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Cyngor Sir
CEREDIGION
County Council

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

6 June 2023

01545 572070

Dear Sir / Madam

I write to inform you that a Meeting of the Corporate Resources Overview and Scrutiny Committee will be held HYBRID - NEUADD CYNGOR CEREDIGION, PENMORFA, ABERAERON / REMOTELY VIA VIDEO CONFERRENCE on Monday, 12 June 2023 at 10.00 am for the transaction of the following business:

1.   **Apologies**

2.   **Disclosures of personal interest (including whipping declarations)**
Members are reminded of their personal responsibility to declare any personal and prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. In addition, Members must declare any prohibited party whip which the Member has been given in relation to the meeting as per the Local Government (Wales) Measure 2011.

3.   **Elect a temporary vice-Chair (until the end of July 2023)**

4.   **Engagement and Participation Policy Annual Report 2022-2023 (Pages 3 - 20)**

5.   **Digital Connectivity Update (Pages 21 - 32)**

6.   **Update on SMART Towns (Pages 33 - 62)**

7.   **Forward Work Programme (Pages 63 - 66)**

8.   **To confirm minutes of the previous meeting and to consider any matters arising from those Minutes. (Pages 67 - 70)**

Members are reminded to sign the Attendance Register

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

Yours faithfully

Miss Lowri Edwards
Corporate Lead Officer: Democratic Services

To: Chairman and Members of Corporate Resources Overview and Scrutiny
Committee
        The remaining Members of the Council for information only.

Cyngor Sir CEREDIGION County Council

REPORT TO:	Corporate Resources Overview and Scrutiny Committee
DATE:	12th June 2023
LOCATION:	Council Chamber, Penmorfa, Aberaeron
TITLE:	Engagement and Participation Policy Annual Report 2022-2023
PURPOSE OF REPORT:	To provide an opportunity for the Scrutiny Committee to consider the progress made in delivering the Council's Engagement and Participation Policy during 2022-23
REASON SCRUTINY HAVE REQUESTED THE INFORMATION:	As the designated Scrutiny Committee for oversight of engagement and consultation

BACKGROUND:

The Ceredigion Engagement and Participation Policy 'Talking, Listening and Working Together' was approved by Cabinet on 04/10/2022 and published on 18/10/2022.

engagement and participation policy ceredigion county council.pdf

This is the first Annual Report that outlines our progress in delivering the Policy.

CURRENT SITUATION:

The Annual Report is presented as Appendix 1. The report provides an update on the progress of the Action Plan contained within the Policy, along with the Engagement Methods utilised by the Council, some examples of Continuous Engagement and a summary of the Engagement, Consultation and 'Inform' exercises undertaken during 2022-23.

At the end of the report a conclusion section has been included to assess the improvements made over the past year and to identify where further progress is required in moving forward.

	Has an Integrated Impact Assessment been completed? If, not, please state why	No, does not present a change in policy or service.
WELLBEING OF FUTURE GENERATIONS:		
	Summary: **Long term:** **Integration:**	

1

Collaboration:
Involvement:
Prevention:

RECOMMENDATION (S):
To consider the content of the Engagement and Participation Policy Annual Report 2022-2023 and to provide feedback for Cabinet to consider when the report is presented to them on the 4th July 2023.

REASON FOR RECOMMENDATION (S):
To ensure appropriate scrutiny of the Engagement and Participation Policy.

Contact Name:	Cathryn Morgan
Designation:	Equalities and Inclusion Manager
Date of Report:	26/05/2023
Acronyms:	

2

Ceredigion Engagement and Participation Policy 'Talking, Listening and Working Together'

Annual Report

2022-2023

Mae'r ddogfen hon hefyd ar gael yn Gymraeg

Ceredigion Engagement and Participation Annual Report 2022-2023

This report outlines the work undertaken by the Council during 2022-23 to deliver our Engagement and Participation Policy with the overall aim of improving the way that we engage and consult with the public and other stakeholders.

Why Engage?

Our Engagement and Participation Policy, that was approved in October 2022, sets out how we will talk and listen with all of those who live, work or study in Ceredigion, including people whose voices are seldom heard.

It's important that we give residents and stakeholders the opportunity to tell the Council about their own vision for their communities and about what they want in terms of service provision.

Our legal duty to consult is set out in various pieces of legislation, including:

- **The Well-being of Future Generations (Wales) Act 2015** – the Council must involve people with an interest in achieving the National Well-being goals.

- **The Local Government and Elections (Wales) Act 2021** – the Council must encourage public participation in our decision making.

- **The Welsh Language Measure 2011** – the Council must ask the public for their views on the impact that our decisions will have on the Welsh Language.

- **The Equality Act 2010** – the Council must involve and engage with people who share Protected Characteristics.

- **The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996** – the Council must consult with organisations specified in the Regulations and must inform people that are likely to be affected by a traffic order.

- **School Standards and Organisation (Wales) Act 2013** – the Council must comply with the [School Organisation Code](#) which outlines the principles that should be taken into account when proposing to make changes to school provision.

It's not just about our legal duty, however. Engaging and consulting with the public gives us better information to help our decision making. This can lead to better outcomes for our residents.

SECTION 1

Action plan: Progress 2022-23

Aim 1: To mainstream effective engagement and participation across Ceredigion County Council

Action	Progress	Responsibility	RAG status
To develop an Engagement toolkit and deliver training on its use to all Corporate Managers.	The toolkit has been developed and the content is being tested on current engagement exercises. The content is listed below: • Consultation decision making tool • Engagement/Consultation plan template • Engagement and Consultation checklist • Accessible formats guidance • Equality monitoring template • Stakeholder group contact details Advice has been offered on a one-to-one basis during 2022-23. Group sessions on its use will be rolled out during 2023-24.	Equalities and Inclusion officers	**Amber** some progress made
To maintain a timetable of consultation and engagement exercises carried out by all Council Services.	Complete – the timetable is held by the Equalities and Inclusion team and will be updated on an ongoing basis. 5 x Consultation exercises, 7 x Engagement exercises and 4 x Inform exercises were undertaken during 2022-23. There is more detail in Section 2 below.	Equalities and Inclusion officers	**Green** action is on track
To publish an Engagement Annual Report to monitor the developments as we change how we engage with the public.	This report fulfils the requirement for 2022-23.	Equalities and Inclusion officers	**Green** action is on track

Aim 2: To ensure that we engage with the people of Ceredigion in the best way

Action	Progress	Responsibility	RAG status
To revise and update our list of Stakeholder groups.	The list has been revised and updated. Once verified, it will be added to the Engagement toolkit and available to all Council staff.	Equalities and Inclusion officers	**Green** action is on track
To develop the use of online engagement platforms and maintain the use of non-digital engagement methods.	The corporate Engagement and Consultations webpage is under review and will be updated during 2023-24. An online platform – 'Have your Say Ceredigion' – is being tested but is not yet in constant use. Non-digital methods of engagement are being utilised but not consistently across all Council services.	All Corporate Managers	**Amber** some progress made
To improve the way that we feedback to those who have participated in our engagement exercises.	A consistent method is currently being developed and will be rolled out across all Council services during 2023-2024.	All Corporate Managers	**Red** no progress made

Aim 3: To meet our statutory duties and responsibilities under legislation

Action	Progress	Responsibility	RAG status
To ensure a mechanism is in place so that the public can attend Council meetings in person or remotely via a hybrid meeting system.	The mechanism is in place. In accordance with the Local Government and Elections (Wales) Act 2021 members of the public are able to attend hybrid meetings in person or remotely.	Democratic Services	**Green** complete
To revise and update our Integrated Impact Assessment (IIA) tool	The revised Integrated Impact Assessment tool is at 'draft' stage. It contains up to date information about Ceredigion population *(Census 2021)* and requires officers to consider stakeholder engagement as part of the assessment. The draft tool will be presented to Cabinet for approval in July 2023.	Equalities and Inclusion officers	**Amber** some progress made
To establish an e-petition system and publish a protocol that sets out how the Council intends to handle and respond to petitions.	The Petitions Protocol is listed under Part 5 (Codes and Protocols) of Ceredigion County Council constitution. The constitution is publicly available on the Council's website - The Council's Constitution - Ceredigion County Council. An e-petition system is currently being developed and will be presented to the relevant Committees shortly.	Democratic Services	**Amber** some progress made

Aim 4: To keep up to date with the latest innovations and best practice in the field of engagement

Action	Progress	Responsibility	RAG status
To review and revise Ceredigion County Council's Engagement and Participation Policy	The current Engagement and Participation Policy was published in October 2022. It will be reviewed in 2025, or before this if required.	Equalities and Inclusion officers	**Green** action is on track
To keep an engagement toolkit up to date for all staff to use.	The engagement toolkit is being developed It will be kept up to date and be available to all staff after it has been approved and published on the internal staff website.	Equalities and Inclusion officers	**Amber** some progress made
To liaise with Engagement and Equalities colleagues across Wales.	The Equalities and Inclusion manager is a member of the Wales Tackling Poverty & Inequality Network and Councils Engagement Leads Network, both run by WLGA. The Equalities and Inclusion team contributes to regional engagement and equality meetings and is currently working with Mid and West Wales Equality, Diversity, and Inclusion managers on a regional consultation exercise to prepare for the revision of our Strategic Equality Plan.	Equalities and Inclusion officers	**Green** action is on track

SECTION 2

Engagement methods

There is no 'one size fits all' solution to engagement. We aim to use the best type of engagement for the right situation.

Continuous engagement is achieved through an ongoing conversation between the Council and our local communities. Sometimes a targeted engagement or consultation exercise is the best method. In other instances, the Council has a legal duty to follow a specific process to inform the public and provide opportunity for feedback.

It is becoming increasingly difficult to gain the public views on the wide range of services and strategies that the Council provides. A variety of methods are used to promote our engagement and consultation exercises including social media, press releases, posters, and targeted emails to stakeholders.

Paper copies of information and surveys are often produced. These are generally available to download from our website or by request. They are also circulated via email and placed in our Libraries and Leisure Centres. All services are encouraged to provide alternative versions, e.g. Easy Read, Large Print and Young Person summaries. Easy Read training was undertaken by 15 staff in January/February 2023 and 8 Council Services now have access to an extensive symbols library to enable more Easy Read documents to be produced and make it easier for people with learning difficulties to engage with us.

Discussion sessions, thematic workshops, meetings with key stakeholders and face to face drops ins are also offered, particularly where feedback is sought from a specific cohort, for example the Youth Council, or in a specific place, for example flooding in Llanybydder, Llandysul/Pont-Tyweli.

An Engagement toolkit is being developed and this will enable a more consistent approach to the way that the Council engages with the public.

'Have your Say Ceredigion' – is being tested but is not yet in constant use. The aim is to develop this online platform so that people can sign up to have their say on specific areas of interest to them using a range of tools, for example ideas boards, stories, polls and surveys.

Some Examples of Continuous Engagement

Clic – Customer Service Contact Centre took 130,908 phone calls during 2022-23 with average waiting times across all lines being 2 mins 40 seconds. The Contact Centre handled 35,852 emails in the same period. Contacts vary from simple requests for information, to complex referrals and intricate enquiries. Enquiries and contact with the public provide valuable feedback to the Council about the services that we provide and are part of our ongoing conversations with people who live, work and study in Ceredigion.

Citizen portal - My Account enables Ceredigion residents to set up their own account to view online details about their Council Tax, Housing Benefit and Business Rates. Additional functionality is being built into the portal so that citizens will be able to keep up to date on Council related matters that are of interest to them.

Council meetings are open to the public, all minutes are published on the Council website along with a calendar of upcoming meetings. This enables interested members of the public to understand how the Council is run and to know what decisions are being taken at any given time.

Ceredigion Youth Council meets with Senior Managers and Elected Members four times per year. Minutes of their meetings are presented to both the Learning Communities Overview and Scrutiny Committee and Cabinet, to ensure that the views of young people are fed into the democratic process.

The Children and Young People Service Provider Forum enables workers from the public sector, third sector and further education sector to share information. Members of the Forum raise challenges faced by the children, young people and families that we support and work together to find solutions that will help.

Ceredigion Local Access Forum represents land managers and owners, users of land and those with other interests. The forum advises the Council and other bodies on access and recreation issues.

Ceredigion Disability Forum enables people with a disability to meet with Council officers to discuss issues that are important to the disabled community and the Council.

Ceredigion Armed Forces Community Forum is a forum for members of the Armed Forces and workers from the public sector and third sector to share information and challenges and work together to find solutions that will help.

Ceredigion Local Action Group - Cynnal y Cardi is made up of organisations representing the private, community and public sector to ensure a well-balanced representation of interests. Members work together to support rural regeneration activity across Ceredigion.

Ceredigion Carers Forum is coordinated by the Carers and Community support team and enables unpaid Carers to talk about the issues that are important to them. The **Carers Alliance** is a separate group made up of professionals from all sectors who support unpaid Carers. Both the Forum and the Alliance provide valuable feedback to the Council to help improve the support services that we provide.

Community Connectors run regular drop-in sessions throughout Ceredigion, which are open to everyone. They support the communities that they work in and work with people to develop a range of networks, activities and events. These activities enable them to identify unmet need and feedback to relevant services.

Ceredigion Ageing Well Officer has been gathering feedback from older people on various aspects of life as we get older in Ceredigion. This is an ongoing process and will feed into an Age Friendly self-assessment which will contribute to an Age Friendly action plan. This will enable the Council to become a member of the Age Friendly Communities Network in Wales.

Pathfinder meetings bring partners together in specific geographical areas to discuss issues faced by children and families in their communities. Health board, public sector and community sector representatives work together to plan future parenting and family support provision that is based on feedback from the families with whom they work every day.

Town and Community Councils are closest to the public as regards meeting local needs. Elected Members sit on their local Town or Community Council, which gives the County Council a direct line of contact to the issues and challenges faced by our local communities.

Engagement exercises undertaken in 2022-23

Seven targeted engagement exercises were undertaken during 2022-23. Some were run by the Council alone and some were run in partnership with others as we try and reduce 'consultation fatigue'. Feedback from these exercises will contribute to the development of future plans and strategies.

1. Development of Regional Investment Plan to deliver UK Shared Prosperity fund (May/June 2022)

Growing Mid Wales (Ceredigion County Council and Powys County Council) ran an internal and external engagement exercise to invite views on how the UK Shared Prosperity Fund should be used over the next 3 years.

Number of responses: 176 responses to an online survey plus over 150 stakeholders who attended a webinar and 20 member organisations of the Growing Mid Wales Partnership.

What next: Responses were used to help shape the high-level priorities of the Mid Wales Regional Investment Plan 2022-25. The Plan provides guidance to local businesses and organisations who wish to apply for funding from the UK Shared Prosperity Fund.

2. Flooding at Llanybydder, Llandysul and Pont-Tyweli (June - August 2022)

Highways and Environmental Services ran a 12-week engagement run in partnership with National Resources Wales and Carmarthenshire County Council to seek views of the public to get a better understanding of the impact that flooding has on the communities.

Number of responses: 124 (58: Llanybydder and 66: Llandysul/Pont-Tyweli).

What next: Responses will feed into the next stage of the work and form part of decision making that Natural Resources Wales and Welsh Government will undertake to design and implement any flood risk reduction scheme.

3. Mid Wales Employment and Skills survey (July - September 2022)

A 7-week engagement run by the Mid Wales Regional Skills Partnership (Ceredigion County Council and Powys County Council) to inform the Mid Wales Employment and Skills Plan 2022-25.

Number of responses: 69 (73% from Powys / 27% from Ceredigion)

What next: The Mid Wales Employment and Skills Plan 2022-25 was launched in March 2023. The Plan identifies key sectors and skills and priorities for regional investment to support jobs and growth in the Mid Wales region.

4. Post-16 education (October 2022)

Schools and Culture ran a 4-week engagement with businesses, parents, primary and secondary school pupils and university students. Respondents were asked for their views about the range of courses and type of provision needed for post-16 learners.

Number of responses: 1,307 to the online survey.

What next: Responses will feed into the review of post-16 provision in Ceredigion.

5. Future uses in Council Buildings (December 2022/January 2023)

Economy and Regeneration ran an 8-week engagement with the public to ask for their views on how best to use the main Council offices in the future.

Number of responses: 533 (508 to the online survey and 25 to a paper version). Additional responses also received via Clic.

What next: Feedback will be considered, alongside feedback from Council staff and data on the use of desks and meeting rooms in pilot hybrid office areas.

6. Crime and Disorder Strategic Assessment (January – March 2023)

Ceredigion Community Safety Partnership ran an 8-week engagement to gather views about crime and disorder in the county.

Number of responses: 89 responses to the online survey, 3 responses on a paper survey and 9 responses from a Ceredigion Youth Council event.

What next: Responses will inform the Ceredigion Community Safety Delivery Plan which aims to protect local communities from crime and to help people feel safer.

7. Ceredigion Dementia Action Plan (Feb/March 2023)

Our Through Age Well-being programme ran a 6-week engagement with the public, with particular emphasis on older people, to establish how we are doing and what we can do to improve the lives of people living with dementia and those who care for them.

Number of responses: 35 from the online survey plus 10 from drop-in sessions at 6 locations across the county. Additional responses were collected from face-to-face visits to 5 groups/care homes, focus sessions with service providers and 55 x one to one video calls.

What next: Responses will feed into the development of a Ceredigion Dementia Action Plan.

Consultation exercises undertaken in 2022-23

Five consultation exercise were undertaken to obtain public feedback on specific plans or proposals. Results of the consultation exercises were presented to Cabinet alongside the final plan or policy. All approved plans and policies are now published on the Council website (apart from the Maternity and Early Years Strategy for Mid Wales which will be presented to Cabinet on 06/06/23).

1. Childcare Sufficiency Assessment report (May/June 2022)

Schools and Culture ran a 4-week consultation to seek the views of interested parties on the draft Childcare Sufficiency Assessment report. The draft document was based on the results of an extensive assessment of the availability of childcare in Ceredigion.

Number of responses: 17

Impact of the Consultation: People generally agreed with the content of the Childcare Sufficiency Assessment. This is probably due to the extensive consultation undertaken in 2021-22 to inform the assessment report. The action plan was developed in line with the original document.

2. Engagement and Participation policy (July-Sept 2022)

Policy, Performance and Public Protection ran an 8-week consultation to seek the views of interested parties on how the council should engage with the public and to ask for feedback on the draft Engagement and Participation policy.

Number of responses: 112

Impact of the Consultation: The final policy was amended in response to the feedback received.

3. Maternity and Early Years Strategy for Mid Wales (July/August 2022)

A 13-week regional consultation was run by Carmarthenshire, Ceredigion and Pembrokeshire Local Authorities and Hywel Dda University Health Board to seek the views of interested parties on this strategy which focusses on integrated support in the first 7 years of a child's life.

Number of responses: 137

Impact of the Consultation: Amendments were made to the strategy based on feedback received.

4. Ceredigion Corporate Strategy 2022-27 (August/September 2022)

Policy, Performance and Public Protection ran a 5-week consultation to seek the views of Ceredigion residents on Ceredigion Council's draft Corporate Strategy and steps we'll take to achieve our proposed Corporate Well-being Objectives over the next 5 years.

Number of responses: 51

Impact of the Consultation: Amendments made as a result of the consultation were incorporated into the final document.

5. Ceredigion Public Services Board Local Well-being Plan 2023-28 (October 2022-January 2023)

Ceredigion Public Services Board ran a 14-week consultation to seek feedback from the public on the content of the draft Local Well-being Plan for Ceredigion. The draft Plan was based on the results of an extensive assessment, including consultation, carried out in 2021-22 on the state of well-being in Ceredigion.

Number of responses: 34 completed surveys, plus feedback from focus sessions with 16 schools and Ceredigion Youth Council. 7 detailed responses from local and national organisations and 15 responses on the ideas wall on 'Have your Say'.

Impact of the Consultation: Comments and feedback were incorporated into the final document and will also enhance the development of the detailed delivery plan.

'Inform' exercises undertaken in 2022-2023

In some instances, the Council has a duty to inform the public about a proposal and provide a way for interested parties to respond. Four 'inform' exercises took place during the period.

1. Application for the Registration of Erw Goch Field

All correspondence, including minutes of Cabinet meetings relating to this matter, are listed on the Council website

Number of responses: 2

2. Experimental Traffic Regulation Orders (ETRO)

Two ETRO's were made to retain and amend a number of traffic management measures that were previously introduced during the Covid-19 pandemic in Aberaeron, Aberystwyth, Cardigan & New Quay via Temporary Traffic Regulation Orders.

Number of responses: 34, plus discussions with the Disability Forum

3. Architect Plans for Aeron Valley Community Area School

An open evening was held at Theatr Felinfach campus for people to view the architect plans which were also available on the Council website.

Number of responses: 48

4. Aberaeron Secondary School Footpath closure

A copy of the Traffic Regulation Order, responses, and comments on responses from the Council are listed on the Council website. All respondents also receive a written response from the Council.

Number of responses: 8

Conclusion

This is the first Annual Report on the delivery of the Council's new Engagement and Participation Policy 'Talking, Listening and Working Together'.

A lot is being done to engage with residents and stakeholders, but the corporate approach is inconsistent. Feedback on our engagement and consultation campaigns is usually presented to Cabinet meetings and more needs to be done to ensure that we develop a mechanism to consistently report back to those who have shared their views.

The number of responses to targeted campaigns is generally low. The Council was criticised for lack of engagement activities during the Covid-19 pandemic, but post-Covid there are concerns that the increased level of consultation is already leading to consultation fatigue and overload.

The average response rate for UK public consultations stands at 0.7% and some of our engagement and consultation campaigns did achieve this, for example our 'Future uses in Council Buildings' (0.75%). We do not rely on survey responses alone however and we cannot base our success rate merely on the number of responses to surveys. Some campaigns are targeted at specific areas, for example 'Flooding at Llanybydder, Llandysul and Pont-Tyweli', this would reduce the number of anticipated responses. Further analysis of the level, type and source of responses would be helpful, but this is difficult with finite resources.

There are good examples of continuous engagement listed on pages 7 and 8 and we need to do more with the valuable feedback from these stakeholder groups so that their views contribute to a broader context across all Council services.

We work with many strategic partners, and this gives us good opportunity to share resources and reduce consultation fatigue. Working with others may lead to some inconsistencies, however a solid corporate engagement toolkit will help to address this.

A range of methods are used to engage with our communities in Ceredigion and it is important that we continue to develop innovative methods of engagement whilst recognising that the resource for this work is finite.

Despite these challenges, we have a clear duty to engage and consult with our stakeholders and need to maintain a balance between online methods, paper copies and face to face opportunities so that residents and stakeholders can participate effectively in the Council's decision making.

Cyngor Sir Ceredigion County Council

REPORT TO: Corporate Resources Overview and Scrutiny Committee

DATE: 12th June 2023

LOCATION: Hybrid/Council Chamber

TITLE: Digital Connectivity

PURPOSE OF THE REPORT: To provide an overview of the initiatives and projects that Ceredigion County Council are currently undertaking to support the levels of digital connectivity across the County

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: For information

Background

A report was presented to Corporate Resources Overview and Scrutiny Committee in January 2022 which emphasised that accessibility to 'good' quality, reliable digital connectivity is essential for residents, businesses, and visitors in supporting Ceredigion's economy. That with co-ordinated developments, digital infrastructure can act as a catalyst for business growth and innovation within our targeted sectors and provide communities with enhanced access to employment, education and services.

At that time, increasingly so due to previous lock down restrictions, it was evident that digital connectivity had become an essential part of modern life, influencing how individuals work, communicate and access services. The situation has not changed as we all continue to adjust following the pandemic with families, businesses and organisations increasingly reliant on the effective use of digital connectivity to maintain operations and a sense of 'normality'.

This report provides an update on the initiatives that have been carried out over the previous year, as well as raising awareness of new developments by the Council, as well as those by both UK and Welsh Governments over the coming months to promote the levels of digital connectivity across Ceredigion.

Current Situation

1

Broadband

Despite improvements in the level of broadband connectivity in Ceredigion over the past 12 months, the overall level of connectivity still lags some parts of Wales and the UK. Approximately 90% of premises in Ceredigion have the capability to connect to Superfast Broadband (30Mbps+), lower than that for Wales (97.1%) and the UK (97.6%) on average.

Ceredigion has seen pleasing increases in those able to receive higher speeds across the Local Authority over the past 12 months with 39.3% of the County now having access to Ultrafast Broadband (100mbps+), though this still falls behind both the Wales and UK average at 63.2% and 76.25% respectively. 5.9% of premises in Ceredigion cannot access a connection of more than 10Mbps compared to only 2% for Wales and 1.8% for the UK. This is largely due to, until recently, only Openreach offering broadband infrastructure services - focusing of fibre services, whereas other areas have seen various providers offering alternative technologies such as fixed wireless access (FWA) to overcome the challenge of providing greater speeds. Providers are now engaging with street works teams around the deployments of FWA connections which could have a significant positive impact of broadband connectivity.

Ceredigion currently has 39.16% coverage of Fibre to the Premises (FTTP), allowing download speeds of up to 1gbps (1000mbps), which again is lower than the Wales average of 47%, but greater than several of the more rural Local Authority, with the more densely populated Local Authorities receiving greater speeds (i.e., Cardiff receives 68%FTTP).

	Nov 2021	May 2023	+ / -
FTTP	26.5%	39.3%	+ 12.8%
Superfast (>30 Mbps)	85.5%	89.9%	+ 4.4%
>10 Mbps	8.5%	5.9%	- 2.6%
>2 Mbps	2%	1.7%	-0.3%

Mobile coverage

Since the previous report little has changed in the levels of mobile coverage in Ceredigion, in that mobile coverage also lags the Wales and UK average coverage with topography and the lower density of population posing challenges in improving mobile coverage in the County. Approximately 9% of premises within the County have no 4G services while only 54% of premises have 4G coverage from all four operators. This is in comparison to on average 73% in Wales and 80% across the UK.

Region	4G coverage from all MNO's	4G coverage from at least 1 MNO
Mid Wales	51%	86%
North Wales	63%	93%
South Wales Central	82%	98%
South Wales East	71%	95%
South Wales West	79%	97%

2

Recently Ceredigion has seen several new 4G masts activated as part of the Extended Area Service (EAS) to provide improved Emergency Services Network coverage in the most remote and rural parts of the County. It is hoped that these additional masts will become commercialised to provide services to residents and businesses.


Key

Total not-spots, areas with no 4G coverage from any operator

Partial not-spots, areas with 4G coverage from at least one, but not all four operators

4G coverage from all four operators
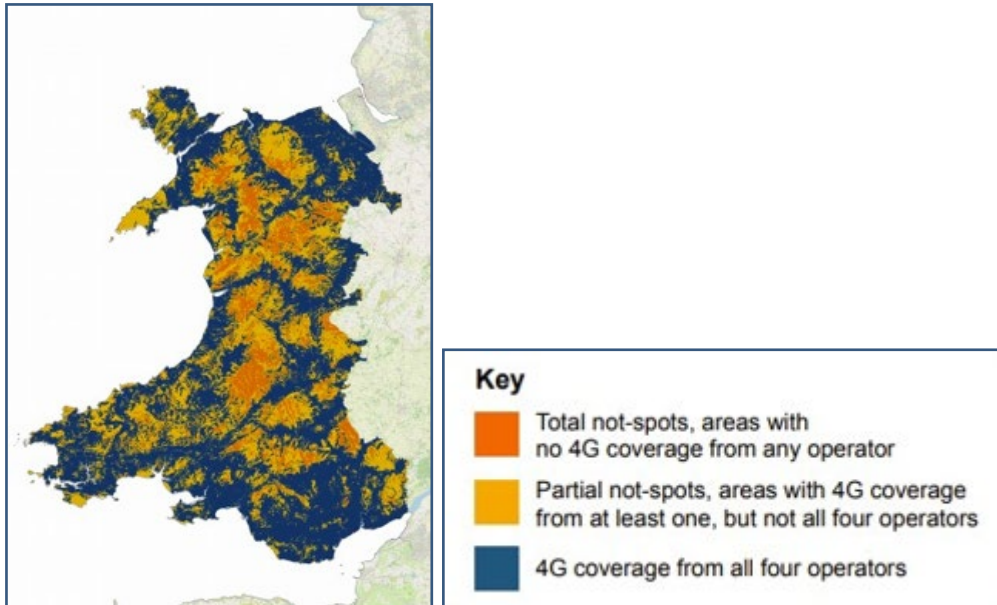
In additional to this, the Shared Rural Network is now progressing within Ceredigion with several planning applications being received to see improvement to existing masts and the deployment of new masts to improve 4G coverage across Ceredigion. The Shared Rural Network will be detailed later in this report.

Current Projects/ Initiatives

Broadband

Fibre Projects

Although the levels of broadband connectivity suggest that we are falling behind other parts of Wales, significant progress has been made in reaching connectivity ambitions. The deployment of infrastructure takes considerable time and resources for providers and the work that has been carried out over the past 2 to 3 years is now coming to fruition. At present 4 differing alternative network providers have proposed fibre projects across the County. There are currently over 20 project areas currently being progressed. Many of these networks are still being designed, but infrastructure has now been deployed and in place for several with fibre connections being made through 'alt nets' for the first time within Ceredigion. Many of these new networks will be completed through publicly funded programmes but providers, both large companies such as Openreach as well as alt nets, are using commercial investment for deployments.

3
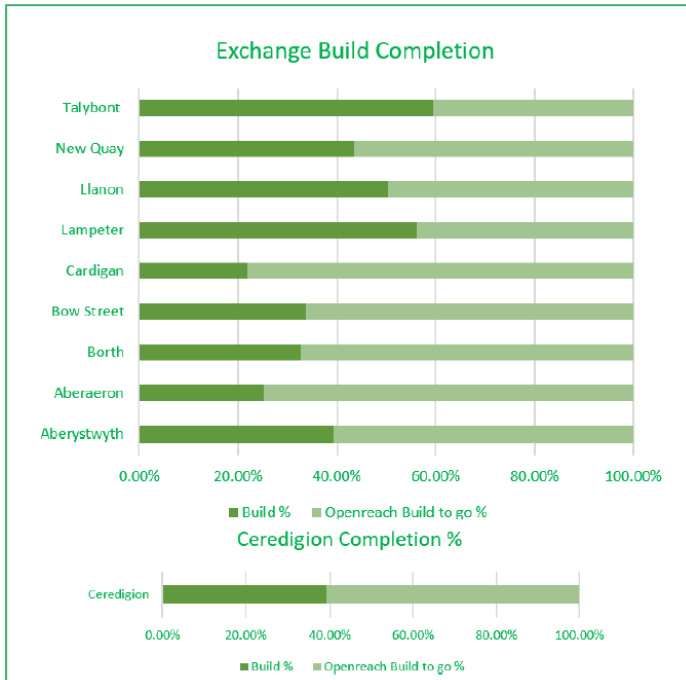
Openreach commercial build completion level

Project Gigabit

Project Gigabit was launched in March 2021 and is aimed at delivering gigabit broadband to more than one million 'hard to reach' homes and business, where commercial investment will not be carried out and additional public funding is required to meet the UK Government's objective of 99% gigabit broadband by 2030. The project is run by BDUK on behalf of the Department for Science, Innovation and Technology.

There are many network providers already building their own full fibre broadband infrastructure and expanding them across the Region. However, since these rollouts rely greatly on a provider's own budgets and 'commercial builds', there is a limit to the areas where they can afford to supply and install fibre infrastructure. Some areas, such as some in Ceredigion, would cost more for a provider to deploy fibre than they could make back in revenue. BDUK has identified that 234,000 premises in Wales will be in scope of the Project Gigabit Programme – meaning they won't benefit from other commercial build and thus require public subsidy to go further.

Project Gigabit is principally focused upon the procurement of contracts to develop gigabit capable broadband infrastructure in identified areas around the Country. These predominantly take the form of smaller contracts that are called off through a mini competition under a dynamic purchasing system (Type A contracts) and contracts for larger geographic areas that are each subject to a separate procurement exercise (Type B contracts).

BDUK currently have 13 live procurements and 7 contracts in place in England. Wales has been broken into 4 'lot' areas, largely following the boundaries of the four Growth Deal areas. In Wales a Pre-Procurement exercise has taken place to decide upon the best approach. Potential providers

4

have been requested to demonstrate their interest in bidding for differing areas of Wales. BDUK feedback suggests that there has been a very limited number of providers showing an interest in tendering for potential lots across the Mid Wales Region, this being because most do not have existing networks in place to build from and due to the poor Return on Investment.

Through discussions with suppliers and BDUK, a decision has been made to apply a Type C Procurement approach, whereas the other Regions in Wales will be procured as 'Type B'. A Type C Procurement would result in a Cross-regional Single Supplier Framework, which due to the scale and number of properties included within the contract would likely only attract larger infrastructure providers. Therefore, it is likely that Openreach would be the sole applicant for covering Mid-Wales.

Officers from both Local Authorities, as well as a few suppliers, have met with BDUK to raise concerns regarding this approach but thus far BDUK have maintained the intended approach.
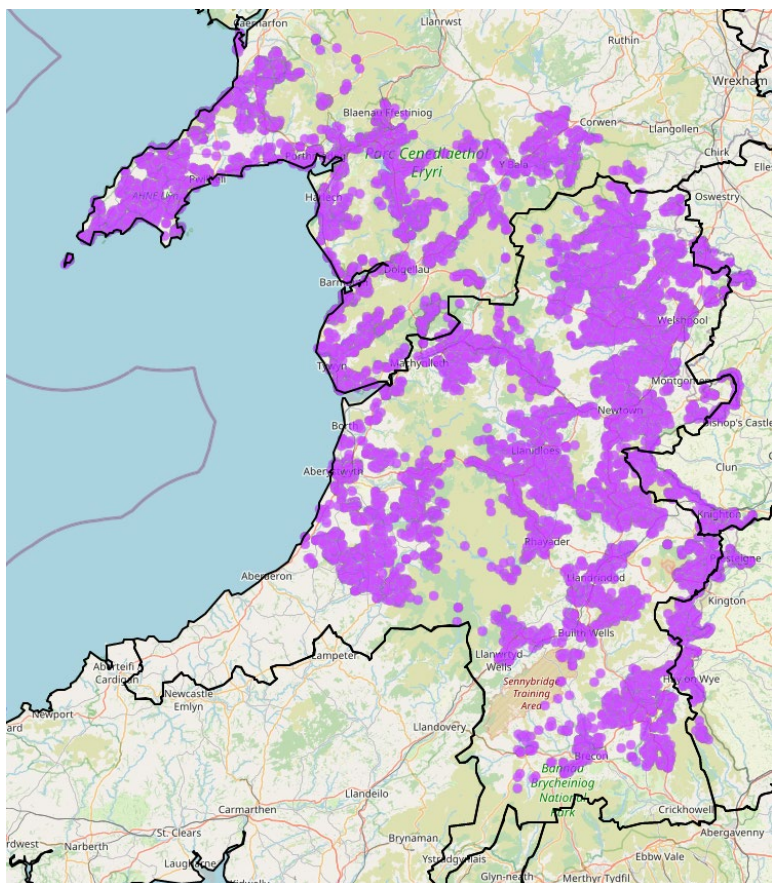
Project Gigabit – Lot 48C 'Mid Wales

BDUK have identified 27,00 properties within this lot with an allocation of £54m. This would result in £2,000 being allocated per premises to make an FTTP connection. Issued as lot 48C, it will not encompass the boundaries of Powys and Ceredigion, but rather most of Powys, North from Aberaeron within Ceredigion and a large part of Gwynedd. Details regarding procurements in the South of Ceredigion are yet to be received.

5

Welsh Government Prior Information Notice (PIN)

The Welsh Government has recently put out a Prior Information Notice (PIN) upon the UK Governments website for a future project for "*Extending High Speed Broadband Reach in Wales*", which indicates that they are preparing to procure a contract worth around £70m to upgrade broadband provision to 84,000 premises across Wales (i.e., those that can't yet get "*superfast*" speeds of 30Mbps+)

The PIN, is currently formed as an "*early market engagement notice*" that is intended to share the WG's intentions and evoke discussions with potential suppliers in relation to extending the reach of "*high speed broadband*" in Wales (i.e., exploring possible delivery options). It is suggested that meetings with suppliers are expected to take place in May and June 2023 with these meetings being used to shape and outline Welsh Government's plans, investigate the interest of network operators and other stakeholders, and discuss and how the Welsh Government's intended outcomes could be successfully delivered.

WG seems to be positioning this potential procurement as a complement to run alongside other UK Government interventions, such as the Project Gigabit Programme. The detail suggests that this is more focused upon "*Very Hard to Reach Premises*" across the UK, which the BDUK has previously identified as being too expensive for even Project Gigabit.

It is worth noting that the PIN sates that it *does not commit* Welsh Government to publish a procurement *and* no further details have been received from Welsh Government at this time. Details will be shared accordingly when received.

Mobile

Shared Rural Network

The Shared Rural Network (SRN) is a collaboration between Mobile Network Operators (MNO's) and UK Government to improve 4G coverage for people living, working and travelling in poorly served rural areas.

EE, O2, Three and Vodafone are collectively investing £532 million to extend their coverage by upgrading their existing networks, working together on shared infrastructure and building new sites. In addition to this the UK Government will also invest a further £500 million to build new masts in areas with no 4G coverage from any operator.

The network will ensure geographic coverage from at least one operator to 95% of the UK by the end of 2025, broadening consumer choice for mobile services in rural areas.

The legally binding coverage commitments will be enforced by Ofcom and though the specific coverage for Ceredigion has not yet been calculated, it is anticipated that coverage in Wales will improve to 95% from at least one operator and 80% from all four operators. This compares to the current levels of 89% and 58% respectively. Ceredigion County Council are involved with continued

6

consultations with those delivering the scheme and have committed to providing support where possible. Several planning applications for amendments to existing and new masts have now been received and are being considered by the appropriate internal teams.

The SRN will deliver reliable 4G mobile connectivity allowing rural business to prosper and rural communities to thrive. The new infrastructure is guaranteed to bring significant improvement to mobile coverage to the County, and in turn will deliver economic benefits and address the urban rural digital divide, delivering improved digital infrastructure to the areas that need it most.

- Coverage from all 4 MNOs
- Partial Not Spots
- Total Not Spots
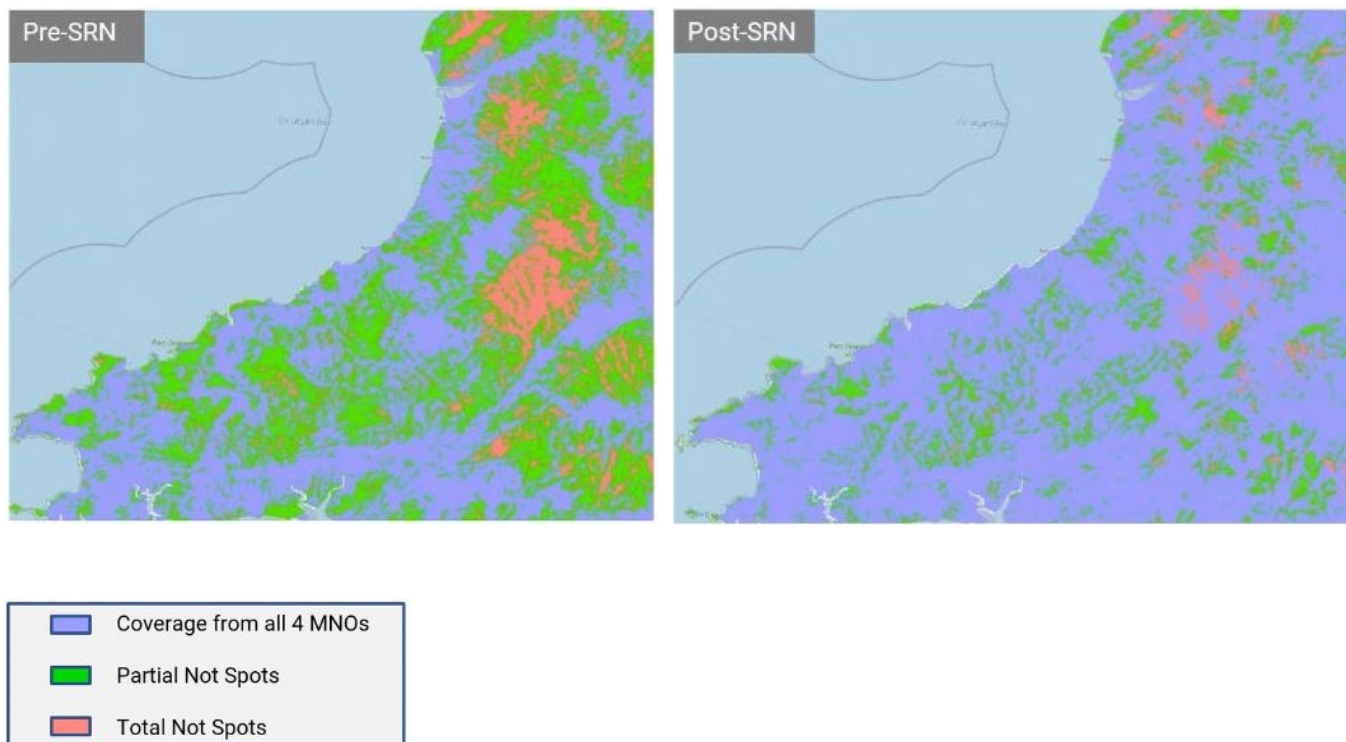
5G

5G is next generation of mobile internet connection and offers much faster data download and upload speeds. It is anticipated that as MNO's deploy increased infrastructure within the region through the programmes mentioned above and mobile phones increasingly become 5G enabled that network providers will increasing look to deploy 5G infrastructure within Ceredigion to meet customer need.

Officers are currently in very early discussions with suppliers regarding the potential use of Councils assets in deploying technologies such as 4G and 5G to improve both mobile and broadband connectivity in the County, with 'small cells' being able to make use of street furniture, lighting poles and Council building to target specific area that may experience 'not spots' in coverage.

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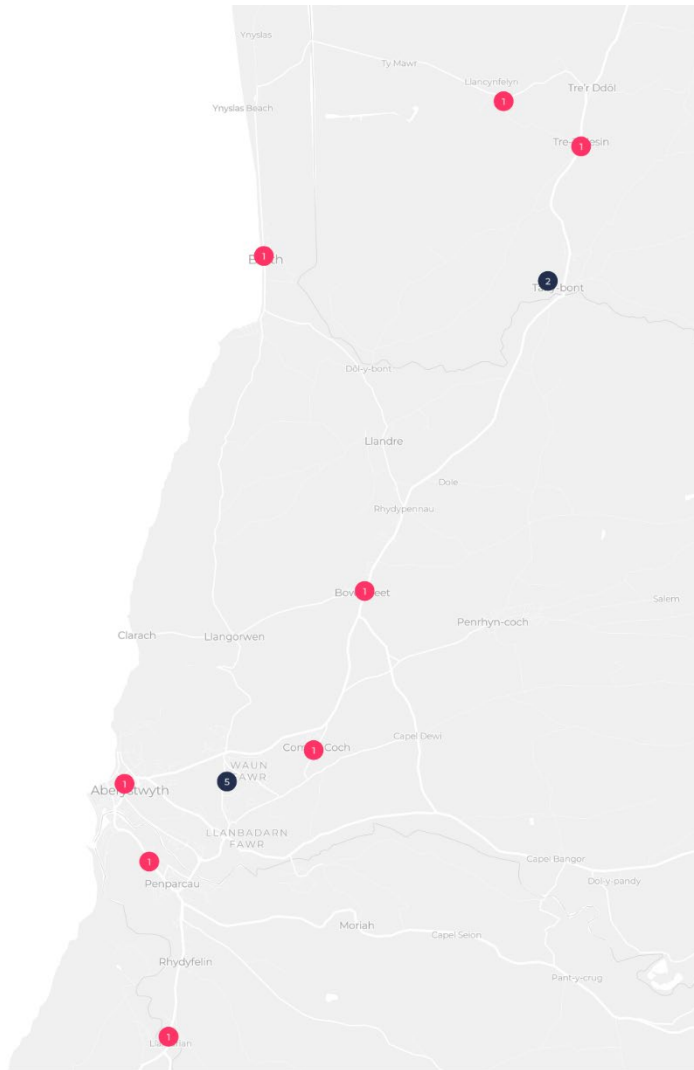
- 5G mast locations in Ceredigion

5G operates on the same radio frequencies that are currently being used for current smart phones, satellite communications and for Wi-Fi networks within the home. Beyond being able to download a full-length HD movie to your phone in seconds, 5G is about connecting things with greater reliability and without lag – so people can measure, understand and manage things in real time which can have benefits for businesses as well as for home users.

It is worth noting that the Council may receive queries about the use of 5G within Ceredigion. Public Health England (PHE) leads on health matters related to radiofrequency electromagnetic fields, or radio waves. It also has a duty to advise the Government on any health effects that may be caused by EMF emissions. On 5G, PHE's view is that 'the overall exposure is expected to remain low relative to guidelines and, as such, there should be no consequences for public health'.

Further details around 5G and health can be found upon Ofcom's website –
https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/what-is-5g

8

Mid Wales Growth Deal Projects

Though not specifically focused on Ceredigion, the work being carried out by the Growth Deal will bring about benefits to Ceredigion. At this current time the Digital Programme Board have identified two infrastructure projects which are currently being progressed.

The 'Very Hard to Reach Properties' (VHTRP) project, will consider how broadband connectivity can reach the last of the region's premises currently without sufficient broadband service. It will aim to provide sustainable and affordable broadband connectivity to benefit Mid Wales communities and businesses for the foreseeable future, with fibre to the property broadband not expected to reach a significant number of properties for several years. It is anticipated that the project will be 'technology neutral', in that in some instances an FTTP connection may be possible, but fixed wireless access or satellite alternatives may be required to ensure an effective broadband connection to the hardest to reach properties.

The mobile 'not spots' project, will focus on improving the Region's 4G coverage. Despite improvements in mobile coverage expected over the next couple years, through initiatives such as The Shared Rural Network, there will still be areas across both Ceredigion and Powys that will be left without mobile coverage. This may affect several communities and will negatively impact businesses, the ability of some to maintain contact with services and in some cases with the Public Switched Telephone Network (PSTN) switch off taking place it could cause safety concerns.

In addition to this, an application for the Digital Connectivity and Mapping Analysis Project was recently submitted for Shared Prosperity Funds with it being a revenue project. The project will collect, analyse, and map available data in one platform to provide a comprehensive understanding of the status of existing and planned fixed and wireless connectivity across Ceredigion and Powys. The data will allow GMW to determine how much action to take, where it is required and avoid duplicated activity and spend through GMW Digital projects.

The Outline Business Cases for these projects are currently being developed to present at GMW Board at the earliest possible opportunity.

Conclusion

Access to enhanced and reliable digital connectivity, and accelerating its deployment is fundamental to transforming the Ceredigion economy and enabling improvements in wellbeing. Digital technologies are transforming communications, services, learning and business opportunities at an ever-increasing pace. New digital technology such as the LoRaWAN network and access to data analytics have the potential to open new businesses as well as improving the lives of our communities.

While Ceredigion has seen improvements in digital infrastructure over the past 12 months and some areas experience some of the quickest broadband speeds in the UK, there are areas of the County that still fall below the levels of other areas of Wales and the UK for superfast broadband and mobile

9

connectivity. As suggested previously, the past 2 - 3 years has seen significant efforts being put into demand stimulation exercises and awareness raising exercises to demonstrate the commercial opportunities that are available to suppliers, with this work now coming to fruition through suppliers starting to deploy the infrastructure and making connections, which will see an increase in connectivity and access to fibre broadband.

The Council is committed to developments within this sector and action is being taken, with support and funding available through multiple streams. It is hoped that through technologies such as LoRaWAN and initiatives such as the SMART Towns project (covered in a separate paper), that Ceredigion will be seen as a place for innovation and will attract businesses and suppliers to the region to further support the economy and where appropriate for Ceredigion to be seen as a test bed to explore the advantages available through increased use of digital technology.

	Has an Integrated Impact Assessment been completed? If, not, please state why No – this is not new policy and is a fundamental part of the implementation of the Economic Strategy adopted by the Council.	
	Summary:	
	Long term:	Exploitation of the technology will enable businesses and other stakeholders to future-proof town spaces and businesses, to enable the take up of new opportunities as they emerge.
WELLBEING OF FUTURE GENERATIONS:	**Integration:**	Many public goods and objectives can be achieved through effective implantation and use of the digital technology now available across the County's towns.
	Collaboration:	Active networks are in place across all towns to enable the successful implementation, and exploitation of the opportunities.
	Involvement:	There has been widescale involvement of stakeholders in the development of use cases, and in the future planning of services that can be enhanced using the available technology,

10

Prevention:	Use cases in Cardigan have demonstrated how effective use of technology can be used to monitor early evidence that can be used to prevent future problems, including in public safety, and environmental applications.

RECOMMENDATION (S): To note the changes to digital connectivity in Ceredigion, and to discuss the challenges that remain,

REASON FOR RECOMMENDATION (S): This forms part of a Corporate programme to support the growth of the economy, and to use Council assets as effectively as possible to facilitate that growth.

Contact Name: Arwyn Davies

Designation: Corporate Manager, Growth and Enterprise

Date of Report: 5 June 2023

Acronyms: LoRaWAN – Long range Wide Area Network

11

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Cyngor Sir CEREDIGION County Council

REPORT TO:	Corporate Resources Overview and Scrutiny Committee
DATE:	12 June 2023
LOCATION:	Hybrid/Council Chamber
TITLE:	SMART Towns in Ceredigion
PURPOSE OF REPORT:	To update the Committee on the work carried out to support the development of SMART Towns in Ceredigion
REASON SCRUTINY HAVE REQUESTED THE INFORMATION:	For information

Background

A Smart Town, as defined by the Welsh Government is an urban area that uses different types of electronic methods and sensors to collect data. Insights gained from that data are used to manage assets, resources, and services efficiently; in return, that data is used to improve operations and future prosperity across the town.

Seven Towns in Ceredigion are taking steps to increase the use of technology to support the development and growth of the towns. This report sets out the work that has been carried out to support the development, and the steps being planned to further exploit the use of technology to support the growth and development of the towns.

Information on the Smart Towns initiative (Welsh Government) can be found here - (https://www.hwbmenter.cymru/en/smart-towns).

The increased use of technology will enable Town Councils and the County Council to access data and analytics which will support future planning and more efficient business operating and growth, as well as the possibility of providing a greater visitor experience. The need to exploit technology has been raised as a key need through the Place Making plan development work that has been undertaken across six of Ceredigion's towns over the past year (Aberystwyth, Aberaeron, Tregaron, Lampeter, Llandysul and Cardigan).

It is viewed that this technology will support businesses and positively benefit regeneration. This will enable businesses to plan projects which lead to economic growth as well as helping them make the best use of digital technology. This includes utilising data to help businesses better understand their customer base and trends which will support businesses in their future planning and marketing activities.

1

Current position.

Ceredigion Wi-Fi Towns support programme

In collaboration with Powys County Council, Ceredigion County Council were successful in receiving funding to progress a project to enable 'SMART Towns' in Ceredigion. The project has involved the installation of wi-fi access points in Aberaeron, Llandysul, Lampeter, New Quay and Tregaron, with Aberystwyth and Cardigan already having systems in place.

As well as providing 'Town wi-fi' across each of the Towns, the equipment will provide the ability to collect anonymised data upon footfall, space usage and dwell time, and will enable Town Councils and the County Council to conduct before and after analysis, helping towns identify which approaches are best during the post Covid recovery.

As well as Town centre analysis the project will provide the ability to promote local businesses through targeted marketing campaigns and through a 'Town Centre App', replicating much of the positive work that has been carried out in Cardigan around this. As part of this project Town Councils and businesses will be provided with the following support to ensure its success -

- Digital resources upon how to effectively make use of the equipment for Town Councils and businesses and will be made available online.
- The identification of a 'SMART Town Champion' will ensure the data from the system is collated and shared regularly with relevant businesses in each town.
- The provision of a digital marketing toolkit.
- Businesses and Towns will be assisted through the Welsh Government initiative with Town Councils currently engaging with the project.
- Individual support to businesses to aid in the effective use of data and digital technologies which will act as case studies to motivate others.

To date the equipment has been installed and is operational in Tregaron, Llandysul and New Quay, with Aberaeron and Lampeter systems nearing completion and expected to be 'live' by the end of June 2023.

Town Wi-Fi equipment is already installed in Cardigan and Aberystwyth, and further enhancements to the service have been made in those towns using Cynnal y Cardi funding recently. This means that 7 towns in Ceredigion will have access to Town Wi-Fi equipment.

LoRaWAN network across Ceredigion

LoRaWAN (Long Range Wide Area Network) is a Low Power Wide Area Network (LPWAN) made for the Internet of Things (IoT). It is designed to allow low-powered devices and sensors to communicate with Internet-connected applications over long-range wireless connections. These sensors or devices require very low power consumption and work off batteries or energy-harvesting devices (typically solar), which means that they can be in place in remote areas for

2

up to 10 years without the need to replace them. The use of LoRaWAN can have applications in transportation, agriculture, tourism, environmental management, social care and housing.

Ceredigion County Council now has one of the most extensive networks across any other Local Authority in Wales and the first Local Authority to have coverage across much of the County. As well as the Council having access, the network will also be available and accessible to all businesses, organisations and residents, with the freedom for the network to be used in the manner in which they feel most effective.

Figure 1 - LoRaWAN gateway network in West Wales

Allowing public usage of gateways ensures that the platform will grow more readily (meaning it is more likely to be supported into the future) and as a popular growing platform, it means more people will develop sensors for LoRaWAN, creating more hardware and more software in the marketplace. As the network of gateways increases, it also adds capacity and resilience where areas may be covered by multiple gateways. This means that if a gateway fails, connectivity will be maintained via another gateway in range.

Through the provision of free access to the Ceredigion LoRaWAN network and collaboration between internal Council departments, business owners and other local organisations such as Aberystwyth University and Farming Connect, we are offering developers, adopters, and end-users the opportunity to trial and deploy solutions to address a wide range of challenges that are facing local people, businesses and institutions.

3

As part of the Welsh Governments ambitions to exploit the use of LoRaWAN technologies across Wales, Ceredigion County Council have been successful in receiving a significant amount of equipment, including LoRaWAN gateways and relevant sensors, to further extend the coverage and build resilience of the existing network as well enabling the development of use cases by the Council. These use cases will be shared and highlighted with the aim to inspire businesses and other organisation to make use of the LoRaWAN network to bring about cost savings and improved efficiencies. The possible uses of sensors provided by Welsh Government is currently being explored by various Council services to decide upon their effective use and how they can be deployed.

Collaborations with public sector bodies are currently being established to enable access to gateways which these organisations can make use of to develop their own projects and use cases. By doing so it will be possible to diversify the use of the network that the Council have put in place and drive innovation.

SMART Towns exploitation

Now that the Wi-~Fi and LoRaWAN networks are in place across the County, this places Ceredigion in a positive place to enable businesses and public services to be able to exploit its full potential.

Further work needs to be done, and is planned, to enable the exploitation of the Wi-Fi and LoRaWAN networks by all stakeholders.

The Cynnal y Cardi programme has supported the development of promotional material to raise awareness of the availability of Town Wi-Fi across all 7 towns, including the production of:

• Banners
• Posters / window stickers
• Lampost banners
• Table tents
• Bags
• Pens

A logo / graphic has been produced for use on all promotional materials.

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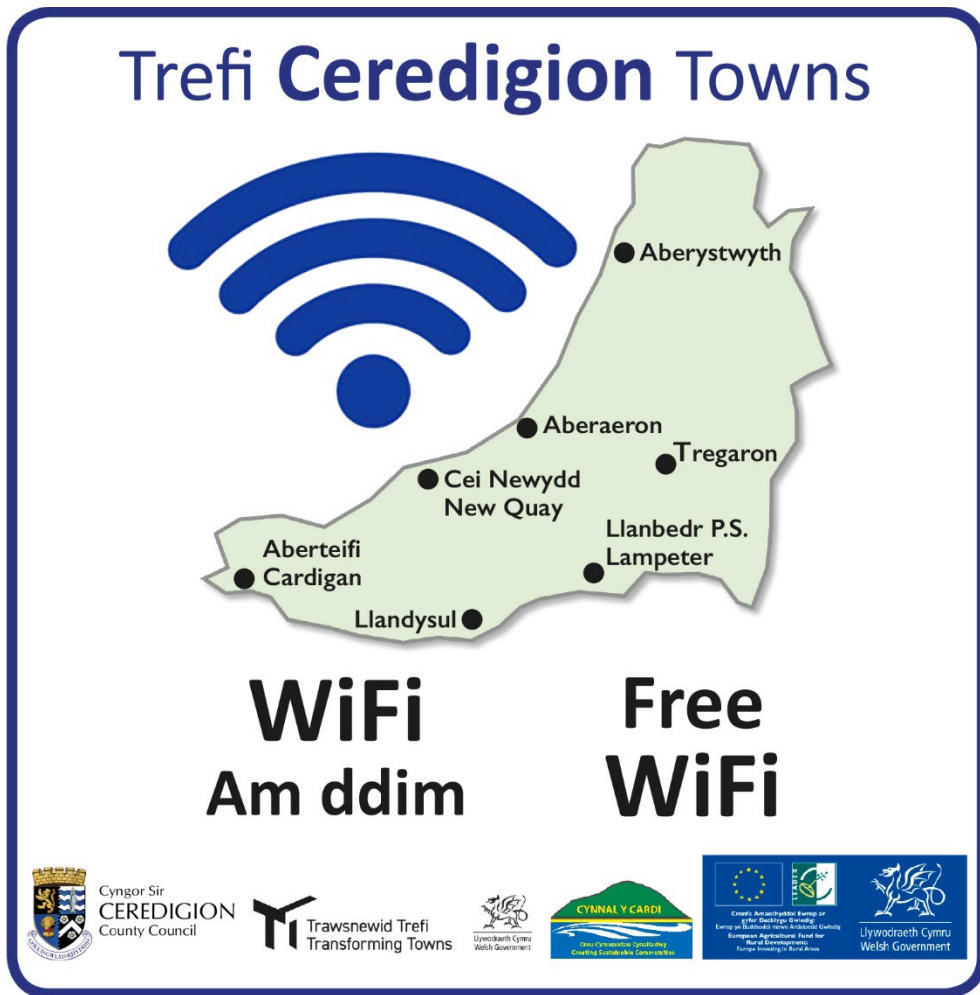
Figure 2 - Logo to raise awareness of the availability of Wi-Fi

Cardigan Pilot
The programme also supported a pilot project in Cardigan, focused on developing use cases for how LoRaWAN technology can be exploited across a range of fields, including business, environmental monitoring, and the efficient use of public resource.

A report has been produced outlining the findings of the work, and this will form the basis of extending the lessons and exploiting further use across the other six towns in Ceredigion, as part of implementing the ambitions set out in the Place making programmes for each town. A copy of the draft report is included in the appendix.

Demonstrating use cases at the National Eisteddfod.
LoRaWAN sensors were installed at the Ceredigion National Eisteddfod stand at Tregaron last year, and they were used to monitor activity during the week, as well as demonstrating potential use cases for visitors. Sensors included:
* Footfall counter, which was uses to monitor the number of visitors to the stand throughout the week.

5

- Environmental sensor – measuring the level of CO_2 in the stand – used to demonstrate how the technology can be used to monitor and dynamically improve health and well-being in enclosed environments.
- Gate sensors – demonstrating how a simple sensor, supported by the mobile app, can be used to actively monitor whether a public footpath gate is open or closed.
- Fridge sensor, to dynamically monitor fridge temperatures on the stand – showing effective use in a food safety application.

Future work and resources.

Future work in the development of SMART towns in Ceredigion will be focused on achieving further exploitation of the opportunities provided, and the achievement of real benefits for businesses and other stakeholders through:

- Raising awareness of the opportunity provided by, and availability of, the County-wide Wi-Fi and LoRaWAN network. Stakeholders are increasingly aware through the Place-making development work, and local stakeholders are actively involved in understanding the opportunities provided and sharing these more widely.
- Sharing good practice and use-cases – we will build on the pilot project and report produced for Cardigan town, to ensure that the lessons and opportunities are shared across all towns in Ceredigion.
- Further revenue resource – we are aware that the exploitation work can be accelerated where there is dedicated resource to enable and promote the work. A new digital officer for Ceredigion will be appointed, whose role will include supporting stakeholders to do this. The work will be supported by UKSPF-funded activity, linked to the emerging placemaking plans for the towns.

WELLBEING OF FUTURE GENERATIONS:

Has an Integrated Impact Assessment been completed? If, not, please state why
No – this is not new policy and is a fundamental part of the implementation of the Economic Strategy adopted by the Council.

Summary:

Long term:	Exploitation of the technology will enable businesses and other stakeholders to future-proof town spaces and businesses, to enable the take up of new opportunities as they emerge.
Integration:	Many public goods and objectives can be achieved through effective implantation and use of the digital technology now available across the County's towns.
Collaboration:	Active networks are in place across all towns to enable the successful implementation, and exploitation of the opportunities.
Involvement:	There has been widescale involvement of stakeholders in the development of use cases, and in the future planning of services that can be enhanced using the available technology,
Prevention:	Use cases in Cardigan have demonstrated how effective use of technology can be used to monitor early evidence that can be used to prevent future problems, including in public safety, and environmental applications.

RECOMMENDATION (S): To note the progress made to date in the implementation of a SMART towns programme in Ceredigion, and to note also the key priorities for future exploitation.

REASON FOR RECOMMENDATION (S): This forms part of a Corporate programme to support the growth of the economy, and to use Council assets as effectively as possible to facilitate that growth.

Contact Name: Arwyn Davies

Designation: Corporate Manager, Growth and Enterprise

Date of Report: 5 June 2023

Acronyms: LoRaWAN – Long range Wide Area Network

Appendix - Cardigan Town Internet of Things Pilot

7

Cardigan Town Internet of Things Pilot

Final Report
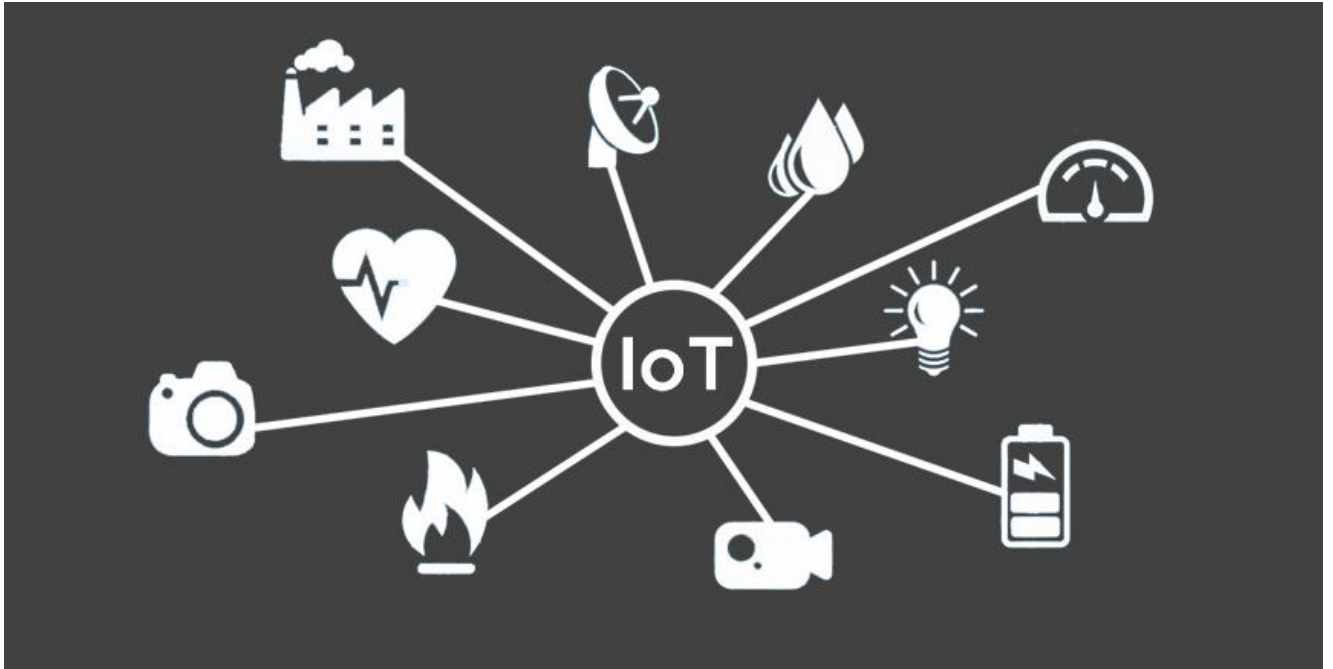
March 2023

Cyngor Tref Aberteifi · Cardigan Town Council

morganwalsh

4CG

Cyngor Sir CEREDIGION County Council

CYNNAL Y CARDI · Creu Cymunedau Cynaliadwy Creating Sustainable Communities

European Agricultural Fund for Rural Development · Llywodraeth Cymru Welsh Government

Index

Clive Davies

Background to Project

Building on the success of Cardigan's efforts to be innovative in its application of technologies for measuring various aspects of the towns activity e.g. footfall, an opportunity to explore a relatively new technology Internet of Things (IoT) Technology called LoRaWAN was provided via the Cynnal Y Cardi Leader fund which includes a focus on piloting new innovations and business support.

To explain about IoT and LoRaWAN, it is a network of low powered devices called sensors, which communicate simple data over a wide area. So a signal from a sensor in say in the north of Cardigan Town can then be picked up by one of a number of internet connected units called Gateways installed across the area (roughly as much as 15 miles away depending on position). The technology could be compared to a low-energy long range wifi network.

A Gateway, like a Wi-Fi hub is set up, and sensors which count and communicate simple data are connected to it, relaying back information to an application the user can develop.

Examples of applications could include

- a healthcare service giving clickers to their elderly clients in the community, which transmit an SOS signal if they fall or to monitor patients in bed with a pressure mat or door sensing for door opening.
- to collect data from devices on CO_2 levels or air pollution in a town or in a school class rooms.
- Measure footfall levels in a building and direction of travel
- Provide an alert for Defib access.
- Farm gate sensors to safeguard livestock, water levels, temperature and moisture monitoring and safeguarding agricultural machinery on the yard with vibration sensors.

More info here for Farming examples:

https://businesswales.gov.wales/farmingconnect/sites/farmingconnect/files/documents/Llyfryn%20Saesneg%20Lorawan%20A5_1.pdf

Further examples:

IoT in Wales (gov.wales)

Because of the low level of data needed to transmit and therefore low level of power required by the sensors, these devices have a long life and can be run on batteries or solar.

Last year Welsh Government supported the role out of LoRaWAN Gateways in Ceredigion and other regions of Wales. The local authority installed a number of these devices across Ceredigion on their internet network. This formed the basis for good coverage for sensors to be detected.

←**Current Map of Gateway coverage for use by Internet of Things LoRaWAN in West Wales**

Before the Cynnal y Cardi pilot project was developed, local regen social enterprise 4CG Cymru with some sensors provided by Welsh Government carried a small project in Cardigan just like they did with town Wifi back in 2015/16. Sensors where installed in some locations in Cardigan to test the capability and find out what was possible with the new Ceredigion LoRaWAN network.

Experimental Application with sensors applied by 4CG Cymru →

Cardigan Town Sensors
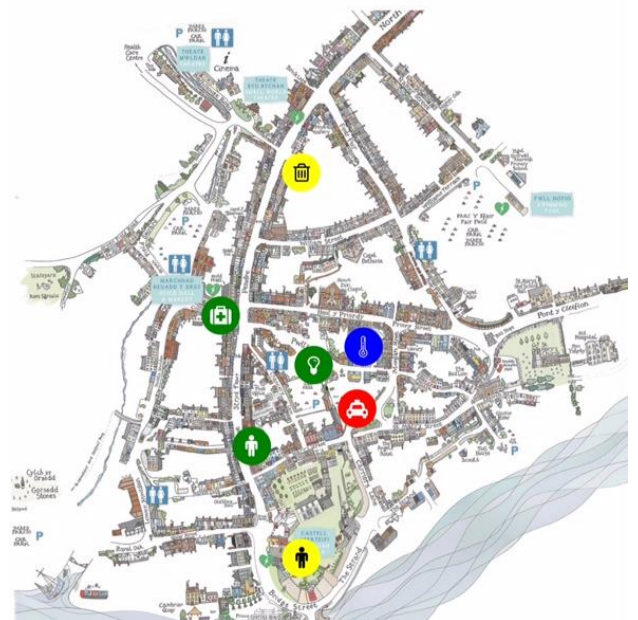
A number of lessons were learnt about the technology range and capability which then fed into the Cynnal Pilot Project for IoT in Cardigan Town, key lessons was partnership working and getting buy in to see what was possible.

The Cardigan IoT project

The aim of the project is to apply Internet of Things sensing technology to a range of pilot applications in and around the Cardigan area. The range would cover applications for Ceredigion Local Government, Cardigan Town Council, Dyfed Powys Police, Cardigan Castle, Ferwig Community

The project weas design to happen in phases over 8 months.

Phase 1 : Install remaining Gateway units required. 5 units need to be installed. These across Cardigan and surrounding area and will need co-operation of Ceredigion officers. Property owners have all agreed to host.

Phase 2 : Economic pilot , Install footfall counters and provide display for pilot group of traders.

Phase 3: Environmental Pilot : Install Air Quality on street town centre, CO2 monitor in pilot Café , river level monitor , Parking sensors for denoted loading bay. A single bin sensor to test/build model solution for measuring waste levels.

Phase 4 : Public Safety pilot for alerting , lifebuoys, defib cabinet, work with Dyfed Powys and other organisations on how alerts are processed,

Phase 5 : Learning from previous phases – what is the information showing , patterns, insights. Sharing with stakeholders.

The specific actions in each phase / applications to pilot:

Additional LoRaWAN Gateways to extend coverage : Lack of full coverage in area, with these in place, 100 % coverage likely with element of failsafe from neighbouring units

Parking Sensors in Loading/Disabled bays: Monitor parking bay use, case for enforcement or additional bays. Will need discussions with National Trust and Ceredigion Highways.

Water level monitoring of the river: The Strand, Quay Street Car Park: For alerting on flood defence and readiness. Specific locations to be agreed in light of planned flood defence scheme.

Access alerts for Lifesaving buoys and defibrillators – Cardigan, Mwnt, Llechryd: Anti-social behaviour, alerting local community responsible for units, locating hotspots – times and locations.

Explore– link to emergency services as already achieved with IoT project at Cilgerran Wildlife Park with Dyfed Wildlife and Dyfed Powys Police pilot.

Shop footfall for 4 retail and 1 Café: Granular data set for shop keeper with footfall in shop and town. Able to see income per head value on shop footfall, % against town footfall from Wifi system already established.

Measure Café Co2 levels internal : Pilot selling point on fresh air indoors for café staff to be discreetly alerted on need for better ventilation

Environmental data for Cardigan town centre and Mwnt. Air quality, Co2, NO, NO2, temp, humidity, wind to serve part of the Town Council biodiversity development. Track the impacts of climate change on the town

Bin pilot – 1 bin test : Pilot in public bin sensor capability.

To manage the project, 4CG took on this role using the good network of contacts from previous town projects from the Town Centre Partnership and work they did with their own pilot project with LoRaWAN.

Phase 1 – install additional Gateway units.

To ensure coverage across Cardigan and wider area, additional sites were required to install Gateways already provided by the Welsh Government via digital officer at the local authority.

Gateways already existed at Penparc, Cardigan and Llechryd School buildings which provided good coverage on the whole. The 3 additional identified sites in Cardigan were to the North overlooking the town at Penlan Farm, In the Centre at 4CG offices and to the South overlooking the Town at Parcypratt. Marked in red in the map below.
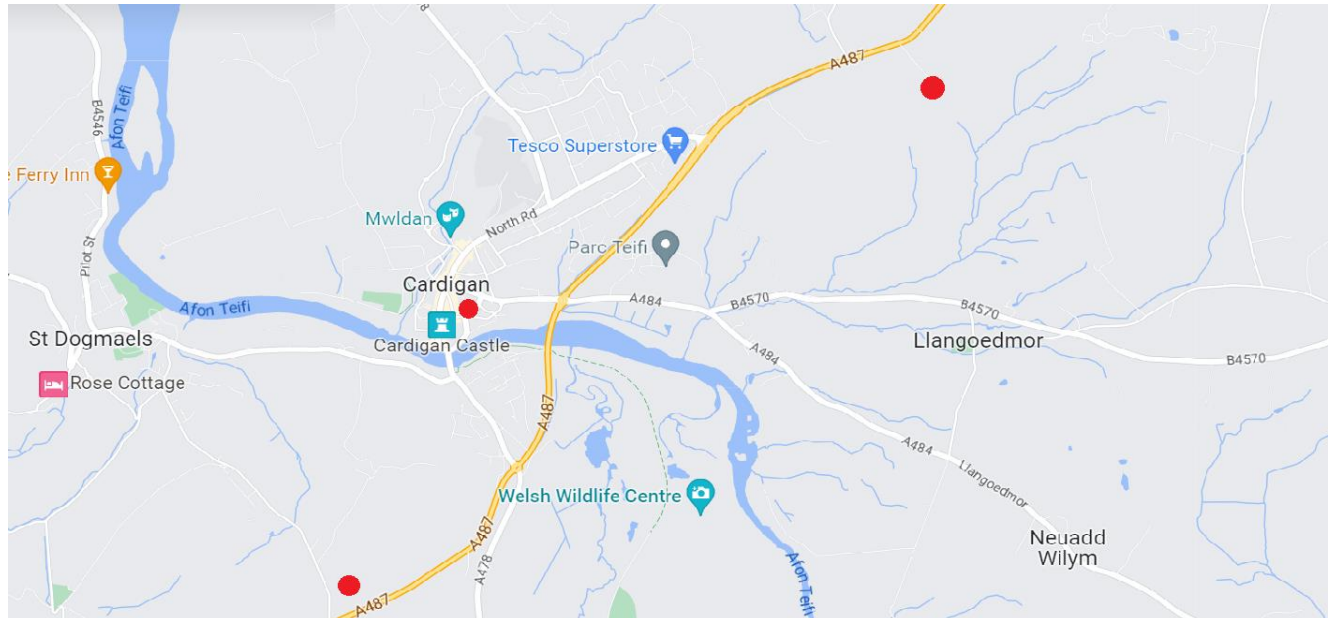
For the outlying area, focus fell on Mwnt as secondary site for supporting future sensor installs by the community Council who have established a budget and own applications.

With Mwnts' location being rather remote but with full fibre fire broadband. Two sites identified. One at the caban shop above the beach and looing over the area and coastline Ty Gwyn Caravan park.
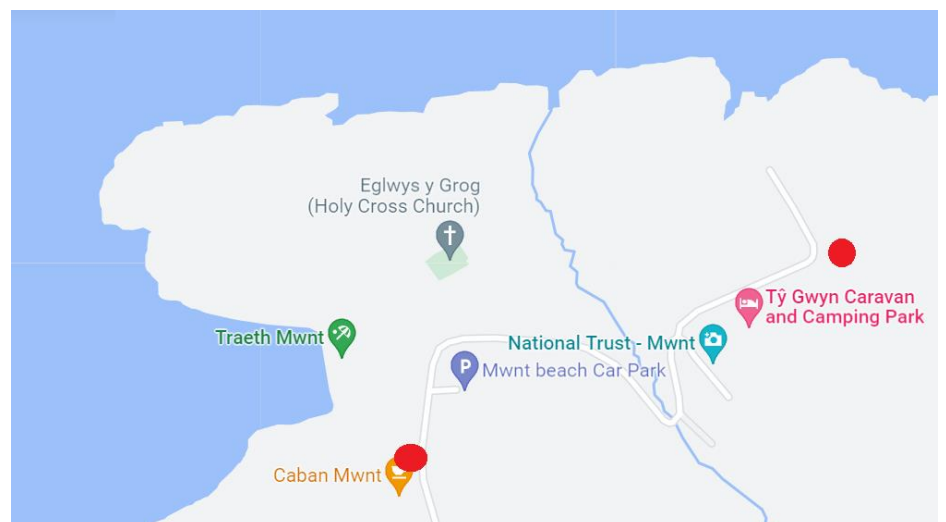
So a total of 5 additional gateways needed to be installed. The work was awarded to Telemat ICT. Before the install 4CG contacted the property owners for the 5 locations and setup survey visits. All owners where very happy to support the project and its aims. As part of the survey visit with Telemat , broadband connection and cable/fibre runs where identified, explained to the owner and agreed.

7   Clive Davies

Installation took place over a 6 week period with co-operation of owners, local authority, installer and 4CG.

Images from Phase 1 – installation.

Penlan Farm, Ty Gwyn Caravan Park, Mwnt Caban Shop

4CG , Parc y Pratt

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Phase 2 – Economic Pilot

This would be the first of the sensor install phases. For all the sensor installations and application development, the project took on the services of Gary Howell of Morgan Walsh.

Footfall Sensor

A shortlist of shops were identified and a pre-install site meetings carried out to identity the final candidate sites. The factors effecting the decision:

- Suitable location in the shop to install the 2 footfall units (beam breaking)
- Lorawan Signal strength

Of the 7 shops visited, the following made the grade for installation. The owners were happy to be part of the pilot and 4CG explained with Gary Howell the technology and how the project would work including the information they would receive.

The shops were:

- Canfas Art Gallery
- Customer House Gifts
- No. 45 Gin Bar
- Stiwdio 3 retail, craft and café

A good cross section of the town retail offer. All the units were installed just before end of October 2022, and so happens that 2 on the above were also venues for the Other Voices Music festival which was a good test to see whether the sensors captured data.

An example is Bar 45, shows the impact of the festival in number entering and leaving.
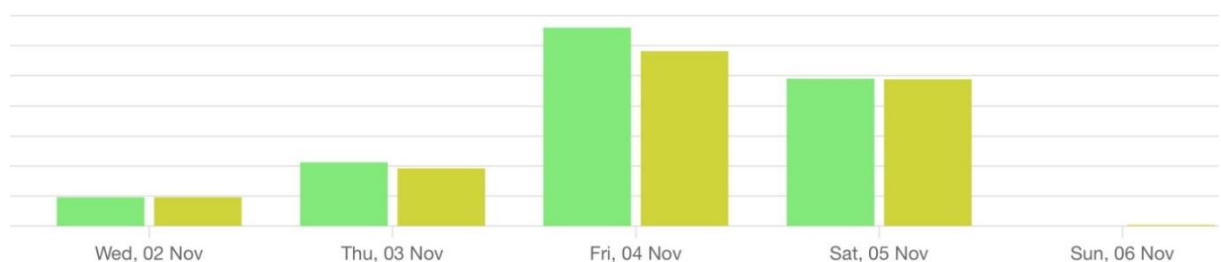
More details hourly chart showed the busy times being from 6pm to 10pm on Friday, at the height of the Music trail in Cardigan. All the shops with the footfall counter have been provided with either a display to show footfall , located next to the till or a link via the developed application called Tago RUN.

Each shop cannot see other subscribers to the project only daily and hourly realtime data for their own footfall counter.

Example Stiwdio 3 - Daily movement
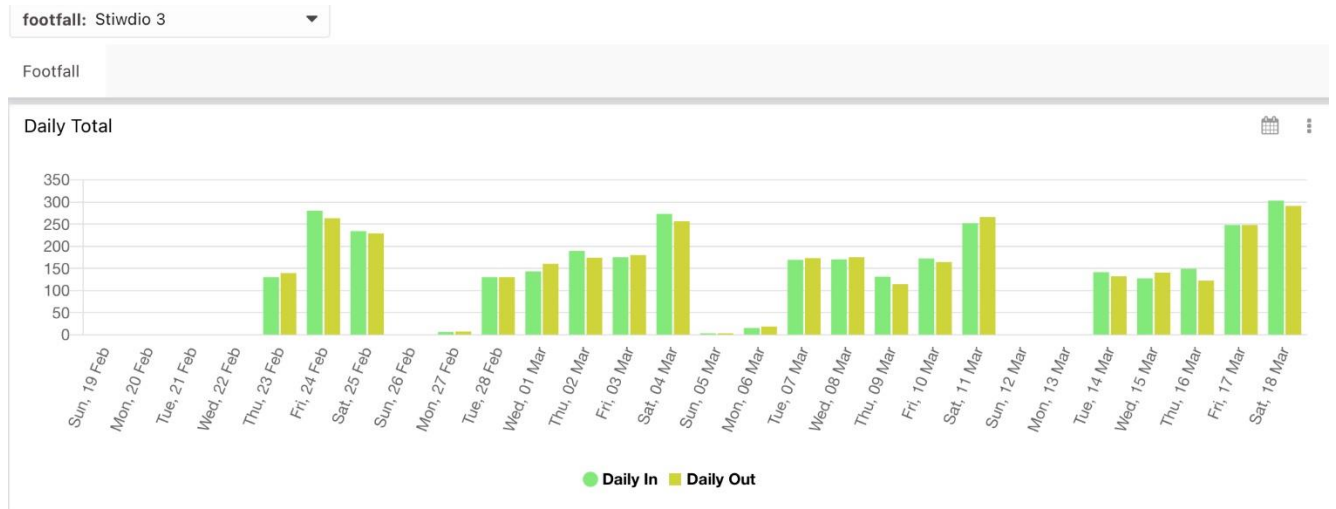
Hourly movements
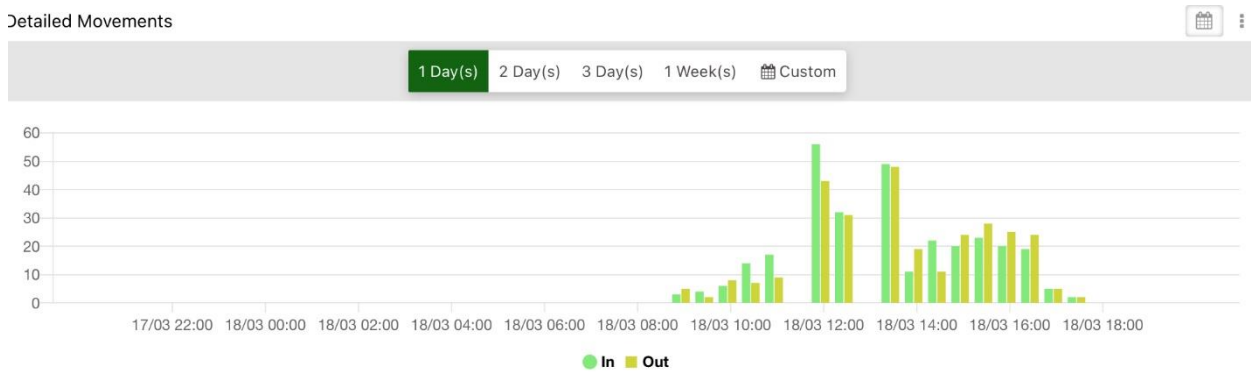
The only problem identified during this phase was staff sometimes moved objects around and blocked the footfall beam which then caused the counter to read zero. So where the shop had staff apart from the owner we revisited and explained.

To support the business owner, each one was provided access to useful video explaining how to access the data:

Link to video :https://vimeo.com/765669137/38107af67c
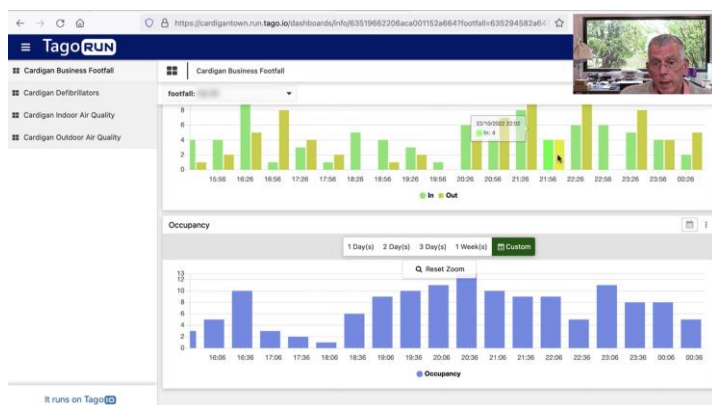
Phase 3: Environmental Pilot

In this phase, like phase 2 , survey of candidate sites where identified in and around Cardigan for Air Quality on street town centre, CO2 monitor in pilot Café , river level monitor , Parking sensors for denoted loading bay and single bin sensor to test/build model solution for measuring waste levels.

4CG and Gary from Morgan Walsh developed a list of potential locations for each sensor type.

Outdoor Air Quality

Candidate sites across Cardigan were visited by 4CG and Morgan Walsh. With the outdoor sensor powered by solar and the need to be located on a busy street, the identified location was Pendre. With permission of the building owner the unit was installed at right angles for optimum daylight .

images of sensor installed at Pendre, Cardigan.

The related sensor dashboard provides Temperature, humidity, air pressure and the key measure of particulate levels. Shown below are images from said dashboard. The system allows a summary screen or more detailed graphs with adjustable timescales.

Summary screen for Outdoor air sensor
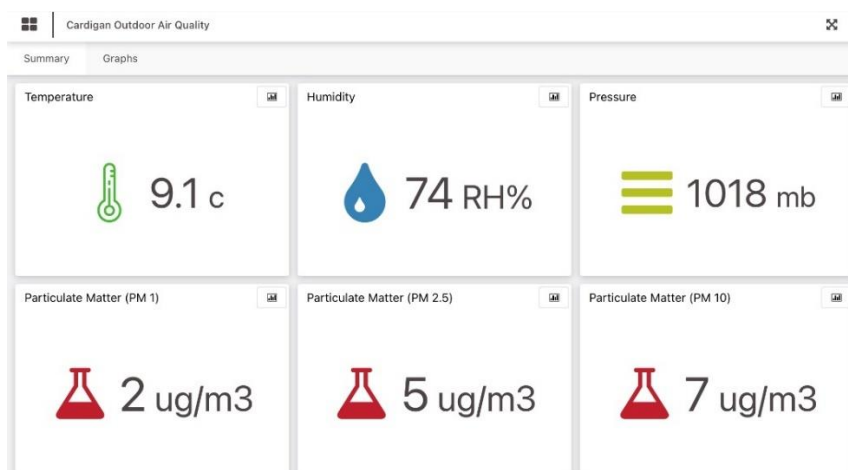
More detailed graphs examples
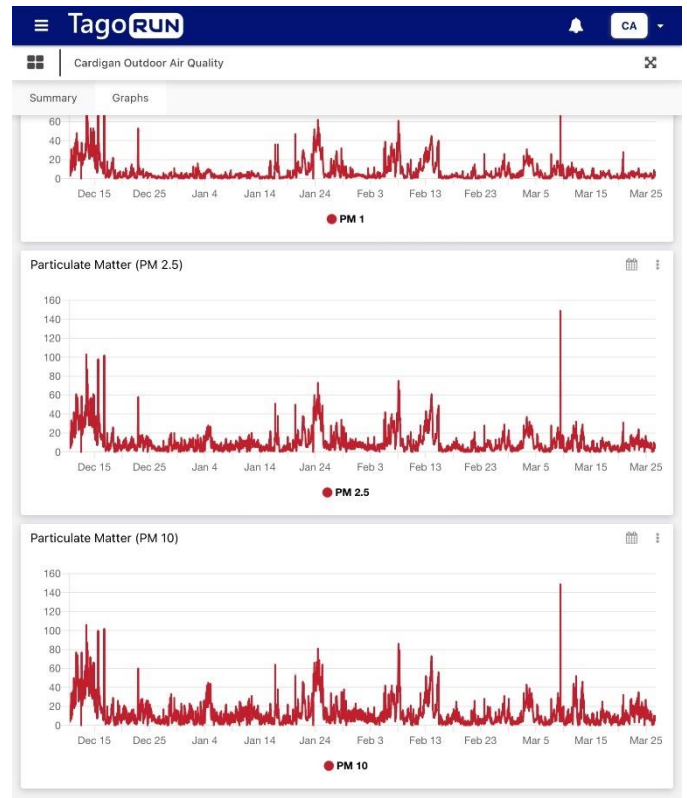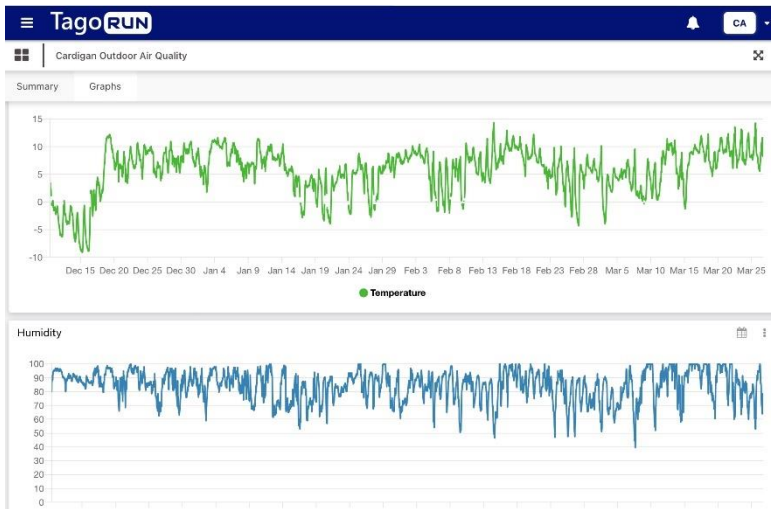
The information is accessible by town Council and interest has been shown by officers of Ceredigion CC to have the data also to compare with the exiting tubed system currently being used in Cardigan. In general, the key measure of PM 10 remains well below 50, it will be interesting going forward how a busy warm summer in Cardigan causes to the levels as this is real time data collected several times a day.
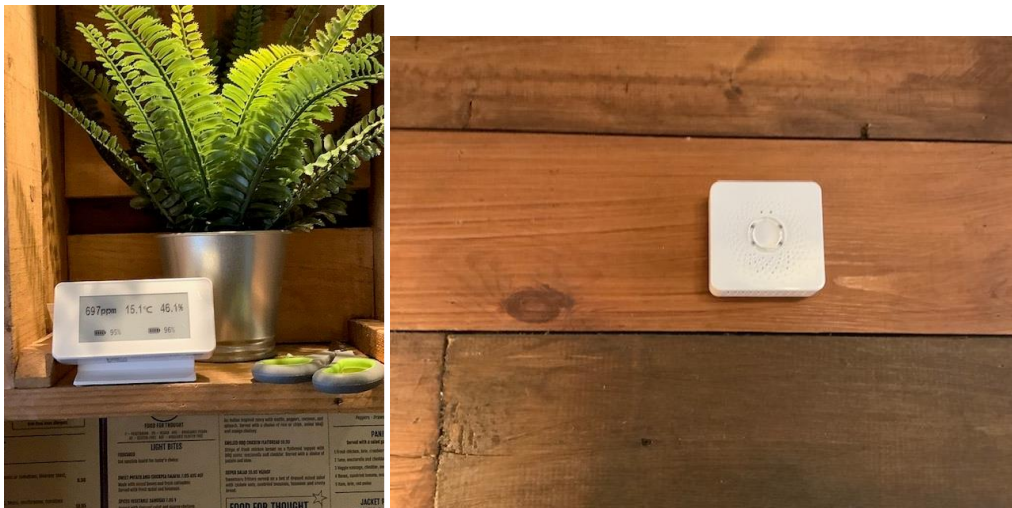
Indoor Air Quality

Like the footfall counters, 4CG contacted candidate hospitality venues. The final list with agreement from the business owners were:

- Stiwdio 3
- Food for Thought
- Crwst

Each food outlet was provided a LED display screen in addition to access to a dashboard of historic and real time data for CO_2 and Temperature levels.

Example above shows units installed at Food for Thought. The dashboard reflects data on the display unit.
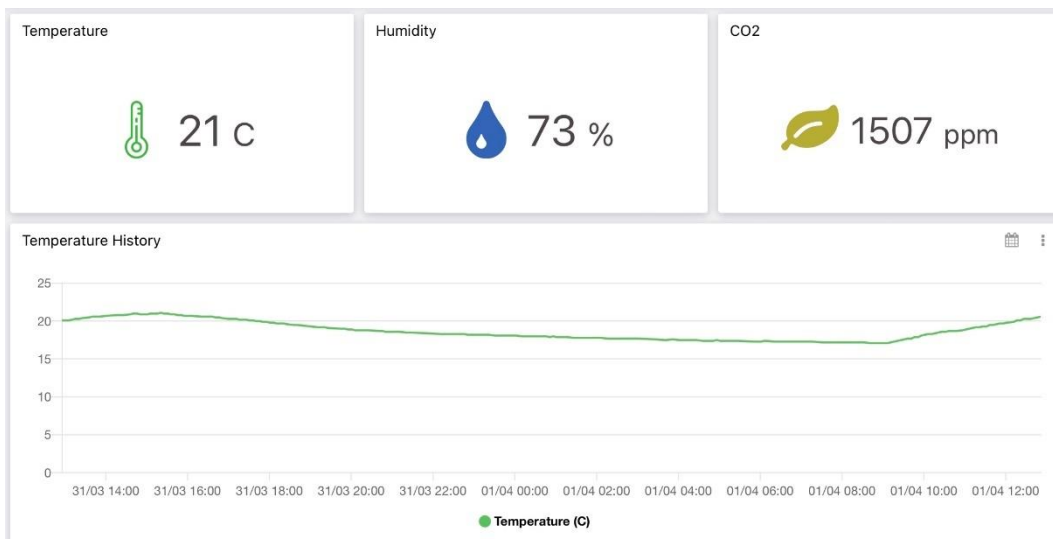

Alert levels have been set on the CO2 for 2000 ppm to inform the business owner. The display units are located by the till for each venue and so staff can monitor levels and open doors/windows as necessary.

Something additional the CO2 revealed is how busy each venue was. The weekly graph in the example above shows the peak lunchtimes and how much busier it is on Saturdays.

13   Clive Davies

To support the business owners a video explaining how the unit works has been created by Gary Howell of Morgan Walsh.
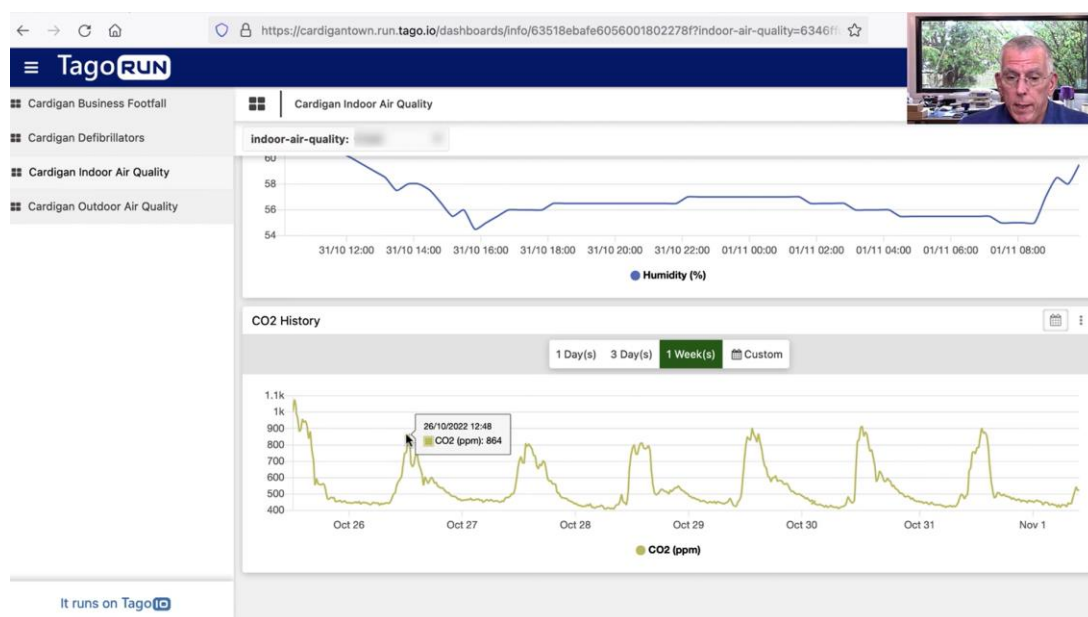
Link to video : Cardigan IoT - Indoor Air Quality (vimeo.com)

River Level Sensor

For this sensor we required an accessible river location, few options existed but we managed to get agreement to use a location owned by Richard and Jane Roache of Fishermans Rest located near the Quay Street Car Park, this not only allowed us to measure river levels but also to provide a warning of the Car flooding. Something which in future could be used to switch on a sign at high street level for example.

These images show the river at flood and the tube contains the sensor attached to an existing metal pole/ladder. The second image shows the Car Park in flood with the sensor in frame.
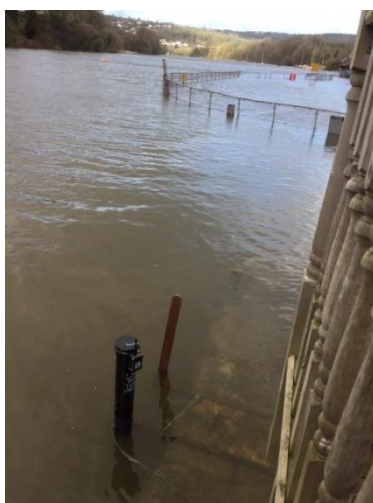
This sensor sends email alerts at set levels to warn ahead for the car park and for the venue.

Example Email with Image of the situation.

-----Original Message-----
From: Cardigan Smart Town
<ae167@cardigantown.tago.run>
Sent: 24 March 2023 08:27
To: Clive Davies
<Clive.Davies@ceredigion.gov.uk>
Subject: Teifi Flood CRITICAL - Level less
than 20cm from Fisherman's Rest Platform

Teifi Flood CRITICAL - Level less than 20cm
from Fisherman's Rest Platform (11cm)

The associated dashboard is also available to look at real time and historic data.

The example below taken at low tide
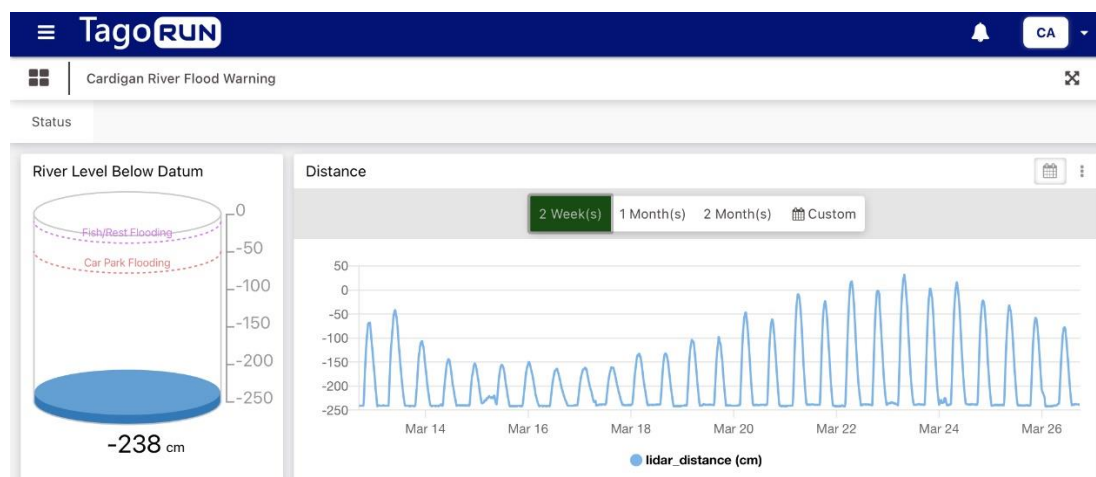
As you can clearly see on the left is the levels influenced by tides and the flood occurrences between March 22nd and 25th in Cardigan.

Parking Sensors

The original plan was to work with the highways department for Ceredigion CC to install in parking bays in the Cardigan town, on the high street to measure use of loading and disabled bays, this was not possible due to the height of the sensor and Ceredigion CC could not take the risk as their insurance didn't cover anything on the road extending 20mm. We then explored other options with Ceredigion CC and concluded that no where was possible due to the insurance issue.

The final solution was to use our own Car Park at 4CG Pwllhai and 2 units were installed purely as proof of concept in 2 bays in the car park. The sensors provide length of occupancy and frequency in the 2 bays.

Bin Sensor

Another proof of concept, using a similar sensor to that used for the river level. With support from Ceredigion Street assets team, permission was given to use a chosen public bin in Cardigan town centre. The Bin chosen was one located at the Bus Station. A cast metal bin, located relatively near a LoRaWAN gateway located on the nearby school, would provide a good signal for receiving sensor data.

Having installed the sensor, some calibration work was required to reflect the waste levels within the bin in relation to the sensor. This took some repeated visits to take actual waste levels and adjustments to the parameters of the data collection.

The dashboard below shows the data received,

 in two parts a live bin level image and
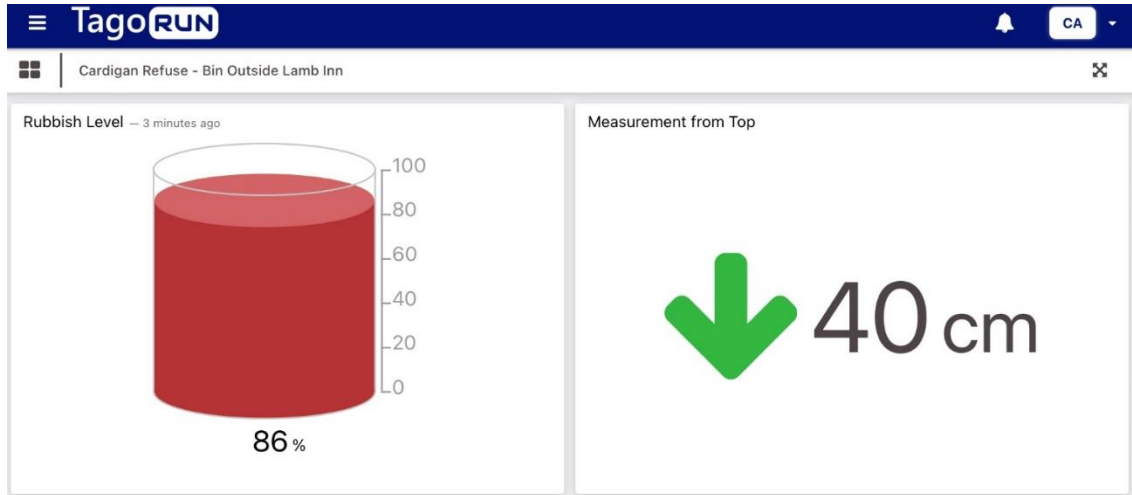
Remaining space in the bin. So it can show how quickly it fill and frequency of removing the waste.
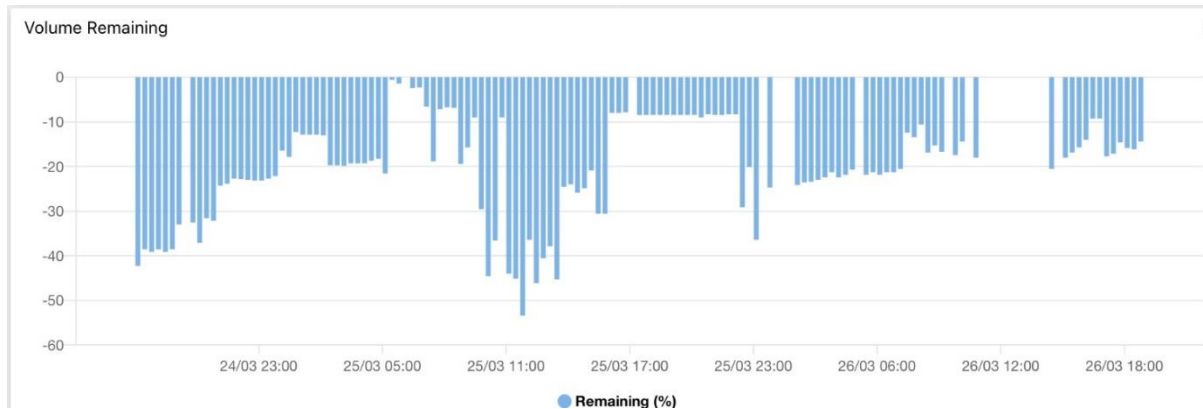
Phase 4 : Public Safety pilot for alerting

The aim of this phase was to pilot for alerting, lifebuoys, defib cabinets and work with Dyfed Powys Police and other organisations on how alerts are processed.

Lifebuoys

We attempted to install altering sensors for the casing of the current 2 units installed in Cardigan along the riverside. Unfortunately, the material and how the casing door operates didn't allow for positive alerting of the unit being opened.

If this is to be something for the future some further thought will be required on how the sensor can be fixed securely and give an accurate alert.

Defibrillator cabinet sensor
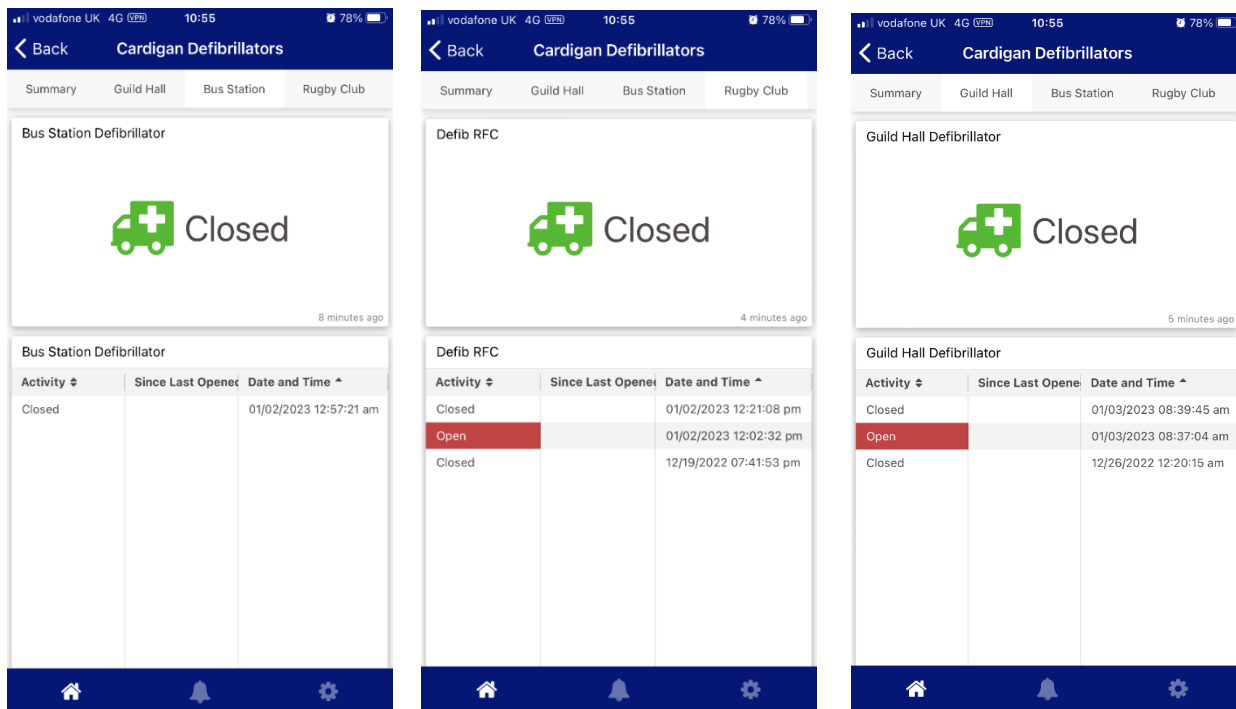
The defib boxes were much more straight forward. Installed in 3 locations across Cardigan. With permission of the Town Council and Cardigan Rugby Club staff.

Image below shows the 3 locations. Guildhall, Rugby club and Finch Square bus station.

The sensors alert access to the boxes, so for example alerts recorded when testing and checks are done regularly, these alters are currently sent to the Town Clerk. The plan is to get a key person for the rugby club to receive the rugby club unit alert, which is located outside the club house.

Anti Social Behaviour

With the remaining budget and building on some work done with Dyfed Wildlife trust and Dyfed Powys Police at the Cilgerran Wildlife Park. We approached the estates team at Ceredigion County Council on piloting the idea of detecting anti-social behaviour in Cardigan public toilets. Permission was granted and with that a sound level sensor was discreetly installed in the public toilets. The image shows average and peak levels. It also shows a timeline. There has not been any incident to verity or help calibrate the alerting levels as of yet.
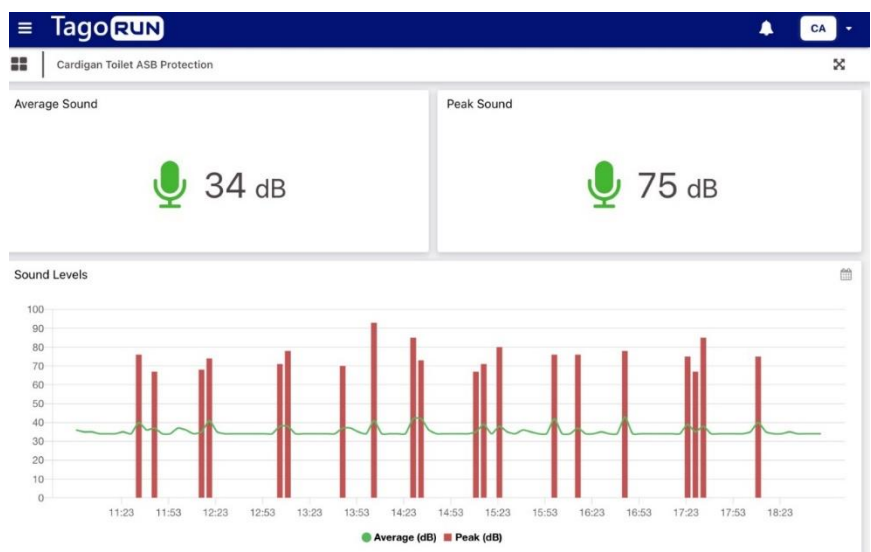
Should this prove successful as a pilot, there is no reason why similar units could be installed across the other public facilities and a single dashboard made available to the local Police and Ceredigion team.

Phase 5 : Learning from previous phases

Although there has been a very small window for carrying out this project, some 8 months of which all sensors active for about 5 months some learning has been achieved.

- Educating the business owners on access to the data, needs to be more convenient and easier. Owner managers don't have time to go into an app. Altering having a easy to read display is the ideal. Located near the till where possible.
- It is very difficult to engage wit the right person in a large organisation like the local authority, luckily county councillor was able to cut through the right people.
- Fully explaining the benefits LoRaWAN can bring helped a lot with sighting the gateway units. Very grateful for these building owners to give their permission to host and use a tiny amount of their bandwidth.
- Once installed, ensuring the business staff all understand the purpose and capability of the sensor and data not just the owner /manager. This may avoid sensors being blocked from working for example.
- Ongoing support is a factor, who will ensure batteries are changed in a few years time. Will the business owner adopt these units and those in the Public realm adopted by Town or County Council.
- A number of the individual projects can now be easily scaled up with the experience and LoRaWAN infrastructure now in place.
- With the project in relatively early stages overall , further work on how Cardigan changes over the year in terms of air quality, footfall into the businesses, comparison of the sensors data and the town wifi data will be something to carry out going forward. This will provide additional information.
- WLGA have shown an interest in the pilot work in Cardigan and a number of Council across Wales are carrying out similar projects, hopefully some of the outcomes from this pilot will help Ceredigion CC determine if there is any value for them in identifying opportunities for efficiencies in the services.

A web page consisting of sensor explanations has been created and in the public realm to help anyone else interested in developing something similar.

Link:

Internet of Things for Ceredigion Businesses - Morgan Walsh

Outputs from project

Indicator	Expected Achievement	Rationale i.e., how have you arrived at the intended figure?
Jobs created through supported projects	Directly 0	Would be piloting new technology with exiting resource. It may lead to indirect creation of jobs through realised opportunity for business.
Number of Feasibility Studies	0	Piloting known technology in primarily an urban area.
Number of Networks established	1	Steering group formed with supplier and those supporting the installation. Police, Town Clerk, County Council contacts, PCSO at Dyfed Powys.
Number of jobs safeguarded through supported projects	0	
Number of pilot activities undertaken/supported	3	Phase 2 : Economic pilot achieved Phase 3 : Environmental pilot achieved Phase 4 : Safety/Alerting Pilot achieved
Number of Community Hubs	1	The community and town council and traders will in a way create a learning hub on IoT and share experience and feedback.
Number of information dissemination actions/ promotional and/or marketing activities to raise awareness of the LDS and/or its projects	6	Case studies (5) for each of the pilots sent out on facebook Sharing of information also via the 120 mailing list, which goes out monthly to town traders and other stakeholders.
Number of stakeholders engaged	12	Consist of : • Ceredigion County Council • Cardigan Rugby Club • Cardigan Town Council • 5 x building owners for phase one • 4 x Retail traders • 3 x Hospitality trader • Dyfed Powys Police
Number of participants supported	120	As the pilots go live, some of the general data will be included in the monthly town centre partnership newsletter issued by 4CG. That currently has 120 on the list and incudes majority of shops, councillors in area and Ceredigion officers
Number of communities engaged	3	Ferwig/Penparc, & Cardigan Town
Number of groups engaged	6	Ferwig CC - updates Cardigan TC -updates Cardigan traders – installs and supporting Merched y Wawr – presentation Clybiau Gwawr – presentation Cylch Cinio - presentation

Number of young people participating	0	None unfortunately, down to time. It is something which could be achieved by doing an information session with Coleg Ceredigion.
Number of women participating	9	council clerks, business owners, property owners,stakeholder
Number of Welsh speakers participating	6	clerks,business owners,building owners
Number of elderly participating	0	0
Number of individuals with disabilities participating	0	
Number of projects aimed at environmental enhancement/sustainability	4	Pilot with Bin sensor, CO2 Sensor Air quality Sensor Water level Sensor
Number of consultation exercises	0	
Number of cluster groups / informal networks	1	Steering group

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Cyngor Sir CEREDIGION County Council

REPORT TO: **Corporate Resources Overview and Scrutiny Committee**

DATE: **12 June 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   The forward work programme of the Committee is
INFORMATION: 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 June 2023
Acronyms:	FWP – Forward Work Programme

Committee	Item (description/title)	Invited Speakers	Purpose i.e. monitoring, policy, recommendation
Corporate Resources			
12 June 2023	SMART Towns Digital Connectivity update Engagement and Participation Plan Annual Report 2022-23	Arwyn Davies David Owen Cathryn Morgan	Chair's request Chair's request
19 July 2023	Menopause Policy Stress Management Policy Revised Annual Leave Policy Update on Clic (requested)	Geraint Edwards Geraint Edwards Geraint Edwards Joy Lake/Anna Gawthorpe	Pre-Cabinet Pre-Cabinet Pre-Cabinet Request
19 October 2023	Engagement Annual Report Update on Hybrid Working Tackling Hardship Compliments, Complaints and Freedom of Information Reports Work Life/Balance Policy	Cathryn Morgan Geraint Edwards/Russell Hughes Pickering Marie Neige-Hadfield/Alun Williams Geraint Edwards	For info For info Pre-Cabinet

	ICT and Digital Strategy	Alan Morris	
7 December 2023			
23 February 2024	Budget Preparation		
16 May 2024			
Future meetings	• Report on the Corporate Estate		
Task and Finish County Farms	Ongoing		

Minutes of the Meeting of CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE
held Hybrid - Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron / remotely via video conference on Monday, 13 March 2023

PRESENT; Councillor Rhodri Evans (Chair) Councillors Euros Davies, Ifan Davies, Endaf Edwards, Elaine Evans, Geraint Wyn Hughes, Hugh R M Hughes, Ann Bowen Morgan, Ceris Jones and Carl Worrall

Also in attendance: Councillors Bryan Davies, Leader of the Council, Clive Davies and Matthew Vaux (Cabinet Members) together with Councillor Gareth Lloyd

Officers in attendance: Mr James Starbuck, Statutory Director, Mr Geraint Edwards, Corporate Lead Officer, People and Organisation, Mr Russell Hughes-Pickering, Economy & Regenerations, Mr Adria Cross, Project Officer, Mr Harry Dimmack, Governance Officer, Mr Duncan Hall, Corporate Lead Officer, Finance and Procurement, Miss Lowri Edwards, Corporate Lead Officer, Democratic Services, Mr Llyr Hughes, Corporate Manager, Housing Services, Dr Sarah Groves-Phillips, Corporate Manager, Forward Planning, Mrs Dwynwen Jones- Scrutiny Support Officer, Mrs Nia Jones, Corporate Manager- Democratic Services and Mrs Dana Jones, Democratic and Services Officer

(10:00am-12:40pm)

1 **Apologies**
Councillor Eryl Evans and Caryl Roberts apologised for their inability to attend the meeting.

Councillor Paul Hinges apologised for his inability to attend the meeting as he was on other Council duties.

2 **Disclosures of personal/prejudicial interest**
Councillor Euros Davies, Endaf Edwards, Geraint Hughes and Cerys Jones declared a personal interest in item 5 on the agenda.

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

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

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

1

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

Following questions from the floor, it was AGREED to recommend that Cabinet APPROVE the Community Housing Scheme, subject to consideration of the following:
(i) alternative options in relation to the Commuted sums secured under section 106 agreements, this could include upfront commuted sum payment to help support delivery of affordable housing in the County, and
(ii) including Councillor involvement in the Task and Finish Group membership.

4   **To provide an update on Hybrid Working**
A Hybrid Working Strategy and Interim Hybrid Policy was agreed in July 2022, to be trailed for 12 months. The strategy sets out the vision and associated approaches that would be taken to ensure Ceredigion County Council had a workforce with the skills and ability to be working in a way that was fit for our organisation's future, in workspaces that meet its needs.
The Interim Hybrid Working Policy had been developed to provide detailed information around what hybrid working means for the Council. It supports employees and their managers in implementing hybrid working by providing practical advice and information, enabling employees to work from the office or home effectively, productively and safely.

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

As part of the trial, desk and meeting room usage had been monitored and data collected had helped inform changes within these areas.

A short presentation of the type of data being collected was presented. From the data, it's also becoming clearer that there would be significant opportunities to provide new public facing services or accommodate other uses at Canolfan Rheidol in Aberystwyth and Penmorfa and County Hall in

2

Aberaeron. There may be opportunities to rationalise and use other Council properties in different ways as well.

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

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

It was AGREED to note the current position.

5   **Report on the Amended Code of Conduct of Local Government Employees, Declarations of Interest Form and Declaration of Hospitality Form**
It was reported that a review had been taken upon the following:-
   • Code of Conduct for Local Government Employees ('the Code')
   • Code of Conduct for Local Government Employees ('the Code')
   • Officer Declaration of Interests form
   • Officer Declaration of Hospitality & Gifts Form

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

All the changes were presented to Members. Following questions from the floor, it was AGREED to recommend to Cabinet to APPROVE:-
(i)the Code of Conduct of Local Government Employees;
(ii) the Declarations of Interest Form; and
(iii) the Declarations of Hospitality Form

6   **To confirm minutes of the previous meeting and to consider any matters arising from those Minutes.**
It was agreed to confirm the minutes of the meeting of the previous meeting as a true record.

7   **Forward work Programme**
It was AGREED to note the Forward Work Programme as presented subject to noting that an update report on Hybrid Working be presented at the 19 October 2023 meeting. The Chair stated that if any Member wished to place an item on the Forward Work Programme to contact him or the Scrutiny Support Officer.

Confirmed at the Meeting of the Corporate Resources Overview and Scrutiny Committee held on 12 June 2023

3

Chairman:_____

Date:_____

4