connector Roles (Regional)** - The vision for the Dementia Wellbeing Connectors service is that PLWD and their carers will



have access to consistent, coordinated wrap-around support to enable efficient and effective navigation through health, social care, and third sector services, with support for their wellbeing throughout their journey.

- **Exploration and feasibility study to explore a virtual service and dementia health advice line (Regional)** - Virtual health checks would enable professionals to monitor situations remotely. Access to a dementia health advice line would also support PLWD and their families and care givers. This would give them easy access to health advice and may prevent emergency attendances at acute hospitals. Currently untested and requires further feasibility and research work to understand the functions.
- **Enhanced transport options Regional/Local** - Exploring options for additional transport, involving public, private and charitable organisations is essential to support local communities and ensure equitable health and social care access for PLWD.
- **Bespoke day services that act as community hubs (Local)** - Renewed emphasis on the importance of day services, but the need to transform these vital services to better meet the needs of PLWD.
- **Dementia-friendly services in everyday life (Local)** - Capitalising on the success of Dementia Friendly Towns and a growing public understanding of dementia, Ceredigion County Council is well placed to act as a champion to support small, positive action across the wider community and in everyday life.
- **A joined-up approach to learning and development (Regional)**- A joint regional approach to dementia learning and development for health and social care staff at all levels.
- **A new model of care consisting of the following (Regional/Local – Integrated and collaboration required to further develop this area of work):**
  - Dedicated dementia community team and referral pathway;
  - Introduce an MDT approach across the dementia pathway;
  - Specialist education clinician roles;
  - Integrated IT referral system;
  - Patient centred decision making;
  - Increase in dementia specialist care units in the area.
- Presented to Healthier Ceredigion Strategic Group (18.09.2023) and create an integrated Health, Social Care and 3<sup>rd</sup> Sector Development Group to oversee the delivery of the implementation plan.
- To communicate the initial findings of the engagement with the public, and to develop a Communication and Engagement Plan ensuring that the public are aware of the on-going progress relating to the delivery of the implementation plan.

- To return to the Healthier Communities Overview and Scrutiny Committee with an Annual Progress report.

**Wellbeing of Future Generations:**

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

Will be developed as part of the initiation of the implementation plan.

**Summary of Integrated Impact Assessment:**

- Long term:** The Regional Strategy will provide a blue print for the development of Dementia support and services for the future.
- Collaboration:** The implementation plan requires collaboration across agencies and with local communities, individuals living with dementia and their carers.
- Involvement:** There will be involvement required from professionals across the authority, Health Board, third sector and the communities.
- Prevention:** Prevention is a key focus of the implementation plan, and we will be working with Public Health Wales to ensure that prevention underpins the implementation of the strategy.
- Integration:** The implementation plan is an integrated plan.

**Recommendation(s):**

- To create an Intergrated Ceredigion Dementia Development Group to oversee the delivery of the implementation plan.
- To communicate the initial findings of the engagement with the public, and to develop a Communication and Engagement plan ensuring that the public are aware of the on-going progress relating to the delivery of the implementation plan.
- To provide the Healthier Communities Overview and Scrutiny Committee with an Annual Progress report.

**Reasons for decision:**

To support and develop an integrated approach in meeting the needs of individuals living with dementia and their carers through a range of health, social care and 3<sup>rd</sup> sector resources.

**Overview and Scrutiny:**

Healthier Communities Scrutiny Committee, 18 September 2023

**Policy Framework:**

Corporate Strategy  
Regional Dementia Strategy

**Corporate Well-being Objectives:**

Creating Caring and Healthy Communities

**Finance and Procurement implications:**

To be reviewed as part of the initiation work relating to the implementation plan.

**Legal Implications:**

None

**Staffing implications:**

To be reviewed as part of the initiation work relating to the implementation plan.

**Property / asset implications:**

None

**Risk(s):**

To be reviewed as part of the initiation work relating to the implementation plan.

**Statutory Powers:**

None

**Background Papers:**

None

**Appendices:**

Appendix A- Phase 1 Report

Appendix B- Phase 2 Service Implementation Plan

**Corporate Lead Officer:**

Donna Pritchard, Corporate Lead Officer, Porth Ceredigion

**Reporting Officer:**

Nerys Lewis, Corporate Manager – Direct Services, Porth Gofal

**Date:**

15 September 2023



# Ceredigion County Council – Dementia Engagement and Service Implementation Plan Project

Phase 1 Report - Data analysis and key  
themes from the engagement activities

April 2023

## Document control

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| 13.0    | 13/06/23 | Joseph Middleton | Added Appendix on engagement                                |
| 14.0    | 15/06/23 | Joseph Middleton | WWRPB Changes   |

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| 16.0 | 11/07/2023 | Joseph Middleton | Hafan y Waun Adjustment |
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# CONTENTS

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|                                    |    |
|------------------------------------|----|
| 1. Introduction .....              | 5  |
| 2. Data Analysis .....             | 7  |
| 3. Stakeholder Engagement .....    | 13 |
| 4. Survey Analysis.....            | 14 |
| 5. Lived Experience & Context..... | 18 |
| 6. Key Themes.....                 | 21 |
| 7. Main Service Gaps .....         | 31 |
| 8. Conclusions.....                | 34 |
| 9. Appendices .....                | 38 |

# 1. INTRODUCTION

## 1.1. Background

In March 2021, Improvement Cymru published the All-Wales Dementia Care Pathway of Standards. The high-level strategy provides a programme governance structure and the foundation on which to fund services, in line with the Improvement Cymru delivery framework. Significant work has already been done within the West Wales Regional Partnership Board (WWRPB) to develop dementia services. Attain worked with the WWRPB to co-design a Regional Dementia Strategy and model service pathway of care. People living with dementia and their carers were at the centre of the work. Alongside this, Attain carried out a review of the Regional Integrated Care Fund projects concerning dementia, which provided a steer as to what services should continue to be funded, as well as an indication of any additional initiatives that should be undertaken.

A priority area for Ceredigion County Council is to develop a local dementia action plan to support the Regional Dementia Strategy. Attain has been appointed to undertake engagement sessions with a wide remit of professional and lay stakeholders to understand what is important to the service users of Ceredigion and to then proceed to develop an implementation plan to address the challenges and gaps identified. This will assist Ceredigion County Council in the development of future services which will be aligned with the regional dementia strategy and national policies and drivers.

Ceredigion is a predominantly rural county with an urban concentration around the principal city, Aberystwyth. The region is served by a range of residential care homes and GP surgeries as well as a memory clinic at Bronglais hospital (with a satellite clinic once per week in the south of the county).



Service Map of core providers for Dementia Care



The map shows the distribution of these facilities that are core to a dementia care pathway and highlights some of the geographic challenges of a large and unevenly populated county.

## **1.2. Purpose**

This report covers Phase 1 of the project and provides an overview of data analysis and the key themes which have emerged from stakeholder engagement activities. Further details are provided in the appendices.

## **1.3. Data analysis**

The data interrogation stage involved in depth analysis of the "data dashboards" which are comprised of health and social data provided by Ceredigion County Council. This established the extent to which issues identified through stakeholder engagement were borne out by the data and so helps identify problem and solution areas.

## **1.4. Stakeholder engagement**

Stakeholder engagement was as wide-ranging as possible; meeting people living with dementia (PLWD) and their carers was central to the exercise. During the engagement phase, Attain held drop-in sessions, focus groups within care and residential accommodation, conducted over 50 interviews and attended provider sessions to gather experience and perspectives relating to people living with dementia in Ceredigion.

Opinions and perspectives were obtained from a wide range of professional backgrounds, ranging from front-line staff to senior management. This included those from within the local authority, managing social care, housing and substance misuse. Health teams from both primary and secondary care, charitable organisations such as Alzheimer's Society and other public bodies such as the Fire and Rescue service. See Appendix 1 for a full list of engagements.

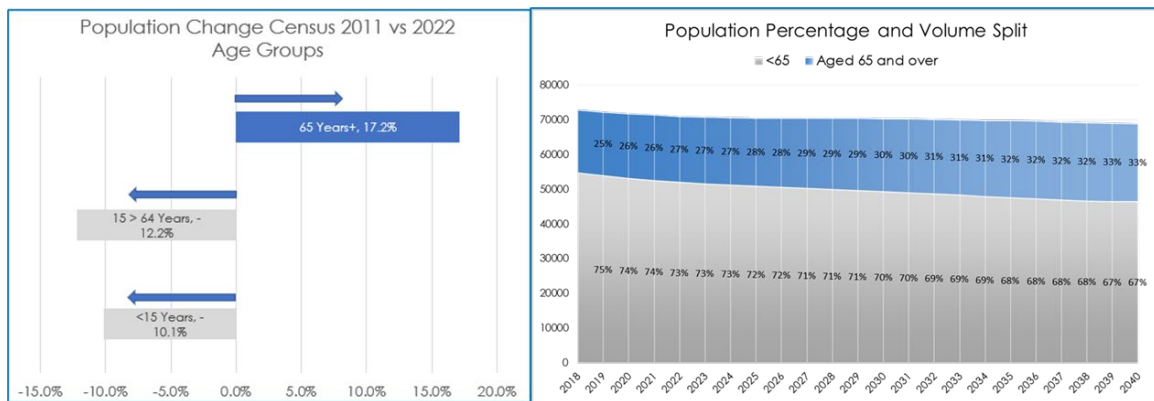
In addition, Ceredigion County Council ran an online and paper survey throughout the engagement period. This was open to the public and invited responses from across the county. A series of public awareness messages, including press releases and social media posts encouraged as many responses as possible.

## 2. DATA ANALYSIS

### 2.1. Population and people living with dementia

The 2021 Census data indicates that there has been a general decrease in Ceredigion's population of 5.8%. This is fuelled primarily by a decrease in the number of people under the age of 65. However, most people diagnosed as living with Dementia in Ceredigion are over 65 years of age (97%). This is the age group that has seen a dramatic increase in population change with 2,700 more 65+ people in Ceredigion than in 2011, leading to a 17.2% increase in 10 years.

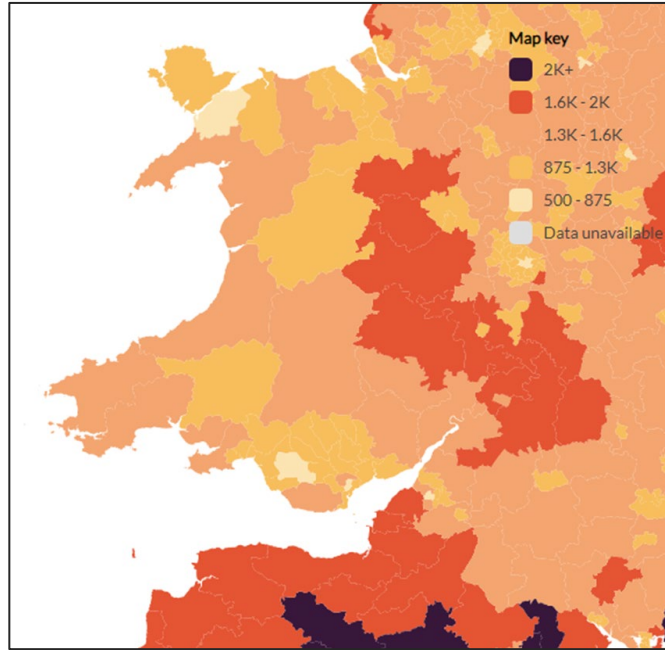
The data suggests that, although Ceredigion's population is shrinking, the region's elderly population is growing at a substantial rate.



Modelled demographic predictions expect that the region will continue to face a steady decline in general population. However, it is expected that the population of people 65 years and older will increase both numerically and as a proportion of the total population. We can see that between the census findings in 2021 (26%) and the predicted position of 2040, the proportion of 65+ will have increased by a further 7 percentage points to 33% of people living in Ceredigion.

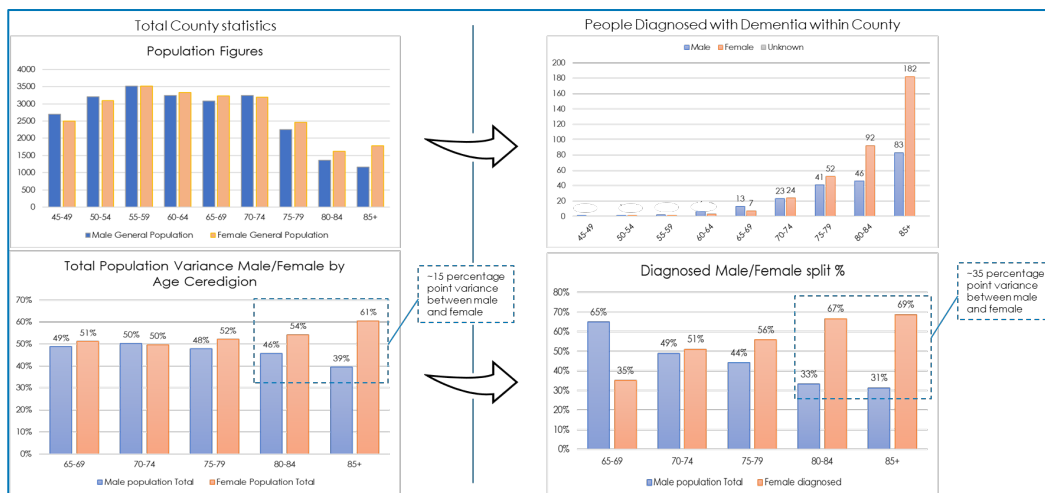
There is, therefore, an expectation that, although the population is shrinking, the elderly proportion is increasing at a constant rate. This will inevitably lead to further demand pressure on older people's services in Ceredigion. This includes dementia care, of which 97% is delivered to the 65+ age group.

By population Ceredigion is below the UK average sitting at approximately 1,260 PLWD, while the UK averages 1,302. However, proportionally, the percentage of the region's population living with dementia is slightly higher than the UK average sitting at 1.69% vs 1.33% for UK constituencies on average.



It is also known that dementia is under diagnosed across the world; Wales and Ceredigion are no exception with the Hywel Dda diagnosis rate estimated to be only around 53% (although some estimates have suggested this could at one point have been as low as 45%). All of this points to a substantial population need, which is growing over time. There is a regional commitment to an annual increase of 3% in diagnosis rates which is on target.

Dementia disproportionately affects older people. Circa 97% of those diagnosed with dementia in Ceredigion are over 65 years old. With regard to gender, despite what appears a stark difference between male and female diagnosis rates – there is some correlation to the fact that there are proportionally more females within the 65+ age group at a regional level. The exception is with 80+ year olds where the data suggests that more females are diagnosed proportionally than males comparing the total population for the same age range.



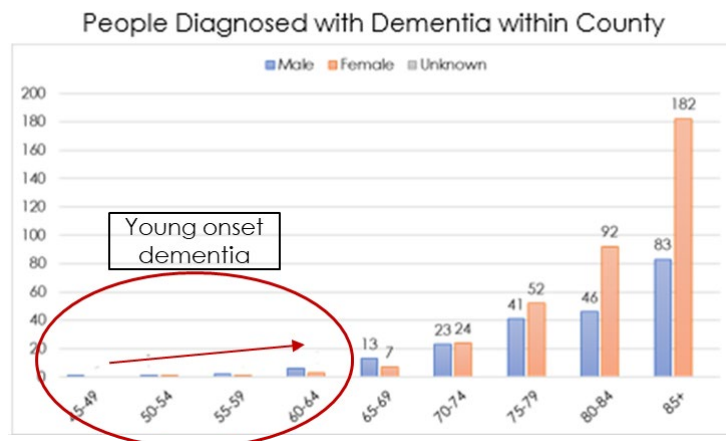
The predicted growth of PLWD ranges anywhere from 600 more PLWD in 2040 to 2000. If correct, this is at least a 49% increase in prevalence on current volumes. When compared to other Welsh counties, Ceredigion has a slower growth rate, but it is still substantial given the aging population. The comment below from the Assessment of local Wellbeing, published in 2022 explains the situation well - Sadly, Dementia and Alzheimer's were 'the third most common cause of death in the county between 2013 and 2020 – equating to 8.2% of deaths each year, or 65 people per year (Abbreviated from the Assessment of local wellbeing 2022 – p19).

**2.2. Young Onset Dementia**

Although the growing older people population and the increasing incidence of dementia in this age profile is the core and bulk of all dementia cases, there is a not insubstantial level of young onset dementia (sometimes referred to as working age dementia) both nationally and across Ceredigion.

It is estimated that roughly 1 in every 1,000 people in Wales have early onset dementia. Further estimates suggest that the figure is slightly higher in West Wales, and particularly so in Ceredigion. The numbers on GP registers are much lower than that would suggest, with <20 people with a formal diagnosis. According to the predicted levels, this number should be closer to 70-100 people.

Young onset, or working age, dementia has a profile that follows the pattern of other diagnoses, in that incidence increases with age.



As noted, the above graph shows an under diagnosis on GP registers; numbers are predicted to be higher than this but the pattern of increasing with age can be seen. The Ceredigion MSR from 2022 says there are gaps "either geographically or for more specialist services such as younger onset dementia" and so it is recently acknowledged that there is more need for services in this area.

It is likely that a larger proportion of people in this younger cohort are undiagnosed, particularly given that this group of people often have rarer forms of dementia. In 2013 The Care Quality Commission (England) reported that unrecorded cases of dementia were

three times more common in people between the ages of 18 and 54 compared with those over the age of 75. Statistics are not always well publicised for the younger age groups, however, the average time to diagnosis is estimated to be circa 4.4 years in younger people compared with around 2.2 years for people over 65. The young onset dementia website suggested that, across England in 2018, the estimated dementia diagnosis rate for the younger age profile was just 41%. With general diagnosis rates in Wales sitting lower than the that across the UK, it is logical to assume that the same is true for young onset dementia diagnosis rates. Looking at the GP register data for this age group versus what might be expected (around 20 people on the register compared to an expected ~75) this gives a rough diagnosis rate for young onset dementia of 20-30% in Ceredigion.

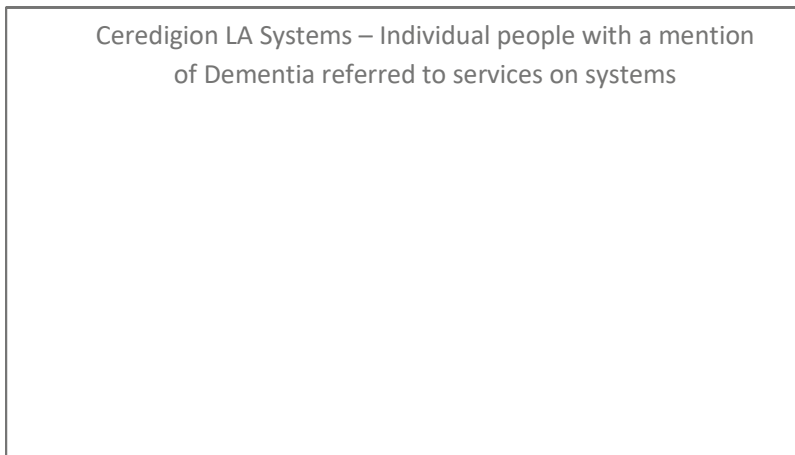
Another important point in respect of diagnosis challenges in this younger age cohort is the higher likelihood of the person with dementia having learning disabilities. It is well known that up to three-quarters of people with Down's syndrome over the age of 50 may develop dementia. It can also be more difficult to diagnose within this group because of the challenges involved in assessing thinking-skill changes in those with learning disabilities (Alzheimer's Association). This has been recognised in the All-Wales Dementia Care Pathway of Standards, with Standard 4 outlining an expectation for regions to ensure that people with learning disabilities are offered regular cognitive wellbeing checks to support earlier identification of symptoms that may indicate dementia.

**2.3. Other Data and Data Quality**

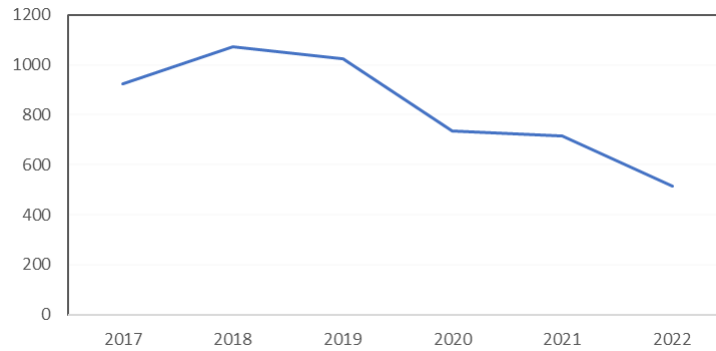
Ceredigion County Council information leads embarked on a task as part of this work to extract data from their systems where there is a mention of dementia. The data was provided and analysed. There are substantial gaps in the data, particularly from 2020 onwards, where numbers of referrals and individual persons has decreased substantially.

It is really important to note that, although the below does attempt to draw some conclusions from this data, the findings should be taken in the context of concerns about data quality.

The below graph shows the aforementioned fall in recorded numbers, showing that we do not know the reasons for the drop (change of recording, data quality or lower referrals/ mentions of dementia).



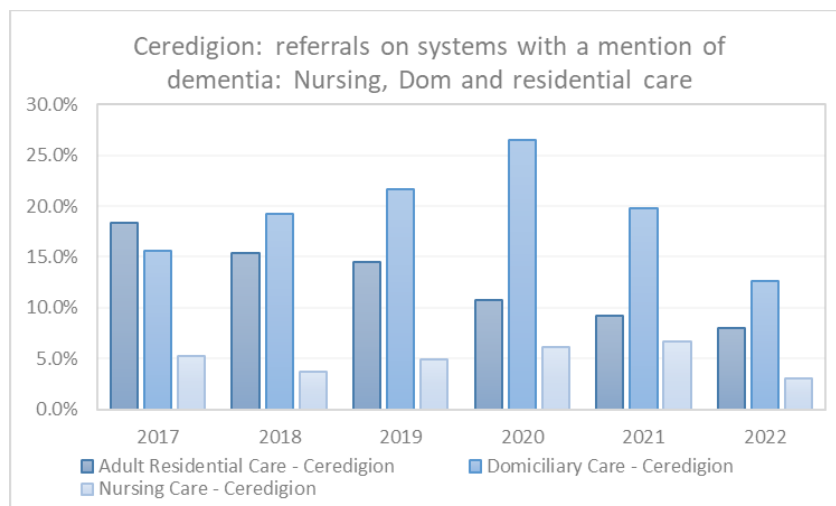
Ceredigion LA Systems – Individual people with a mention of Dementia referred to services on systems



The numbers of referrals with a mention of dementia show a similar pattern and the average number of referrals per person has decreased from 2.08 to around 1.7 between 2017 and 2022. It is difficult to know from reviewing the data whether there was a change in services during Covid that has persisted or whether there has been a reduction in recording (of individuals who self-refer and from people taking referrals).

Either way, the data does provide some interesting, if unsurprising, insights:

- Referrals mentioning Residential, nursing and/or domiciliary care make up between one fifth and one quarter of all individuals in the data set
  - They make up over a third of all referrals
- In 2018 domiciliary care took over from residential care as having the most referrals with a mention of dementia. It has remained highest since.
- Despite the reduction in overall numbers across all services, domiciliary care referrals increased substantially in 2020, during Covid. The proportion also increased from 19-21% to over 26% of all referrals. This suggests that, rather than a recording change, there was a genuine change in either preference or service provision due to the pandemic.
- Over 90%, sometimes as high as 94%, of the people referred with a mention of dementia were over 65 (NB: all those under 40 were removed as they are likely correct, but carers or family members making referrals and recorded as such, rather than the person being referred).
- The median age of referrals is 81, the mean 79.



It is important to note that over half of the records in the dataset had no service recorded against them, so it is entirely possible that those 'blanks' should fit into one of the other categories. The overarching categories are shown below, with most having very small numbers and being inconsistently coded across the years.

|                               |                                    |                         |                               |
|-------------------------------|------------------------------------|-------------------------|-------------------------------|
| <b>Adult Residential Care</b> | <b>Direct Payments</b>             | <b>Carers Service</b>   | <b>Breaks</b>                 |
| <b>Domiciliary Care</b>       | <b>Meals</b>                       | <b>Information</b>      | <b>Innovation Partnership</b> |
| <b>Nursing Care</b>           | <b>Day Care</b>                    | <b>Supported Living</b> | <b>Not recorded</b>           |
| <b>Assistive Technology</b>   | <b>Equipment &amp; Adaptations</b> | <b>Transport</b>        |                               |

Other than 'Not recorded' as described above (which come through in the data as blank) everything aside from Residential, Domiciliary and Nursing care has low numbers.

Assistive Technology had similar numbers to Nursing Care until 2019, when it dropped significantly and has never returned to the higher levels. Direct Payments has, and continues to have, similar numbers recorded to that of Nursing Care. The numbers across these are quite low.

The data tells us that recording has changed in some way, and so all results need to be interpreted with that in mind. It also doesn't give a reason for referral against the ones that are blank.

What it does show, however, in the years 2017-2019, which look the most complete, there were around 1,000 individuals in the Local Authority systems that included the mention of dementia.

Irrespective of limited data, the fact remains that dementia is a current and growing challenge for the people of Ceredigion. As the average age in Ceredigion gets gradually older, services will need to expand and adapt to meet the needs of a larger elderly cohort. As part of implementing a dementia strategy it is important to consider how data is recorded and reported back by services, in order to better evaluate change and to showcase good work.



## 3. STAKEHOLDER ENGAGEMENT

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### 3.1. Approach

Far reaching and deep engagement with stakeholders was the foundation of Attain's approach, putting service users (and their families and carers where appropriate) at the centre. The approach used was based on the principle of combining insight and experience of international, national, and local best practice with in-depth engagement with system leaders and key stakeholders, including users and carers. To ensure appropriate delivery rigour, Attain followed project and programme management approaches familiar to the public sector, specifically PRINCE2 and Agile. Our team has worked with senior leads, clinicians, care providers, service users and carers to map current service provision. We have worked closely with key members of the client team, drawing upon their local knowledge, contacts, and expertise, and securing their ownership of the objectives and outcomes for this work.

### 3.2. Methodology

Adopting a flexible range of communication methods enabled maximum reach. Engagement was conducted through telephone calls, Microsoft Teams online 1:1 sessions, Microsoft Teams online group provider sessions, face to face meetings, drop-in sessions, survey distribution online and in hard copy and through email correspondence.

A key avenue was hosting provider forums which gave an opportunity for professionals in similar work areas to come together and share similar experiences or share collective challenges.



## 4. SURVEY ANALYSIS

The concurrent survey carried out by Ceredigion County Council provided additional reach and captured viewpoints across the county.

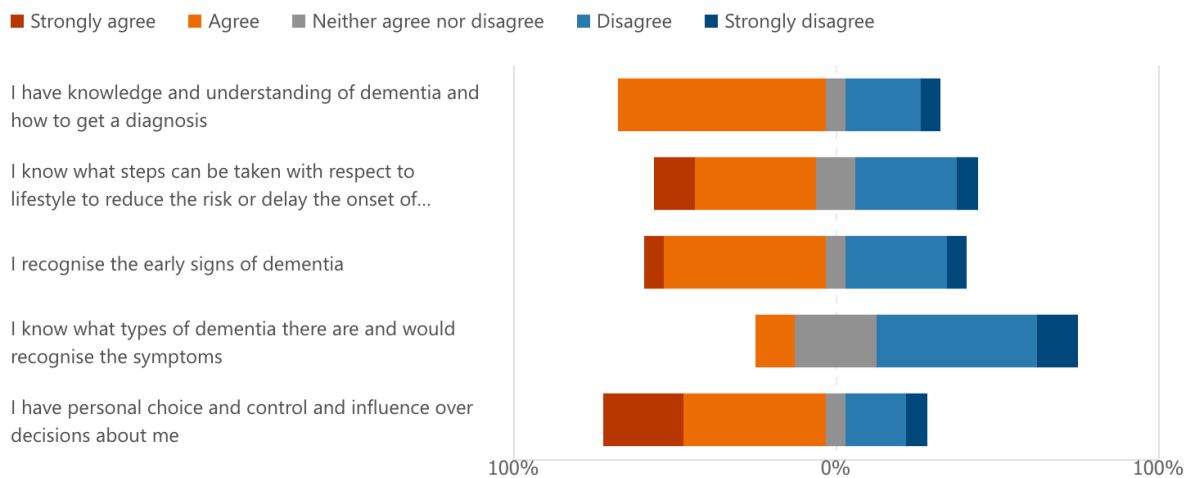
44 responses were received in total. Of those who provided information on where they lived, 4 were from North, 12 Mid and 14 from South of the county.

The age range was predominantly from the over 65 category which is in keeping with typical age ranges of dementia onset (see section 2.2) with no responses relating to those with early onset dementia.

The majority of respondents were interested residents of Ceredigion, but there were also responses from unpaid carers, health and social care professionals and a limited number completing it on behalf of someone who has dementia.

Sections 1-5 of the survey dealt with demographic and diagnosis information.

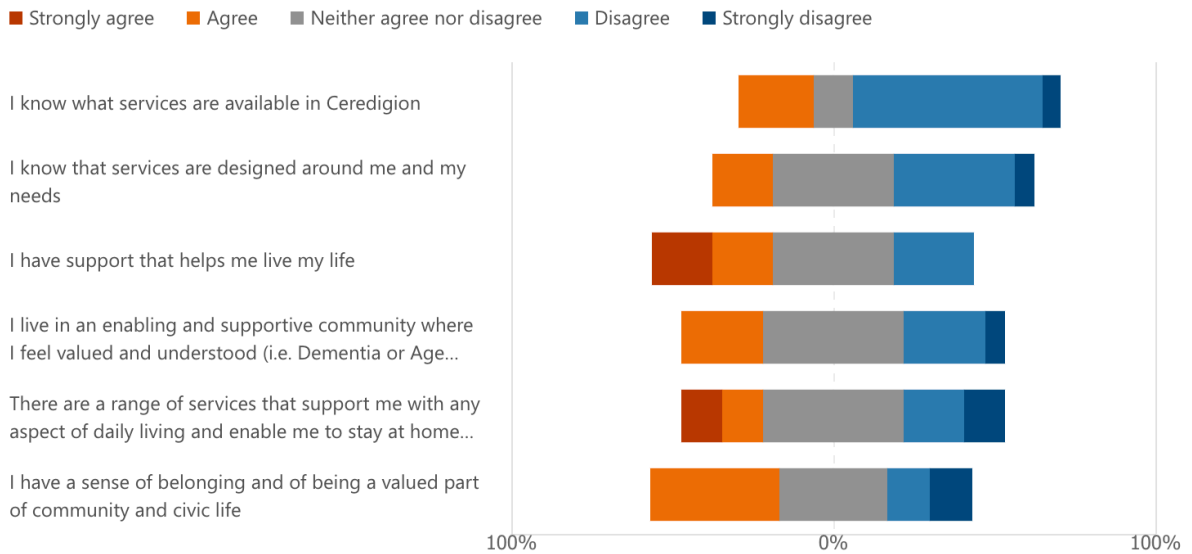
### 6. Your knowledge



Section 6 questions review the extent of public understanding and knowledge around dementia. Generally, respondents report a solid understanding of diagnosis and a sense of control over life decisions.

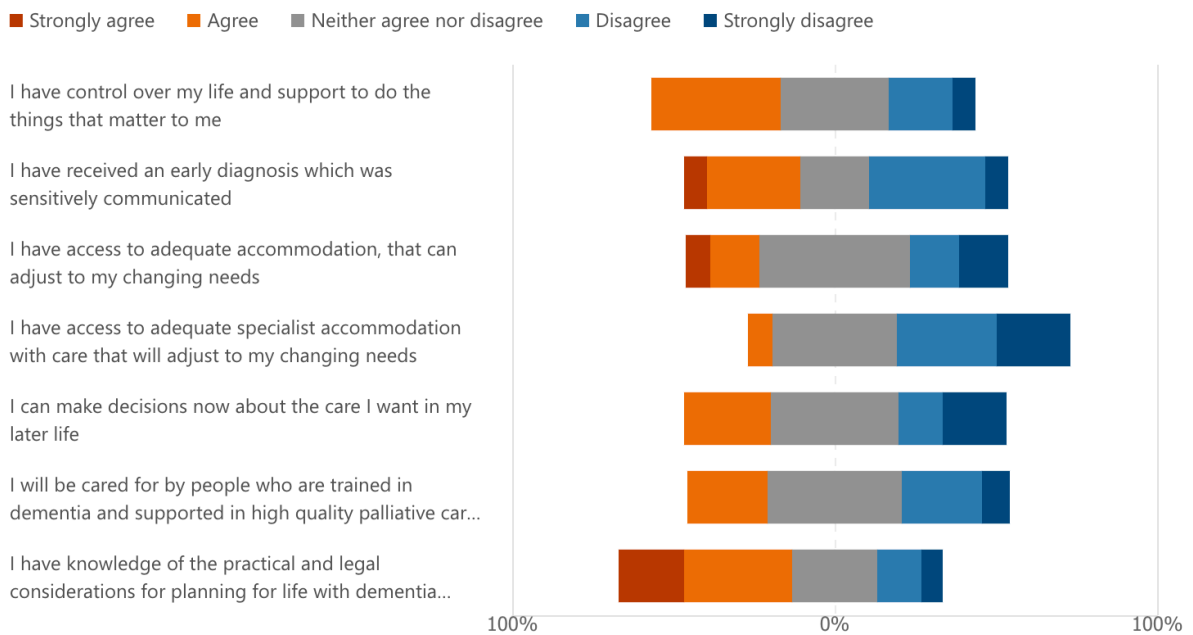
This may reflect an increasing profile of dementia in the public domain, strengthened by awareness campaigns by prominent charities such as the Alzheimer's Society. However, in addition, our qualitative evidence suggests that stigma remains around the diagnosis of dementia.

### 8. Local Community and Services



Section 8 assesses the service provision in the county and the sense of belonging within local communities. Signposting and navigating services is a key challenge for people but the survey reflects evidence that local communities are well formed and close knit.

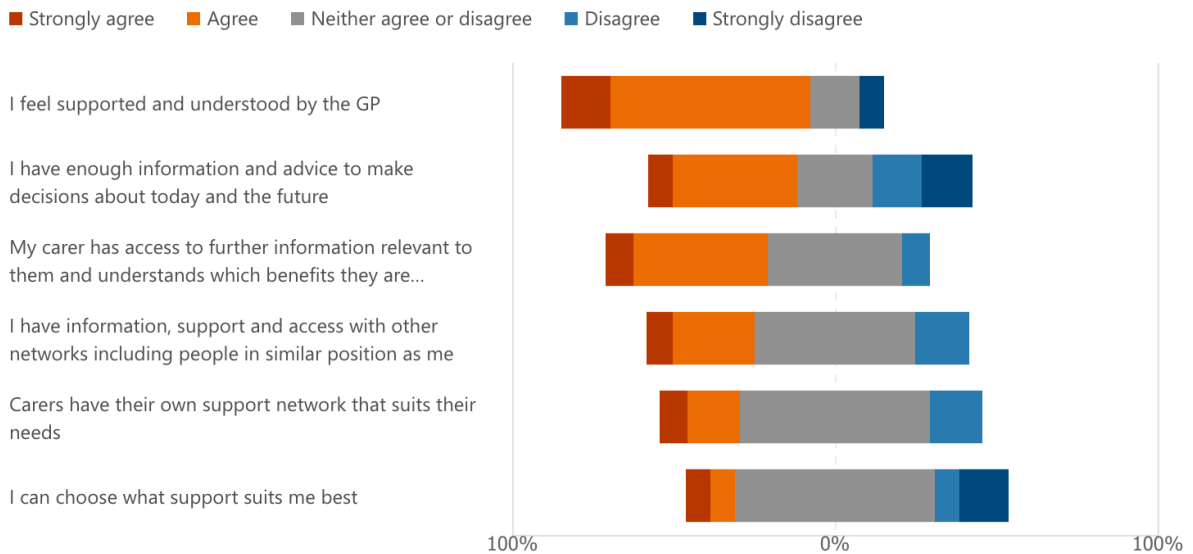
### 10. Me and my future



In section 10, questions assessed individual need, particularly around accommodation and future planning. In line with our engagement, respondents felt unable to access

specialist accommodation. In our conversations both professionals and the public repeatedly referred to the lack of nursing beds suitable for people living with dementia. A strong knowledge of legal matters is a positive example of a wider MDT supporting those living with dementia.

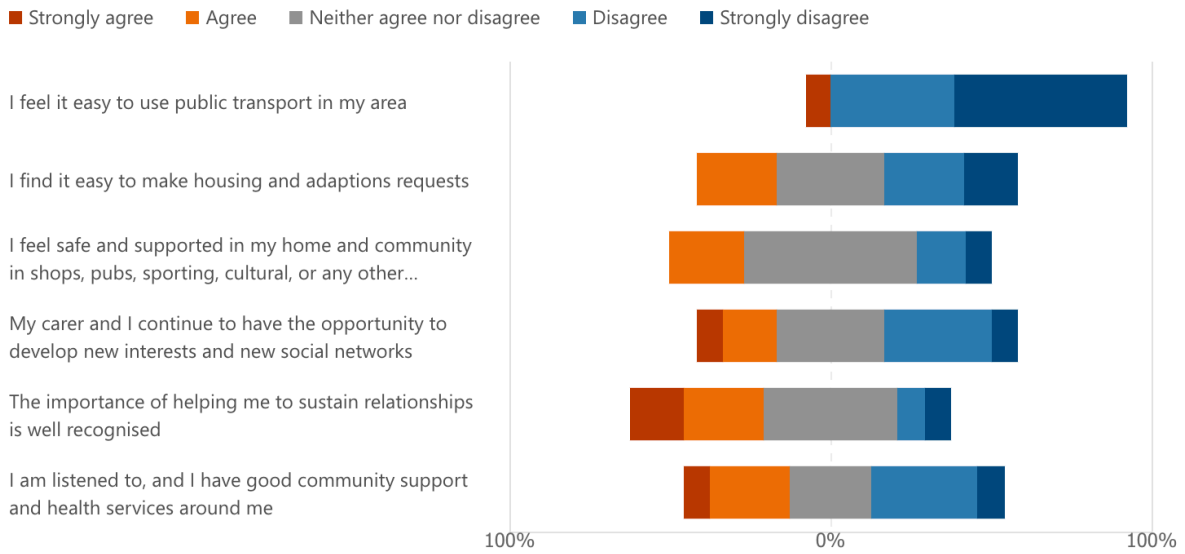
## 12. Your Support



Section 12 investigates support networks including services such as general practice. This matches with our learning that general practice is very well received in Ceredigion and, in most cases, people have regular contact with a familiar GP.

Similarly, carers are highly regarded and valued with some excellent examples of community and charitable groups supporting carers to identify benefits and rights.

## 14. Community Support



Issues around public transport were very apparent during our conversations and again reinforced in survey data. Rural communities in particular, appeared at risk of isolation and challenges accessing care and support.

## 5. LIVED EXPERIENCE & CONTEXT

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We've highlighted some of the poignant stories that were captured during our public engagement. These rich sources of information have helped shape our thematic analysis and provides the lived experience of those in the county. Where there is a clear link to our thematic breakdown in section 6, we've referred to them below.

### 5.1. Joined up services at point of diagnosis

#### ***Linking Themes: 1-4, 10, 13***

Janet is a retired lecturer and lives with her husband in Aberystwyth. Her mother has dementia and shows signs of memory loss but Janet's stepfather was against seeking help. Janet thinks this was due to a stigma around dementia diagnosis.

When the family did decide to seek support, they had a positive experience with their local GP and they were seen in Memory Clinic 2 months later, confirming a diagnosis of dementia.

***“Nothing was joined up, I had to make multiple phone calls to be put in touch with the right people, explaining the situation over and over again”.***

District nurses visiting Janet's stepfather raised concerns about living conditions, Janet found it difficult to access services or knowing who to turn to.

### 5.2. The value of charitable groups like HAVHAV

#### ***Linking Themes: 5, 7, 12, 19***

HAVHAV run a tea and cake session followed by singing or tai chi, which is open to those who are living with dementia as well as their partners and carers. HAVHAV benefits from a dementia lead, a former nurse who focuses on running activities and supporting carers for people living with dementia specifically.

We spoke to three unpaid carers, who were all highly experienced navigating the health and care system. They were articulate and shared their journey from diagnosis to seeking additional support. They all reported that lacking a key contact to centralise some of their needs was a key issue.

***“The day centre gave us essential respite and time to ourselves. We were safe in the knowledge our loved ones were cared for.”***

They also described the need for crisis or stop-gap support that would step in if their scheduled carers did not arrive or if they themselves were unable to care.

### **5.3. Help living independently**

**Linking Themes: 11-12, 15, 19**

Susanne's mother-in-law lives with her and her husband following a diagnosis of dementia 7 years ago. Susanne has noticed a gradual decline in her relative's cognition over the years.

She has noticed that the things her mother-in-law used to enjoy are no longer interesting, and Susanne struggles to find things to entertain her relative.

***“I managed to secure carers twice a week for help with an evening shower, but otherwise it all falls on us. We got 14 hours of respite care through Crossroads but we have to use this sparingly as 2 hours per fortnight.”***

As time has progressed, her mother-in-law requires help with almost all activities of daily living (ADLs) and is compounded by hearing problems and they haven't had an opportunity to discuss future planning.

#### 5.4. Building the MDT

##### Linking Themes: 3, 6, 15, 18

Wyn has been caring for his wife since her diagnosis of Multiple Sclerosis at the age of 60, 7 years ago. Wyn retired from his career at that point to become his wife's full time carer.

Wyn turned to his local councillor to seek help after struggling to navigate through the complex social care system.

***“With my local councillor’s help, I was able to arrange things like Lasting Power of Attorney and Carers Allowance. Since her diagnosis of dementia during a stay in hospital she has waited three weeks for care to start at home”.***

Wyn wasn't aware that there were local community connectors, but was fortunate to meet them as part of our project and was given various groups and contacts to make use of. He felt that if such a service was more well-known, it would be a great asset to the local community.

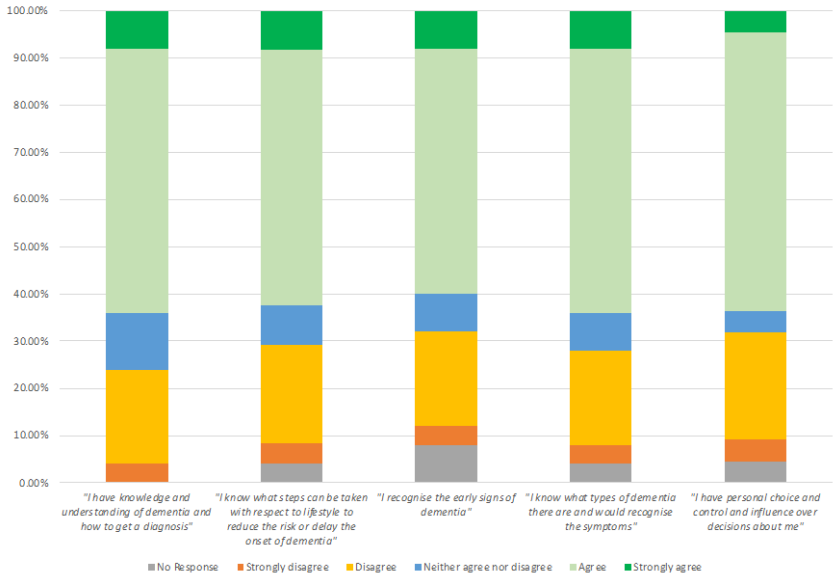
## 6. KEY THEMES

Distilling the extensive knowledge and insight gained across our Phase 1 engagement, we developed a set of Key Themes that bring together common strands and challenges across a broad range of areas.

In each theme, we highlight pinch points and areas of untapped potential that represent opportunities to improve experiences for people living with dementia in the future.

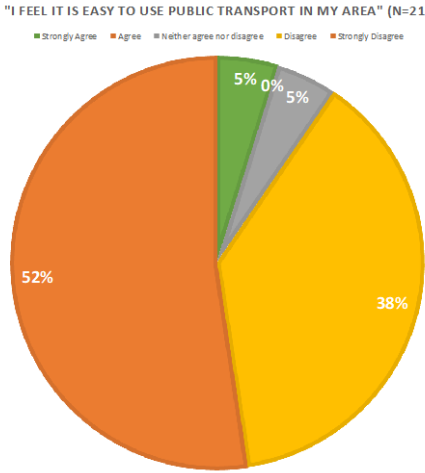
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| <p><b>Theme 1</b></p> | <p>Referral process/Route</p> | <ul style="list-style-type: none"> <li>• Alzheimer's Society receive 20 referrals a month and this indicates that they are an underutilised service that have capacity to accept more referrals by core health and social care providers.</li> <li>• Primary care does not refer to 3<sup>rd</sup> party provider organisations or charities routinely.</li> <li>• Incorrect referrals to charity organisations due to misunderstanding of what they provide.</li> <li>• Pharmacy for PLWD is often started by secondary care, routine medication reviews are sporadic and often don't include review of specialist dementia treatments.</li> <li>• Memory clinic incorrectly viewed as a 'gatekeeper' for diagnosis and onward support</li> <li>• Referral routes into end of life care are more established and well-rehearsed than those for pre-clinical dementia support</li> </ul> |
| <p><b>Theme 2</b></p> | <p>Pre-clinical diagnosis</p> | <ul style="list-style-type: none"> <li>• There is a lack of awareness, education and knowledge around the best course of action for pre-clinical presentations.</li> <li>• Some people only attend the GP once every few years when they are unwell, offering rare opportunities to capture those at risk or showing early signs of cognitive impairment.</li> <li>• Limited public awareness of support for 'staying well' in early stages of dementia and struggle to locate non-institutional sources of help (i.e non-NHS/LA services)</li> </ul>  |



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|                       |                                    | <p style="text-align: center;">Survey Responses around Diagnosis &amp; Awareness</p>  <ul style="list-style-type: none"> <li>• Survey responses suggest a good understanding and awareness around dementia, with the caveat that those completing the survey may represent a more informed cohort</li> </ul>   |
| <p><b>Theme 3</b></p> | <p>No appropriate sign posting</p> | <ul style="list-style-type: none"> <li>• Professionals and the public struggle to contact the right person, first time due to complexity and varying responsibilities</li> <li>• It is difficult to understand what people in each part of the pathway do and who's role it is and what services they provide in each organisation.</li> <li>• After people are seen in the memory clinic, where they get their diagnosis, they are not subsequently reviewed by the memory clinic, so there is no information on changed diagnosis status. PLWD may start medications from that point, if suitable, but are generally left without planned follow up and no signposting as to where to go next.</li> <li>• High turnover of social care and 3<sup>rd</sup> party staff - carers do not know who to contact to escalate issues to</li> </ul> |

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| <p><b>Theme 4</b></p> | <p>Fragmented pathways</p>    | <ul style="list-style-type: none"> <li>• Delays in being seen (and therefore diagnosed) in memory clinic leads to a 'limbo' period where people may deteriorate further without interim support</li> <li>• The documentation, monitoring, and evaluation of variances and outcomes, the coordination of the care process and sequencing the activities of multidisciplinary care is not currently happening in a cohesive and shared way causing pathway fragmentation</li> <li>• "No MDT approach that provides cohesive care to anybody throughout the pathways. There are varying degrees of efficiencies within the pathways but no one person is held accountable to signpost or complete the review of a handover."</li> <li>• "Due to fragmentation in the pathway one service is often seen to fire fight against the lack of resources in the areas of service provision in the current pathways."</li> <li>• There is an overuse of the Frailty nurse service to meet the needs of PLWD in the locality who should otherwise have been seen by DNs and this creates side stepping and scope creep</li> <li>• Memory clinic is an integral part of the pathway but often misinterpreted as a 'one stop shop' rather than a 'cog' in a wider machine</li> </ul> |
| <p><b>Theme 5</b></p> | <p>Lack of Crisis Support</p> | <ul style="list-style-type: none"> <li>• High social admissions due to lack of respite care or domiciliary carers.</li> <li>• No team available while waiting for the memory clinic or care while at home during challenging times.</li> <li>• PLWD require more support and input if they display challenging behaviour and family cannot manage the risk.</li> <li>• A need for dementia support workers to support in nursing homes during crisis times.</li> <li>• Ambulance service often the 'option of final resort' without advanced plans or access to joined up information</li> </ul>  |
| <p><b>Theme 6</b></p> | <p>MDT approach</p>           | <ul style="list-style-type: none"> <li>• Inconsistent MDT approach in primary care</li> <li>• Not common practice that an MDT approach is used to link up the management of people's care.</li> <li>• The MDT and Pathway must reflect roles and responsibilities and what each agency can and cannot provide for better integrated approaches.</li> <li>• MDT approach can align early conversations, people's preferences, and PLWD's wishes.</li> </ul>  |

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| <p><b>Theme</b><br/><b>7</b></p> | <p>Day services</p> | <ul style="list-style-type: none"> <li>• Day services are seen as an integral part of tackling social isolation and loneliness when delivered effectively</li> <li>• Particularly positive experiences are had when carers and PLWD are engaged and catered for together e.g afternoon tea, singing groups</li> <li>• Separately, day services are seen as a valuable source of respite during the day for carers</li> <li>• Charitable groups such as HAVHAV and Ray Ceredigion operate highly valuable services that are well regarded in the local community</li> <li>• HAVHAV benefit from a dedicated dementia lead, a former nurse who actively identifies needs/wants from her community and works to arrange such activities</li> <li>• PLWD and their carers rely on self-transporting to an increasingly limited number of locations to access day services, some of which have not reopened post-covid and others are being refurbished which has led to large gaps</li> <li>• Ingenuity and novelty are needed to expand the activities for people using day services, particularly those that may interest men living with dementia (e.g woodwork classes)</li> <li>• Day services provide a community networking opportunity for carers to share problems and get support from others, this is even more effective when professionals are at these locations (eg Ray Ceredigion)</li> <li>• An important cohort of PLWD attend day services for carer respite and carers acknowledge that their loved ones are not necessarily interested in social interaction but there is no other source of respite during the week</li> </ul> |
| <p><b>Theme</b><br/><b>8</b></p> | <p>Transport</p>    | <ul style="list-style-type: none"> <li>• It is difficult for family members to transport PLWD in their own cars to hospital appointments or charity groups as family do not have the support in place to move and handle PLWD who are unable to mobilise independently.</li> <li>• Family members are not able to go in hospital transport with PLWD and they must travel separately. This is frustrating and can cause anxiety for PLWD to travel without their loved ones.</li> <li>• Hospital transport is not always reliable and after an appointment in an outpatient department the family must wait with the PLWD to be collected and this can cause frustrations and anxiety for the family due to delays.</li> </ul>   |

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|                        |                                       | <p style="text-align: center;">"I FEEL IT IS EASY TO USE PUBLIC TRANSPORT IN MY AREA" (N=21)</p>  <ul style="list-style-type: none"> <li>• A county-wide consensus on transport challenges was reflected in survey responses with the overwhelming majority reporting difficulties with accessing public transport.</li> </ul>  |
| <p><b>Theme 9</b></p>  | <p>Patient recording systems</p>      | <ul style="list-style-type: none"> <li>• EPR systems are different between social, primary and secondary care.</li> <li>• Inconsistencies in coding for PLWD in primary care, including informal carer status</li> <li>• There is no shared access between the hospital or community teams to understand the PLWD's journey.</li> <li>• When PLWD attend hospital, it is difficult for clinicians to understand the persons previous baseline when being examined. If there was joined up EPR systems, instead of handwritten notes that get misplaced, it may be easier to understand a person's past medical history and past deterioration levels upon being able to read consistent notes on EPR systems.</li> <li>• No access to E advanced care planning documents online.</li> </ul> |
| <p><b>Theme 10</b></p> | <p>Access and information sharing</p> | <ul style="list-style-type: none"> <li>• Other statutory organisations like the police and Fire and Rescue service would like to have a seat at the table when reviewing dementia services.</li> <li>• Providers such as care homes can feel excluded from decision making not being clinical or from local authority</li> <li>• Single point of access is consistent but 'faceless' – callers speak to a different agent each time with no continuity or named person</li> <li>• Consenting to share information amongst 3<sup>rd</sup> party organisations makes working collaboratively very</li> </ul>  |

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|                 |  | <p>difficult. While there are many organisations in Wales to support dementia service users the infrastructure to support them is not available.</p> <ul style="list-style-type: none"> <li>• There are good initiatives run by the council, but people are unaware how to access what is available to them. People are unaware that they could apply to receive carers allowances for their family and often do not know this entitlement exists.</li> <li>• Peripheral organisations like WAST lack access to highly useful information to support decision making</li> </ul>  |
| <b>Theme 11</b> | Funding  | <ul style="list-style-type: none"> <li>• Funding in respite care or socialisation budgets is rigid and offers no flexibility for carers.</li> <li>• Enormous complexity often deters those rightfully entitled to financial support without specialist guidance or help</li> <li>• Income support and attendance allowance is just as important as the statutory assessments for care and direct payments. Funding mechanisms by national government limits the collaborative efforts of 3<sup>rd</sup> sector involvement.</li> <li>• Commissioning and funding adversely impact the inter-agency working and the retention of staff on teams.</li> </ul>   |
| <b>Theme 12</b> | Misinformation around 3 <sup>rd</sup> sector providers | <ul style="list-style-type: none"> <li>• A lack of clarity between organisations as to what services they provide and how to access their services.</li> <li>• Information sharing across 3<sup>rd</sup> sector organisations is difficult and it is difficult for CCC to open the gates to sharing information as they are bound by data protection.</li> <li>• GPs do not refer on to charities or 3<sup>rd</sup> party providers routinely.</li> <li>• "The process of identifying the dementia service user's trajectory throughout the pathways needs to be known by all professionals. The significance of a person's identity gets lost in the pathway. Data protection issues means that vital information on vulnerable people in the community who are house bound cannot be shared with all community parties"</li> </ul> |
| <b>Theme 13</b> | Silo Working   | <ul style="list-style-type: none"> <li>• Initiatives often run in silo and people are unaware of what groups are running and how PLWD can access groups and activities or training.</li> <li>• Admiral nurses are not linked up to the pathway and find the lack of joint working a barrier to providing service users with better interventions to cope.</li> </ul>   |

|   |                                   | <ul style="list-style-type: none"> <li>• Education and training opportunities missed out due to silo working.</li> <li>• Memory clinic acts as an isolated component of the pathway and faces criticism for failing to provide follow up despite not within agreed remit</li> </ul>   |           |                            |                   |                |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |
|---|-----------------------------------|---|-----------|----------------------------|-------------------|----------------|----------------------------|-------|----------------|---|----|-----|----|-----|-----|----|--|----|-----|----|-----|-----|----|---|-----|-----|----|-----|-----|----|
| <p><b>Theme 14</b></p>  | <p>Lack of nursing-based beds</p> | <ul style="list-style-type: none"> <li>• Shortage of nursing beds specialist enough to support those with complex dementia-related needs in the county requires some PLWD to be cared for out of region</li> <li>• Challenges in future care planning hampered by lack of local nursing beds</li> <li>• Lack of specialist beds result in PLWD remaining in current placements that struggle to fully meet needs or are correctly trained and equipped</li> </ul> <div data-bbox="582 837 1414 1361" data-label="Figure"> <p>Survey Responses around Accommodation &amp; Specialist Care</p> <table border="1"> <thead> <tr> <th>Statement</th> <th>No Response</th> <th>Strongly disagree</th> <th>Disagree</th> <th>Neither agree nor disagree</th> <th>Agree</th> <th>Strongly agree</th> </tr> </thead> <tbody> <tr> <td>"I have access to adequate accommodation, that can adjust to my changing needs"</td> <td>0%</td> <td>23%</td> <td>9%</td> <td>44%</td> <td>18%</td> <td>8%</td> </tr> <tr> <td>"I have access to adequate specialist accommodation with care that will adjust to my changing needs"</td> <td>4%</td> <td>23%</td> <td>9%</td> <td>44%</td> <td>14%</td> <td>8%</td> </tr> <tr> <td>"I will be cared for by people who are trained in dementia and supported in high quality palliative care in my final years"</td> <td>10%</td> <td>19%</td> <td>9%</td> <td>44%</td> <td>14%</td> <td>8%</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> <li>• Survey responses suggest uncertainty around accommodation access and trained carers</li> <li>• Providers express concern at level of risk against training and limited escalation options</li> </ul> | Statement | No Response                | Strongly disagree | Disagree       | Neither agree nor disagree | Agree | Strongly agree | "I have access to adequate accommodation, that can adjust to my changing needs" | 0% | 23% | 9% | 44% | 18% | 8% | "I have access to adequate specialist accommodation with care that will adjust to my changing needs" | 4% | 23% | 9% | 44% | 14% | 8% | "I will be cared for by people who are trained in dementia and supported in high quality palliative care in my final years" | 10% | 19% | 9% | 44% | 14% | 8% |
| Statement   | No Response                       | Strongly disagree   | Disagree  | Neither agree nor disagree | Agree             | Strongly agree |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |
| "I have access to adequate accommodation, that can adjust to my changing needs"   | 0%                                | 23%   | 9%        | 44%                        | 18%               | 8%             |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |
| "I have access to adequate specialist accommodation with care that will adjust to my changing needs"                        | 4%                                | 23%   | 9%        | 44%                        | 14%               | 8%             |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |
| "I will be cared for by people who are trained in dementia and supported in high quality palliative care in my final years" | 10%                               | 19%   | 9%        | 44%                        | 14%               | 8%             |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |
| <p><b>Theme 15</b></p>  | <p>Communication</p>              | <ul style="list-style-type: none"> <li>• Domiciliary care providers would like more transparent lines of communication with council staff and better signposting of who to contact and increased visibility of senior leaders.</li> <li>• Communication between departments is lacking.</li> <li>• CCC's web presence for Dementia information is poor</li> <li>• Public messaging around dementia, particularly around stigma is insufficient</li> </ul>   |           |                            |                   |                |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |
| <p><b>Theme 16</b></p>  | <p>Recruitment and staffing</p>   | <ul style="list-style-type: none"> <li>• A recognised national issue of workforce recruitment and retention across health and social care with specific local challenges such as rurality, transport and Welsh language</li> </ul>  |           |                            |                   |                |                            |       |                |   |    |     |    |     |     |    |  |    |     |    |     |     |    |   |     |     |    |     |     |    |

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|                 |   | <ul style="list-style-type: none"> <li>• It is difficult to recruit domiciliary care staff. "The care visits do not get paid for if the care is cancelled at the last minute and even though the agency has paid for the carer it's the care agency takes the hit financially."</li> <li>• High turnover of council staff affecting the continuity of care in the community. When people contact social services to get an assessment it is never the same social worker that reviews the person or you must wait a few weeks to be seen by a social worker.</li> <li>• "We just can't recruit staff, we are currently recruiting for OT but can't, so the senior OT that we currently have, well she was supposed to retire over a year ago and she is still with us."</li> <li>• The lack of onward capacity for care at home and domiciliary care staff results in a loss of flow for acute discharge lounges, hospital bed blockages and families awaiting care packages to start.</li> </ul> |
| <b>Theme 17</b> | Skills mix and training and development | <ul style="list-style-type: none"> <li>• Specialist teams may benefit from specific dementia training to provide their expertise in the context of dementia (e.g a PLWD being able to communicate pain to palliative nurses)</li> <li>• There is a huge need for a dementia link workers who would be a champion in the GP surgery to link the surgery to the community. "I just think that every GP practice needs someone who's has training around dementia awareness and is able to approach patients who are coming to the GP surgery with concerns."</li> <li>• Fire and Rescue Service provide a wide range of services to the public and professionals to improve safety, especially for PLWD, they lack the necessary channels to disseminate their services</li> </ul>  |
| <b>Theme 18</b> | Education                               | <ul style="list-style-type: none"> <li>• Admiral nurses provide education around Mild Cognitive Impairment and are frustrated that GPs or social services do not send them referrals and feel they should be part of the pathways for PLWD.</li> <li>• Admiral nurses provide education to dementia service users and professionals for free and most people in the pathway are not aware of the MCI training.</li> <li>• Education and knowledge around pre-clinical diagnosis and the lack of education around dying with dignity.</li> <li>• Repeated, updated and timely refresher training in place throughout pathway design and training and awareness of this for all health and social care professionals.</li> </ul>  |

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|                            |                     | <ul style="list-style-type: none"> <li>• There is a lack of knowledge of what good practice is currently when supporting PLWD and how to manage risks with this cohort.</li> <li>• More awareness of what is available for carers and family in terms of training. For example, there are free manual handling training courses run by the local authority for carers.</li> <li>• Specialist and specific training for PLWD is required to really understand the home environment and to support carers.</li> <li>• Non-clinical, frontline staff like receptionists at GP practices lack training to communicate effectively with PLWD and their families</li> <li>• A charity called TIDE - Together in dementia every day offer a training session dealing with managing difficult behaviours, but people are unaware of this.</li> <li>• Support for carers to be able to have cover and or transport in order to attend training</li> </ul> |
| <p><b>Theme<br/>19</b></p> | <p>Respite care</p> | <ul style="list-style-type: none"> <li>• There is a lack of respite care and respite placement flexibility in the area, and this really impacts the quality of life for family and carers of PLWD.</li> <li>• Family of PLWD cannot book holidays or time off spontaneously if they have not got confirmation of agreed periods of respite.</li> <li>• Family of PLWD are unable to test out the environment before the PLWD go into the respite or slowly introduce the PLWD into the environment and this creates anxiety for the family while the PLWD is in the respite centre. They feel due to the lack of respite care availability, they have no control over how the PLWD is going to respond to the environment.</li> <li>• New environments can invoke anxiety in PLWD, phased or gradual introduction to new settings often very difficult to arrange.</li> </ul>  |



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| <p><b>Theme<br/>20</b></p> | <p>Confidentiality</p> | <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> party organisations face resistance in the past from getting access to service users due to confidentiality issues and shared learning agreements with the patient recording systems.</li> <li>• It is very difficult for a family member to ring the GP and tell them they are worried if the family member does not have power of attorney of their health, as ultimately the PLWD still has control of their care and the GP must talk to the PLWD and not the family</li> <li>• Conveying concerns must be met with a degree of confidentiality as it can affect a person's ability to drive, ability to live independently and manage their own finances and control their life and this can deter a family member who assumes their loved one has a mild cognitive impairment to intervene with services if it triggers a negative response</li> </ul> |
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## 7. MAIN SERVICE GAPS

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- 7.1** There is no one community model of care for PLWD. There are various pathways that operate but are not currently joined up to provide a patient centred approach to PLWD, who are at risk of unwarranted health outcomes. An anticipatory care approach would reduce health inequalities improve patient and family experience which would promote PLWD to live well and independently for longer.
- 7.2** There was mention of good examples of MDT working in end-of-life care but it is not consistent throughout the journey. There was agreement that no one could confirm that staff are working in an interdisciplinary way consistently. There is a need for a consistent approach to supporting PLWD after discharge from memory clinic to ensure crisis admissions are avoided.
- 7.3** A screening service in GP surgeries or primary care could capture people living in the community with pre-clinical diagnosis. This is currently not in place and the assessment protocols are not set up to understand and support the needs of PLWD before they end up with moderate dementia. An efficient screening service would help primary care develop a database of all PLWD in the community. It could be evolved to reduce the waiting times of being seen in the memory clinic with mild to moderate stages of dementia.
- 7.4** Currently there is only limited care planning and annual reviews of medications. Care plans and annual reviews present an opportunity for optimisation of care for PLWD. Care plans will require information input from multidisciplinary teams and help reduce the focus on medical tasks and increase the holistic care for PLWD. Care plans need to be accessible to all patients, families, the voluntary sector, primary care, secondary care, and emergency care providers which can in turn avoid hospital admissions, errors, or duplications in care.
- 7.5** There is no current focus on workforce development that includes specialists that link and work collaboratively across the system. There are no specialist dementia co-ordinated services within the council or primary care at present. When a PLWD receives a diagnosis of dementia from the memory clinic, the person is discharged back into the community without a specialist dementia support worker or clinician. A dementia specialist who can prescribe medications and provide continuity of care can link and collaborate with other services. This person would be aware of all the services in the charitable sector and be able to refer to community services, provide annual care plan reviews and be a point of contact for the carer or family.
- 7.6** Education and training for families and carers is scarce and with limited capacity. Those that have had an opportunity to receive training report high levels of satisfaction, such as experience on the Dementia Bus, but this is limited to a select

few. Further training and packages that address specific challenges and needs must be developed to better support those that informally care for PLWD.

- 7.7** Training for health and social care staff in dementia is disjointed. This gap has been partially filled by ad-hoc training for experts and enthusiastic specialists, but a cohesive and progressive training pathway remains elusive. Training is typically 'front-loaded' as part of new starter inductions but rarely revisited, updated or enhanced during a staff member's career. It is equally difficult for managers to identify suitable and impactful training as well as finding capacity to release staff to undertake professional development.
- 7.8** The current arrangements for storing and sharing information are not supporting staff to provide integrated holistic care. To improve communication between the council and primary care a specific email address could be used to ensure faster access to GPs or social care staff within the council. Improved electronic communication with a solution of a shared care record or email address. Through increasing touch points with health and social care staff can improve experiences for PLWD in accessing care and other available supports.
- 7.9** Families, carers and PLWD are not currently involved in dementia decision making. Caring situations are under increasing pressure and carers need to be able to access support to help them to continue caring. When carers struggle to care, families turn to health and social care services for help. PLWD with carers tend to access GP and acute services out of having nowhere else to turn to in crisis. There are opportunities through primary care to identify and support carers early, in part by effective use of carers registers, to help them navigate complex systems and prevent avoidable breakdown and prevent social care admissions.
- 7.10** Relationships with patient transport need to be developed to ensure patients are transported in a timely manner to appointments with their family members. Currently family must travel in a different vehicle and are unable to support the PLWD in the ambulance. This adds to anxiety and frustration when the PLWD enters the acute setting. In addition, there is no transport available to bring people to groups like Ray Ceredigion which omits people from attending and adds to social isolation.
- 7.11** Many PLWD and their carers highlighted the impact of the Covid Pandemic on their lives and the social isolation it caused. Restrictions continue to inhibit socialisation via strict visitor rules at care homes and limitations on day services for example.

The redeployment of staff and the suspension of services has also generated backlogs in many areas and swelled waiting lists, this is especially true for respite care.

- 7.12** The voluntary sector is still adapting to the effects of the pandemic and the impact on its workforce and the community. Many schemes had folded due to the impact

of social distancing measures and lockdown. Whilst it had in many ways strengthened, with stronger partnerships and recognition, and having recruited many new volunteers, they had also lost many long standing and older volunteers who had been clinically vulnerable. This has changed the profile of the workforce and whilst there was optimism and some untapped capacity the 3<sup>rd</sup> sector is still adapting since the pandemic.

- 7.13** In some services the lack of capacity was compounded by vacancy rates. There are high domiciliary care vacancy rates, where higher wages were available for less demanding roles within manufacturing, retail and logistics. In addition, low job security was another factor due to short term commissioning and the absence of defined career pathways in some areas.
- 7.14** Access to services is still an issue. For example, access to the memory clinic and older adult mental health services was raised as problematic for PLWD. The perception was that the criteria for the memory clinic or for involvement with mental health left a growing gap for PLWD to access respite or other services. There has been increased pressure on caring situations resulting in carer strain and breakdowns and this has also led to increased admissions to hospital.
- 7.15** There has been understandable concern about the prospective closure of the Hafan y Waun care home in Aberystwyth. This has capacity to care for 50 dementia residents. Ceredigion County Council recently announced plans to take ownership of the home and to complete this transaction by September 2023. This provides an opportunity for integrated health and social care to collaboratively explore approaches to meet the needs of the population.
- 7.16** Lack of specialist nursing beds or care homes that provide specialist care for PLWD. There are currently no dementia specialist units within Ceredigion that provide enhanced care. When PLWD get placed in a specialist unit, it is usually out of the county and family may have to travel long distances to see their loved ones.

## 8. CONCLUSIONS

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The engagement conducted by Attain has confirmed the need for more structured and integrated services for PLWD across acute and community services with oversight for more specialist staff to support patients out of hospital and prevent avoidable admissions.

### 8.1. High Impact Actions

#### 8.1.1 Dementia Wellbeing Connector

The West Wales region is currently in the process of finalising plans to introduce a Dementia Wellbeing Connector role. The vision for the Dementia Wellbeing Connectors service is that people living with dementia and their carers will have access to consistent, coordinated wrap-around support to enable efficient and effective navigation through health, social care, and third sector services, with support for their wellbeing throughout their journey to enable them to live as well as possible with dementia. This role will be a 'named' or 'designated' point of contact for a caseload of people living with dementia, from pre-diagnosis through to end of life, providing specialised and tailored dementia advice, information and support, as well as supporting the promotion of a personalised rights-based approach whilst navigating access to holistic care across primary, secondary and tertiary services within the health, social and third-sector community care system. These roles will support the person living with dementia, ensuring proactive lifestyle and care planning through a multi-agency and multidisciplinary approach to ensure support is centred on what matters to the PLWD and their families/carers at the right time.

Ensuring that this incoming service is shaped by the needs of PLWD in Ceredigion is essential and that given the regional scope of the service, that cultural, language and geographical specifics of Ceredigion are factored into local delivery.

#### 8.1.2 A virtual service and dementia health advice line

Virtual health checks would enable professionals to monitor situations remotely, particularly as Ceredigion is a large and predominantly rural county. This would allow professionals to review PLWD in a timely way who have been recently discharged to help prevent readmissions.

Access to a dementia health advice line would also support PLWD and their families and care givers. This would give them easy access to health advice and may prevent emergency attendances at acute hospitals.

A virtual-supported dementia health advice line is a service based on a hospital at home model of care and provides a supported discharge service for dementia patients. This could also extend to being an advisory telephone/video call line for other older adult co-morbidity illnesses that are encountered in the community. Family and care givers benefit from this provision, whom otherwise may require acute inpatient care to seek the expertise required. The service is performed through both virtual technology and phone calls. The

virtual supported dementia hotline could support discharge options primarily for PLWD who are deemed suitable for discharge but require additional monitoring.

Successful delivery is achieved by increasing integration between acute and community services and enabling care closer to home through virtual methods. This service would have fast track access to the palliative teams. Benefits for PLWD include being able to recuperate in their own environment with both family support and that of the outreach support. As the clinical path for PLWD during crisis can be unpredictable with patients at risk of deteriorating, all team members would need to have expertise of dealing with such events and escalating care when needed.

### **8.1.3 Enhanced transport options**

Patient transport for hospital appointments is a well-established provision by Welsh Ambulance Service, however gaps remain for access to other appointments and social activities.

Exploring options for additional transport, involving public, private and charitable organisations is essential to support local communities and ensure equitable health and social care access for PLWD. Particular attention should be made to those with dementia and/or learning disabilities that may require additional support or adaptation to make use of transport services.

### **8.1.4 Bespoke day services that act as community hubs**

Renewed emphasis on the importance of day services, but the need to transform these vital services to better meet the needs of PLWD who use them. Acting as community hubs at the heart of local centres, they need to identify the local needs of PLWD, with particular attention to what men living with dementia might like from these services.

In addition, these services provide a hub for carers and PLWD to come together and socialise, seek advice and tackle problems, this is even more effective where there are experienced, knowledgeable people on hand to signpost and support.

In cases where day services are seen solely as respite for carers and there may be reluctance from PLWD to attend, novel approaches and alternative respite options must be explored.

### **8.1.5 Dementia-friendly services in everyday life**

Capitalising on the success of Dementia Friendly Towns like Aberaeron, The Union of Welsh Independents adoption of a dementia-friendly churches initiative and a growing public conscience and understanding of dementia, Ceredigion County Council is well placed to act as a champion to support small, positive action across the wider community and in everyday life.

Those who wish to learn more or undertake change to support PLWD, be it the corner shop, teachers in local schools or a taxi firm, all should have readily available access to high

quality guidance and support to provide adaptations to better serve PLWD. This takes place alongside continued public awareness campaigning from leading organisations such as the Alzheimer's Society.

### **8.1.6 A joined up approach to learning and development**

A joint regional approach to dementia learning and development for health and social care staff at all levels is a key aim of the All-Wales Dementia Care Pathway of Standards, and this work is being developed through a regional working group which includes Hywel Dda University Health Board and the three local authorities. A regional programme of training and support for local authority care homes, delivered through the health board's Dementia Community Wellbeing Team, is currently being trialled. In addition the health board are working on a 5-year dementia learning and development plan for all staff and the working group will be looking at how similar work can be done across the local authorities.

### **8.2. A new model of care consisting of the following:**

**Dedicated dementia community team and referral pathway** - This team would relieve pressure on other services, avoiding preventable readmittance to hospital and enhance the care provided in the community.

**Introduce an MDT approach across the dementia pathway** - Provide a more integrated cohesive service that ensures care and monitoring is in place to reduce hospital admissions and prevent readmissions. Increase opportunities for mutual learning between acute and community professionals.

**Specialist education clinician roles** - Champion and promote best practice of dementia care across Ceredigion, driven by passionate dementia experts. Continue to grow this small pool of subject matter experts to increase their reach and influence, particularly within non-dementia specific services. In communities, continue to promote wellbeing for PLWD and their carers by sharing knowledge, mitigating the feelings of carer vulnerability for PLWD, especially early in diagnosis and co-ordinate quality improvement and service transformation in an integrated fashion.

**Integrated IT referral system** – A range of IT and referral improvements would enhance operational performance issues and reduce cost. Improve shared care and transition arrangements across providers to reflect complexity and overlap in responsibilities.

**Patient centred decision making** - Enable PLWD to be discharged to a setting of their choice but appropriate to their need. The establishment of more formal links between care providers so that when a PLWD's condition becomes more complex

there will be clarity on how to access specialist skills as close to the community as possible. Improved linkages with the GPs, social services, and community providers.

**Increase in dementia specialist care units in the area** - The current lack of more specialist residential and nursing beds in the area means that PLWD with complex needs are sent out of area and family are required to travel long distances to see them. This is especially true for complex nursing needs, where there are currently no specialist dementia nursing care beds in the county. It would be advisable to increase dementia specialist beds in the current array of residential and nursing homes in the vicinity. For example, Hafen Deg care home are trialling a 4 bedded specialist dementia unit, and this is something that may be trialled in other homes with input from local experts in health and social care.



## 9. APPENDICES

### APPENDIX 1 – List of Engagement Activity

| Name              | Job   | Organisation                               |
|-------------------|---|--|
| Taniya Jarrams    | Corporate Manager for Triage and Assessment | CCC  |
| Emily Daglilar    | Representative                              | Castell Ventures                           |
| Helen James       | District Nurse Service Manager              | Hwyel Dda University Health Board          |
| Meinir Harris     | District Nurse                              | Hwyel Dda University Health Board          |
| Hana Edwards      | Police Officer                              | Dyfed Powys Police                         |
| Simon Wright      | CEO   | Age Cymru Dyfed                            |
| Caroline Davis    | Business Development Lead                   | Age Cymru Dyfed                            |
| Natasha Fox       | Chief Officer                               | Advocacy Wales                             |
| Lis Cooper        | Direct Payments Officer                     | CCC  |
| Peggy Spooner     | Project Development Officer                 | Advocacy Wales                             |
| Jay Crouch        | Dementia Lead                               | Mid and West Wales Fire and Rescue Service |
| Gwenda Jenkins    | Dementia Lead                               | Mid and West Wales Fire and Rescue Service |
| Sally Bathurst    | Representative                              | Mirus                                      |
| Helen Buckley     | Admiral Nurse                               | Hwyel Dda University Health Board          |
| Michelle Hopewell | Representative                              | Primary Care                               |
| Rhianon Copeland  | Representative                              | Primary Care                               |
| Marita Kehoe      | Physican Associate Trainee                  | Primary Care                               |
| Llinos Trotman    | Representative                              | Marie Curie                                |
| Rhian Evans       | Representative                              | Marie Curie                                |
| Bethan Howell     | OT  | CCC  |
| Tracy Evans       | Housing Adaptations Team Leader             | CCC  |

|                           |   |                                   |
|---------------------------|---|-----------------------------------|
| Ruth Wilson               | Service Lead                                | Adferiad                          |
| Carys Steven              | Care Team Leader                            |                                   |
| Hayleigh Southall         | Care Team Leader                            | Voyage                            |
| Penny Lamb                | Senior Nurse Manager                        | Hwyel Dda University Health Board |
| Altun Evans               | Representative                              | The Care Society                  |
| Non Davies                | Corporate Manager for Culture               | CCC                               |
| Kim Parry                 | Support Worker in Older Adult Mental Health | Hwyel Dda University Health Board |
| Sarah Pask                | Frailty Nurse                               | Hwyel Dda University Health Board |
| Sion James                | Deputy Medical Director                     | Primary Care                      |
| Jackie Roberts            | Team Manager, SPoA                          | CCC                               |
| Emma Thomas               | Care of Older Adults                        | Hwyel Dda University Health Board |
| Jina Hawkes               | Service Manager for Primary Care            | Hwyel Dda University Health Board |
| Kirsty Morgan             | Regional Lead                               | Alzheimer's Society               |
| George Riley              | Commissioning Services Manager              | CCC                               |
| Rebecca Johnson           | Commissioning Services Officer              | CCC                               |
| Charlotte Duhig           | Admiral Nurse                               | Hwyel Dda University Health Board |
| Becca Stillwell           | Clinical Psychologist                       | Hwyel Dda University Health Board |
| Sara Humphries            | Carers Lead                                 | CCC                               |
| Cathryn Morgan            | Lead  | Disability Forum/CAVO             |
| Martin Gilliard           | Housing Support Officer                     | Housing Support Group             |
| Llyr Hughes               | Housing Support Officer                     | Housing Support Group             |
| Karen Thomas              | Head of Dietetics                           | Hwyel Dda University Health Board |
| Karen Shearsmith-Farthing | Dementia Lead OT                            | Hwyel Dda University Health Board |

|                      |                                     |                                       |
|----------------------|-------------------------------------|---------------------------------------|
| Suzanna Crompton     | OT Service Lead                     | Hwyel Dda University Health Board     |
| Nikki Murray         | Team Manager                        | Hwyel Dda University Health Board     |
| Guto Davies          | Ennli Ward Manager                  | Hwyel Dda University Health Board     |
| Cheryl Groom         | Continenence Nurse Specialist       | Hwyel Dda University Health Board     |
| Lydia Haward         | CMHT Team Leader                    | Hwyel Dda University Health Board     |
| Mair Davies          | Lead Community Pharmacist           | Hwyel Dda University Health Board     |
| Neil Mason           | Head of Frailty/Older Adults        | Hwyel Dda University Health Board     |
| Gemma Emille         | Memory Clinic Operations Manager    | Hwyel Dda University Health Board     |
| Steven Magee         | Regional Manager, Unplanned Care    | Welsh Ambulance Service               |
| Donna Robson         | Head Pharmacist, Bronglais Hospital | Hwyel Dda University Health Board     |
| Monica Bason-Flaquer | Programme and Change Manager        | West Wales Regional Partnership Board |

**Provider groups online:**

Primary care group  
 Hospital Allied health professional group  
 Private Residential Care Home providers  
 Council Residential Care Home providers  
 Domiciliary care providers  
 Private Residential Care Home providers / part 2  
 Carers Alliance provider session

**Care home and groups visited:**

Barcud housing association  
 Ray Ceredigion Charity  
 HAHAV bereavement association  
 Hafan Y Waun care home  
 Hafan Deg care home

**Drop-in sessions:**

Mid Ceredigion

13.03.23 11.00-14.00 Aberaeron -Feathers Royal Hotel  
13.03.23 16.00-19.00 Llandysul - Porth Hotel  
16.03.23 11.00-14.00 Tregaron - Memory Hall  
16.03.23 16.00-19.00 Lampeter - Victoria Hall

North Ceredigion

14.03.23 14.00-19.00 Aberystwyth -Morlans centre

South Ceredigion

17.03.23 14.00-17.00 Cardigan- Guildhall

## Appendix 2 – Press Releases and Social Media Plan

| Date of Activity / Deadline    | Action  | Led by     | Completed  |
|--------------------------------|---|------------|--|
| February 13 <sup>th</sup> 2023 | Press Release (PR)<br>Press- Ceredigion Action Plan – Engagement announcement.  | LLJ        | PR issued on 10.02.2023<br>Cambrian news 22.02.2023<br>Tivyside 20.02.2023 |
| February 13 <sup>th</sup> 2023 | Create friendly URL to use in PR, website and social media<br><a href="http://bit.ly/CCCDementiaSurvey">bit.ly/CCCDementiaSurvey</a><br><a href="http://bit.ly/CCCDementiaSurvey">bit.ly/CCCDementiaSurvey</a>  | LLJ        | English link:<br>102 link clicks<br>Welsh link:<br>53 link clicks          |
| 13 <sup>th</sup> February 2023 | Community Council – email with links<br>(Press Release)   | LLJ        | 10.02.2023 (same time as PR publication)                                   |
| 13 <sup>th</sup> February 2023 | Elected Members – email with links<br>(Press Release)   | LLJ        | 10.02.2023 (same time as PR publication)                                   |
| February 2023                  | Carers Notifications: -<br>Email, facebook, post, newsletter, website–inviting to online survey:-<br><br>Unpaid Carers (Young & Adult)<br>Carers and community support team (SH)<br>Ceredigion Unpaid Carers Commissioned Service<br>Carers Alliance<br>Ceredigion Connectors<br><br>Invite carers from dementia bus. | SH         |  |
| February                       | Communication with Staff :-<br>(14/2/2023 Team news 1 liner – not seen by CM's) – ANR<br>Team Ceredigion Teams – NL<br>Posted Announcement).  | HH/<br>ANR |  |
| February                       | Communication with Residential Settings Staff (On line focus group)   | Attain     | Planned 28.02.2023   |
| February 15 <sup>th</sup>      | Ceredigion Website  | LLJ        | 10.02.2023 News webpage  |
| February 15 <sup>th</sup> 2023 | Social media post on engagement   | LLJ        | 15 February<br>22 March  |

|                                |  |                             |  |
|--------------------------------|--|-----------------------------|--|
|                                | Facebook, Twitter, Instagram   |                             | 29 March   |
| February 17 <sup>th</sup> 2023 | Carers – align communication with Respite & Day Services.                            | SH                          |  |
| TBC                            | Press - Regional Communication relating to Dementia Strategy                         | LLJ                         | Strategy circulated via LA's on 10.05.2023, CCC Councillor quote provided to strategy. |
| February 21 <sup>st</sup> 2023 | Create posters for engagement events to use on social media and in person at venues. | LLJ                         | Created and shared with team 22.02.2023, Shared on social media the following dates.   |
| February 27 <sup>th</sup>      | Social media post re engagement events<br>Facebook, Twitter, Instagram               | LLJ                         | 28 February<br>8 March<br>14 March – Instagram boost.<br>Stats below.                  |
| February 28 <sup>th</sup> 2023 | Social media post – send to stakeholders to share on their social media Pages.       | LLJ/<br>JFJ /<br>NL /<br>SH | Hywel Dda shared on their socials 01.03.2023 & 15.03.2023                              |

## Appendix 3 – Communications Statistics

# Cyfathrebu ymgysylltu â dementia Dementia engagement communications

10 Chwefror – 29 Mawrth / 10 February – 29 March

- Datganiad i'r wasg / Press release
- Bitly
- Dadansoddeg Google / Google analytics
- Cyfryngau cymdeithasol / Social media

## 1. Datganiad i'r wasg / Press release

Cyhoeddwyd ar 10 Chwefror 2023 / Issued on 10 February 2023.

| Cyfryngau / papur<br>Media / press / outlet  | Dyddiad / Date              |
|--|-----------------------------|
| Cambrian News (papur /paper)   | 22 Chwefror / February 2023 |
| Tivyside (ar-lein/ online)   | 20 Chwefror / February 2023 |
| Gweithredu dros lechyd Meddwl Gorllewin Cymru (WWAMH) / West Wales Action for Mental Health (ar-lein / online) | 21 Chwefror / February 2023 |

## 2. Bitly

### Cynllun Gweithredu Dementia Ceredigion - - Cyngor Sir Ceredigion

📅 February 13, 2023 12:46 PM GMT by llinosjones

📊 53 Total engagements

### Ceredigion Dementia Action Plan - - Ceredigion County Council

 Edit

...

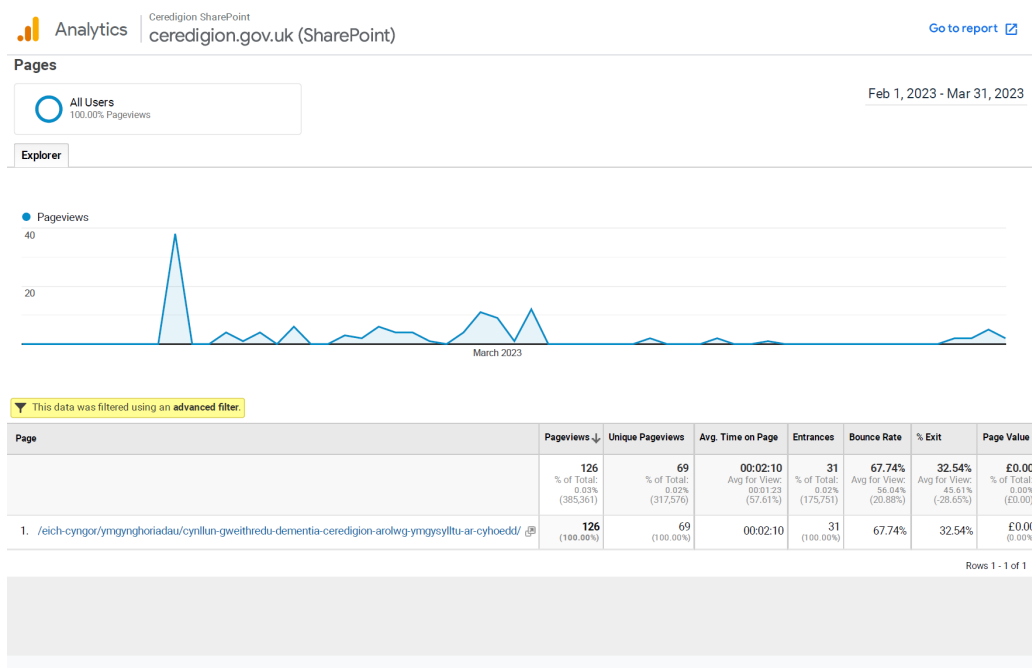
📅 February 13, 2023 12:54 PM GMT by llinosjones

📊 102 Total engagements

### 3. Dadansoddeg Google/ Google analytics

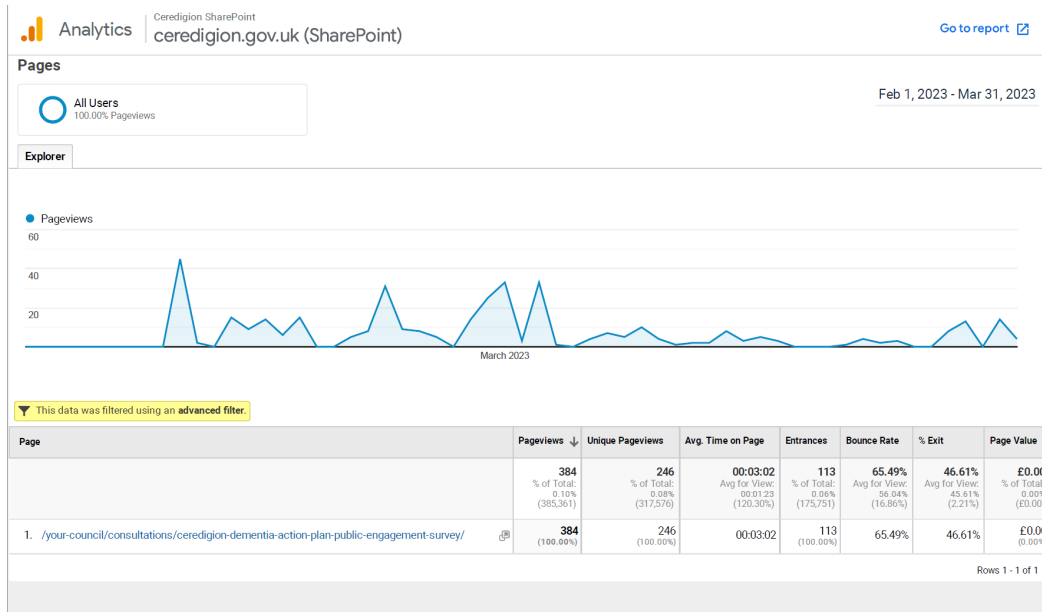
Cymraeg, 126 (nifer sydd wedi edrych ar y dudalen)

[www.ceredigion.gov.uk/eich-cyngor/ymgyngoriadau/cynllun-gweithredu-dementia-ceredigion-arolwg-ymgysylltu-ar-cyhoedd/](http://www.ceredigion.gov.uk/eich-cyngor/ymgyngoriadau/cynllun-gweithredu-dementia-ceredigion-arolwg-ymgysylltu-ar-cyhoedd/)



English, 384 page views (nifer sydd wedi edrych ar y dudalen)

[www.ceredigion.gov.uk/your-council/consultations/ceredigion-dementia-action-plan-public-engagement-survey/](http://www.ceredigion.gov.uk/your-council/consultations/ceredigion-dementia-action-plan-public-engagement-survey/)



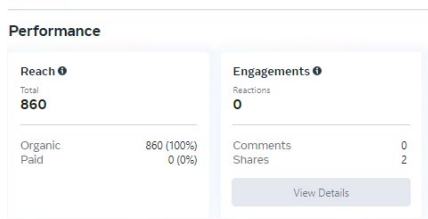


## 4 Cyfryngau cymdeithasol / Social media

(Yn cynnwys ffigurau ymgysylltu, cyrhaeddiad, rhannu, hoffwyr a sylwadau. Includes engagement figures, reach, shares, likes and comments)

### Facebook, English & Cymraeg

15 February



Feed preview

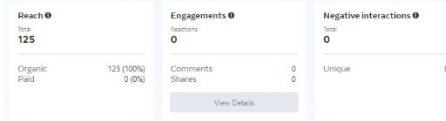


28 February

15 Chwefror



Performance



Feed preview



28 Chwefror

**Local Dementia Action Plan Engagement events**

Boost post

What is important to you when dealing with dementia? Develop...  
28 February 2023 at 12:01  
ID: 551124931242170

Interactions  
30 reactions 3 comments 21 shares

Overview Performance Feed preview

**Performance**

|                                       |                           |                              |
|---------------------------------------|---------------------------|------------------------------|
| <b>Reach</b>                          | <b>Engagements</b>        | <b>Negative Interactions</b> |
| Total: <b>4,451</b>                   | Reactions: <b>35</b>      | Total: <b>0</b>              |
| Organic: 4,451 (100%)<br>Paid: 0 (0%) | Comments: 3<br>Shares: 21 | Unique: 0                    |

View Details

**Feed preview**

Ceredigion County Council  
Published by Hootsuite · 28 February · Public

What is important to you when dealing with dementia?  
Developing a Local Dementia Plan will help shape services and approaches to meet the needs of individuals living with dementia and their carers in the future.  
Help shape the development of future dementia services by providing your feedback or by attending a drop in session:  
<https://bit.ly/CeredigionDementiaSurvey>

**Local Dementia Action Plan Engagement events**

**When and where?**

- Aberaron: Feathers Hotel, 13 March, 11:00-14:00
- Llanysul: Porth Hotel, 13 March, 16:00-19:00
- Aberystwyth: Morlan Centre, 14 March, 14:00-19:00
- Tregaron: Memorial Hall, 16 March, 11:00-14:00
- Lampeter: Victoria Hall, 16 March, 18:00-19:00
- Ceridigion: Gullihali, 17 March, 14:00-19:00

Booking is not essential.

**Digwyddiadau Ymgysylltu Cynlun Dementia Lleol**

Boost post

Beth sy'n bwysig i chi wrth ddelio â dementia? Bydd datblygu ...  
28 February 2023 at 12:00  
ID: 570314201224217

Interactions  
1 reaction 0 comments 2 shares

Overview Performance Feed preview

**Performance**

|                                     |                          |                              |
|-------------------------------------|--------------------------|------------------------------|
| <b>Reach</b>                        | <b>Engagements</b>       | <b>Negative Interactions</b> |
| Total: <b>179</b>                   | Reactions: <b>1</b>      | Total: <b>0</b>              |
| Organic: 179 (100%)<br>Paid: 0 (0%) | Comments: 0<br>Shares: 2 | Unique: 0                    |

View Details

**Feed preview**

Cyngor Sir Ceredigion  
Published by Hootsuite · 28 February · Public

Beth sy'n bwysig i chi wrth ddelio â dementia?  
Bydd datblygu Cynlun Dementia Lleol yn helpu i lunio gwasanaethau a dulliau gweithredu i ddodwllu anghenion unigolion sy'n byw gyda dementia a'u gofalwyr yn y dyfodol.  
Helpwch i sicrhau datblygiad gwasanaethau dementi'ar dyfodol trwy roi eich atborth neu eich i ddigwyddiad galw heboc.  
<https://bit.ly/CeredigionDementia>

**Digwyddiadau Ymgysylltu Cynlun Dementia Lleol**

**Pryd a ble?**

- Aberaron: Gwesty'r Pili, 13 Mawrth, 11:00-14:00
- Llanysul: Gwesty'r Porth, 13 Mawrth, 16:00-19:00
- Aberystwyth: Canolfan Morlan, 14 Mawrth, 14:00-19:00
- Tregaron: Neuadd Ffactor, 16 Mawrth, 11:00-14:00
- Llanbedd: Neuadd Ffactor, 16 Mawrth, 18:00-19:00
- Aberelli: Gullihali, 17 Mawrth, 14:00-19:00

Nid oes angen archebu ike ymysm llaw.

8 March

8 Mawrth

**Local Dementia Action Plan Engagement events**

Boost post

What is important to you when dealing with dementia? Develo...  
8 March 2023 at 12:01  
ID: 559122493124217

Interactions  
9 reactions 2 comments 31 shares

Overview Performance Feed preview

**Performance**

|                                       |                           |                              |
|---------------------------------------|---------------------------|------------------------------|
| <b>Reach</b>                          | <b>Engagements</b>        | <b>Negative Interactions</b> |
| Total: <b>1,956</b>                   | Reactions: <b>9</b>       | Total: <b>0</b>              |
| Organic: 1,956 (100%)<br>Paid: 0 (0%) | Comments: 2<br>Shares: 31 | Unique: 0                    |

View Details

**Feed preview**

Ceredigion County Council  
Published by Hootsuite · 8 March · Public

What is important to you when dealing with dementia?  
Developing a Local Dementia Plan will help shape services and approaches to meet the needs of individuals living with dementia and their carers in the future.  
Help shape the development of future dementia services by providing your feedback or by attending a drop in session:  
<https://bit.ly/CeredigionDementiaSurvey>

**Local Dementia Action Plan Engagement events**

**When and where?**

- Aberaron: Feathers Hotel, 13 March, 11:00-14:00
- Llanysul: Porth Hotel, 13 March, 16:00-19:00
- Aberystwyth: Morlan Centre, 14 March, 14:00-19:00
- Tregaron: Memorial Hall, 16 March, 11:00-14:00
- Lampeter: Victoria Hall, 16 March, 18:00-19:00
- Ceridigion: Gullihali, 17 March, 14:00-19:00

Booking is not essential.

**Digwyddiadau Ymgysylltu Cynlun Dementia Lleol**

Boost post

Beth sy'n bwysig i chi wrth ddelio â dementia? Bydd datblygu ...  
8 March 2023 at 12:01  
ID: 5149371483172

Interactions  
8 reactions 1 comment 14 shares

Overview Performance Feed preview

**Performance**

|                                       |                           |                              |
|---------------------------------------|---------------------------|------------------------------|
| <b>Reach</b>                          | <b>Engagements</b>        | <b>Negative Interactions</b> |
| Total: <b>1,311</b>                   | Reactions: <b>8</b>       | Total: <b>0</b>              |
| Organic: 1,311 (100%)<br>Paid: 0 (0%) | Comments: 1<br>Shares: 14 | Unique: 0                    |

View Details

**Feed preview**

Cyngor Sir Ceredigion  
Published by Hootsuite · 8 March · Public

Beth sy'n bwysig i chi wrth ddelio â dementia?  
Bydd datblygu Cynlun Dementia Lleol yn helpu i lunio gwasanaethau a dulliau gweithredu i ddodwllu anghenion unigolion sy'n byw gyda dementia a'u gofalwyr yn y dyfodol.  
Helpwch i sicrhau datblygiad gwasanaethau dementi'ar dyfodol trwy roi eich atborth neu eich i ddigwyddiad galw heboc.  
<https://bit.ly/CeredigionDementia>

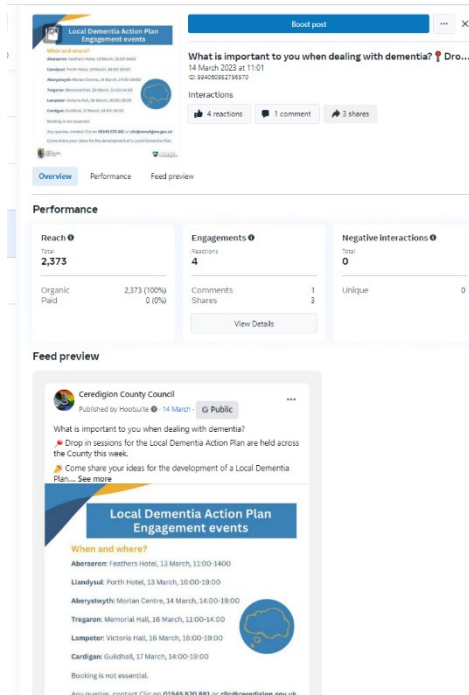
**Digwyddiadau Ymgysylltu Cynlun Dementia Lleol**

**Pryd a ble?**

- Aberaron: Gwesty'r Pili, 13 Mawrth, 11:00-14:00
- Llanysul: Gwesty'r Porth, 13 Mawrth, 16:00-19:00
- Aberystwyth: Canolfan Morlan, 14 Mawrth, 14:00-19:00
- Tregaron: Neuadd Ffactor, 16 Mawrth, 11:00-14:00
- Llanbedd: Neuadd Ffactor, 16 Mawrth, 18:00-19:00
- Aberelli: Gullihali, 17 Mawrth, 14:00-19:00

Nid oes angen archebu ike ymysm llaw.

### 14 March



**Local Dementia Action Plan Engagement events**

What is important to you when dealing with dementia? 🗣️ Dro...  
14 March 2023 at 11:01  
ID: 34426292749370

Interactions  
4 reactions 1 comment 3 shares

**Performance**

|                                |                                      |  |
|--------------------------------|--------------------------------------|--|
| <b>Reach</b><br>Total<br>2,373 | <b>Engagements</b><br>Reactions<br>4 | <b>Negative interactions</b><br>Total<br>0 |
| Organic<br>Paid                | 2,373 (100%)<br>0 (0%)               | Comments<br>Shares                         |
|                                |                                      | 1<br>2                                     |
|                                |                                      | Unique<br>0                                |

**Feed preview**

Ceredigion County Council  
Published by Hootsuite · 14 March · Public

What is important to you when dealing with dementia?  
🗣️ Drop in sessions for the Local Dementia Action Plan are held across the County this week.  
👉 Come share your ideas for the development of a Local Dementia Plan... See more

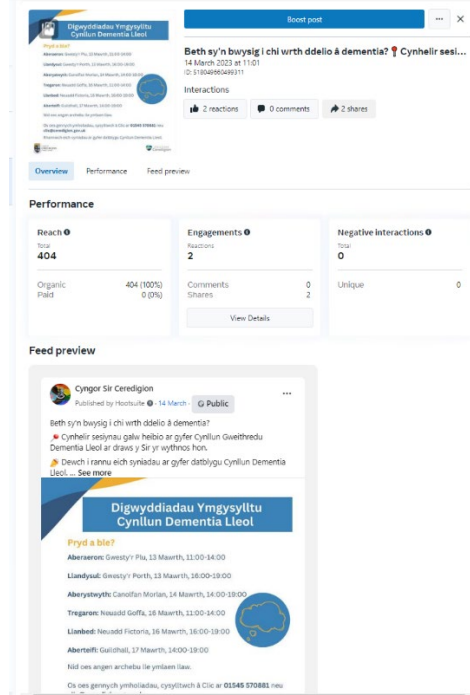
**Local Dementia Action Plan Engagement events**

**When and where?**

- Aberaron: Feathers Hotel, 13 March, 11:00-14:00
- Llandysul: Porth Hotel, 13 March, 16:00-19:00
- Aberystwyth: Morlan Centre, 14 March, 14:00-18:00
- Tregaron: Memorial Hall, 16 March, 11:00-14:00
- Lampeter: Victoria Hall, 16 March, 16:00-19:00
- Cardigan: Guildhall, 17 March, 14:00-19:00

Booking is not essential.  
Any queries, contact Elin on 01546 530 881 or rd@ceredigion.gov.uk

### 14 Mawrth



**Digwyddiadau Ymgysylltu Cynlun Dementia Lleol**

Beth sy'n bwysig i chi wrth ddedlo à dementia? 🗣️ Cynhelir sesi...  
14 March 2023 at 11:01  
ID: 318496049511

Interactions  
2 reactions 0 comments 2 shares

**Performance**

|                              |                                      |  |
|------------------------------|--------------------------------------|--|
| <b>Reach</b><br>Total<br>404 | <b>Engagements</b><br>Reactions<br>2 | <b>Negative interactions</b><br>Total<br>0 |
| Organic<br>Paid              | 404 (100%)<br>0 (0%)                 | Comments<br>Shares                         |
|                              |                                      | 0<br>2                                     |
|                              |                                      | Unique<br>0                                |

**Feed preview**

Cyngor Sir Ceredigion  
Published by Hootsuite · 14 March · Public

Beth sy'n bwysig i chi wrth ddedlo à dementia?  
🗣️ Cynhelir sesiynau galw hebïo ar gyfer Cynlun Gweithredu Dementia Lleol ar draws y Sir y wythnos hon.  
👉 Dewch i rannu eich syniadau ar gyfer datblygu Cynlun Dementia Lleol... See more

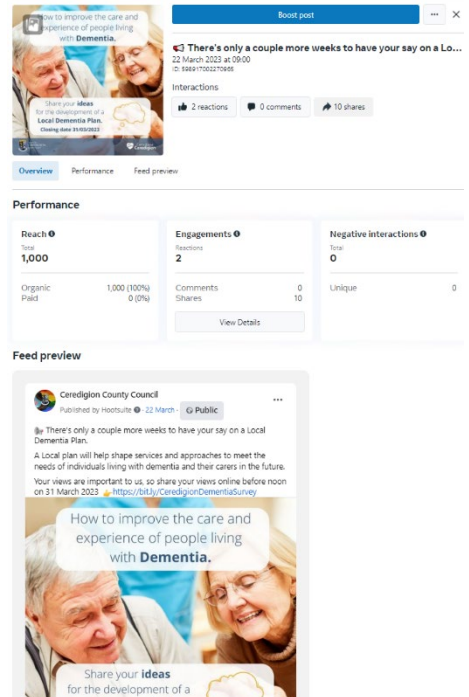
**Digwyddiadau Ymgysylltu Cynlun Dementia Lleol**

**Fryd a bled?**

- Aberaron: Gwesty'r Pfa, 13 Mawrth, 11:00-14:00
- Llandysul: Gwesty'r Porth, 13 Mawrth, 16:00-19:00
- Aberystwyth: Canolfan Morlan, 14 Mawrth, 14:00-18:00
- Tregaron: Nawsdd Goffa, 16 Mawrth, 11:00-14:00
- Llanbedd: Neuadd Victoria, 16 Mawrth, 16:00-19:00
- Aberllefeli: Guildhall, 17 Mawrth, 14:00-19:00

Nid oes angen archebu iel ymlaen llaw.  
Os oes gennych ymholiadau, cysylltwch â Cllc ar 01546 530881 neu

### 22 March



How to improve the care and experience of people living with Dementia.

There's only a couple more weeks to have your say on a Local Dementia Plan.  
22 March 2023 at 09:00  
ID: 34426292749370

Interactions  
2 reactions 0 comments 10 shares

**Performance**

|                                |                                      |  |
|--------------------------------|--------------------------------------|--|
| <b>Reach</b><br>Total<br>1,000 | <b>Engagements</b><br>Reactions<br>2 | <b>Negative interactions</b><br>Total<br>0 |
| Organic<br>Paid                | 1,000 (100%)<br>0 (0%)               | Comments<br>Shares                         |
|                                |                                      | 0<br>10                                    |
|                                |                                      | Unique<br>0                                |

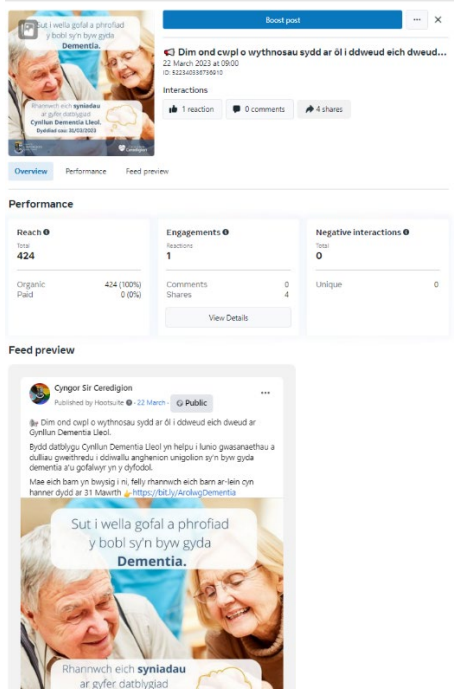
**Feed preview**

Ceredigion County Council  
Published by Hootsuite · 22 March · Public

There's only a couple more weeks to have your say on a Local Dementia Plan.  
A local plan will help shape services and approaches to meet the needs of individuals living with dementia and their carers in the future. Your views are important to us, so share your views online before noon on 31 March 2023 - <https://bit.ly/CeredigionDementiaSurvey>

How to improve the care and experience of people living with Dementia.  
Share your ideas for the development of a...

### 22 Mawrth



Sut i wella gofal a phrofiad y bobl sy'n byw gyda Dementia.

Dim ond cwpl o wythnosau sydd ar ôl i ddweud eich dweud ar Cynlun Dementia Lleol.  
22 March 2023 at 09:00  
ID: 32340384795010

Interactions  
1 reaction 0 comments 4 shares

**Performance**

|                              |                                      |  |
|------------------------------|--------------------------------------|--|
| <b>Reach</b><br>Total<br>424 | <b>Engagements</b><br>Reactions<br>1 | <b>Negative interactions</b><br>Total<br>0 |
| Organic<br>Paid              | 424 (100%)<br>0 (0%)                 | Comments<br>Shares                         |
|                              |                                      | 0<br>4                                     |
|                              |                                      | Unique<br>0                                |

**Feed preview**

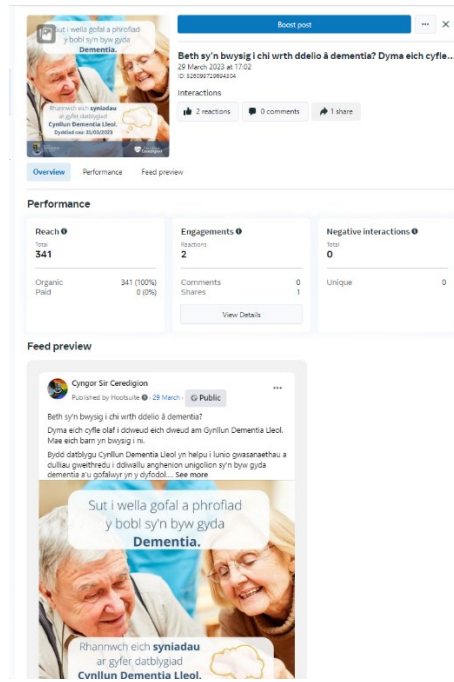
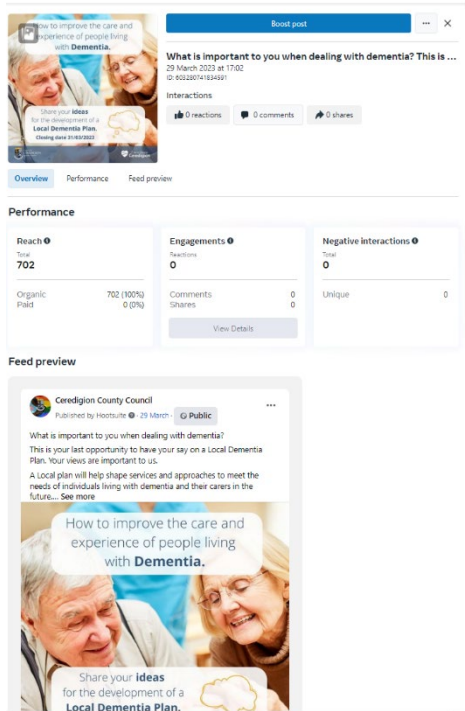
Cyngor Sir Ceredigion  
Published by Hootsuite · 22 March · Public

Dim ond cwpl o wythnosau sydd ar ôl i ddweud eich dweud ar Cynlun Dementia Lleol.  
Bydd datblygu Cynlun Dementia Lleol yn helpu i lunio gwasanethau a dullau gweithredu i ddedlo anghenion unigolion sy'n byw gyda dementia a'u gofalewyr ym y dyfodol.  
Mae eich barn yn bwysig i ni, felly rhanwch eich barn ar-lein cyn hanner dydd ar 31 Mawrth - <https://bit.ly/ArddwgDementia>

Sut i wella gofal a phrofiad y bobl sy'n byw gyda Dementia.  
Rhanwch eich syniadau ar gyfer datblygu

### 29 March

### 29 March



## Twitter, English & Cymraeg

(Gan gynnwys argraffiadau, retweets, hoffwyr, cliciau i'r wefan / Includes impressions, retweets, likes, link clicks)

- 15 Chwefror - 80 impression
- 15 Februaŷ – 318 impression, 1 retweet
- 28 Chwefror – 88 impression, 1 retweet, 1 like, 1 link click
- 28 Februaŷ – 701 impression, 4 retweet, 3 likes, 1 link click
- 8 Mawrth – 200 impression, 1 retweet, 1 like
- 8 Mawrth – 408 impression, 2 retweet, 1 like, 1 link click
- 14 Mawrth – 103 impression, 2 retweet, 1 like
- 14 Mawrth – 653 impression, 4 retweet, 2 like, 1 link click
- 22 Mawrth – 286 impression, 2 retweet, 2 likes, 1 link click
- 22 Mawrth – 520 impression, 5 retweet, 3 like, 2 link click
- 29 Mawrth – 105 impression
- 29 Mawrth – 880 impression, 2 retweet, 3 like

## Instagram

(Gan gynnwys ymweliadau, hoffwyr a sylwadau / Includes reach, likes and comments)

- 15 Chwefror / February – 122 reach

28 Chwefror / February – 142 reach, 2 likes

8 Mawrth / March – 95 reach, 2 likes

14 Mawrth / March – 2,908 reach, 3 likes

22 Mawrth / March – 154 reach, 2 likes

29 Mawrth / March – 168 likes, 1 comment





# Ceredigion County Council – Dementia Engagement and Service Implementation Plan Project

Phase 2 Service Implementation  
Plan

May 2023



## Document control

|                |   |
|----------------|---|
| Owner          | Ceredigion County Council   |
| Document Title | Phase 2 Service Implementation Plan (Dementia Engagement and Service Implementation Plan Project) |
| Version        | 0.2 - Draft   |
| Reference      | 1001073   |
| Author         | Joseph Middleton  |
| Date           | 04/05/2023  |

## Document history

| Version | Date     | Author           | Comments   |
|---------|----------|------------------|--|
| 0.1     | 04/05/23 | Joseph Middleton | Initial Document Structure                         |
| 0.2     | 30/05/23 | Joseph Middleton | NL/JM Joint Review                                 |
| 0.3     | 02/06/23 | Joseph Middleton | NL/EH Comments (Performance and Data Monitoring)   |
| 0.4     | 08/06/23 | Joseph Middleton | Business Solutions and Early Intervention Comments |
| 0.5     | 08/06/23 | Martin Wilson    | Review and edits                                   |
| 0.6     | 13/06/23 | Joseph Middleton | NL/WC Comments                                     |
| 0.7     | 20/06/23 | Joseph Middleton | Additional edits, introduction amends.             |
| 0.8     | 11/07/23 | Joseph Middleton | Hafan y Waun Addition                              |

### Introduction

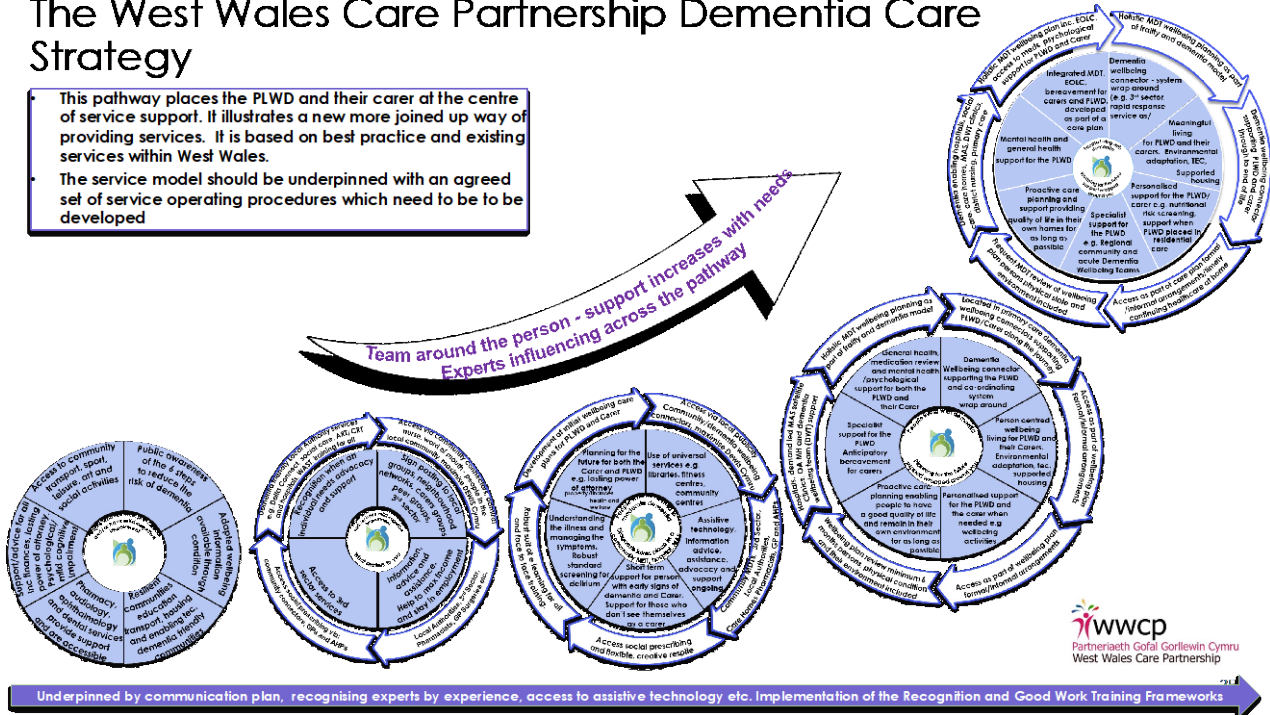
Following the analysis of extensive engagement across Ceredigion, delivered as the Phase 1 Report, the next step is to formulate an action plan to transform and improve dementia care in the county.

The foundation for this plan is the West Wales Regional Partnership Board Dementia Strategy, an evidence-based model of care that firmly places the individual at the centre. Our action plan has been structured around the core 'wheels' of the strategy where the right people are present to enact the actions in this document; that is not to say actions are exclusive to certain parts of the pathway, but where we believe the action will have the greatest impact.

In addition, we've included some overarching domains where everyone has a part to play in delivering these actions, and the benefits will be felt across the system, for people living with dementia, their unpaid carers, professionals, and the wider Ceredigion community.

## The West Wales Care Partnership Dementia Care Strategy

This pathway places the PLWD and their carer at the centre of service support. It illustrates a new more joined up way of providing services. It is based on best practice and existing services within West Wales.  
The service model should be underpinned with an agreed set of service operating procedures which need to be developed



### How will the plan be delivered?

The plan will be executed with an integrated approach, together with or alongside other teams that reach far across both Ceredigion County Council but also health, the third sector and charitable groups. Similarly, some of these actions extend beyond the boundaries of the county and so collaborating with regional partners will be equally essential to avoid working in silo.

The actions specifically consider the existing landscape of services that care for people living with dementia (PLWD), where possible, actions should capitalise on existing resources and programmes and utilise connections to groups in the community that may be difficult to otherwise engage.

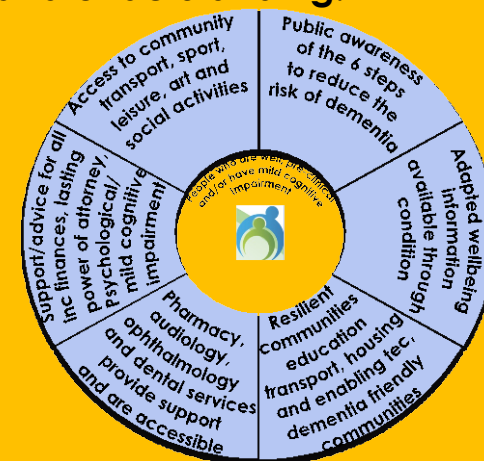
### Leaders and Timelines

During engagement, we were able to identify key people that are well placed to drive actions forwards, trying to place the best people, closest to the issues as a suggested sponsor or action lead. In addition, where timeframes are concerned, these do not necessarily imply a



completion date, but an indication of the complexity and urgency with which each action should be addressed.

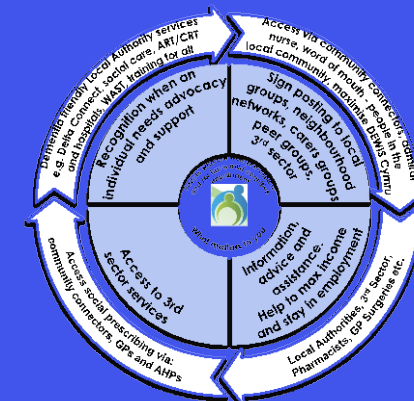
## Pathway Point 1: Wellbeing, risk reduction, delaying onset, raising awareness, and understanding.



| Action Point   | Phase 1 Theme #         | Key Beneficiaries                                      | Impact   | Lead Partner & Possible Sponsors                                     | Estimated Timeframe |
|--|-------------------------|--|--|--|---------------------|
| 1.1 Incorporate and promote the Alzheimer's Society's Dementia Advice Line as part of ageing well offer  | 1, 2, 3, 4, 10, 12      | General Public<br>Primary Care                         | People are aware of an existing, trusted source of information, regardless of diagnosis to seek help and guidance for themselves or relatives. Relieves pressure from primary care.  | Alzheimer's Society & CCC:<br>Community Connectors                   | 2 months            |
| 1.2 Build on the dementia-friendly towns initiative to offer support to any business or organisation wishing to better serve PLWD, aligned with Age Friendly Communities initiative. | 2, 6, 13, 18            | General Public<br>Local businesses<br>PLWD             | Local shops, leisure centres, the Post Office and churches etc are knowledgeable and empowered to make changes to better welcome and support PLWD in their daily business.   | CCC:<br>Growth and Enterprise and Economic Community Development     | 6 months            |
| 1.3 Identify opportunities to work with organisations and groups that already have reach into under-represented groups (e.g agricultural workers, homeless, faith groups)            | 2, 3, 6, 10, 13, 15, 17 | Under-represented groups possibly living with dementia | Existing, trusted relationships are leveraged with communities who may not as easily or regularly access dementia services. Tailored support for these vulnerable people is accessible, non-prejudiced and tackles pockets of entrenched stigma. | CCC: Through Age Wellbeing Team & Substance Misuse Team<br>RABI, NFU | 4 months            |

| Action Point  | Phase 1 Theme # | Key Beneficiaries                       | Impact   | Lead Partner & Possible Sponsors   | Estimated Timeframe |
|---|-----------------|---|--|--|---------------------|
| 1.4 As part of the wider website development, improve CCC's content for dementia online to better meet the public's needs.                              | 10, 11, 12, 15  | General public<br>PLWD<br>Unpaid Carers | A dementia-friendly website with up to date and easy to understand information for residents of Ceredigion wishing to learn more about dementia, access services and navigate care, that includes support for those delivering unpaid care, relatives and those wishing to promote age friendly communities.             | CCC: Communications Programme Team   | 6-12 months         |
| 1.5 Continue to update and refine the DEWIS directory as a common source of available services  | 10, 11, 12, 15  | General Public<br>Community Connectors  | A database of services, specific to Ceredigion, is available and updated regularly for professionals and the public to access to seek out services.  | CCC: Community Connectors  | 3 months            |
| 1.6 Deepen joint working with Public Health Wales on preventative initiatives around dementia   | 13, 15, 17      | General Public                          | Expertise and knowledge at national level from PHW is capitalised on for local action in preventing ill health (including dementia).   | CCC: Through Age Wellbeing Team  | 2 months            |
| 1.7 Embed promotion and awareness of the Carer Information Service and Investors in Care Pathway at all possible touchpoints of health and social care. | 3, 18, 15       | Unpaid Carers                           | The CIS acts as a source of support and information for unpaid carers at the earliest stage possible and they are helped along the journey at each step; also encouraging registration as an unpaid carer unlocks support, assessment and registration. Unpaid carers are captured in Primary Care at every opportunity. | CCC: Carers and Community Support Manager<br>HDdUHB / Primary Care: Dementia Leads | 2 months            |
| 1.8 Ensure regular cognitive wellbeing checks are offered consistently and equitably to people with learning disabilities across the county.            | 17, 18          | People with learning disabilities       | People at greater risk of dementia are supported with the offer of regular follow up and early identification of symptoms that could indicate dementia.  | HDdUHB / Primary Care: Dementia Leads  | 4 months            |

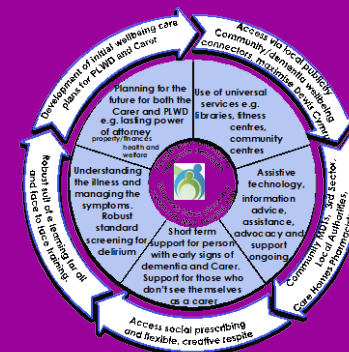
## Pathway Point 2: Recognition, identification, support and training.



| Action Point  | Phase 1 Theme #  | Key Beneficiaries                               | Impact   | Lead Partner & Possible Sponsors                                  | Estimated Timeframe |
|---|------------------|---|--|---|---------------------|
| 2.1 Re-emphasise the importance of MDT working as the standard approach to managing dementia caseloads at every pathway point.                | 6                | PLWD<br>Whole system professionals              | PLWD receive the full spectrum of professional input into their support and care as standard. Closer working relationships are established between health and social care specialists.   | CCC and HDdUHB:<br>Senior Leadership                              | 2 months            |
| 2.2 Make End of Life care planning an open, proactive, and compassionate discussion at the start of the pathway.                              | 5, 6, 14         | PLWD<br>Health and social care providers        | PLWD and their carers feel confident and comfortable to discuss advanced care planning for EOL and understand the options open to them. PLWD and carers are given regular opportunities to make updates and amendments to plans, as desired. | CCC:<br>Advanced Care Planning Team<br>HDdUHB:<br>Palliative Care | 2 months            |
| 2.3 Identify a mechanism to allow partners to meet (preferably physically) in a forum to share best practice, tackle issues and give updates. | 6, 9, 10, 12, 17 | 3rd Sector organisations<br>Peripheral partners | Everyone working to support PLWD feel included and heard with a valued seat at the table. Duplication is reduced as a result of better communication across sectors and relationships are built between partners.                            | CCC: Through Age Wellbeing Team                                   | 6 months            |
| 2.4 Where possible, allocate named support staff to   | 4, 6, 10         | PLWD<br>Unpaid Carers                           | Single point of access remains consistent but provides a named contact, where appropriate,   | CCC:<br>Porth Gofal   | 6 months            |

| Action Point   | Phase 1 Theme # | Key Beneficiaries                              | Impact   | Lead Partner & Possible Sponsors                                | Estimated Timeframe |
|--|-----------------|--|--|---|---------------------|
| cases.   |                 | & Relatives                                    | to avoid repetition and frustration.   | SPA Team  |                     |
| 2.5 Work with WWRPB in the progression of the framework for skills and development for dementia care.                | 16, 17, 18      | Carer Workers                                  | Training provision is collated across the county and region to provide a unified programme of learning and development, both formal and informal for those in the care profession. | WWRPB:<br>Dementia Lead   | 4 months            |
| 2.6 Enhance the education offer for members of the public to better their knowledge and understanding of dementia.   | 18              | Unpaid Carers<br>General Public                | An engaging and broad variety of education and training is available for lay persons that supports their understanding and care for PWLD.  | WWRPB:<br>Dementia Lead<br>Alzheimer's Society<br>Regional Lead | 6-12 months         |
| 2.7 Continue to circulate and promote the West Wales Dementia Strategy as a pathway that drives person-centred care. | 4, 17, 18       | Health and care professionals<br>Unpaid carers | A wider understanding of the collective aims of the strategy generates cohesion and a shared purpose amongst teams and also helps direct specific resources where required.        | WWRPB:<br>Dementia Lead<br>CCC: Through Age Wellbeing Team      | 6 months            |

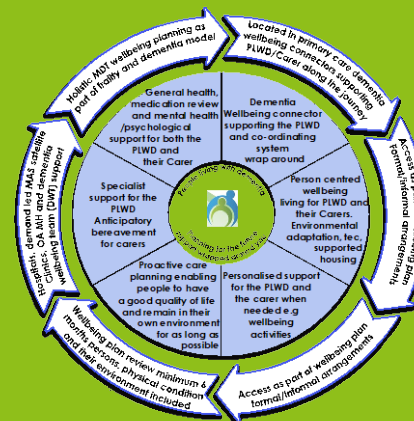
## Pathway Point 3: Assessment and diagnosis.



| Action Point   | Phase 1 Theme #     | Key Beneficiaries                     | Impact   | Lead Partner & Possible Sponsors                           | Estimated Timeframe |
|--|---------------------|---------------------------------------|--|--|---------------------|
| 3.1 Ensure the needs of local people are incorporated in the provision of WWRPB Dementia Wellbeing Connectors.                                 | 1, 4, 3, 10, 13, 15 | PLWD                                  | In an uncertain and anxiety-provoking time, people will have access to high-quality information and support with a named connector. CCC holds WWRPB to account in the success of this programme in Ceredigion.                             | WWRPB:<br>Dementia Lead<br>CCC: Through Age Wellbeing Team | 3-4 Months          |
| 3.2 Explore future models to empower more GPs to diagnose and initiate therapies for dementia in primary care.                                 | 17, 18              | PLWD<br>Primary Care<br>Memory Clinic | PLWD wait a shorter amount of time to receive a diagnosis and start treatments. Memory clinic compliments primary care diagnosis and owns complex cases as a more specialist service.  | HDdUHB:<br>Memory Assessment Service Senior Leadership     | 12-24 months        |
| 3.3 Maximise uptake of the Alzheimer's Society pathfinding service offered as part of MAS pathway ahead of redesign into wellbeing connectors. | 1, 3                | PLWD undergoing diagnosis             | The commissioned service as part of a memory assessment is utilised by a far greater number of people to benefit from their care navigation and support ahead of the service's incorporation into wellbeing connector programme (see 3.1). | HDdUHB: All MAS Staff<br><br>MDT staff referring to MAS    | 2 months            |
| 3.4 Recalibrate people's   | 4, 12               | PLWD                                  | Memory assessment is seen as a component   | HDdUHB /   | 2 months            |

| Action Point   | Phase 1 Theme #     | Key Beneficiaries                       | Impact  | Lead Partner & Possible Sponsors  | Estimated Timeframe |
|--|---------------------|---|---|---|---------------------|
| understanding of Memory Assessment as a diagnostic part of the pathway   |                     | Primary Care MAS                        | part of a wider pathway for dementia care instead of a 'one stop shop' for health and social care issues.   | Primary Care: Dementia Leads  |                     |
| 3.5 Enhance the screening and early identification of possible dementia in primary care.   | 1, 2, 15            | People with Pre-clinical dementia       | Better capture rates of those with early signs of dementia and screening for memory impairment is part of routine practice, particularly for care of the elderly.       | HDdUHB: Dementia Leads  | 4 months            |
| 3.6 Investigate how existing peripheral services such as Community Connectors and Carers service will integrate, interface and compliment the new Dementia Connector role. | 1, 4, 3, 10, 13, 15 | PLWD<br>Unpaid Carers<br>General Public | Existing services have well defined roles supporting PLWD. They will use their strengths as a compliment rather than overlap for new roles like the Dementia Connector. | CCC: Through Age Wellbeing And Community Connector Lead<br>WWRPB: Dementia Lead | 6 months            |

## Pathway Point 4: Living well with dementia



| Action Point   | Phase 1 Theme #  | Key Beneficiaries                                | Impact   | Lead Partner & Possible Sponsors      | Estimated Timeframe |
|--|------------------|--|--|---------------------------------------|---------------------|
| 4.1 Ensure Dementia is part of the explorative work for virtual solutions for health and care professionals to monitor remotely to enable PLWD to maintain independence and to support their carers. | 5, 9, 13, 14, 19 | PLWD living independently or with little support | An understanding of the current landscape of virtual and digital solutions for care of PLWD and their carers both locally and internationally with a view to what could benefit those in Ceredigion. Technology innovation in this field is supported by the CCC TEC team.   | CCC:<br>Technology Enabled Care Team  | 6 months            |
| 4.2 Create tailored opportunities for those that would like to take part in activities.  | 7                | PLWD   | PLWD seeking opportunities for entertainment and socialisation have a range of activities on offer that are tailored to their interests, particularly those that appeal to men LWD and that integrate PLWD into existing societal activity, particularly seizing opportunities for intergenerational experiences and those with or without carers, as appropriate. | CCC: PSL Team                         | 6 months            |
| 4.3 Ensure medication reviews are undertaken in timely fashion and proactively.  | 6, 10            | PLWD   | PLWD have their medications reviewed without requiring a catalyst event to prompt change. Polypharmacy and overprescribing are reduced.  | HDdUHB / Primary Care: Dementia Leads | 4-6 months          |



| Action Point  | Phase 1 Theme # | Key Beneficiaries     | Impact   | Lead Partner & Possible Sponsors            | Estimated Timeframe |
|---|-----------------|-----------------------|--|---|---------------------|
|   |                 |                       |  | & MAS Clinical Leads                        |                     |
| 4.4 Establish the role of Dementia Link Worker as part of the WWRPB programme.              | 1, 2, 3, 4      | PLWD<br>Unpaid Carers | PLWD have a trained professional as their named first point of contact relating to issues with dementia who can provide knowledgeable and local information and support.                                       | WWRPB:<br>Dementia Lead                     | 6 months            |
| 4.5 Address issues with access and capacity for respite care, possibly at a regional level. | 19              | PLWD<br>Unpaid Carers | Respite care is accessible and abundant across the county that supports unpaid carers in their care of PLWD, particularly those with complex or additional needs requiring specialist skills and environments. | CCC: Porth Gofal<br>WWRPB at regional level | 12 months           |

## Pathway Point 5: Increased support when you need it



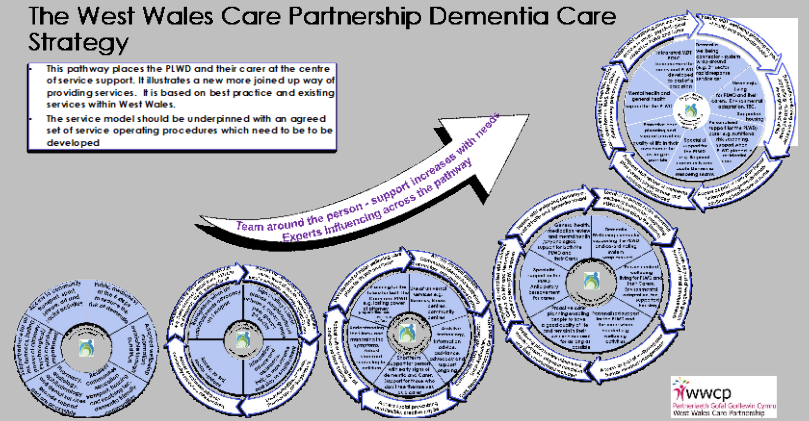
| Action Point   | Phase 1 Theme # | Key Beneficiaries               | Impact   | Lead Partner & Possible Sponsors                              | Estimated Timeframe |
|--|-----------------|---------------------------------|--|---|---------------------|
| 5.1 Develop enhanced training packages and roles for care workers to build a specialised care workforce that meet complex needs  | 16, 17, 18      | PLWD in care<br>Care workers    | PLWD with complex needs are cared for by staff with additional training, knowledge and experience and can champion the wellbeing of PLWD in care.<br>Increased recruitment, retention and job satisfaction for care workers who feel well equipped to meet complex dementia needs.<br><i>NB Building on success of Dementia Bus training</i> | CCC: Through Age Wellbeing Team<br><br>WWRPB<br>Dementia Lead | 12 months           |
| 5.2 Establish a working group to identify the key issues surrounding lack of specialist care and nursing beds within the county. | 14, 16, 17, 19  | PLWD with complex needs in care | PLWD can remain in their locality despite additional care needs. Relatives can more easily visit loved ones.<br>Complex needs are met by staff with enhanced training and expertise.<br>Explore opportunities that Hafan y Waun presents.  | CCC: Through Age Wellbeing                                    | 6 months            |
| 5.3 Formulate a common 'escalation plan' for care staff to work through to get help with issues more effectively                 | 10, 13, 20      | Complainants<br>Care staff      | A unified structure to escalate concerns by frontline care staff supports both people wishing to raise concerns but also empowers care staff to share problems and know they will be dealt with by the right people.   | CCC:<br>Corporate Manager,<br>Residential Care                | 4 months            |

| Action Point  | Phase 1 Theme # | Key Beneficiaries               | Impact  | Lead Partner & Possible Sponsors                                 | Estimated Timeframe |
|---|-----------------|---------------------------------|---|--|---------------------|
| 5.4 Investigate options for an 'in-reach' team to provide enhanced care and support, particularly in twilight hours to prevent admission and crisis | 5               | PLWD in health or social crisis | A responsive, round the clock team of specialists able to support existing care arrangements, including for unpaid carers in times of challenge to prevent hospital admission or care breakdown.                                      | CCC: Through Age Wellbeing Team and input from MDT/HDdUHB Team   | 12 months           |
| 5.5 Develop a phased communication and transition programme when entering domiciliary care services.  | 14, 15, 17      | PLWD                            | Devised with alignment to best practice, PLWD are gradually introduced to new living arrangements in a manageable and gradual fashion and relatives are supported with difficult conversations about transition to increased support. | CCC: Corporate Manager, Care Providers<br>HDdUHB: Discharge Team | 3 months            |

# Cross Cutting Themes

## The West Wales Care Partnership Dementia Care Strategy

This pathway places the PLWD and their carer at the centre of service support. It illustrates a new more joined up way of providing services. It is based on best practice and existing services within West Wales.  
 The service model should be underpinned with an agreed set of service operating procedures which need to be developed



Page 216

| Action Point   | Impact  | Lead Partner & Possible Sponsors  | Estimated Timeframe |
|--|---|---|---------------------|
| <p><b>Shared Care Records</b><br/>                     Work towards further integration and record sharing and reduce the divide between health and social care information access. This must include care plans, ideally with an even wider scope of access for supporting providers.</p> | <p>Partners have the full picture of support and care around PLWD. PLWD don't have to repeat themselves and information flows easily between hospital, community, social care and health.</p>   | <p>CCC &amp; HDdUHB<br/>                     Data Governance &amp; EPR Teams</p>  | <p>12-24 months</p> |
| <p><b>Workforce</b><br/>                     Ensure the WWRPB regional strategy for workforce addresses pinch points in Ceredigion and reflects unique challenges to the county.</p>   | <p>Collective action from the wider region enables a cohesive strategy to address workforce gaps across health and social care, specifically relating to dementia care. Ceredigion is viewed as an attractive place to undertake a career in caring for PLWD.</p>   | <p>WWRPB: Dementia Lead</p>   | <p>6-12 months</p>  |
| <p><b>Covid Recovery</b><br/>                     Continue, at pace, the recovery of all services and relax restrictions for all services.</p>   | <p>Reduced isolation and unfettered access to the full range of care and health services for PLWD.</p>  | <p>All partners</p>   | <p>2 months</p>     |
| <p><b>Transport</b><br/>                     Establish a working group to tackle transport issues affecting equity of access to health and social care, risk of isolation and adaptation for people living with dementia in Ceredigion.</p>  | <p>Groups and areas most at risk of transport 'blackspots' are supported and mitigated through a multi-disciplinary team that works with public, private and charitable organisations to increase transport provision with additional reference to solutions that are particularly suitable for PLWD.</p> | <p>CCC: Through Age Wellbeing &amp; Transport Dept.<br/>                     WAST<br/>                     Country Cars</p> | <p>6 months</p>     |

| Action Point  | Impact  | Lead Partner & Possible Sponsors  | Estimated Timeframe |
|---|---|---|---------------------|
| <p><b>Data and Performance Measuring</b><br/>           Across health and social care, formulate a suite of metrics to measure performance and quality across the county and align at regional level with WWRPB to benchmark against regional measures.</p> | <p>Ceredigion has quantitative, objective measures of performance for delivering excellent dementia care. Key performance indicators will allow teams to direct focus into areas that need attention.</p> | <p>CCC: Through Age Wellbeing with support from Performance Team and HDdUHB and WWRPB</p> | <p>4 months</p>     |



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

An integrated tool to inform effective decision making

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

**1. PROPOSAL DETAILS:** (Policy/Change Objective/Budget saving)

|                       |  |
|-----------------------|--|
| <b>Proposal Title</b> | <b>Endorsement of the Ceredigion Dementia Development Plan</b> |
|-----------------------|--|

|                     |                        |                               |                        |                           |                       |
|---------------------|------------------------|-------------------------------|------------------------|---------------------------|-----------------------|
| <b>Service Area</b> | <b>Direct Services</b> | <b>Corporate Lead Officer</b> | <b>Donna Pritchard</b> | <b>Strategic Director</b> | <b>James Starbuck</b> |
|---------------------|------------------------|-------------------------------|------------------------|---------------------------|-----------------------|

|   |                    |               |                                       |                 |                     |
|---|--------------------|---------------|---------------------------------------|-----------------|---------------------|
| <b>Name of Officer completing the IIA</b> | <b>Nerys Lewis</b> | <b>E-mail</b> | <b>Nerys.lewis2@ceredigion.gov.uk</b> | <b>Phone no</b> | <b>01545 574293</b> |
|---|--------------------|---------------|---------------------------------------|-----------------|---------------------|

Please give a brief description of the purpose of the proposal

Page 218

Following the development and approval of the West Wales Region Dementia Strategy it was agreed that a local development plan would be required to ensure that the strategy vision and aims can be delivered within the County. The development plan has been created following engagement and consultation with key partners and stakeholders in Ceredigion including people living with dementia and their families and carers. It is proposed that Cabinet endorse the Ceredigion Development Implementation Plan, so that the Plan can be delivered.

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).

People living with dementia  
Carers of people living with dementia

**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 |
|-----------------|-----------------------|----------------|-----------------|--|
| Donna Pritchard | <i>Cabinet</i>        | 1              |                 |  |
|                 |                       |                |                 |  |
|                 |                       |                |                 |  |



| <b>COUNCIL STRATEGIC OBJECTIVES:</b> Which of the Council's Strategic Objectives does the proposal address and how? |   |
|---|---|
| Boosting the Economy  | The plan will support local communities and services to deliver dementia friendly services, improving access to local services which will encourage economic growth. The plan will 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, enhance the provision of skills and learning opportunities for people aged 16+ and further develop apprenticeships in the County  |
| Investing in People's Future  | Dementia, whilst traditionally considered to be a condition of old age affects everyone associated with the disease. Supporting the person living with dementia (PLWD) in local communities will enable carers and family members to also live well. Individuals with Young onset dementia can be supported to live as independently as possible with the right access to support and services.   |
| Enabling Individual and Family Resilience   | <p>The Council's Through Age and Wellbeing Strategy states that the health and social care partnership in conjunction with third sector partners will provide strategic direction to develop early intervention strategies for those in need to help them to live independently for longer with the aid of family and community support. The Ceredigion Dementia Development Plan, with its focus on enabling people affected by dementia to live well and independently for as long as possible, will directly contribute to this. The Plan's endorsement will enable us to develop and deliver services in line with the needs of our communities, and to improve the wellbeing and experiences of those affected by dementia.</p> <p>The Ceredigion Dementia Development Plan will contribute to the following outcomes under this strategic objective:</p> <ul style="list-style-type: none"> <li>• Citizens of all ages will have an improved quality of life</li> <li>• Improved support networks for families and those in need across the County.</li> <li>• Improved well-being and health by adopting effective interventions.</li> <li>• There will be well established networks of community and voluntary groups throughout the County providing strategic preventative support thus increasing community resilience and sustainable social care.</li> </ul> |
| Promoting Environmental and Community Resilience  | Dementia friendly communities are a key feature within the local plan and will support community resilience.  |



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

- *Quantitative data - data that provides numerical information, e.g. population figures, number of users/non-users*
- *Qualitative data – data that furnishes evidence of people’s perception/views of the service/policy, e.g. analysis of complaints, outcomes of focus groups, surveys*
- *Local population data from the census figures (such as Ceredigion Welsh language Profile and Ceredigion Demographic Equality data)*
- *National Household survey data*
- *Service User data*
- *Feedback from consultation and engagement campaigns*
- *Recommendations from Scrutiny*
- *Comparisons with similar policies in other authorities*
- *Academic publications, research reports, consultants’ reports, and reports on any consultation with e.g. trade unions or the voluntary and community sectors, ‘Is Wales Fairer’ document.*
- *Welsh Language skills data for Council staff*

Page 220

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

| Sustainable Development Principle   | Does the proposal demonstrate you have met this principle? If yes, describe how. If not, explain why.  | What evidence do you have to support this view?   | What action (s) can you take to mitigate any negative impacts or better contribute to the principle? |
|---|--|---|--|
| <p><b>Long Term</b><br/>Balancing short term need with long term and planning for the future.</p> | <p>Yes, this principle has been met. The Plan is based on the anticipated need for dementia care and support, using population projections through 2040 (see evidence column). It focuses on early diagnosis and support in order to increase the number of people having their needs met, along with improving existing services and filling identified gaps in support in order to improve quality of care and support and overall quality of life for people affected by dementia. Much of this will be future-proofing health and social care services for the projected increasing levels of dementia over the coming 20 years.</p> | <p>Attain completed a West Wales population analysis, using data from the Office for National Statistics (ONS) for general population demographics, and data from the GP Quality and Outcomes Framework dementia register for specific data on dementia diagnosis and prevalence rates. This enabled them to make population predictions through 2040, which demonstrate that:</p> <ul style="list-style-type: none"> <li>– 1 in 10 people over 85 in West Wales currently have dementia</li> </ul> |  |





|  |   |  |  |
|--|---|--|--|
|  | <p>Many of the specific service models and interventions identified as part of the draft dementia wellbeing pathway are still in development but are being developed with a long-term view in mind. For example, the Dementia Wellbeing Connector role service specification is in development. The staffing model for this role, also developed by Attain, is based on future population predictions, with staffing models gradually increase year-on-year in order for the service to keep up with increasing need. We will ensure that long-term need and sustainability is a key consideration of any service re-design or new service development.</p> | <ul style="list-style-type: none"> <li>- Over 10% of the population across Hywel Dda will be over 85 by 2040.</li> <li>- Ceredigion has the highest proportion of over-65s at 26%; this will see a 4% increase over the next 20 years.</li> <li>- Ceredigion is projected to see nearly a 50% increase in dementia prevalence by 2040.</li> <li>- Across the region, an estimated 47% of people are believed to be living with dementia and undiagnosed. If nothing changes to improve diagnosis rates, data suggests that by 2040, 760 people in Ceredigion will be living with dementia undiagnosed, and therefore likely living with unmet needs.</li> </ul> <p>The long-term population analysis outlined here has shaped the Ceredigion Dementia development Plan, demonstrating how this principle has been met.</p> |  |
| <p><b>Collaboration</b><br/>Working together with other partners to deliver.</p> | <p>Yes, this principle has been met. Partnership working across the local authorities, health board, and third sector is ongoing and will be key to the delivery of the Plan. Input from key partners is evidenced within the Plan. The Ceredigion Dementia development Plan will be overseen by a local Dementia Steering Group, which will be established and includes representation at senior level from both Hywel</p>   | <p>Existence of the Dementia Steering Group (DSG)</p> <p>Historic and ongoing collaboration through the organisations represented at the DSG</p>   |  |



|   |  |   |  |
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|   | <p>Dda Health Board and the local authority, as well as third sector representation.</p> <p>The Health Board, Local Authorities, and third sector partners already deliver a number of services which support the Plan's objectives, and the local Dementia Steering Group will continue to identify opportunities for partnerships in service delivery and development to ensure that services are delivered efficiently, effectively, and by those who are best-equipped and best-placed within relevant communities and wider systems.</p>  |   |  |
| <p><b>Involvement</b><br/>Involving those with an interest and seeking their views.</p> | <p>Yes, this principle has been met. Independent consultants 'Attain', were commissioned to develop the Ceredigion Dementia Implementation Plan, ran a series of focus groups and 1:1 interview with relevant stakeholders. These included staff from relevant Local Authority services, Healthcare services, and the third sector, as well as people living with dementia and their carer's. The goal of these was to understand the perspectives, experiences, and priorities of people affected by dementia across the region to ensure that these shaped the development of the Plan and the draft dementia wellbeing pathway within the Plan.</p> <p>The primary groups of people with protected characteristics who were engaged in the development of this Plan were older people and people with disabilities (dementia).</p> <p>Other protected characteristic groups were not directly engaged as part of the Plan development. While views were not deliberately sought specifically from these</p> | <p>The themes and outcomes of the engagement of both professional stakeholders and those with lived experience directly shaped the wellbeing pathway proposed in the Regional Dementia strategy and the subsequent local Implementation Plan.</p> | <p>Agree a plan for continuous engagement of people with lived experience with the Plan, the Dementia Steering Group, and related work.</p> <p>Develop a regional communication and engagement plan for promotion of the Ceredigion Dementia development Plan, once endorsed locally</p> |



|   |   |  |  |
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|   | <p>groups, members of these groups may have been a part of broader engagement, as there will be people affected by dementia across the region who are members of these groups. For example, feedback from professional stakeholders highlighted issues for several of these groups which shaped the Plan:</p> <ul style="list-style-type: none"> <li>- Feedback from frontline staff on the challenges of identifying and assessing dementia in people who are blind or deaf and Welsh speakers led to a specific commitment within the Plan around training staff to recognise the signs of dementia and how to best support people living with dementia in these groups.</li> </ul>   |  |  |
| <p><b>Prevention</b><br/>Putting resources into preventing problems occurring or getting worse.</p> | <p>Yes, this principle has been met. The thematic areas within the Plan's wellbeing pathway are linked to many of the root causes of current challenges in dementia care, for example:</p> <ul style="list-style-type: none"> <li>- <i>Wellbeing, risk reduction, delaying onset, raising awareness and understanding</i>: this theme focuses on prevention and delaying onset of dementia, as well as supporting communities to be better prepared to support people affected by dementia, which has the potential to delay/reduce demand on statutory care services.</li> <li>- <i>Recognition, Identification, Support and Training</i>: limited training, support, and knowledge surrounding dementia is one of the root causes of poor experiences of care and support, or challenges in the workplace and the community for people living with</li> </ul> | <p>The contents of the Ceredigion Dementia Implementation Plan</p> |  |



|   |  |  |   |
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|   | <p>dementia and their carer's. This thematic area would seek to address this to improve experiences and enable people to stay active in their communities for longer.</p> <ul style="list-style-type: none"> <li>- <i>Assessment and diagnosis</i>: delayed or lack of diagnosis is one of the biggest issues facing people with dementia across the UK, and this is a key root cause. Getting diagnosis processes and post-diagnosis support right, has the potential to significantly improve people's experiences and also to delay/reduce the demand on services.</li> </ul> |  |   |
| <p><b>Integration</b><br/>Positively impacting on people, economy, environment and culture and trying to benefit all three.</p> | <p>Yes, this principle has been met. Dementia is 'everybody's business'—people affected by dementia will come into contact with any number of adult health and social care services, as well as sectors such as housing, transportation, community groups, and local businesses. This is one of the reasons that widespread dementia education and awareness is a priority.</p>  |  | <p>Local Dementia Steering Group to consider developing a prioritisation framework aligned to the Plan, to support decision-making in line with the Plan's goals and ambitions.</p> |

**3. WELL-BEING GOALS:** Does your proposal deliver any of the seven National Well-being Goals for Wales as outlined on the Well-being of Future Generations (Wales) Act 2015? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. We need to ensure that the steps we take to meet one of the goals aren't detrimental to meeting another.

| Well-being Goal  | Does the proposal contribute to this goal? Describe the positive or negative impacts. | What evidence do you have to support this view? | What action (s) can you take to mitigate any negative impacts or better contribute to the goal? |
|--|---|---|---|
| <p><b>3.1. A prosperous Wales</b><br/>Efficient use of resources, skilled, educated people, generates wealth, provides jobs.</p> | <p>Not applicable</p>   |   |   |



|  |  |  |  |
|--|--|--|--|
| <p><b>3.2. A resilient Wales</b><br/>Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).</p> | <p>The Development Plan will likely have an environmental impact; at this stage no assessment has been made of whether this will be positive or negative.</p> <p>The Development Plan's focus on keeping people in their homes and communities as long as possible is tied to ambitions for more effective utilisation of health and social care resources. This could have an environmental impact through, for example, reducing reliance on emergency transportation and therefore reducing emissions. Keeping care in the community will require professionals to travel to individuals in their homes, so this is not an automatically an environmentally better solution. However, aligned to keeping people in their homes is the ambition to provide care as close to home as possible, another way to reduce/limit emissions.</p> <p>Existing models of dementia care across the region, including both the Memory Assessment Service and the Admiral Nursing Service, have taken learnings from the last few years of COVID to enable greater use of virtual working both between professionals and to support service users where appropriate, which can reduce both cost and environmental impacts through reduction of travel. With video, telephone, and email support having become more common throughout the pandemic, the use of virtual service provision will need to be carefully considered to balance environmental benefits against the appropriateness and effectiveness for each service, as well as for individual service users.</p> | <p>No detailed assessment has been completed of the Plan's potential environmental impact.</p> | <p>The Local Dementia Steering Group will need to consider potential environmental impacts of any changes made to services as part of the Plan's implementation.</p> |
|--|--|--|--|



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|---|---|---|--|
| <p><b>3.3. A healthier Wales</b><br/>People's physical and mental wellbeing is maximised and health impacts are understood.</p>   | <p>The Ceredigion Dementia Development Plan will contribute positively to meeting the goals of 'A healthier Wales'. The Plan focuses on enabling people affected by dementia to live well and independently for as long as possible, starting from a position of prevention, early diagnosis, and proactive management of dementia and the health and wellbeing of people affected by dementia and their carer's. The Plan aims to reduce unmet health and wellbeing needs amongst people affected by dementia, and to ensure that 'what matters to you' is at the centre of all care and support pathways.</p> <p>Delivery of the Plan will encourage collaboration across the health and social care sectors, including the third sector.</p> | <p>The Ceredigion Dementia Development Plan outlines the Plan's vision, the draft dementia wellbeing pathway, and priority initiatives to support this.</p> |  |
| <p><b>3.4. A Wales of cohesive communities</b><br/>Communities are attractive, viable, safe and well connected.</p>   | <p>The Ceredigion Dementia Development Plan will contribute positively to meeting the goals of 'A Wales of cohesive communities'. Creating dementia-friendly communities is a key theme within the Plan, and the local Dementia Steering Group will look to identify and support existing Dementia Friendly Communities initiatives across the region, as well as identifying opportunities to expand and grow this work locally</p>  | <p>The Plan outlines the Plan's vision, the draft dementia wellbeing pathway, and priority initiatives to support this.</p>                                 | <p>Complete comprehensive mapping of Dementia Friendly communities and related initiatives across the region, in order to identify good practice and opportunities for further development which the work of the Plan could support.</p> |
| <p><b>3.5. A globally responsible Wales</b><br/>Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p> | <p>Not applicable</p>   |   |  |



| <p><b>3.6. A more equal Wales</b><br/>                 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><br/> <i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i><br/> <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><br/> <b>Please also consider the following guide:</b><br/> <a href="#">Equality Human Rights - Assessing Impact &amp; Equality Duty</a></p>   | <p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p> | <p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to <b>involvement</b> box within this template. Please also consider the general guidance.</i></p> | <p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p> |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |
|---|--|--|---|---------------------|------------------------------------|--|--|---|--------------|--|--|---------------------|---|--|--|------------------|--|--|---------------------|---|--|--|--|--|--|
| <p><b>Age</b><br/>                 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 1029 786 1428"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/<br/>Negligible</th> </tr> </thead> <tbody> <tr> <td>Children and Young People up to 18</td> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> <tr> <td rowspan="2">People 18-50</td> <td></td> <td></td> <td style="text-align: center;">None/<br/>Negligible</td> </tr> <tr> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td rowspan="2">Older People 50+</td> <td></td> <td></td> <td style="text-align: center;">None/<br/>Negligible</td> </tr> <tr> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> </tbody> </table> |  | Positive   | Negative  | None/<br>Negligible | Children and Young People up to 18 |  |  | ✓ | People 18-50 |  |  | None/<br>Negligible | ✓ |  |  | Older People 50+ |  |  | None/<br>Negligible | ✓ |  |  | <p>The Ceredigion Plan is intended to have a positive impact on adults. This impact will primarily be seen for people over 50, due to the increasing prevalence of dementia with age. The Plan is also intended to increase support for and improve the experience of carers, some of whom will fall within the 18-50 age group.</p> <p>As highlighted throughout this document, the Plan has the potential to significantly increase the quality of life of people living with dementia and their carers, by support them to live independently</p> | <p>The Plan has been shaped by feedback from people with lived experience, and professionals who support them.</p> | <p>The Regional Dementia Steering Group will need to ensure appropriate evidence of the impact that the Local Plan is having on individuals across the region as well as Ceredigion is gathered. This will include quantitative measures (a need to improve our impact and outcome measures of Welsh Government funded work has already been identified and is a priority), but importantly should also consider the lived experiences of people affected by dementia.</p> |
|   | Positive   | Negative   | None/<br>Negligible   |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |
| Children and Young People up to 18  |  |  | ✓   |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |
| People 18-50  |  |  | None/<br>Negligible   |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |
|   | ✓  |  |   |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |
| Older People 50+  |  |  | None/<br>Negligible   |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |
|   | ✓  |  |   |                     |                                    |  |  |   |              |  |  |                     |   |  |  |                  |  |  |                     |   |  |  |  |  |  |



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

An integrated tool to inform effective decision making



|                       |  |          |                     |   |  |          |                     |
|-----------------------|--|----------|---------------------|---|--|----------|---------------------|
|                       |  |          |                     | in their communities for as long as possible/desired.   |  |          |                     |
| Page 228              | <b>Disability</b><br>Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓) |          |                     | <p><i>Hearing impairment, physical impairment, visual impairment:</i> Input from professionals during the strategy development process highlighted the need to improve dementia assessment and support for those with hearing and visual impairments, and this has been included in the Ceredigion Plan. These groups, as well as those with physical impairments, will also benefit from the Plan and wellbeing pathway's focus on holistic care planning and ensuring that what matters to individuals is prioritised. This will support better accessibility of services for those with disabilities.</p> <p><i>Learning disability:</i> There is a specific action within the Ceredigion Plan, linked to the 'All Wales Dementia Care Pathway' of Standards, to ensure cognitive wellbeing checks for people with learning disabilities, due to the increased risk of dementia within this population. As part of ongoing work the Memory Assessment Service has also been working with the learning disabilities service to ensure clear pathways are in place for people with learning disabilities who are being assessed for potential dementia diagnoses. Therefore, the Plan's delivery has the potential to increase dementia diagnosis rates in</p> | The Plan has been shaped by feedback from people with lived experience, and professionals who support them | As above |                     |
|                       | Hearing Impairment   | Positive | Negative            |   |  |          | None/<br>Negligible |
|                       |  | ✓        |                     |   |  |          |                     |
|                       | Physical Impairment  | Positive | Negative            |   |  |          | None/<br>Negligible |
|                       |  | ✓        |                     |   |  |          |                     |
|                       | Visual Impairment  | Positive | Negative            |   |  |          | None/<br>Negligible |
|                       |  | ✓        |                     |   |  |          |                     |
|                       | Learning Disability  | Positive | Negative            |   |  |          | None/<br>Negligible |
|                       | ✓  |          |                     |   |  |          |                     |
| Long Standing Illness | Positive   | Negative | None/<br>Negligible |   |  |          |                     |
|                       | ✓  |          |                     |   |  |          |                     |
| Mental Health         | Positive   | Negative | None/<br>Negligible |   |  |          |                     |
|                       | ✓  |          |                     |   |  |          |                     |
| Other                 | Positive   | Negative | None/<br>Negligible |   |  |          |                     |
|                       | ✓  |          |                     |   |  |          |                     |





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|  |  |  |  | <p>people with learning disabilities and increase their access to dementia-related support.</p> <p><i>Long-standing illness, mental illness, and other:</i> These three groups have been placed together for the purposes of this assessment due to their overlaps. Dementia would fall under the category of long-standing illness or other. Although dementia services are often placed within NHS mental health teams and services, dementia is not a mental illness. However, people with dementia can experience mental illness, such as depression and anxiety, as can carers. This may be linked to the impact of the dementia, particularly where there is minimal support available and high levels of isolation, stress, and carer burden. With its focus on improving the experiences of both people with dementia and carers, the Plan is therefore expected to have a positive impact on people within these three groups.</p> |  |
|--|--|--|--|---|--|

|  |          |          |                     |   |  |  |
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| <b>Transgender</b>   |          |          |                     | It is anticipated that the Ceredigion Plan will have no/negligible impacts on transgender people. | There is a lack of regional and national statistics on the transgender population in Wales and the UK, and estimates vary widely. Transgender people living with dementia or caring for people with dementia living in West Wales may benefit from the Plan through improvements to their access to care and quality of life, but no | The Regional Dementia Steering Group should consider how the needs of transgender people affected by dementia can be better understood, and based on this, what specific initiatives might be needed e.g. specific support groups, reasonable adjustments in services, training and education of |
| Do you think this proposal will have a positive or a negative impact on transgender people?<br>(Please tick ✓) |          |          |                     |   |  |  |
| Transgender  | Positive | Negative | None/<br>Negligible |   |  |  |
|  |          |          | ✓                   |   |  |  |

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|  |  |  |  |  | <p>specific assessment has been performed in this area. There are known barriers to healthcare access for transgender people, and a high proportion of transgender people report discrimination and unequal treatment in healthcare<sup>1</sup>; these will need to be considered as part of the Plan's delivery.</p> <p>There has been no specific engagement with this group as part of the Plan development.</p> | <p>health and social care staff to reduce barriers in access to care.</p> |
|--|--|--|--|--|---|---|

Page 230

|  |          |          |                     |   |  |  |
|--|----------|----------|---------------------|---|--|--|
| <b>Marriage or Civil Partnership</b><br>Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓) |          |          |                     | There are no anticipated impacts this area. |  |  |
| Marriage   | Positive | Negative | None/<br>Negligible |   |  |  |
|  |          |          | ✓                   |   |  |  |
| Civil partnership  | Positive | Negative | None/<br>Negligible |   |  |  |
|  |          |          | ✓                   |   |  |  |

|  |          |          |                     |   |  |  |
|--|----------|----------|---------------------|---|--|--|
| <b>Pregnancy or Maternity</b><br>Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓) |          |          |                     | There are no anticipated impacts this area. |  |  |
| Pregnancy  | Positive | Negative | None/<br>Negligible |   |  |  |
|  |          |          | ✓                   |   |  |  |

<sup>1</sup> Stonewall. 2018. *LGBT in Britain Health Report*. [https://www.stonewall.org.uk/system/files/lgbt\\_in\\_britain\\_health.pdf](https://www.stonewall.org.uk/system/files/lgbt_in_britain_health.pdf)

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

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|           |          |          |                     |  |  |  |
|-----------|----------|----------|---------------------|--|--|--|
| Maternity | Positive | Negative | None/<br>Negligible |  |  |  |
|           |          |          | ✓                   |  |  |  |

Page 231

|  |          |          |                     |  |   |  |
|--|----------|----------|---------------------|--|---|--|
| <b>Race</b><br>Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓) |          |          |                     | It is anticipated that the Ceredigion Plan will have no/negligible impacts on race equality. | The estimated population percentages who identify as Black, Asian, or minority ethnic backgrounds across the region are <sup>2</sup> : <ul style="list-style-type: none"> <li>- Ceredigion 2.1%</li> <li>- Pembrokeshire 1.3%</li> <li>- Carmarthenshire 4.1%</li> </ul> People from minority ethnic backgrounds in West Wales who are living with dementia or caring for people with dementia may benefit from the Plan through improvements to their access to care and quality of life, but no specific assessment has been performed in this area. There has been no specific engagement with this group as part of the Plan development. | The Regional Dementia Steering Group should consider how the needs of people from minority ethnic backgrounds affected by dementia can be better understood and based on this, what specific initiatives might be needed e.g., specific support groups, reasonable adjustments in services, training and education of health and social care staff to reduce barriers in access to care. |
| White  | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |
| Mixed/Multiple Ethnic Groups   | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |
| Asian / Asian British  | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |
| Black / African / Caribbean / Black British  | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |
| Other Ethnic Groups  | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |

<sup>2</sup> Stats Wales. 31 December 2021. <https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Ethnicity/ethnicity-by-area-ethnicgroup>

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

An integrated tool to inform effective decision making



Page 232

| <b>Religion or non-beliefs</b><br>Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓) |          |          |                     |
|--|----------|----------|---------------------|
| Christian  | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Buddhist   | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Hindu  | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Humanist   | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Jewish   | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Muslim   | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Sikh   | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Non-belief   | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |
| Other  | Positive | Negative | None/<br>Negligible |
|  |          |          | ✓                   |

It is anticipated that the Plan will have no/negligible impacts on people on the basis of their religion, beliefs, or non-belief.

People from different religious and non-religious backgrounds in West Wales who are living with dementia or caring for people with dementia may benefit from the Plan through improvements to their access to care and quality of life, but no specific assessment has been performed in this area.

The Regional Dementia Steering Group should consider how the needs of people from different religious and non-religious backgrounds affected by dementia can be better understood and based on this, what specific initiatives might be needed e.g., specific support groups, reasonable adjustments in services, training and education of health and social care staff to reduce barriers in access to care.

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

An integrated tool to inform effective decision making



Page 233

|  |          |          |                     |  |   |  |
|--|----------|----------|---------------------|--|---|--|
| <b>Sex</b><br>Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)  |          |          |                     | The Dementia Plan is intended to have a positive impact on all people living with or caring for someone with dementia, regardless of sex.<br><br>There may be a greater level of positive impact on women, as women make up a greater proportion of those diagnosed with dementia in West Wales, (see next column). Women also make up the majority of carers across the UK <sup>3</sup> (although specific figures on this for West Wales are not available). | According to Attain's population assessment, women make up 62% of dementia diagnoses in West Wales. Women make up an even larger proportion of dementia diagnoses amongst the over 85s.<br><br>While this has not directly shaped the Plan, it highlights the need to remain aware of these differences and how they may impact/be impacted by changes to services.<br><br>While the difference in the proportion of men versus women diagnosed with dementia may be in part due to life expectancy between the sexes, it also highlights the need to explore what other factors may affect this, for example, differing diagnosis rates between men and women. | The Regional Dementia Steering Group will need to ensure we are gathering appropriate evidence of the impact that the Plan is having on individuals across the region. This will include quantitative measures (a need to improve our impact and outcome measures of Welsh Government funded work has already been identified and is a priority), but importantly should also consider the lived experiences of people affected by dementia. The continuous engagement approach which is currently being developed (described in section 2 under Involvement) will support this. This work may support further exploration of the different experiences of people living for/caring with people affected by dementia based on sex. |
| Men  | Positive | Negative | None/<br>Negligible |  |   |  |
|  | ✓        |          |                     |  |   |  |
| Women  | Positive | Negative | None/<br>Negligible |  |   |  |
|  | ✓        |          |                     |  |   |  |
| <b>Sexual Orientation</b><br>Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓) |          |          |                     | It is anticipated that the Ceredigion Plan will have no/negligible impacts on people on the basis of their sexual orientation.   | Everyone in West Wales who is intended to benefit from this Plan has a sexual orientation. However, no specific assessment has been performed looking at potential impacts broken down by different sexual orientation groups.  | A significant proportion of lesbian, gay, and bisexual (LGB) people report having experienced or witnessed discriminatory treatment in healthcare settings <sup>4</sup> . The Regional Dementia Steering Group should consider how the needs of LGB people affected by dementia across the region can be better understood and based on this, what specific initiatives might  |
| Bisexual   | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |
| Gay Men  | Positive | Negative | None/<br>Negligible |  |   |  |
|  |          |          | ✓                   |  |   |  |

<sup>3</sup> Carers UK. 2019. *Facts and Figures*. <https://www.carersuk.org/news-and-campaigns/press-releases/facts-and-figures>

<sup>4</sup> Stonewall. 2018. *LGBT in Britain Health Report*. [https://www.stonewall.org.uk/system/files/lgbt\\_in\\_britain\\_health.pdf](https://www.stonewall.org.uk/system/files/lgbt_in_britain_health.pdf)



|                         |          |          |                     |  |  |
|-------------------------|----------|----------|---------------------|--|--|
| Gay Women / Lesbian     | Positive | Negative | None/<br>Negligible |  | be needed e.g. specific support groups, reasonable adjustments in services, training and education of health and social care staff to reduce barriers in access to care. |
|                         |          |          | ✓                   |  |  |
| Heterosexual / Straight | Positive | Negative | None/<br>Negligible |  |  |
|                         |          |          | ✓                   |  |  |

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

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

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

The Ceredigion Dementia Development Plan will support health and social care services across the County to better meet the needs of people affected by dementia and their carer's, and support better community integration of these same groups. It will promote human rights-based approaches to dementia care and reduce the isolation that people affected by dementia can face, therefore supporting equality of opportunity for people affected by dementia.

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

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

Not applicable

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

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

Creating dementia-friendly communities is a key theme of the dementia Plan. This includes increasing public awareness and understanding of dementia, decreasing stigma, and ensuring people with dementia are accepted and included within their communities, therefore supporting community cohesion and inclusion.

**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 Ceredigion Dementia Development Plan is not anticipated to have either a positive or negative impact on people on the basis of socio-economic disadvantage or income inequality.  |
| What evidence do you have to support this view?   |
| No specific assessment has been completed regarding the potential impact of the Ceredigion Dementia development Plan on socio-economic disadvantage or income inequality.   |
| What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?  |
| The Regional and local Dementia Steering Groups should consider how socio-economic disadvantage and income inequality may impact the needs of people affected by dementia across the region, and/or their ability to access services and support (e.g. transportation costs), and, based on this, what specific initiatives might be needed to ensure equality of access for those from lower income backgrounds. |

Page 235

|   |          |          |                     |   |   |   |
|---|----------|----------|---------------------|---|---|---|
| <b>3.7. A Wales of vibrant culture and thriving Welsh language</b><br>Culture, heritage and Welsh Language are promoted and protected.<br><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/<br>Negligible | Information provided as part of the Plan's delivery, for example, promotion and communication of the Plan, will be delivered in both Welsh and English, as will any public meetings or events associated with the Plan. |   | Ensure that opportunities to support the Plan's development through community engagement are promoted to Welsh speakers and that arrangements are in place to enable Welsh speakers to contribute in Welsh. |
|   | ✓        |          |                     |   |   |   |

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

An integrated tool to inform effective decision making



|  |                   |          |                              |   |  |  |
|--|-------------------|----------|------------------------------|---|--|--|
| Will the proposal have an effect on opportunities for persons to use the Welsh language?                         | Positive          | Negative | None/<br>Negligible          | There are no anticipated impacts this area.   |  |  |
| Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh? | Positive<br><br>✓ | Negative | None/<br>Negligible<br><br>✓ | <p>Improving staff training and awareness around supporting Welsh speakers with dementia is a part of the action plan, resulting from engagement during the plan's development.</p> <p>The Ceredigion Dementia Development Plan supports ongoing work in line with the Dementia Action Plan and the 'All Wales Dementia Care Pathway of Standards'.</p> <p>There are several national actions linked to Welsh language and dementia including:</p> <ul style="list-style-type: none"> <li>- Utilise the Welsh language and drive forward recommendations from the Alzheimer's Society and Welsh language commissioners report on Welsh Language and dementia, and</li> <li>- Commission research to further identify good quality normative data on Welsh language</li> </ul> | The Ceredigion Dementia Development Plan |  |





|  |          |          |                     |  |  |  |
|--|----------|----------|---------------------|--|--|--|
|  |          |          |                     | <p>versions of cognitive assessment scales that are commonly used in Wales, allowing the confident interpretation of assessments carried out in a clinical context. The overall aim of the project is to collate information on the dementia assessment tools/scales available in Welsh, how they are currently used and identify the most robust Welsh language clinically validated tool(s).</p> <p>The region will engage with and support this work and consider implementing any changes and best practice identified (e.g., if a specific Welsh language dementia assessment tool is assessed as the most robust and effective, look at consistency of use across the region).</p> |  |  |
| How will the proposal treat the Welsh language no less favourably than the English language? | Positive | Negative | None/<br>Negligible | Any service changes or developments will be delivered in line with existing Welsh Language Standards, which all partners (NHS, local authorities, and third sector) are required to adhere to.   | Existing commitment of all partners to deliver services in this way. |  |
|  | ✓        |          |                     |  |  |  |



|  |          |          |                     |   |  |  |
|--|----------|----------|---------------------|---|--|--|
| Will it preserve promote and enhance local culture and heritage? | Positive | Negative | None/<br>Negligible | There are no anticipated impacts this area. |  |  |
|  |          |          | ✓                   |   |  |  |

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

**4.1 Actions.**

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

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

**4.3. Monitoring, evaluating and reviewing.**  
*How will you monitor the impact and effectiveness of the proposal?*  
 Implementation of the Ceredigion Dementia Implementation Plan will be led by a Ceredigion Implementation/steering group which will report to the TAW Board. The local group will also feed information through the Regional Dementia Programme and Change Manager/Regional Steering Group.

Page 238

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

An integrated tool to inform effective decision making



## 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 |
|---|-------------------|------------------------------|------------|
| Lack of progress with the local plan due to the need for working across partners both locally and regionally. | 2                 | 2                            | 4          |

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

As highlighted throughout this document, the Plan will require collaboration across key partners and stakeholders.

Page 239

## 6. SIGN OFF

| Position               | Name            | Signature | Date                            |
|------------------------|-----------------|-----------|---------------------------------|
| Service Manager        | Nerys Lewis     |           | 27 <sup>th</sup> September 2023 |
| Corporate Lead Officer | Donna Pritchard |           | 27 <sup>th</sup> September 2023 |
| Strategic Director     |                 |           |                                 |
| Portfolio Holder       |                 |           |                                 |

## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Feedback from the Healthier Communities Overview and Scrutiny Committee on the outcome of the Ceredigion Dementia Implementation Plan

**Purpose of the report:** To provide feedback from the Healthier Communities Overview and Scrutiny Committee meeting held on 18<sup>th</sup> September 2023

### **Background:**

Officers attended to present feedback on the outcome of the Dementia Implementation plan following Attains' appointment to undertake and facilitate engagement sessions to explore what actions were needed to support people living with dementia in Ceredigion. The engagement period took place over a 6-week period from 13.02.2023 to the 31.03.2023. Over the engagement period, Attain spoke with a wide remit of stakeholders, from individuals living with dementia, their careers, and professional from across Health and Social Care, including support networks in the 3<sup>rd</sup> sector. As part of this work Attain have developed a report and an Implementation Plan that will support Ceredigion County Council and Hywel Dda University Health Board to address some of the challenges and gaps identified.

The key findings were reported as follows:

- The current number of People living with Dementia (PLWD) in Ceredigion is approximately 1,260,
- By 2040 the predicted growth of PLWD ranges from 600 to 2000, so there will be a significant increase.

Analysis of the engagement phase activities resulted in the identification of 20 key themes which represents "pinch points" in current service provision and opportunities to provide improved experiences:

- Referral process / route
- Pre-clinical diagnosis
- No appropriate sign-posting
- Fragmented pathway
- Lack of crisis support
- Multi-Disciplinary Team (MDT) approach
- Day Services
- Transport
- Patient recording systems
- Access and information sharing
- Funding
- Misinformation around 3<sup>rd</sup> sector providers
- Silo working

- Lack of nursing-based beds
- Communication
- Recruitment and staffing
- Skills mix and training and development
- Education
- Respite Care
- Confidentiality

Following discussion, Members agreed to recommend that Cabinet:

1. Approve the Dementia Implementation Plan for Ceredigion, subject to:

- present the report to the Healthier Ceredigion Strategic Group and create an integrated Health, Social Care and 3<sup>rd</sup> Sector Development Group to oversee the delivery of the implementation plan.
- To communicate the initial findings of the engagement with the public, and to develop a Communication and Engagement Plan ensuring that the public are aware of the on-going progress relating to the delivery of the implementation plan.
- To return to the Healthier Communities Overview and Scrutiny Committee with an Annual Progress report.

**Councillor Caryl Roberts**  
***Chair of the Healthier Communities Overview and Scrutiny Committee***

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 03 October 2023

**Title:** LA Representative on Governing Bodies

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

**For:** Decision

**Cabinet Portfolio and Cabinet Member:**

Cllr Wyn Thomas, Cabinet Member for Schools, Lifelong Learning & Skills

**Introduction**

**Myfenydd Voluntary Controlled School:** Re-nominate Donald Morgan as LA Governor at the request of the Governing Body of Myfenydd Voluntary Controlled School.

**Aberaeron Primary School:** Nominate Mair Jones as LA Governor at the request of the Governing Body of Aberaeron Primary School.

**Yr Ysgol Gymraeg:** Re-nominate Anwen Elias as LA Governor at the request of the Governing Body of Yr Ysgol Gymraeg.

**Ysgol Gyfun Penweddig:** Nominate Lucy Huws as LA Governor at the request of the Governing Body of Ysgol Gyfun Penweddig.

**Y Dderi Primary School:** Re-nominate Lilian Jones as LA Governor at the request of the Governing Body of Y Dderi primary School.

**Wellbeing of Future Generations:**

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

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

**Summary of Integrated Impact Assessment:**

**Long term:**

***Collaboration:***

***Involvement:***

***Prevention:***

***Integration:***

**Recommendation(s):**

**Members are requested to confirm the nomination of the above named as LA representatives on the Governing Bodies of the relevant School.**

**Reasons for decision:**

**To nominate representatives of the LA on Governing Bodies.**

**Overview and Scrutiny:**

N/A

**Policy Framework:**

N/A

**Corporate Well-being Objectives:**

N/A

**Finance and Procurement implications:**

None

**Legal Implications:**

None

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

N/A

**Statutory Powers:**

N/A

**Background Papers:**

N/A

**Appendices:**

N/A

**Corporate Lead Officer:**

Clive Williams, Corporate Lead Officer, Schools Service

**Reporting Officer:**

Nia James, Corporate Manager, Learning Resources, Schools Service

**Date:**

18 September 2023



## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 03/10/2023

**Title:** Revised Integrated Impact Assessment Tool

**Purpose of the report:** To present the revised Integrated Impact Assessment Tool for approval

**For:** Decision

**Cabinet Portfolio and Cabinet Member:**

**Councillor Catrin M S. Davies, Cabinet Member for Culture, Leisure and Customer Services**

**Introduction**

Ceredigion County Council's Integrated Impact Assessment tool is designed to help officers and elected members to consider the impact of a proposed new or amended policy, strategy, or service.

It is an integrated assessment that enables Council officers and elected members to check that our decisions are aligned to the Council's Corporate Well-being Objectives, comply with the Welsh Language (Wales) Measure 2011 and the Equality Act 2010, including our socio-economic duty, and contribute to the National Well-being goals of the Well-being of Future Generations (Wales) Act 2015. The tool also requires Council officers to consider whether they have planned their proposal in accordance with the Sustainable Development Principle and have managed any risk involved with the decision.

The Public Sector Equality Duty, part of the Equality Act 2010, puts additional requirements on public authorities. Ceredigion County Council must also think about the need to eliminate unlawful discrimination, advance equality of opportunity between people who share a protected characteristic and those who don't, and to encourage good relations between people who share a protected characteristic and those who don't. These requirements are covered under the National Well-being Goal: "A more equal Wales" section of the template.

The current tool was designed over five years ago and has been updated to reflect changes in legislation.

The format of the tool remains. Guidance, hints and tips have been incorporated into the revised tool to help people who are completing it; these can be updated as new evidence and data becomes available.

Equality and Inclusion officers offer one to one advice to Council officers who are completing the IIA template. These will continue but group sessions will be trialled to help improve the quality of IIAs that are presented to Cabinet to support strategic decision making.

**Wellbeing of Future Generations:**

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

No, this is not a significant change that will affect Ceredigion residents.

**Summary of Integrated Impact Assessment:**

**Long term:** Not applicable  
**Collaboration:** Not applicable  
**Involvement:** Not applicable  
**Prevention:** Not applicable  
**Integration:** Not applicable

**Recommendation(s):**

- 1. That Cabinet approves the revised Integrated Impact Assessment tool.**
- 2. That a workshop to explain the tool and its importance in the decision-making process is arranged for Elected Members.**

**Reasons for decision:**

**The revised Integrated Impact Assessment tool reflects current legislation and will enable an informed decision-making process.**

**Overview and Scrutiny:**

Considered by Overview and Scrutiny Co-ordinating Committee on 11/09/2023. Members agreed to recommend that Cabinet approve the revised Integrated Impact Assessment tool and that a workshop on it's use is arranged for Members.

**Policy Framework:**

Corporate Strategy 2023-28  
Strategic Equality Plan 2020-2024

**Corporate Well-being Objectives:**

- 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

**Finance and Procurement implications:**

None

**Legal Implications:**

The Equality Act 2010 requires us to evidence the fact that we have assessed the impact of our decisions on those who are protected by the Act.

The Welsh Language Measure 2011 requires to assess the impact of our decisions on the Welsh language.

The Well-being of Future Generations (Wales) Act 2015 requires us to contribute to the National Well-being Goals and incorporate the principles of Sustainable Development in our work.

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

There is risk of reputational damage, complaint and legal challenge if we are not able to undertake relevant impact assessments as part of our work. The integrated impact assessment tool mitigates this risk.

**Statutory Powers:**

Equality Act 2010

Welsh Language (Wales) Measure 2011

Well-being of Future Generations (Wales) Act 2015

**Background Papers:**

None

**Appendices:**

Appendix A- Revised Integrated Impact Assessment tool

**Corporate Lead Officer:**

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

**Reporting Officer:**

Cathryn Morgan, Equalities and Inclusion Manager

**Date:**

12/09/2023



Cyngor Sir  
CEREDIGION  
County Council

## INTEGRATED IMPACT ASSESSMENT (IIA) TOOL

This IIA tool is designed to help your decision making and ensure that your proposal:

- is aligned to the Council's Corporate Well-being Objectives
- complies with the Equality Act 2010, including our socio-economic duty.
- complies with the Welsh Language Measure 2011 (Welsh Language requirements)
- contributes to the National Well-being goals of the Well-being of Future Generations (Wales) Act 2015 and incorporates the principles of Sustainable Development
- considers risk management.

Throughout the document there are information pop ups. You can hover over these for hints and tips. They look like this - [HINT](#)

There are also web links to data sources of [evidence](#) that could help inform your thinking and the judgement you are making. To view this information press **ctrl** on your keyboard and click on the link.

Equality and Inclusion officers read through every IIA and provide feedback to the author via Corporate Lead Officers. IIA that are submitted to Cabinet are published on the Council's website so that the public can see them.

This IIA tool is categorised into the 7 National Well-being Goals for Wales:

1. **A prosperous Wales** – where everyone has jobs and there is no poverty.
2. **A resilient Wales** – where we're prepared for things like floods.
3. **A healthier Wales** – where everyone is healthier and can see the doctor when they need to.
4. **A more equal Wales** – where everyone has an equal chance whatever their background.
5. **A Wales of cohesive communities** – where communities can live happily together.
6. **A Wales of vibrant culture and thriving Welsh language** – where we have lots of opportunities to do different things and where lots of people can speak Welsh.
7. **A globally responsible Wales** – where we look after the environment and think about other people around the world.

# DO I NEED TO ASSESS IMPACT?

Does your proposal:

- introduce a new service or add to an existing service that will affect service users?
- remove, reduce, or alter a service that will affect service users?
- introduce a new policy, strategy, or plan that will affect Ceredigion residents?
- introduce significant changes to an existing policy, strategy, or plan that will affect Ceredigion residents?
- change staffing structures so much that employees or services users may be affected?

## YES

An IIA is required if your answer is yes to **any** of these questions.

## NO

An IIA is not required if your answer is no to **all** these questions

Complete the template below.

Please remember to include your reason for not carrying out an IIA on the Cabinet Report template.

## Proposal Details

|  |                               |
|--|-------------------------------|
| <b>Title of Policy / Proposal / Initiative</b>   |                               |
|  |                               |
| <b>Service Area</b>  | <b>Officer completing IIA</b> |
|  |                               |
| <b>Corporate Lead Officer</b>  | <b>Strategic Director</b>     |
|  |                               |
| <b>Please give a brief description of the purpose of the proposal</b>                        |                               |
|  |                               |
| <b>Who will be directly affected by this proposal? <a href="#">HINT</a></b>                  |                               |
|  |                               |
| <b>Have those who will be affected by the proposal had the opportunity to comment on it?</b> |                               |
|  |                               |

## 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 included sustainable development, Welsh language and equality considerations wherever possible.

| <b>Version Number</b> | <b>Author</b> | <b>Decision making stage</b><br><a href="#">HINT</a> | <b>Date Considered</b> | <b>Description of any amendments made</b><br><a href="#">HINT</a> |
|-----------------------|---------------|--|------------------------|---|
|                       |               |  |                        |   |
|                       |               |  |                        |   |
|                       |               |  |                        |   |
|                       |               |  |                        |   |

## Council Corporate Well-being Objectives

Which of the Council's Corporate Well-being Objectives does this proposal address and how? Click here to read a summary of our [Corporate Strategy 2022-27](#)

|  |  |
|--|--|
| <b>Boosting the economy, supporting business, and enabling employment.</b> |  |
| <b>Creating caring and healthy communities</b>                             |  |
| <b>Providing the best start in life and enabling learning at all ages</b>  |  |
| <b>Creating sustainable, greener, and well-connected communities</b>       |  |

## National Well-being Goal: A Prosperous Wales

**An innovative, productive, and low carbon society where everyone has decent work and there is no poverty.**

Click [here](#) for information about a prosperous Wales.

**Does the proposal contribute to this goal? Describe the positive or negative impacts. (Click [here](#) for information)**

**What evidence do you have to support this view?**

**What action(s) can you take to mitigate any negative impacts or better contribute to this National Well-being Goal?**

## National Well-being Goal: A Resilient Wales

**A society where biodiversity is maintained and enhanced and where ecosystems are healthy and functioning.**

Click [here](#) for information about a resilient Wales.

**Does the proposal contribute to this goal? Describe the positive or negative impacts.** (Click [here](#) for information)

**What evidence do you have to support this view?**

**What action(s) can you take to mitigate any negative impacts or better contribute to this National Well-being Goal?**

## National Well-being Goal: A Healthier Wales

**A society where people make healthy choices and enjoy good physical and mental health.**

Click [here](#) for information about a healthier Wales.

**Does the proposal contribute to this goal? Describe the positive or negative impacts.** (Click [here](#) for information)

**What evidence do you have to support this view?**

**What action(s) can you take to mitigate any negative impacts or better contribute to this National Well-being Goal?**



## National Well-being Goal: A More Equal Wales

**A society where everyone has an equal chance whatever their background or circumstances.**

This section is longer because you are asked to assess the impact of your proposal on each group that is protected by the **Equality Act 2010**.

Click [here](#) for information about equality in Wales.

|  |                 |
|--|-----------------|
| <b>Do you think this proposal will have a positive or a negative impact on people because of their age?</b> (Click <a href="#">here</a> for information)   |                 |
| <b>Children and Young People up to 18</b>  | Choose an item. |
| <b>People 18-50</b>  | Choose an item. |
| <b>Older people 50+</b>  | Choose an item. |
| <b>Describe the positive or negative impacts.</b>  |                 |
|  |                 |
| <b>What evidence do you have to support this?</b>  |                 |
|  |                 |
| <b>What action(s) can you to take to mitigate any negative impacts?</b>  |                 |
| <b>Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?</b> |                 |
|  |                 |

|   |                 |
|---|-----------------|
| <b>Do you think this proposal will have a positive or a negative impact on people because of their disability?</b> (Click <a href="#">here</a> for information) |                 |
| <b>Hearing Impairment</b>   | Choose an item. |
| <b>Physical Impairment</b>  | Choose an item. |
| <b>Visual Impairment</b>  | Choose an item. |
| <b>Learning Disability</b>  | Choose an item. |

|  |                 |
|--|-----------------|
| <b>Long Standing Illness</b>   | Choose an item. |
| <b>Mental Health</b>   | Choose an item. |
| <b>Other</b>   | Choose an item. |
| <b>Describe the positive or negative impacts.</b>  |                 |
|  |                 |
| <b>What evidence do you have to support this?</b>  |                 |
|  |                 |
| <b>What action(s) can you to take to mitigate any negative impacts?</b>  |                 |
| <b>Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?</b> |                 |
|  |                 |

|  |                 |
|--|-----------------|
| <b>Do you think this proposal will have a positive or a negative impact on people who are transgender? (Click <a href="#">here</a> for information)</b>  |                 |
| <b>Trans Women</b>   | Choose an item. |
| <b>Trans Men</b>   | Choose an item. |
| <b>Non-binary people</b>   | Choose an item. |
| <b>Describe the positive or negative impacts</b>   |                 |
|  |                 |
| <b>What evidence do you have to support this?</b>  |                 |
|  |                 |
| <b>What action(s) can you to take to mitigate any negative impacts?</b>  |                 |
| <b>Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?</b> |                 |
|  |                 |

|  |                 |
|--|-----------------|
|  |                 |
| <b>Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Click <a href="#">here</a> for information)</b>  |                 |
| <b>Bisexual</b>  | Choose an item. |
| <b>Gay Men</b>   | Choose an item. |
| <b>Gay Women/Lesbian</b>   | Choose an item. |
| <b>Heterosexual/Straight</b>   | Choose an item. |
| <b>Describe the positive or negative impacts</b>   |                 |
|  |                 |
| <b>What evidence do you have to support this?</b>  |                 |
|  |                 |
| <b>What action(s) can you to take to mitigate any negative impacts?</b>  |                 |
| <b>Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?</b> |                 |
|  |                 |

|   |                 |
|---|-----------------|
| <b>Do you think this proposal will have a positive or a negative impact on people who are married or in a civil partnership? (Click <a href="#">here</a> for information)</b> |                 |
| <b>People who are married</b>   | Choose an item. |
| <b>People in a civil partnership</b>  | Choose an item. |
| <b>Describe the positive or negative impacts</b>  |                 |
|   |                 |
| <b>What evidence do you have to support this?</b>   |                 |
|   |                 |

What action(s) can you take to mitigate any negative impacts?

Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?

Do you think this proposal will have a positive or a negative impact on people who are pregnant or on maternity leave? (Click [here](#) for information)

Pregnancy

Choose an item.

Maternity

Choose an item.

Describe the positive or negative impacts

What evidence do you have to support this?

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

Do you think this proposal will have a positive or a negative impact on people because of their ethnic origin? (Click [here](#) for information)

Asian / Asian British

Choose an item.

Black / African / Caribbean / Black British

Choose an item.

Mixed / Multiple Ethnic Groups

Choose an item.

White

Choose an item.

Other Ethnic Groups

Choose an item.

**Describe the positive or negative impacts**

**What evidence do you have to support this?**

**What action(s) can you to take to mitigate any negative impacts?**

**Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?**

**Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs, or non-beliefs? (Click [here](#) for information)**

|                   |                 |
|-------------------|-----------------|
| <b>Buddhist</b>   | Choose an item. |
| <b>Christian</b>  | Choose an item. |
| <b>Hindu</b>      | Choose an item. |
| <b>Humanist</b>   | Choose an item. |
| <b>Jewish</b>     | Choose an item. |
| <b>Muslim</b>     | Choose an item. |
| <b>Sikh</b>       | Choose an item. |
| <b>Non-belief</b> | Choose an item. |
| <b>Other</b>      | Choose an item. |

**Describe the positive or negative impacts**

**What evidence do you have to support this?**

**What action(s) can you to take to mitigate any negative impacts?**

**Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?**

**Do you think this proposal will have a positive or a negative impact on men or women? (Click [here](#) for information)**

|              |                 |
|--------------|-----------------|
| <b>Men</b>   | Choose an item. |
| <b>Women</b> | Choose an item. |

**Describe the positive or negative impacts**

**What evidence do you have to support this?**

**What action(s) can you to take to mitigate any negative impacts?**

**Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between men and women?**

**Do you think this proposal will have a positive or a negative impact on people from the Armed Forces Community? (Click [here](#) for information)**

|                                    |                 |
|------------------------------------|-----------------|
| <b>Members of the Armed Forces</b> | Choose an item. |
| <b>Veterans</b>                    | Choose an item. |
| <b>Spouses</b>                     | Choose an item. |
| <b>Children</b>                    | Choose an item. |

**Describe the positive or negative impacts**

|   |
|---|
|   |
| <b>What evidence do you have to support this?</b>                       |
|   |
| <b>What action(s) can you to take to mitigate any negative impacts?</b> |
|   |

### Socio-economic Duty

Socio-economic disadvantage means living on a low income compared to others in Wales, with little or no accumulated wealth, making it more difficult to access basic goods and services.

Family background or where a person is born still affects their life. For example, a child from a wealthy family often does better at school than a child from a poor family, even if the poorer child is more naturally academic. This is sometimes called socio-economic inequality.

|  |                 |
|--|-----------------|
| <b>Do you think this proposal will have a positive or a negative impact on people experiencing socio-economic disadvantage?</b>  | Choose an item. |
| <b>Describe the positive or negative impacts</b>   |                 |
|  |                 |
| <b>What evidence do you have to support this?</b>  |                 |
|  |                 |
| <b>What action(s) can you to take to mitigate any negative impacts?</b>  |                 |
| <b>Is there an opportunity to use this proposal to eliminate unlawful discrimination, advance equality of opportunity or encourage good relations between people in this group and the rest of the population?</b> |                 |
|  |                 |

### National Well-being Goal: A Wales of Cohesive Communities

**A society with attractive, viable, safe, and well-connected communities.**

Click [here](#) for information about cohesive communities.

|   |
|---|
| <b>Does the proposal contribute to this goal? Describe the positive or negative impacts. <a href="#">HINT</a></b> |
|   |
| <b>What evidence do you have to support this view?</b>  |
|   |
| <b>What action(s) can you take to mitigate any negative impacts or better contribute to the goal?</b>             |
|   |

### National Well-being Goal: A Wales of Vibrant Culture and Thriving Welsh Language

**A society that that promotes and protects culture, heritage, and the Welsh language and which encourages people to take part in the arts, sports, and recreation.**

Click [here](#) for information about culture and the Welsh language

|   |                 |
|---|-----------------|
| <b>Does the proposal contribute to this goal? Describe the positive or negative impacts.</b>  |                 |
|   |                 |
| <b>What evidence do you have to support this view?</b>  |                 |
|   |                 |
| <b>What action(s) can you take to mitigate any negative impacts or better contribute to the goal?</b>   |                 |
|   |                 |
| <b>With reference to the following, do you think this proposal will have a positive or negative effect on the Welsh language?</b><br><a href="#">Click here</a> for information |                 |
| <b>Opportunities for people to use the Welsh language</b>   | Choose an item. |



|   |                 |
|---|-----------------|
| <b>Treating the Welsh language, no less favourably than the English language</b>  | Choose an item. |
| <b>What evidence do you have to support this view?</b>  |                 |
|   |                 |
| <b>What action(s) can you take to increase the positive impact or mitigate any negative impact on the Welsh language?</b> |                 |
|   |                 |

### National Well-being Goal: A Globally Responsible Wales

**A society that considers how our actions might impact on other countries and people around the world.**

Click [here](#) for information about global responsibility.

|  |
|--|
| <b>Does the proposal contribute to this goal? Describe the positive or negative impacts. <u>HINT</u></b> |
|  |
| <b>What evidence do you have to support this view?</b>   |
|  |
| <b>What action(s) can you take to mitigate any negative impacts or better contribute to the goal?</b>    |
|  |

### Strengthening the Proposal

If you have identified any negative impacts in the above sections, please provide details of any practical changes and actions that could help remove or reduce the negative impacts.

| What will you do? | When? | Who is responsible? | Progress |
|-------------------|-------|---------------------|----------|
|-------------------|-------|---------------------|----------|

|   |  |  |  |
|---|--|--|--|
|   |  |  |  |
|   |  |  |  |
|   |  |  |  |
|   |  |  |  |
| <p><b>If no action is to be taken to remove or mitigate negative impacts, please justify why.</b> <i>(If you have identified any unlawful discrimination then the proposal must be changed or revised.)</i></p> |  |  |  |
| <p><b>How will you monitor the impact and effectiveness of the proposal?</b></p>  |  |  |  |

### Sustainable Development Principle: 5 Ways of Working

Describe below how you have implemented the five ways of working in accordance with the sustainable development principle of the Well-being of Future Generations (Wales) Act 2015

|  |  |
|--|--|
| <p><b>Long term</b><br/>Balancing short-term needs with long-term need and planning for the future.</p> <p><u>HINT</u></p> |  |
| <p><b>Collaboration</b><br/>Working together with other partners to deliver.</p> <p><u>HINT</u></p>                        |  |

|  |  |
|--|--|
| <p><b>Involvement</b><br/>Involving those with an interest and seeking their views.</p> <p><u>HINT</u></p>   |  |
| <p><b>Prevention</b><br/>Putting resources into preventing problems occurring or getting worse.</p> <p><u>HINT</u></p>   |  |
| <p><b>Integration</b><br/>Considering the impact of your proposal on the four pillars of well-being (social, economic, cultural and environment) the objectives of other public bodies and across service areas in the Council.</p> <p><u>HINT</u></p> |  |

## Risk

Summarise the risk associated with the proposal.

|                         | 1                 | 2                                      | 3                                  | 4                                       | 5                 |
|-------------------------|-------------------|--|------------------------------------|---|-------------------|
| Impact Criteria         | Very Low          | Low                                    | Medium                             | High                                    | Very High         |
| Likelihood Criteria     | Unlikely to occur | Lower than average chance of occurring | Even chance of occurring           | Higher than average chance of occurring | Expected to occur |
| <b>Risk Description</b> | <b>Impact</b>     | <b>Probability</b>                     | <b>Score (Impact x Likelihood)</b> |   |                   |
|                         |                   |  |                                    |   |                   |
|                         |                   |  |                                    |   |                   |
|                         |                   |  |                                    |   |                   |

## Sign Off

| <b>Position</b>               | <b>Name</b> | <b>Signature</b> | <b>Date</b>                   |
|-------------------------------|-------------|------------------|-------------------------------|
| <b>Corporate Manager</b>      |             | X _____          | Click or tap to enter a date. |
| <b>Corporate Lead Officer</b> |             | X _____          | Click or tap to enter a date. |
| <b>Corporate Director</b>     |             | X _____          | Click or tap to enter a date. |
| <b>Portfolio Holder</b>       |             | X _____          | Click or tap to enter a date. |

## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Overview and Scrutiny Co-ordinating Committee in relation to the revised Integrated Impact Assessment tool

**Purpose of the report:** To provide feedback from the Overview and Scrutiny Co-ordinating Committee held on 11 September 2023

The Overview and Scrutiny Co-ordinating Committee considered the revised Integrated Impact Assessment tool, at its meeting on 11th September 2023.

The Cabinet Member explained that the Integrated Impact Assessment tool is designed to help officers and elected members to consider the impact of a proposed new or amended policy, strategy, or service. It is an integrated assessment that enables Council officers and elected members to check that decisions are aligned to the Council's Corporate Well-being Objectives, comply with the Welsh Language Measure 2011 and the Equality Act 2010, including our socio-economic duty, and contribute to the National Well-being goals of the Well-being of Future Generations (Wales) Act 2014. The tool also requires Council officers to consider whether they have planned their proposal in accordance with the Sustainable Development Principle and have managed any risk involved with the decision. The Public Sector Equality Duty, part of the Equality Act 2010, puts additional requirements on public authorities. Ceredigion County Council must also think about the need to eliminate unlawful discrimination, advance equality of opportunity between people who share a protected characteristic and those who don't, and to encourage good relations between people who share a protected characteristic and those who don't. These requirements are covered under the National Well-being Goal: "A more equal Wales" section of the template. The current tool was designed over five years ago and has been updated to reflect changes in legislation.

Following discussion, Members agreed to recommend that Cabinet approve the revised Integrated Impact Assessment tool, and that a workshop on its use is offered to all Elected Members.

**Councillor Keith Evans**  
***Chairman of the Overview and Scrutiny Co-ordinating Committee***

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Draft Performance Management Policy Statement and Performance Management Framework

**Purpose of the report:** To present the Draft Performance Management Policy Statement and Performance Management Framework

**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**

Over the last four years the Council has been strengthening its approach to corporate performance management as part of its ongoing “performance journey”. Specifically, it has:

- Introduced a new streamlined business planning process
- Introduced new performance dashboards to monitor progress against level 1 business plans through Performance Board
- Reinvigorated the Teifi Performance System
- Updated the performance management process following COVID-19 to include “reflective practice” as a core element

This is reflected in the positive feedback received from Audit Wales to the Council’s approach to performance management.

Recent legislation, in the form of the new Self-Assessment based performance regime has also necessitated a new way of assessing our overall performance. A new Self-Assessment process was successfully introduced in 2022/23 and the Council’s first Self-Assessment Report was published in January 2023.

Having introduced these new processes, the Council is now in a position to pull these together into a Draft Performance Management Framework document (Appendix 2).

A Performance Management Framework is considered best practice and explains:

- How the corporate performance management process works
- How the individual processes align to support corporate planning
- How performance management is used to deliver the Corporate Well-being Objectives and improved outcomes

The aim of the Framework is twofold – 1) to provide the Council with a standardised approach to managing performance and 2) as a key part of the audit trail to

demonstrate that the Council has robust performance management arrangements in place.

The Performance Framework is accompanied by a Performance Management Policy Statement (Appendix 1). The Statement sets out the guiding principles of the Council's approach to performance management going forward, and takes account of the new legislation and best practice. In particular, it highlights the fundamental role performance management plays in securing improved outcomes for the people and communities of Ceredigion, in supporting policy setting and in evidence-based decision-making.

### **Current Position**

The Performance Management Framework has been drafted and is attached at Appendix 2. This has been developed based on a combination of best practice, legislative requirements and the Council's own ambitions.

The Council's overall approach is based on the industry standard "Plan-Do-Review" continuous improvement cycle. Although many local authorities have adopted a similar approach, Ceredigion's process includes an additional step in the cycle – "Reflect". This conveys the Council's commitment to using reflective practice to engage in continuous learning. By focusing on *how we do things* and not just *what we do*, we can learn from our experiences and tap into the innovation and creativity that exists in the organisation to improve performance. This is an integral part of the Council's approach.

The remainder of the Framework describes each step in the process, along with the 'golden thread', the new Self-Assessment process and how the framework supports our contribution to the national well-being goals. An Annual Performance Timetable diagram on page 19 provides a useful at-a-glance summary of what happens and when.

The Performance Management Policy Statement accompanies the Framework and sets out the guiding principles of the Council's approach to performance management going forward.

### **Wellbeing of Future Generations:**

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

No, as the proposal does not introduce a change to a service or policy affecting Ceredigion residents.

### **Summary of Integrated Impact Assessment:**

|                       |     |
|-----------------------|-----|
| <b>Long term:</b>     | n/a |
| <b>Collaboration:</b> | n/a |
| <b>Involvement:</b>   | n/a |
| <b>Prevention:</b>    | n/a |
| <b>Integration:</b>   | n/a |



**Recommendation(s):**

**That Cabinet approves the Performance Management Policy Statement and Performance Management Framework.**

**Reasons for decision:**

**To adopt an updated Performance Management Policy Statement and Performance Management Framework which outlines the guiding principles for performance management in the Council.**

**Overview and Scrutiny:**

Overview and Scrutiny Coordinating Committee 11/9/2023

**Policy Framework:**

Part 6 of the Local Government and Elections (Wales) Act 2021  
Well-being of Future Generations (Wales) Act 2015

**Corporate Well-being Objectives:**

The Performance Management Framework supports the delivery of all the Council's Corporate Well-being Objectives.

**Finance and Procurement implications:**

None, the Performance Management Framework does not introduce any additional spend, it supports the delivery of Business Plans within existing budgets.

**Legal Implications:**

None

**Staffing implications:**

None, the Framework supports the delivery of Business Plans and Corporate Well-being Objectives within existing structures and budgets.

**Property / asset implications:**

None, the Framework supports the delivery of Business Plans and Corporate Well-being Objectives within existing structures and budgets.

**Risk(s):**

The Council does not have an up-to-date Performance Management Framework in place leading to lower performance, less clarity of the process and greater scrutiny from regulators.

**Statutory Powers:**

N/A

**Background Papers:**

None

**Appendices:**

Appendix 1 - Performance Management Policy Statement  
Appendix 2 - Performance Management Framework

**Corporate Lead Officer:**

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

**Reporting Officer:**

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

**Date:**

12 September 2023



# Ceredigion County Council

## Performance Management Policy Statement

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Ceredigion County Council recognises that robust performance management is integral to achieving its vision of delivering 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.

Performance management is about taking action to improve council performance and outcomes for local people and communities. It involves *measuring* the services we provide, assessing the *quality* of those services, and how we *manage our resources* to provide *value for money* for the people of Ceredigion. It tells us how well we are doing, where we are performing well and can learn from, and where we need to improve.

The Council will consolidate an effective Performance Management Framework that will be embedded into the culture of the organisation. The Framework will provide a standardised approach to managing performance so that performance levels are maintained across the Council, and which demonstrates the 'golden thread' so everyone is clear how their role contributes to achieving the Council's vision and Corporate Well-being Objectives.

The key principles of effective performance management in Ceredigion County Council are that:

- Everyone has a role to play in managing performance
- Council, Cabinet and Leadership Group receive timely and high quality performance information to make well-informed decisions
- Self-Assessment and Reflective Practice form an integral part of continuous improvement
- Performance information is responded to promptly
- Managing performance supports good governance and accountability
- Progress is reviewed regularly through the democratic process, Performance Board and Leadership Group.
- Business plans and performance measures reflect the Council's Corporate Well-being Objectives to ensure our objectives are being met and we know we're delivering the right services in the right way
- Individual performance appraisals support staff in being responsible for their own individual performance management and continually seeking to improve.

The Council will manage its corporate and operational performance in order to:

- Ensure that statutory obligations and policy objectives are met, in particular:
  - Part 6 of the Local Government and Elections (Wales) Act 2021 - the

duty to keep performance under review, consult on performance, report on performance, arrange a Panel Performance Assessment and respond to a Panel Performance Assessment.

- Part 2 of the Well-being of Future Generations (Wales) Act 2015 – the requirement to set and review progress against our Corporate Well-being Objectives
  - Ensure the Council achieves its vision and Corporate Well-being Objectives through improved performance and/or efficiency.
  - Ensure the successful delivery of major and innovative projects.
  - Support effective partnership working.
  - Preserve and promote the reputation of the Council;
  - Improve planning, prioritization and evidence-based decision making.
  - Capture innovation and creativity in order to identify opportunities to improve performance and/or efficiency.
  - Be self-aware and understand whether we are delivering the right outcomes.
  - Learn from benchmarking and best practice, either internally or externally.

The Performance Framework will be applied to all of Ceredigion County Council services and functions, and in particular will form part of its approach to:

1. Corporate Strategy development
2. Policy setting
3. Setting and review of Corporate Well-being Objectives
4. Undertaking organisation-wide Self-Assessment and Panel Performance Assessment
5. Meeting statutory duties,
6. Business planning and monitoring
7. Evidence-based decision-making
8. The Risk Management process
9. Corporate project management
10. The monitoring of Council's strategies and plans
11. The monitoring of statutory duties, for example in relation equalities, language, health and safety and the socio-economic duty.
12. Managing and monitoring of compliments, comments and complaints
13. Engagement and consultation to seek resident's and other stakeholder's views on Council performance.

Performance management is an ongoing process through which the Council will continuously challenge itself to improve. The Framework describes this ongoing cycle.

The Leader of the Council is the portfolio holder for performance management and chair of the Performance Board. The Chief Executive has overall responsibility for securing adherence to the Council's policy on Performance Management, along with Corporate Directors and Senior Managers that make up the Council's Leadership Group. The Partnerships, Performance and Public Protection service are responsible for the day-to-day role of managing, monitoring and reviewing performance, while the Performance and Research Team analysis and report on performance.

Access to timely and accurate performance data is essential to support performance management and prepare for regulatory inspections. The Performance Framework supports this by applying a standardised method of measuring and assessing performance through the Teifi electronic performance management system. The Performance Management Framework will be reviewed periodically to ensure that the processes contained therein remain fit for purpose and continue to support the Council in delivering its vision and Corporate Well-being Objectives. With the introduction of the Local Government and Elections (Wales) Act 2021 this will be particularly important for the process of conducting Self-Assessment which will be reviewed annually at the end of each cycle.

# PERFORMANCE MANAGEMENT FRAMEWORK

July 2023



Page 274



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





## CONTENTS

|   |           |
|---|-----------|
| <b>Introduction from the Leader of the Council</b>        | <b>2</b>  |
| <b>Background</b>   | <b>3</b>  |
| <b>Defining Performance Management</b>                    | <b>4</b>  |
| <b>Responsibilities for Performance</b>                   | <b>5</b>  |
| <b>The Golden Thread</b>                                  | <b>6</b>  |
| <b>Continuous Improvement Cycle</b>                       | <b>6</b>  |
| <b>Step 1: Plan</b>                                       | <b>7</b>  |
| <b>Step 2: Do - Implement and Monitor Our Plans</b>       | <b>9</b>  |
| <b>Step 3: Review</b>                                     | <b>11</b> |
| <b>Step 4: Reflect</b>                                    | <b>13</b> |
| <b>Self-Assessment &amp; Panel Performance Assessment</b> | <b>17</b> |
| <b>Contribution to the National Well-being Goals</b>      | <b>19</b> |
| <b>The Sustainable Development Principle</b>              | <b>20</b> |
| <b>Annual Performance Timetable</b>                       | <b>21</b> |
| <b>Teifi Performance System</b>                           | <b>22</b> |
| <b>Data Quality</b>                                       | <b>22</b> |
| <b>Related Documents</b>                                  | <b>22</b> |

# INTRODUCTION

## From the Leader of Ceredigion County Council & Portfolio Holder for Performance Management

Page 276

We recognise that good performance management is crucial to securing improvements in service delivery. It's about good management and ensuring that our community, organisation and team goals are achieved. That's why we have updated our performance framework to ensure it is fit for purpose and supports the delivery of our Corporate Well-being Objectives and the new Self-Assessment based performance regime.

As Leader and Portfolio Holder for Performance Management, I support colleagues across the Council by championing the use of performance management to help identify areas for improvement and taking action to drive up performance.

One of the main ways I do this is by chairing the Quarterly Performance Board that monitors and challenges our performance to ensure our objectives are met. This supportive approach is important in an environment where customers' expectations are rising while capacity is limited.

The COVID-19 pandemic created a window of opportunity to learn from, to

transform services and to bring about sustainable change and improvements. In essence, it 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.

For example, the new 'hybrid working' model provides more agile and mobile ways of working for staff and resulted in greater efficiency. At the same time, it has also provided the opportunity for us to develop public Information Communication Technology services in order to improve customer contact and ensure we offer customer-focused, well-managed and joined-up services which are easy to access and simple to use. The Council has a track record of innovation, and performance management will play a key role in realising those benefits.

This document is intended to help ensure a consistent understanding of the principles of performance management, and how they are applied in Ceredigion. In recent years we have strengthened our

performance framework and we are looking to further embed a performance culture as our performance journey continues.

The framework has been designed with the help of key Managers and Members, and operates within a continuous improvement cycle. We use it to regularly review 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.

We hope you find this document useful in understanding more about our approach to performance management.

*Bryan Davies*



**Councillor Bryan Davies**

Leader of Ceredigion County Council & Portfolio Holder for Performance Management



# BACKGROUND

## Performance Management

The performance framework operates alongside the overall structure of Corporate Strategy, Medium Term Financial Strategy, Corporate Well-being Objectives, Annual Governance Statement and Programme/Project Management. It is part of the Council’s corporate planning process.

The performance framework exists to support the Council to deliver its organisational goals, set the standards that are to be achieved and for ensuring that people work in ways that deliver that standard.

The framework is important, because we run a complex business so we need to focus our resources and abilities toward the provision of an excellent service and the satisfaction of customers in the areas we have identified as most relevant.

## Our Vision and Corporate Well-being Objectives

Ceredigion County Council’s Corporate Strategy 2022-27 outlines how it 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 Corporate Well-being Objectives are outlined in the diagram opposite.

The Council’s vision is:

“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”

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.

## 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**

## Ceredigion County Council’s Corporate Well-being Objectives



# DEFINING PERFORMANCE MANAGEMENT

## What is Performance Management?

Put simply, performance management is taking action in response to actual performance and predicted performance to make outcomes for the people of Ceredigion better than they would otherwise be.

## Why is Performance Management Important to Us?

Performance management is important because it allows us to:

- Ensure our goals are prioritised and that resources are allocated effectively
- Assess short-term needs and long-term sustainability
- Ensure we provide value for money
- Motivate and engage staff and assign accountability
- Provide early warning and rectification of poor performance
- Learn from past performance and improve future performance
- Increase customer satisfaction
- Reflect on current performance and how we do things to identify opportunities for improvement
- Ensure the council and its partners achieve what we have set out to do

- Share good practice across the organisation.
- Improve well-being of local people and maximise our contribution to the seven national well-being goals.

We consider a robust performance management framework to be an integral part of the Council's corporate planning arrangements to govern the Council and ensuring a standardised approach is applied across the organisation. This supports our "One Team" approach, Team Ceredigion, where we work as collectively to raise performance, provide cost efficient services and improve outcomes to the residents of Ceredigion.

## Our Performance Journey

Over the last three years, Ceredigion's approach to performance management has been reinvigorated and updated. Since then, good progress has been made in building a strong performance management culture across the organisation and preparing for the new Self-Assessment performance regime introduced by the Local Government and Elections (Wales) Act 2021. This is reflected in the new business planning process, the relaunched Performance Board and the positive feedback on the Council's approach to self-assessment. The new legislation emphasizes the importance of embedding a strong

performance management culture and achieving this is the overriding principle of the Council's ongoing performance journey.

The learning during the COVID-19 pandemic has created the opportunity to bring about sustainable change and improvements through new ways of working and investing in new technologies to deliver high quality services in an efficient and environmentally friendly way.

The Council has a track record of innovation and over the next five years it will continue to develop this innovative approach and move to more agile and smarter ways of working. Performance management will play a key role in this transformation.

## Who is Responsible for Performance Management?

Performance management is everyone's responsibility – everyone has a role to play in delivering business plan objectives, tasks and measures which support the delivery of the Council's Corporate Well-being Objectives and its overall vision. Table 1 shows who is responsible for what.



## We are One Team: 'Team Ceredigion'

---

Performance Management  
supports our One Team  
approach

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It supports collaborative working  
to help us join-up thinking,  
learning and intelligence to raise  
performance and secure  
efficiencies

---

The One Team approach is part  
of the Council's culture and is  
integral to its new ways of  
working

# RESPONSIBILITIES FOR PERFORMANCE

| WHO                                   | RESPONSIBILITY  |
|---------------------------------------|---|
| <b>Cabinet</b>                        | <ul style="list-style-type: none"> <li>Ensure effective governance arrangements to support performance management are in place, robust and effective</li> <li>Evaluate and challenge Portfolio Holders on performance against agreed priorities and objectives</li> <li>On exceptions, be satisfied that remedial actions will effectively improve performance in line with outcomes set out in the Corporate Strategy</li> </ul>                                     |
| <b>The Chief Executive</b>            | <ul style="list-style-type: none"> <li>Lead the Leadership Group on strategic or operational matters of significance and hold Corporate Directors to account</li> <li>Own the Council vision, providing clear leadership and direction throughout its life and agree a programme to meet the outcomes and set expectations for delivery</li> <li>Secure the investment required to deliver the Corporate Strategy so that the agreed outcomes are achieved</li> </ul> |
| <b>Performance Board</b>              | <ul style="list-style-type: none"> <li>Review and challenge current performance levels against the Level 1 Business Plans each quarter</li> <li>Hold Corporate Lead Officers and Portfolio Holders to account</li> <li>Identify areas for further scrutiny</li> <li>Request amendments/suggestions for further monitoring in Level 1 Business Plans</li> </ul>  |
| <b>Governance and Audit Committee</b> | <ul style="list-style-type: none"> <li>Review and make recommendations on the conclusions drawn in the Council's draft Self-Assessment Report</li> <li>Receive the final version of the Council's Self-Assessment Report as one of the statutory recipients as set out in the Local Government and Elections (Wales) Act 2021</li> <li>Review the Corporate Risk Register quarterly</li> </ul>  |
| <b>Leadership Group</b>               | <ul style="list-style-type: none"> <li>Lead and oversee the delivery of the Council's performance against the council's Corporate Strategy</li> <li>Evaluate and challenge effectiveness of arrangements to deliver strategic outcomes as directed by Cabinet</li> <li>On exceptions, prepare remedial actions for Cabinet approval</li> </ul>  |

| WHO                            | RESPONSIBILITY   |
|--------------------------------|--|
| <b>Corporate Lead Officers</b> | <ul style="list-style-type: none"> <li>Lead on and ensure effective delivery of the Council's performance against the Corporate Strategy and Business Plans</li> <li>Undertake quarterly reviews, collecting data and quality assurance information, challenging the effectiveness of arrangements to deliver strategic outcomes and ensure matters of significance are escalated promptly to the Corporate Directors and/or Portfolio Holder</li> <li>On exceptions, suggest remedial actions for Leadership Group consideration</li> </ul> |
| <b>Corporate Managers</b>      | <ul style="list-style-type: none"> <li>Lead on defined service area performance whilst also ensuring staff are aware of the role their contribution makes to performance</li> <li>Supporting Corporate Lead Officers in delivering the Corporate Strategy</li> <li>On exceptions, suggest remedial actions for Corporate Lead Officers consideration</li> </ul>  |
| <b>All staff</b>               | <ul style="list-style-type: none"> <li>Be responsible for own individual performance management, continually seeking to improve and taking positive personal action</li> </ul>   |

## The Golden Thread

The framework also ensures that everybody is clear about how they are helping to achieve the council's vision. The Council's 'Golden Thread' shows 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. ►

# THE GOLDEN THREAD



# CONTINUOUS IMPROVEMENT CYCLE

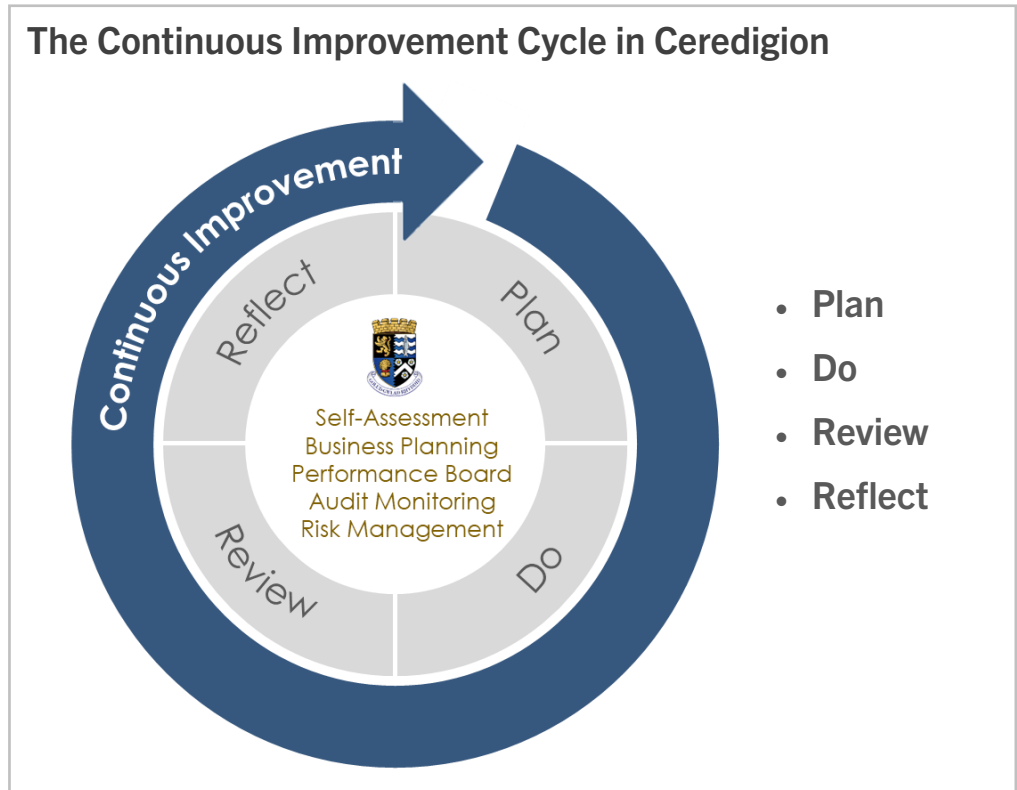
## The Continuous Improvement Cycle

Our overall approach to performance management is based on a continuous cycle of improvement, following the industry recognised Plan-Do-Review cycle as shown in the diagram below. This cycle is underpinned by the following steps:

- **Plan** our activities to deliver our vision and Corporate Well-being Objectives
- **Do** or deliver the activities

- **Review** our progress regularly to assess whether we are delivering our objectives
- **Reflect** on how we are delivering our activities to identifying opportunities for improvement, efficiencies, or both

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. Pages 7 to 14 outline each of these steps.



# STEP 1: PLAN

## What is the Planning Stage?

Effective planning is crucial to delivering successful outcomes. It informs our decision-making and prioritisation, and is also the prerequisite for the ongoing monitoring of our performance.

The essential foundation of effective performance management is effective planning. The purpose of planning is to translate our high-level objectives into management action and linked performance measures. The planning process is undertaken at all levels in the Council, producing a hierarchy of plans that link together as part of the Golden Thread, aligning the Council and its partners to achieve the agreed overall vision for the County.

The Planning Structure in Ceredigion is outlined in the diagram opposite, aligning the vision of the Council through to employees' individual appraisals and development plans. It also shows the main influences that affect the development of Council's plans, and the key ways in which our performance is monitored.

## Vision Statement

Our vision statement sets out our mid and longer-term goals, describing what we want the organisation to be and acting as a goal to strive toward.

## Corporate Strategy

Our Corporate Strategy 2022-27 sets out the Council's vision and Corporate Well-being Objectives (corporate priorities) and steps to

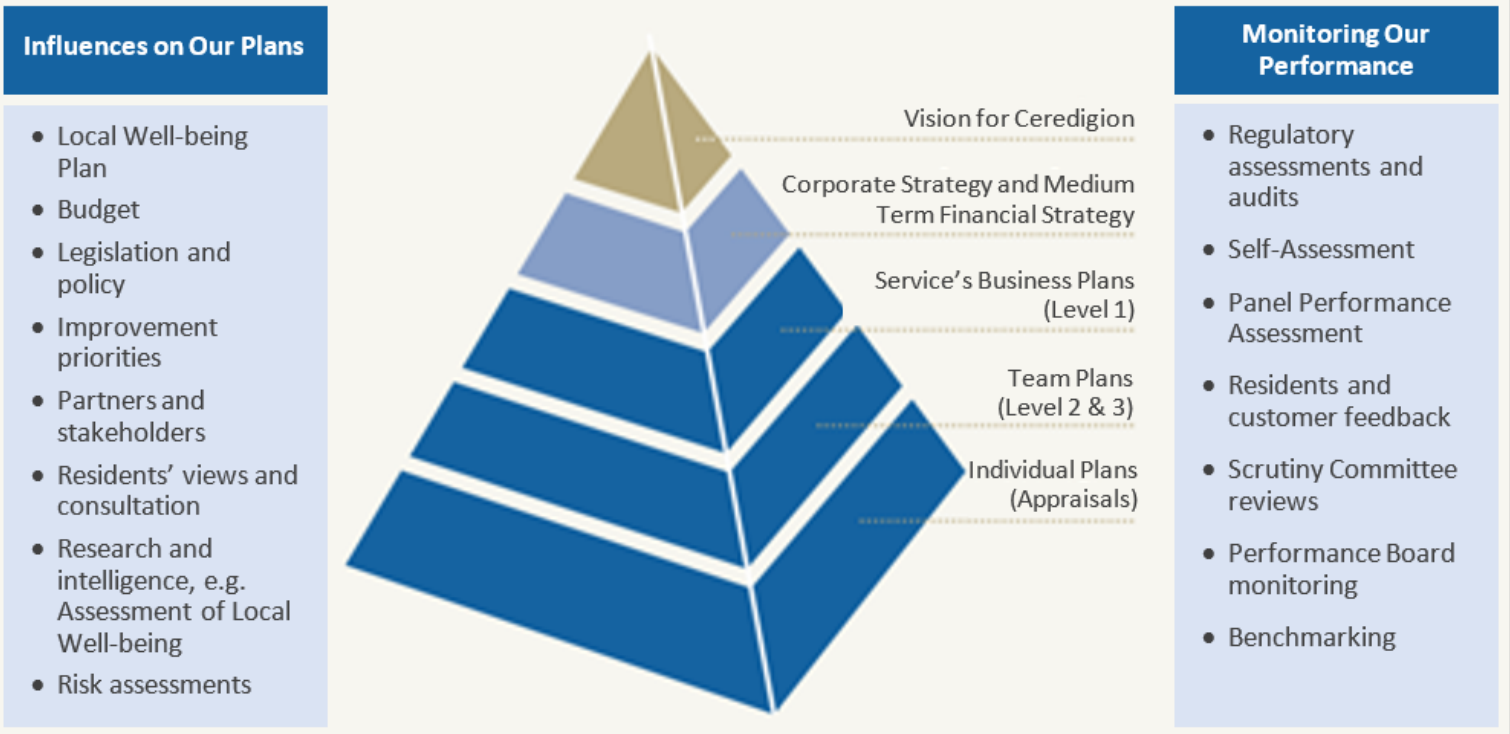
achieve them. The Chief Executive and the Leadership Group are responsible for developing the Corporate Strategy, taking into account the Sustainable Development Principle under the Well-being of Future Generations (Wales) Act 2015. The Plan is scrutinised by the Overview and Scrutiny Coordinating Committee, endorsed by Cabinet and approved by Council. The Corporate Well-being Objectives are reviewed annually as required by the Act.

## Medium-Term Financial Strategy

The Council's Medium Term Financial Strategy (MTFS) provides an integrated planning and financial framework for the next four years, including the detailed budget strategy for the next financial year. The annual revenue budget and forward financial planning together with the capital programme enable the Council to align its financial resources with its Corporate Well-being Objectives.

The Corporate Lead Officer for Finance and Procurement (Section 151 Officer) is responsible for developing the MTFS to ensure the MTFS supports the Council's priorities and secure economy, efficiency and effectiveness in the Council's use of resources. The MTFS is scrutinised by the Overview and Scrutiny Coordinating Committee, endorsed by Cabinet and approved by Council.

## The Corporate Planning Structure in Ceredigion





**Programme and Project Plans**

Effective planning ensures key elements of a programme/project are considered at an early stage. It plays an essential role in helping achieve desired goals, reduce risks, and ultimately deliver the agreed product, service or outcome.

All new projects in Ceredigion are reviewed by the Council’s Corporate Project Management Panel (CPMP), which provides an independent review of the proposed project to ensure arrangements are robust and will benefit Ceredigion. The Panel includes expertise in finance, procurement, legal and human resources.

The Corporate Project Management Brief Template records the necessary details of the project, such as objectives, scope, timescales, deliverables and outcomes. This shows a clear roadmap, ensures the resources are available, and holds everyone accountable from the start. It is signed off by the appropriate Senior Responsible Owner (SRO).

Appointed programme/project managers are responsible for creating plans and other required documentation. They are also responsible for seeking the advice of the Corporate Project Management Panel and the approval of Leadership Group to proceed. In some cases, such as large scale projects, separate governance structures will be in place, such as a programme board and individual workstream groups.

To ensure that risk management is handled in the most efficient way within the Council, risk is included as part of Corporate Project Management process and are considered by the Corporate Project Management Panel. This is outlined in the Council’s Risk Management Policy, Strategy and Framework.

**Level 1 Business Plans**

Level 1 business plans are the action plans to deliver the Council’s Corporate Strategy. They are the engine for success. Each plan outlines the contribution that the service will make to achieve the Council’s priorities and outcomes. It sets out the objectives and tasks to carry out the Council’s commitments, and defines performance measures and targets.

Our integrated business planning process provides the opportunity to make rational and coordinated decisions about levels and types of provisions and how and where to use resources: finance, people, skills and assets. It is also a key process for assessing risks to achievement and how to manage those risks.

The business planning process starts in January of each year, with new plans published in April for the start of the new financial year. Monitoring takes place through the Quarterly Performance Board which also feeds the work programme for scrutiny committees. The four steps in the business planning process are outlined in the diagram to the right, starting with an opportunity to review where the service is through a self-assessment, setting objectives, tasks and measures, identifying risks and ongoing monitoring.

Corporate Lead Officers are responsible for developing their level 1 business plans, which are reviewed and signed off by the Corporate Director ad Portfolio Holder.

**Level 2 and 3 Business Plans**

Level 2 (Corporate Manager) and Level 3 (Team) business plans translate the Level 1 objectives into service targets and operational activity, aligning with the Corporate Well-being Objectives.

Corporate Managers and Team Managers are responsible for producing their Level 2 and 3 plans respectively These are monitored through service / team meetings.

**Individual Plans (Staff Appraisals)**

Individual plans (staff appraisals) translate service’s business plan objectives into practical working measures and targets for all members of staff within the Council. They ensure employees understand their contribution and accountability towards meeting the Council’s vision and Corporate Well-being Objectives.

An appraisal for every member of staff is carried out on an annual basis, which includes an opportunity to review progress over the previous year, agree objectives for the forthcoming year and to identify learning and development requirements. It is also an opportunity to reflect on the future demands for the service, and the career aspirations of the employee.

The annual appraisal is essential for all employees and it provides valuable information to the organisation in relation to workforce planning and objective progress.



# STEP 2: DO - IMPLEMENT AND MONITOR OUR PLANS

## What is the Doing Stage?

The 'do' stage of performance management is about carrying out our actions and monitoring performance in delivering our plans. It is also about ensuring that there are proper systems and processes in place to support the achievement of our plans and ensuring that we use these systems and processes effectively.

On-going performance monitoring is vital to achieve our objectives, as it allows for responsive action at all levels of the Council.

## Delivering Business Plans and Corporate Well-being Objectives

Business Planning is the mechanism we use to enable service delivery, and includes all of the objectives, tasks and measures that contribute to achieving the Council's Corporate Well-being Objectives. Business Plans are held in the Inphase Performance Management System in the form of a performance dashboard. This enables managers to have a single action plan to monitor and report against, making the process of monitoring more efficient.

In Ceredigion, we use performance dashboards for corporate and service levels of reporting. Level 1 Business Plan dashboards are used to monitor performance at a service level during Performance Board, while the Corporate Strategy Dashboard presents a high level overview of progress against our Corporate Well-being Objectives.

## Performance Measures

The Council has adopted a set of performance measures across all business plans that are used to monitor performance on a quarterly basis. The measures align to business plan objectives, which in turn, align with the Corporate Well-being Objectives. The Council views them as a key learning tool and reports them regularly to the Performance Board. Elected members have an important role to play in monitoring performance and how well the Council is achieving its Corporate Well-being Objectives. They challenge officers on service performance to ensure that priorities are delivered and the needs of local communities are being met.

Performance measures are reviewed every year during the business planning process to ensure that they remain relevant and that targets are challenging. There is an ongoing programme of work to support Corporate Lead Officers and their services with the development of their measures, the main focus of which is to ensure the Council's suite of measures are relevant, challenging and outcome focused.

## Monitoring

Measures are used to monitor service-delivery in practice and to help focus attention on areas in need of attention. For this to be effective the Council must have a good understanding of how it is performing and have access to good quality data. Performance dashboards and measures provide this data and demonstrate the outputs and outcomes being achieved.

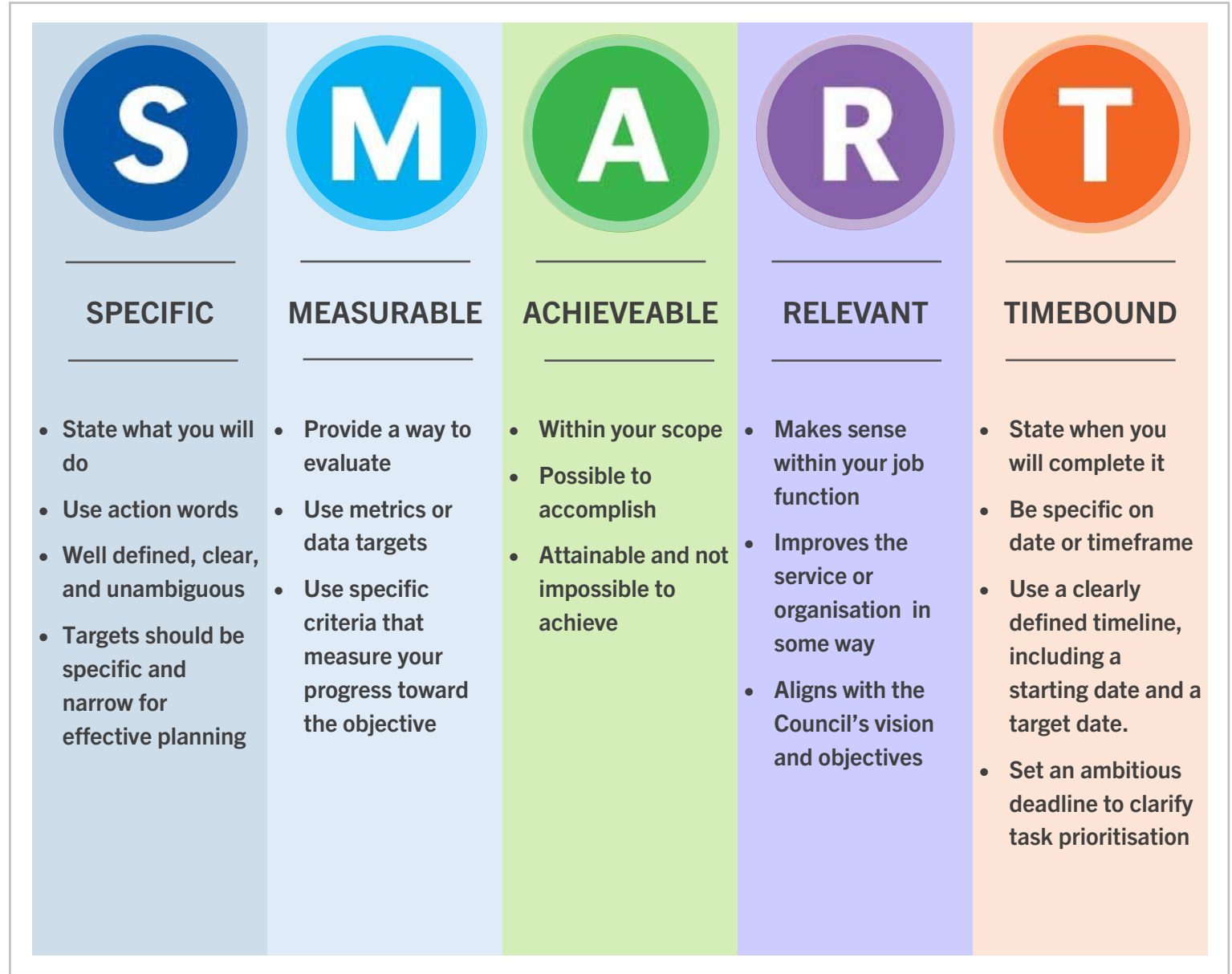
Access to timely performance data can alert Leadership Group and Cabinet to areas of concern and corrective action taken. The dashboard provides current performance levels compared to target, the year to date position and trend analysis to assist in monitoring. Having the right measures in place ensures that we are not only focusing our efforts in the right areas, but also allowing us to more effectively identify areas for attention.

### Ensuring targets are SMART

Objectives and targets are part of every organisation and provide a sense of direction, motivation, a clear focus, and clarify importance.

By setting goals, we are providing ourselves with a target to aim for. A SMART target is used to help guide goal setting. SMART is an acronym that stands for Specific, Measurable, Achievable, Realistic, and Timely. Therefore, a SMART goal incorporates all of these criteria to help focus our efforts and increase the chances of achieving your goal.

We use SMART targets in the setting of our Objectives, Tasks and Measures to monitor performance. The diagram to the right summarises each of the criteria. ►





# STEP 3: REVIEW

## What is the Review Stage?

The review stage assesses whether or not we are on course to deliver our objectives and meet targets. It also identifies opportunities for improvement. This stage focuses on *evaluating* performance rather than *monitoring*. There are a number of mechanisms in place to support the review stage as shown in the table right.

The Council has a responsibility to provide the best possible services for local people and to demonstrate how we are performing and providing value for money in a transparent way. This will inform the public of the standard of service they can expect and improve openness and public accountability.

Based on our evaluation of performance, revisions can be made. These may include a redistribution of resources, revised plans and timescales, or even amendments to our Corporate Well-being Objectives and Business Planning objectives in the next round of planning.

## Review Mechanisms

### Panel Performance Assessment (PPA)

Panel Performance Assessments are conducted once in every election cycle, and provide an independent and external perspective of the extent to which the Council is meeting the performance requirements of the Local Government and Elections (Wales) Act 2021. It involves a wide range of Members, Officers, Partners and Residents. The Review Panel publish a report of their findings and recommendations.

### Self-Assessment

The Self-Assessment process provides an ongoing organisation-wide review of the Council's progress, including the delivery of its Corporate Well-being Objectives. This is published annually in the Council's Self-Assessment Report. It is reviewed by Governance and Audit Committee and approved by Council.

### Leadership Group Reviews

The Council's Leadership Group review performance on an ongoing basis in order to ensure the delivery of the Corporate Strategy and Corporate Well-being Objectives.

### Overview and Scrutiny Committee Reports

The evaluation of the Council's performance is used to help set the agenda for the Council's Scrutiny Committees. They examine the Council's performance on an ongoing basis and call-in areas that require attention. Either the Performance Team or the service is responsible for supplying any requested performance information.

### Performance Board / Business Plans

Performance Board is held quarterly and reviews progress against the Level 1 Business Plan objectives, tasks and measures, along with the latest budget monitoring and the delivery of the Corporate Well-being Objectives.

### Corporate Risk Register

Risk management is a standing item on Leadership Group agendas. The Corporate Risk Register is updated and reviewed by Leadership Group and Governance and Audit Committee on a quarterly basis.

### Programme and Project Review

The Council's programmes and projects are reviewed by the Programme Boards and Project Teams on a regular basis, as determined by the governance arrangements of each board. It is the Programme and Project Manager's responsibility to provide necessary performance information for the review.

### Service / Individual Performance Review

Non-structured review is undertaken at the service and team level in the form of service or team meetings. It is the responsibility of the Corporate Managers and their Team Managers for effective review at the service or team level. Managers responsible in ensuring that staff appraisals occur within the require timescales.

### Management Response Forms

Management Response Forms (MRFs) record progress on the delivery of audit recommendations, both local and national. These are reviewed as a standing item on Governance and Audit Committee.

### Assessing Performance

















We assess the performance of our objectives, measures and tasks against their agreed targets and use a standardised Red-Amber-Green (“RAG”) traffic light system to categorise them. The definitions and thresholds for the RAG system are explained in the diagram to the right. ►

### Benchmarking

Performance is periodically benchmarked against other local authorities, to help in the evaluation of our performance. It helps us identify opportunities to increase efficiency and quality of services by identifying best practice. There is no ‘one-size fits all’ with benchmarking - for some comparisons we compare against all Wales, for others we compare against our nearest neighbours.

We also publish benchmarking data annually in the Council’s Self-Assessment Report and are working proactively with Data Cymru in the development of their benchmarking data tool which supports all local authorities nationwide through the provision of performance data across a range of services.

## Assessing the Performance of Objectives, Tasks and Measures

| OBJECTIVES   | MEASURES   | TASKS  |
|--|--|--|
|  <b>Red</b><br>Start date passed but not started or end date passed but not complete                      |  <b>Red</b><br>15% or more off-target   |  <b>Red</b><br>Start date passed but not started or end date passed but not complete                      |
|  <b>Amber</b><br>In progress but behind schedule or in progress on schedule but not meeting target        |  <b>Amber</b><br>Between 0 and 15% off-target                                     |  <b>Amber</b><br>In progress but behind schedule or in progress on schedule but not meeting target        |
|  <b>Green</b><br>In progress on schedule and meeting targets  |  <b>Green</b><br>On target  |  <b>Green</b><br>In progress on schedule and meeting targets  |
|  <b>Green with tick</b><br>Complete   |  <b>Upward trend</b><br>Performance improving compared to last quarter          |  <b>Green with tick</b><br>Complete   |
|  <b>Progress bar</b><br>Shows how far the objective has progressed and how close it is to bein complete |  <b>No change trend</b><br>Performance is the same compared to previous quarter |  <b>Progress bar</b><br>Shows how far the objective has progressed and how close it is to bein complete |
|  |  <b>Downward trend</b><br>Performance decreasing since last quarter             |  |

# STEP 4: REFLECT

## Reflective Practice

This stage is about reflecting on current and past performance to identify opportunities for improvement. It is different to the “Review” stage because it is about reflecting on *how we do things*, not just *what we do*. This distinction is crucial, as there is considerable learning to be gained from looking at how services are delivered, the processes in place and reviewing the way things have always been done.

This stage is also about analysing and learning from the information we have gained during the ‘Review’ stage and from various other sources, including service users’ feedback, our own performance results and the findings of external inspections and audits. It allows us to seek options for change through analysing what has and has not worked.

There are three mechanisms for conducting reflective practice in place – the **reflective practice toolkit** which can be applied at any time for any situation, the annual **business planning process** and the organisation-wide **self-assessment** process (see opposite page).

Reflective practice is not new in Ceredigion. We recognise the opportunity for self-reflection and constructive challenge. It is a core element of Ceredigion County Council’s overall

performance management approach and integral to business planning and the organisation-wide self-assessment. By focusing on evaluating how we do things as well as what we do, we can learn from our experiences and tap into the innovation and creativity that exists to identify opportunities to improve our performance, whether that’s through raising performance levels, identifying efficiencies or improving customer satisfaction.

In a fast-paced environment where resources are limited and customer expectations increasing, we recognise the importance of setting time aside to undertake this reflection and actively encourage it. It is part of our positive culture of improvement where we proactively look for opportunities to improve.

The reflective practice cycle in Ceredigion is shown in the diagram to the right, along with a brief description of each stage. These stages are applied to each reflective practice exercise undertaken.

## The Reflective Practice Cycle



### 1 Description

Set the scene - describe where we are now, how we currently deliver services and how we are currently performing.

### 2 Evaluation

Evaluate the situation - what is working well, what are the challenges we face, what are we worried about and what are our ambitions for the Council’s performance journey.

### 3 Analysis

Make sense of where we are - where do we want to be, what do we need to achieve, why are we doing things as at present, what do we need to do differently to improve performance or efficiencies or both.

### 4 Conclusions

Summarise the conclusions - what have we learnt from reflecting on current performance.

### 5 Action Plan

Summarise the learning and the actions we will take as a result and build these into Business Plans or the Self-Assessment Action Plan

## Supporting the Corporate Well-being Objectives

Reflective practice supports the delivery of the Council's Corporate Well-being Objectives by helping us identify opportunities for improvement to ensure the long-term sustainability of services, to tap into the innovation and creativity that already exists and sharing that learning across the organisation. Specifically, these benefits are:

- Acquisition of new knowledge.
- Refinement of existing knowledge, for example by correcting current misconceptions.
- An improved understanding of the rationale behind our actions, i.e. why we do what we do, and why we do them in a certain way.
- Improvement of our goals and of the rules that you use for decision-making
- A better understanding of the organisation, such as understanding our strengths, challenges and opportunities.
- Increased feelings of autonomy, competence, and control.
- Improved performance, for example due to learning how to take action in a more effective way, or due to having more motivation to take action.
- Supporting a greater level of self-awareness about the nature and impact of our work performance.

## REFLECTIVE PRACTICE TOOLKIT



The Reflective Practice Toolkit is a simple set of guidance developed to help services and teams conduct reflective practice at any stage during the year. It is loosely based on the "Signs of Safety" model used in Social Care environments and in essence asks three very direct and pertinent questions of any services or team's performance – what's working well, what are you worried about, and what needs to happen. By answering these questions and mapping the answers it has proved to be an effective tool in conducting an honest and informative evaluation of an event or situation, and identifying if there was a better approach that could be applied in the future.

## BUSINESS PLANNING



The Business Planning process takes place between January and March each year to set the Objectives, Tasks, Measures and Risks for each service.

The first stage in setting the business plan is a self-assessment exercise to reflect on past and current performance and what's working well, what concerns exist and what do we need to do in order to improve performance and tackle the challenges we face.

Reflecting in this way provides a strong foundation from which to build the plan and ensure we have considered both the challenges and opportunities that exist.

We all recognise that capacity is at a premium, and as a result effective business planning has never been so important to ensure we are delivering 'the right services in the right way'. Having the opportunity to 'reflect' on past and current performance is crucial to understanding our strengths, weaknesses and opportunities. In this way, reflective practice is critical in helping us determine our actions and priorities for the year ahead.

## SELF-ASSESSMENT



Self-Assessment is the new performance regime for principal councils introduced by the Local Government and Elections (Wales) Act 2021.

The Council's self-assessment process has reflective practice at its core. The Key Lines of Enquiry (KLOEs) used to evaluate performance includes a series of reflective questions designed to identify where we are performing well, what are our biggest challenges, where we want to be, what we need to do to get there and what will tell us we have got there. By answering these questions, it provides a comprehensive picture of our current performance, our ambitions, the challenges we face and what we need to do in order to deliver our ambitions.

Self-Assessment is not new to Ceredigion, and the Council has a long history of using it to good effect in identifying innovative ways of delivering services, most recently in the 'Through Age Well-being Programme' being implemented to transform the delivery of social care in the County over the next five years.

# SELF-ASSESSMENT & PANEL PERFORMANCE ASSESSMENT

## The Local Government and Elections (Wales) Act 2021 introduced a new regime for monitoring the performance of all local authorities, based on self-assessment.

The new performance regime defines principal councils as 'self-improving organisations' through a system based on self-assessment and panel performance assessment. The new approach is intended to build on, and support, a culture in which councils continuously challenge the status quo and ask questions about how they are operating and how they can learn from best practice. A transparent and open self-assessment of a council will form a fundamental part of this approach.

Effective self-assessment provides reliable assurance both internally and externally to regulators and inspectorates and above all helps councils to continually learn and achieve sustainable improvement and better outcomes for citizens, service users and their own workforce.

There are five specific duties introduced by the Act:

- 1. Duty to keep performance under review**  
Ceredigion County Council has a duty to keep under review the extent to which it is fulfilling its performance requirements by determining the extent to which it is:
  - Exercising its functions effectively
  - Using its resources economically, efficiently and effectively
  - Ensuring its governance is effective for securing the above
- 2. Duty to consult on performance**  
Councils must consult a range of people at least once in every financial year about the

extent to which they are meeting their performance requirements. The statutory consultees are:

- Local people
  - Other persons carrying on a business in the County
  - The staff of the Council
  - Every Trade Union which is recognised by the Council
- 3. Duty to report on performance**  
The Council must produce a self-assessment report each financial year. The report must set out its conclusions on the extent to which it met the performance requirements, and any actions it intends to take, or has already taken to further improve.
  - 4. Duty to arrange a panel performance assessment**  
At least once in each election period, the Council must arrange for an independent panel to undertake an assessment of the extent to which the council is meeting the performance requirements and report its results.
  - 5. Duty to respond to a panel performance assessment**  
The Council must prepare a response to a Panel Assessment Report setting out
    - The extent to which it accepts the conclusions in the report
    - How it intends to follow any recommendations
    - Any further actions the Council intends to take to improve performance

The purpose of the performance and governance provisions in the Act is to build on and support a developing culture in which councils actively seek and embrace challenge, whether presented from within the council, for example through scrutiny procedures, or externally. The provisions are designed to develop a framework which supports councils, through an ongoing process of review, to think about their performance and effectiveness now and for the future; to encourage more inquisitive organisations willing to challenge themselves to do more; and to be more innovative and more ambitious in what they do.

## Integration into the Council's Performance Framework

Self-assessment is not a standalone process, rather it is integrated as part of the Council's on-going performance

management arrangements. The diagram below demonstrates how self-assessment fits into our overall performance framework.

It is integral to driving Business Planning and Risk Management, and in turn draws on the outcomes from monitoring business plans and the corporate risk register to evaluate our current performance and complete the self-assessment.

The timing of Self-Assessment is also important. It has been timed to transparently inform and influence the Council's strategic planning, financial management and budget process, risk management reviews, improvement planning and ongoing performance management. For example, the publication of the Self-Assessment Report in January ensures it is prepared in time to drive the annual business planning and target setting process in the final quarter of each year between January and March.





# HOW WE CONDUCT SELF-ASSESSMENT

## Our Approach to Self-Assessment

Our approach to Self-Assessment is based on assessing ourselves against a set of Key Lines of Enquiry. “KLOEs” as they are sometimes referred to, are a series of relevant key questions that we ask ourselves as we work through the Self-Assessment.

The Key Lines of Enquiry approach is a tried and tested approach to conducting self-assessments in Local Government and across the wider public sector. It ensures we remain focused on the corporate or 'holistic' view of the Council's performance as required by the Act. It also provides the clarity of self-evaluation needed to help us identify opportunities for improvement, and in doing so, provides a strong audit trail to explain the actions we have undertaken in response.

The findings are recorded in our Self-Assessment Matrix document. The Matrix records the evidence demonstrating how we are currently performing, our ambitions for the future and the actions we need to take in order to achieve those ambitions. This document is used to identify the opportunities that exist for improvement and is used to develop our Self-Assessment Action plan. The Self-Assessment Matrix is available on request.

## Continuous Cycle

Self-Assessment is an ongoing process of improvement - throughout the year we conduct consultation in support of self-assessment, we collate evidence to inform our workshops, we deliver the actions in our Self-Assessment action plan and we monitor their progress towards completion. The Self-Assessment Report is the key output from the

process but the work on improving outcomes is an ongoing year round activity.

The diagram below summarises the main steps and timescales involved in conducting the Self-Assessment and the production of the Self-Assessment Report.

## Evaluation, Reflection and Identifying Opportunities

During April each year we bring together a wide variety of evidence to help us in assessing our current performance. This includes internal performance monitoring such as performance dashboards and complaints reports, regulatory reports from inspections and the results from consultation and engagement activities.

We undertake an exercise of reviewing the evidence to identify key findings - where performance has improved, where there are opportunities for improvement and what the key themes are from our consultation.

The findings from this exercise are

presented to Self-Assessment Workshops with the Council's Leadership Group and Overview and Scrutiny Coordinating Committee to help in assessing our performance.

The workshops are where we re-assess ourselves against the Key Lines of Enquiry, updating our evidence for each question and using this to identify actions for improvement. They review the evidence available to them and add their own perspective to provide updated scores for each question.

The findings workshops are collated by the Performance and Research Team. They produce the draft Self-Assessment Report by drawing on the evidence matrix, scores and the improvement actions identified in the workshop, along with other key sources such as key strategies and inspection reports.

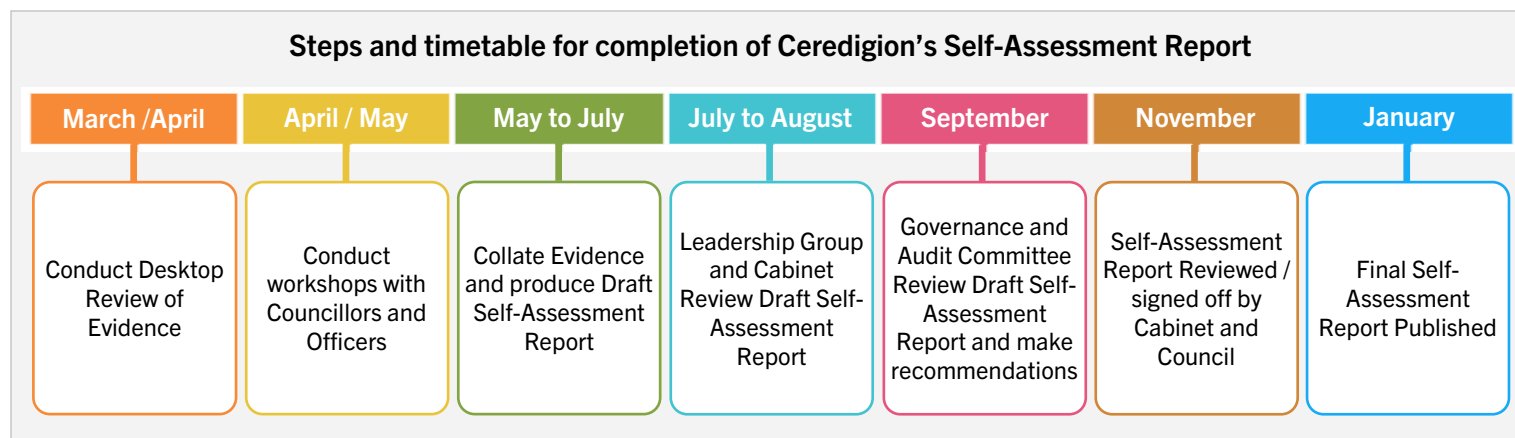
Part of the collation includes cross-checking the scoring with the evidence provided and seeking clarity on our conclusions where necessary. Gaps in evidence and understanding of our performance are also

highlighted, all of which is designed to ensure the process is robust.

By focusing on this, we can learn from our experiences and tap into the innovation and creativity that exists in the Council to identify opportunities to improve our performance, whether that's through raising performance levels, identifying efficiencies or improving customer satisfaction.

The Council's Governance and Audit Committee play a key role in the Self-Assessment process. They are responsible for reviewing the draft Self-Assessment Report and making recommendations for changes to the conclusions drawn or the actions the Council intends to take. The draft Report is reviewed by the Governance and Audit Committee in September.

The Self-Assessment Report is updated following the Committee's recommendations and the final report published in January and submitted to the statutory recipients.



# 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.

Ceredigion County Council works collaboratively with its local and regional partners to create the Ceredigion that we want. A good example of this is the Ceredigion Public Services Board which brings together the County's public service leadership and decision-makers. The Board's new 5-Year Local Well-being Plan for 2023-28 has recently been published setting out the shared vision for Ceredigion.

Like the Council, its priorities were developed using the evidence and engagement feedback from the Ceredigion Assessment of Local Well-being and a variety of other key sources. It is evidence based and monitored regularly by the Board. 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 Performance Framework provides the mechanism by which we review and assess our progress and identify opportunities for improvement. We apply the same high standards of performance management in order to achieve these shared outcomes. In this way, the framework supports the delivery of all of the national well-being goals summarised in the diagram opposite.

## Summary of the Duties on Public Bodies in the Well-being of Future Generations (Wales) Act 2015

**The Act gives us the ambition, permission and legal obligation to improve our social, cultural, environmental and economic well-being.**

**It requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.**

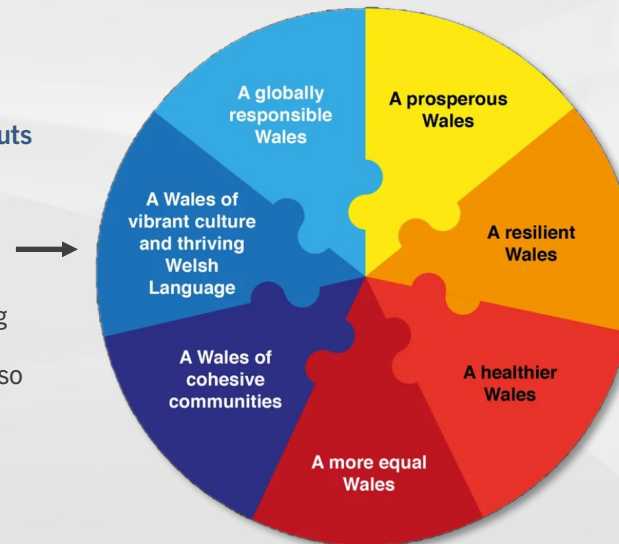
## How the Performance Framework helps to maximise the Council's contribution to the National Well-being Goals

### 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 the goals**

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.



### The Performance Framework

**The Performance Framework provides the mechanism by which we review and assess our progress and identify opportunities for improvement**






All objectives, tasks and measures we undertake are linked to one or more of the national well-being goals, allowing us to track their contribution to the appropriate goal.

# THE SUSTAINABLE DEVELOPMENT PRINCIPLE

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

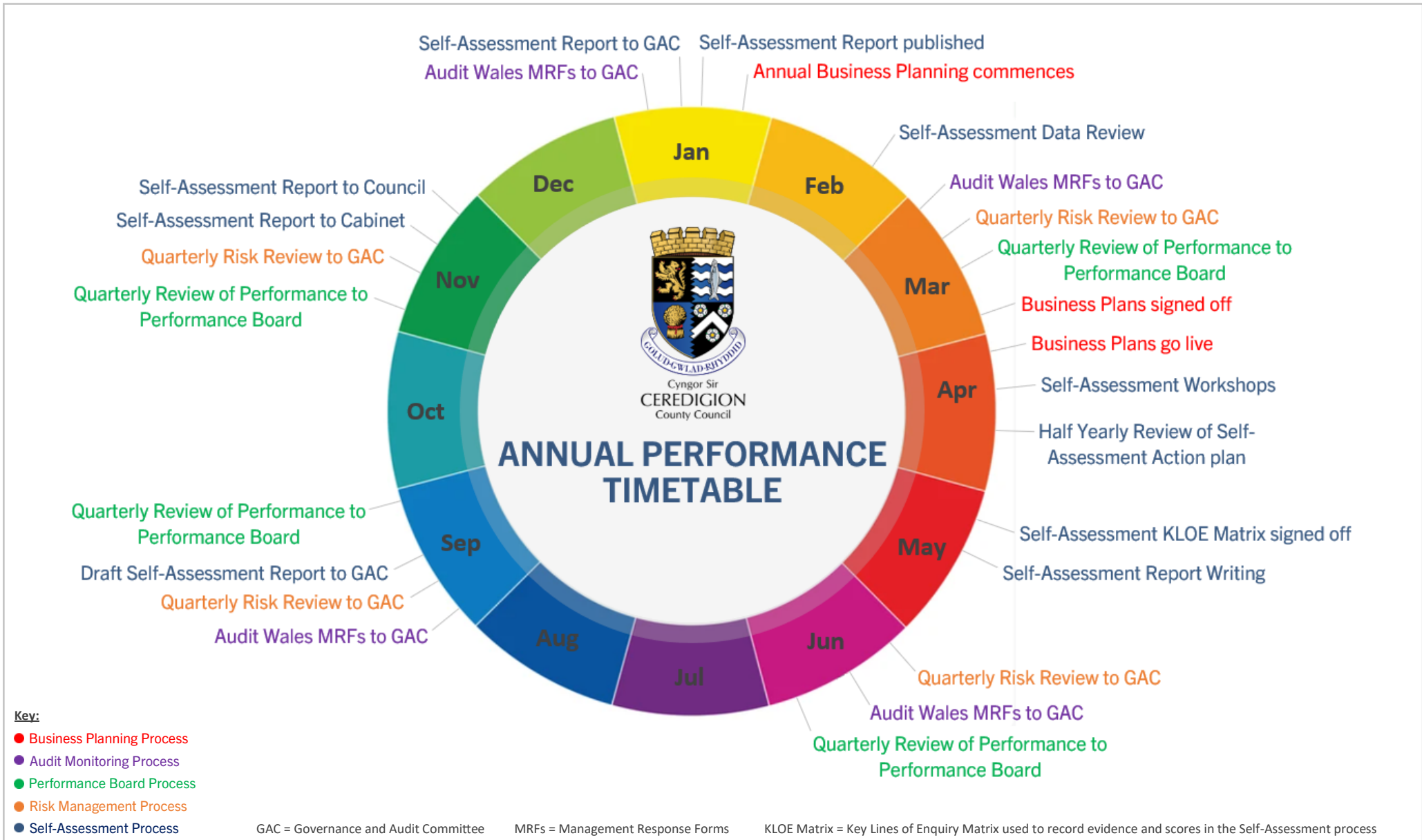
In essence, it means we must strive to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. We have embedded the principle across the Council and adopted the principle in the planning and delivery of our Corporate Well-being Objectives and in our approach to performance management.

The principle is fully integrated into the Performance Framework, and some examples of how it applies each of the 5 Ways of Working are highlighted in the table opposite.

| Way of Working  | How the Performance Management Framework supports the 5 Ways of Working  |
|---|--|
|  <p><b>Long Term</b></p>       | <ul style="list-style-type: none"> <li>• Performance measures monitor the short and long-term objectives of the Council.</li> <li>• Self-Assessment considers the longer-term opportunities and challenges as part of its role in ensuring high quality sustainable services.</li> <li>• The Council's performance framework monitors progress against the Corporate Well-being Objectives which have been set based on a comprehensive review of evidence including longer-term trends as highlighted in the Ceredigion Assessment of Local Well-being.</li> <li>• The Council's use of reflective practice inherently looks at the longer-term ambitions, opportunities and challenges that exist.</li> </ul>  |
|  <p><b>Integrated</b></p>      | <ul style="list-style-type: none"> <li>• The performance management framework covers all Council services and applies a standardised methodology to ensure we all learn from best practice.</li> <li>• Ideas and suggestions for further development are welcomed from anyone in the Council.</li> <li>• Agreement from all services is required before the performance framework is approved.</li> <li>• The performance management framework is an integral part of the Council's corporate planning arrangements.</li> <li>• Business planning clearly shows the golden thread, i.e. the links between business plans, Corporate Well-being Objectives and Self-Assessment, and individual measures and tasks.</li> </ul>   |
|  <p><b>Involvement</b></p>     | <ul style="list-style-type: none"> <li>• The performance management framework has been designed from the 'ground-up' based on conversations with key officers and members over the last three years, culminating in its final version that reflects the Council's ambitions for its performance journey over the next five years and beyond. A good example of this is the inclusion of reflective practice as one of its core principles and was identified by the Council's leadership as a robust way of identifying and recording learning across the organisation.</li> <li>• The performance management framework has been reviewed and approved by a range of groups across the Council – Leadership Group, Overview and Scrutiny Coordinating Committee, Cabinet and Council.</li> <li>• The stakeholder consultation in support of Self-Assessment asks specific questions on the way in which performance is monitored.</li> <li>• The performance management framework is a published document and anyone is welcome to review and feedback on the document.</li> <li>• The Council regularly updates colleagues in Audit Wales with its performance journey which includes development of its approach to performance management.</li> </ul> |
|  <p><b>Collaborative</b></p> | <ul style="list-style-type: none"> <li>• In order to achieve the overall vision for the County we need to collaborate effectively with our partners to create an integrated approach to improving the economic, social, environmental and cultural well-being of the County by strengthening joint working across the County's services.</li> <li>• We apply the same high standards of performance management in order to achieve these shared outcomes. This includes setting appropriate measures to enable partners and the public to assess progress.</li> <li>• The Performance Board includes a range of Members from various Committees of the Council – Cabinet, Overview and Scrutiny Committees and the Governance and Governance and Audit Committee.</li> <li>• The Corporate Well-being Objectives align with the Ceredigion Public Services Board's Well-being Plan.</li> </ul>   |
|  <p><b>Prevention</b></p>    | <ul style="list-style-type: none"> <li>• Drawing on the evidence, our Corporate Well-being Objectives and steps are designed to prevent problems from occurring or getting worse.</li> <li>• The framework supports the delivery of specific programmes based on prevention, such as the Through Age Well-being Programme that is transforming the delivery of social care in the County.</li> </ul>   |



# ANNUAL PERFORMANCE TIMETABLE



# TEIFI PERFORMANCE, DATA QUALITY AND RELATED DOCUMENTS

## Teifi Performance Management System

The Teifi System is the Council's electronic Performance Management System and is the tool we use to track and monitor performance. It operates in real-time and allows us to quickly identify areas of concern and where action needs to be taken.

It automates much of the monitoring and reporting to allow us to focus on the issues that really matter, i.e. understanding the root causes and finding solutions to drive-up performance.

The responsible officer or 'owner' is responsible for updating their objectives, tasks, performance measures and risks with current progress along with any evidence to support the result. This is a key part of the Council's governance arrangements. All users of the system receive training when they join the organisation and refresher training is provided annually.

Corporate Lead Officers review the results and dashboards on the Teifi system and are ultimately responsible for their service's level of performance. The dashboards from the Teifi system are presented to Performance Board quarterly for scrutiny.

## Data Quality

Every stage of the performance management process relies on evidence and data to allow the Council to make judgements on what Ceredigion's needs are, what its customers' needs are, what it has achieved, and how it compares. It is therefore vital that all this information is founded on high quality, reliable, and timely data to ensure that the judgements that based upon it are sound.

In general terms, every council officer that records data in a council system needs to be aware that they are responsible for, and have an impact upon, data quality. For performance measures reporting, there is an additional responsibility on those who calculate measures (and their line managers) to ensure that definitions are applied correctly and consistently and that calculations are properly verified.

This is important because Ceredigion strives to be an evidence based and data-driven organisation.

The performance framework supports this by helping to ensure the provision of complete, accurate and timely data used in internal monitoring and published externally to communicate the Council's progress in delivering its vision and Corporate Well-being Objectives to the public and stakeholders.

It is important in supporting not only excellence in customer service but also corporate governance, business planning and increased accountability. This is

achieved by using standardised performance reporting processes and data quality checks, including:

- The Teifi Performance System includes validation of quarterly performance results and automatically assigns status based on pre-defined parameters.
- Missing performance data is flagged-up automatically by the Teifi Performance System.
- The Teifi Performance System standardises the quarterly performance updates process.
- Sense checks are performed by the Performance and Research Team before each Performance Board dashboard is published.
- A debrief is conducted after each Performance Board which considers any issues relating to the quality of performance information presented, such as improvements to measures.
- Questions/issues raised at Performance Board or other forums in relation to data are followed up by the Performance and Research Team.
- There is an ongoing programme of work to strengthen the set of performance measures in use, to ensure not only relevance but accuracy.
- The Corporate Performance and Improvement Officer regularly liaises with CLOs/CMs between Performance Boards to keep the dashboards up to date.

## Related Documents

This document should be read in conjunction with the following key policies and strategies that form the Council's corporate planning process:

- Corporate Strategy 2022-27
- Medium Term Financial Strategy
- Risk Management Policy, Strategy and Framework
- Annual Governance Statement
- Corporate Project Management Panel Brief Template
- Ceredigion Self-Assessment Report
- Ceredigion Local Well-being Plan

Copies of these documents can be downloaded from the Council's website ([www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)) or are available from the Performance Team.

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from Ceredigion County Council

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

## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Overview and Scrutiny Co-ordinating Committee in relation to the draft Performance Management Policy Statement and Performance Management Framework

**Purpose of the report:** To provide feedback from the Overview and Scrutiny Co-ordinating Committee held on 11 September 2023

The Overview and Scrutiny Co-ordinating Committee considered the Draft Performance Management Policy Statement and Performance Management Framework, at its meeting on 11th September 2023.

Over the last four years the Council has been strengthening its approach to corporate performance management as part of its ongoing “performance journey”. It has:

- Introduced a new streamlined business planning process,
- Introduced new performance dashboards to monitor progress against level 1 business plans through Performance Board,
- Reinvigorated the Teifi Performance System,
- Updated the performance management process following COVID-19 to include “reflective practice” as a core element.

This is reflected in the positive feedback received from Audit Wales to the Council’s approach to performance management.

Recent legislation, in the form of the new Self-Assessment based performance regime has also necessitated a new way of assessing our overall performance. A new Self-Assessment process was successfully introduced in 2022/23 and the Council’s first Self-Assessment Report was published in January 2023.

Having introduced these new processes, the Council is now able to pull these together into a Draft Performance Management Framework document. A Performance Management Framework is considered best practice and explains:

- How the corporate performance management process works,
- How the individual processes align to support corporate planning,
- How performance management is used to deliver the Corporate Well-being Objectives and improved outcomes.

The aim of the Framework is twofold.

- 1) to provide the Council with a standardised approach to managing performance, and,
- 2) as a key part of the audit trail to demonstrate that the Council has robust performance management arrangements in place.

The Performance Framework is accompanied by a Performance Management Policy Statement. The Statement sets out the guiding principles of the Council’s approach to

performance management going forward and takes account of the new legislation and best practice. It highlights the fundamental role performance management plays in securing improved outcomes for the people and communities of Ceredigion, in supporting policy setting and in evidence-based decision-making.

Following discussion, the following was noted:

- In response to a question, it was confirmed that the Performance Board quarterly meetings are continuing,
- In response to a question, it was confirmed that there are and continue to be limited monitoring performance measures in place with comparisons from neighbouring and similar size Local Authorities,
- Following a question, it was confirmed that the previous national Performance Accountability Measures (PAMs) are now obsolete following the introduction of the Local Government and Elections (Wales) Act 2021. However, Data Cymru are leading a project to replace the measures with a new Self-Assessment Data Tool which will provide national benchmarking data. Further work will continue to develop the tool over the next couple of years and Ceredigion is being proactive in supporting the project.

### **Recommendation**

The Committee agreed to recommend that Cabinet:

Receive and endorse the Draft Performance Management Policy Statement and Performance Management Framework.

### **Reason for the decision**

In order to adopt an updated Performance Management Policy Statement and Performance Management Framework which outlines the guiding principles for performance management in the Council.

**Councillor Keith Evans**  
***Chairman of the Overview and Scrutiny Co-ordinating Committee***

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 03/10/2023

**Title:** Strategic Equality Plan – Monitoring Report 2022-23

**Purpose of the report:** To describe progress on achieving the Equality Objectives in our Strategic Equality Plan 2020-24

**For:** Information

**Cabinet Portfolio and Cabinet Member:**

**Councillor Catrin M S. Davies, Cabinet Member for Culture, Leisure and Customer Services**

### **Introduction**

The Equality Act 2010 places a duty on Local Authorities to consider the needs of all individuals when carrying out our day-to-day work. The Act includes Specific Public Sector Equality Duties for Wales which require the Council to set Equality Objectives and a Strategic Equality Plan, these must be reviewed every four years.

The promotion and use of the Welsh Language is set out in the Welsh Language (Wales) Measure 2011, rather than the Equality Act. However, we consider Welsh language requirements alongside the protected characteristics of the Equality Act so that our approach to the communication needs of all communities is coordinated.

An action plan ensures the delivery of the Council's Strategic Equality Plan 2020-24, grouped under five Equality Objectives, which are:

1. An Exemplar Equal Opportunities Employer
2. Fostering Good Relations and Tackling Prejudice
3. Engagement and Participation
4. Dignity, Respect and Access to Services
5. Fair and Inclusive Education

The plan and related documents can be found at [Strategic Equality Plan & Objectives - Ceredigion County Council](#).

This is the third annual report on progress of our Strategic Equality Plan 2020-24. It outlines how the Council has progressed with our Equality Objectives between April 2022 and March 2023.

A 'BRAG' system shows us how well an action is performing or being delivered.

- Blue: Action completed
- Red: Action not started
- Amber: Action slightly behind target
- Green: Action progressing to plan

| <b>2022-2023 figures</b>                        | <b>Blue</b> | <b>Red</b> | <b>Amber</b> | <b>Green</b> |
|---|-------------|------------|--------------|--------------|
| Equal Opportunities Employer                    | 1           | 0          | 2            | 5            |
| Fostering Good Relations and Tackling Prejudice | 1           | 0          | 0            | 5            |
| Engagement and Participation                    | 1           | 0          | 4            | 7            |
| Dignity, Respect and Access to Services         | 3           | 0          | 4            | 10           |
| Fair and Inclusive Education                    | 2           | 0          | 0            | 9            |

**Amber actions are:**

1. We will continue to promote and implement the Disability Confident Scheme, (which welcomes applications from disabled people and commits to making adaptations in the workplace).
2. We will work towards reducing gender segregation and under-representation of ethnic minorities and disabled people in apprenticeships, including working with our contractors through applying Community Benefits as core to all relevant Council procurement contracts.
3. We will engage with the people of Ceredigion, including people with protected characteristics and link in to local, regional and national groups.
4. We will continue to support the Ceredigion Disability Forum.
5. We will monitor and advise on Integrated Impact Assessments (IIAs).
6. We will adopt the principles of the Dream Team's Learning Disability Charter
7. Cylch Caron Project – we will establish community-based care to meet health and housing needs that are fit for purpose.
8. We will consider the needs of disabled people when maintaining or improving footways and carriageways (for example dropped kerbs).
9. We will continue to support community sports clubs to achieve the Insport Disability Award.
10. We will develop a vision for Ceredigion Actif in achieving a gold standard Insport award.

**Highlights of 2022/23**

- The number of staff attending equalities related training has increased significantly. In 2020-21, 514 staff completed e-learning modules and 4 training sessions were arranged. 4,021 staff completed e-learning modules and 28 training sessions were arranged in 2022-23.



- There has been an increased uptake of Carers passports which gives unpaid carers access to an additional 5 days paid leave. The Interim Hybrid working policy has allowed most corporate staff to work in a more flexible way. It is important to us to retain talent in our workforce, and we work hard to be flexible in how our work is done.
- Cabinet signed up to the Victim Support Hate Crime Charter in November 2022. We will work with Victim Support in 2023-24 to deliver actions that will enable us to become an active partner.
- Our Engagement and Participation policy has been revised. It was approved by Cabinet in October 2022 and is published on our website. Monitoring reports will be scrutinised by Corporate Resources Overview and Scrutiny Committee before they are presented to Cabinet.
- A successful event – ‘Pawb a’i Farn Ceredigion 2022’ – gave youth council members the opportunity to discuss key issues with Ben Lake MP, Ceredigion County Council’s Chief Executive Officer, our Chief Education Officer and our Deputy Leader and Cabinet member for Through Age and Wellbeing, Cllr Alun Williams. This is an annual event.
- The percentage of female County Councillors increased from 12% to 24% following the election in May and Lampeter by-election in October, and the percentage of newly appointed female Members is significantly higher which demonstrates positive steps towards achieving diversity in democracy.
- The number of actions that are behind target has reduced from 14 to 10. None of the actions are marked Red. The number of completed actions has increased from 3 to 8.

For further details please refer to the attached Strategic Equality Plan Monitoring report, March 2022 to April 2023, included as Appendix 1

**Wellbeing of Future Generations:**

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

No. this report is not related to a new policy or a change in service.

**Summary of Integrated Impact Assessment:**

**Long term:** Not applicable  
**Collaboration:** Not applicable  
**Involvement:** Not applicable  
**Prevention:** Not applicable  
**Integration:** Not applicable

**Recommendation(s):**

**To receive and approve the Council’s Strategic Equality Plan monitoring report 2022-23.**

**Reasons for decision:**

It is a requirement of the Public Sector Equality Duty that we produce an Annual Strategic Equality Plan Monitoring Report for 2022-23 and publish this on our external website by 31/03/24.

**Overview and Scrutiny:**

The report was presented to Overview and Scrutiny Co-ordinating Committee on 11/09/23. Following discussion, Members agreed to recommend that Cabinet receive and endorse the Council's Strategic Equality Plan Monitoring Report 2022-23.

**Policy Framework:**

Corporate Strategy 2023-28  
Strategic Equality Plan

**Corporate Well-being Objectives:**

- 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

**Finance and Procurement implications:**

None

**Legal Implications:**

The Equality Act 2010 and the specific Public Sector Equality Duties (Wales) require us to review progress on our Strategic Equality Plan and our Equality Objectives.

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

There is a risk of reputational damage, complaint and legal challenge if we do not comply with the Equality Act and the Public Sector Equality Duties (Wales).

**Statutory Powers:**

Equality Act 2010

**Background Papers:**

None

**Appendices:**

Appendix A- Strategic Equality Plan Monitoring Report 2022-2023

**Corporate Lead Officer:**

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

**Reporting Officer:**

Cathryn Morgan, Equalities and Inclusion Manager

**Date:**

12/09/2023

# Strategic Equality Plan (SEP) Monitoring Report

April 2022- March 2023



This document is available in Welsh, or in other formats on request.



**Author:** Cathryn Morgan, Partnerships and Performance

**Approved by Cabinet:** XX/XX/XXXX

**Publication Date:** XX/XX/XXXX

## Contents

|   |          |
|---|----------|
| <b>1. Background .....</b>  | <b>3</b> |
| <b>1.1 The General Equality Duty .....</b>  | <b>3</b> |
| <b>1.2 Welsh Language Commitment .....</b>  | <b>3</b> |
| <b>2. The Specific Public Sector Equality Duties Wales .....</b>                  | <b>4</b> |
| <b>2.1 Equality Objectives, Strategic Equality Plan and Annual reporting.....</b> | <b>4</b> |
| <b>2.2 Engagement .....</b>   | <b>5</b> |
| <b>2.3 Accessibility of Published Information.....</b>                            | <b>5</b> |
| <b>2.4 Pay Difference.....</b>  | <b>5</b> |
| <b>2.5 Assessing Impact .....</b>   | <b>5</b> |
| <b>2.6 Staff Training.....</b>  | <b>5</b> |
| <b>2.7 Procurement.....</b>   | <b>6</b> |
| <b>3. Progress in meeting our specific objectives during 2022-23 .....</b>        | <b>6</b> |
| <b>3.1: Equality Plan Monitoring report April 2022 – March 2023.....</b>          | <b>7</b> |

# 1. Background

## 1.1 The General Equality Duty

The Equality Act 2010 places a duty on Local Authorities to consider the needs of all individuals when carrying out our day-to-day work, in developing policy, in delivering services and in relation to the public and to our workforce. Public bodies must have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act.
2. Advance equality of opportunity between people who share a protected characteristic and those who do not.
3. Foster good relations between people who share a protected characteristic and those who do not.

The Equality Act makes it unlawful to discriminate against people who share one or more 'protected characteristic'. Some people share more than one of these characteristics. This is called 'intersectionality'. We need to be aware of this when we consider our Equality Duty. The protected characteristics are listed below

- Age
- Disability
- Gender Reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief (including lack of belief)
- Sex
- Sexual orientation

## 1.2 Welsh Language Commitment

The promotion and use of the Welsh Language is covered by the requirements of the Welsh Language Measure 2011 rather than the Equality Act, it. However, in Ceredigion it is important to consider Welsh language requirements alongside the protected characteristics of the Equality Act to encourage a co-operative approach to the needs of all communities in designing and delivering services.

Under the requirements of the Welsh Language Measure 2011, Ceredigion County Council is required to ensure that Welsh language services are built into planning and delivery of services, and that Welsh language services are offered to Welsh speakers without them having to request it (i.e. the concept of the active offer).

## 2. The Specific Public Sector Equality Duties Wales

The Specific Duties in Wales are set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and came into force on the 6 April 2011. The Specific Duties on Local Authorities in Wales cover:

- Equality objectives, strategic equality plans and annual reports,
- Engagement,
- Accessibility of information,
- Pay difference,
- Assessing impact,
- Staff training,
- Procurement.

This report outlines our commitment to meeting the requirements of the Equality Act 2010 including the Specific Public Sector Equality Duties for Wales.

### 2.1 Equality Objectives, Strategic Equality Plan and Annual reporting

Our Equality Objectives are outlined in our Strategic Equality Plan '*A Fair and Equal Ceredigion 2020-24*'. The plan ensures the delivery of our objectives. Our Equality Objectives are:

1. To be an Exemplar Equal Opportunities Employer
2. To Foster Good Relations and Tackle Prejudice
3. To ensure Engagement and Participation
4. To ensure Dignity, Respect and Access to Services
5. To provide Fair and Inclusive Education

Our Corporate Equalities Working Group meets every three months to monitor the progress of our Strategic Equality Plan and to discuss other issues related to equality. The group is chaired by our Equalities Champion, who is a Ceredigion County Council Cabinet member.

This is the third annual report on progress of our 2020-24 Strategic Equality Plan, '*A Fair and Equal Ceredigion*.' The plan and related documents can be found at [Strategic Equality Plan & Objectives - Ceredigion County Council](#)

## **2.2 Engagement**

When we design or revise our equality objectives we must engage with and involve people who are protected by the Equality Act, or people who represent them. In fact, we may engage with any persons that we feel are appropriate.

Engagement and consultation guidance is available for all staff and support is provided by our Equalities and Inclusion staff. Further information on our engagement work is listed under Objective 3 of the action plan monitoring report at Section 3.1.

## **2.3 Accessibility of Published Information**

The Council produces information in a wide variety of formats according to need and on request. All public documents are required to have the tagline 'this document is available in Welsh, or in other formats on request'. Guidance on accessible formats is available for staff on our internal website.

Our website has achieved an AA accessibility rating but is not yet fully accessible. Progress is reported under Objective 4 (action 4.12) in the monitoring report at Section 3.1.

## **2.4 Pay Difference**

Our Human Resources team collects and analyses data relating to gender pay difference and the proportion of our workforce that share one or more protected characteristic. Annual reports are presented to Cabinet and then published on our website. Progress is reported under Objective 1 (actions 1.1 and 1.2) in the monitoring report at Section 3.1.

## **2.5 Assessing Impact**

If we make significant changes to the way we deliver services we must assess the impact this may have on those who use our services, particularly people who share one or more of the characteristics protected by the Equality Act 2010.

Our Integrated Impact Assessment Tool enables us to do this. This is being revised, we will start using the updated version in 2023-24. Progress is reported under Objective 3 (actions 3.9 and 3.10) in the monitoring report at Section 3.1.

## **2.6 Staff Training**

All our staff can access Ceredigion Learning Pool. This bilingual resource allows completion of e-learning modules. Much of our staff training is now delivered virtually via Microsoft Teams and the use of captions and translation has made training more accessible for those with hearing or sight impairments.

A broad range of equalities related training has been delivered in 2022-23. Progress is reported under Objective 1 (action 1.3) in the monitoring report at Section 3.1.



## 2.7 Procurement

Our procurement policy and contract specifications include equality and Welsh language requirements as standard. Further detail is reported under Objective 4 (action 4.15) in the monitoring report at Section 3.1.

More work is needed to ensure that community benefit clauses in our contracts are used to their full potential to help reduce inequalities and foster good relations in Ceredigion. This is reported under Objective 5 (action 5.9) in the monitoring report at Section 3.1.

## 3. Progress in meeting our specific objectives during 2022-23

A 'BRAG' system shows us how well an action is performing or being delivered. BRAG' status totals are shown below.

As expected, there are more 'Blue' actions and fewer 'Amber' actions in 2022-23 as we move into the final year of this four-year Strategic Equality Plan.

| BRAG Status  | Definition  | 2020-21 | 2021-22 | 2022-23 |
|--------------|---|---------|---------|---------|
| <b>Blue</b>  | Action completed  | 1       | 3       | 8       |
| <b>Red</b>   | Action not started / there are concerns that it will not be completed | 0       | 0       | 0       |
| <b>Amber</b> | Action slightly behind target   | 14      | 17      | 10      |
| <b>Green</b> | Action progressing to plan  | 39      | 34      | 36      |

The table below shows progress of each of our Equality Objectives.

| 2022/23 figures |   | Blue | Red | Amber | Green |
|-----------------|---|------|-----|-------|-------|
| 1               | Equal Opportunities Employer                    | 1    | 0   | 2     | 5     |
| 2               | Fostering Good Relations and Tackling Prejudice | 1    | 0   | 0     | 5     |
| 3               | Engagement and Participation                    | 1    | 0   | 4     | 7     |
| 4               | Dignity, Respect and Access to Services         | 3    | 0   | 4     | 10    |
| 5               | Fair and Inclusive Education                    | 2    | 0   | 0     | 9     |

### 3.1: Equality Plan Monitoring report April 2022 – March 2023

|  |  |                                |                          |
|--|--|--------------------------------|--------------------------|
| <b>Objective 1: To be an Exemplar Equal Opportunities Employer.</b>  |  |                                |                          |
| <b>To be an equal opportunities employer, with staff trained and aware of equality related needs and issues. To continue to close the gender pay gap.</b>  |  |                                |                          |
| <b>Action 1.1</b>  | <ul style="list-style-type: none"> <li>We will monitor and close possible gender pay gap differences.</li> <li>We will publish an annual Workforce Pay Gap Report.</li> </ul>  | <b>People and Organisation</b> | <b>Green (on target)</b> |
| <b>Outcome:</b> Continue to close the gender pay gap.  |  |                                |                          |
| <p>The <a href="#">Workforce Pay Gap report</a> 2021-22 showed that a mean pay gap of -6.0% and a median pay gap of -7.6% existed between men and women. This has increased from 31 March 2021 where the mean pay gap was -5.3% and median pay gap was -3.9%.</p> <p>We are confident that men and women are paid equally for doing equivalent jobs across the Council. The main reason for our organisation-wide gender pay gap is an imbalance of male and female colleagues across the organisation. At the moment there are fewer women in senior roles than men, as well as a higher proportion of women relative to men in lower scales. More detail is provided in the annual Workforce Pay Gap report together with the measures we are taking to address the pay gap.</p> <p>The Workforce Pay Gap report for 2022-23 will be produced by end of October 2023 and will be published on the Council’s website following approval through the democratic process.</p> |  |                                |                          |
| <b>Action 1.2</b>  | <ul style="list-style-type: none"> <li>We will continue to gather workforce equality and Welsh language data from new staff and voluntary data from existing staff.</li> <li>We will publish an annual Workforce Equality Report.</li> </ul> | <b>People and Organisation</b> | <b>Green (on target)</b> |
| <b>Outcome:</b> Increased number of staff disclosing equality and Welsh language data.   |  |                                |                          |

Workforce Equality and Welsh language data is collected from all new staff joining the Council and existing staff are reminded on an annual basis to update their equality data through Ceri self-service. Updating Welsh language data is also included in the annual appraisal process. Over 92% of staff have disclosed voluntary equalities data. The [Workforce Equality Report 2021-22](#) was presented to Cabinet in December 2022.

The Workforce Equality Report for 2022-23 will be produced by end of October 2023 and published on the Council’s website following approval through the democratic process.

|                   |  |                                |                          |
|-------------------|--|--------------------------------|--------------------------|
| <b>Action 1.3</b> | We will improve staff awareness of equality issues and the Public Sector Equality Duty through training. | <b>People and Organisation</b> | <b>Green (on target)</b> |
|-------------------|--|--------------------------------|--------------------------|

**Outcomes:**

- Increased number of staff completing the mandatory Equality and Diversity e-learning.
- Increased number of managers completing Equality and Diversity training.
- Increased number of staff completing LGBT awareness training.

**E Learning modules**

- Equality & Diversity: 1,969 completions (1,817 internal staff and 152 external)
- Welsh Language Awareness: 1,225 completions (1,129 internal staff and 96 external)
- Understanding Autism: 721 completions (577 internal and 144 external)
- Autism Effective communication: 106 completions (56 internal and 50 external)

**Training offered to increase equality, diversity and disability awareness:**

- 7 x LGBT Awareness Sessions: 44 internal staff attended.
- 1 x Transgender Awareness: 17 attended (7 internal staff and 10 external)
- Equality & Diversity for managers is now included in new format of Ceredigion Manager programme and not delivered separately.
- 1 x Hate Crime: 6 staff attended (4 internal and 2 external)
- 1 x Anti-social behaviour hate crime: 5 staff attended (3 internal and 2 external)
- 6 x Prevent /WRAP sessions: 110 staff attended (101 internal and 9 external)
- 1 x Understanding Asylum & Refugee process: 17 staff attended (12 internal and 5 external)

- 1 x Deaf Awareness: 12 internal staff attended.
- 1 x Deaf Awareness & Sign Language Workshop: 8 internal staff attended.
- 3 x Epilepsy Awareness: 38 staff attended (21 internal and 17 external)
- 1 x Visual Impairment Awareness: 10 internal staff attended.
- 2 x Introduction to Parkinson's disease: 36 staff attended (24 internal and 12 external)
- 2 x Huntington Disease Overview: 13 internal staff attended.
- 1 x Mental Capacity Act & Brain Injury session: 24 internal staff attended.

10 members of Council staff also attended regional events on Neurodivergence and the Mental Health Act and Acquired Brain Injury and the Mental Health Act.

|                   |   |                                |                                 |
|-------------------|---|--------------------------------|---------------------------------|
| <b>Action 1.4</b> | We will continue to promote and implement the Disability Confident Scheme, (which welcomes applications from disabled people and commits to making adaptations in the workplace). | <b>People and Organisation</b> | <b>Amber</b><br>(behind target) |
|-------------------|---|--------------------------------|---------------------------------|

**Outcome:** Increased number of appointments recorded as having a disability.

The Disability Confident Scheme is an established part of the Council's recruitment procedures and covered in the mandatory Ceredigion Manager Training Programme. We are a Disability Confident employer; this is promoted on our Careers website.

Census 2021 showed that 20% of Ceredigion population is disabled. Only 5% of the total number of those who applied for jobs with the Council in 2022-23 identified themselves as disabled. We received 196 applications from individuals who recorded that they had a disability; 23 (12%) were appointed. 2021-22 figure was higher at 16%. 17% of applicants who did not identify as disabled were appointed.

Statistically an applicant who discloses that they identify as disabled is less likely to be appointed. It would appear that compared to population data many applicants may not feel confident to disclose their disability or that we are not attracting disabled applicants.

|   |   |                                       |                                   |
|---|---|---------------------------------------|-----------------------------------|
| <p>This area has not progressed as much as we would like, and we aim to promote the Disability Confident Scheme further through additional manager training and through the recruitment website and social media channel. There also needs to be positive action to encourage more applications from disabled applicants and to promote the Disability Confident Scheme.</p>  |   |                                       |                                   |
| <p><b>Action 1.5</b></p>  | <p>We will support employees who are pregnant or have recently given birth by adopting the six areas of action under the <a href="#">‘Pregnancy and Maternity Discrimination in the Workplace: Recommendations for Change,’</a> report.</p> | <p><b>People and Organisation</b></p> | <p><b>Blue</b><br/>(complete)</p> |
| <p><b>Outcomes</b> 6 areas of action adopted.</p>   |   |                                       |                                   |
| <p>These are the 6 areas of action adopted, and our response to the recommendations. Monitoring takes place through the annual Workforce Equality Report.</p> <p><b>Leadership for change: So that employers attract the best talent, create the conditions for their staff to perform well, and avoid the loss of skills and experience which can result from misconceptions and poor practice in relation to pregnant workers and new mothers.</b> Learning and Development ensure that managers are trained to ensure they are not discriminatory and the HR Team provide advice and guidance to managers at all stages of the employee lifecycle. Managers are encouraged to accommodate flexible working requests wherever possible including part time requests for employees who request this when returning after maternity leave. Retaining the best talent in our workforce is important to us.</p> <p><b>Improving employer practice: To promote family-friendly workplaces, effective management and open communication.</b> The interim hybrid working policy has brought in even greater flexibility to a large number of job roles. The work life balance policy is currently being revised and disaggregated into a suite of new family friendly policies.</p> <p><b>Improving access to information and advice: So that women and employers understand their rights and obligations.</b> There is a lot of information on CeriNet and the employee portal and in addition to this we work in partnership with recognised trade unions throughout casework and consultations.</p> <p><b>Improving health and safety management in the workplace: So that employers manage risks effectively and women are not forced to choose between their job and their health or the health of their unborn child.</b> The Health and Safety Team advise managers and employees on pregnancy risk assessments which are revised regularly during a pregnancy.</p> |   |                                       |                                   |

|   |   |                                       |                                     |
|---|---|---------------------------------------|-------------------------------------|
| <p><b>Improving access to justice: By removing barriers to women raising complaints.</b> The Council already has robust arrangements for employees to raise concerns e.g. grievance, dignity at work, whistleblowing.</p>   |   |                                       |                                     |
| <p><b>Action 1.6</b></p>  | <p>We will offer, where appropriate, flexi and part-time working to support parents and carers.<br/>We will revise our policies on flexi-working and work-life balance.</p>   | <p><b>People and Organisation</b></p> | <p><b>Green (on target)</b></p>     |
| <p><b>Outcome:</b> Revised flexi and agile working polices implemented.</p>   |   |                                       |                                     |
| <p>There has been an increased uptake of Carers passports leading to unpaid carers gaining access to up to an additional 5 days paid leave. The Interim Hybrid working policy has allowed most corporate staff to work in a more flexible way. Only 52.8% of our employees are full time.</p> <p>Work is ongoing to revise flexible working polices and we will undertake a review this autumn of our interim hybrid working policy. The Council provides up to an additional 5 days paid leave to unpaid carers who hold a carers passport and the Council's Carers in Employment Policy provides additional support to these employees to retain their talent in our workforce.</p> <ul style="list-style-type: none"> <li>• 47.2% of our employees are part time.</li> <li>• 38.5% of our employees are part time females.</li> <li>• 8.8% of our employees are part time males.</li> </ul> <p>There are more females employed full time (614) than men (533).</p> <p>Line managers are very proactive in accommodating many flexible working requests; it is important to us to retain talent in our workforce, and we work hard to be flexible in how our work is done. The disaggregation of our Work-Life balance policy will be completed during 2023/24.</p> |   |                                       |                                     |
| <p><b>Action 1.7</b></p>  | <p>We will work towards reducing gender segregation and under-representation of ethnic minorities and disabled people in apprenticeships, including working with our contractors through applying Community Benefits as core to all relevant Council procurement contracts.</p> | <p><b>Porth Cymorth Cynnar</b></p>    | <p><b>Amber (behind target)</b></p> |

|   |   |                                |                          |
|---|---|--------------------------------|--------------------------|
| <b>Outcome:</b> Decreased gender segregation in apprenticeships. Increased Black, Asian, minority ethnic and disabled apprentices.  |   |                                |                          |
| Hyfforddiant Ceredigion Training (HCT) promotes apprenticeships at Careers events across the county. 90% of apprentices are Male, 9% are Female and 1% identify as other. 12% have disclosed that they have some disabilities and 0% reported that they are from Black or Minority Ethnic background.   |   |                                |                          |
| A standardised reporting spreadsheet has been created for major capital contracts in the South West Wales Regional Contractors Framework which requires any new training and recruitment deliverables to record by gender, disability and ethnicity. This follows the same approach as that used in the North Wales Construction Partnership. Information is currently being collated for contracts at Cardigan Primary School and Cardigan Secondary School. |   |                                |                          |
| <b>Action 1.8</b>   | We will continue to implement our Modern Slavery Policy. This includes our commitment with our suppliers and contractors to meet Welsh Government's Code of Practice on Ethical Employment and Transparency in the Supply Chain, for example guarding against insecure employment contracts and securing workers' rights. | <b>People and Organisation</b> | <b>Green (on target)</b> |
| <b>Outcomes:</b>  |   |                                |                          |
| <ul style="list-style-type: none"> <li>Increased number of Modern Slavery Sessions delivered, increased number of staff attending</li> <li>Increased number of Human and Child Trafficking sessions delivered.</li> </ul>   |   |                                |                          |
| 7 x training sessions on Modern Slavery & Human Trafficking: 50 staff attended (45 internal and 5 external)   |   |                                |                          |

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| <b>Objective 2: Fostering Good Relations and Tackling Prejudice.</b>  |   |                                |                          |
| <b>To foster good relations between those who share a protected characteristic and those who do not by building community cohesion and tackling prejudice. Everyone should be able to live without the fear of violence and abuse and to be treated with respect.</b> |   |                                |                          |
| <b>Action 2.1</b>   | We will work with the Regional Community Cohesion Co-ordinator to support a Ceredigion of cohesive communities. | <b>Community Cohesion Team</b> | <b>Green (on target)</b> |

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|--|---|---|--------------------------|
| <b>Outcome:</b> Community Cohesion-framework is developed, and outcomes are delivered.   |   |   |                          |
| Our Community Cohesion team is one of 8 regional teams across Wales funded by Welsh Government. The aim is to deliver a consistent approach to Cohesion across Wales. The team works to an annual action plan and have satisfactorily completed actions established for 2022-23, many of which are included in this report.  |   |   |                          |
| <b>Action 2.2</b>  | We will continue to raise awareness of hate crime and to signpost potential victims to report and support services. | <b>Policy, Performance and Public Protection/Community Cohesion</b> | <b>Green (on target)</b> |
| <b>Outcomes:</b>   |   |   |                          |
| <ul style="list-style-type: none"> <li>• Increased number of Hate Crime awareness sessions delivered.</li> <li>• Increased number of staff attended.</li> </ul>  |   |   |                          |
| <p>Cabinet agreed to sign the <a href="#">Victim Support Hate Crime Charter</a> in November 2022. The charter sets out the rights of victims, and the commitments that organisations make to tackle hate crime, provide support and information for victims, and raise awareness of hate crime among staff and communities. We will work with Victim Support in 2023-24 to deliver actions that will enable us to become an ‘active partner’.</p> <p>52 internal staff and 9 external staff attended training sessions on Modern Slavery and Human Trafficking, Hate Crime and Anti-social Behaviour Hate Crime training. Victim Support also met with our Youth Service team to discuss awareness raising on Hate Crime.</p> <p>The regional Community Cohesion team worked with Victim Support to coordinate a regional LGBTQ+ training day aimed at professionals and a Wales wide webinar on the topic ‘<i>Raising Awareness and Understanding of Extremism and Toxic Masculinity</i>’ for professionals working with young people. Hate Crime Awareness week was promoted with a training session looking at the impacts of online hate on individuals and communities and with an engagement event at the Welsh Premier League game - Aberystwyth Town FC vs Haverfordwest County.</p> |   |   |                          |



|   |  |  |                          |
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| <b>Action 2.3</b>   | We will continue to support work to increase reporting of domestic abuse to Goleudy, (Victim Support). | <b>Porth Cynnal</b>  | <b>Green (on target)</b> |
| <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Increased number of staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) e-learning</li> <li>Increased number of Ask and Act sessions completed.</li> </ul>   |  |  |                          |
| <p>1,696 staff (1,589 internal and 107 external) completed VAWDASV e-learning. 40 internal staff attended Ask &amp; Act Training Sessions.</p>  |  |  |                          |
| <b>Action 2.4</b>   | We will monitor and respond to community tensions relating to the Brexit process.                      | <b>Policy, Performance and Public Protection/ Community Cohesion</b> | <b>Green (on target)</b> |
| <p><b>Outcome:</b> Increased number of interventions and de-escalations.</p>  |  |  |                          |
| <p>Brexit issues (Trade) have lessened since the signing of the Trade &amp; co-operation agreement. There have been no significant challenges or issues in the past 12 months and Brexit has been removed from the corporate risk register. However, a watching brief is maintained particularly in terms of right to work, immigration and access to benefits and services.</p>  |  |  |                          |
| <p>We monitor community tensions through weekly tension monitoring meetings with Dyfed Powys Police, Aberystwyth University, Mid and West Wales Fire Service, Victim Support, Race Council Cymru, University of Wales Trinity Saint David and various departments within the Local Authority including Community Safety, Housing and Substance misuse. A range of tensions have been identified and mitigated over the past year including protests movements, extreme right wing leafleting and Gypsy Roma Traveller temporary accommodation.</p>  |  |  |                          |
| <p>We also carry out regular social media/online source scanning to monitor issues and tensions. Key issues are logged and raised at Tension Monitoring meetings. Community cohesion and tension monitoring are regular agenda items at meetings of the Community Safety Partnership, CONTEST (Counter Terrorism), Serious and Violence Organised Crime (SVOC), Ceredigion Refugee Resettlement group and the Gypsy Traveller Steering Group. We also attend national Special Interest Group on Countering Extremism (SIGCE) to discuss right wing activity in our region and national activity targeted at refugee and migrant groups.</p> |  |  |                          |

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| <b>Action 2.5</b>  | We will signpost EU citizens living in Ceredigion to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support.                              | <b>Community Cohesion and Customer Contact</b> | <b>Blue</b><br>(complete) |
| <b>Outcome:</b> Increased number of EU citizen's resident in Ceredigion who apply to the scheme.   |  |  |                           |
| The scheme has now closed.   |  |  |                           |
| <b>Action 2.6</b>  | We will continue to implement an annual media and public awareness campaign. Examples could include International Women's Day, Hate Crime Awareness Week and Holocaust Memorial Day. | <b>Democratic Services/ Community Cohesion</b> | <b>Green</b> (on target)  |
| <b>Outcome:</b> Increased number of campaigns undertaken.  |  |  |                           |
| <p>The Regional Community Cohesion team and the Council's External Communications team support an annual calendar of national days and campaigns to promote awareness, celebrate diversity, and commemorate certain historical events. During 2022/23 both teams promoted and supported a number of campaigns including:</p> <ol style="list-style-type: none"> <li>1. Hate Hurts Wales - Welsh Government campaign.</li> <li>2. Human Rights Day</li> <li>3. Diwrnod Hawliau'r Gymraeg (Welsh Rights Day)</li> <li>4. Carers Rights Day</li> <li>5. White Ribbon Day - international campaign calling on men to stand against violence against women.</li> <li>6. National Safeguarding week</li> <li>7. Diwrnod Pobl Hyn/Older Persons' Day</li> <li>8. Diwali</li> <li>9. Armed forces week/day</li> <li>10. Hate Crime Awareness Week</li> <li>11. Pride Month – social media</li> <li>12. Black History Month – social media</li> <li>13. Transgender Day of Visibility – social media</li> </ol> |  |  |                           |

- 14. Interfaith Week – social media
- 15. Holocaust Memorial Day - social media messaging and lighting public buildings purple
- 16. LGBT History Month - social media posts
- 17. Refugee Week – social media posts
- 18. Gypsy Traveller History Month – social media posts and training (regional).

**Objective 3: Engagement & Participation.**

**To ensure that we engage effectively with people who share protected characteristics. To enable people to influence decisions and to have the opportunity to participate in political and everyday life.**

|                   |   |   |                                 |
|-------------------|---|---|---------------------------------|
| <b>Action 3.1</b> | We will engage with the people of Ceredigion, including people with protected characteristics and link in to local, regional and national groups. | <b>Policy, Performance and Public Protection (all service areas to implement)</b> | <b>Amber</b><br>(behind target) |
|-------------------|---|---|---------------------------------|

**Outcome:** Engagement undertaken is meaningful. People are involved and can influence decisions and an Engagement Annual Report reflects this.

A lot is being done to engage with residents and stakeholders, but the corporate approach is inconsistent. There are good examples of continuous engagement listed in our [Engagement and Participation Annual Report 2022-23](#) and we facilitate a range of service user fora and stakeholder groups. Seven targeted engagement exercises, five consultation exercises and four ‘inform’ exercises (where the Council has a duty to inform the public and provide a way for interested parties to respond) were undertaken during 2022-23.

However, the average response rate for UK public consultations stands at 0.7% and the number of responses to the Council’s campaigns is generally lower. We need to continue to develop innovative methods of engagement whilst recognising that the resource for this work is finite.

|  |   |  |                          |
|--|---|--|--------------------------|
| <b>Action 3.2</b>  | We will revise and implement our Engagement Policy.   | <b>Policy, Performance and Public Protection</b> | <b>Blue (complete)</b>   |
| <b>Outcome:</b> Engagement Policy published and implemented. Progress is recorded in the Engagement Annual Report.   |   |  |                          |
| The <a href="#">Engagement and Participation policy</a> has been revised. It was approved by Cabinet in October 2022 and is published on our website. Monitoring reports will be scrutinised by Corporate Resources Overview and Scrutiny Committee before they are presented to Cabinet.  |   |  |                          |
| <b>Action 3.3</b>  | We will implement our Children and Young Persons' (CYP) Participation Strategy and take account of the United Nations' Convention on the Rights of the Child, (UNCRC) in our decision making. | <b>Porth Cymorth Cynnar</b>                      | <b>Green (on target)</b> |
| <b>Outcomes:</b> <ul style="list-style-type: none"> <li>• Specific targets published in CYP Participation Strategy 2018-21. Progress recorded in CYP Participation Annual Report.</li> <li>• E learning programme on UNRC under development, anticipated launch to staff 2020</li> </ul>   |   |  |                          |
| <p>The Ceredigion Youth Service Children and Young People's Participation Strategy 2018-2021 has now expired. Our approach to the participation of children and young people in decision making is now included in the Council's new Engagement and Participation Policy. This means that children and young people participation is part of our Through-age approach to engagement and participation.</p> <p>Ceredigion Youth Council is composed of 25 young people representing all Ceredigion Secondary Schools, Coleg Ceredigion, Aberystwyth Community Ambassadors, Clybiau Ffermwyr Ifanc Ceredigion, URDD Forum and Porth Cymorth Cynnar: Support and Prevention service. 4 full meetings were held and an end of year event, 'Pawb a'i Farn Ceredigion 2022' – an opportunity for youth council members to discuss key issues with Ben Lake MP, Ceredigion County Council's Chief Executive Officer, our Chief Education Officer and our Deputy Leader and Cabinet member for Through Age and Wellbeing, Cllr Alun Williams. The event was chaired by Lloyd Warburton, Wales Youth Parliament member for Ceredigion. All Youth Council meeting minutes are presented to Scrutiny Committee and Cabinet.</p> |   |  |                          |

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| <p>Young people attended the Dyfed Powys Police and Crime Commissioner Forum to discuss policing and crime levels in the Dyfed Powys police force area. In addition, three focus groups were delivered with a group of young people on young people's mental health and young victims of crime, substance mis-use prevention activities and support for young people who are committing low level offences.</p> <p>The Give us Support (GUS) forum ensures that the voices of seldom heard young people are heard. 12 young people met monthly during 2022-23 and gave their feedback on 10 local and national consultations.</p> <p>114 people (94 internal staff &amp; 20 external) completed the UNCRC Awareness e-learning module which is available to all Ceredigion County Council staff. A UNCRC Young People's Workshop pack was updated and redesigned. The purpose of the pack is to enable staff to deliver an hour long session in the classroom or in a community space around Children's Rights and Participation.</p> |   |   |                          |
| <b>Action 3.4</b>   | We will support programmes and plans to increase representation in local politics and decision making, particularly for women, disabled people or BME people. | <b>Democratic Services</b>                        | <b>Green (on target)</b> |
| <b>Outcome:</b> Increased number of women, disabled people and BME people represented.  |   |   |                          |
| <p>The percentage of female County Councillors increased from 12% to 24% following the election in May and Lampeter by-election in October, and the percentage of newly appointed female Members is significantly higher which demonstrates positive steps towards achieving diversity in democracy. It was also noted that the number of female Councillors elected was representative of the number of candidates that stood for election.</p> <p>The figures for both Plaid Cymru and the Liberal Democrats are positive however there is still considerable work to do. Independent members noted that the figures do not represent the number of women approached to stand as candidates, and that more work needs to be done to encourage them to stand for election.</p> <p>Figures showing representation of disabled people and members from Black and Minority Ethnic backgrounds are not available.</p>  |   |   |                          |
| <b>Action 3.5</b>   | We will support engagement with 16- and 17-year-olds if the voting age is lowered in Wales.   | <b>Democratic Services / Porth Cymorth Cynnar</b> | <b>Green (on target)</b> |

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| <b>Outcome:</b> Targeted approach for promotion and raising awareness utilising Ceredigion Youth Council, Secondary Schools 6 <sup>th</sup> Forms, Further Education establishments, Youth Support Services, CYP Forums and Youth Service social media.   |   |  |                                 |
| Information regarding 'Voting at 16' and how to register to vote for future local and Senedd elections have been shared on the Ceredigion Youth Council Teams Channel. Youth Council members are tasked with sharing the information with their peers.  |   |  |                                 |
| Ceredigion Youth Service shared information on their social media to raise awareness to the electoral commission 'Welcome to your vote week' campaign that ran between 30 <sup>th</sup> Jan – 5 <sup>th</sup> February 2023. The campaign helped to raise awareness to register to vote. Information regarding the 'Welcome to your vote Week' was also shared with the Ceredigion Youth Council, third sector partners and further education establishments in Ceredigion. |   |  |                                 |
| <b>Action 3.6</b>   | We will continue to support the Ceredigion Disability Forum.  | <b>Policy, Performance and Public Protection</b> | <b>Amber</b><br>(behind target) |
| <b>Outcome:</b> 4 open meetings per year and 4 meetings with CCC. The voice of disabled people is heard and influential.  |   |  |                                 |
| Meetings were held during the year, but attendance remains low. The voice of disabled people who attend meetings is heard but there is work to be done to ensure that disabled people are fully represented at the Disability Forum.  |   |  |                                 |
| <b>Action 3.7</b>   | We will maintain the equalities page on the council's website to signpost to relevant information and to publish our Strategic Equality plan and reports. | <b>Policy, Performance and Public Protection</b> | <b>Green</b> (on target)        |
| <b>Outcome:</b> Up to date Equalities page on CCC website.  |   |  |                                 |
| The <a href="#">Equality and Diversity</a> page on Ceredigion County Council website is up to date and includes links to the Strategic Equality Plan 2020-24 and the 2021-22 Annual Monitoring Report.  |   |  |                                 |
| <b>Action 3.8</b>   | We will monitor progress of the Strategic Equality Plan and produce and publish an annual monitoring report.  | <b>Policy, Performance and Public Protection</b> | <b>Green</b> (on target)        |

**Outcomes:** Number of Blue and Green Actions against total actions.

There are 54 actions in the Strategic Equality Plan. 8 are Blue (complete), 0 are Red (not yet started), 10 are Amber (behind target) and 36 are Green (on target). Progress is monitored by the Strategic Equality Working group and an annual report is published on our website after it has been scrutinised by our Overview and Scrutiny Co-ordinating Committee and Cabinet has approved the content.

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| <b>Action 3.9</b> | We will review the Integrated Impact Assessment process. | <b>Policy, Performance and Public Protection</b> | <b>Green</b> (on target) |
|-------------------|--|--|--------------------------|

**Outcomes:** Revised IIA process implemented

The revised Integrated Impact Assessment tool is at 'draft' stage. It contains up to date information about Ceredigion population (*Census 2021*) and requires officers to consider stakeholder engagement as part of the assessment. The draft tool will be presented to Cabinet for approval in October 2023 and implemented after this.

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| <b>Action 3.10</b> | We will monitor and advise on Integrated Impact Assessments (IIAs). | <b>Policy, Performance and Public Protection</b> | <b>Amber</b> (behind target) |
|--------------------|---|--|------------------------------|

**Outcomes:** Number of IIAs to the required standard submitted with Cabinet Papers / the total number of IIAs required x 100 = A%

12 x Integrated Impact Assessments to the required standard were submitted with Cabinet Papers / 21 x IIAs were required = 57% were of the required standard. In 2020-21, 41% were of the required standard and in 2021-22, 48% were of the required standard. This shows a steady improvement on previous years but there is more work to be done to achieve 100%.

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| <b>Action 3.11</b> | To provide support and guidance to all council services to ensure that they implement the Welsh Language Standards, and to increase the availability and standard of Welsh medium services. | <b>Democratic Services</b> | <b>Green</b> (on target) |
|--------------------|---|----------------------------|--------------------------|

**Outcome:** Welsh medium services are actively available to Welsh speakers

The Welsh Language Standards Annual Compliance Report 2022-23 will be presented to Cabinet in June 2023. A self-monitoring framework has been developed and each Chief Corporate Officer has scored their service performance against this. The Council's Welsh Language Policy Officer works closely with service managers to help them set plans to improve the quality and availability of Welsh-language services.

During 2022-23 we reviewed the Council's Customer Charter, which describes the level of service users can expect when contacting the Council; this includes providing our services in Welsh or English, in accordance with the user's preferred language. We have published the Welsh Language Policy on the Award of Grants, to ensure that grant award processes consider any impact on the Welsh language.

We have reviewed the Council's corporate complaints process to facilitate the submission of Welsh language concerns. We received no complaints regarding our Welsh-language services or about the implementation of the Welsh Language Standards this year. We developed the Council's five-year Language Strategy Review Report and published a [topic report](#) on the implications of 2021 census data on the Welsh language in Ceredigion; this in preparation for the development and publication of a new Language Strategy for the next 5-year period.

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| <b>Action 3.12</b> | We will adopt the principles of the Dream Team's Learning Disability Charter | <b>Lead Officers -<br/>All services</b> | <b>Amber</b><br>(behind target) |
|--------------------|--|---|---------------------------------|

**Outcome:** Improved outcomes for people with learning disabilities.

The Council has signed up to the Dream Team Charter – [ldcharter.com](http://ldcharter.com). This was written by people with learning disabilities and asks us to consider their life and their rights, the way we communicate, their support, their community, their access to health, their independence, their social life and their relationships. Health and Social Care staff work with the Dream Team on a regional basis to develop ways to improve services for people with learning disabilities. As part of the Charter commitment, audits will be carried out by West Wales Dream Team members. Ceredigion Council does not yet have an audit date.

In 2022-23, 128 staff attended Disability Awareness, Autism Reality Experience and Essential Autism Awareness training sessions (89 internal staff and 38 external). 15 people attended Easy Read training (14 internal and 1 external). 12 licences to use an Easy Read Photosymbols library were purchased to help the Council create Easy Read signage, letters and documents.



#### Objective 4: Dignity, Respect and Access to Services.

To ensure fair and equal access to all services. We will do this by ensuring that people with protected characteristics are treated with dignity and also meeting their needs where they are different from the needs of other people.

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| <b>Action 4.1</b> | We will facilitate access to information, advice and assistance via Porth Cymorth Cynnar, including Dewis and Family Information Services. We will also deliver accessible technology and community dementia friendly awareness sessions. | <b>Porth Cymorth Cynnar</b> | <b>Green</b> (on target) |
|-------------------|---|-----------------------------|--------------------------|

#### Outcomes:

- Increased number of people assisted.
- Increased number of dementia friendly sessions delivered.

There are 543 registered users on Dewis and 607 resources covering Ceredigion as at end of March 2023. All registered childcare providers are reminded to update their information on Dewis. All grants administered by the Childcare Unit require applicants to regularly update information on Dewis to qualify for the grants.

The Connectors offered 42 drop-in sessions across Ceredigion to provide local access to information, advice and assistance and the Carers and Community team dealt with 3,538 enquiries via Clic. These included requests for support from the Connectors, applications for Welsh Government unpaid carers low-income payment and Ceredigion Carers cards which give unpaid carers access to free memberships and discounts across Ceredigion. In addition to these enquiries the team dealt with an additional 621 applications for the Carers fund. 1,970 unpaid Carers were registered with the Carers information service in March 2023.

86 staff attended Dementia Awareness sessions and Dementia Interpreter training sessions (59 internal staff and 27 external). A further 146 people, some of whom are unpaid Carers, had virtual dementia training on the dementia bus. 5 engagement sessions were held with 93 older people. Their feedback has contributed to our Age Friendly self-assessment which will enable us to join the Age Friendly Communities network in Wales.

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| <b>Action 4.2</b> | We will provide targeted support such as “Cynllun Cyfeirio” and “Ymuno” projects to enable children with additional needs to attend mainstream activities. | <b>Porth Cynnal / Schools</b> | <b>Green</b> (on target) |
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**Outcome:** Children with additional needs are able to attend mainstream childcare and play activities.

6 children benefitted from Ymuno support at 3 childcare settings during 2022-23 (1 child benefitted in 2021-22). 1 family and 2 x childcare settings responded to the 2022-23 feedback questionnaire. They all reported that Ymuno has made a positive difference to the child's social development and the family reported that the scheme has enabled them to remain in work.

Take up of Ymuno remains low but is improving slowly. The number of disabled children who attended after school clubs understandably reduced during the pandemic and it is taking a while for numbers to increase. The situation is exacerbated by the fact that the two main childcare settings that used the Ymuno scheme (in Cardigan and Penparcau), closed during the pandemic. Childcare provision has not yet resumed in these two areas and this is a big loss to disabled children and their families. The number of registered out of school clubs in Ceredigion has declined due to a variety of reasons but we have seen an increase in the number of unregistered clubs. Ymuno only funds support in registered childcare settings.

175 children with additional needs were supported in pre-school settings by Cynllun Cyfeirio (150 in 2021-22). 7 children were supported by the Childcare Offer Additional Support Grant (ASG). This was additional hours to the Cynllun Cyfeirio funding that they also received.

Following the appointment of the Early Years Additional Learning Needs Lead Officer (EYALNLO) by the Local Authority, a specific training programme was developed for the Early Years and Childcare sector. 87% of childminders and 100% of childcare setting leaders have now undertaken this training and it is well received by the sector. The following comments were collected from feedback forms:

- *“Makes me more aware of any difficulties a child may have and how I can hopefully help them or get them additional help”.*
- *“I feel that I have the confidence to address problems with the family's and they listen to me”*
- *“One little girl is in my care and lacking language skills. We felt confident enough to discuss the way forward for the parents without worrying them.”*

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| <b>Action 4.3</b> | We will provide opportunities for people with learning disabilities to develop a range of life-skills that meets their needs (Total Communication, Creative Lifestyle Solutions, Llond Bol, Community Support Base). | <b>Porth Gofal / Schools</b> | <b>Green</b> (on target) |
|-------------------|--|------------------------------|--------------------------|

**Outcome:** Increased number of people who have accessed advocacy services.

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| <p>'Camu 'Mlaen' is led by Ceredigion Council and delivered by Ceredigion schools, Social Care staff, Coleg Ceredigion and Careers Wales. The initiative gives young people 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. The 3<sup>rd</sup> cohort of young people started this 2-year course in September 2022 with the 1<sup>st</sup> cohort graduating in August 2022. Young people in school start a gradual transition from school to 'Camu 'Mlaen' provision in January each year.</p> |   |   |                                   |
| <p><b>Action 4.4</b></p>  | <p>We will develop specification documentation and tender documentation for new advocacy services for Learning Disabilities, Mental Health and for Older People.</p>  | <p><b>Finance &amp; Procurement</b></p> | <p><b>Blue</b><br/>(complete)</p> |
| <p><b>Outcome:</b> Increased number of people who have accessed advocacy services.</p>  |   |   |                                   |
| <p>The new regional advocacy contract with 3CIPA commenced on the 1<sup>st</sup> of April 2022. The provider is a consortium of 5 providers, which broadens the scope of the areas of advocacy provision and specialisms. This has enabled the service to be available to all, not just to older people or those with learning disabilities or mental health issues. 3CIPA took 65 new referrals in 2022-23.</p>  |   |   |                                   |
| <p>The regional Advocacy Strategy has been drafted and is going through the signoff processes with the three Local Authorities and Hywel Dda Health Board prior to adoption.</p>  |   |   |                                   |
| <p><b>Action 4.5</b></p>  | <p>We will deliver a bilingual range of Health Intervention classes across all areas of the county, including complex chronic conditions for Cardiac, Mental Health, Pain Management (Escape) Cancers and Falls Prevention including the Postural Stability Instruction (PSI) Programme under the National Exercise Referral Scheme (NERS).</p> | <p><b>Porth Cymorth Cynnar</b></p>      | <p><b>Green</b> (on target)</p>   |
| <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Over 200 Health Intervention Classes held each month, all within 20 minutes travel time for all clients.</li> <li>• Number of Activity Units delivered per annum.</li> <li>• Programmes built around the client in order to build life changing habits in keeping active &amp; mental health wellbeing.</li> </ul>   |   |   |                                   |
| <p>1,011 NERS referrals were received in 2022/23. All referrals are followed up, although not all residents decide to start the intervention. 29,000 Activity Units were delivered in 2022-23.</p>  |   |   |                                   |

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| 424 Health Intervention classes or activities, including NERS, Fit4Life and Wellbeing Walks, were offered each month in North, Mid & South of the county. 3,137 people were attending Health Intervention programmes in April 2023. All programmes are busy and are well received by clients from all around Ceredigion.  |   |  |                                 |
| <b>Action 4.6</b>   | Cylch Caron Project – we will establish community-based care to meet health and housing needs that are fit for purpose.   | <b>Porth Gofal</b>                         | <b>Amber</b><br>(behind target) |
| <b>Outcome:</b> The number of additional services required as part of the Cylch Caron Project are identified.   |   |  |                                 |
| Tender specifications for Cylch Caron project are currently being worked on and scheduled to go through Scrutiny and Cabinet for approval in 2023-24.   |   |  |                                 |
| <b>Action 4.7</b>   | We will take forward the development of an Accessible Housing Register and work on ensuring Housing Options advice and services are accessible.   | <b>Porth Gofal</b>                         | <b>Green</b> (on target)        |
| <b>Outcome:</b> Increased satisfaction levels of people applying for accessible housing.  |   |  |                                 |
| The <a href="#">Accessible Housing Register</a> is now live. Applicants can self-refer but additional steps are taken by officers to ensure they are shortlisted for the right properties and that opportunities are maximised for people who apply for accessible housing. Further work is underway to map the accessible properties in the County so that we can advise applicants appropriately. There were no allocations of accessible housing in 2022-23. |   |  |                                 |
| <b>Action 4.8</b>   | We will consider the provision of access to public transport service for disabled people, older people and families with young children as part of any maintenance or improvement works undertaken. | <b>Highways and Environmental Services</b> | <b>Green</b> (on target)        |
| <b>Outcomes:</b>  |   |  |                                 |
| <ul style="list-style-type: none"> <li>• Work is currently being undertaken on improvement to bus shelters and stops along the T2/T5 route.</li> <li>• We continue to support and facilitate the Welsh Government initiative affording free travel to all on weekends on the TrawsCymru network.</li> <li>• Both interventions improve accessibility by means of infrastructure and service enhancements</li> </ul>   |   |  |                                 |

Welsh Government initiative to provide free weekend travel on the TrawsCymru network has now ended. Work has continued on improvements to access, new shelters and provision of information on the T2 and T5 corridors. We have put in place short term contracts to retain service levels during a particular turbulent time for the bus industry. We continue to work with key partners including Welsh Government, Transport for Wales and the operators with a view of providing the best level of travel opportunities and services for the public with the resources that are available.

We have secured funding from Welsh Government and have undertaken a procurement exercise to deliver local bus contracts. These services will start operating in September 2023. As part of this we have provided a mileage-based fare table which should make bus fares more consistent across the county.

We continue to work with other stakeholders including neighbouring local authorities on services including the Link/Bwcabus as well as cross border services. New electric buses have started in operation on the T1 service between Aberystwyth and Carmarthen. These services are commissioned and managed by Transport for Wales on behalf of the Welsh Government. This will be the model moving forward for TrawsCymru services – until now Local Authorities have fulfilled the role of commissioning and managing contracts.

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| <b>Action 4.9</b>  | We will consider the needs of disabled people when maintaining or improving footways and carriageways (for example dropped kerbs).  | <b>Highways and Environmental Services</b> | <b>Amber</b><br>(behind target) |
| <b>Outcome:</b> Increased number of improvements to footways which address accessibility issues.   |   |  |                                 |
| With a decreasing Highways budget the amount of work undertaken is reducing and therefore the emphasis must be on maintenance rather than improvement.                                   |   |  |                                 |
| <b>Action 4.10</b>   | We will continue to implement the Clutter Free Ceredigion Campaign to raise awareness and reduce the number of footway obstructions in our towns such as A-Frame advertising boards and wheelie bins. | <b>Highways and Environmental services</b> | <b>Green</b> (on target)        |
| <b>Outcome:</b> The Clutter Free Ceredigion Publications are shared / published on the Council's social media platforms on a regular basis which provides for ongoing awareness raising. |   |  |                                 |

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| The <a href="#">Clutter Free Ceredigion</a> publications are used and referenced with a view of having a positive influence on the matter of footway obstructions.  |  |                                 |                          |
| <b>Action 4.11</b>  | We will undertake accessible audits to ensure all members of the public can access council offices.  | <b>Economy and Regeneration</b> | <b>Green</b> (on target) |
| <b>Outcome:</b> Increased number of accessible reviews undertaken, and recommended improvements addressed.  |  |                                 |                          |
| We continue to undertake accessibility audits for council premises and major developments. This includes the implementation of the Toilet Strategy in terms of accessibility and continued work to increase the number of changing places toilets in the County.  |  |                                 |                          |
| <b>Action 4.12</b>  | We have achieved an accessibility rating of AA for our website and will work towards achieving a rating of AAA, including the provision of a readability toolbar.  | <b>Customer Contact</b>         | <b>Blue</b> (complete)   |
| <b>Outcome:</b> Increased levels of customer satisfaction.  |  |                                 |                          |
| This action will always be on-going to meet any new standards – we have achieved all the necessary base standards for accessibility (AA rating). Over 90% of the website has achieved the AAA standard. The remaining 10% is due to the use of pdf documents which are almost impossible to make accessible. We are encouraging web content providers to consider publishing 2 or 3 more webpages instead of single pdfs documents. |  |                                 |                          |
| <b>Action 4.13</b>  | We will continue ongoing management of the coastal path to ensure that the path meets visitor expectations, including continued application of ‘ <i>Least Restrictive Access</i> ’ principles where possible. We will consider the needs of people with disabilities when maintaining or improving public rights of way. | <b>Economy and Regeneration</b> | <b>Green</b> (on target) |
| <b>Outcome:</b> Least restrictive access principles are included within the Rights of Way Improvement Plan.   |  |                                 |                          |

Identification of barriers to access, for example, stile, surfacing and route gradients, are included as standard in all promoted routes leaflets. We continue to work towards least restrictive access principles. Gates are the primary option on public rights of way with a stile only being used in exceptional circumstances and where landowners cannot be persuaded otherwise. Continual improvement is carried out on path surfacing and improved width on the coastal path and other inland routes. An online questionnaire has been established to understand local needs. This is an open-ended survey that is informing local access improvement work.

Further capital funding was utilised to replace footbridges which help comply with 1.2m width included within the “by all reasonable means” guidance on least restrictive access. £75,000 Welsh Government Access Improvement Grant was obtained to improve access throughout the county.

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| <b>Action 4.14</b> | We will address equal access to play areas to support play sufficiency action plan | <b>Porth Cymorth Cynnar</b> | <b>Green (on target)</b> |
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**Outcome:** Increased number of grant applications to the Council for play area improvement that are supported by policy or plans to provide accessible play space.

Support is offered to all members of the Play Area Network via email. Unfortunately, no capital grants were available this year from Welsh Government, and it is very difficult to improve accessibility without capital funding. An application to UKSPF for capital funding improvements for parks and play areas was unsuccessful. We worked with CAVO to create a document which outlines where Park and Play area trustees can apply for support.

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| <b>Action 4.15</b> | We will ensure that our procurement policy and contract specification include equality and Welsh language as standard information. | <b>Finance and Procurement</b> | <b>Blue (complete)</b> |
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**Outcome:** Percentage of contract specifications issued with Equality and Welsh Language requirements.

All significant contracts are advertised on the e-tender-Wales system. 100% of these tenders have Equality questions and Welsh Language requirements built into them as part of a standardised process. Those who submit a tender and are unable to respond positively to the requirements may not proceed to the next stage. The Welsh Government’s Code of Practice for Ethical Employment in Supply Chains is also included in these tenders as standard. A standardised contract specification template has been developed which puts Equality and Welsh Language requirements on those who provide goods or services on behalf of the Council.

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| <b>Action 4.16</b>  | We will continue to support community sports clubs to achieve the Insport Disability Award. | <b>Porth Cymorth Cynnar</b> | <b>Amber</b><br>(behind target) |
| <p><b>Outcome:</b> Increased number of volunteer / community projects to train and educate people to become more confident and develop more inclusive opportunities in our communities.</p>   |   |                             |                                 |
| <p>There has been some delay with supporting Ceredigion Community Sports Clubs with the Insport club accreditation process. This is due to staff changes within our service as well as Disability Sport Wales (DSW) reviewing the Insport Club process. This did not hamper our progress in supporting inclusive opportunities within our communities, however.</p>   |   |                             |                                 |
| <p>This year's Ceredigion Sports Awards went to the Disability Sport Volunteer of the Year and the two Young Ambassador Volunteer of the Year Awards volunteer at a Disability Sports Club in Cardigan. Additionally, 15 young volunteers (who have learning disabilities) helped to run the inclusive Play for All programme across Ceredigion for approximately 60 young people.</p>                      |   |                             |                                 |
| <p>This year's Holiday Programme included disability specific events organised in north, mid and south Ceredigion. Ceredigion Actif also hosted two Insport events in 2023 - a team event with archery, fencing, boccia, wheelchair basketball &amp; rugby and swimming available and an event for the hearing-impaired event with rugby, golf, football, tennis, table tennis and athletics available.</p> |   |                             |                                 |
| <b>Action 4.17</b>  | We will develop a vision for Ceredigion Actif in achieving a gold standard Insport award.   | <b>Porth Cymorth Cynnar</b> | <b>Amber</b><br>(behind target) |
| <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Continue the journey and learning process for staff, partners &amp; services from Ribbon to Gold status.</li> <li>• To become an inclusive and visionary service for all standards.</li> </ul>   |   |                             |                                 |
| <p>The initial pre-panel meeting has taken place between our team and representatives of Disability Sports Wales to discuss what is required for Gold accreditation and where we are as a Local Authority currently. Further work is now required to collate the information to move forward to full panel.</p>   |   |                             |                                 |



### Objective 5: Fair and Inclusive Education.

We want to ensure that children and young people reach their full potential. The right to education and training should also ensure accessibility and an environment free from bullying or harassment. This includes lifelong learning.

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| <b>Action 5.1</b>  | We will support Schools to ensure that they review and update their Strategic Equality Plans.  | <b>Schools and Culture</b> | <b>Blue</b><br>(complete) |
| <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>All Schools report and confirm completion of individual strategic equality plans during the Summer term at their governing body meetings.</li> <li>Schools have a Strategic Equality Plan in place.</li> </ul>  |  |                            |                           |
| Both outcomes are achieved.  |  |                            |                           |
| <b>Action 5.2</b>  | We will support schools to tackle identity-based bullying and to implement the proposed Welsh Government Anti-Bullying Guidance and Toolkit once it is launched in the spring of 2020. | <b>Schools and Culture</b> | <b>Blue</b><br>(complete) |
| <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>All schools to have reviewed their anti-bullying policy.</li> <li>Draft policy created for schools from the new anti-bullying guidance.</li> <li>Draft copy sent for consultation/approval of senior education staff ahead of being circulated to schools.</li> </ul>   |  |                            |                           |
| <p>The Anti-Bullying Guidance has been approved by Cabinet and is now adopted as a policy. Each school has a copy of the policy, which continues to be revised annually. All primary schools have been offered KiVa anti-bullying training. 6 Primary schools have received the training. There is currently no training available for Secondary schools.</p> <p>The Relationships and Sexuality Education policy has been approved by Cabinet and shared with schools. This will now be adopted by Governors to support healthy and respectful relationships.</p> |  |                            |                           |

| <b>Action 5.3</b>   | We will improve provision and outcomes for children with additional learning needs, reduce the attainment gap between children without ALN and those with ALN. | <b>Schools and Culture</b>                      | <b>Green (on target)</b> |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
|---|--|---|--------------------------|----------------------|--|---|---|---|--|---------------|---|---|--------------------------|----|---|--------------------|----|---|-----------------------------------|---|---|--------------|-----------|-----------|
| <b>Outcomes:</b>  |  |   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| <ul style="list-style-type: none"> <li>All pupils with ALN made appropriate progress according to need.</li> <li>Evidenced by data on the achievement of ALN children at all key stages.</li> </ul>   |  |   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| In 2021/22, 44.4% of ALN learners achieved 5 A*-C grades (or equivalent) at KS4, while 78.8% achieved 5 A*-G grades. On average, ALN learners achieved a Capped 9 score of 283. It is not possible to compare this with previous years due to the impact COVID has had on qualifications since 2019, and also the impact that the new ALN code is having on this cohort of pupils.  |  |   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| <b>Action 5.4</b>   | We will improve provision and outcomes for children looked after in order to reduce identified attainment gaps.  | <b>Schools and Culture</b>                      | <b>Green (on target)</b> |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| <b>Outcome:</b> All Children Looked After pupils made appropriate progress according to need (evidenced by data on the achievement of children looked after at all key stages).   |  |   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| Overall, the performance of Children Looked After in Ceredigion is good. Internal monitoring evidence shows that pupils are making progress. There will be no reporting on End of Key stage data, due to Covid-19. There are currently 92 Ceredigion children in care on the register (48 placed in Ceredigion & 44 placed out of county), 35 of whom have ALN. In addition, there are 26 out of county LAC pupils placed in Ceredigion from other authorities; 14 of these have ALN which requires an additional level of support, see numbers below:  |  |   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| <table border="1"> <thead> <tr> <th><b>Support level</b></th> <th><b>Ceredigion pupils from Ceredigion</b></th> <th><b>Ceredigion pupils from other authorities</b></th> </tr> </thead> <tbody> <tr> <td>SAPRA – School Action Plus Resource Agreement</td> <td>5</td> <td></td> </tr> <tr> <td>S - Statement</td> <td>1</td> <td>7</td> </tr> <tr> <td>SAP - School Action Plus</td> <td>13</td> <td>3</td> </tr> <tr> <td>SA - School Action</td> <td>11</td> <td>3</td> </tr> <tr> <td>IDP - Individual Development Plan</td> <td>5</td> <td>1</td> </tr> <tr> <td><b>Total</b></td> <td><b>35</b></td> <td><b>14</b></td> </tr> </tbody> </table> |  |   |                          | <b>Support level</b> | <b>Ceredigion pupils from Ceredigion</b> | <b>Ceredigion pupils from other authorities</b> | SAPRA – School Action Plus Resource Agreement | 5 |  | S - Statement | 1 | 7 | SAP - School Action Plus | 13 | 3 | SA - School Action | 11 | 3 | IDP - Individual Development Plan | 5 | 1 | <b>Total</b> | <b>35</b> | <b>14</b> |
| <b>Support level</b>  | <b>Ceredigion pupils from Ceredigion</b>   | <b>Ceredigion pupils from other authorities</b> |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| SAPRA – School Action Plus Resource Agreement   | 5  |   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| S - Statement   | 1  | 7   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| SAP - School Action Plus  | 13   | 3   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| SA - School Action  | 11   | 3   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| IDP - Individual Development Plan   | 5  | 1   |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |
| <b>Total</b>  | <b>35</b>  | <b>14</b>                                       |                          |                      |  |   |   |   |  |               |   |   |                          |    |   |                    |    |   |                                   |   |   |              |           |           |

The majority of pupils Looked After are educated within our mainstream schools, however in some cases there is a need to provide an alternative curriculum pack to meet the needs of the pupil. Currently the identified cohort are transitioning from the old SEN system to the new ALN system.

Attachment, Trauma, and relationship-based play training modules are now available for all education staff to access via the HWB platform. There has also been additional focus on pupils' wellbeing. This has increased the capacity of school staff to understand and meet the attachment needs of a wider number of pupils.

|                   |   |                            |                          |
|-------------------|---|----------------------------|--------------------------|
| <b>Action 5.5</b> | We will support minority ethnic learners to access the curriculum to ensure that they achieve their full potential and increase attainment. | <b>Schools and Culture</b> | <b>Green (on target)</b> |
|-------------------|---|----------------------------|--------------------------|

**Outcomes:**

- Provision of ongoing Peripatetic support and/or intervention for targeted schools and coordinated action between stakeholders within the Local Authority.
- 5% of pupils moved up a level with regard to EAL progress, with 1% making 2 or more levels of progress.
- 64% of pupils are on code C-E, of these 61% are competent (D) or fluent (E).

When comparing PLASC in 2023 with 2022, 20% of EAL pupils moved up a level with regard to their fluency, while 8% made 2 or more levels progress. 73% of EAL pupils are now coded C-E, with 55% being competent (D) or fluent (E).

|                   |  |                            |                          |
|-------------------|--|----------------------------|--------------------------|
| <b>Action 5.6</b> | We will develop targeted interventions for children in receipt of free school meals. | <b>Schools and Culture</b> | <b>Green (on target)</b> |
|-------------------|--|----------------------------|--------------------------|

**Outcomes:**

- Targeted training is provided for interventions e.g. Numeracy, Language, ALN, Thinking Skills.
- Training supports effective use of Hafan and FSM within Profile assessment.
- Conferences promote understanding and intervention on Bullying, Voice of the child, Health and Wellbeing.

Numeracy, Language, ALN (behaviour and emotional challenges) and Thinking Skills training was delivered by a range of teams and the training resources are now available on our web site. Our preventative approach means that the training has been targetted according to the ability and needs of individuals, not just at pupils in receipt of free school meals. However, the training does target needs and

strategies that are highly relevant to pupils in receipt of free school meals. Raising the Attainment of Disadvantaged Youngsters (RADY) training, Mental Health First Aid training and Trauma Informed Schools training has also been rolled out.

Training and support for Hafan staff took place at the start of the year. An internal survey was carried out to monitor all Hafan provision in the County. The results showed that schools make highly effective use of Hafan classes, that pupils like what Hafan offers and that they feel it is of great benefit to them. The effective use of Emotional Literacy Support Assistants (ELSA) was also noted. Pupils across schools use the provision, particularly pupils in receipt of FSM, however there is no specific data on the individual children who use Hafan.

The Voice of the child conference took place on-line due to transport costs. Year 6 and 7 pupils in transition were invited and they provided input into the Ceredigion’s 5-year Local Well-being plan. Our welfare officer also held discussions with school councils across the county.

|                   |  |                            |                          |
|-------------------|--|----------------------------|--------------------------|
| <b>Action 5.7</b> | We will undertake upgrades to school buildings on a needs basis in conjunction with individual school accessibility plans. | <b>Schools and Culture</b> | <b>Green (on target)</b> |
|-------------------|--|----------------------------|--------------------------|

**Outcomes:**

- Applications for capital will be accepted from receiving school accessibility plans that highlight the work required.
- The number of school modifications and the number completed.

One application was received to provide a new lift in a primary school to comply with the accessibility plan – the plans are being developed at present for implementation during 2023/24.

|                   |  |                            |                          |
|-------------------|--|----------------------------|--------------------------|
| <b>Action 5.8</b> | We will implement our Welsh in Education Strategic Plan. | <b>Schools and Culture</b> | <b>Green (on target)</b> |
|-------------------|--|----------------------------|--------------------------|

**Outcomes:**

- The Welsh in Education Strategic Plan is in place and continues until 2021 until the publication of WiESP 2021-2031.
- Plan implemented and outcomes monitored.

The Welsh in Education Strategic Plan was approved by Cabinet in July 2022 following revisions based on feedback from Welsh Government. A five-year overview and a more detailed two-year plan have been presented to Welsh Government and Ceredigion Council Scrutiny committee for feedback. This will be presented to Cabinet for approval in 2023-24.

The initial meeting of the Forum was held in February 2023 with Council Leader, Cllr Bryan Davies, appointed Chair and Cllr Wyn Thomas as Vice-Chair. A further meeting was held in March with the Chief Education Officer, School Department Officers, and Heads of transitional primary schools to update them on the action plan which will be publicised in local newspapers and published on the Council website after Cabinet approval.

|                   |  |                             |                          |
|-------------------|--|-----------------------------|--------------------------|
| <b>Action 5.9</b> | <p>NEET (not in employment, education or training) – we will increase the opportunities and provisions for vulnerable young people who are supported by an alternative curriculum.</p> <p>We will ensure that Community Benefits are applied as a core requirement to all relevant Council procurement contracts and that the % of EET (Education, Employment and Training) opportunities created increase on previous year.</p> | <b>Porth Cymorth Cynnar</b> | <b>Green</b> (on target) |
|-------------------|--|-----------------------------|--------------------------|

**Outcomes:**

- Number of new courses added to the alternative curriculum provision since September 2019.
- Good progress is being made; all appropriate CCC procurement contracts have community benefits as a core requirement.
- Progress is measured via annual NEET data.

A Youth Worker is designated to each secondary school. They provide support in Pupil Referral Units (PRU) and Alternative Curriculum. Youth Workers work closely with Skills Mentors and Prevention and Diversionary officers to provide support for post-16 young people who are NEET or at risk of NEET. **63** young people re-engaged with education, employment or training following referral to a youth worker.

**88** workshops were delivered by youth workers. These focus on personal and social development, wellbeing and EET – examples include volunteering in the local community, indoor bowling, gardening, Welsh culture and heritage discovery and guest speakers.

The Youth Service and Lifelong Learning and Skills staff continue to work with Careers Wales and Job Centre Plus to develop work experience, apprenticeships, and traineeships to ensure that those who are not work ready can access support. Taster sessions are

|   |  |                             |                          |
|---|--|-----------------------------|--------------------------|
| <p>offered in carpentry, mechanics, hairdressing, beauty and plumbing. The Workways+ and Communities for Work programmes also progress young people into EET.</p> <p>More work is needed to ensure that community benefit clauses include specific targets for work experience placements, new jobs created and support from contractors at careers events.</p>   |  |                             |                          |
| <b>Action 5.10</b>  | We will support older people and disabled people to take advantage of digital technologies, and to recognise the benefits of being online.   | <b>Porth Cymorth Cynnar</b> | <b>Green (on target)</b> |
| <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Increased number of Dysgu Bro enrolments over 50.</li> <li>• Increased number of over 50s enrolled on digital literacy classes.</li> <li>• Increased number of over 50s enrolled on digital literacy classes with a disability or additional learning need (ALN).</li> </ul>   |  |                             |                          |
| <p>186 people aged 50+ have enrolled for courses with Dysgu Bro academic year. Of these 8 people (4.3%) indicated they have a disability or an Additional Learning Need. We have increased the numbers by delivering in more community venues around Ceredigion and offering one day workshops. We have tailored our digital classes to cover matters that concern individuals, for instance shopping online and staying safe online. We also loan laptops as required.</p> |  |                             |                          |
| <b>Action 5.11</b>  | We will offer 'Play Together,' (Disability Awareness Training), courses for school pupils to raise awareness of impairments and how to involve friends in inclusive physical activities. | <b>Porth Cymorth Cynnar</b> | <b>Green (on target)</b> |
| <p><b>Outcome:</b> In partnership with Active Young People &amp; Sport Wales we will train school pupils &amp; volunteers to learn how to adapt / involve others in sport &amp; physical activity.</p>  |  |                             |                          |
| <p>All Bronze Young Ambassadors in primary schools have received the training in 2022-23. It is an annual rolling programme.</p>  |  |                             |                          |



## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Overview and Scrutiny Co-ordinating Committee in relation to the Strategic Equality Plan Monitoring Report 2022-23

**Purpose of the report:** To provide feedback from the Overview and Scrutiny Co-ordinating Committee held on 11 September 2023

The Overview and Scrutiny Co-ordinating Committee considered the Strategic Equality Plan Monitoring Report 2022-23, at its meeting on 11th September 2023.

The Equality Act 2010 places a duty on Local Authorities to consider the needs of all individuals when carrying out our day-to-day work. The Act includes Specific Public Sector Equality Duties for Wales which require the Council to set Equality Objectives and a Strategic Equality Plan, these must be reviewed every four years. The promotion and use of the Welsh Language is set out in the Welsh Language Measure 2011, rather than the Equality Act. However, we consider Welsh language requirements alongside the protected characteristics of the Equality Act so that our approach to the communication needs of all communities is coordinated. An action plan ensures the delivery of the Council's Strategic Equality Plan 2020-24, grouped under five Equality Objectives, which are:

1. An Exemplar Equal Opportunities Employer
2. Fostering Good Relations and Tackling Prejudice
3. Engagement and Participation
4. Dignity, Respect and Access to Services
5. Fair and Inclusive Education

During discussion, the following was noted:

- In response to a question regarding PDF documents displaying on the Council Website, Cathryn Morgan confirmed that screen readers used by some people with a visual impairment cannot read the document content, and that best practice is to put information directly on the webpage rather than to upload a document in pdf format.
- In response to a question relating to Disabled persons stating that they are unable to access the coastline, it was confirmed that there are currently two wheelchairs in the County, one available in New Quay. This does, however, need further investigation.

It is a requirement of the Public Sector Equality Duties that the Authority produce an Annual Strategic Equality Plan (SEP) Monitoring Report for 2022/23 and publish on the external website by the 31/03/24.



Following discussion, Members agreed to recommend that Cabinet:

Receive and endorse the Council's Strategic Equality Plan Monitoring Report 2022-23.

**Councillor Keith Evans**  
***Chairman of the Overview and Scrutiny Co-ordinating Committee***

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 03/10/2023

**Title:** Draft Ceredigion Strategic Equality Plan 2024-28

**Purpose of the report:** To present the draft Equality Plan and accompanying engagement report, and to seek approval to undertake a public consultation on the draft plan

**For:** Decision

**Cabinet Portfolio and Cabinet Member:**

**Cllr Catrin M S. Davies, Cabinet Member for Culture, Leisure and Customer Services**

**Introduction**

Ceredigion County Council is a specified public body under the Equality Act 2010. The Specific Public Sector Equality Duty for Wales requires us to set out our Equality Objectives and then review every four years. The revised objectives for 2024-28 and accompanying action plan must be published by 31st of March 2024.

A regional engagement campaign was undertaken to collect initial feedback on the state of equality in the Dyfed Powys area. The campaign ran from 22 May 2023 until 2 August 2023. A report about this engagement campaign is attached as Appendix 2.

The findings of the engagement campaign have been considered, along with evidence from previous consultations and discussions at Ceredigion Equalities Workgroup meetings. The result is our draft Strategic Equality Plan 2024-28, see Appendix 1.

We have reviewed our Equality Objectives in light of our engagement and research. Our conclusion is that our objectives are still fit for purpose but, due to the changing nature of society and the work we have undertaken up to now, we need to amend the actions we will take to achieve the objectives.

Our Equality Objectives are:

1. To be an Exemplar Equal Opportunities Employer
2. To Foster Good Relations and Tackle Prejudice
3. To ensure Engagement and Participation
4. To ensure Dignity, Respect and Access to Services
5. To provide Fair and Inclusive Education

Once approved by Cabinet, the draft plan will go out to public consultation in Winter 2023. When the public consultation is concluded and any required amendments are made, the final plan will be presented to the Overview and Scrutiny Co-ordinating Committee for feedback before being presented to Ceredigion Council Cabinet for approval in February 2024.

The Draft Strategic Equality plan 2024-28, attached as Appendix 1, is scheduled to be published on our website by 31st March 2024.

**Wellbeing of Future Generations:**

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

Yes

**Summary of Integrated Impact Assessment:**

**Long term:** This is a four-year plan which builds on previous plans. Long-standing equality issues can be carried from one four-year plan to the next. This enables us to address longer term needs and plan for the future.

**Collaboration:** There are many opportunities to collaborate with others to deliver the plan. For example, the new graduate scheme will require collaboration with universities; we will work with Victim Support to achieve the Hate Crime Trustmark and we will work with the Regional Community Cohesion team on a range of actions.

**Involvement:** A regional engagement campaign was undertaken to collect initial feedback on the state of equality in the Dyfed Powys area. The responses contributed to the Development of this draft Plan. The draft Plan will go out to public consultation again in winter 2023 before it is formally approved. The Equality plan itself includes actions to do more with groups of stakeholders from specified minority groups and to improve the way that we feedback to those who have participated in our Engagement and consultation campaigns.

**Prevention:** The plan has been developed as a result of our engagement and research into the current state of equality in Ceredigion. The aim of the plan is to coordinate our resources to identify and address the root causes of inequality.

**Integration:** The Equalities working group includes representatives from a range of Council Services. This helps us to consider interdependencies and possible tensions between services.

**Recommendation(s):**

- 1) To approve the Draft Strategic Equality Plan 2024-28.
- 2) To approve a public consultation on the Draft Plan over winter 2023.

**Reasons for decision:**

**This will progress the aim of the Council to address inequality, eliminate unlawful discrimination, harassment and victimisation and foster good relations between people who share a protected characteristic and those who do not in Ceredigion.**

**Overview and Scrutiny:**

The draft Strategic Equality Plan 2024-28 was presented to Overview and Scrutiny Co-ordinating Committee on 11/09/2023. Following discussion, Members agreed to recommend that Cabinet endorse the Draft Strategic Equality Plan 2024-28 before it goes out to public consultation over winter 2023.

**Policy Framework:**

Corporate Strategy 2023-28  
Strategic Equality Plan

**Corporate Well-being Objectives:**

- 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

**Finance and Procurement implications:**

None

**Legal Implications:**

The Equality Act 2010 and the specific Public Sector Equality Duties (Wales) require us to publish Equality Objectives and to review these at least every four years.

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

There is a risk of reputational damage, complaint and legal challenge if we do not comply with the Equality Act and the Public Sector Equality Duties (Wales).

**Statutory Powers:**

Equality Act 2010

**Background Papers:**

None

**Appendices:**

Appendix 1- Draft Strategic Equality Plan 2024-28  
Appendix 2- Engagement Report  
Appendix 3- Integrated Impact Assessment

**Corporate Lead Officer:**

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

**Reporting Officer:**

Cathryn Morgan, Equalities and Inclusion Manager

**Date:**

12/09/2023

# A Fair and Equal Ceredigion 2024-28

## Ceredigion County Council Strategic Equality Plan



**Author:** Partnerships and Performance CM

**Approved by Cabinet:** XX/XX/XXXX

**Publication Date:** XX/XX/XXXX

**How to contact us:**

Comments and suggestions to help us improve and best perform as an equal opportunities' organisation can be submitted at any time to the:

**Equalities and Inclusion Team**

Ceredigion County Council, Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, Ceredigion SY23 3UE

[clic@ceredigion.gov.uk](mailto:clic@ceredigion.gov.uk)

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## Contents

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|  |    |
|--|----|
| 1. Introduction .....  | 4  |
| 2. Background .....  | 4  |
| 2.1 The General Equality Duty .....                          | 4  |
| 2.2 Welsh Language Commitment.....                           | 5  |
| 2.3 Socio-economic Duty .....                                | 5  |
| 2.4 The Specific Public Sector Equality Duties (Wales) ..... | 6  |
| 3. Ceredigion profile .....                                  | 6  |
| 3.1 Ceredigion citizens .....                                | 6  |
| 3.2 Ceredigion County Council .....                          | 7  |
| 4. Our Equality Objectives .....                             | 8  |
| 4.1 To be an Exemplar Equal Opportunities Employer .....     | 8  |
| 4.2 To Foster Good Relations and Tackle Prejudice.....       | 10 |
| 4.3 To ensure Engagement and Participation .....             | 11 |
| 4.4 To ensure Dignity, Respect and Access to Services .....  | 13 |
| 4.5 To provide Fair and Inclusive Education .....            | 16 |
| 5. Conclusion .....  | 17 |



# 1. Introduction

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This is our fourth Strategic Equality Plan (SEP) 2024-28. It describes how we will continue towards our aim to meet our commitment to equality and how we will meet our obligations set out in the Equality Act 2010.

During the summer of 2023 we worked with colleagues in the Mid and West Wales region to gather people's views on equality in our local area. We have also drawn on a rich evidence source from previous campaigns carried out by the council and Welsh Government, for example, our Assessment of Local Well-being (March 2022), our Childcare Sufficiency Assessment (June 2022) and Welsh Government's Anti-racist Wales Plan (July 2022). There is more information in our Engagement report 2023.

We have reviewed our Equality Objectives in light of our engagement and research into the current state of equality in Ceredigion. Our conclusion is that our objectives are still fit for purpose but, due to the changing nature of society and the work we have undertaken up to now, we need to amend the actions we will take to achieve the objectives. Our Equality Objectives are:

1. To be an Exemplar Equal Opportunities Employer
2. To Foster Good Relations and Tackle Prejudice
3. To ensure Engagement and Participation
4. To ensure Dignity, Respect and Access to Services
5. To provide Fair and Inclusive Education

## 2. Background

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### 2.1 The General Equality Duty

The aim of the general equality duty is to ensure that we consider the needs of all individuals when carrying out our day-to-day work, in developing policy, in delivering services and in relation to the public and to our workforce. Public bodies must have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act.
2. Advance equality of opportunity between people who share a protected characteristic and those who do not.
3. Foster good relations between people who share a protected characteristic and those who do not.

The Equality Act protects people from discrimination, victimisation, and harassment if they share one or more of the following 'protected characteristics'.

- Age
- Disability
- Gender Reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief (including lack of belief)
- Sex
- Sexual orientation

Some people share more than one of these characteristics. This is called 'intersectionality'. The impact of intersectionality may vary, and it is difficult to quantify. We need to be aware of this when we develop policy, promote equality and address discrimination, victimisation, and harassment.

## **2.2 Welsh Language Commitment**

The promotion and use of the Welsh Language is covered by the requirements of the Welsh Language Measure 2011 rather than the Equality Act, it. However, in Ceredigion we consider Welsh Language requirements alongside the protected characteristics of the Equality Act to encourage a co-operative approach to the needs of all communities in designing and delivering services.

The Welsh Language Measure 2011 requires us to ensure that Welsh Language services are built into the planning and delivery of services. We must offer Welsh Language services to Welsh speakers without them having to request it. This is called the 'active offer'.

## **2.3 Socio-economic Duty**

The Socio-economic duty came into force in Wales in 2021. It aims to improve decision making and help those who are socio-economically disadvantaged. Socio-economic disadvantage means having low savings or income compared to others in Wales, making it more difficult to access basic services and opportunities. This can lead to inequality of outcome, for instance lower levels of good health, lower paid work, poorer educational attainment and an increased risk of being a victim of crime.

We need to understand how the decisions that we make may increase or reduce opportunities for people who are at socio-economic disadvantage. We do this with our equality impact assessment which is included in our Integrated Impact Assessment Tool.

## 2.4 The Specific Public Sector Equality Duties (Wales)

In addition to meeting the general duty, public bodies like the council must meet the following specific duties:

- Setting Equality Objectives and publishing a Strategic Equality Plan.
- Engaging with people in relation to the protected characteristics.
- Collecting and publishing information relevant to compliance with the General Duty.
- Annual publishing of employment monitoring information.
- Ensuring that our workforce know and understand our duty under the Equality Act.
- Carrying out Equality Impact Assessments of relevant policies and practices
- Addressing unfair pay differences.
- Establishing relevant conditions to meet the general duty in procurement processes.
- Reviewing progress on the Strategic Equality Plan and our Equality Objectives.

## 3. Ceredigion profile

---

### 3.1 Ceredigion citizens

Ceredigion has a population of 71,475. If we could shrink our population to a village of approximately 100 people, there would be:

- 51 females and 49 males.
- 14 children aged 15 years, or younger and 6 young people aged 16 to 19 years.
- 54 people aged between 20 and 64.
- 22 people aged between 65 and 84 and 3 people aged 85 or older.
- 12 university students (this is an estimate based on [Where do HE students study? | HESA](#))
- 1 person whose gender is now different to what it was when they were born. 8 people would prefer not to tell you their gender identity.
- 5 people who are gay, lesbian, bisexual, pansexual, asexual or queer. 10 people would prefer not to tell you their sexual orientation.



- 4 people who are from a variety of non-White ethnic backgrounds.
- 46 people who are Christian, 2 people who have another religion, 43 people who have no religion. 8 people would prefer not to tell you about their beliefs or non-beliefs.
- 45 people who are able to speak Welsh. 7 of these would be 65 years or older.
- 22 people who are classed as disabled under the Equality Act. 9 of these people have a lot of difficulties with their day-to-day activities.
- 11 people who provide unpaid care to a member of their family or a friend.

Source: ONS [2021 Census Profile for areas in England and Wales - Nomis \(nomisweb.co.uk\)](https://nomisweb.co.uk)

When we consider this image of the people of Ceredigion living together, it's easy to appreciate the diversity of our population and the need for us to acknowledge and understand everyone's preferences and needs. It is important that marginalised and seldom heard groups of people are involved in decisions and are able to access services.

### **3.2 Ceredigion County Council**

Ceredigion County Council is responsible for ensuring that we carry out our work in accordance with the law and proper standards, and that public money is properly accounted for, and used efficiently, and effectively.

We are committed to improving the social, economic, environmental, and cultural wellbeing of the people who live in, work in, study in and visit Ceredigion. This commitment is set out in our Corporate Strategy 2012-2027 which describes how the council will meet the challenges ahead and make the most of opportunities. Our Corporate Well-being Objectives for this period are:

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

Local Councillors are elected by the community to decide how the council should carry out its activities. They represent the public interest as well as the interests of individuals living within the ward in which they have been elected. There are 38 Councillors that represent the 34 electoral wards in Ceredigion.

The council is responsible for a wide range of services, such as refuse collection, street cleaning, planning, education, social care, road maintenance, public health, protecting vulnerable children, individuals and families, housing, leisure, museums and libraries. The council employs 2,037 people to deliver our services.

All our services need to work together to make sure that we achieve our equality objectives. Our Equalities Workgroup helps us to do this. The workgroup includes a representative from

a range of relevant services and meets regularly to monitor the progress of our work on equality and to share good practice across services.

Below are our Equality Objectives for 2024-28 and the actions that we will take to address inequality, eliminate unlawful discrimination, harassment and victimisation and foster good relations between people who share a protected characteristic and those who do not in Ceredigion.

## 4. Our Equality Objectives

---

### 4.1 To be an Exemplar Equal Opportunities Employer

As the largest employer in the county the Council recognises and welcomes its responsibility of promoting equality and valuing diversity across our workforce and recruitment practices.

We support Welsh Government's ambitions to employ a workforce that represents our population, and that employment inequalities for black, Asian and minority ethnic people are reduced.

The top four groups that respondents to our regional survey rated as having a worse, or much worse experience of work than the population as a whole were disabled people, people from an ethnic minority, older people (aged 65+) and people who are pregnant or have recently given birth.

We are confident that men and women are paid equally for doing equivalent jobs across the Council. However, currently there are fewer women in senior roles than men and a higher proportion of women relative to men in lower scales.

It is well-known and an often-discussed issue that many young people leave the county to pursue opportunities elsewhere in Wales or further afield across the UK. We anticipate that our graduate scheme and apprenticeship schemes will help to address this.

We must make sure that our workforce, particularly staff that deal directly with the public and key decision makers, understand the diverse needs of all our citizens and are sufficiently informed to be able to respond to these needs.

“Work opportunities for disabled people in public bodies do not do enough to promote and recruit disabled people in employment beyond lower paid positions. In public services, there are additional barriers, such as the requirement to speak Welsh which indirectly discriminates against deaf people since there are no Welsh accessible courses for deaf people in the whole of Wales.”

“For all public services to have more anti racist training, employ staff from diverse backgrounds, and know that black people can also be Welsh and belong”.

“People of colour not even given a chance.”

*(Regional Equality survey, 2023)*

## **Actions to achieve this Equality Objective**

**4.1.1 We will publish an annual gender pay gap report and take action to encourage a more even mix of men and women in lower grade and higher-grade jobs.**

### **How we will measure success:**

The percentage of people applying for jobs, and being appointed, reflects Ceredigion population demographic (Census 2021)

**4.1.2 We will publish an annual workforce equality report and take action to encourage proportionate representation in our workforce, particularly in the social care workforce and in senior management.**

### **How we will measure success:**

The percentage of people applying for jobs, and being appointed, reflects Ceredigion population demographic (Census 2021)

**4.1.3 We will review HR policies and recruitment literature so that they reflect the needs and the diverse identities of the community in which we live.**

### **How we will measure success:**

HR policies and recruitment literature are reviewed and updated where appropriate.

**4.1.4 We will continue to develop and deliver a range of cultural awareness and equalities training.**

### **How we will measure success:**

Increased number of staff, managers and elected members completing cultural awareness and equalities training.

**4.1.5 We will promote our graduate scheme and develop a coordinated approach to work experience and apprenticeship opportunities.**

### **How we will measure success:**

Number of work experience opportunities offered, number of apprentices recruited, and number of graduates recruited under the graduate scheme.

**4.1.6 We will build on our employee engagement activities and continue to ensure all our workforce's voices inform decision making.**

### **How we will measure success:**

Percentage of employees feel that the Council cares about their health and wellbeing.

## 4.2 To Foster Good Relations and Tackle Prejudice

Victim Support has seen a stark increase in demand for its hate crime support services. This rise was driven largely because of racial and homophobic related incidences.

The three main themes of the 'hopes and wishes' expressed at Aberystwyth Pride event in April 2023 were 'inclusion, acceptance and safety'.

The top four groups that respondents to our regional survey rated as having a worse, or much worse experience of getting on together in the community than the population as a whole were disabled people, people from an ethnic minority, people who are lesbian, gay or bisexual and transgender people.

We support Welsh Government's commitment to celebrate and improve the representation of LGBTQ+ people and black, Asian and minority ethnic people in the heritage and culture of Wales.

Ageism underpins many of the issues currently faced by older people, resulting in older people being treated unfairly, feeling socially excluded and their rights not being respected. Age-friendly communities challenge ageism by bringing people of different ages together and fostering positive images of ageing.

Our Integrated Impact Assessment tool enables decision makers to consider the impact of our decisions on people who share one or more of the characteristics that are protected by the Equality Act (2010). It also helps us to identify actions we can take to improve relations between people who share a protected characteristic and people who don't.

### Actions to achieve this Equality Objective

#### 4.2.1 We will monitor the use of, and provide advice on, Integrated Impact Assessments (IIA)

##### How we will measure success:

Number of IIA to the required standard submitted with Cabinet papers / the total number of IIA required = % success

#### 4.2.2 We will implement our commitment to Victim Support's Hate Crime Charter and use the Hate Crime Charter Trustmark where appropriate.

##### How we will measure success:

"Racism and disability hate issues are rife. Sexism is rife and it's hard to feel safe".

*(Regional Equality survey, 2023)*

"Stop propagating transphobic jokes, criticism, discrimination, violence etc and come to see the normality of trans individuals."

*I wish...*"For people to not feel ashamed or scared to live as their authentic self."

*(Aberystwyth Pride, 2023)*



We are listed as an active partner on the Victim Support website and use the Hate Crime Trustmark on our website, recruitment campaigns and other appropriate places.

**4.2.3 We will ensure that relevant collections, particularly those used as part of the delivery of the curriculum, celebrate diversity and encourage ant-racist engagement.**

**How we will measure success:**

Percentage of people that agree that their local area is a place where people from different backgrounds get on well together (*National Survey of Wales/Annual Stakeholder Survey*)

**4.2.4 We will support the Regional Community Cohesion team to monitor community tensions.**

**How we will measure success:**

Multi-agency tension monitoring meetings are held weekly, and concerns are addressed appropriately.

**4.2.5 We will support the Regional Community Cohesion team to deliver an annual media campaign to promote awareness, celebrate diversity, and commemorate relevant historical events.**

**How we will measure success:**

Number of media campaigns promoted each year.

**4.2.6 We will join the Age Friendly network and implement an action plan that reflects the needs of our ageing population.**

**How we will measure success:**

We are a member of the Age Friendly network and are achieving the outcomes of our action plan.

### **4.3 To ensure Engagement and Participation**

We value the contribution that Ceredigion residents make to help us develop and evaluate our services. We want to make it easier for everybody in Ceredigion to have a voice, particularly people who are underrepresented.

We support Welsh Government's commitment to see more underrepresented people participating in democracy, including standing for elected positions. We also support the ambition of the Women's Equality Network to see an equal balance of men and women in politics.

People who answered our equality survey felt that the top three groups of people who have the worse

"Things are increasingly online and there can be a digital divide which, arguably adversely affects older people".

"Consultation meetings, etc are nearly always inaccessible to deaf people. Thus, if you can't attend, you don't get to influence".

*(Regional Equality survey, 2023)*



experience of influencing decisions are people from ethnic minorities, people who are disabled and young people. They felt that men, older people, and Welsh speakers have the best experience of influencing decision, however it was pointed out that older people who don't use the internet are often left out as well.

We have more work to do inform stakeholders so that they have a better understanding of what the Council does and to enable them to be engaged in discussions about changing services. We need to do this in a variety of formats to make sure that everyone has opportunities to feedback and help shape services for the future.

“Most decision-making systems are run by older people and participated in by older people, so it can be quite an exclusive environment”.

“In my experience women are often ignored when they have an opinion”.

*(Regional Equality survey, 2023)*

## **Actions to achieve this Equality Objective**

**4.3.1 We will support programmes and plans to increase representation in local politics and decision making, particularly by young people, women, disabled people, LGBTQ+ people and people from black and minority ethnic backgrounds.**

### **How we will measure success:**

The percentage of women, disabled people, LGBTQ+ people and people from black and minority ethnic backgrounds that take part in local politics and decision making reflects Ceredigion population demographic (Census 2021)

**4.3.2 We will develop the membership of Ceredigion Disability Forum.**

### **How we will measure success:**

Attendance at Forum meetings increases year by year and members feel engaged in local decision making (2023 average attendance = 6 people).

**4.3.3 We will work with partners to establish a Black, Asian and Minority Ethnic stakeholder forum so that we can better understand examples of good practice.**

### **How we will measure success:**

A Black, Asian and Minority Ethnic stakeholder group is established, and members feel engaged in local decision making.

**4.3.4 We will work with partners to establish a LGBTQ+ stakeholder forum so that we can better understand examples of good practice.**

### **How we will measure success:**

A LGBTQ+ stakeholder group is established, and members feel engaged in local decision making.

#### 4.3.5 We will develop and improve our use of online engagement platforms and our use of non-digital engagement methods.

##### How we will measure success:

Our engagement toolkit is developed and promoted. The Engagement Annual Report reflects improved engagement methods and is approved by Cabinet.

#### 4.3.6 We will improve the way that we feedback to those who have participated in our engagement and consultation campaigns.

##### How we will measure success:

Our engagement toolkit is developed and promoted. The Engagement Annual Report reflects improved feedback and is approved by Cabinet.

### 4.4 To ensure Dignity, Respect and Access to Services

We support Welsh Government's commitment to ensure that our services are inclusive of the specific needs of LGBTQ+ people and people with different ethnic backgrounds, whether they speak Welsh, English or other languages.

Our Childcare Sufficiency Assessment (June 2022) recognised that childcare for disabled children in Ceredigion is very limited and that childcare settings where staff are well trained and have experience of working with disabled children are hard to find.

Our Play Sufficiency Assessment (June 2022) recognised the need for Welsh language play opportunities and for single gender activities for children who are aged 10 years+ and their religion/culture requires them not to mix.

Our Assessment of Local Well-being (March 2022) recognised that greater provision of housing for older people, housing with care and nursing care is required in order to meet the needs of older people's preferences to stay independent and live in their home.

The main topic of discussion at Ceredigion Disability Forum meetings during 2022-23 was traffic and parking arrangements in Ceredigion towns. People who answered our equality survey felt that disabled people have a far worse experience of accessing transport and accessing the coast and countryside than the rest of the population.

"No Childcare available for disabled children and teenagers either during term time or school holidays in Ceredigion".

*(Childcare Sufficiency Assessment, 2022)*

"Balance the need to keep the Welsh language alive with the needs of people who do not speak Welsh".

"Accessibility isn't always built into online systems, and this can pose challenges for various disabilities".

"I know people who don't have the internet at all, and I find they are quite excluded from a lot of information".

"As a white woman in a relationship with a black woman I have experienced harassment on public transport in the past and this makes me wary to use public transport now if I can avoid it."

*(Regional Equality survey, 2023)*

People who answered our equality survey felt that disabled people have a worse, or much worse experience of accessing services than the rest of the population. The 2<sup>nd</sup> most disadvantaged cohorts were people from an ethnic minority and older people.

We want to increase the use of Welsh in all aspects of public life in Ceredigion, where people can live, learn, belong and succeed through the medium of Welsh.

“I would love to access the countryside but most of that isn’t disabled friendly either”.

Elderly and disabled are forgotten about and are not included in digital upgrading. Impractical suggestions are made, and they feel left behind and excluded”.

*(Regional Equality survey, 2023)*

## **Actions to achieve this Equality Objective**

### **4.4.1 We will continue to actively promote our work Welsh development opportunities to meet service delivery needs and support our bilingual culture.**

#### **How we will measure success:**

Number of employees who have improved their Welsh language skills (continuum)

### **4.4.2 We will continue to offer inclusive and specialised play and physical activity opportunities for disabled children and young people.**

#### **How we will measure success:**

Number of inclusive and specialised opportunities offered or funded by the Council and number of disabled children and young people who attended.

### **4.4.3 We will continue to support inclusive and specialised childcare provision for disabled children and young people.**

#### **How we will measure success:**

Number of inclusive and specialised childcare places offered or funded by the Council and number of disabled children and young people who attended.

### **4.4.4 We will establish an integrated model of community care and housing in Tregaron.**

#### **How we will measure success:**

Cylch Caron project is completed.

### **4.4.5 We will consider the needs of disabled people when maintaining or improving footways and carriageways (for example dropped kerbs and disabled parking).**

#### **How we will measure success:**

All maintenance and improvements to footways and carriageways follow Department for Transport Inclusive Mobility guidance.

### **4.4.6 We will work towards achieving a rating of AAA for our website.**

#### **How we will measure success:**

Pdf documents are no longer used as the primary method of updating information on our website.

**4.4.7 We will continue to develop the methods we use to communicate with the public.**

**How we will measure success:**

Our Engagement toolkit is updated, accessed regularly and training is delivered on its use.

**4.4.8 We will provide housing that meets the needs of our communities**

**How we will measure success:**

Evidence of housing need and number of clients from specific groups rehoused in suitable accommodation.

**4.4.9 We will review our Toilet Strategy so that it reflects the needs of our changing population where reasonably and practicably possible.**

**How we will measure success:**

The revised Toilet Strategy reflects the needs of people with disabilities and people with various gender identities.

**4.4.10 We will work with partners to develop sustainable and affordable travel solutions.**

**How we will measure success:**

An action plan is developed and implemented that enables appropriate access to our services.

**4.4.11 We will 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 naturally in the Welsh language, should they choose to do so.**

**How we will measure success:**

Our Welsh Language Compliance Report is deemed satisfactory by the Welsh Language Commissioner.

## 4.5 To provide Fair and Inclusive Education

We must make sure that children, young people, and adults in Ceredigion have fair and equal access to education. Everyone has the right to be free from discrimination, bullying and abuse in education settings, including in lifelong learning and further education.

Our last Strategic Equality Plan included an action to implement Welsh Government's Anti-Bullying Guidance 2020. The guidance has been updated to reflect the ambitions of the Anti-racist Wales action plan and we need to make sure that all our schools implement the updated version.

We support Welsh Government's commitment to support LGBTQ+ young people and tackle homophobic, biphobic and transphobic bullying and to implement a whole school approach that is fully LGBTQ+ inclusive.

The top three groups that respondents to our regional survey rated as having a worse, or much worse experience of education than the population as a whole were disabled people, people from an ethnic minority and people who are pregnant or have recently given birth.

### Actions to achieve this Equality Objective

#### 4.5.1 We will adopt and implement Welsh Government's national trans guidance.

##### How we will measure success:

Adoption of the national trans guidance is approved by Cabinet and implemented by schools in Ceredigion.

#### 4.5.2 We will work towards ensuring that School Governing bodies represent the range of diversity of the pupils within the education setting.

##### How we will measure success:

Percentage of school governing bodies whose members reflect the diversity of the pupils within their settings.

#### 4.5.3 We will ensure that anti-bullying policies in schools and education settings reflect WG's updated version of the anti-bullying guidance, 'Rights, Respect, Equality.'

"make school a better place and stop bullies"

*Children and Young People Festival, 2023*

"Require schools to allow Pride clubs/other identity clubs. Not require them to have them, just to allow them".

*Aberystwyth Pride, 2023*

"Although it is a Welsh medium School, the children speak English with their friends – it's heart-breaking to take our children to a Welsh School and for them to speak English".

"With limited funding, seeking support for pupils with disability in education can be a challenge".

*Equality survey, 2023*

**How we will measure success:**

Adoption of Welsh Government's update anti-bullying policy is approved by Cabinet and implemented by schools in Ceredigion.

**4.5.4 We will implement our Welsh in Education Strategic Plan 2022-32****How we will measure success:**

Implementation of the plan is progressing as planned and monitoring reports are approved by Cabinet.

**4.5.5 We will improve educational provision and outcomes for children with additional learning needs (ALN) and reduce the attainment gap between children without ALN and those with ALN.****How we will measure success:**

All pupils with ALN make appropriate progress and this is evidenced by data on the achievement of ALN pupils at all key stages.

**4.5.6 We will continue to support older people and disabled people to take advantage of digital technologies, and to recognise the benefits of being online.****How we will measure success:**

Number of people over 50 and the number of people with a disability or additional learning need who enrol with Dysgu Bro for a digital literacy class/workshop.

**5. Conclusion**

This draft Strategic Equality Plan will now be presented to the Overview and Scrutiny Co-ordinating Committee for feedback before being presented to Ceredigion Council Cabinet in October 2023.

Once approved, the draft plan will go out to public consultation in Winter 2023. When the public consultation is concluded and any required amendments are made, the final plan will be presented to the Overview and Scrutiny Co-ordinating Committee for feedback before being presented to Ceredigion Council Cabinet in February 2024.

The new Strategic Equality plan 2024-28 is scheduled to be published on our website by 1<sup>st</sup> April 2024.



# Ceredigion Equality Assessment 2023

**Analysis Report of the engagement campaign**



**Mae'r dogfen hyn hefyd ar gael yn y Gymraeg**



## Contents

|  |    |
|--|----|
| <b>1. Method</b> .....   | 3  |
| <b>2. Equality Survey Responses</b> .....                                | 5  |
| <b>3. Comments and lived experience</b> .....                            | 9  |
| <b>3.1 Education</b> .....   | 9  |
| <b>3.2 Work and Levels of Pay</b> .....                                  | 9  |
| <b>3.3 Living Standards</b> .....  | 10 |
| <b>3.4 Health</b> .....  | 13 |
| <b>3.5 Crime and Access to Justice</b> .....                             | 13 |
| <b>3.6 Influencing decisions</b> .....                                   | 14 |
| <b>3.7 Access to Information and Digital Services</b> .....              | 15 |
| <b>3.8 Getting on together in the community</b> .....                    | 15 |
| <b>3.9 Impact of events since the last equality survey in 2019</b> ..... | 16 |
| <b>4. Conclusion</b> .....   | 17 |



# 1. Method

A regional engagement campaign was undertaken to collect initial feedback on the state of equality in the Dyfed Powys area. The campaign ran from 22 May 2023 until 2 August 2023.

The Mid and West Wales Equality and Diversity group includes Ceredigion, Powys, Carmarthenshire and Pembrokeshire County Councils, Hywel Dda University Health Board and Powys Teaching Health Board, Dyfed Powys Police, the Dyfed Powys Police and Crime Commissioner's Office, Mid and West Wales Fire and Rescue Service, the County Voluntary Councils for each county (CAVO, CAVS, PAVO and PAVS), University of Wales Trinity Saint David, Aberystwyth University and Pembrokeshire Coast and Bannau Brycheiniog National Park Authorities.

Together we created a survey (available in Welsh, English, Ukrainian, Russian, Polish, Romanian and Easy Read) and a bilingual poster. People were invited to complete the survey online or to request a paper copy at our libraries and leisure centres or by post via Clic.

In Ceredigion an email message was sent to the list of stakeholders below with a link to the online information and printable copies of the survey and poster attached. Everyone was asked to complete the survey, to display the poster and to share the information with their networks. They were asked to contact us if they needed copies of the survey and the poster to be posted to them.

## Ceredigion County Council stakeholder list:

- Children and Young People Service Provider Forum (105 members)
- Early Years, Childcare and Play group (42 members)
- Ceredigion Council Equalities Workgroup (46 members)
- Ceredigion County Councillors
- Ceredigion Town and Community Council clerks
- Disability Forum members (55 individuals/groups by email plus 199 via their Facebook page)
- Coleg Ceredigion
- Hyfforddiant Ceredigion Training
- Health Board Maternity Voices group
- School services

The information was placed on the Youth Council's MS Teams site and on Ceredigion Council staff MS Teams site. It was also promoted on social media and by a [press release](#) on 25/05/2023.

We do not rely on the online survey alone, however. We have a rich source of evidence from previous engagement campaigns undertaken by Ceredigion Council, and by Welsh Government. This data has informed the revision of our current Equality Objectives and development of our new Strategic Equality Plan 2024-28.

A lot of qualitative information has been gathered from comments submitted with the online survey. Further statements were collected at Aberystwyth Pride event in April 2023 and at Ceredigion Children and Young People Festival in August 2023.

Discussions were also held at a meeting with the Disability Forum and with the Children and Young People Service Provider Forum, both in July 2023. A selection of these comments is listed at [Section 3](#).

### **Relevant local engagement and consultation campaigns**

[Childcare Sufficiency Assessment \(June 2022\)](#)

[Play Sufficiency Assessment \(June 2022\)](#)

[Ceredigion Assessment of Local Well-being \(March 2022\)](#)

[Ceredigion Age-friendly self-assessment \(2022-23\)](#)

### **Relevant national engagement and consultation campaigns**

[Anti-racist Wales Action Plan | GOV.WALES \(July 2022\)](#)

[Welsh Government LGBTQ+ Action Plan for Wales \(February 2023\)](#)

Ceredigion Strategic Equalities workgroup meets regularly. We have discussed our local response to the Anti-racist Wales action plan and the LGBTQ+ Action Plan for Wales. We have identified actions needed to show our commitment to Victim Support's Hate Crime Charter which the Council signed up to in 2022. We also recognise that some of the actions in our current Strategic Equality Plan require more work.

Concerns have been raised by the Older People's Commissioner for Wales, particularly about the increased dependence on online methods of communication, to which many older people don't have access.

We have also considered feedback from 170 children and 84 parents at Ceredigion play sessions relating to Welsh Government's Child Poverty consultation. They were asked, "What 3 things would make the biggest difference to children and their families now and in the future?" The top response was, "help with the costs of food, fuel and housing" and 2<sup>nd</sup> was "to be treated with respect regardless of age, gender, disability or ethnicity."

## 2. Equality Survey Responses

237 respondents completed the regional equality survey. 72 of the responses were from Ceredigion. 67 of these were from individuals and 5 from an organisation (Ceredigion Local Nature Partnership, Ceredigion County Council, Llandysul Town Council and Llangwryfon and Llanrhystud Community Councils). No paper copies were returned.

There were 73 responses from Carmarthenshire, 28 from Powys, 60 from Pembrokeshire, 3 from Swansea and 1 from 'Hywel Dda'.

The average response rate for UK public consultations stands at 0.7%. The Ceredigion response to the survey itself was lower (0.1% of the population). However, the response rate from people who share characteristics that are protected by the Equality Act was generally higher than our population percentages, examples are shown in the graphs below.

Fig 1.

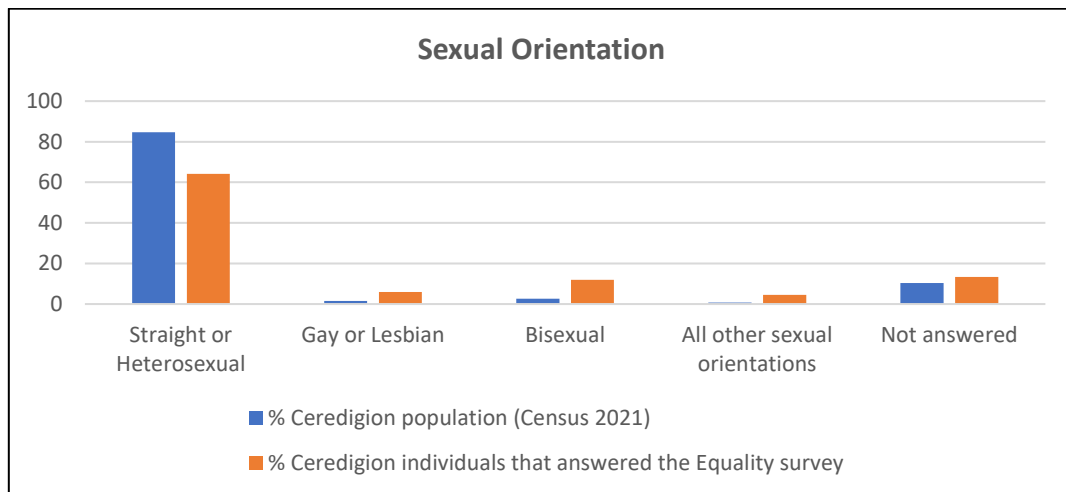


Fig 2.

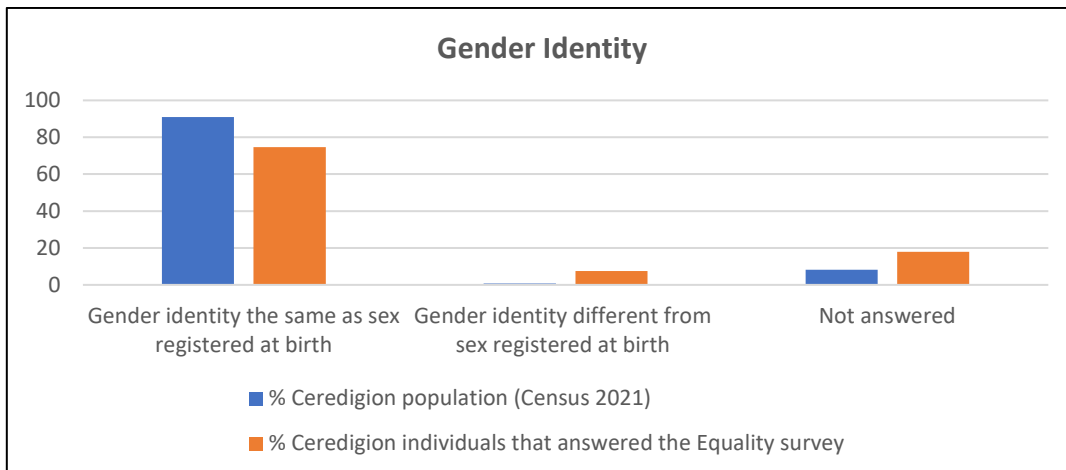


Fig 3.

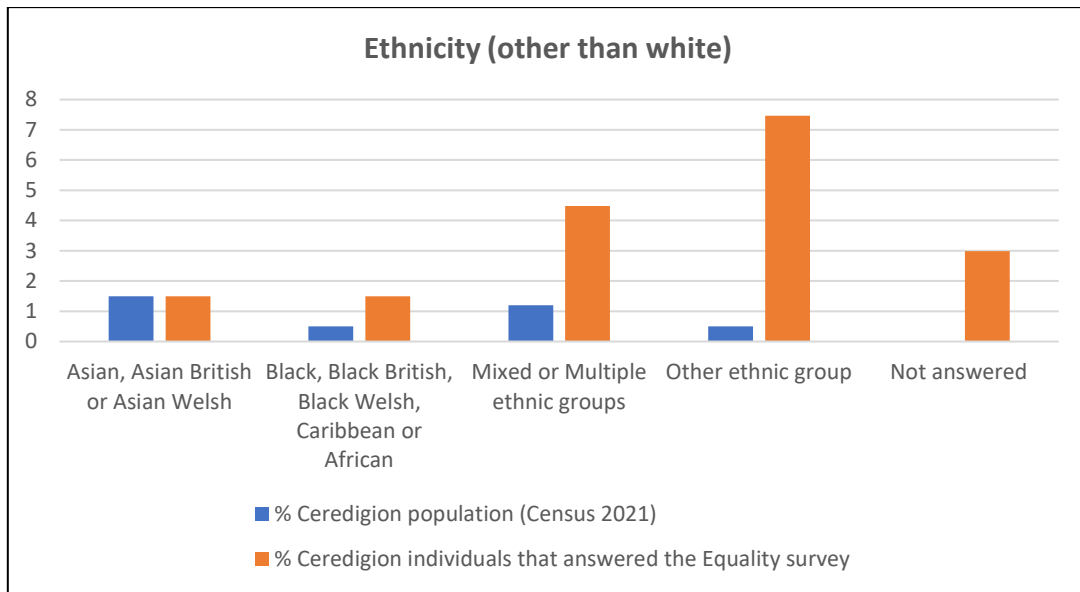


Fig 4.

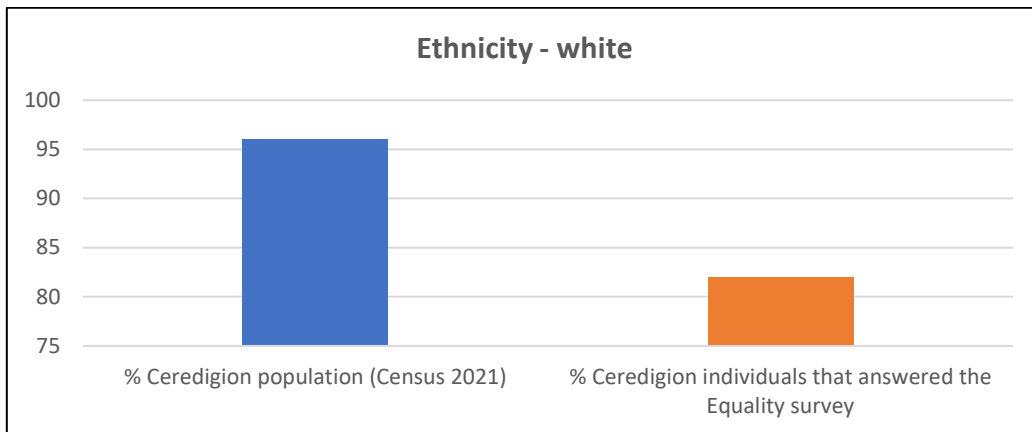
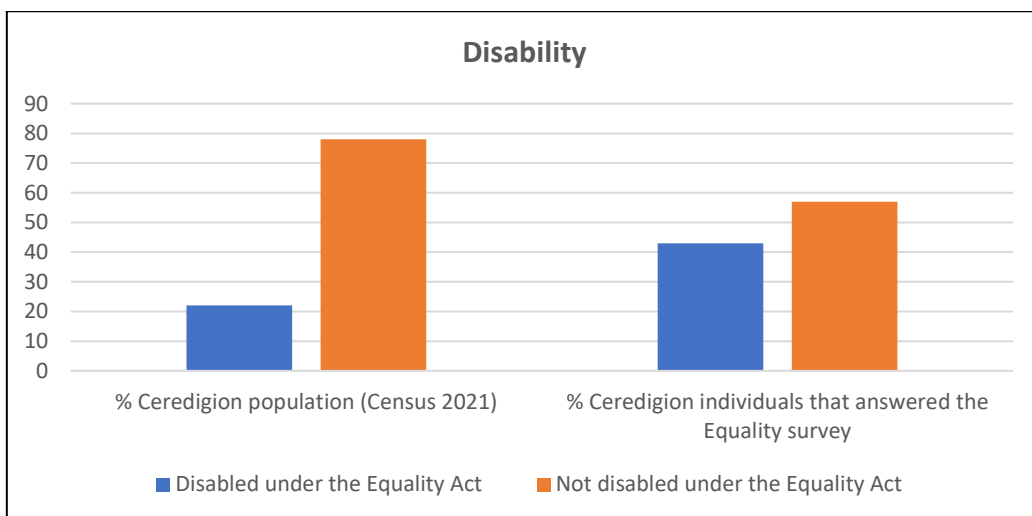


Fig 5.



Our regional equality survey asked people if they felt that specific groups of people had a worse or better experience in six areas of life than the population as a whole.

**The specific groups were:**

- Disabled people
- People from an ethnic minority
- Lesbian, gay or bisexual people
- People who are non-binary
- Trans-gender people
- Younger people (under 25 years)
- Older people (65 years or older)
- Females
- Males
- Single people
- People who are in a relationship
- Welsh speakers
- People who are pregnant or have recently given birth
- Members of the Armed Forces Community

**The six areas of life were:**

1. Education
2. Work and levels of pay
3. Living standards (access to care and support, housing, transport and leisure)
4. Health
5. Crime and access to justice
6. Participation (access to information, influencing decisions, getting on together in the community)

The table on the following page shows the top 3 cohorts that the people who answered our survey felt have a worse or much worse experience of the six areas of life.

The cohort that featured most frequently in the top three categories were:

- People who are disabled (14 times)
- People from an ethnic minority (11 times)
- Older people (6 times)
- Trans-gender people and People who are pregnant/recently given birth (4 times)
- Younger people (3 times),
- Lesbian, gay or bisexual people (twice)
- Females (once)

| <b>Six Areas of Life</b>                               | <b>Have a worse or much worse experience</b> |   |
|--|--|---|
| <b>Education</b>                                       | 1  | Being disabled  |
|  | 2  | Being from an ethnic minority                                 |
|  | 3  | Being pregnant/recently given birth                           |
| <b>Work</b>  | 1  | Being disabled  |
|  | 2  | Being from an ethnic minority and being an older person (65+) |
|  | 3  | Being pregnant/recently given birth                           |
| <b>Levels of Pay</b>                                   | 1  | Being a younger person (under 25)                             |
|  | 2  | Being disabled  |
|  | 3  | Being female  |
| <b>Access to Care and Support</b>                      | 1  | Being disabled  |
|  | 2  | Being from an ethnic minority                                 |
|  | 3  | Being transgender   |
| <b>Housing</b>   | 1  | Being disabled  |
|  | 2  | Being from an ethnic minority                                 |
|  | 3  | Being a younger person (under 25)                             |
| <b>Access to Transport</b>                             | 1  | Being disabled  |
|  | 2  | Being an older person (65+)                                   |
|  | 3  | Being pregnant/recently given birth                           |
| <b>Leisure and access to the coast and countryside</b> | 1  | Being disabled  |
|  | 2  | Being an older person (65+)                                   |
|  | 3  | Being pregnant/recently given birth                           |
| <b>Health</b>  | 1  | Being disabled  |
|  | 2  | Being from an ethnic minority                                 |
|  | 3  | Being an older person (65+)                                   |
| <b>Experience of Crime</b>                             | 1  | Being from an ethnic minority                                 |
|  | 2  | Being disabled  |
|  | 3  | Being lesbian, gay or bisexual and being transgender          |
| <b>Access to Justice services</b>                      | 1  | Being from an ethnic minority                                 |
|  | 2  | Being disabled  |
|  | 3  | Being transgender   |
| <b>Influencing decisions</b>                           | 1  | Being from an ethnic minority                                 |
|  | 2  | Being disabled  |
|  | 3  | Being a younger person (under 25)                             |
| <b>Access to information and digital services</b>      | 1  | Being an older person (65+)                                   |
|  | 2  | Being disabled  |
|  | 3  | Being from an ethnic minority                                 |
| <b>Getting on together in the community</b>            | 1  | Being disabled  |
|  | 2  | Being from an ethnic minority                                 |
|  | 3  | Being lesbian, gay or bisexual and being transgender          |
| <b>Quality of life since 2019</b>                      | 1  | Being disabled  |
|  | 2  | Being an older person (65+)                                   |
|  | 3  | Being from an ethnic minority                                 |

### 3. Comments and lived experience

*(All comments are taken from responses to the regional equality survey unless stated otherwise).*

#### 3.1 Education

As a bisexual girl I experienced bullying at school (long ago in a different region) which damaged my education. Since then, I have had to struggle to gain access to adult education to repair this damage. I now find that at age 64 I still face barriers to gaining the educational opportunities I seek.

There is disparity in the provision of education and resources to Welsh stream schools and departments, leaving those in underrepresented groups with less access to learning resources.

Although they are in a Welsh medium school, the children speak English with their friends – it's heart-breaking taking our children to a Welsh school for them to speak English.

Ceredigion favours those that are Welsh speaking. The education in secondary schools is of a higher standard if taught through the medium of Welsh than that of English.

*There should be...Protection from bullying for trans and gay students and trans people...should be... included in teaching for Primary and Secondary. (Aberystwyth Pride, 2023)*

Require schools to allow Pride clubs/other identity clubs. Not require them to have them, just to allow them. *(Aberystwyth Pride, 2023)*

Trans and queer friendly quality sex education in all schools. *(Aberystwyth Pride, 2023)*

Make school a better place and stop bullies. *(Children and Young People festival, 2023)*

Better home-schooling activities. *(Children and Young People festival, 2023)*

#### 3.2 Work and Levels of Pay

I am African. I have applied for jobs and I have not been selected for the first stage, but the jobs are still available on advertisement platforms. Clearly racism is hugely playing a role.

For all public services to have more anti racist training, employ staff from diverse backgrounds, and know that black people can also be Welsh and belong.

Improve hiring processes for peoples of an ethnic minority, ensure that spaces are accessible for disabled people.

Better training. More diverse recruitment and appointments. Do senior officers in public services receive unconscious bias training courses?

People who can speak Welsh can get jobs more easily because it's a requirement on lots of jobs. They have less competition in interviews because there are less Welsh speakers to compete with. I've been unable to apply for jobs I'm otherwise well qualified to do simply because I'm not fluent in Welsh. I think this reduces diversity in the workplace because it's harder to learn Welsh unless you're already surrounded by Welsh speakers and fit with the Welsh in-crowd already, so it self-selects for a small proportion of the community.

You have to be willing to speak English to be able to get most jobs – and every job that I've been in – in Wales – people have made comments on my Welsh accent when I speak English.

Not all Welsh people can or want to speak Welsh, it's forced and discriminated against in employment and health care, it feels on the brink of racism. It should be a personal choice.

Ceredigion prioritises and supports those who are Welsh speaking in employment / earnings opportunities, especially those working within the council. There are very little opportunities for disabled people.

Work opportunities for disabled people is tokenistic and public bodies do not do enough to promote and recruit disabled people in employment beyond lower paid positions. In public services, there are additional barriers, such as the requirement to speak Welsh which indirectly discriminates against deaf people since there are no Welsh accessible courses for deaf people in the whole of Wales.

Better job prospects. (*Children and Young People festival, 2023*)

Better pay for Teaching Assistants. (*Children and Young People festival, 2023*)

Give employees a chance to evaluate their line managers anonymously; allow homeworking where at all possible, especially. for people with disabilities

### **3.3 Living Standards**

*These comments are about access to care and support, housing, transport, leisure and access to the coast and countryside.*

Arrange regular transportation to access services, improve local services, improve access and affordable exercise clubs and support groups.

Work evenings and weekends/ bank holidays like others to get more accessible. Let's have staff back and visible in the community please so we can call in and see them! Stop relying on volunteers and goodwill, it's running out and abused!

Reintroduce day centres in the county to assist carers.



No childcare available for disabled children and teenagers either during term time or school holidays in Ceredigion. This is a long-term problem and has prevented me from returning to work in the healthcare sector. (*Childcare Sufficiency Assessment 2022*)

My son has multiple and complex needs and attends a resource base educational setting managed by the local authority. There is currently no after school provision in my local town and although we have been awarded direct payments to support him in attending after school enrichment activities, there are no Personal Assistants applying for the post. (*Childcare Sufficiency Assessment 2022*)

When caring for children with complex needs there is a lot of training hours involved to ensure that we can meet the needs of individual children, this is an additional cost for our staffing budget which is not considered within any funding support. (*Childcare Sufficiency Assessment 2022*)

Welsh medium childminders are booked up in advance (have a waiting list) and are very limited. It is important to us as a family to have a first language Welsh setting for our children as we are first language Welsh, many of the childminders are not fluent or confident in first language Welsh. (*Childcare Sufficiency Assessment 2022*)

You need better training on dealing with situations involving adults who have medical conditions and police officers need compassion when dealing with these.

One daughter and partner mid 30's couldn't find anywhere to live in Ceredigion and had to move to Pembrokeshire - only place they could find to live - managed to buy a house.

Generally, the housing situation appears to be horrific - rents are insane as are house prices and the quality of the housing stock inadequate and current grants for insulation using non breathable insulation on older unsuitable housing stock is likely to create severe future issues.

We know that women and LGBTQ+ people are far more likely than men to be victims of domestic abuse including violence, emotional, sexual and financial abuse making them in greater need of housing services but also more likely to face discrimination from housing providers. My personal experience reflects this.

Most private landlords refuse disabled people because they don't want to pay for any adaptations. Disabled people are also more likely to need benefits, because being disabled is extremely expensive; and private landlords often illegally refuse to rent to people who have benefits.

We all love living in our own homes, but we need to explore what could communal living be like, a review is needed looking at shared community arrangements to reduce isolation and consider new developments that make it easier for people as they grow older. (*Age Friendly self-assessment 2022/23*)

More affordable housing for first time buyers. (*Children and Young People Festival, 2023*)

People of colour and LGBT+ people are at greater risk of hate crime in public places including on public transport. As a white woman in a relationship with a black woman I have experienced harassment on public transport in the past and this makes me wary to use public transport now if I can avoid it.

If I could get to workplaces on Sundays, I would be living the dream instead of getting one hour of sleep a night from job search stress, no one wants someone who can't do Sundays.

Very limited spaces for disabled passengers on buses and limited number of accessible taxis. Older people rely on buses which have been cut and communication is terrible about changes.

Coastal footpath and beach access in Ceredigion not accessible for disabled or those with Health issues - very narrow and falling away from the cliff in quite a few places and disabled access to beaches needed with regular public transport to such beaches.

Beach buggy to gain access on beach (*Older people engagement 2022/2023*)

Lack of pavements for mobility scooters and mobility issues (*Age Friendly self-assessment 2022/23*)

I can't access our coastal path because it's not disabled friendly. I would love to access the countryside but most of that isn't disabled friendly either. I would love to see wider earth paths to be able to accommodate a rollator or wheelchair, not tarmac paths as they would spoil it.

Disabled almost everything has steps. Going to use the example of the leisure centre though. Disabled changing rooms from swimming, or other parts leisure centre, often get taken over by families. Or blocked off by staff because they haven't been cleaned alongside the normal changing rooms.

Trans people often can't access changing rooms because they don't feel safe in the main ones. My friends have been harassed. We need more family changing, and private changing, so we don't get the cross over with disabled changing.

Continence management is a big worry, there should be adult and child changing facilities, how much has been made by changing the loos to paid loos?" (*Age Friendly self-assessment 2022/23*)

Let trans people pee in peace. (*Aberystwyth Pride, 2023*)

As a transgender man, I worry every day about my human rights. It's only a matter of time before I will not be allowed to use a male public toilet.

More clubs for 4-year-olds. (*Children and Young People Festival, 2023*)

14+ clubs for young people (*Children and Young People Festival, 2023*)

There seems to be very little for over 10's to early 20's in rural areas. My daughter wants to move to my village with my grandchildren who are under 5 - great now but without a car or public transport, it will be dire in a few years' time.

### **3.4 Health**

Very rural area and Bronglais hospital is on a hill and lacks parking - difficult to accompany a disabled person to appts there. Have dropped at old entrance and had to find parking and then run uphill and take the person to their appt.

As a bisexual woman in a lesbian relationship, I have been denied adequate psychosexual counselling compared to heterosexual counterparts surviving similar breast cancer treatment.

Due to my autism, the doctors dismiss me and don't listen, so I don't bother going.

Travel is difficult when you're disabled, and our trust is over 3 counties. Trans health care is only done by 3 clinics that are in England. 2 of these are in London and have 5 year long waits.

Better mental and physical healthcare for people in the LGBTQ+ community  
(*Aberystwyth Pride, 2023*)

### **3.5 Crime and Access to Justice**

I get over policed a lot, as do my friends, and neighbours. Mostly this is because I'm poor and live in a poor area. This has happened before for being out at night in my wheelchair, being told to move along for just being out. Another time I was moved on by 3 officers for using a bench while having an asthma attack, because I was scaring people.

People of colour I know get stop constantly for silly reasons. Just for walking around.

Aberystwyth is peaceful with plenty of fresh air and a low crime rate. (*Age Friendly self-assessment 2022/23*)

I want every member of the LGBT+ community to feel safe and accepted.  
(*Aberystwyth Pride, 2023*)

Stop propagating transphobic jokes, criticism, discrimination, violence etc and come to see the normality of trans individuals (*Aberystwyth Pride, 2023*)

Aberaeron would be better if you get rid of vapes and drugs. (*Children and Young People festival, 2023*)

Safe spaces for LGBTQ+ people and other minorities. (*Aberystwyth Pride, 2023*)

Racism and disability hate issues are rife. Sexism is rife and it's hard to feel safe.

### **3.6 Influencing decisions**

Things are increasingly online and there can be a digital divide which, arguably adversely affects older people.

I don't believe that Welsh language is treated fairly and equally e.g. community councils lack translation facilities.

Not outward looking, very narrow/single minded - managers make decisions they want but cover it by a 'consultation'.

As a Pagan, I often find that if I mention my beliefs, I am not taken seriously in public discussions. I don't feel safe to share my religious opinions outside of closed circles.

I resent the notion, widespread in Ceredigion, that because we have relatively small ethnic minority populations, we don't need to consider the needs or rights of people of colour to participate in public life and influence decisions.

Women's voices are still often not heard, and women are woefully underrepresented at County Council and community council level.

It all depends on what the decision is about. Parents of young disabled people are very forthright as they have always had to shout.

Most decision-making systems are run by older people and participated in by older people, so it can be quite an exclusive environment. I'm thinking of town councils, etc

Men could resign or stand down in favour of women candidates. Or take more responsibility for childcare, eldercare and housework to free up women to participate in public life.

In my experience women are often ignored when they have an opinion.

Involve the communities you serve in a sincere way and not just via complicated consultations which exclude many (particularly lower socio-economic groups) from participating in debates on decisions that may impact their lives.

No one listens anyway, only Welsh speakers and those with council connections have a true say and influence.

There seems to be very little understanding of the relationship between democracy and Community involvement in the County Council. The opportunity to have any real influence or even dialogue is sadly extremely minimal.

Consultation meetings, etc are nearly always inaccessible to deaf people. Thus, if you can't attend, you don't get to influence.

### **3.7 Access to Information and Digital Services**

My wife used to teach IT within the community. Her classes had an age range from 17 to 92. She had people from all of the groups listed. So, all of those who wanted it had the same access to it.

Accessibility isn't always built into online systems, and this can pose challenges for various disabilities.

I know people who don't have the internet at all, and I find they are quite excluded from a lot of information because we tend to presume that everyone has a smartphone and access to a computer.

Old people can afford the technology but can't use it.

A lot of things are now digital, and a lot of elderly don't have access to computers or the Internet.

Please don't forget that not everyone is online. (*Children and Young People festival, 2023*)

Wider promotion of events. Some are still unaware of the fantastic community that there is. (*Aberystwyth Pride, 2023*)

Elderly and disabled are forgotten about and are not included in digital upgrading. Impractical suggestions made and they feel left behind and excluded. It's harder for them.

It depends on the person. Many people I work with have no interest, so opportunity is irrelevant.

Welsh language service is generally lower.

### **3.8 Getting on together in the community**

Getting together in a community is difficult in my village as there are different groups or residents who try to organise things who seem to belittle others - so I tend to avoid them and keep to myself.

I'm very lucky to live in a lovely, friendly village.

I can't easily join in, so I am mostly alone.

Mae siarad yr un iaith yn dod â ni'n agosach at ein gilydd, mae'n druenus iawn fod llai ohonom bellach yn fy nghymuned. (*Speaking the same language brings us closer together, it's a great shame that there are now fewer of us in my community*).

Worse being a non- Welsh speaker.

Some protected characteristics are all fashionable now and lots of media/ opportunities open for them. Disability and old age is never popular and they get left behind and overlooked.

The community things that go on are usually weekday work times so not available for anyone working or carers. More effort should be made to meet everyone's needs and not to fit in with council employee needs.

People tend to mind their own business and let you get on with it but help each other when its needed (*Age Friendly self-assessment 2022/23*)

People tend to show a lot of consideration to older people in this area. (*Age Friendly self-assessment 2022/23*)

I want every member of the LGBT+ community to feel safe and accepted. (*Aberystwyth Pride, 2023*)

I'd like people to stop yelling slurs at me in the pubs. (*Aberystwyth Pride, 2023*)

I would love a world where people ask pronouns before assuming. (*Aberystwyth Pride, 2023*)

*I wish...*For people to not feel ashamed or scared to live as their authentic self. (*Aberystwyth Pride, 2023*)

### **3.9 Impact of events since the last equality survey in 2019**

*People were asked to consider the impact of Covid-19, Brexit, the war in Ukraine and the cost-of-living crisis.*

Covid was great for caring for a relative - gave the space needed at a time when something was about to break. Also good for my pregnant daughter - gave time and space for both parents to be there. My mother in her 80's in England found isolation during Covid very difficult.

I think young people are really struggling with the interpersonal impacts of being locked-in during covid and rising prices making it harder to get started and make a life.

Being an introvert, I actually benefitted from lockdowns as was finally allowed to work from home - sadly this didn't last, despite how positively it affects my mental health; all is overshadowed by the financial impact of inflation without wage compensation and due to the housing situation in Wales I'm forced to live in a house share with 12 others as it's affordable (I'm miserable).

I would say that those who are gay, lesbian, bisexual, non-binary or transgender, are more accepted now than they used to be.

Cost associated with living with disability has soared and no one recognises that.

Cash is still legal, make sure we can control our own budget. (*Children and Young People festival, 2023*)

Everyone who isn't rich has been hit by the cost-of-living crisis.

I want to celebrate my next -14th - birthday with my father and grandparents in my Ukrainian house. (*Children and Young People festival, 2023*)

I want to go back to Ukraine (*Children and Young People festival 2023*)

#### **4. Conclusion**

All of the above has been considered as part of the engagement and consultation process that has helped us to formulate our draft Strategic Equality Plan 2024-28.

The draft Strategic Equality Plan will now be presented to the Overview and Scrutiny Co-ordinating Committee for feedback before being presented to Ceredigion Council Cabinet in October 2023.

If approved, the Equalities and Inclusion team will put the draft plan out to public consultation in Winter 2023. Once the public consultation is concluded and any required amendments are made, the final plan will be presented to the Overview and Scrutiny Co-ordinating Committee for feedback before being presented to Ceredigion Council Cabinet in February 2024.

The new Strategic Equality plan 2024-28 is scheduled to be published on our website by 1<sup>st</sup> April 2024.



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:

|                |   |
|----------------|---|
| Proposal Title | Draft Strategic Equality Plan 2024-2028 |
|----------------|---|

|              |   |                        |               |                    |            |
|--------------|---|------------------------|---------------|--------------------|------------|
| Service Area | Policy, Performance and Public Protection | Corporate Lead Officer | Alun Williams | Strategic Director | Barry Rees |
|--------------|---|------------------------|---------------|--------------------|------------|

|                                    |                |        |  |          |              |
|------------------------------------|----------------|--------|--|----------|--------------|
| Name of Officer completing the IIA | Cathryn Morgan | E-mail | <a href="mailto:Cathryn.morgan@ceredigion.gov.uk">Cathryn.morgan@ceredigion.gov.uk</a> | Phone no | 07807 845565 |
|------------------------------------|----------------|--------|--|----------|--------------|

Please give a brief description of the purpose of the proposal

The Specific Public Sector Equality Duty for Wales require us to set out our Equality Objectives and then review every four years. This is our fourth Strategic Equality Plan. The revised objectives for 2024-28 and accompanying action plan must be published by 31st of March 2024.

We have reviewed our Equality Objectives in light of engagement and research into the current state of equality in Ceredigion. Our conclusion is that our objectives are still fit for purpose but, due to the changing nature of society and the work we have undertaken up to now, we need to amend the actions we will take to achieve the objectives. Our Equality Objectives are:

1. To be an Exemplar Equal Opportunities Employer
2. To Foster Good Relations and Tackle Prejudice
3. To ensure Engagement and Participation
4. To ensure Dignity, Respect and Access to Services
5. To provide Fair and Inclusive Education

Who will be directly affected by this proposal?

People who live in, work in, study in and visit Ceredigion, including the Council Workforce. There is a particular focus on people who share one or more of the characteristics that are protected by the Equality Act 2010.





**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 |
|----------------|-----------------------|----------------|-----------------|--|
| Cathryn Morgan | Scrutiny committee    | 1              | 21/08/2023      |  |
| Cathryn Morgan | Cabinet               | 2              | 12/09/2023      | No changes   |
|                |                       |                |                 |  |
|                |                       |                |                 |  |

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

|   |   |
|---|---|
| Boosting the Economy, supporting Business and enabling employment.  | Equality Objective 1 describes the steps we will take to encourage a more diverse workforce and enable employment.  |
| Creating caring and healthy Communities.                            | <p>Equality Objective 1 includes an action to develop and deliver a range of cultural awareness and equalities training.</p> <p>Equality Objective 2 describes the steps we will take to foster good relations and tackle prejudice.</p> <p>Equality Objective 3 describes the steps we will take to ensure engagement and participation. This will improve our understanding of our diverse population and how best we can meet their needs, where practicably and reasonably possible.</p> <p>Equality Objective 4 describes the steps we will take to ensure dignity, respect and access to services. This will help us to offer inclusive and accessible care and support services.</p> <p>Equality Objective 5 includes actions to support trans gender pupils and to address bullying in schools.</p> |
| Providing the best start in life and enabling Learning at all ages. | Equality Objective 5 describes the steps we will take to provide a fair and inclusive education.  |
| Creatin sustainable, greener and well-connected Communities.        | Equality Objective 4 reflects the need for more affordable and appropriate housing and for sustainable and affordable travel solutions.   |



| <b>2. SUSTAINABLE DEVELOPMENT PRINCIPLES:</b> 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?  |
| <b>Long Term</b><br>Balancing short term need with long term and planning for the future.   | This is a four year plan which builds on previous plans. Long-standing equality issues can be carried from one four year plan to the next. This enables us to address longer term needs and plan for the future.  | Our gradual progress towards achieving a more equal Ceredigion can be seen by comparing the annual reports published on our Equalities web page. | Continue to use previous plans as one of our evidence sources when revising plans for the next cycle. |
| <b>Collaboration</b><br>Working together with other partners to deliver.  | There are many opportunities to collaborate with others in order to deliver the plan. For example, the new graduate scheme will require collaboration with Universities; we will work with Victim Support to achieve the Hate Crime Trustmark and we will work with the Regional Community Cohesion team on a range of actions.   | The draft Strategic Equality Plan 2024-28.   |   |
| <b>Involvement</b><br>Involving those with an interest and seeking their views.   | <p>A regional engagement campaign was undertaken to collect initial feedback on the state of equality in the Dyfed Powys area. The responses contributed to the Development of this draft Plan.</p> <p>The draft Plan will go out to public consultation again in winter 2023 before it is formally approved.</p> <p>The Equality plan itself includes actions to do more with groups of stakeholders from specified minority groups and to improve the way that we feedback to those who have participated in our Engagement and consultation campaigns.</p> | <p>The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.</p> <p>The draft Strategic Equality Plan 2024-28.</p> |   |



|   |   |  |  |
|---|---|--|--|
| <p><b>Prevention</b><br/>Putting resources into preventing problems occurring or getting worse.</p>                             | <p>The plan has been developed as a result of our engagement and research into the current state of equality in Ceredigion. The aim of the plan is to coordinate our resources to identify and address the root causes of inequality.</p>   | <p>The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.</p> <p>The draft Strategic Equality Plan 2024-28.</p> |  |
| <p><b>Integration</b><br/>Positively impacting on people, economy, environment and culture and trying to benefit all three.</p> | <p>The Equalities working group includes representatives from a range of Council Services. This helps us to consider interdependencies and possible tensions between services.</p> <p>The draft Equalities plan will be discussed at Leadership group meeting so that all CLO's are able to identify further impacts should they exist.</p> | <p>Minutes of meetings of the Strategic Equalities working group.</p>  |  |

**3. WELL-BEING GOALS:** Does your proposal deliver any of the seven National Well-being Goals for Wales as outlined on the Well-being of Future Generations (Wales) Act 2015?

| Well-being Goal  | Does the proposal contribute to this goal? Describe the positive or negative impacts-  | What evidence do you have to support this view?  | What action (s) can you take to mitigate any negative impacts or better contribute to the goal? |
|--|--|--|---|
| <p><b>3.1. A prosperous Wales</b><br/>Efficient use of resources, skilled, educated people, generates wealth, provides jobs.</p> | <p>We anticipate that successful delivery of this plan will contribute to a prosperous Wales. For example:</p> <p>Increased number of people attending cultural awareness and equality training.</p> <p>Graduate scheme, work experience and apprenticeship opportunities.</p> <p>Working with stakeholders to identify examples of good practice.</p> | <p>The draft Strategic Equality Plan 2024-28.</p> <p>Research undertaken by Welsh Government to inform their Anti-racist Wales plan.</p> |   |



|  |  |   |  |
|--|--|---|--|
|  | <p>Improve educational outcomes for children with additional learning needs.</p>   |   |  |
| <p><b>3.2. A resilient Wales</b><br/>Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).</p> | <p>The Strategic Equality Plan does not contribute directly to a resilient Wales. However, by fostering good relations and building community cohesion, communities will have greater connectivity and potentially greater resilience.</p>   | <p>The draft Strategic Equality Plan 2024-28.</p> |  |
| <p><b>3.3. A healthier Wales</b><br/>People's physical and mental wellbeing is maximised and health impacts are understood.</p>                                  | <p>We anticipate that successful delivery of this plan will contribute to a healthier Wales. For example:</p> <p>A well trained workforce is well placed to provide culturally aware support.</p> <p>Inclusive play and physical activity opportunities improve physical and mental wellbeing of those who are able to attend.</p> <p>We will establish an Integrated model of community care and housing in Tregaron.</p> | <p>The draft Strategic Equality Plan 2024-28.</p> |  |
| <p><b>3.4. A Wales of cohesive communities</b><br/>Communities are attractive, viable, safe and well connected.</p>  | <p>A significant part of the plan is to foster good relations between those who share a protected characteristic and those who do not by building community cohesion and tackling prejudice.</p> <p>We will work with stakeholder groups to help us to achieve this.</p>   | <p>The draft Strategic Equality Plan 2024-28.</p> |  |



|   |   |   |  |
|---|---|---|--|
| <p><b>3.5. A globally responsible Wales</b><br/>Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p> | <p>The Strategic Equality Plan does not directly contribute to a globally responsible Wales.</p> <p>However, by fostering good relations and building community cohesion, communities will have greater connectivity and potentially greater understanding of global citizenship.</p> | <p>The draft Strategic Equality Plan 2024-28.</p> |  |
|---|---|---|--|

| <p><b>3.6. A more equal Wales</b><br/>People can fulfil their potential no matter what their background or circumstances.</p>              |                       |                 |                             | <p>Describe why it will have a positive/negative or negligible impact.</p>   | <p>What evidence do you have to support this view?</p>   | <p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> |
|--|-----------------------|-----------------|-----------------------------|--|--|--|
| <p><b>Age</b><br/>Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> |                       |                 |                             |  |  |  |
| <p>Children and Young People up to 18</p>  | <p>Positive<br/>✓</p> | <p>Negative</p> | <p>None/<br/>Negligible</p> | <p>The plan responds to needs expressed by young people to have better job prospects, to be treated with respect and to address bullying in schools.</p> | <p>The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.</p> |  |
| <p>People 18-50</p>  | <p>Positive<br/>✓</p> | <p>Negative</p> | <p>None/<br/>Negligible</p> | <p>It responds to needs expressed by people of all ages to address inequality in society.</p>  | <p>The draft Strategic Equality Plan 2024-28.</p>  |  |
| <p>Older People 50+</p>  | <p>Positive<br/>✓</p> | <p>Negative</p> | <p>None/<br/>Negligible</p> | <p>It responds to needs expressed by, or on behalf of, older</p>   |  |  |



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|--|--|--|--|---|--|--|
|  |  |  |  | people to address the digital divide and housing and transport matters. Much of this will be supported by the work we will do to join the Age Friendly network. |  |  |
|--|--|--|--|---|--|--|

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| <b>Disability</b><br>Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓) |          |          |                     | <p>The plan includes actions to increase diversity in the workplace and to increase representation of disabled people in local politics and decision making.</p> <p>There are also actions to provide inclusive and specialised play, physical activity and childcare opportunities for disabled children and young people.</p> <p>We will consider the needs of disabled people when maintaining footways and carriageways and when we review our Toilet Strategy.</p> <p>We will improve the methods we use to communicate with the public, this includes the provision of large print, Easy Read and plain text versions of documents.</p> | The draft Strategic Equality Plan 2024-28. |  |
| Hearing Impairment   | Positive | Negative | None/<br>Negligible |   |  |  |
|  | ✓        |          |                     |   |  |  |
| Physical Impairment  | Positive | Negative | None/<br>Negligible |   |  |  |
|  | ✓        |          |                     |   |  |  |
| Visual Impairment  | Positive | Negative | None/<br>Negligible |   |  |  |
|  | ✓        |          |                     |   |  |  |
| Learning Disability  | Positive | Negative | None/<br>Negligible |   |  |  |
|  | ✓        |          |                     |   |  |  |
| Long Standing Illness  | Positive | Negative | None/<br>Negligible |   |  |  |
|  | ✓        |          |                     |   |  |  |
| Mental Health  | Positive | Negative | None/<br>Negligible |   |  |  |
|  | ✓        |          |                     |   |  |  |
| Other  | Positive | Negative | None/<br>Negligible |   |  |  |
|  |          |          |                     |   |  |  |

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

An integrated tool to inform effective decision making



|  |          |          |                     |  |  |  |
|--|----------|----------|---------------------|--|--|--|
| <b>Transgender</b><br>Do you think this proposal will have a positive or a negative impact on transgender people?<br>(Please tick ✓)                           |          |          |                     | The plan responds to Welsh Government's LGBTQ+ action plan and needs expressed by our local trans community.<br><br>For example, we will adopt and implement Welsh Government's national trans guidance, we will review our Toilet Strategy and we will establish a LGBTQ+ stakeholder forum so that we can better understand examples of good practice. | The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.<br><br>The draft Strategic Equality Plan 2024-28 |  |
| Transgender  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| <b>Marriage or Civil Partnership</b><br>Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓) |          |          |                     | The impact of the Equality plan on this cohort will be negligible. Work has been undertaken in previous plans to ensure equality for people who are married or in a civil partnership.   | <a href="#">Previous Strategic Equality annual reports</a>   |  |
| Marriage   | Positive | Negative | None/<br>Negligible |  |  |  |
|  |          |          | ✓                   |  |  |  |
| Civil partnership  | Positive | Negative | None/<br>Negligible |  |  |  |
|  |          |          | ✓                   |  |  |  |
| <b>Pregnancy or Maternity</b><br>Do you think this proposal will have a positive or a negative impact on pregnancy or maternity?<br>(Please tick ✓)            |          |          |                     | The impact of the Equality plan on this cohort will be negligible. Work has been undertaken in previous plans to ensure equality for people  | <a href="#">Previous Strategic Equality annual reports</a>   |  |
| Pregnancy  | Positive | Negative | None/<br>Negligible |  |  |  |



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

An integrated tool to inform effective decision making



|           |          |          |                     |  |  |  |
|-----------|----------|----------|---------------------|--|--|--|
|           |          |          | ✓                   | who are pregnant or have recently given birth.<br><br>The review of our Toilet Strategy is likely to have a positive impact. |  |  |
| Maternity | Positive | Negative | None/<br>Negligible |  |  |  |
|           |          |          | ✓                   |  |  |  |

|  |          |          |                     |  |  |  |
|--|----------|----------|---------------------|--|--|--|
| <b>Race</b><br>Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓) |          |          |                     | The plan responds to Welsh Government's Anti-racist Wales action plan and the needs expressed by local people who have various ethnic backgrounds.<br><br>The plan includes a range of actions to raise cultural awareness. For example, we will work towards increasing diversity in the workplace representation of BAME people in local politics and decision making.<br><br>We will take action against Hate Crime and we will deliver a media campaign to celebrate diversity and commemorate relevant historical events. | The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.<br><br>The draft Strategic Equality Plan 2024-28 |  |
| White  | Positive | Negative | None/<br>Negligible |  |  |  |
|  |          |          | ✓                   |  |  |  |
| Mixed/Multiple Ethnic Groups   | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Asian / Asian British  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Black / African / Caribbean / Black British  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |
| Other Ethnic Groups  | Positive | Negative | None/<br>Negligible |  |  |  |
|  | ✓        |          |                     |  |  |  |

|  |          |          |       |  |  |  |
|--|----------|----------|-------|--|--|--|
| <b>Religion or non-beliefs</b><br>Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓) |          |          |       | It's unlikely that that plan will have a significant negative or positive impact on people | It is noted that the Ceredigion population (according to the 2021 Census) includes |  |
| Christian  | Positive | Negative | None/ |  |  |  |



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

An integrated tool to inform effective decision making



Page 389

|  |          |          |                          |   |   |  |
|--|----------|----------|--------------------------|---|---|--|
|  |          |          | Negligible<br>✓          | because of their belief or non-belief.  | people with the following religions and beliefs:<br>378 - Buddhist<br>158 - Hindu<br>75 - Jewish<br>515 - Muslim<br>35 - Sikh<br>677 - 'other' religion<br>33,409 people said that they are Christian.<br>30,749 people said that they have no religion.<br>5,480 people did not answer this question in the Census.<br>Most of the respondents to our engagement campaign (43%) said that they have no religion. 34% said that they are Christian. 10% said that they are Atheist. 8% preferred not to say and 5% selected 'other' |  |
| Buddhist   | Positive | Negative | None/<br>Negligible<br>✓ | There are actions to increase diversity in the workplace and in local politics and decision making; this may have an unintended positive impact on some people with the religions and beliefs listed. |   |  |
| Hindu  | Positive | Negative | None/<br>Negligible<br>✓ |   |   |  |
| Humanist   | Positive | Negative | None/<br>Negligible<br>✓ | There are also actions designed to increase understanding and community cohesion between people from different backgrounds and these may also have an unintended positive impact.                     |   |  |
| Jewish   | Positive | Negative | None/<br>Negligible<br>✓ |   |   |  |
| Muslim   | Positive | Negative | None/<br>Negligible<br>✓ |   |   |  |
| Sikh   | Positive | Negative | None/<br>Negligible<br>✓ |   |   |  |
| Non-belief   | Positive | Negative | None/<br>Negligible<br>✓ |   |   |  |
| Other  | Positive | Negative | None/<br>Negligible<br>✓ |   |   |  |
|  |          |          |                          |   |   |  |
| <b>Sex</b><br>Do you think this proposal will have a positive or a negative impact on men and/or women?<br>(Please tick ✓) |          |          |                          | There are currently more women in lower paid jobs and more men in higher paid jobs in the Council. We want to   | The draft Strategic Equality Plan 2024-28   |  |
| Men  | Positive | Negative | None/                    |   |   |  |

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

An integrated tool to inform effective decision making



|       |          |          |                     |   |  |  |
|-------|----------|----------|---------------------|---|--|--|
|       |          |          | Negligible          | achieve a more even mix of men and women in lower and higher grade jobs. This will have a negative effect on men and a positive one on women. | <a href="#">Annual gender pay gap reports.</a> |  |
|       |          | ✓        |                     |   |  |  |
| Women | Positive | Negative | None/<br>Negligible | We want to increase representation of women in local politics, this will also have a negative impact on men.                                  |  |  |
|       | ✓        |          |                     |   |  |  |

|   |          |          |                     |  |   |  |
|---|----------|----------|---------------------|--|---|--|
| <b>Sexual Orientation</b>   |          |          |                     | The plan responds to Welsh Government's LGBTQ+ action plan and the needs expressed by local LGBTQ+ people.   | The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023. |  |
| Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓) |          |          |                     |  |   |  |
| Bisexual  | Positive | Negative | None/<br>Negligible | The plan includes a range of actions that will have a positive impact on LGBTQ+ people. For example, removing personal pronouns in our recruitment literature, addressing Hate Crime and developing a LGBTQ+ stakeholder group | The draft Strategic Equality Plan 2024-28.  |  |
|   | ✓        |          |                     |  |   |  |
| Gay Men   | Positive | Negative | None/<br>Negligible |  |   |  |
|   | ✓        |          |                     |  |   |  |
| Gay Women / Lesbian   | Positive | Negative | None/<br>Negligible |  |   |  |
|   | ✓        |          |                     |  |   |  |
| Heterosexual / Straight   | Positive | Negative | None/<br>Negligible |  |   |  |
|   |          |          | ✓                   |  |   |  |



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

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

The draft Strategic Equality Plan 2024-28 is designed to address inequalities, to meet the needs of people with protected characteristics and to encourage their increased participation. Annual progress reports will be presented to Scrutiny committee and Cabinet to ensure that we meet our aim and objectives.

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

The draft Strategic Equality Plan 2024-28 is designed to help eliminate unlawful discrimination, harassment or victimisation. Annual progress reports will be presented to Scrutiny committee and Cabinet to ensure that we meet our aim and objectives.

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

The draft Strategic Equality Plan 2024-28 is designed to advance good relations and improve community cohesion. Annual progress reports will be presented to Scrutiny committee and Cabinet to ensure that we meet our aim and objectives.

**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.**

**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.

We know that people who are disabled and Black, Asian and minority ethnic people are more likely to experience socio-economic disadvantage and inequality of outcome than other sectors of the population. Women and LGBTQ+ people can face bullying, domestic abuse and other experiences that can result in socio-economic disadvantage. The plan aims to address this inequality by taking positive action.

What evidence do you have to support this view?

Welsh Government's Anti-racist Wales action plan and LGBTQ+ action plan. Comments from our Regional Engagement campaign (see separate report).



|  |          |          |                     |  |   |   |
|--|----------|----------|---------------------|--|---|---|
| What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?                                 |          |          |                     |  |   |   |
| We will deliver the Strategic Equality plan 2024-28.   |          |          |                     |  |   |   |
| <b>3.7. A Wales of vibrant culture and thriving Welsh language</b><br>Culture, heritage and Welsh Language are promoted and protected. |          |          |                     | 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/<br>Negligible | The plan and annual reports will be published in Welsh and in English.<br><br>Council services are delivered bilingually.<br><br>Our corporate Equality workgroup meetings are held bilingually with simultaneous translation. | The draft Strategic Equality Plan 2024-28.      |   |
|  | ✓        |          |                     |  |   |   |
| Will the proposal have an effect on opportunities for persons to use the Welsh language?   | Positive | Negative | None/<br>Negligible | The plan includes actions to promote our work Welsh development opportunities, to ensure that service users are able to access services in the Welsh language and to implement our Welsh in Education Strategic Plan 2022-32.  | As above  |   |
|  | ✓        |          |                     |  |   |   |
| Will the proposal increase or reduce the   | Positive | Negative | None/<br>Negligible | As above   | As above  |   |

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

An integrated tool to inform effective decision making



|  |          |          |                     |  |          |  |
|--|----------|----------|---------------------|--|----------|--|
| opportunity for persons to access services through the medium of Welsh?                      | ✓        |          |                     |  |          |  |
| How will the proposal treat the Welsh language no less favourably than the English language? | Positive | Negative | None/<br>Negligible | The plan and annual reports will be published in Welsh and in English.<br><br>Council services are delivered bilingually.<br><br>Our corporate Equality workgroup meetings are held bilingually with simultaneous translation.   | As above |  |
| Will it preserve promote and enhance local culture and heritage?                             | Positive | Negative | None/<br>Negligible | The services that will be provided will be promoted bilingually, in line with our Welsh Language Policy Statement.<br><br>Work Welsh development opportunities and the Welsh in Education Plan 2022-32 will help the promotion of the Welsh language.<br><br>The plan will increase opportunities for disabled children and young people to take part in sport, art and recreation activities. | As above |  |



|  |  |  |  |   |  |  |
|--|--|--|--|---|--|--|
|  |  |  |  | We hope that our local culture and heritage will be enhanced by ensuring that relevant collections celebrate diversity. |  |  |
|--|--|--|--|---|--|--|

**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 |
|---|------------------------------|---------------------------|----------|
| We will deliver the Strategic Equality plan 2024-28 | March 2024 - April 2028      | Ceredigion County Council |          |
|   |                              |                           |          |
|   |                              |                           |          |
|   |                              |                           |          |
|   |                              |                           |          |

**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).*

The one negative impact that has been identified is that on men, if we achieve our aim to have a more equal balance of men and women in the workforce and in local politics. This negative impact must be accepted if we are to achieve improved gender equality.

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

The Corporate Equalities Workgroup will meet three times each year to monitor the impact and effectiveness of the plan. Annual monitoring reports will be submitted to Scrutiny and Cabinet and published on our website.



| 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            |
| Failure to comply with the Equality Act  | <b>5</b>              |   | <b>1</b>                      |  | <b>5</b>              |
| Does your proposal have a potential impact on another Service area?  |                       |   |                               |  |                       |
| Equality is a cross-cutting theme across all council services. The Strategic Equality plan has a positive impact on service areas in terms of strategically mainstreaming and delivering on our Equality Duty. |                       |   |                               |  |                       |

| 6. SIGN OFF            |                        |           |      |
|------------------------|------------------------|-----------|------|
| Position               | Name                   | Signature | Date |
| Service Manager        | Diana Davies           |           |      |
| Corporate Lead Officer | Alun Williams          |           |      |
| Strategic Director     | Barry Rees             |           |      |
| Portfolio Holder       | Cllr Catrin M S Davies |           |      |

## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Overview and Scrutiny Co-ordinating Committee in relation to the draft Ceredigion Strategic Equality Plan 2024-28

**Purpose of the report:** To provide feedback from the Overview and Scrutiny Co-ordinating Committee held on 11 September 2023

The Overview and Scrutiny Co-ordinating Committee considered the draft Ceredigion Strategic Equality Plan 2024-28, at its meeting on 11th September 2023.

The Committee heard that Ceredigion County Council is a specified public body under the Equality Act 2010. The Specific Public Sector Equality Duty for Wales require us to set out our Equality Objectives and then review every four years. The revised objectives for 2024-28 and accompanying action plan must be published by 31st of March 2024.

Following discussion, Members agreed to recommend that Cabinet endorse the Draft Strategic Equality Plan 2024-28 before it goes out to public consultation over winter 2023.

**Councillor Keith Evans**  
***Chairman of the Overview and Scrutiny Co-ordinating Committee***



## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 03/10/2023

**Title:** Gender Pay Report 2023 and Workforce Equality Report 2023

**Purpose of the report:** To ensure that the Authority is meeting its requirements in relation to the Equality Act 2010 and the Public Sector Equality Duty 2011 to publish employment information annually

**For:** Information

**Cabinet Portfolio and Cabinet Member:**

**Councillor Bryan Davies, Leader of the Council and Cabinet Member for Democratic Services, Policy, Performance, and People and Organisation**

**Introduction**

Ceredigion County Council, along with all listed public authorities in Wales, is required to carry out gender pay reporting and publish employment information on an annual basis.

**Gender Pay Report 2023**

The requirement to carry out gender pay reporting is contained with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. The Regulations require the following six calculations to be undertaken on the workforce as at 31 March each year. The report is based on the workforce snapshot data taken on 31 March 2023.

|   |                             |   |
|---|-----------------------------|---|
| 1 | Mean gender pay gap         | The difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees   |
| 2 | Median gender pay gap       | The difference between the median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees |
| 3 | Mean bonus gender pay gap   | The difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees                    |
| 4 | Median bonus gender pay gap | The difference between the median bonus pay paid to male relevant employees and that paid to female relevant employees                  |
| 5 | Bonus proportions           | The proportions of male and female relevant employees who were paid bonus pay during the relevant period                                |
| 6 | Quartile pay bands          | The proportions of male and female full-pay relevant employees in the lower, lower middle, upper middle and upper quartile pay bands    |

As a result of the introduction of the Single Status Agreement in 2012 Ceredigion County Council does not pay bonus payments (performance or specific) therefore no figures are published for points 3, 4 or 5 in the above table.

As at 31 March 2023 a mean pay gap of -7.8% and a median pay gap of -10.4% existed between men and women. This has increased from 31 March 2022 where the mean pay gap was -6.0% and median pay gap was -7.6%. The reason the gap exists is covered in the report together with the measures we are taking to address the pay gap.

### **Workforce Equality Report 2023**

The Public Sector Equality Duty 2011, which forms part of the Equality Act 2010, requires that the Council publishes a range of data relating to our workforce under each of the protected characteristics detailed in the Equality Act:

- Age
- Disability
- Gender Reassignment
- Pregnancy and maternity
- Race
- Religion or belief (including lack of belief)
- Sex
- Sexual Orientation
- Marriage and Civil Partnership

The data gathered relates to the period 1 April 2022 to 31 March 2023 and reports on each protected characteristic in:

- our current workforce as at 31 March 2023;
- those who have applied for jobs during the period
- those who have left our employment during the period

### **Wellbeing of Future Generations:**

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

No. This report does not refer to a policy or service.

### **Summary of Integrated Impact Assessment:**

**Long term:**

**Collaboration:**

**Involvement:**

**Prevention:**

**Integration:**

### **Recommendation(s):**

- 1) To note the contents of the Gender Pay Report 2023
- 2) To note the contents of the Workforce Equality Report 2023

### **Reasons for decision:**

- 1) Compliance with Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017
- 2) Compliance with Equality Act 2010: Public Sector Equality Duty 2011

**Overview and Scrutiny:**

Overview and Scrutiny Co-ordinating Committee 11/09/2023

**Policy Framework:**

**Corporate Well-being Objectives:**

**Finance and Procurement implications:**

None

**Legal Implications:**

Compliance with Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 and the Public Sector Equality Duty 2011

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

Non-compliance with Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 and the Public Sector Equality Duty 2011

**Statutory Powers:**

**Background Papers:**

**Appendices:**

Appendix A- Gender Pay Report 2023

Appendix B- Workforce Equality Report 2023

**Corporate Lead Officer:**

Geraint Edwards, Corporate Lead Officer: People and Organisation

**Reporting Officer:**

Geraint Edwards, Corporate Lead Officer: People and Organisation

**Date:**

12/09/2023



# Gender Pay Report

2023



Cyngor Sir  
**CEREDIGION**  
County Council



Caru Love  
**Ceredigion**

## Ceredigion County Council

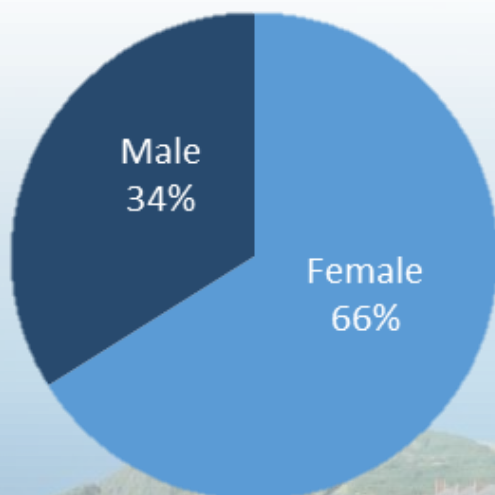
Ceredigion County Council along with all listed public authorities in Wales is required to carry out Gender Pay Reporting under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

This involves carrying out six calculations that show the difference between the average earnings of men and women in our organisation; it will not involve publishing individual employees data.

1. The mean gender pay gap
2. The median gender pay gap
3. The mean bonus gender pay gap
4. The median bonus gender pay gap
5. The proportion of males and females receiving a bonus payment
6. The proportion of males and females in each quartile band

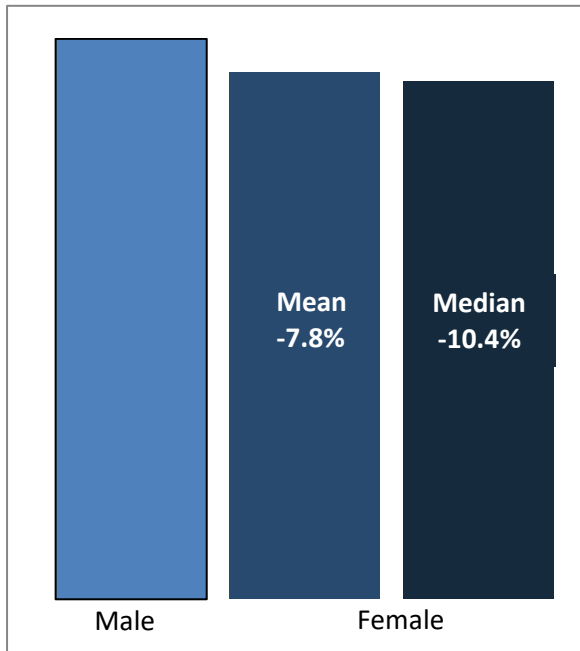
This report containing the required information and actions that the Council will undertake in order to address gender pay issues will be published on our website and also be available for staff on the internal Ceri Net intranet site.

### Context



The Council workforce as at 31st March 2023 comprised of 66% female and 34% male employees

## Gender pay gap figures



The gender pay gap is defined as the difference between the mean or median hourly rate of pay that male and female colleagues receive.

The **mean pay gap** is the difference between average hourly earnings of men and women.

The **median pay gap** is the difference between the midpoints in the ranges of hourly earnings of men and women. It takes all salaries in the sample, lines them up in order from lowest to highest, and picks the middle-most salary.

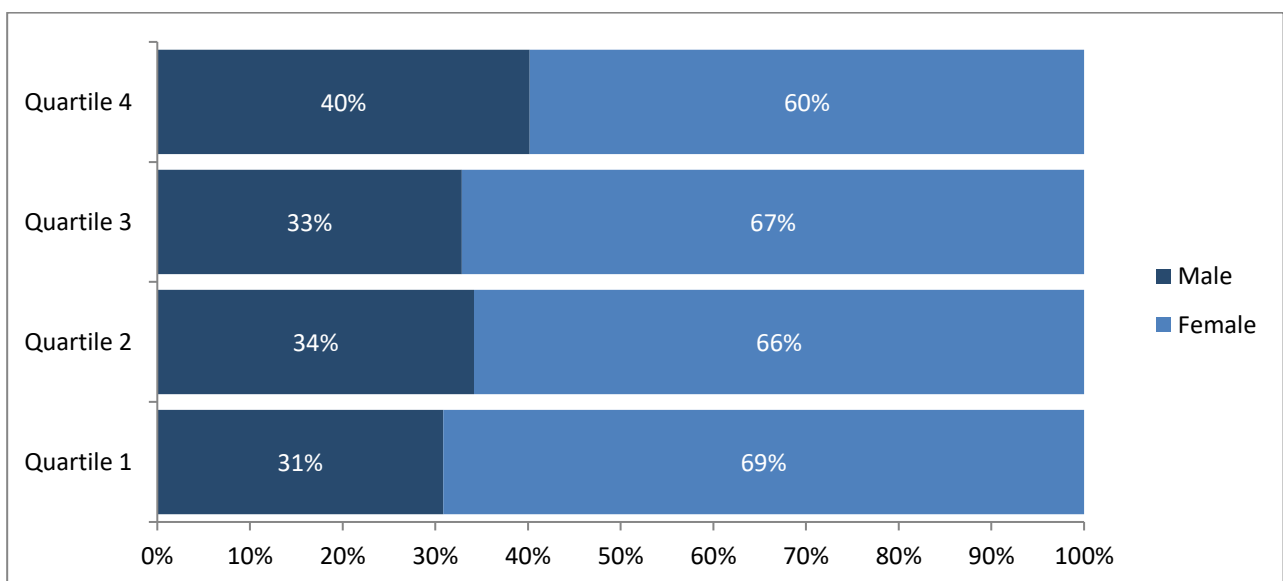
The information provided in the charts is based on the hourly rate of pay as at 31<sup>st</sup> March 2023.

**This rate is an increase on the previous year (2022): mean pay gap of -6.0% and median pay gap of -7.6%.**

Following the introduction of the Single Status Agreement in 2012 Ceredigion County Council does not pay bonus payments (performance or specific) therefore no figures are published for points 3, 4 and 5 above.

## Proportion of male and female colleagues in each pay quartile

This chart shows the gender split when we order hourly rate of pay from highest to lowest and group into four equal quartiles.



## Why we have a gender pay gap

While we are confident that men and women are paid equally for doing equivalent jobs across the Council, the main reason for our organisation-wide gender pay gap is an imbalance of male and female colleagues across the organisation. At the moment there are fewer women in senior roles than men, as well as a higher proportion of women relative to men in lower scales.

## How we will continue to address the pay gap

### Recruitment - We will attract the right people

- We aim to recruit from the widest possible talent pool. We will continue to develop our Careers site in order to attract as many candidates as possible to work for Ceredigion County Council
- We will ensure that the language in job adverts is gender neutral
- We will continue to explore further platforms to promote the Council recruitment profile on social media in order to attract as many candidates as possible and will monitor these to evaluate the impact on applicant numbers
- We will continue to increase the number of work experience placements and apprenticeship opportunities to young people allowing them to unlock their potential by earning whilst they learn

### Retention - Once we have the right people, we want them to stay.

- We will continue to offer and develop a range of flexible working options at all levels, currently 49% of our staff (excluding school based) work part-time. We will continue to develop and evaluate new ways of working.
- We will review our family friendly and work-life balance policies to ensure that they offer the best opportunities to retain the staff with the skills and knowledge required to deliver our services
- We have introduced a 'Carers Policy' to support those staff who have carer responsibilities alongside their paid employment.
- The Ceredigion Managers' Programme, introduced in 2018, has been revised and relaunched in a new format where all new managers will receive training in recruitment, selection, equality & diversity. We will continue to develop the programme and monitor that all managers attend the training provided
- We will continue to deliver training to staff on 'Unconscious Bias', ensuring that managers understand what unconscious bias is and its impact on management decision making in the workplace.

### Development - We need to ensure that all staff have development opportunities

- We will continue to provide opportunities to undertake Institute of Leadership & Management (ILM) qualifications within the workplace.
- We have introduced a Corporate Qualification Panel to ensure that all staff have equality of opportunity to apply for support to undertake qualifications that will progress their careers within Ceredigion County Council.



*"Empowering our people  
to be their best"*



**Workforce  
Equality  
Report**

**2023**



Cyngor Sir  
**CEREDIGION**  
County Council



Caru Love  
**Ceredigion**



## Introduction

The Equality Act 2010 brought together and replaced all of the previous anti-discrimination laws under a single Act. Previously public sector bodies had separate duties with regard to race, disability and gender equality however the Equality Act 2010 consolidated these under a new public sector equality duty (the general duty) covering the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Pregnancy and maternity
- Race – including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual Orientation
- Marital Status - it applies to marriage and civil partnership, but only in respect of the requirement to have due regard to eliminate discrimination.

The Equality and Human Rights Commission describes the aim of the general duty as “to ensure that public authorities consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities”. This requires that we have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a relevant protected characteristic and those who do not

In addition to the general duty, as a listed public authority in Wales, Ceredigion County Council has a range of specific duties one of which is to collect and publish annually a range of data relating to our workforce; those who have applied for jobs in the Authority; those who have left during the year, any pay differences and staff training.

Whilst the Authority recognises that there is no obligation for staff to provide information in relation to their protected characteristics we have encouraged staff to complete their equality monitoring profile in the Self-Service section of the HR/Payroll system. Staff have been contacted to explain the Authority’s commitment to equality and valuing diversity in all its roles, and the duties placed on us by the Equality Act 2010. Staff were informed of how the information would be securely held and only used for monitoring purposes.

**Please Note:**

- This report only includes centrally employed staff of Ceredigion County Council and therefore does not include those staff (teachers and support staff) employed directly by school Governing Bodies.

# Current Workforce

The profile of Ceredigion County Council's workforce on 31st March 2023.

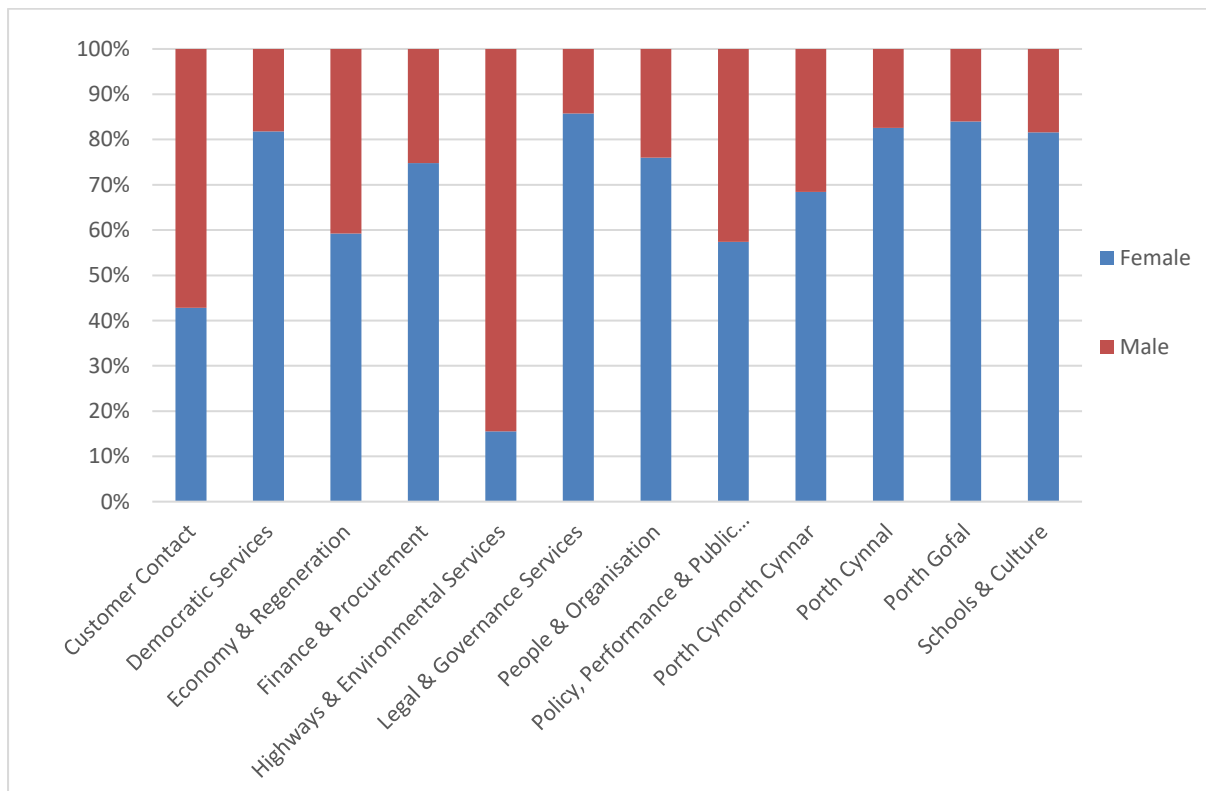


## Grade and Pay

The tables below shows the Job category as reported by service conditions, grades and salary ranges broken down by male and female for Ceredigion County Council.

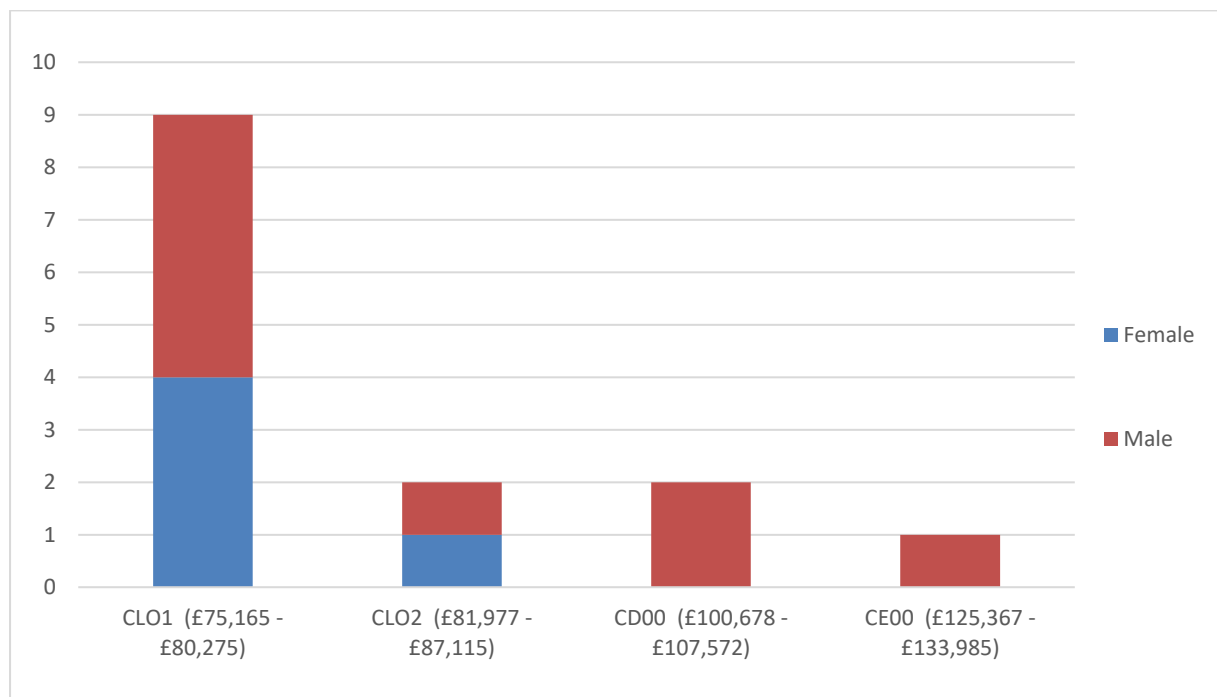
This data is collated to show the following employee groups: Chief Officer, National Joint Council (NJC - Green Book), Soulbury and Centrally Employed Teachers.

## Gender by Service

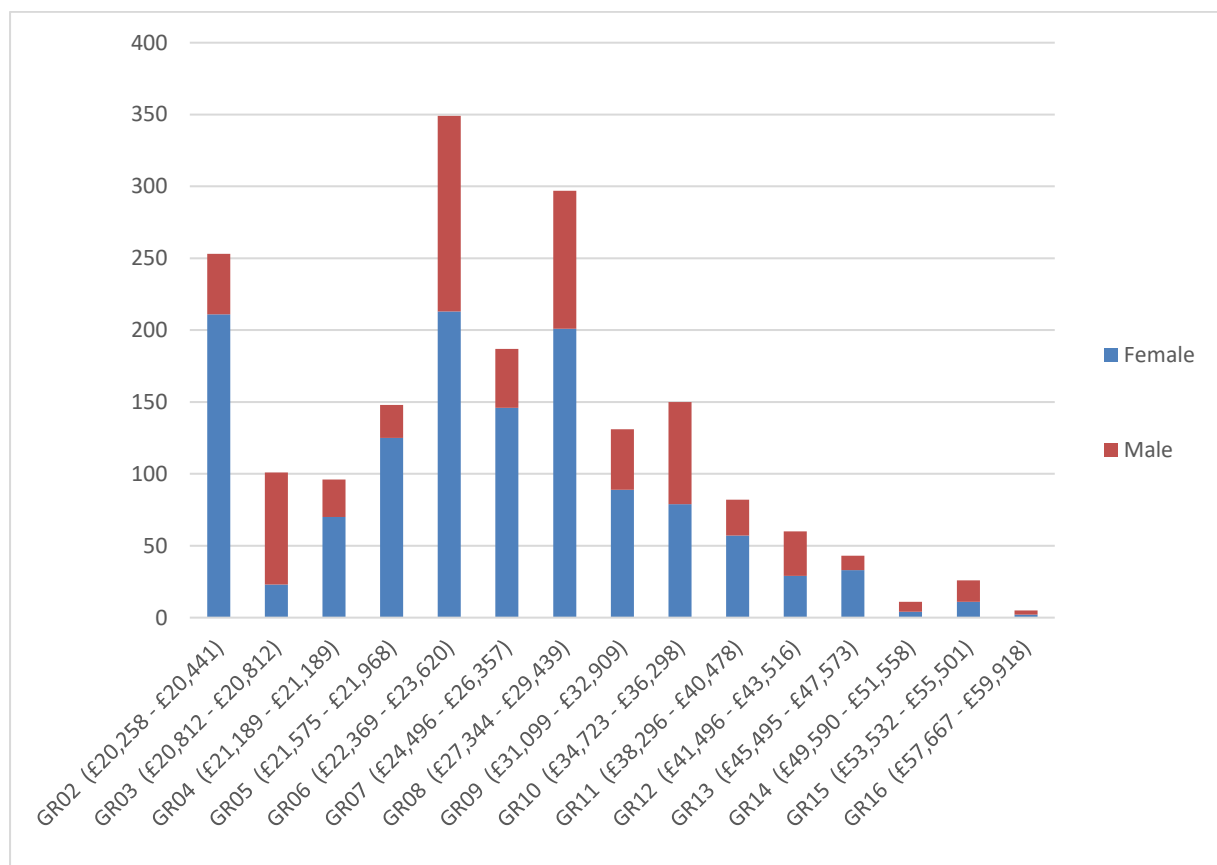


## Gender by Grade

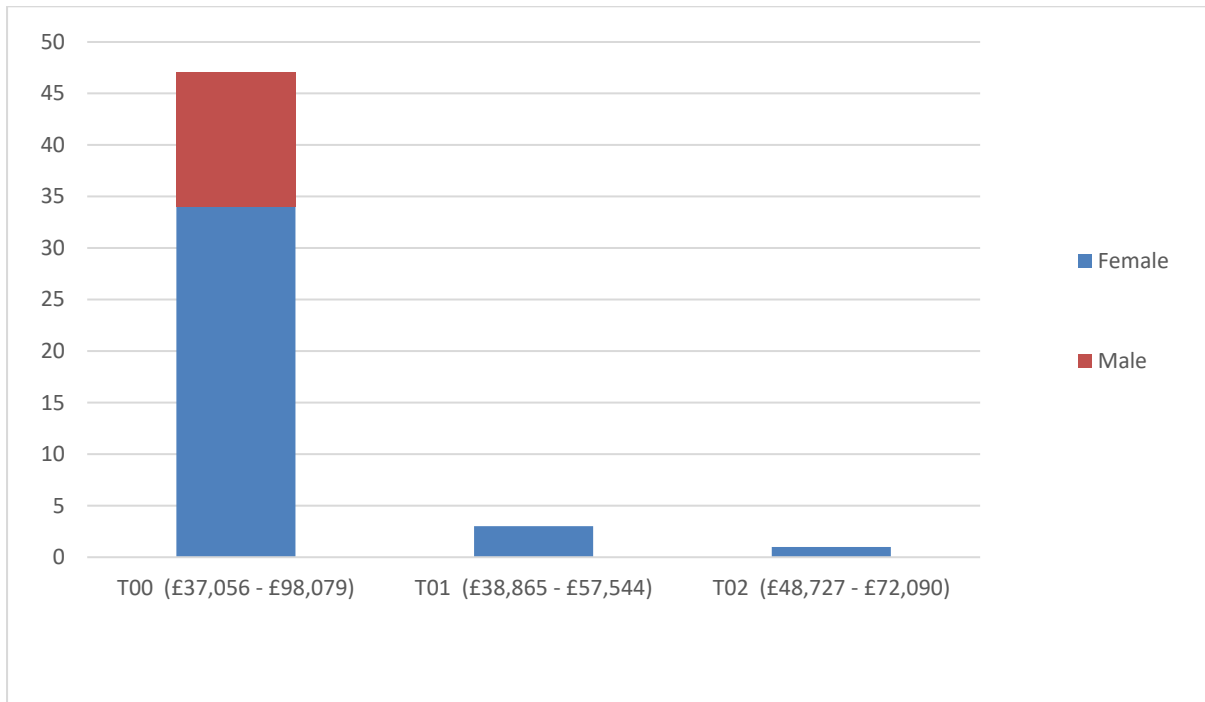
### Chief Officers



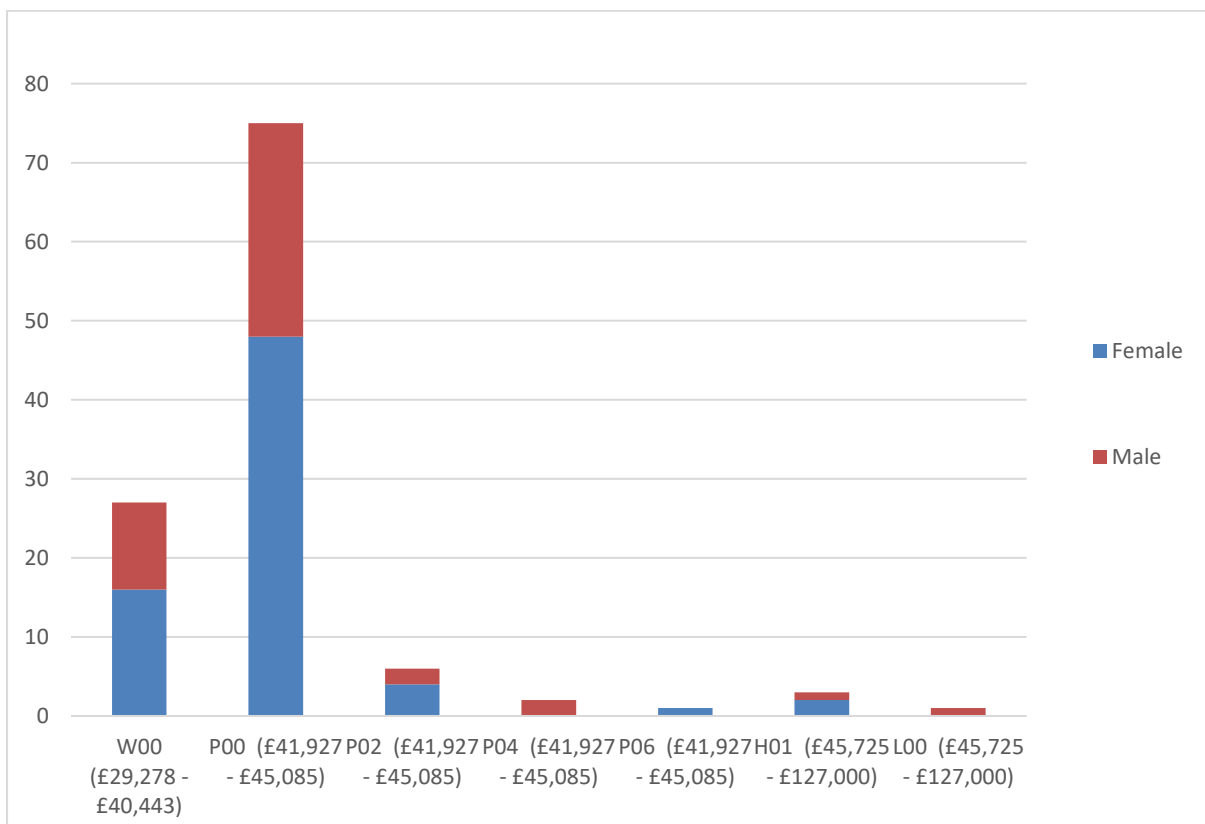
### NJC



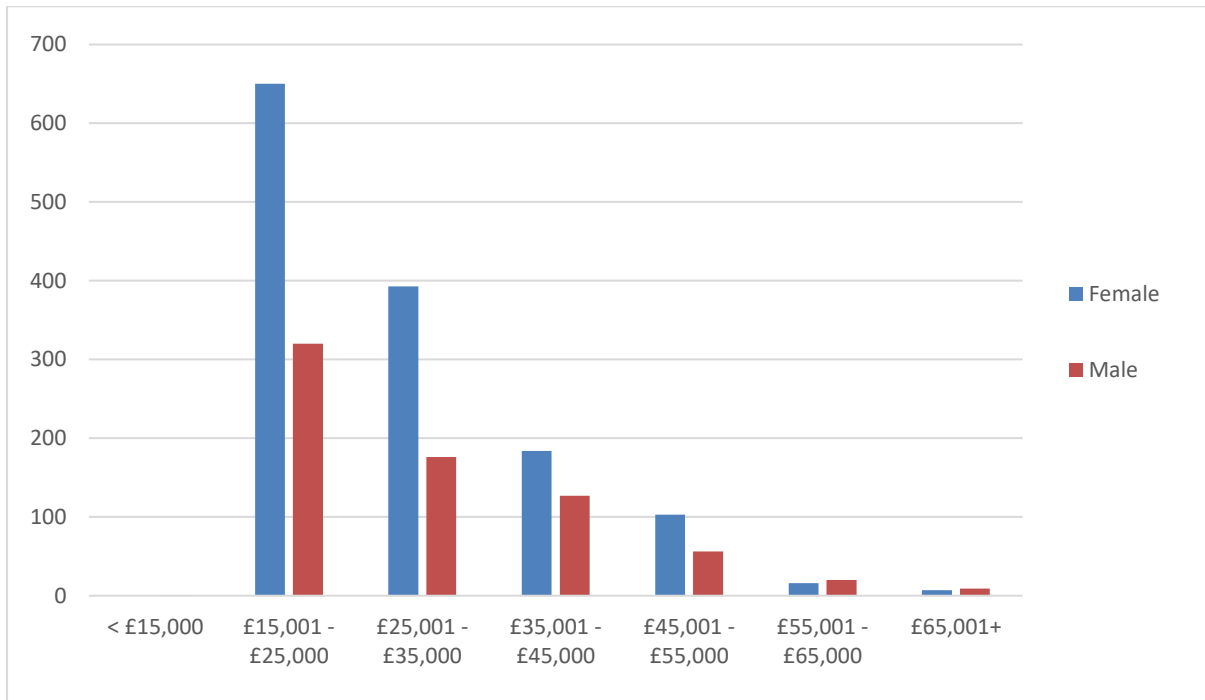
## Soulbury



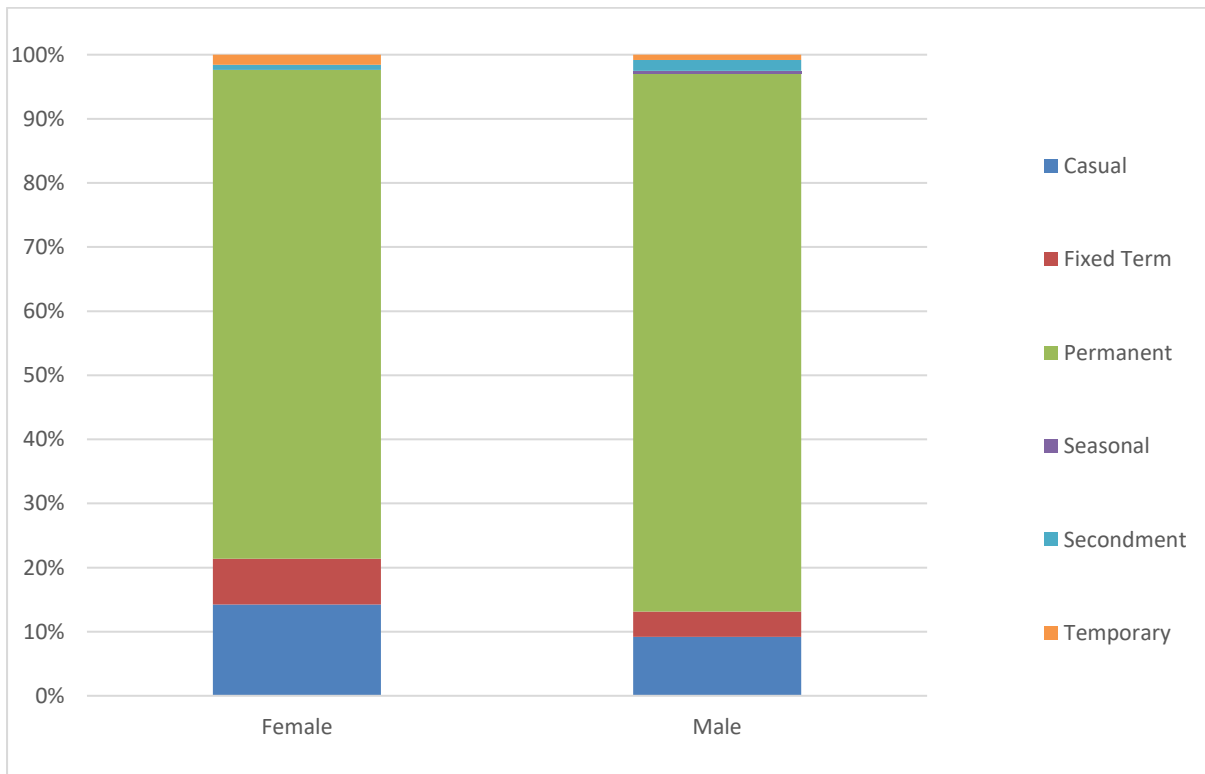
## Teachers – Centrally Employed



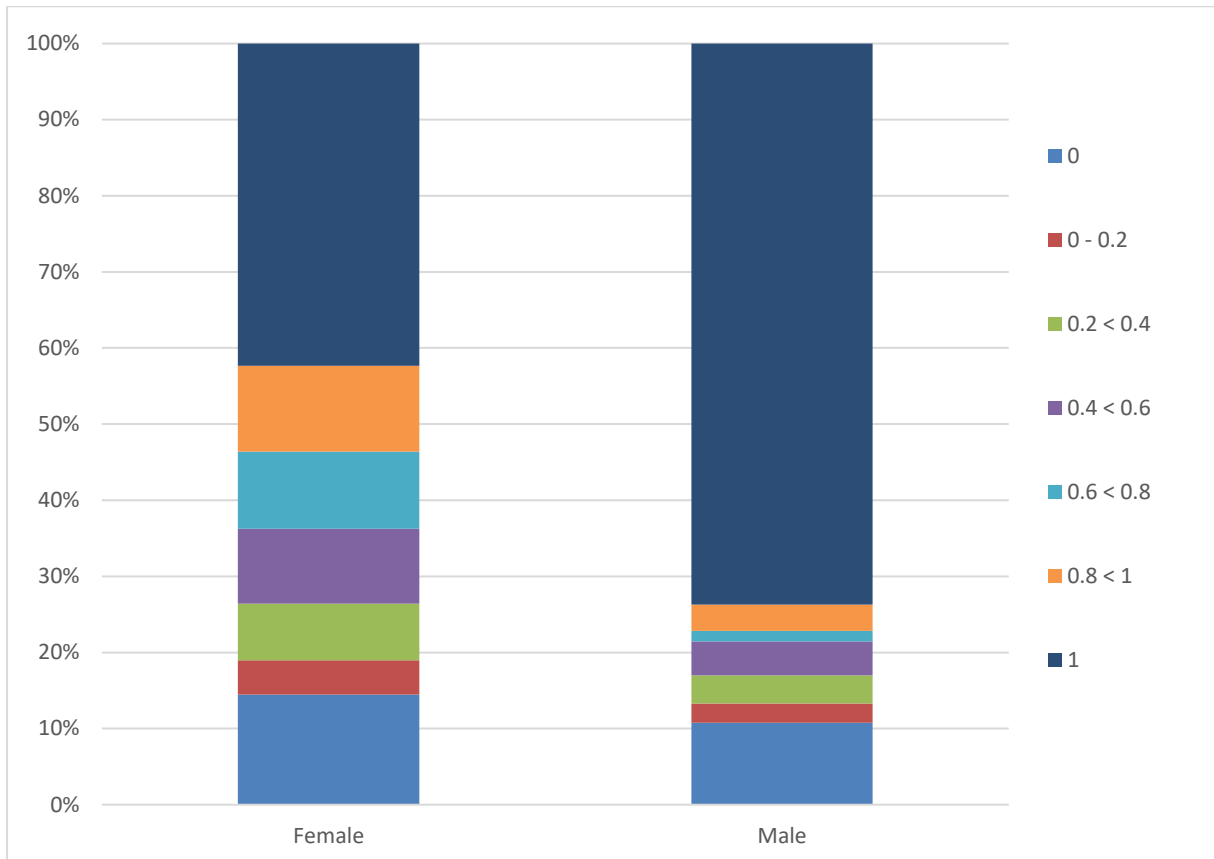
## Gender by Pay



## Gender by Contract Type



## Gender by Working Pattern (FTE)

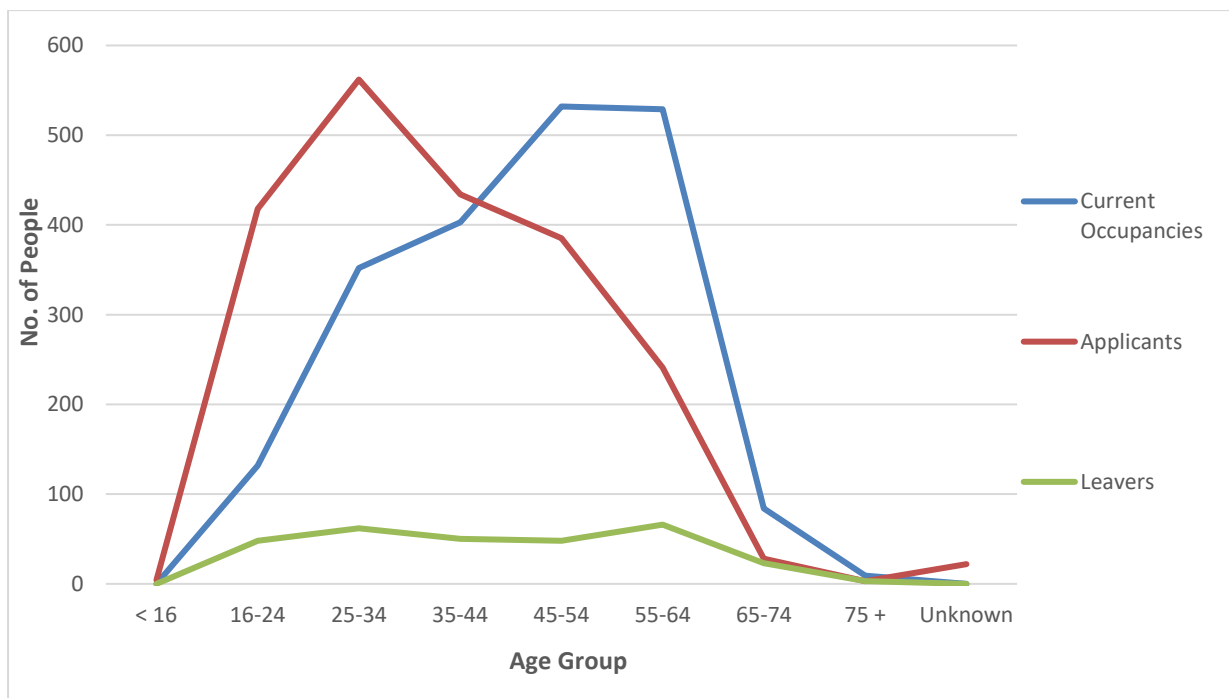


# Age

The Authority's current workforce profile consists of 56.5% who are over the age of 44. The largest single group is in the 45 – 54 years old category (26.1%), followed by 55 – 64 years old (25.9%), 35 – 44 years old (19.8%), 25 – 34 years old (17.2%), 16 – 24 years old (6.5%), 65 – 74 years old (4.1%), and over 75 years old (0.4%).

In contrast, 67.6% of applicants were under the age of 45 years old. The largest single group of applicants were in the 25 – 34 years old category at 26.8%, followed by 35 – 44 years old (20.7%), 16 – 24 years old, (19.9%), 45 – 54 years old (18.4%) and 55 – 64 years old (11.5%), 65 – 74 years old (1.3%), under 16 years old (0.2%), 75 years old and over (0.1%) whilst 1.1% were unknown.

The data for staff leaving Ceredigion County Council shows that the 55 – 64 years old category had the largest percentage of leavers at 22.0%, followed by the 25 – 34 years old category who accounted for 20.7%, 35 – 44 years accounted for 16.7%, 45 – 54 years old category at 16.0%, 16 – 24 years old category at 16.0% the 65 – 74 years old category accounted for 7.6%, and those 75 years old and over were 1.0%.



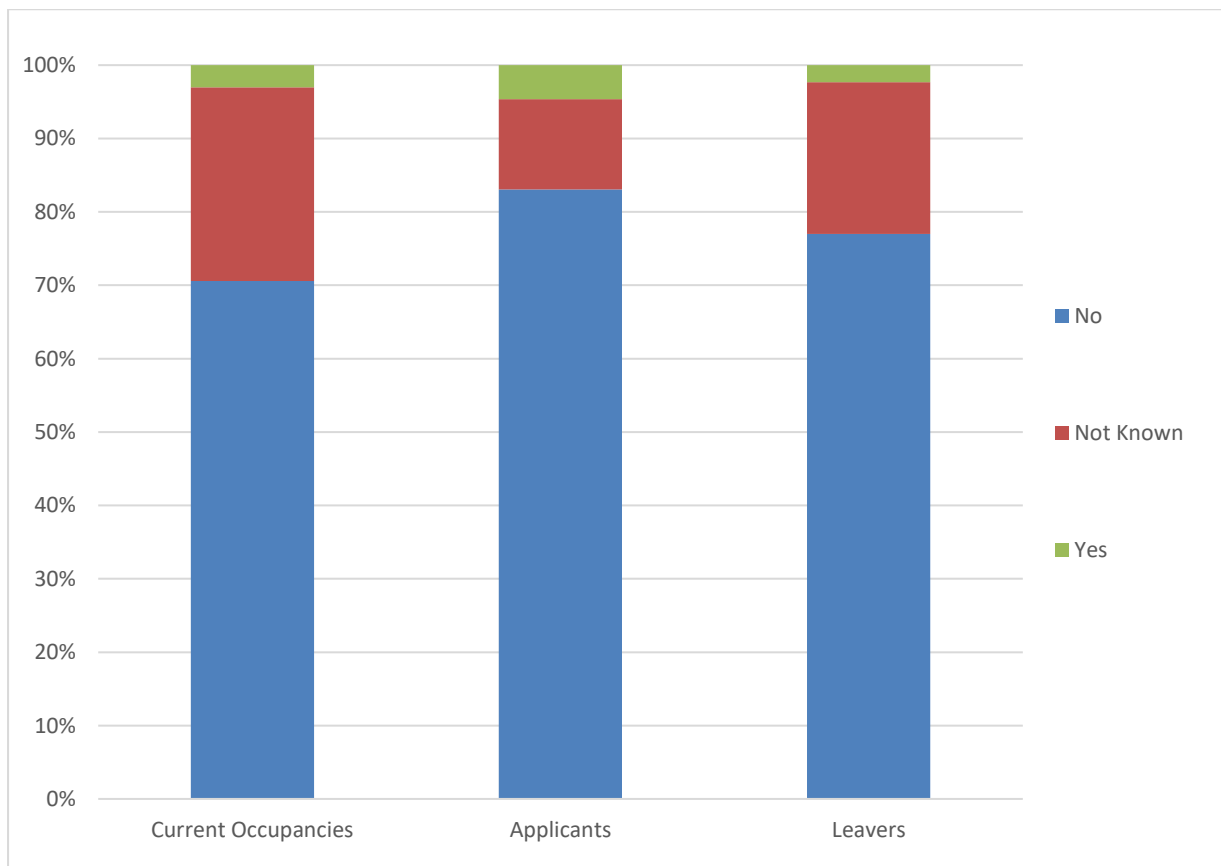


# Disability

Of the Authority's current workforce 3.0% declare that they have a disability whilst 70.6% declare that they do not. The status of the remaining 26.4% is not known.

4.6% of applicants declared that they did have a disability, whilst 83.1% declared that they did not. The status of the remaining 12.3% is not known.

The data for staff leaving Ceredigion County Council shows 2.3% declaring that they have a disability, 77.0% declaring that they did not have a disability with the status of the remaining 20.7% being not known.



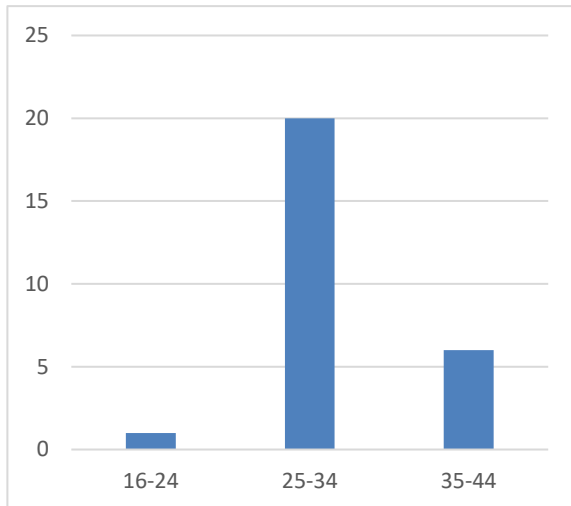
## Gender Reassignment

Specific information relating to this protected characteristic has not been published due to the possibility of identification as less than five individuals indicated that their gender was not the same as that assigned at birth.

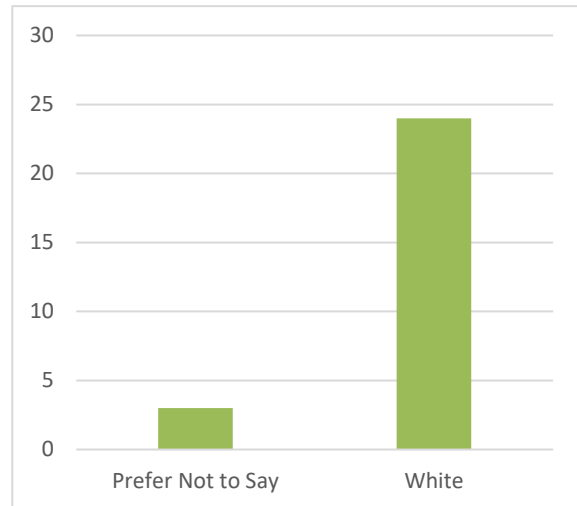
# Pregnancy and maternity

There were 27 employees who commenced maternity leave during the year up to 31 March 2023. This represents 2.0% of the female headcount.

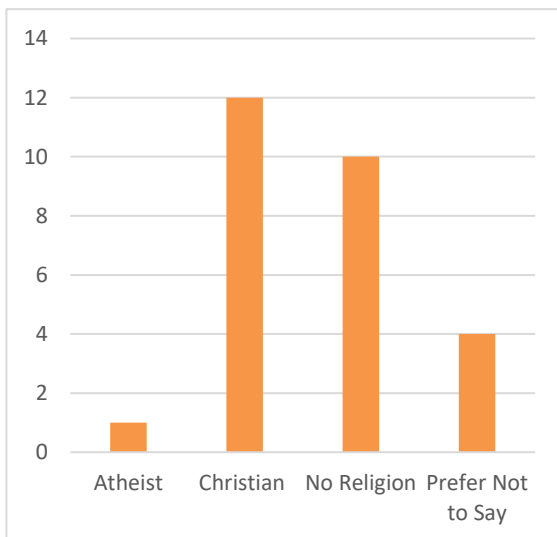
### Age



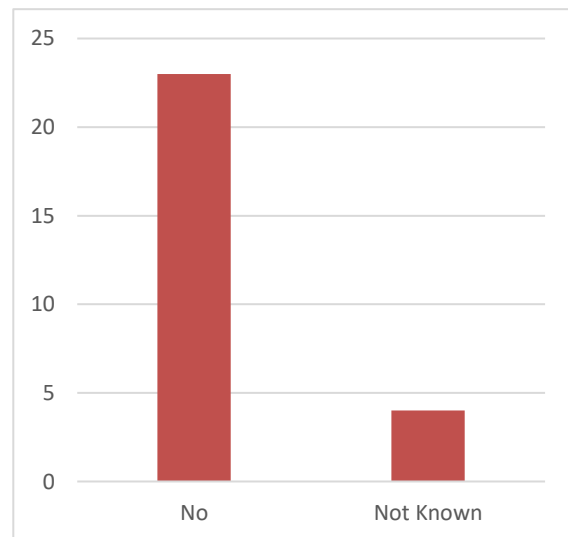
### Race



### Religion



### Disability

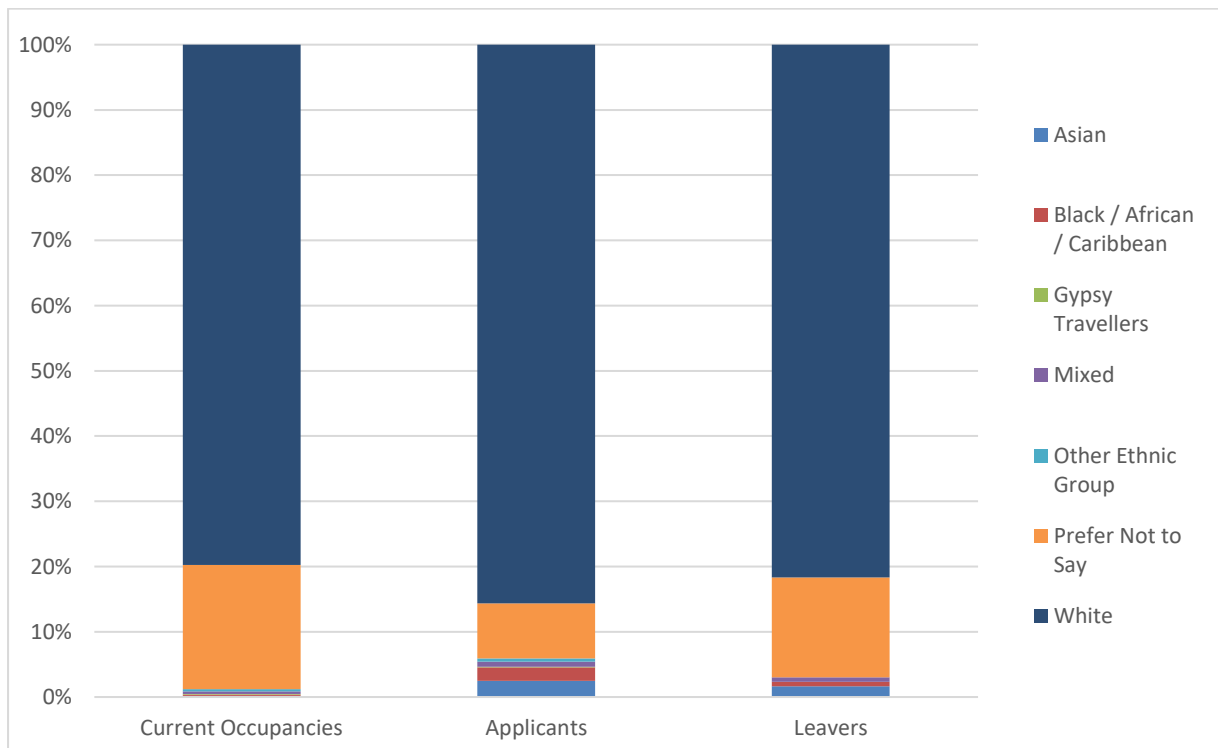


## Race - including ethnic or national origin, colour or nationality

The Authority's current workforce consist of 79.8% who chose White as their ethnicity, followed by Mixed ethnicity (0.4%), Other ethnic group (0.3%), Asian (0.2%), Black/African/Caribbean (0.2%), and Gypsy Travellers (0.1%). 19.0% of the workforce chose 'prefer not to say'.

The largest proportion of applicants were White (85.6%), followed by Asian (2.5%), Black/African/Caribbean (2.1%), Mixed ethnicity (0.8%), Other ethnic group (0.5%), and Gypsy Travellers (0.1%). 8.4% of applicants chose the 'prefer not to say' option.

The data for staff leaving Ceredigion County Council shows 81.7% as being White, followed by Asian (1.7%), Black/African/Caribbean (0.7%), Mixed ethnicity (0.7%), whilst the remaining 15.2% were recorded as 'prefer not to say'.

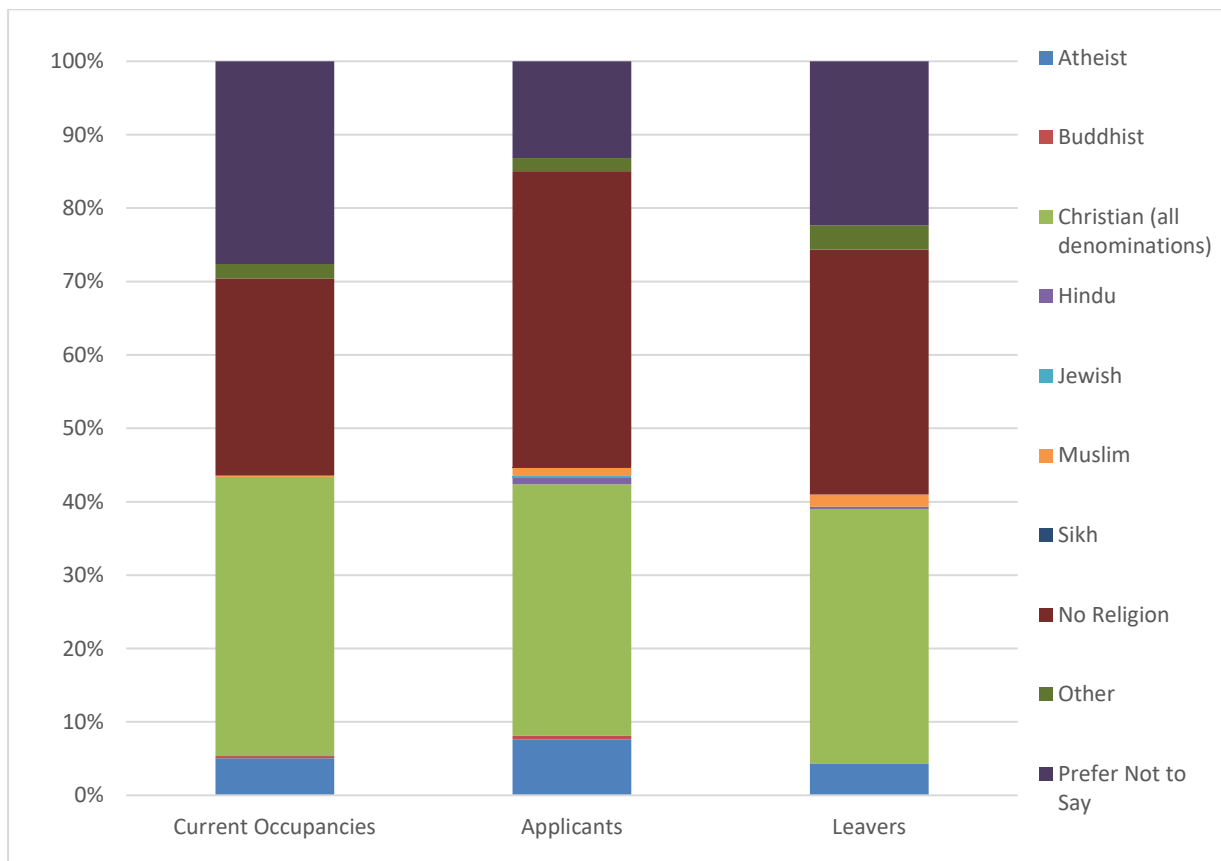


## Religion or belief

Of those who chose a religion or belief 'Christian (of all denominations)' form the largest group of the current workforce at 38.0%, followed by 'No religion' (26.9%), Atheist (5.0%), Other (2.0%), Buddhist (0.3%), Muslim (0.2%), whilst 27.6% preferred not to say.

The application process had less people (13.2%) choosing the 'prefer not to say' option than either of the current workforce group or those leaving the organisation. The largest proportion of applicants were No religion (40.3%), followed by Christian (34.3%), Atheist (7.6%), Other (1.8%), Muslim (1.1%), Hindu (0.9%), Buddhist (0.5%), Jewish (0.2%) and Sikh (0.1%).

The data for staff who left Ceredigion County Council shows the largest number being Christian (34.7%), followed by No religion (33.3%), Atheist (4.3%), Other (3.4%), Muslim (1.7%) and Hindu (0.3%) whilst those who 'prefer not to say' at 22.3%

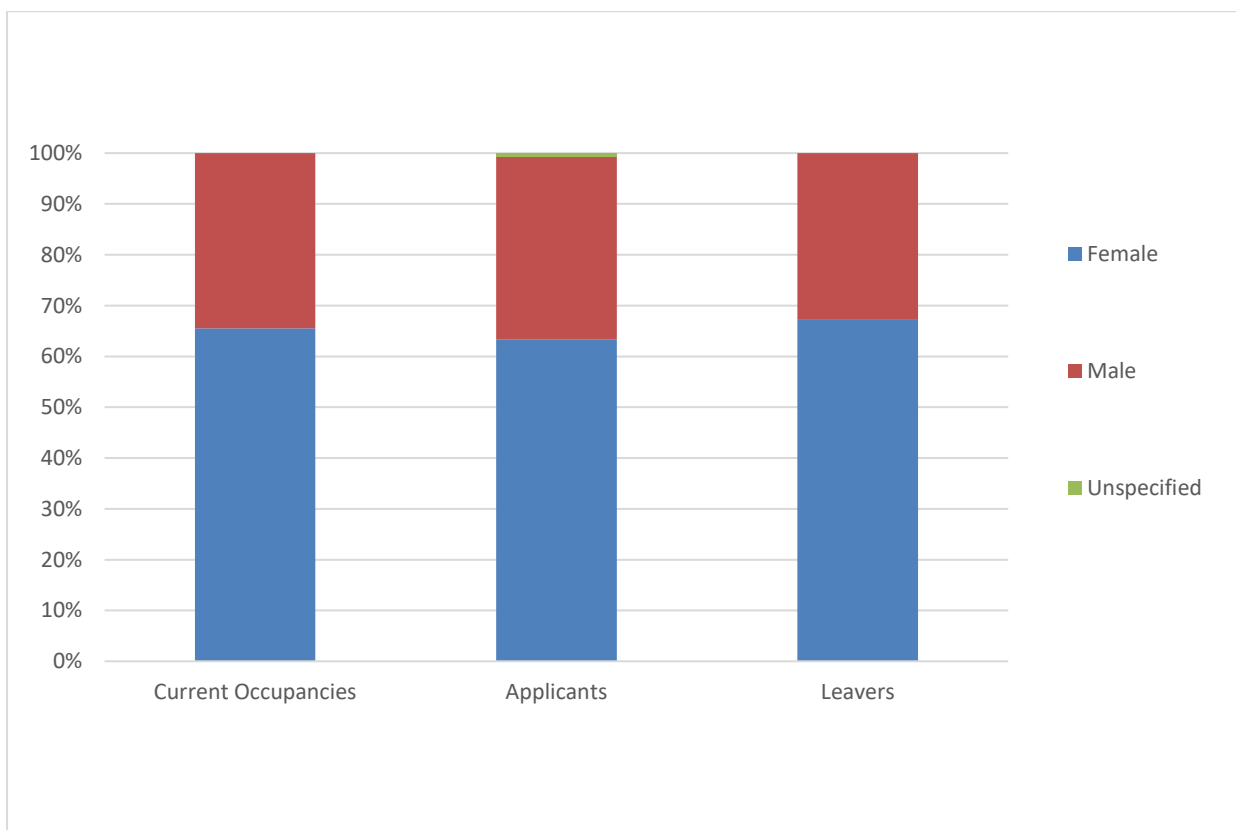


## Sex

As at 31 March 2023 Ceredigion County Council employed 2,041 staff. The workforce consisted of 1,337 (66%) females and 704 (34%) males.

This was also closely reflected in the percentage of males applying for posts, at 36% male applicants although the female ratio was slightly lower at 63%. The remaining 1% of applicants were 'unspecified'.

The data for staff who left Ceredigion County Council during the year also reflects a similar picture at 63% female and 37% male.

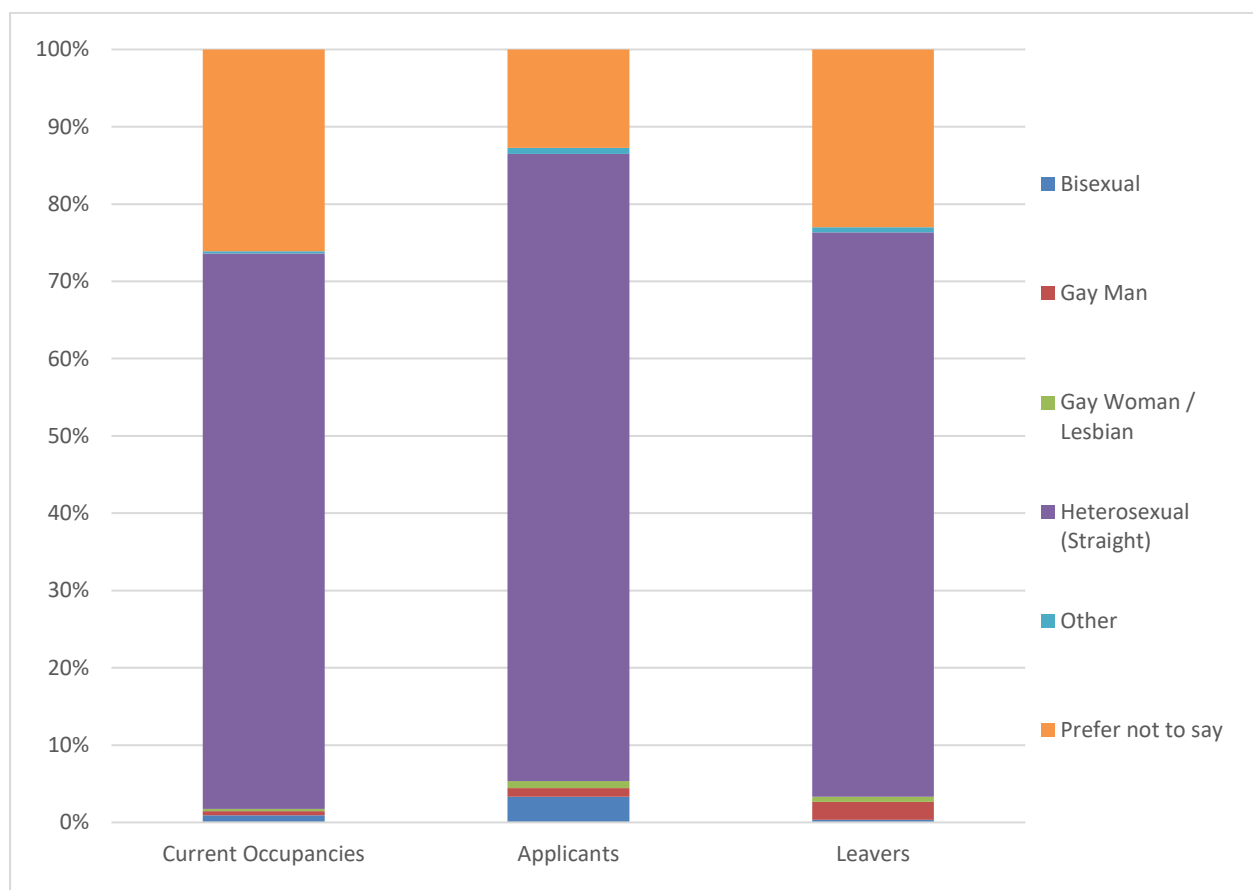


## Sexual Orientation

The current workforce, of those who have selected a sexual orientation, consists of 71.8% heterosexual, 0.9% bisexual, 0.6% gay man, 0.3% gay woman, 0.3% Other whilst 26.1% prefer not to say.

The application process has less people (12.7%) choosing the 'prefer not to say' option than either of the current workforce group or those leaving the organisation. The largest proportion of applicants were heterosexual (81.2%), followed by bisexual (3.3%), gay man (1.1%), gay woman (0.9%) and Other (0.8%).

The data for staff who left Ceredigion County Council shows a majority of heterosexual at 73.0%, gay man at 2.3%, gay woman at 0.7%, Other at 0.7%, bisexual at 0.3%, whilst 23.0% prefer not to say.



## **Employees who have applied for training and how many succeeded in their application**

Identification of the need for training, learning and development is carried out through the Council's workforce planning and performance review systems.

During personal development interviews Managers will discuss with employees their training, learning and development needs which are aligned to the performance review and job competencies. The results of these feed into a Service Training Plan.

The Council does not currently monitor whether training requests are refused as the process used to identify training does not lend itself to this type of monitoring. We are currently considering whether there are processes which would allow this data to be captured, analysed and reported.

## **Employees who have completed training during the year up to 31 March 2023.**

At this time we are unable to provide a report of those employees who have completed training during the year. The implementation of the Learning & Development module of the HR/Payroll system has taken place and it is expected that this will provide the required data. We are currently considering whether there are processes which would allow this data to be fully captured, analysed and reported.



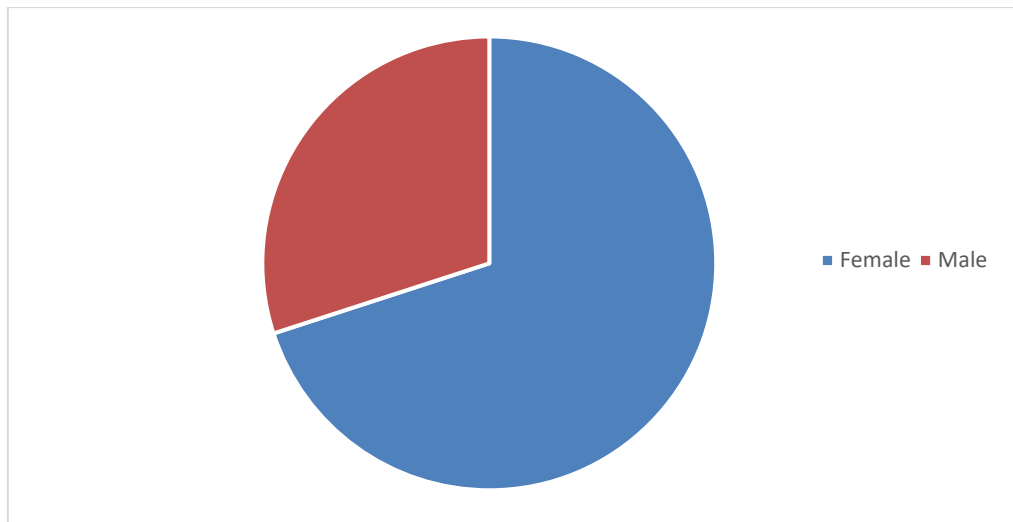
# Grievance

**Employees involved in grievance procedures either as a complainant or a person against whom a complaint was made.**

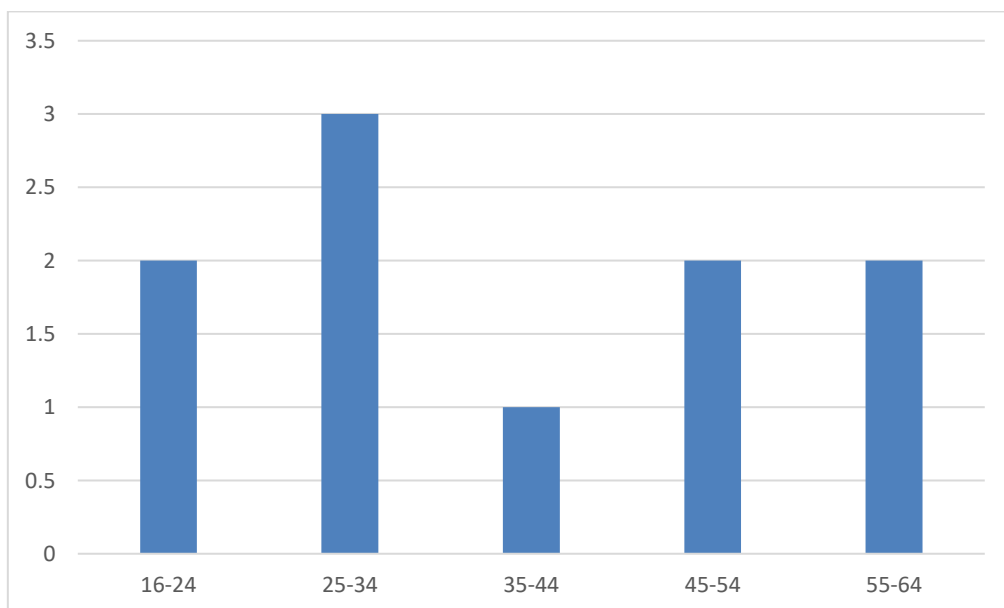
**Note:** Due to the number of individuals involved in disciplinary (10 in total) the data shown below only relates to two protected characteristics: age and sex. The data relating to disability has not been published due to the possibility of identification. There were no other protected characteristics included in this data set.

The total number of employees involved in grievance procedures was 10. Of these 3 were Male and 7 were Female.

## Gender



## Age



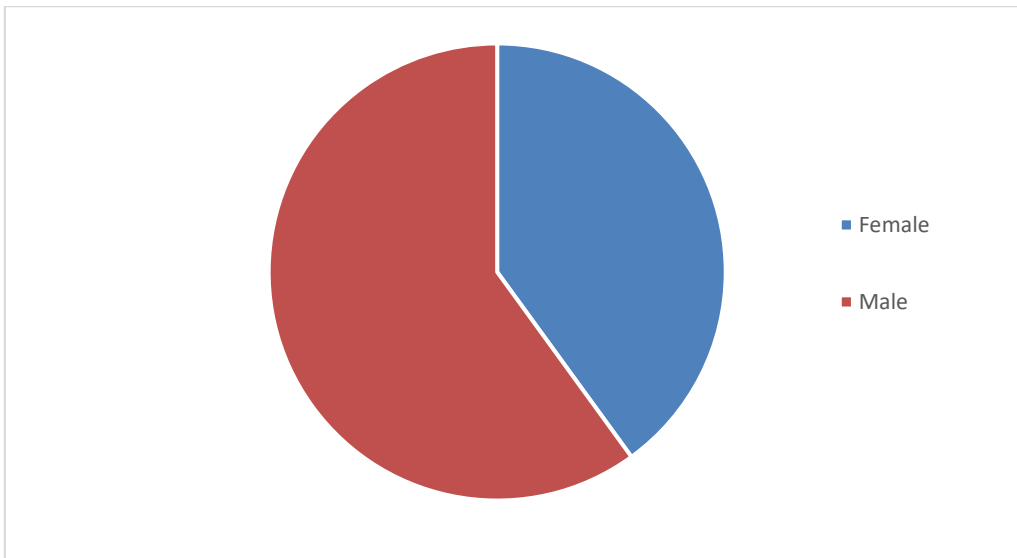
# Disciplinary

## Employees subject to disciplinary procedures

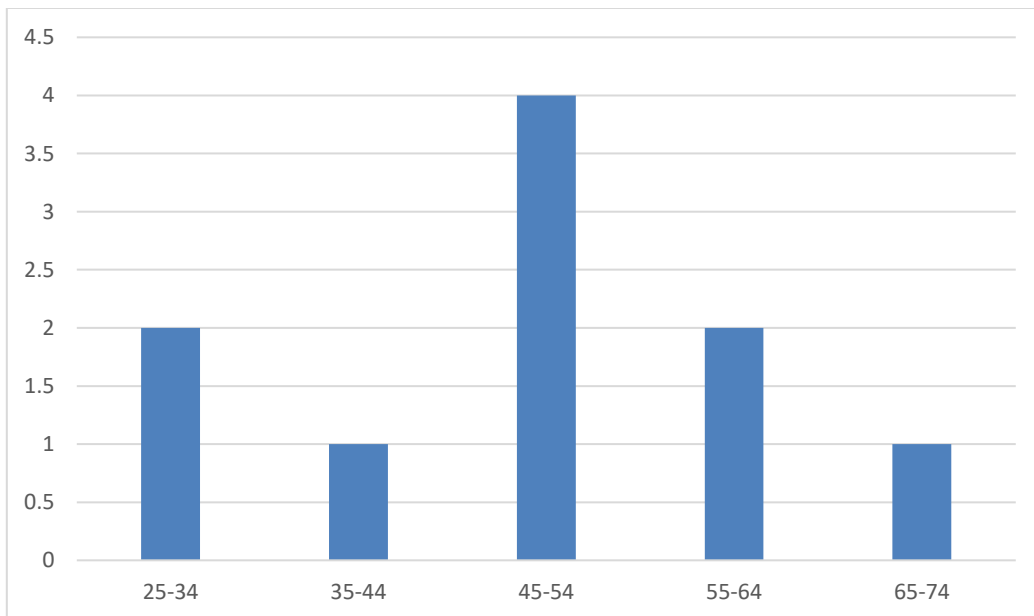
**Note:** Due to the number of individuals involved in disciplinary (10 in total) the data shown below only relates to two protected characteristics: age and sex. There were no other protected characteristics included in this data set.

The total number of employees subject to disciplinary procedures was 10. Of these 6 were Male and 4 were Female.

### Gender



### Age



## **CYNGOR SIR CEREDIGION COUNTY COUNCIL**

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Overview and Scrutiny Co-ordinating Committee in relation to the Gender Pay Report 2023 and Workforce Equality Report 2023

**Purpose of the report:** To provide feedback from the Overview and Scrutiny Co-ordinating Committee held on 11 September 2023

The Overview and Scrutiny Co-ordinating Committee considered the Gender Pay Report 2023 and Workforce Equality Report 2023, at its meeting on 11th September 2023. Ceredigion County Council, along with all listed public authorities in Wales, is required to carry out gender pay reporting and publish employment information on an annual basis.

The requirement to carry out gender pay reporting is contained with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. The Regulations require the following six calculations to be undertaken on the workforce as at 31 March each year. The report is based on the workforce snapshot data taken on 31 March 2023.

Following discussion, Members agreed to recommend that Cabinet:

1. To receive the Gender Pay Report 2023,
2. To receive the Workforce Equality Report 2023.

**Councillor Keith Evans**  
***Chairman of the Overview and Scrutiny Co-ordinating Committee***

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** CYSUR/CWMPAS Combined Local Operational Group  
Safeguarding Report Qtr 4 2022-23

**Purpose of the report:** To monitor activity on a multi-agency basis of the  
actions taken to safeguard children and adults within  
Ceredigion

**For:** Information

**Cabinet Portfolio and Cabinet Member:**  
Councillor Alun Williams, Deputy Leader of the Council and Cabinet Member for  
Through Age and Wellbeing

**Background:**

Please see attached CYSUR-CWMPAS Combined Local Operational Group  
Safeguarding Report for Qtr 4, 2022-23.

These are multi-agency management reports in relation to safeguarding children and  
adults in Ceredigion during the period 1<sup>st</sup> January to 31<sup>st</sup> March 2023. They provide  
management information on action taken under the Wales Safeguarding Procedures.

The Reports include information provided by other agencies in relation to safeguarding  
the welfare of children and adults in Ceredigion.

The management information is discussed by members of the CYSUR/CWMPAS  
Combined (Ceredigion) Local Operations Group in order to monitor and evaluate the  
effectiveness of the safeguarding children and adults arrangements in Ceredigion and  
the outcomes achieved

These 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.

### **Summary of Key Points:**

- In Quarter 4, there was a decrease in the number of contacts/reports received regarding children/young people compared to Quarter 3-with there being 1112 contacts/reports received in Q3 compared to 1010 contacts/reports received in Q4.
- However, there was an increase in the overall number of contacts/reports which proceeded to actions needing to be taken under Child Protection Procedures, from 193 in Q3 compared with 200 in Q4.
- The percentage of reports that proceeded to a Strategy Discussion in this quarter, was 19.8% compared to 17.3% in Q3.
- In Q3, 7.3% of reports proceeded to a Section 47 Enquiry compared to 8.4% in Q4, in this quarter. In this quarter, 1.6% of reports received needed to proceed to an Initial Child Protection Conference which was the same percentage that proceeded to conference in Quarter 3.
- The total number of children subject to an Initial Child Protection Conference in Quarter 4 was 23, and this compares to 35 in Q3.
- The total number of children placed on the Child Protection Register in quarter 4 following the Initial Child Protection Conference was 20 compared to 31 in Q3.
- The total number of children removed after Review Child Protection Conferences in this quarter were 15 compared to 28 in Quarter 3.
- The total number of Section 47 enquiries undertaken in this quarter were 85 compared to 81 in Quarter 3. 70 of those enquiries were undertaken jointly with the Police and 25 were undertaken as a Social Services Single Agency.
- The main category of abuse which led to a Section 47 enquiry in quarter 4 was Physical Abuse (32), sexual abuse/exploitation (24), other exploitation (11), neglect (9) and emotional abuse (8). This follows the same pattern experienced in Quarter 3.
- There were 52 children on the Child Protection Register as of the end of this quarter, compared to 49 as at the end of Quarter 3. 22 children were registered under the category of emotional/psychological abuse, in this quarter, 26 under the category of neglect and 4 under the category of both neglect and emotional/psychological abuse.
- The main Risk Factors for the 52 children who were on the Children Protection Register as of the 31/03/2023, were domestic abuse, parental mental health, parental substance/alcohol misuse and parental separation.
- In terms of Adult Safeguarding, there has been a significant increase in the number of adults suspected of being at risk of abuse and/or neglect, with there being 190 adults at risk reported in this quarter compared to 142 in Q3.
- The most reported category of abuse this quarter again was emotional/psychological abuse, with 97 reports of adults at risk where this was the main category of abuse. Neglect was the second main category of reported abuse (66), then physical abuse (62), financial abuse (40), and sexual abuse (24). This follows the pattern from the previous quarter.
- From the reports received, in relation to all categories of abuse, women are the highest reported to be most at risk, by a significant margin. However, in relation to concerns about neglect, there were more males (36) affected by this category of abuse than females (30) which has been very different to previous quarters.
- In Quarter 4, as in Quarter 3, the Police were the highest source of reporting (46).

**Wellbeing of Future Generations:**

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

No. This report is provided on an ongoing basis and demonstrates the continuing work that is undertaken in relation to safeguarding children and adults in Ceredigion.

**Summary of Integrated Impact Assessment:**

**Long term:**

**Collaboration:**

**Involvement:**

**Prevention:**

**Integration:**

**Recommendation(s):**

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

**Reasons for decision:**

**So that governance of the Local Authority activity and its partner agencies are monitored.**

**Overview and Scrutiny:**

Overview and Scrutiny Co-ordinating Committee

**Policy Framework:**

**Corporate Well-being Objectives:**

**Finance and Procurement implications:**

None

**Legal Implications:**

To ensure compliance with our statutory duties under the Children Act 1989 and the Social Services and Well Being Act 2014; Part 7

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

Managing the safeguarding of Children and Adults at Risk

**Statutory Powers:**

The Children's Act 1989 and the Social Services and Well-Being Act 2014

**Background Papers:**

None

**Appendices:**

Appendix 1- CYSUR CWMAPS LOCAL OPERATIONAL GROUP Performance Management Report Quarter 4

**Corporate Lead Officer:**

Audrey Somerton-Edwards, Interim Corporate Lead Officer: Porth Cynnal

**Reporting Officer:**

Audrey Somerton-Edwards, Interim Corporate Lead Officer: Porth Cynnal

**Date:**

19 June 2023

**Acronyms:**

CP – Child Protection

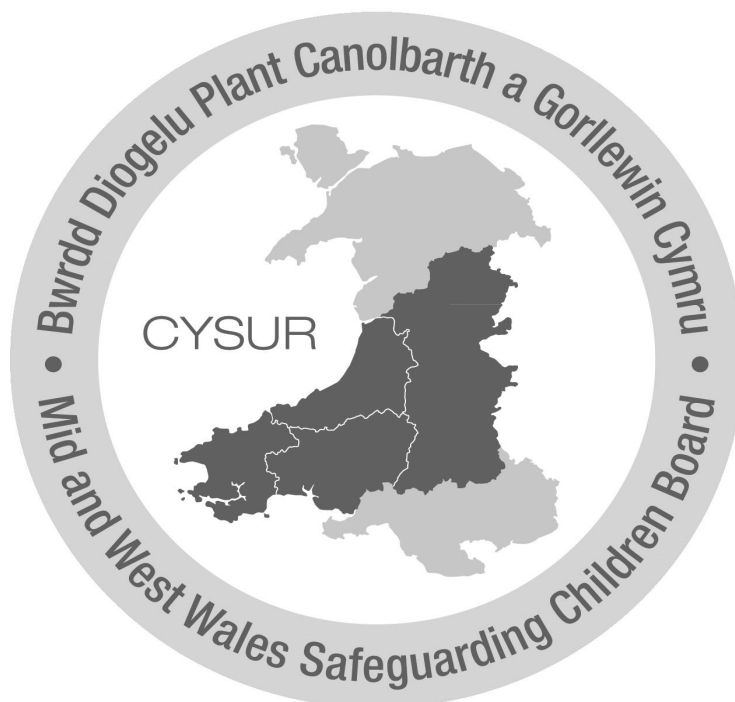
CPR – Child Protection Register

Part 5 – Allegations against a member of staff or those working with children, e.g. - foster carers, volunteers, playgroups, etc.

CPC – Child Protection Case Conference

ICPC – Initial Child Protection Conference





# **CEREDIGION**

## **CYSUR LOCAL OPERATIONAL GROUP**

**Performance Management Report**

**Quarter: 4**

**1.1.23 – 31.3.23**

| <b>CONTENTS:</b>  | <b>TUDALEN / PAGE</b> |
|---|-----------------------|
| SECTION 1:<br>Introduction  | 3                     |
| SECTION 2:<br>Headline and Comparative Data                         | 4                     |
| SECTION 3:<br>Child Protection Referrals                            | 6                     |
| SECTION 4:<br>Child Protection Section 47 Enquiries                 | 8                     |
| SECTION 5:<br>Child Protection Conferences                          | 9                     |
| SECTION 6:<br>The Child Protection Register                         | 17                    |
| SECTION 7:<br>Protection Strategy Meetings in Special Circumstances | 19                    |
| SECTION 8:<br>Multi Agency Child Sexual Exploitation                | 20                    |
| SECTION 9<br>Annual Summary Report                                  | 21                    |
| SECTION 10:<br>Police – MARAC                                       | 22                    |
| SECTION 11:<br>Learning Services                                    | 25                    |
| SECTION 12:<br>Hywel Dda University Health Board                    | 31                    |
| SECTION 13:<br>S-CAMHS  | 35                    |
| SECTION 14:<br>Adult Safeguarding                                   | 42                    |

## **SECTION 1: INTRODUCTION:**

This is the multi-agency management report in relation to safeguarding children in Ceredigion during the period 1<sup>st</sup> January to 31<sup>st</sup> March 2023. It provides performance management information on action taken to safeguard children.

It includes reports from partner agencies relating to safeguarding and promoting the wellbeing of children in Ceredigion.

The indicators and measures used are defined and reported on locally, regionally and nationally.

This management information is regularly discussed by members of the CYSUR Ceredigion Local Operations Group in order to monitor and evaluate the effectiveness of safeguarding children arrangements in Ceredigion and the outcomes achieved.

Any comments or queries regarding the report should be addressed to:

Elizabeth Upcott  
Rheolwr Corfforaethol Diogelu  
Safeguarding Corporate Manager,  
[Elizabeth.Upcott@ceredigion.gov.uk](mailto:Elizabeth.Upcott@ceredigion.gov.uk)  
01545 574212

## SECTION 2: Headline and Comparative Data

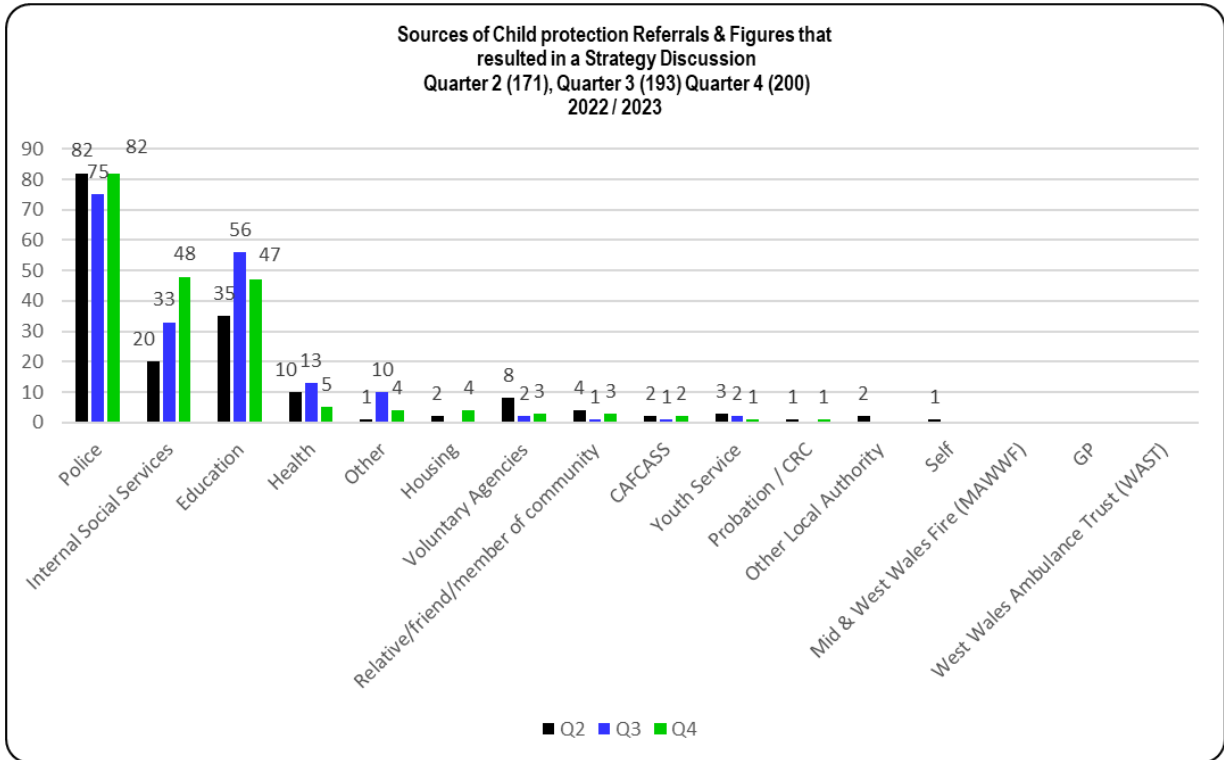
| Referral Outcomes  | Jan-Mar 2023 | Oct-Dec 2022 | July-Sept 2022 | April-June 2022 | Jan-Mar 2022 |
|--|--------------|--------------|----------------|-----------------|--------------|
| Reports/Referrals leading to Child Protection Strategy Discussions / Meetings                                | 200          | 193          | 171            | 221             | 154          |
| Number of Initial CP Conferences (excluding transfer and pre-birth conferences)                              | 15           | 16           | 7              | 5               | 8            |
| Number of Initial Pre-Birth CP Conferences   | 1            | 1            | 2              | 4               | 2            |
| Number of Transfer CP Conferences  | -            | 1            | 1              | -               | -            |
| Pre-Birth Transfer CP Conference   | -            | -            | -              | -               | -            |
| <b>Total number of Initial CP Conferences (including transfer and pre-birth Conferences)</b>                 | <b>16</b>    | <b>18</b>    | <b>10</b>      | <b>9</b>        | <b>10</b>    |
| <b>Total number of children subject to Initial/Pre-birth/Transfer Conferences</b>                            | <b>23</b>    | <b>35</b>    | <b>21</b>      | <b>13</b>       | <b>21</b>    |
| Number of children's names placed on the CP Register (excluding pre-birth and transfer conferences)          | 20           | 30           | 14             | 8               | 19           |
| Number of children's names to be placed on the CP Register at birth  | -            | 1            | 2              | 4               | 2            |
| Number of children's names placed on the CP Register after transfer from other Local Authorities             | -            | -            | -              | -               | -            |
| No. of children's names to be placed on the CP Register at birth after transfer from other Local Authorities | -            | -            | -              | -               | -            |
| <b>Total number of children's names placed on the CP Register following Initial Conferences</b>              | <b>20</b>    | <b>31</b>    | <b>16</b>      | <b>12</b>       | <b>21</b>    |
| Total number of children's names not placed on the CP Register   | 3            | 4            | 5              | 1               | -            |
| Number of Review CP Conferences  | 32           | 17           | 16             | 19              | 13           |
| Number of Review Pre-Birth CP Conferences  | -            | -            | -              | -               | -            |
| <b>Total Number of Review CP Conferences (inc Pre-Birth)</b>   | <b>32</b>    | <b>17</b>    | <b>16</b>      | <b>19</b>       | <b>13</b>    |
| Number of children subject to Review CP Conferences  | 51           | 39           | 26             | 43              | 23           |
| Number of children's names to be placed on the CP Register at birth  | -            | -            | -              | -               | -            |
| <b>Total number of children subject to Review/Pre-birth Conferences</b>                                      | <b>51</b>    | <b>39</b>    | <b>26</b>      | <b>43</b>       | <b>23</b>    |
| <b>Total number of children remaining on CP Register</b>   | <b>36</b>    | <b>11</b>    | <b>13</b>      | <b>29</b>       | <b>11</b>    |
| Total number of children removed from the CP Register  | 15           | 28           | 13             | 14              | 12           |

**Analysis:**

There was a slight increase in the number of referrals that lead to action taken under Wales Safeguarding Procedures during this quarter.

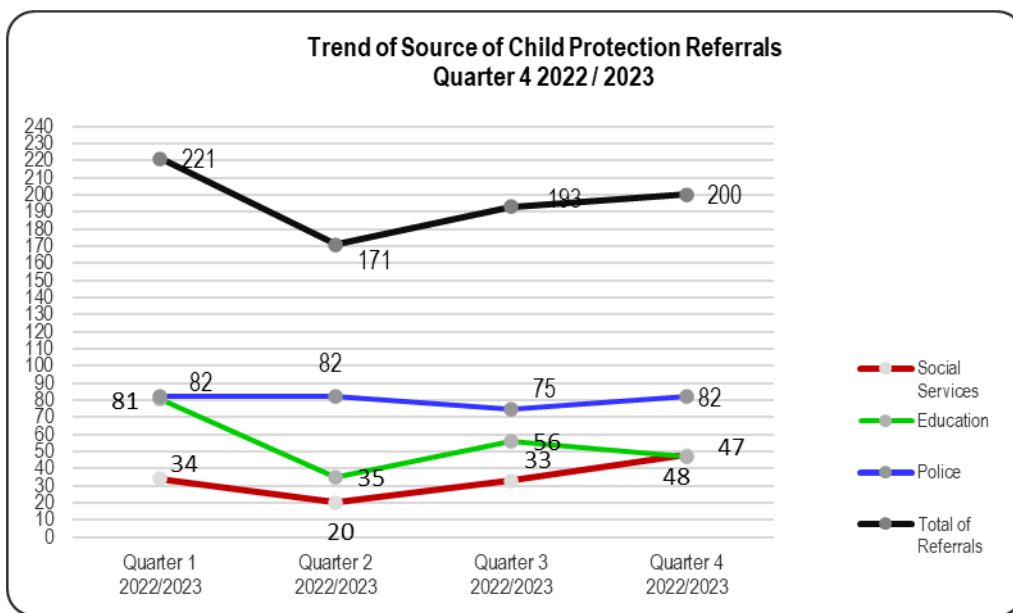
The percentage of children discussed at review conferences and who were deregistered was 28%.

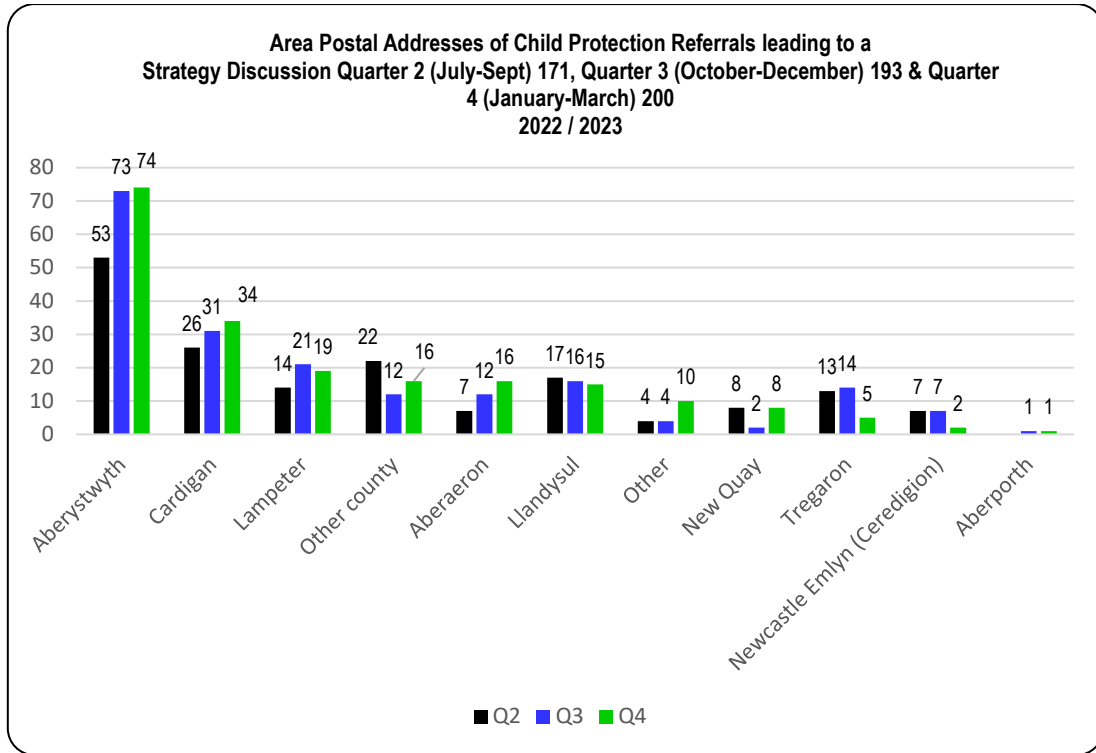
**SECTION 3: Child Protection Reports and Referrals:**



**Analysis:**

The Police remained as the largest source of referrals during the quarter; Internal Social Services referrals have increased with the schools’ rate decreased slightly.





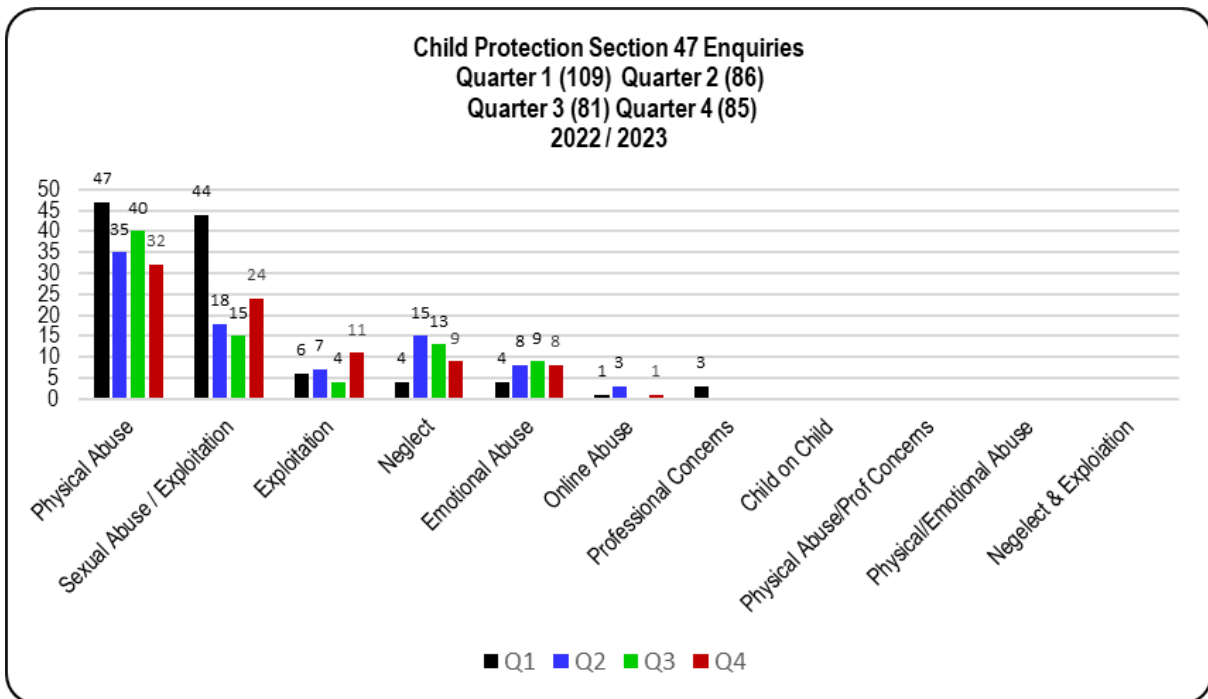
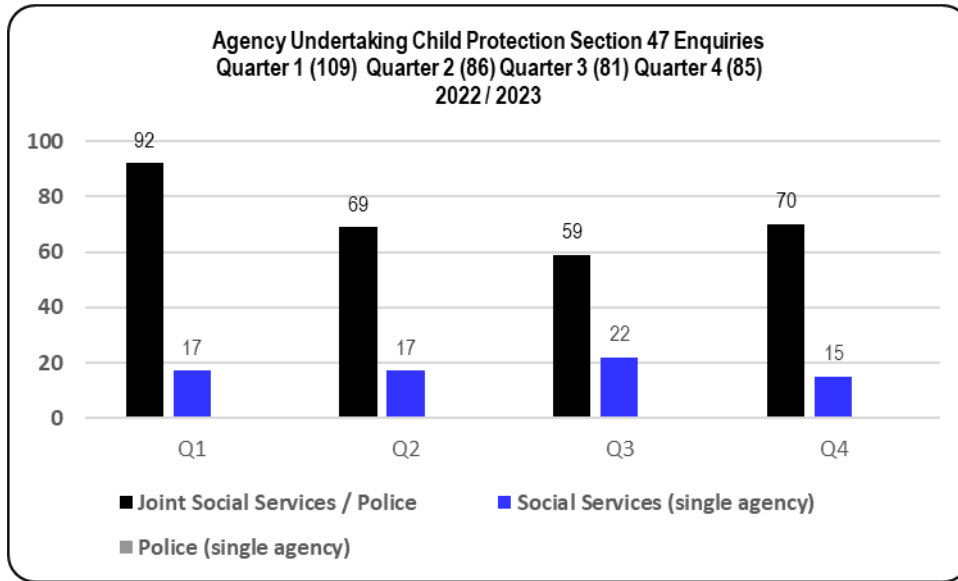
**Analysis:**

Aberystwyth is consistently the area of the greatest number of referrals

| <b>% Breakdown of Safeguarding Activity<br/>Quarter 4 2022 / 2023 (1 January – 31 March)</b> |                               |                              |   |
|--|-------------------------------|------------------------------|---|
| Number of all Initial Contacts re Children information.                                      |                               |                              |   |
| Contact/Referrals<br>1010  | Strategy Discussions<br>19.8% | Section 47 Enquiries<br>8.4% | Initial Child Protection<br>Conferences<br>1.6% |

In Quarter 3, there were 1112 contacts/referrals, of those, 17.3% went to a Strategy Discussion, 7.3% went to a Section 47 Enquiry, and 1.6% went on to an Initial Child Protection Conference.

## SECTION 4: Child Protection Section 47 Enquiries



**Analysis:**

The main concerns that led to completing child protection enquiries in quarter 4 were allegations of physical abuse and sexual abuse/exploitation.

The majority of enquiries were carried out jointly by Police and Children Services.



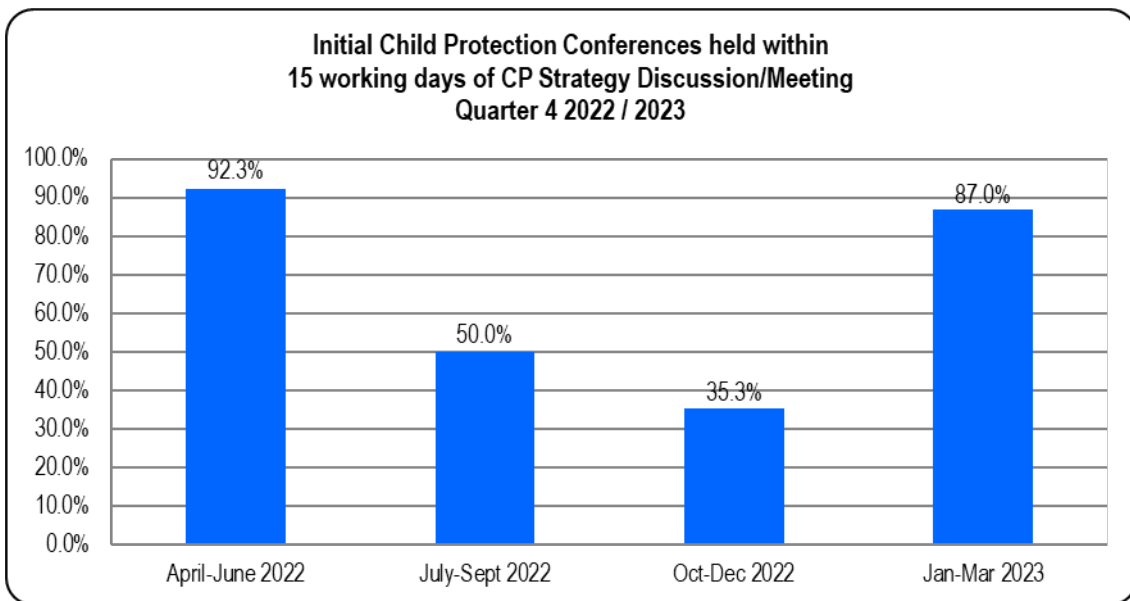
**SECTION 5: Child Protection Conferences**

| This table contains breakdown figures in relation to Outcomes of Initial Child Protection Conferences |                 |               |                 |   |   |
|---|-----------------|---------------|-----------------|---|---|
| Total Number of Initial CPCs  | No. of children | No. of unborn | No. of families | Number of children placed on CPR incl. unborn and transferred | No. of children with Child in Need of Care and Support Plan if not registered |
| 16  | 22              | 1             | 16              | 20  | 3   |

**Initial Child Protection Conferences in timescale**

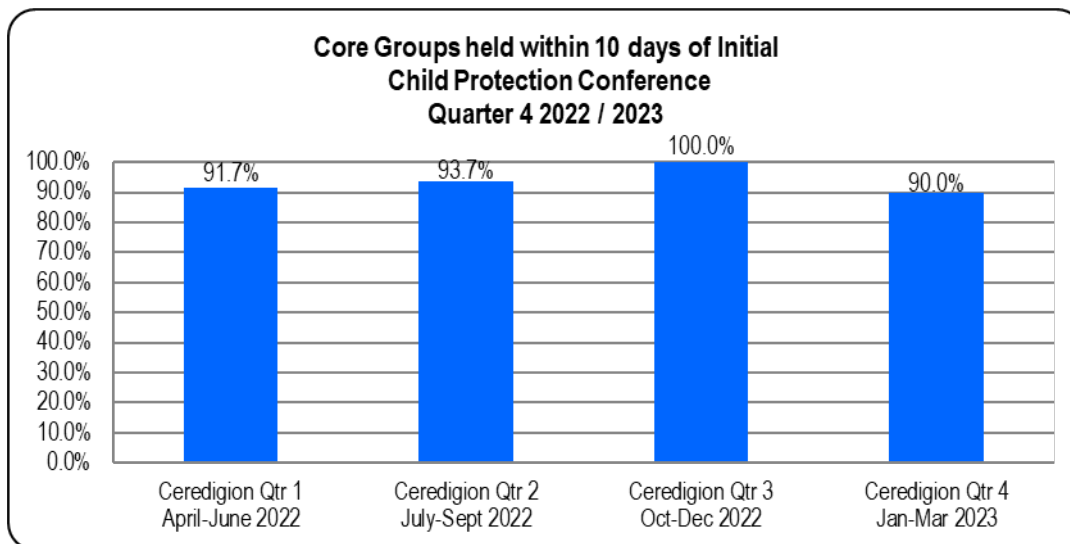
87.0% of Initial Child Protection Conferences were recorded to have taken place within 15 working days of the Strategy Discussion/Meeting. For 1 conference of 2 siblings the conference was delayed due to agency availability and for a further conference for 1 young person the delay was due to a need for clarification regarding decision making.

Initial and Review Case Conferences are being held hybrid / virtually via Microsoft Teams. Both parents and children have been able to participate in the meetings.



**Child Protection Core Group Meetings in timescale:**

90.0% of Child Protection Core Group Meetings were recorded to have taken place within 10 working days of the Initial CP Conference. 2 Core Groups were delayed due to availability of professionals over Easter Holidays.



**This table contains breakdown figures in relation to the outcomes of Review Child Protection Conferences:**

| Total No. of Review CPCs | No. of children | No. of Unborn | No. of families | No. of names of children remaining on CP Register | No. of names of children removed from CP Register | No. of children with Child in Need of Care and Support Plan following de-registration |
|--------------------------|-----------------|---------------|-----------------|---|---|---|
| 32                       | 51              | -             | 31              | 36  | 15  | 9   |

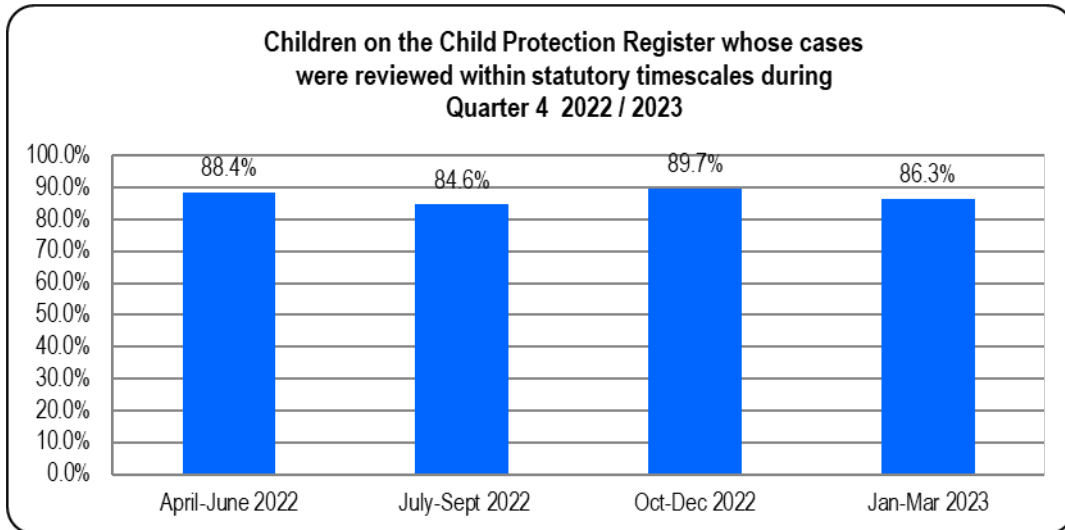
**Outcomes of Reviews:**

Of the 14 children who were de-registered, 9 were in receipt of further intervention on a Child in Need of Care and Support Plan, 3 children became Looked After Children with 3 other children not needing any services.

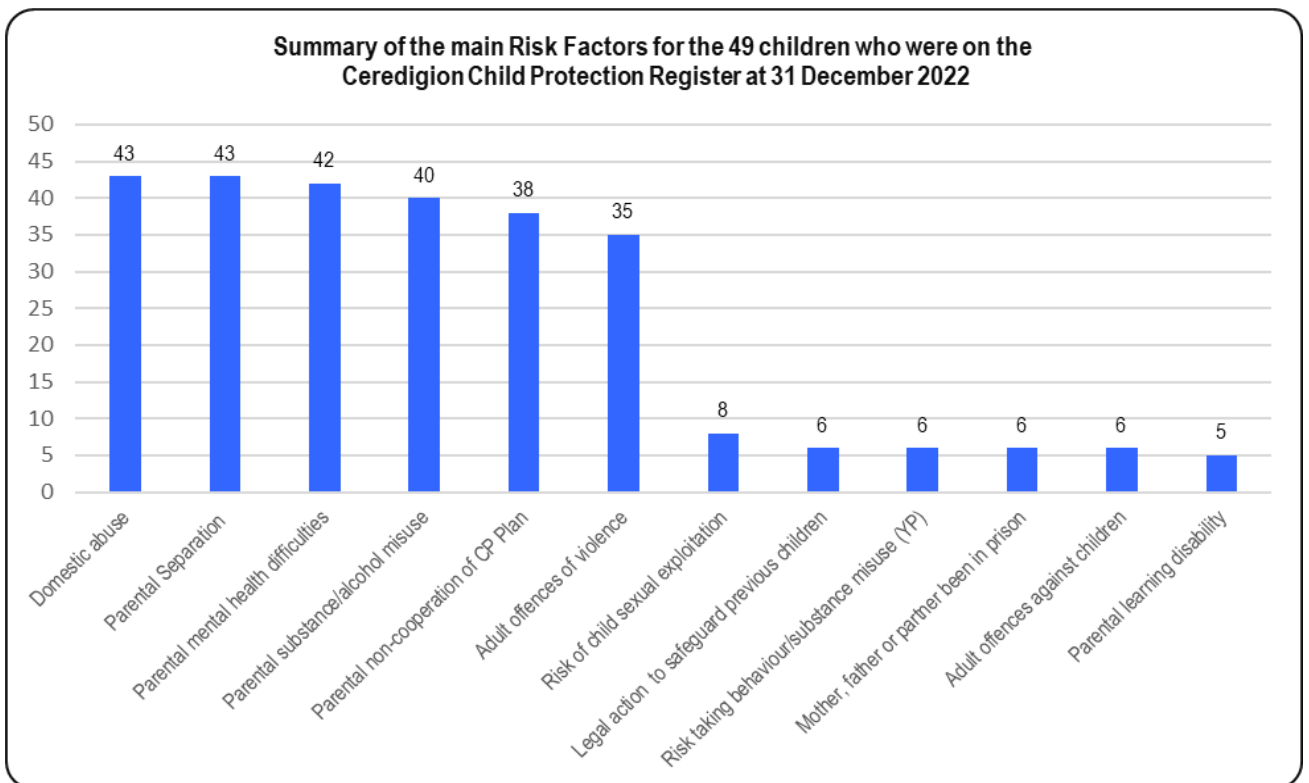
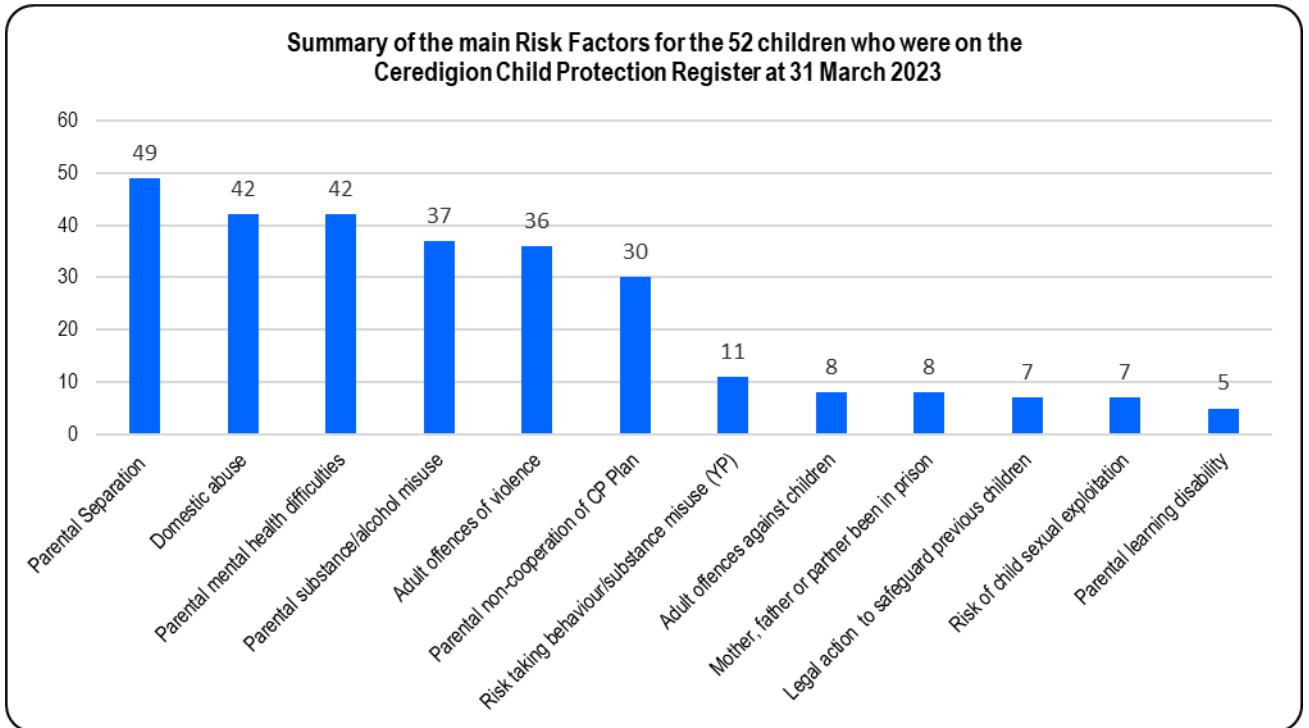
**Review Child Protection Conferences in Timescales:**

86.3% of Review Child Protection Conferences were recorded to have taken place within timescales. The reason for the delays in holding conferences in time were as follows: -

For 1 family of 2 siblings there was delay in receiving professional reports, with a further conference for 1 child having to be rescheduled as the meeting wasn't quorate. The conference for 1 Family with 1 child was delayed due to the Christmas period, with 2 further conferences with 1 child each reporting the availability of parents being the reason for the delay. 1 additional conference for 1 child recorded that the delay was due to the child being accommodated as a Looked After Child on the day of the conference and Court issues took priority.



| <b>Participation of parents and children in Child Protection Conferences</b> |   |  |                                      |   |   |   |
|--|---|--|--------------------------------------|---|---|---|
| <b>*Comparative data for Quarter 3 in brackets</b>                           |   |  |                                      |   |   |   |
| <b>*Social Worker report to parents 24 hours before CPC</b>                  | <b>*CP Chair met with family before CPC</b> | <b>*CP Chair met with child before CPC</b> | <b>*Family member present at CPC</b> | <b>*Children's views represented at CPC who did not attend (5 -18 yrs.)</b> | <b>*Children attendance at CPC (Over 11 yrs.)</b> | <b>*Children Who have allocated Advocate / Tros Gynnal.</b> |
| 100% (100%)  | 94% (85%)                                   | 67% (100%)                                 | 94% 84%)                             | 88% (89%)   | 20% (4%)  | 20% 22%)  |



| <b>The Toxic Three Risk Factors for the 52 children who were on the Ceredigion Child Protection Register at 31 March 2023</b>  |    |       |
|--|----|-------|
| Number of children subject to a Care and Support Protection Plan where all of the Three Toxic Risk Factors feature (Domestic Abuse, Parental Substance Misuse and Parental Mental Health)      | 32 | 61.5% |
| Number of children subject to a Care and Support Protection Plan where Parental Separation <i>or / and</i> Incarceration feature (ACE)   | 49 | 94.2% |
| Number of children subject to a Care and Support Protection Plan where all five ACE (Domestic Abuse, Parental Substance Misuse, Parental Mental Health, Parental Separation and Incarceration) | 6  | 11.5% |

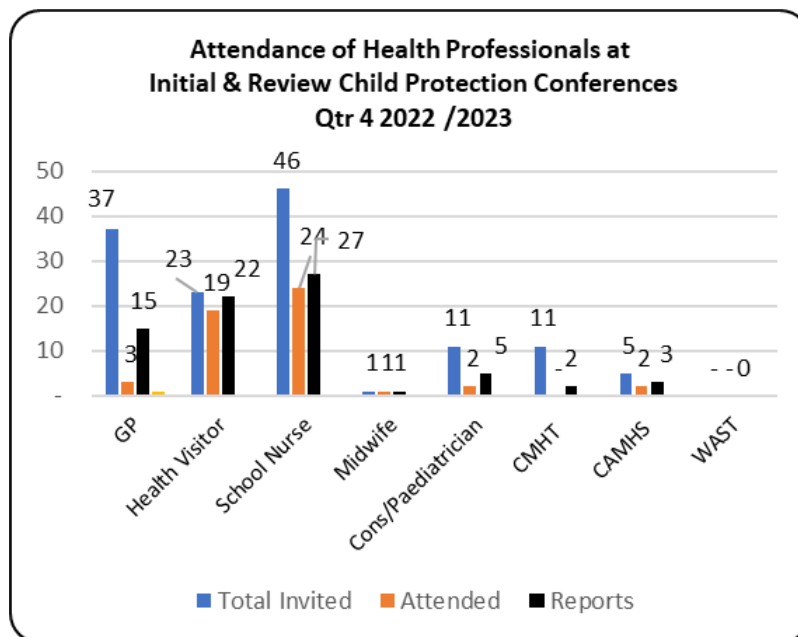
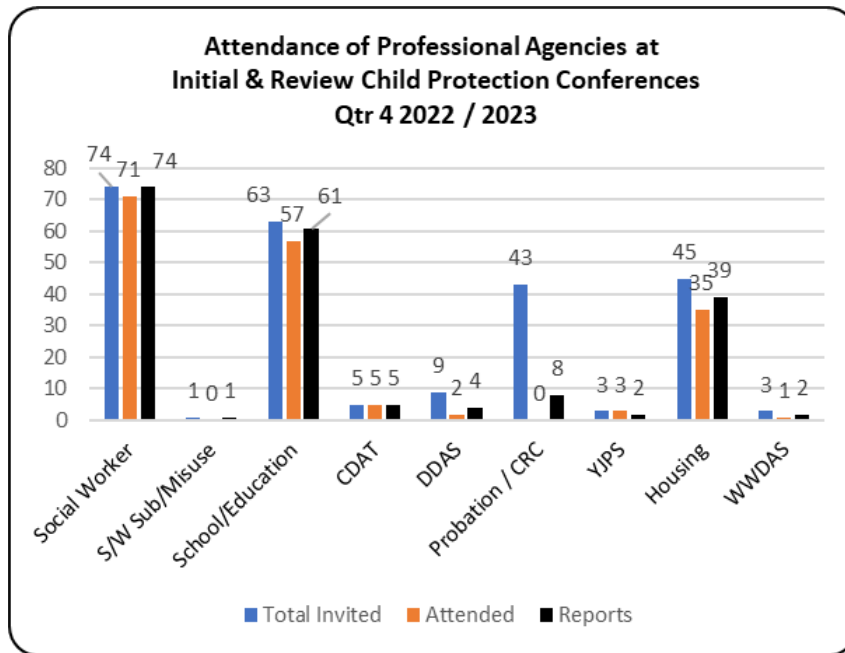
**Analysis:**

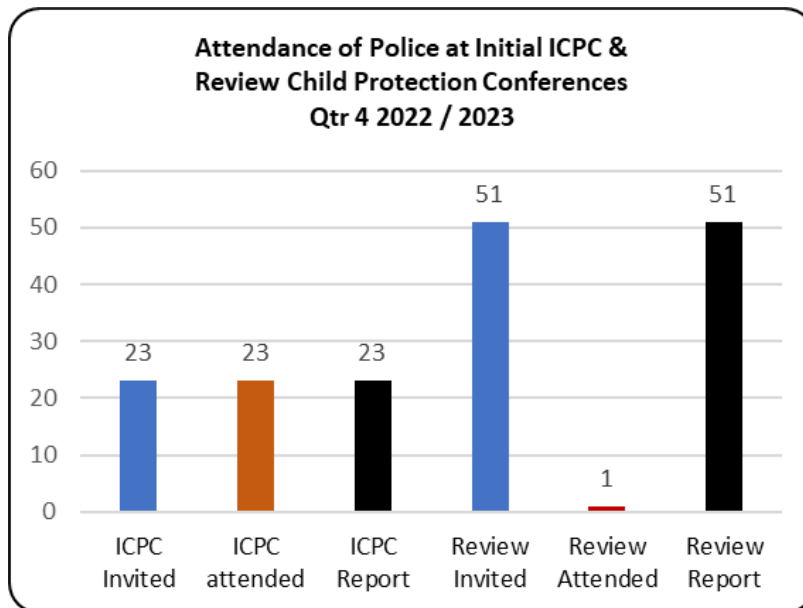
The main risk factors recorded were parental separation, domestic abuse, parental mental health difficulties and parental substance/alcohol misuse.

Parents for 2 siblings met the criteria and were referred to the Inspiring Families Project, they were also referred to Choices Perpetrator Programme.

Parents of 1 further child met the criteria for the Inspiring Families Project but weren't referred due to the fact that they weren't willing to engage with the process; they were however referred to the Choices Perpetrator Programme.

**Agency Attendance at Conferences:**





The attendance of agencies at CPCs is illustrated in the charts above. An average of 6 agencies' staff members were invited to each CPC and an average of 3 attended. There was an average of 5 written reports available at each CPC.

- 6 (8%) Children's CPC recommended that a Family Group meeting be convened.
- 59 (80%) Children's registration decisions were unanimous; with 15 (20%) children's registration a majority decision.
- 2 (3%) Children's CPCs reported that there was dissent regarding the safety of the CP Plan for safeguarding the welfare of a child on the CP Register.
- 8 (11%) Children were identified as a young carer.
- It was identified for 5 (8%) Children that there was a shortfall in information regarding the mother's partner.
- A moderate/severe learning disability was identified for 10 (14%) young persons; with 8 (14%) young persons reported as having an Individual Development Plan.
- 3 (4%) Children were reported to have a physical/sensory disability, with behaviour problems identified for 10 (14%) young persons.
- 4 (5%) Children were recognised as having speech/language difficulties; with 4 (7%) Young persons reported to have been excluded from school.

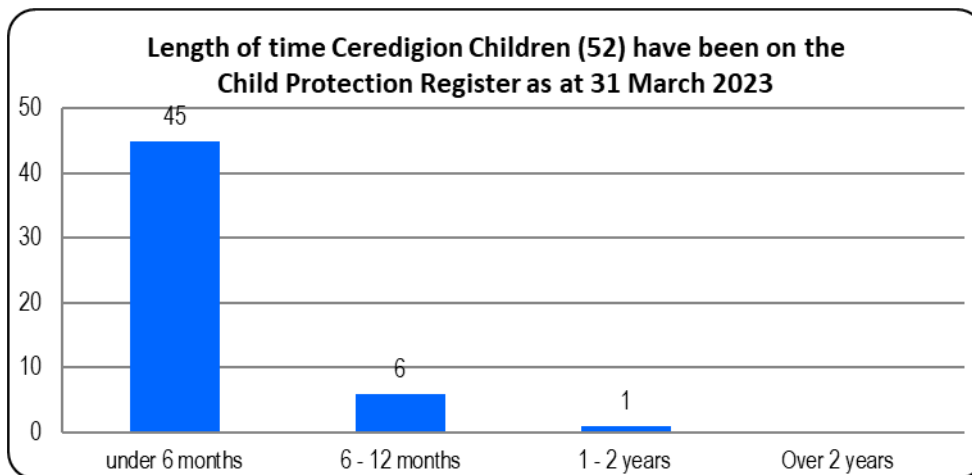
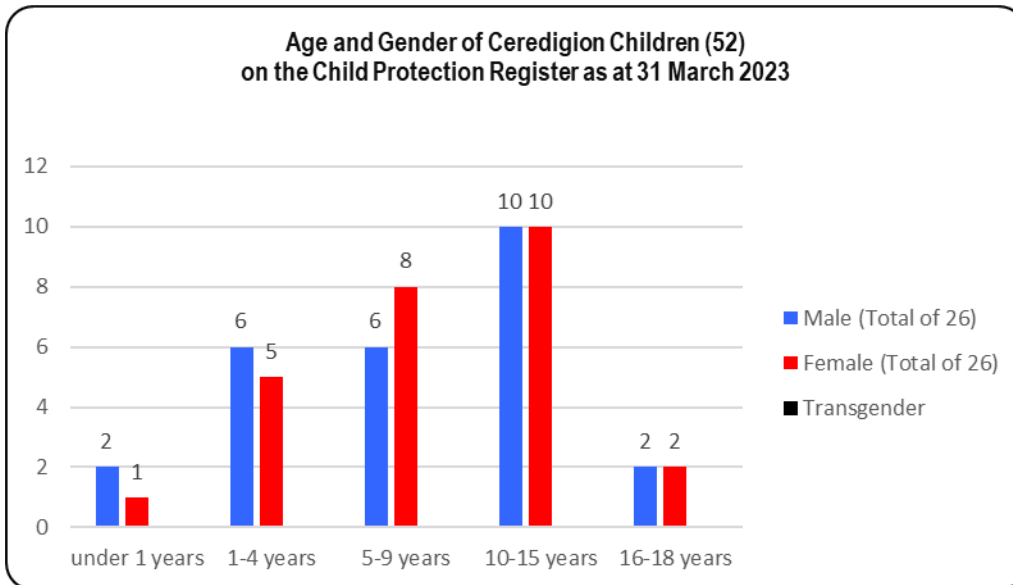
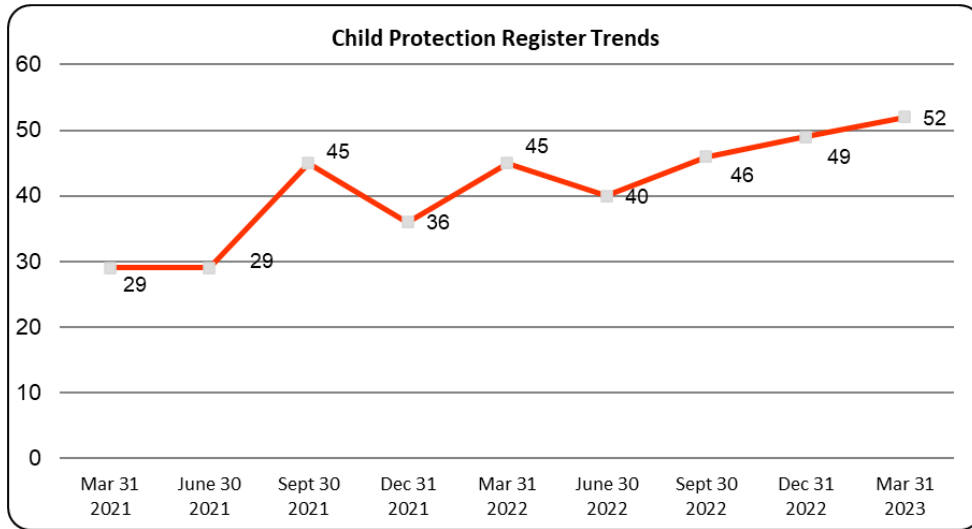
## CHILD AND FAMILY FEEDBACK

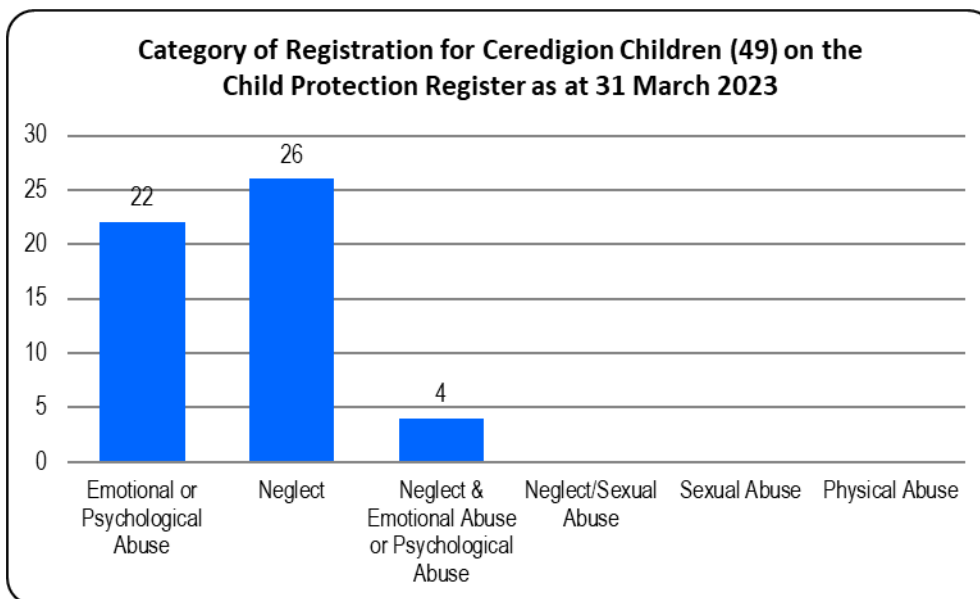
The previous system for attaining Child and Family feedback following their attendance at a Child Protection Conference has not been possible since the start of the Pandemic in March 2020 due to the fact that most Conferences are held virtually. However, since the beginning of April 2022, Evaluation Questionnaires have been sent to families following their attendance at a Child Protection Conference to gain their views and feedback. This process will continue until such time that Child Protection Conferences take place on a face-to-face basis.

| CHILD AND FAMILY FEEDBACK  |  |            |              |   |          |            |
|--|--|------------|--------------|---|----------|------------|
| Evaluation questionnaires were provided to children/young people (of appropriate age/level of understanding), parents and carers who attended CP Conferences during the quarter. A total of 62 questionnaires were circulated and 7 (11.3%) were completed. The following table provides a summary of the responses. |  |            |              |   |          |            |
| Was the venue and time of the Conference   |  |            |              | Did you feel prepared to attend the Conference?                                 |          |            |
|  | Very suitable  | OK         | Not suitable | Yes   | Not sure | Not at all |
| Children   | 1  | 0          | 0            | 1   | 0        | 0          |
| Parents  | 3  | 0          | 0            | 2   | 1        | 0          |
| Carers   | 0  | 0          | 0            | 0   | 0        | 0          |
| Family Members   | 3  | 0          | 0            | 3   | 0        | 0          |
| Were you able to say what you wanted   |  |            |              | Did you feel your views were taken into account                                 |          |            |
|  | Yes  | Not enough | No           | Yes   | Some     | Not at all |
| Children   | 1  | 0          | 0            | 1   | 0        | 0          |
| Parents  | 2  | 1          | 0            | 1   | 2        | 0          |
| Carers   | 0  | 0          | 0            | 0   | 0        | 0          |
| /Family Members  | 3  | 0          | 0            | 3   | 0        | 0          |
| Is there anything that you would like to say that might help us to improve the process?  |  |            |              | Action taken by Quality Assurance & Independent Service to address any concerns |          |            |
| Child  | •  |            |              |   |          |            |
| Parents  | • Face to face meetings, couldn't get onto link to virtual conference. |            |              | Chair met with family following conference                                      |          |            |
| Carers   | •  |            |              |   |          |            |
| Extended Family  | •  |            |              |   |          |            |



**SECTION 6: Child Protection Register**





**WG Measure 28 - The average length of time for all children who were on the Child Protection Register:**

|  |           |       |
|--|-----------|-------|
| This Measure asks for the average length of time in calendar days on the register for all children who were de-registered during the quarter | Jan-March | 287.5 |
|--|-----------|-------|

**WG Measure 27 – The number of re-registrations of children on Local Authority Child Protection Registers within the year**

| Initial Conferences  | Jan-Mar 2023 | Oct-Dec 2022 | July-Sept 2022 | April-June 2022 | Jan-Mar 2022 | Oct-Dec 2021 | July-Sept 2021 | April-June 2021 |
|--|--------------|--------------|----------------|-----------------|--------------|--------------|----------------|-----------------|
| Number of Children previously on the register and deregistered within last 12 months | 3            | 5            | 0              | 0               | 0            | 0            | 9              | 0               |

**ADRAN SECTION 7: Cyfarfodydd Strategaeth Amddiffyn Plant Ganllawiau  
Amddiffyn Plant Cymru Gyfan / Child Protection Strategy Meetings of the All  
Wales Child Protection Procedures**

| <b>Category of Child Protection Strategy Meeting</b>                    | <b>Total number of cases</b> | <b>Total number of meetings</b> |
|---|------------------------------|---------------------------------|
| Risk of child exploitation  | <b>23</b>                    | <b>42</b>                       |
| Concerns regarding neglect  | <b>3</b>                     | <b>3</b>                        |
| Concerns regarding sexual abuse   | <b>1</b>                     | <b>2</b>                        |
| Concerns regarding physical abuse                                       | <b>2</b>                     | <b>2</b>                        |
| Concerns regarding sexually harmful behaviour                           | <b>10</b>                    | <b>10</b>                       |
| Concerns regarding a young person going missing                         | <b>4</b>                     | <b>4</b>                        |
| Concerns regarding emotional abuse                                      | <b>1</b>                     | <b>1</b>                        |
| Concerns regarding a person in contact with children through their work | <b>13</b>                    | <b>16</b>                       |
| <b>Total number of meetings</b>   |                              | <b>80</b>                       |
| <b>Total number of cases discussed in this quarter</b>                  | <b>57</b>                    |                                 |

## ADRAN/SECTION 8: Ecsbloetio Rhywiol Plant Cyfarfodydd Rheoli Aml Asiantaethol / Multi Agency Child Exploitation Management Meetings

| New Case / Review | Exit / Remain in MACE | Male / Female | Age | At home / in care | CPR | Date of meeting                              | Agency Attendance  |
|-------------------|-----------------------|---------------|-----|-------------------|-----|--|--|
| Review            | Remain                | F             | 16  | H                 | Yes | 13.03.23                                     | Safeguarding, Police, Education, Planned Care, PCC             |
| Review            | Remain                | F             | 14  | H                 | Yes | 24.01.23<br>15.02.23<br>02.03.23<br>15.03.23 | Safeguarding, Police, Education, Planned Care, PCC, Health     |
| Review            | Remain                | M             | 17  | H                 | No  | 08.03.23<br>27.03.23                         | Safeguarding, Police, YJS, IOM, Substance Misuse, CAMHS, DDAS  |
| Review            | Remain                | M             | 15  | H                 | No  | 12.01.23<br>23.03.23                         | Safeguarding, Police, PGT, Education, Health, Barod, PCC       |
| Review            | Remain                | M             | 17  | H                 | Yes | 24.01.23<br>14.02.23<br>28.03.23             | Safeguarding, Police PGT, YJS, Education, PCC                  |
| New               | Remain                | M             | 15  | H                 | Yes | 28.02.23                                     | Safeguarding, Police Education, PGT, Health, YJS               |
| Review            | Exit                  | M             | 15  | H                 | Yes | 31.01.23<br>01.03.23                         | Safeguarding, Police, TPA, Education, TAF, Health, YJS, Llamau |
| Review            | Exit                  | M             | 10  | H                 | Yes | 17.03.23                                     | Safeguarding, Police, Education                                |

## SECTION 9: Annual Summary Report

| <b>1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023</b>   |     |                                    |
|--|-----|------------------------------------|
| <b>Child Protection Strategy Discussions/Meetings</b>  |     | Comparative data for previous year |
| Strategy Discussions / Meetings  | 785 | 498                                |
| Strategy Meetings (Part 4 and 5)   | 272 | 193                                |
| <b>Child Protection Referral Outcomes</b>  |     |                                    |
| Number of Initial CP Conferences (excluding transfer and pre-birth conferences)  | 43  | 29                                 |
| Initial Pre Birth CP Conferences   | 8   | 4                                  |
| Transfer CP Conferences  | 2   | 1                                  |
| Total Initial CP Conferences (including transfer and pre-birth conferences)  | 53  | 34                                 |
| Total number of children discussed at Initial CP Conferences   | 92  | 80                                 |
| Total number of children's names placed on the Child Protection Register (including at birth)                            | 79  | 72                                 |
| Total number of children subject to Initial CP Conference not registered   | 13  | 8                                  |
| Initial CP Conference where children had been previously on the Register and had been deregistered within last 12 months | 8   | 0                                  |
| <b>Review CP Conference Outcomes</b>   |     |                                    |
| Total No of Review CP Conferences  | 84  | 51                                 |
| Total No of children reviewed  | 159 | 105                                |
| Names de-registered from the CP Register   | 70  | 55                                 |
| <b>Number of Children and Families subject of Child Protection Conferences</b>   |     |                                    |
| Number of Children   | 126 | 106                                |
| Number of Families   | 66  | 49                                 |

## SECTION 10: Police Marac Report

January  
Monthly Data Returns

|   |   |
|---|---|
| <b>Overall number of cases met MARAC criteria</b>   | 290   |
| <b>Number of cases reviewed and resulted at MRE (MARAC Repeat/Escalation) review stage.</b> | <b>Reviewed:</b> 174<br><b>Resulted:</b> 90   |
| <b>Overall number of cases dealt with at Daily Discussion.</b>                              | <b>Discussed:</b> 200<br><b>Resulted:</b> 182   |
| <b>Cases through to MARAC</b>   | <b>18 MARAC</b>   |
| <b>Percentage of cases</b>  | <b>MRE</b><br>Resulted 52%<br><br><b>DD</b><br>91% resulted at DD<br>9% escalated to MARAC                            |
| <b>Divisional breakdown of case numbers (met MARAC criteria)</b>                            | <b>Carmarthenshire 110</b><br><b>Pembrokeshire 67</b><br><b>Ceredigion 41</b><br><b>Powys 72</b>                      |
| <b>No of children in the household</b>  | <b>Total: 285</b><br><b>Carmarthenshire 101</b><br><b>Pembrokeshire 81</b><br><b>Ceredigion 40</b><br><b>Powys 63</b> |

|                 | <b>Resulted at MRE</b> | <b>Resulted at DD</b> | <b>MARAC</b> | <b>Time Saved going to MARAC</b><br>(*average 10min a case) |
|-----------------|------------------------|-----------------------|--------------|---|
| Carmarthenshire | 28                     | 73                    | 9            |   |
| Pembrokeshire   | 22                     | 45                    | 6            |   |
| Ceredigion      | 18                     | 17                    | 0            |   |
| Powys           | 22                     | 47                    | 3            |   |

February  
Monthly Data Returns

|   |  |
|---|--|
| <b>Overall number of cases met MARAC criteria</b>   | <b>258</b>   |
| <b>Number of cases reviewed and resulted at MRE (MARAC Repeat/Escalation) review stage.</b> | <b>Reviewed: 140<br/>Resulted: 80</b>  |
| <b>Overall number of cases dealt with at Daily Discussion.</b>                              | <b>Discussed:178<br/>Resulted: 160</b>   |
| <b>Cases through to MARAC</b>   | <b>18 MARAC</b>  |
| <b>Percentage of cases</b>  | <b>MRE</b><br>Resulted 57%<br><br><b>DD</b><br>92% resulted at DD<br>8% escalated to MARAC   |
| <b>Divisional breakdown of case numbers (met MARAC criteria)</b>                            | <b>Carmarthenshire 110<br/>Pembrokeshire 55<br/>Ceredigion 27<br/>Powys 66</b>               |
| <b>No of children in the household</b>  | <b>Total: 254<br/>Carmarthenshire 87<br/>Pembrokeshire 83<br/>Ceredigion 26<br/>Powys 58</b> |

|                 | <b>Resulted at MRE</b> | <b>Resulted at DD</b> | <b>MARAC</b> | <b>Time Saved going to MARAC</b><br>(*average 10min a case) |
|-----------------|------------------------|-----------------------|--------------|---|
| Carmarthenshire | 30                     | 68                    | 12           |   |
| Pembrokeshire   | 21                     | 31                    | 3            |   |
| Ceredigion      | 7                      | 20                    | 0            |   |
| Powys           | 22                     | 41                    | 3            |   |

March  
Monthly Data Returns

|   |  |
|---|--|
| <b>Overall number of cases met MARAC criteria</b>   | <b>300</b>   |
| <b>Number of cases reviewed and resulted at MRE (MARAC Repeat/Escalation) review stage.</b> | <b>Reviewed: 157<br/>Resulted: 97</b>  |
| <b>Overall number of cases dealt with at Daily Discussion.</b>                              | <b>Discussed: 203<br/>Resulted: 185</b>  |
| <b>Cases through to MARAC</b>   | <b>18 MARAC</b>  |
| <b>Percentage of cases</b>  | <b>MRE</b><br>Resulted 62%<br><br><b>DD</b><br>91% resulted at DD<br>9 % escalated to MARAC  |
| <b>Divisional breakdown of case numbers (met MARAC criteria)</b>                            | <b>Carmarthenshire 108<br/>Pembrokeshire 73<br/>Ceredigion 45<br/>Powys 74</b>               |
| <b>No of children in the household</b>  | <b>Total: 172<br/>Carmarthenshire 75<br/>Pembrokeshire 44<br/>Ceredigion 17<br/>Powys 36</b> |

|                 | <b>Resulted at MRE</b> | <b>Resulted at DD</b> | <b>MARAC</b> | <b>Time Saved going to MARAC</b><br>(*average 10min a case) |
|-----------------|------------------------|-----------------------|--------------|---|
| Carmarthenshire | 25                     | 83                    | 10           |   |
| Pembrokeshire   | 29                     | 44                    | 2            |   |
| Ceredigion      | 14                     | 31                    | 3            |   |
| Powys           | 29                     | 45                    | 3            |   |



## SECTION 11: Learning Services

### ADRODDIAD LOG GWASANAETHAU YSGOLION

#### BWLIAN / BULLYING

Mae data bwlio yn parhau i gael eu gasglu yn dymhorol ym mhob cyfarfod Llywodraethol yr ysgolion. Gweler isod, data Tymor yr Hydref 2022 (a gafodd ei goladu yn nhymor y Gwanwyn 2023).

Bullying data is collected by all schools during Governing Body meetings on a termly basis. Please see below data collected for the Autumn Term 2022 (which was collated during the Autumn term 2022)

| <u>Mathau o Fwlian / Type of Bullying</u>            | <u>Gwanwyn / Spring 2022</u> | <u>Haf / Summer 2022</u> | <u>Hydref / Autumn 2022</u> |
|--|------------------------------|--------------------------|-----------------------------|
| Gallu / Ability                                      | 4                            | 2                        | 2                           |
| Oedran / Age   |                              |                          |                             |
| Edrychiad / Appearance                               | 7                            | 5                        | 7                           |
| Biffonig / Biphobic                                  |                              |                          |                             |
| Anabledd / Disability                                |                              | 1                        | 3                           |
| Rhyw / Gender  | 2                            |                          | 3                           |
| Homoffonig / Homophobic                              |                              |                          | 3                           |
| Plentyn sy'n derbyn gofal / Looked after children    |                              |                          |                             |
| Di-ddeuaidd / Non-Binary                             |                              |                          |                             |
| Beichiogrwydd neu Famolaeth / Pregnancy or Maternity |                              |                          |                             |
| Hiliol / Racial                                      | 2                            | 5                        | 12                          |
| Crefydd neu Gred / Religion or Belief                |                              |                          |                             |
| Rhywiol / Sexual                                     | 2                            |                          |                             |
| Sexual Orientation                                   |                              |                          |                             |
| Trawsffonig / Transphobic                            |                              |                          |                             |
| Gofalwr Ifanc / Young Carers                         |                              |                          |                             |
| E-ddiogelwch / E-safety                              | 4                            | 2                        | 9                           |
| Eraill / Other                                       | 5                            | 9                        | 26                          |
| Not Specified  |                              | 3                        | 2                           |
| Cyfanswm / Total                                     | 26                           | 27                       | 67                          |

Mae'r ffigyrau uchod yn dangos cynydd sylweddol mewn achosion bwlian sydd yn cael ei cofnodi o dymor y Gwanwyn, i gymharu a thymor yr haf.

*The above figures show a significant increase in bullying incidences being recorded in the Autumn term, in comparison with the earlier Summer term.*

**HYFFORDDIANT / TRAINING**

Mae hyfforddiant Diogelu ac Amddiffyn Plant lefel 1 ar rhaglen e-ddysgu yn unig, dyma'r nifer o staff sydd wedi cwblhau yr hyfforddiant hyn drwy cyfnod cwarter 4. Yn ogystal, mae'r niferoedd o staff sydd wedi cwblhau lefel 2 Amddiffyn Plant yn rhithiol hefyd wedi ei ychwanegu yn ystod y cyfnod hwn.

*Level 1 Safeguarding and Child Protection training is only available as an e-learning programme, below is the number of staff who have completed the training during the quarter 4 period. In addition, the number of staff who have completed the level 2 Child Protection training virtually during this period, is also noted below.*

|                   |  |
|-------------------|--|
| Lefel 1 / Level 1 | 221 mewnol / internal<br>89 allanol / external |
| Lefel 2 / Level 2 | 78   |

**VAWDASV**

Mae yna 315 o staff mewnol a 44 o staff allanol wedi cwblhau hyfforddiant VAWDASV ar-lein yng nghyfnod cwarter 4.

*315 internal staff and 44 external staff have completed the online VAWDASV training during the quarter 4 period.*

**ADDYSG DDEWISOL GARTREF / ELECTIVE HOME EDUCATION**

| <b>Nifer o blant yr ydych yn ymwybodol ohonynt sydd yn cael eu haddysgu'n ddewisol gartref / <i>Number of children that you are aware of that are Electively Home Educated (EHE)</i></b> | <b>Nifer o blant EHE sy'n hysbys i'r Awdurdod Lleol sydd wedi cael cynnig ymweliad blynyddol yn ystod y 12 mis diwethaf / <i>Number of EHE children known to the Local Authority that have been offered an annual visit in the last 12 months</i></b> | <b>Canlyniad / <i>Outcome</i></b>   |
|--|---|---|
| 245  | 264   | Declined – 59<br><br>DNA'd – 14<br><br>Child seen – 109<br><br>Child not seen – 14<br><br>School Attendance Order Letter sent - 2 |

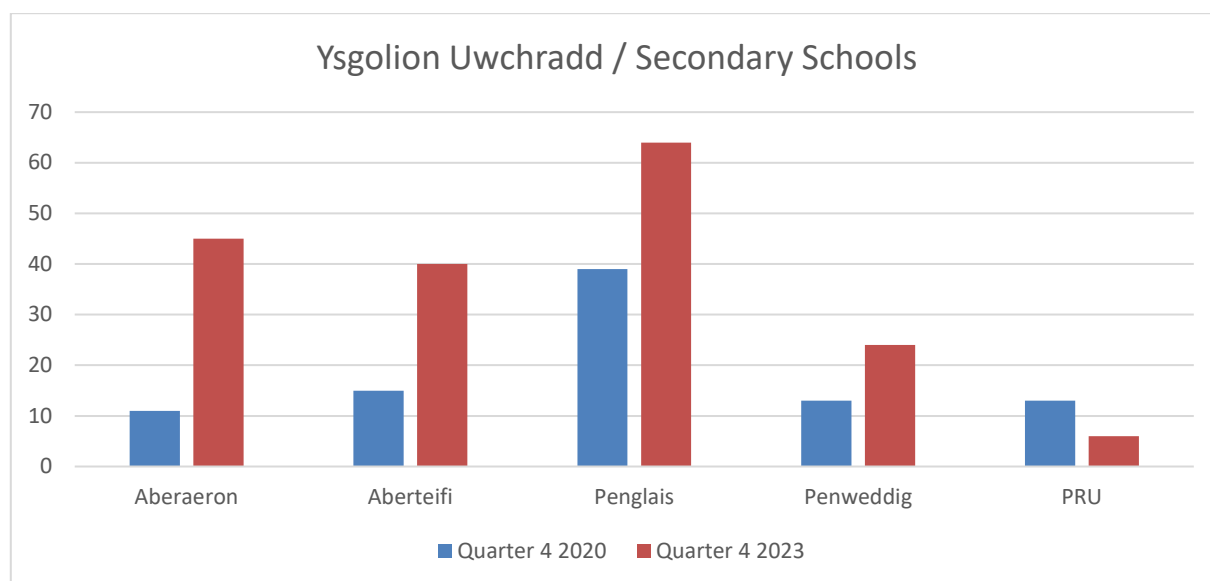
**PLANT MEWN GOFAL / LOOKED AFTER CHILDREN**

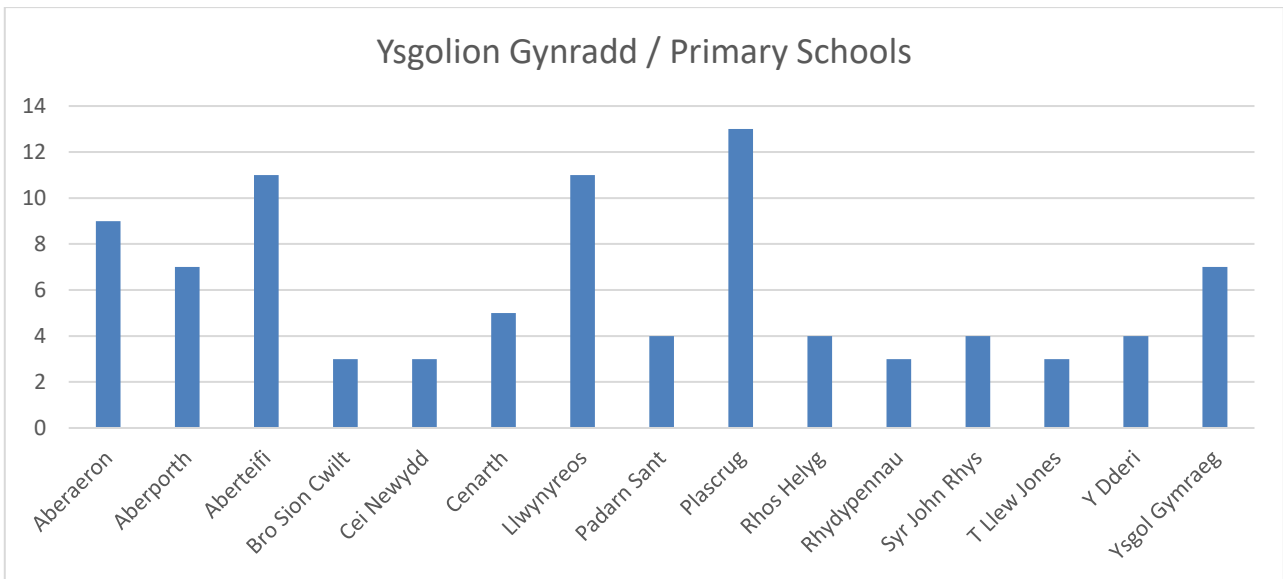
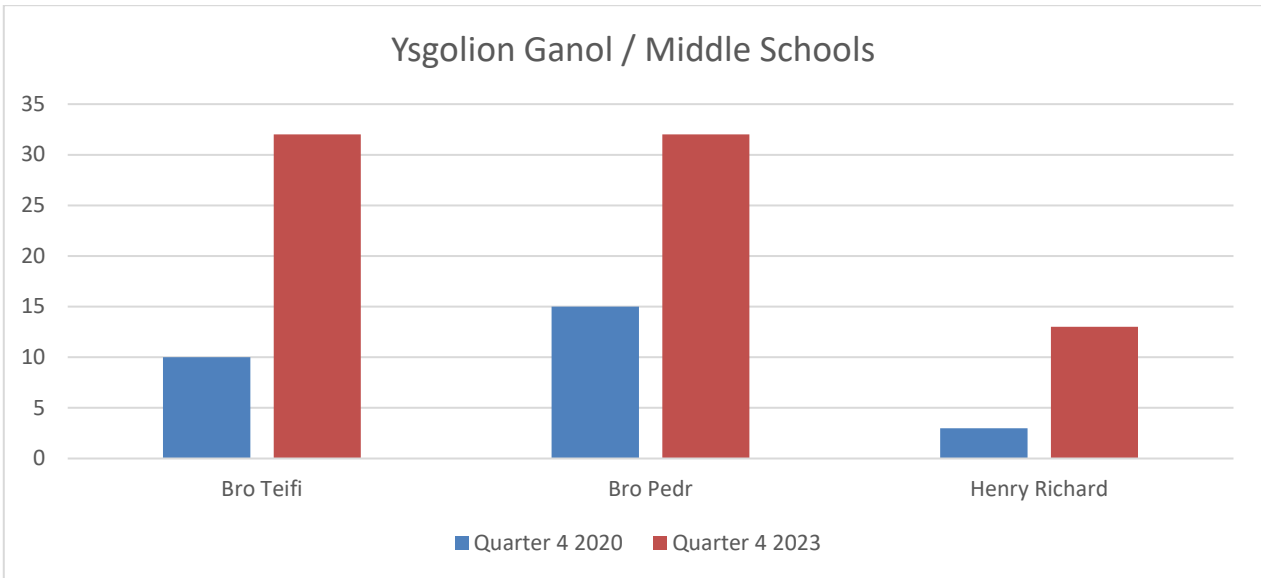
|   |   |
|---|---|
| Plant mewn gofal yng Ngheredigion o oedran ysgol stadudol / <i>Looked after children in Ceredigion of statutory school age</i>                | <i>Ionawr/January: 53(2 moved out of county during the month)<br/>Chwefror/February: 51 2 moved out of county during this month)<br/>Mawrth/March: 48</i>                         |
| Plant mewn gofal allan o'r Sir o oedran ysgol statudol / <i>Looked after children placed out of County of statutory school age</i>            | <i>Ionawr/January: 38 (2 left during the month from Ceredigion)<br/>Chwefror/February: 42(3 left Ceredigion during this month)<br/>Mawrth/March:44(2 moved out of Ceredigion)</i> |
| Plant mewn gofal o Siroedd eraill o oedran ysgol statudol / <i>Looked after children from other Local Authorities of statutory school age</i> | <i>Ionawr/January: 26<br/>Chwefror/February: 27<br/>Mawrth/March: 26</i>  |

**CYSWLLT YSGOLION / SCHOOL CONTACTS**

Gweler isod, y rhifau a natur y cyswllt a dderbyniwyd o ysgolion / sefydliadau dysgu yn ystod cwarter 4.

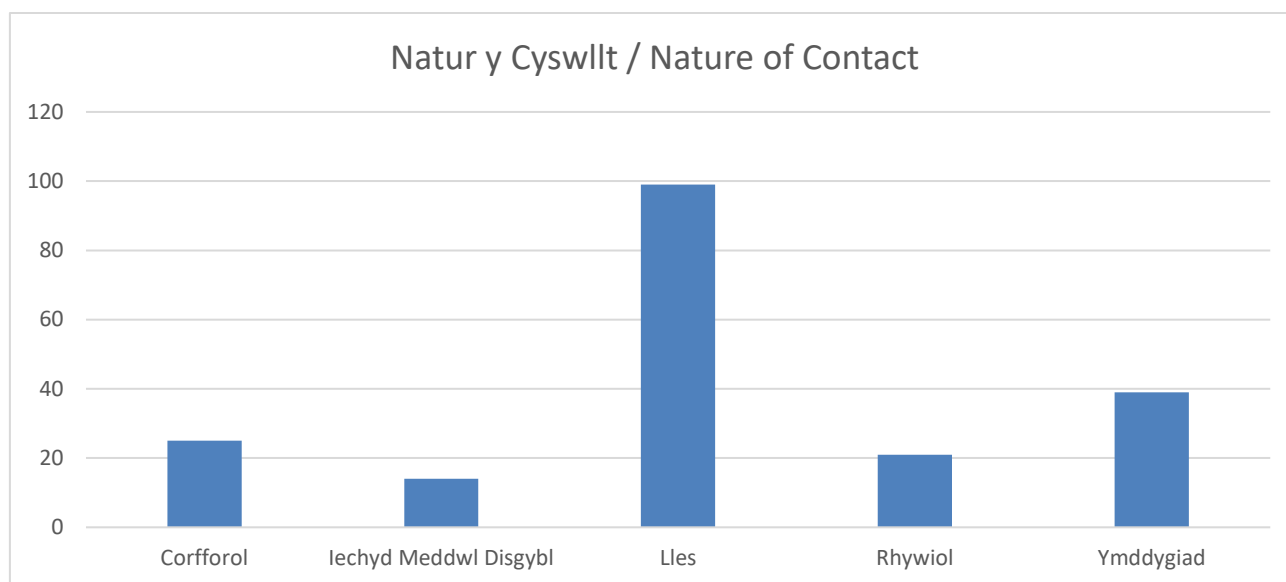
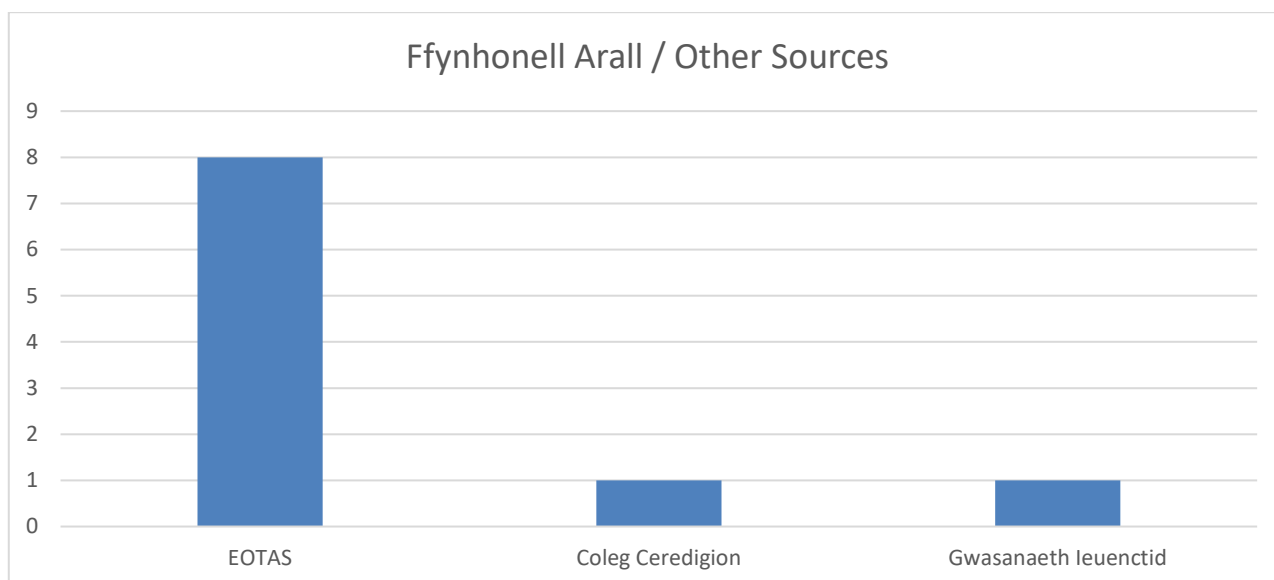
Please see below the number of contacts received from schools/learning establishments and their nature, during the period of quarter 4.





I nodi, fe wnaeth 24 o'r Ysgolion Cynradd gwneud cyswllt yn ystod chwarter 4. Oherwydd y rhif uchel hyn, nid oedd modd cynnwys pob Ysgol ar y dabl, felly wedi cynnwys yn yr uchod, y rhai wnaeth gysylltu pedwar gwaith neu mwy drwy gydol y cyfnod.

*To note, 24 Primary Schools made contact during quarter 4. Due to this large figure, it wasn't possible to capture all on one table. Therefore the above only highlights the Schools who made contact on four or more occasions during the period.*



Oherwydd fod niferoedd fawr o rhesymau cyswllt, maen't wedi crynhoi mewn l'r grwpiau isod, er mwyn medru darllen yn fwy glir ar y siart. Yn yr adroddiad yma, dwi wedi ffocysu ar y prif pryderon, er mwyn medru ei cymharu efo'r chwarter un blwyddyn diwethaf.

*Due to the large amount of reasons given for contact, some have been grouped together as noted below, in order for the information to be presented more clearly on the chart. In this particular report, I have highlighted the main concerns raised, in order to compare with quarter 1 from last year.*

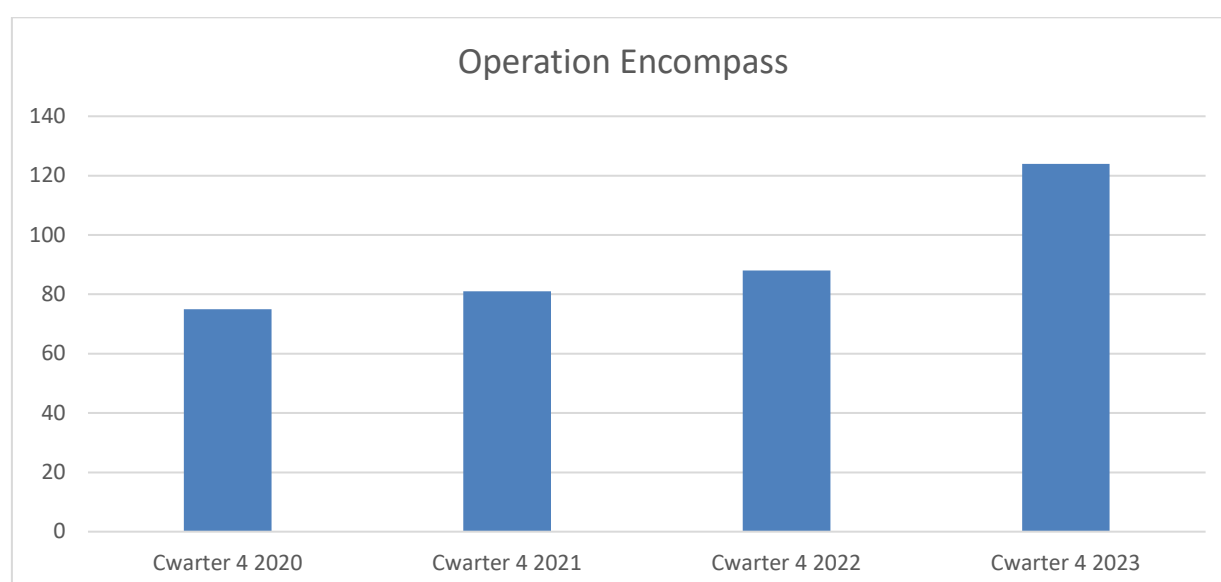
|                         |  |
|-------------------------|--|
| Lles / <i>Wellbeing</i> | Gan gynnwys plant ar goll, presenoldeb, tor perthynas, galar, gofalywr ifanc, cyswllt cyfnod clo, materion cyswllt rhwng rhieni / <i>Which also includes missings, attendance, relationship breakdown, young carers, contact difficulties during lockdown, contact issues between parents.</i> |
| Rhywiol / <i>Sexual</i> | Gan gynnwys perthnasau amhriodol ag egsbloetio plant yn rhywiol / <i>Which also includes inappropriate relationships and Child Sexual Exploitation.</i>  |

I nodi, gafodd 86 o ddisgyblion ei gwahardd o ysgolion uwchradd Ceredigion yn ystod cwarter 4, a hynny o gyfanswm 278.5 diwrnod. (Y rhif yma yn cynydd mawr o cwarter 3, ble gafodd 59 plentyn ei gwahardd am 173.5 diwrnod). Y rhesymau sydd wedi cofnodi am y gwaharddiadau yma, fel y ganlyn; Ymddygiad Heriol, Bwlian, Difrod, Sylweddau a Chyffuriau, Ymosodiad Corfforol ar Disgybl ag yn erbyn Oedolyn, Ymddygiad Hilliol, Ymddygiad Bygythiol, Eiddo Arf yn y Gymuned, Ffilmio Eraill heb Ganiatad ag arall.

Yn ogystal a hyn, fe dderbyniwyd 150 o gyfeiriadau ar gyfer cefnogaeth ataliol drwy Porth Cymorth Cynnar yn ystod cwarter 4, eto hyn yn cynydd sylweddol i gymharu a'r 119 cyfeiriad yng nghwarter 3 (nid yw'r ffigur yma yn cynnwys cyfeiriadau TAF).

*To note, a total of 86 pupils were excluded from Ceredigion Secondary Schools during quarter 4, for a total of 275.5 days. (These figures being significantly higher than quarter 3, whereby 59 pupils were excluded for a total of 173.5 days). The reasons noted for exclusions have been recorded as: Persistent Disruptive Behaviour, Bullying, Damage, Substance and Alcohol Related, Physical Assaults against Pupils and Adults, Racist Abuse, Verbal Abuse, Possession of an Offensive Weapon in the Community, Filming Others without Consent and Other.*

*In addition to this, Porth Cymorth Cynnar received 150 referrals for Support and Prevention during quarter 4, which is again a significant increase in comparison to quarter 3, where 119 referrals were made (the data does not include TAF referrals).*



Mae'r ffigurau uchod yn dangos cynydd sylweddol mewn cyfeiriadau Operation Encompass sydd wedi cael ei rhannu efo ysgolion yn llinell amser cwarter 4, ers 2020.

*The above figures show a significant increase in Operation Encompass referrals which have been shared with Schools, within the same quarter 4 timeline, since 2020.*

## SECTION 12: HEALTH



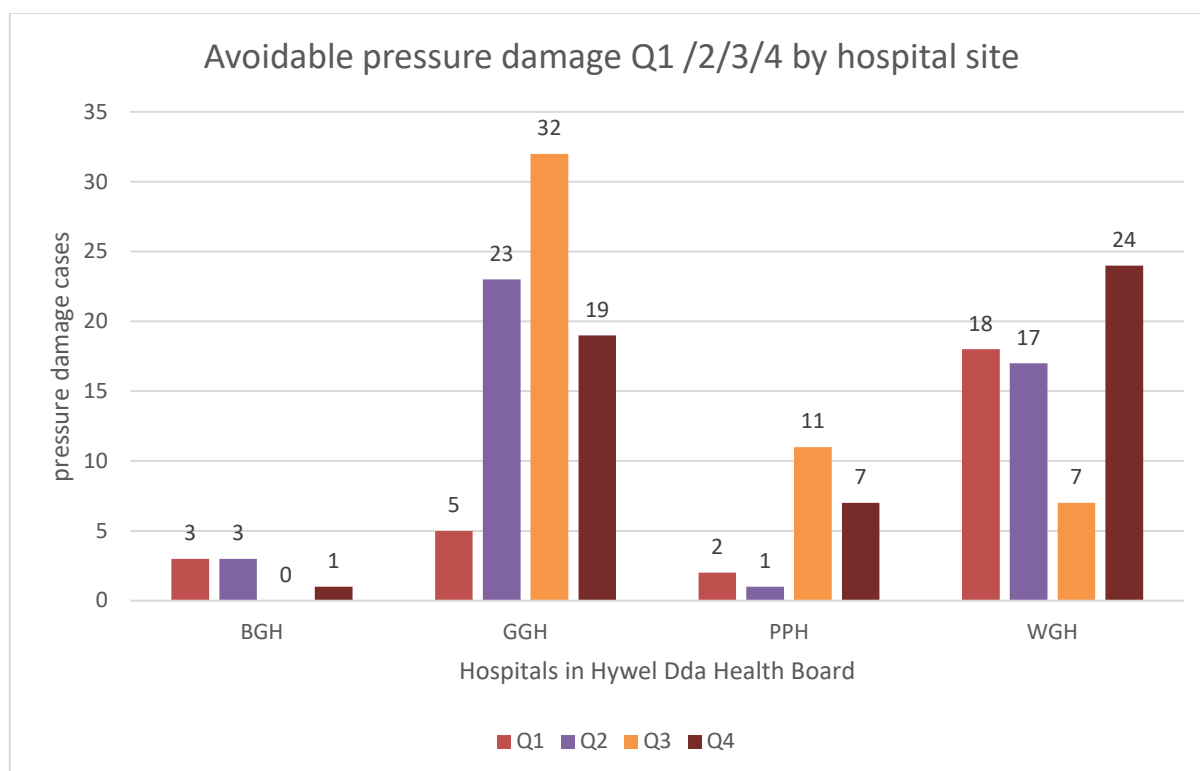
### Hywel Dda University Health Board Safeguarding Report to the Local Operational Groups

Qtr 4 2022/23

This report informs the Local Operational Groups of updates on safeguarding developments in Hywel Dda University Health Board during quarter 4 2022/23

#### Adult Safeguarding

- **Quarter 4 2022/23 Acute Hospital Avoidable Pressure Damage Data**



Graph 1

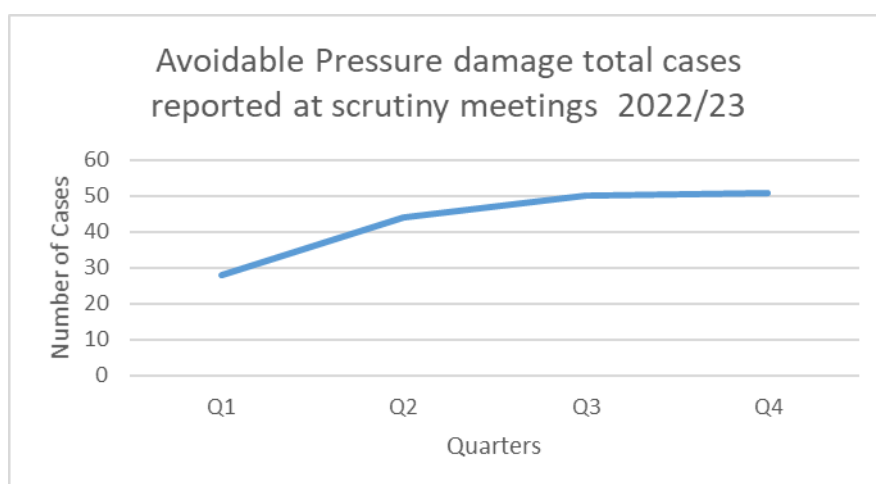
There was a total number of 51 avoidable cases of pressure damage incidents across all four acute hospital sites in Q4 (Graph 1). Of these, 39 reported cases were grade 1 or 2 (which would not have been reported to safeguarding prior to the SSWBWA); 8 were recorded as Suspected Deep Tissue Injury (SDTI). It is not uncommon for pressure damage to be reported as SDTI, but within a few days, it becomes apparent that it is a grade 1 or 2. Incident reporting captures the pressure damage at its most significant grading. One was reported as grade 3 and there were three

unstageable cases. In comparison to the previous quarter's report, there were a larger proportion of cases of lower grades.

The numbers of cases in the report reflect when the scrutiny meetings took place, rather than when the pressure damage occurred; in this report 72.5 % of cases occurred in the preceding quarters. This time lapse occurs when cases are deferred if further information or investigation is required, or carried over when meetings are postponed and re-scheduled.

Bronglais hospital have advised that scrutiny meetings for February and March were stood down due to staffing issues, so cases will be carried over into the next quarter. This may be a contributory factor to the low number of cases reported.

Graph 2



Assurance is given that in regards to the cases of the reported pressure damage yet to be discussed at scrutiny, appropriate actions will have implemented to safely manage the individuals' pressure damage at the time of identification.

### Adult Safeguarding Team

The Adult Safeguarding Team recently undertook a survey into the suitability of the Hywel Dda University Health Board Adult Safeguarding Team Safeguarding Enquiry Response Form (ERF).

The Enquiry Response Form facilitates information gathering within a timely manner from HB services, using targeted questions to inform Sec. 126 enquiries. The ERF is sent to the Adult Safeguarding Teams within the relevant Local Authority to inform decision making in regard to safeguarding reports. It also enables the service to identify any lessons learned and help to inform actions to address these, In addition, the use of a standardised response form provides a robust account in the event of future scrutiny or challenges of cases.

Responses were sought from the Health Board as well as the Local Authority Safeguarding Teams.





SBAR.docx

The Adult Safeguarding Team are pleased to welcome a new member to the Team with Charlotte Holyoak taking up the position of Support Safeguarding Practitioner.

## **Looked After Children**

- **Risks**

The risk continues for the service due to cost pressure to the Looked After Children (LAC) service budget to meet the needs of unaccompanied asylum seeking children placed under the National Transfer Scheme. Currently of the 30 placed only one is living within the Hywel Dda Footprint. The service are incurring costs due to commissioning health assessments in the areas where the UASC have been placed.

## **Safeguarding Children**

- **Child Protection Rapid Review**

Further to the UHB participation in the review with Pembrokeshire Local Authority, an action plan has been developed to take forward the learning identified for health professionals.

- **Update**

The Named Nurse and Lead Safeguarding Children post has been appointed to. The new post holder will commence around late summer and key stakeholders will be asked to meet with her as part of her induction.

## **VAWDASV**

- **Risks**

We have risk on the service risk register for to the fragility of the resource in the UHB to manage DINs and MARAC meetings This is caused by an increase in activity as a result of the pandemic and gaps in sustainable capacity in the corporate safeguarding practitioner resource and safeguarding administration team to manage domestic incident notifications via the Criminal Justice System (CJSM) and share that information and flag UHB systems in high risk cases.

- **Update**

The new Domestic Abuse Support Officer Donna Walters has commenced in post.

## **Once for Wales Management System**

Further to the national team seeking to resolve some outstanding issues which have been impacting on commencement of the pilot of the NHS Wales report form, we are in the early stages of testing a work around. It is anticipated the pilot of the report form within the Mid and West Wales

Performance Management Report 1/1/23 – 31/3/23

region will commence in the near future. Further details will be shared when internal testing has taken place.

**Mandy Nichols-Davies**  
**Head of Safeguarding**

## **SECTION 13: S-CAMHS:**

### **S-CAMHS Update Report for CYSUR**

In line with the Welsh Government document “Admission Guidance”, HDUHB has in place a robust Admission Policy/Pathway outlining the process for admitting any young person into an Adult Mental Health Ward. The Guidance stipulates that the Health Board must have a designated Unit and within HDUHB this is Morlais Ward on the Glangwili Hospital campus.

A new Protocol has been approved to meet this statutory requirement which will ensure compliance against Welsh Government expectations.

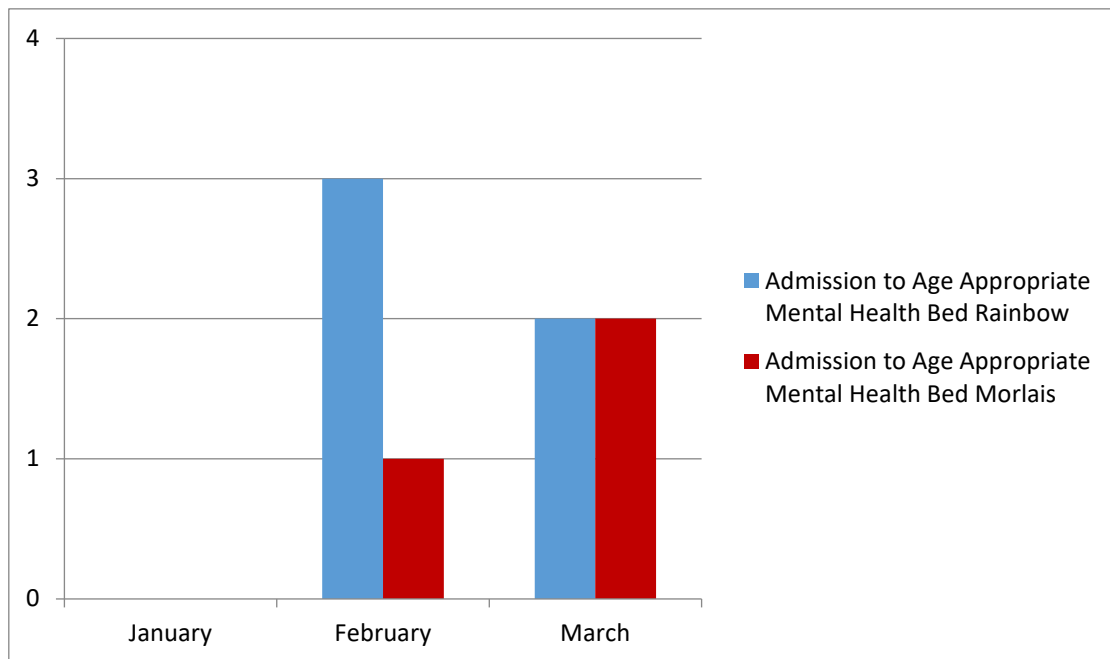
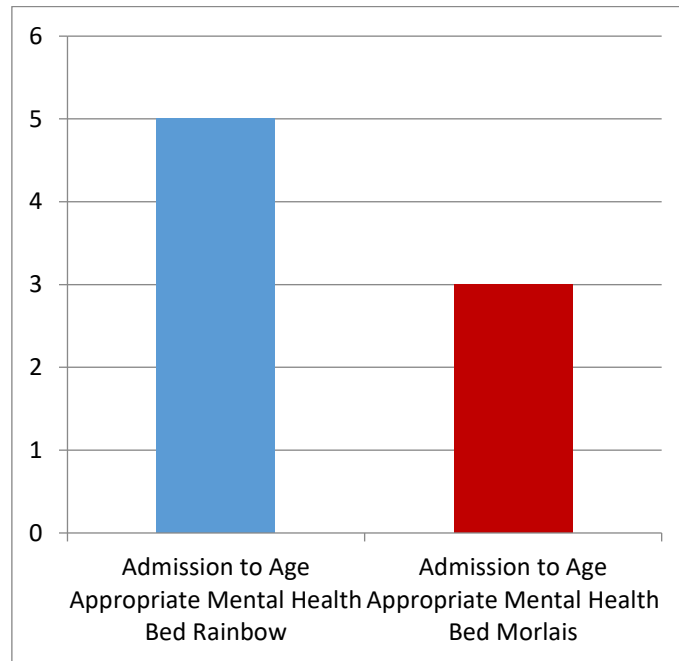
Admission to an adult mental health ward can be a frightening experience and every attempt is made to consider the least restrictive alternative for admission. In the majority of cases a young person is admitted to the designated unit on Cilgerran Ward supported by staff from the mental health unit.

In line with the guidance, the staff have received additional training in safeguarding young people and in addition the staff on Morlais ward have all undertaken the following:

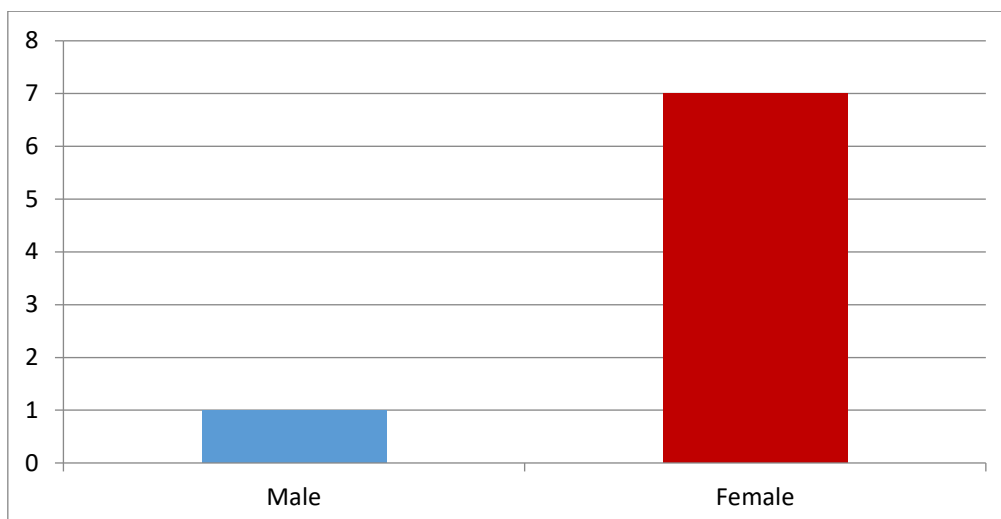
- Safeguarding Children Level 3 Training
- Have a valid Enhanced DBS in place
- Undertaken specific training on the emotional and mental health needs of children and young people
- Training on the Mental Health Act and Social Services and Wellbeing (Wales) Act 2014

All admissions to the mental health bed must be reported, initially internally as a DATIX, and followed by a Serious Untoward Incident report to the Delivery Unit in line with the Welsh Government’s Admission Guidance Document.

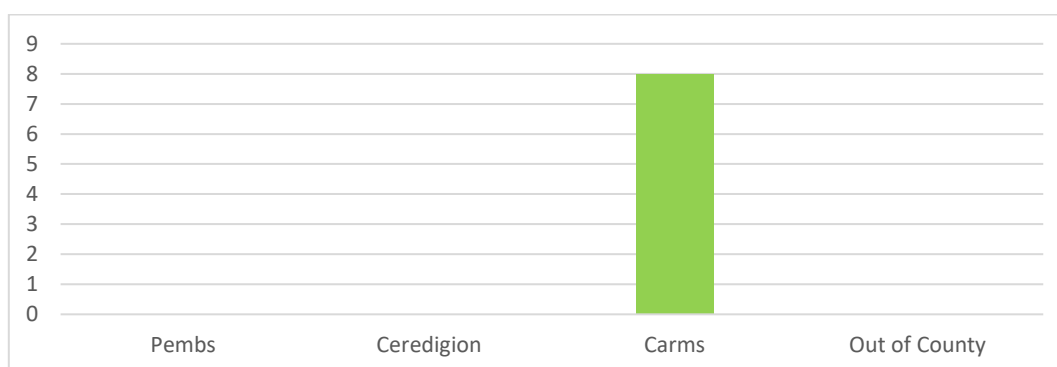
**Q4 Admissions to the age appropriate bed on the Rainbow bed and Morlais Adult Mental Health Ward Glangwili Hospital site:**



#### Q4 Admission to Age Appropriate Mental Health Bed Rainbow / Morlais Bed by gender:



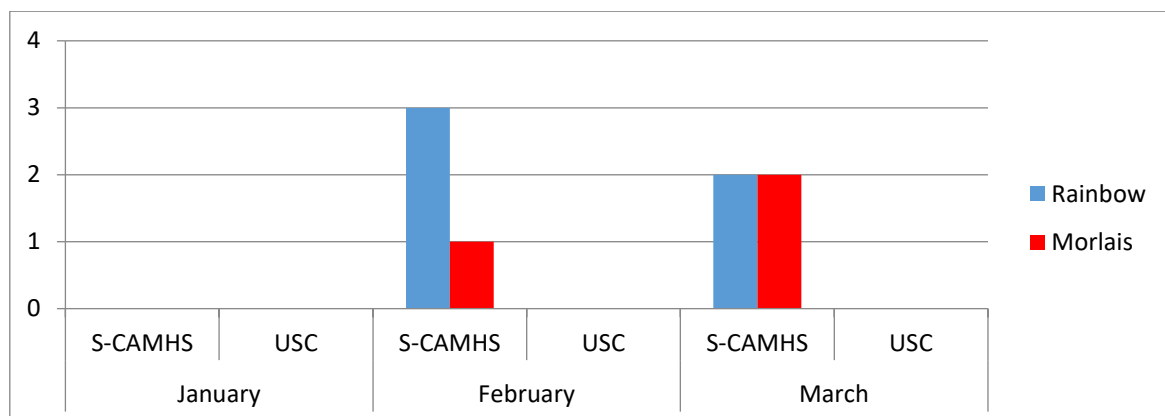
#### Q4 Admissions to Rainbow / Morlais Bed according to Locality:



#### Admissions to Paediatric Age Appropriate Bed (Rainbow Unit, Non reportable)

Specialist CAMHS records for Quarter 4 are outlined above with 8 Admissions in total, with 5 Admissions to the Paediatric bed and 3 Admissions to the Adult Mental Health Ward (Morlais). In February, one YP was admitted to the Paediatric Bed on 2 separate occasions within the same month. During March, one YP was admitted to the Paediatric bed on 2 separate occasions within the same month following the second admission the YP was then transferred to Ty Lidiard.

### Q4 Admissions to Rainbow / Morlais split by admitting team:



### Mental Health Act Status

Quarter 4 under 18 Mental Health Act Activity:

3 x S136

1 x Section 5(2) Detention

### Admission Outcomes

|                | Discharged Home | Onward Admission                 | Remains on Ward |
|----------------|-----------------|----------------------------------|-----------------|
| <b>Rainbow</b> | 4               | 1 (YP transferred to Ty Lidiard) | 0               |
| <b>Morlais</b> | 3               | 0                                | 0               |

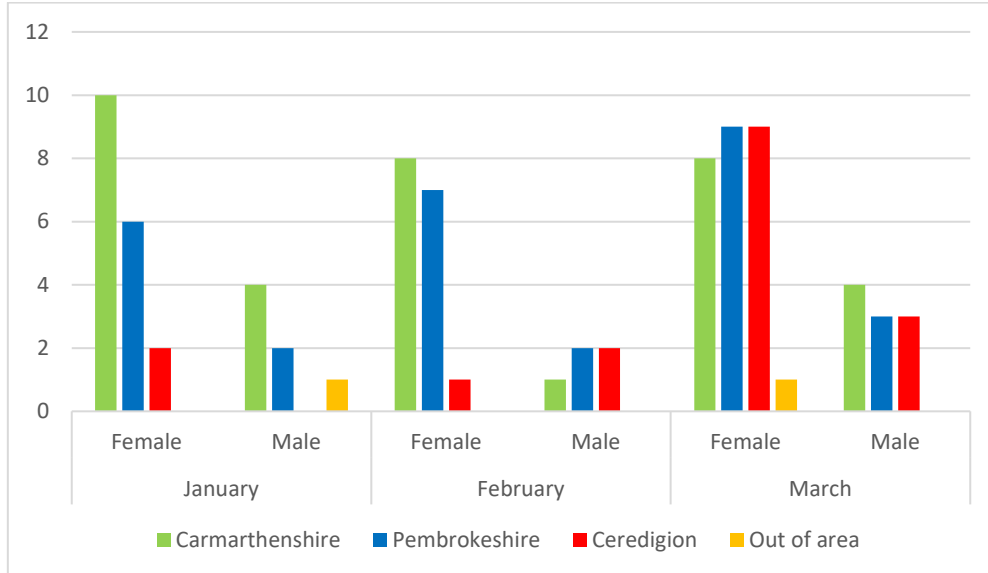
### Admissions relating to Self-Harm

Within HDUHB there are robust systems in place for S-CAMHS to provide a mental health assessment, following referral from the Paediatric ward where any young person is admitted following an episode of self harm. The reason for admission is generally following an overdose but, on occasions, it can be following deliberate cutting or an attempted hanging.

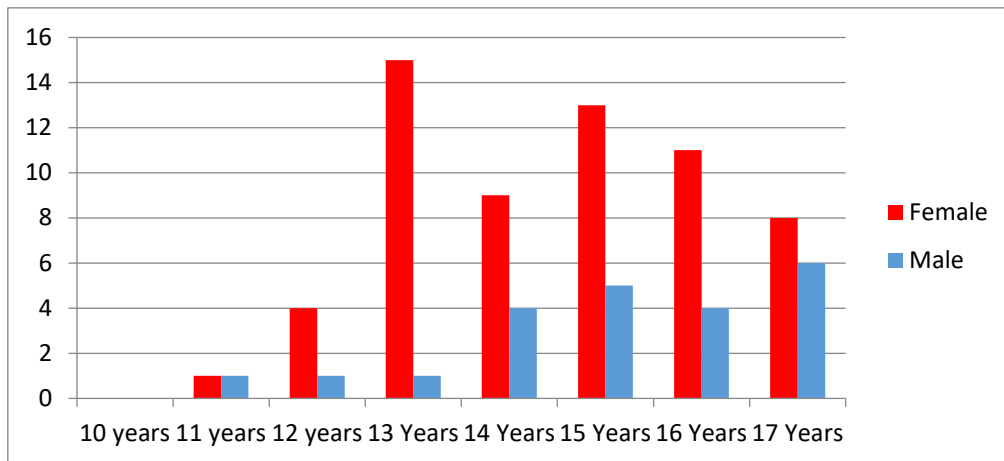
All overdose/self harm admissions receive a follow up appointment within three working days to monitor risk and provide support. There is a robust Pathway in place along with Guidance for admission of all young people who present following self harm in order that a comprehensive mental health assessment and risk management plan can be agreed. Where appropriate, referral to the Safeguarding team and/or Social Services may be considered.

The following table details the numbers of admissions following Deliberate Self Harm (DSH) Quarter 4 2022/2023 for the 3 Local Authority Areas:

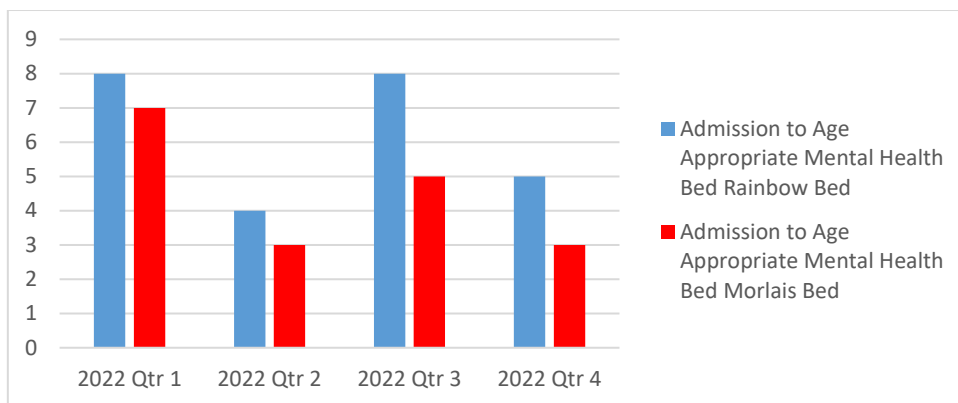
**Q4 Self-harm / Overdose Admission Statistics split by gender and locality:**



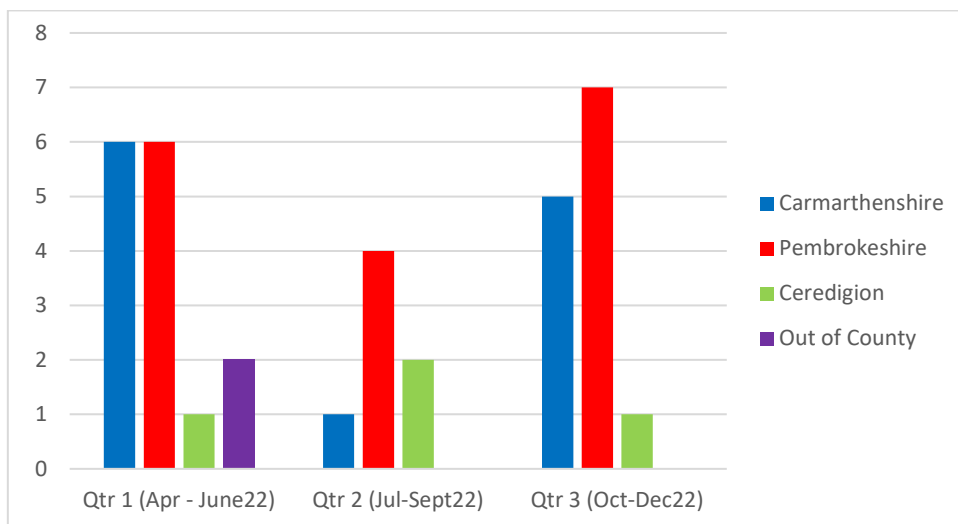
**Q4 Self-harm / Overdose Admission Statistics split by gender and age profile:**



### Comparison Data (last 12 months) - Age Appropriate Bed



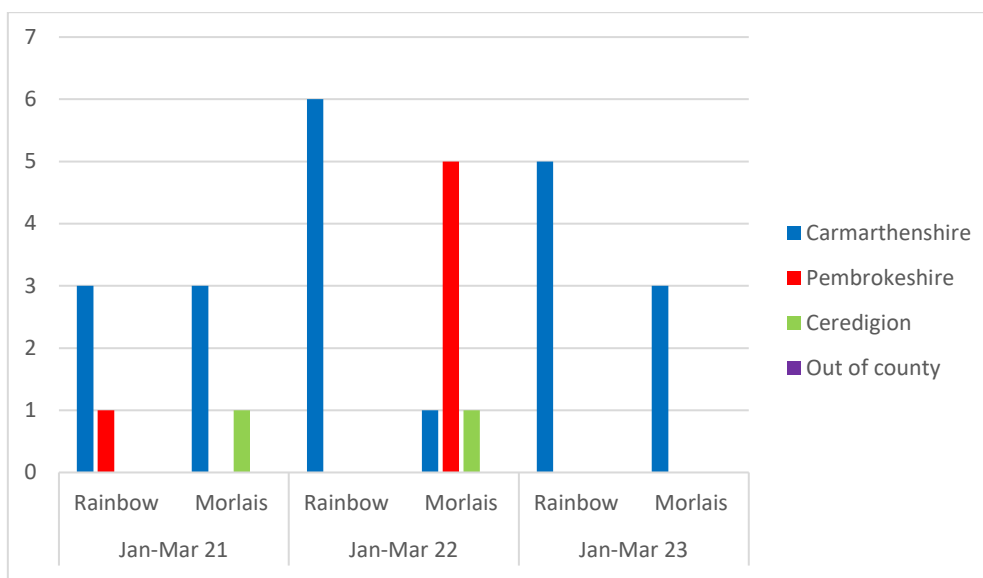
### Admission Trend comparison by locality (last 12 months)



### Annual Admission Comparison by locality

The following graph compares the numbers of admissions for Quarter 4 2022/2023 against the number of admissions for the same quarter of 2021/2022 and 2021/2020, further defined by locality.





### Advocacy

In line with the Mental Health (Wales) Measure 2012, Health Boards are expected to ensure that access to Advocacy Services is in place, as per Part 4 of the Measure, for any individual admitted into hospital. All young people admitted to Morlais Ward are asked on admission if they would like access to an Independent Mental Health Advocate. The expected performance target is that 100% of clients are offered this and this information is recorded and reported via our Information Analyst.

On Cilgerran Ward, information is provided to young people on admission on the availability of access to the Advocacy Service. However, the above performance standard is not applicable therefore data is not routinely collated.

Angela Lodwick Assistant Director, MH&LD – Jan-Mar 2023

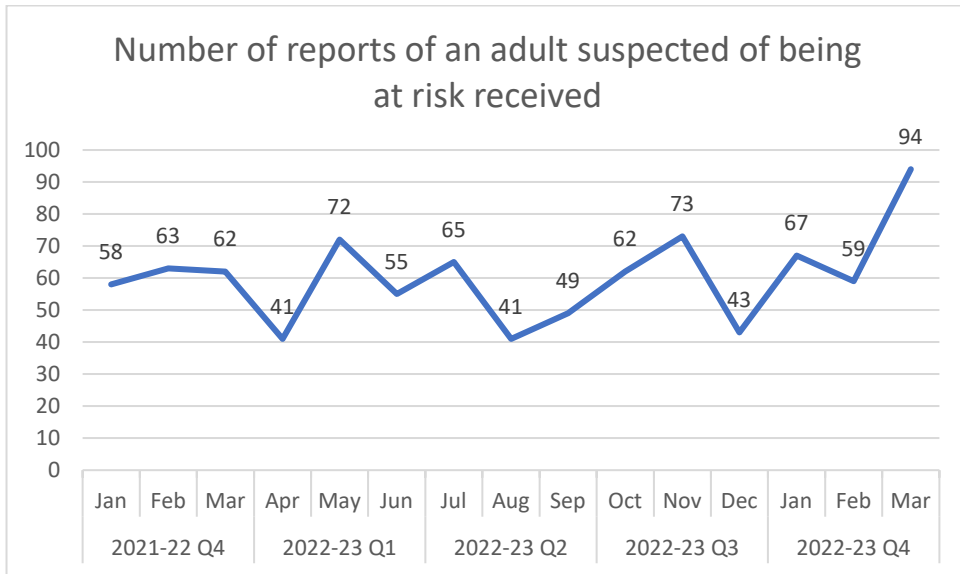
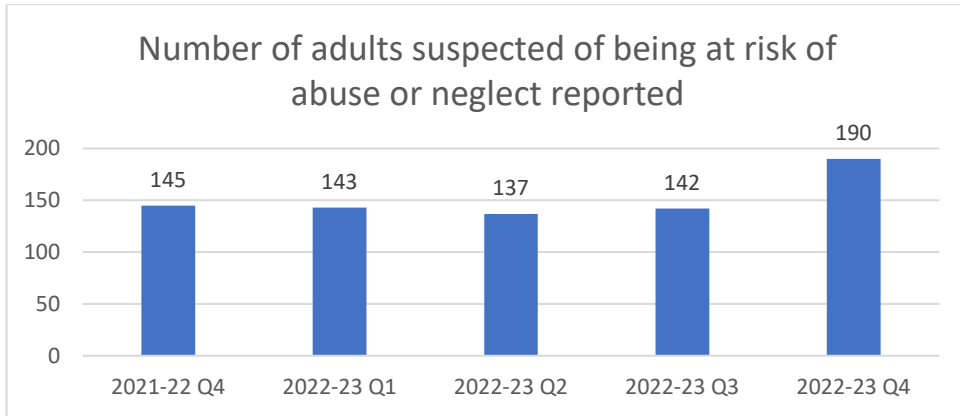
**CEREDIGION**  
**CWMPAS LOCAL OPERATIONAL GROUP**

**Performance Management Report – Safeguarding Adults**

**Quarter: 4**

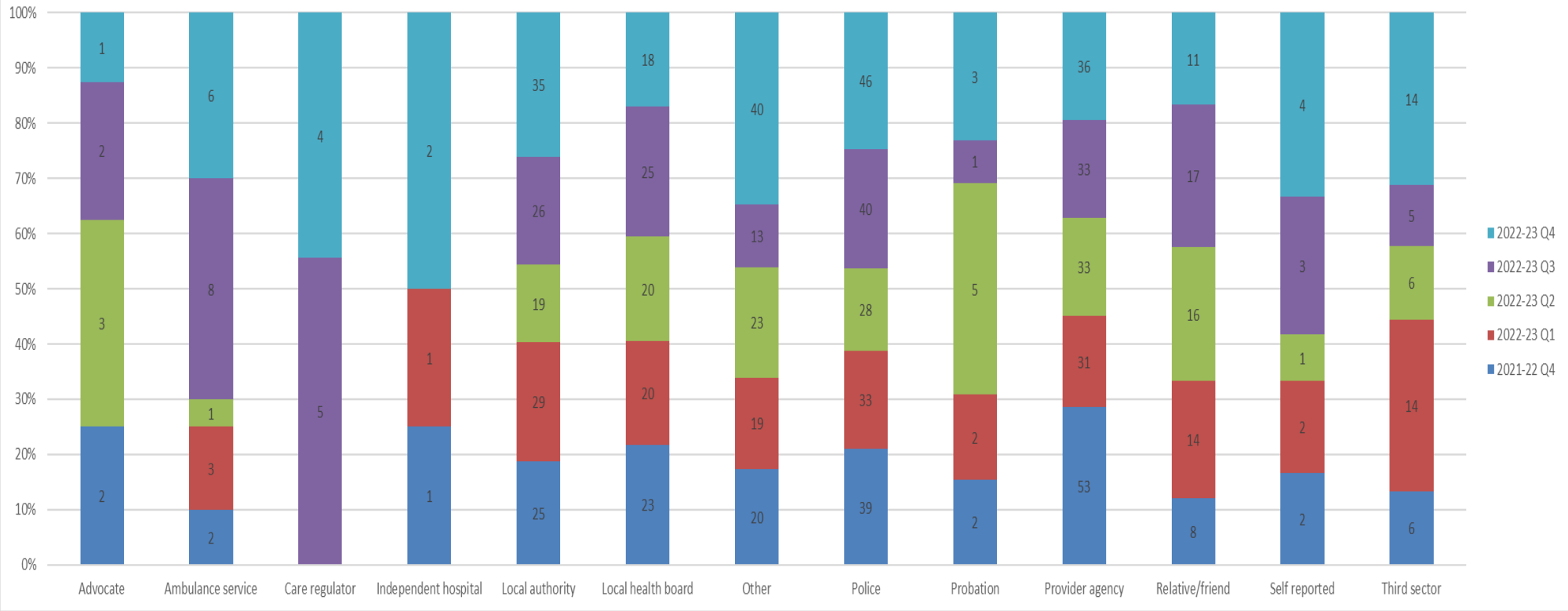
**1/1/23 – 31/3/23**

Quarter 4 Overview



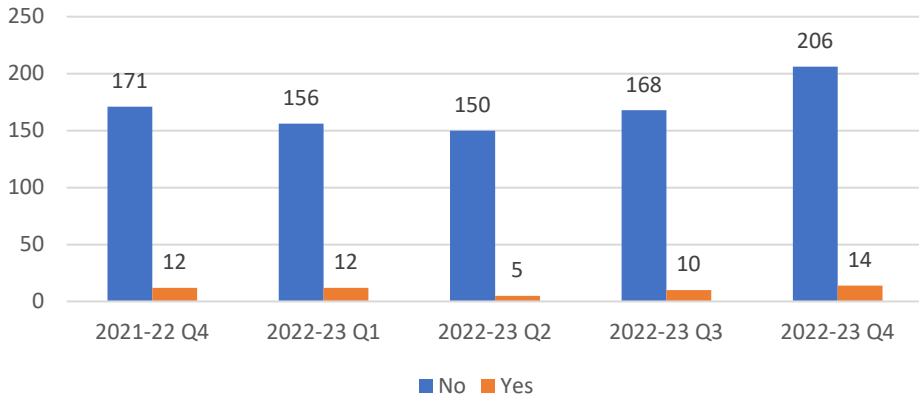
| Row Labels         | Count of Assessment Id |
|--------------------|------------------------|
| <b>2021-22 Q4</b>  | <b>183</b>             |
| Jan                | 58                     |
| Feb                | 63                     |
| Mar                | 62                     |
| <b>2022-23 Q1</b>  | <b>168</b>             |
| Apr                | 41                     |
| May                | 72                     |
| Jun                | 55                     |
| <b>2022-23 Q2</b>  | <b>155</b>             |
| Jul                | 65                     |
| Aug                | 41                     |
| Sep                | 49                     |
| <b>2022-23 Q3</b>  | <b>178</b>             |
| Oct                | 62                     |
| Nov                | 73                     |
| Dec                | 43                     |
| <b>2022-23 Q4</b>  | <b>220</b>             |
| Jan                | 67                     |
| Feb                | 59                     |
| Mar                | 94                     |
| <b>Grand Total</b> | <b>904</b>             |

Number of reports of an adult suspected of being at risk received -Source of Report

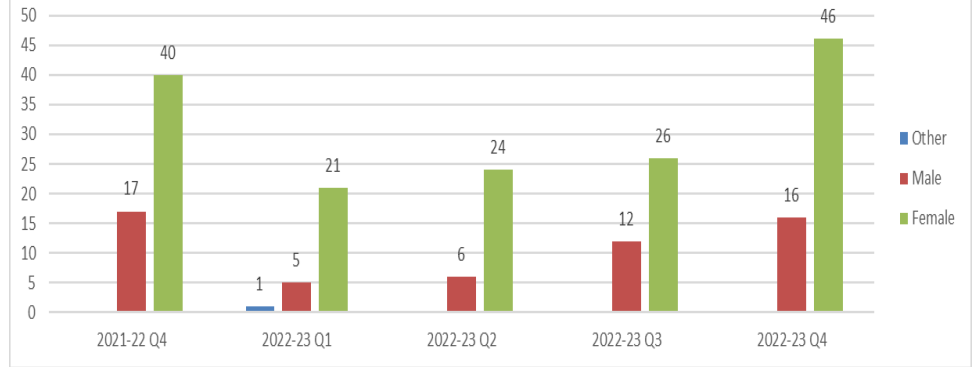


| Count of Assessment Id | Column Labels |            |            |            |            |             |            |
|------------------------|---------------|------------|------------|------------|------------|-------------|------------|
|                        | 2021-22 Q4    | 2022-23 Q1 | 2022-23 Q2 | 2022-23 Q3 | 2022-23 Q4 | Grand Total |            |
| Advocate               | 2             |            | 3          |            | 2          | 1           | 8          |
| Ambulance service      | 2             | 3          | 1          |            | 8          | 6           | 20         |
| Care regulator         |               |            |            |            | 5          | 4           | 9          |
| Independent hospital   | 1             | 1          |            |            |            | 2           | 4          |
| Local authority        | 25            | 29         | 19         |            | 26         | 35          | 134        |
| Local health board     | 23            | 20         | 20         |            | 25         | 18          | 106        |
| Other                  | 20            | 19         | 23         |            | 13         | 40          | 115        |
| Police                 | 39            | 33         | 28         |            | 40         | 46          | 186        |
| Probation              | 2             | 2          | 5          |            | 1          | 3           | 13         |
| Provider agency        | 53            | 31         | 33         |            | 33         | 36          | 186        |
| Relative/friend        | 8             | 14         | 16         |            | 17         | 11          | 66         |
| Self reported          | 2             | 2          | 1          |            | 3          | 4           | 12         |
| Third sector           | 6             | 14         | 6          |            | 5          | 14          | 45         |
| <b>Grand Total</b>     | <b>183</b>    | <b>168</b> | <b>155</b> |            | <b>178</b> | <b>220</b>  | <b>904</b> |

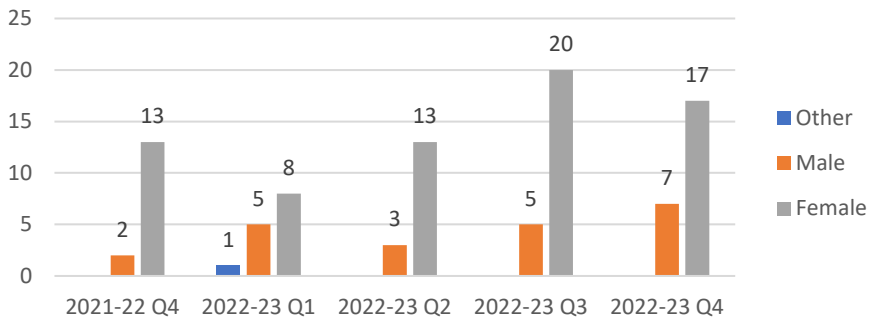
Number of reports of an adult suspected of being at risk received - DA Notifications



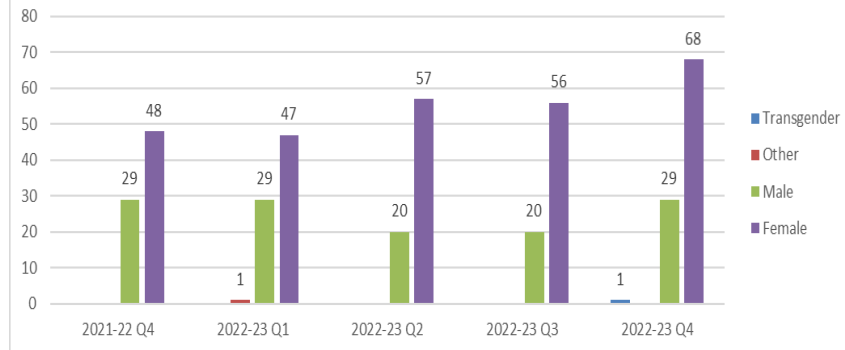
Number of reports of an adult suspected of being at risk received - Physical Abuse

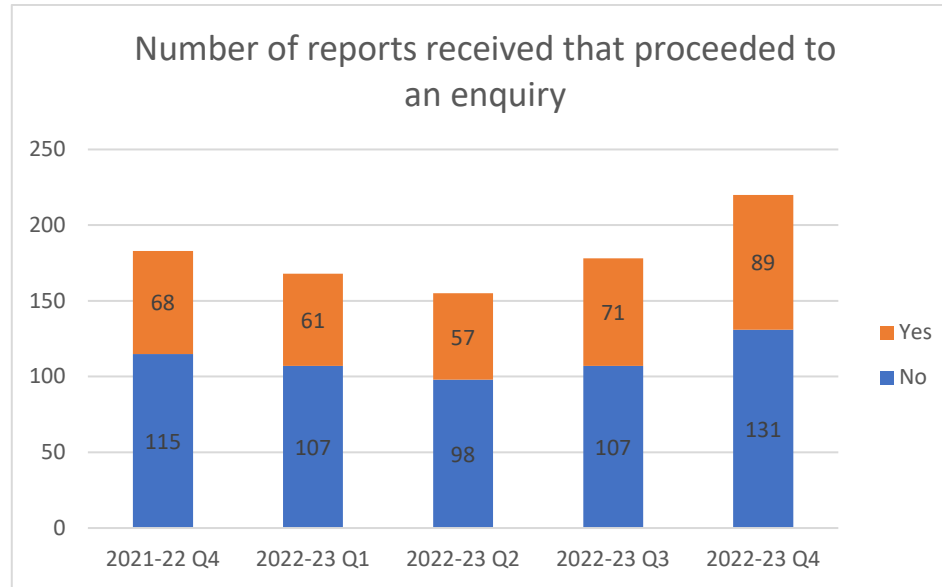
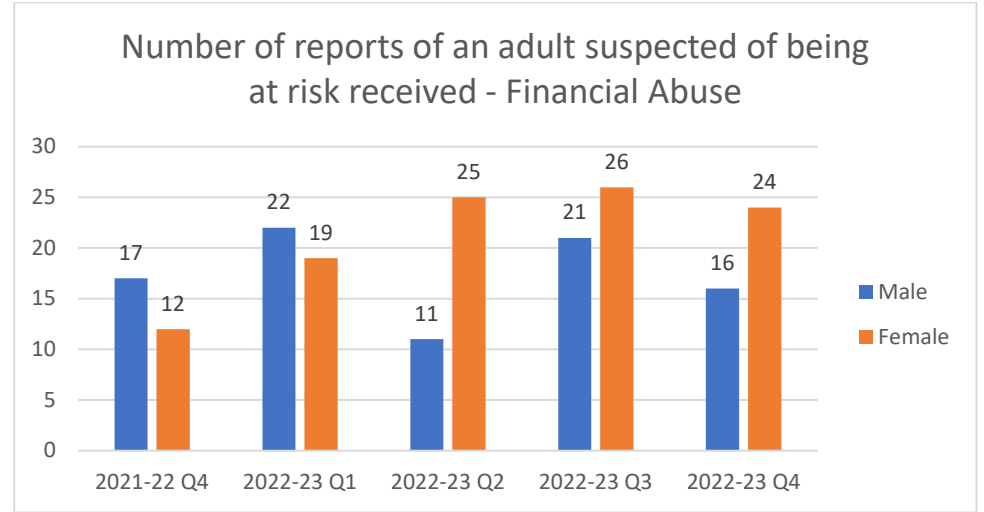
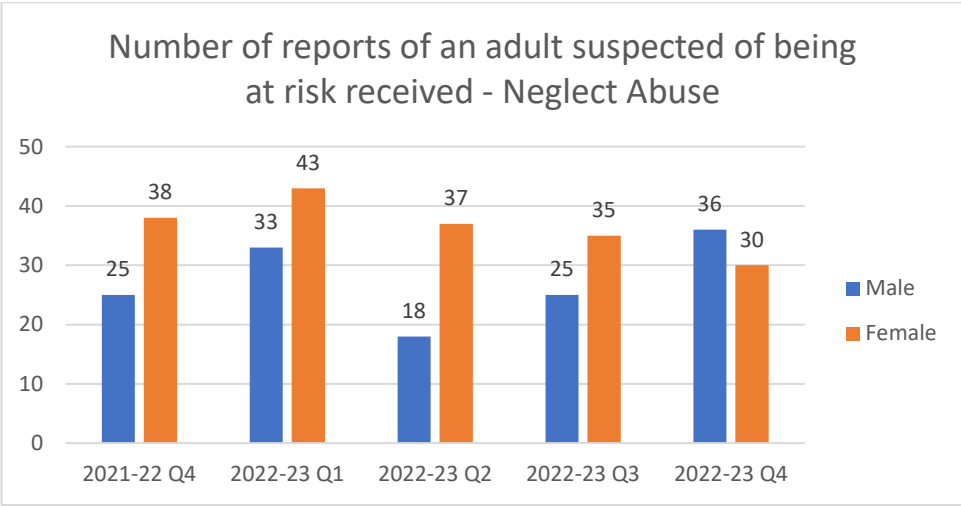


Number of reports of an adult suspected of being at risk received - Sexual Abuse



Number of reports of an adult suspected of being at risk received - Emotional/Psychological Abuse





## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Overview and Scrutiny Co-ordinating Committee in relation to CYSUR/ CWMPAS Combined Local Operational Group Safeguarding Report Quarter 4

**Purpose of the report:** To provide feedback from the Overview and Scrutiny Co-ordinating Committee held on 11 September 2023

### **Background:**

The Overview and Scrutiny Co-ordinating Committee considered the CYSUR/CWMPAS Combined Local Operational Group Safeguarding Report for Quarter 4 at its meeting on 11 September 2023.

The Cabinet Member provided a summary of the key points during this quarter.

### Summary of Key points:

- In Quarter 4, there was a decrease in the number of contacts/reports received regarding children/young people compared to Quarter 3-with there being 1112 contacts/reports received in Q3 compared to 1010 contacts/reports received in Q4.
- However, there was an increase in the overall number of contacts/reports which proceeded to actions needing to be taken under Child Protection Procedures, from 193 in Q3 compared with 200 in Q4.
- The percentage of reports that proceeded to a Strategy Discussion in this quarter, was 19.8% compared to 17.3% in Q3.
- In Q3, 7.3% of reports proceeded to a Section 47 Enquiry compared to 8.4% in Q4, in this quarter. In this quarter, 1.6% of reports received needed to proceed to an Initial Child Protection Conference which was the same percentage that proceeded to conference in Quarter 3.
- The total number of children subject to an Initial Child Protection Conference is Quarter 4 was 23, and this compares to 35 in Q3.
- The total number of children placed on the Child Protection Register in quarter 4 following the Initial Child Protection Conference was 20 compared to 31 in Q3.
- The total number of children removed after Review Child Protection Conferences in this quarter were 15 compared to 28 in Quarter 3.
- The total number of Section 47 enquiries undertaken in this quarter were 85 compared to 81 in Quarter 3. 70 of those enquiries were undertaken jointly with the Police and 25 were undertaken as a Social Services Single Agency.
- The main category of abuse which led to a Section 47 enquiry in quarter 4 was Physical Abuse (32), sexual abuse/exploitation (24), other exploitation (11), neglect (9) and emotional abuse (8). This follows the same pattern experienced in Quarter 3.



- There were 52 children on the Child Protection Register as of the end of this quarter, compared to 49 as at the end of Quarter 3. 22 children were registered under the category of emotional/psychological abuse, in this quarter, 26 under the category of neglect and 4 under the category of both neglect and emotional/psychological abuse.
- The main Risk Factors for the 52 children who were on the Children Protection Register as of the 31/03/2023, were domestic abuse, parental mental health, parental substance/alcohol misuse and parental separation.
- In terms of Adult Safeguarding, there has been a significant increase in the number of adults suspected of being at risk of abuse and/or neglect, with there being 190 adults at risk reported in this quarter compared to 142 in Q3.
- The most reported category of abuse this quarter again was emotional/psychological abuse, with 97 reports of adults at risk where this was the main category of abuse. Neglect was the second main category of reported abuse (66), then physical abuse (62), financial abuse (40), and sexual abuse (24). This follows the pattern from the previous quarter.
- From the reports received, in relation to all categories of abuse, women are the highest reported to be most at risk, by a significant margin. However, in relation to concerns about neglect, there were more males (36) affected by this category of abuse than females (30) which has been very different to previous quarters.
- In Quarter 4, as in Quarter 3, the Police were the highest source of reporting (46).

Officers then answered the questions raised by Committee Members. Following discussions, the following was noted:

- Further to a question regarding the increase in the number of meetings held, it was confirmed that as they are Statutory meetings and therefore must be held. With multiagency involvement this can sometimes prevent escalations and save resources in the long term.

Members agreed to note the contents of the report and the levels of activity with the Local Authority, so that governance of the Local Authority activity and its partner agencies are monitored.

**Councillor Keith Evans**  
***Chairman of the Overview and Scrutiny Co-ordinating Committee***

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## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Porth Cynnal Specialist Services (Children & Adults)  
Independent Reviewing Service Performance  
Management Report Qtr 4 2022/23

**Purpose of the report:** To monitor the progress of Looked After Children through Independent Reviewing Officers scrutiny of their plans and placements during the fourth quarter of 2022/2023.

**For:** Information

**Cabinet Portfolio and Cabinet Member:**

**Councillor Alun Williams, Deputy Leader of the Council and Cabinet Member for Through Age and Wellbeing**

**Introduction**

This report represents the monitoring and quality assurance of Looked After Children who were reviewed during the fourth quarter of 2022/23.

This information contributes to Members fulfilling their roles as Corporate Parents.

The information is based on the monitoring forms completed by the Independent Reviewing Officers (IRO) following each Looked After Children Statutory Review (LAC Review) and is informed by other performance information held by Children Services.

The report includes National and Local standards and targets used to measure outcomes for Looked After Children (LAC) at the time of their statutory review, and includes Welsh Government Performance Indicators (PI's) and Local Performance Targets.

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

During the Review Meeting the IRO considers whether the child/young person who is being reviewed requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was deemed necessary for 7 young people by the IRO in the period

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

## **SUMMARY OF KEY POINTS:**

- At the end of quarter 4, there were 132 children being looked after compared to 122 as at the end of Q3.
- 101 children were reviewed in this quarter compared to 116 in the previous quarter. 94.1% of children were reviewed in the Statutory Timescale.
- 3 children left care in this quarter compared to 8 in Quarter 3. 1 child was adopted in this quarter and 2 young people moved on to supported lodgings or independent living or in to a shared lives placement.
- The placement provision for the children reviewed during this Quarter were that 25 are in Local Authority foster care (in county) and 2 in out of county LA Foster Care Placements, 24 in kinship carer placements (19 in county, 5 out of county), 13 were in Independent Foster Agency placements (3 in county, 10 out of county), 11 children were placed with parents, and 13 were placed in residential care provision outside of the county. 4 children were placed with family, 3 were adopted and 6 were in supported lodgings/independent living.
- 51 children were being cared for under the legal status of a Full Care Order, 28 were under an Interim Care Order, 3 under a placement order and 19 under Section 76.
- Of the children reviewed in this quarter, 98% of children received a statutory visit. This was compared to 83.6% in Quarter 3.
- 46.7% of the care and support plans were recorded as being in place at the first review. The low percentage again this quarter was due to staffing difficulties within the Planned Care Team which prevented the plans being completed on time.
- However, there were 83.3% of children reviewed in this quarter who had a permanency plan in place compared to only 16.7% of children reviewed in quarter 3.
- 100 (99.0%) of reviews identified that the young person's cultural views were met.
- It was recognised at 86 reviews that the young person's religious needs were met; 4 reviews confirmed that the young persons' needs were not meet and for a further 9 reviews it was unknown as to whether the needs had been met.
- An interpreter was needed and provided for 8 reviews where this was needed.
- 8 Children / Young people were Unaccompanied Asylum Seekers, 7 of these children / young people did not have an EU Settlement Scheme (EUSS) in place.
- For children reviewed and their second or subsequent reviews, the permanency plans that were in place were that 24 children were to remain in Long Term Foster Care, 17 children were under twin tracking, 13 children were under kinship/family member care, 9 children were in a placement with a parent and 9 children were in residential care, 6 children were under adoption, 5 were in independent living, 2 were under a Special Guardianship and 1 child was being supported to be rehabilitated back to be with parents.
- The percentage of children (of sufficient understanding) who understand their reason for being looked after was 98.5%.
- The percentage of children of sufficient understanding who were involved in or consulted about their review, was 100%.
- The percentage of children who were made aware of their right for an advocacy service, was 90.9%.
- Number and percentage of Looked After Children of school age who had a Personal Education Plan within 20 school days of entering care or joining a new school during this quarter is 93.7%.
- Number and percentage of Parents consulted by the Social Workers before the review or who attended the review was 100%.

- 30 Pathway Plans were held in this quarter, compared to 17 in Quarter 3. 90.0% Pathway Plan Reviews were held within timescales.
- The percentage of Young Persons with allocated Personal Advisor / Social Worker was 100% during this Quarter.
- The Percentage of Young People Consulted for their Review Meeting during this Quarter was 90%.

**Wellbeing of Future Generations:**

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

No- This report is provided on an ongoing basis and demonstrates the continuing work that is undertaken with Looked after Children in Ceredigion.

**Summary of Integrated Impact Assessment:**

**Long term:**

**Collaboration:**

**Involvement:**

**Prevention:**

**Integration:**

**Recommendation(s):**

**Members to note the contents of the report.**

**Reasons for decision:**

**To ensure that Ceredigion Local Authority and its officers and safeguarding partners are effectively discharging their statutory duties.**

**Overview and Scrutiny:**

Healthier Communities Overview & Scrutiny Committee

**Policy Framework:**

Corporate Strategy

**Corporate Well-being Objectives:**

Enabling individual and family resilience

**Finance and Procurement implications:**

Within core budget

**Legal Implications:**

None

**Staffing implications:**

None

**Property / asset implications:**

None

**Risk(s):**

The report reflects a risk of harm to children and how they are safeguarded.

**Statutory Powers:**

Children Act 1989, Children Act 2004 & Social Services Well-being (Wales) Act 2014

**Background Papers:**

Internal documents only that are held by Specialist Services

**Appendices:**

Appendix A- Independent Reviewing Service Performance Management Report  
Quarter 4 2022/23

**Corporate Lead Officer:**

Audrey Somerton-Edwards, Interim Corporate Lead Officer: Porth Cynnal

**Reporting Officer:**

Elizabeth Upcott, Corporate Manager: Safeguarding

**Date:**

14 June 2023

**Cyngor Sir CEREDIGION County Council**  
**Safeguarding Service**

**Independent Reviewing Service Performance Management Report**

**Quarter 4: 1<sup>st</sup> January 2023 – 31<sup>st</sup> March 2023**



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

| <b>CONTENTS</b>       |   |           |
|-----------------------|---|-----------|
| <b>PAGE:</b>          |   |           |
| <b>SECTION ONE:</b>   | <b>INTRODUCTION</b>                     | <b>3</b>  |
| <b>SECTION TWO:</b>   | <b>CARE PLANNING</b>                    | <b>4</b>  |
| <b>SECTION THREE:</b> | <b>CONSULTATION &amp; PARTICIPATION</b> | <b>21</b> |
| <b>SECTION FOUR:</b>  | <b>ISSUE RESOLUTION PROTOCOL</b>        | <b>24</b> |
| <b>SECTION FIVE:</b>  | <b>EVALUATION</b>                       | <b>24</b> |
| <b>SECTION SIX:</b>   | <b>PATHWAY PLAN</b>                     | <b>25</b> |
| <b>SECTION SEVEN:</b> | <b>REGULAR SHORT BREAK CARE</b>         | <b>27</b> |
| <b>SECTION EIGHT:</b> | <b>SHORT BREAK CARE</b>                 | <b>28</b> |



## **SECTION ONE: INTRODUCTION**

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

## **BENCHMARKING**

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

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

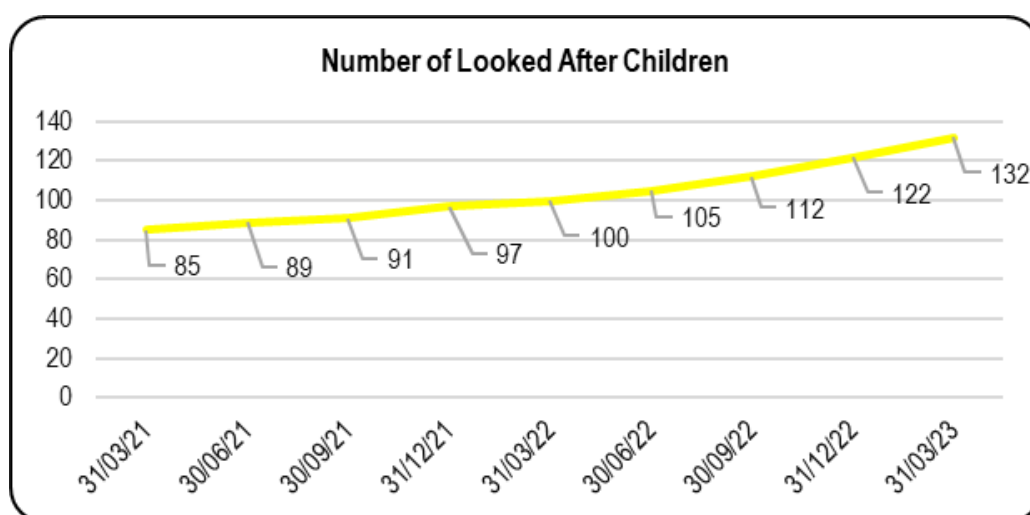
During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was deemed necessary for 7 children/young persons in the period.

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

## SECTION TWO CARE PLANNING

### 1. **Headline Figures for Q4:**

| <b>The following table and chart provide the total number of Looked After Children data at the end of each quarter commencing with the most recent quarter.</b> |     |
|---|-----|
| 31 March 2023   | 132 |
| 31 December 2022  | 122 |
| 30 September 2022   | 112 |
| 30 June 2022  | 105 |
| 31 March 2022   | 100 |
| 31 December 2021  | 97  |
| 30 September 2021   | 91  |
| 30 June 2021  | 89  |
| 31 March 2021   | 85  |



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

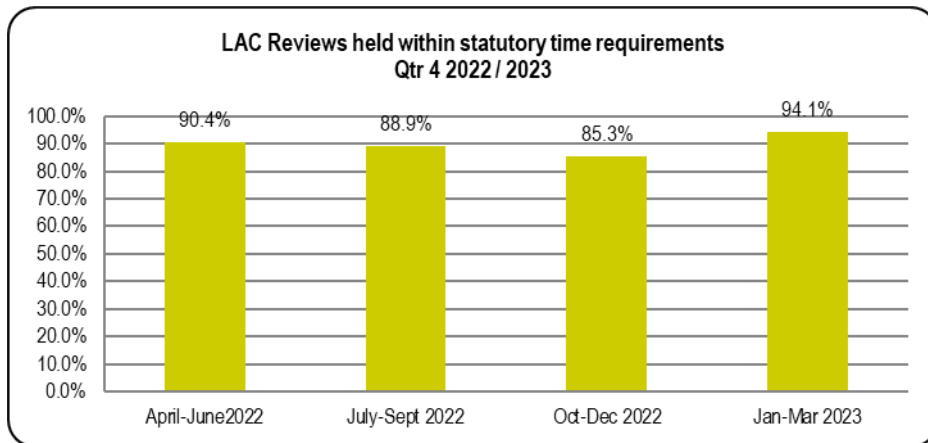
Target Set 100% - Target achieved 94.1%

101 Children were reviewed within the Quarter.

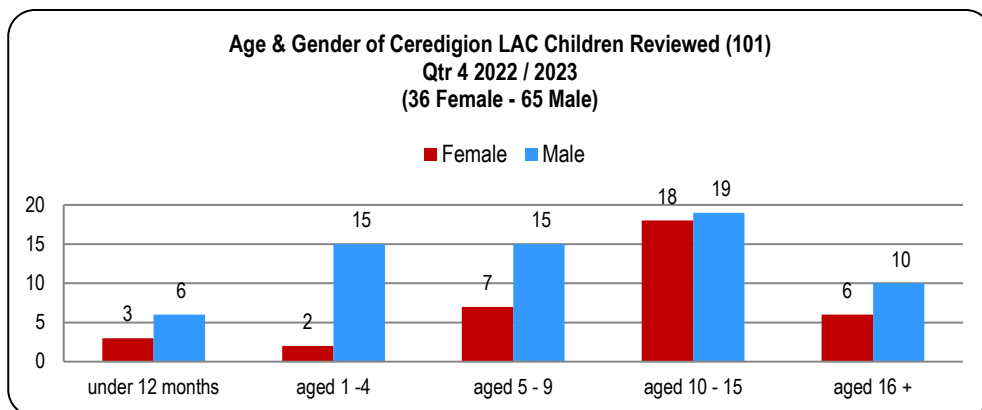
- 95 (94.1%) LAC Review Meetings were undertaken within the statutory requirements.
- 6 (5.9%) LAC Review Meetings were held out of statutory requirements; the reasons recorded were as follows: -
  - 2 Reviews were delayed due to education availability.

- For another 2 reviews the delay was due to Prospective Adopter’s availability.
- A further review was postponed due to Carer and Parent being unwell and for 1 other review due to the young person being unwell.

|  | Jan-Mar 2023 | Oct-Dec 2022 | July-Sept 2022 | April-June 2022 | Jan-Mar 2022 |
|--|--------------|--------------|----------------|-----------------|--------------|
| Number of children reviewed in the quarter | 101          | 116          | 63             | 83              | 61           |
| Number of reviews held in timescale        | 95           | 99           | 56             | 75              | 55           |
| Number of reviews held out of timescales   | 6            | 17           | 7              | 8               | 6            |



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



#### 4. Cultural, Religious and Language Needs

100 (99.0%) review identified that the young person's cultural views were met, 1 review however noted that the needs of the young person had not been met. It was recognised at 86 reviews that the young person's religious needs were met; 4 reviews confirmed that the young persons' needs were not meet and for a further 9 reviews it was unknown as to whether the needs had been met. An interpreter was needed and provided for all 8 reviews.

#### 5 Citizenship

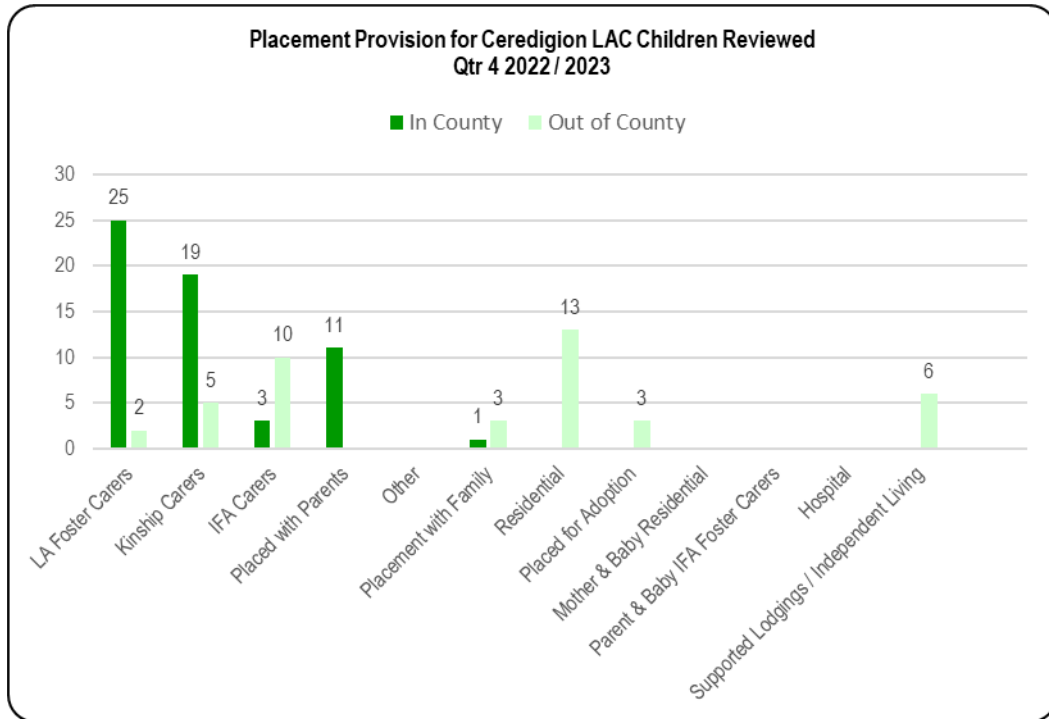
92 Reviews recorded that the child / young person was a UK Citizen, with 9 reviews noting that the child / young person was not a UK Citizen.

8 Children / Young people were Unaccompanied Asylum Seekers, 7 of these children / young people did not have an EU Settlement Scheme (EUSS) in place, it was unknown if the other young person have an EUSS in place.

All 8 reviews recorded that an application had not been made for an EU Settlement Scheme (EUSS) or it was unknown if an application had been made; however all 8 reviews recorded that the young person was being supported in this respect.

#### 6 Nature of the Placement Provision of Children Reviewed in the Quarter:

| Type of Placement                     | In County | Out of County | Total      |
|---------------------------------------|-----------|---------------|------------|
| LA Foster Carers                      | 25        | 2             | 27         |
| Kinship Carers                        | 19        | 5             | 24         |
| IFA Carers                            | 3         | 10            | 13         |
| Placed with Parents                   | 11        |               | 11         |
| Other                                 |           |               |            |
| Placement with Family                 | 1         | 3             | 4          |
| Residential                           |           | 13            | 13         |
| Adoption                              |           | 3             | 3          |
| Mother & Baby Residential             |           |               |            |
| Parent & Baby IFA Foster Carers       |           |               |            |
| Hospital                              |           |               |            |
| Supported Lodgings/Independent Living |           | 6             | 6          |
|                                       | <b>59</b> | <b>42</b>     | <b>101</b> |

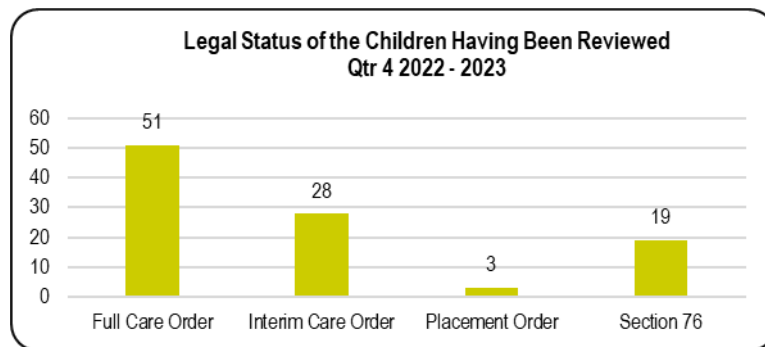


64 Young people reviewed, had been placed with carers who spoke their own language

8 Reviews noted that the young person was an unaccompanied child and placed in a care setting which did not meet their first language needs. There was a translator in the review to enable the young person to participate accordingly.

**7. Legal Status of Children Reviewed in the Quarter:**

| Legal Status of the Children Having Been Reviewed |            |
|---|------------|
| Full Care Order                                   | 51         |
| Interim Care Order                                | 28         |
| Placement Order                                   | 3          |
| Section 76  | 19         |
| <b>Total</b>                                      | <b>101</b> |

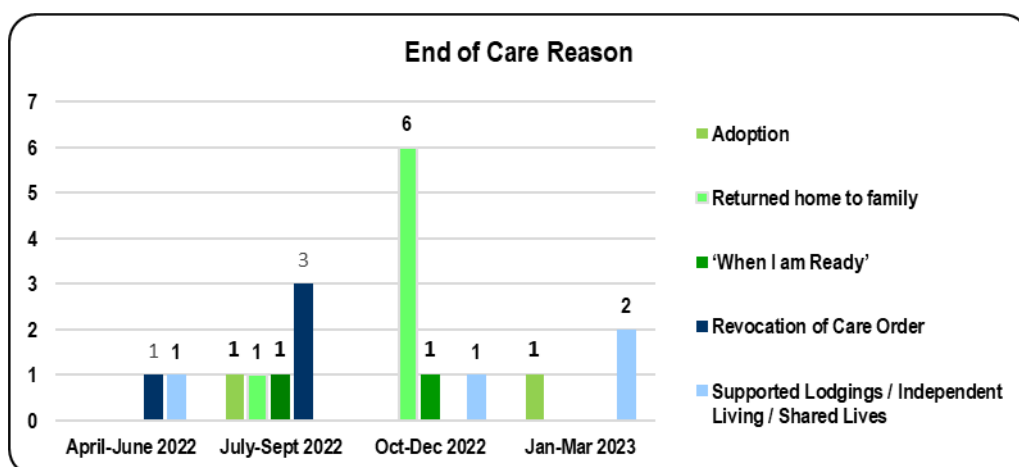


### Delegated Authority

Delegated Authority was confirmed to be in place for 71 children who were reviewed with 11 reviews noting that this was yet to be undertaken. It was unknown at 12 reviews with a further 7 reviews recording that it wasn't applicable for the case.

### 8. Reasons for End of Care of the Children Reviewed

| Period            | Number left care | End of Care Reason |                         |                   |                          |  |
|-------------------|------------------|--------------------|-------------------------|-------------------|--------------------------|--|
|                   |                  | Adoption           | Returned home to family | 'When I am Ready' | Revocation of Care Order | Supported Lodgings / Independent Living/Shared Lives |
| Jan-Mar 2023      | 3                | 1                  | 0                       | 0                 | 0                        | 2  |
| Oct – Dec 2022    | 8                | 0                  | 6                       | 1                 | 0                        | 1  |
| July – Sept 2022  | 6                | 1                  | 1                       | 1                 | 3                        | 0  |
| April – June 2022 | 2                | 0                  | 0                       | 0                 | 1                        | 1  |
| <b>Total</b>      | <b>19</b>        | <b>2</b>           | <b>7</b>                | <b>2</b>          | <b>4</b>                 | <b>4</b>   |



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

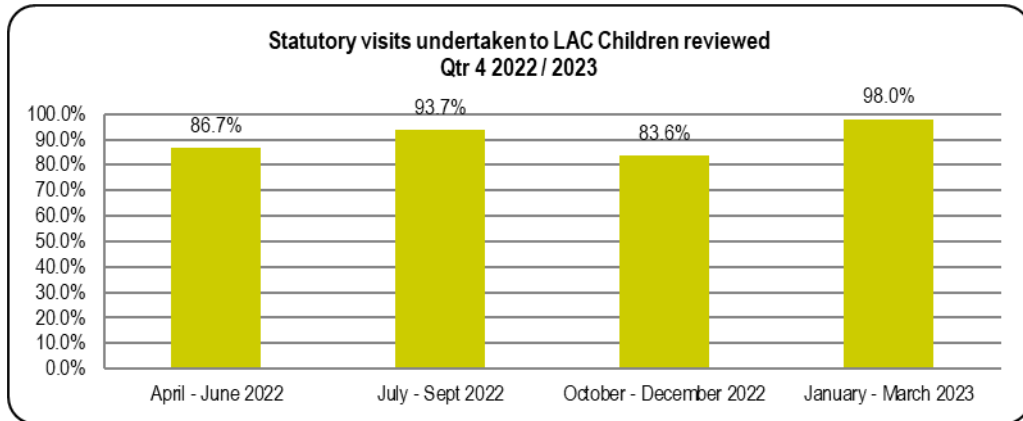
Target Set 100% - Target achieved 100.0%

- 101 (100.0%) LAC Reviews recorded that a qualified Social Worker was allocated and actively involved with the child.

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

Target Set 100% - Target achieved 98.0%

- 99 (98.0%) Looked After Children received Social Worker visits in accordance with the statutory requirements.
- 2 (2.0%) Looked After Children did not receive Social Worker visits in accordance with the statutory requirements.

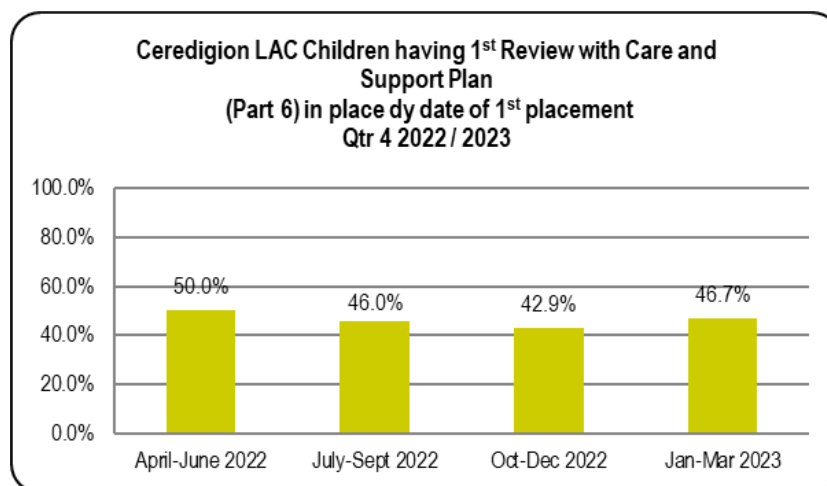


**Comment:**

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

Target Set 100% - Target achieved 46.7%

- There were 15 Children that became Looked After during this quarter; 7 (46.7%) Review meetings recorded that the child / young person had a Care and Support Plan (Part 6) in place by the date of his/her placement. The Care and Support Plan (Part 6) wasn't in place by date of placement for the other 8 children / young persons.



- The IRO identified that updates were required to the Care and Support Plan records (Part 6) of 19 children. It was identified that the updating of the Care and Support Plan was still outstanding for 9 children/young persons.

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

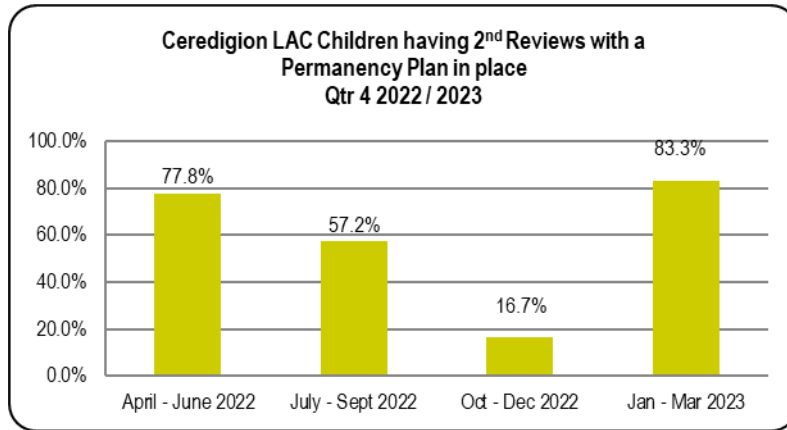
Target Set 100% - Target achieved 83.3%

- There were 18 second reviews during this quarter, 15 reviews (83.3%) recorded that a Permanency Plan had been agreed. This compares to 16.7% in the previous quarter.
- There were concerns recorded by the IRO in 5 (4.9%) reviews in this period regarding the progress of the Placement / Care and Support Plan / Permanency Plan.

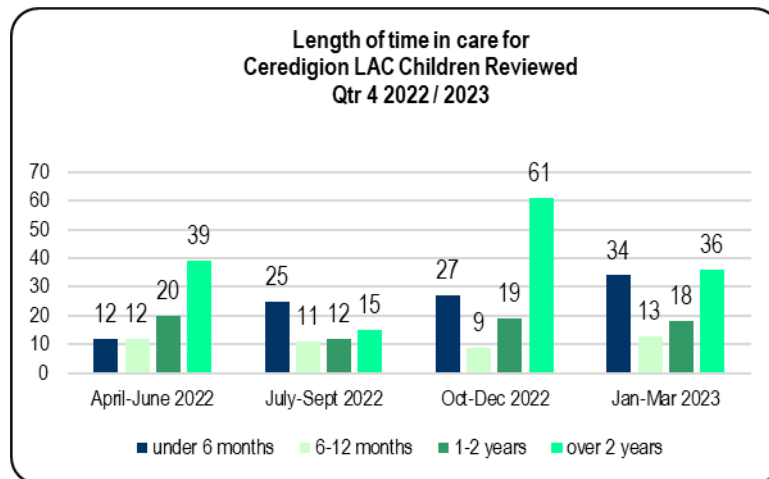
The nature of the concerns were as follows: -

- In 1 review it was noted that an agreed long term plan was required for the young person.
- Delay in the progression of a Special Guardianship Order was recognised as a delay for 1 young person.
- Currently there are ongoing discussion relating to the young person's needs and where those needs would best be met.
- 1 Further young person was reviewed twice in the period and a drift in the Care Plan was identified at both reviews.

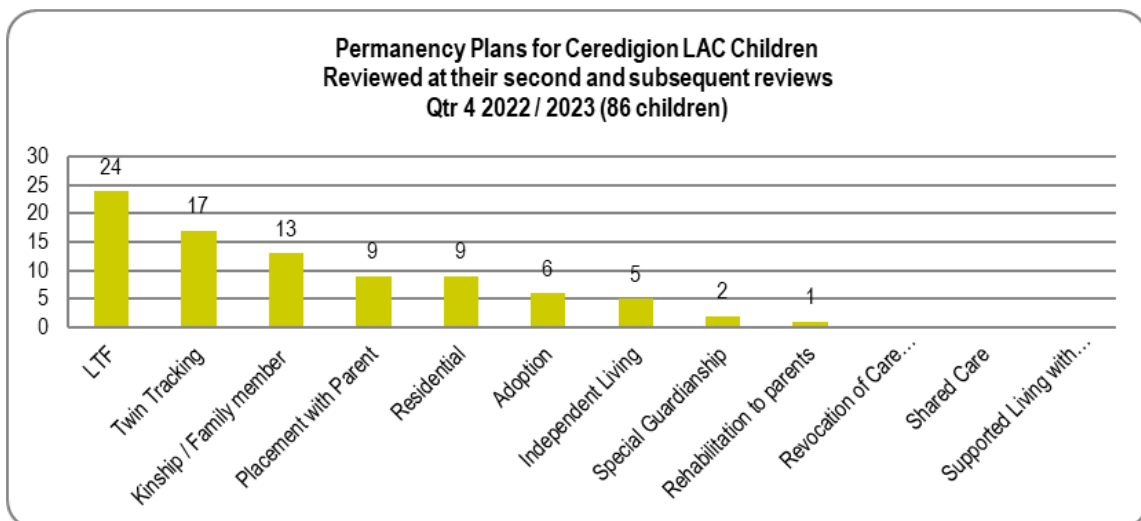




**13. Length of Time in Care:**



**14: Nature of Permanency Plans:**



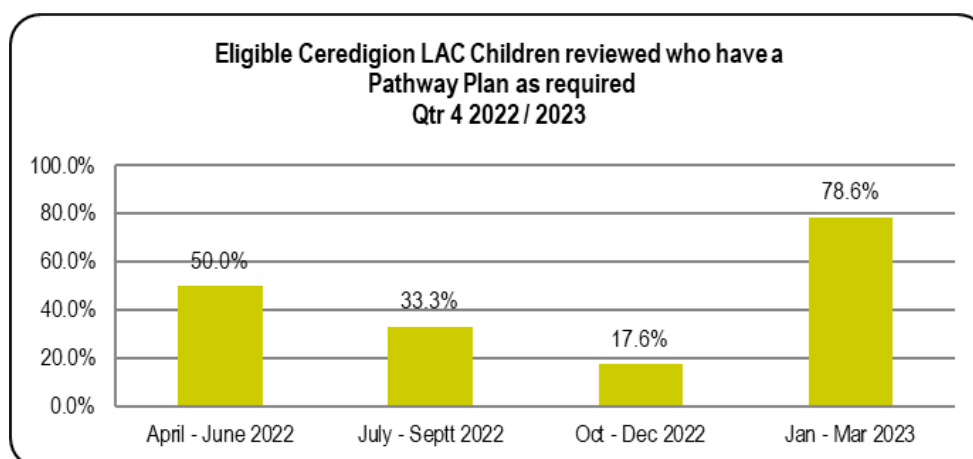
**15. Number and percentage of Looked After Children receiving Short Break Care away from Main Carers**

- 10 (9.9%) LAC Reviews noted that the child / young person was receiving short break care away from their main carer; all of these LAC Reviews reported that the respite placement was meeting the young person's needs.

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

Target set: 100% Target Achieved 78.6%

- 11 (78.6%) Young People's reviews recorded that there was a Pathway Plan in place and were allocated a Personal Advisor.
- 3 (21.4%) Reviews recorded that the young person did not have a Pathway Plan in place.
- 13 of the above reviews noted that the young persons were allocated a Personal Advisor however 1 review recorded that a Personal Advisor was yet to be allocated.



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

Target Set 100% -Target achieved 98.5%

- The data for this performance indicator relates to 66 children / young persons as 35 children / young persons were not considered to be of an appropriate age and level of understanding to comprehend the reasons for being looked after.

- 65 (98.5%) Of this group showed some level of understanding about why they were cared for away from their families, which compares to 95.3% in the previous quarter.
- 1 (1.5%) Review reported that Life Journey work needed to be undertaken with the child / young person to support in understanding the reasons for being looked after.

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

The data for this performance indicator relates to 63 children / young persons as 38 children / young persons were not considered to be of an appropriate age and level of understanding and were therefore not included in the figures.

- 60 (95.2%) of this group showed a level of understanding as to the nature of their Care and Support Plan (part 6).
- 3 (4.8%) Reviews recorded that this needed to be shared with the children / young persons.

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

- 7 (6.9%) LAC Reviews reported that there was a change in a child's/young person's placement during this quarter; this compares to (13.8%) in the previous quarter.

The reasons for the changes in Placement were as follows:

- 1 Young person placed briefly with extended family moved to a short term foster placement pending further assessments.
- There was a step down planned move from a Mother and Baby Foster Placement to living in the community with parent for 1 child.
- A further young person moved from a foster care placement to live with a parent.
- There was a planned move from foster carers to a long-term placement with family for 1 child.
- 1 Young person's Kinship Care placement broke down and moved to live with Foster Carers.
- A further young person moved from a short term foster placement to a long term foster placement.
- Concerns were raised regarding one placement which resulted in the young person moving to a long term residential placement.

3 Children had an unplanned move, it was noted that the Stability Meeting had been held for 1 of these children within 6 weeks of moving placement.

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

Target Set 100% - Target achieved 95.0%

- 96 (95.0%) Placement/care and support plans were recorded as meeting the needs of the children / young people, which compares to 94.8% in the previous quarter.
- 5 (5.0%) Reviews recorded that Placement/care and support plan wasn't meeting the needs of the child / young person. The reasons recorded were: -
  - For 1 young person who was reviewed twice during the quarter, it was identified at both reviews that little work was being undertaken with the young person.
  - 1 Young person was unhappy with the placement and in view of this disengaging with services.
  - Another review for 1 young person identified that the young person had not been registered at college or dentist; whilst for a further 1 young person it was identified that education and dentist provisions weren't in place as well as the placement not recording medication taken by young people and risk assessing.

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

- 4 (4.0%) LAC Reviews identified safeguarding concerns for the young person; it was confirmed that the concerns were being addressed.

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

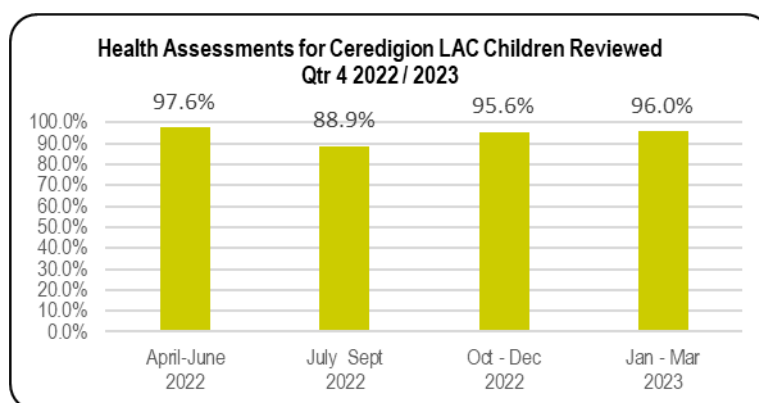
- None of the reviews during the quarter confirmed that the young person's name was included on the Child Protection Register.

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

Target Set 100%- Target achieved 96.0%

- 95 (96.0%) Children/Young People Looked After had an up-to-date health assessment reported at their review, which compares to 95.6% in the previous quarter.
- 4 (4.0%) Children/Young People Looked After did not have an up-to-date health assessment at their review.

- It was recorded at 2 reviews that the young person had refused a health assessment / not engaging; these were therefore taken out of the equation.



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

Target set: 100% Target Achieved 66.7%

**Registered with a dentist**

The data for registering a child / young person with a dentist within 20 days of becoming looked after relates to 18 children / young persons.

- 12 (66.7%) Reviews recorded that the child / young person was registered with a dental practitioner within 20 working days of the start of placement.
- 6 (33.3%) Review noted that the child / young person was yet to be registered with a dental practitioner.

\*\*\*\*\*

**Registered with a dentist**

The data for this performance indicator relates to 86 Children / Young persons as 15 Children / Young persons having a first LAC Review were taken out of the above equation to coincide with National Measure requirements.

- 73 (84.9%) Children and young people were registered with a dentist. This compares to 94.1% in the previous quarter.
- 13 (15.1%) Children and young people needed to be registered with a dentist.

**Comment:**

**25. National Measure 30: Number and percentage of Looked After Children who have had their teeth checked by a dentist within 3 months of becoming Looked After.**

**Seen by a dentist**

The data for being seen by a dentist within 3 months of becoming looked after relates to 12 children.

- 8 (66.7%) Reviews recorded that the child / young person had been seen by a registered dentist within 3 months of becoming LAC.
- 4 (33.3%) Reviews recorded that the child / young person had not been seen by a registered dentist within 3 months of becoming LAC.

**Comment:** 2 Of these young people were placed out of county.

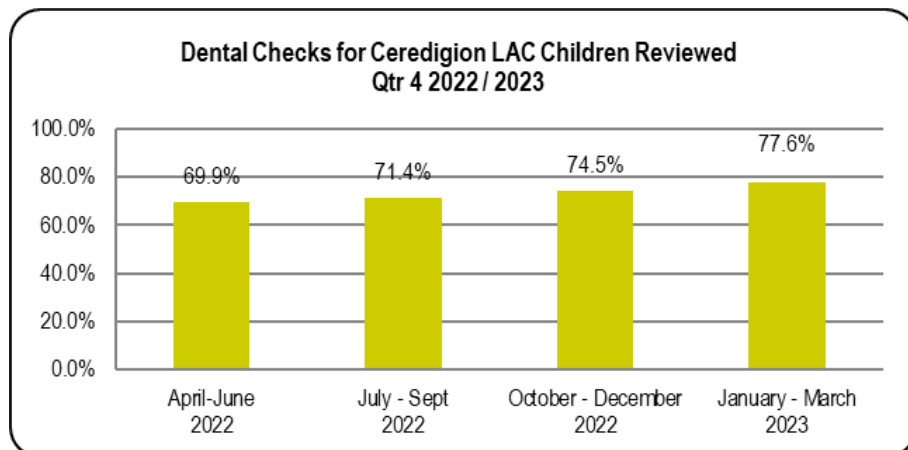
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**Seen by a dentist**

Target Set 90% - Target achieved 77.6%

The data for this performance indicator relates to 76 Children / young persons as 25 Children / Young persons were under 2 years of age and / or having their first LAC Reviews and were taken out of the above equation to coincide with National Measures requirements.

- 59 (77.6%) Children and young people were recorded as having a dental check during the preceding 12 months, which compares to 74.5% in the previous quarter.
- 17 (22.4%) Children and young people were recorded as not having had dental checks.



**26. National Measure 31: Percentage of children looked after who were registered with a GP within 10 working days of the start of their placement**

- 20 (90.9%) Reviews recorded that the child was registered with a provider of general medical services within 10 working days of the start of placement.
- 2 (9.1%) Reviews reported that this action remained outstanding at the time of the review.

**27. Number and percentage of children looked after who were registered with a GP**

Target Set 100% - Target achieved 100.0%

- 101 (100.0%) Children and young people were registered with a GP, which is consistent with the previous quarter.
- 89 (89.9%) Children had their immunisations up to date.
- 10 (10.1%) Children were late in receiving their immunisations. 6 Of these young people are Unaccompanied Asylum-Seeking Children (UASC) and are offered an accelerated programme as there is incomplete previous immunisation history. Further clarity is required for a few young people who did not have immunisations in place.

2 Reviews were taken out of the equation as the parent / young person was refusing immunisation.

**28. Number and percentage of Looked After Children assessed as requiring CAMHS services that are referred and receive an assessment /service.**

Target: 50%

Actual Performance

- 4 (4.0%) LAC Reviews recorded that a child/young person had been referred to CAMHS, it was confirmed at all 4 Reviews that the referral had been accepted for the child/young person.
- 87 (86.1%) LAC Reviews recorded that children/young people's mental/emotional health had been considered during the Health Assessment and/or during discussions in the meeting.
- 14 (13.9%) Reviews recorded that the mental health issues had not been considered.

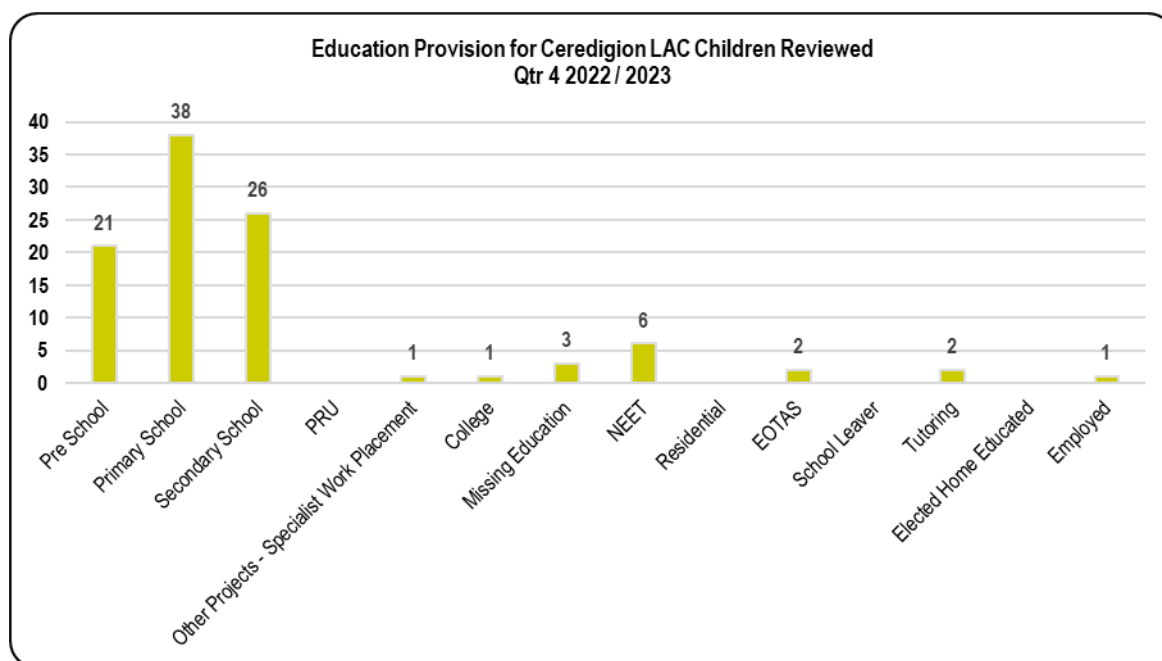
\*\*\*\*

- 13 (12.9%) LAC Reviews identified that the young person had a current mental health problem.
- Behavioural issues were identified for 17 children / young people during this period.

## 29. Nature of Education Provision:

During this quarter the children and young people reviewed were in the following educational provision.

| Education Provision                      |            |
|--|------------|
| Pre-school children                      | 21         |
| Primary school pupils                    | 38         |
| Secondary school pupil                   | 26         |
| PRU                                      |            |
| Other Projects-Specialist Work Placement | 1          |
| College                                  | 1          |
| Missing Education                        | 3          |
| NEET                                     | 6          |
| EOTAS                                    | 2          |
| Residential                              |            |
| School Leaver                            |            |
| Tutoring                                 | 2          |
| Elected Home Educated                    |            |
| Employed                                 | 1          |
| <b>Total</b>                             | <b>101</b> |





**30. Number and percentage of Looked After Children of school age who had a Personal Education Plan within 20 school days of entering care or joining a new school.**

Target Set 70% - Target achieved 93.7%

The data for this performance indicator relates to 63 children / young persons who were of compulsory school age and therefore eligible for a Personal Education Plan.

- 59 (93.7%) Children and young people of statutory school age had an up-to-date Personal Education Plan.
  - 9 (75.0%) Reviews recorded that the PEP had been completed within 20 school days of becoming Looked After or 20 school days of a change in school as required.
  - 50 (98.0%) Reviews recorded that the young person had an up-to-date Personal Education Plan.
  - 4 (6.3%) Reviews recorded that the PEP had not been completed within timescales; one review identified that a PEP was subsequently completed. The other 3 reviews (2 children as 1 child was reviewed 2) noted that the PEP was yet to be completed.

\*\*\*

- 11 (17.5%) Children and young people attending school/college were identified as having a recognised highest additional learning need.

\*\*\*

- 25 (39.7%) Reviews deemed that the children / young persons attending school/college needed additional support educationally. All 25 (100.0%) Reviews recorded that the young people were receiving support.

\*\*\*

- 9 (69.2%) Reviews identified that the educational provision had been put in place at the start of the placement
- 4 (30.8%) Reviews recorded that the educational provision was not in place at start of placement.

\*\*\*

- 4 (6.3%) Review identified that there had been a period whereby the child / young person had been out of education awaiting a school placement

**31. National Measure 32: Percentage of Looked After Children who have changed schools and outside of transitional arrangements**

Target Set 0% - Target achieved 0.0%

- 0 (0.0%) Reviews recorded a change of school which was not transitional, which compares to 9.5% in the previous quarter.

**32. Number and percentage of Looked After Children who were excluded from school**

Target Set 12% fixed term exclusion –Target achieved 3.2%

Target Set 1% permanent exclusion – Target achieved 0.0%

- 2 (3.2%) Review reported that the young person had been excluded on a fixed term basis during the review period. This compares to 0.0% in the previous quarter.
- 0 (0.0%) Reviews reported that the young person had been excluded from school permanently, which is consistent with the previous quarter.

There were exclusions during this quarter: -  
10 sessions, total of 5 days

## SECTION THREE

### CONSULTATION AND PARTICIPATION

#### 1. **Local Performance Indicator: Number and percentage of Looked After Children of age and understanding consulted by the Social Worker or attended their review**

Target Set 100% – Target achieved 100.0%

The data for this performance indicator relates to 72 reviews as 29 reviews recorded that the children / young persons were not of an age and level of understanding to be included in the consultation process although 2 of these children / young people were present at their review.

- All 72 (100.0%) Reviews recorded that consultation had taken place

##### Breakdown of consultation

30 Children / young people attended their review via Teams.

42 Children / young people completed consultation papers spoke with IRO or/and had their views represented by professionals, parents, carers or advocates.

- The IRO had direct contact with 18 children / young persons during the review period outside of the review meeting.

#### 2. **Local Performance Indicator: Number and percentage of Children who were aware of their right for an Advocacy Service / Independent Visitor Scheme**

Target Set 100% - Target achieved 90.9%

The data for this performance indicator relates to 66 reviews as 35 reviews recorded that the children / young people reviewed were not of an age and understanding to be informed about their right for Advocacy / Independent Visitor Scheme and were therefore taken out of the equation.

- 60 (90.9%) Children / young persons were informed of their right for an Advocacy / Independent Visitor Scheme.

### 3 **Local Performance Indicator: Number and percentage of Children informed about the Complaints Procedure**

Target Set 100% - Target achieved 95.1%

The data for this performance indicator relates to 61 reviews as 40 reviews recorded that the children / young people were not of the age / level of understanding and were therefore taken out of this equation.

- 58 (95.1%) Children / young people knew about the complaints process, which compares to 97.3% in the previous quarter.
- 3 (4.9%) Reviews recorded that the IRO was unclear if the child / young person knew about the complaints process.

### 4 **Local Performance Indicator: Number and percentage of Parents consulted by the Social Worker before the review or who attended the review**

Target Set 80% - Target achieved 100.0%

The data for this performance indicator relates to 89 reviews as 12 reviews recorded that the parents were not involved in the statutory review process and these were therefore taken out of the above equation.

- All 89 (100.0%) Parents completed consultation papers or met with / spoke with the IRO prior and / or after the review or / and attended the review themselves or / and had their views represented by a professional.

#### Breakdown of consultation

Consultation Papers were sent to all 89 reviews.

54 Reviews confirmed that the parents were present; or spoke to the IRO by phone prior and/or after the review.

### 5 **Local Performance Indicator: Number and percentage of Foster Carers consulted by the social worker or attends the Child's Review**

Target Set 100% - Target achieved 100.0%

The data for this performance indicator relates to 90 reviews as 11 reviews recorded that the child was placed with a parent or living independently, these reviews were therefore taken out of the equation.

- 90 (100.0%) Foster Carers completed consultation papers or / and attended the reviews during this period.

**6 Local Performance Indicator: Number and percentage of Health Representative attending the Review or Sending a Report**

Target Set 100% - Target achieved 91.1%

- 92 (91.1%) Reviews confirmed that information regarding health was available for the meeting.
- 9 (8.9%) Reviews reported that there was no health information at the meeting.

**Comment:** When young people live out of county, it is more difficult to have the health professionals to attend

**7. Local Performance Indicator: Number and percentage of a School Representatives attending a Review or Sending a Report**

Target Set 100% - Target achieved 94.2%

- 65 (94.2%) LAC Reviews had a school representative attend or provided a written report, which compares to 93.7% in the previous quarter.

**Comment:** When children live out of county, it is more difficult to have the health professional to attend

**8. Local performance Indicator: Number and percentage of LAC Review Documents completed by the Social Worker prior to the review**

Target Set 100% - Target achieved 54.5%

- 55 (54.5%) LAC Reviews confirmed that the LAC Review document had been completed by the Social Worker prior to the review, this compares to 69.8% in the previous quarter.
- 46 (45.5%) LAC Reviews confirmed that the LAC Review document had not been completed by the Social Worker prior to the review.

**Comment:**

**SECTION FOUR:  
ISSUE RESOLUTION PROTOCOL**

The Issue Resolution Protocol was not initiated during this period for any child by the IRO.

7 Mid-Point reviews took place during this period and where needed IRO were bringing reviews forward when there were concerns.

**SECTION FIVE**

**EVALUATION**

This information was unavailable for this quarter

## SECTION SIX

### PATHWAY PLANNING

#### For over 16 years old and not LAC / over 18 year old care leavers

30 Pathway Plan Reviews were held during the quarter.

- 1 Performance Indicator: Percentage of Pathway Plan Review held within timescales**

  - 27 (90.0%) Pathway Plan Reviews were held within timescales, which compares to 70.6% in the previous quarter.
  - 3 (10.0%) Pathway Plan Reviews were held out of timescales. The reasons recorded were as follows: -
    - 1 Review was rearranged due to young person's availability.
    - 2 Further reviews were delayed due to IRO / PA's availability.
  
- 2 Performance Indicator: Percentage of Young Persons with allocated Personal Advisor / Social Worker**

  - It was identified at all 30 (100%) reviews that all the young persons had an allocated Social Worker or/and Personal Advisor.
  
- 3 Performance Indicator: Percentage of Pathway Plan Review Record Completed for the Meeting**

  - The Review Record had been completed for 21 (70.0%) Pathway Plan Reviews, which compares to 76.5% in the previous quarter.
  - 9 (30.0%) Reviews reported that the Review Record had not been completed at the time of the review.
  
- 4 Performance indicator: Percentage of Young People Consulted for the Review Meeting**

  - 27 (90.0%) Reviews confirmed that the young person had his / her views represented at the review or / and attended the review.
  - It was identified at 3 (10.0%) reviews that young person had not had his / her views represented at the review or / and attended the review.

- 5 Performance indicator: Percentage of Young People attending their Review Meeting**
- 17 (56.7%) Reviews recorded that the young person attended their review.
  - 13 (43.3%) Reviews recorded that the young persons had not attended their review.
- 6 Performance Indicator: Percentage of Pathway Plan meeting young person's needs**
- All 30 (100.0%) Reviews confirmed that the Pathway Plan was meeting the young person's needs.
- 7 Performance Indicator: Percentage of Pathway Plans updated prior to Leaving Care/18<sup>th</sup> Birthday**
- None of the young persons reviewed had left care during their review period.
- 8 Evaluation This information was unavailable for this quarter**



**SECTION SEVEN**

**REGULAR SHORT BREAK CARE**

There were no Regular Short Break Care Reviews held during the quarter.

**SECTION EIGHT**

**SHORT BREAK CARE**

No Short Break Care Reviews were held during the quarter.

## CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 3 October 2023

**Title:** Recommendation from the Healthier Communities Overview and Scrutiny Committee in relation to its meeting held on the 18<sup>th</sup> of September 2023, to consider the Independent Reviewing Service Performance Management Report, Quarter 4, 2022-2023

**Background:**

At its 18<sup>th</sup> of September 2023 Committee meeting, the Healthier Communities Overview and Scrutiny Committee considered the Independent Reviewing Service report, quarter 4, 2022-2023 so as to monitor the progress of Looked After Children through Independent Reviewing Officers scrutiny of their plans and placements during the fourth quarter, 2022/2023 period. The information contributes to Members fulfilling their roles as Corporate Parents.

Committee Members expressed their appreciation to the Officers for their continued hard work and asked that the message is relayed to all Staff within this Service area.

Following discussion, Committee Members recommend that Cabinet:

- note the contents of the report and the levels of activity within the Local Authority.

**Councillor Caryl Roberts**  
***Chair of the Healthier Communities Overview and Scrutiny Committee***

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