

Public Document Pack



Cyngor Sir
CEREDIGION
County Council

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ceredigion.gov.uk

12th September 2023

Dwynwen Jones

Dear Sir / Madam

I write to inform you that a Meeting of the Healthier Communities Overview and Scrutiny Committee will be held at the HYBRID - NEUADD CYNGOR CEREDIGION, PENMORFA, ABERAERON / REMOTELY VIA VIDEO CONFERENCE on Monday, 18 September 2023 at 10.00 am for the transaction of the following business:

1. **Welcome and 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. **Housing Strategy, Setting out Ceredigion's vision and plans for housing in the County for the next 5 years (Pages 3 - 142)**
4. **To present to Committee the outcome of the Ceredigion Dementia Implementation Plan (Pages 143 - 214)**
5. **Independent Reviewing Service Performance Management Report Quarter 4, 2022 - 2023 (Pages 215 - 246)**
6. **To consider the Forward Work Plan 2023-2024 (Pages 247 - 254)**
7. **To consider the minutes of the previous meeting on the 3rd of July 2023 and to discuss any matter arising therefrom (Pages 255 - 262)**

Members are reminded to sign the Attendance Register

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

Yours faithfully

A handwritten signature in black ink, appearing to read 'L Edwards', written in a cursive style.

Miss Lowri Edwards
Corporate Lead Officer: Democratic Services

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

The remaining Members of the Council for information only.

Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview & Scrutiny Committee

DATE: 18/09/2023

LOCATION:

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

PURPOSE OF REPORT: For Scrutiny to reconsider the draft housing strategy following consultation.

REASON SCRUTINY HAVE REQUESTED THE INFORMATION:

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

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

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

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

CURRENT SITUATION:

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

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

We need to provide quality housing which is suitably located which will enable people to live at home for longer; this has the potential to create more resilient and connected communities and should be seen as a key component in delivering the vision set out in the Well-being of Future Generations (Wales) Act 2015. In addition, the Strategy remains considerate of local Strategies, in particular the Ceredigion Corporate Strategy and the Through Age Wellbeing Strategy.

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

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

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

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

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

CONSULTATION:

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

CONSULTATION FINDINGS:

The Consultation asked whether the respondent agreed or disagreed with the Vision, Priorities, Objectives and Actions proposed within the Strategy. For each area the majority of responses were positive and in agreement, which can be seen in the attached response form. Therefore, the Housing Team remain confident that these directions are fit for purpose and do not require changing.

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

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

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

HOUSING STRATEGY ADDITIONS:

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

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

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

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

Summary:

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

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

Integration:

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

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

Collaboration:

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

**WELLBEING OF FUTURE
GENERATIONS:**

Involvement: We have sought involvement through a workshop held regarding the Strategy, in which Stakeholders were invited and encouraged to contribute to the development of the Strategy. Updates on the progression of the Strategy will be provided regularly and considered at the Strategic Housing Partnership. Formal Consultation has been undertaken and responses considered.

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

RECOMMENDATION (S):

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

REASON FOR RECOMMENDATION (S):

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

Contact Name: Llŷr Hughes / Cerys Purches-Phillips
Designation: Corporate Manager – Housing Services
Senior Housing Officer – Strategy and Monitoring
Date of Report: 04/08/2023
Acronyms:

HOUSING FOR ALL



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This document is available in Welsh or English. If you require this document in Welsh or an alternative format, such as large print or a coloured background, please contact cerys.purchases-phillips@ceredigion.gov.uk

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INTRODUCTION

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

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

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

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

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

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

Ceredigion's Corporate Strategy contains four Wellbeing Objectives:

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

The Through Age Wellbeing Strategy aims to ensure:

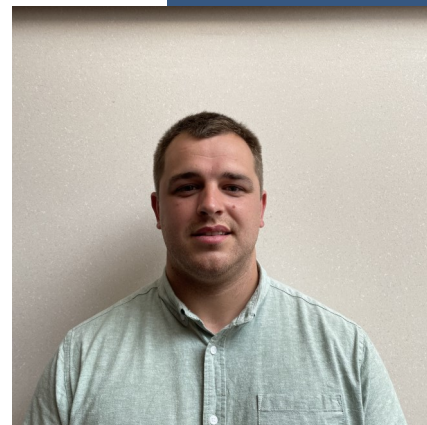
- Citizens of all ages will have an improved quality of life
- Improved support networks for families and those in need across the County
- Improved wellbeing and health by adopting effective interventions
- Supporting well established networks of community and voluntary groups providing preventative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

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

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

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

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



KEY FACTS

33,557

Total dwellings, including caravans and mobile homes

1715

Dwellings are second homes

3400

Units of Social and Affordable housing for rent

80

Units of temporary accommodation

1750

Households registered on the Common Housing Register (January 2023)

120

Applications to the Common Housing Register each month, on average

280

Social Housing lettings each year, on average

322

Additional Affordable homes, since 2018

74%

Owner Occupied properties, the highest tenure type in the County

9.4%

Social rented accommodation in Ceredigion (16% Wales average)

17%

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

833

Empty properties

KEY FACTS

690

Licensable Houses in Multiple Occupation

47

Supported living placements

404

Sheltered Scheme accommodation units in Ceredigion

104

Extra Care Scheme units

£31,162

Ceredigion median household income (CACI Paycheck 2021)

£262,535

Average property price in Ceredigion (September 2022)

82.4%

Of properties off mains gas

24.9%

Homes in fuel poverty

11,407

Properties on oil

KEY ACHIEVEMENTS

HOUSING FOR ALL 2018—2023

£540,000

Spent on 10 Houses into Homes loans

£510,853

Spent on 35 Home Improvement loans

£3.5m

Warm Homes Fund, for heating and insulations/ upgrades

£511,982

Gained through Citizen's Advice Bureau Income Maximisation Scheme

£5.3m

Grants spend for adaptations (CCC)

£495,813

Grants spend for adaptations (RSL)

3500

Declarations issued for ECO LA Flex Scheme

£2.5m

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

9

Awards received for Energy Efficiency Projects

25

Empty properties brought back in to use

210

Units of Social Housing developed

£21.3m

Social Housing Grant spent

56

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

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

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

The table above shows the Affordable Housing Monitoring Data

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

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

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

Allocations of Social Housing

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

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

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

Disabled Facility Grants Issued

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

WHERE WE WANT TO BE

OUR CHALLENGE

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

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

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

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

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

1. INCREASING SUPPLY AND IMPROVING HOUSING CONDITIONS

1.1 Provide housing that meets our communities' needs

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

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

Needs are influenced by:

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

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

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

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

Outcomes: How we will know we are there

People are provided with housing appropriate to their needs

Sufficient affordable housing to meet needs

To get there we will:

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

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

Maximise the funding streams available to build Affordable housing

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

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

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

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

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

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

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

This will be measured by:

Evidence of housing need

Number of clients from specific groups rehoused in suitable accommodation

Variety of properties developed on new sites

Number of Affordable housing units built

Range of Affordable housing option tenures available in the County

Number of new sites delivered

Number of Affordable housing units supported through Council incentives

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

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

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

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

Outcomes: How we will know we are there

People live in good quality housing

People live in energy efficient and affordable homes

People live in homes suitable for their needs

To get there we will:

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

This will be measured by:

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

2. SUPPORTING RESIDENTS IN THEIR OWN HOMES AND COMMUNITIES

2.1 Ensure homelessness is rare, brief and unrepeatable

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

The Rapid Rehousing Transition Plan will focus on:

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

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

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

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

Outcomes: How we will know we are there

Homelessness is prevented, where possible

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

People are supported to move to suitable and secure accommodation

To get there we will:

Work to prevent homelessness through a range of interventions

Ensure Temporary Accommodation is suitable

Develop services to manage the rapid transition to tenancies

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

This will be measured by:

Number of households where homelessness is prevented

Number of households moving in to suitable accommodation

Number of reviews of suitability of Temporary Accommodation

Progression into the Rapid Rehousing model

Number of days spent in Temporary Accommodation

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

2.2 Provide timely and appropriate support to maintain independent living

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

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

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

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

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

Outcomes: How we will know we are there

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

To get there we will:

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

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

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

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

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

Promote access to support services through the internal Housing Support Gateway

This will be measured by:

Number of grants and loans issued

Number of people assisted to raise housing standards within their homes

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

Number of people rehoused through the Common Housing Register

Number of people supported to identify alternative accommodation

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

Number of people supported through Housing Support Grant

Number of referrals received from a variety of services

THE BIGGER PICTURE

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

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

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

Corporate Well-being Objectives:



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

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

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

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

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

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

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

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

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

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

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

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

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

Welsh Language and Culture

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

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

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

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

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

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

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

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

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

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

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

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

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

Phosphate Levels

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

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

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

DELIVERING OUR STRATEGY

Partnership Arrangements

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

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

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

From the Council's Through Age Wellbeing Strategy we know that "Providing support for all ages and needs is a significant challenge for the Council, with limited resources. The profile of society and demographics have changed considerably over the last decade with a significant increase in the prevalence and impact of substance abuse, poor mental health, domestic abuse and older age groups living in Ceredigion. As a consequence, demand for certain services has increased placing a greater financial pressure on those service areas. In addition, the unemployment levels, coupled with the low income levels has placed increased difficulties on the ability of people to access safe, affordable housing" Therefore, we will continue to work across Council services and support wherever possible to meet identified housing needs and ensure priorities are inclusive, co-produced and client focussed.

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

Performance and Governance

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

Action Plan

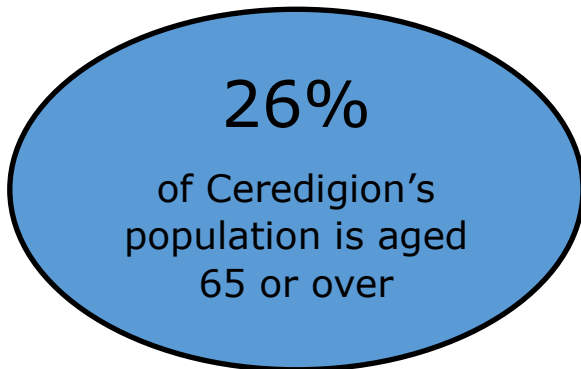
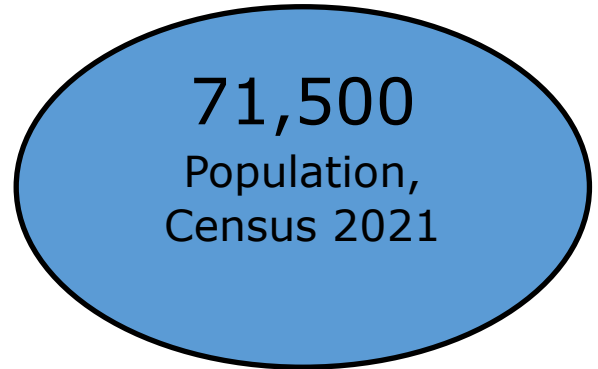
We will prepare an Action Plan setting out our targets, key projects and activities and how we will measure our progress. Delivery against the Plan will be reported to Members and Partners through the Strategic Housing Partnership.

EVIDENCE PAPERS

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

Demographics

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



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

Data from 2021 Census for Ceredigion

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

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

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

Social Housing

9.4%

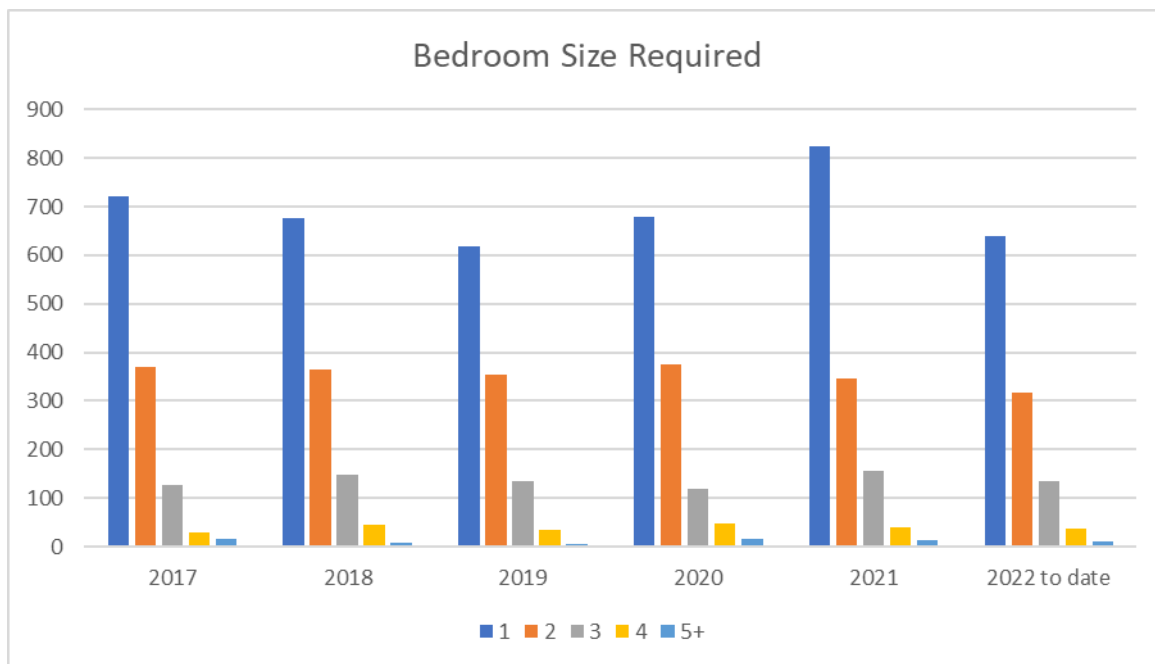
Social Housing
stock, in Ceredigion

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

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

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

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



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

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

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

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

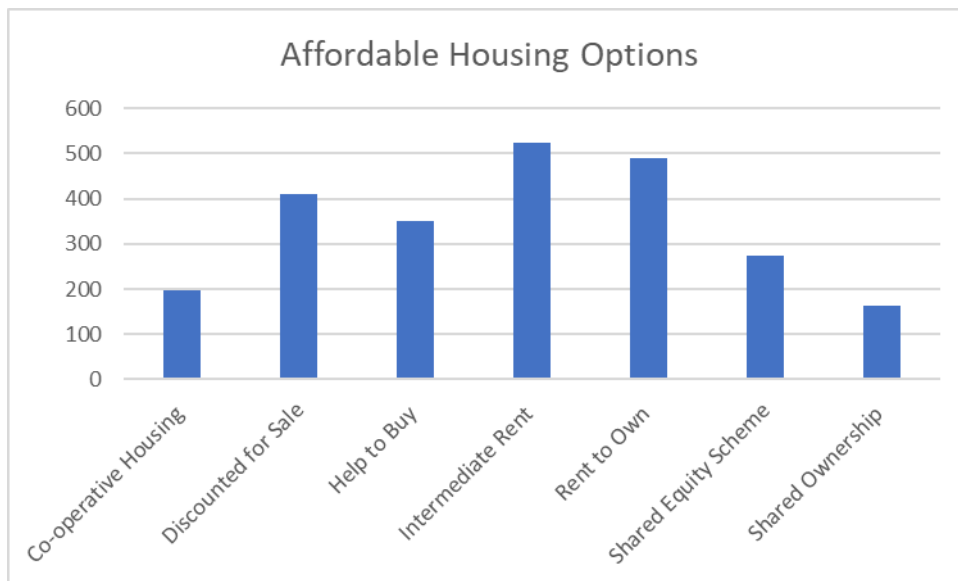
Bedroom size demand compared to current Social Housing Stock

Affordable Housing

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

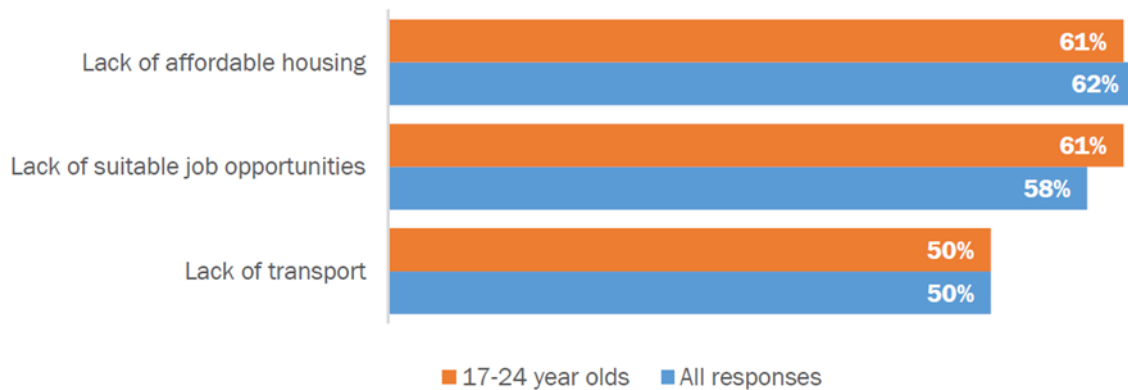
- Shared Ownership
- Shared Equity
- Rent to Own
- Homebuy Scheme
- RSL Shared Equity Scheme
- Help to Buy Wales
- Extra Care

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



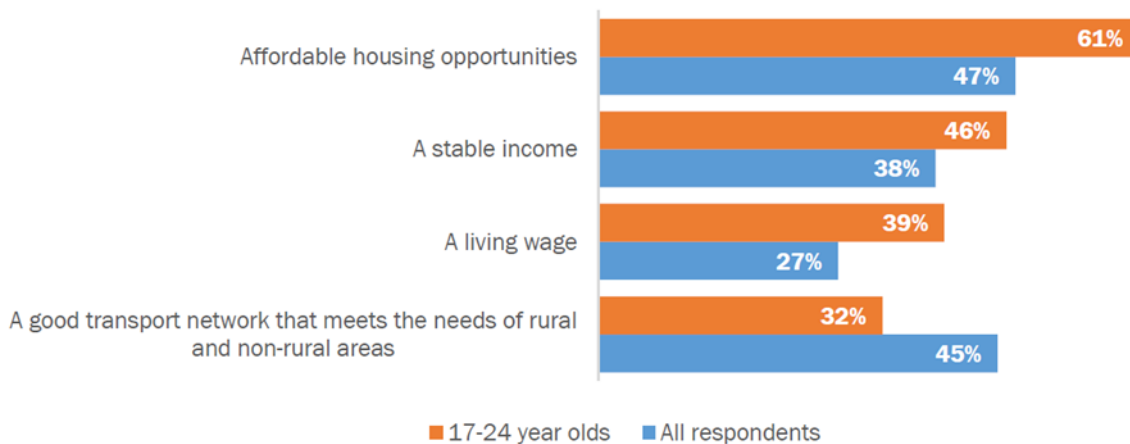
The Local Wellbeing Assessment was carried out in 2022 and identified that the residents of Ceredigion were concerned about affordable housing opportunities.

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



Source: Ceredigion PSB Well-being Survey

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



Source: Ceredigion PSB Well-being Survey

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

Housing Standards

16.6%

Private rented properties, in Ceredigion

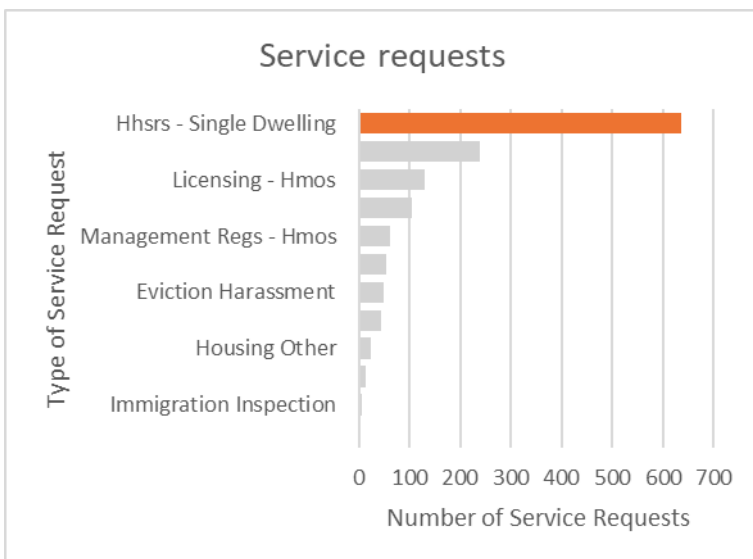
Private rented homes are generally considered to be in worse conditions than other tenures. Ceredigion has a high proportion of privately rented properties, 16.6% compared to a Wales average of 14.2%

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

1383

Housing related Service Requests

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



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

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

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

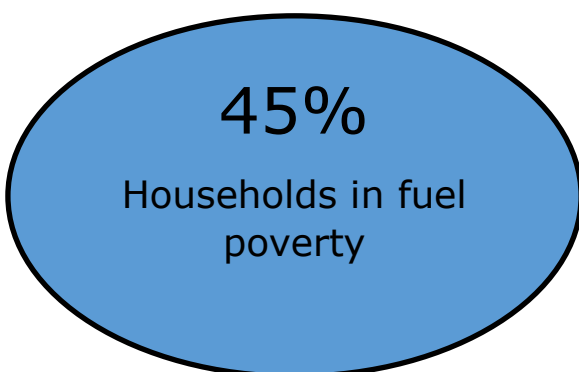
The current means of assessing 'bad housing' is the Housing Health and Safety Rating System (HHSRS), which classifies defects in dwellings by assessing their potential effect on the health and safety of occupants and visitors. The system allows the seriousness of any hazard to be rated, differentiating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

Category 1 Hazards

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

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

Fuel Poverty

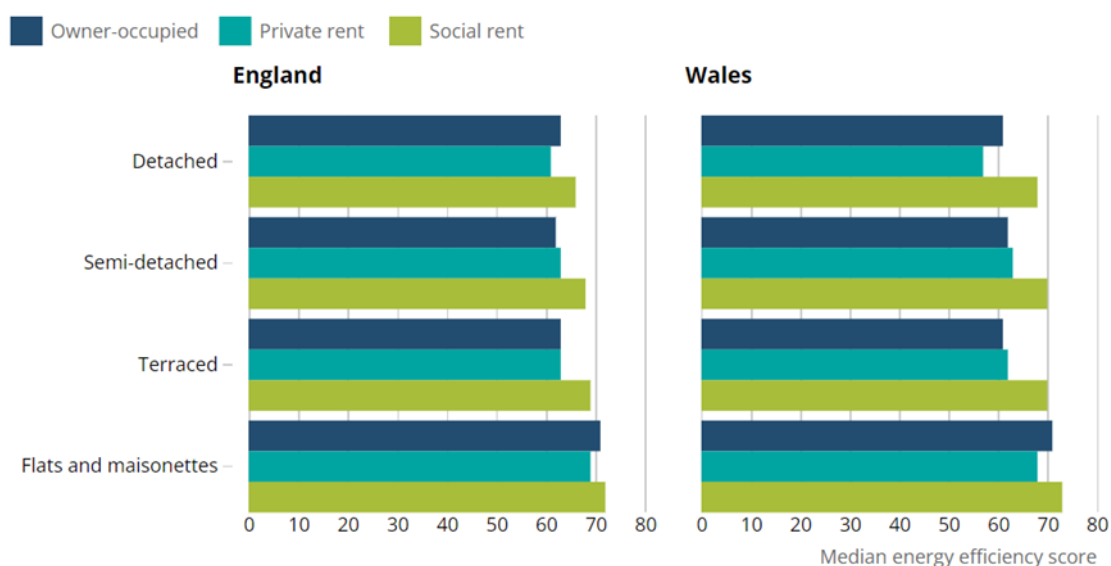


New official Welsh Government fuel poverty estimates say up to 45% of Households in Wales are likely to be struggling to keep warm and safe at home, trapped in fuel poverty.

Energy Efficiency

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

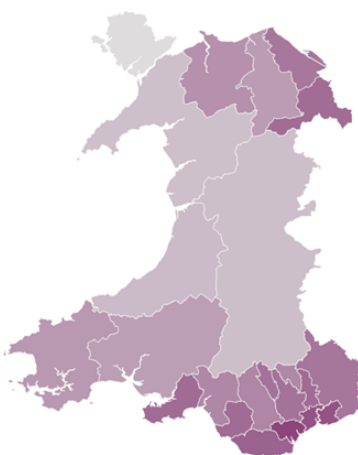
- 82.4% of properties not on mains gas (29,693 properties)
- 6926 properties with an EPC rating of F or G



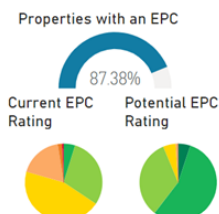
The table above shows median energy efficiency score by tenure and property type, England and Wales, up to March 2022 (Source: Department of Levelling Up)

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

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



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



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

Empty Properties and Second Homes

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

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

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

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

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

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

Aberystwyth – 119 (27 long term, 92 premiums)

Cardigan – 48 (21 long term, 27 premiums)

Lampeter – 29 (8 long term, 21 premiums)

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

Houses in Multiple Occupation

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

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

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

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

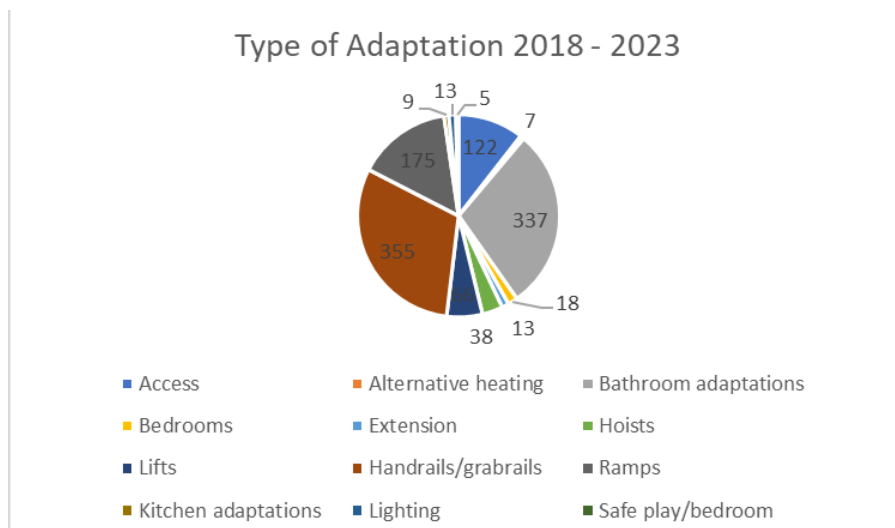
Leasing Scheme Wales

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

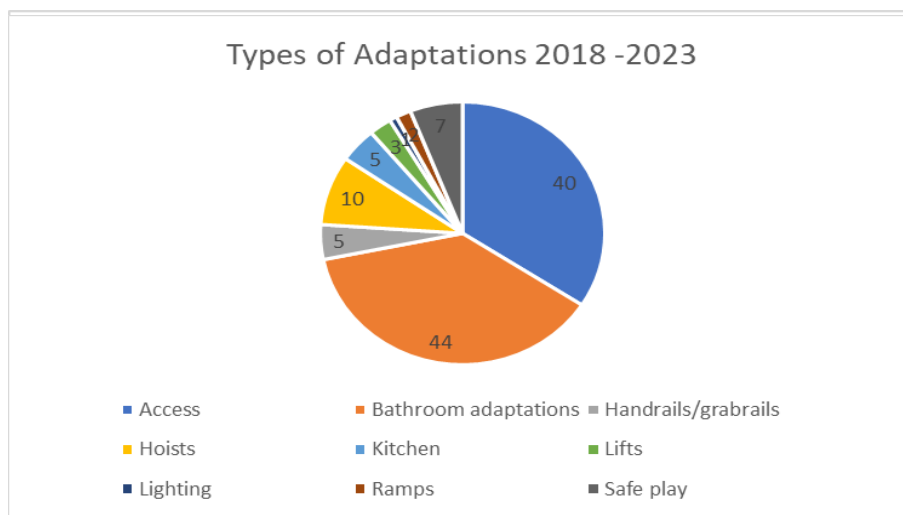
Adaptations

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

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



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



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

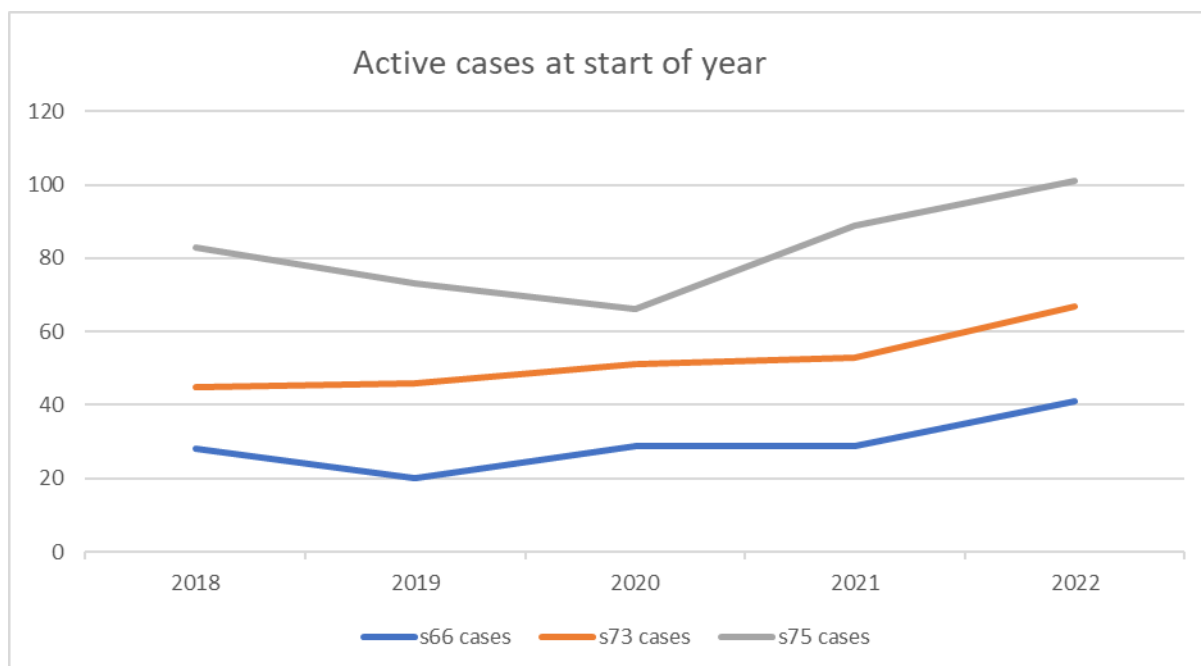
Homelessness

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

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

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

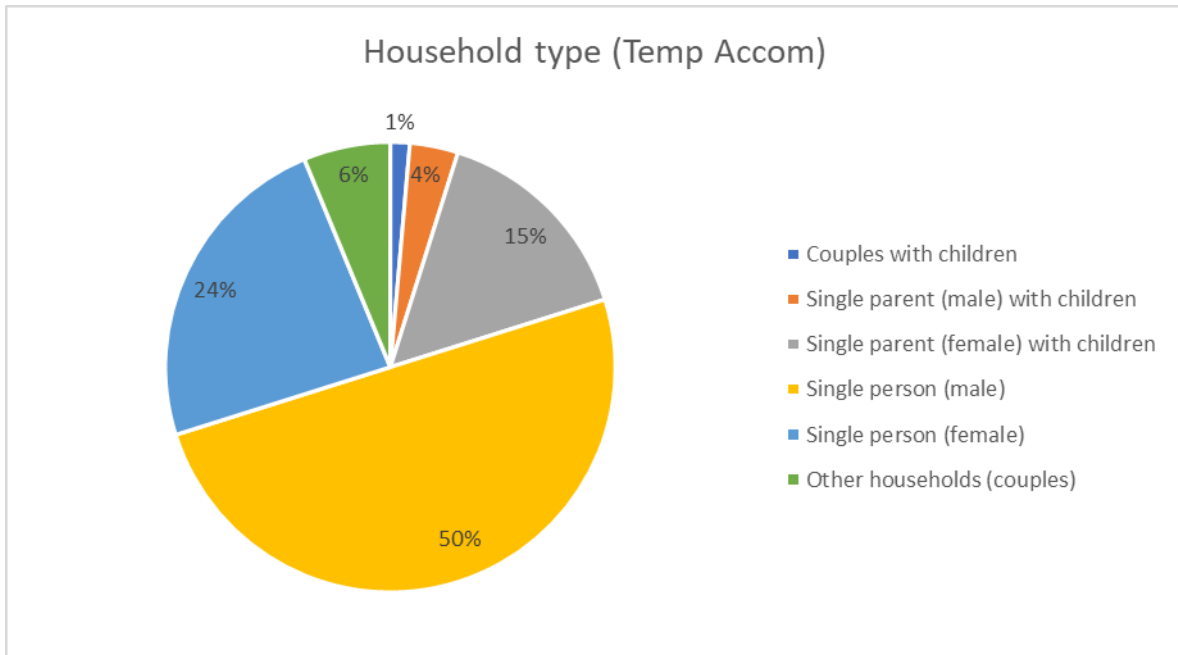
The table below shows active case numbers 2018–2022



Temporary Accommodation

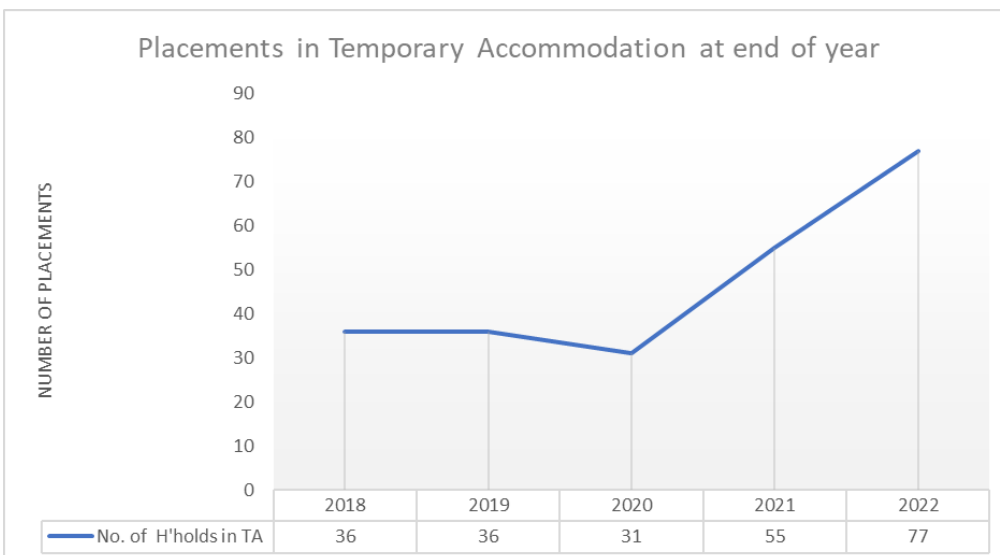
The data below looks at the makeup of households accommodated in temporary accommodation over 2021/2022. During this time 189 placements were made, accommodating 144 households.

Household type placed in temporary accommodation



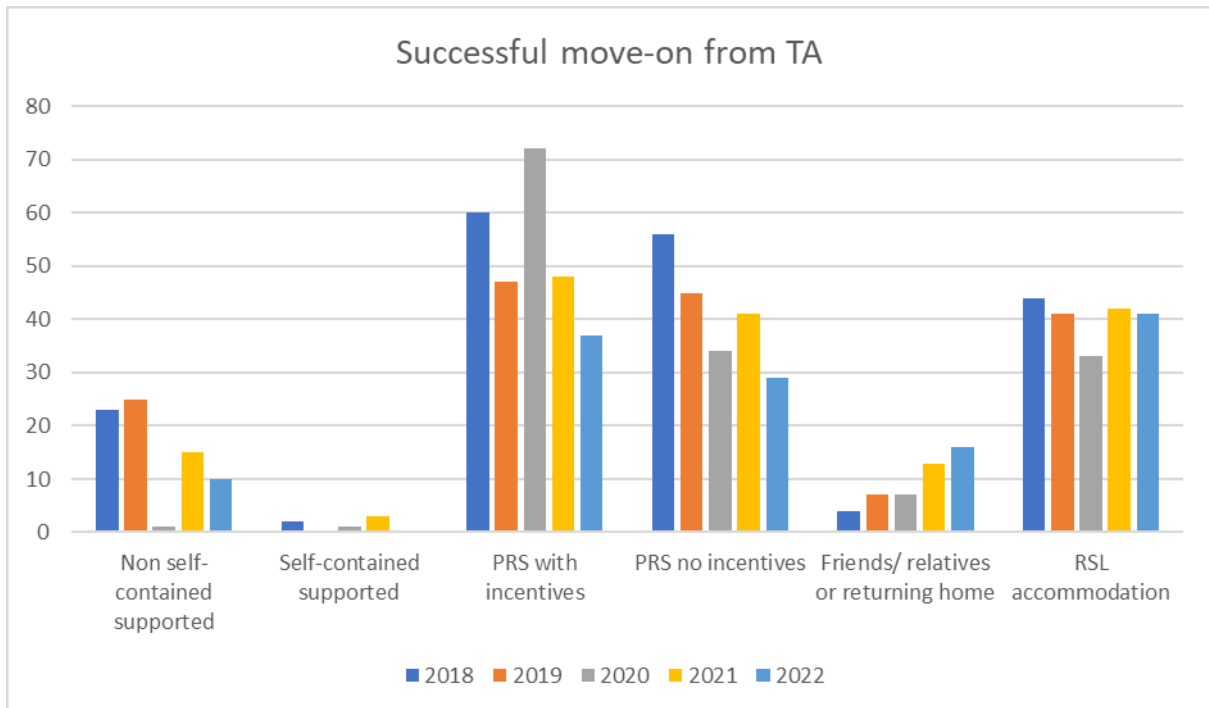
74% of all homeless placements are for single persons. This is in comparison to the Census 2011 data which indicates just 33.1% of the total population of Ceredigion is in a single person household.

Households placed in temporary accommodation



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

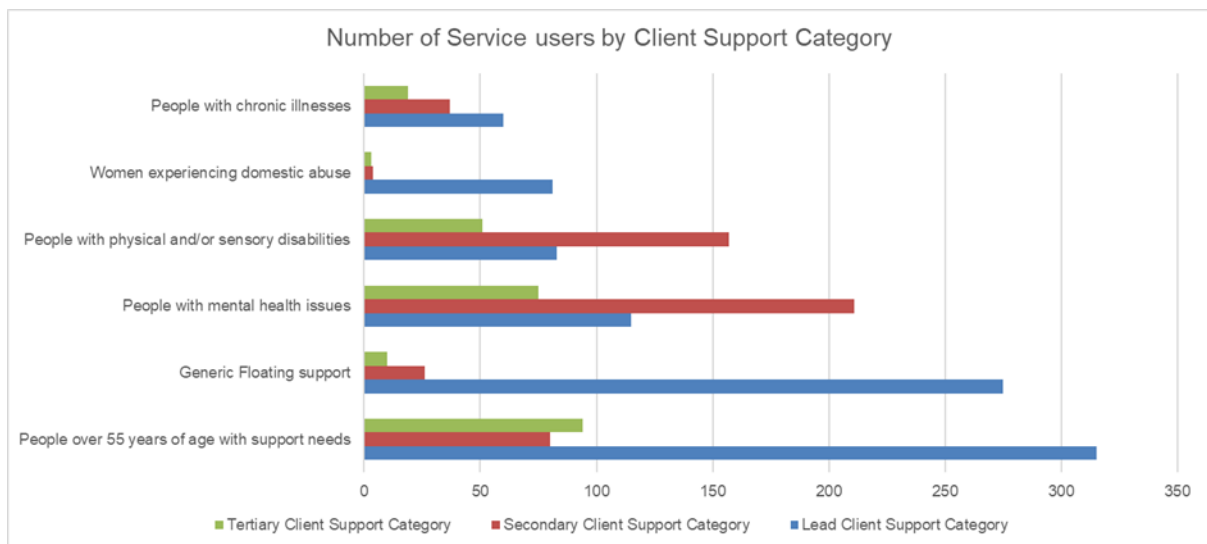
Successful move on from Temporary Accommodation 2018 –2022 (percentage)



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

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

Housing Support



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

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

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

GLOSSARY OF TERMS

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

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

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

To what extent do you agree or disagree with the Housing Strategy’s overall vision?
“There will be sufficient and sustainable accommodation to meet residents’ needs now and in the future”

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




Please tell us why:	Housing Team Response
Living in appropriate and sustainable accommodation is a basic right for all that live in the county.	Agreed.
It is a good vision but having read the document I'm not clear on the specifics of how this will be achieved.	Objectives and priorities are highlighted within the Strategy. An Action Plan will be developed in due course.
Sounds good - but also sea level rise - need communities out of eventual reach -allow if increase of communities uphill, inland will also be more resilient.	Subject to flood consequence assessment under planning policy.

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

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

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

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

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

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

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

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

Do you agree or disagree with the proposed objectives and actions in the strategy for the **Increasing supply and improving housing conditions priority?**


● Strongly Agree	12
● Agree	7
● Neutral	10
● Disagree	3
● Strongly disagree	2



Please tell us why:	Housing Team Response:
Again, I'm not clear on the specifics as to how this will be achieved.	Priorities, actions and objectives are highlighted within the Strategy, specifics will be in the Action Plan.
Sounds good but there should also be support for residents to self-build eco homes.	The type and construction of a property is governed by Planning Policy and regulations.

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

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

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

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

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

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

Noted.

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

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



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

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

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

Detail is held within other corporate plans.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The Census figures also reflect this.

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

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

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

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

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

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

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

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

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

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

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

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

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

All humans should be treated equally. We should be careful of creating discrimination by over supporting one group aggressively.

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

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

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

I say live and let live. Stop pushing any language.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

An integrated tool to inform effective decision making



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

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

Proposal Title	Housing Strategy, setting out Ceredigion's visions and plans for housing in the county for the next 5 years
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Service Area	Housing	Corporate Lead Officer	Greg Jones	Strategic Director	James Starbuck
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Name of Officer completing the IIA	Cerys Purches-Phillips	E-mail	Cerys.purches-phillips@ceredigion.gov.uk	Phone no	Skype
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Please give a brief description of the purpose of the proposal

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

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

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

VERSION CONTROL: The IIA should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development, Welsh language and equality considerations wherever possible.

Author	Decision making stage	Version number	Date considered	Brief description of any amendments made following consideration
Cerys Purches-Phillips	Scrutiny	1	13/04/2023	No changes, progress to Cabinet.
Cerys Purches-Phillips	Cabinet	1	02/05/2023	No changes, approval for public consultation.
Cerys Purches-Phillips	Scrutiny	2	18/09/2023	

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

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

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

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

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

An integrated tool to inform effective decision making



Sustainable Development Principle	Does the proposal demonstrate you have met this principle? If yes, describe how. If not, explain why.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the principle?
Long Term Balancing short term need with long term and planning for the future.	<ul style="list-style-type: none"> The term for the Strategy is 5 years. After which it will be reviewed to ensure it is still meeting residents needs and amended accordingly. Short term needs are addressed through immediate response and support provision. 	The development of housing addresses longer term issues.	N/A
Collaboration Working together with other partners to deliver.	<ul style="list-style-type: none"> The Strategy has been developed in conjunction with Partners and will continue to need their support in order to fully maximise the potential of the strategy and its' delivery. The Strategy can only be realised through partnership working in both Public and Third Sector. 	Regular attendance at the Strategic Housing Partnership together with workshops held 9 th January 2023 and 12 th January 2023 to develop the Strategy. Partners include: Wales & West Housing, Ceredig, Barcud, HDUHB, together with Corporate Managers from other Council service areas.	N/A
Involvement Involving those with an interest and seeking their views.	<ul style="list-style-type: none"> We have sought involvement through a workshop held regarding the strategy to which stakeholders were invited and encouraged to contribute to the development of the strategy. Updates on the progression of the strategy are given regularly and considered at the Strategic Housing Partnership. There will be a formal consultation process before adoption. 	Regular attendance at the Strategic Housing Partnership together with workshops held 9 th January 2023 and 12 th January 2023 to develop the Strategy. Partners include: Wales & West Housing, Ceredig, Barcud, HDUHB,	N/A

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

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3. WELL-BEING GOALS: Does your proposal deliver any of the seven National Well-being Goals for Wales as outlined on the Well-being of Future Generations (Wales) Act 2015? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. We need to ensure that the steps we take to meet one of the goals aren't detrimental to meeting another.			
Well-being Goal	Does the proposal contribute to this goal? Describe the positive or negative impacts-	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the goal?
3.1. A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs.	The strategy positively contributes to a prosperous Wales, through opportunities for local procurement, community involvement through local development and energy efficiency schemes.	Opportunities for local procurement are pursued through adaptations, development and energy efficiency. £4million is invested into the County through the Housing Support Programme.	Community benefits can be realised through procurement avenues.
3.2. A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).	The Strategy encourages opportunities for a resilient Wales to improve energy efficiency within peoples homes and build community resilience through the provision of sustainable cost effective homes.	Examples of funding bids for warmer homes together with other new development schemes. Evidence Papers contained in the Strategy support this view.	Requirements relating to environmental considerations will be addressed through Planning.
3.3. A healthier Wales People's physical and mental wellbeing is maximised and health impacts are understood.	The Strategy aims to improve the living environment which will have a positive impact on a persons physical and mental wellbeing. The Housing Support Programme, which supports the Housing Strategy, will address peoples physical and mental wellbeing, in the context of their housing need.	Housing Needs Assessment. Evidence Papers contained in the strategy outline the contributing factors and key statistics are shown as examples of improved living standards.	Close working with other Pyrths through the Through Age Wellbeing model.



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



<p>3.6. A more equal Wales People can fulfil their potential no matter what their background or circumstances.</p> <p><i>In this section you need to consider the impact on equality groups, the evidence and any action you are taking for improvement.</i> <i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i> <i>These include the protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or beliefs, gender, sexual orientation.</i> Please also consider the following guide:: Equality Human Rights - Assessing Impact & Equality Duty</p>	<p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p>	<p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to involvement box within this template. Please also consider the general guidance.</i></p>	<p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p>																
<p>Age Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> <table border="1" data-bbox="69 1021 779 1465"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/ Negligible</th> </tr> </thead> <tbody> <tr> <td>Children and Young People up to 18</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>People 18-50</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>Older People 50+</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> </tbody> </table>		Positive	Negative	None/ Negligible	Children and Young People up to 18	✓			People 18-50	✓			Older People 50+	✓			<p>There is a positive impact for all age groups as we are creating homes which are suitable for each stage of life from safe, warm homes for children, families and through to adapted and independent homes for the elderly.</p> <p>Within the Housing Strategy there is a recognised need for smaller housing suitable for younger people wishing to establish themselves in the area.</p>	<p>21% of households on the Ceredigion Housing Register have requested Older Persons' Accommodation.</p> <p>Evidence papers and key statistics contained in the Strategy support this view.</p> <p>Ceredigion's population is expected to age over the coming years, with significant increases in the numbers of people aged 65 and over, and more particularly in the 85+ age group. As life expectancy increases, the</p>	<p>Actions have already been taken to better contribute to positive impacts for young people and older people.</p> <p>There are specific Housing Support commissioned services to address the needs of younger and older age groups.</p>
	Positive	Negative	None/ Negligible																
Children and Young People up to 18	✓																		
People 18-50	✓																		
Older People 50+	✓																		



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

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

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	✓			Adaptations can be realised through the Disabled Facilities Grants process, where small and medium grants are no longer means tested. It is important to provide a range of housing services that enable people to maintain their independence and wellbeing through each stage of life. There is a positive impact for the full range of disabilities as future housing should address individuals needs as and when they occur.	limits their day to day activities.	
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			
	✓					

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



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

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

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

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			✓	priority need for homelessness.		
Maternity	Positive	Negative	None/ Negligible			
			✓			

Race Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)				Customs, beliefs and traditions within diverse communities will be respected. Development of affordable housing sites contain a mix of housing types to meet diverse needs and culturally appropriate accommodation. Gypsy & Traveller needs are catered for through a regular Accommodation Assessment. The Council participates in National Refugee Resettlement schemes.	The majority of Ceredigion's residents (96.2%) are white, with the majority of those being White Welsh, Scottish, Northern Irish, English, or British. The next largest ethnic group in Ceredigion is Asian, Asian British or Asian Welsh with 1,096 people or 1.5% of the County's population. A further 867 or 1.2% of the population are from Mixed or Multiple ethnic groups, and 366 or 0.5% are Black, Black British, Black Welsh, Caribbean or African.	The use of interpretation services might be required for service users who are migrants and have limited or no Welsh/English language skills. Consider Anti-Racist Wales Action Plan.
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			
	✓					

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

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	✓				Ceredigion, the largest proportion of the population state their religion as Christian (47%), followed by no religion (43%). Other religions, which includes Pagan, Spiritualism and Spiritualist are the next largest group at 0.9% of the population.	
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			
	✓					
Non-belief	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			
	✓					

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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



Having due regard of the Socio-Economic Duty of the Equality Act 2010.
Socio-Economic Disadvantage is living in less favourable social and economic circumstances than others in the same society.
As a listed public body, Ceredigion County Council is required to have due regard to the Socio-Economic Duty of the Equality Act 2010. Effectively this means carrying out a poverty impact assessment. The duty covers all people who suffer socio-economic disadvantage, including people with protected characteristics.

3.6.5 What evidence do you have about socio-economic disadvantage and inequalities of outcome in relation to the proposal?
Describe why it will have a positive/negative or negligible impact.

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

What evidence do you have to support this view?

LHMA, Census Data, Wellbeing Plan, Demographics.

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

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



3.7. A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh Language are promoted and protected. <i>In this section you need to consider the impact, the evidence and any action you are taking for improvement. This in order to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language Measure 2011.</i>				Describe why it will have a positive/negative or negligible impact.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Will the proposal be delivered bilingually (Welsh & English)?	Positive	Negative	None/ Negligible	The Strategy will be available in both Welsh and English.	Bilingual copies of the final Strategy will be available on the corporate website in accordance with full compliance with the Council Welsh Language Standards.	N/A
	✓					
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	Impact is positive in this case. Communities are changing in Ceredigion, and this is having an effect on language use. Within the Strategy we aim to (i) Ensure that there are affordable homes for local people so that they can remain in their communities and	Ceredigion Welsh Language Profile: 45.3% (31,678) of the population over 3 years old are welsh speakers according to Census 2021 returns. We record applicants language of choice on application.	N/A
	✓					



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

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



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

4.1 Actions.

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

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

No negative impacts identified.

4.3. Monitoring, evaluating and reviewing.

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

The impact and the effectiveness of the Strategy will be monitored through Strategic Housing Partnership and continuous conversations with Partners.

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

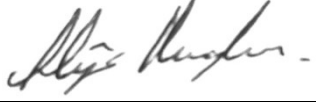


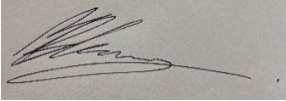
Impact Criteria	1 - Very low	2 - Low	3 - Medium	4 - High	5 - Very High
Likelihood Criteria	1 - Unlikely to occur	2 - Lower than average chance of occurrence	3 - Even chance of occurrence	4 - Higher than average chance of occurrence	5 - Expected to occur
Risk Description	Impact (severity)		Probability (deliverability)		Risk Score
No risks identified					<i>Probability x Impact e.g. 3 x 5 = 15</i>

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

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

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Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview and Scrutiny Committee

DATE: 18 September 2023

LOCATION: Via Zoom

TITLE: To present to Committee the outcome of the Ceredigion Dementia Ceredigion Implementation Plan

PURPOSE OF REPORT: To scrutinise the outcome of the public engagement and the Implementation Plan developed and make recommendations if required to Ceredigion County Council Cabinet.

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: To scrutinise the report and the Implementation Plan and make recommendations if required to Ceredigion County Council Cabinet.

BACKGROUND:

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

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

CURRENT SITUATION:

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

The key finding of the report are as follows:

Data

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

Key Themes

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

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

Recommendations

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

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

- **Dementia Wellbeing Connector Roles (Regional)** - The vision for the Dementia Wellbeing Connectors service is that PLWD and their carers will have access to consistent, coordinated wrap-around support to enable efficient and effective navigation through health, social care, and third sector services, with support for their wellbeing throughout their journey.
- **Exploration and feasibility study to explore a virtual service and dementia health advice line (Regional)** - Virtual health checks would enable professionals to monitor situations remotely. Access to a dementia health advice line would also support PLWD and their families and care givers. This would give them easy access to health advice and may prevent emergency attendances at acute hospitals. Currently untested and requires further feasibility and research work to understand the functions.
- **Enhanced transport options Regional/Local)** - Exploring options for additional transport, involving public, private and charitable organisations is essential to support local communities and ensure equitable health and social care access for PLWD.
- **Bespoke day services that act as community hubs (Local)** - Renewed emphasis on the importance of day services, but the need to transform these vital services to better meet the needs of PLWD.
- **Dementia-friendly services in everyday life (Local)** - Capitalising on the success of Dementia Friendly Towns and a growing public understanding of dementia, Ceredigion County Council is well placed to act as a champion to support small, positive action across the wider community and in everyday life.
- **A joined-up approach to learning and development (Regional)-** A joint regional approach to dementia learning and development for health and social care staff at all levels.
- **A new model of care consisting of the following (Regional/Local – Integrated and collaboration required to further develop this area of work):**
 - Dedicated dementia community team and referral pathway;
 - Introduce an MDT approach across the dementia pathway;
 - Specialist education clinician roles;
 - Integrated IT referral system;
 - Patient centred decision making;
 - Increase in dementia specialist care units in the area.

Next Steps

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

Has an Integrated Impact Assessment been completed?

Yes attached

Summary:

Long term:

The Regional Strategy will provide a blue print for the development of Dementia support and services for the future.

Integration:

The implementation plan is an integrated plan.

Collaboration:

The implementation plan requires collaboration across agencies and with local communities, individuals living with dementia and their carers.

Involvement:

There will be involvement required from professionals across the authority, Health Board, third sector and the communities.

Prevention:

Prevention is a key focus of the implementation plan, and we will be working with Public Health Wales to ensure that prevention underpins the implementation of the strategy.

WELLBEING OF FUTURE GENERATIONS:

RECOMMENDATION (S):

Report for information and agreement on any recommendations to Cabinet prior to approval

REASON FOR RECOMMENDATION (S): N/A

Contact Name: Donna Pritchard
Designation: Corporate Lead Officer – Porth Gofal
Date of Report: 22 August, 2023
Acronyms:



Ceredigion County Council – Dementia Engagement and Service Implementation Plan Project

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

April 2023

Document control

Owner	Ceredigion County Council
Document Title	Dementia Engagement and Service Implementation Plan Project
Version	15
Reference	1001073
Author	Aoife Mulcahy/Joseph Middleton
Date	10/07/2023

Document history

Version	Date	Author	Comments
1.0	27/03/23	Aoife Mulcahy	Draft
2.0	03/04/23	Martin Wilson	Review and edits
3.0	04/04/23	Aoife Mulcahy	Draft - Edited
4.0	05/04/23	Martin Wilson	Draft - Reviewed and Edited
5.0	05/04/23	Aoife Mulcahy	Draft - Edited
6.0	11/04/23	Martin Wilson	Draft – Reviewed and Edited
7.0	12/04/23	Joseph Middleton	Reviewed and Edited
8.0	13/04/23	Cherie Cope	Amended data section, report format
9.0	27/04/23	Joseph Middleton	Survey analysis, additional engagement and lived experience
10.0	28/04/23	Martin Wilson	Review and Edited
11.0	12/05/23	Joseph Middleton	NL Comments CCC Performance and Research Team Edits
12.0	25/05/23	Joseph Middleton	Regional comments as per MBF
13.0	13/06/23	Joseph Middleton	Added Appendix on engagement
14.0	15/06/23	Joseph Middleton	WWRPB Changes

15.0	10/07/2023	Martin Wilson	Hafan y Waun development
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16.0	11/07/2023	Joseph Middleton	Hafan y Waun Adjustment
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1. INTRODUCTION

1.1. Background

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

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

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



Service Map of core providers for Dementia Care

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

1.2. Purpose

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

1.3. Data analysis

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

1.4. Stakeholder engagement

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

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

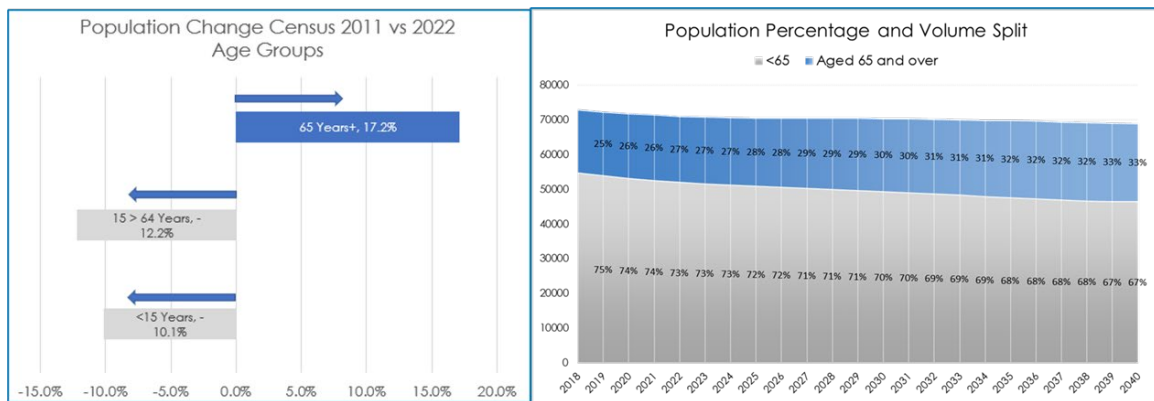
In addition, Ceredigion County Council ran an online and paper survey throughout the engagement period. This was open to the public and invited responses from across the county. A series of public awareness messages, including press releases and social media posts encouraged as many responses as possible.

2. DATA ANALYSIS

2.1. Population and people living with dementia

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

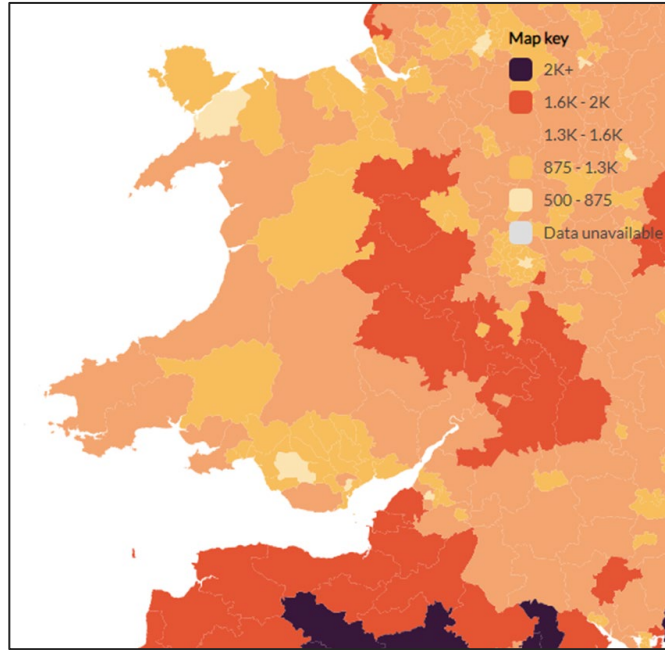
The data suggests that, although Ceredigion's population is shrinking, the region's elderly population is growing at a substantial rate.



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

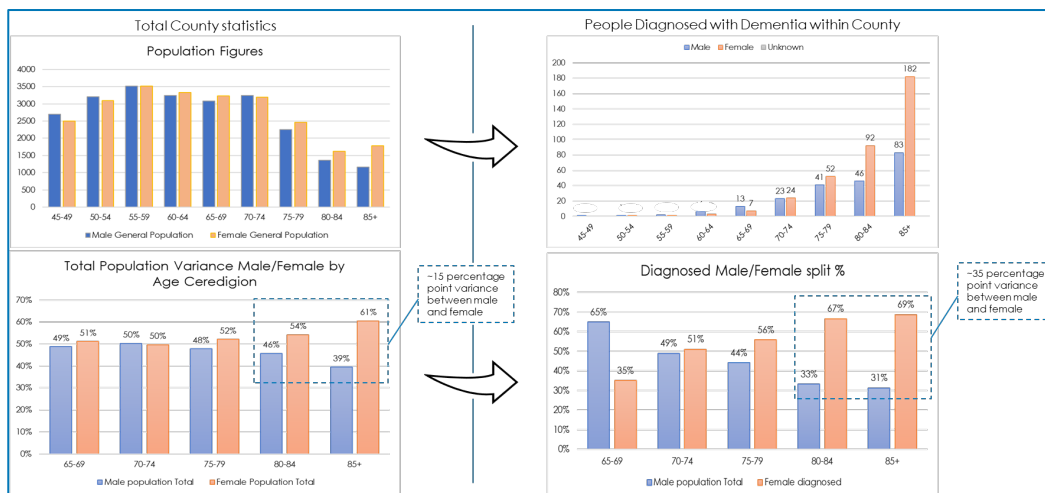
There is, therefore, an expectation that, although the population is shrinking, the elderly proportion is increasing at a constant rate. This will inevitably lead to further demand pressure on older people's services in Ceredigion. This includes dementia care, of which 97% is delivered to the 65+ age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

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



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

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



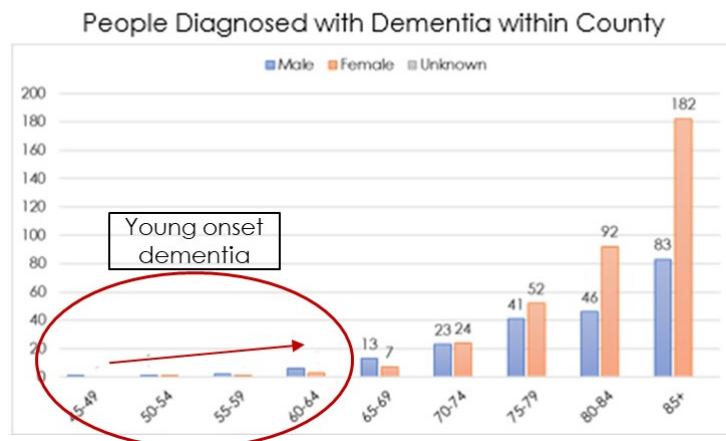
The predicted growth of PLWD ranges anywhere from 600 more PLWD in 2040 to 2000. If correct, this is at least a 49% increase in prevalence on current volumes. When compared to other Welsh counties, Ceredigion has a slower growth rate, but it is still substantial given the aging population. The comment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

2.2. Young Onset Dementia

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

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

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



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

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

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

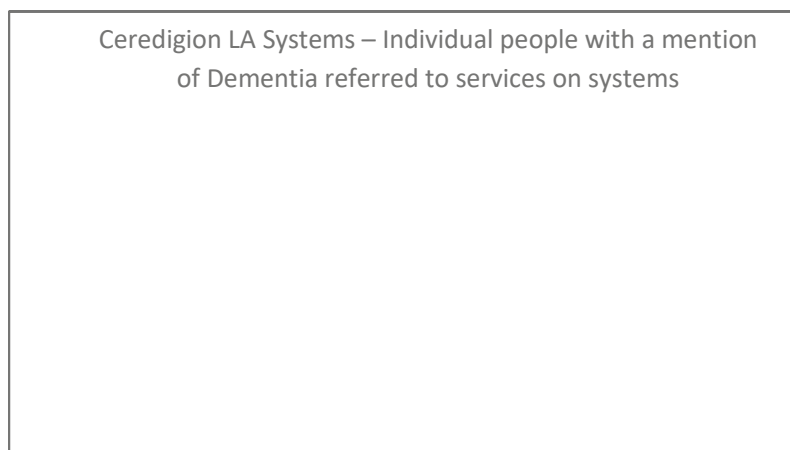
Another important point in respect of diagnosis challenges in this younger age cohort is the higher likelihood of the person with dementia having learning disabilities. It is well known that up to three-quarters of people with Down's syndrome over the age of 50 may develop dementia. It can also be more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

2.3. Other Data and Data Quality

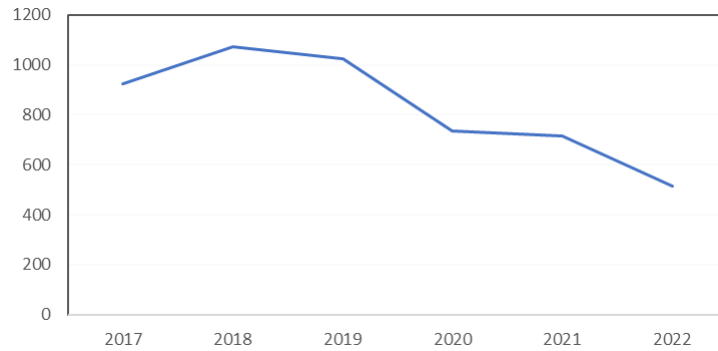
Ceredigion County Council information leads embarked on a task as part of this work to extract data from their systems where there is a mention of dementia. The data was provided and analysed. There are substantial gaps in the data, particularly from 2020 onwards, where numbers of referrals and individual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

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

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



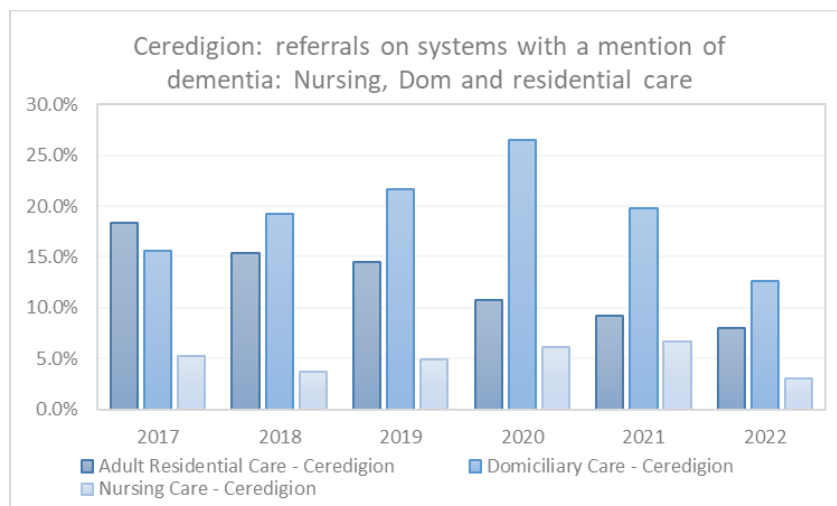
Ceredigion LA Systems – Individual people with a mention of Dementia referred to services on systems



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

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

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



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

Adult Residential Care	Direct Payments	Carers Service	Breaks
Domiciliary Care	Meals	Information	Innovation Partnership
Nursing Care	Day Care	Supported Living	Not recorded
Assistive Technology	Equipment & Adaptations	Transport	

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

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

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

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

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

3. STAKEHOLDER ENGAGEMENT

3.1. Approach

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

3.2. Methodology

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

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

4. SURVEY ANALYSIS

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

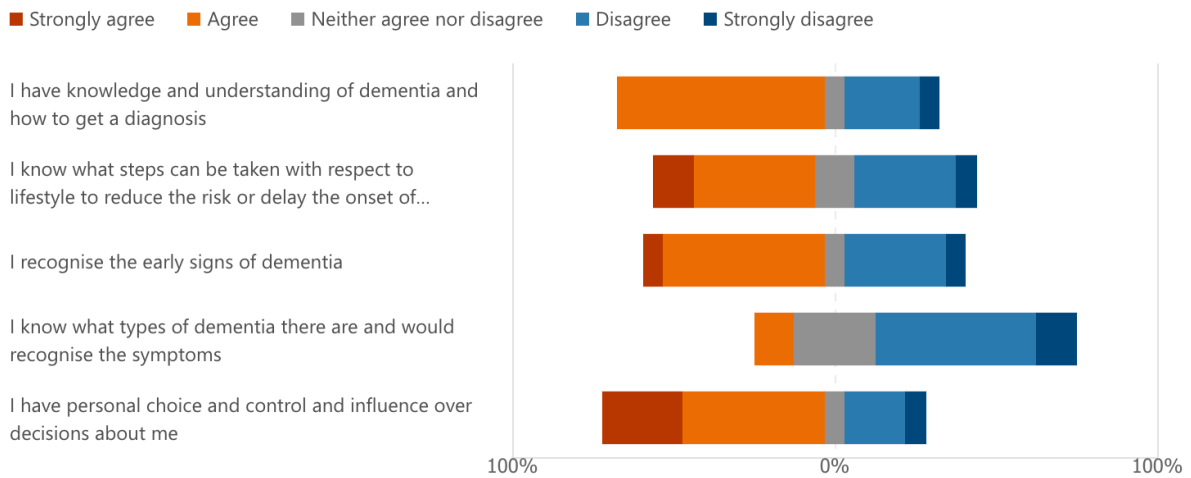
44 responses were received in total. Of those who provided information on where they lived, 4 were from North, 12 Mid and 14 from South of the county.

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

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

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

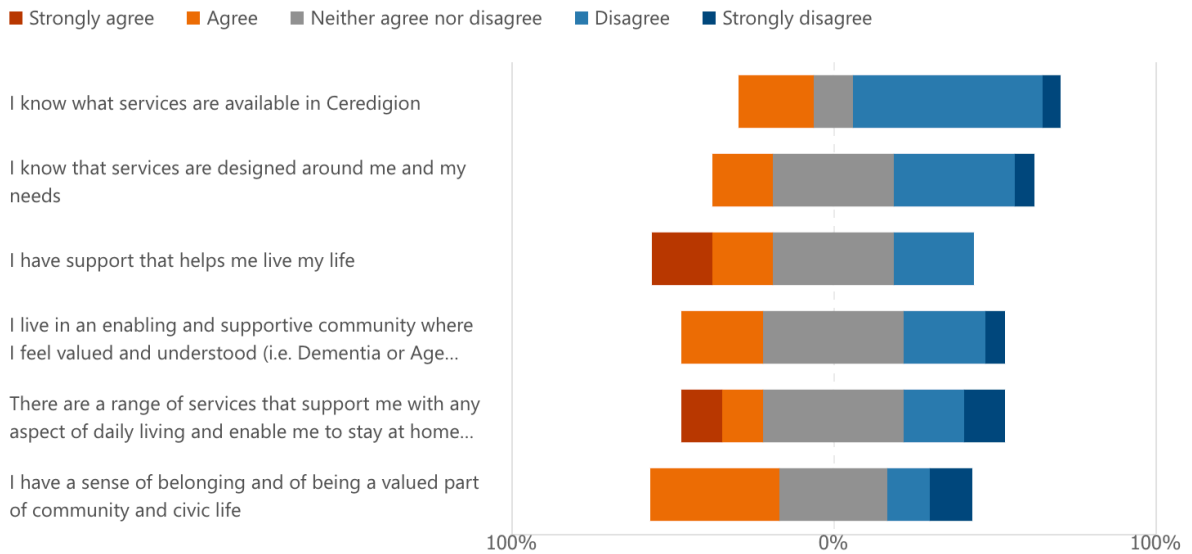
6. Your knowledge



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

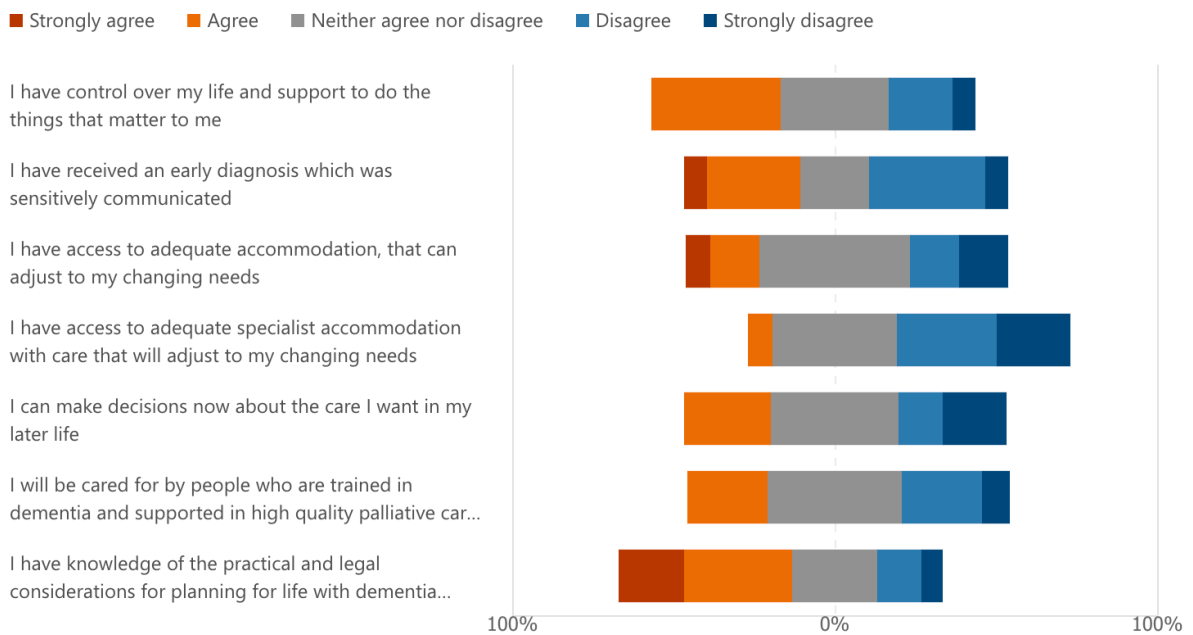
This may reflect an increasing profile of dementia in the public domain, strengthened by awareness campaigns by prominent charities such as the Alzheimer's Society. However, in addition, our qualitative evidence suggests that stigma remains around the diagnosis of dementia.

8. Local Community and Services



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

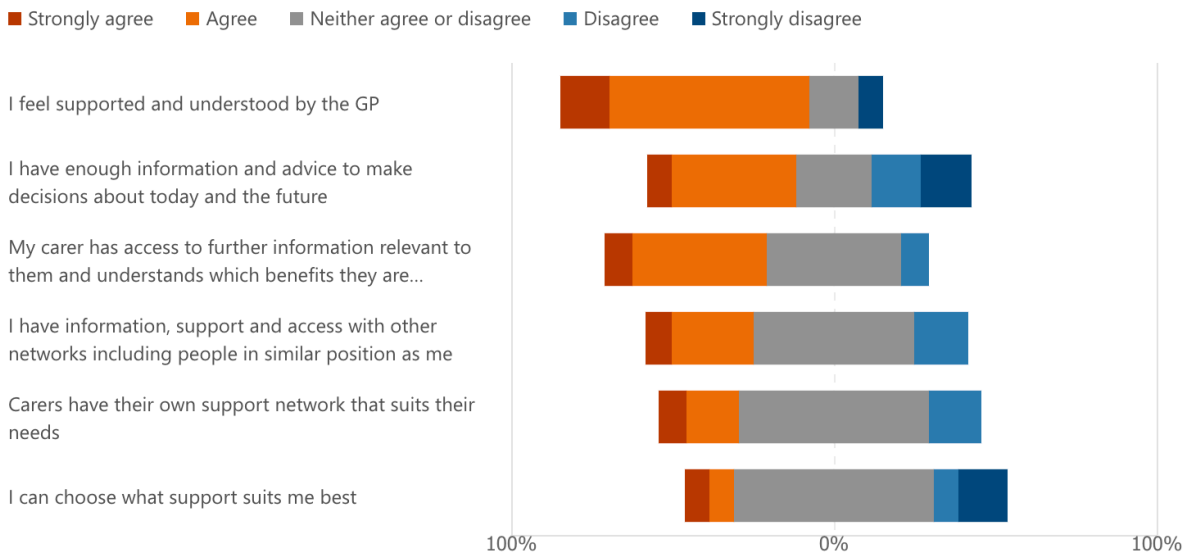
10. Me and my future



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

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

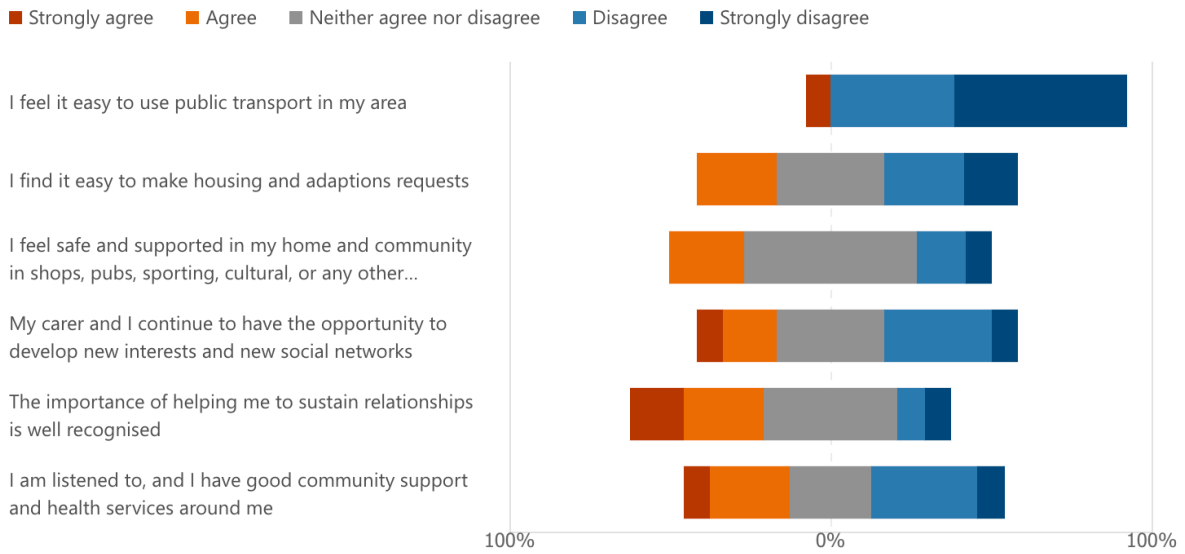
12. Your Support



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

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

14. Community Support



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

5. LIVED EXPERIENCE & CONTEXT

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

5.1. Joined up services at point of diagnosis

Linking Themes: 1-4, 10, 13

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

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

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

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

5.2. The value of charitable groups like HAVHAV

Linking Themes: 5, 7, 12, 19

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

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

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

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

5.3. Help living independently

Linking Themes: 11-12, 15, 19

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

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

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

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

5.4. Building the MDT

Linking Themes: 3, 6, 15, 18

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

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

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

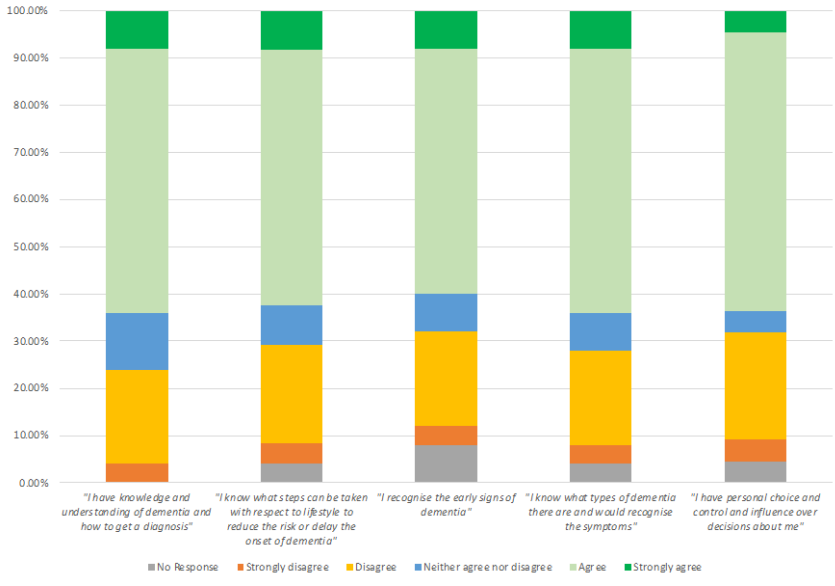
Wyn wasn't aware that there were local community connectors, but was fortunate to meet them as part of our project and was given various groups and contacts to make use of. He felt that if such a service was more well-known, it would be a great asset to the local community.

6. KEY THEMES

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

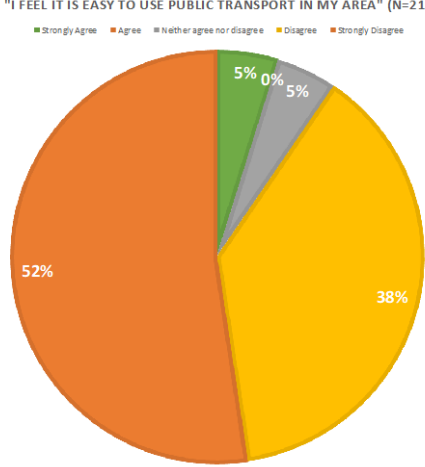
In each theme, we highlight pinch points and areas of untapped potential that represent opportunities to improve experiences for people living with dementia in the future.

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

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

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

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

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

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

		<ul style="list-style-type: none"> • Education and training opportunities missed out due to silo working. • Memory clinic acts as an isolated component of the pathway and faces criticism for failing to provide follow up despite not within agreed remit 																												
<p>Theme 14</p>	<p>Lack of nursing-based beds</p>	<ul style="list-style-type: none"> • Shortage of nursing beds specialist enough to support those with complex dementia-related needs in the county requires some PLWD to be cared for out of region • Challenges in future care planning hampered by lack of local nursing beds • Lack of specialist beds result in PLWD remaining in current placements that struggle to fully meet needs or are correctly trained and equipped <div data-bbox="582 837 1414 1361" data-label="Figure"> <p>Survey Responses around Accommodation & Specialist Care</p> <table border="1"> <thead> <tr> <th>Statement</th> <th>No Response</th> <th>Strongly disagree</th> <th>Disagree</th> <th>Neither agree nor disagree</th> <th>Agree</th> <th>Strongly agree</th> </tr> </thead> <tbody> <tr> <td>"I have access to adequate accommodation, that can adjust to my changing needs"</td> <td>0%</td> <td>23%</td> <td>9%</td> <td>44%</td> <td>18%</td> <td>8%</td> </tr> <tr> <td>"I have access to adequate specialist accommodation with care that will adjust to my changing needs"</td> <td>5%</td> <td>23%</td> <td>9%</td> <td>44%</td> <td>13%</td> <td>8%</td> </tr> <tr> <td>"I will be cared for by people who are trained in dementia and supported in high quality palliative care in my final years"</td> <td>10%</td> <td>19%</td> <td>9%</td> <td>44%</td> <td>13%</td> <td>8%</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> • Survey responses suggest uncertainty around accommodation access and trained carers • Providers express concern at level of risk against training and limited escalation options 	Statement	No Response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	"I have access to adequate accommodation, that can adjust to my changing needs"	0%	23%	9%	44%	18%	8%	"I have access to adequate specialist accommodation with care that will adjust to my changing needs"	5%	23%	9%	44%	13%	8%	"I will be cared for by people who are trained in dementia and supported in high quality palliative care in my final years"	10%	19%	9%	44%	13%	8%
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<p>Theme 15</p>	<p>Communication</p>	<ul style="list-style-type: none"> • Domiciliary care providers would like more transparent lines of communication with council staff and better signposting of who to contact and increased visibility of senior leaders. • Communication between departments is lacking. • CCC's web presence for Dementia information is poor • Public messaging around dementia, particularly around stigma is insufficient 																												
<p>Theme 16</p>	<p>Recruitment and staffing</p>	<ul style="list-style-type: none"> • A recognised national issue of workforce recruitment and retention across health and social care with specific local challenges such as rurality, transport and Welsh language 																												

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

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

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

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

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

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

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

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

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

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

8. CONCLUSIONS

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

8.1. High Impact Actions

8.1.1 Dementia Wellbeing Connector

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

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

8.1.2 A virtual service and dementia health advice line

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

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

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

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

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

8.1.3 Enhanced transport options

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

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

8.1.4 Bespoke day services that act as community hubs

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

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

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

8.1.5 Dementia-friendly services in everyday life

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

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

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

8.1.6 A joined up approach to learning and development

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

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

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

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

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

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

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

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

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

9. APPENDICES

APPENDIX 1 – List of Engagement Activity

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

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

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

Provider groups online:

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

Care home and groups visited:

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

Drop-in sessions:

Mid Ceredigion

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

North Ceredigion

14.03.23 14.00-19.00 Aberystwyth -Morlans centre

South Ceredigion

17.03.23 14.00-17.00 Cardigan- Guildhall

Appendix 2 – Press Releases and Social Media Plan

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

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

Appendix 3 – Communications Statistics

Cyfathrebu ymgysylltu â dementia Dementia engagement communications

10 Chwefror – 29 Mawrth / 10 February – 29 March

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

1. Datganiad i'r wasg / Press release

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

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



2. Bitly

Cynllun Gweithredu Dementia Ceredigion - - Cyngor Sir Ceredigion

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

📊 53 Total engagements

Ceredigion Dementia Action Plan - - Ceredigion County Council

 Edit 

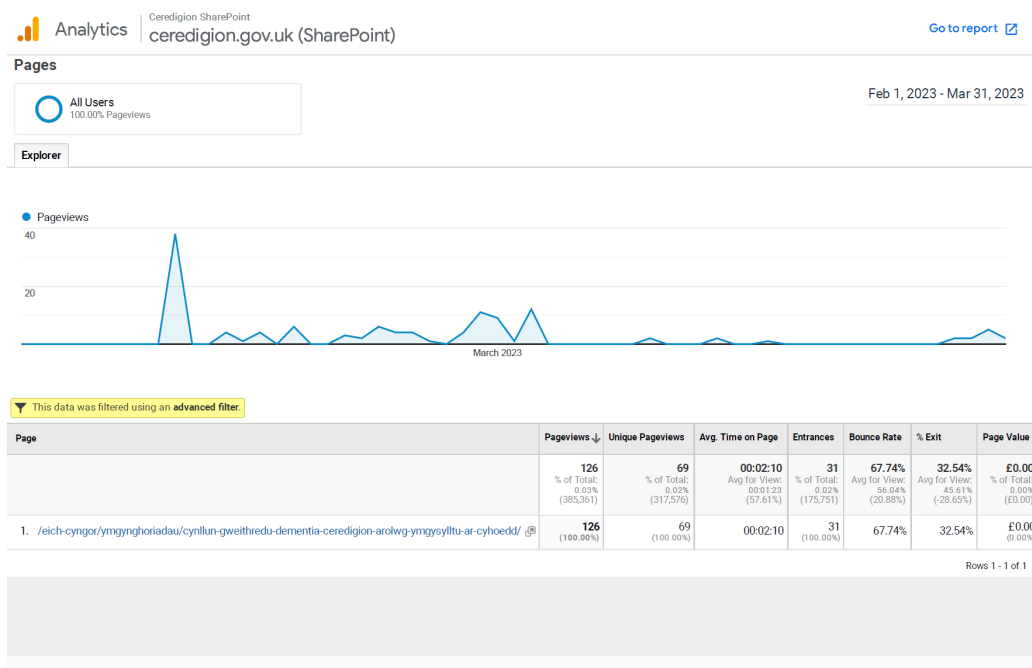
📅 February 13, 2023 12:54 PM GMT by llinosjones

📊 102 Total engagements

3. Dadansoddeg Google/ Google analytics

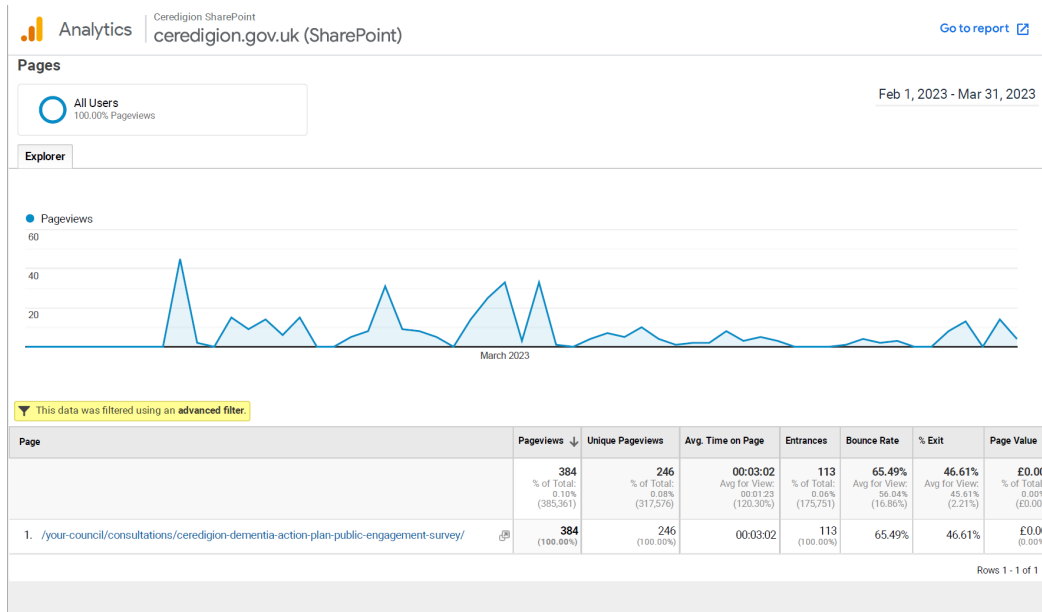
Cymraeg, 126 (nifer sydd wedi edrych ar y dudalen)

www.ceredigion.gov.uk/eich-cyngor/ymgyngoriadau/cynllun-gweithredu-dementia-ceredigion-arolwg-ymgysylltu-ar-cyhoedd/



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

www.ceredigion.gov.uk/your-council/consultations/ceredigion-dementia-action-plan-public-engagement-survey/

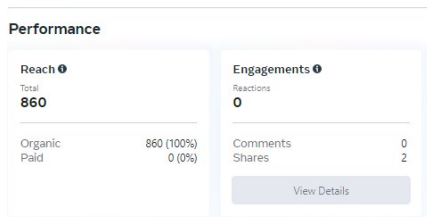


4 Cyfryngau cymdeithasol / Social media

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

Facebook, English & Cymraeg

15 February

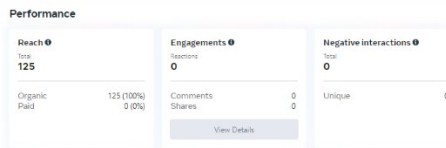
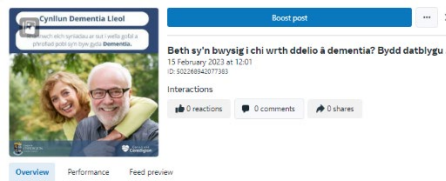


Feed preview



28 February

15 Chwefror



Feed preview



28 Chwefror

Local Dementia Action Plan Engagement events

Boost post

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

Interactions
30 reactions 3 comments 21 shares

Overview Performance Feed preview

Performance

Reach	Engagements	Negative Interactions
Total: 4,451	Reactions: 35	Total: 0
Organic: 4,451 (100%)	Comments: 3	Unique: 0
Paid: 0 (0%)	Shares: 21	

View Details

Feed preview

Ceredigion County Council
Published by Hootsuite · 28 February · Public

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

Local Dementia Action Plan Engagement events

When and where?

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

Booking is not essential.

Digwyddiadau Ymgysylltu Cynlun Dementia Lleol

Boost post

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

Interactions
1 reaction 0 comments 2 shares

Overview Performance Feed preview

Performance

Reach	Engagements	Negative Interactions
Total: 179	Reactions: 1	Total: 0
Organic: 179 (100%)	Comments: 0	Unique: 0
Paid: 0 (0%)	Shares: 2	

View Details

Feed preview

Cyngor Sir Ceredigion
Published by Hootsuite · 28 February · Public

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

Digwyddiadau Ymgysylltu Cynlun Dementia Lleol

Pryd a ble?

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

Nid oes angen archebu ike ymlaen llaw.

8 March

8 Mawrth

Local Dementia Action Plan Engagement events

Boost post

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

Interactions
9 reactions 2 comments 31 shares

Overview Performance Feed preview

Performance

Reach	Engagements	Negative Interactions
Total: 1,956	Reactions: 9	Total: 0
Organic: 1,956 (100%)	Comments: 2	Unique: 0
Paid: 0 (0%)	Shares: 31	

View Details

Feed preview

Ceredigion County Council
Published by Hootsuite · 8 March · Public

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

When and where?

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- Lampeter: Victoria Hall, 16 March, 18:00-19:00
- Ceridigion: Gullihali, 17 March, 14:00-19:00

Booking is not essential.

Digwyddiadau Ymgysylltu Cynlun Dementia Lleol

Boost post

Beth sy'n bwysig i chi wrth ddedlo â dementia? Bydd datblygu ...
8 March 2023 at 12:01
ID: 5149371483170

Interactions
8 reactions 1 comment 14 shares

Overview Performance Feed preview

Performance

Reach	Engagements	Negative Interactions
Total: 1,311	Reactions: 8	Total: 0
Organic: 1,311 (100%)	Comments: 1	Unique: 0
Paid: 0 (0%)	Shares: 14	

View Details

Feed preview

Cyngor Sir Ceredigion
Published by Hootsuite · 8 March · Public

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

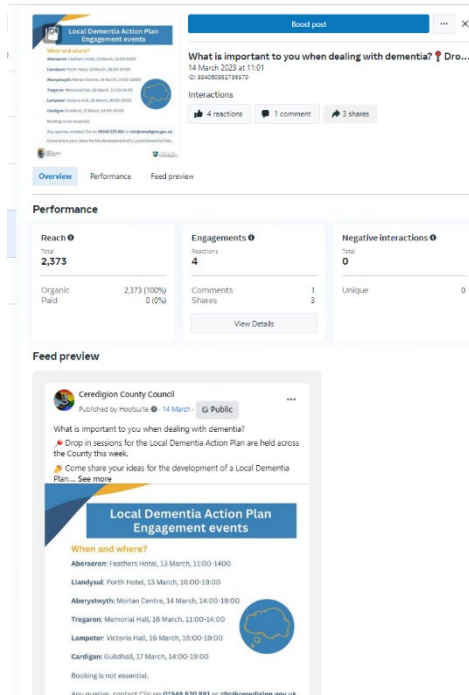
Digwyddiadau Ymgysylltu Cynlun Dementia Lleol

Pryd a ble?

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

Nid oes angen archebu ike ymlaen llaw.

14 March



Local Dementia Action Plan Engagement events

What is important to you when dealing with dementia? 🗣️ Dro...
14 March 2023 at 11:01
ID: 34262924769170

Interactions
4 reactions 1 comment 3 shares

Performance

Reach Total 2,373	Engagements Reactions 4	Negative interactions Total 0
Organic Paid	2,373 (100%) 0 (0%)	Comments Shares
		1 2
		Unique 0

Feed preview

Ceredigion County Council
Published by Hootsuite · 14 March · Public

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

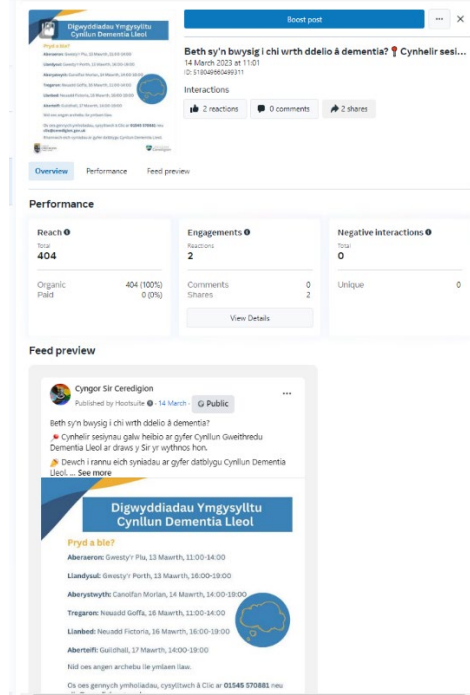
Local Dementia Action Plan Engagement events

When and where?

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

Booking is not essential.
Aru awariol, contact Ffôn eu: 01546 530 881 or rdd@ceredigion.gov.uk

14 Mawrth



Digwyddiadau Ymgysylltu Cynlun Dementia Lleol

Beth sy'n bwysig i chi wrth ddelio â dementia? 🗣️ Cynhelir sesi...
14 March 2023 at 11:01
ID: 318469649511

Interactions
2 reactions 0 comments 2 shares

Performance

Reach Total 404	Engagements Reactions 2	Negative interactions Total 0
Organic Paid	404 (100%) 0 (0%)	Comments Shares
		0 2
		Unique 0

Feed preview

Cyngor Sir Ceredigion
Published by Hootsuite · 14 March · Public

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

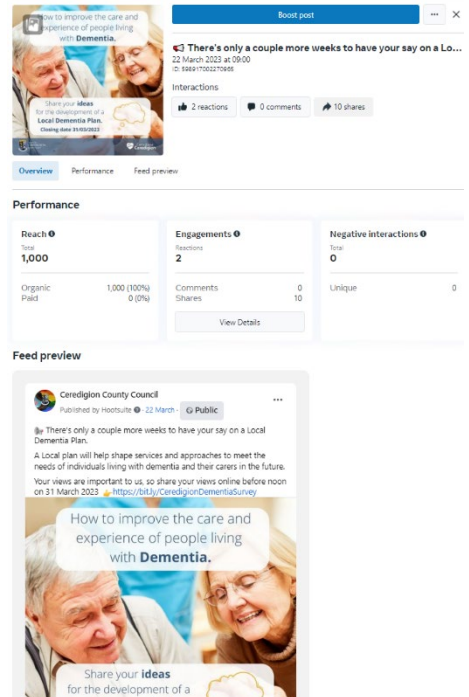
Digwyddiadau Ymgysylltu Cynlun Dementia Lleol

Fryd a bled?

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

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

22 March



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

There's only a couple more weeks to have your say on a Local Dementia Plan.
22 March 2023 at 09:00
ID: 3469170227085

Interactions
2 reactions 0 comments 10 shares

Performance

Reach Total 1,000	Engagements Reactions 2	Negative interactions Total 0
Organic Paid	1,000 (100%) 0 (0%)	Comments Shares
		0 10
		Unique 0

Feed preview

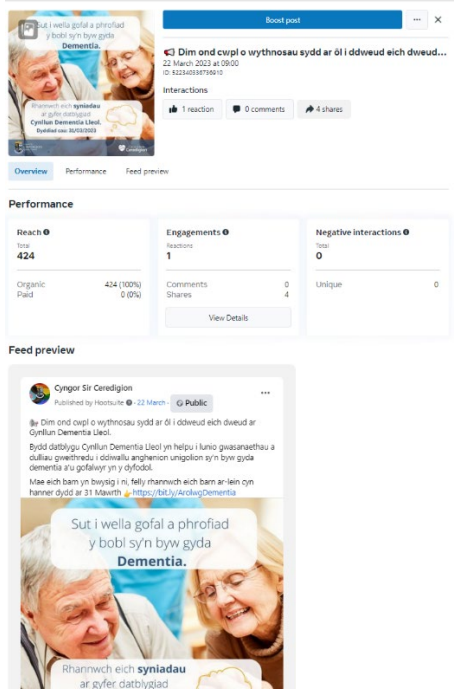
Ceredigion County Council
Published by Hootsuite · 22 March · Public

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

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

Share your ideas for the development of a...

22 Mawrth



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

Dim ond cwpl o wythnosau sydd ar ôl i ddweud eich dweud...
22 March 2023 at 09:00
ID: 52340384795010

Interactions
1 reaction 0 comments 4 shares

Performance

Reach Total 424	Engagements Reactions 1	Negative interactions Total 0
Organic Paid	424 (100%) 0 (0%)	Comments Shares
		0 4
		Unique 0

Feed preview

Cyngor Sir Ceredigion
Published by Hootsuite · 22 March · Public

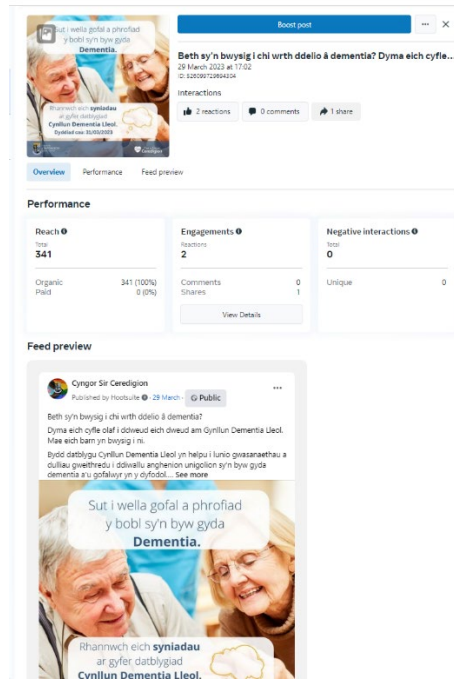
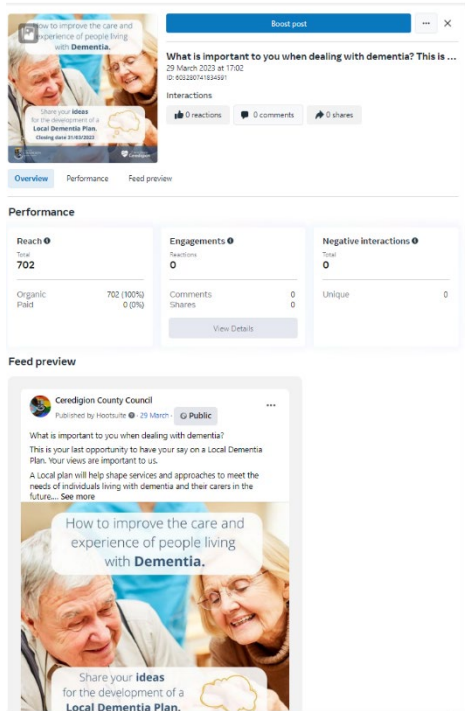
Dim ond cwpl o wythnosau sydd ar ôl i ddweud eich dweud ar Cynlun Dementia Lleol.
Bydd datblygu Cynlun Dementia Lleol yn helpu i lunio gwasanetau a dullau gweithredu i ddeddfu anghenion unigolion sy'n byw gyda dementia a'u gofalewyr ym y dyfodol.
Mae eich barn yn bwysig i ni, felly rhannwch eich barn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

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

Rhannwch eich syniadau ar gyfer datblygiad

29 March

29 March



Twitter, English & Cymraeg

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

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

Instagram

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

- 15 Chwefror / February – 122 reach

28 Chwefror / February – 142 reach, 2 likes

8 Mawrth / March – 95 reach, 2 likes

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

22 Mawrth / March – 154 reach, 2 likes

29 Mawrth / March – 168 likes, 1 comment



Ceredigion County Council – Dementia Engagement and Service Implementation Plan Project

Phase 2 Service Implementation
Plan

May 2023



Cyngor Sir
CEREDIGION
County Council



Document control

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

Document history

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

Introduction

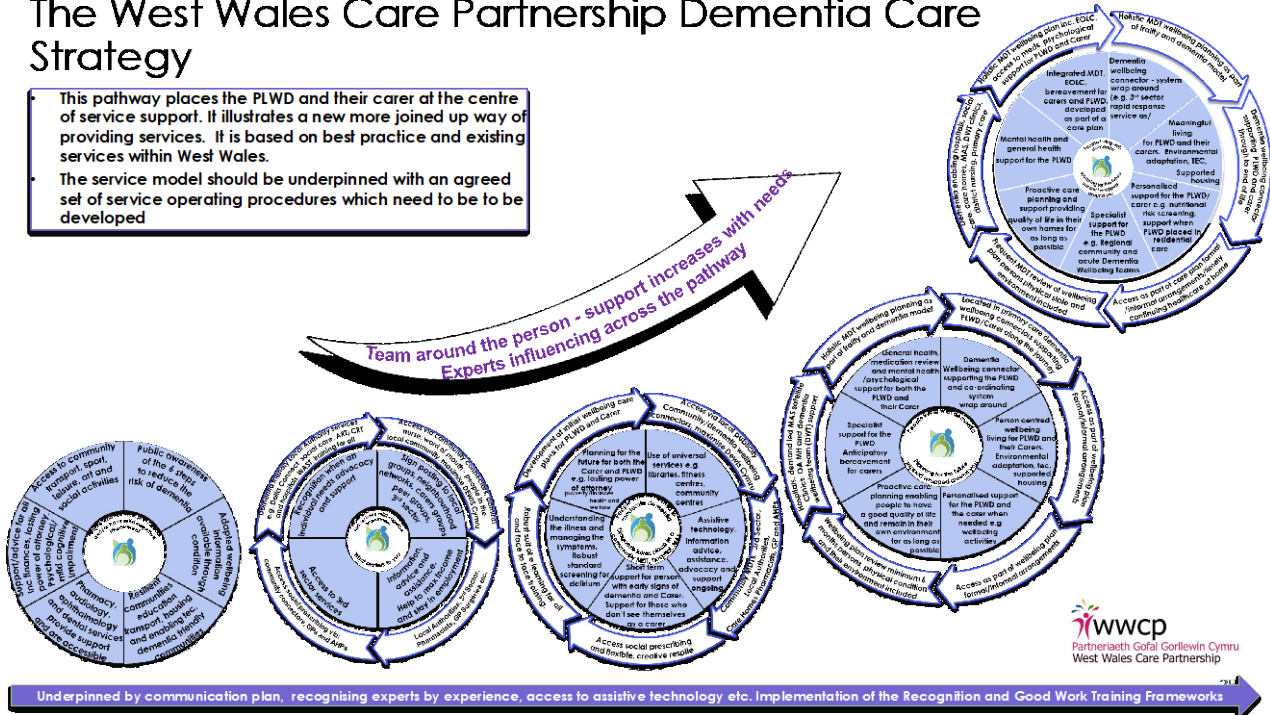
Following the analysis of extensive engagement across Ceredigion, delivered as the Phase 1 Report, the next step is to formulate an action plan to transform and improve dementia care in the county.

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

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

The West Wales Care Partnership Dementia Care Strategy

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



How will the plan be delivered?

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

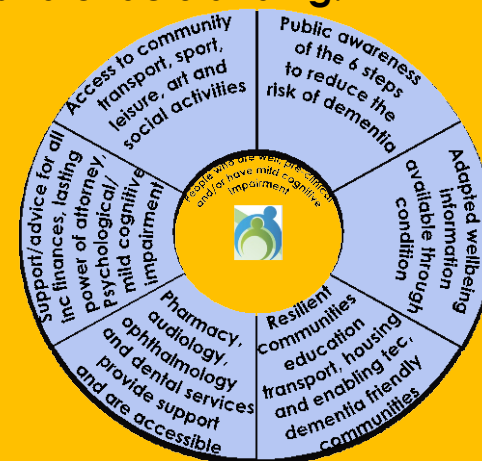
The actions specifically consider the existing landscape of services that care for people living with dementia (PLWD), where possible, actions should capitalise on existing resources and programmes and utilise connections to groups in the community that may be difficult to otherwise engage.

Leaders and Timelines

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

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

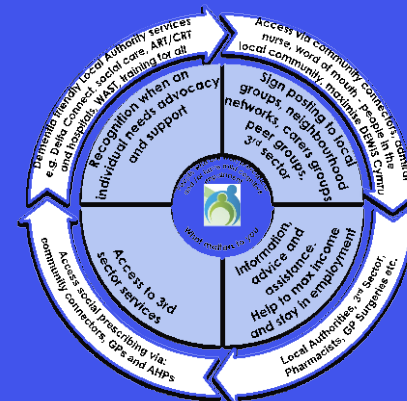
Pathway Point 1: Wellbeing, risk reduction, delaying onset, raising awareness, and understanding.



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

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

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

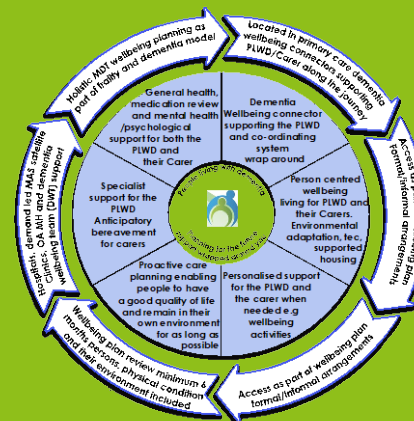


Action Point	Phase 1 Theme #	Key Beneficiaries	Impact	Lead Partner & Possible Sponsors	Estimated Timeframe
2.1 Re-emphasise the importance of MDT working as the standard approach to managing dementia caseloads at every pathway point.	6	PLWD Whole system professionals	PLWD receive the full spectrum of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

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

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

Pathway Point 4: Living well with dementia



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

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

Pathway Point 5: Increased support when you need it



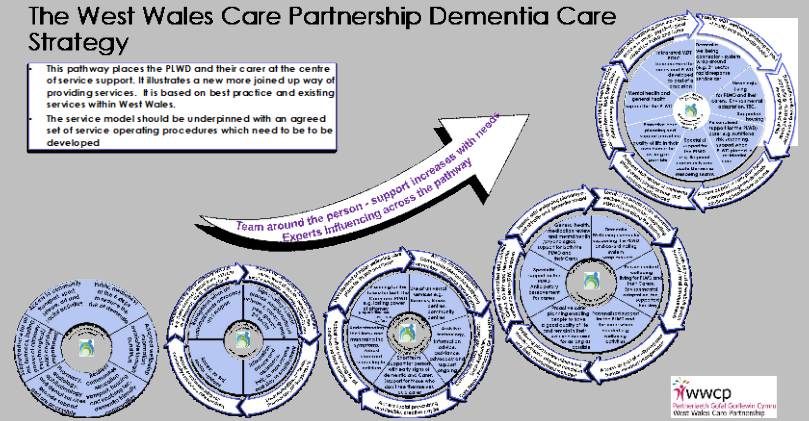
Action Point	Phase 1 Theme #	Key Beneficiaries	Impact	Lead Partner & Possible Sponsors	Estimated Timeframe
5.1 Develop enhanced training packages and roles for care workers to build a specialised care workforce that meet complex needs	16, 17, 18	PLWD in care Care workers	PLWD with complex needs are cared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

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

Cross Cutting Themes

The West Wales Care Partnership Dementia Care Strategy

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



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

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

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Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview and Scrutiny

DATE: 18 September 2023

LOCATION: Council Chamber, Penmorfa

TITLE: Porth Cynnal Specialist Services (Children & Adults)

**INDEPENDENT REVIEWING SERVICE PERFORMANCE
MANAGEMENT REPORT
QTR 4 2022 - 2023**

PURPOSE OF REPORT: To monitor the progress of Looked After Children through Independent Reviewing Officers scrutiny of their plans and placements during the fourth quarter of 2022/2023. This information contributes to Members fulfilling their roles as Corporate Parents.

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

BACKGROUND:

Attached is the Independent Reviewing Service Report Quarter 4 2022/2023.

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

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

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

During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was deemed necessary for 7 young people by the IRO in the period.

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

SUMMARY OF KEY POINTS;

- At the end of quarter 4, there were 132 children being looked after compared to 122 as at the end of Q3.
- 101 children were reviewed in this quarter compared to 116 in the previous quarter. 94.1% of children were reviewed in the Statutory Timescale.
- 3 children left care in this quarter compared to 8 in Quarter 3. 1 child was adopted in this quarter and 2 young people moved on to supported lodgings or independent living or in to a shared lives placement.
- The placement provision for the children reviewed during this Quarter were that 25 are in Local Authority foster care (in county) and 2 in out of county LA Foster Care Placements, 24 in kinship carer placements (19 in county, 5 out of county), 13 were in Independent Foster Agency placements (3 in county, 10 out of county), 11 children were placed with parents, and 13 were placed in residential care provision outside of the county. 4 children were placed with family, 3 were adopted and 6 were in supported lodgings/independent living.
- 51 children were being cared for under the legal status of a Full Care Order, 28 were under an Interim Care Order, 3 under a placement order and 19 under Section 76.
- Of the children reviewed in this quarter, 98% of children received a statutory visit. This was compared to 83.6% in Quarter 3.
- 46.7% of the care and support plans were recorded as being in place at the first review. The low percentage again this quarter was due to staffing difficulties within the Planned Care Team which prevented the plans being completed on time.
- However, there were 83.3% of children reviewed in this quarter who had a permanency plan in place compared to only 16.7% of children reviewed in quarter 3.
- 100 (99.0%) of reviews identified that the young person's cultural views were met,
- It was recognised at 86 reviews that the young person's religious needs were met; 4 reviews confirmed that the young persons' needs were not meet and for a further 9 reviews it was unknown as to whether the needs had been met.
- An interpreter was needed and provided for 8 reviews where this was needed.
- 8 Children / Young people were Unaccompanied Asylum Seekers, 7 of these children / young people did not have an EU Settlement Scheme (EUSS) in place,
- For children reviewed and their second or subsequent reviews, the permanency plans that were in place were that 24 children were to remain in Long Term Foster Care, 17 children were under twin tracking, 13 children were under kinship/family member care, 9 children were in a placement with a parent and 9 children were in residential care, 6 children were under adoption, 5 were in independent living, 2 were under a Special Guardianship and 1 child was being supported to be rehabilitated back to be with parents.
- The percentage of children (of sufficient understanding) who understand their reason for being looked after was 98.5%.
- The percentage of children of sufficient understanding who were involved in or consulted about their review, was 100%
- The percentage of children who were made aware of their right for an advocacy service, was 90.9%.
- Number and percentage of Looked After Children of school age who had a Personal Education Plan within 20 school days of entering care or joining a new school during this quarter is 93.7%
- Number and percentage of Parents consulted by the Social Workers before the review or who attended the review was 100%.

- 30 Pathway Plans were held in this quarter, compared to 17 in Quarter 3. 90.0% Pathway Plan Reviews were held within timescales.
- The percentage of Young Persons with allocated Personal Advisor / Social Worker was 100% during this Quarter.
- The Percentage of Young People Consulted for their Review Meeting during this Quarter was 90%

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

Summary:

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

WELLBEING OF FUTURE GENERATIONS:

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

RECOMMENDATION (S):

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

REASON FOR RECOMMENDATION (S):

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

Contact Name: **Audrey Somerton Edwards**

Designation: **Corporate Lead Officer: (Children & Families)**

Date of Report: 14 June 2023

Acronyms:
 IRO - Independent Reviewing Officer
 LAC - Looked After Children
 CAF/CASS - The Children and Family Court Advisory and Support Service
 APR - Action and Progress Records
 PEP - Personal Education Plan

PI - Performance Indicators
CAMHS - Child and Adolescent Mental Health Services
NEET - Not in Education, Employment or Training
PRU - Pupil Referral Unit

Cyngor Sir CEREDIGION County Council
Safeguarding Service

Independent Reviewing Service Performance Management Report

Quarter 4: 1st January 2023 – 31st March 2023



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

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SECTION ONE: INTRODUCTION

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

BENCHMARKING

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

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

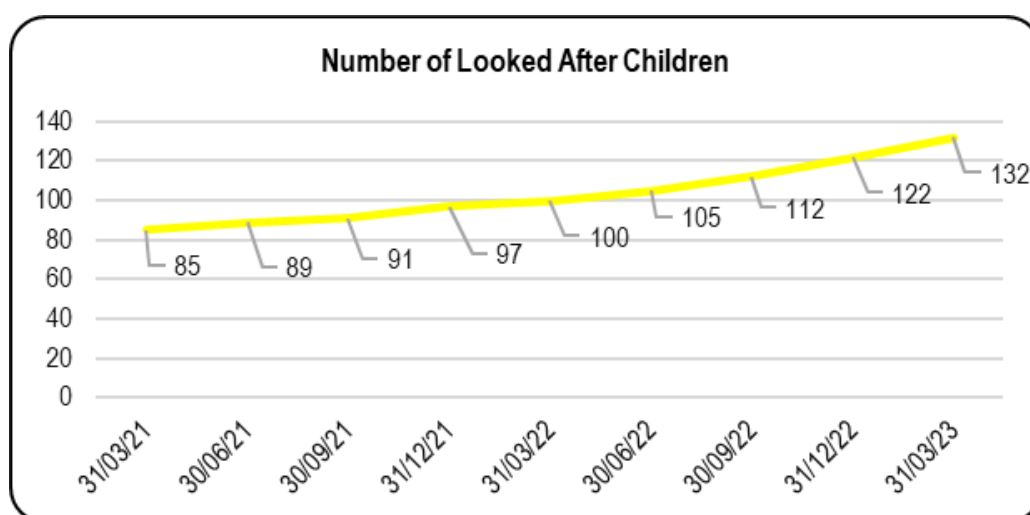
During the review meeting the IRO considers whether the child/young person requires assistance to identify relevant other people to obtain legal advice/take proceedings on their behalf. This action was deemed necessary for 7 children/young persons in the period.

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

SECTION TWO CARE PLANNING

1. Headline Figures for Q4:

The following table and chart provide the total number of Looked After Children data at the end of each quarter commencing with the most recent quarter.	
31 March 2023	132
31 December 2022	122
30 September 2022	112
30 June 2022	105
31 March 2022	100
31 December 2021	97
30 September 2021	91
30 June 2021	89
31 March 2021	85



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

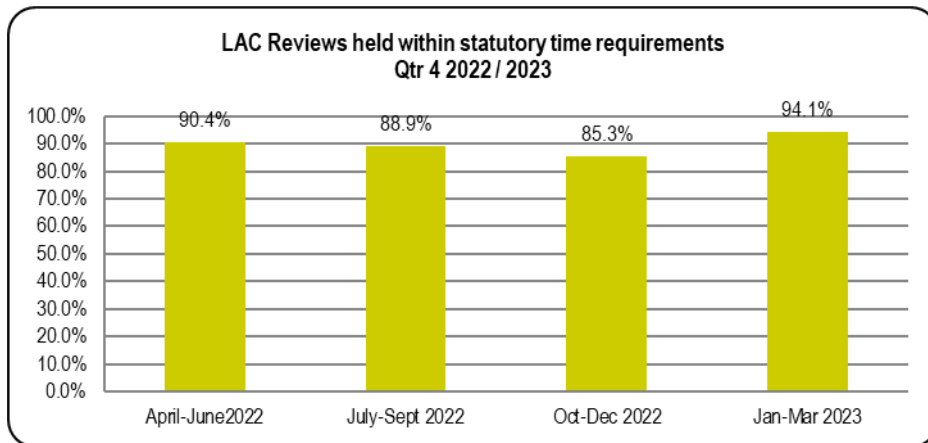
Target Set 100% - Target achieved 94.1%

101 Children were reviewed within the Quarter.

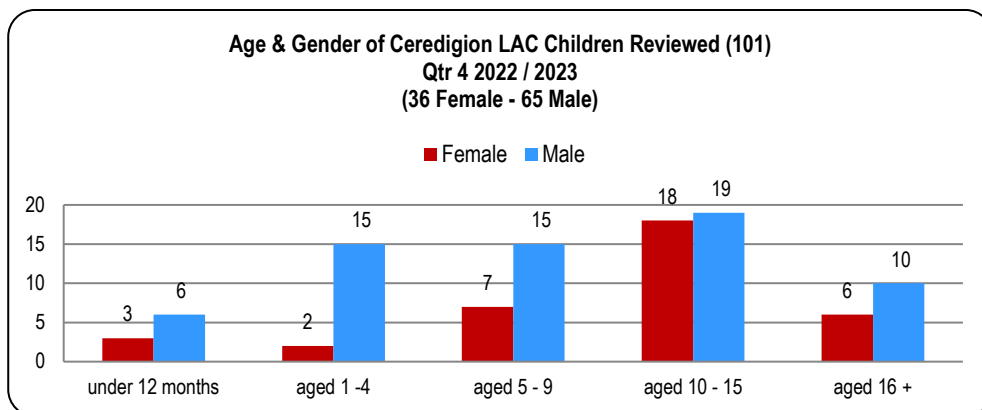
- 95 (94.1%) LAC Review Meetings were undertaken within the statutory requirements.
- 6 (5.9%) LAC Review Meetings were held out of statutory requirements; the reasons recorded were as follows: -
 - 2 Reviews were delayed due to education availability.

- For another 2 reviews the delay was due to Prospective Adopter’s availability.
- A further review was postponed due to Carer and Parent being unwell and for 1 other review due to the young person being unwell.

	Jan-Mar 2023	Oct-Dec 2022	July-Sept 2022	April-June 2022	Jan-Mar 2022
Number of children reviewed in the quarter	101	116	63	83	61
Number of reviews held in timescale	95	99	56	75	55
Number of reviews held out of timescales	6	17	7	8	6



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



4. Cultural, Religious and Language Needs

100 (99.0%) review identified that the young person's cultural views were met, 1 review however noted that the needs of the young person had not been met. It was recognised at 86 reviews that the young person's religious needs were met; 4 reviews confirmed that the young persons' needs were not meet and for a further 9 reviews it was unknown as to whether the needs had been met. An interpreter was needed and provided for all 8 reviews.

5 Citizenship

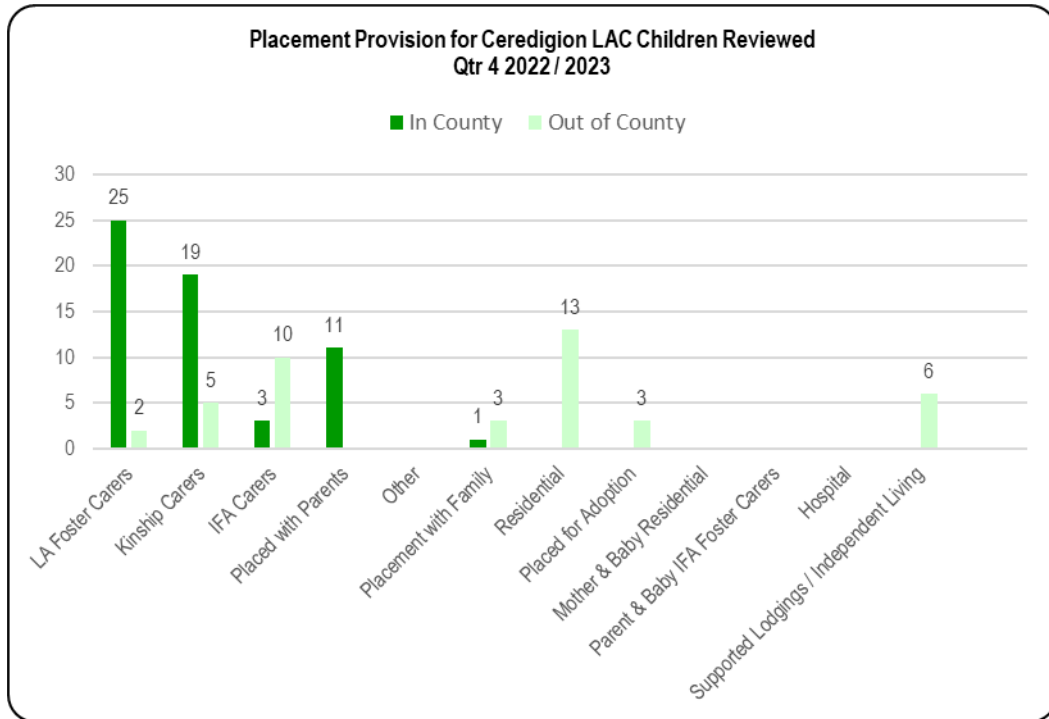
92 Reviews recorded that the child / young person was a UK Citizen, with 9 reviews noting that the child / young person was not a UK Citizen.

8 Children / Young people were Unaccompanied Asylum Seekers, 7 of these children / young people did not have an EU Settlement Scheme (EUSS) in place, it was unknown if the other young person have an EUSS in place.

All 8 reviews recorded that an application had not been made for an EU Settlement Scheme (EUSS) or it was unknown if an application had been made; however all 8 reviews recorded that the young person was being supported in this respect.

6 Nature of the Placement Provision of Children Reviewed in the Quarter:

Type of Placement	In County	Out of County	Total
LA Foster Carers	25	2	27
Kinship Carers	19	5	24
IFA Carers	3	10	13
Placed with Parents	11		11
Other			
Placement with Family	1	3	4
Residential		13	13
Adoption		3	3
Mother & Baby Residential			
Parent & Baby IFA Foster Carers			
Hospital			
Supported Lodgings/Independent Living		6	6
	59	42	101

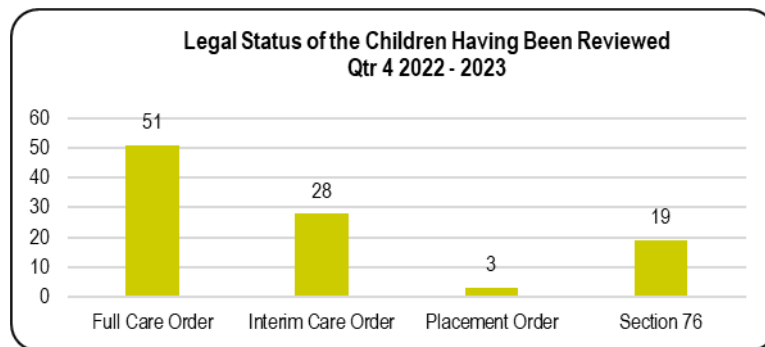


64 Young people reviewed, had been placed with carers who spoke their own language

8 Reviews noted that the young person was an unaccompanied child and placed in a care setting which did not meet their first language needs. There was a translator in the review to enable the young person to participate accordingly.

7. Legal Status of Children Reviewed in the Quarter:

Legal Status of the Children Having Been Reviewed	
Full Care Order	51
Interim Care Order	28
Placement Order	3
Section 76	19
Total	101

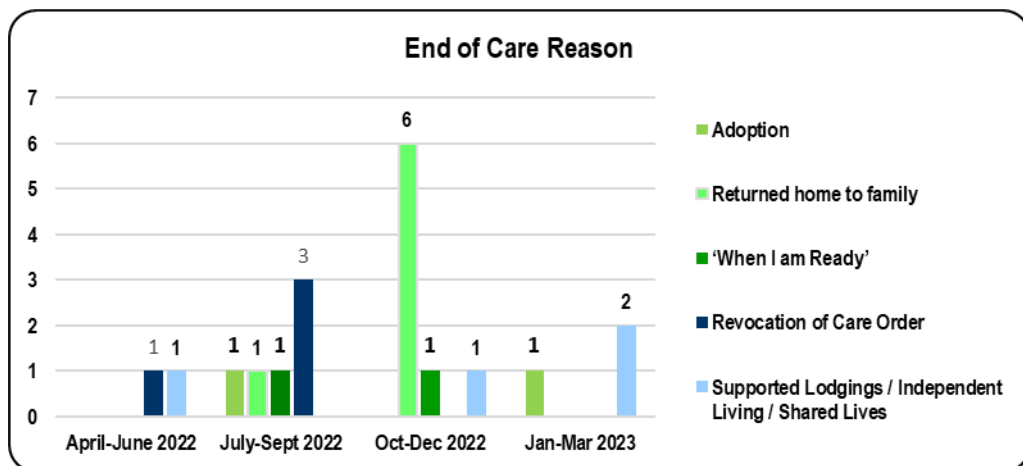


Delegated Authority

Delegated Authority was confirmed to be in place for 71 children who were reviewed with 11 reviews noting that this was yet to be undertaken. It was unknown at 12 reviews with a further 7 reviews recording that it wasn't applicable for the case.

8. Reasons for End of Care of the Children Reviewed

Period	Number left care	End of Care Reason				
		Adoption	Returned home to family	'When I am Ready'	Revocation of Care Order	Supported Lodgings / Independent Living/Shared Lives
Jan-Mar 2023	3	1	0	0	0	2
Oct – Dec 2022	8	0	6	1	0	1
July – Sept 2022	6	1	1	1	3	0
April – June 2022	2	0	0	0	1	1
Total	19	2	7	2	4	4



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

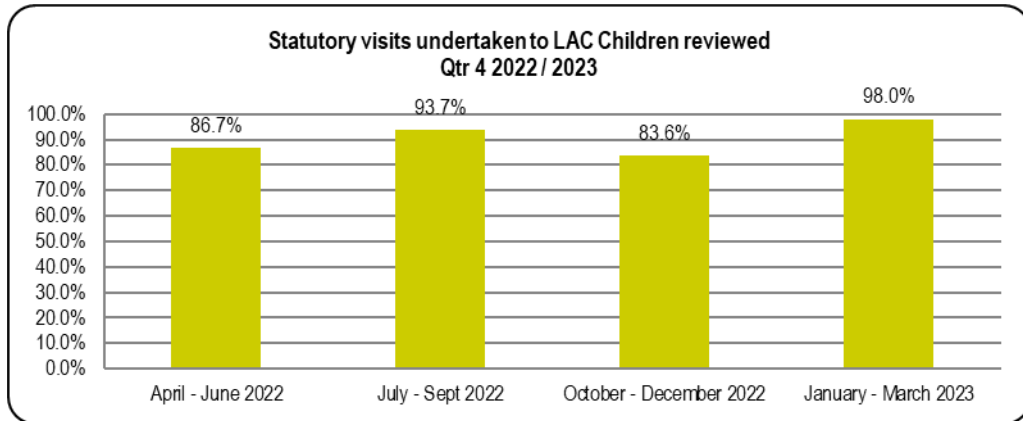
Target Set 100% - Target achieved 100.0%

- 101 (100.0%) LAC Reviews recorded that a qualified Social Worker was allocated and actively involved with the child.

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

Target Set 100% - Target achieved 98.0%

- 99 (98.0%) Looked After Children received Social Worker visits in accordance with the statutory requirements.
- 2 (2.0%) Looked After Children did not receive Social Worker visits in accordance with the statutory requirements.

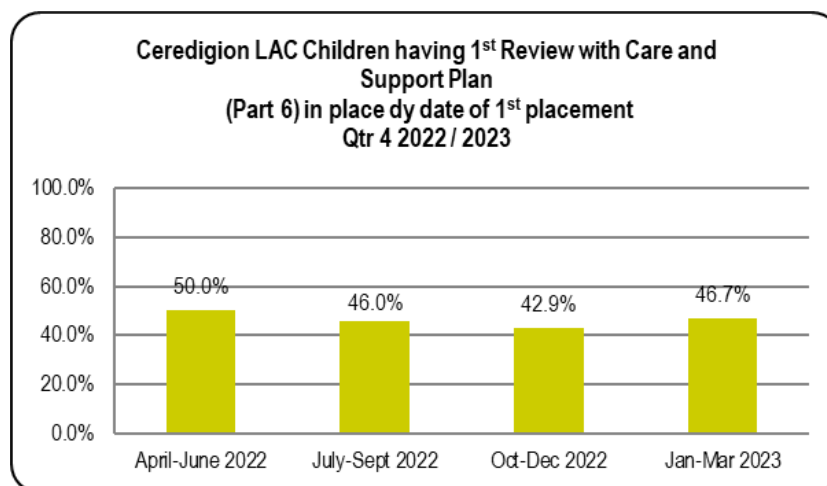


Comment:

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

Target Set 100% - Target achieved 46.7%

- There were 15 Children that became Looked After during this quarter; 7 (46.7%) Review meetings recorded that the child / young person had a Care and Support Plan (Part 6) in place by the date of his/her placement. The Care and Support Plan (Part 6) wasn't in place by date of placement for the other 8 children / young persons.



- The IRO identified that updates were required to the Care and Support Plan records (Part 6) of 19 children. It was identified that the updating of the Care and Support Plan was still outstanding for 9 children/young persons.

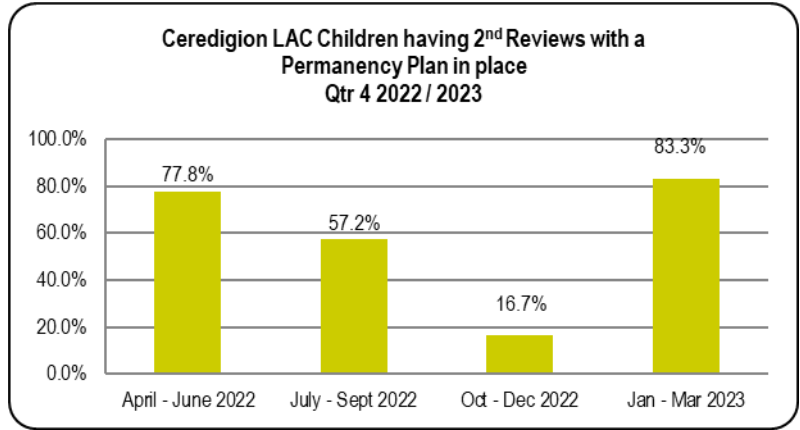
12. Number and percentage of Looked After Children who have a Permanency Plan by the second review if a return home has not been planned.

Target Set 100% - Target achieved 83.3%

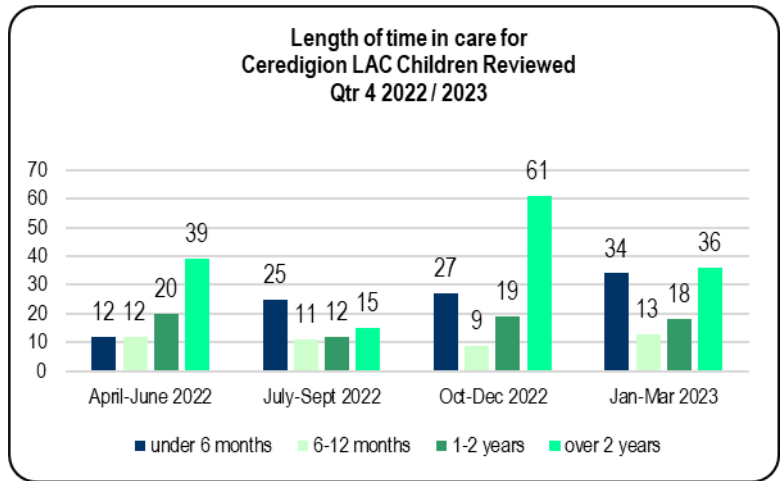
- There were 18 second reviews during this quarter, 15 reviews (83.3%) recorded that a Permanency Plan had been agreed. This compares to 16.7% in the previous quarter.
- There were concerns recorded by the IRO in 5 (4.9%) reviews in this period regarding the progress of the Placement / Care and Support Plan / Permanency Plan.

The nature of the concerns were as follows: -

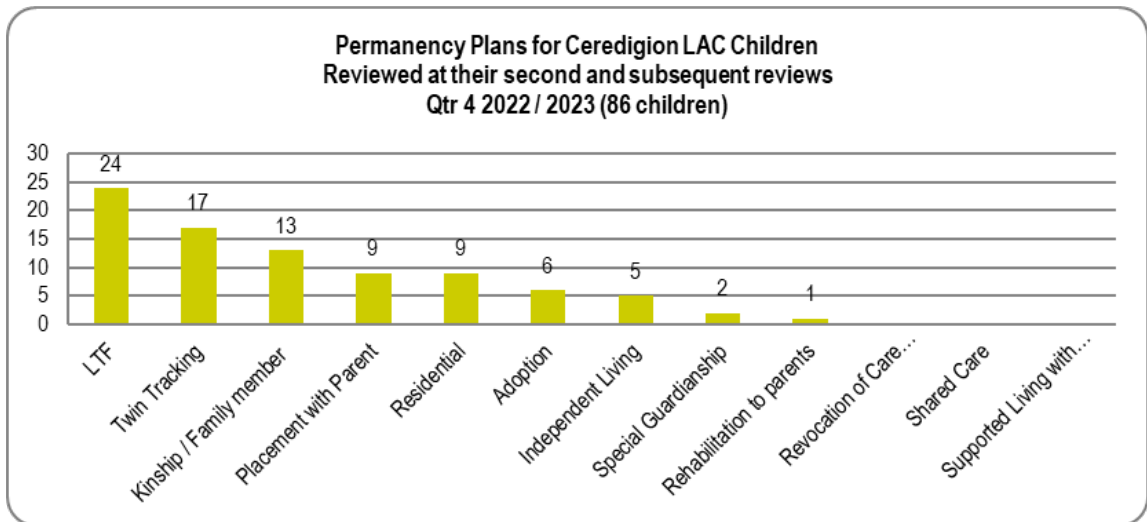
- In 1 review it was noted that an agreed long term plan was required for the young person.
- Delay in the progression of a Special Guardianship Order was recognised as a delay for 1 young person.
- Currently there are ongoing discussion relating to the young person's needs and where those needs would best be met.
- 1 Further young person was reviewed twice in the period and a drift in the Care Plan was identified at both reviews.



13. Length of Time in Care:



14: Nature of Permanency Plans:



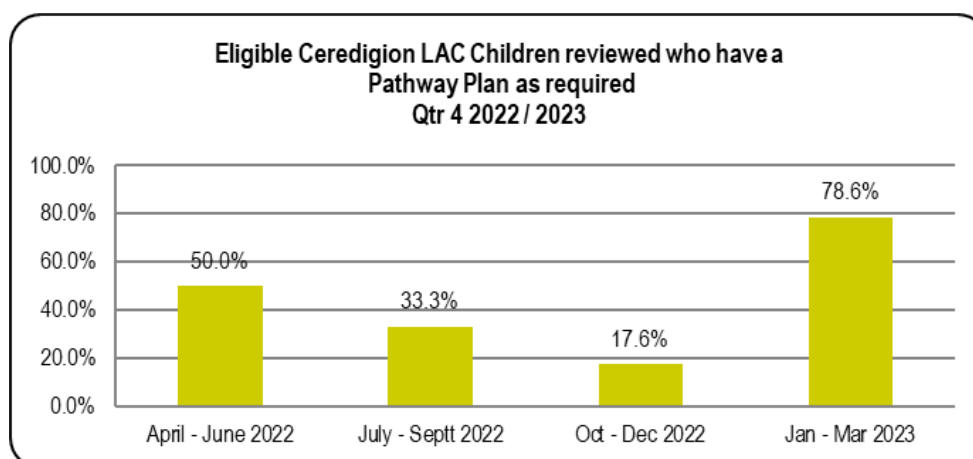
15. Number and percentage of Looked After Children receiving Short Break Care away from Main Carers

- 10 (9.9%) LAC Reviews noted that the child / young person was receiving short break care away from their main carer; all of these LAC Reviews reported that the respite placement was meeting the young person's needs.

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

Target set: 100% Target Achieved 78.6%

- 11 (78.6%) Young People's reviews recorded that there was a Pathway Plan in place and were allocated a Personal Advisor.
- 3 (21.4%) Reviews recorded that the young person did not have a Pathway Plan in place.
- 13 of the above reviews noted that the young persons were allocated a Personal Advisor however 1 review recorded that a Personal Advisor was yet to be allocated.



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

Target Set 100% -Target achieved 98.5%

- The data for this performance indicator relates to 66 children / young persons as 35 children / young persons were not considered to be of an appropriate age and level of understanding to comprehend the reasons for being looked after.

- 65 (98.5%) Of this group showed some level of understanding about why they were cared for away from their families, which compares to 95.3% in the previous quarter.
- 1 (1.5%) Review reported that Life Journey work needed to be undertaken with the child / young person to support in understanding the reasons for being looked after.

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

The data for this performance indicator relates to 63 children / young persons as 38 children / young persons were not considered to be of an appropriate age and level of understanding and were therefore not included in the figures.

- 60 (95.2%) of this group showed a level of understanding as to the nature of their Care and Support Plan (part 6).
- 3 (4.8%) Reviews recorded that this needed to be shared with the children / young persons.

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

- 7 (6.9%) LAC Reviews reported that there was a change in a child's/young person's placement during this quarter; this compares to (13.8%) in the previous quarter.

The reasons for the changes in Placement were as follows:

- 1 Young person placed briefly with extended family moved to a short term foster placement pending further assessments.
- There was a step down planned move from a Mother and Baby Foster Placement to living in the community with parent for 1 child.
- A further young person moved from a foster care placement to live with a parent.
- There was a planned move from foster carers to a long-term placement with family for 1 child.
- 1 Young person's Kinship Care placement broke down and moved to live with Foster Carers.
- A further young person moved from a short term foster placement to a long term foster placement.
- Concerns were raised regarding one placement which resulted in the young person moving to a long term residential placement.

3 Children had an unplanned move, it was noted that the Stability Meeting had been held for 1 of these children within 6 weeks of moving placement.

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

Target Set 100% - Target achieved 95.0%

- 96 (95.0%) Placement/care and support plans were recorded as meeting the needs of the children / young people, which compares to 94.8% in the previous quarter.
- 5 (5.0%) Reviews recorded that Placement/care and support plan wasn't meeting the needs of the child / young person. The reasons recorded were: -
 - For 1 young person who was reviewed twice during the quarter, it was identified at both reviews that little work was being undertaken with the young person.
 - 1 Young person was unhappy with the placement and in view of this disengaging with services.
 - Another review for 1 young person identified that the young person had not been registered at college or dentist; whilst for a further 1 young person it was identified that education and dentist provisions weren't in place as well as the placement not recording medication taken by young people and risk assessing.

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

- 4 (4.0%) LAC Reviews identified safeguarding concerns for the young person; it was confirmed that the concerns were being addressed.

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

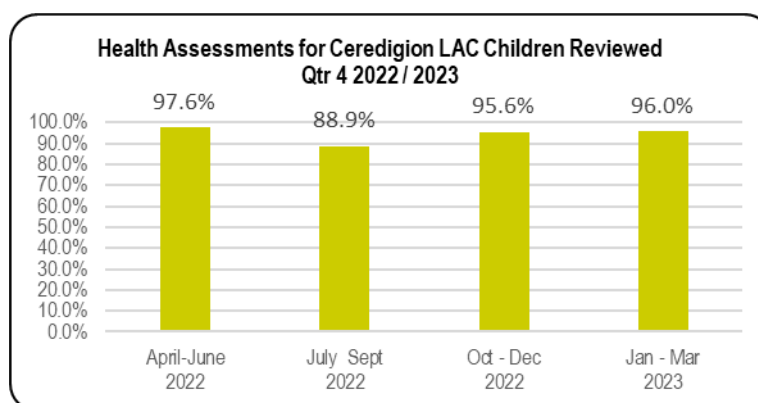
- None of the reviews during the quarter confirmed that the young person's name was included on the Child Protection Register.

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

Target Set 100%- Target achieved 96.0%

- 95 (96.0%) Children/Young People Looked After had an up-to-date health assessment reported at their review, which compares to 95.6% in the previous quarter.
- 4 (4.0%) Children/Young People Looked After did not have an up-to-date health assessment at their review.

- It was recorded at 2 reviews that the young person had refused a health assessment / not engaging; these were therefore taken out of the equation.



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

Target set: 100% Target Achieved 66.7%

Registered with a dentist

The data for registering a child / young person with a dentist within 20 days of becoming looked after relates to 18 children / young persons.

- 12 (66.7%) Reviews recorded that the child / young person was registered with a dental practitioner within 20 working days of the start of placement.
- 6 (33.3%) Review noted that the child / young person was yet to be registered with a dental practitioner.

Registered with a dentist

The data for this performance indicator relates to 86 Children / Young persons as 15 Children / Young persons having a first LAC Review were taken out of the above equation to coincide with National Measure requirements.

- 73 (84.9%) Children and young people were registered with a dentist. This compares to 94.1% in the previous quarter.
- 13 (15.1%) Children and young people needed to be registered with a dentist.

Comment:

25. National Measure 30: Number and percentage of Looked After Children who have had their teeth checked by a dentist within 3 months of becoming Looked After.

Seen by a dentist

The data for being seen by a dentist within 3 months of becoming looked after relates to 12 children.

- 8 (66.7%) Reviews recorded that the child / young person had been seen by a registered dentist within 3 months of becoming LAC.
- 4 (33.3%) Reviews recorded that the child / young person had not been seen by a registered dentist within 3 months of becoming LAC.

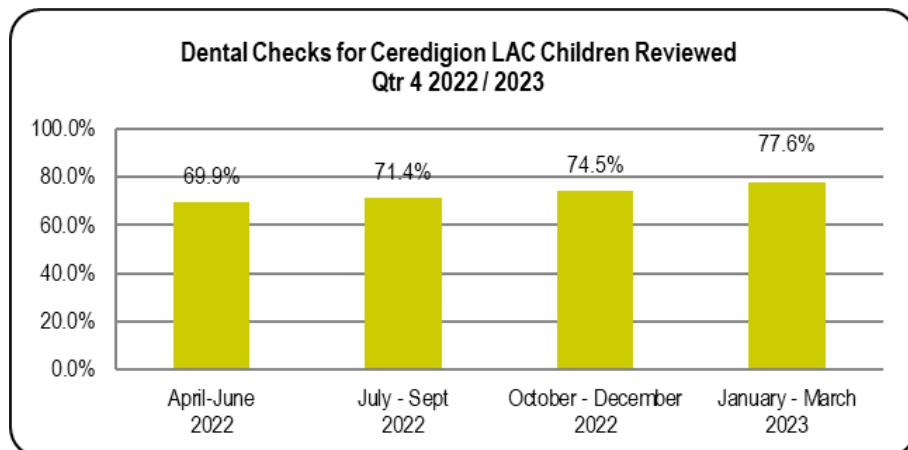
Comment: 2 Of these young people were placed out of county.

Seen by a dentist

Target Set 90% - Target achieved 77.6%

The data for this performance indicator relates to 76 Children / young persons as 25 Children / Young persons were under 2 years of age and / or having their first LAC Reviews and were taken out of the above equation to coincide with National Measures requirements.

- 59 (77.6%) Children and young people were recorded as having a dental check during the preceding 12 months, which compares to 74.5% in the previous quarter.
- 17 (22.4%) Children and young people were recorded as not having had dental checks.



26. National Measure 31: Percentage of children looked after who were registered with a GP within 10 working days of the start of their placement

- 20 (90.9%) Reviews recorded that the child was registered with a provider of general medical services within 10 working days of the start of placement.
- 2 (9.1%) Reviews reported that this action remained outstanding at the time of the review.

27. Number and percentage of children looked after who were registered with a GP

Target Set 100% - Target achieved 100.0%

- 101 (100.0%) Children and young people were registered with a GP, which is consistent with the previous quarter.
- 89 (89.9%) Children had their immunisations up to date.
- 10 (10.1%) Children were late in receiving their immunisations. 6 Of these young people are Unaccompanied Asylum-Seeking Children (UASC) and are offered an accelerated programme as there is incomplete previous immunisation history. Further clarity is required for a few young people who did not have immunisations in place.

2 Reviews were taken out of the equation as the parent / young person was refusing immunisation.

28. Number and percentage of Looked After Children assessed as requiring CAMHS services that are referred and receive an assessment /service.

Target: 50%

Actual Performance

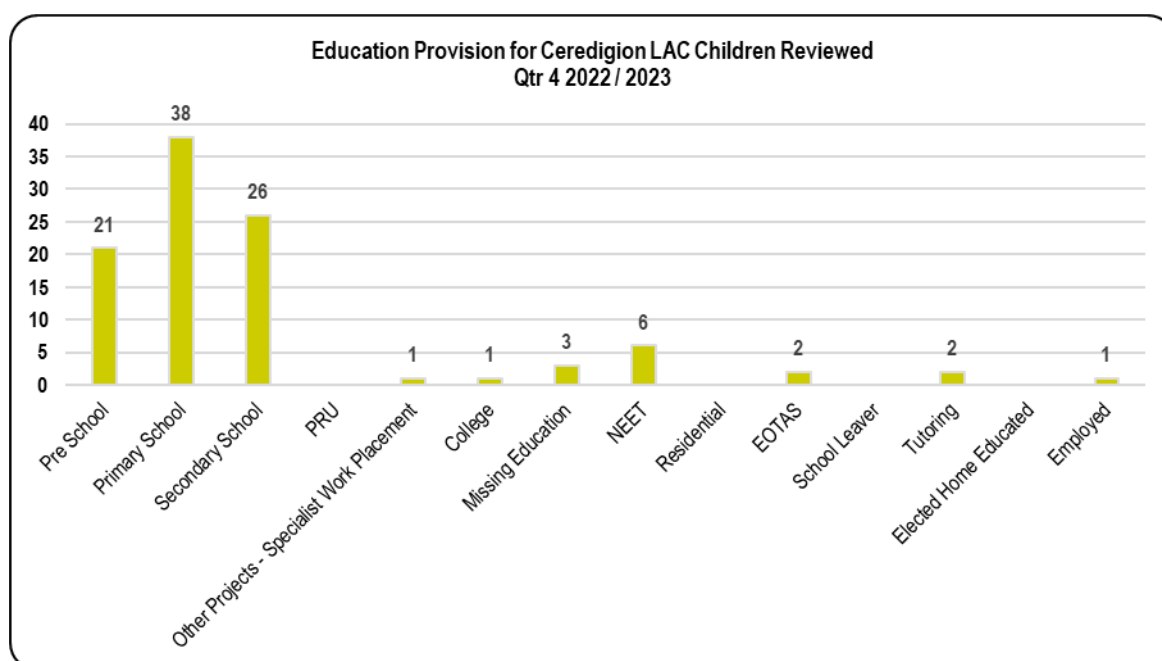
- 4 (4.0%) LAC Reviews recorded that a child/young person had been referred to CAMHS, it was confirmed at all 4 Reviews that the referral had been accepted for the child/young person.
- 87 (86.1%) LAC Reviews recorded that children/young people's mental/emotional health had been considered during the Health Assessment and/or during discussions in the meeting.
- 14 (13.9%) Reviews recorded that the mental health issues had not been considered.

- 13 (12.9%) LAC Reviews identified that the young person had a current mental health problem.
- Behavioural issues were identified for 17 children / young people during this period.

29. Nature of Education Provision:

During this quarter the children and young people reviewed were in the following educational provision.

Education Provision	
Pre-school children	21
Primary school pupils	38
Secondary school pupil	26
PRU	
Other Projects-Specialist Work Placement	1
College	1
Missing Education	3
NEET	6
EOTAS	2
Residential	
School Leaver	
Tutoring	2
Elected Home Educated	
Employed	1
Total	101



30. Number and percentage of Looked After Children of school age who had a Personal Education Plan within 20 school days of entering care or joining a new school.

Target Set 70% - Target achieved 93.7%

The data for this performance indicator relates to 63 children / young persons who were of compulsory school age and therefore eligible for a Personal Education Plan.

- 59 (93.7%) Children and young people of statutory school age had an up-to-date Personal Education Plan.
 - 9 (75.0%) Reviews recorded that the PEP had been completed within 20 school days of becoming Looked After or 20 school days of a change in school as required.
 - 50 (98.0%) Reviews recorded that the young person had an up-to-date Personal Education Plan.
 - 4 (6.3%) Reviews recorded that the PEP had not been completed within timescales; one review identified that a PEP was subsequently completed. The other 3 reviews (2 children as 1 child was reviewed 2) noted that the PEP was yet to be completed.

- 11 (17.5%) Children and young people attending school/college were identified as having a recognised highest additional learning need.

- 25 (39.7%) Reviews deemed that the children / young persons attending school/college needed additional support educationally. All 25 (100.0%) Reviews recorded that the young people were receiving support.

- 9 (69.2%) Reviews identified that the educational provision had been put in place at the start of the placement
- 4 (30.8%) Reviews recorded that the educational provision was not in place at start of placement.

- 4 (6.3%) Review identified that there had been a period whereby the child / young person had been out of education awaiting a school placement

31. National Measure 32: Percentage of Looked After Children who have changed schools and outside of transitional arrangements

Target Set 0% - Target achieved 0.0%

- 0 (0.0%) Reviews recorded a change of school which was not transitional, which compares to 9.5% in the previous quarter.

32. Number and percentage of Looked After Children who were excluded from school

Target Set 12% fixed term exclusion –Target achieved 3.2%

Target Set 1% permanent exclusion – Target achieved 0.0%

- 2 (3.2%) Review reported that the young person had been excluded on a fixed term basis during the review period. This compares to 0.0% in the previous quarter.
- 0 (0.0%) Reviews reported that the young person had been excluded from school permanently, which is consistent with the previous quarter.

There were exclusions during this quarter: -
10 sessions, total of 5 days

SECTION THREE

CONSULTATION AND PARTICIPATION

1. **Local Performance Indicator: Number and percentage of Looked After Children of age and understanding consulted by the Social Worker or attended their review**

Target Set 100% – Target achieved 100.0%

The data for this performance indicator relates to 72 reviews as 29 reviews recorded that the children / young persons were not of an age and level of understanding to be included in the consultation process although 2 of these children / young people were present at their review.

- All 72 (100.0%) Reviews recorded that consultation had taken place

Breakdown of consultation

30 Children / young people attended their review via Teams.

42 Children / young people completed consultation papers spoke with IRO or/and had their views represented by professionals, parents, carers or advocates.

- The IRO had direct contact with 18 children / young persons during the review period outside of the review meeting.

2. **Local Performance Indicator: Number and percentage of Children who were aware of their right for an Advocacy Service / Independent Visitor Scheme**

Target Set 100% - Target achieved 90.9%

The data for this performance indicator relates to 66 reviews as 35 reviews recorded that the children / young people reviewed were not of an age and understanding to be informed about their right for Advocacy / Independent Visitor Scheme and were therefore taken out of the equation.

- 60 (90.9%) Children / young persons were informed of their right for an Advocacy / Independent Visitor Scheme.

3 **Local Performance Indicator: Number and percentage of Children informed about the Complaints Procedure**

Target Set 100% - Target achieved 95.1%

The data for this performance indicator relates to 61 reviews as 40 reviews recorded that the children / young people were not of the age / level of understanding and were therefore taken out of this equation.

- 58 (95.1%) Children / young people knew about the complaints process, which compares to 97.3% in the previous quarter.
- 3 (4.9%) Reviews recorded that the IRO was unclear if the child / young person knew about the complaints process.

4 **Local Performance Indicator: Number and percentage of Parents consulted by the Social Worker before the review or who attended the review**

Target Set 80% - Target achieved 100.0%

The data for this performance indicator relates to 89 reviews as 12 reviews recorded that the parents were not involved in the statutory review process and these were therefore taken out of the above equation.

- All 89 (100.0%) Parents completed consultation papers or met with / spoke with the IRO prior and / or after the review or / and attended the review themselves or / and had their views represented by a professional.

Breakdown of consultation

Consultation Papers were sent to all 89 reviews.

54 Reviews confirmed that the parents were present; or spoke to the IRO by phone prior and/or after the review.

5 **Local Performance Indicator: Number and percentage of Foster Carers consulted by the social worker or attends the Child's Review**

Target Set 100% - Target achieved 100.0%

The data for this performance indicator relates to 90 reviews as 11 reviews recorded that the child was placed with a parent or living independently, these reviews were therefore taken out of the equation.

- 90 (100.0%) Foster Carers completed consultation papers or / and attended the reviews during this period.

6 Local Performance Indicator: Number and percentage of Health Representative attending the Review or Sending a Report

Target Set 100% - Target achieved 91.1%

- 92 (91.1%) Reviews confirmed that information regarding health was available for the meeting.
- 9 (8.9%) Reviews reported that there was no health information at the meeting.

Comment: When young people live out of county, it is more difficult to have the health professionals to attend

7. Local Performance Indicator: Number and percentage of a School Representatives attending a Review or Sending a Report

Target Set 100% - Target achieved 94.2%

- 65 (94.2%) LAC Reviews had a school representative attend or provided a written report, which compares to 93.7% in the previous quarter.

Comment: When children live out of county, it is more difficult to have the health professional to attend

8. Local performance Indicator: Number and percentage of LAC Review Documents completed by the Social Worker prior to the review

Target Set 100% - Target achieved 54.5%

- 55 (54.5%) LAC Reviews confirmed that the LAC Review document had been completed by the Social Worker prior to the review, this compares to 69.8% in the previous quarter.
- 46 (45.5%) LAC Reviews confirmed that the LAC Review document had not been completed by the Social Worker prior to the review.

Comment:

**SECTION FOUR:
ISSUE RESOLUTION PROTOCOL**

The Issue Resolution Protocol was not initiated during this period for any child by the IRO.

7 Mid-Point reviews took place during this period and where needed IRO were bringing reviews forward when there were concerns.

SECTION FIVE

EVALUATION

This information was unavailable for this quarter

SECTION SIX

PATHWAY PLANNING

For over 16 years old and not LAC / over 18 year old care leavers

30 Pathway Plan Reviews were held during the quarter.

1 Performance Indicator: Percentage of Pathway Plan Review held within timescales

- 27 (90.0%) Pathway Plan Reviews were held within timescales, which compares to 70.6% in the previous quarter.
- 3 (10.0%) Pathway Plan Reviews were held out of timescales. The reasons recorded were as follows: -
 - 1 Review was rearranged due to young person's availability.
 - 2 Further reviews were delayed due to IRO / PA's availability.

2 Performance Indicator: Percentage of Young Persons with allocated Personal Advisor / Social Worker

- It was identified at all 30 (100%) reviews that all the young persons had an allocated Social Worker or/and Personal Advisor.

3 Performance Indicator: Percentage of Pathway Plan Review Record Completed for the Meeting

- The Review Record had been completed for 21 (70.0%) Pathway Plan Reviews, which compares to 76.5% in the previous quarter.
- 9 (30.0%) Reviews reported that the Review Record had not been completed at the time of the review.

4 Performance indicator: Percentage of Young People Consulted for the Review Meeting

- 27 (90.0%) Reviews confirmed that the young person had his / her views represented at the review or / and attended the review.
- It was identified at 3 (10.0%) reviews that young person had not had his / her views represented at the review or / and attended the review.

- 5 Performance indicator: Percentage of Young People attending their Review Meeting**
- 17 (56.7%) Reviews recorded that the young person attended their review.
 - 13 (43.3%) Reviews recorded that the young persons had not attended their review.
- 6 Performance Indicator: Percentage of Pathway Plan meeting young person's needs**
- All 30 (100.0%) Reviews confirmed that the Pathway Plan was meeting the young person's needs.
- 7 Performance Indicator: Percentage of Pathway Plans updated prior to Leaving Care/18th Birthday**
- None of the young persons reviewed had left care during their review period.
- 8 Evaluation This information was unavailable for this quarter**

SECTION SEVEN

REGULAR SHORT BREAK CARE

There were no Regular Short Break Care Reviews held during the quarter.

SECTION EIGHT

SHORT BREAK CARE

No Short Break Care Reviews were held during the quarter.

Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview and Scrutiny Committee

DATE: 18 September 2023

LOCATION: Hybrid

TITLE: Draft Forward Work Programme 2023/24

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

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

BACKGROUND:

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

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

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

The main roles of the Overview and Scrutiny Committees:

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

Effective Overview and Scrutiny can lead to:

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

CURRENT SITUATION:

Questions to consider when choosing topics

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

Choosing topics

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

RECOMMENDATION (S):

To review and update the current Forward Work Programme.

Contact Name:	Dwynwen Jones
Designation:	Overview and Scrutiny Officer
Date of Report:	5.9.2023
Acronyms:	FWP – Forward Work Programme

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
Healthier Communities			
24 May 2023	CSSIW Inspection report and Action Plan Update on Domiciliary Care Regional Maternity and Early Years Strategy Joint Adoption Arrangements	Audrey Somerton-Edwards Donna Pritchard Iwan Davies/Elen James Audrey Somerton-Edwards	Committee's request Pre-Cabinet

3 July 2023	<p>Through Age and Wellbeing Recruitment/Retention</p> <p>Direct Payments</p> <p>A report on the Housing Register</p>	<p>James Starbuck</p> <p>Donna Pritchard</p> <p>Llyr Hughes/Cerys Purches-Phillips</p>	<p>Committee's Request</p> <p>Committee's Request</p>
18 September 2023	<p>Housing Strategy</p> <p>IRO</p> <p>To present to Committee the outcome of the Ceredigion Dementia Ceredigion Implementation Plan</p>	<p>Llyr Hughes</p> <p>Elizabeth Upcott</p>	<p>Pre-Cabinet</p> <p>Pre-Cabinet</p> <p>Pre-Cabinet</p>
22 November 2023	Report on the delivery of food hygiene/standards and animal feed inspections in Ceredigion	Carwen Evans	Requested by Committee

	<p>CIW update report after six months for a period of one year on action against progress</p> <p>Statutory Director of Social Services Annual Report 22/23</p> <p>Respite and Day Services</p>	<p>James Starbuck</p> <p>Audrey Somerton-Edwards</p> <p>Donna Pritchard</p>	As recommenda tion
22 February 2024	Budget Preparation		
11 March 2024	Invite: Barcud WWHA Caredig		
Future agenda items	<p>Update on the Support and Intervention Service</p> <p>May 2024 - Report on the 15 points referred to in the 'Pledge' – Domiciliary Care</p>	<p>Gethin Jones</p> <p>Donna Pritchard/Heather West</p>	

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Minutes of the Meeting of the Healthier Communities Overview and Scrutiny Committee held at the Council Chamber, Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron and remotely on Monday, 3 July 2023

Present: Councillor Caryl Roberts (Chair), Councillors Ceris Jones (Vice-Chair), Amanda Edwards, Eryl Evans, Keith Evans, Wyn Evans, Gwyn James, Ann Bowen Morgan, Mark Strong & Carl Worrall.

Also in attendance: Councillors Euros Davies, Rhodri Evans & Gareth Lloyd.

Cabinet Members present: Councillors Matthew Vaux & Alun Williams.

Officers in attendance: James Starbuck, Corporate Director; Audrey Somerton-Edwards, Interim Corporate Lead Officer- Porth Cynnal; Geraint Edwards, Corporate Lead Officer- People and Organisation; Duncan Hall, Corporate Lead Officer- Finance and Procurement; Lowri Edwards, Corporate Lead Officer- Democratic Services; Heather West, Corporate Manager- Targeted & Short-Term Services; Llyr Hughes, Corporate Manager- Housing Services; Cerys Purches-Phillips, Senior Housing Officer; Dwynwen Jones, Overview and Scrutiny Officer & Neris Morgans, Democratic Services Officer.

(10.00am- 12.26pm)

1 Welcome and Apologies

- i. Councillor Carl Worrall apologised for having to leave the meeting early.
- ii. Councillor John Roberts apologised for his inability to attend the meeting due to other Council commitments.
- iii. Councillors Elaine Evans and Sian Maehrlein apologised for their inability to attend the meeting.
- iv. Donna Pritchard, Corporate Lead Officer- Porth Gofal and Greg Jones, Interim Corporate Lead Officer- Porth Cymorth Cynnar apologised for their 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.

Audrey Somerton-Edwards, Interim Corporate Lead Officer- Porth Cynnal declared a personal interest in item 3, in accordance with the Code of Conduct for Local Government Employees.

3 Recruitment Challenges in Through Age Wellbeing Services

Councillor Alun Williams (Cabinet Member for Through Age and Wellbeing) presented an update to the Committee on Recruitment and Retention of Social Care Staff. The Council had a legal duty to provide safe statutory services for those most in need within the communities of Ceredigion. Whilst responsibility for this ultimately lied with the Council's Statutory Director of

Social Services (SDSS), there was an organisational responsibility to support the SDSS to ensure these responsibilities were discharged effectively and in a manner that resulted in a safe service.

The risk of not having a safe service would at worst present a risk to life in terms of service users, and significant financial risk and toll on staff capacity should the council be placed into special measures. Whilst agency staff were used within the local authority's social care structures, where recruitment was challenging, the cost of doing so represented value for money given the safe service that they were critical to maintaining. Agency staff were carefully selected and managed well to ensure the needs of the council and of service users were met. The challenge to recruitment in social care was nationally and was likely to remain so without a significant focus on the issues from Welsh Government.

Care Inspectorate Wales (CIW) inspected the local authority's adults and children's services in March 2023. Following a robust inspection, an extremely positive report was provided with many examples of the significant good work that took place every day and citing the strong senior leadership that was in place. They also acknowledged areas for improvement that the local authority presented to them and confirmed that there were no areas of no compliance.

The recruitment and retention of an appropriately sized workforce was one of the most significant challenges facing local government and the public sector in general, with increased vacancy rates across all areas. As well as explaining the challenges in detail, the report also captured the ways in which the council was being innovative and creative in attempting to respond to them. The ability to attract and retain talent was critical to maintaining a skilled workforce capable of delivering quality services to the local authority's communities. The Council employed a workforce of around 3,700 employees, to a fulltime equivalent workforce of around 2,600 employees, largely female based at approximately 66%.

The recruitment and retention in the local authority's Through Age Wellbeing social care services had proved to be increasingly challenging, especially over the past 18 months, post-Covid period. These services employed a workforce of around 700 employees, a full-time equivalent workforce of 500 and a higher than the corporate average female workforce percentage of 74%. Of these roles, 240 were supporting statutory services and vacancy levels in these roles were currently at 45 (19%), and 21 of these were occupied by agency staff. Of the remaining 460 roles, vacancy levels were at 88 (19%) but only 9 of these were occupied by agency staff, in residential homes and Enablement team.

The agency staff covering statutory services included the eight members of the managed team arrangement through Innovate Services. Their appointment was following a procurement exercise and the contract was awarded on an initial 6-month contract, with the option of extensions of up to 6 months in three-month blocks. Whilst this team was not included in the

financial scope of the report, the added value they provided to the organisation and their role in helping to maintain a safe service was clear.

An overview of the following as outlined in the report was provided:

- Financial considerations
- Recruitment and retention issues in Social Care
- Local Government pay
- Regional picture overview
- Current position in Ceredigion
- Recruitment and retention initiatives
- Using recruitment agencies for permanent recruitment
- Outreach
- Current recruitment campaigns
- Conclusion

The local authority worked collaboratively with other local authorities regionally and nationally. It was highlighted that salaries differed in each local authority and not only were they in competition for staff but agency staff too. There were attempts to limit the fees of agency staff, however, this could lead to the lack of agency staff based in Wales. The Social Care sector was under pressure, similar to the NHS, and an improvement in Social Care would have an impact on the NHS.

Audrey Somerton-Edwards provided a presentation outlining the following trend analysis as they stood on 27.10.2022 and 18.05.2023:

- Open Cases – Referral Status
- Open Cases by RAG Amber and Red Status
- Number of LAC and % with visits in last 12 weeks
- Number of CPR and % with visits in last 10 days

Members were provided with the opportunity to ask questions which were answered by Officers in attendance and Councillor Alun Williams. The main points raised were as follows:

- From exploring options, developing a Masters Degree programme in Social Work was the most appropriate course as opposed to an undergraduate course, as this was where all involved felt they could effectively recruit. Work by Aberystwyth University and the local authority with an oversight from Social Care Wales to develop the course was in the early stages but the aim was to replicate the success of the nursing course available at Aberystwyth University.
- Placements for trainees studying the 3-year Social Work degree through the Open University were arranged by the local authority. Trainees were required to work for the local authority for a minimum of 2 years post-qualification.
- It was clarified that at no point the service was unsafe during recent challenges. As soon as issues were identified, a strong recommendation was provided by the previous Statutory Director of Social Services to ensure the service remained safe. Without the support of the Innovate Team, the caseload would have been very unmanageable for staff who had remained loyal and committed to the authority.

- At present, there was no evidence to suggest either way that hybrid working that had been trialled over the past 12 months had an impact on staff's wellbeing. Staff members working in Triage worked in the office daily, and Social Care staff had utilized the opportunities to work in a hybrid manner. It was acknowledged that a supportive environment, supervision and access to well-being services were important for the staff's health and well-being.
- There were challenges in recruiting staff due to competition such as higher salaries offered by other local authorities, but Ceredigion County Council generally had no challenges in retaining staff. Vacancies were usually due to career progression or retirement. Raising the need for a national pay scale across Wales for the Social Care sector with Welsh Government (WG) at any given opportunity was vital along with highlighting that given the financial pressures on local authorities, this should be fully funded by WG.
- At present, there were 38 agency Social Workers across the local authority (there were 8 Social Workers and 2 Senior Practitioners in Planned Care). Most of the recently qualified Social Workers had opted to work with adults whilst most of the agency staff worked with children given the level of vacancies. Hopefully, the proposed MSc degree would lead to recruitment locally and would strengthen the services.
- To recruit people to work in the Social Care sector within the local authority, members felt it was important to promote social work positively and the opportunities available across the county. Video clips from employees discussing and promoting their roles and the area had been used in recent recruitment campaigns. As technology and communication evolved, it was important to consider all available options.
- In response to concerns raised around the language skills of agency staff, it was clarified that some agency staff spoke Welsh. Members felt there could be greater collaboration with academic institutions such as Bangor University, to develop training and work placement with a particular regard to training bilingual Social Workers.
- An element of using agency staff would always be required in the local authority, but having the balance was key. During the next few years, work on succession planning was important, not only due to vacancies but due to retirement. Members would be updated on this in due course.

Given the recruitment challenges across the local authority, Councillor Rhodri Evans, Chair of the Corporate Resources Overview and Scrutiny Committee agreed to include this item on the Committee's forward work plan for consideration. In addition, given his role on the Hywel Dda University Health Board, he was willing to raise matters related to recruitment as required.

Following questions, Committee Members considered the following recommendations:

1. To note the current position about the important use of agency workers within our social care services.
2. To note the activity already taking place in responding to the challenge of recruitment in this sector.

3. To provide feedback and suggestions of any other possible solutions to the recruitment challenge.
4. To endorse Officers working with partners including HDUHB to explore creative and innovative opportunities to provide longer-term solutions.

Committee Members agreed to recommend that Cabinet:

1. Committee Members agreed to note recommendation 1 and 2 above,
2. The Committee supports ongoing discussions with Welsh Government for a fully funded National pay scale for Social Care staff, and,
3. That the authority considers greater collaboration with academic institutions including Bangor University, to develop training and work placements with a particular regard to training bilingual Social Workers.

4 Direct Payments Support Service

Consideration was given to the Direct Payments Support Service Progress Report. A Direct Payment was money awarded by a Local Authority to allow Service Users to arrange their own package of care. Direct Payments could be offered to anyone who had been assessed as eligible to receive community care services. Once assessed, an individual must be offered the choice of a direct payment. The amount allowed depended on how much and what assistance was required and this would all be included in the care plan produced by the assessor. Some chose to use a care agency instead. Local authorities were required to provide support and assistance to people to manage their Direct Payment and employment responsibilities. This was the role of the Direct Payments Support Service.

Audit Wales has described the benchmark characteristics of a local authority that effectively encouraged, managed and supported people to use Direct Payments. An overview of the Current Situation was provided as noted in the report.

It was agreed to note the information and update on developments within the Direct Payment Support Service.

5 A report on the Housing Register

Councillor Matthew Vaux (Cabinet Member for Partnerships, Housing, Legal and Governance and Public Protection) explained that the purpose of the report was to provide information on the Housing Register's application process, the banding and the links and benefits involved. It was highlighted that the information captured helped the service identify trends, for reflection within the Policy and the Housing Strategy.

Llyr Hughes provided a presentation to the Committee, outlining the following:

- Purpose of the Register/ Service Demands
- Partners
- Application Process & Policies/ Registers
- Common Allocation Policy & Banding
- Applications- 01/04/2022 to 31/03/2023
- Current Breakdown of Current Banding

- Reasons for Move
- Allocations - 01/04/2022 to 31/03/2023
- Contact Details

Members were provided with the opportunity to ask questions which were answered by Llyr Hughes, Cerys Purches-Phillips and Councillor Matthew Vaux. The main points raised were as follows:

- In response to queries about the need to renew housing applications annually, it was noted that this was to ensure information was current and correct and there was still a housing need. There was a robust mechanism in place to ensure every attempt was made to contact applicants when their renewal was due, and it was key that details were correct in the event an offer of accommodation was made.
- Registered Social Landlords held responsibility for tenancy management, as opposed to the local authority, who held responsibility for pre-tenancy. Members were encouraged to contact the relevant housing association if there were issues to report.
- The importance of not having pre-conceptions on social housing allocation was highlighted; there was a policy and process to follow including meeting the local connections criteria to ensure applications were banded appropriately.
- There was no evidence to suggest there was increased homelessness following the introduction of Rent Smart Wales, but anecdotal information suggested landlords were leaving the market.

Following questions by the Committee Members, it was agreed to note the report.

6 To consider the Forward Work Plan 2023/2024

It was agreed to note the contents of the Forward Work Programme presented subject to the following:

- Extend an invitation to local registered social landlords (Barcud, Wales and West Housing and Ceredig) to address the Committee (March 2024)
- Update on Hywel Dda University Health Board mental health services

7 Minutes of the previous Meeting and any matters arising therefrom

It was agreed to confirm the minutes of the meeting held on 24 May 2023.

Matters arising: None.

Confirmed at the Meeting of the Healthier Communities Overview and Scrutiny Committee held on 18 September 2023

Chairman: _____

Date: _____