

# Public Document Pack



Cyngor Sir  
**CEREDIGION**  
County Council

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

5 September 2023

Lisa Evans

01545 574177

Dear Sir / Madam

I write to inform you that a Meeting of the Overview and Scrutiny Co-ordinating Committee will be held at the HYBRID - NEUADD CYNGOR CEREDIGION, PENMORFA, ABERAERON / REMOTELY VIA VIDEO CONFERENCE on Monday, 11 September 2023 at 9.30 am for the transaction of the following business:

1. **Apologies**
2. **Disclosures of personal interest (including whipping declarations)**  
**Members are reminded of their personal responsibility to declare any personal and prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. In addition, Members must declare any prohibited party whip which the Member has been given in relation to the meeting as per the Local Government (Wales) Measure 2011**
3. **CYSUR/CWMPAS Combined Local Operational Group Safeguarding Report Qtr 4 2022/23 (Pages 3 - 54)**
4. **Draft Performance Management Policy Statement and Performance Management Framework (Pages 55 - 84)**
5. **Revised Integrated Impact Assessment tool. (Pages 85 - 106)**
6. **Draft Ceredigion Strategic Equality Plan 2024-28 (Pages 107 - 162)**
7. **Strategic Equality Plan Monitoring Report 2022-23 (Pages 163 - 202)**
8. **Gender Pay Report 2023 and Workforce Equality Report 2023 (Pages 203 - 230)**
9. **Ceredigion Public Services Board (PSB) meeting held on the 13th of June 2023 (Pages 231 - 238)**
10. **Ceredigion Community Safety Partnership Crime and Disorder Strategic Assessment. (Pages 239 - 298)**
11. **Overview and Scrutiny Annual Report (Pages 299 - 354)**

12. **Scrutiny Self evaluation (Pages 355 - 368)**
13. **To confirm minutes of the previous meeting and to consider any matters arising from those minutes (Pages 369 - 378)**
14. **To receive a update from the Chairmen of the Overview and Scrutiny Committees and to consider the draft Forward Work Programmes (Pages 379 - 396)**

Members are reminded to sign the Attendance Register

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

Yours faithfully



**Miss Lowri Edwards**  
**Corporate Lead Officer: Democratic Services**

**To: Chairman and Members of Overview and Scrutiny Co-ordinating Committee**

The remaining Members of the Council for information only.



## Cyngor Sir CEREDIGION County Council

**REPORT TO:** Overview and Scrutiny Coordinating Committee

**DATE:** 11/9/23

**LOCATION:**

**TITLE:** CYSUR/CWMPAS Combined Local Operational Group  
Safeguarding Report  
Qtr 4 2022/23

**PURPOSE OF REPORT:** To monitor activity on a multi-agency basis of the actions taken to safeguard children and adults within Ceredigion

**REASON SCRUTINY  
HAVE REQUESTED THE  
INFORMATION:** To ensure members monitor progress in the CYSUR/CWMPAS Combined Local Operational Group quarterly management meetings

### **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 of 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).

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

**Summary:**

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.

**WELLBEING OF FUTURE GENERATIONS:**

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

**RECOMMENDATION (S):**

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

**REASON FOR RECOMMENDATION (S):**

So that governance of the Local Authority activity and its partner agencies are monitored

**Contact Name:** Audrey Somerton-Edwards  
**Designation:** Corporate Lead Officer: (Children & Families)  
**Date of Report:** 29 June 2023

**Acronyms:**

CP – Child Protection  
CPR – Child Protection Register  
Part 4 – Allegations against a member of staff or those working with children,

e.g. - foster carers, volunteers, playgroups, etc.  
CPCC – 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**

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## **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:

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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

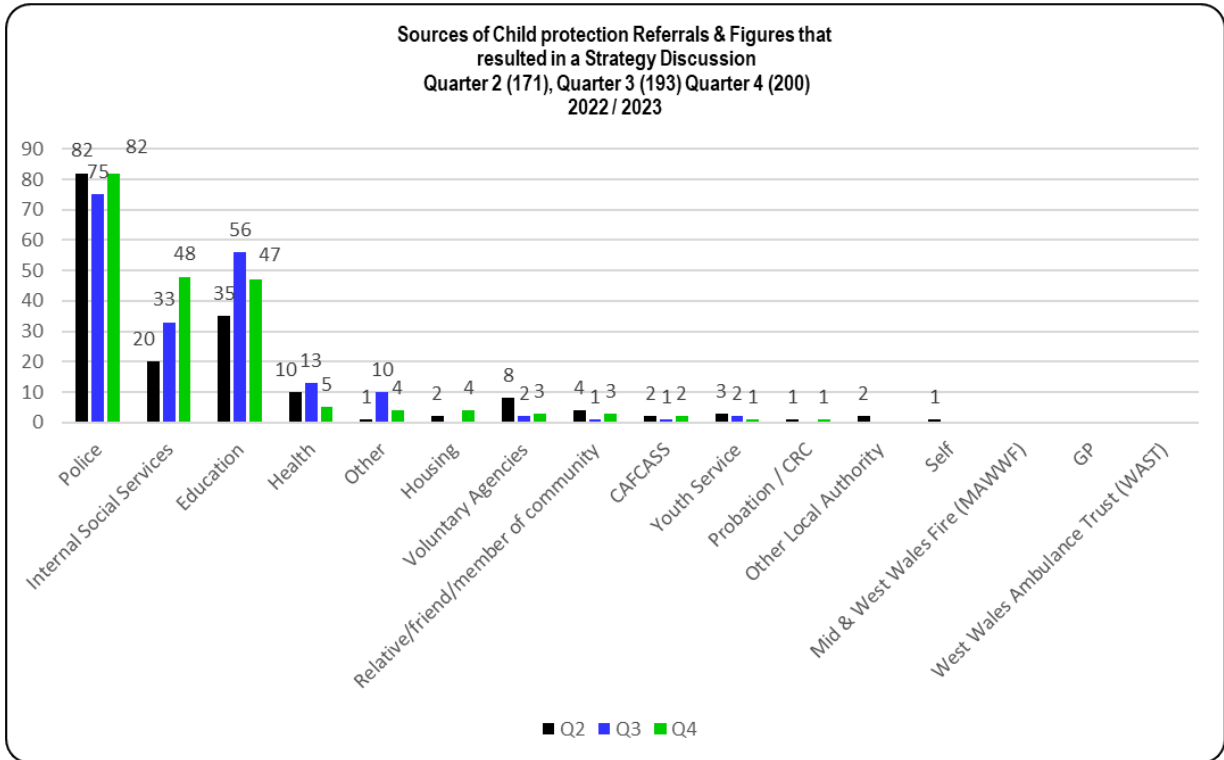


**Analysis:**

There was a slight increase in the number of referrals that lead to action taken under Wales Safeguarding Procedures during this quarter.

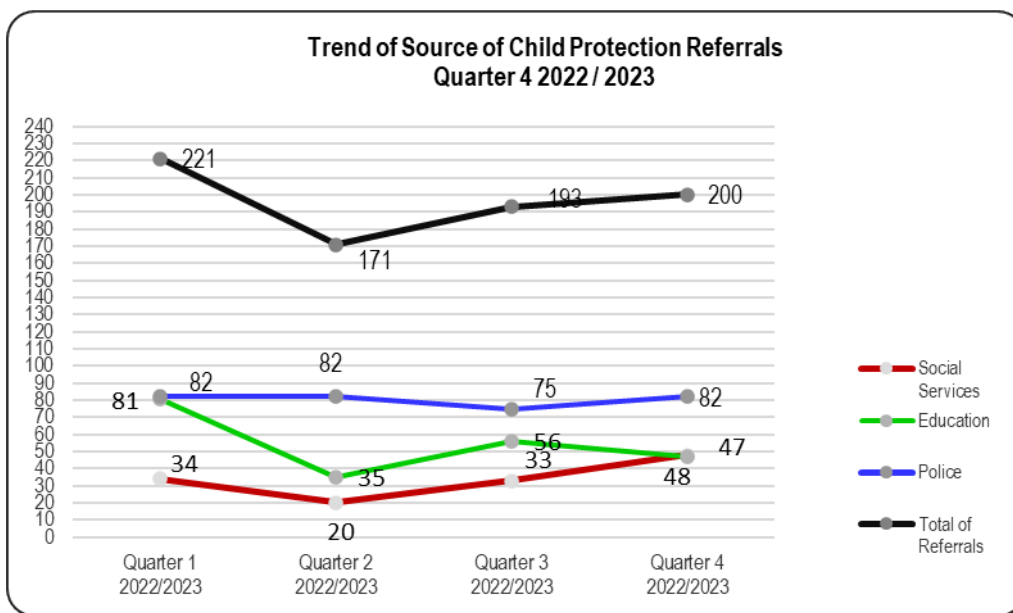
The percentage of children discussed at review conferences and who were deregistered was 28%.

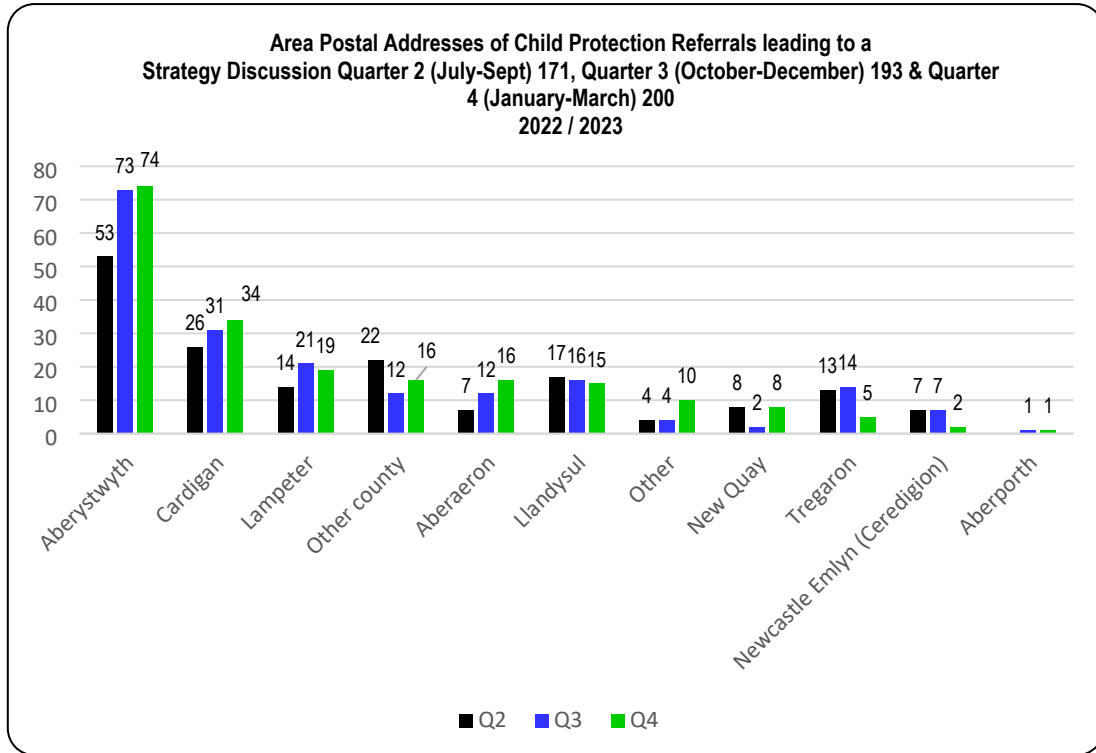
**SECTION 3: Child Protection Reports and Referrals:**



**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.





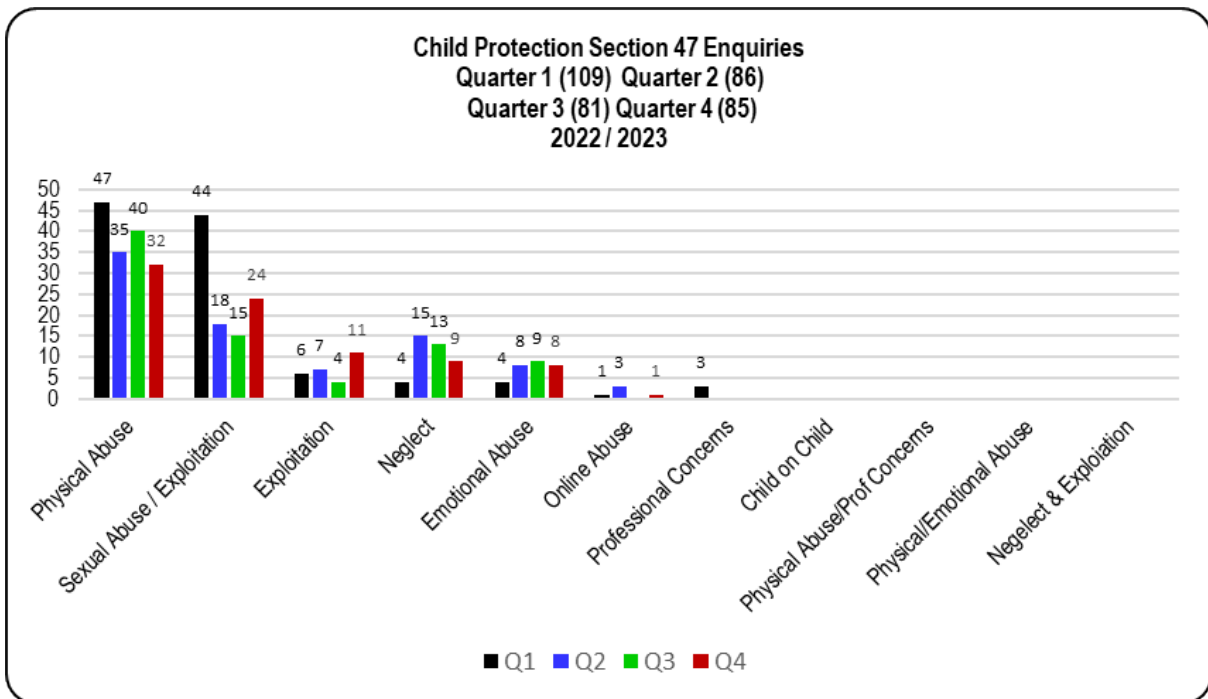
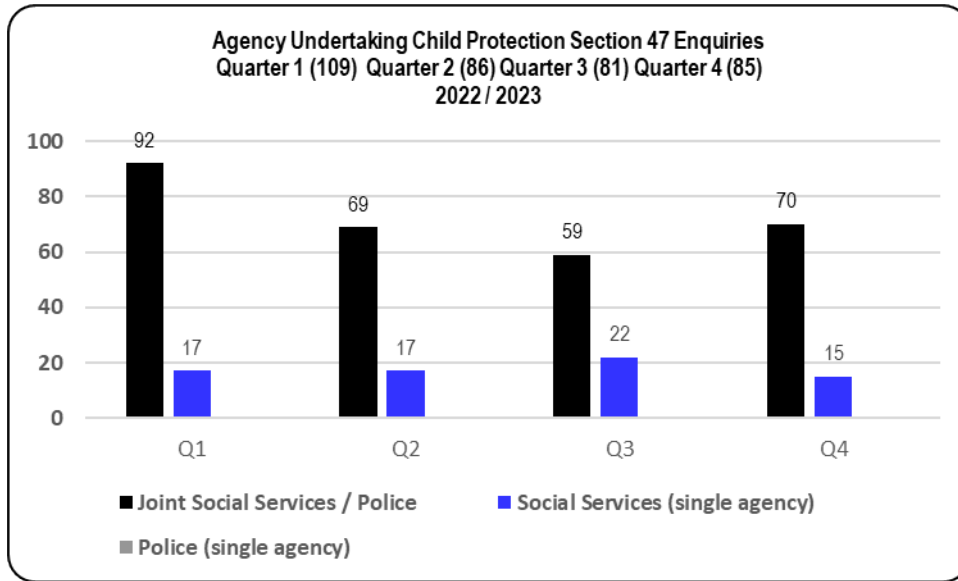
**Analysis:**

Aberystwyth is consistently the area of the greatest number of referrals

<b>% Breakdown of Safeguarding Activity Quarter 4 2022 / 2023 (1 January – 31 March)</b>			
Number of all Initial Contacts re Children information.			
Contact/Referrals 1010	Strategy Discussions 19.8%	Section 47 Enquiries 8.4%	Initial Child Protection Conferences 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.

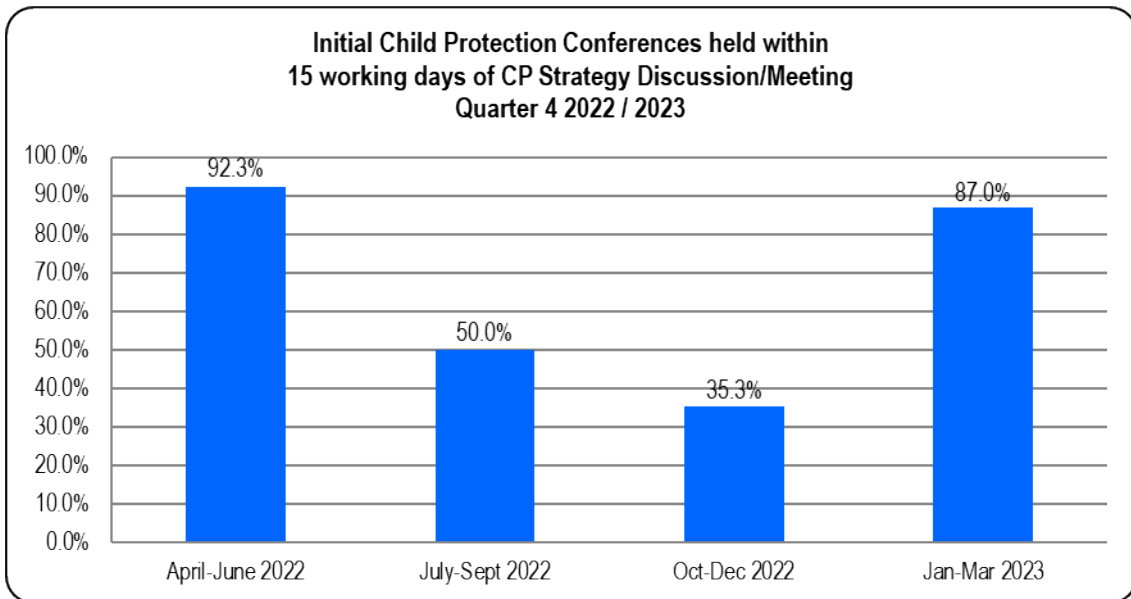
**SECTION 5: Child Protection Conferences**

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**

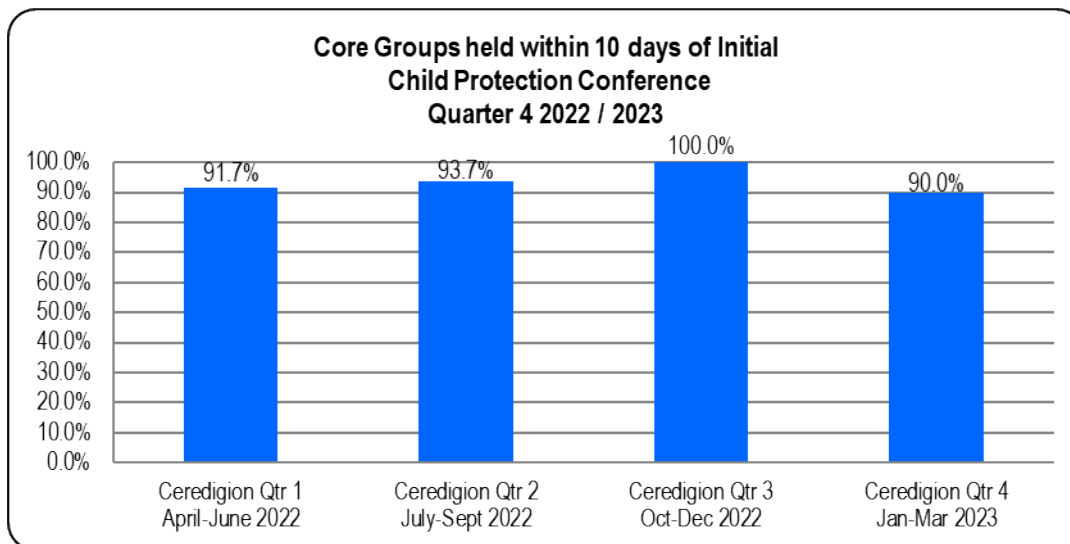
87.0% of Initial Child Protection Conferences were recorded to have taken place within 15 working days of the Strategy Discussion/Meeting. For 1 conference of 2 siblings the conference was delayed due to agency availability and for a further conference for 1 young person the delay was due to a need for 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

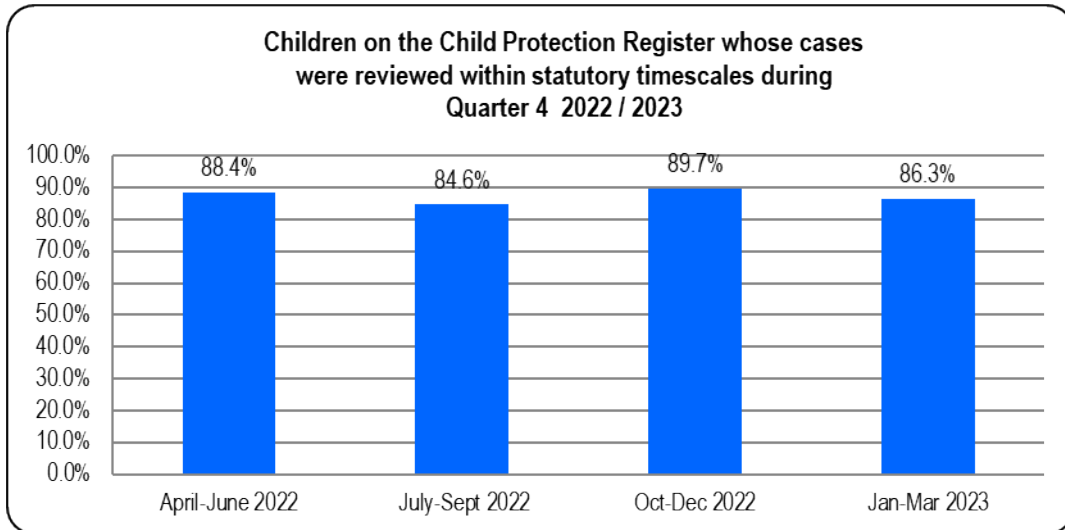
**Outcomes of Reviews:**

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.

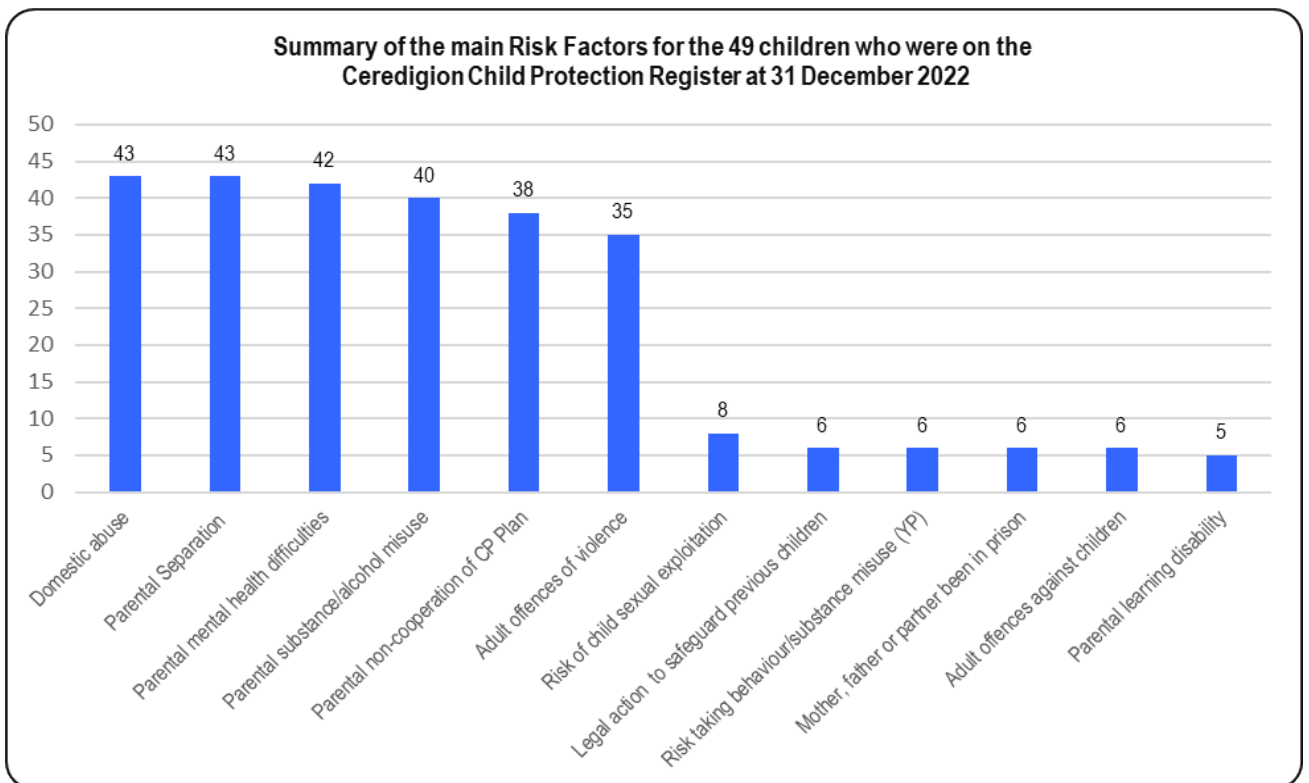
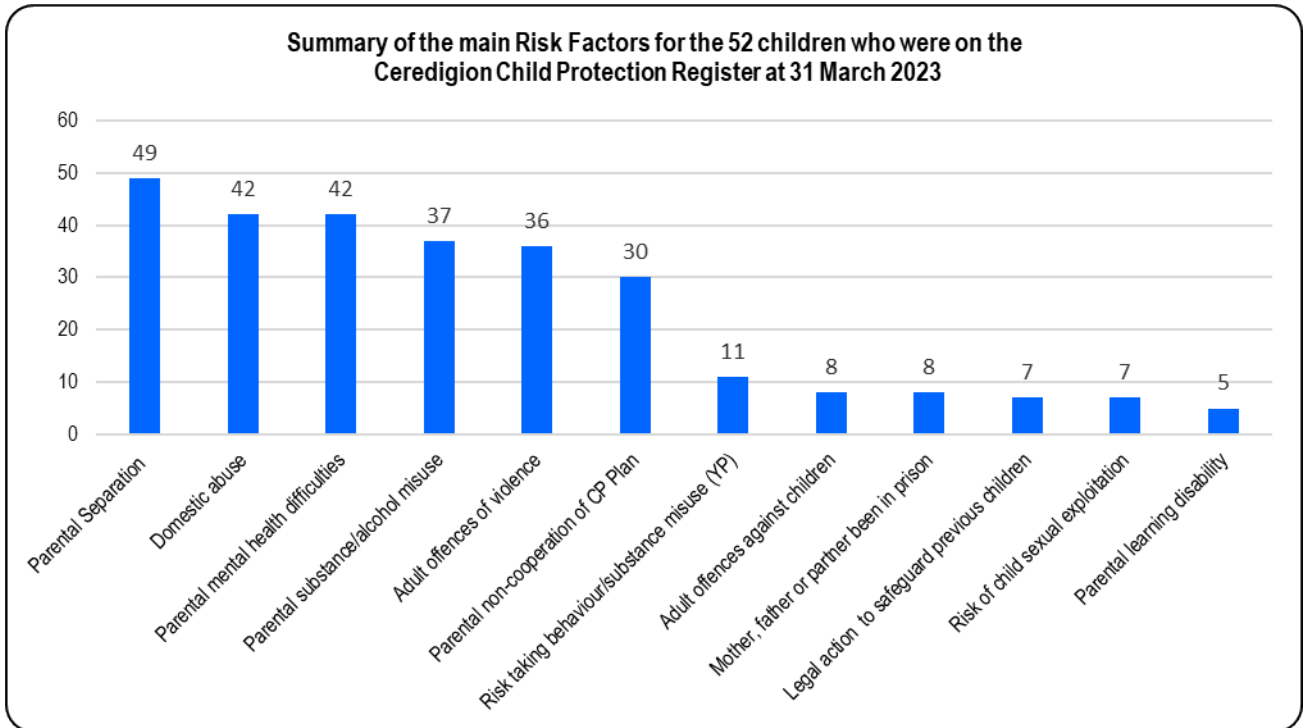
**Review Child Protection Conferences in Timescales:**

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%

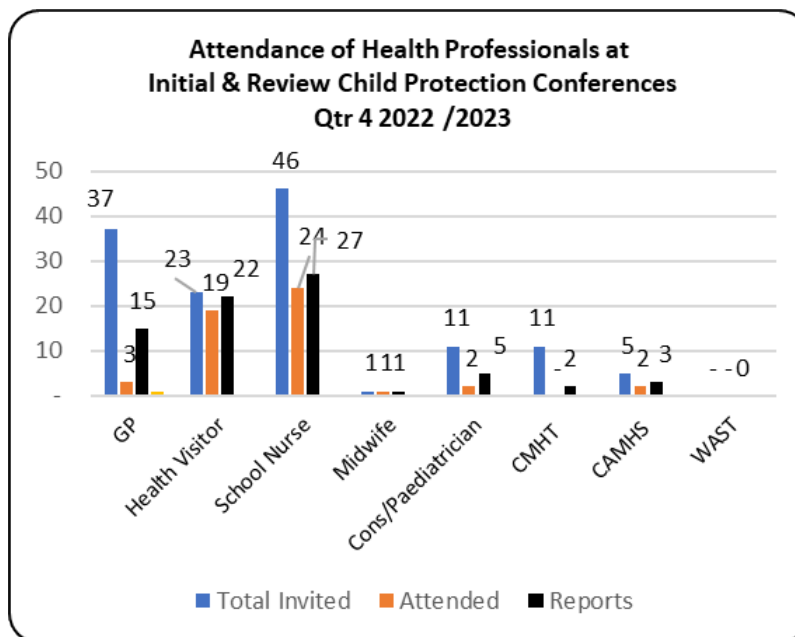
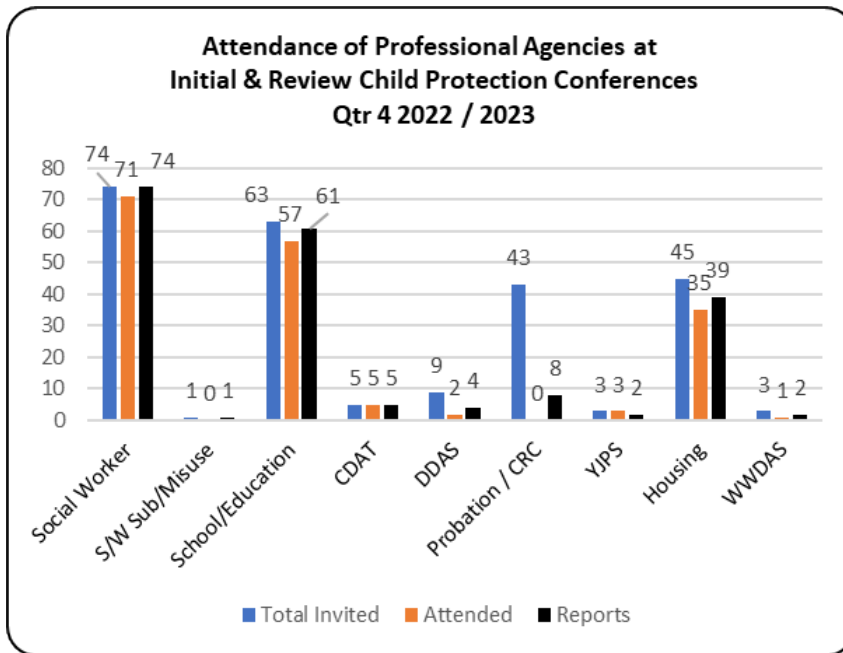
**Analysis:**

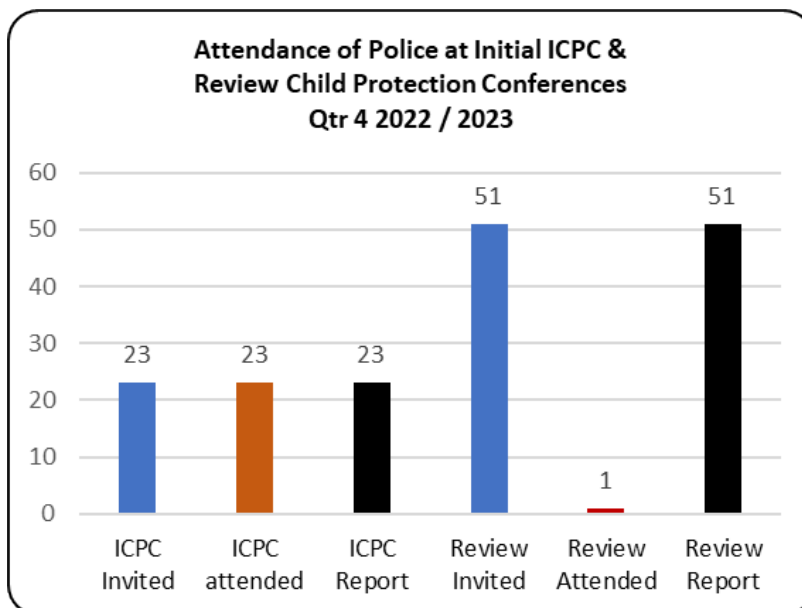
The main risk factors recorded were parental separation, domestic abuse, parental mental health difficulties and parental substance/alcohol misuse.

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.

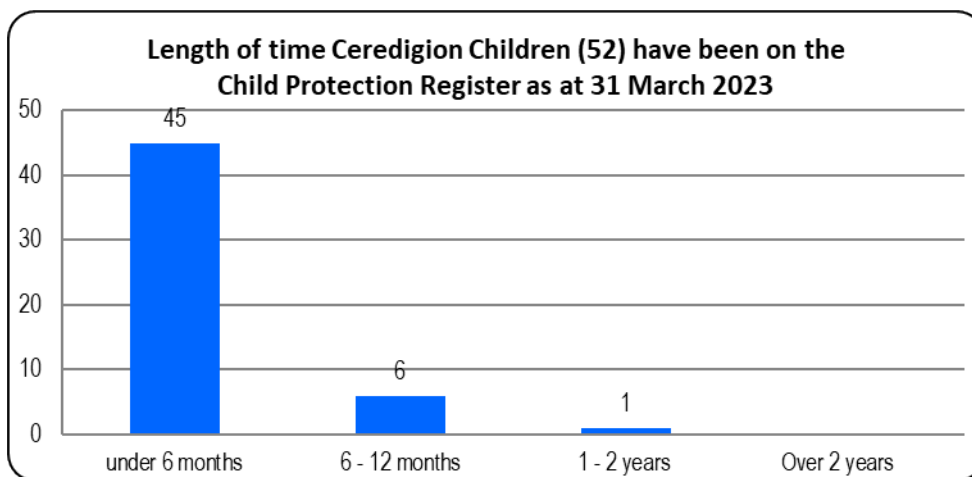
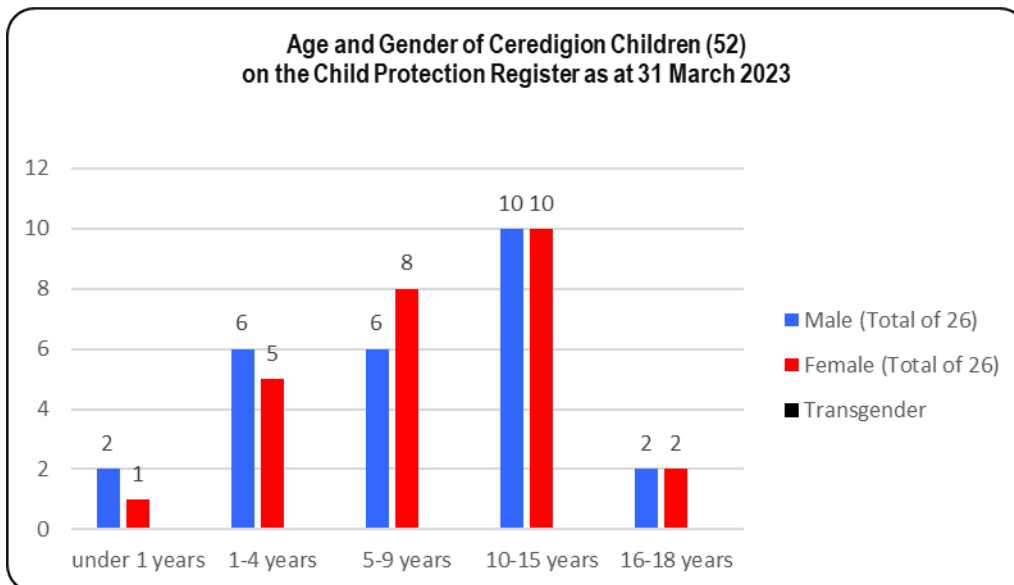
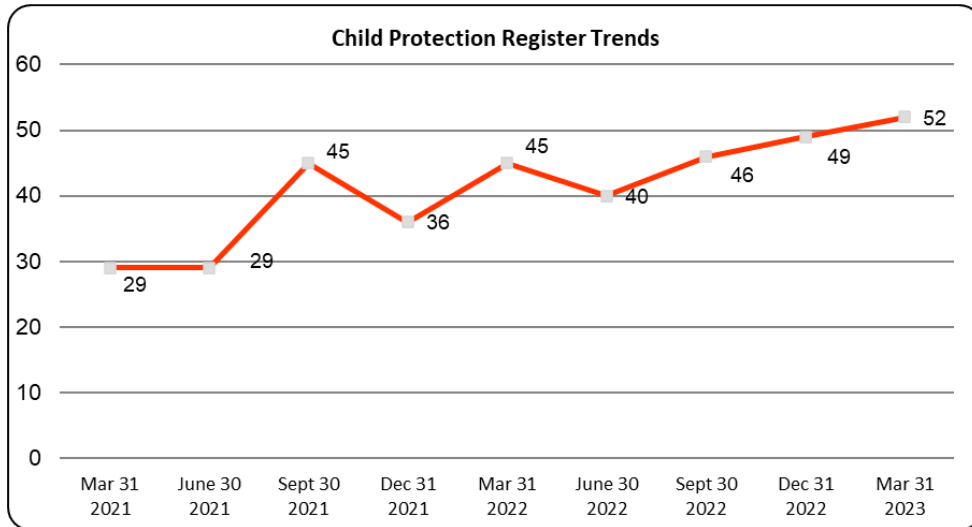
4 (5%) Children were recognised as having speech/language difficulties; with 4 (7%) Young persons reported to have been excluded from school.

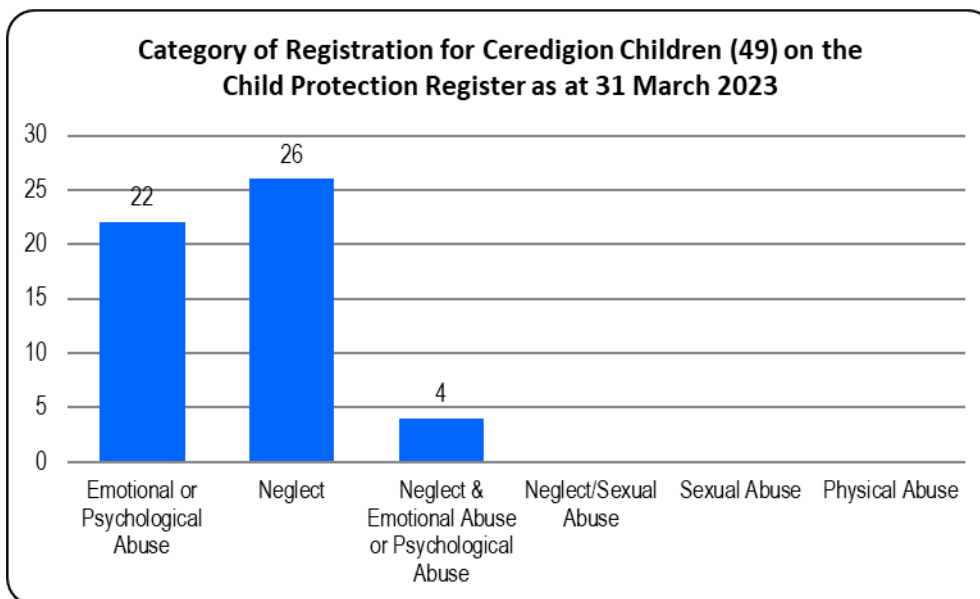
## CHILD AND FAMILY FEEDBACK

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
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**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

Category of Child Protection Strategy Meeting	Total number of cases	Total number of meetings
Risk of child exploitation	23	42
Concerns regarding neglect	3	3
Concerns regarding sexual abuse	1	2
Concerns regarding physical abuse	2	2
Concerns regarding sexually harmful behaviour	10	10
Concerns regarding a young person going missing	4	4
Concerns regarding emotional abuse	1	1
Concerns regarding a person in contact with children through their work	13	16
<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

<b>New Case / Review</b>	<b>Exit / Remain in MACE</b>	<b>Male / Female</b>	<b>Age</b>	<b>At home / in care</b>	<b>CPR</b>	<b>Date of meeting</b>	<b>Agency Attendance</b>
Review	Remain	F	16	H	Yes	13.03.23	Safeguarding, Police, Education, Planned Care, PCC
Review	Remain	F	14	H	Yes	24.01.23 15.02.23 02.03.23 15.03.23	Safeguarding, Police, Education, Planned Care, PCC, Health
Review	Remain	M	17	H	No	08.03.23 27.03.23	Safeguarding, Police, YJS, IOM, Substance Misuse, CAMHS, DDAS
Review	Remain	M	15	H	No	12.01.23 23.03.23	Safeguarding, Police, PGT, Education, Health, Barod, PCC
Review	Remain	M	17	H	Yes	24.01.23 14.02.23 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 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 <b>Resulted:</b> 90
<b>Overall number of cases dealt with at Daily Discussion.</b>	<b>Discussed:</b> 200 <b>Resulted:</b> 182
<b>Cases through to MARAC</b>	<b>18 MARAC</b>
<b>Percentage of cases</b>	<b>MRE</b> Resulted 52%  <b>DD</b> 91% resulted at DD 9% escalated to MARAC
<b>Divisional breakdown of case numbers (met MARAC criteria)</b>	<b>Carmarthenshire 110</b> <b>Pembrokeshire 67</b> <b>Ceredigion 41</b> <b>Powys 72</b>
<b>No of children in the household</b>	<b>Total: 285</b> <b>Carmarthenshire 101</b> <b>Pembrokeshire 81</b> <b>Ceredigion 40</b> <b>Powys 63</b>

	<b>Resulted at MRE</b>	<b>Resulted at DD</b>	<b>MARAC</b>	<b>Time Saved going to MARAC</b> (*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</b> <b>Resulted: 80</b>
<b>Overall number of cases dealt with at Daily Discussion.</b>	<b>Discussed:178</b> <b>Resulted: 160</b>
<b>Cases through to MARAC</b>	<b>18 MARAC</b>
<b>Percentage of cases</b>	<b>MRE</b> Resulted 57%  <b>DD</b> 92% resulted at DD 8% escalated to MARAC
<b>Divisional breakdown of case numbers (met MARAC criteria)</b>	<b>Carmarthenshire 110</b> <b>Pembrokeshire 55</b> <b>Ceredigion 27</b> <b>Powys 66</b>
<b>No of children in the household</b>	<b>Total: 254</b> <b>Carmarthenshire 87</b> <b>Pembrokeshire 83</b> <b>Ceredigion 26</b> <b>Powys 58</b>

	<b>Resulted at MRE</b>	<b>Resulted at DD</b>	<b>MARAC</b>	<b>Time Saved going to MARAC</b> (*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 Resulted: 97</b>
<b>Overall number of cases dealt with at Daily Discussion.</b>	<b>Discussed: 203 Resulted: 185</b>
<b>Cases through to MARAC</b>	<b>18 MARAC</b>
<b>Percentage of cases</b>	<b>MRE</b> Resulted 62%  <b>DD</b> 91% resulted at DD 9 % escalated to MARAC
<b>Divisional breakdown of case numbers (met MARAC criteria)</b>	<b>Carmarthenshire 108 Pembrokeshire 73 Ceredigion 45 Powys 74</b>
<b>No of children in the household</b>	<b>Total: 172 Carmarthenshire 75 Pembrokeshire 44 Ceredigion 17 Powys 36</b>

	<b>Resulted at MRE</b>	<b>Resulted at DD</b>	<b>MARAC</b>	<b>Time Saved going to MARAC</b> (*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 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  DNA'd – 14  Child seen – 109  Child not seen – 14  School Attendance Order Letter sent - 2

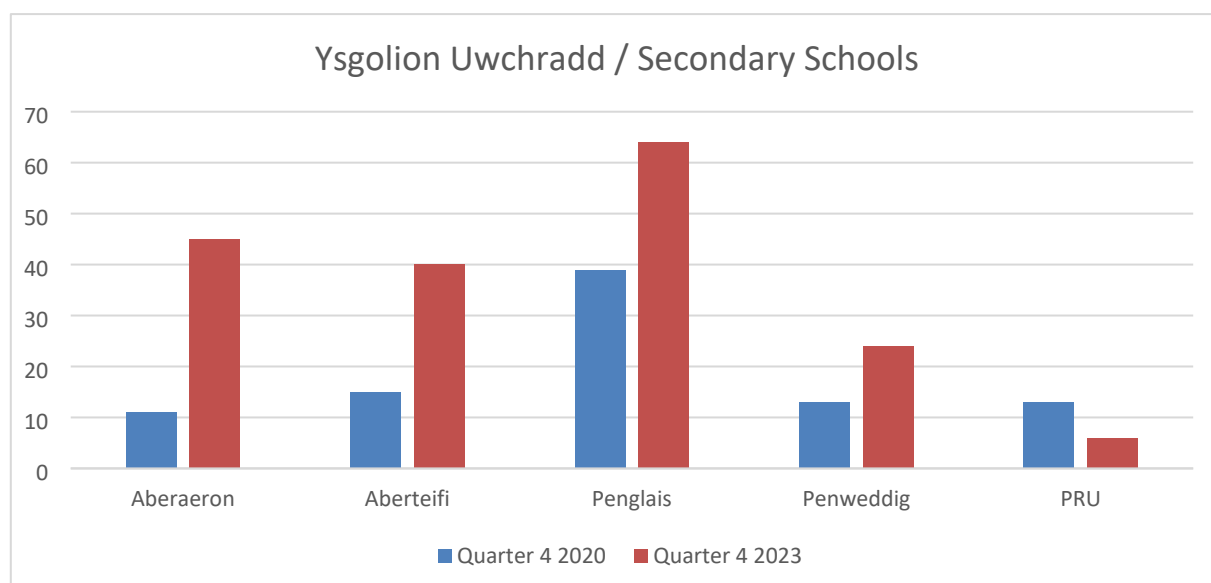
**PLANT MEWN GOFAL / LOOKED AFTER CHILDREN**

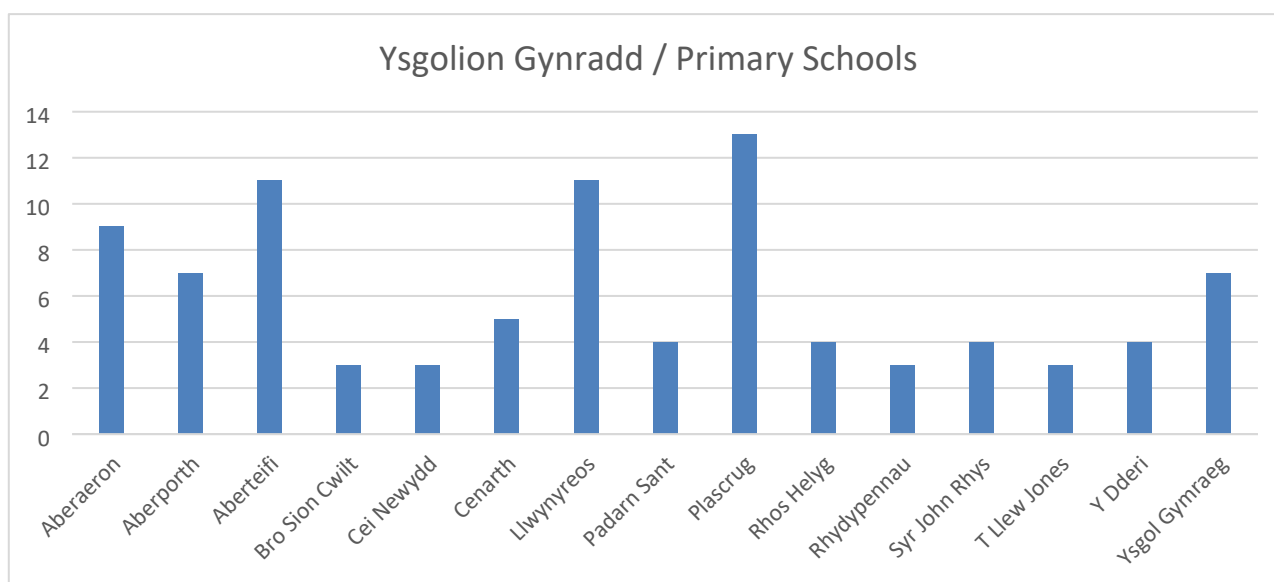
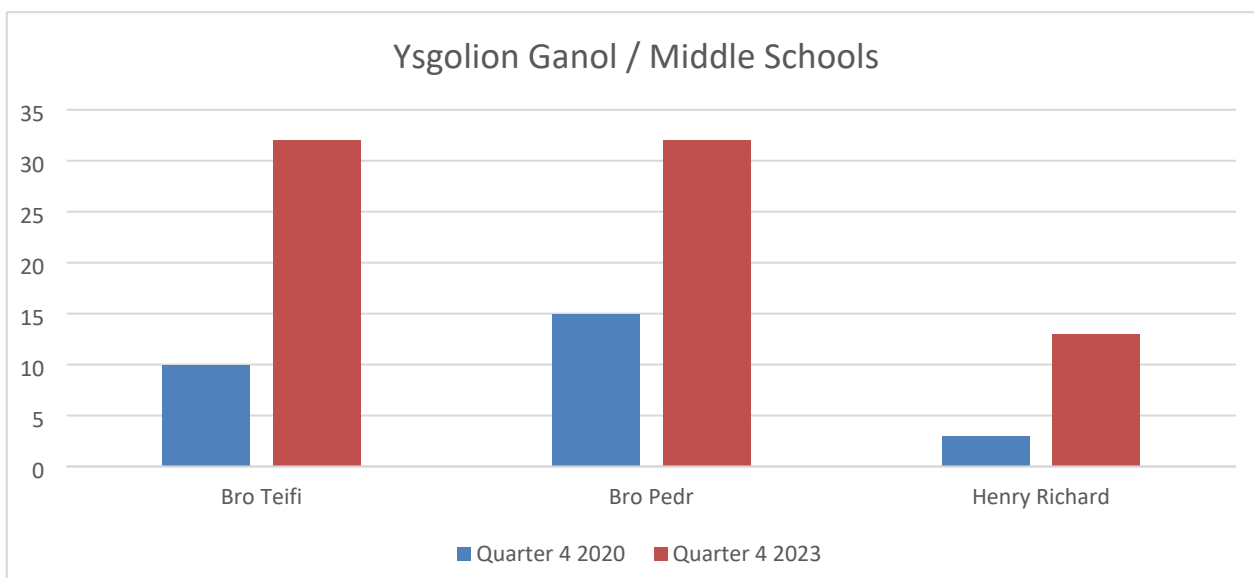
Plant mewn gofal yng Ngheredigion o oedran ysgol stadudol / <i>Looked after children in Ceredigion of statutory school age</i>	<i>Ionawr/January: 53(2 moved out of county during the month) Chwefror/February: 51 2 moved out of county during this month) Mawrth/March: 48</i>
Plant mewn gofal allan o'r Sir 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) Chwefror/February: 42(3 left Ceredigion during this month) 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 Chwefror/February: 27 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.

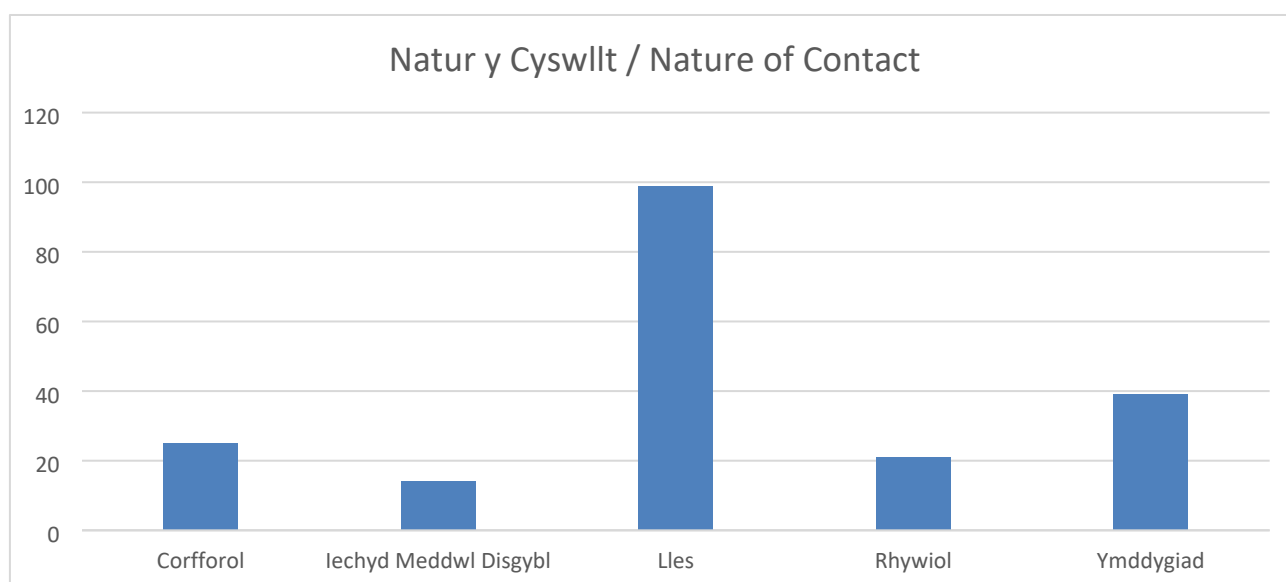
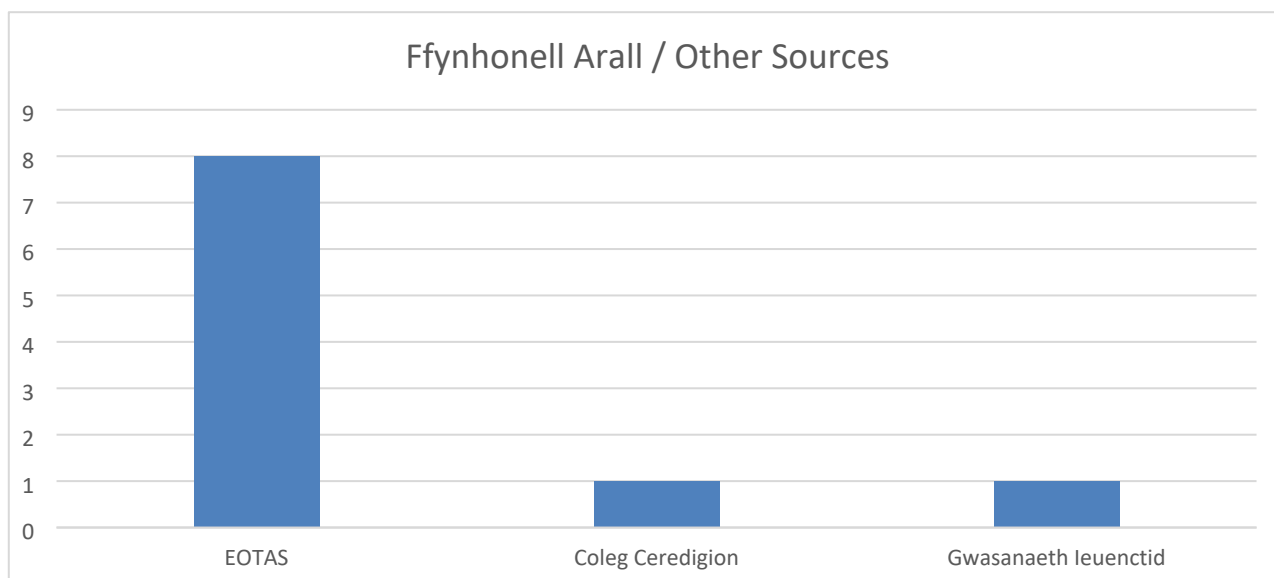




I nodi, fe wnaeth 24 o'r Ysgolion Cynradd gwneud cyswllt yn ystod chwarter 4. Oherwydd y rhif uchel hyn, nid oedd modd cynnwys pob Ysgol ar y dabl, felly wedi cynnwys yn yr uchod, y rhai wnaeth gysylltu pedwar gwaith neu mwy drwy gydol y cyfnod.

*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.*

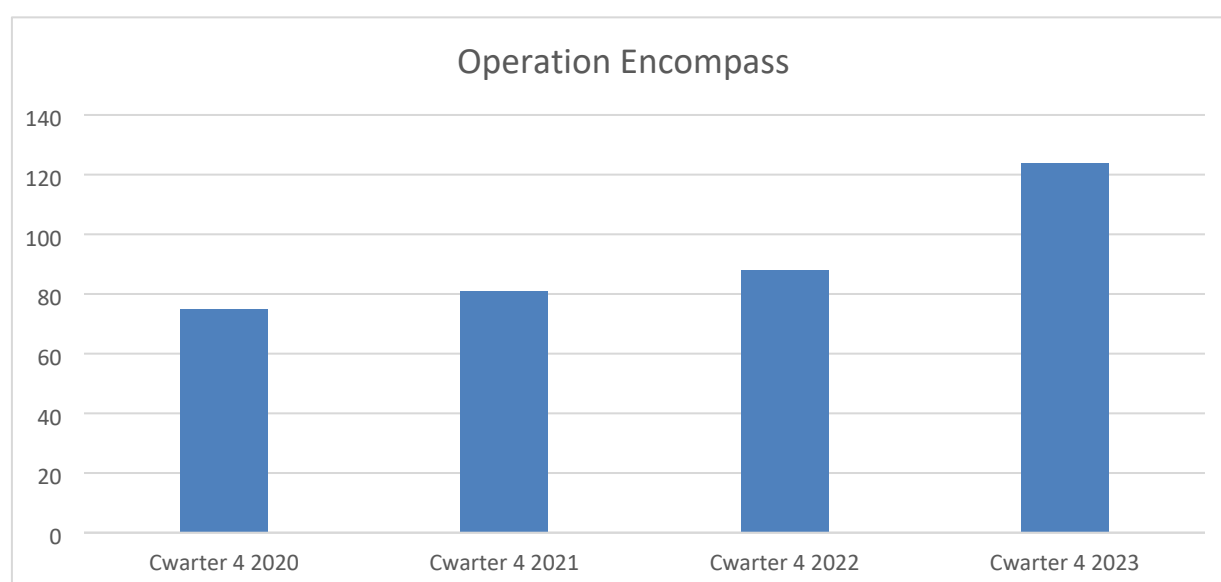
Lles / <i>Wellbeing</i>	Gan gynnwys plant ar goll, presenoldeb, tor perthynas, galar, gofalywyr ifanc, cyswllt cyfnod clo, materion cyswllt rhwng rhieni / <i>Which also includes missings, attendance, relationship breakdown, young carers, contact difficulties during lockdown, contact issues between parents.</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



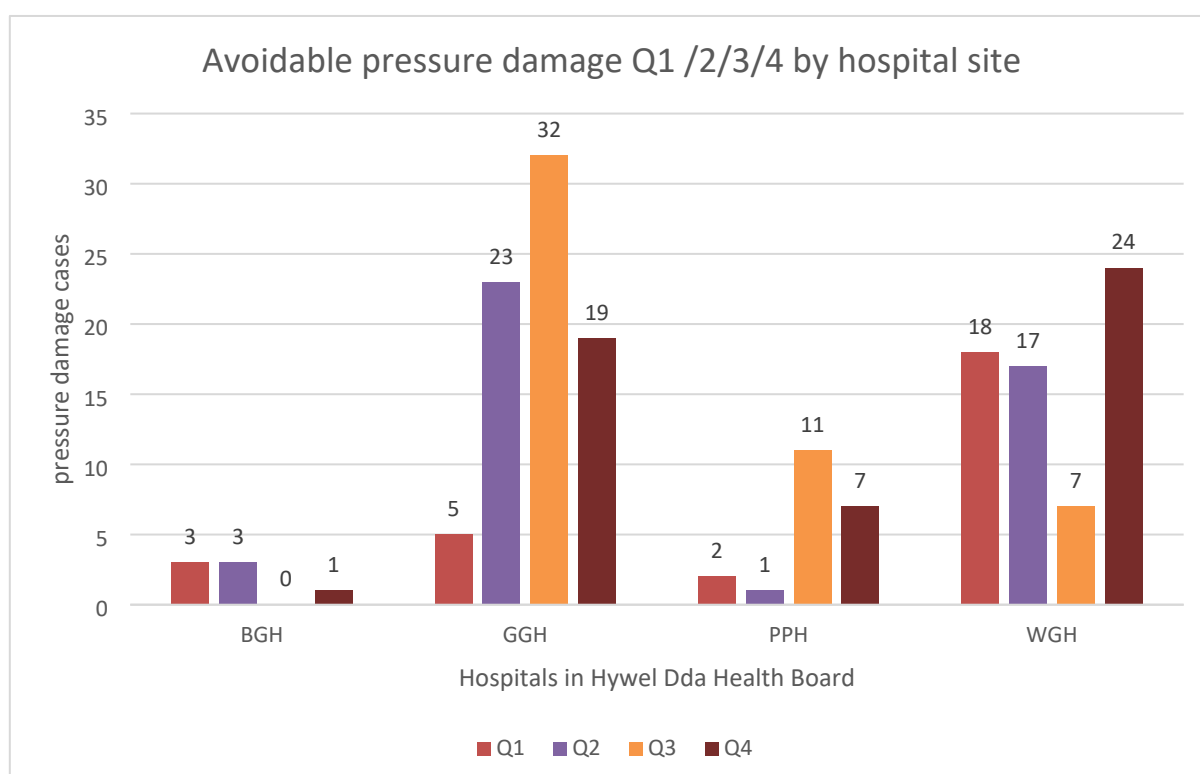
### Hywel Dda University Health Board Safeguarding Report to the Local Operational Groups

**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

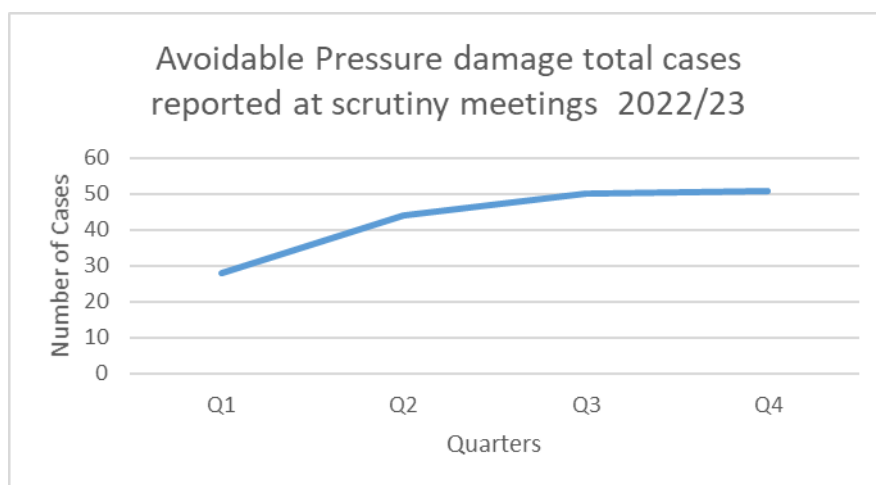
There was a total number of 51 avoidable cases of pressure damage incidents across all four acute hospital sites in Q4 (Graph 1). Of these, 39 reported cases were grade 1 or 2 (which would not have been reported to safeguarding prior to the SSWBWA); 8 were recorded as Suspected Deep Tissue Injury (SDTI). 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.



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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.

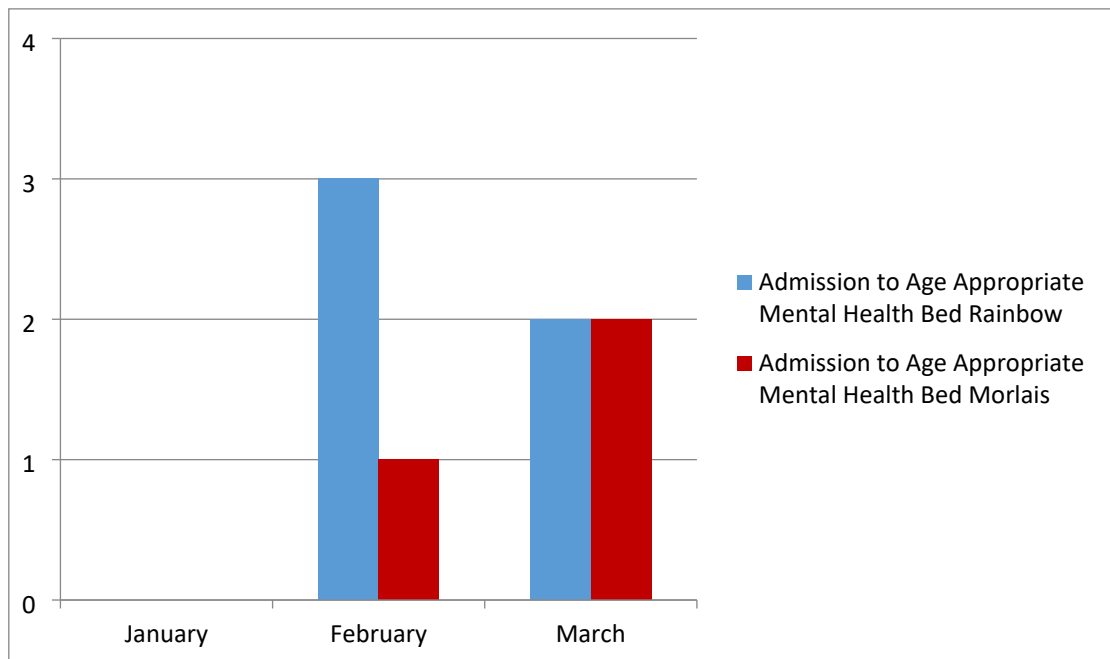
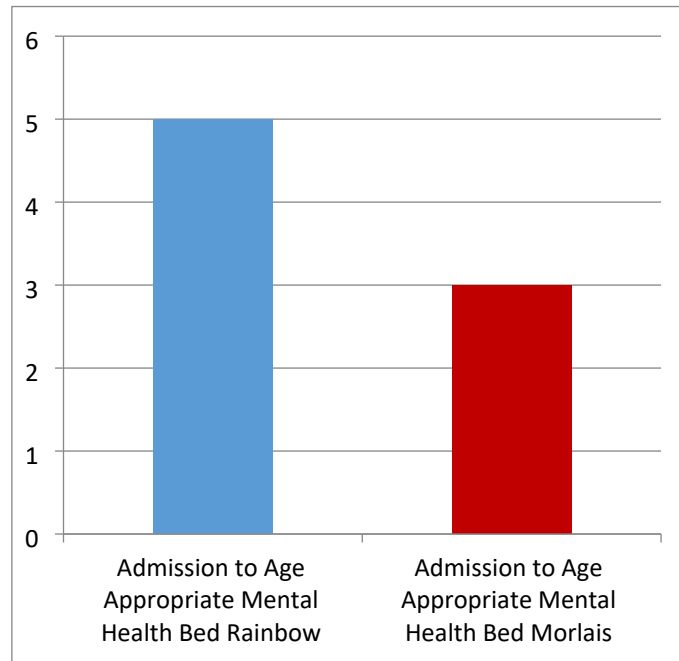
Admission to an adult mental health ward can be a frightening experience and every attempt is made to consider the least restrictive alternative for admission. In the majority of cases a young person is admitted to the designated unit on Cilgerran Ward supported by staff from the mental health unit.

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

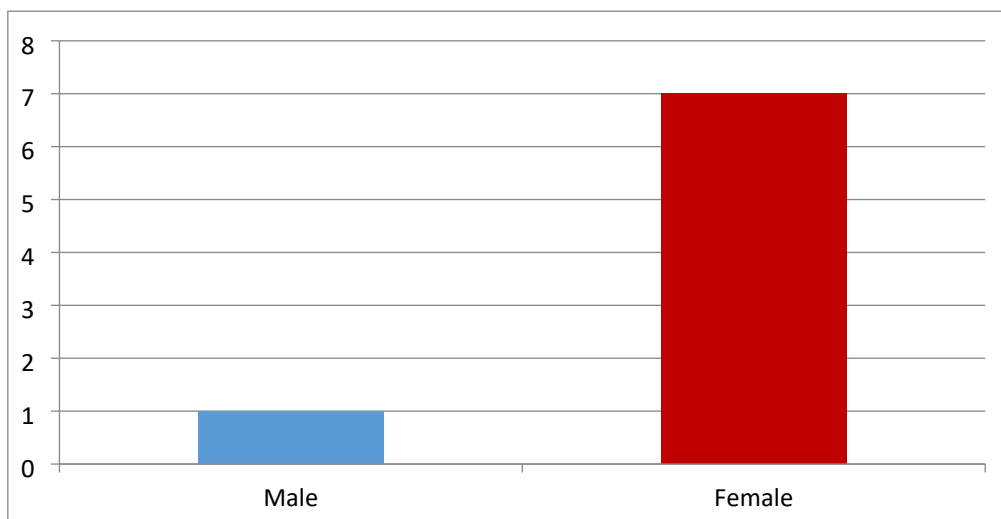
All admissions to the mental health bed must be reported, initially internally as a DATIX, and followed by a Serious Untoward Incident report to the Delivery Unit in line with the Welsh Government’s Admission Guidance Document.

**Q4 Admissions to the age appropriate bed on the Rainbow bed and Morlais Adult Mental Health Ward Glangwili Hospital site:**

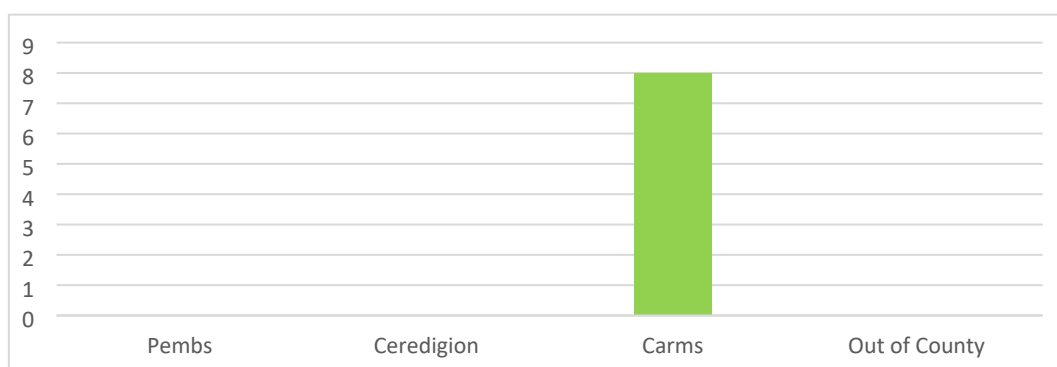




#### Q4 Admission to Age Appropriate Mental Health Bed Rainbow / Morlais Bed by gender:



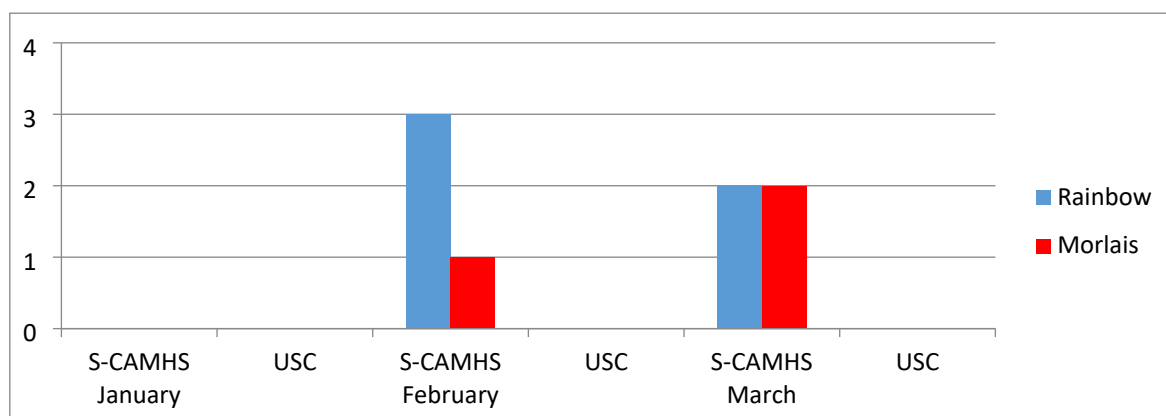
#### Q4 Admissions to Rainbow / Morlais Bed according to Locality:



#### 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

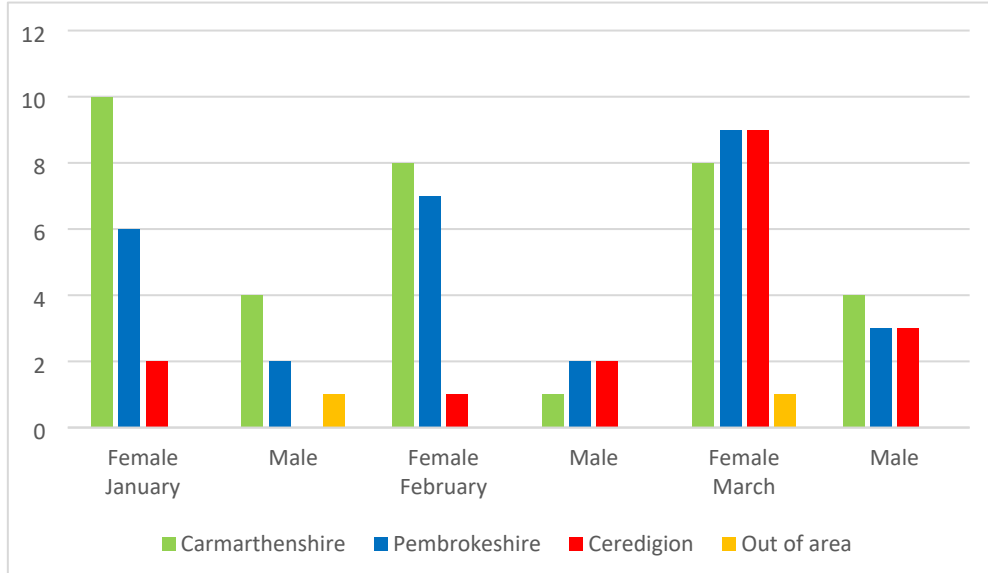
### Admissions relating to Self-Harm

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.

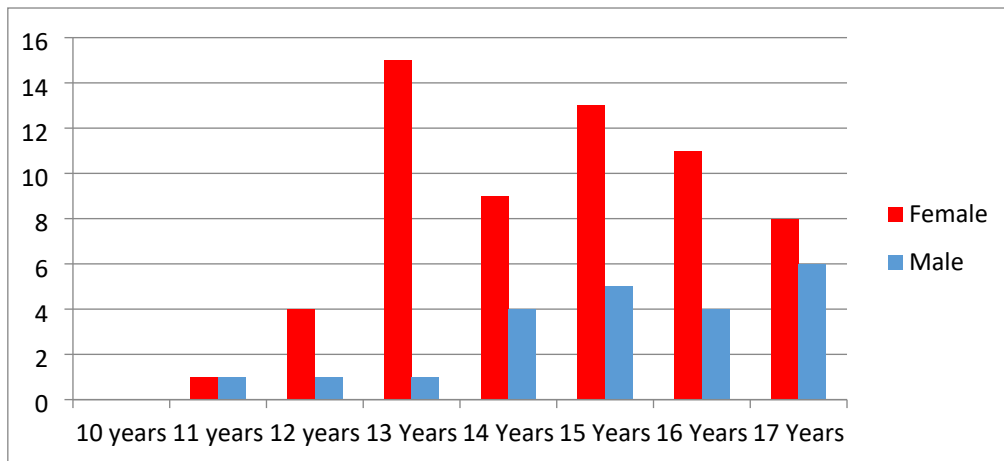
All overdose/self harm admissions receive a follow up appointment within three working days to monitor risk and provide support. There is a robust Pathway in place along with Guidance for admission of all young people who present following self harm in order that a comprehensive mental health assessment 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:

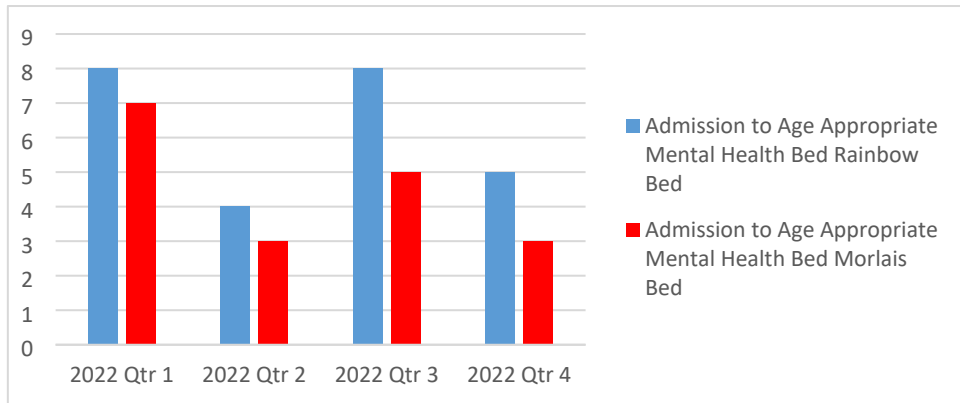
**Q4 Self-harm / Overdose Admission Statistics split by gender and locality:**



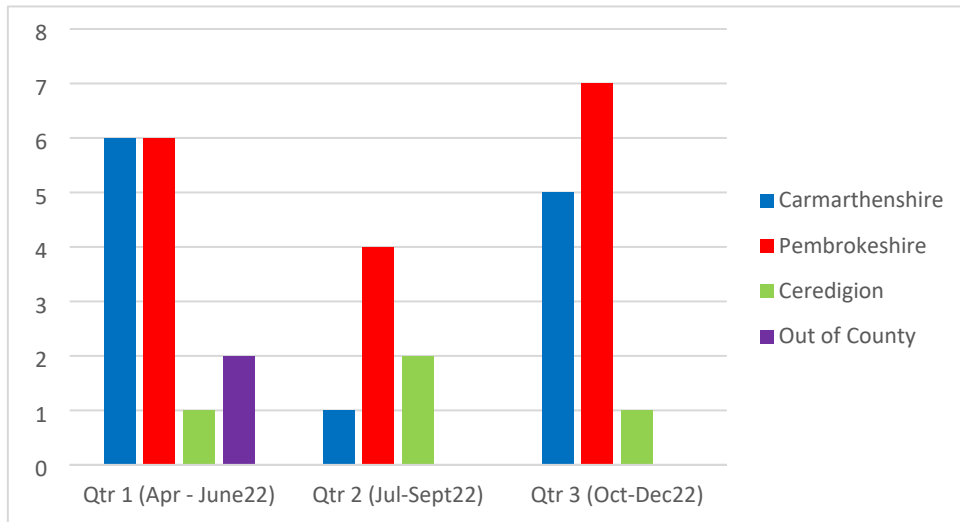
**Q4 Self-harm / Overdose Admission Statistics split by gender and age profile:**



### Comparison Data (last 12 months) - Age Appropriate Bed

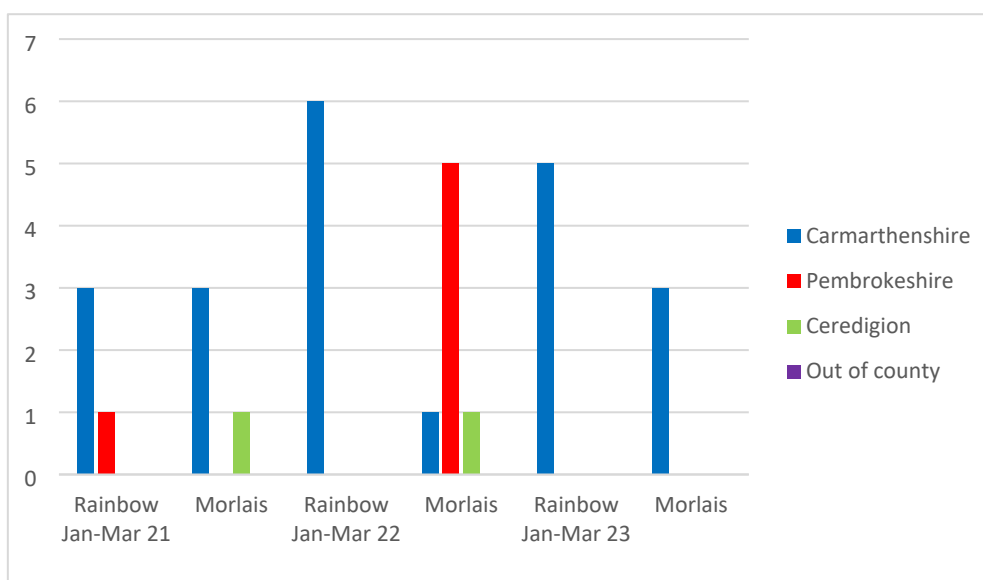


### Admission Trend comparison by locality (last 12 months)



### 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

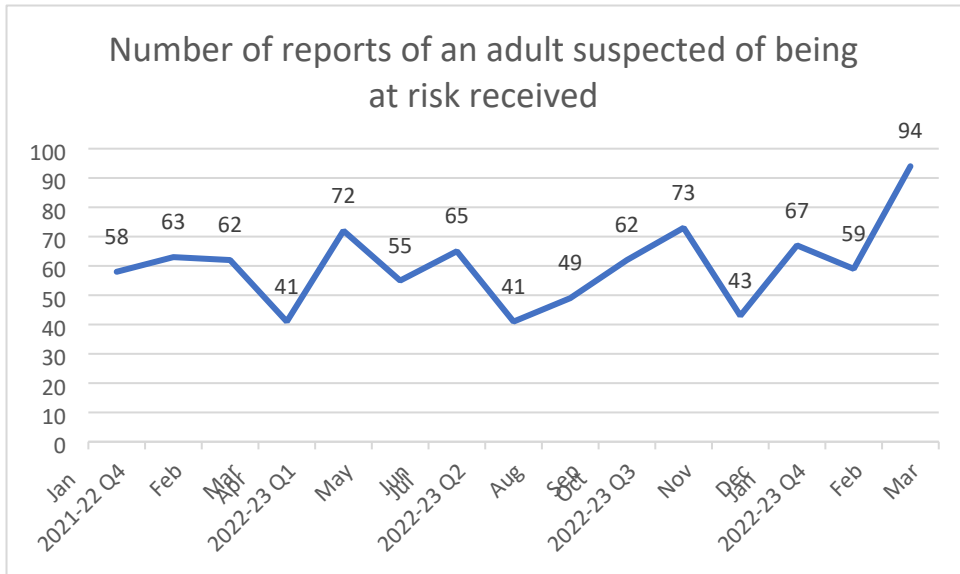
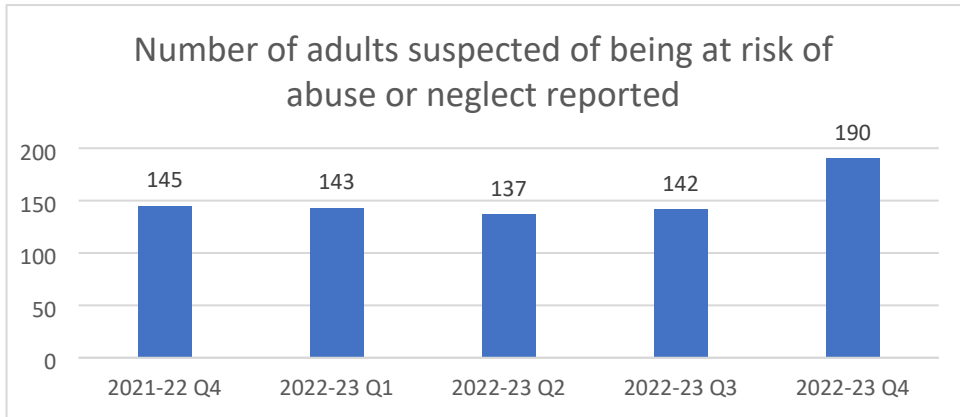
**CEREDIGION**  
**CWMPAS LOCAL OPERATIONAL GROUP**

**Performance Management Report – Safeguarding Adults**

**Quarter: 4**

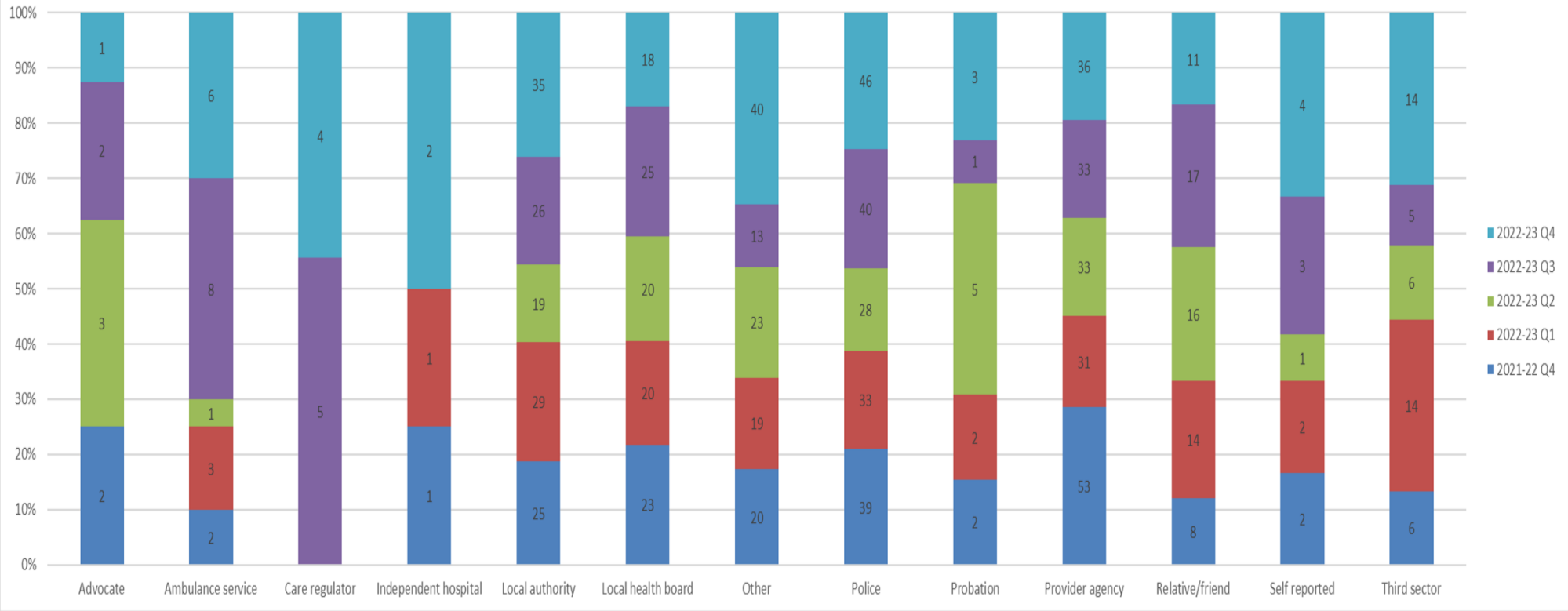
**1/1/23 – 31/3/23**

Quarter 4 Overview



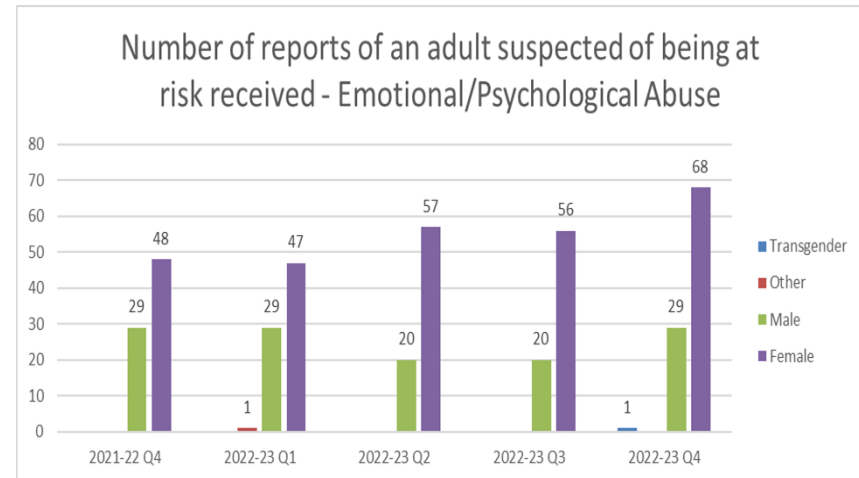
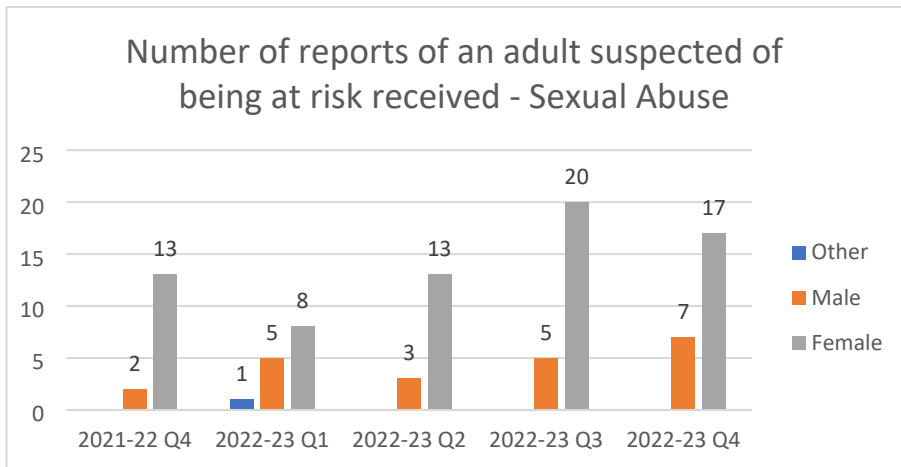
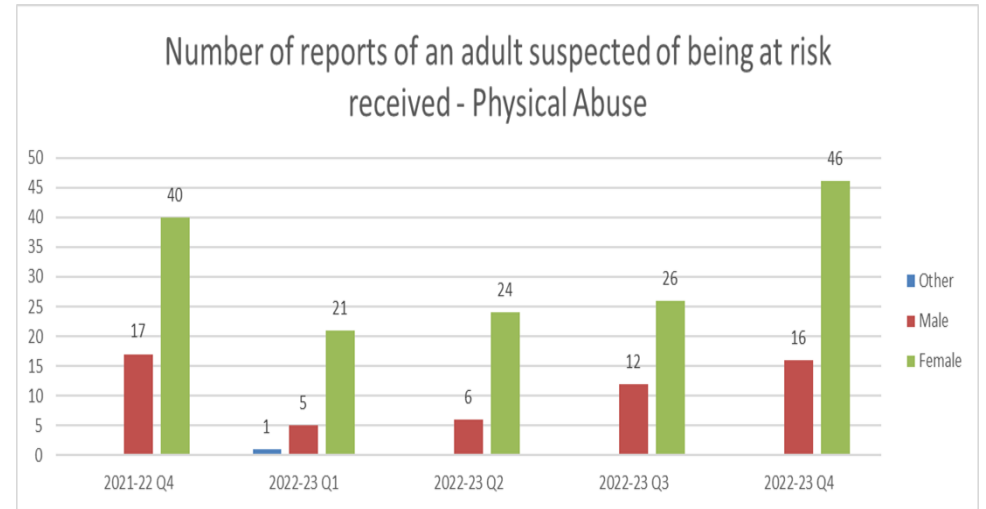
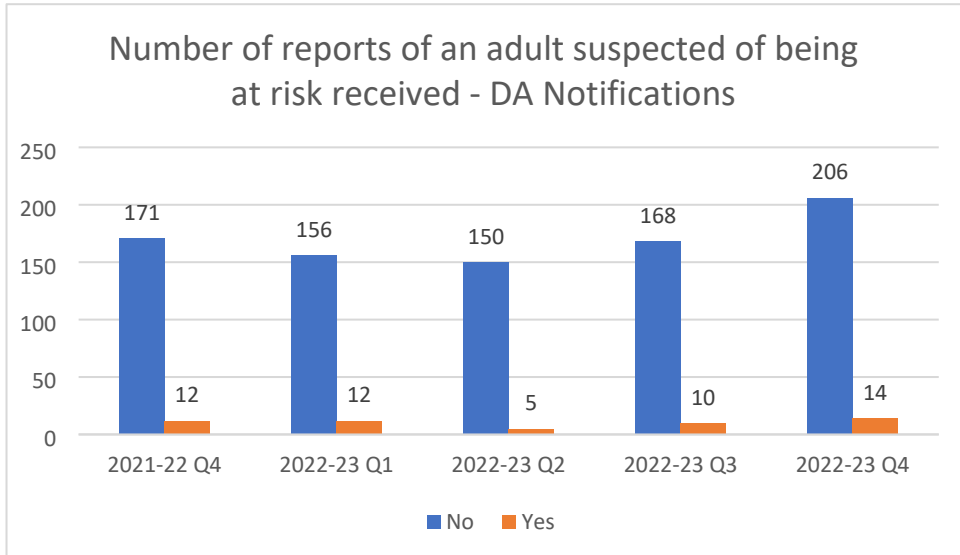
Row Labels	Count of Assessment Id
<b>2021-22 Q4</b>	<b>183</b>
Jan	58
Feb	63
Mar	62
<b>2022-23 Q1</b>	<b>168</b>
Apr	41
May	72
Jun	55
<b>2022-23 Q2</b>	<b>155</b>
Jul	65
Aug	41
Sep	49
<b>2022-23 Q3</b>	<b>178</b>
Oct	62
Nov	73
Dec	43
<b>2022-23 Q4</b>	<b>220</b>
Jan	67
Feb	59
Mar	94
<b>Grand Total</b>	<b>904</b>

Number of reports of an adult suspected of being at risk received -Source of Report

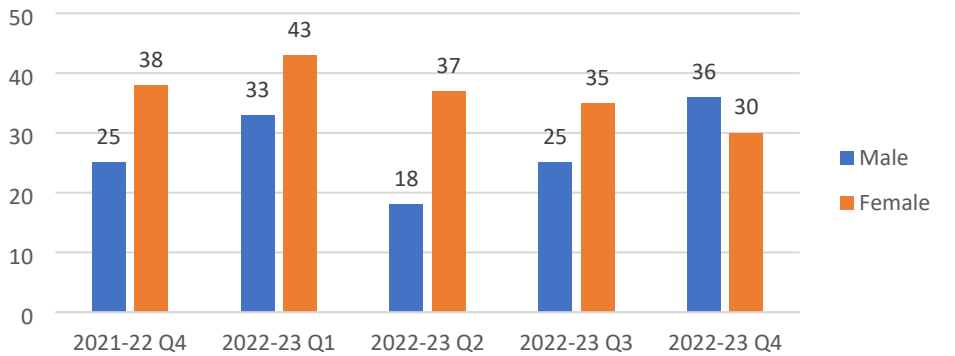




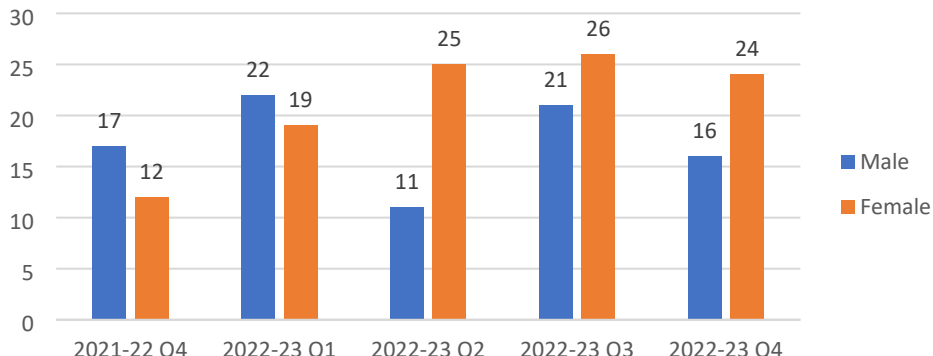
Count of Assessment Id	Column Labels						
	2021-22 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	Grand Total	
Advocate	2		3		2	1	8
Ambulance service	2	3	1		8	6	20
Care regulator					5	4	9
Independent hospital	1	1				2	4
Local authority	25	29	19		26	35	134
Local health board	23	20	20		25	18	106
Other	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>



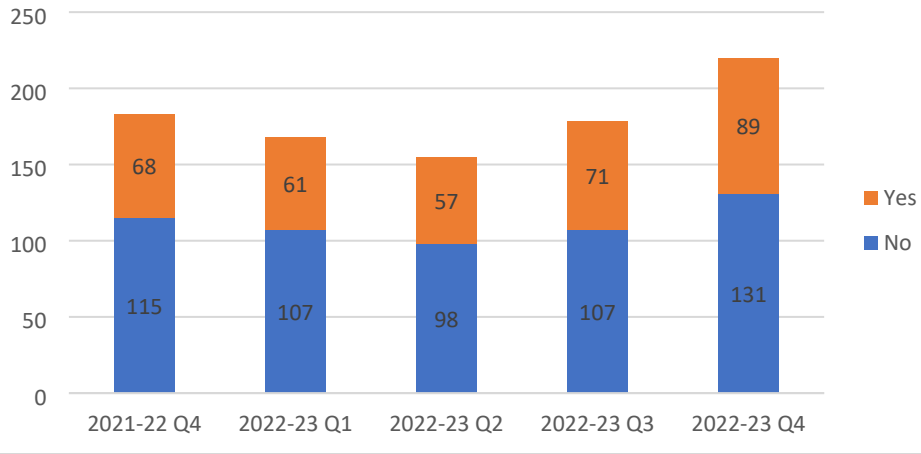
Number of reports of an adult suspected of being at risk received - Neglect Abuse



Number of reports of an adult suspected of being at risk received - Financial Abuse



Number of reports received that proceeded to an enquiry



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## Cyngor Sir CEREDIGION County Council

<b>Report to:</b>	<b>Overview and Scrutiny Coordinating Committee</b>
<b>Date of meeting:</b>	<b>11<sup>th</sup> September 2023</b>
<b>Location:</b>	<b>Remotely Via Video Conference</b>
<b>Title:</b>	<b>Draft Performance Management Policy Statement and Performance Management Framework</b>
<b>Purpose of the report:</b>	<b>To present the Draft Performance Management Policy Statement and Performance Management Framework</b>
<b>Cabinet Portfolio and Cabinet Member</b>	<b>Councillor Bryan Davies, Leader of the Council and Cabinet Member for Policy, Performance, Partnerships and Democratic Services</b>

### 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.

**Recommendations (s): To receive and endorse the Draft Performance Management Policy Statement and Performance Management Framework and to make**

**recommendations as appropriate when the report is presented to Cabinet on the 3 October 2023.**

**Reason 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.**

**Appendices:** Appendix 1 – Draft Performance Management Policy Statement  
Appendix 2 – Draft Performance Management Framework

**Corporate Lead Officer:** Alun Williams (Corporate Leader Officer Policy, Performance and Public Protection)

**Reporting Officer:** Alun Williams (Corporate Leader Officer Policy, Performance and Public Protection)

**Date:** 17 July 2023

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# 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.

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# PERFORMANCE MANAGEMENT FRAMEWORK

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July 2023

Page 63



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





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# INTRODUCTION

## From the Leader of Ceredigion County Council & Portfolio Holder for Performance Management

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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'

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Performance Management  
supports our One Team  
approach

---

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>

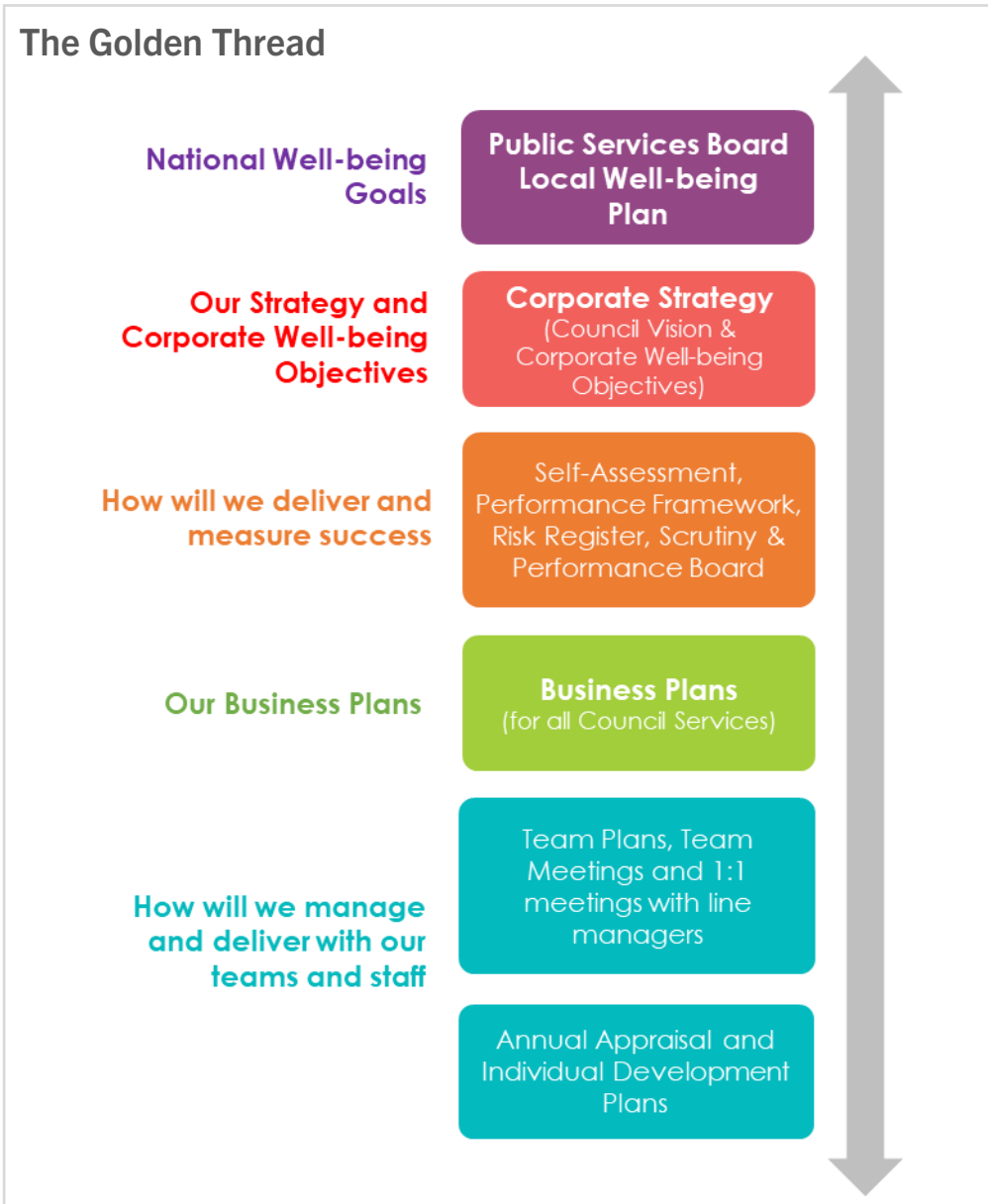
## The Golden Thread

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

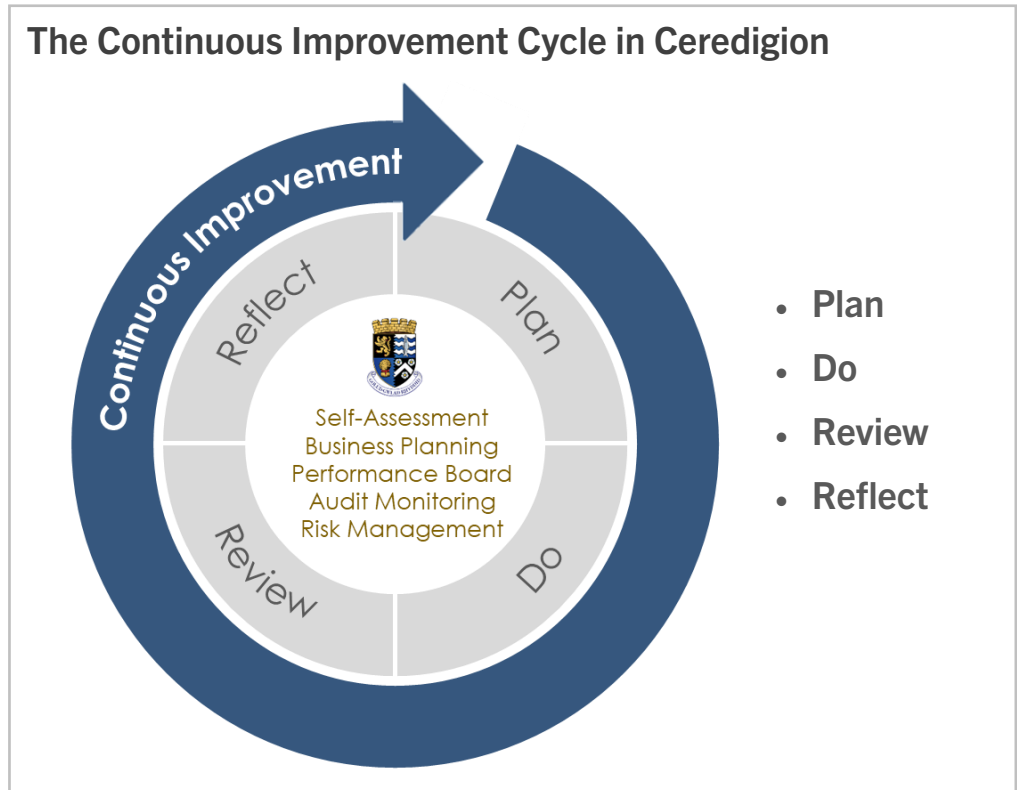
## The Continuous Improvement Cycle

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 five ways of working 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.

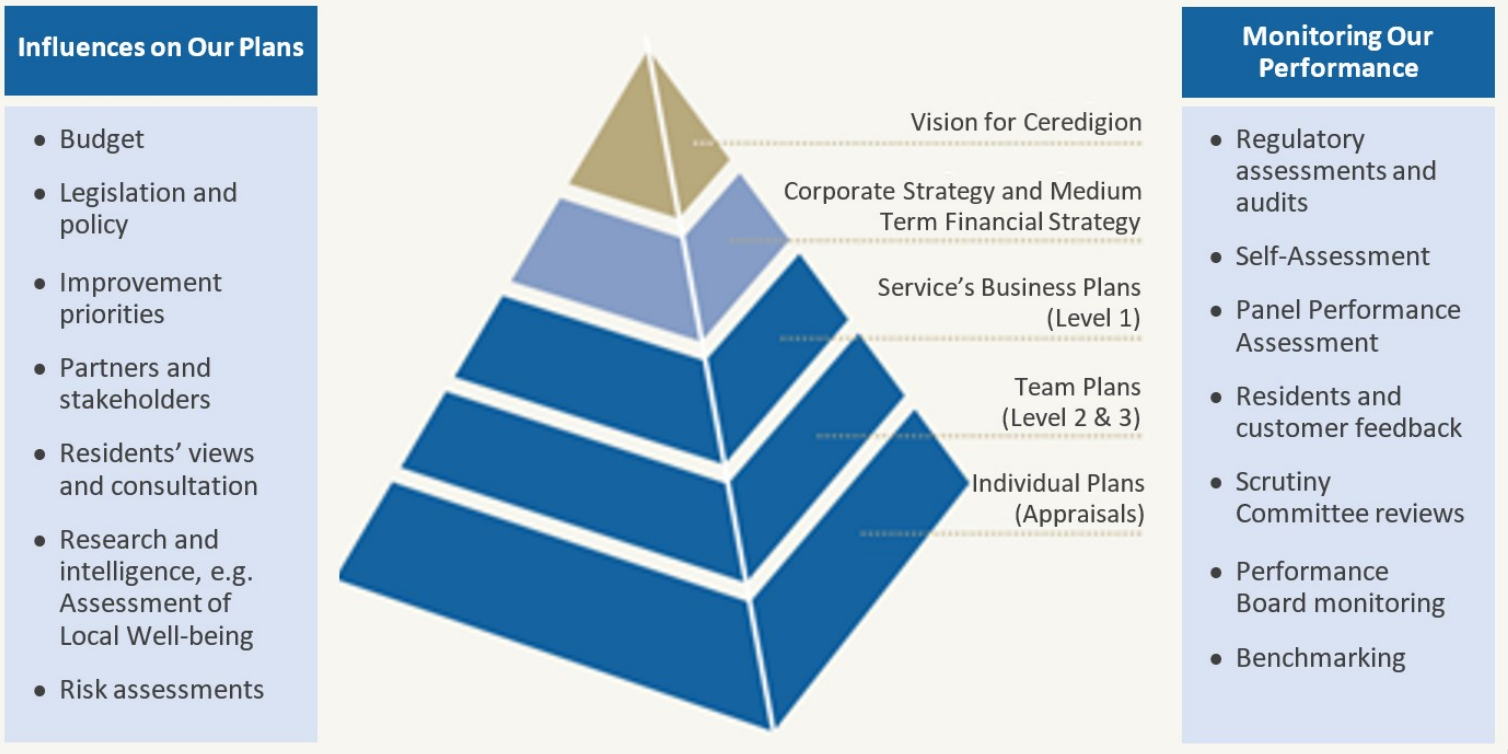
### Medium-Term Financial Strategy

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.

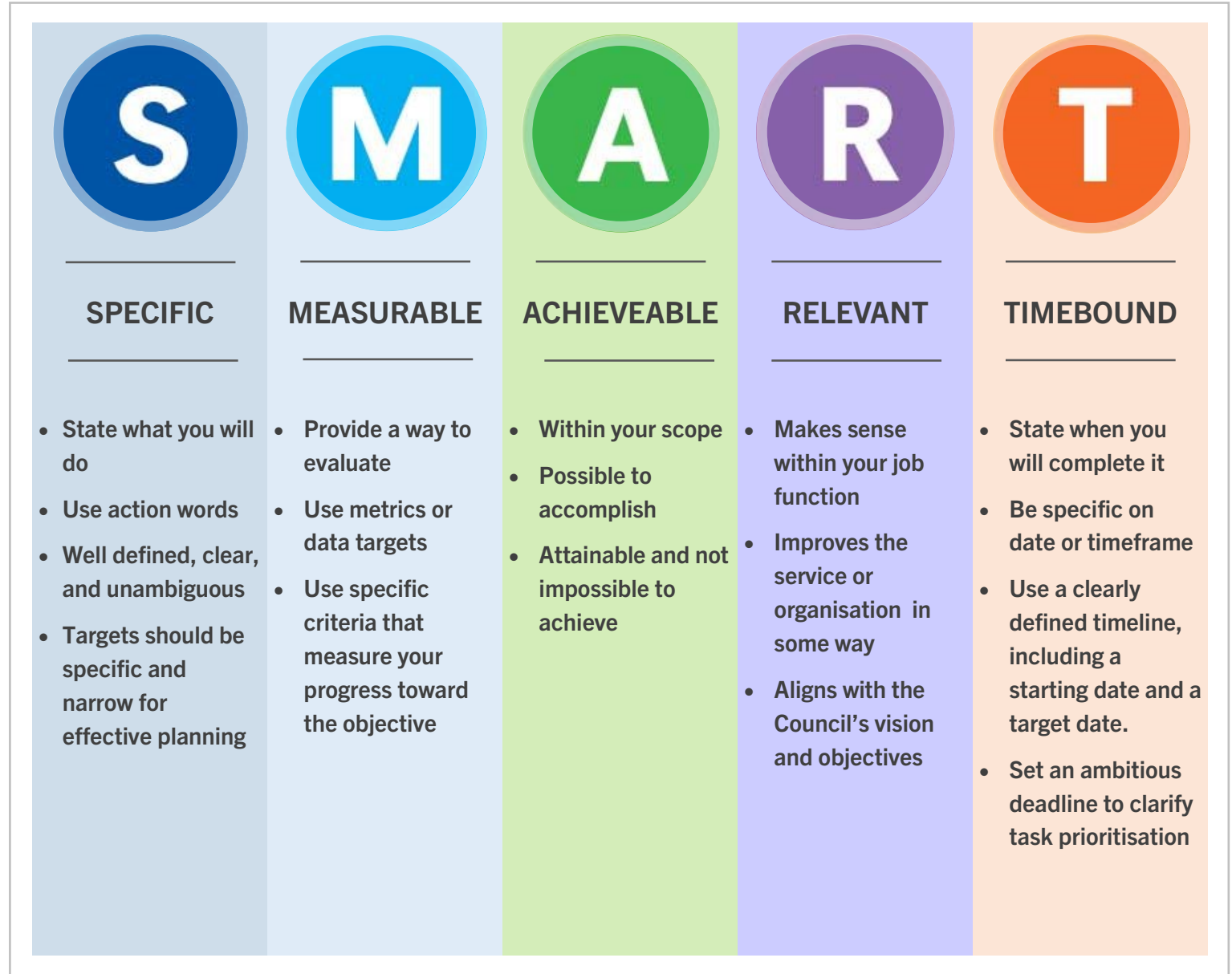
Access to timely performance data can alert Leadership Group and Cabinet to areas of concern and corrective action taken. The dashboard provides current performance levels compared to target, the year to date position and trend analysis to assist in monitoring. Having the right measures in place ensures 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> Start date passed but not started or end date passed but not complete	 <b>Red</b> 15% or more off-target	 <b>Red</b> Start date passed but not started or end date passed but not complete
 <b>Amber</b> In progress but behind schedule or in progress on schedule but not meeting target	 <b>Amber</b> Between 0 and 15% off-target	 <b>Amber</b> In progress but behind schedule or in progress on schedule but not meeting target
 <b>Green</b> In progress on schedule and meeting targets	 <b>Green</b> On target	 <b>Green</b> In progress on schedule and meeting targets
 <b>Green with tick</b> Complete	 <b>Upward trend</b> Performance improving compared to last quarter	 <b>Green with tick</b> Complete
 <b>Progress bar</b> Shows how far the objective has progressed and how close it is to bein complete	 <b>No change trend</b> Performance is the same compared to previous quarter	 <b>Progress bar</b> Shows how far the objective has progressed and how close it is to bein complete
	 <b>Downward trend</b> 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.

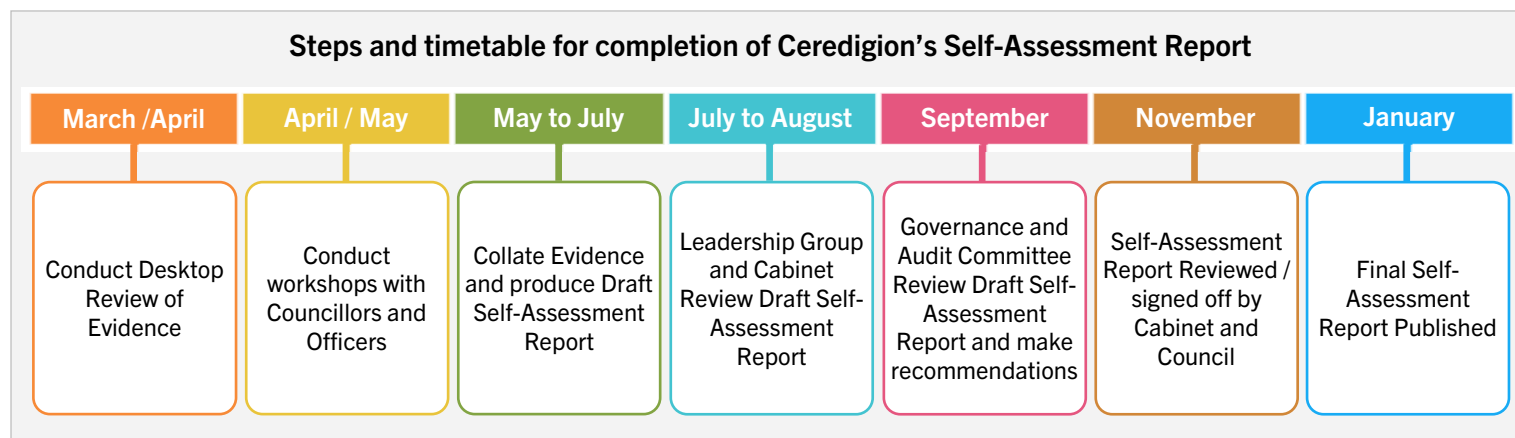
Part of the collation includes cross-checking the scoring with the evidence provided and seeking clarity on our conclusions where necessary. Gaps in evidence and understanding of our performance are also

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.**

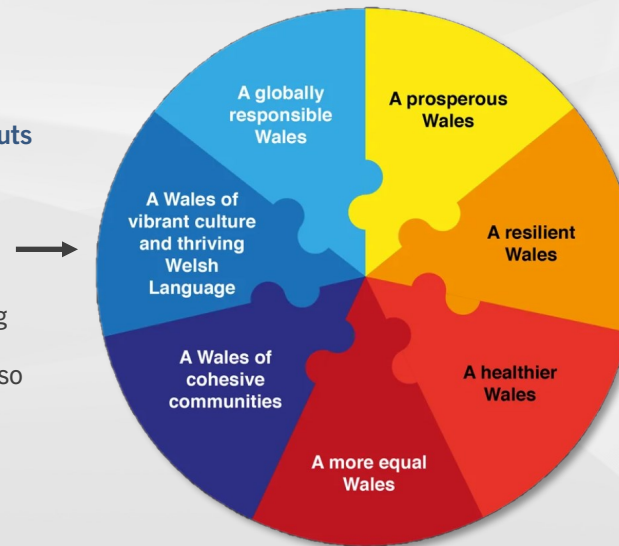
## How the Performance Framework helps to maximise the Council's contribution to the National Well-being Goals

### 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

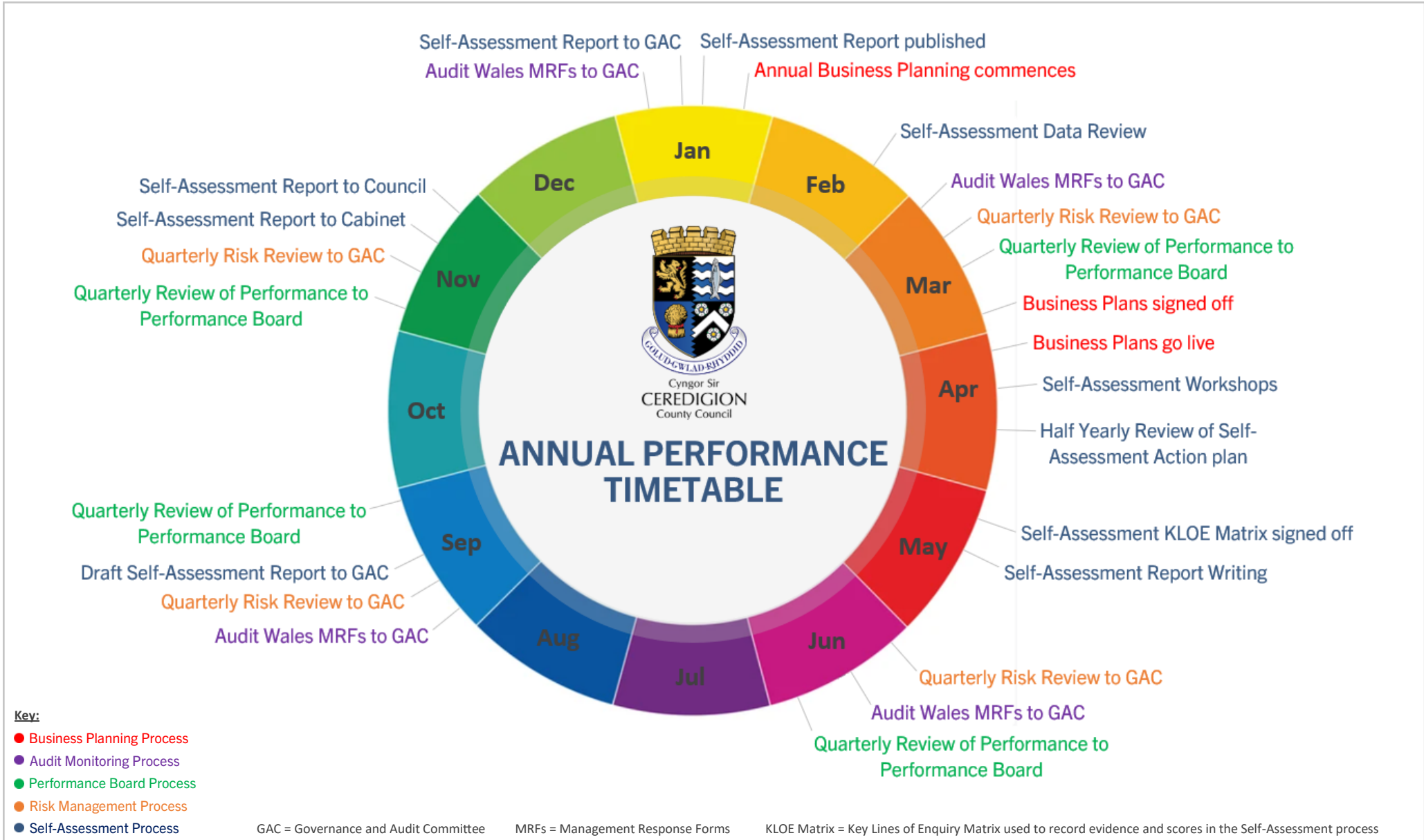
The Well-being of Future Generations (Wales) Act 2015 also introduced the Sustainable Development Principle and outlines the 5 Ways of Working that all public bodies must adopt. Sustainable development is the central organising principle that shapes what we do and how we do it.

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.

## Contact Us

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## Cyngor Sir CEREDIGION County Council

<b>REPORT TO:</b>	<b>Overview and Scrutiny Co-ordinating Committee</b>
<b>DATE:</b>	<b>11/09/2023</b>
<b>LOCATION:</b>	<b>Council Chamber</b>
<b>TITLE:</b>	<b>Revised Integrated Impact Assessment tool.</b>
<b>PURPOSE OF REPORT:</b>	<b>To present the revised Integrated Impact Assessment tool for scrutiny</b>
<b>REASON SCRUTINY HAVE REQUESTED THE INFORMATION:</b>	<b>To ensure that the Council has an effective method of assessing the impact of proposed new or amended policies, strategies or services.</b>

### **BACKGROUND:**

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 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.

### **CURRENT SITUATION:**

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 trialed to help improve the quality of IIAs that are presented to Cabinet to support strategic decision making.

<b>WELLBEING OF FUTURE GENERATIONS:</b>	<b>Has an Integrated Impact Assessment been completed? If, not, please state why</b> <i>Summary:</i> <b>Long term:</b> <b>Integration:</b> <b>Collaboration:</b> <b>Involvement:</b> <b>Prevention:</b>	No, this is not a significant change that will affect Ceredigion residents.
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**RECOMMENDATION (S):**

**To provide feedback on the revised IIA tool and recommend that it is presented to Cabinet for approval.**

**To recommend to Cabinet that a workshop should be arranged for elected members to explain the tool and its importance in the decision-making process.**

**REASON FOR RECOMMENDATION (S):**

**So that scrutiny committee can provide input to the development of the revised IIA tool and future training on it.**

<b>Contact Name:</b>	Cathryn Morgan
<b>Designation:</b>	Equalities and Inclusion Officer
<b>Date of Report:</b>	25/07/2023
<b>Acronyms:</b>	IIA – Integrated Impact Assessment



## 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> <a href="#">HINT</a>	<b>Date Considered</b>	<b>Description of any amendments made</b> <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 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 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>	
Click <a href="#">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
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<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> Balancing short-term needs with long-term need and planning for the future.</p> <p><u>HINT</u></p>	
<p><b>Collaboration</b> Working together with other partners to deliver.</p> <p><u>HINT</u></p>	

<p><b>Involvement</b> Involving those with an interest and seeking their views.</p> <p><u>HINT</u></p>	
<p><b>Prevention</b> Putting resources into preventing problems occurring or getting worse.</p> <p><u>HINT</u></p>	
<p><b>Integration</b> 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.

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## Cyngor Sir CEREDIGION County Council

<b>REPORT TO:</b>	Overview & Scrutiny Co-ordinating Committee
<b>DATE:</b>	11/09/2023
<b>LOCATION:</b>	Council Chamber, Penmorfa
<b>TITLE:</b>	Draft Ceredigion Strategic Equality Plan 2024-28
<b>PURPOSE OF REPORT:</b>	To present the draft Equality Plan and accompanying engagement report.
<b>REASON SCRUTINY HAVE REQUESTED THE INFORMATION:</b>	To scrutinise the Draft Strategic Equality Plan 2024-28 and ensure that it meets the requirements of the Equality Act 2010 and the Public Sector Equality Duty 2011.

### **BACKGROUND:**

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.

### **CURRENT SITUATION:**

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.

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 31<sup>st</sup> March 2024.

<b>WELLBEING OF FUTURE GENERATIONS:</b>	<b>Has an Integrated Impact Assessment been completed? If, not, please state why</b>	Yes
	<b>Summary:</b>	
	<b>Long term:</b>	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.
	<b>Integration:</b>	The Equalities working group includes representatives from a range of Council Services. This helps us to consider interdependencies and possible tensions between services.
	<b>Collaboration:</b>	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.

**RECOMMENDATION (S):**

To endorse the Daft Strategic Equality Plan 2024-28 before it goes out to public consultation over winter 2023. To make recommendations as appropriate when the report is presented to Cabinet on 3<sup>rd</sup> October 2023.

**REASON FOR RECOMMENDATION (S):**

The proposed Draft Strategic Equality Plan 2024-28 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.

**Contact Name:** Cathryn Morgan  
**Designation:** Equalities and Inclusion manager  
**Date of Report:** 21/08/2023  
**Acronyms:**

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# 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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DRAFT

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# 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

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### 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.

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# Ceredigion Equality Assessment 2023

Analysis Report of the engagement campaign



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# 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.

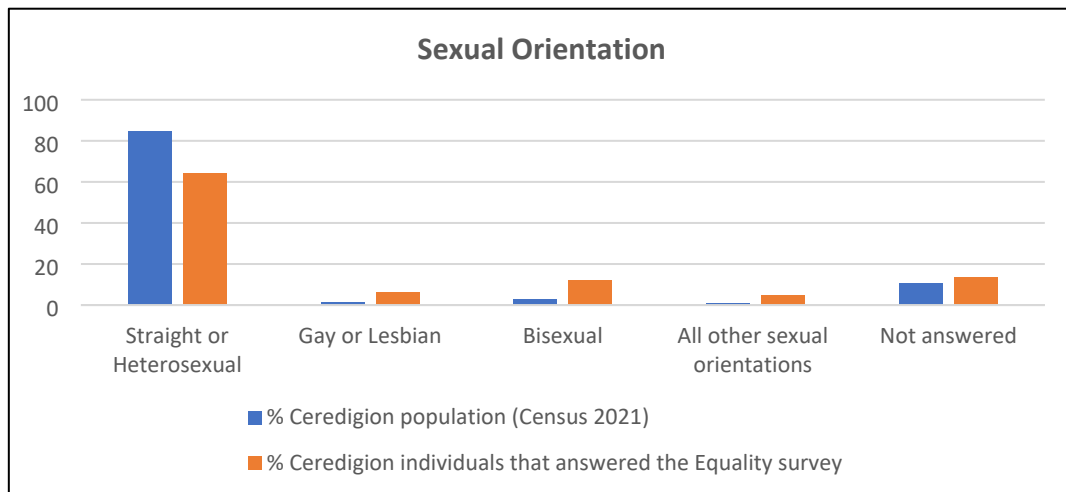


Fig 2.

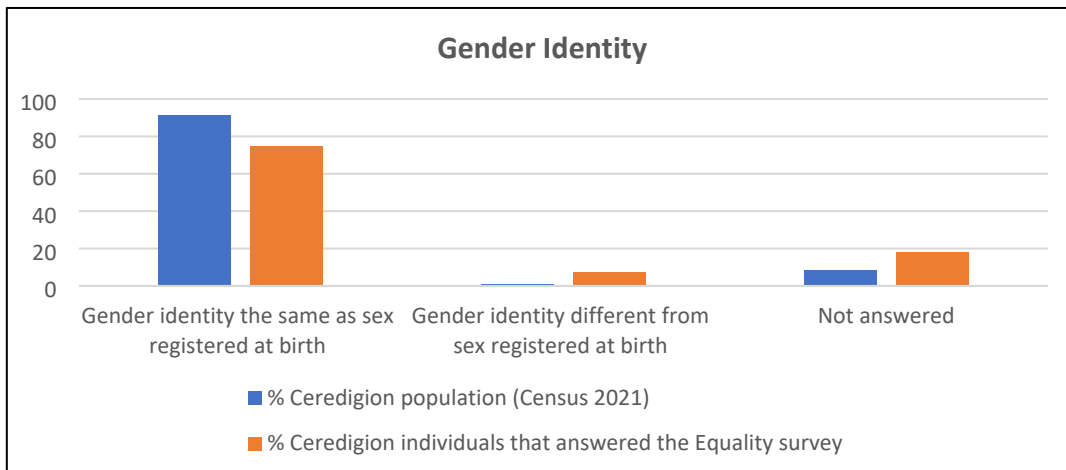


Fig 3.

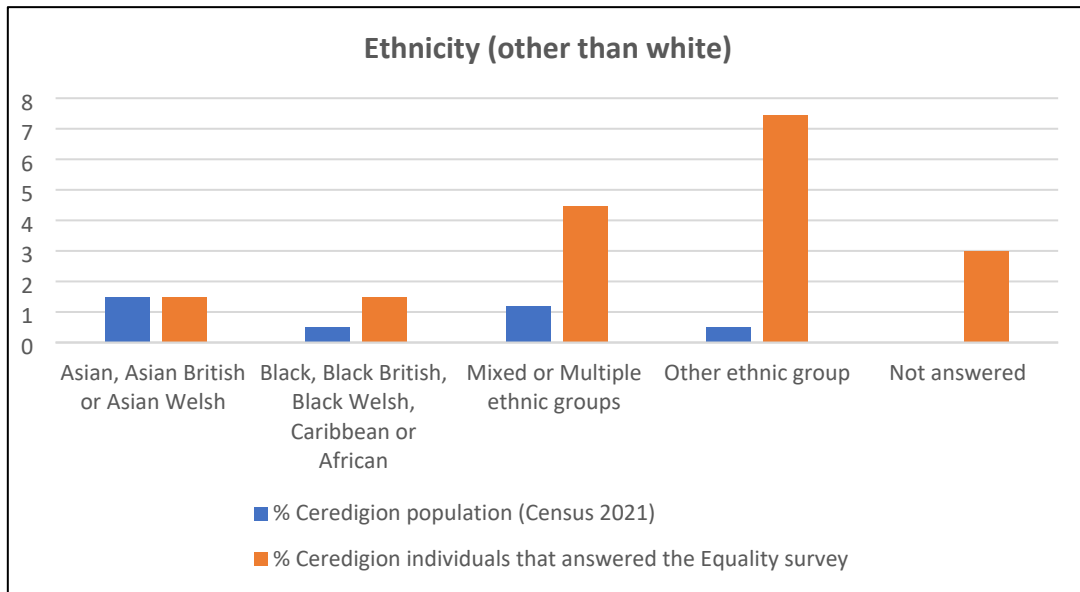


Fig 4.

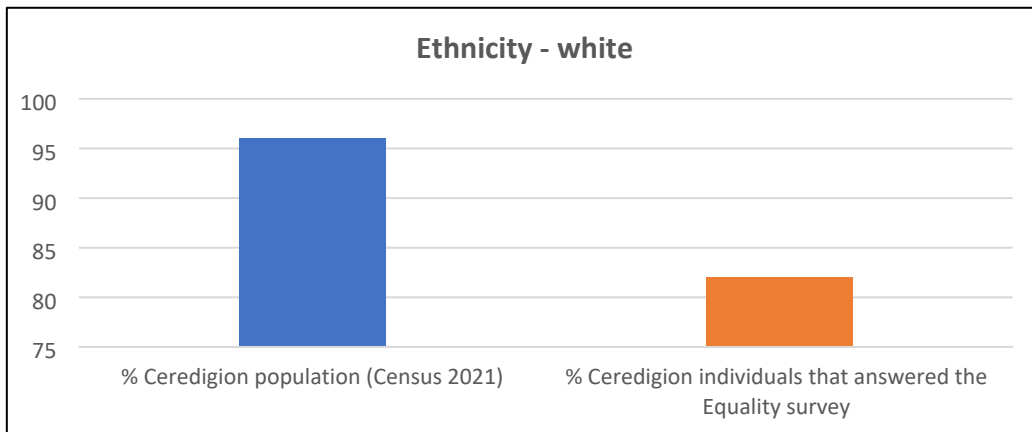
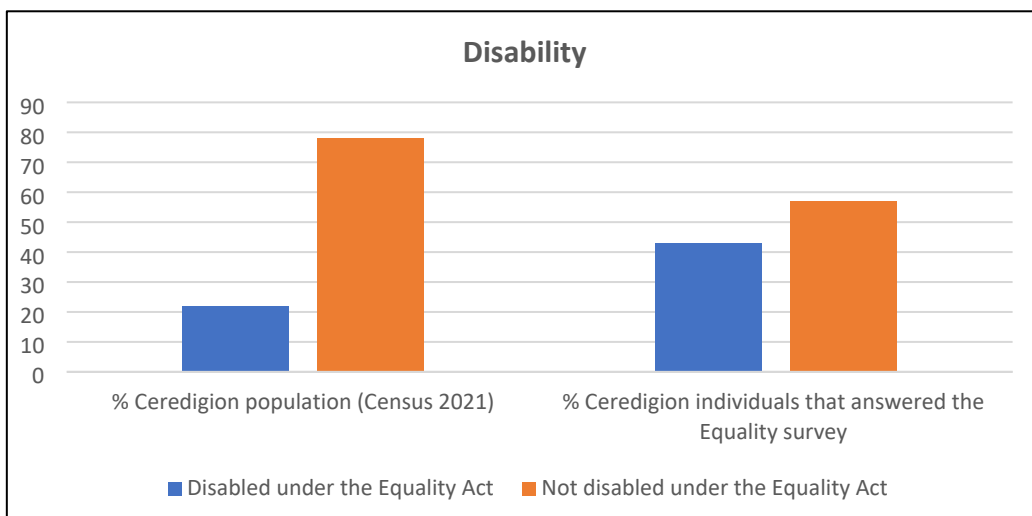


Fig 5.



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.

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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
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Service Area	Policy, Performance and Public Protection	Corporate Lead Officer	Alun Williams	Strategic Director	Barry Rees
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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
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### 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	

**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> 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> 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> 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>	

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

An integrated tool to inform effective decision making



<p><b>Prevention</b> 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> 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> 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> 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> 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> 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> 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>	
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<p><b>3.6. A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances.</p>				<p>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> 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 ✓</p>	<p>Negative</p>	<p>None/ 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 ✓</p>	<p>Negative</p>	<p>None/ 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 ✓</p>	<p>Negative</p>	<p>None/ Negligible</p>	<p>It responds to needs expressed by, or on behalf of, older</p>		



				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> Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)				The plan includes actions to increase diversity in the workplace and to increase representation of disabled people in local politics and decision making.  There are also actions to provide inclusive and specialised play, physical activity and childcare opportunities for disabled children and young people.  We will consider the needs of disabled people when maintaining footways and carriageways and when we review our Toilet Strategy.  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.	The draft Strategic Equality Plan 2024-28.	
Hearing Impairment	Positive	Negative	None/ Negligible			
	✓					
Physical Impairment	Positive	Negative	None/ Negligible			
	✓					
Visual Impairment	Positive	Negative	None/ Negligible			
	✓					
Learning Disability	Positive	Negative	None/ Negligible			
	✓					
Long Standing Illness	Positive	Negative	None/ Negligible			
	✓					
Mental Health	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			

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<b>Transgender</b> Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)				The plan responds to Welsh Government's LGBTQ+ action plan and needs expressed by our local trans community.  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.  The draft Strategic Equality Plan 2024-28	
Transgender	Positive	Negative	None/ Negligible			
	✓					
<b>Marriage or Civil Partnership</b> Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)				The 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/ Negligible			
			✓			
Civil partnership	Positive	Negative	None/ Negligible			
			✓			
<b>Pregnancy or Maternity</b> Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)				The 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/ Negligible			

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			✓	who are pregnant or have recently given birth. The review of our Toilet Strategy is likely to have a positive impact.		
Maternity	Positive	Negative	None/ Negligible			
			✓			

<b>Race</b> Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)				<p>The plan responds to Welsh Government's Anti-racist Wales action plan and the needs expressed by local people who have various ethnic backgrounds.</p> <p>It's likely that there will be a negative impact on people who are white because the intention of the plan is to increase the diversity of the workplace and people who take part in local politics and decision making.</p> <p>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.</p>	<p>The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.</p> <p>The draft Strategic Equality Plan 2024-28</p>	
White	Positive	Negative	None/ Negligible			
		✓				
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					
Asian / Asian British	Positive	Negative	None/ Negligible			
	✓					
Black / African / Caribbean / Black British	Positive	Negative	None/ Negligible			
	✓					
Other Ethnic Groups	Positive	Negative	None/ Negligible			





	✓			We will take action against Hate Crime and we will deliver a media campaign to celebrate diversity and commemorate relevant historical events.	
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<b>Religion or non-beliefs</b>				<p>It's unlikely that that plan will have a significant negative or positive impact on people because of their belief or non-belief.</p> <p>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.</p> <p>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.</p>	<p>It is noted that the Ceredigion population (according to the 2021 Census) includes people with the following religions and beliefs:</p> <p>378 - Buddhist</p> <p>158 - Hindu</p> <p>75 - Jewish</p> <p>515 - Muslim</p> <p>35 - Sikh</p> <p>677 - 'other' religion</p> <p>33,409 people said that they are Christian.</p> <p>30,749 people said that they have no religion.</p> <p>5,480 people did not answer this question in the Census.</p> <p>Most of the respondents to our engagement campaign (43%) said that they have no religion. 34% said that they</p>
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/ Negligible		
			✓		
Buddhist	Positive	Negative	None/ Negligible		
			✓		
Hindu	Positive	Negative	None/ Negligible		
			✓		
Humanist	Positive	Negative	None/ Negligible		
			✓		
Jewish	Positive	Negative	None/ Negligible		
			✓		
Muslim	Positive	Negative	None/ Negligible		
			✓		
Sikh	Positive	Negative	None/ Negligible		
			✓		



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			✓			
Non-belief	Positive	Negative	None/ Negligible			are Christian. 10% said that they are Atheist. 8% preferred not to say and 5% selected 'other'
			✓			
Other	Positive	Negative	None/ Negligible			
			✓			
<b>Sex</b> Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)						There are currently more women in lower paid jobs and more men in higher paid jobs in the Council. We want to 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.  We want to increase representation of women in local politics, this will also have a negative impact on men.
Men	Positive	Negative	None/ Negligible			
		✓				
Women	Positive	Negative	None/ Negligible			
	✓					
<b>Sexual Orientation</b> Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓)						The plan responds to Welsh Government's LGBTQ+ action plan and the needs expressed by local LGBTQ+ people.  The plan includes a range of actions that will have a positive impact on LGBTQ+ people. For example,
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/ Negligible			
						The analysis report of the Engagement campaign for Ceredigion Equality Assessment 2023.  The draft Strategic Equality Plan 2024-28.



	✓			removing personal pronouns in our recruitment literature, addressing Hate Crime and developing a LGBTQ+ stakeholder group		
Gay Women / Lesbian	Positive	Negative	None/ Negligible			
	✓					
Heterosexual / Straight	Positive	Negative	None/ Negligible			
			✓			

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

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

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.

<p><b>3.7. A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh Language are promoted and protected.</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>Will the proposal be delivered bilingually (Welsh &amp; English)?</p>	<p>Positive</p> <p style="text-align: center;">✓</p>	<p>Negative</p>	<p>None/ Negligible</p>	<p>The plan and annual reports will be published in Welsh and in English.</p> <p>Council services are delivered bilingually.</p> <p>Our corporate Equality workgroup meetings are held bilingually with simultaneous translation.</p>	<p>The draft Strategic Equality Plan 2024-28.</p>	
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<p>Will the proposal have an</p>	<p>Positive</p>	<p>Negative</p>	<p>None/</p>			
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effect on opportunities for persons to use the Welsh language?			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 opportunity for persons to access services through the medium of Welsh?	Positive	Negative	None/ Negligible	As above	As above	
	✓					
How will the proposal treat the Welsh language no less favourably than the English language?	Positive	Negative	None/ Negligible	The plan and annual reports will be published in Welsh and in English.  Council services are delivered bilingually.  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/ Negligible	The services that will be provided will be promoted bilingually, in line with our Welsh Language Policy Statement.	As above	



				<p>Work Welsh development opportunities and the Welsh in Education Plan 2022-32 will help the promotion of the Welsh language.</p> <p>The plan will increase opportunities for disabled children and young people to take part in sport, art and recreation activities.</p> <p>We hope that our local culture and heritage will be enhanced by ensuring that relevant collections celebrate diversity.</p>		
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**4. STRENGTHENING THE PROPOSAL:** If the proposal is likely to have a negative impact on any of the above (including any of the protected characteristics), what practical changes/actions could help reduce or remove any negative impacts as identified in sections 2 and 3?

**4.1 Actions.**

What are you going to do?	When are you going to do it?	Who is responsible?	Progress
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 two negative impacts that have been identified are on men and people who are white. The intention of the plan is to increase the diversity of the workplace and of people who take part in local politics and decision making. If the plan is successful, fewer white people and fewer men will be in these positions.



This negative impact must be accepted if we are to achieve improved gender equality and equality of race/ethnicity.

### 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

<b>REPORT TO:</b>	<b>Overview and Scrutiny Co-ordinating Committee</b>
<b>DATE:</b>	<b>11/09/2023</b>
<b>LOCATION:</b>	<b>Council Chamber, Penmorfa</b>
<b>TITLE:</b>	Strategic Equality Plan Monitoring Report 2022-23
<b>PURPOSE OF REPORT:</b>	To describe progress on achieving the Equality Outcomes in our Strategic Equality Plan 2020-24.
<b>REASON SCRUTINY HAVE REQUESTED THE INFORMATION:</b>	To monitor the progress that the council is making in reducing inequality in Ceredigion and in meeting our duties in relation to the Equality Act 2010 and the Public Sector Equality Duty 2011.

### **BACKGROUND:**

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**

The plan and related documents can be found at [Strategic Equality Plan & Objectives - Ceredigion County Council](#)

### **CURRENT SITUATION**

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/there are concerns that it will not be completed
- Amber: Action slightly behind target
- Green: Action progressing to plan

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

**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.

<b>WELLBEING OF FUTURE GENERATIONS:</b>	<b>Has an Integrated Impact Assessment been completed? If not, please state why</b>	No, as this report is not related to a new policy or a change in service
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**Summary:**  
**Long term:** N/A  
**Integration:** N/A  
**Collaboration:** N/A  
**Involvement:** N/A  
**Prevention:** N/A

**RECOMMENDATIONS:**

To receive and endorse the Council's Strategic Equality Plan Monitoring Report 2022-23 and to make recommendations as appropriate when the report is presented to Cabinet on 03/10/2023.

**REASON FOR RECOMMENDATIONS:**

It is a requirement of the Public Sector Equality Duties that we produce an Annual Strategic Equality Plan (SEP) Monitoring Report for 2022/23 and publish this on our external website by 31/03/24.

**Contact Name:** Cathryn Morgan  
**Designation:** Equalities & Inclusion manager  
**Date of Report:** 21/08/2023  
**Acronyms:**

# 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

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# 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	<b>1</b>	<b>3</b>	<b>8</b>
<b>Red</b>	Action not started / there are concerns that it will not be completed	<b>0</b>	<b>0</b>	<b>0</b>
<b>Amber</b>	Action slightly behind target	<b>14</b>	<b>17</b>	<b>10</b>
<b>Green</b>	Action progressing to plan	<b>39</b>	<b>34</b>	<b>36</b>

The table below shows progress of each of our Equality Objectives.

2022/23 figures		Blue	Red	Amber	Green
<b>1</b>	Equal Opportunities Employer	<b>1</b>	<b>0</b>	<b>2</b>	<b>5</b>
<b>2</b>	Fostering Good Relations and Tackling Prejudice	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>3</b>	Engagement and Participation	<b>1</b>	<b>0</b>	<b>4</b>	<b>7</b>
<b>4</b>	Dignity, Respect and Access to Services	<b>3</b>	<b>0</b>	<b>4</b>	<b>10</b>
<b>5</b>	Fair and Inclusive Education	<b>2</b>	<b>0</b>	<b>0</b>	<b>9</b>



### 3.1: Equality Plan Monitoring report April 2022 – March 2023

**Objective 1: To be an Exemplar Equal Opportunities Employer.**

**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>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</b> (on target)
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**Outcome:** Continue to close the gender pay gap.

The [Workforce Pay Gap report](#) 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%.

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.

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.

<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</b> (on target)
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**Outcome:** 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>
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**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> (behind target)
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**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> (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>			

**Improving access to justice: By removing barriers to women raising complaints.** The Council already has robust arrangements for employees to raise concerns e.g. grievance, dignity at work, whistleblowing.

<b>Action 1.6</b>	We will offer, where appropriate, flexi and part-time working to support parents and carers. We will revise our policies on flexi-working and work-life balance.	<b>People and Organisation</b>	<b>Green</b> (on target)
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**Outcome:** Revised flexi and agile working polices implemented.

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.

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.

- 47.2% of our employees are part time.
- 38.5% of our employees are part time females.
- 8.8% of our employees are part time males.

There are more females employed full time (614) than men (533).

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.

<b>Action 1.7</b>	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.	<b>Porth Cymorth Cynnar</b>	<b>Amber</b> (behind target)
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**Outcome:** Decreased gender segregation in apprenticeships. Increased BME 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</b> (on target)
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**Outcomes:**

- Increased number of Modern Slavery Sessions delivered, increased number of staff attending
- Increased number of Human and Child Trafficking sessions delivered.

7 x training sessions on Modern Slavery & Human Trafficking: 50 staff attended (45 internal and 5 external)

**Objective 2: Fostering Good Relations and Tackling Prejudice.**

**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>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</b> (on target)
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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>			

<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>
<b>Outcomes:</b> <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>			
1,696 staff (1,589 internal and 107 external) completed VAWDASV e-learning. 40 internal staff attended Ask & Act Training Sessions.			
<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>
<b>Outcome:</b> Increased number of interventions and de-escalations.			
<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>			



<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> (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> (behind target)
<b>Outcome:</b> Engagement undertaken is meaningful. People are involved and can influence decisions – Engagement Annual Report			
<p>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 <a href="#">Engagement and Participation Annual Report 2022-23</a> 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.</p> <p>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.</p>			
<b>Action 3.2</b>	We will revise and implement our Engagement Policy.	<b>Policy, Performance and Public Protection</b>	<b>Blue</b> (complete)

<b>Outcome:</b> Engagement Policy published and implemented. Progress recorded in 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> <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>
<p><b>Outcome:</b> Increased number of women, disabled people and BME people represented.</p>			
<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>
<p><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.</p>			

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> (behind target)
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**Outcome:** 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)
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**Outcome:** Up to date Equalities page on CCC website.

The [Equality and Diversity](#) 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)
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**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.

<b>Action 3.9</b>	We will review the Integrated Impact Assessment process.	<b>Policy, Performance and Public Protection</b>	<b>Green (on target)</b>
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**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.

<b>Action 3.10</b>	We will monitor and advise on Integrated Impact Assessments (IIAs).	<b>Policy, Performance and Public Protection</b>	<b>Amber (behind target)</b>
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**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%.

<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 (on target)</b>
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**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.

<b>Action 3.12</b>	We will adopt the principles of the Dream Team's Learning Disability Charter	<b>Lead Officers - All services</b>	<b>Amber</b> (behind target)
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**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.

<p><b>Objective 4: Dignity, Respect and Access to Services.</b></p> <p><b>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.</b></p>			
<p><b>Action 4.1</b></p>	<p>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.</p>	<p><b>Porth Cymorth Cynnar</b></p>	<p><b>Green (on target)</b></p>
<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Increased number of people assisted.</li> <li>• Increased number of dementia friendly sessions delivered.</li> </ul>			
<p>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.</p> <p>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.</p> <p>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.</p>			
<p><b>Action 4.2</b></p>	<p>We will provide targeted support such as “Cynllun Cyfeirio” and “Ymuno” projects to enable children with additional needs to attend mainstream activities.</p>	<p><b>Porth Cynnal / Schools</b></p>	<p><b>Green (on target)</b></p>
<p><b>Outcome:</b> Children with additional needs are able to attend mainstream childcare and play activities.</p>			



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.”*

<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)
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**Outcome:** Increased number of people who have accessed advocacy services.

'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.

<b>Action 4.4</b>	We will develop specification documentation and tender documentation for new advocacy services for Learning Disabilities, Mental Health and for Older People.	<b>Finance &amp; Procurement</b>	<b>Blue</b> (complete)
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**Outcome:** Increased number of people who have accessed advocacy services.

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.

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.

<b>Action 4.5</b>	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).	<b>Porth Cymorth Cynnar</b>	<b>Green</b> (on target)
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**Outcomes:**

- Over 200 Health Intervention Classes held each month, all within 20 minutes travel time for all clients.
- Number of Activity Units delivered per annum.
- Programmes built around the client in order to build life changing habits in keeping active & mental health wellbeing.

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.

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> (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.

<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> (behind target)
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**Outcome:** 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)
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**Outcome:** 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.

The [Clutter Free Ceredigion](#) 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)
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**Outcome:** 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)
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**Outcome:** 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)
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**Outcome:** 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.

<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</b> (on target)
<p><b>Outcome:</b> Increased number of grant applications to the Council for play area improvement that are supported by policy or plans to provide accessible play space.</p>			
<p>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.</p>			
<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</b> (complete)
<p><b>Outcome:</b> Percentage of contract specifications issued with Equality and Welsh Language requirements.</p>			
<p>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.</p>			
<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> (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>			

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.

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 & rugby and swimming available and an event for the hearing-impaired event with rugby, golf, football, tennis, table tennis and athletics available.

<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> (behind target)
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**Outcomes:**

- Continue the journey and learning process for staff, partners & services from Ribbon to Gold status.
- To become an inclusive and visionary service for all standards.

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.

**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.**

<b>Action 5.1</b>	We will support Schools to ensure that they review and update their Strategic Equality Plans (SEPs).	<b>Schools and Culture</b>	<b>Blue</b> (complete)
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**Outcomes:**

- All Schools report and confirm completion of individual strategic equality plans during the Summer term at their governing body meetings.
- Schools have a Strategic Equality Plan in place.

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> (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</b> (on target)
<p><b>Outcomes:</b></p> <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>			
<p>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.</p>			



<b>Action 5.4</b>	We will improve provision and outcomes for looked after children in order to reduce identified attainment gaps.	<b>Schools and Culture</b>	<b>Green (on target)</b>																					
<p><b>Outcome:</b> All LAC pupils made appropriate progress according to need (evidenced by data on the achievement of looked after children at all key stages).</p>																								
<p>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 &amp; 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:</p>																								
<table border="1"> <thead> <tr> <th data-bbox="264 596 1059 671">Support level</th> <th data-bbox="1059 596 1491 671">Ceredigion pupils from Ceredigion</th> <th data-bbox="1491 596 1966 671">Ceredigion pupils from other authorities</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 671 1059 711">SAPRA – School Action Plus Resource Agreement</td> <td data-bbox="1059 671 1491 711">5</td> <td data-bbox="1491 671 1966 711"></td> </tr> <tr> <td data-bbox="264 711 1059 751">S - Statement</td> <td data-bbox="1059 711 1491 751">1</td> <td data-bbox="1491 711 1966 751">7</td> </tr> <tr> <td data-bbox="264 751 1059 791">SAP - School Action Plus</td> <td data-bbox="1059 751 1491 791">13</td> <td data-bbox="1491 751 1966 791">3</td> </tr> <tr> <td data-bbox="264 791 1059 831">SA - School Action</td> <td data-bbox="1059 791 1491 831">11</td> <td data-bbox="1491 791 1966 831">3</td> </tr> <tr> <td data-bbox="264 831 1059 871">IDP - Individual Development Plan</td> <td data-bbox="1059 831 1491 871">5</td> <td data-bbox="1491 831 1966 871">1</td> </tr> <tr> <td data-bbox="264 871 1059 906"><b>Total</b></td> <td data-bbox="1059 871 1491 906"><b>35</b></td> <td data-bbox="1491 871 1966 906"><b>14</b></td> </tr> </tbody> </table>				Support level	Ceredigion pupils from Ceredigion	Ceredigion pupils from other authorities	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>
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<p>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.</p>																								
<p>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.</p>																								
<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).

**Action 5.6**

We will develop targeted interventions for children in receipt of free school meals.

**Schools and Culture**

**Green (on target)**

**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.

<p>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.</p>			
<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>
<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Applications for capital will be accepted from receiving school accessibility plans that highlight the work required.</li> <li>• The number of school modifications and the number completed.</li> </ul>			
<p>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.</p>			
<b>Action 5.8</b>	We will implement our Welsh in Education Strategic Plan.	<b>Schools and Culture</b>	<b>Green (on target)</b>
<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• The Welsh in Education Strategic Plan is in place and continues until 2021 until the publication of WiESP 2021-2031.</li> <li>• Plan implemented and outcomes monitored.</li> </ul>			
<p>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.</p>			
<p>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.</p>			

<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)
<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Number of new courses added to the alternative curriculum provision since September 2019.</li> <li>• Good progress is being made; all appropriate CCC procurement contracts have community benefits as a core requirement.</li> <li>• Progress is measured via annual NEET data.</li> </ul>			
<p>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. <b>63</b> young people referred or signposted to a youth worker re-engaged with education, employment or training.</p> <p><b>88</b> 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.</p> <p>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 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 based on contract value for work experience placements for those not in education, new jobs created and support from contractors at careers events.</p>			
<b>Action 5.10</b>	<p>We will support older people and disabled people to take advantage of digital technologies, and to recognise the benefits of being online.</p>	<b>Porth Cymorth Cynnar</b>	<b>Green</b> (on target)

<b>Outcomes:</b>			
<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</b> (on target)
<b>Outcome:</b> In partnership with Active Young People & Sport Wales we will train school pupils & volunteers to learn how to adapt / involve others in sport & physical activity.			
All Bronze Young Ambassadors in primary schools have received the training in 2022-23. It is an annual rolling programme.			

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## Cyngor Sir CEREDIGION County Council

<b>REPORT TO:</b>	Overview and Scrutiny Co-ordinating Committee
<b>DATE:</b>	11 September 2023
<b>LOCATION:</b>	Hybrid
<b>TITLE:</b>	Gender Pay Report 2023 and Workforce Equality Report 2023
<b>PURPOSE OF REPORT:</b>	To ensure that the Authority is meeting its requirements in relation to the Equality Act 2010 the Public Sector Equality Duty 2011 to publish employment information annually
<b>REASON SCRUTINY HAVE REQUESTED THE INFORMATION:</b>	To ensure that the report is fit for purpose and to make recommendations to Cabinet as appropriate

### BACKGROUND:

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

**Has an Integrated Impact Assessment been completed? If not, please state why** No. This report does not refer to a policy or service change

### **WELLBEING OF FUTURE GENERATIONS:**

#### **Summary:**

**Long term:**

**Integration:**

**Collaboration:**

**Involvement:**

**Prevention:**

### **RECOMMENDATION (S):**

- (1) To receive the Gender Pay Report 2023
- (2) To receive the Workforce Equality Report 2023

**REASON FOR RECOMMENDATION (S):** (1) Compliance with Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017



(2) Compliance with Equality Act 2010: Public  
Sector Equality Duty 2011

**Contact Name:** Geraint Edwards  
**Designation:** Corporate Lead Officer – People & Organisation  
**Date of Report:** 15/08/2023  
**Acronyms:**

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*"Investing in People's Future"*



# Gender Pay Report

2023



Cyngor Sir  
**CEREDIGION**  
County Council



Caru Love  
**Ceredigion**

## Ceredigion County Council

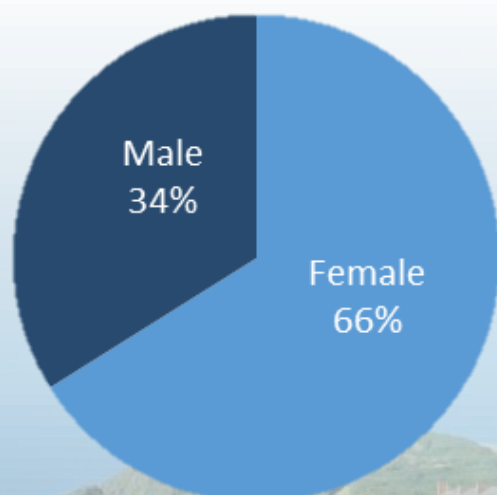
Ceredigion County Council along with all listed public authorities in Wales is required to carry out Gender Pay Reporting under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

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

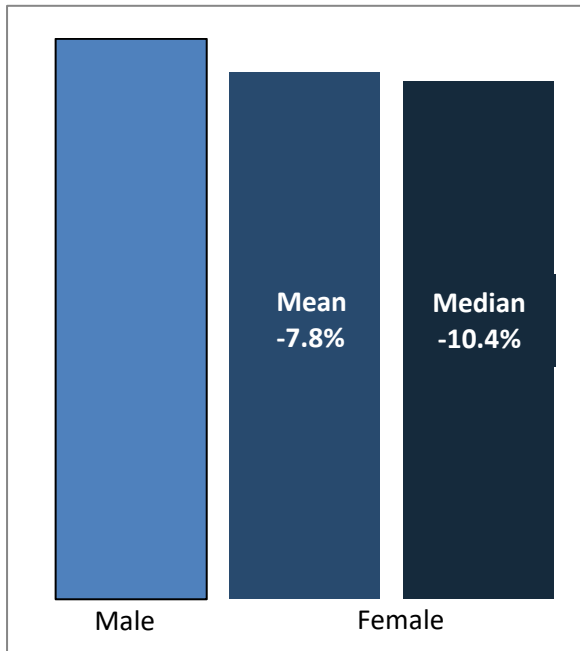
This report containing the required information and actions that the Council will undertake in order to address gender pay issues will be published on our website and also be available for staff on the internal Ceri Net intranet site.

### 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.

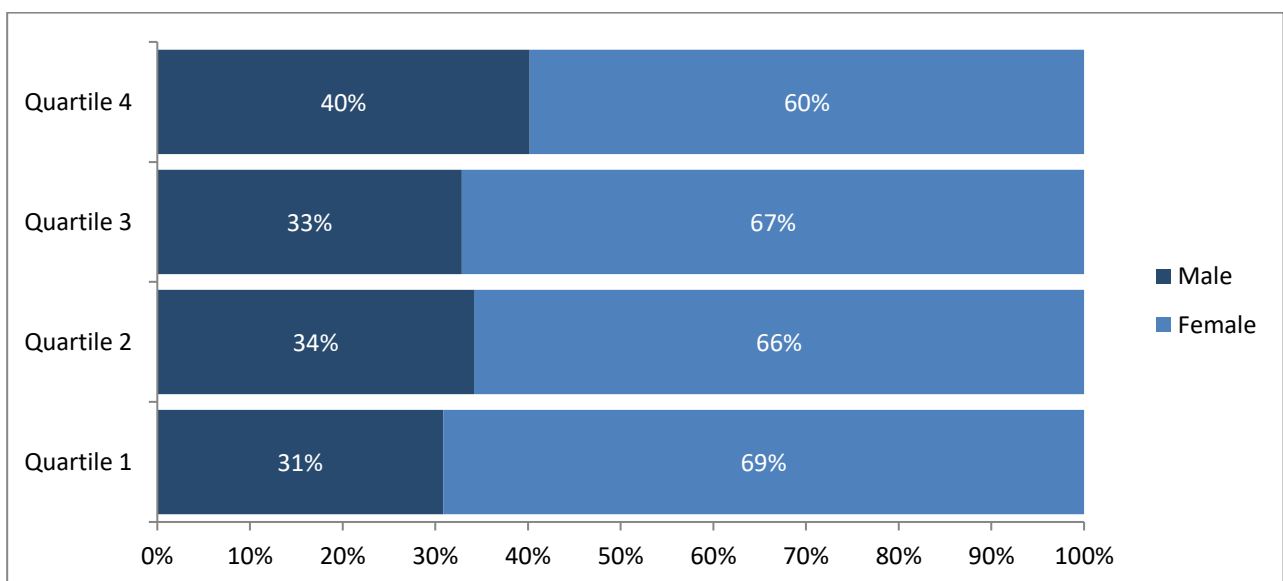
The information provided in the charts is based on the hourly rate of pay as at 31<sup>st</sup> March 2023.

**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.

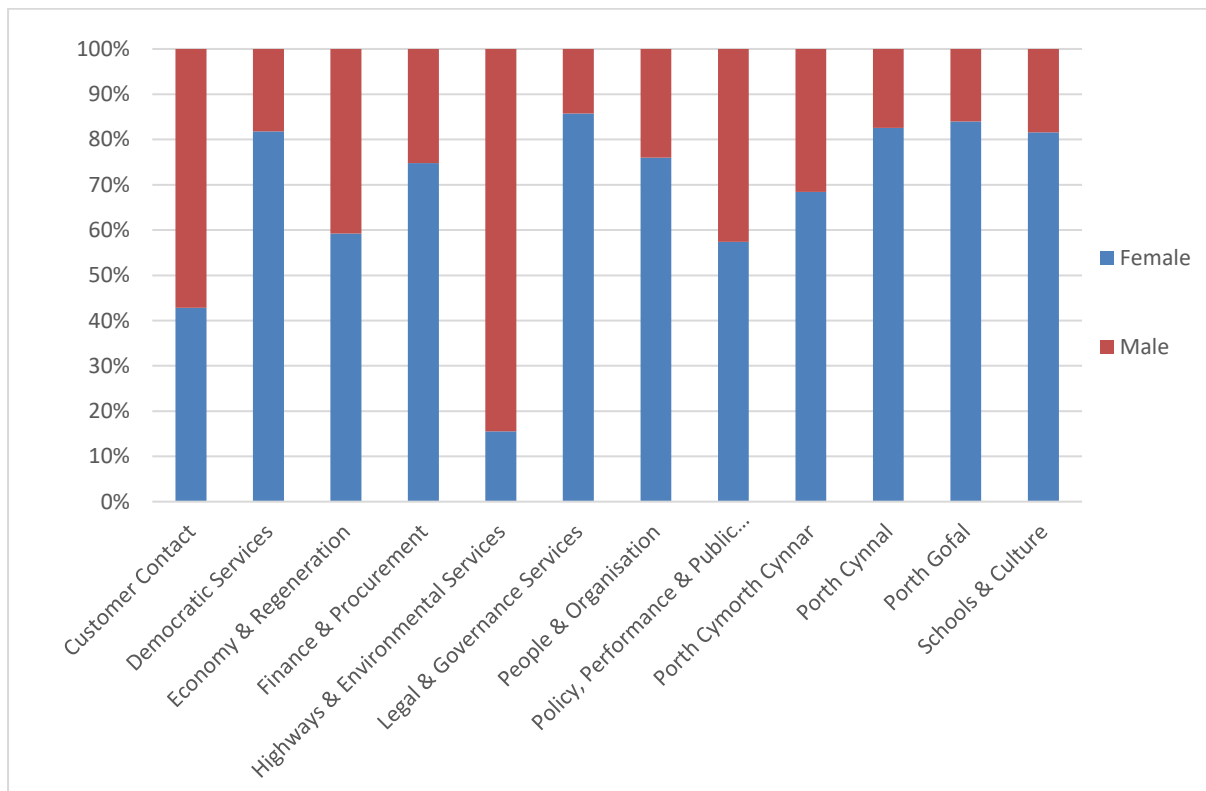


## Grade and Pay

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.

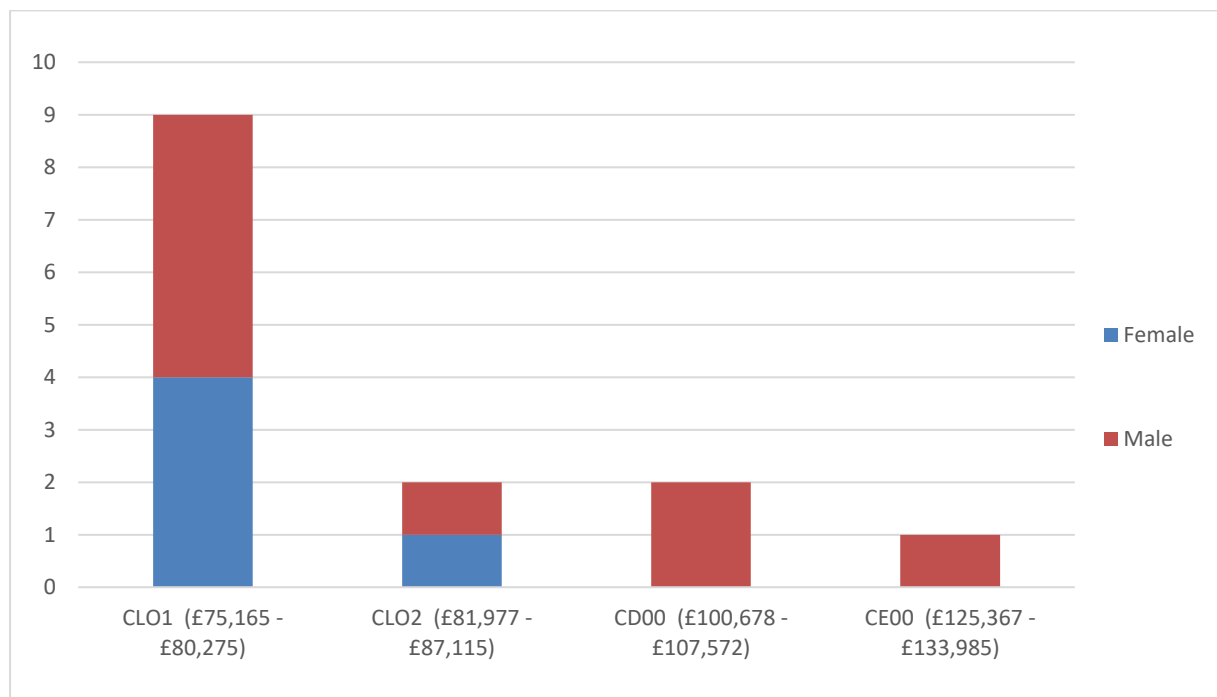
This data is collated to show the following employee groups: Chief Officer, National Joint Council (NJC - Green Book), Soulbury and Centrally Employed Teachers.

## Gender by Service

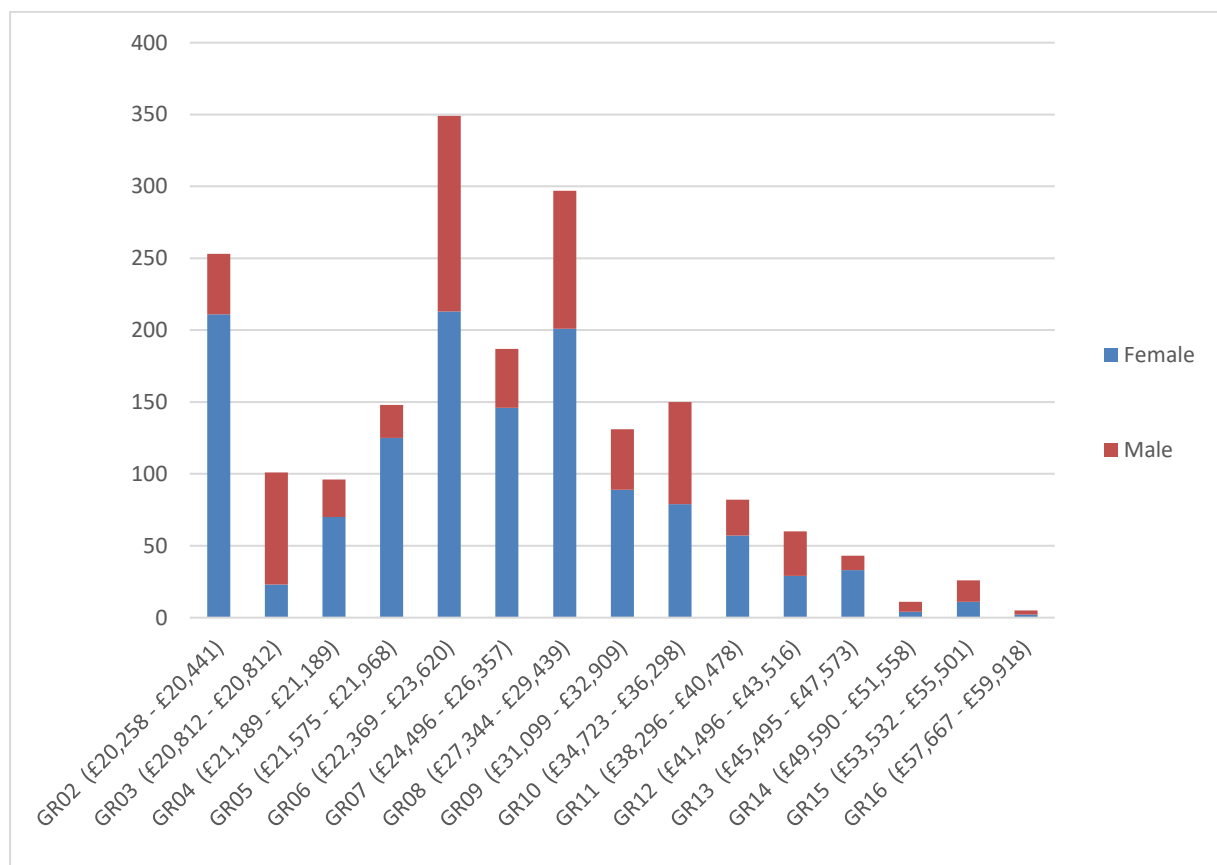


## Gender by Grade

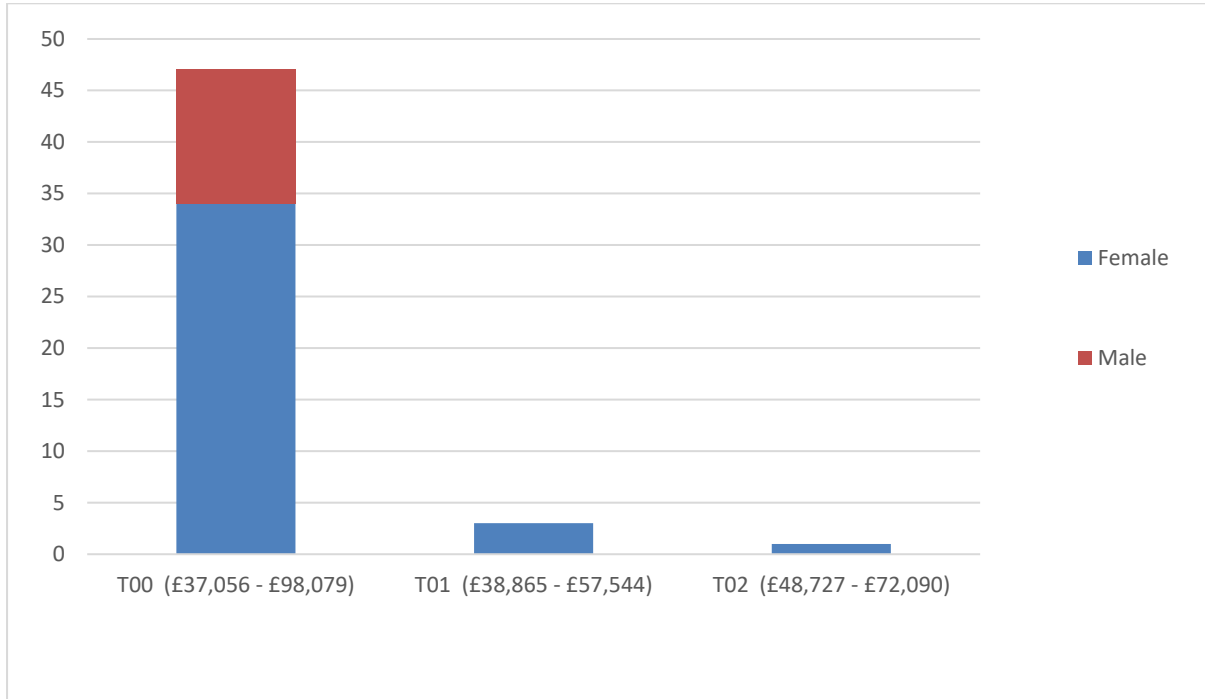
### Chief Officers



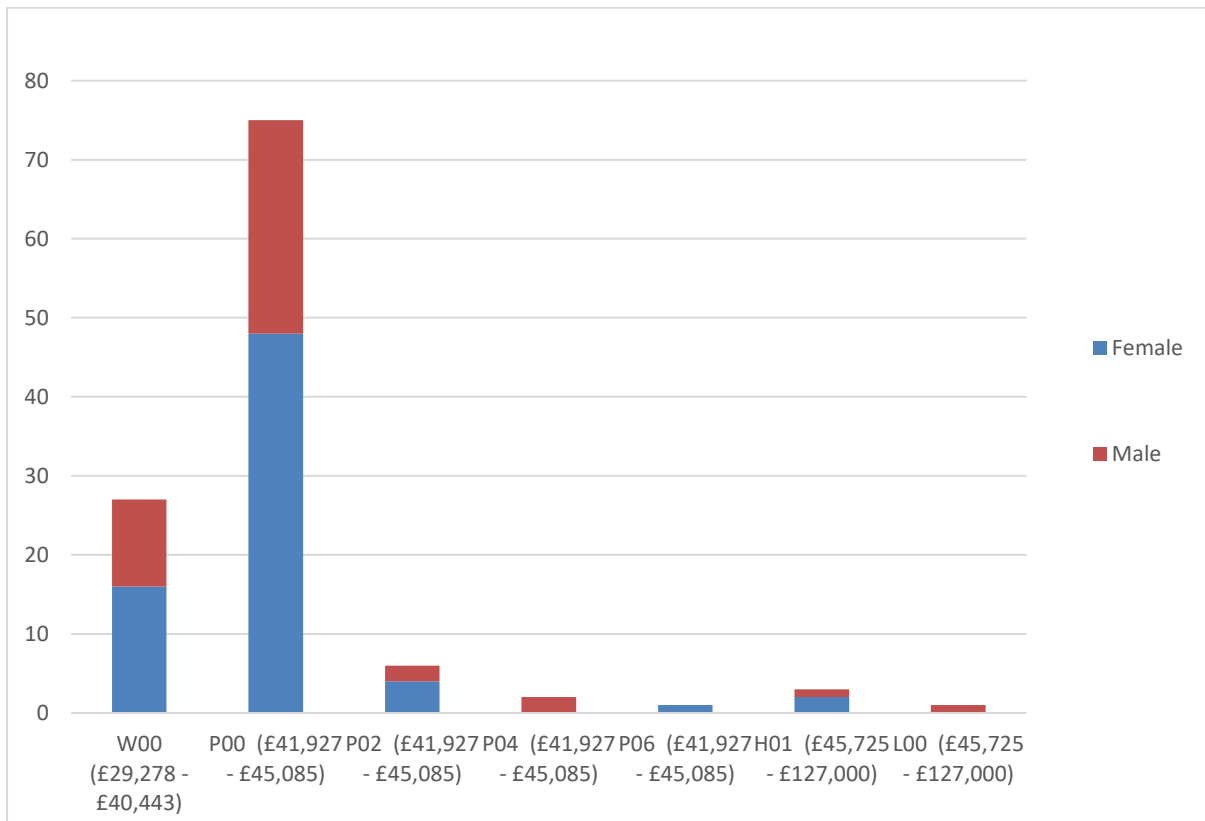
### NJC



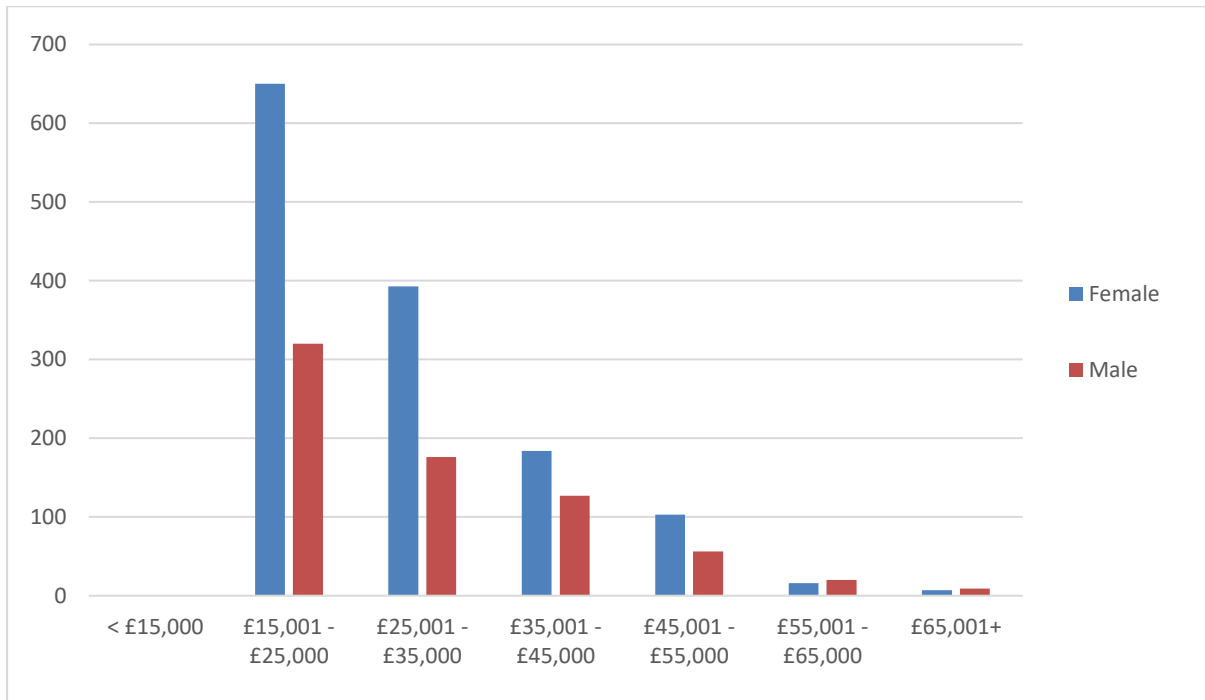
## Soulbury



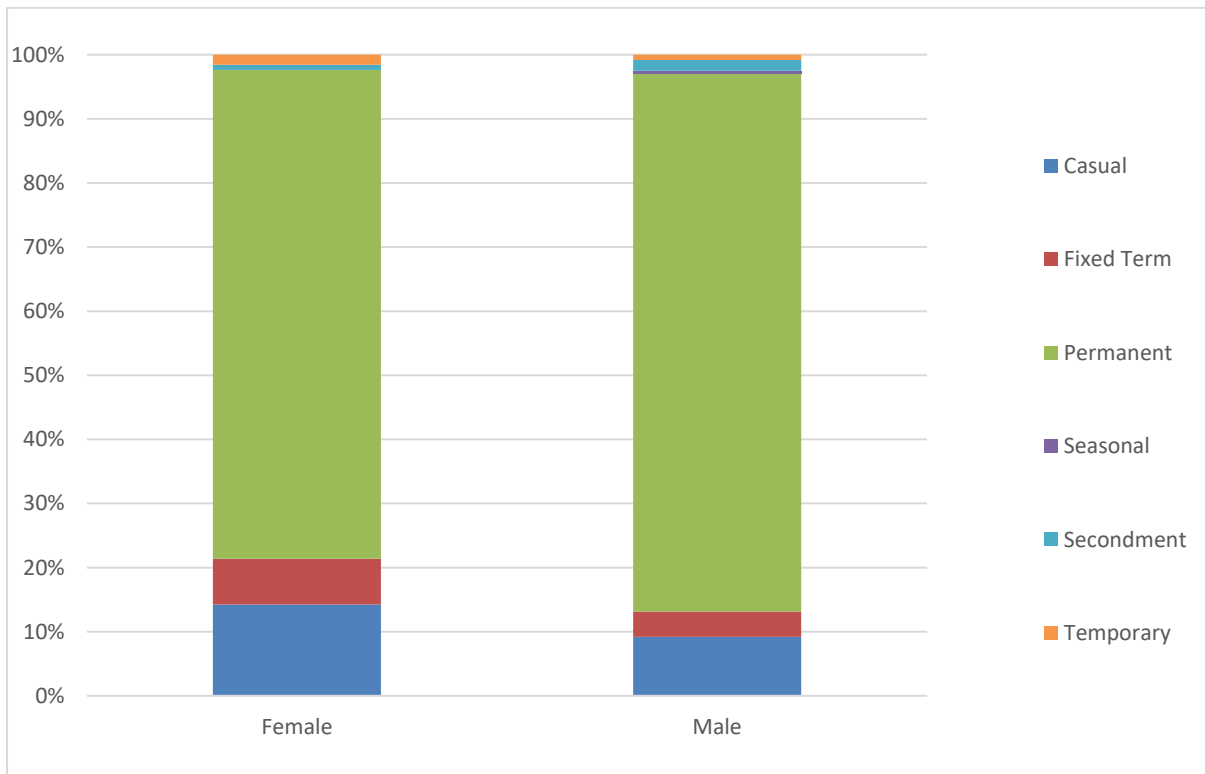
## Teachers – Centrally Employed



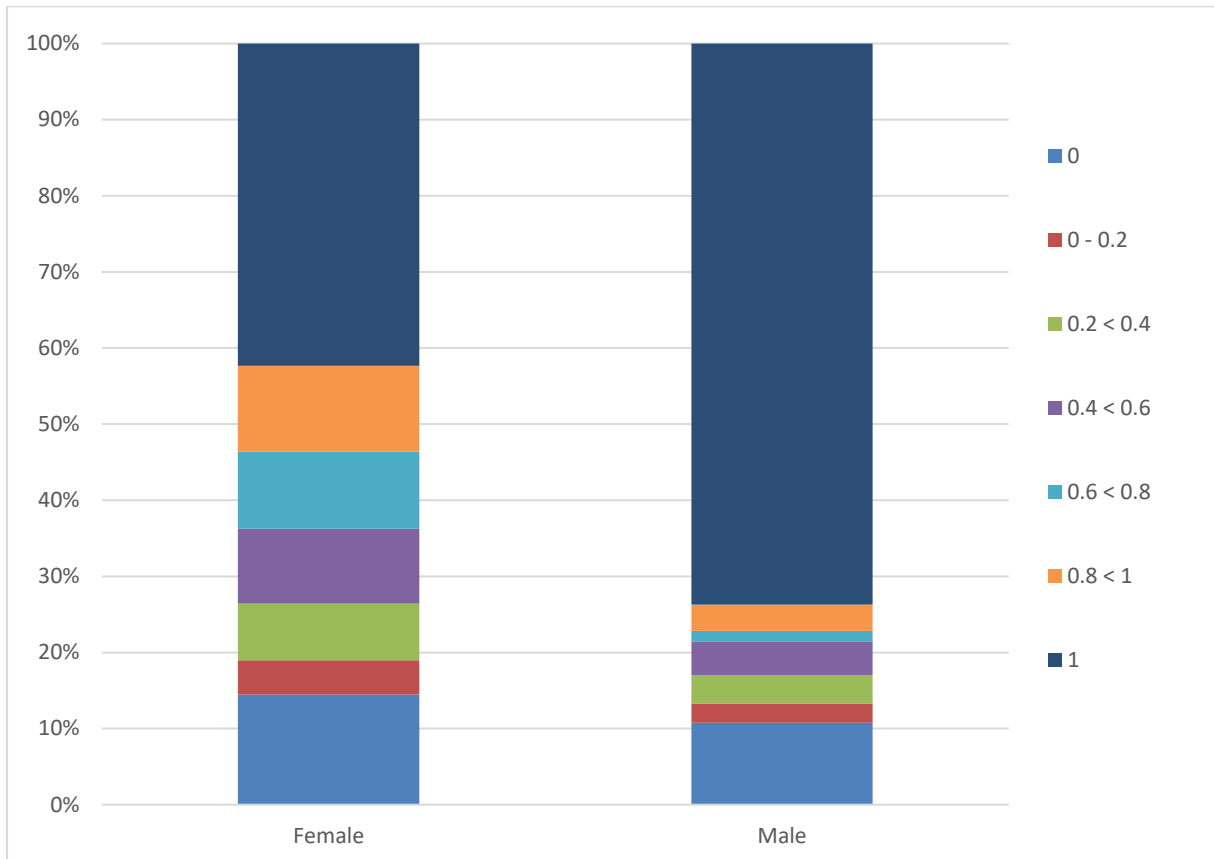
## Gender by Pay



## Gender by Contract Type



## Gender by Working Pattern (FTE)

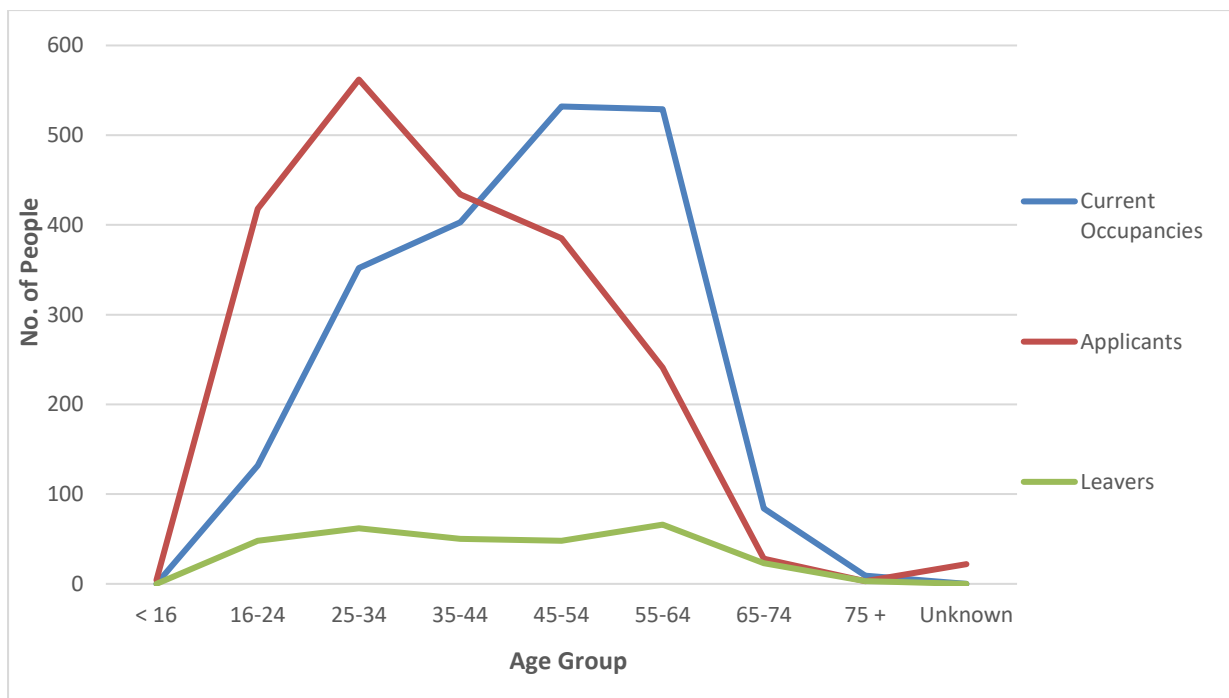


# Age

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%.

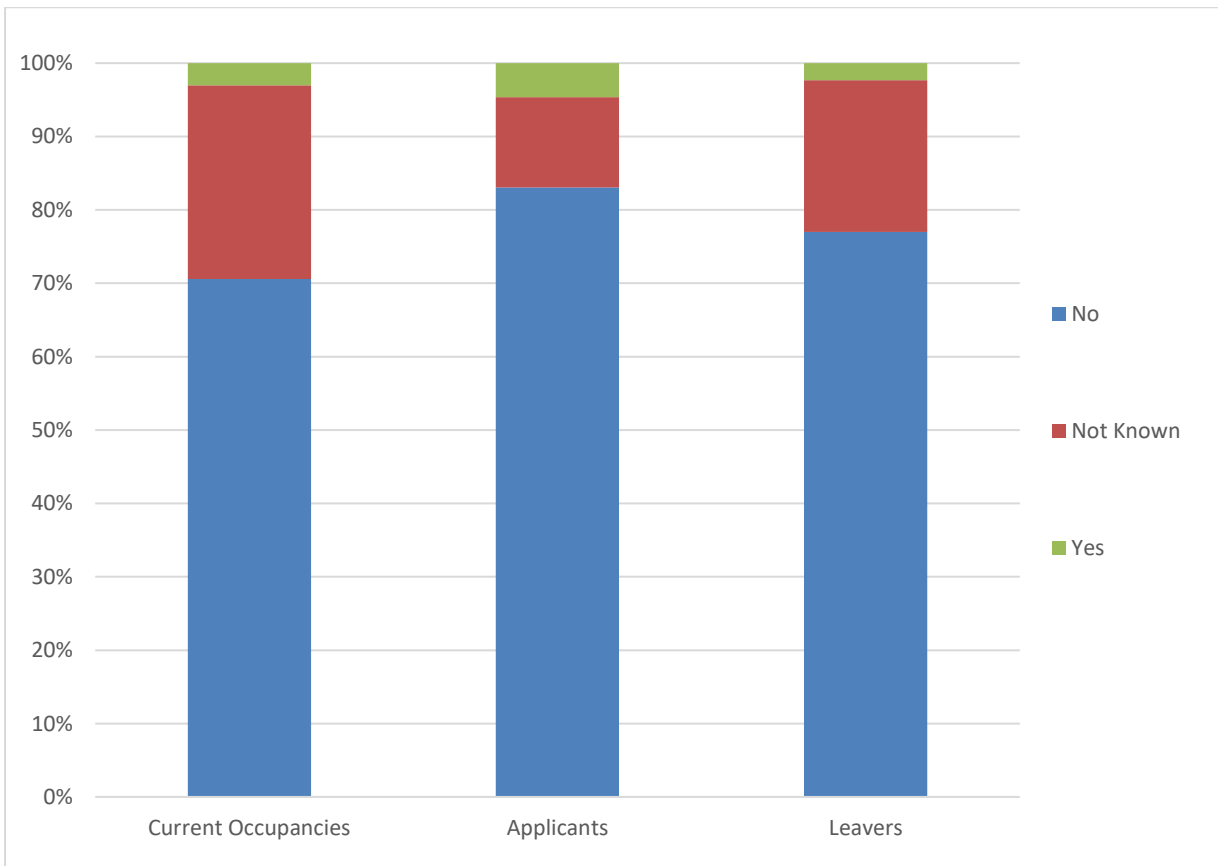


# Disability

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.





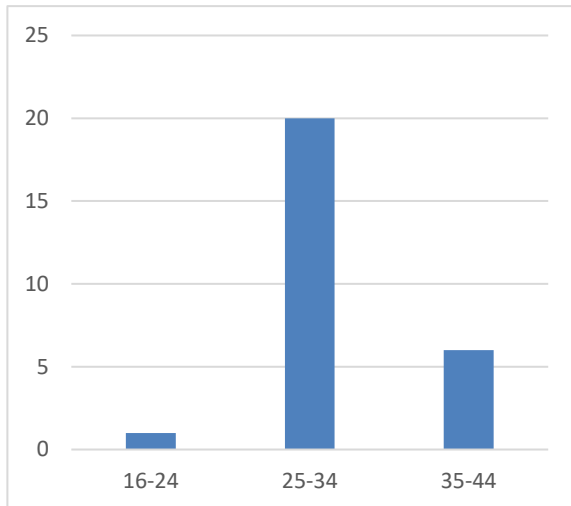
## Gender Reassignment

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.

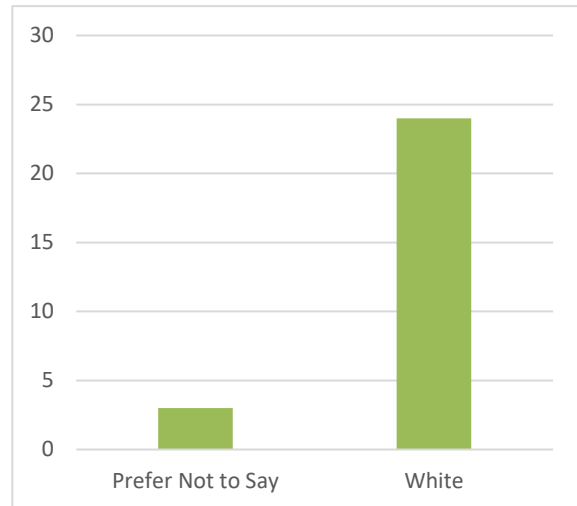
# Pregnancy and maternity

There were 27 employees who commenced maternity leave during the year up to 31 March 2023. This represents 2.0% of the female headcount.

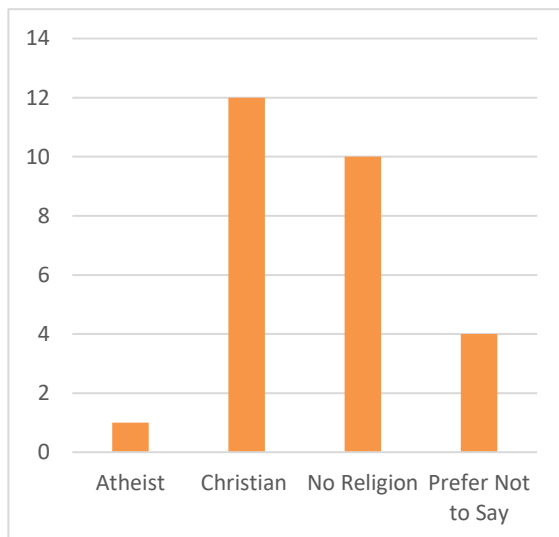
### Age



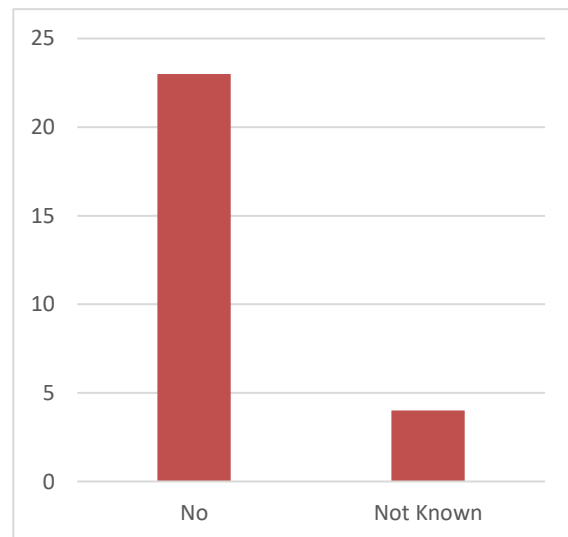
### Race



### Religion



### Disability

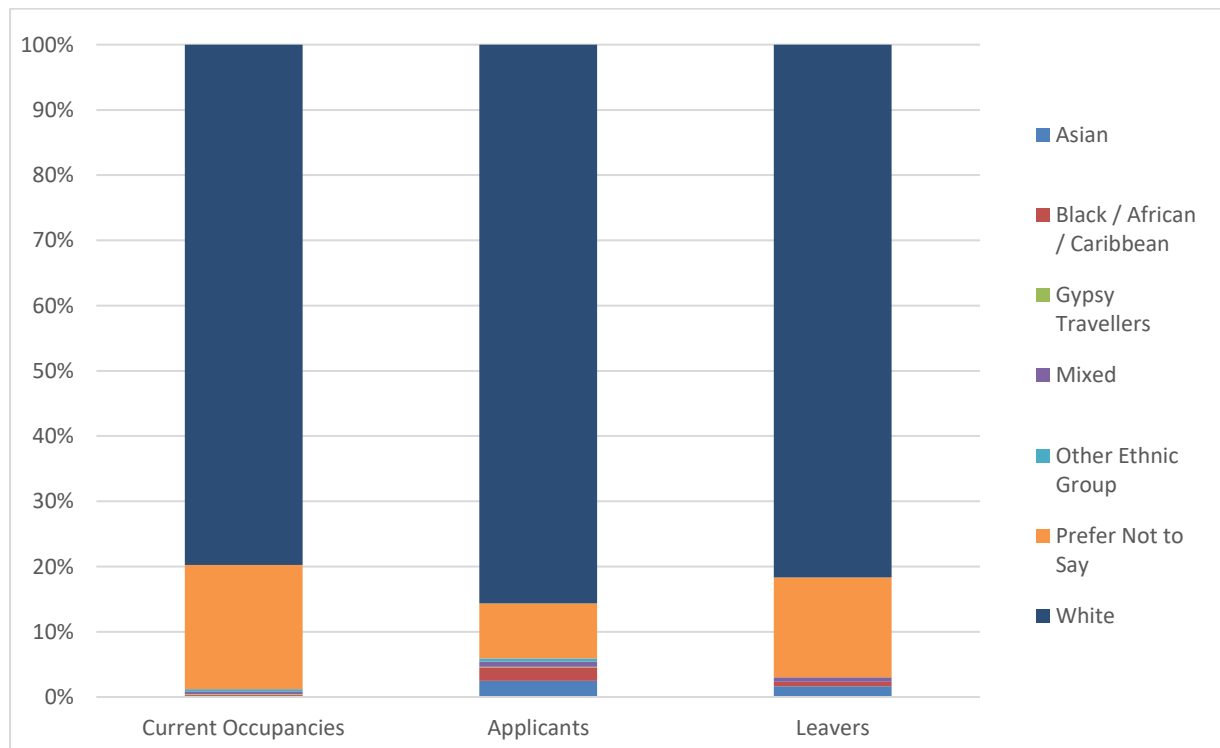


## Race - including ethnic or national origin, colour or nationality

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'.

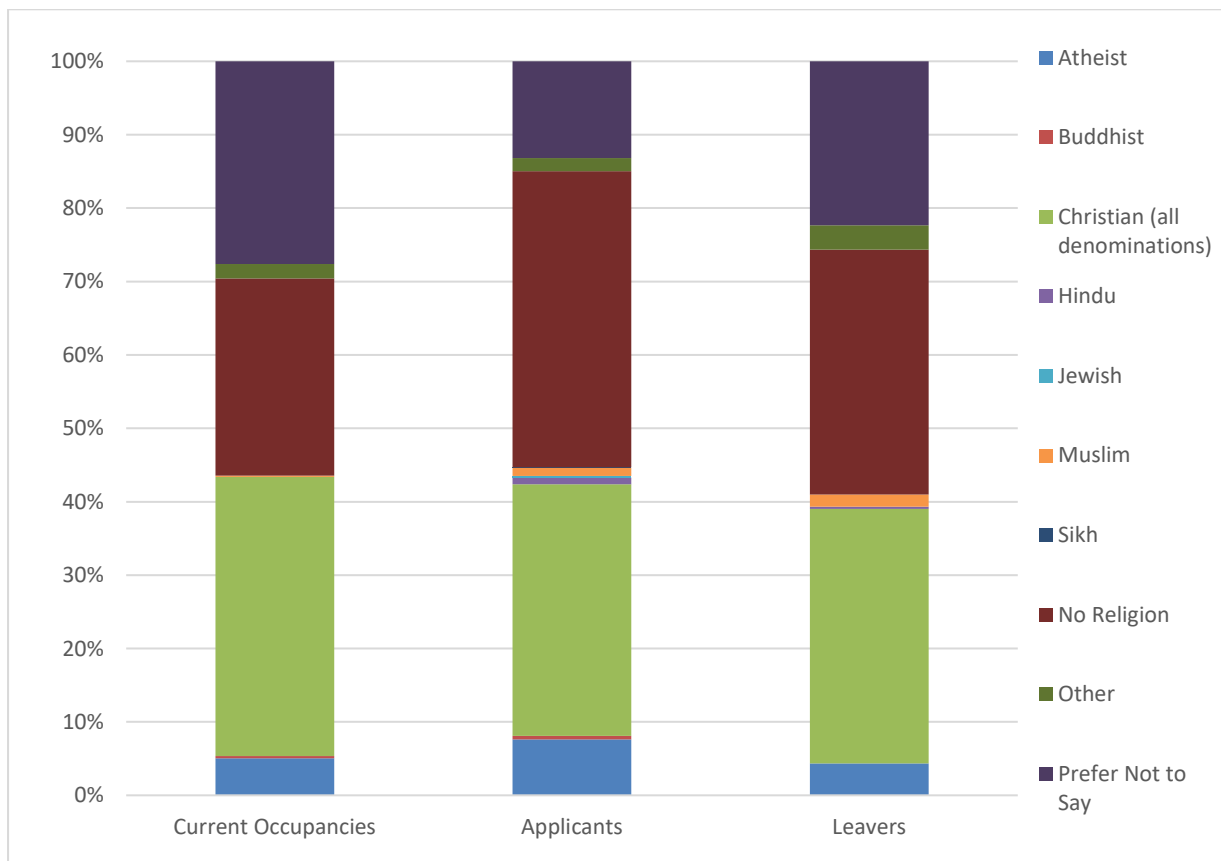


## Religion or belief

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%

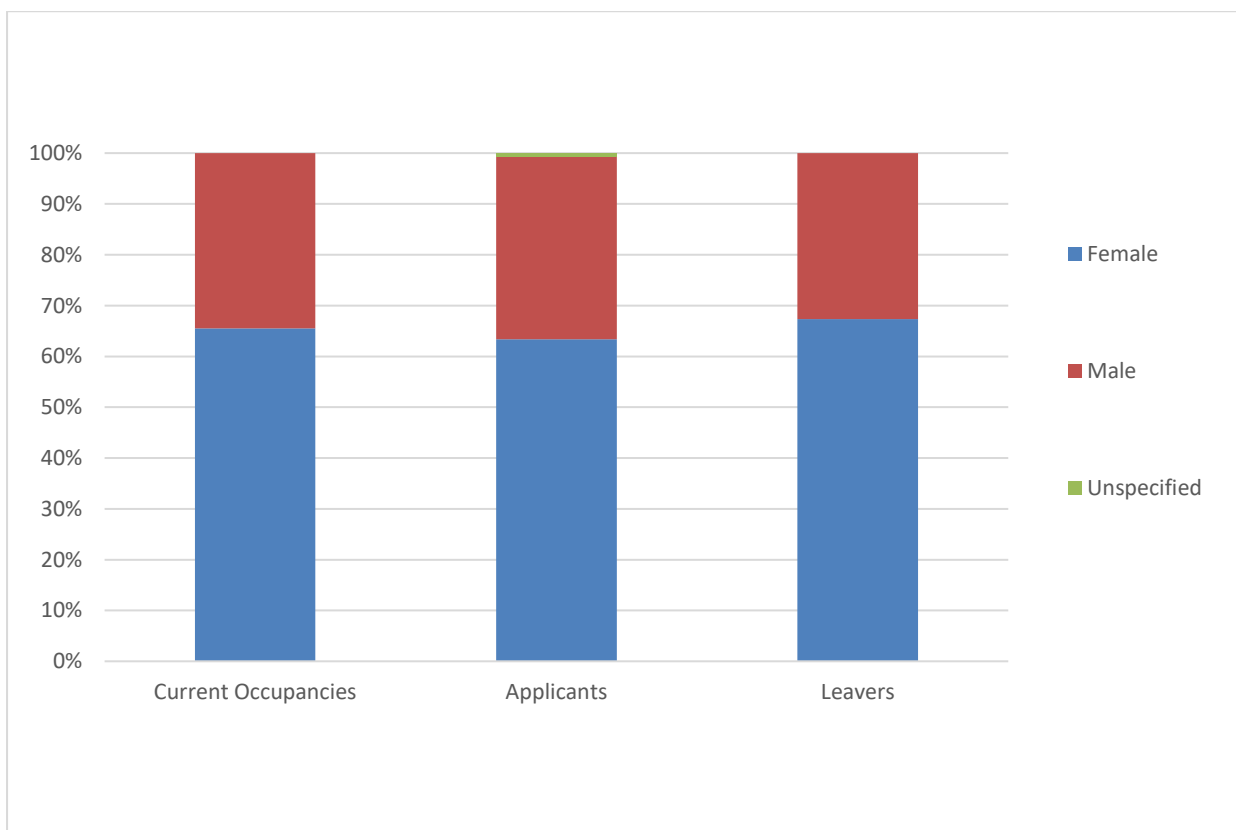


## Sex

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.

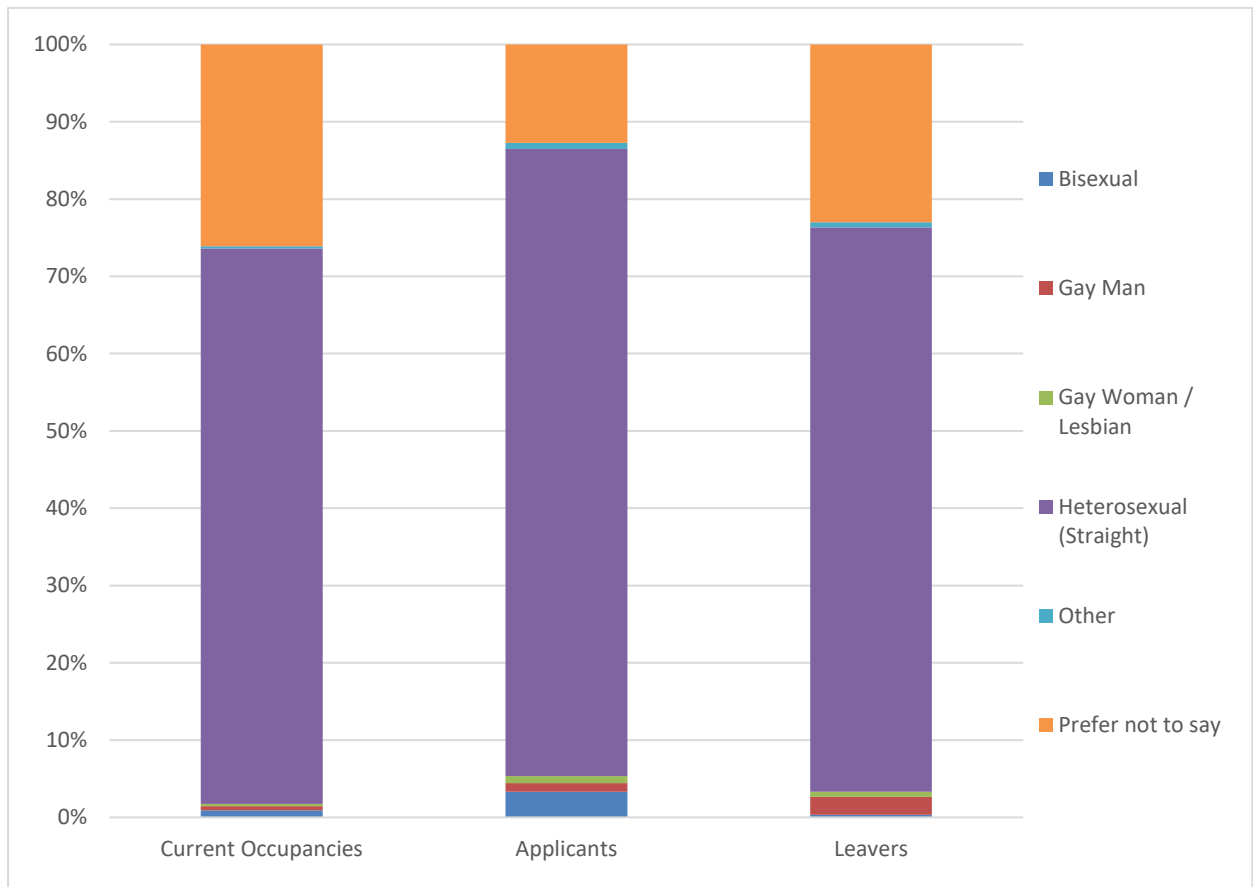


# Sexual Orientation

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.

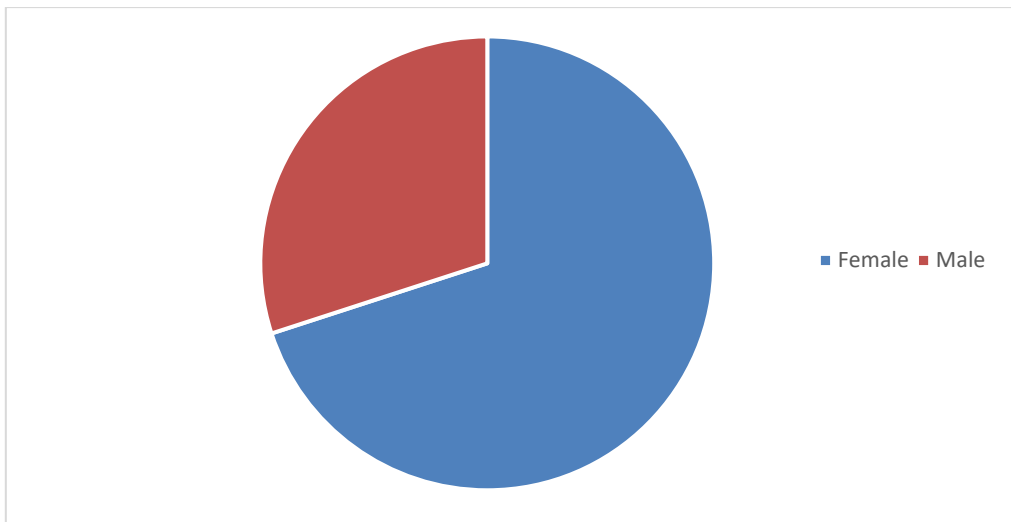
# Grievance

**Employees involved in grievance procedures either as a complainant or a person against whom a complaint was made.**

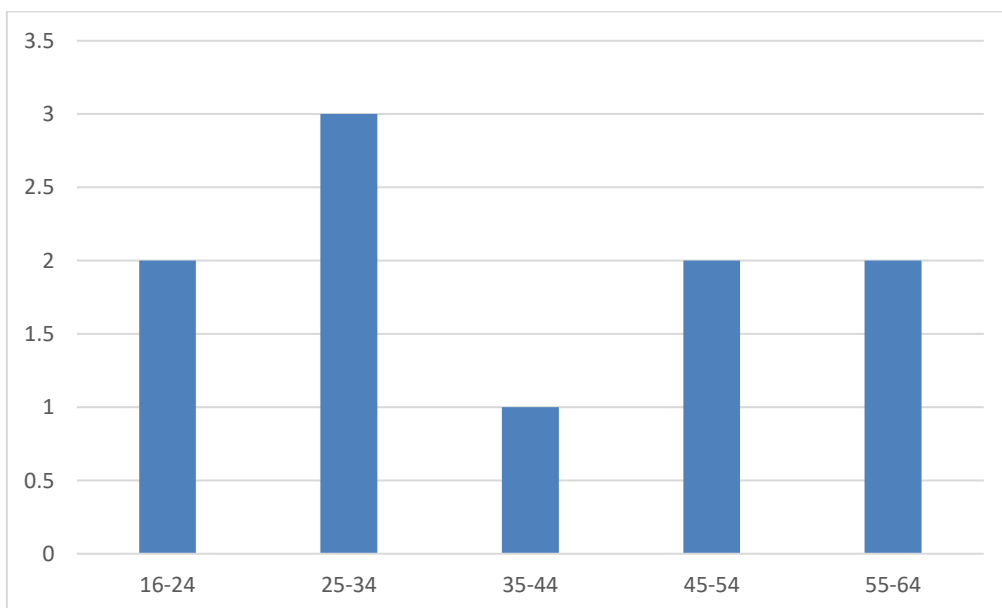
**Note:** Due to the number of individuals involved in disciplinary (10 in total) the data shown below only relates to two protected characteristics: age and sex. The data relating to disability has not been published due to the possibility of identification. There were no other protected characteristics 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**





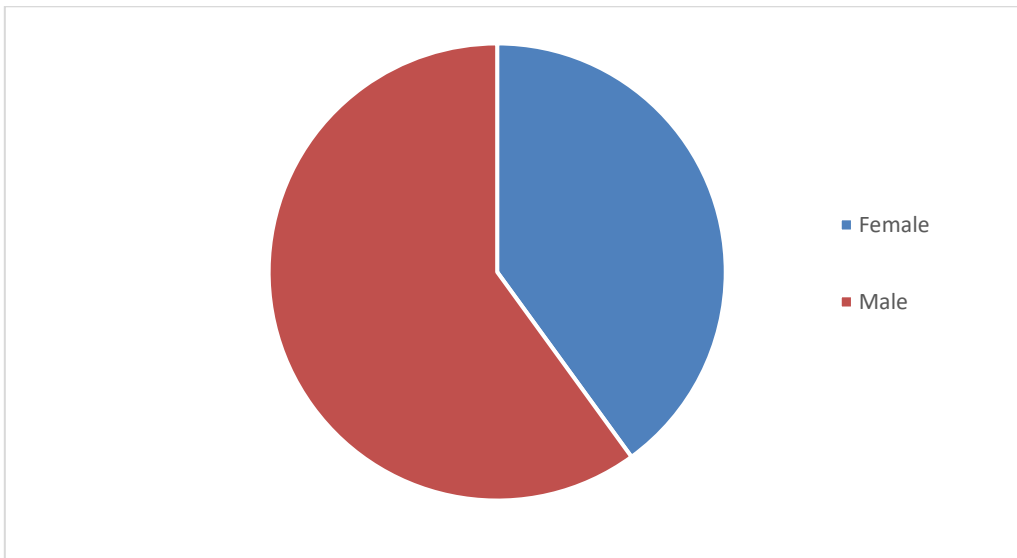
# Disciplinary

## Employees subject to disciplinary procedures

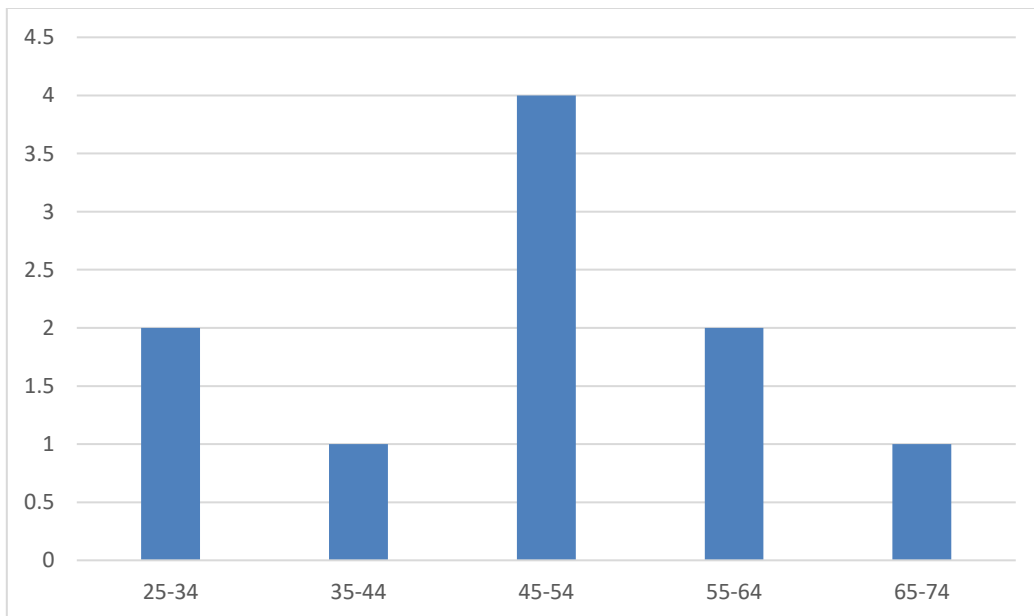
**Note:** Due to the number of individuals involved in disciplinary (10 in total) the data shown below only relates to two protected characteristics: age and sex. There were no other protected characteristics included in this data set.

The total number of employees subject to disciplinary procedures was 10. Of these 6 were Male and 4 were Female.

### Gender



### Age



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## Cyngor Sir CEREDIGION County Council

**REPORT TO:** Overview and Scrutiny Coordinating Committee

**DATE:** 11<sup>th</sup> September 2023

**LOCATION:** Council Chamber, Penmorfa, Aberaeron

**TITLE:** Ceredigion Public Services Board (PSB) meeting held on the 13<sup>th</sup> of June 2023

**PURPOSE OF REPORT:** To provide an opportunity for the Overview and Scrutiny Coordinating Committee to scrutinise the decision made or actions taken by the Ceredigion PSB.

**REASON SCRUTINY HAVE REQUESTED THE INFORMATION:** As the designated Scrutiny Committee for taking an overview of the overall effectiveness of the PSB.

### BACKGROUND:

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

### DRAFT MINUTES OF THE CEREDIGION PSB MEETING HELD ON THE 13th JUNE 2023

The draft minutes of the Ceredigion PSB meeting held on 13<sup>th</sup> June 2023 are presented to the Committee and can be seen in **Appendix 1**.

**Has an Integrated Impact Assessment been completed? If not, please state why** Not completed as the report is not a Policy or Service change.

### WELLBEING OF FUTURE GENERATIONS:

*Summary:*

Long term:  
Integration:

Collaboration:  
Involvement:

**Prevention:**

**RECOMMENDATION (S):**

- i. To receive the draft minutes of the Ceredigion PSB meeting held on 13<sup>th</sup> June 2023.

**REASON FOR RECOMMENDATION (S):**

In order for the Overview and Scrutiny Coordinating Committee to carry out their role of taking an overview of the overall effectiveness of the PSB.

**Contact Name:** Timothy Bray  
**Designation:** Partnerships and Civil Contingencies Manager  
**Date of Report:** 11<sup>th</sup> September 2023  
**Acronyms:** Public Services Board (PSB)

**Ceredigion  
Public Services Board**

**Meeting 35  
13<sup>th</sup> June 2023  
Virtual Meeting via Zoom**

**MINUTES**

<b>Present:</b>	
Hazel Lloyd Lubran (HLL)	Chair, CAVO
Gavin Bown (GB)	Vice Chair, Natural Resources Wales
Rachel Jarvis (RJ)	Natural Resources Wales
Cllr. Bryan Davies (BD)	Ceredigion County Council
Barry Rees (BR)	Ceredigion County Council
Dr Peter Skitt (PS)	Hywel Dda University Health Board
Dr Joanna Dainton (JD)	Hywel Dda University Health Board
Megan Harris (MH)	Public Health Team, Hywel Dda University Health Board
Iwan Cray (IC)	Mid and West Wales Fire and Rescue Service
Rhodri Llwyd Morgan (RLM)	Aberystwyth University
Dewi Day (DD)	Aberystwyth University
Claire Bryant (CB)	Police and Crime Commissioner's Office
Vanessa Cashmore	Coleg Ceredigion
<b>Also in attendance:</b>	
Amy Richmond-Jones (ARJ)	Mid and West Wales Fire and Rescue Service
Bailie Olivia-Jones (BOJ)	Mid and West Wales Fire and Rescue Service
Greg Jones (GJ)	Ceredigion County Council
Cllr. Wyn Evans (WE)	Ceredigion County Council
Cllr. Catrin Davies (CD)	Ceredigion County Council
Alun Williams (AW)	Ceredigion County Council
Cllr Matthew Vaux (MV)	Ceredigion County Council
Gerwyn Jones (GJ)	Ceredigion County Council
Iwan Davies (ID)	Ceredigion County Council
<b>PSB Support team:</b>	
Diana Davies (DD)	Ceredigion County Council
Tim Bray (TB)	Ceredigion County Council
Anwen Thomas (AT)	Ceredigion County Council
<b>35.1</b>	<b>Apologies, introductions &amp; disclosures of interest</b>
The Chair, Bryan Davies welcomed everyone to the meeting and the apologies were noted.	

**Apologies:**

Victoria Jones, Welsh Government  
 Ross Evans, Dyfed Powys Police  
 Jan Batty, Hywel Dda University Health Board  
 Andrew Cornish, Coleg Sir Gar  
 Cllr Keith Evans, Ceredigion County Council  
 Maria Battle, Hywel Dda University Health Board  
 Christine Harley, Probation Service  
 Dafydd Llywelyn, Police and Crime Commissioner

35.2	Election of Chair and Vice-Chair
------	----------------------------------

Cllr Bryan Davies (BD) stated that when he took the chair last year, he stated that he would do so for a year and would look to pass on the role to the vice-chair after 12 months. BD therefore proposed Hazel Lloyd-Lubran (HLL) as the new chair of the Ceredigion PSB. All PSB members were in favour and HLL was appointed as chair of the PSB where she happily accepted this position. HLL thanked everyone for the opportunity and looked forward to receiving their support to deliver the objectives set within the new Ceredigion Local Well-being plan 2023-2028.

Rhodri Llwyd Morgan proposed that the new Vice Chair should be a PSB statutory member. It was proposed that Gavin Brown (GB) of NRW would sit as Vice Chair, for 6 months initially, GB happily accepted this proposal.

35.3	Minutes of previous Ceredigion PSB meeting – 24 <sup>th</sup> of April 2023
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The minutes from the meeting held on 24.04.2023 were agreed as a true record.

35.4	Matters arising from previous meeting
------	---------------------------------------

Diana Davies (DD) and Tim Bray (TB) confirmed that all previous actions (below) have been completed:

**ACTION:** CCC Partnerships team to share draft Governance & Delivery Framework with PSB members.

**ACTION:** All PSB members to take framework back to organisations to identify any partnership groups they are a part of that could contribute towards the objectives.

**ACTION:** Potential launch dates for the new Well-Being plan including locations to be added as an agenda item at the next PSB meeting.

35.5	Ceredigion Local Well-being Plan 2023-28: Delivery Framework Update
------	--

HLL welcomed TB to his first official PSB meeting as the new Partnerships and Civil Contingencies Manager at Ceredigion County Council (CCC). TB recently circulated the Delivery Framework update to the PSB members over email. The Chair mentioned that local partners need to be considering where they'll be adding to the plan and noting specific senior officers. TB noted that the framework previously circulated was unpopulated as we wanted feedback on how to complete it to ensure we are properly capturing, tracking and monitoring activity that is underway in support of the WB plan and recognising the impact of our work in Ceredigion.

The Chair was happy with the Framework proposed and noted this was a good way to track and monitor progress as a collective. RLM agreed that this is an effective way of displaying the wellbeing objectives and the ideas behind the steps taken for partners and the aims and

objectives.

Joanna Dainton (JD) noted her role as the Head of Population Health Improvement within the Public Health Directorate at Hywel Dda. She confirmed that they have recently produced a draft health improvement and wellbeing plan for the HB and partners which is due to go out for consultation shortly.

**ACTION: JD and TB to circulate the HDdUHB Health Improvement and Wellbeing Plan consultation with PSB members when the final draft is ready.**

The PSB discussed the different groups listed within the delivery framework and the leading officer roles listed. The Chair suggested that it may be timely to review the ToR and the membership list in light of the new WBP.

**ACTION: HLL, DD and TB to review the PSB membership list within the ToR.**

The PSB agreed that a Task and Finish Group should meet to discuss populating the delivery framework plan further.

**ACTION: All partners to provide feedback on the draft delivery plan by the 26.06.2023.**

**ACTION: CCC Partnerships Team to convene a Task and Finish Group to further populate the delivery framework.**

35.6	Ceredigion Local Well-being Plan 2023-28: Launch Discussion
------	--

A discussion was had regarding what the aim of the launch should be. The Chair noted the importance of effectively communicating the aims and objectives of the Well-being Plan whilst also explaining how we intend on delivering these and measuring outcomes. Alun Williams (AW) noted that Senior Officers within partner organisations are one of the key stakeholders to consider as this launch should outline the expectations of contribution from partner organisations. GB suggested looking to compare and explore areas of work which we could focus on regionally to have a greater effect and draw more people in. There was a suggestion that we could hold a main central HUB type event and some localised.

TB suggested that it may be an advantage to wait a little for the Delivery Plan to be fully developed and then have the launch based on a combined presentation and workshop basis to seek feedback from public on the approach.

The Chair proposed that we would need at least 2-3 weeks after the Task and Finish group have met to understand what the profile looks like and to organise a launch.

It was agreed that the launch would be considered in parallel with the Delivery Plan discussions.

35.7	Ceredigion Public Transport Presentation
------	--

Gerwyn Jones (GJ) introduced himself to the board as the Corporate Manager – Environmental Services at Ceredigion County Council. The board received a presentation which had previously been presented to Ceredigion County Council Cabinet earlier in 2023.

Some of the key points to note are below:

- Bus frequencies on the core network have reduced since pre Covid and are struggling to recover.
- Strengths: Good level of service on main routes, innovative 'Bwcabus' scheme covering a large part of South Ceredigion, realistic expectations from the community, established CPTU

Team, good relationship with stakeholders.

- Weaknesses: Limited ownership away from the main routes, dependency on WG grants, lack of operators/competition.
- Opportunities: Expand Traws Cymru services and footprint wider across the County, expand Bwcabus footprint to provide more community-based transport, integrate bus and train tickets.
- Threats: Reduction in demand (working from home and online shopping), lack of bus drivers, lack of funding behind the plans being discussed.
- If we could prove that the demand was there, we could potentially gain additional funding to provide additional bus services and routes.
- A complex area as is there not a single body responsible for the full governance and service delivery.
- Unsure of what the future network will look like.

The Chair noted that there have been significant transport issues for the last 20 years, of course the rurality of Ceredigion is a huge factor in the issues we face. GJ emphasised that the services we deliver is reflective of what we can afford based on the funding received from WG. There is a nation-wide discussion taking place regarding the current funding which is coming to an end in July. We don't expect for this to have as great of an adverse effect on Ceredigion as more Urban areas where bus transport is heavily reliant upon.

TB mentioned that there is a research group at Aberystwyth University who are meeting to discuss transport and mobility. HLL suggested that she and TB should attend the next meeting to understand the scope before the PSB begin focusing on this as an area of work.

**ACTION: HLL and TB to liaise with Rhian Rees (PHW) regarding attending the meeting on Transport and Mobility arranged by Aberystwyth University.**

35.8

Maternity and Early Years Strategy for West Wales

The PSB received a presentation from Iwan Davies Corporate Manager Early Intervention at Ceredigion County Council. The presentation focused on the Maternity and Early Years Strategy for West Wales, the key points to note are below:

- An application was submitted by Carmarthenshire and Ceredigion Local Authorities alongside Hywel Dda Health Board to become Pathfinder areas. Funding was secured to pilot and test approaches to Early Years Integration Transformation and a Maternity and Early Years Steering Group was formed. In January 2021, Pembrokeshire successfully applied to join the Pathfinder Programme. In 2021/ 2022 representatives of the three Local Authorities and Hywel Dda Health Board worked together to formulate a Maternity and Early Years Strategy for West Wales.
- The strategy focused on support in the first 7 years of a child's life, recognising the importance of these formative years in shaping the child's future health and well-being and aims to promote collaboration between support services both at pre-birth and Early Years stages.
- The strategy is located within the Maternity and Early Years Strategy for West Wales Website. The aim is to produce a readable document for professionals and the general public. It focuses on delivering and improving services for children, parents and carers.
- The website displays which services are currently available, along with what the strategy aims to deliver in the future within 5 identified themes.



- Hywel Dda HB are working on building a data dashboard for maternity and early years which will be useful for many partner organisations.
- The strategy has gained approval from the Council's Leadership Group, Scrutiny and Cabinet. As soon as the same is obtained at partner organisations, the website will go live and the link shared with PSB members.

**ACTION: ID to notify PSB members with the link when the 'Maternity and Early Years Strategy' website is live.**

35.9	PSB Place Based Pilot Project Updates: <b>i. Carbon Neutral Aberystwyth and Decarbonisation Strategy</b> (Rachel Jarvis, Natural Resources Wales) <b>ii. Improving Community well-being and tackling hardship in Cardigan</b> (Hazel Lloyd Lubran, CAVO) <b>iii Well-being in Lampeter</b> (Elen James, CCC)
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Copies of the Pilot Project Updates ii and iii had been previously circulated to members, and due to time considerations, the Chair moved that these updates could be discussed at the next meeting. GB confirmed that a written update from Rachel Jarvis can be circulated in the meantime.

**ACTION: GB and RJ to circulate a written update from the 'Carbon Neutral Aberystwyth and Decarbonisation Strategy meeting.**

35.10	Feedback from Ceredigion County Council Co-ordinating Overview and Scrutiny Committee
	Cllr Wyn Evans had left the meeting, but DD noted that a specific question has been raised regarding the NRW Climate Risk Baseline Report and what are the timescales associated with the report? GB confirmed that resources are being collated to undertake the assessment across each PSB area, unfortunately there is no current confirmed timeline.
35.11	Any other business
	There was no other business raised.
35.12	Date of next meetings: 4 <sup>th</sup> September 2023 at 14:00-16:00 4 <sup>th</sup> December 2023 at 14:00-16:00

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<b>Cyngor Sir CEREDIGION County Council</b>	
<b>REPORT TO:</b>	Overview and Scrutiny Coordinating Committee.
<b>DATE:</b>	11 <sup>th</sup> September 2023.
<b>LOCATION:</b>	Council Chamber, Penmorfa, Aberaeron.
<b>TITLE:</b>	Ceredigion Community Safety Partnership Crime and Disorder Strategic Assessment.
<b>PURPOSE OF REPORT:</b>	To provide an opportunity for the Overview and Scrutiny Coordinating Committee to view the CSP crime and Disorder Strategic Assessment.
<b>REASON SCRUTINY HAVE REQUESTED THE INFORMATION:</b>	As the designated Scrutiny Committee for taking an overview of the overall effectiveness of the CSP.
<b>BACKGROUND:</b>	
<p>The Community Safety Partnership is responsible for completing a Crime and Disorder Strategic Assessment (SA) and implementing a <b>Community Safety Strategy</b> for the County. Home Office guidance suggests that the SA should include data and commentary from the public and all partner agencies to go towards setting the Community Safety Strategy.</p>	
<b>STRATEGIC ASSESSMENT - METHOD</b>	
<p>The Strategic Assessment referenced data from <u><b>1 Dec 2021 up to and including 31st December 2022</b></u> providing a full 12 month's data for analysis.</p>	
<p>The Strategic Assessment can be viewed at <b>Appendix 1</b></p>	
<p>A comprehensive, bilingual paper questionnaire was prepared and widely distributed to the community. In addition to this an electronic response form was made available on the CCC website with accompanying comms messaging and media signposting to the engagement exercise to encourage public participation. <b>Appendix 2</b></p>	
<p>Data from the public engagement was used to produce a <b>Feedback Report Appendix 3</b></p>	
<p>To provide a wider evidence base and support the public questionnaire, data was also gathered from a number of relevant sources. In the Strategic Assessment report <b>Appendix 1</b> the additional data was considered alongside the questionnaire responses and provided an opportunity for comparison between public perceptions and fear of crime with empirical crime data and service engagement figures.</p>	

The full report also offers some locality context and indication of crime trends. It also enabled consideration of how accurately public opinion of crime threats aligned with actual changes in the number of reported incidents.

**CRIME & FEELING SAFE PRIORITIES:**

At a meeting of the Ceredigion CSP held on the **19th of June 2023**, a set of priorities were agreed based on a review of the evidence gathered. It was agreed that the priorities should be sub-divided into two categories: **Crime Priorities** and **Feeling Safe Priorities**.

**Crime and Disorder Priorities for Community Safety Partnership**

- Sexual offences.
- Violence against Women and girls.
- Illegal supply of drugs & substance misuse.
- Domestic Abuse inc. Stalking & harassment.

**Feeling Safe Priorities for Community Safety Partnership**

- Burglary.
- Online Cyber Crime / Fraud & Cold calling.
- Criminal damage.
- Drug and alcohol abuse.
- Visible Police Presence.

A revised **Community Safety Strategy** will be produced following the next CSP meeting on **18th September** where specific objectives will be defined by CSP partners to address the agreed priorities. An effective delivery structure will be defined to allow monitoring of progress.

These priorities align closely with the latest Dyfed-Powys Police Control Strategy which targets the supply and use of illicit drugs, rape & sexual offences, and the prevention and tackling of domestic abuse. Furthermore, these issues are reflected in national and regional priorities as outlined in the Dyfed-Powys Police Strategic Assessment 2023-24.

<b>WELLBEING OF FUTURE GENERATIONS:</b>	<b>Has an Integrated Impact Assessment been completed? If not, please state why</b>		Not completed as the report is not a Policy or Service change.
	<b>Summary:</b>		
	<b>Long term:</b>		
	<b>Integration:</b>		
	<b>Collaboration:</b>		
	<b>Involvement:</b>		

	<b>Prevention:</b>	
<b>RECOMMENDATION (S):</b>		
i. To note the findings of the Community Safety Partnership Strategic Assessment. ii. To note the Crime and Feeling Safe Priorities that will form CSP Strategy 2023-2024		
<b>REASON FOR RECOMMENDATION (S):</b>		
In order for the Overview and Scrutiny Coordinating Committee to carry out their role of taking an overview of the overall effectiveness of the CSP		
<b>Contact Name:</b>	Tim Bray	
<b>Designation:</b>	Partnerships and Civil Contingencies Manager	
<b>Date of Report:</b>	4 <sup>th</sup> September 2023	
<b>Acronyms:</b>	Community safety partnership (CSP) Strategic Assessment (SA)	

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# CEREDIGION COMMUNITY SAFETY PARTNERSHIP



**Crime and Disorder Strategic Assessment 2023**

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# INTRODUCTION

The Community Safety Partnership (CSP) is responsible for completing a **Strategic Assessment (SA)** and from it implementing a **Community Safety Strategy** for the County. Home Office guidance suggests that the Assessment and Strategy should be reviewed regularly and must include:

- **Analysis:** of the level and patterns of crime, disorder, substance misuse and reoffending.
- **Changes:** in the levels and patterns of crime, disorder, substance misuse and reoffending since the last Strategic Assessment.

The purpose of this Assessment is to **identify and examine current issues and potential future threats** that may affect the County in order to provide a strong evidence based, intelligence led foundation to inform a Community Safety Strategy and Delivery Plan for Ceredigion.

The SA will also assist in the effective **allocation of resources** and help serve to identify the **prioritisation of activities**, providing a more comprehensive and holistic Partnership focused approach to tackling Crime and the Fear of Crime.

## STRATEGIC ASSESSMENT STUDY PERIOD

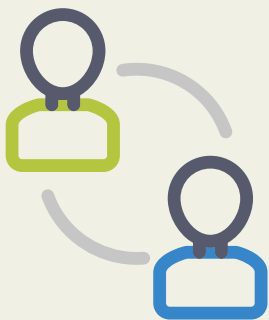
The Strategic Assessment considers the period **1st December 2021 up to and including 31st December 2022**, providing a full 12 months of data for analysis. As a consequence of the Covid-19 Pandemic and Brexit, there have been a number of social / economic impacts on crime patterns.

We are still in a period of settlement and recovery regarding activity. This puts even more emphasis on the importance of **regular reviews** of the Community Safety Strategy going forward.



# METHOD: PUBLIC ENGAGEMENT

To inform and support the next Community Safety Strategy for the period 2023-2024, Ceredigion CSP conducted a comprehensive **public engagement exercise** by way of a bilingual questionnaire.



The questionnaire was widely circulated to a **wide range of stakeholders**, and it was requested that the information was shared widely with staff, colleagues and across their networks. This list included **town and community councils, elected members, 3rd sector groups, disability forum, and mosques and prayer rooms**. An engagement session was also held with the **Youth Council** on the 17th of March 2023.

Alternative formats including **easy read, large print** and **young person** versions of the questionnaire were made available to download online, and **paper copies** along with pre-paid envelopes were available in all Ceredigion libraries and leisure centres.



**Social media posts** went out on Ceredigion County Council's social media channels on 3 occasions, and these were shared further. The engagement was also shared on the Tîm Ceredigion Teams site, as well as via the staff newsletter. A **digital pack of resources** was created and circulated to CSP, SVOC and CONTEST members. The packs included a press release, social media posts and posters for partners to share with the Communications Team and at any upcoming events.

A **call for relevant data** held by partners was also made to provide context to the qualitative data received from the questionnaire.



Following consultation with CSP partners, the categories of crime included in the latest questionnaire were **expanded** to better reflect current trends and societal changes e.g. to include Cyber Crime.

## CATEGORIES ON WHICH FEEDBACK WAS SOUGHT:

- Anti-Social Behaviour
- Visible Police Presence  
(*Town and Rural*)
- Substance Misuse (*Drugs*)
- Illegal Supply of Drugs
- Substance Misuse (*Alcohol*)
- Road Safety & Reducing  
Road Traffic Fatalities
- Youth Offending: Protecting  
Young People
- Vandalism, Criminal  
Damage & Graffiti
- Violent Crime
- Street Lighting
- Vehicle Crime
- Burglary
- Public Engagement & Media  
Influence
- Fear of Terrorism
- Public Order
- Arson and Deliberate Fires
- Reducing Business Crime
- Rural Crime
- Violence Against Women  
and Girls
- Domestic Abuse (*inc.*  
*Stalking and Harassment*)
- Sexual Offences
- Hate Crime (*inc. Race,*  
*Religion, Disability,*  
*Homophobia, Transphobia*)
- Community Cohesion and  
Engagement, Reducing the  
Fear of Crime
- Reducing Reoffending
- Cyber & Online Crime

# SUPPORTING EVIDENCE

To provide a wider evidence base and support the public questionnaire, data was gathered from **additional sources** which are listed below. This additional data has been considered alongside the questionnaire responses. It provides an opportunity for **comparison between public perceptions and fear of crime and empirical crime data** and service engagement figures.

## These sources included:



Ceredigion County Council **Assessment of Local Well-being 2022**

Dyfed-Powys Police **Community Profile**

Dyfed-Powys Police **Strategic Assessment 2023-2024**

Hywel Dda University Health Board **Drug Misuse Needs Assessment**

ONS Dyfed-Powys Police **Force Area Data Tables**



Hywel Dda University Health Board **Admissions Data**

Hywel Dda University Health Board **Homeless People Health Needs Assessment**

Hywel Dda University Health Board **Drug Related Deaths**

Hywel Dda University Health Board **Suicide Prevention Needs Assessment**

Dyfed-Powys Police **Crime Data**



Following the completion of the public engagement the data was used to produce a **feedback report** which draws out some headline results reproduced below. A full copy of the report is attached.

# SURVEY REPORT: KEY OUTCOMES

There were **89 responses** received with 167 additional written comments.

**46%**

said that crime had **increased a little** over the past 12 months.

**58%**

said that **alcohol abuse** was a major problem.

**87%**

said that **drug abuse** was a major problem.

The **top 3 issues** that were **perceived** by the public as **improving** over the last 12 months were:



**Visible Police Presence**  
**Road Safety & Reduction of Road Traffic Fatalities**  
**Street Lighting**

The **Top Crime Priority** issues in Ceredigion were identified as:

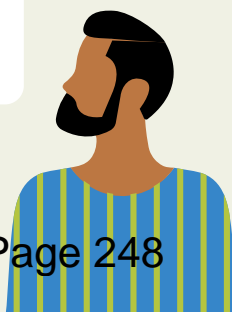
1. Sexual Offences

3. Illegal Supply of Drugs

4. Domestic Abuse inc. Stalking & Harassment

2. Violence Against Women and Girls

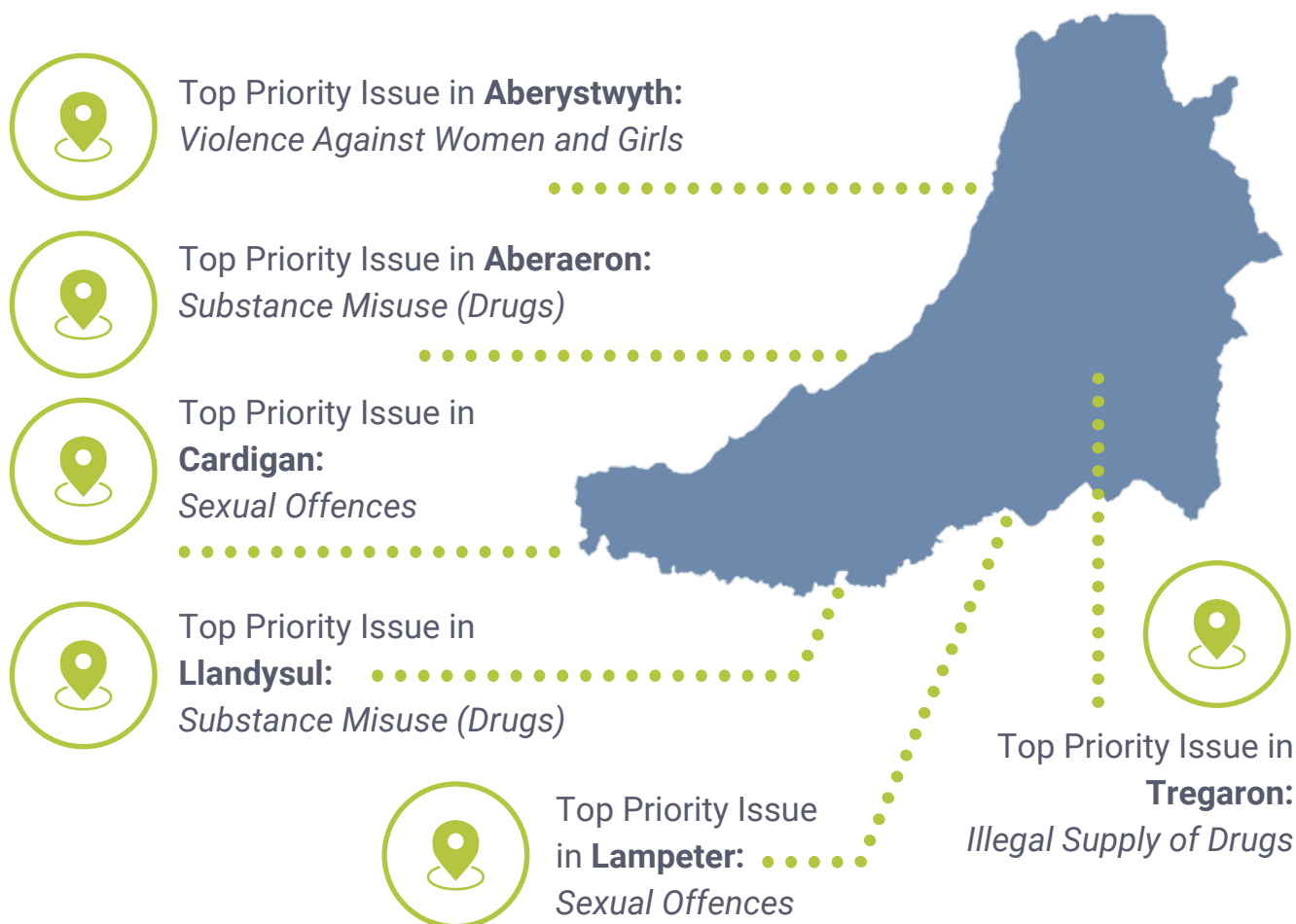
5. Violent Crime



The **Top Issues** that threatened people **Feeling Safe** were identified as:



The feedback report also offers some analysis and profiling of the responses in terms of **locations, gender and age groups**. What is significant is that **substance misuse** and the **illegal supply of drugs** was identified as a **priority in 3 of the six areas** that were represented in the survey response.



The results from the questionnaire were examined against other findings. The data below has been extracted from the Dyfed-Powys Police Thematic Crime Survey recorded over 2 years. The data is mapped with the responses to the **Feeling Safe** and **Priority Issues** categories of the public questionnaire. The Public Engagement Responses column indicates how respondents prioritised the community safety issues listed on page 3 of this Strategic Assessment, as well as the issues raised that affected people feeling safe in their homes in order of prevalence.

There is an indication of trends in actual recorded data so that there can be comparisons to the opinions reported from the survey.

Ceredigion LA Data (DPP)	21-22 Recorded Incidents	Trend	22-23 Recorded Incidents	Public Engagement Responses
Sexual Offences	263	↑ +17%	308	Crime #1 Priority
Violence Against Women & Girls	226	↑ +23%	278	Crime #2 Priority
Drug Crimes ( <i>Trafficking</i> )	62	↓ -3%	60	Crime #3 Priority
Domestic Abuse ( <i>Crimes</i> )	797	↑ +11.5%	888	Crime #4 Priority
Violent Crime ( <i>Against the Person</i> )	1674	↑ +17%	1957	Crime #5 Priority
Drug Crimes ( <i>Possession</i> )	207	↑ +43%	296	Crime #6 Priority
Anti-social Behaviour	1014	↓ -25%	757	Crime #9 Priority
Burglary	194	↓ -9%	175	Feeling Safe #1 Priority
Cyber ( <i>Online Fraud</i> )	685	↓ -6.4%	641	Feeling Safe #2 Priority
Criminal Damage	597	↑ +6.3%	635	Feeling Safe #3 Priority
*Cold Calling	-	-	-	Feeling Safe #4 Priority
Alcohol Related Crime	1130	↑ +15.5%	1305	Feeling Safe #5 Priority

\* **Cold Calling:** There were no data sets available for cross comparison of the Feeling Safe #4 Priority.



Although not exactly matching the assessment period, the crime data provided by Dyfed-Powys Police was as near as we were able to collate, and in the absence of a more recent CSP Strategic Assessment, was sufficient to **demonstrate some trends** in reported crime categories.

It also enabled measurement of **how accurately public opinion aligned with actual changes** in the number of reported incidents, as below.



The 4 categories from the crime data extract that had **actually improved** in terms of reported incidents were:

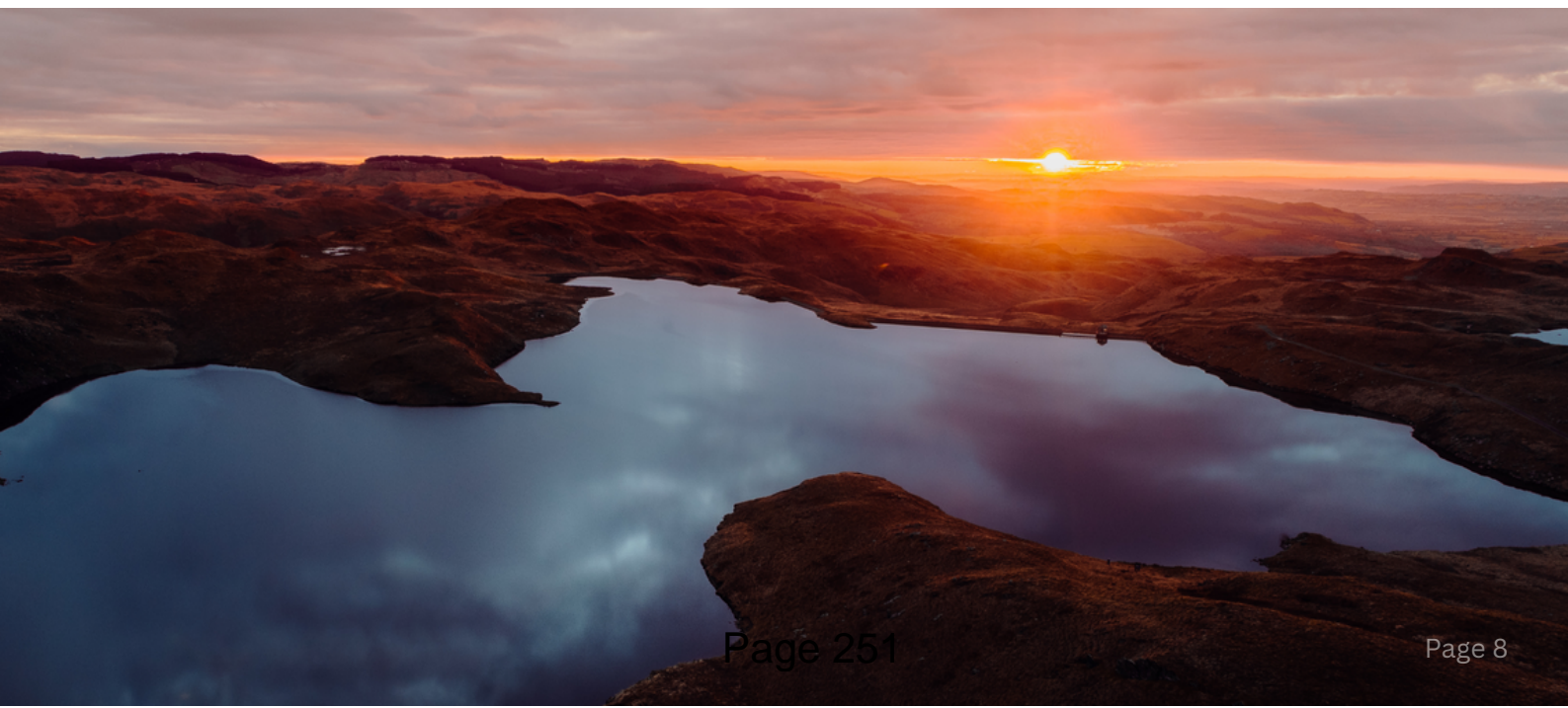
- Burglary
- Drug Crime (*Trafficking*)\*\*
- Cyber Online Crime\*
- Anti-social Behaviour

*\*\*Only Drug Trafficking and Cyber Crime were in the top 10 **perceived** by the public to have improved.*

The 4 categories **thought** to have improved were:

- Visible Police Presence
- Road Safety
- Street Lighting
- Hate Crime

*The only category listed above that had DPP data available was Hate Crime, which had shown a **slight improvement**.*



# AGREED PRIORITIES:

At a meeting of the **Ceredigion CSP held on the 19th of June 2023**, a set of priorities were agreed based on the evidence outlined above. It was agreed that the priorities should be sub-divided into two categories: **Crime Priorities**, and **Feeling Safe Priorities**. This was agreed as the approach for delivering upon tasks set out under these priorities may vary according to whether the CSP are addressing fear of crime and community concerns, or actual threats which may not necessarily be perceived by the community. In order to facilitate delivery, the CSP also agreed to **amalgamate the Illegal Supply of Drugs and Substance Misuse** (Crime Priority #3), and **Online Crime, Fraud and Cold Calling** (Feeling Safe Priority #2).

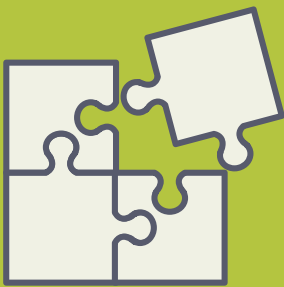


With priorities agreed, a **revised Community Safety Strategy** will be produced to inform activity and the CSP's Delivery Plan for the upcoming year. Objectives should address the issues from the findings of this Assessment, and add value to other local priorities e.g. Local Well-being Plan and community needs.



Activities to enhance the communities Feeling of Safety are an important part of the CSP's work. Through partnership working, these would include **public reassurance, information campaigns and events** which should be targeted by reference to the location information in the survey results. **Feeling safe was one of the key findings** of the recent Ceredigion Assessment of Local Well-being.

The Dyfed-Powys Police data combined with the community views obtained via the survey provide a **strong evidence base** for the activities that the Partnership should be bringing its **multi-agency approach** to bear on. The new CSP Delivery Plan will focus on these priorities and will require continued multi-agency involvement to improve safeguarding, reduce vulnerability, reduce crime and address the community safety needs of the people of Ceredigion.



These priorities align closely with the latest **Dyfed-Powys Police Control Strategy 2023-2024** which targets the supply and use of illicit drugs, rape & sexual offences, and the prevention and tackling of domestic abuse. Furthermore, these issues are reflected in national and regional priorities as outlined in the **Dyfed-Powys Police Strategic Assessment 2023-24**.

There are also other initiatives that are emerging e.g. the **Serious Violence Duty** in which the CSP will be playing a key part directing interventions both in Ceredigion and as partners in the region. These activities will form an integrated part of the Partnership's forward work plan and contribute to our work in these priority areas.

## **CURRENT DELIVERY STRUCTURE**

The current delivery structure that is employed by the CSP consists of four thematic reporting elements which individually report back to the CSP meetings.

## THEME

1

### Working in Partnership to Tackle Crime and Support Community Safety

Led by Dyfed Powys Police NPT Inspector this group convenes through a **multi-agency Tactical Meeting** which meets quarterly and oversees **Anti-Social Behaviour, Community and Neighbourhood Policing and Problem Solving Groups** and lower level crime initiatives. In recent years the group has delivered success in projects focused on tackling knife crime, night time economy, drinks spiking, women's safety, road safety campaigns and many other community safety issues.

## THEME

2

### Preventing Terrorism and Violent Extremism (CONTEST)

Led by Ceredigion County Council and delivered through the local **multi-agency CONTEST Board** which is chaired by the Corporate Manager for Partnerships and Performance. This group reports back on its delivery of UK Governments Counter Terrorism strategy under the 4 **P's of Prevent, Protect Prepare and Pursue**. It has links to and also reports into a regional CONTEST Board as part of the **CONTEST CYMRU structure**. Current priorities are the recent review of the Prevent Strategy, Counter Terrorism training for staff and partners and preparation for the incoming Protect Duty (Martyn's Law).

## THEME

3

### Serious Violence & Organised Crime (SVOC)

Led by Dyfed Powys Police's Partnerships Chief Inspector. The **multi-agency SVOC Board** meets quarterly and reports on Serious Violence and Organised crime issues as they affect the county. They have access to a dedicated PCSO intervention team under the **INTACT initiative**, which has specialist officers regionally based who work with partners to target the causes of younger people being drawn into serious or organised crime. The group also report to partners on organised crime investigations and activities in the area, and seek to coordinate a multi-agency approach to prevention and dealing with the fallout and impact of these activities.

This group is led by the National Probation Service. They report on **local, regional and national offender management initiatives**.

### Community Cohesion

As well as the four thematic areas, CSP also receives reports from the Community Cohesion Team which serves the region. The team report back on their very active **small grants work and activities**. As well as this, they maintain a **Tension Monitoring** group in each of the Dyfed Powys Local Authority areas. These are informal weekly gatherings of professionals and serve as an effective means of **monitoring local community tensions**, often picking up on issues before they escalate. The Tension Monitoring meetings and regular Cohesion updates have been very effective in the past. Consideration is being given to formalising the reporting mechanisms.

## DELIVERY STRUCTURE REVIEW

Having agreed on priorities, the Ceredigion CSP will meet on the 18th of September 2023 to **review the current Delivery Structure** and ensure it provides an efficient platform to manage the Forward Work Plan. **Tasks will also be identified** under each Priority, as well as identification of which groups will lead on each element of work.

The Assessment and Strategy will be **reviewed regularly**.





# CEREDIGION COMMUNITY SAFETY PARTNERSHIP



Crime and Disorder Strategic Assessment 2023



# Ceredigion Community Safety Partnership Crime and Disorder Strategic Assessment 2023



## Public Questionnaire

The Ceredigion Community Safety Partnership (CSP) are seeking your thoughts on crime and disorder within the county. The CSP consists of representatives from the Police, Local Authority, Fire and Rescue Authority, Health and Probation services, as well as other invited organisations.

### Statutory Partners [Responsible Authorities]

Ceredigion County Council  
Hywel Dda University Health Board  
Dyfed Powys Police  
National Probation Service  
Mid & West Wales Fire and Rescue Authority

### Additional Members

Aberystwyth University  
University of Wales Trinity St David  
Office of Police and Crime Commissioner Barcud  
Regional Community Cohesion Team  
Wales and West Housing Association  
Area Planning Board Representative  
Maritime and Coastguard Agency

The CSP work together to protect local communities from crime and to help people feel safer. An important area of this work is to identify and examine current issues and potential future threats that may affect Ceredigion.

Your thoughts and opinions gathered through this questionnaire will directly assist the CSP in identifying the main issues affecting the local area, gain perspective on important issues like fear of crime, anti-social behaviour and drug or alcohol misuse, as well as assist in the effective allocation of resources and prioritisation of activities. Along with data gathered from partners, your feedback will provide an evidence-based foundation to inform the next Ceredigion CSP Delivery Plan.

To support the CSP in keeping Ceredigion safe, please complete the following questionnaire by **midday 28 March 2023**. If you need to get in touch with us or need information in other formats, (for example large print, Easy Read or young people's version), please contact us on 01545 570881 or [clic@ceredigion.gov.uk](mailto:clic@ceredigion.gov.uk).

1	What is your main connection with the County?
	Resident <span style="float: right;"><input type="checkbox"/></span>
	.....
	Working / Conducting Business <span style="float: right;"><input type="checkbox"/></span>
	.....
	Resident and Working / Conducting Business <span style="float: right;"><input type="checkbox"/></span>
	.....
	Student <span style="float: right;"><input type="checkbox"/></span>
	.....
	Town or Community Council <span style="float: right;"><input type="checkbox"/></span>
	.....

2 Which of the following areas do you most associate with?	
Aberystwyth	<input type="checkbox"/>
.....	
Tregaron	<input type="checkbox"/>
.....	
Aberaeron	<input type="checkbox"/>
.....	
Lampeter	<input type="checkbox"/>
.....	
Cardigan	<input type="checkbox"/>
.....	
Llandysul	<input type="checkbox"/>
.....	

3 Of these current issues, please rate them in order of priority in your opinion:			
	High	Medium	Low
Anti-Social Behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Visible Police Presence (Town and Rural)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Substance Misuse (Drugs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Illegal Supply of Drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Substance Misuse (Alcohol)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Road Safety & Reducing Road Traffic Fatalities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Youth Offending - Protecting Young People	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Vandalism / Criminal Damage / Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Violent Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Vehicle Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Public Engagement / Media Influence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Fear of Terrorism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			

Public Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Arson and Deliberate Fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Reducing Business Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Rural Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Violence Against Women and Girls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Domestic Abuse (inc. Stalking and Harassment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Sexual Offences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Hate Crime (inc. Race, Religion, Disability, Homophobia, Transphobia)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Community Cohesion and Engagement, Reducing the Fear of Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Reducing Reoffending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			
Cyber & Online Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			

**4 Please indicate which issues you think have improved over the last 12 months:**

Anti-Social Behaviour	<input type="checkbox"/>
.....	
Visible Police Presence (Town and Rural)	<input type="checkbox"/>
.....	
Substance Misuse (Drugs)	<input type="checkbox"/>
.....	
Targeting the Illegal Supply of Drugs	<input type="checkbox"/>
.....	
Substance Misuse (Alcohol)	<input type="checkbox"/>
.....	
Road Safety & Reducing Road Traffic Fatalities	<input type="checkbox"/>
.....	
Youth Offending - Protecting Young People	<input type="checkbox"/>
.....	
Vandalism / Criminal Damage / Graffiti	<input type="checkbox"/>
.....	
Violent Crime	<input type="checkbox"/>
.....	
Street Lighting	<input type="checkbox"/>
.....	
Vehicle Crime	<input type="checkbox"/>
.....	

Burglary	<input type="checkbox"/>
.....	
Public Engagement / Media Influence	<input type="checkbox"/>
.....	
Fear of Terrorism	<input type="checkbox"/>
.....	
Public Order	<input type="checkbox"/>
.....	
Arson and Deliberate Fires	<input type="checkbox"/>
.....	
Reducing Business Crime	<input type="checkbox"/>
.....	
Rural Crime	<input type="checkbox"/>
.....	
Violence Against Women and Girls	<input type="checkbox"/>
.....	
Domestic Abuse (inc. Stalking and Harassment)	<input type="checkbox"/>
.....	
Sexual Offences	<input type="checkbox"/>
.....	
Hate Crime (inc. Race, Religion, Disability, Homophobia, Transphobia)	<input type="checkbox"/>
.....	
Community Cohesion and Engagement, Reducing the Fear of Crime	<input type="checkbox"/>
.....	
Reducing Reoffending	<input type="checkbox"/>
.....	
Cyber & Online Crime	<input type="checkbox"/>
.....	

**5 Please indicate which issues you think have got worse over the last 12 months:**

Anti-Social Behaviour	<input type="checkbox"/>
.....	
Visible Police Presence (Town and Rural)	<input type="checkbox"/>
.....	
Substance Misuse (Drugs)	<input type="checkbox"/>
.....	
Illegal Supply of Drugs	<input type="checkbox"/>
.....	
Substance Misuse (Alcohol)	<input type="checkbox"/>
.....	
Road Safety & Reducing Road Traffic Fatalities	<input type="checkbox"/>
.....	
Youth Offending - Protecting Young People	<input type="checkbox"/>
.....	



- Vandalism / Criminal Damage / Graffiti
- .....
- Violent Crime
- .....
- Street Lighting
- .....
- Vehicle Crime
- .....
- Burglary
- .....
- Public Engagement / Media Influence
- .....
- Fear of Terrorism
- .....
- Public Order
- .....
- Arson and Deliberate Fires
- .....
- Reducing Business Crime
- .....
- Rural Crime
- .....
- Violence Against Women and Girls
- .....
- Domestic Abuse (inc. Stalking and Harassment)
- .....
- Sexual Offences
- .....
- Hate Crime (inc. Race, Religion, Disability, Homophobia, Transphobia)
- .....
- Community Cohesion and Engagement, Reducing the Fear of Crime
- .....
- Reducing Reoffending
- .....
- Cyber & Online Crime
- .....

**6 How much would you say the general crime rate in your area has changed over the last 12 months?**

- A lot more
- .....
- A little more
- .....

About the same	<input type="checkbox"/>
.....	
A little less	<input type="checkbox"/>
.....	
A lot less	<input type="checkbox"/>
.....	

**7 Are there any new issues that you feel are currently of concern?**

.....

.....

.....

.....

.....

.....

.....

**8 Do you think that alcohol abuse is a major problem in relation to crime in Ceredigion?**

Yes.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>

**9 Do you think that drug abuse is a major problem in relation to crime in Ceredigion?**

Yes.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>

**10 Are you aware of how to report Anti-Social behaviour and the tools & sanctions available to deal with it?**

Yes.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>

<b>11</b>	<b>Has Cyber and online crime impacted you personally?</b>
	Yes..... <input type="checkbox"/>
	No..... <input type="checkbox"/>

<b>12</b>	<b>In recent surveys, the public have indicated that feeling safe in their own homes is something they value most. What do you regard as having the most potential to threaten this? (e.g., online crime, burglary, criminal damage etc.)</b>
-----------	---

.....

.....

.....

<b>13</b>	<b>Have you heard about the work of the Ceredigion Community Safety Partnership?</b>
	Yes..... <input type="checkbox"/>
	No..... <input type="checkbox"/>

<b>14</b>	<b>Are there any other concerns that you would like to raise?</b>
-----------	---

.....

.....

.....

.....

The following questions are optional, but we need to ask them to understand if our engagement exercise has reached the right people (in accordance with the requirement of the Equality Act 2010). In accordance with the Data Protection Act, any information requested on the following questions is held in the strictest confidence for data analysis purposes only.

## Gender

1. What is your gender?

Female

Male

Other

Prefer not to say

2. Is your gender the same now as when assigned at birth?

Yes

No

Prefer not to say

## Age

3. What is your age group?

Under 16

45 – 64 years

16 – 24 years

65+

25 – 44 years

Prefer not to say

## Sexual Orientation

4. Which of the following options best describes how you think of yourself?

\* Note - this question should only be answered by people aged over 16.

- |   |   |
|---|---|
| <input type="radio"/> Bisexual          | <input type="radio"/> Heterosexual / Straight |
| <input type="radio"/> Gay Man           | <input type="radio"/> Gay Woman / Lesbian     |
| <input type="radio"/> Prefer not to say | Other _____                                   |

## Partnership

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

- |   |   |
|---|---|
| <input type="radio"/> Civil Partnership   | <input type="radio"/> Divorced          |
| <input type="radio"/> Living with Partner | <input type="radio"/> Married           |
| <input type="radio"/> Separated           | <input type="radio"/> Single            |
| <input type="radio"/> Widowed             | <input type="radio"/> Prefer not to say |
| Other _____                               |   |

## National Identity

6. How would you describe your national identity?

- |   |                                      |
|---|--------------------------------------|
| <input type="radio"/> Welsh             | <input type="radio"/> English        |
| <input type="radio"/> Irish             | <input type="radio"/> Northern Irish |
| <input type="radio"/> Scottish          | <input type="radio"/> British        |
| <input type="radio"/> Prefer not to say | Other _____                          |

## Race

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

Asian

Black / African / Caribbean

Gypsy Travellers

Mixed

White

Prefer not to say

Other \_\_\_\_\_

## Language

8. What is your preferred language?

English

Welsh

Prefer not to say

Other \_\_\_\_\_

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

Understand spoken Welsh

Speak Welsh

Read Welsh

Write Welsh

None of the above

Prefer not to say

## Disability

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

- Yes  No
- Prefer not to say

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

- Hearing Impairment  Learning Difficulties
- Mental Health Issues  Physical / Mobility Impairment
- Speech Impairment  Visual Impairment
- Other \_\_\_\_\_

## Caring Responsibilities

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

- Long term physical or mental ill-health/disability; or
- Problems related to old age

- Yes  No
- Prefer not to say

## Religion or Belief

13. What is your religion?

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

## Privacy Notice

Information you supply is processed by Ceredigion County Council, which will be processed in line with the requirements of the GDPR and Data Protection Act.

For information on how personal data is processed please see the Council's Privacy Notice:  
[www.ceredigion.gov.uk/privacy](http://www.ceredigion.gov.uk/privacy)

### We can be contacted by:

**Email:**

partnerships@ceredigion.gov.uk

**Post:**

Ceredigion Community Safety Partnership  
Canolfan Rheidol  
Rhodfa Padarn  
Llanbadarn Fawr  
Aberystwyth  
Ceredigion  
SY23 3UE

**Telephone:**

01545 570881

Any questions, comments or feedback is welcomed.

### What happens next?

The findings from this engagement exercise will be published on the Ceredigion Community Safety Partnership website in June. Your comments will be used to help inform the next Ceredigion Community Safety Partnership Delivery Plan.

Thank you so much for taking the time to help Ceredigion CSP and your community by sharing your thoughts.

***If you have any information about crime, you can call anonymously with this information:***







# Crime and Disorder Strategic Assessment Consultation

## Feedback Report



April 2023

# HEADLINE RESULTS

89

Responses received  
(with 167 written comments)



46%

said crime had increased **a lot** or **a little** over the last 12 months  
(51% said it was the same)

58%

said that alcohol abuse was a major problem in Ceredigion  
(40% said it was not, 1% did not answer)



87%

said that drug abuse was a major problem in Ceredigion  
(13% said it was not)

**Visible Police Presence**  
**Road Safety & Reducing Road**  
**Traffic Fatalities**  
**Street Lighting**

were identified as the top 3 issues that had **improved** over the last twelve months



**Illegal Supply of Drugs**  
**Substance Misuse (Drugs)**  
**Anti-Social Behaviour**

were identified as the top 3 issues that had got **worse** over the last twelve months

**Sexual Offences**  
**Illegal Supply of Drugs**  
**Violence Against Women and Girls**  
**Substance Misuse (Drugs)**  
**Domestic Abuse (inc. Stalking and Harassment)**

were identified as the top **priority issues** in Ceredigion currently



**Burglary**  
**Online Crime / Fraud**  
**Criminal Damage**  
**Cold Calling / Scams**  
**Drug and Alcohol Misuse**  
**Visible Police Presence / Taking Further Action**

were identified as the top issues that would threaten people **feeling safe** in their own homes

Consultation undertaken between 31<sup>st</sup> January and 28<sup>th</sup> March 2023

The survey was available online via the Council's website, partners' websites, hard copy and advertised through social media

A total of 89 responses were received

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

## Background

Between 31<sup>st</sup> January and 28<sup>th</sup> March 2023, the Ceredigion Community Safety Partnership engaged with residents as part of its Crime and Disorder Strategic Assessment.

Community Safety Partnerships (CSPs) are made up of representatives from the Police, Local Authorities, Fire & Rescue Services, Probation Service and Health Boards.

As a partnership they work out how to deal with local crime & disorder issues, antisocial behaviour, drug or alcohol misuse and reoffending to protect local communities from crime and to help people feel safer. The CSP carry out regular reviews in order to stay aware of the nature and level of crime and disorder in the county and gain perspective on other important issues like fear of crime, anti-social behaviour and the misuse of drugs.

The consultation forms a crucial part of the next review and will help in identifying methods of developing and implementing effective action to reduce these problems and direct resources to address them. The public consultation is used to provide the Partnership with a strong evidence base and intelligence led foundation to inform the Ceredigion Community Safety Partnership Delivery Plan.

The survey was made available online via the CSP's partners websites and advertised through social media. Printed copies were available to download from the Council's consultation website.

## Response Rate

There was a total of 89 responses to the consultation including 167 written comments. There were 3 paper copy forms completed and 9 responses from a Ceredigion Youth Council event. 21% or 19 surveys were completed in Welsh and 74% or 66 in English. On average, respondents took 13 mins 58 seconds to complete the online survey. The pages that follow provide a summary of the findings.

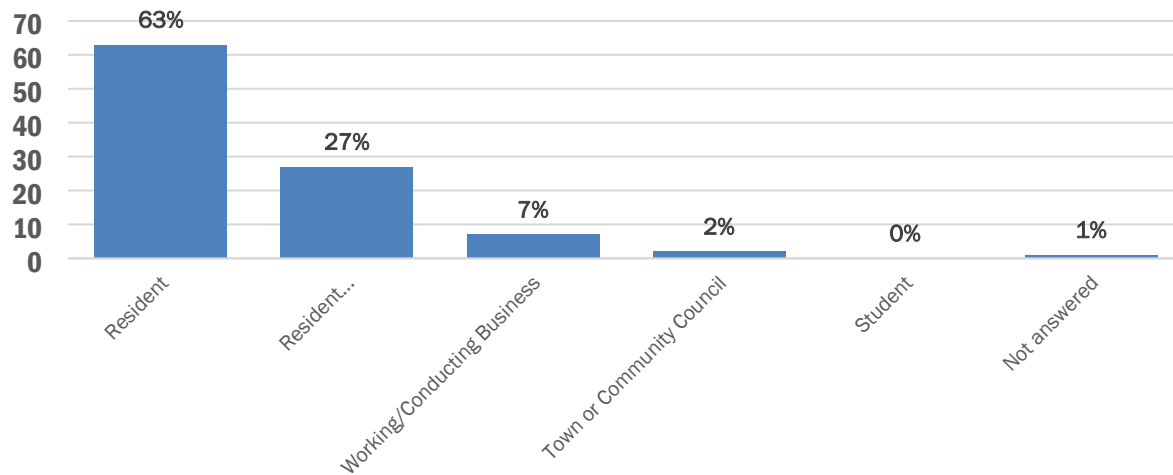
## Main Findings

### Q1: What is your main connection with the County?

The opening question asked respondents to identify their main connection to the County. The majority (63%) identified themselves as residents, while just over a quarter (27%) stated they were both a resident and working in the County. A further 7% work or conduct business in Ceredigion, while 2% were from Town or Community Councils. The following chart summarises respondents' connection to the County.

## Q1. What is your main connection with the County?

▼ Percentage

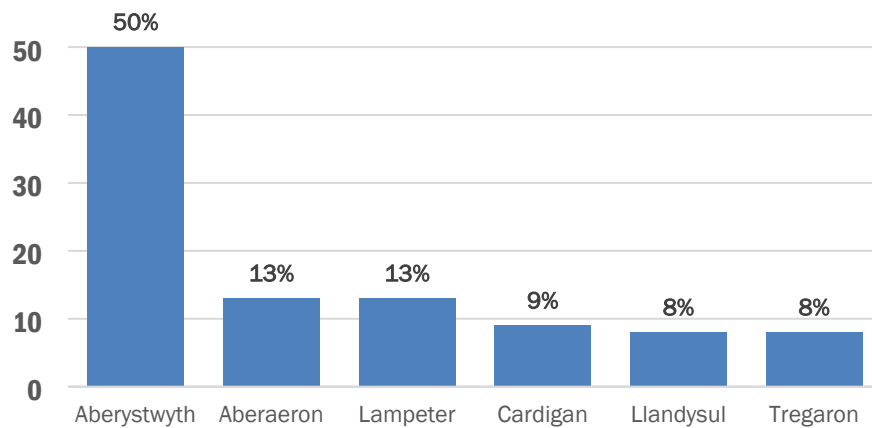


## Q2: Which of the following areas do you most associate with?

The follow-on question asked respondents to identify which geographical area they most associate with. The largest proportion of respondents (50%) identified Aberystwyth which equates to 46 respondents. As the largest town in the County at 14,648 inhabitants, it is not surprising that the respondents were weighted heavily towards Aberystwyth. The remaining towns in the County represented the remaining 50% of respondents, ranging from 13% in Aberaeron and Lampeter to 8% in Llandysul and Tregaron.

## Q2. Which of the following areas do you most associate with?

▼ Percentage

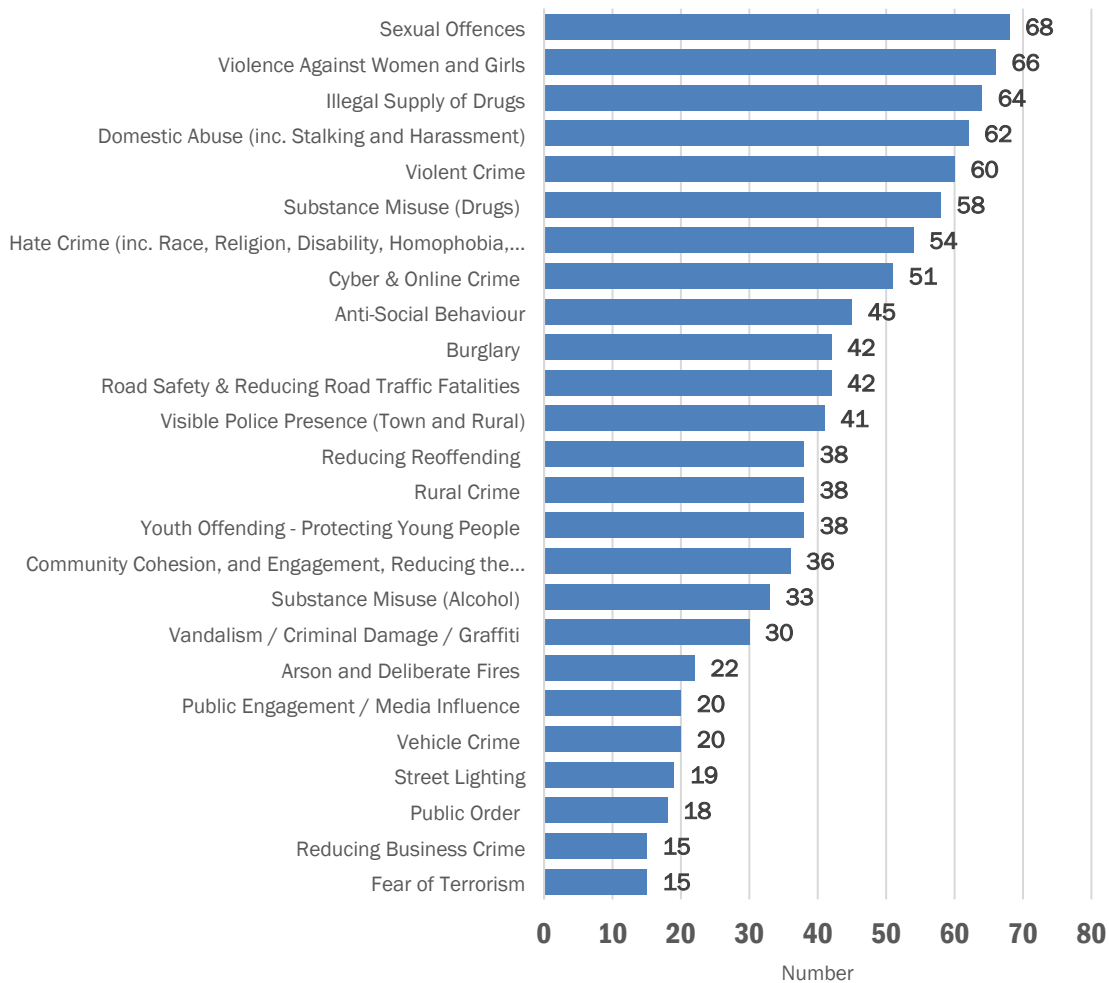


*(Figures do not sum to 100% due to computer roundings)*

## Q3: Of these current issues, please rate them in order of priority in your opinion:

Respondents were then asked to rank a list of twenty-five current community safety issues in order of importance by assigning a high, medium or low rating to each issue. **Sexual offences** received the most "high priority" votes with 68, closely followed by **violence against women and girls** (66) and the **illegal supply of drugs** with 64 as shown in the chart below.

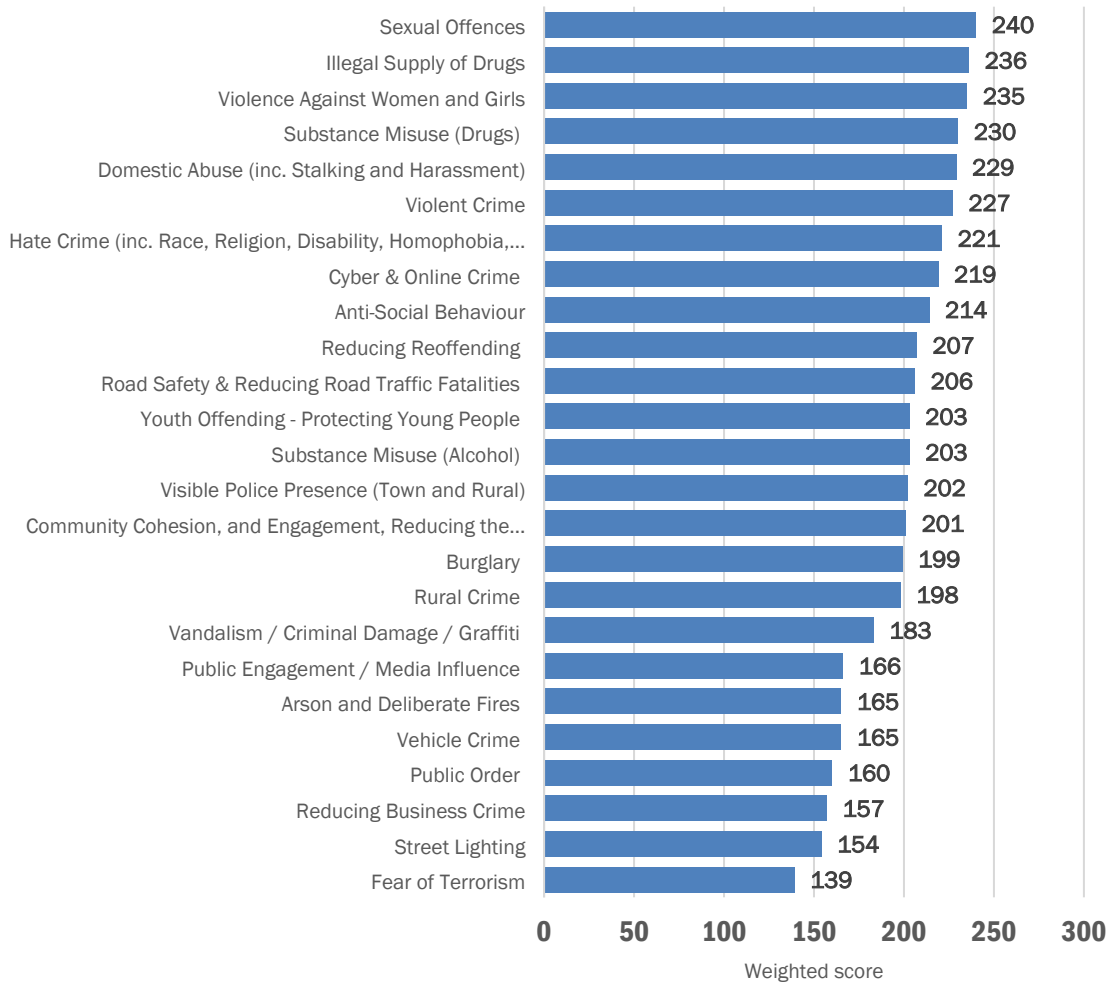
**Q3. Of these current issues, please rate them in order of priority in your opinion: Number of "High" priority responses**



However, this does not take account of the lower rankings. A simple weighting system was therefore applied to score each of the community safety issues by multiplying the number in each category by a score of 3 to 1, with 3 being the highest. The results show that overall, **sexual offences, illegal supply of drugs and violence against women and girls** continue to be the highest ranked community safety issues as shown in the chart overleaf. The weighting did change the order of priority after the top three – **substance misuse (drugs), domestic abuse, violent crime and hate crime** followed closely behind. At the other end of the scale, **fear of terrorism** was considered the lowest priority, probably due to its perception of being less relevant than the immediate threats of crime in their locality.

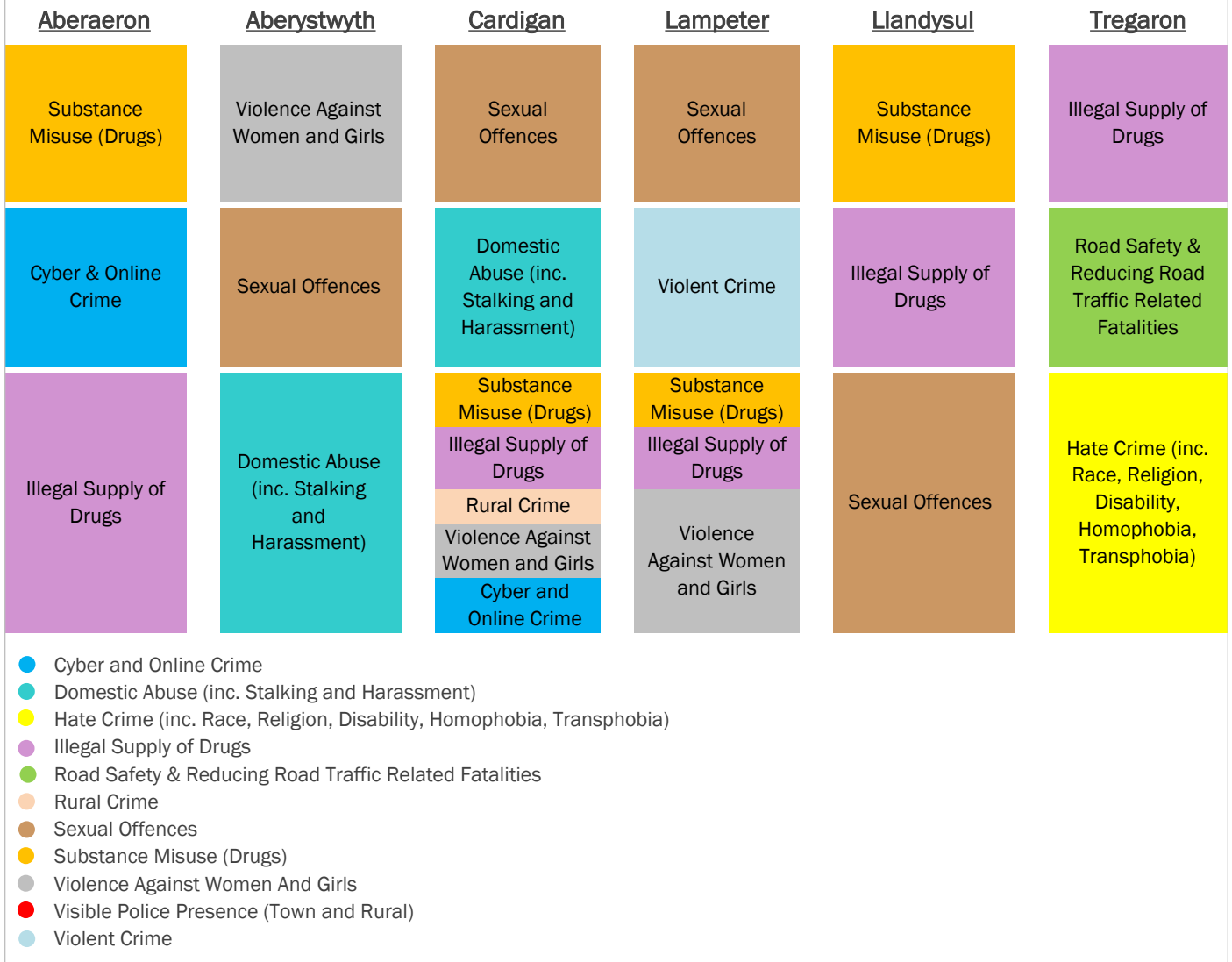
These priorities align closely with the latest Dyfed Powys Police Control Strategy which targets the supply and use of illicit drugs, rape & sexual offences, and the prevention and tackling of domestic abuse. Furthermore, these issues are reflected in national and regional priorities as outlined in the Dyfed Powys Police Strategic Assessment 2023-24.

**Q3. Of these current issues, please rate them in order of priority in your opinion: weighted score**



When split by geographical area, there were a number of similarities visible. Drug related issues were identified as the top priority in three of the six areas – substance misuse (drugs) in Aberaeron and Llandysul, and illegal supply of drugs in Tregaron. In Cardigan and Lampeter, the priority was identified as sexual offences, and in Aberystwyth it was violence against women and girls. Across the top priorities, illegal supply of drugs appeared in the top priorities in five of the six areas, substance misuse (drugs) appeared in four of the six areas, as did sexual offences. These findings are summarised in the table below. (Note that Cardigan and Lampeter had joint responses for the third highest priority).

## Top 3 priority issues by area (weighted scores)

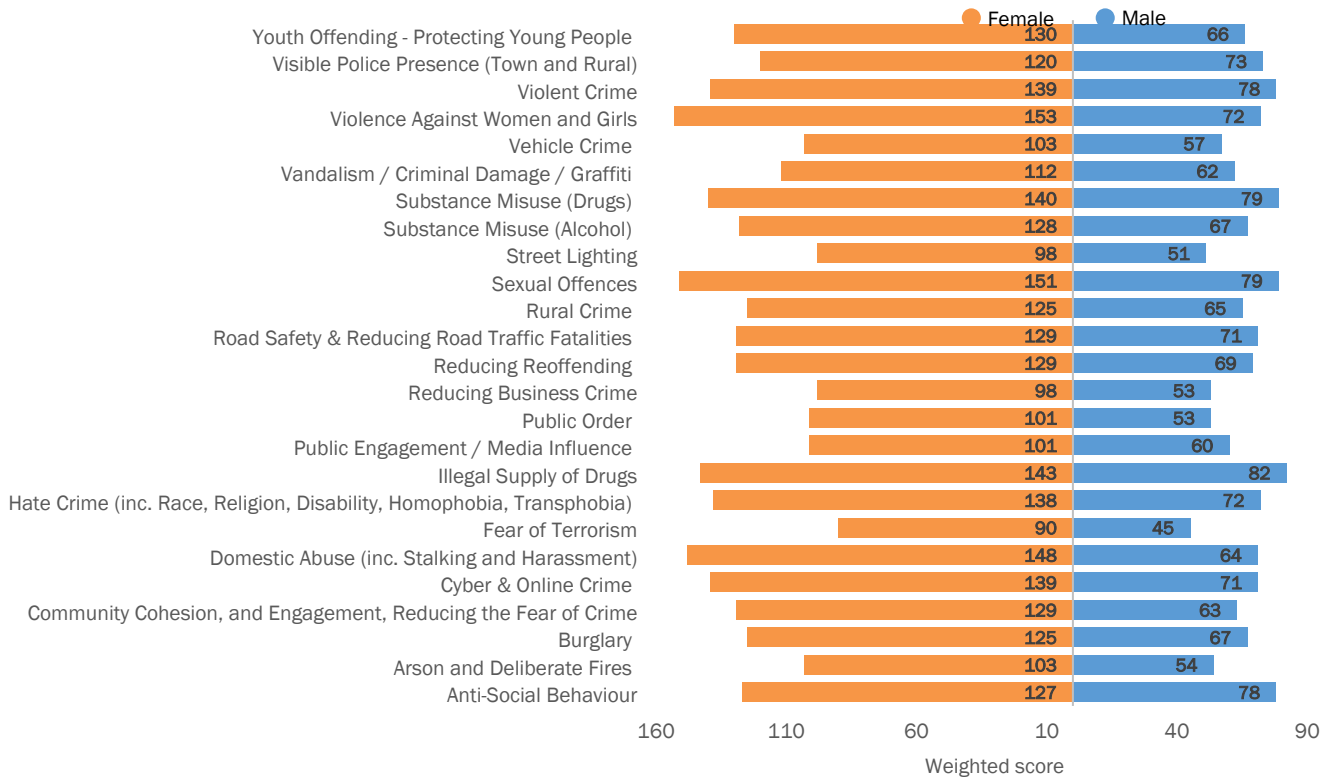


Amongst females the top priority was identified as violence against women and girls, followed by sexual offences and domestic abuse, while the focus of males' concerns was very much on drug related issues with the illegal supply of drugs and substance misuse (drugs) occupying the top two places, then followed by sexual offences. The table below compares the top 3 priorities by gender, and the full breakdown of weighted scores is presented in the chart overleaf.

### Top 3 priority issues by weighted score and by gender

Rank	Female	Male
1	Violence Against Women and Girls	Illegal Supply of Drugs
2	Sexual Offences	Substance Misuse (Drugs)
3	Domestic Abuse (inc. Stalking and Harassment)	Sexual Offences

**Of these current issues, please rate them in order of priority in your opinion:  
weighted score and by gender**

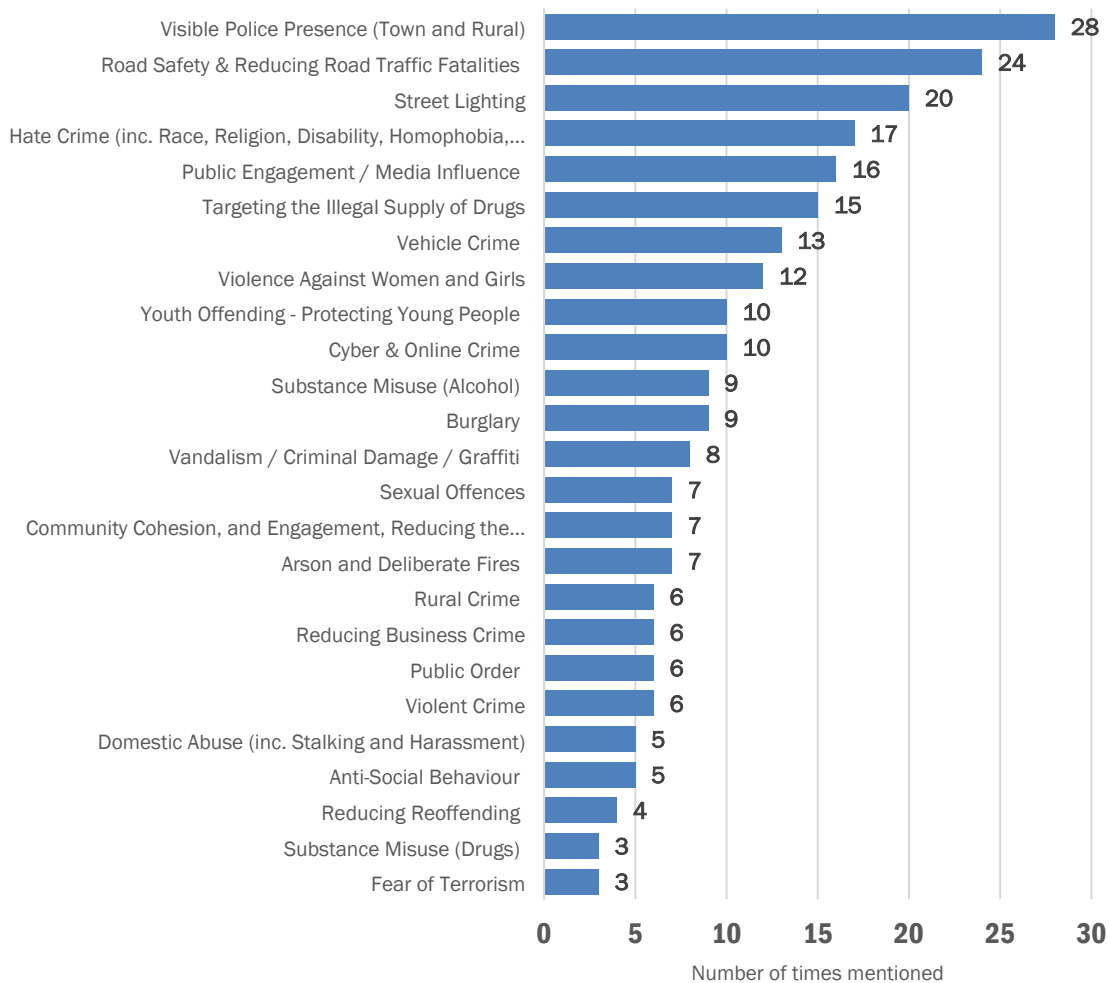


**Q4: Please indicate which issues you think have improved over the last 12 months:**

The following question asked respondents to identify which issues they thought had improved over the last twelve months. At the top of the list was **visible police presence (town and rural)** identified by 28 respondents, followed by **road safety and reducing road traffic fatalities** with 24, and **street lighting** with 20. The full list of responses is listed in the chart overleaf. At the other end of the scale, substance misuse (drugs) and fear of terrorism were identified only three times each. These results correlate to the answers to question 5 where respondents thought that the illegal supply of drugs and substance misuse (drugs) were the issues that had got worse the most over the previous twelve months. Similarly, anti-social behaviour received only four mentions in the list of improved issues but appears third in question 5 in the list of issues that had got worse.



#### Q4. Please indicate which issues you think have improved over the last 12 months:

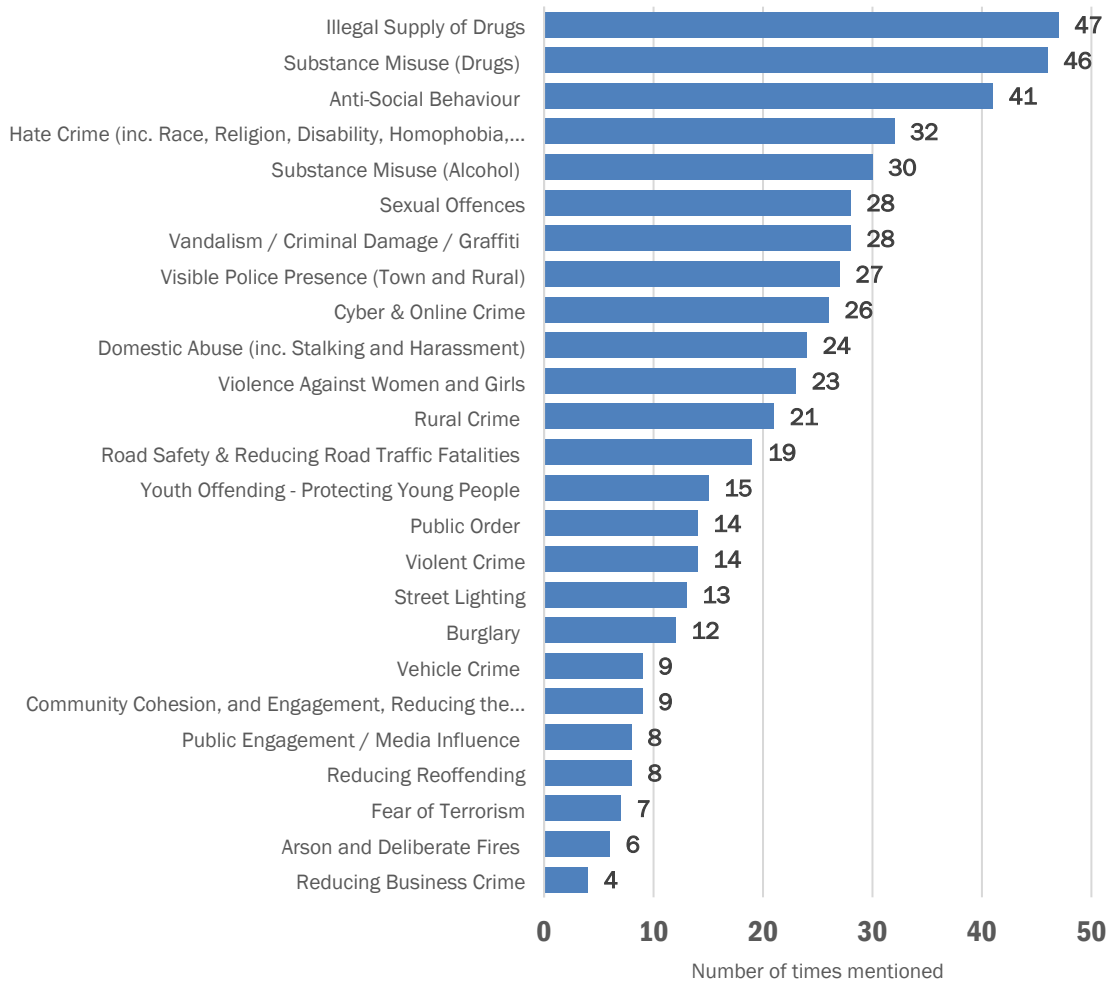


#### Q5: Please indicate which issues you think have got worse over the last 12 months:

The follow-on question asked which issues respondents thought had got worse over the last twelve months. The **illegal supply of drugs** and **substance misuse (drugs)** appeared at the top of the list being mentioned 47 times and 46 times respectively. Following drug-related issues, was **anti-social behaviour** mentioned 41 times. These three issues received noticeably more responses the next ranked issue. Conversely, reducing business crime was mentioned by only 4 respondents at the other end of the scale. (There were twice as many responses to this question compared to the previous question which asked respondents to highlight the issues that had improved).

Comparing respondents' perceptions of crime to the latest crime figures across Ceredigion reveals some notable differences between the perception and reality of crime. While the illegal supply of drugs was identified as the top issue that had got worse, actual drug trafficking incidents had decreased slightly for the year ending 28 February 2023 compared to the previous year. Likewise, anti-social behaviour incidents were also identified as one of the top issues that had got worse, but actual anti-social behaviour incidents recorded had decreased significantly over the same period. However, respondents' concerns around drug misuse were not entirely unfounded, as the number of drug possession crimes had increased significantly.

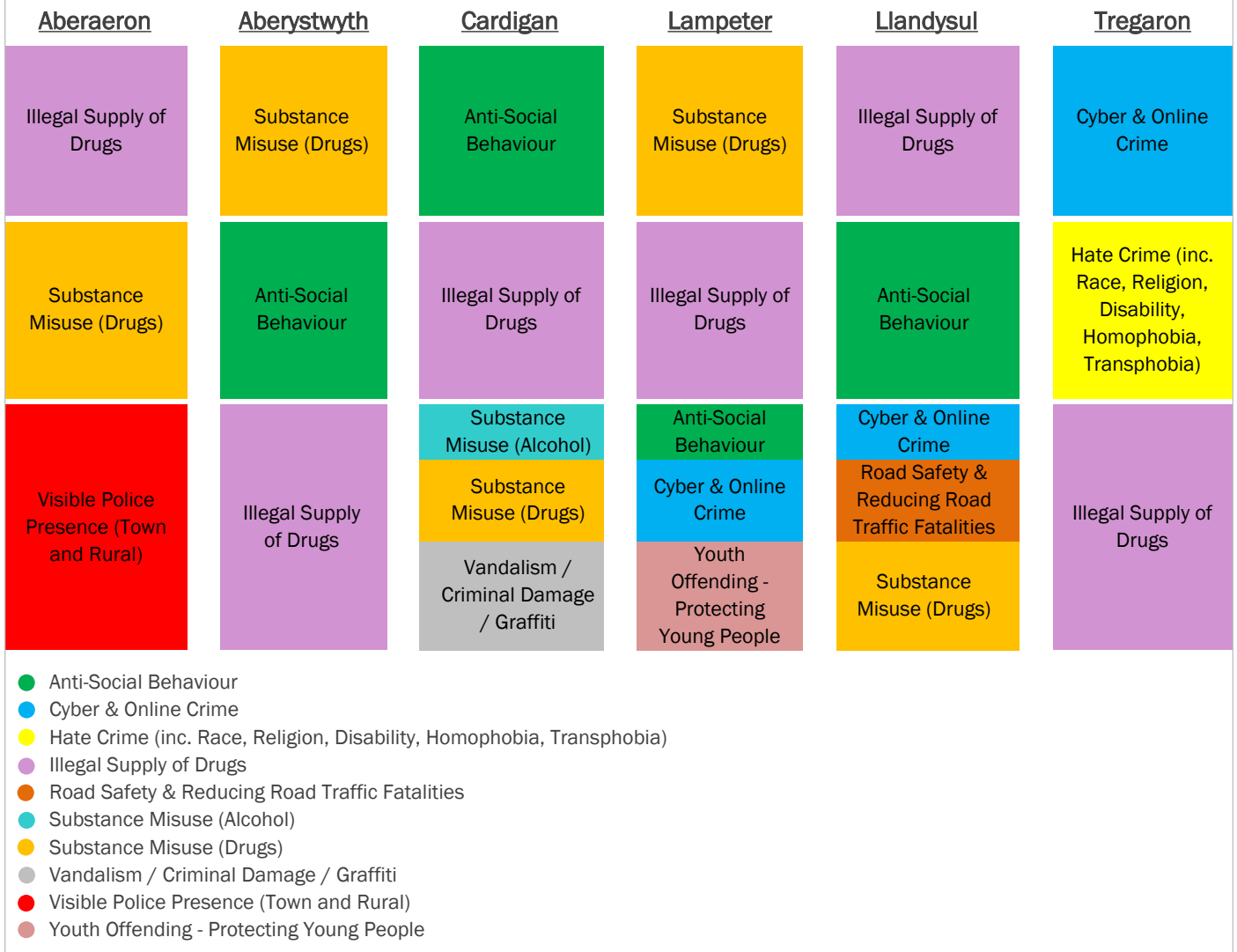
**Q5. Please indicate which issues you think have got worse over the last 12 months:**



When split by area, drug related issues were the top-rated issue in four of the six areas – illegal supply of drugs in Aberaeron and Llandysul, and substance misuse (drugs) in Aberystwyth and Lampeter. The top issue in Cardigan was anti-social behaviour and in Tregaron it was cyber and online crime. Other trends are visible – the illegal supply of drugs appears in the top 3 issues in all areas, while anti-social behaviour appears in the top 3 for Aberystwyth, Cardigan, Lampeter and Llandysul. The table overleaf summarises these findings.

Other issues highlighted included hate crime appearing once in relation to Tregaron, visible police presence in relation to Aberaeron, and substance misuse (alcohol) and vandalism / criminal damage / graffiti in Cardigan. In Llandysul, road safety & reducing road traffic fatalities featured joint third. Note that Cardigan, Lampeter and Llandysul have joint issues ranked third.

## Top 3 issues that have got worse over the last 12 months by area

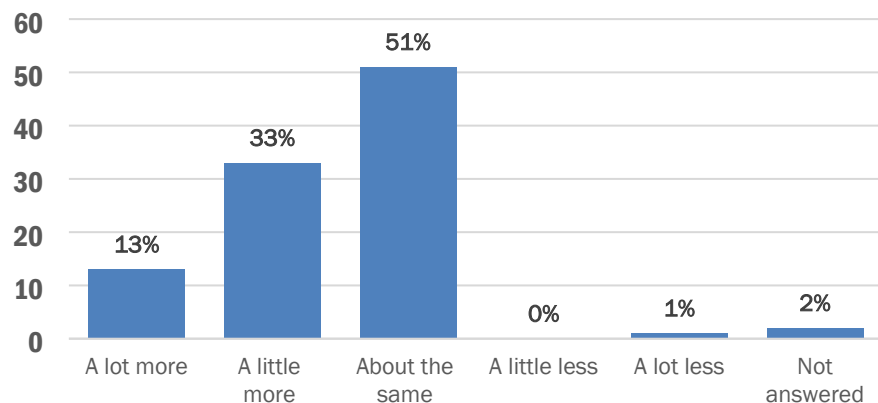


Q6. How much would you say the general crime rate in your area has changed over the last 12 months?

A small majority of 51% said that the general crime rate in their area was **about the same** as twelve months previously, while almost half (46%) said that there was **a little** or **a lot more** crime over the last twelve months. 13% of those stated that there was **a lot more** crime. Only 1% of respondents said that there was less crime, see chart overleaf.

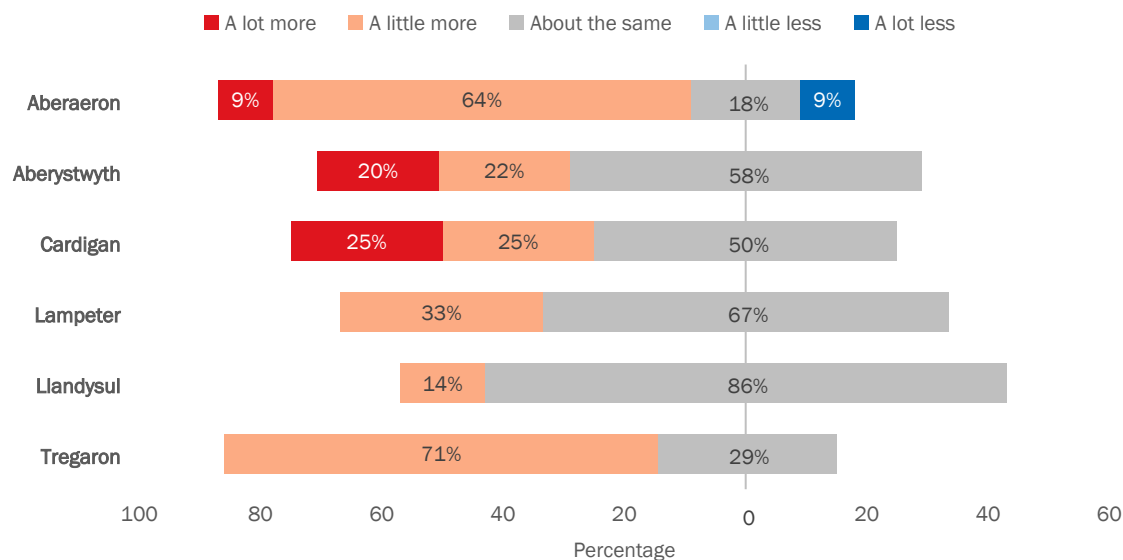
## Q6. How much would you say the general crime rate in your area has changed over the last 12 months?

▼ Percentage



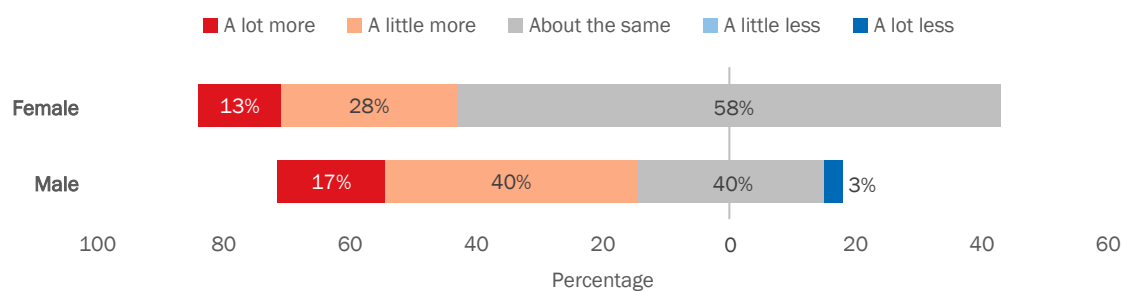
When the results are split by area, there were some differences of opinion. For example, the vast majority (73%) of those who associate most with Aberaeron said that the general crime rate was a lot or a little more, whereas in Llandysul only 14% said it was a little more and the majority (86%) said it was about the same. Cardigan had the highest proportion of respondents saying there was a lot more crime at 25%, see chart below. Aberaeron was also the only area where any respondents felt there was less crime, with 9% saying they felt there was a lot less crime than twelve months previous.

## How much would you say the general crime rate in your area has changed over the last 12 months? (By area)



When split by gender, males had a more negative view of the change over the last 12 months with the majority (57%) stating that the crime rate was lot or a little more, compared to 41% for females, see chart overleaf.

## How much would you say the general crime rate in your area has changed over the last 12 months? (By gender)



### Q7. Are there any new issues that you feel are currently of concern?

Respondents were then presented with the opportunity to raise any new issues that were of concern to them. A total of 54 issues were raised, although the majority of these were not new issues but rather respondents emphasized the importance of existing issues highlighted in earlier questions. For example, the most prevalent issue raised was in relation to **drug misuse** and **drug dealing** with 14 responses, which also featured as the top 2 issues that had got worse over the last twelve months in question 5 and provides further evidence to suggest that issues relating to drugs are the biggest issue facing respondents currently.

Following this, **speeding / road safety**, **visibility of police** and **anti-social behaviour** were also mentioned in relation to this question. Of the completely new issues raised, there were three specific mentions for **littering** and the impact it has on their local area and one for the importance of **outreach work in schools** to help avert anti-social behaviour and crime in the future. The following table summarises the issues raised.

Issue	Number of mentions
Drug misuse / drug dealing	14
Speeding / road safety	7
Visibility of police / police taking further action	7
Anti-social behaviour	6
Community cohesion / neighbourly disputes / tolerance	3
Littering	3
Cold calling / scams	2
Domestic abuse / Violence against women	2
Hate crime	2
Burglary	1
Child sexual exploitation	1
Homelessness	1
Online safety	1
Outreach work in schools	1
Street lighting / safety at night	1
Substance misuse (Alcohol)	1
Vandalism	1

(The responses were coded according to broad crime types to aid the analysis. As such, there are variations in the issues listed in response to this question compared to the closed questions elsewhere in the survey. The number of mentions provide an indication of relative prevalence).

Some of the respondents also took the opportunity to explain their answer and provide examples of the impact. The following table provides a sample of the comments received.

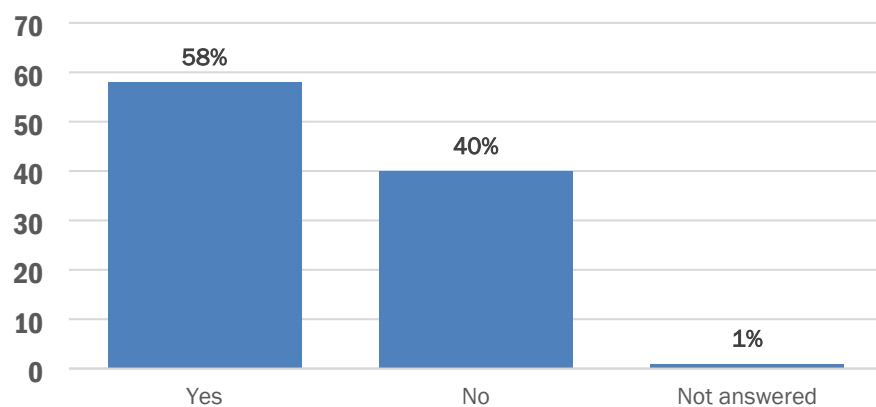
Sample Comments	
"I have started to notice more small groups of people with either drug or alcohol issues or both, congregating in certain areas which can be quite intimidating."	"The dominant smell in Aberystwyth is cannabis. I've lived in the town since the early 1990s and don't remember it ever being this bad. People are not even attempting to hide the fact that they are smoking a Class B drug; it creates an unpleasant atmosphere."
"Very little evidence of Police "on the streets". It is so rare to see patrolling officers in Aberystwyth town centre during daytime hours."	"People hanging about in the castle area as soon as the weather gets nice. These people create antisocial behaviour amongst themselves, litter and consume too much alcohol."
"Serious issues with lack of police presence and dangerously fast road users and speed racing."	"There are more scams not only online but people going door to door. Living in an area with a high number of elderly people, it does concern me that they could be vulnerable to these sorts of scams."

### Q8: Do you think that alcohol abuse is a major problem in relation to crime in Ceredigion?

Respondents were then presented with four questions on specific aspects of crime and how to report them. The first considered whether alcohol abuse was a major problem in relation to crime in Ceredigion. The majority of respondents (58% or 52 respondents) felt that it was, but a significant proportion (40% or 36 respondents) felt that it was not, see chart below.

#### Q8. Do you think that alcohol abuse is a major problem in relation to crime in Ceredigion?

▼ Percentage



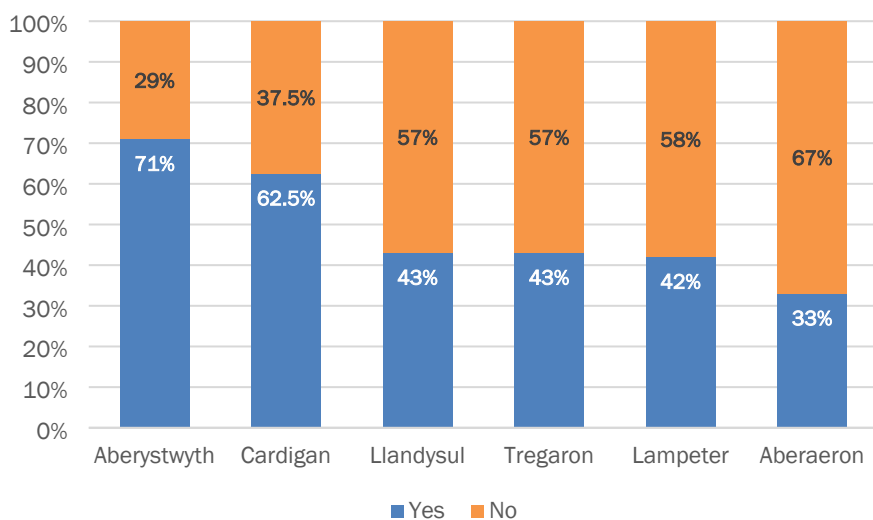
(Figures do not sum to 100% due to computer roundings)

When split by geographical area, it is evident that the overall results for the County are inflated by the number of respondents in Aberystwyth who stated that alcohol abuse was indeed a major problem in

relation to crime. 71% of respondents who associated most with Aberystwyth stated that it was a problem, while 29% said it was not. Cardigan was the only other area where a majority of respondents felt that alcohol abuse was a problem (62.5%). Although the majority of respondents in the remaining four areas stated that alcohol abuse was not a problem, there was still a significant proportion of respondents who felt that it was, ranging from 33% in Aberaeron to 43% in Llandysul. A summary of the responses split by area are shown in the chart below.

### Do you think that alcohol abuse is a major problem in relation to crime in Ceredigion? (By area)

▼ Percentage



When split by age group, there were very similar views on alcohol abuse amongst the 16-24, 45-64 and 65+ groups where between 58% to 71% stated that it was a major problem. However, the 25-44 age group were much less inclined to identify it as a major problem at 37.5%, which is summarised in the table below. When split by gender, females were more likely to identify alcohol abuse as a problem at 65% of female respondents, compared to 50% of males.

### Do you think that alcohol abuse is a major problem in relation to crime in Ceredigion? (By age group)

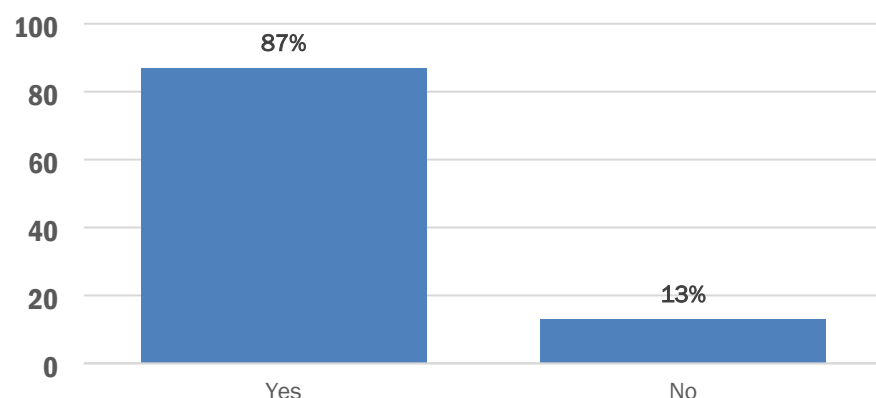
Age group:	16-24	25-44	45-64	65+
Yes	71%	37.5%	67%	58%
No	29%	62.5%	33%	42%

### Q9: Do you think that drug abuse is a major problem in relation to crime in Ceredigion?

The follow-on question asked whether drug abuse was a major problem in Ceredigion. The overwhelming majority, 87% (or 77 of the 89 responses), stated that it was indeed a major problem in relation to crime, see chart overleaf. This reflects the sentiments expressed in the answers to questions 5 and 7 where drug related issues were identified as being the top 2 issues that had got worse over the last twelve months and which were also the biggest concern for respondents currently. The remaining 13% or 12 responses felt that drug abuse was not a major problem.

## Q9. Do you think that drug abuse is a major problem in relation to crime in Ceredigion?

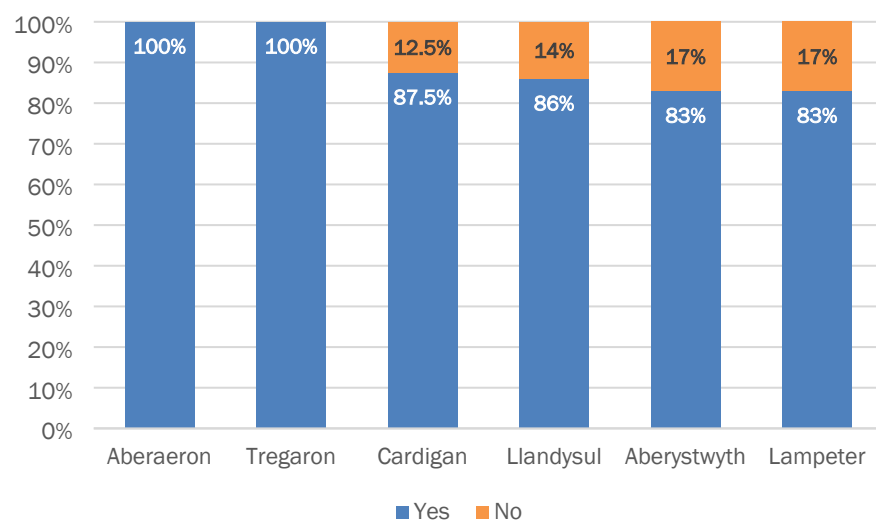
▼ Percentage



When split by geographical location, all areas saw a large majority stating that drug abuse was indeed a problem in relation to crime, see chart below. All respondents who most associated with Aberaeron and Tregaron stated that it was a problem. The following chart summaries the results by geographical area.

### Do you think that drug abuse is a major problem in relation to crime in Ceredigion? (By area)

▼ Percentage



The overwhelming majority in each age group also identified drug abuse as a major problem in relation to crime, with 45-64 year-olds being particularly concerned at 91%. It was the 25-44 group that saw the lowest level of concern at 75% with the remaining 25% stating drug abuse was not a major problem. These results are summarised in the table below. The overwhelming majority of both females and males identified drug abuse as a problem – 90% of males and 84% of females.

### Do you think that drug abuse is a major problem in relation to crime in Ceredigion? (By age group)

Age group:	16-24	25-44	45-64	65+
Yes	88%	75%	91%	84%
No	12%	25%	9%	16%

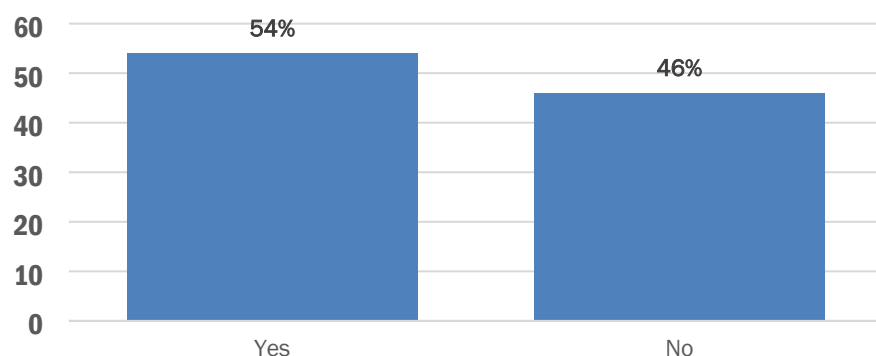


## Q10: Are you aware of how to report Anti-Social behaviour and the tools & sanctions available to deal with it?

The questions then moved onto respondents' awareness of how to report anti-social behaviour incidents, and the tools and sanctions available to deal with it. Positively, the majority (54%) stated that they were aware of how to do this along with the tools and sanctions available, which equated to 48 of the 89 respondents. However, there was a significant proportion, 46% or 41 respondents, who stated that they did not, see chart below.

### Q10. Are you aware of how to report Anti-Social behaviour and the tools & sanctions available to deal with it?

▼ Percentage



The 25-44 age group were the most informed with 69% stating that they were aware of how to report these incidents, summarised in the table below. The least informed were the 65+ group where less than half (37%) were aware of how to report anti-social behaviour. Females and males had a similar level of awareness of how to report these incidents – 55% of females and 53% of males said they were aware.

Are you aware of how to report Anti-Social behaviour and the tools & sanctions available to deal with it? (By age group)

Age group:	16-24	25-44	45-64	65+
Yes	47%	69%	61%	37%
No	53%	31%	39%	63%

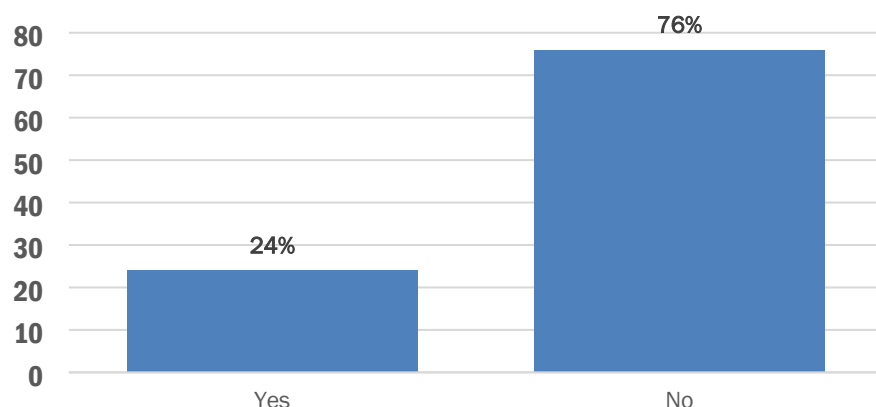
## Q11: Has Cyber and online crime impacted you personally?

Cyber and online crime was then raised as a specific point, asking respondents if they had been impacted by them personally. The majority of respondents (76%) had not been affected, but there were almost a quarter (24%) who stated they had been affected by cyber and online crime, see chart overleaf. The growing concerns around cyber and online crime are reflected in the Dyfed Powys Police Strategic Assessment 2023-24, where it is noted that on average there are 15 cyber-enabled crimes reported across the force area on a daily basis, with malicious communications and harassment being the most commonly reported offences.<sup>1</sup>

<sup>1</sup> "Dyfed Powys Police Strategic Assessment 2023-24." Dyfed Powys Police, 2023. 5.

## Q11. Has Cyber and online crime impacted you personally?

▼ Percentage



The 16-24 age group were the most likely to report they had been affected at 35%. However, there was no immediate correlation with age, as the next most likely to report being affected was the 65+ age group at 32%. The age group that was least likely to report being affected were 25-44 year-olds at just 6%. These findings are summarised in the table below. Males were more likely to state that they had been affected by cyber and online crime at 27%, compared to 22% of female respondents. Those who had been affected by cyber and online crime were much more likely to identify it as a 'high' priority in question 3, 81% of those affected by it identified it as a high priority, compared to 50% of those who had not been affected.

Has cyber and online crime affected you personally? (By age group)

Age group:	16-24	25-44	45-64	65+
Yes	35%	6%	24%	32%
No	65%	94%	76%	68%

Q12: In recent surveys, the public have indicated that feeling safe in their own homes is something they value most. What do you regard as having the most potential to threaten this? (e.g., online crime, burglary, criminal damage etc.)

When asked to identify the issue that had the most potential to threaten people feeling safe in their own homes, most respondents took the opportunity to convey their views. The table below displays the issues raised in order of prevalence. There are clearly two big issues that affect people feeling safe in their homes – **burglary** which was mentioned 30 times followed by **online crime / fraud** mentioned 21 times. However, when compared to actual crime figures, both burglaries and online crime/fraud have decreased between the years ending 28 February 2022 and 2023. Other crime types that featured strongly elsewhere in the survey were not considered as important once inside the home, such as drug and alcohol misuse, anti-social behaviour and speeding.

Issue	Number of mentions
Burglary	30
Online crime/fraud	21
Criminal damage	8
Cold calling/scams	4

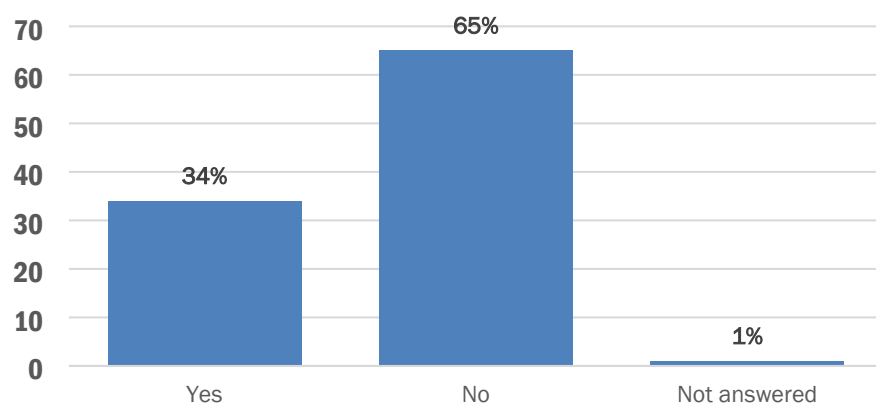
Drug and alcohol misuse	4
Visible presence by Police and taking further action	4
Lack of community cohesion / respect for each other	3
Anti-social behaviour	3
Speeding	2
Social media	1
Noise disturbances	1
Various issues	1
Domestic abuse / violence against women	1
Grants to each house for things that prevent crime.	1
Vehicle theft	1

### Q13: Have you heard about the work of the Ceredigion Community Safety Partnership?

The survey then turned its attention to the Ceredigion Community Safety Partnership and asked respondents whether they were aware of its work. The majority (65%) were not aware, while over a third (34%) were aware of it, see chart below.

#### Q13. Have you heard about the work of the Ceredigion Community Safety Partnership?

▼ Percentage



The 65+ age group were the most informed with 53% being aware of the Partnership’s existence and its work, while at the other end of the scale one 1 (6%) of those aged 16-24 were aware of it. When split by gender, males were more aware of the work of the Partnership at 43% compared to 28% of female respondents.

Have you heard about the work of the Ceredigion Community Safety Partnership?

Age group:	16-24	25-44	45-64	65+
Yes	1%	50%	30%	53%
No	94%	50%	70%	47%

## Q14: Are there any other concerns that you would like to raise?

The final question provided the opportunity for respondents to highlight any other concerns not previously covered in the survey. A total of 38 comments were made. Most respondents took the opportunity to emphasize existing concerns rather than identify new ones. The **visibility of police / police following up and taking action** was raised by 15 respondents and was clearly the main issue highlighted, as shown in the table below. Drug related issues (drug abuse and drug dealing) was again highlighted as a concern by respondents, followed by speeding. A variety of other issues were noted, with the only new ones being dog fouling, light pollution and the role of schools in supporting families.

Issue	Number of mentions
Visibility of police / following up an taking action	15
Drug abuse / drug dealing	7
Speeding	4
Community cohesion	2
Anti-social behaviour	1
Child sexual exploitation	1
Dog fouling	1
Homelessness / street begging	1
Littering	1
Light pollution	1
Schools having to deal with family problems	1
Street lighting	1
Unsafe places in towns	1
Vandalism	1

Some of the respondents took the opportunity to explain their answer and provide examples of the impact that these issues have on them and their community. The table below provides a sample of the comments received.

Sample Comments	
"Visible police patrols but I completely understand that they do the best they can with limited resources."	"Police stations in towns should be properly manned rather than officers responding from 20 or 30 miles away."
"I would feel a lot safer if there were more police officers on the street."	"Policing is a tough job and I understand the pressure on the force, but seeing officers around and about makes me feel safer. Wherever I am."
"Should be much more of a police presence, not just driving round in cars."	"It's vitally important that drug trafficking reporting should be followed up."
"Starting to see small groups of people with either drugs issues or alcohol issues or both congregating in certain areas, whilst they have done nothing or said anything to me, I do feel threatened."	"A large amount / at least 50% of teens are on lots of different drugs or alcohol, usually leading to high volumes of sexual and physical assault."

## Youth Council Responses

The consultation also involved a young person’s version of the survey distributed to members of the Ceredigion Youth Council. A total of 9 forms were completed and returned. It should be noted that these responses include some responses from the adults in attendance at the Youth Council. The results show that the top priorities currently were **violence against women and girls** and **domestic abuse**, closely followed by **violent crime, burglary, arson and deliberate fires** and **sexual offences**. There are similarities with the overall results from the survey – violence against women and girls was the third highest priority overall, and sexual offences was the top ranked priority overall. The main difference is that the illegal supply of drugs ranks as the second highest priority overall, but does not appear amongst the Youth Council’s highest priority issues. The table below displays the top priorities identified by the Youth Council.

Of these current issues, please rate them in order of priority in your opinion	Weighted score
Violence Against Women and Girls	27
Domestic Abuse (inc. Stalking and Harassment)	27
Violent Crime	26
Burglary	26
Arson and Deliberate Fires	26
Sexual Offences	26

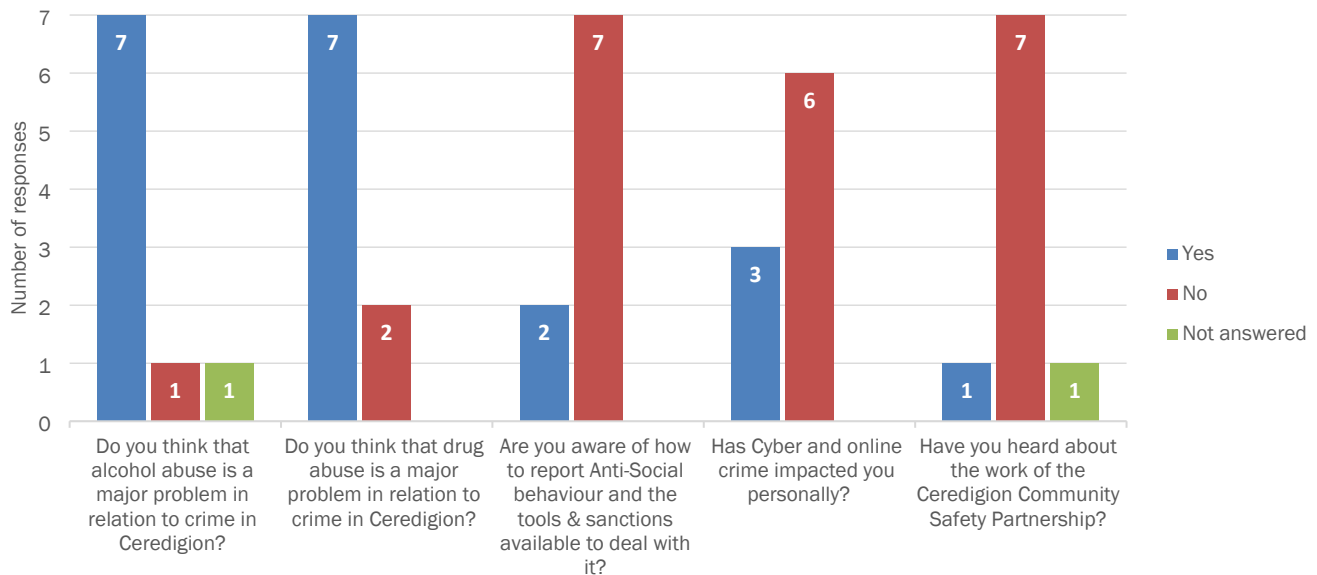
When asked about the issues that had improved or got worse over the last twelve months, there were similarities of opinion between the Youth Council and the overall results. The Youth Council responses identified visible police presence as the issue that had improved the most, the same as in the overall results. Targeting the illegal supply of drugs also featured highly along with street crime, which also featured amongst the most improved issues across the county.

However, the emphasis was slightly different amongst the issues that had got worse over the last twelve months. The Youth Council responses highlighted domestic abuse as the top issue that had got worse, but this did not feature amongst the top issues countywide which was the illegal supply of drugs and substance misuse (drugs). The Youth Council also highlighted substance abuse (alcohol), vandalism, violence against women and girls, hate crimes and sexual offences amongst those that had got worse. Hate crime, substance misuse (alcohol) and sexual offences were amongst the top issues across the county. The main differences between the Youth Council’s views and the overall results, were that anti-social behaviour and drug-related issues featured much higher overall but did not appear in the top six issues highlighted by the Youth Council. The following table lists the Youth Council’s responses to both questions 4 and 5.

Q4. Please indicate which issues you think have improved over the last 12 months:	Q5. Please indicate which issues you think have got worse over the last 12 months:
Visible Police presence (town and countryside)	Domestic Abuse (inc. Stalking and Harassment)
Targeting the illegal Supply of Drugs	Substance Abuse (Alcohol)
Youth Crime - Safeguarding Young People	Vandalism / Criminal Damage / Graffiti
Street Lighting	Violence Against Women and Girls
Burglary	Hate Crime (inc. Race, Religion, Disability, Homophobia, Transphobia)
Cyber and Online Crimes	Sexual Offences

Youth Council respondents felt that both alcohol abuse and drug abuse were indeed major problems in relation to crime in Ceredigion, with seven of the nine responses stating that both were major problems. Like the overall survey responses, the majority of respondents had not heard of the work of the Community Safety Partnership with only one respondent stating that they had. Meanwhile, the majority were also not aware of how to report anti-social behaviour incidents, unlike the overall responses where a small majority had stated that they did. The answers to questions 8, 9, 10, 11 and 13 are summarised in the chart below.

### Youth Council's views on five specific aspects of crime



When asked to highlight any particular issues that are currently of concern, a range of issues were presented including some not specifically mentioned elsewhere in the survey, such as child sexual exploitation, the impact of social media on younger people, the impact of the cost-of-living crisis causing stress amongst younger people and leading to more incidents, and the need for more mental health services to prevent young people from turning to alcohol and drugs. These were largely different from the overall results, with the only similarity being the reference to a lower police presence which was also highlighted amongst the overall results. The issues highlighted by the Youth Council are listed in the table below.

Q7. Are there any new issues that you feel are currently of concern?	Number of mentions
Child sexual exploitation (CSE)	1
Less police presence	1
Substance abuse (alcohol)	1
Impact of social media	1
Impact of cost-of-living crisis	1
Need for more mental health services	1

There was a greater similarity in the answers to question 12, which asked respondents for their views on feeling safe in their own home. Both the Youth Council responses and the overall survey responses identified the same top four issues. Burglary was seen as the issue most likely to threaten feeling safe in one's own home, but criminal damage, cyber and online crime and cold callers all appeared in the top

four in both lists. The issues highlighted by the Youth Council's respondents are highlighted in the table below.

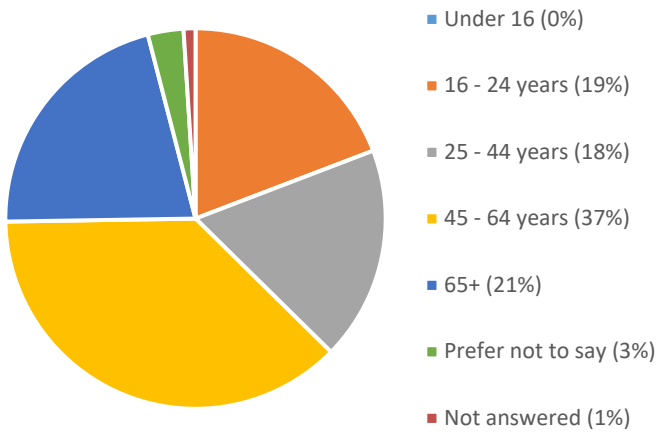
Q12. In recent surveys, the public have indicated that feeling safe in their own homes is something they value most. What do you regard as having the most potential to threaten this?	Number of mentions
Burglary	4
Criminal damage	3
Cyber and online crime	3
Cold callers	2
Vehicle theft and damage	2

In the final question, which provided the opportunity for respondents to highlight any other concerns not covered elsewhere in the survey, only one response was received which reiterated the concern around child sexual exploitation and identified their concerns with the county lines drug supply model of trafficking drugs into rural areas and smaller towns.

# Equalities Monitoring Questions

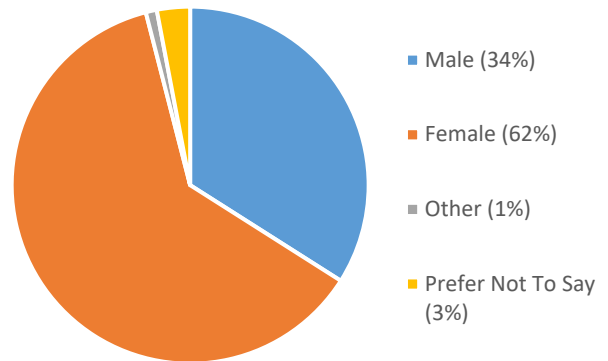
The Council's standard demographic and equalities monitoring questions were asked as part of the survey.

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

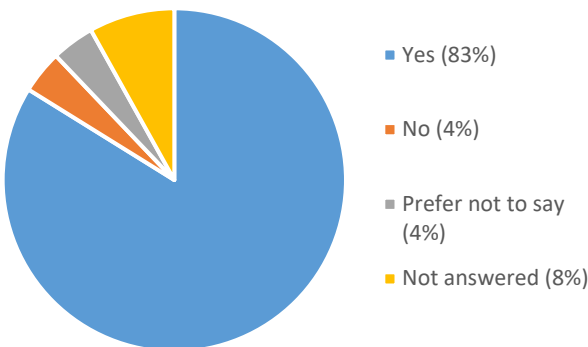


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## 16. Gender - What is your gender?

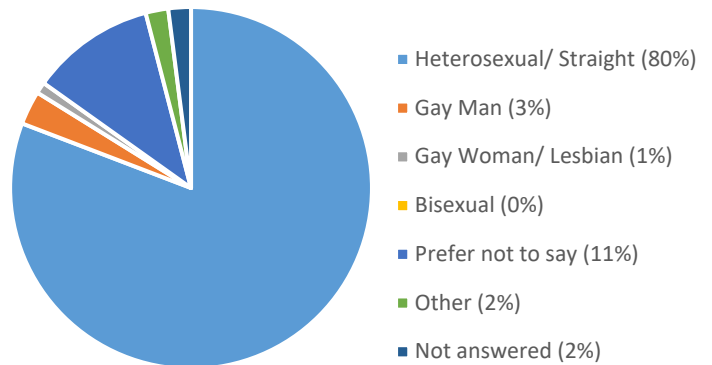


## 17. Transgender - is your gender the same as when it was assigned at birth?



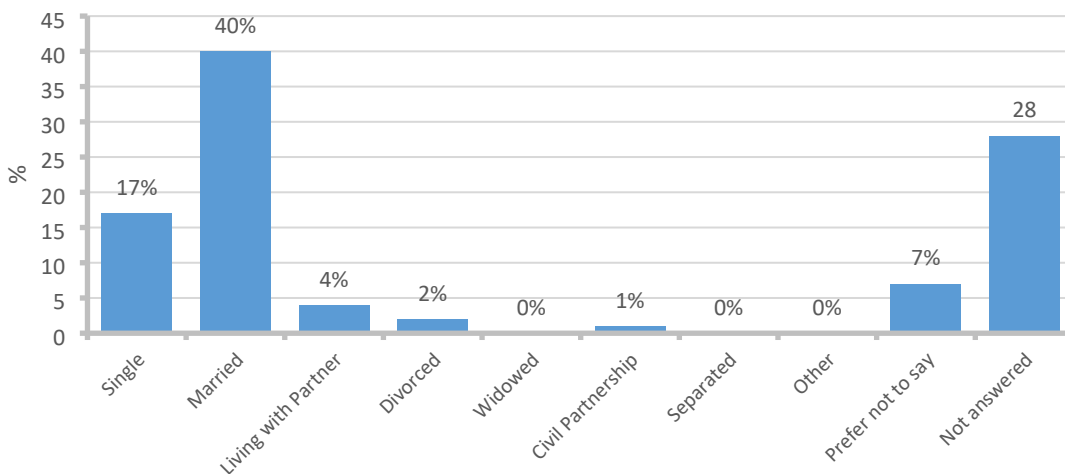
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## 18. Sexual Orientation - Which one of the following options best describes how you think of yourself?



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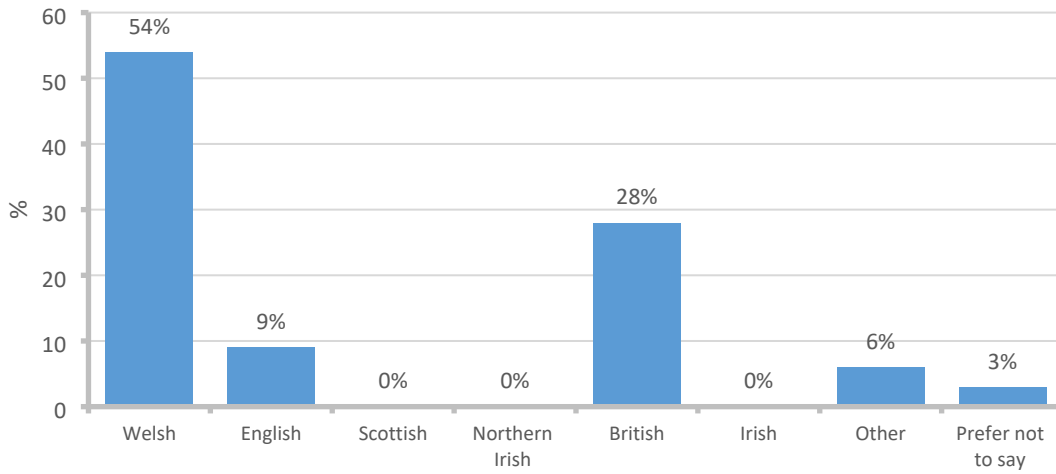
## 21. Partnership - Which of the following options describes your partnership status?



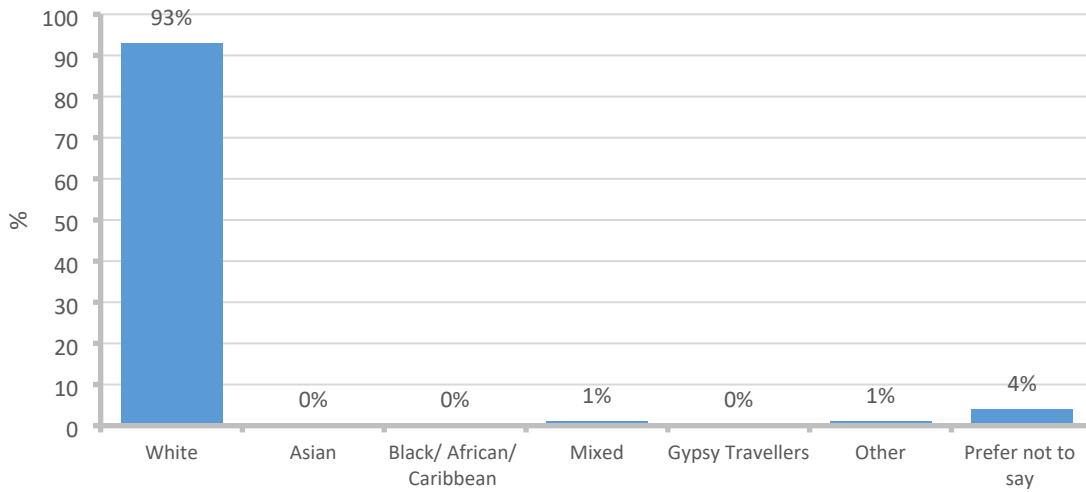
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**21. National identity - How would you describe your national identity?**

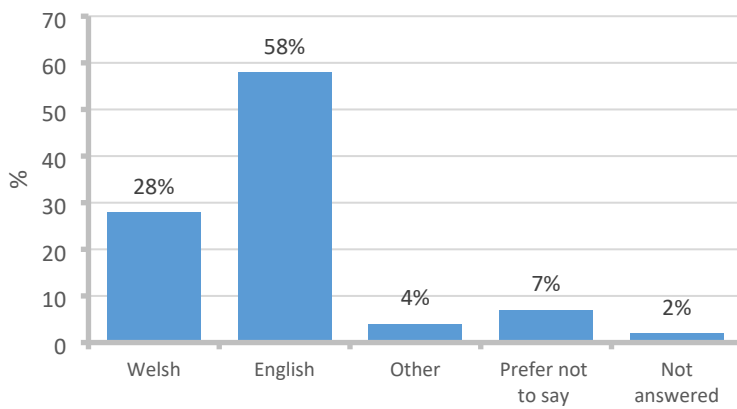


**22. Race - What is your ethnic group? Choose one option that best describes your ethnic group or background.**



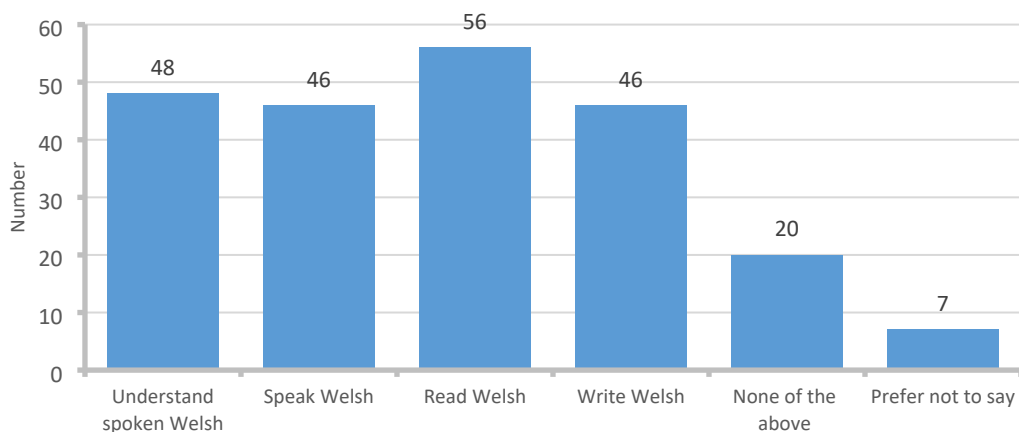
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**23. Language - What is your preferred language?**

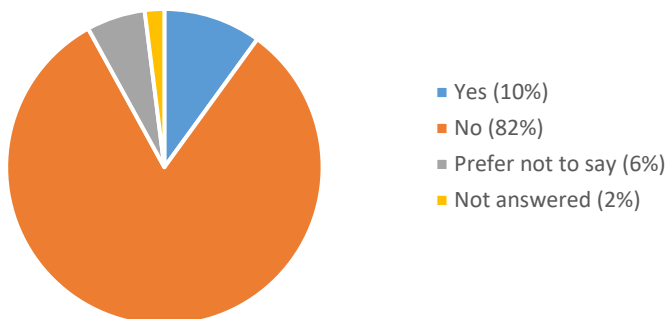


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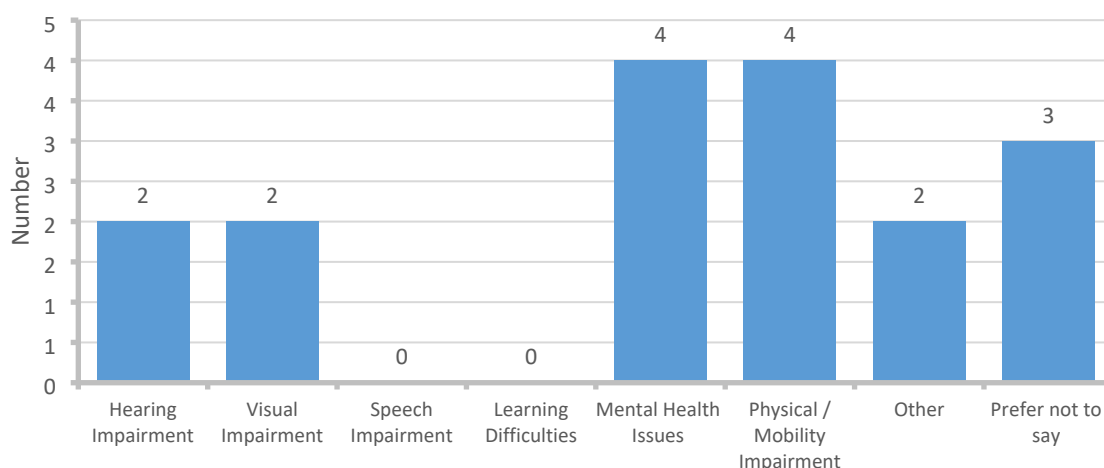
**24. Language - Can you understand, speak, read or write Welsh?**



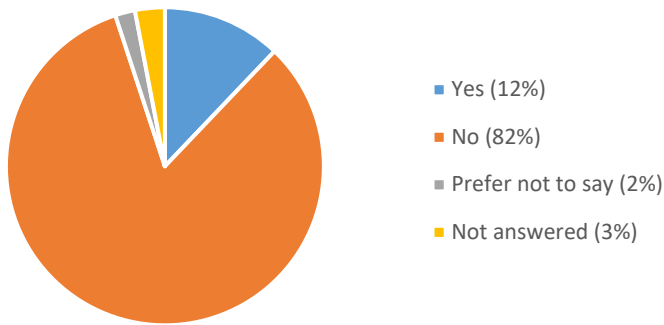
**25. Disability - Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day to day activities?**



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

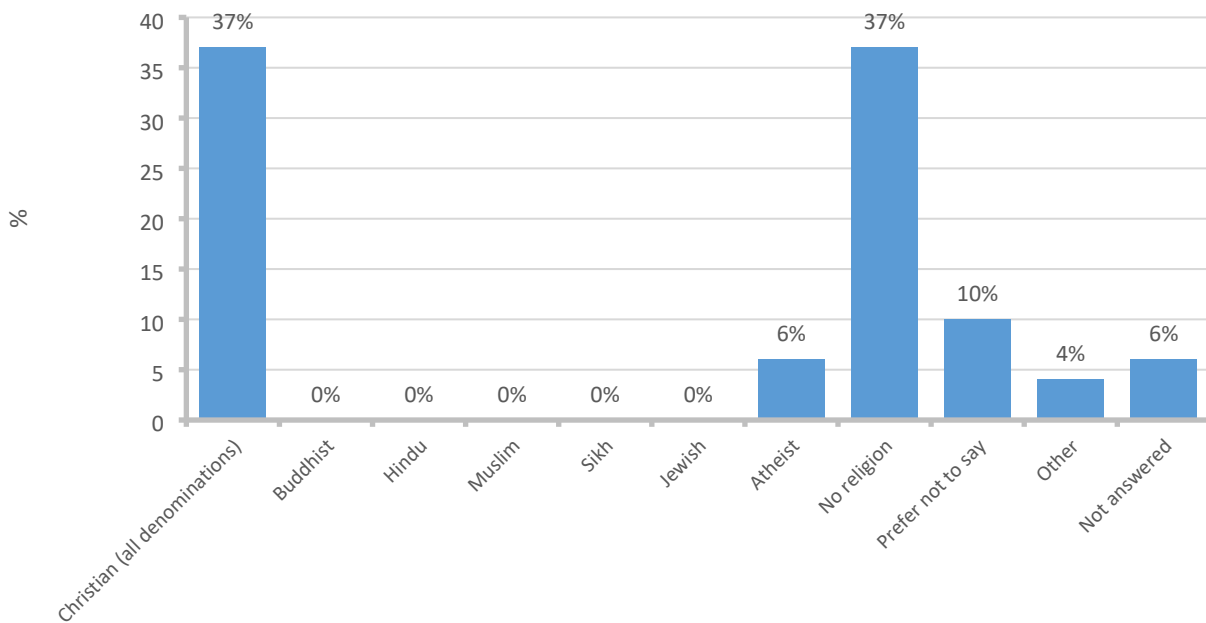


**27. Caring Responsibilities - Do you look after or give help or support to family members, friends, neighbours, or others because of either: long term physical or mental ill-health / disability; or problems related to old age?**



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**28. Religion or Belief - What is your religion?**



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## CEREDIGION COUNTY COUNCIL

**Report to:** Overview and Scrutiny Co-ordinating Committee

**Date of meeting:** 11 September 2023

**Title:** Overview and Scrutiny Annual Report 2022/2023

**Purpose of the report:** To provide information on the work of the Overview and Scrutiny Committees during 2022/2023

The Overview and Scrutiny Annual Report highlights the key issues that have been considered by the five overview and Scrutiny Committees during 2022/2023.

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

**Recommendation(s):** The Overview and Scrutiny Co-ordinating Committee is requested to note the information contained within the report prior to the report being presented to Council on 21 September 2023.

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

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

**Date:** 4 September 2023

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Cyngor Sir  
**CEREDIGION**  
County Council



# OVERVIEW AND SCRUTINY

## ANNUAL REPORT 2022-23

Mae'r ddogfen hon ar gael yn y Gymraeg



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## Introduction

### WHAT IS OVERVIEW AND SCRUTINY?

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

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

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

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

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

We have during this period held hybrid meetings, therefore scrutinised both in the Council Chamber and remotely.

## CALL-IN OF DECISIONS



When a decision is made by the Cabinet, an individual member of Cabinet or a Committee of the Cabinet or under joint arrangements, the decision shall be published, including where possible by electronic means, and shall be available at the main offices of the Council normally within 2 working days of being made. Members will be sent copies of the records of all such decisions within 2 working days, by the person responsible for publishing the decision. That notice will bear the date on which it is published and will specify that the decision will come into force, and may then be implemented, on the expiry of 5 working days after the publication of the decision, unless any three members of the relevant Overview and Scrutiny Committee whose terms of reference relate to the Cabinet decision (as described in Article 6 of Part 2 of the Constitution) or six Elected Members of the Council and the Chair of that Committee, object to it and call it in. Further information in relation to the call-in process is available by referring to the Council's Constitution page 211. <http://www.ceredigion.gov.uk/your-council/about-the-council/the-councils-constitution/>

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

## COMMITTEES

There are 5 thematic Overview and Scrutiny Committees, namely:

- Co-ordinating



# thrive

- Thriving Communities



- Learning Communities



- Healthier Communities



- Corporate Resources

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

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

In addition, they can review the discharge of non-executive functions and report on matters of more general local concern. This could link with the authority's power

under Part 1 of the Act to promote economic, social, and environmental well-being, by identifying areas which the executive could address using this power.

The Local Government (Wales) Measure 2009 sets out a clear role for an authority's scrutiny function in its improvement processes: as part of its role in holding local decision makers and policy makers to account, and in its policy development role. This should extend to:

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

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

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

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

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

- Review or scrutinise the **decisions made or actions taken** by the Board by:
- Acting as a formal consultee for the Assessment of Local Well-being
- Acting as a formal consultee for the Local Well-being Plan
- Receiving the Annual Progress Report
- Receiving PSB minutes
- Receiving performance monitoring reports.

- i. Review or scrutinise the Board's **governance arrangements** by:
  - Receiving the PSB Terms of Reference following each Mandatory Meeting of the Board (A 'mandatory meeting' of the Board must be held no later than 60 days after each subsequent ordinary election of councillors).
  - Inviting members of the Board to give evidence in respect of the exercise of joint functions, (but only in respect of the exercise of joint functions conferred on them as a statutory member of the Board under the Well-being of Future Generations Act).
- ii. Make reports or recommendations to the Board regarding its functions or governance arrangements.
- iii. Refer matters to the relevant Thematic Overview and Scrutiny Committee to consider further, as appropriate.
- iv. Present the recommendations from Scrutiny to Cabinet, the PSB and the relevant sub-group.

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

- i. Consider a topic during a formal meeting,
- ii. Establish a Task and Finish Group to investigate a topic in more detail,
- iii. Consider at a Work Stream (please see under Learning Communities Overview and Scrutiny heading on page 39 below), and
- iv. Undertake site visits.

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

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

**Self-evaluation of Scrutiny**

A review of the effectiveness of Overview and Scrutiny is undertaken annually. The questionnaire can be completed online. 15 out of a possible 38 responses were received to the 2022/2023 questionnaire.

## Overview and Scrutiny Co-ordinating Committee

The Overview and Scrutiny Co-ordinating Committee met on 8 occasions during the municipal year 2022/2023.

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

### Key Issues considered

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

The Committee considered the following items:

### **CONTEST – The UK Government’s Counter Terrorism Strategy.**

The report had been presented to provide Members with an update on the arrangements in place in Ceredigion, across the region and nationally to deliver CONTEST, and to be aware of the contribution of council staff in this important work.

### **OUTCOME AND/OR IMPACT**

It was agreed to note the updated provided.

### **Performance Management Policy Statement and Introduction to Performance Self-assessment arrangements as required by the Local Government and Elections (Wales) Act 2021**

### **OUTCOME AND/OR IMPACT**

The following comments were conveyed: -

- Clarification on the process in relation to who would audit the auditor and what the appeals process was on these assessments was sought. In response, it was reported as this was a self-assessment process, vast amount of relevant and supporting evidence to comply with the requirements of the assessment would be collated in accordance with its Action Plan. Once completed the draft assessment would be presented to the Governance and Audit Committee for consideration and recommendations considered accordingly, prior to Cabinet approval.

- That the annual self-assessment of the Overview and Scrutiny Committees could also feed into this self-assessment. It was urged that Members respond in an open and transparent way in this assessment in order that any issues could be resolved.
- That the Chairs of all Overview and Scrutiny Committees attend the Quarterly Performance Board meetings that were due to recommence, in order that they could consider any issues/risks that required to be considered on their Forward Work Programme. It was reported that these meetings gave an overview of the Council in its entirety.

The Committee agreed to endorse the Draft Performance Management Policy Statement and Performance Self-assessment arrangements (as required by the Local Government and Elections (Wales) Act 2021).

### **Regular reporting of the Ceredigion Public Services Board (PSB) meetings**

#### **The Assessment of Local Well-Being**

#### **Ceredigion Local Well-being Annual Report 2021-2022**

#### **Draft Ceredigion Local Well-being Plan 2023-28.**

Under Section 35 of the Well-being of Future Generations (Wales) Act 2015, Local Authorities are required to ensure their Overview and Scrutiny Committees have the power to scrutinise decisions made, or other action taken, by the Public Services Board for the Local Authority area in the exercise of its functions. The Public Services Board (PSB) is required to produce and publish annual reports relating to the delivery of their Wellbeing Plans. It is a statutory requirement of the Well-being of Future Generations (Wales) Act 2015 that annual reports are scrutinised by local PSB Overview and Scrutiny Committees.

The Chief Executive of CAVO also attending Scrutiny meetings during the year.

### **OUTCOME AND/OR IMPACT**

The Committee:

- received the draft minutes of the Ceredigion PSB meetings;
- received the Assessment of Local Well-being for Ceredigion;
- agreed that Members encourage the public and Town and Community Councils to complete the questionnaire PSB Local Well-being Plan Engagement Survey (Town and Community Council had received the questionnaire on email)
- received the draft Ceredigion Local Well-being Plan 2023-28.

### **Strategic Equality Plan Monitoring Report 2021-22**

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 within a Strategic Equality Plan, which 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, the Welsh language requirements are considered alongside the protected characteristics of the Equality Act to encourage a holistic approach.

An action plan ensures the delivery of the Council's Strategic Equality Plan 2020-24, grouped under five Equality Objectives.

Key points were highlighted to the Committee.

**OUTCOME AND/OR IMPACT**

Following discussion, Members agreed to receive the Council's Strategic Equality Monitoring Report 2021-22 and recommend that Cabinet endorse the report.

**Gender Pay Report 2022 and Workforce Equality Report 2022**

**OUTCOME AND/OR IMPACT**

Following discussion, Members agreed to receive the Gender Pay Report 2022 and the Workforce Equality Report 2022

**Self-Assessment Report 2021/22**

Part 6 of the new Local Government and Elections (Wales) Act 2021 replaces the old Local Government Measure (Wales) 2009 and introduces a new Self-Assessment based performance regime for Principal Councils. The new performance regime is intended to build and support a culture in which councils continuously seek to improve and do better in everything they do, regardless of how well they are performing already. It is the expectation of the Act that councils will always be striving to achieve more and seek to ensure best outcomes for local people and communities. One way of doing this is to continuously challenge the status quo and ask questions about how they are operating.

**OUTCOME AND/OR IMPACT**

During discussion, the following were noted:

- Ensure that community benefits continue to be secured and that they prove beneficial,
- Support local contractors to work together on tenders for bigger contracts,
- Members suggest investigating establishing arms-length services.

Following discussion, Committee Members agreed to receive the Self-Assessment Report 2021/22 including the Annual Review of Performance and Well-Being Objectives.

**Regular reporting of the CYSUR/CWMPAS Combined Local Operational Group Safeguarding Quarterly Reports**

The CYSUR Local Operational Group Safeguarding Report quarterly reports were considered by the Committee. The reports provide management information on action taken under the All Wales Child Protection Procedures. The Reports include information provided by other agencies in relation to safeguarding the welfare of children in Ceredigion. Management information is discussed by members of the CYSUR (Ceredigion) Local Operations Group in order to monitor and evaluate the effectiveness of the safeguarding children arrangements in Ceredigion and the outcomes achieved. The multi-agency meetings provide an opportunity to identify



and act upon any performance and other issues within this area of work. Performance information is also provided to the Mid and West Wales Regional Safeguarding Board which is also an opportunity to analyse performance, trends and issues across the Region.

The Adult Safeguarding Service quarterly reports were considered by the Committee. The reports highlight activity and performance of the Adult Safeguarding service and provides statistical data that enables a comparative analysis between activity in different quarters and previous years as well as noting key achievements and work undertaken during the year. The report also highlights key areas of work and improvement during this financial year.

**OUTCOME AND/OR IMPACT**

The Committee noted the contents of the report and the levels of activity within the Local Authority. Members regularly raised questions in relation to the content and data of the reports which were answered by officers and can be found in the minutes.

**Covid-19 Command Decisions Log.**

**OUTCOME AND/OR IMPACT**

The Committee agreed to note the contents of the Gold Command Covid-19 meetings decisions Log for the periods as presented.

**Report on the Council's use of the Regulation of Investigatory Powers Act 2000 (RIPA)**

The Coordinating Committee Members are responsible for reviewing the Council's use of RIPA. Reports are presented to the Committee on a 6 monthly basis.

**OUTCOME AND/OR IMPACT**

Members agreed to note the report contents.

**Report on the review of the RIPA Policy and the Investigatory Powers Commissioner's Office Inspection**

**OUTCOME AND/OR IMPACT**

Following discussion, Committee Members:

- Noted the contents of the Draft Amended Corporate RIPA Policy and Procedures Document,
- Noted the contents of the IPCO Inspection Report,
- Noted the contents of the SRO's response to the IPCO Inspection Report,
- Noted the contents of the Updated RIPA Activity Request Email, and,
- Noted the contents of the IPCO Quarterly Newsletter Autumn 2022.

**Overview and Scrutiny Annual Report 2021/2022**

The Report highlighted the key issues that had been considered by the five overview and scrutiny Committees during 2021/2022. There is a statutory duty on Local Authorities to publish an annual report relating to the work of the Overview and Scrutiny Committees. The Annual Report is published in the Overview and Scrutiny webpage on the Council Website.

### **OUTCOME AND/OR IMPACT**

Members agreed to note the information contained within the report prior to it being presented to Council.

### **Draft Corporate Strategy 2022-27**

A new Corporate Strategy was required to set out the Council's new Corporate Well-being Objectives (corporate priorities) and ambitions for the next five years and how the Strategy illustrates how the Council will seek to enhance the social, economic, environmental, and cultural well-being for the citizens and communities of Ceredigion and maximise its contribution to the seven National Well-being Goals in accordance with the Well-being of Future Generations (Wales) Act 2015. The Leader also stated that the Authority has a challenging time ahead.

The proposed Corporate Well-being Objectives are:

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

It was explained that the objectives had been identified through extensive analysis of evidence and engagement with residents, including the ambitions of the new political administration, the Ceredigion Assessment of Local Well-being and the public consultation on the draft strategy.

### **OUTCOME AND/OR IMPACT**

A concern raised by a Committee Member was whether the Authority can afford the ambitious target outlined in the report. It was confirmed that they are deliverable at this present time.

Concern was raised with regards to Phosphates in that it could restrict the BOOSTING THE ECONOMY, SUPPORTING BUSINESSES AND ENABLING EMPLOYMENT objective from progressing. It was confirmed that there is a specific group who monitors the phosphates situation carefully and whom are in continuous discussions with Natural Resources Wales. The Chief Executive also confirmed that Phosphates is currently identified as a risk and is on the Authority's risk register so can confirm it has every due regard. It was also monitored by the Thriving Communities Overview and Scrutiny Committee during the year.

Further queries arose to which officers investigated and returned the replies to the Committee. The Committee reconvened at a future date to further consider their responses and the recommendation prior to presenting to Cabinet and Full Council.

The Committee agreed to recommend that Cabinet endorse the draft Corporate Strategy 2022-2027, including the Corporate Well-being Objectives, subject to consideration of recommendations made by the Committee.

### **The Armed Forces Covenant Duty, as laid out in the Armed Forces Act 2021**

The Committee were advised of the current situation in that delivering its current commitments, the Council does pay due regard to the requirements of the Armed Forces Community, and it has sought to positively build upon its commitment since its initial pledge. This has led to direct amendments being made to Council policies as part of its commitment to the Covenant. This is particularly evident in the Work-life balance policy that supports flexible working options and recognises the clear need for armed service personnel and reservist to have additional authorised periods of absence to support their additional commitments.

#### **OUTCOME AND/OR IMPACT**

In addition to the work that the Council already undertakes, it is proposed that the following additional steps are taken to prepare for the duty:

- Explore opportunities to improve data capture by services. The Regional Armed Forces Liaison Officer will advise on the categories that individual services will need to be using.
- It was noted there is grant funding available for children of up to £2,000 per child depending on requirements,
- Employees and Elected members to be encouraged to book the Armed Forces Covenant awareness sessions via CERINET.

### **Update on the Cylch Caron project**

Council officers and the Hywel Dda University Health Board County Director provided an update on the Cylch Caron Project. This is a partnership project between Ceredigion County Council and Hywel Dda University Health Board, along with Welsh Government.

#### **OUTCOME AND/OR IMPACT**

Main points arising from discussion were as follows:

- A new planning application will need to be submitted once a new partner has been appointed. The phosphate element remains a risk. The design may also differ from the original design.
- Could local construction support be used whenever possible? There is potential to encourage the new partner to employ local contractors,
- It was confirmed that once the tender process is complete, there will be a requirement to review the funding package in collaboration with Welsh Government,
- In response to a question, it was confirmed that it is imperative that the scheme is delivered,
- In response to a question, it was confirmed that the land is secured.

It was agreed that Officers would return with a further update once the tendering process has been completed.

### **Report on Amendments to the Whistleblowing Policy**

#### **OUTCOME AND/OR IMPACT**

The Committee agreed to recommend that Cabinet approves the amendments to the Whistleblowing Policy.

### **The draft 2023/24 Budget**

The Leader presented the report on the draft budget for 2023/2024 including the three-year capital programme, outlining that this is a provisional settlement.

#### **OUTCOME AND/OR IMPACT**

Members agreed the overall budget position as shown in the budget report to Cabinet and made requests for further detail to be presented at the thematic scrutiny committees considering the budget.

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

## Corporate Resources Overview and Scrutiny Committee

The Corporate Resources Overview and Scrutiny Committee met six times during the municipal year 2022/2023.



### Key Issues considered

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

Following the Local Elections held in May 2022, the first meeting was held on the 27<sup>th</sup> of May 2022 solely to elect a Chair and a vice Chair for this Committee. Councillor Rhodri Evans was elected as Chair with Councillor Geraint Hughes elected as vice-Chair.

On the 21<sup>st</sup> of June, 2023, the newly elected Leader of the Council, Councillor Bryan Davies, presented the report Draft Hybrid Working Strategy and Interim Hybrid Working Policy. It was reported that the Covid-19 pandemic saw the abrupt enforcement of a national lockdown that included the requirement to remain at home and work from home wherever possible. These measures necessitated that much of the office staff working within the Council would work in a significantly different way. Staff responded quickly and positively to this change. In the main, the positive response was because of steps already taken towards a more agile and smarter way of working, including the investment in digital equipment and software, and the enhancement of the existing flexible working arrangements already in place.

It was reported that having responded well to the initial challenges posed by the pandemic, focus shifted to how the Council could learn and build from the experience. The 'Way We Work' project was established to review the remote working practices adopted during the pandemic. The project aimed to explore the appetite for long-term change within the workforce whilst ensuring that service delivery remained the primary focus. The project allowed the opportunity to explore

the extent of a shift in the wider strategic vision of where, when, and how the organisation undertook work.

As part of the project, a significant staff engagement exercise was undertaken to gather feedback, experiences, ideas, and future workplace requirements to support strategic decision-making.



### **OUTCOME AND/OR IMPACT**

It was AGREED to recommend that Cabinet endorse the Hybrid Working Strategy and the Hybrid Working Policy subject to consideration of the following amendments:

- Para 3.1.1 – that line managers should **aim** to hold interviews remotely in the Recruitment & Selection Policy,
- Para 3.1.2 – line managers are permitted to hold interviews face-to-face if they believe that there is justification to do so the Recruitment & Selection Policy,
- Para 3.2.2 – managers should monitor the use of their e-mails and the e-mails of their teams after 9pm and prior to 6am to ensure that pressure is not placed upon staff to work beyond these hours in the Work Life Balance Policy,
- A recommendation that the employee review takes place after 6 months.

Cabinet considered the above recommendations at its 26<sup>th</sup> July 2022 meeting and agreed that the employee review should take place after 12 months rather than the 6 months suggested by Scrutiny.

The Committee also received a report on Corporate Bonds and Sureties Policy. It was proposed that the Council introduced a corporate bonds policy for officers to have a clear, fair, and consistent approach to approving and entering bonds with third parties. The report had been presented to ensure that bonds could be easily accessed and utilised if necessary and that bonds secured with third parties were only entered into with third parties with high credit ratings to protect the Council's position.

### **OUTCOME AND/OR IMPACT**

Members were asked to consider the following recommendations:

- (i) a bond received in cash was the Council's preference,
- (ii) a bond which was secured by a third party requires the third party to have a credit rating Moody's of A3 or a credit rating with Standard & Poor's or Fitch of A-

(iii) to recommend to Cabinet to approve the Bonds and Sureties.

Committee Members agreed that Cabinet should endorse the recommendation to ensure that bonds can be easily accessed and utilised if necessary and that bonds secured with third parties are only entered into with third parties with high credit ratings to protect the Council's position.

Consideration was given on the 3<sup>rd</sup> of October 2022 to the County Farms Estate update. The following was provided by Officers, presented to Members by the Cabinet Member, Councillor Clive Davies.



- Introduction
- County Council Farm Estate
- Previous conclusions
- Current issues on the Council Farm Estate
- Approach for future tendencies.

### **OUTCOME AND/OR IMPACT**

Following discussion, it was agreed that a Task and Finish group would be established to consider specific issues within the County Farms in depth and report back to the Committee accordingly. At the time of writing this annual report, this task and finish groups is still ongoing, and its findings will be reported in the Annual Report 2023/2024.

Consideration was also given to the Asset Development/Empty Properties report presented by the relevant Cabinet Member, Councillor Clive Davies and the Corporate Manager. The following information was presented:

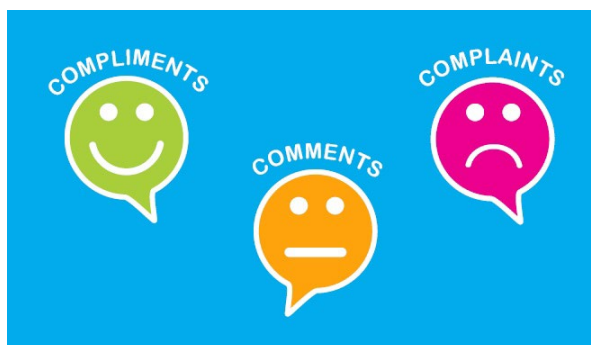
- **BACKGROUND: Strategic Context & Approach and Resources**
- Work since March 2020
- Demand
- Empty Properties Action plan
- Future workstreams- Strategic Projects, Re-balancing of assets, *Disposal / Development of assets. Assessment of priorities.*

It was agreed to recommend the following to Cabinet:

1. Retain the Asset Panel,
2. That a report in relation to the purchase of the Cardigan Car Park be presented on the 19<sup>th</sup> of December 2022 Corporate Resources Committee meeting,
3. Consider employing outside Agents to sell Council Assets to gain a greater audience of Purchasers, and,
4. That a progress report upon the work going forward on Council Assets be presented to a future meeting.

Cabinet noted the report.

At the same meeting the Complaints/Compliment and Freedom of Information Annual Report for the period 2021-2022.



### **OUTCOME AND/OR IMPACT**

Committee Members agreed to recommend that Cabinet:

- (i) to note and endorse the contents of the Annual Report of Compliments, Complaints and Freedom of Information Activity – 2021/2022 and note the Ombudsman’s Annual Letter for 2021-2022; and
- (ii) that greater detail in Section 4 on lessons learnt be provided in the next report to Scrutiny.

The recommendations were agreed by Cabinet, and greater detail will be presented to the Committee during the 2023-2024 reporting period.

Consideration was given to the Victim Support Hate Crime report. It was stated that Victim Support developed a Hate Crime Charter for organisations to sign up to, to create a network of allies to support its work with victims, and to raise awareness of Hate crime and methods of reporting across Wales.

### **OUTCOME AND/OR IMPACT**

It was reported that the next steps if Cabinet agree to sign up to the Charter was that a meeting would be set up with Victim Support to discuss relevant steps. Some organisations had focused on staff training, some on dissemination of information, others on a mixture of the two. Upon becoming an ‘active’ partner, organisations can use the Trustmark on their websites, promotional materials etc.

It was agreed to recommend to Cabinet that the County Council sign up to commitments listed in the Victim support Hate Crime Charter.

Consideration was given to the report upon Tackling Hardship Strategy. The report set out the steps taken by Ceredigion Public Services Board (PSB) to provide a co-ordinated response to the increased risk of hardship in Ceredigion due to the impact of Covid-19. Progress was monitored by the PSB Poverty sub-group. It had been agreed that the Tackling Hardship Strategy 2020-22 would be extended to 2023 to bring it into line with Ceredigion PSB Local Well-being Plan which comes to an end in 2023.

Three key objectives of Ceredigion Tackling Hardship Strategy were: -



- To develop a shared understanding with partner agencies of the evolving impact of COVID-19 on hardship in Ceredigion through the collation and analysis of data.
- To co-ordinate and consolidate collaborative efforts with partner agencies to promote and take advantage of all available help and assistance
- To identify gaps in support and evolving hardship needs to develop early effective intervention that will strengthen individual and community resilience as we adjust to the impact of COVID-19.
- A progress report on this strategy was reported annually, measuring the Red, Amber, Green status of actions that were under the responsibility of the PSB Poverty Sub-group. The Action Plan was divided into three separate pillars: Essential living costs. Physical and emotional well-being and Community resilience

### **OUTCOME AND/OR IMPACT**

It was agreed that the next steps were to:

- Continue to develop the data dashboards to ensure that the Council had a shared understanding of the evolving impact of hardship in Ceredigion.
- Review the list of partners that contribute to the action plan.
- It was anticipated that poverty levels would continue to rise in Ceredigion, but because of the rising cost of living rather than the direct impact of Covid. This was likely to require a change of focus and the action plan would be reviewed to reflect this.
- Ensure that the work of this sub-group feeds into the Local Well-being Plan 2023-28.

Consideration was given to the 'Talking, Listening and Working Together', Ceredigion County Council's Engagement and Participation Policy that sets out the corporate approach to engagement and participation with the people of Ceredigion. The Committee considered the previous draft Policy on the 14th of October 2021, and it was approved for public consultation during the winter period that year. However, the consultation was delayed due to the requirements of Part 3, section 41 of the Local Government and Elections (Wales) Act 2021, pertaining to consultation and review of the Council's Public Participation Strategy. The draft Engagement Policy was subsequently revised to include Participation and presented to Cabinet in July 2022. Cabinet agreed public consultation during Summer 2022. The final policy had been revised to reflect the findings.

### **OUTCOME AND/OR IMPACT**

Following discussion and consideration of the policy, Members agreed the following and recommend that Cabinet:

- Receive and endorse the Engagement and Participation Policy – Talking, Listening and Working Together.

Consideration was given to the Ceredigion Senior Coroner's 2021 Statistical Return at the December meeting. It was reported that the Senior Coroner for Ceredigion prepares an annual report ('Statistical Return') on deaths reported to the coroner,

which was sent to the Ministry of Justice for publication as part of the Coroners' Statistics on the UK Government website.

The Report of the Chief Coroner to the Lord Chancellor (combined Report of the Sixth Annual Report 2018-2019 and Seventh Annual Report: 2019-2020) includes a Model Coroner blueprint. This recommends that the Senior Coroner also presents a brief annual report ('Local Authority Report') to the Chief Coroner and the Council each July, which should be published on the Council's website, and include relevant statistics on current/concluded cases (with comparison figures for previous years), an update on Coroner work and relevant issues, a summary of the coroner's team and staffing arrangements, and any future planning. This report was not presented to the Council by the Senior Coroner for last year due to workload commitments, court sitting availability and a staff vacancy.

### **OUTCOME AND/OR IMPACT**

An update had been provided from the Coroner's Office on their work on organ donation:

"A successful multiple organ donation was orchestrated by Mr Steve Lloyd, Coroner's Officer, Dyfed-Powys Police, who worked with the Welsh Specialist Nurses for Organ Donations and Mr Jason Shannon, Wales's first Lead Medical Examiner. Mr Lloyd's exceptional efforts and expertise resulted in multiple lives saved, including that of an 8-month-old baby. The experience and knowledge gained from this recent incident places Ceredigion's coroners on an even better footing for future opportunities to facilitate organ donation and to save lives."

It was agreed to note the content of the report.

As mentioned earlier in this report, it was reported at the Corporate Resources Overview and Scrutiny Committee meeting on the 19th of October 2022, that Committee Members had raised concerns about the acquisition of the Feidr Fair site in Cardigan. It was agreed that a report be presented at this meeting.

### **OUTCOME AND/OR IMPACT**

It was agreed to note the report for information, and the message reiterated that the Local Member should always be informed of any developments in their Ward as Councillor Elaine Evans had not been informed in this instance.

Consideration was given to the Development Group and Other Supporting Group report (review of existing arrangements and terms of reference). The report had been requested on the 17th of October 2022.

Members received the background information, the reason for reviewing arrangements, the proposed way forward, Membership and Terms of Reference.

### **OUTCOME AND/OR IMPACT**

Following discussion, Committee Members agreed that Cabinet consider the following recommendations:

- Membership of the Asset Panel should continue as it was currently, consisting of the relevant Cabinet Members and Chair and vice Chair of the Corporate Resources Overview and Scrutiny Committee. It was essential to ensure

ongoing consultation with relevant Local Member(s). Membership arrangements to be reviewed should the current political balance change.

- Staffing capacity issues to be reviewed within the Estates Service. The Authority needs to ensure that each sale/rental of land and property was considered on an individual basis, prior to the asset being deemed surplus to requirements and offered on the open market. All open market disposals should be widely and actively marketed to ensure that best value is achieved.

*CABINET'S DECISION:*

1. To agree membership of the Development Group.
2. To agree the proposed Terms of Reference for the Development Group, Capital Monitoring Group, Asset Management Group and Corporate Project Management Group.
3. To note the feedback from the Corporate Resources Overview and Scrutiny Committee.

Reason for the decision:

1. To provide better strategic oversight and management of the Council's Development Programme.
2. To improve arrangements for delivering the Council's Corporate Strategy.
3. To make efficient and effective use of time and resources.

The Revised Customer Services Charter was received also at the December meeting which outlines the different methods of communicating with the Council, Phone, Electronic (Web, Email), letters and Face to Face. The charter gives the customer indication of when they should expect a reply and ensure that the customer is communicated with in the language and method of their preference.

## CUSTOMER CHARTER

### RESPONDING TO TELEPHONES

- All calls should be answered bilingually, with **Welsh and English**. Each conversation will continue in the caller's **preferred language**.
- It is expected that calls from service users are **answered promptly**.
- Simple enquiries and requests for service should be dealt with immediately.



### RESPONDING TO LETTERS, E-MAILS AND REQUESTS FOR SERVICE VIA THE WEB AND SOCIAL MEDIA



- All correspondence requesting services should be acknowledged **within 2 working days of receipt**.
- Replies should be sent as soon as possible but **within a maximum of 14 days of receipt**.
- Replies should be in the **language and medium of the original correspondence**.



- Where a fuller, more complex reply is needed give an indication as to **when you will provide a full response**.
- If a reply takes longer than expected, **keep the service user informed**, explaining the reasons why.
- Where possible requests for services received through Social Media pages will be **redirected to the Clic team**.

### STANDARDS OF COMMUNICATION

- All correspondence should be written in **plain language**, and in the **language of the original enquiry**.
- A **corporate letterhead** must be used for all letters. Ensure you are using the latest version by accessing letterheads via the icon on your desktop.
- The Council has adopted the principle to use a standard font **Arial, minimum type size 12** in all correspondence.
- Documents, leaflets, electronic resources etc. should be **provided in an alternative format if requested** e.g. providing a document in large print, braille, audio, easy read or Children and Young People's version.
- Welsh is an official language in Wales! This means **Welsh language must not be treated any less favourably than the English language** and Welsh speakers should have access to their services in their language of preference.



The Charter gives the customer the assurance that the Council will deal with all equally, in a fair and polite way and keep the citizen informed about its services and events. The Charter welcomes both positive and negative comments about its services and how it can improve. The revised charter is now in line with the Complaints policy for the number of days to respond to any enquiry.

### OUTCOME AND/OR IMPACT

Following discussion, Members agreed to recommend that Cabinet approve the

revised Customer Charter as presented.

The Leader of the Council, Councillor Bryan Davies, presented the report on the draft budget for 2023/2024 including an updated multi-year capital programme, outlining that this is based on the Welsh Government (WG) provisional settlement, and advised Members that the WG final settlement is due on the 28 February 2023.



### **OUTCOME AND/OR IMPACT**

The Committee agreed that:

1. It had considered the overall Budget position as shown in the Budget report in Enclosure A.
2. It had considered the relevant elements of the Budget Cost pressures falling under this Scrutiny Committee.
3. It had considered the relevant elements of the Budget Savings proposals falling under this Scrutiny Committee.
4. It had considered the relevant elements of the Fees & Charges proposals falling under this Scrutiny Committee.
5. The majority of Committee Members voted in favour of a 7.3% increase for Council Tax levels. The Committee is therefore recommending an increase of 7.3% in Council Tax for 2023/2024, which is option 3b) of the recommendations, as follows:

**3b) A 7.3% Council Tax increase (including 1.3% in relation to the proposed Fire Authority Levy increase) and a 23/24 Budget requirement of £180.101m).**

6. No further feedback was made by the Committee on the draft 2023/24 budget.

Consideration was given to the Community Housing Scheme Proposal. It was reported that Affordable Housing in Ceredigion was a key priority of the Corporate Strategy, the Wellbeing Plan, the Housing Strategy and the Local Development Plan and the Council deploys significant resources in creating and managing affordable housing.

Members were requested to consider the Community Housing Scheme Proposal. 'Community Housing' seeks to support people to meet their affordable housing needs in their local communities by creating a pathway to home ownership. The Council made a commitment to support such a scheme in March 2022.

During discussions, it was suggested that Officers consider the following points:

- That the Council undertake their own formal structural survey on the subject property, to assess its condition, prior to a formal offer,
- That any formal offer to lend by the Council was conditional on any works identified in the Council' survey. Works should then be undertaken within a given amount of time – suggest possibly six months,
- The report (attachment A of the agenda papers) stated that 'the Council loan can be for a period no longer than the period of the associated mortgage' - consideration of the repayment of the loan needs to be given to those with no mortgage so that repayment was made either upon first sale or transfer of the property.

### **OUTCOME AND/OR IMPACT**

It was agreed to recommend that Cabinet approve the Community Housing Scheme, subject to consideration of the following:

- (i) alternative options in relation to the Commuted sums secured under section 106 agreements, this could include upfront commuted sum payment to help support delivery of affordable housing in the County, and
- (ii) including Councillor involvement in the Task and Finish Group membership.

A Hybrid Working Strategy and Interim Hybrid Policy was agreed in July 2022, to be trailed for 12 months. The strategy sets out the vision and associated approaches that would be taken to ensure Ceredigion County Council had a workforce with the skills and ability to be working in a way that was fit for our organisation's future, in workspaces that meet its needs.

The Interim Hybrid Working Policy had been developed to provide detailed information around what hybrid working means for the Council. It supports employees and their managers in implementing hybrid working by providing practical advice and information, enabling employees to work from the office or home effectively, productively, and safely.

## **OUTCOME AND/OR IMPACT**

The Hybrid Working Strategy and Interim Hybrid Working Policy were heavily influenced and informed by ongoing engagement with staff and managers. Continued engagement had shown significant support for developing the way staff work and how service was delivered. Feedback has shown that staff were more productive and digital ways of working had enhanced access to services for many customers.

As part of the trial, desk and meeting room usage had been monitored and data collected had helped inform changes within these areas. A short presentation of the type of data being collected was presented. From the data, it's also becoming clearer that there would be significant opportunities to provide new public facing services or accommodate other uses at Canolfan Rheidol in Aberystwyth and Penmorfa and County Hall in Aberaeron. There may be opportunities to rationalise and use other Council properties in different ways as well.

As an example of the opportunities, the Council and Hywel Dda had agreed that part of the ground floor at Canolfan Rheidol be used to provide physiotherapy outpatient services. This would be on a temporary basis whilst the hybrid trial period continues, and the Council considers the best longer term alternative use of space in its offices.

An engagement survey seeking views from the public on the potential reuse of the buildings had recently ended. This along with discussions with stakeholders would help inform options for the future use of offices at the end of the trial.

It was agreed to note the current position and receive an updated report at a future meeting.

A report on the Amended Code of Conduct of Local Government Employees, Declarations of Interest Form and Declaration of Hospitality Form information was received and presented to Committee Members for consideration.

It was reported that a review had been taken upon the following: -

- Code of Conduct for Local Government Employees ('the Code')
- Code of Conduct for Local Government Employees ('the Code')
- Officer Declaration of Interests form
- Officer Declaration of Hospitality & Gifts Form

In reviewing these documents, a small Scale DPIA was prepared. The documents had been approved by Leadership Group and circulated to relevant Trade Unions for their views.

## **OUTCOME AND/OR IMPACT**

All the changes were presented to Members.

it was AGREED to recommend to Cabinet to approve:

- (i) the Code of Conduct of Local Government Employees.
- (ii) the Declarations of Interest Form; and
- (iii) the Declarations of Hospitality Form

## Healthier Communities Overview and Scrutiny Committee

The Healthier Communities Overview and Scrutiny Committee met on six separate occasions during 2022/2023.



### Key Issues considered

The Corporate Lead Officer for Porth Cynnal Specialist Services regularly attends Committee meetings to present the quarterly Independent Reviewing Service Performance Management Reports which included national and local standards, and targets used to measure outcomes for looked after children and care leavers. The Independent Reviewing Officer has regard as to whether the child/young person's human rights being breached in any way and, if so, considers a referral to CAFCASS Cymru. This action was not required at any of the review meetings in the period. These reports are considered within Multi Agency LAC Quality Assurance Meetings which meet on a quarterly basis; these meetings provide an opportunity to identify and act upon performance and other issues in relation to this area of work.

These reports are also circulated and reviewed by Local Authority's Corporate Parenting Group, which is Chaired by Councillor Alun Williams, Deputy Leader of the Council and Cabinet Member for Through Age and Wellbeing.

### **OUTCOME AND/OR IMPACT**

The importance of the Independent Reviewing Service was recognised, and Members were pleased to receive assurance that the needs of Looked After Children were met and are continuously improved. Members congratulated the service' staff and expressed their gratitude for their commitment and hard work.



The 27<sup>th</sup> of May 2023 Committee meeting was held to Elect a Chair and Vice-Chair to the Committee. Councillor Caryl Roberts was elected as Chair with Councillor Ceris Jones elected as vice-Chair.

The Corporate Manager presented the background to the Housing Support Programme 2022-2026 as outlined in the report. The 4 background papers required under the current grant guidance were referred to, and it was noted that the 4-year plan identified 4 strategic priorities and actions in moving forward. He clarified that the plan encompassed all housing needs, and it was underpinned by the overarching strategy.

In response to a query surrounding the new regulations for renting that will come into force on 1 December 2022, it was explained that landlords were leaving the market and others were increasing rent and bonds for the most vulnerable. There was a lot of anecdotal information circulating, but it was generally the picture across Wales.

In terms of 'no fault' evictions, Housing Options Service had a gateway service, and they were able to signpost people to the correct support. The Council are a part of Leasing Scheme Wales and aims to work closely with private landlords.

Members have seen an increase in enquiries from people who have received notices to leave private rented accommodation due to various reasons. Not only does this affect people's mental health but it reduces the availability of rental accommodation. Ceredigion's Housing Options Service were commended for its support.

Members were reminded to direct residents to the Housing Options Service if in need of support with finding alternative accommodation. It was appreciated that there was a lack of affordable housing and that the housing allowances did not reflect private market rents.

### **OUTCOME AND/OR IMPACT**

Following questions by the Committee Members, it was agreed to recommend the Housing Support Programme and a Statement of Needs for Cabinet approval.

A report on the proposed fees for The Animal Welfare (Licensing of Activities involving Animals) (Wales) Regulations 2021, the background and the current situation was presented to the Committee. It was noted that the proposed fees were in response to the increase in people selling pets privately and online rather than purchasing from a pet shop. A reference to the Current Situation was provided, which included that an introduction to the legislation was presented through the Democratic process in November 2021 and Lucy's Law, which was already in place in England. The proposed fees listed in the report reflects the additional work the authority must undertake and the level of input from officers.

Reference was made to what is in and out of the scope: Selling Animals as Pets including the Business Test, in scope criteria, Guideline indicators of running a business of selling animals as pets, out of scope criteria and Guideline indicators of "out of scope" activities as outlined in the report.

### **OUTCOME AND/OR IMPACT**

Following a lengthy discussion, it was agreed to recommend the report and the proposed fee structure for Cabinet approval.

The Regional Dementia Strategy developed by the West Wales Care Partnership (WWCP) Regional Dementia Steering Group was presented by Alun Williams, Cabinet Member for Through Age and Wellbeing. WWCP brings together organisations from the statutory, third and independent sectors with a remit of integrating and transforming health, care, and support in the region. Funding provided by Welsh Government (WG) was managed through the Dementia Steering Group and would be instrumental in delivering agreed priorities within the Strategy. A Population Needs Assessment recently presented at Cabinet indicated an increase in the number of people aged 80+ due to the post-war baby boom reaching this age and so this strategy would be key in moving forward. An overview of the WWCP Dementia Strategy was provided to the committee, with reference to the current provision, best practices, feedback from structured interviews with stakeholders and carers and the approach to implementing the dementia wellbeing pathway.

Donna Pritchard, Corporate Lead Officer, referred to the Next Steps from a regional and county perspective. Regionally, 6 work streams had been identified which included Community Engagement, Hospitals and Training and Recruitment. There was representation from the local authority on all work streams. It was noted that well-being connectors would work in the community and would work closely with Porth Cymorth Cynnar. The local authority had secured funding from WG to commission consultants to support developing a plan to deliver the key outcomes noted in the strategy.

### **OUTCOME AND/OR IMPACT**

Following questions by the Committee Members, it was agreed to note the report for information and make the following recommendations to Cabinet prior to approval:

1. The importance of ensuring the preferred language of service users was considered in the service provision
2. Utilization of current resources including buildings
3. Suitable transport and ensure service provision was as local as possible
4. The importance of day centres available locally to service users

Cabinet agreed Scrutiny's recommendations.

At the same meeting, Heddwyn Evans, Corporate Manager, presented a report with the findings of Ceredigion County Council's 2022 Air Quality Progress, so as to fulfil Part IV of the Environment Act 1995 Local Air Quality Management. In terms of statutory monitoring duties placed on Ceredigion County Council, there was a requirement to report on both Nitrogen Dioxide (NO<sub>2</sub>) and Particulate Matter (PM<sub>10</sub>) annually. Other pollutants contained in the regulations were exempt from mandatory reporting unless there was evidence of a local issue that needed to be addressed. Given Ceredigion's rural location and lack of heavy industries, the authority was not subject to exceedances in relation to the pollutants exempt from mandatory reporting. By using diffusion tubes, 11 sites were currently monitored in

Ceredigion for NO<sub>2</sub>. If levels of NO<sub>2</sub> reached an annual mean objective of 40µg/m<sup>3</sup>, a Local Air Quality Management Area would be declared. In terms of PM<sub>10</sub>, it can cause adverse health issues however the monitoring of PM<sub>10</sub> has been consistently good in Ceredigion.

Due to restrictions and different priorities during the Covid-19 pandemic, sampling was paused hence the 6 months of reporting in the report. From a Quality Assurance and Quality Control perspective, Diffusion Tube Bias Adjustment Factors were used on the spreadsheet provided by Defra to adjust measurements, to ensure results were consistent across the county. Reference was given to the trends in annual mean NO<sub>2</sub> concentrations during the last 5 years of monitoring included in the report. It was highlighted there had been a reduction nationally last year due to less traffic during the pandemic. It was highlighted that air pollution in Ceredigion was the second lowest in Wales.

### **OUTCOME AND/OR IMPACT**

The Chair highlighted the importance of communicating the county's success to the public in a press release.

Following questions by the Committee Members, it was agreed to note the content of the report and recommend to Cabinet that the report is published on the council website, and submitted to DEFRA, in line with statutory requirements.

Cabinet accepted the Committee's recommendation.

Councillor Matthew Vaux, Cabinet Member for Partnerships, Housing, Legal and Governance and Public Protection, presented a report on the Trace and Protect service (TTP) in Ceredigion and explained that the purpose of the report was to provide an update on the Trace and Protect service for Ceredigion. In July 2022, a new but temporary service delivery model for the Trace and Protect Service was established, within the Hywel Dda Region. The new service was set up in response to the objectives outlined in "Together for a Safer Future: Wales' Long-term Covid-19 Transition from Pandemic to Endemic" and the expectations from Welsh Government (WG) regarding the use of the significantly reduced contact tracing funding for 2022-23 i.e., 40% of 2021/22 budget. To account for the reduced budget and reduction in staff numbers (15-20% of the 2021/22 staff complement), Pembrokeshire and Ceredigion TTP services combined to achieve economies of scale and build resilience across both local authorities. The combined team works alongside the Carmarthenshire TTP service. It was reported that Ceredigion had a very effective track and trace team during and since the pandemic as reflected in the report.

### **OUTCOME AND/OR IMPACT**

Members were provided with the opportunity to ask questions which were answered by officers. The main points raised were as follows:

- Following the directive given by WG, the focus of the track and trace team was now on the most vulnerable in the community. Funding had been provided by WG for a further year to continue with this service.

- As community testing was ceased in 2022, concerns were raised that fewer people were prepared to test as home testing kits were expensive to purchase.
- In December, the Covid-19 case rate had increased slightly which was not surprising, however, figures had reduced again by January.
- Two Specialist Environmental Health Officers who were redeployed as a matter of priority during the pandemic to support the Covid team had returned partly to their role within the Public Protection Team.

The Leader of the Council, Councillor Bryan Davies, presented the report on the draft budget for 2023/2024 including an updated multi-year capital programme, outlining that this is based on the WG provisional settlement, and that the WG final settlement is due on the 28 February 2023. The Leader advised the Committee Members that the higher-than-expected Provisional settlement increase from Welsh Government for 2023/2024 of 8.1% (on a cash basis) is welcomed. This should ensure that for the 2023/2024 financial year, services to residents in Ceredigion can be protected as much as possible, whilst acknowledging this is still an extremely challenging Budget.

### **OUTCOME AND/OR IMPACT**

1. It had considered the overall Budget position as shown in the Budget report in Enclosure A.
2. It had considered the relevant elements of the Budget Cost pressures falling under this Scrutiny Committee.
3. It had considered the relevant elements of the Budget Savings proposals falling under this Scrutiny Committee.
4. It had considered the relevant elements of the Fees & Charges proposals falling under this Scrutiny Committee, save that the Scrutiny Committee recommended that Cabinet agree to extend the previous Cabinet decision of 22nd February 2022, for another year for the 2023/2024 period, as follows:
  - **To delegate authority to the CLO Porth Cymorth Cynnar, in consultation with the Cabinet Member with responsibility for the Leisure and Wellbeing Centres, to vary the Fees & Charges for the Wellbeing Centres for 2023/2024, to run short term/time limited promotional offers.**
5. The majority of Committee Members voted in favour of a 7.3% increase for Council Tax levels. The Committee is therefore recommending an increase of 7.3% in Council Tax for 2023/2024, which is option 3b) of the recommendations, as follows:
  - 3b) A 7.3% Council Tax increase (including 1.3% in relation to the proposed Fire Authority Levy increase) and a 23/24 Budget requirement of £180.101m).**
6. No further feedback was made by the Committee on the draft 2023/24 budget.

Consideration was given to the draft Local Housing Strategy 2023-2028 at the April 2023 meeting. Under the Housing (Wales) Act 2014, local authorities had a strategic role to play in the way the local housing market functions. One of the keyways for this to be delivered was through a Local Housing Strategy. The intention was 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 to meet local need.

The current Local Housing Strategy had been in place since 2018 and was a 5-year plan. As a result, the Housing Strategy had been reviewed and updated. The review had involved Senior Officers of the Housing Team, key Partners, and Corporate Managers from across the Porth'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'

### **OUTCOME AND/OR IMPACT**

Following discussion, it was agreed:

- (i) to recommend to Cabinet the approval of the draft strategy and to begin on its formal consultation; and
- (ii) that Cabinet considered Members recommendation that Cabinet write to Ms Elin Jones, Senedd Constituency Member and to the four Regional Senedd Cymru Members, expressing concern that providing sufficient housing according to need in Ceredigion was not possible due to all regulations requiring LPAs under the Habitat Regulations, to consider the phosphorus impact of proposed developments on water quality within the SAC river catchment. This had a significant impact on the current housing crisis and should be considered.

*Cabinet agreed to write to Ms Elin Jones, Senedd Constituency Member and to the four Regional Senedd Cymru Members and at the time of writing this report, a response is awaited.*



The Mid Wales Joint Health and Social Care Joint Scrutiny Group established continues to scrutinise the Mis Wales Joint Committee previously the Mid Wales Healthcare Collaborative. Current arrangements are being reviewed and will be discussed in the September 2023 meeting.

Meetings are normally held on the afternoon following each meeting of the Board meetings. The Chair, County Director and Programme Manager, and Lead Directors attended those meetings. This is a Joint Scrutiny Working Group comprising Local Authority Members from Gwynedd County Council and Ceredigion County Council and previously Powys County Council. Powys, however, withdrew its Membership at the end of 2019.

### **OUTCOME AND/OR IMPACT**

This provides an opportunity to examine various functions, to scrutinise decisions taken, and to consider whether service improvements can be put in place and to make recommendations to this effect. The Working Group met on four occasions during this reporting period.

## Learning Communities Overview and Scrutiny Committee

The Learning Communities Overview and Scrutiny Committee met on 5 occasions during the municipal year 2022/2023.



### Key issues considered

The Forward Work Programme was monitored and updated at each Committee meeting as a standing item on each agenda.

### Lifelong Learning and Skills Service and Canolfan Eos and Canolfan Aeron (Pupil Referral Units)

The Committee received a report on the five services within Porth Cymorth Cynnar, namely -

- Early Intervention Service
- Support and Prevention Service
- Wellbeing Centres' Service
- Lifelong Learning and Skills Service
- Canolfan Eos and Canolfan Aeron

### OUTCOME AND/OR IMPACT

The Committee agreed:

- i. to note the update provided;
- ii. to congratulate both services on their excellent work;
- iii. that Members of the Committee visit Hyfforddiant Ceredigion in the near future; and
- iv. that following discussion with staff at Canolfan Eos and Canolfan Aeron, that Members visit both Canolfan Eos and Aeron at a time which was suitable for all.

### Self-evaluation and Improvement Planning - Schools and Culture Service

The report had been presented in order to ensure that the Committee members understand the service's self-evaluation processes and their role within those processes. It was reported that the Schools and Culture Service had arrangements in place which ensured regular self-evaluation. These arrangements form part of the corporate business planning arrangements. A grid was presented to illustrate the

self-evaluation processes and the role of the Learning Communities Overview and Scrutiny Committee in those processes.

### **OUTCOME AND/OR IMPACT**

The Committee agreed:

- i. to establish a workstream which responds to the Schools and Culture Service's three Level 1 Business Plan recommendations; and
- ii. to establish a workstream to contribute to the service's self-evaluation processes.

### **Mid Wales Education Partnership - Business Plan**

An update on the priorities of the education partnership between Powys and Ceredigion for 2022-23 was provided by the Cabinet Member. It was reported that the Mid Wales Education Partnership between Powys and Ceredigion Local Authorities was formed in September 2021. It was based on a Memorandum of Understanding between the two counties.

### **OUTCOME AND/OR IMPACT**

The Committee agreed to approve the Mid Wales Education Partnership Business Plan for 2022-23 as presented.

### **Update on a new Area School in the Aeron Valley**

The Committee received an update on the tendering process. A Shadow Governing Body for the new school was currently being established.

### **OUTCOME AND/OR IMPACT**

The Committee agreed to note the update provided, however, Members urged that the work commence as soon as possible due the raising costs of building materials following the pandemic.

### **Curriculum for Wales - update**

The Cabinet Member reported that Primary schools in Wales would begin implementing the Curriculum for Wales in September 2022, and its implementation would become statutory in the secondary sector from September 2023. The Curriculum for Wales Co-ordinator provided an update on the range of support for schools in implementation, and the continuing priorities for 2022-23.

### **Verbal update on the provision of free school meals**

Ceredigion County Council would be offering Free School Meals from the Autumn term onwards to all Reception, Year 1 and Year 2 children. This was following the Welsh Government's announcement to offer Free School Meals for primary school pupils across Wales, starting with Reception classes from September 2022. In response to the current rising cost-of-living, this was a positive step forward in ensuring that no child goes hungry while in school and tackling poverty in our County.



From Monday 5 September 2022 onwards, all Reception, Year 1 and Year 2 Children in Ceredigion schools would be offered Free School Meals, extending the offer beyond what needs to be done by September.

### **Co-opted Members for Ceredigion County Council's Learning Communities Overview and Scrutiny Committee - representatives of Parent-Governors**

A recruitment exercise took place during May 2022 and to appoint 2 parent governor representatives to the Committee.

Regional Skills Partnership Overview Report 2021 – 2022

The report had been presented in order to provide Members of the Committee with an overview and update on progress of the Mid Wales Regional Skills Partnership.

#### **OUTCOME AND/OR IMPACT**

The Committee noted the report.

2022 GCSE and A Level results

As a result of the Covid-19 pandemic, it was not possible to compare the 2022 results with previous years.

#### **OUTCOME AND/OR IMPACT**

The Committee agreed to note the report for information and to congratulate the pupils, teachers and staff on these excellent results following the pandemic.

### **Welsh Government School Improvement Guidance**

The report had been presented to the Committee in order to share information regarding a key document on School Improvement which would have implications on how the School improvement Service was implemented in Ceredigion. The document would be statutory from September 2024. The aim of the document was to:

- Strengthen the effectiveness of self-evaluation and improve planning within schools.
- Cease with the use of the national school categorisation system and replace with a similar support system without publishing school categories
- Strengthen and provide clarity regarding the split between evaluation activities / improving the accountability of the system
- Earmark the roles and responsibilities of the various bodies clearly in a self - improvement system

The guidance sets out what schools and others in the education system 'must' and 'should' do under the framework for evaluation, improvement and accountability. References to what schools and others 'must' do are underpinned by a statutory obligation. Those actions which the guidance states that schools and others 'should' do is best practice in accordance with the guidance. By issuing school improvement guidance on a non-statutory basis now, we want schools, local authorities, regional consortia, Estyn and diocesan authorities to implement and test the approaches to school improvement and accountability it sets out. They would then evaluate their impact. Following this we plan to update the guidance, building on learning in 2022

to 2023 and 2023 to 2024, and issue it as statutory guidance to come into force in September 2024. A list of the principle messages were then outlined to Members.

### **OUTCOME AND/OR IMPACT**

The Committee agreed to note the report for information.

### **Estyn Inspections, Summer Term 2022**

The reports of the three schools that had recently been inspected was reported to the Committee.

### **OUTCOME AND/OR IMPACT**

It was agreed to note the information presented and that the reports were very positive. Congratulations were extended to all schools on their achievements.

The current referral pathway to a diagnosis of autism

The purpose of the report was to provide information on the current pathway to a diagnosis of autism, the challenges and how the Schools Services was meeting the needs of children and young people who have or were awaiting a diagnosis. It was highlighted that autism was a lifelong condition and symptoms differed from one person to another.

Members asked many questions relating to their area of interest which were answered in turn by Officers. The main points raised were as follows:

- It was emphasised that a diagnosis of autism did not affect children and young people's educational provision in Ceredigion, and rather, support was put in place immediately if any symptoms of autism were identified.
- SCAT team meet every 6 weeks to discuss referrals; health leads the work as they are the only body able to provide a diagnosis of autism. A cautious approach was key to ensuring the correct diagnosis was given to each child and young person.
- Referrals should be undertaken by a GP or School Nurse.
- 70% of Ceredigion's schools have Autism Awareness Certificates and Champions (list to be shared with members in due course).
- Concerns were raised with the NHS's long waiting lists; members were encouraged to raise this at any given opportunity. It was noted that Welsh Government (WG) had recently undertaken a Capacity Review where it was identified that health boards nationally were struggling with assessments and so, there had been a pledge for additional funding.
- The importance of inclusivity was raised to ensure each child and young person had an equal opportunity to access mainstream education in the first instance. If not suitable, specialists' units were located on some school campuses and the proximity enabled children and young people to access mainstream lessons where necessary.

### **OUTCOME AND/OR IMPACT**

The Committee agreed to note the following:

1. To be informed on the current referral pathway to a diagnosis of autism in Ceredigion.

2. To be informed on how the Schools Services is meeting the needs of children who have or who are waiting for a diagnosis.

### **Deprivation and Equity Strategy**

The Cabinet Member for Schools, Lifelong Learning and Skill explained that since the Covid-19 pandemic, the gap in attainment and opportunity between disadvantaged and more privileged learners has widened. Outcomes at GCSE suggest the deprivation gap in education in Wales is currently around 24 months' worth of academic progress. The cost-of-living crisis is only serving to widen any pre-existing attainment and opportunity gap found within education. It was highlighted that the Minister for Education and Welsh Language, Jeremy Miles, has spoken regularly about his commitment to supporting vulnerable and disadvantaged learners. An overview of the current situation as noted in the report was provided.

Members asked many questions relating to their area of interest which were answered in turn by Officers. The main points raised were as follows:

- Concerns were raised that although the Minister for Education and Welsh Language was supportive of schools, there continued to be budget cuts. The £8 million in school reserves would reduce significantly with the increase in school wages and energy costs. Officers have already raised concerns with WG.
- It was highlighted that all children and young people should have an equal opportunity to succeed in school. The strategy included many practical points to support families from disadvantaged backgrounds, although it was acknowledged that funding was a factor.
- School attendance was deemed very important for many reasons. Following work from the department, primary school attendance has improved, with some work needed again on secondary school attendance.
- No child or young person should be cold in the classroom. If this was the case, members were requested to send evidence to the department.
- To prepare young people for work experience and for later in life, a pilot scheme has been undertaken in Cardigan where the school worked closely with the community and businesses locally. In addition, the new curriculum allowed schools to teach life skills to support young people with independence whilst Seren, a WG initiative supported young people with aspirations to reach their full academic potential.

### **OUTCOME AND/OR IMPACT**

The Committee agreed to:

1. adopt the contents of the Ceredigion strategy for schools on Deprivation and Equity.
2. an annual report on progress against the Ceredigion Deprivation and Equity Strategy be presented to the Schools, and the Learning Communities Overview and Scrutiny Committee.

### **Ceredigion Youth Council Meeting Minutes**

The Ceredigion Youth Council Meeting Minutes were regularly presented to Committee during the year. The importance of ensuring that the views of young

people were fed into the democratic process in Ceredigion was deemed very important.

#### **OUTCOME AND/OR IMPACT**

It was agreed that Ceredigion Youth Council minutes were presented to both the Learning Communities Overview and Scrutiny Committee and Cabinet, for information, each term.

#### **Update on the grants available to schools**

The grants available to schools were outlined to the Committee. It was noted that overall, schools would rather receive support with core funding as opposed to grants. It was noted that schools have received maintenance grants through the years to improve buildings. All schools have an agreement booklet which sets out clearly what the school and the authority have responsibility for. In addition, the authority has a maintenance programme in place based on the survey undertaken by Faithful+Gould, with emergency work given priority. Members were advised to contact the education department if they felt emergency maintenance work was required in a school but had not been included in the programme. It was highlighted that there were difficulties attracting businesses to tender for work, however, if grants had not been used by the end of the financial year, other arrangements were in place.

It was reported that no funding for Band C of the 21st Century Schools and Colleges programme would be available. The authority was required to present information in 18 months of the need for any extensions, significant work beyond the authority's Capital programme or new schools for the next 5 years to WG.

#### **OUTCOME AND/OR IMPACT**

The Committee agreed to note the current position.

#### **Report on the draft Budget for 2023/24**

The Committee met to consider the Service budget for those service areas that are within the Committee's remit.

#### **OUTCOME AND/OR IMPACT**

The Committee agreed that:

1. It had considered the overall Budget position as shown in the Budget report in Enclosure A.
2. It had considered the relevant elements of the Budget Cost pressures falling under this Scrutiny Committee.
3. It had considered the relevant elements of the Budget Savings proposals falling under this Scrutiny Committee.
4. It had considered the relevant elements of the Fees & Charges proposals falling under this Scrutiny Committee.
5. The majority of Committee Members voted in favour of a 7.3% increase for Council Tax levels. The Committee is therefore recommending an increase of 7.3% in Council Tax for 2023/2024, which is option 3b) of the recommendations, as follows:

3b) A 7.3% Council Tax increase (including 1.3% in relation to the proposed Fire Authority Levy increase) and a 23/24 Budget requirement of £180.101m).

6. It was agreed to recommend to Cabinet that if further money becomes available from Welsh Government that does not have specific terms attached to it that it is ringfenced for schools.

#### Welsh in Education Strategic Plan 2022-32 - Action Plan

Consideration was given to the Welsh in Education Strategic Plan 2022-32 - Action Plan. In accordance with section 84 of the School Standards and Organisation (Wales) Act 2013 every Local Authority in Wales was expected to submit a Welsh in Education Strategic Plan (WESP) to the Welsh Government.

#### **OUTCOME AND/OR IMPACT**

The Committee agreed to recommend to Cabinet:-

- i. to adopt the Action Plan for the Welsh in Education Strategic Plan 2022-2032, to be implemented from the beginning of the Summer term 2023 and to review it annually;
- ii. that the Action Plan would be monitored through the WESP Language Forum meetings and the Bilingual Futures Committee;
- iii. that an annual report on progress against the Action Plan for the Welsh in Education Strategic Plan was presented to the Language Forum, the Bilingual Futures Committee, the Learning Communities Overview and Scrutiny Committee and to the Cabinet; and
- iv. in accordance with the School Organisation Code, that the Local Authority starts the process of changing the language medium in the Foundation Phase at Comins Coch, Llwyn yr Eos, St Padarn's, Plascrug and Cei Newydd schools. Additionally, a consultation regarding changing the admission age at three schools namely Comins Coch, St Padarn's and Cei Newydd would coincide with this. These consultation periods would commence on 15th September 2023.

#### **Sustainable infrastructure principles for education**

In November 2018, the Welsh Government updated its statutory code in terms of school organisation and introduced a presumption against closure clause for rural schools. The definition of a rural school has been determined by the Welsh Government using the rural and urban categories of the Office for National Statistics, and as a result, 28 schools in Ceredigion have been defined as rural schools.

Following the Cabinet's decision on 15 September 2021, the School Review Policy was abolished and the handbook was adopted to match the Welsh Government's School Organisation Code. A workshop was held to present the handbook. With the Education Development Document up to 2020 having come to an end, it is timely to present a document that outlines the principles of the service for the future. Currently, the statutory code requires Local Authorities to follow a series of more detailed procedures and requirements when drawing up a proposal to close a visible school, when consulting on that proposal, and when deciding whether the proposal to close a rural school should be implemented. Before deciding whether to proceed with a consultation, a proposal paper must be prepared and submitted to the

Learning Communities Work Stream. Following the meeting of the Scrutiny Work Stream, the proposal paper is submitted to the Cabinet to consider whether to:

- a) Approve the proposal and proceed to conduct a statutory consultation
- b) Reject the proposal
- c) Offer an alternative option

The proposal paper would then be presented to the Learning Communities Scrutiny Committee before holding a Statutory Consultation.

#### **OUTCOME AND/OR IMPACT**

The Committee agreed to:

- i. recommend that the Cabinet approve the Sustainable infrastructure Principles Document for education; and
- ii. confirm the membership of the cross-party work stream which would discuss any proposal papers brought forward in accordance with the School Organisation Handbook.

#### **Update in relation to Elective Home Education**

The following information was outlined to the Committee:

- Legal Background
- Number of pupils who were Elective Home Educated
- Illustration of Ceredigion
- Home visits completed in the last 12 months
- Number of pupils who have become home educated
- Number of children who had returned to school
- Duties
- School Attendance Orders
- Safeguarding
- Working with Parents

#### **OUTCOME AND/OR IMPACT**

Following questions from the floor, it was agreed to note:

- (i) the current numbers of home educated children in Ceredigion; and
- (ii) how Schools Services were reviewing the provision of home educated children

#### **Relationships and Sexuality Education (RSE) Policy**

The Committee received information on the recent changes to Sex Education and the

introduction of RSE in Curriculum for Wales (CfW). This was to ensure that as a Local Authority (LA) they had suitable RSE policy that could be adopted and adapted by schools to support them in embedding the new curriculum and provide support, information, consistency and clarity. The following information was presented:

- Background
- What is RESE?
- Policy Content
- Current Situation
- Support to Schools

## **OUTCOME AND/OR IMPACT**

It was agreed:

- i. to adopt the contents of the Ceredigion RSE policy; and
- ii. that any comments proposed by the Welsh Government were included as amendments to the RSE.

### **Workstreams**

The Learning Communities Overview and Scrutiny Committee established four workstreams for raising awareness, training purposes, exploring topics in greater detail and for identifying aspects which require further scrutiny. The workstreams have been reviewed and updated during 2022. The members of the Learning Communities Overview and Scrutiny Committee are divided between the workstreams and the Chairman and Vice Chair attends and contributes to all three.

- Ensure that local and national priorities are delivered effectively
- Ensure equity for all pupils
- Ensure an effective and efficient infrastructure to meet our priorities

The workstreams report back to the main Committee.

The workstream undertook visits to two primary schools within the County as part of their work. At the first school Members learnt about the school's journey in adopting a Curriculum for Wales. The workstream Members were taken on a tour of the school, visiting a class from each year from reception to year 6 where they had an opportunity to observe lessons and speak to teachers and pupils. Members then had an opportunity to discuss what they'd seen and ask any further questions of the head teacher and deputy head teacher.

At the second school visited the Committee received a presentation by the Headteacher about the school's journey in adopting a curriculum for Wales. The workstream Members were taken on a tour of the school, visiting each class from reception to year 6 where they had an opportunity to observe lessons and speak to teachers and pupils. Members then had an opportunity to discuss what they'd seen and ask any further questions of the head teacher and deputy head teacher.

The workstream Members were grateful for the opportunity to visit Plascrug School and Ysgol Bro Sion Cwilt where they gathered an insight into the schools and the journey of adopting the curriculum for Wales, including the lessons learnt along the way. Key points noted were:

- Encouraged schools to question what they did,
- Build on good practices,
- The focus on the individual child,
- The importance of the pupil voice,
- Thankful for the support provided by the Council officers,
- Allows teachers the freedom to know their children,
- Allows flexibility,
- Better opportunities for the individual, preparing them for life.

## Thriving Communities Overview and Scrutiny Committee

The Thriving Communities Overview and Scrutiny Committee met on 6 occasions during the municipal year 2022/2023.



### Key issues considered:

The Forward Work Programme is monitored and updated at each regular Committee meeting as a standing item on each agenda.

### Ceredigion Electric Vehicle Charging Strategy and Action Plan

The Cabinet Member explained that the recommendation by Ceredigion County Council Carbon Management and Climate Change Group (20/06/2022) was for the committee members to consider the draft Strategy and Action Plan prior to presentation to Cabinet for formal adoption. It was noted that the Strategy was in the process of being developed.

### OUTCOME AND/OR IMPACT

The main points raised by members were as follows:

- In terms of funding, £420,000 was received from the Welsh Government's Ultra Low Emission Transformation Fund (ULEVTF) in the 2021/22 Financial Year. Grant funding of up to £300,000 has also been allocated to the Council by the Welsh Local Government Association (WLGA). A sum of £273,171 from the UK Government has been awarded to enable a second phase during the 2022/23 financial year (£204,878.20 (75%) from the Office of Zero Emission Vehicles (OZEV) On-street Residential Charge-point Scheme (ORCS) with the remaining £68,293 (25%) to be provided as match-funding by the WG).
- Due to uncertainty around whether the match-funding (25%) would be given, WG were aware that there were no private investors in the county.



Hopefully, written confirmation from WG of the funding would be sent in due course. Consideration of other sources of funding remained key.

- Silverstone Green Energy has assisted the Council following a tendering process to install and operate the public EVCPs at Penmorfa and Canolfan Rheidol. An agreement is in place to ensure both the company and the Council have a share of the profit, which was impacted by the slow take-up.
- The Strategy is key to the Council's 2030 net zero carbon ambition and delivery of the Council's Net Zero Action Plan. It would also provide access to people who wish to charge their vehicles.
- No consideration was given to installing EVCPs at schools including the new area school in Dyffryn Aeron; Officers confirmed there was currently a condition that EVCPs should be provided to the public.
- Subject to planning, members felt the Council should consider opportunities to create renewable energy within the county.
- Concerns that the installation of EVCPs would not reduce the number of vehicles on the road as per Llwybr Newydd transport strategy.
- Concerns were raised around the National Grid's capacity to provide electricity as this would limit where EVCPs can be installed. Concerns also around the security of the supply of energy, especially in the current climate and from where was the energy provided by the DNO sourced.
- Working together would be key in avoiding the installation of numerous EVCPs at the same location.
- Consideration to other sources of fuel (e.g. HGO) was raised; officers confirmed they were continually considering options.
- Lack of education around the benefits of Electric Vehicles (EVs) to the environment.
- As dealers register EVs centrally and not to their owner's addresses, a true account of the number of EVs in the county is not available.
- The different types and availability of specific EVCPs; an officer explained that there seemed to be a universal charger and also adapters for different vehicles. EVCPs apps have been developed that help drivers search for chargers. Communicating information to the public around EVCPs will need to be considered in moving forward and information will need to be included in the apps.
- In response to a query about the definition of on-street residential charging, the officers clarified it meant providing charging points off-street for on-street vehicles.
- From a safety perspective, it will be important to give the public enough warning of any upcoming installation work.
- Due to concerns around the location of the EVCPs in Aberaeron; officers agreed to discuss the matter with the elected member.
- Issues were raised with the EVCPs in Penmorfa appearing on the app; officers explained that they would raise this with Silverstone Green Energy.
- Concerns raised around the intensive mining related to lithium batteries.
- In terms of charging on the street, it was explained by officers that regulations were in place around what could/ could not be done therefore

the focus was on ensuring people had the facilities to do so safely. A charging system would need to be set up in due course.

Following a lengthy discussion, Members agreed to approve its presentation to Cabinet for formal adoption by the Council.

### **Review of Waste Management Services- consultancy support**

The purpose of the report was to seek support for a proposed way forward for the review of Ceredigion County Council's waste service.

### **OUTCOME AND/OR IMPACT**

The main points raised are as follows:

- The appointment of independent consultants to undertake the work would follow the usual processes.
- A new fleet of vehicles will need to be in place by 2027-28- due to the complex technology required and the need to consider different options, the work needs to begin imminently.
- Staffing pressures were highlighted- although the team is near capacity, the service runs at 70% staffing levels due to annual leave, training and illness. In addition, the Council are not immune to the lack of HGV drivers and technicians- there are training programmes to attract staff. As the waste service is a priority for the department, staff in other roles with HGV licences are shared and agency staff are used occasionally.
- Concerns that the same routes are impacted on Bank Holidays as most are on Mondays. As staff were not contracted to work bank holidays, revising staff contracts was suggested and also a retained scheme similar to the fire service. Further suggestions were welcomed by the officer.
- Members reported that they increasingly receive calls from the public around waste collections. The officer suggested directing the public to Clic or the Council's website, where efforts were made to share information around changes to services including performance indicators.
- In response to a member's question about electric lorries, the officer explained that the staff had trialed a lorry and it had gone well but at present, the lorries were worth around £450,000 each. Consideration should be given if the lorries become more affordable.
- Concerns around where waste was sent to following collections; the officer felt that many issues should be considered internationally but the county had a role to influence change. The level of waste in Ceredigion is not enough to warrant an investment in technology to deal with it.
- As more LAs adopt the WG Blueprint, there were risks that fewer grants would be made available for LAs who decide against adopting it.
- In terms of whether officers would be able to undertake the work proposed for consultants and to contact LAs who have already adopted the kerbside sort, the officer advised that there was no capacity in the team given the workload and managerial responsibilities on staff.
- The officer clarified that some machinery was leased. It was important to be dynamic and consider the best opportunities available at the time with the support of the Finance and Procurement department.

- Inspection of the vehicles was done internally every 6 weeks and if required, any further work was done locally. The only vehicles that were returned to the dealers for work were those under warranty or if expertise was needed. The longer the lorries were off the road, the greater the impact on services.
- It was highlighted that a change in services would raise problems and so consulting with members who represent Ceredigion's residents was vital throughout the process before decisions were made. 1500 responses were received following the last public consultation.
- The effectiveness of kerbside sort in different areas (e.g urban vs rural) and type of properties (HMO vs detached house) within the county would vary.

Members expressed their gratitude to the staff, who worked throughout the Covid-19 pandemic and for their continued efforts.

Following a lengthy discussion, members agreed to the following:

- Note the current situation, identified risks and need for a service review
- Note the appointment of independent consultancy service to undertake the service review, in close liaison with the waste service
- Note that the service review will be limited, in broad terms, to the scope set out in this report
- Agree that the Committee takes an active role in the project and a leading role in the political engagement and approvals process.

### **Overview of Highways and Environmental Services**

Officers gave a presentation to the Committee on the services and functions provided, outlining the following:

- Core Services
- Key Functions
- Service Priorities
- Front Line Workforce
- Performance Indicators
- Service Requests
- Budgets- Historic
- Staff and Budget Reductions
- Challenges and Priorities

### **OUTCOME AND/OR IMPACT**

Following questions by the Members of the Committee, members agreed to note the services and functions provided by Highways and Environmental Services, and that it provided a useful tool to identify areas for future scrutiny.

### **Progress on delivering the Economic Strategy**

The background, the actions implemented within the strategy and the future areas of focus as outlined in the report, which included the challenges in the 4 areas (People, Places, Enterprise & Connectivity) of intervention in the Economic Strategy were presented to the Committee.

## **OUTCOME AND/OR IMPACT**

The main points raised were as follows:

- Concerns were raised around whether grant capital funding from Welsh Government (WG) would continue in the same capacity as in recent years for rural areas given the current economic climate. The Arfor Innovation Fund by WG had recently been launched but funding was yet to be released. Acknowledgement was given to Ceredigion and Powys County Council's success in securing the Full Deal Agreement for a £110m capital investment programme.
- Work continued in Lampeter and Llandysul to bring town centre assets into economic use and to enhance green infrastructures.
- The project involving pop-ups in vacant stores was deemed important for new independent businesses. Hopefully, this project would be expanded beyond Aberystwyth.
- Work needed to be carried out to develop town centres, especially Aberystwyth into multi-purpose spaces. Consideration should be given to non-domestic tax payment exceptions as a way of attracting businesses to town centres.
- The department worked hard in applying for grants, sometimes in a very short timeframe. The importance of ensuring that any grant funding was relevant to the Economic Strategy was key.
- It was noted that the Food Centre Wales' Helix programme was currently in a 2 out of a 3-year contract with WG, and it was 1 of 3 centres in Wales. An open day for the public and businesses was suggested.
- Following concerns around the county's connectivity, it was noted that 88% of properties had a broadband speed of over 30Mb yet continued to be behind other areas of Wales. WG was undertaking open market reports to understand the current situation so the rollout of fibre to the property had slowed a little. Members were welcome to contact the Cabinet Member or officers if they had any queries.
- At present, there was no one in the Towns Development Officer post.
- In response to suggestions for vinyl to be placed on empty shop windows, there were opportunities under the Transforming Places Programme to apply for grants to improve properties. Members representing towns were encouraged to contact officers to discuss.
- Concerns were shared around whether WG was committed to developing Mid-Wales. It was noted that having a clear strategy in place was key in pursuing investment opportunities such as Mid Wales Growth Deal. Officers had a good relationship with WG and there were frequent discussions to ensure policies benefitted the region.

## **Ash Die Back**

A report was presented to the Committee in response to recommendations that had been made by the Committee in the previous municipal year.

## **OUTCOME AND/OR IMPACT**

The main points raised were as follows:

- Initially, the project programme has been to carry out the work over 10 years to, with most of the work done between the third and sixth year. Dependent on the budget and contractor availability, hopefully, the work could be completed sooner, although dealing with the airborne disease would be ongoing.
- Most trees adjacent to and abutting highways and public rights of way are owned by the landowner, who has a responsibility to carry out inspection of their trees. If an officer during inspections deemed a tree to be unsafe on land not owned by the authority, a Section 154 Notice of the Highways Act would be issued to the landowner. As a result, landowners would need to hire contractors within 14 days. The authority would be able to assist with the process if required.
- In terms of priority, there were 4 classes of deterioration with trees in class 4 prioritized with notices. Some trees in Class 1 and 2 would gain resistance and survive, which was important to maintain the native stock.
- In the event there was a tree preservation order in place, a notice of application for the removal of a tree would need to be done.
- Concerns were raised that the agriculture sector in Ceredigion had not been consulted with helping with the work of cutting trees in exchange for the chip. There were questions around economies of scale as felling individual trees as opposed to woodland had different requirements.
- Members felt that undertaking the work in-house would not have made business sense although long-term, the equipment would have been in the authority's possession.
- To ensure everyone had an opportunity to tender for the work, members felt that transparency was key in setting the matrix. A Tree works contractor framework was in the process of being developed and a meet the contractor event would be held to assist with the online tendering process.
- NRW were the enforcement agency if more than 5 cubic metres of timber per quarter was removed without a felling licence.
- Due to public protection concerns, it was suggested that work was done to communicate the problem to the public and to emphasise that responsibility lay with landowners if affected trees were on their land. Following up on notices served was key to ensuring public safety.

### **Net-Zero Action Plan - Progress Update**

The purpose of the report was to provide a progress update as to the actions set out within the Net Zero Action Plan.

### **OUTCOME AND/OR IMPACT**

The main points raised were as follows:

- Concerns were raised by members that the grid capacity was not sufficient to serve the county and support the authority's commitment to becoming Net Zero by 2030. It was noted that this issue was raised often in meetings and by neighbouring authorities too. National Grid and Scottish Power sat on boards working on local energy plans, however, they had limited budgets and would invest in places they deemed necessary.
- Although employees commuted less with homeworking, concerns were raised that more houses would need to be heated during the day in the winter. It was

noted that home-working emissions were accounted for in WG's Emission Reporting.

- Electricity generated from solar panels installed on council buildings was used by the buildings first with the remainder exported to the grid. If installations had a feed-in tariff payment, payments were made centrally to the authority. Generally, there was a 10-year payback on investments.
- A land management review had been done on Canolfan Rheidol and Ysgol Bro Teifi by WG; the findings were yet to be received. Consideration would be given in due course to batteries to store excess energy.
- It was noted that the aim of becoming Net Zero by 2030 was ambitious considering the situation financially. At present, WG would not penalise the authority for not achieving Net Zero by 2030, but this was the aim nationally for public sector bodies.
- In terms of the authority's fleet, converting vehicles to Hydrotreated Vegetable Oil (HVO) which was more expensive would be investigated along with hydrogen. It was noted that HVO was roughly 20% better than diesel but at present, by using the methodology provided by WG, there would only be a marginal improvement in the figures.
- It was noted that tree planting would be considered long-term to offset carbon and for every tree cut on council-owned land due to Ash Dieback, 3 trees would be planted in their place. In terms of the figures, trees were accounted for under land-based emissions.
- Other local authorities used the same system to collate data for reporting purposes. Hopefully next year, WG will provide an improved methodology to enable authorities to have a better understanding of the situation as at present, the more money that was spent, the more carbon that was generated.
- The authority was only able to report on the council's land holdings. Other bodies such as NRW included land in their ownership in their reports.

Members agreed to note the progress in relation to actions set out within the Net-Zero Action Plan.

### **Update on Phosphate Situation**

A detailed update was provided to the Committee on the phosphate situation with further updates provided during the year.

### **Development Management**

Audit Wales had completed a review of the Planning Service in Ceredigion. The report set out 10 recommendations relating to governance arrangements and to improving service capacity. The Committee considered the Council's response and progress against each of these recommendations.

### **OUTCOME AND/OR IMPACT**

The arrangements considered were expected to make a noticeable difference in the backlog level and time take to deliver decisions over the next 3-4 months but was likely to take up to 12 months to reach optimum levels. The Committee would continue to monitor and receive update reports.

The Leader of the Council, presented the report on the draft budget for 2023/2024 including an updated multi-year capital programme, outlining that this is based on the Welsh Government (WG) provisional settlement, and advised Members that the WG final settlement is due on the 28 February 2023.

### **OUTCOME AND/OR IMPACT**

The Committee agreed that:

1. It had considered the overall Budget position as shown in the Budget report in Enclosure A.
2. It had considered the relevant elements of the Budget Cost pressures falling under this Scrutiny Committee.
3. It had considered the relevant elements of the Budget Savings proposals falling under this Scrutiny Committee.
4. It had considered the relevant elements of the Fees & Charges proposals falling under this Scrutiny Committee, save that the Scrutiny Committee recommend to Cabinet that the proposed Car Parking Fees & Charges in Tregaron and Llandysul are removed, so that there would continue to be no Car Parking charges in those towns from 01/04/23 and that the potential £40,000 cost associated with this should be funded from the £400k Provision set aside for Pay and Energy Inflation risks.
5. The majority of Committee Members voted in favour of a 7.3% increase for Council Tax levels. The Committee is therefore recommending an increase of 7.3% in Council Tax for 2023/2024, which is option 3b) of the recommendations, as follows:
  - 3b) A 7.3% Council Tax increase (including 1.3% in relation to the proposed Fire Authority Levy increase) and a 23/24 Budget requirement of £180.101m).
6. It was agreed that the Committee would place the following item on the forward work programme of the Committee: To give consideration to the option of allowing 2 hours free parking before 11am.

### **Waste Collection Service**

The Chair called a special meeting to receive the reasons why the disruption to the Waste Collection Service occurred in December 2022, and to try and find a way forward to resolve the issues impacting the service.

The following were considered:

- Key Matters to Explore
- Staffing Levels
- Contractual Arrangements
- Waste Collection Budget
- Potential Outsourcing
- Fleet Maintenance
- Communication
- Household Waste Sites
- Clic Enquiries
- Work Currently in Progress
- Potential Future Options
- Explore opportunities for digital solution

- Review of operational staff contracts (9-12 months)
- Review of alternative delivery options
- Decrease resource and budgetary pressures on the service
- Increase budget provision for waste collection

### **OUTCOME AND/OR IMPACT**

Several exciting and innovative ideas had been suggested and the aim was to provide a consistent service, which would be measured particularly during bank holidays and the Christmas period.

### **Active travel update April 2023 and use of former railway lines for cycling / walking**

The purpose of the report was to give an update on the developments since the previous report/ discussion. A meeting had been held with Lee Waters MS, Deputy Minister for Climate Change on the 1<sup>st</sup> of December 2022 to provide an overview of Active Travel in Ceredigion. At present, there were only three Welsh Government-designated Active Travel Settlements in Ceredigion under the Active Travel (Wales) Act 2013 (namely Aberystwyth, Cardigan and Lampeter) and therefore, there was an aspiration to expand on this. Thanks were extended to the service for progressing with the work to improve the accessibility of Active Travel and safety for the county.

### **OUTCOME AND/OR IMPACT**

Members were provided with the opportunity to ask questions which were answered by Officers, Professor Stuart Cole CBE and the Cabinet Member. Following questions by the Committee Members, it was agreed to note the report.

### **Ceredigion Bus Network**

It was explained that WG managed a large proportion of the transport system in Wales and at present, the transport industry faced a challenging time. An overview of the contents of the report was provided including the local and wider context. Professor Stuart Cole CBE was invited to share his expertise with the Committee.

### **OUTCOME AND/OR IMPACT**

Following questions by the Committee Members, it was agreed to note:

1. The acute and numerous pressures and challenges the transport industry as a whole is experiencing which is exacerbated locally.
2. The subsequent pressure arising on the Council and the Service in seeking to manage the situation, which includes stakeholder expectations and the timelines associated with decisions and actions being implemented.
3. The action taken by the Service to manage the situation and reduce what will still be a significant in-year over-spend in 2022/23.
4. The approach being adopted with a view of delivering services within the budget allocation.



## **Performance Board**

The Chairman and Vice Chairman of the five thematic Overview and Scrutiny Committees attend meetings of the Performance Board.

This provides a forum where members of the Performance Board come together to:

- obtain a holistic view of the Council's performance;
- identify and explore high level cross-cutting issues that affect more than one service area e.g. the welfare reform;
- critically challenge areas of poor performance; and
- identify service improvement opportunities, risks to service delivery, and resource implications.

This allows the Chairman and Vice Chairman to be able to identify topics which require further attention by the Overview and Scrutiny Committees and for its inclusion on the Forward Work Programme of the Committee.

**Lisa Evans, Standards & Scrutiny Officer  
Dwynwen Jones, Overview & Scrutiny Officer**

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## Cyngor Sir CEREDIGION County Council

**REPORT TO:** Overview and Scrutiny Coordinating Committee

**DATE:** 11 September 2023

**LOCATION:** Hybrid

**TITLE:** Scrutiny Self evaluation

**PURPOSE OF REPORT:** To annually evaluate scrutiny in Ceredigion

**REASON SCRUTINY  
HAVE REQUESTED THE  
INFORMATION:** To ensure an effective scrutiny process

### **BACKGROUND:**

In 2018 it was agreed that the Scrutiny Officers would undertake a review of the effectiveness of Overview and Scrutiny in Ceredigion County Council, and that this would be undertaken annually thereafter.

The process was reviewed in 2020 and it was agreed to:

- a) Continue to carry out the survey on an annual basis;
- b) To reduce the number of questions with an aim to increase participation;
- c) To review the format of the report, combining the Welsh and English responses, and translating the document as a whole.

For the 2022-23 review Cabinet Members Scrutiny Members responses were separated. Scrutiny member responses to the questions asked are shown in Appendix A (13 responses). Cabinet members responses are shown in Appendix B (2 responses).

A total of 15 responses were received, this is equal to the 15 responses received in 2021, but a reduction in comparison to the 25 responses received in 2020. A review was not undertaken in 2022 due to the elections. Members' names are not disclosed.

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

**Summary:**

**WELLBEING OF FUTURE  
GENERATIONS:**

**Long term:  
Integration:  
Collaboration:  
Involvement:  
Prevention:**

**RECOMMENDATION (S):**

To consider the responses received from the self-evaluation questionnaire (appendix A and B) and identify any areas for improvement if necessary.

**REASON FOR RECOMMENDATION (S):**

To ensure an effective overview and scrutiny function.

**Contact Name:** Lisa Evans  
**Designation:** Scrutiny and Standards Officer  
**Date of Report:** 2 August 2023  
**Acronyms:**

# Holiadur Hunanwerthuso – Craffu Scrutiny self evaluation 2022-23

13

Responses

04:40

Average time to complete

Active

Status

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1. Enw / Name

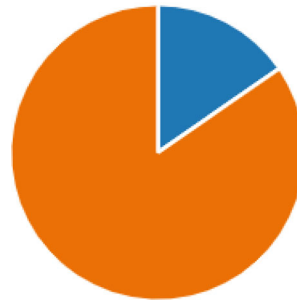
13

Responses

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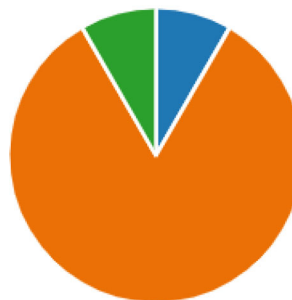
2. **Mae Craffu yn rhoi her effeithiol i'r Weithrediaeth / Scrutiny provides an effective challenge to the Executive**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	2
<span style="color: orange;">●</span> Cytuno / Agree	11
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**3. Mae Partneriaethau a sefydliadau partner wedi bod yn destun Craffu effeithiol / Partnerships and partner organisations have been the subject of effective Scrutiny**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	1
<span style="color: orange;">●</span> Cytuno / Agree	10
<span style="color: green;">●</span> Anghytuno / Disagree	1
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**4. Mae'r cyhoedd yn gallu cyfrannu at y gwaith trosolwg a chraffu / The public able to contribute to overview and scrutiny**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	1
<span style="color: orange;">●</span> Cytuno / Agree	6
<span style="color: green;">●</span> Anghytuno / Disagree	5
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**5. Mae gan Craffu berchnogaeth dros ei raglen waith ei hun / Scrutiny have ownership of its own work programme**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	4
<span style="color: orange;">●</span> Cytuno / Agree	7
<span style="color: green;">●</span> Anghytuno / Disagree	2
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**6. Mae aelodau'r pwyllgor Craffu o'r farn fod ganddynt rôl werthfawr a boddhaus / Scrutiny members consider that they have a worthwhile and fulfilling role**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	3
<span style="color: orange;">●</span> Cytuno / Agree	10
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



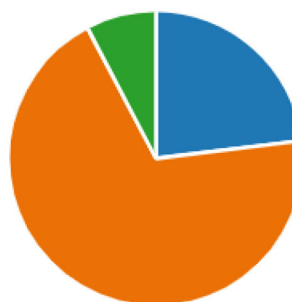
**7. Mae yna bartneriaeth waith adeiladol gyda'r swyddogion / There is a constructive working partnership with officers**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	2
<span style="color: orange;">●</span> Cytuno / Agree	10
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**8. Mae digon o drefniadau cymorth ar gael i'r broses Graffu / There is sufficient support arrangements for scrutiny**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	3
<span style="color: orange;">●</span> Cytuno / Agree	9
<span style="color: green;">●</span> Anghytuno / Disagree	1
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



9. **Darperir hyfforddiant a datblygiad gyda'r nod o wella craffu / Training and development has been provided with a view to improving scrutiny**

- Cytuno'n gryf / Strongly agree 0
- Cytuno / Agree 11
- Anghytuno / Disagree 2
- Anghytuno'n gryf / Strongly dis... 0



10. **Mae newidiadau wedi digwydd o ganlyniad i waith craffu / Changes have been brought about as a result of scrutiny activity**

- Cytuno'n gryf / Strongly agree 1
- Cytuno / Agree 11
- Anghytuno / Disagree 0
- Anghytuno'n gryf / Strongly dis... 0



11. Sylwadau / Comments

Sylwadau / Comments

6 responses 6 Responses

ID	Name	Responses
1		I am unsure that the public are fully aware of the Council's scrutiny processes and therefore they do not participate/engage with the process from what I have seen so far.
2		Mae hyfforddiant mewn cadeirio craffu yn cael ei ddarparu, ond yn fy mhrofiad i mae hyn wedi canolbwyntio mwy ar gadeirio cyfarfodydd yn gyffredinol. Hoffwn dderbyn mwy ar gadeirio craffu - beth sydd yn wahanol am gadeirio craffu o'i gymharu a cadeirio mwy 'cyffredinol'? Hefyd, mae pwyllgorau craffu yn gallu gwneud argymhellion eu hunain i'r Cabinet heblaw am argymhellion sydd yn dod i gyfarfod craffu.
3		Scrutiny is only as good as the members on that scrutiny
4		MAE ANGEN I BAWB AR Y PWYLLGORAU GYMERYD RHAN AC I DDEALLT EU BOD YN GALLU GWNEUD GWAHANIAETH MOND IDDYNT YMROI I'R GWAITH AC MAE YN LAWER MWY O WAITH OND WERTH CHWEIL
5		i do think there should be a piece of work done between scrutiny and cabinet.
6		none



11.

Sylwadau / Comments

6 ymateb 6 Responses

ID	Enw / Name	Ymatebion / Responses
1		<p>Nid wyf yn siŵr bod y cyhoedd yn gwbl ymwybodol o brosesau craffu'r Cyngor ac felly nid ydynt yn cymryd rhan yn y broses o'r hyn yr wyf wedi'i weld hyd yma / I am unsure that the public are fully aware of the Council's scrutiny processes and therefore they do not participate/engage with the process from what I have seen so far.</p>
2		<p>Mae hyfforddiant mewn cadeirio craffu yn cael ei ddarparu, ond yn fy mhrofiad i mae hyn wedi canolbwyntio mwy ar gadeirio cyfarfodydd yn gyffredinol. Hoffwn dderbyn mwy ar gadeirio craffu - beth sydd yn wahanol am gadeirio craffu o'i gymharu â chadeirio mwy 'cyffredinol'? Hefyd, mae pwyllgorau craffu yn gallu gwneud eu hargymhellion eu hunain i'r Cabinet heblaw am argymhellion sydd yn dod i gyfarfod craffu.</p> <p>Training in chairing scrutiny is provided, but in my experience, this has focused more on chairing meetings in general. I would like to receive more on chairing scrutiny – what's different about chairing scrutiny compared to more 'general' chairing? Also, scrutiny committees are able to make their own recommendations to Cabinet besides the recommendations that come to a scrutiny meeting.</p>
3		<p>Nid yw'r gwaith craffu ond cystal â'r aelodau ar y pwyllgor craffu hwnnw / Scrutiny is only as good as the members on that scrutiny</p>
4		<p>MAE ANGEN I BAWB AR Y PWYLLGORAU GYMRYD RHAN A DEALL EU BOD YN GALLU GWNEUD GWAHANIAETH DIM OND IDDYNT YMROI I'R GWAITH AC MAE YN LAWER MWY O WAITH OND GWERTH CHWEIL / EVERYONE ON THE COMMITTEES NEEDS TO GET INVOLVED AND UNDERSTAND THAT THEY CAN MAKE A DIFFERENCE IF THEY PUT IN THE WORK AND IT IS A LOT MORE WORK BUT WELL WORTH IT</p>
5		<p>Rwy'n credu y dylid gwneud darn o waith rhwng craffu a'r cabinet / I do think there should be a piece of work done between scrutiny and cabinet.</p>
6		<p>Dim / None</p>

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# Aelodau Cabinet - Holiadur Hunanwerthuso – Craffu / Scrutiny Self Evaluation Questionnaire

2

Responses

01:39

Average time to complete

Active

Status

---

1. Enw / Name

2

Responses

---

2. **Mae Craffu yn rhoi her effeithiol i'r Weithrediaeth / Scrutiny provides an effective challenge to the Executive**

- Cytuno'n gryf / Strongly agree 1
- Cytuno / Agree 1
- Anghytuno / Disagree 0
- Anghytuno'n gryf / Strongly dis... 0



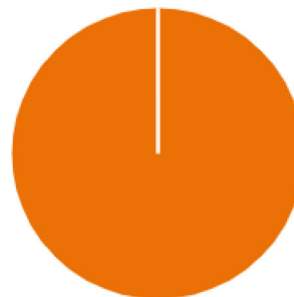
**3. Mae Partneriaethau a sefydliadau partner wedi bod yn destun Craffu effeithiol / Partnerships and partner organisations have been the subject of effective Scrutiny**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	0
<span style="color: orange;">●</span> Cytuno / Agree	1
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**4. Mae'r cyhoedd yn gallu cyfrannu at y gwaith trosolwg a chraffu / The public able to contribute to overview and scrutiny**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	0
<span style="color: orange;">●</span> Cytuno / Agree	1
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**5. Mae gan Craffu berchnogaeth dros ei raglen waith ei hun / Scrutiny have ownership of its own work programme**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	1
<span style="color: orange;">●</span> Cytuno / Agree	1
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**6. Mae aelodau'r pwyllgor Craffu o'r farn fod ganddynt rôl werthfawr a boddhaus / Scrutiny members consider that they have a worthwhile and fulfilling role**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	0
<span style="color: orange;">●</span> Cytuno / Agree	1
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



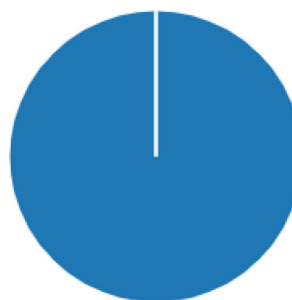
**7. Mae yna bartneriaeth waith adeiladol gyda'r swyddogion / There is a constructive working partnership with officers**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	0
<span style="color: orange;">●</span> Cytuno / Agree	1
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



**8. Mae digon o drefniadau cymorth ar gael i'r broses Graffu / There is sufficient support arrangements for scrutiny**

<span style="color: blue;">●</span> Cytuno'n gryf / Strongly agree	1
<span style="color: orange;">●</span> Cytuno / Agree	0
<span style="color: green;">●</span> Anghytuno / Disagree	0
<span style="color: red;">●</span> Anghytuno'n gryf / Strongly dis...	0



9. **Darperir hyfforddiant a datblygiad gyda'r nod o wella craffu / Training and development has been provided with a view to improving scrutiny**

- Cytuno'n gryf / Strongly agree 0
- Cytuno / Agree 2
- Anghytuno / Disagree 0
- Anghytuno'n gryf / Strongly dis... 0



10. **Mae newidiadau wedi digwydd o ganlyniad i waith craffu / Changes have been brought about as a result of scrutiny activity**

- Cytuno'n gryf / Strongly agree 0
- Cytuno / Agree 2
- Anghytuno / Disagree 0
- Anghytuno'n gryf / Strongly dis... 0



11. **Sylwadau / Comments**

1 responses 1 Responses

ID	Name	Responses
1		<u>dydw i ddim yn gallu ateb rhai cwestiynau gan nad ydw i'n gwybod yr atebion.</u>

1.

Sylwadau / Comments

1 ymateb 1 Responses

ID	Enw / Name	Ymatebion / Responses
1		Dydw i ddim yn gallu ateb rhai cwestiynau gan nad ydw i'n gwybod yr atebion. / I can't answer some questions because I don't know the answers.

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**Minutes of the Meeting of Overview And Scrutiny Co-Ordinating Committee held at the Council Chamber, Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron and remotely via video conference on Monday, 22 May 2023**

**PRESENT:** Councillor Keith Evans (Chair), Councillors Wyn Evans, Gwyn Wigley Evans, Rhodri Evans.

**PRESENT VIRTUALLY:** Endaf Edwards, Chris James, Caryl Roberts, Marc Davies.

**ALSO IN ATTENDANCE:**

Councillor Bryan Davies, Leader of the Council and Cabinet Member.  
Councillors Matthew Vaux, Wyn Thomas, Cabinet Members.

**NON-COMMITTEE MEMBERS PRESENT VIRTUALLY:** Councillor Gareth Lloyd.

**OFFICERS PRESENT:** Elizabeth Upcott, Corporate Manager, Alun Williams, Corporate Lead Officer, Diana Davies, Corporate Manager, Tim Bray, Civil Contingencies and Community Safety Partnership Manager, Harry Dimmack, Governance Officer, Lisa Evans, Standards and Scrutiny Officer, Dwywnwen Jones, Overview and Scrutiny Officer, Carol Jones and Llinos Thomas, Translators.

(10.00am - 12.00pm)

**1 Welcome and Apologies**

The Chairman welcomed everyone to the meeting.

Councillor Rhodri Evans took the opportunity to congratulate the Chairman, Councillor Keith Evans, for being elected as Vice-Chair of the Council in the Full Council meeting held 19<sup>th</sup> May 2023. The Chairman also congratulated Councillor Maldwyn Lewis who was elected as Chairman at the same meeting.

Councillors Geraint Wyn Hughes and Ceris Jones apologised for being unable to attend the meeting.

Elin Prysor, Corporate Lead Officer, apologised for her inability to attend the meeting.

**2 Disclosures of personal interest (including whipping declarations) Members are reminded of their personal responsibility to declare any personal and prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. In addition, Members must declare any prohibited party whip which the Member has been given in relation to the meeting as per the Local Government (Wales) Measure 2011**

Councillor Rhodri Evans disclosed a personal interest in relation to agenda item 4, Ceredigion Local Well-being Plan.

### 3 **CYSUR/CWMPAS Combined Local Operational Group Safeguarding Report Qtr 3 2022/23**

Members considered the CYSUR/CWMPAS Combined Local Operational Group Safeguarding Report Quarter 3, between the period 1.10.2022 to 31.12.2022, 2022/23.

The Chair welcomed Elizabeth Upcott, Corporate Manager, to provide a summary of the key points, which were as follows:

Summary of Key points:

- In Quarter 3, there was an increase in the overall number of contacts/reports received regarding children/young people compared to Quarter 2-with there being 1112 contacts/reports received in Q3 compared to 1030 contacts/reports received in Q2.
- There was an increase in the overall number of contacts/reports which proceeded to actions needing to be taken under Child Protection Procedures, 193 in Q3 compared with 171 in Q2
- The percentage of reports that proceeded to a Strategy Discussion in this quarter was 17.3% compared to 16.7% in Q2.
- In Q3, 7.3% of reports proceeded to a Section 47 Enquiry compared to 8.3% in Q2. 0.97% of reports received needed to proceed to an Initial Child Protection Conference in quarter 2 compared to 1.6% in this quarter, Quarter 3. So, there was an increase in the number of contacts/reports received in Q3, which then led on to an increase in the number of strategy discussions held and an increase in the number of children who were the subject of Initial Child Protection Conferences.
- The total number of children placed on the Child Protection Register in this quarter following the Initial Child Protection Conference was 31 compared to 16 in Q2.
- The total number of children removed after Review Child Protection Conferences in this quarter were 28 compared to 13 in Quarter 2.
- The total number of Section 47 enquiries undertaken in this quarter were 81 compared to 86 in Quarter 2. 59 of those enquiries were undertaken in this quarter, jointly with the Police and 22 were undertaken as a Social Services Single Agency.
- The main category of abuse that led to a Section 47 enquiry in quarter 3 was Physical Abuse (40), sexual abuse/exploitation (15), neglect (13) and emotional abuse (9). This follows the same pattern experienced in Quarter 2.
- There were 49 children on the Child Protection Register as of the end of this quarter, compared to 46 as at the end of Quarter 2. 29 children were registered under the category of emotional/psychological abuse, in this quarter, 14 under the category of neglect and 6 under the category of both neglect and physical abuse.
- The main Risk Factors for the 49 children who were on the Children Protection Register as of the 31/12/2022, 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 128 adults at risk reported in this quarter compared to 113 in Q2. In particular there was a significant increase in the number of adults being reported, at risk, in the month of November (67) compared to 53 in October and 37 in December. It is not clear why there was such an increase in this particular month, but the reports relate concerns about domestic abuse.

- The most reported category of abuse this quarter again was emotional/psychological abuse, with 64 reports of adults at risk where this was the main category of abuse. Neglect was the second main category of reported abuse (51), financial abuse (42), physical abuse (33) and sexual abuse (23). 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 financial abuse being the number of male and females reported to be at risk are almost equal (20 male, 22 female).
- In Quarter 3, the Police were the highest source of reporting (40) compared to Quarter 2, where it was a Provider Agency (30). In Quarter 3, the reports received by the Police were significantly higher than any other agency. The second highest being from Provider Agencies (26).

Following discussions, the following was noted:

- Further to a question regarding an increase in child protection referrals, it was agreed that the Officer would provide information on child protection referral trends pre-covid to date,
- An explanation was requested on the definition of 'financial abuse' – the Officer gave some examples of this,
- An explanation into the Child Protection referral process was requested, i.e., the steps involved in the process of placing a child on the register and taking a child from the register,
- Following a question, the Officer will raise the Committee's concerns with Education colleagues regarding the total number of children (229) who are receiving elective home education in the County.

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.

#### **4 Ceredigion Local Well-being Plan and the Ceredigion Public Services Board (PSB) meetings held on the 24th April 2023**

The Chair welcomed the Leader of the Council, Councillor Bryan Davies, Diana Davies and Tim Bray, Officers, to the meeting to present the Ceredigion Local Well-being Plan and the Ceredigion Public Services Board meetings held on the 24<sup>th</sup> April 2023. Under Section 35 of the Well-being of Future Generations (Wales) Act 2015, Local Authorities are required to ensure their Overview and Scrutiny Committees have the power to scrutinise decisions made, or other action taken, by the Public Services Board for the Local Authority area in the exercise of its functions. Section 39 also states that each PSB must send a copy of its Local Well-being Plan to the Local Authority's Overview and Scrutiny Committee.

Previous updates have been provided to the Coordinating Overview and Scrutiny Committee regarding the process of developing the Assessment of Local Well-being and the Local Well-being Plan 2023- 2028 in Ceredigion.

Following approval of the Local Well-being Plan 2023-28 at PSB on the 6<sup>th</sup> March 2023, all statutory PSB organisations subsequently considered the Local Well-being plan at each of their respective Board meetings held between 22<sup>nd</sup> March and 20<sup>th</sup> April 2023. It was confirmed that through their usual governance arrangements, the Ceredigion Local Wellbeing Plan 2023-28 was approved by each of the individual statutory PSB members. Ceredigion County Council, as one of the statutory members, approved the plan at Overview and Scrutiny Coordinating Committee on the 22<sup>nd</sup> March 2023, Cabinet on 4<sup>th</sup> April 2023 and full Council on 20<sup>th</sup> April 2023. The PSB met on the 24<sup>th</sup> April 2023 to ratify the approval process of the Well-being Plan 2023-2028, this was undertaken and received unanimous agreement from all partners. It was agreed at that meeting that the Plan would be published on 2<sup>nd</sup> May, thus meeting the statutory timeline as stated in the Well-being of Future Generations Act (no later than one year after the date on which each ordinary election is held under section 26 of the Local Government Act 1972).

Committee Members were asked to consider the draft minutes of the Ceredigion PSB meeting dated 24<sup>th</sup> April 2023.

During discussion, the following were noted:

- Officers to report back by email on the question asked on how the 1% increase of homeowners in Ceredigion, as per the 2021 Census, compares with other Authorities,
- In response to a question regarding the NRW Climate Risk Baseline Report Officers and the Chair of this committee will raise the question at the next PSB meeting and the information will be shared with Committee Members,
- A question was asked regarding the employment figures and Economic Activity Status shown in the last Census. It was stated that these figures are continuously monitored by the PSB Poverty Sub-group and therefore the priorities within the Local Well-being Plan reflect the current situation.

Following discussion, Committee Members agreed to:

1. Note that the Ceredigion Local Well-being Plan had been approved by the Public Services Board, and,
2. Agreed to receive the draft minutes of the Ceredigion PSB meeting held on the 24<sup>th</sup> April 2023.

In order for the Overview and Scrutiny Coordinating Committee to carry out their role of taking an overview of the overall effectiveness of the PSB.

The Chair thanked the Officers and the Leader of the Council for attending and presenting the information at today's meeting. The Leader of the

Council also thanked Committee Members for their input to the Local Wellbeing Plan during the governing process.

## **5 Serious Violence Duty**

The Chair welcomed Councillor Matthew Vaux, Cabinet Member, Diana Davies and Tim Bray, Officers, to present the report.

The Serious Violence Duty commenced on 31<sup>st</sup> January 2023 and covers the requirements set out in Chapter 1 of Part 2 of the Police, Crime, Sentencing and Courts Act 2022. This places a duty on specified authorities to work together to prevent and reduce serious violence. The specified authorities include Local Authorities, Local Health Boards, Fire and Rescue Authorities, Policing and the Justice Sector (Probation and Youth Offending Teams) and it is these organisations that are responsible for delivering the duty and jointly accountable for delivering the key milestones of the regional grant funding provided by the Home Office to implement the requirements of the Duty. In addition to the specified authorities, there are also relevant authorities which includes educational authorities (as well as prison and youth custody authorities). There is a requirement for these authorities to co-operate with the specified authorities as necessary, to deliver the duty and they must also be consulted by the specified authorities in the preparation of the strategy. Specified authorities must identify the kinds of serious violence that occur in the area, the causes of that violence (so far as it is possible to do so), and to prepare and implement a strategy for preventing, and reducing serious violence in the area. The strategy should contain bespoke solutions to prevent and reduce serious violence and must be kept under review, which should be done on an annual basis and updated when necessary. Strategic Needs Assessment (SNA) To inform this process, specified authorities should jointly undertake an evidence-based analysis of the causes of serious violence within their area and use this analysis to develop a local Strategic Needs Assessment (SNA) which should inform the local strategy. This will include a wide range of data and as an example can include local and national crime data, census data, hospital and primary care data. From a local authority's perspective, it may also require educational data such as attendance, suspension and exclusion data and children's 2 social care data. The SNA will include a common understanding of the cohorts that are most vulnerable to serious violence and the local strategy will need to demonstrate how each area is focussing resources on the defined population most in need of support.

The Duty does not provide a definition of Serious Violence, as it is up to each area to define what serious violence is; this will be centred on local evidence-base informed by the SNA. When considering the SNA, it is clear that violence is not limited to physical violence against the person. It provides that, for the purposes of the Duty, violence includes domestic abuse, sexual offences, violence against property and threats of violence Furthermore, the Serious Violence Strategy 2018 states that Serious Violence is concerned with specific types of crime such as homicide, knife crime, and gun crime and areas of criminality where serious violence or its threat is inherent, such as in gangs and county lines drug dealing. It also includes emerging crime threats

faced in some areas of the country such as the use of corrosive substances as a weapon.

This duty forms a new 'public health approach' to tackling Violent Crime, identifying what causes violence and find interventions that work to prevent it spreading. A 'public health' approach involves multiple public and social services working together to implement early interventions to prevent people from becoming involved in violent crime.

The Serious Violence Duty is intended to create the right conditions for authorities to collaborate and communicate regularly, using existing partnerships where possible, to share information and take effective coordinated action in their local areas. All organisations and agencies subject to the Duty will be accountable for their activity and co-operation.

Officers advised Committee Members of the current timeline which is as follows:

- 31<sup>st</sup> January 2023 – Serious Violence Duty commenced
- 31<sup>st</sup> March 2023 – Partnership agreement to be confirmed
- 28<sup>th</sup> April 2023 – provisional version of delivery plan and confirmation of Home Office funding usage
- 29<sup>th</sup> Sept 2023 – advanced version of delivery plan to be agreed
- 31<sup>st</sup> January 2024 – Strategic Needs Assessment for Serious Violence completed
- 31<sup>st</sup> January 2024 – Local Strategy completed (including final version of the delivery plan)

The Statutory Guidance document as published on 16<sup>th</sup> December 2022 can be accessed on the following Website: Serious Violence Duty - GOV.UK ([www.gov.uk](http://www.gov.uk)) (please note specific Guidance for Wales from pages 20 onwards).

Funding has been allocated to Dyfed Powys region by the Home Office to implement the Serious Violence Duty and as per legislation, this will be overseen by the Police and Crime Commissioner, who will also be providing support, monitoring activity and reporting to the Secretary of State.

Funding from the Home Office has been confirmed up to 2024/2025 on the following yearly allocations:

2022/2023: Labour costs £30,000 Non-labour costs: £0

2023/2024: Labour costs £180,000 Non-labour costs: £39,737.48

2024/2025: Labour costs £77,041.71 Non-labour costs: £111,655.25

At present, the resource is being allocated to increase analytical capacity within Dyfed Powys Police to prepare and deliver the regional SNA. Furthermore, it is intended that funding will be used to oversee the coordination of the delivery plan, strategy and associated workstreams within the region.

Crest Advisory has been commissioned by the Home Office to work with organisations specified in the SV Duty and local partners during 2023 to determine their readiness for the Duty and provide tailored support to

develop and ensure compliance. Partners across the region, including Ceredigion County Council have attended joint meetings with the Police and Crime Commissioner and nominated SV leads from key organisations have been identified. The nominated Strategic Lead for Ceredigion County Council is Barry Rees, as CSP chair and nominated practitioners are Diana Davies (Corporate Manager for Partnerships and Performance) and Tim Bray (Partnerships and Civil Contingencies Manager).

Existing partnership arrangements can be used to deliver on this Duty as the Statutory Guidance indicates that there isn't a necessity to create new partnerships. As such, it has been agreed that the existing Serious Violence and Organised Crime (SVOC) structure, which is already established and the Regional SVOC Board is the correct platform to lead on the planning and implementation of the SV Duty requirements. The Corporate Manager for Partnerships and Performance and the Partnerships and Civil Contingencies Manager currently attend Regional SVOC meetings, and will continue to do so and report back where necessary. Furthermore, in recognition of the vital role that education has in safeguarding, it is recommended that a strategic education representative for the area be represented at meetings to discuss the SV Duty. This will assist in providing a link between the specified responsible authorities and individual institutions, the new Curriculum for Wales and the opportunities that this presents with regards supporting the well-being landscape. It is proposed that the SV Duty is presented for information to Cabinet on the 6<sup>th</sup> June 2023.

During discussion, the following was noted:

- Concern was expressed in relation to the increase in drugs and County Lines activity in the County and Committee Members agreed this should be closely monitored,
- Further to a question regarding funding allocation, the Officer confirmed that it is not yet clear what agency will be leading on sourcing additional capacity to coordinate this work. This should be confirmed by September 2023.

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

- i. To note the new Serious Violence Duty and implications for Ceredigion County Council and the relevant partnerships which are attended by Ceredigion County Council representatives.

Committee Members agreed to note the new Serious Violence Duty and implications for Ceredigion County Council and the relevant partnerships which are attended by Ceredigion County Council representatives.

In order for the Overview and Scrutiny Coordinating Committee to understand the additional duties that Ceredigion County Council is required to respond to and consider.

The Chair thanked the Cabinet Member and the Officers for attending and presenting the information to the Committee.

## **6 Report on the Council's use of the Regulation of Investigatory Powers Act 2000 (RIPA)**

The Chair welcomed Councillor Matthew Vaux, Cabinet Member, and Harry Dimmack, Governance Officer, to present the Report on the Council's use of Regulation of Investigatory Powers Act 2000 to Committee Members.

A revised RIPA Policy was presented to the Committee on the 23<sup>rd</sup> November 2022, and approved by Council on the 26<sup>th</sup> January 2023. Members also received an update following an Investigatory Powers Commissioner's Office (IPCO) inspection in the November meeting.

In addition to the amendments presented to this Committee on the 23<sup>rd</sup> of November 2022, Council also approved the addition of two further amendments to the section on the 'Procedure for Applying for a Directed Surveillance Authorisation to the RIPA Policy' (see Council report for details). These additional changes were approved in advance of the Council meeting by the Chair of this Committee.

The Overview and Scrutiny Coordinating Committee is responsible for reviewing the Authority's use of RIPA. The most recent RIPA activity update was presented to the Committee on the 26<sup>th</sup> September 2022. Reports are presented on a 6 monthly basis.

Between the 4<sup>th</sup> July 2022 and the 26<sup>th</sup> April 2023, one application for directed surveillance was submitted and approved. The authorisation was approved by magistrates on the 13<sup>th</sup> January 2023 and expired on the 13<sup>th</sup> April 2023 (3 Months). A review was carried out on the 11<sup>th</sup> April 2023 which concluded that the authorisation should not be renewed.

On the 12<sup>th</sup> May 2023, a RIPA Update from the Senior Responsible Officer (SRO) was published on CeriNet News for all Council staff. This informed staff that the Council's Regulation of Investigatory Powers Act 2000 ('RIPA') PART II Directed Surveillance, Covert Human Intelligence Sources and Communications Data Corporate Policy & Procedures Document ('RIPA Policy') had been updated. This update also provided an overview to staff of the RIPA forms and guidance available on CeriNet. It is intended that 6-monthly messages will be circulated via CeriNet to ensure that any new staff are captured in order to raise awareness of the need to consider RIPA.

A quarterly newsletter has also been published by the Investigatory Powers Commissioner's Office (IPCO) and is available to view on their Website. <https://www.ipco.org.uk/publications/correspondence/>

During discussion, the following was noted:

- A question was raised regarding Freedom of Information requests. The Governance Officer confirmed that the Authority would have to adhere to the Freedom of Information policy in responding to any request.

Following discussion, Members were asked to note the report. Members agreed to note the report contents, to ensure the committee is kept up to date with the Council's use of RIPA and implementation of policies.



**7 To confirm minutes of the previous meeting and to consider any matters arising from those minutes**

The minutes of the Coordinating meeting held on the 22 March 2023 were confirmed as a true record of proceedings and there were no matters arising from those minutes.

**8 To receive a update from the Chairmen of the Overview and Scrutiny Committees and to consider the draft Forward Work Programmes**

Each Chair (or Vice-chair in the Chair's absence), in turn gave an update on their respective Committee's Forward Work Plans.

1. Thriving Communities

The Chair provided an update in relation to the Thriving Communities future work plan.

Councillor Wyn Evans congratulated the Chair for arranging a recent meeting to discuss the Waste situation.

2. Healthier Communities

The Chair provided an update in relation to the Healthier Communities future work plan.

Members were disappointed that the report regarding TAW Recruitment//retention has been moved forward to the 3<sup>rd</sup> July 2023 from the 24<sup>th</sup> May 2023 Committee meeting.

3. Learning Communities

The Chair provided an update in relation to the Learning Communities future work plan.

A Committee Member asked a question in relation to Declaration of Interest to which the Standards and Scrutiny Officer advised that the Councillor should contact the Monitoring Officer.

4. Corporate Resources

The Chair provided an update in relation to the Corporate Resources future work plan.

5. Coordinating Committee

The Chair provided an update in relation to the Coordinating Committee's future work plan.

The Medium-Term Financial Plan is currently noted to be presented to the Coordinating Committee on the 29 June 2023. The Corporate Resources Chair, Councillor Rhodri Evans, stated that the MTFP should be presented to the Corporate Resources Committee as it falls under this Committee's remit. The Overview and Scrutiny Officer stated that she had been in contact with Duncan Hall, Corporate Lead Officer. The issue is timescale for completion of reports. However, the 19<sup>th</sup> July 2023 Corporate Resources Committee meeting may be a possibility.

It was suggested that every Committee should receive a report in the Autumn regarding the Budget situation so that Members can prepare for the February meetings. This would provide an opportunity to discuss where savings are likely to be providing more of a Member input as to the available options.

A Member suggested that Procurement is included on the relevant Committee's Forward Work Plan.

The Chairman thanked Committee Members, Cabinet Members, Officers for attending and closed proceedings at 12 midday.

**Confirmed at the Meeting of the Overview and Scrutiny Co-ordinating  
Committee held on 29 June 2023**

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

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

## **Cyngor Sir CEREDIGION County Council**

<b>REPORT TO:</b>	<b>Overview and Scrutiny Co-ordinating Committee</b>
<b>DATE:</b>	<b>11 September 2023</b>
<b>LOCATION:</b>	<b>Hybrid</b>
<b>TITLE:</b>	<b>Draft Forward Work Programmes 2023/24</b>
<b>PURPOSE OF REPORT:</b>	<b>Review the current work programme of the Committee</b>
<b>REASON SCRUTINY HAVE REQUESTED THE INFORMATION:</b>	<b>The forward work programme of the Committee is reviewed and updated at each meeting</b>

### **BACKGROUND:**

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

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

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

The main roles of the Overview and Scrutiny Committees:

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

Effective Overview and Scrutiny can lead to:

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

## **CURRENT SITUATION:**

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

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

### **Choosing topics**

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

## **RECOMMENDATION (S):**

To review and update the current Forward Work Programme.

<b>Contact Name:</b>	Lisa Evans
<b>Designation:</b>	Scrutiny and Standards Officer
<b>Date of Report:</b>	4/9/2023
<b>Acronyms:</b>	FWP – Forward Work Programme

Overview and Scrutiny Draft Forward Work Programme 2023/24

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
<b>Coordinating</b>			
22 May 2023	Serious Violence Duty. PSB Report 6 monthly RIPA update CYSUR / CWMPAS		
11 September 2023	Performance Management Framework Review of IIA Strategic Equality Plan 24-28 Strategic Equality Plan Annual Report Gender Pay 2023 and Workforce Equality 2023 Reports PSB reports		

	<p>Outcome of the Crime and Disorder Strategic Assessment 2023 conducted by the Community Safety Partnership'</p> <p>CYSUR/CWMPAS</p> <p>Overview and Scrutiny Annual Report</p> <p>Scrutiny self-evaluation results</p>		
6 November 2023	PSB Report		
19 February 2024	Budget		
4 March 2024			
Future meetings			

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
<b>Corporate Resources</b>			
12 June 2023	SMART Towns Digital Connectivity update Engagement and Participation Plan Annual Report 2022-23	Arwyn Davies  David Owen  Cathryn Morgan	Chair's request  Chair's request
19 July 2023	Menopause Policy  Workforce Plan  Update on Hybrid Working  Update on Clic (requested)  Medium Term Financial Plan (MTFP)	Geraint Edwards  Geraint Edwards  Geraint Edwards/Russell Hughes-Pickering  Joy Lake/Anna Gawthorpe  Duncan Hall	Pre-Cabinet  Pre-Cabinet  Pre-Cabinet
19 October 2023	To Elect a vice-chairman for the remainder of the 2023/2024 municipal year with immediate effect  Tackling Hardship  Compliments, Complaints and Freedom of Information Reports  ICT and Digital Strategy  Procurement and Commissioning Strategy	  Cathryn Morgan  Marie Neige- Hadfield/Alun Williams  Alan Morris  Duncan Hall/George Ryley	  Pre-Cabinet  For info  Pre-Cabinet  Pre-Cabinet

	Update on Banking Services Contract	Duncan Hall	Pre-Cabinet
7 December 2023	Engagement and Participation Strategy update monitoring report  Possible invite to Openreach and Peter Williams, WG to update Committee on works planned/undertaken in County	Cathryn Morgan	Agreed at June's meeting to monitor progress 6 monthly
	Stress Management Policy	Geraint Edwards	Pre-Cabinet
	Work Life/Balance Policy & Revised Annual Leave Policy	Geraint Edwards	Pre-Cabinet
23 February 2024	Budget Preparation		
16 May 2024			
Future meetings	<ul style="list-style-type: none"> <li>Report on the Corporate Estate</li> </ul>		
Task and Finish County Farms	Ongoing		





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Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
<b>Healthier Communities</b>			
24 May 2023	CSSIW Inspection report and Action Plan	Audrey Somerton-Edwards	
	Update on Domiciliary Care	Donna Pritchard	Committee's request
	Regional Maternity and Early Years Strategy	Iwan Davies/Elen James	Pre-Cabinet
	Joint Adoption Arrangements	Audrey Somerton-Edwards	
3 July 2023	Through Age and Wellbeing Recruitment/Retention	James Starbuck	Committee's Request
	Direct Payments	Donna Pritchard	
	A report on the Housing Register	Llyr Hughes/Cerys Purches-Phillips	Committee's Request
18 September 2023	Housing Strategy	Llyr Hughes	Pre-Cabinet
	Statutory Director of Social Services Annual Report 22/23	Audrey Somerton-Edwards	Pre-Cabinet

	IRO	Elizabeth Upcott	Pre-Cabinet
22 November 2023	Report on the delivery of food hygiene/standards and animal feed inspections in Ceredigion	Carwen Evans	Requested by Committee
	CIW update report after six months for a period of one year on action against progress	James Starbuck	As recommendation
	Dementia Action Plan	Donna Pritchard	
	Respite and Day Services	Donna Pritchard	
22 February 2024	Budget Preparation		
11 March 2024	Invite: Barcud WWHA Caredig		
Future agenda items	Update on the Support and Intervention Service	Gethin Jones	
	May 2024 - Report on the 15 points referred to in the 'Pledge' – Domiciliary Care	Donna Pritchard/Heather West	

Overview and Scrutiny Draft Forward Work Programme 2023/24

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
<b>Thriving Communities</b>			
22 June 2023	Climate Change and Coastal Erosion / Flooding (from the risk register)	Phil Jones Invite NRW	Risk register
	Creation of Waste Service Working Group	Rhodri Llwyd	Review
	Development Management and Enforcement caseload update	Russell Hughes Pickering	Monitoring
31 July 2023	Report on the option of allowing 2 hours free parking before 11am (from the budget meeting)		Recommendation
	Winter Service		Review
	Dŵr Cymru Welsh Water (DCWW) Planning and phosphates discussion	Invite Welsh Water	Monitoring

23 October 2023	Review Harbours Management Policy Food Centre Wales	Gerwyn Jones Arwyn Davies	Policy
18 December 2023			
23 February 2024	Budget		
18 March 2024			
Future meetings	<p><u>Suggestions:</u> Impact of grant funded schemes – what’s the impact, how well drawing down funds</p> <p>Use of space – how do we make it more vibrant, increase income</p> <p>LDP</p> <p>Review of public toilet strategy</p> <p>Use of Buildings</p>		

	<p>Cutting Grass Policy</p> <p>Relationship between Ceredigion County Council and Welsh Government in relation to Town and County Planning</p> <p>Business Support and Regeneration</p>		
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Overview and Scrutiny Draft Forward Work Programme 2023/24

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
<b>Learning Communities</b>			
8 June 2023	Mid Wales Education Partnership Business Plan  ALN transfer document  Ceredigion Youth Council Minutes  Estyn inspections	MWEP Strategic Lead and the School Support Adviser	Recommendation  Recommendation  Monitoring  Monitoring
6 July 2023	Child Sufficiency Assessment  E-sgol	Carys Davies  Gwion Dafydd	Monitoring  Monitoring
28 September 2023	Post 16 education review  GCSE / A level results		Argymhellion  Monitro

27 November 2023	Sgiliau Bywyd, Sgiliau Gwaith & Multiply 6 month update on child care availability Curriculum	Mark Gleeson Carys Davies Gareth Lanagan	
22 February 2024 1.30pm	Budget		
9 May 2024			
Future meetings	Play Sufficiency Assessment Mid Wales Education Partnership (reported every autumn)		
Workstreams	<ol style="list-style-type: none"> <li>1. Ensure that local and national priorities are delivered effectively</li> <li>2. Ensure equity for all pupils</li> <li>3. Ensure an effective and efficient infrastructure to meet our priorities</li> </ol>		