

Cyngor Sir CEREDIGION County Council

REPORT TO:	Corporate Resources Overview and Scrutiny Committee
DATE:	03/10/2022
LOCATION:	Hybrid: Council Chamber/Virtual
TITLE:	Engagement and Participation Policy – ‘Talking, Listening and Working Together’
PURPOSE OF REPORT:	To present the revised Engagement and Participation Policy – ‘Talking, Listening and Working Together’ for consideration.
REASON SCRUTINY HAVE REQUESTED THE INFORMATION:	To ensure that the Local Authority is meeting statutory engagement requirements and to make recommendations as appropriate when the policy is presented to Cabinet on 4 October 2022.

BACKGROUND:

‘Talking, Listening and Working Together’, Ceredigion County Council’s Engagement and Participation Policy sets out our corporate approach to engagement and participation with the people of Ceredigion. The previous draft policy was considered by Corporate Resources Overview and Scrutiny Committee on the 14th of October 2021 where it was approved to go out to public consultation over the winter of 2021-22.

However, the consultation was delayed due to the requirements of Part 3, section 41, of the Local Government and Elections (Wales) Act 2021, pertaining to consultation and review of the Council’s Public Participation Strategy. The Act stipulates that the consultation and review must be undertaken as soon as is reasonably practicable following an ordinary election of Councillors to the Council.

The draft Engagement policy was subsequently revised to include Participation and presented to Cabinet in July 2022. Cabinet agreed that the draft Engagement and Participation policy should go out to public consultation over the summer of 2022. The final policy has been revised to reflect the findings of the consultation and is now presented for overview and scrutiny.

CURRENT SITUATION:

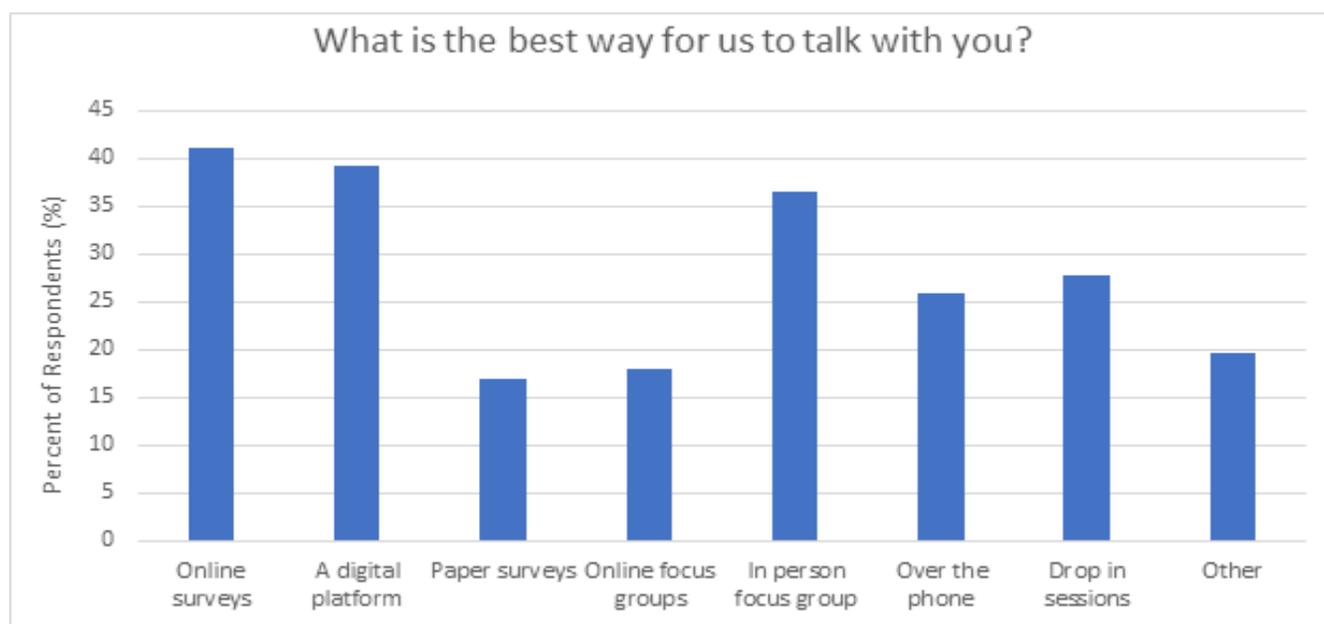
112 responses (0.2% of the total population) were received from the consultation, all through the online survey. This response was disappointing.

Results of the consultation show us there is room for improvement in the way that the Council

engages with the public with 64% of respondents saying that they are 'Unhappy' or 'Very Unhappy' with the way that Ceredigion County Council engages with them. 12% were Extremely Happy or Happy and 24% were neutral.

Residents were then asked if they were happy with the way that we have said we will engage with them in coming years. Results were slightly improved, with 52% of respondents saying that they were 'Unhappy' or 'Extremely Unhappy' with the content of the Engagement policy. 19% are Extremely Happy or Happy and 29% are neutral.

Responses to the survey indicate that our mixed method approach continues to be relevant with the needs of our residents, as shown by the summary below.



The following changes have been made to the Engagement and Participation Policy to reflect the feedback that we have received through the consultation exercise.

- Investigate the feasibility of setting up in-person focus groups across the county with an emphasis on engaging with existing groups that are known and utilised by residents.
- Create a clearer emphasis on the need to feedback the results of engagement with residents.
- Create performance measures to monitor our progress towards our aim of improving engagement and participation across Ceredigion.

We are pursuing the goal of continuous engagement. This will enable us to check in with residents across Ceredigion regularly and ask whether they are happy with the way that we engage with them. Full results of the consultation exercise can be found at Appendix B.

The revised Engagement and Participation Policy – 'Talking, Listening and Working Together'

is attached at Appendix A.

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

Yes

Summary:

Long term:

Our engagement will include conversations about people's long term ideas, needs and issues as well the engagement that takes place over the short term. Good engagement with children and young people needs to happen in order that the needs of future generations can be met.

Integration:

Engagement is a cross-cutting theme in our Corporate Strategy. An aim of this Engagement Policy is to mainstream engagement across Ceredigion County Council. We will also work with other public bodies on the integration of the National Well-being Goals and Organisational Well-being Objectives through the Public Services Board.

WELLBEING OF FUTURE GENERATIONS:

Collaboration:

We are active partners in a range of engagement partnerships that exist or are becoming established. This will enable us to share best practice, resources and to carry out shared engagement activities.

Involvement:

Involvement is synonymous with engagement. We aim to involve all relevant stakeholders. This could be people across Ceredigion or specific stakeholders, including people with the Protected Characteristics as outlined in the Equality Act and seldom heard groups. We will use the best method of engagement depending on the situation. We will engage in a timely way in which the views of stakeholders can influence outcomes and decisions. We will also provide feedback to stakeholders on any engagement that we carry out.

Prevention:

Engaging with people and service users is a very effective way to identify, eliminate and reduce the effects of any problems or for people to be part of the solution in overcoming barriers. When engagement takes place at a very early stage this can prevent problems from happening at all.

RECOMMENDATION (S):

To receive and endorse the Engagement and Participation Policy - Talking, Listening and Working Together.

To make recommendations as appropriate when the policy is presented to Cabinet on 4 October 2022.

REASON FOR RECOMMENDATION (S):

Our current Community Engagement Policy dates from 2012 and has been reviewed to take account of new methods of engagement and recent legislation and guidance.

Contact Name: Cathryn Morgan
Designation: Equalities and Inclusion Manager
Date of Report: 12/09/2022
Acronyms:

Siarad, Gwranddo a Gweithio Gyda'n Gilydd

Polisi Ymgysylltu a chyfranogi Drafft

Cyngor Sir Ceredigion

Mai 2022

Talking, Listening and Working Together

Draft Engagement and Participation Policy

Ceredigion County Council

May 2022



Author and service: CM, Policy and Performance

Date approved by Cabinet:

Integrated Impact Assessment:

Publication date:

Policy Review Date:

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FOREWORD

We value the contribution that local people can make to develop and evaluate Council services that will work well for us all.

Our Engagement and Participation policy and accompanying action plan sets out how we will talk and listen with all of those who live, work or study in Ceredigion, including marginalised groups of people or seldom heard voices.

This means engaging and consulting about the way we do things, promoting awareness of how people can become a member of the Council and making sure that local people can easily give us their views about a decision before, and after, it is made.

We will continue to adopt new and emerging best practice, for example by developing digital engagement platforms and working on engagement with our partners on the Public Services Board. We will not forget that some people cannot or prefer not to use digital services and we will maintain the more traditional ways of communicating with our citizens.

We want to make it easier for everybody in Ceredigion to have a voice, we want to build and maintain relationships with our communities, and we want to ensure that all engagement undertaken by the Council is effective, efficient and consistent.

There are difficult times ahead and we must work together to make best use of the resources available to us.

Councillor Bryan Davies
Leader, Ceredigion County Council



Introduction

It is vital that Ceredigion County Council engages effectively with the people of Ceredigion. This means that good engagement is the responsibility of everyone who works for the Council. Communication is two-way and it is important that we listen to and take on ideas from the public as well as giving out clear information. This Policy sets out how we will do this.

We are committed to engage effectively and this is underpinned by a range of legislation including the:

- The Well-being of Future Generations (Wales) Act 2015
- The Equality Act 2010,
- The Welsh Language Measure 2011
- Local Government and Elections (Wales) Act 2021

We will also follow best practice and national standards, for example the Children and Young People's National Participation Standards and the National Principles for Public Engagement in Wales.

This policy sets out our corporate approach to engagement with the people of Ceredigion.

Ceredigion: Who we are, where we live and what we do



Ceredigion has a population of 73,000. Aberystwyth is the largest town with a population of around 16,200, followed by Cardigan (4,200) and Lampeter (3,000). Aberaeron, Llandysul and Tregaron are smaller towns. 62% of the population live in villages or scattered rural settlements. With 41 people per square kilometre, Ceredigion has the second lowest population density in Wales. Although being overall rural in nature, the towns are important centres for the wider population. Ceredigion also has several internationally significant bodies, for example Aberystwyth University, the Lampeter Campus of the University of Wales Trinity St David, and the National Library of Wales.

Our population is 96.7% white, with 47.3% able to speak Welsh. 21% of people have a long-term illness or are disabled and 11% provide unpaid care. 15% of the population are children and young people under 16. 25% of the population is aged 65 or over.

Geographical communities

We will engage with citizens in specific locations as well as across the county. This engagement could take place in our towns as well as the wider rural setting.

Communities of interest

We will also make sure that we engage with relevant communities of interest. This is where people have a shared characteristic, experience, or interest, for example carers, or those with specific expertise.

Protected characteristics

These are characteristics that are protected by the Equalities Act 2010. It is essential that we reach out to these communities so that we can capture their lived experiences, which will better inform our understanding of the impact of our actions. This feeds into our requirement to carry out [Integrated Impact Assessments](#).

- o Age
- o Disability
- o Gender reassignment
- o Pregnancy and maternity
- o Race – including ethnic or national origin, colour, or nationality
- o Religion or belief – including lack of belief
- o Sex
- o Sexual orientation
- o Marriage and civil partnership' (in terms of discrimination in employment).

Ceredigion County Council Political Profile

Ceredigion is made up of 34 electoral wards which are represented by 38 members (councillors) who are elected by the people of Ceredigion every 5 years. The Council has adopted the “Leader and Cabinet” style of governance. The Cabinet comprises the Leader of the Council and 7 Cabinet Members with a range of portfolios.

There are also five thematic Overview and Scrutiny Committees. 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.

Ceredigion County Council Services

The council currently employs around 2,200 members of staff or the full time equivalent of about 1,500 staff across 12 Service areas.

- Schools and Culture
- Legal and Governance Services
- Finance and Procurement
- Democratic Services
- People and Organisation
- Porth Cymorth Cynnar, Community Wellbeing and Learning
- Porth Gofal, Targeted Intervention
- Porth Cynnal, Specialist Services
- Highways and Environmental Services
- Economy and Regeneration
- Customer Contact
- Policy, Performance and Public Protection

Engagement and Participation Policy Aims

The aims of this policy are:

- 1. To mainstream effective engagement and participation across Ceredigion County Council.**
- 2. To ensure that we engage with the people of Ceredigion in the best way.**
- 3. To meet our statutory duties and responsibilities under legislation.**
- 4. To keep up to date with the latest innovations and best practice in the field of engagement.**

Background

We have a statutory duty to carry out effective engagement in order that it can inform effective decision making. Our duties are laid out in the following legislature. We have also considered the following national principles as a manner of best practice.

Legislation

- [The Equality Act 2010](#)
The Act brought together and replaced previous anti-discrimination laws. Under the Act, Ceredigion County Council must involve and engage with people who have the Protected Characteristics listed above.
- [The Welsh Language Measure 2011](#)
In Wales, the Welsh language should not be treated any less favourably than the English language. People in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so. The official languages of the Council are Welsh and English. When carrying out engagement we must work in accordance with the requirements of the Welsh

Language Standards. This includes the delivery of engagement bilingually. During consultations, we will seek the public's views on any effects that decisions would have on the Welsh language and opportunities to use the Welsh language.

- [The Well-being of Future Generations \(Wales\) Act 2015](#)
Engagement cuts across the five ways of working laid out in the Act and places a duty on Ceredigion County Council to consider the needs of future generations when making decisions.
- [Local Government and Elections \(Wales\) Act 2021](#)
The Act aims to provide local government with new ways to support and serve their communities and to reinvigorate local democracy in Wales. Part 3 of the Act places a duty on Ceredigion County Council to promote and encourage participation in council decision making, including the publishing of a public participation strategy. Part 6 of the Act requires us to undertake a review (self-assessment) of the extent that we are exercising our functions effectively, and whether we are using our resources efficiently. Engagement and consultation are an integral part of the self-assessment process, as required by the Act and in the setting of our Corporate Well-being Objectives

National Principles and Standards

- [Children and Young People's National Participation Standards](#)
- The National Principles for Public Engagement in Wales – link to be provided.
- [Five Principles of Co-production](#)
- [The Gunning Principles \(see Appendix B\)](#)

Ceredigion County Council Strategies and Plans

Engagement is embedded in the core framework of Local Government; this policy aligns with and supports the following current strategies:

[Ceredigion County Council Corporate Strategy](#)

Engagement is a cross-cutting theme in our Corporate Strategy 2017-22. The Strategy states that, 'Our policies for the future will encourage collaboration and partnership working with all interested stakeholders. We consider effective interaction with our communities as an essential component to securing a healthy and vibrant society.'

[Ceredigion County Council Corporate Communications Strategy](#)

The strategy aims 'to provide effective communications with residents, customers, staff, members, partners and stakeholders that support corporate priorities.' The strategy sets out our approach to effective communications and engagement. The Communications Team must be informed of all engagement.

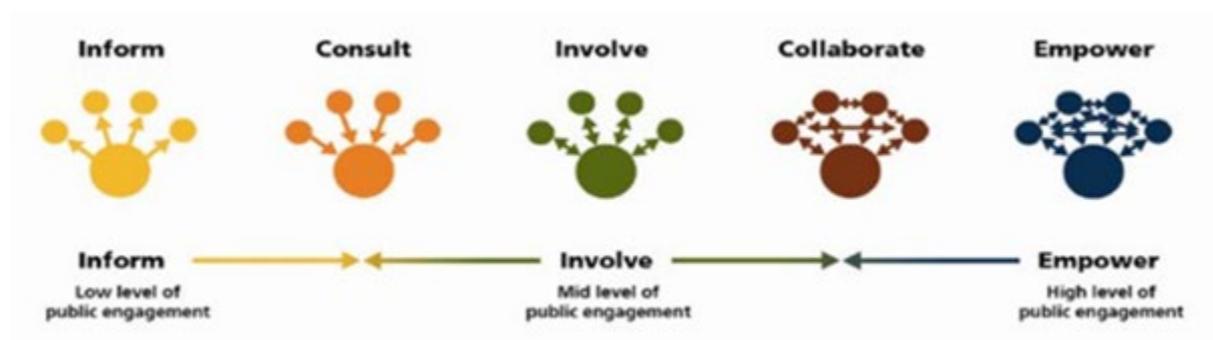
How we intend to Engage

Ceredigion County Council's Engagement and Participation Policy adopts an approach of applying the best method of engagement according to the situation. We will use several different methods of engagement to ensure that we engage with all people in Ceredigion in the most suitable manner.

Levels of Engagement

There is no 'one size fits all' solution to engagement. We will engage with the people of Ceredigion in the best and most suitable way for any situation. The model below outlines our engagement approach. The model that is based on the involvement principle laid out by the Future Generations Commissioner for Wales.

The ways in which we engage will vary. This will range from informing and consulting, through to involving, collaborating, and empowering. The level of participation by the public increases across this range.



The table below outlines the Five Levels of Public engagement and appropriate examples of when to use them:

Ceredigion County Council's Levels of Engagement

We will use the best engagement for the right situation.

	Purpose	We will	Examples of when to engage
Inform	To provide the public with balanced and objective information.	<ul style="list-style-type: none"> • We will keep you informed. • We will not withhold relevant information. 	<ul style="list-style-type: none"> • Public health emergency • Details on services and provision
Consult	To obtain public feedback on proposals.	<ul style="list-style-type: none"> • We will consult at the beginning of the process and at all relevant stages of the process. • We will keep you informed. • We will listen to and acknowledge your concerns and aspirations. • We will be open to your influence. • We will provide feedback on how your input has influenced the outcome. 	<ul style="list-style-type: none"> • Setting an annual budget • Changes to service provision • Developing new policies • Changes to school provision
Involve	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	<ul style="list-style-type: none"> • We will keep you informed. • We will work with you to consider your concerns and aspirations. • We will provide feedback on how your input has influenced the outcome. 	<ul style="list-style-type: none"> • Setting well-being objectives • Budget challenge • Developing new policies
Collaborate & Empower	<p>To partner with the public when making decisions and developing services, including defining the issue, developing alternatives, and identifying and delivering preferred solutions.</p> <p>To explore ways in which we can place decision making and service delivery in the hands of the public.</p>	<ul style="list-style-type: none"> • We will look to you for ideas and innovation in formulating solutions. • We will incorporate your ideas and recommendations into the decision-making processes as far as is reasonably possible. • We will work with you and support you through the process. 	<ul style="list-style-type: none"> • Carrying out Integrated Impact Assessments. • Co-production projects • Community asset transfer • Participatory budgeting

Methods of Engagement

Continuous Engagement

We will continuously engage with residents in Ceredigion through meeting with stakeholder groups and having direct conversations with those who use our services. We are developing a digital engagement platform to assist with the continuation and collection of these conversations.

It is important that the public are aware of how the council works and the decisions that are being taken at any given time.

The Communication team promotes awareness of Council activities via social media and press releases which are shared with news outlets. All press releases are also available on the Council website.

The Council's website is reviewed regularly with an aim to improve sections relevant to information for members of the public.

Details of forthcoming Council meetings are publicised via social media, and forward work plans are published in a timely manner to ensure that members of the public are aware of items for consideration at forthcoming meetings. Members of the public can attend Council meetings online. Council and Cabinet meetings are broadcasted, and available electronically for a reasonable period after the meeting.

There is a mechanism for local people to feed into the Overview and Scrutiny process, this is published on the Council's website. Details of forthcoming agenda items are also published on the Council's website.

Ceredigion Council Cabinet is notified of all petitions received by the Council. We are developing an e-petition system, including a petition scheme that sets out how the Council intends to handle and respond to petitions. Members of the public can present their application or objection to the Development Control Committee, details of which is available on the Council's website.

Specific Engagement

We want people to have a strong voice and be able to effectively influence our decision making, especially when we make changes to services or develop new policies. We frequently consult with the people of Ceredigion. Current examples can be seen on the consultations page of our website:

<http://www.ceredigion.gov.uk/your-council/consultations/>

We also use other various means as detailed below:

- Online surveys
- Engagement Events
- Roadshows
- Focus Groups
- Forums

During Covid-19 some forms of engagement were more challenging. We will investigate the feasibility of setting up in-person focus groups across the county with an emphasis on utilising existing groups that are known and utilised by residents.

Integrated Impact Assessments

When we make plans to create a new policy or change the way we do things we must consider the impact this will have on our citizens, including those who have protected characteristics. An Integrated Impact Assessment (IIA) brings together the relevant legislations and sets out how we will take due regard, (give appropriate weight), to making decisions. Appendix A explains more about 'due regard.'

When we carry out an IIA:

- We are considering relevant evidence to understand the likely or actual effects of policies or practices on those who are vulnerable within our communities, including those who are experiencing socio-economic disadvantage.
- We are thinking about where we might be able to reduce negative impacts.
- We are identifying missed opportunities and capitalising on positive impacts.
- We are considering the rights of the child.

Accessibility

We are committed to ensuring that **all** residents in Ceredigion can access information and have an **equal opportunity** to share their views. As such we need to specifically consider the following demographics and how best to engage with them. Some examples are set out below:

People with Disabilities

When we publish information or create a piece of online engagement, we need to consider how people can access it.

People with visual impairments may require documents in large print or use a screen reader to access information and engage. We need to consider how documents, web pages, surveys etc will be read out on a screen reader. An example of this is using a correct hierarchical heading structure or providing alternative text to images.

People with hearing impairments may need subtitles on any video content.

Some people may also require information in an easy read format. An easy read document uses plain language and simple sentences to accurately portray what may be in a full document.

Non-Digital Communication

Not everyone has access to a computer or the internet. All our engagement exercises must consider how to engage with non-digital users as a matter of priority. Examples of this are in-person discussions, telephone discussions and provision of paper copies of relevant documents.

A lead contact will be provided on engagement documents in order that the public can contact them by telephone via Clic, the council contact centre.

Children and Young People

We have a duty to young people to ensure that we are reaching out to them in a way that encourages their participation and as outlined in the Statutory Guidance for the Well-being of Future Generations (Wales) Act 2015 – Annex B.

Recognising the Children and Young People's National Participation Standards as a framework for participation; we will continue to facilitate opportunities for participation with younger people and ensure that we educate and advocate for their right under Article 12 of the UNCRC.

[Children's Rights - Children's Commissioner for Wales \(childcomwales.org.uk\)](http://childcomwales.org.uk)

Our County Youth Council and Youth Forums will continue to act as platforms for children and young people views across Ceredigion, and we will represent those views to local and national decision-making bodies. Specific youth forums and groups such as 'Give us Support,' will ensure a channel for children and young people who are marginalised, vulnerable or have a special interest in a particular issue, to have a voice and to access their rights as set out in the UNCRC.

We will ensure that appropriate feedback is provided through a range of channels that will include reports, presentations and on social media outlets.

We will continue to develop and embed children and young people's participation into all aspects of planning, delivering, and reviewing services that directly have an impact on children and young people.

Our children and young people's participation offer will give consideration to the Welsh Language in both promotion and facilitation and will ensure that all children and young people are able to participate through the medium of the Welsh Language if that is their language of choice.

Other Languages

It is important that we make sure that everyone can access our engagement materials regardless of their proficiency in Welsh and English. Consideration should also be given to other languages that are spoken in Ceredigion, particularly when carrying out a large engagement campaign

To help those who speak other languages access the materials we can utilise QR codes so that they can be forwarded directly to the materials in their language. All Council teams have access to WITS (Welsh Interpretation and Translation Service) which can be used for simultaneous translation and interpretation of documents.

Efficiency

It is important to avoid **consultation and engagement overload**. Often people give up their free time and travel distances to attend engagement events. We, or our public services partners may already have relevant data from previous engagement

or surveys. We may also be able to utilise data and information collected from continuous engagement.

Stakeholders

Carrying out a stakeholder analysis will help to identify key stakeholders and their levels of influence. We will also ensure that engagement is inclusive across the diverse make up of our communities. We will include people with protected characteristics and marginalised or seldom heard people and communities in our engagement.

Engagement with Elected Members

Elected Members are leaders within their communities and can provide important links to engage with a wide range of people. In addition to matters of interest to their wards, Elected Members may sit on several different Council Committees in addition to full County Council.

Engagement with Elected Members should be via the appropriate Corporate Lead Officer. Members must be informed of all engagement or consultation and in particular any engagement or consultation that affects their wards or their responsibilities. Officers must follow protocol when engaging with Elected Members and observe Pre-Election Protocol timescales.

Prior to Council elections, a communication campaign will provide information on how to become a Member of the Council, and information is also provided on the Council's website.

Engagement with Staff

We employ around 2,200 people. Our staff have a very wide base of experience and come from a diversity of backgrounds. We engage with our staff by a number of means including staff news bulletins. A new intranet site has been developed which improves staff engagement and involvement. Human Resources directly engage with staff and unions on employment matters.

Evaluation, Feedback, Drawing Conclusions and Making Recommendations

We will feedback the results of our engagement. We will publish our engagement reports on the consultation page of the Ceredigion County Council website within an acceptable time frame. The feedback will summarise an evaluation of our engagement. It will also demonstrate how the engagement exercise was considered by our decision makers and how it influenced the final decision.

Equality and Inclusion Team

The Equality and Inclusion team oversees a framework of stakeholder groups, the Integrated Impact Assessment process, and a consistent approach to engagement across Ceredigion County Council. The team is available to support and advise all Council services on engagement and participation.

Digital Platform

One of the ways that we will be looking to improve engagement is by use of a digital platform. A digital platform will give us the power to create a cohesive series of engagement. It will enable us to organise engagement across the Council services.

Some examples of tools that can be utilised in a digital platform are:

- Surveys
- Story walls
- Ideas sharing
- Timeline of engagement

It is hoped that through utilising these tools we can improve our communication with citizens in Ceredigion.

Measuring Success

To measure the outcome of the implementation of this policy we will monitor:

- Site hits and registrations on our digital platform
- The number of responses we receive to public engagement exercises
- National Survey for Wales questions regarding Local Democracy

Our aim is to achieve successful continuous engagement with our residents. Part of this will be to ask residents if the way in which they are being engaged with has been successful and suited their needs. In this way we can continually evolve the way that we engage to suit the needs of all our residents.

Timescales for Feedback

We will publish feedback in a suitable place within a suitable timescale. This could include publishing reports on our website and providing direct feedback to groups or organisations involved in our engagement. The feedback will summarise an evaluation of our engagement and demonstrate how the engagement influenced the decision maker and the final decision.

Ceredigion County Council Engagement & Participation Policy – Action Plan

Aim 1	Action	Outcome	Timescale	Responsibility
<i>To mainstream effective engagement and participation across Ceredigion County Council.</i>	To develop an Engagement toolkit and deliver training on its use to all Corporate Managers.	A corporate understanding and management of engagement.	March 2023	Equalities & Inclusion team
	To maintain a timetable of consultation and engagement exercises carried out by all Council Services.	Effective co-ordination of engagement across all Services. Reduced 'consultation fatigue.'	Ongoing	Equalities & Inclusion team
	To publish an Engagement Annual Report to monitor the developments as we change how we engage with the public.	To enable the Council to evaluate progress set out in this policy.	Ongoing	Equalities & Inclusion team
Aim 2	Action	Outcome	Timescale	Responsibility
<i>To ensure that we engage with the people of Ceredigion in the best way.</i>	To revise and update our list of Stakeholder groups.	Improved engagement with residents who have protected characteristics.	March 2023	Equalities and Inclusion team
	To develop the use of online engagement platforms and maintain the use of non-digital engagement methods.	Improved levels of engagement with Ceredigion residents.	March 2023	All Corporate Managers
	To improve the way that we feedback to those who have participated in our engagement exercises.	Reduced citizen dissatisfaction with the Council.	March 2023	All Corporate Managers

Aim 3	Action	Outcome	Timescale	Responsibility
<i>To meet our statutory duties and responsibilities under legislation.</i>	To ensure a mechanism is in place so that the public can attend Council meetings in person or remotely via a hybrid meeting system.	To facilitate access for local people to decisions made by the council.	June 2022	Democratic Services
	To revise and update our Integrated Impact Assessment (IIA) tool.	Appropriate engagement is carried out that can influence strategic decisions and policy changes.	January 2023	Equalities and Inclusion team
	To establish an e-petition system and publish a protocol that sets out how the Council intends to handle and respond to petitions.	Ceredigion residents who take the time to submit petitions to the Council have a positive experience.	Subject to Publication of Guidance by WG	Democratic Services
Aim 4	Action	Outcome	Timescale	Responsibility
<i>To keep up to date with the latest innovations and best practice in the field of engagement.</i>	To review and revise this Engagement and Participation Policy.	Keep this policy up to date with the latest developments and innovations.	Ongoing	Equalities and Inclusion team
	To keep an engagement toolkit up to date for all staff to use.	All council staff can access the latest developments in terms of best practice.	Ongoing	Equalities and Inclusion team
	To liaise with Engagement and Equalities colleagues across Wales.	Best practise is shared across Wales.	Ongoing	Equalities and Inclusion team

Appendix A

Brown Principles can be used in court to determine whether a public body has shown 'due regard' to legislation and relate closely to the IIA process. Following the principles is an effective way of delivering best practice as well as helping to ensure that our engagement and decision making is legally robust.

Brown Principles and Due Regard
Knowledge Are the decision makers aware of their duty to have due regard?
Sufficient Information Do the decision makers have sufficient information to allow intelligent consideration?
Timeliness Was the IIA carried out while the proposal was under consideration before any final decision had been made?
Real Consideration (decision making) Has there been conscientious consideration?
Accountability (no delegation) Public bodies are responsible that third parties carrying out functions on their behalf comply with IIAs (Integrated Impact Assessment).
Monitoring and Review Do the aims of the IIA continue beyond the planning and decision-making phases through to implementation, monitoring and review.

Appendix B

The Gunning Principles set out the legal expectations of what is appropriate consultation with an emphasis on 'fairness.' The principles can be used in court to determine whether a public body has shown fairness in its engagement, consultations and decision making.

The principles also give a good practical framework for public engagement. Engagement must take place at an early stage and with enough information for people to consider. Engagement and consultations must also be available for a sufficient period. Information and results from the engagement must be able to influence the decision-making process. The Gunning Principles underpin this Engagement Policy.

They were coined by Stephen Sedley QC in a court case in 1985 relating to a school closure consultation (R v London Borough of Brent ex parte Gunning). Prior to this, very little consideration had been given to the laws of consultation. Sedley defined that a consultation is only legitimate when these four principles are met:

Consultation must take place when the proposals are still at a formative stage
You must not have already made up your mind

Sufficient reasons must be put forward to allow for intelligent consideration and response.
Have people been given the information and opportunity to influence?

Adequate time must be given for consideration and response.
Is the consultation long enough bearing in mind the circumstances?

The product of consultation must be conscientiously considered when finalising the decision.
Decision makers undertaking a process that demonstrates they were open to influence before decisions were made.



Consultation Report

Engagement and Participation Policy

Introduction and Context

Ceredigion County Council has updated the Engagement and Participation Policy, with a particular focus given to continuous engagement. The policy sets out clear direction on how and when we engage with residents in Ceredigion.

This report details the consultation exercise undertaken and the consequent changes made to the policy following the responses received.

Method

The consultation exercise was kept short and succinct and was undertaken for a period of 8 weeks to give residents time to read the materials and contemplate their response before answering three short questions. In order to improve the way that we engage with all people we created a summary of the policy and a response survey that are easy to read, using plain language, short sentences and straight forward formatting.

Digital Approach

We utilised the 'Have your Say' Ceredigion platform to host the consultation documents. The summary and survey were hosted on the home page of the 'Have your Say' site, meaning that it was accessible without the need to sign in.

The link to the platform was shared via our social media channels, by email to Town and Community Council Clerks. The information was also posted on Ceredigion Council Consultation webpage.

We ensured that the webpage was accessible for screen reader users and laid out in an easy-to-follow format.

Paper Copies

Paper copies of the policy and survey were distributed to the leisure centres and libraries in Ceredigion. Town and Community Councils were invited to contact us to request paper copies as needed.

Social media use

We used social media to direct residents to the 'Have Your Say' platform. Information was shared on Facebook, Instagram and Twitter. We also collated the comments on the social media posts to make sure that we captured as many views as possible.

Contact Details

Contact details of the Equalities and Inclusion Team were visible on the paper copies to ensure that we were available to assist the completion of the survey and answer any questions.

Results

112 responses (0.2% of the total population) were received from the consultation, all through the online survey. In addition, the social media posts received 39 comments and 41 shares. This response was disappointing.

The survey was brief, consisting of only three questions, which can be considered as two sections. In the first section we endeavour to measure how residents perceive the situation now, compared to how they feel about our plans laid out in the policy.

To aid us in assessing if there is a change of opinion between current engagement practice and our future plans, we have calculated an Average Index Score (AIS). This gives us a way of weighting the strength of opinion in the responses and the scores can be directly compared. The disadvantaged posed by using an AIS is that there are many ways that a single number could be obtained.

Example: 10 people are asked whether they 'strongly agree', 'agree', 'have no opinion', 'disagree', or 'strongly disagree' that Wales will win the six nations.

To calculate the AIS:

If 3 people strongly agree (each response is worth 2 points), their combined score is **6**;

if 3 agree (each response worth 1) their score is **3**;

if 1 has no opinion (this response is worth no points), his score is **0**;

if 1 disagrees (each response worth -1), his score is **-1**;

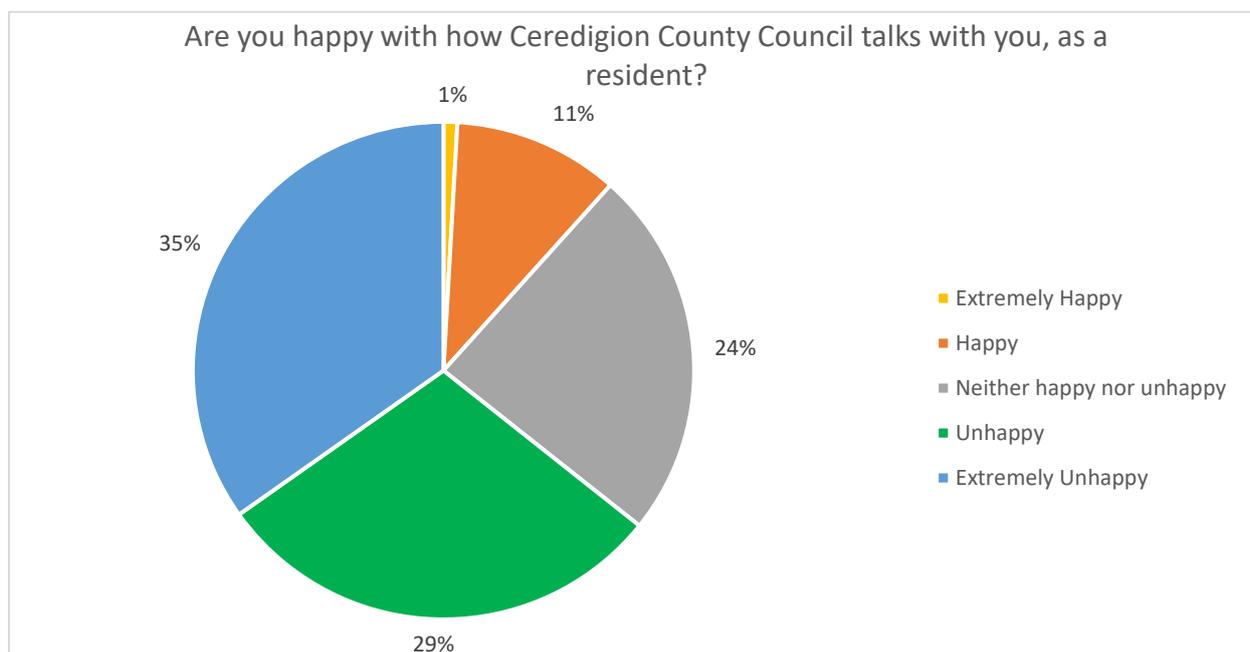
if 2 strongly disagree (each response worth -2) their combined score is **-4**

The total score is calculated by adding all the numbers in bold: **6 + 3 + 0 -1 -4 = 4**;

The **average index score** is arrived at by dividing the total score by the number of responses (10 in this case):

Question 1

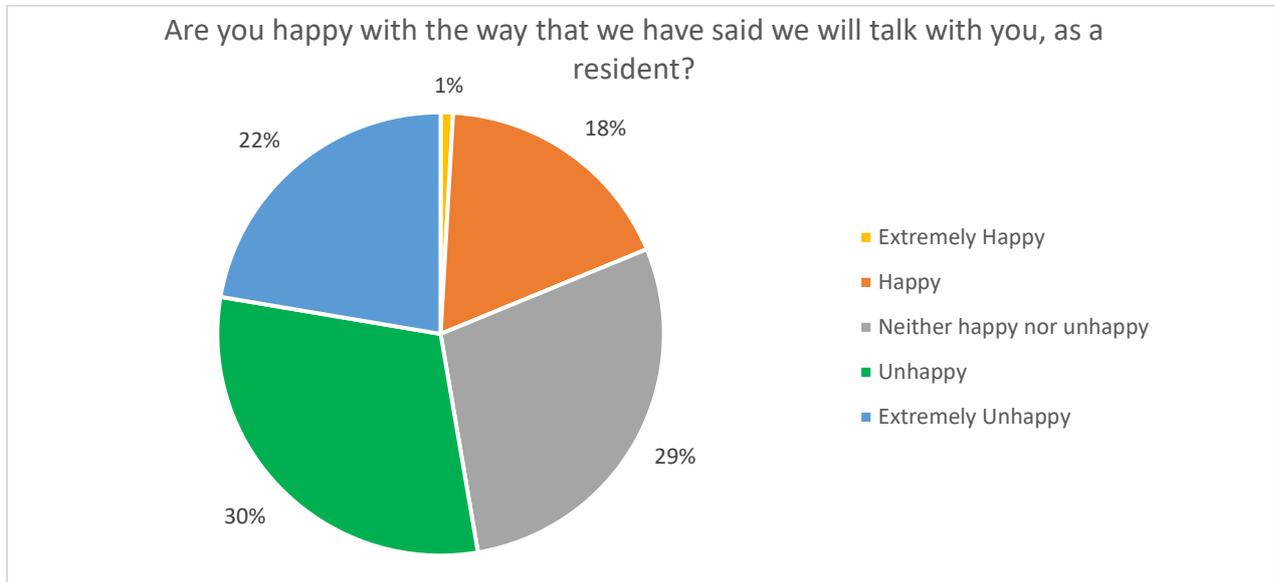
Question 1 was designed to determine how residents currently feel about how Ceredigion County Council engages with them.



The AIS for this question was -98, this demonstrates the strength of feeling present in the responses.

Question 2

Question 2 was designed to capture if there was any change in opinion when considering how the council plans to engage with residents in the coming years.



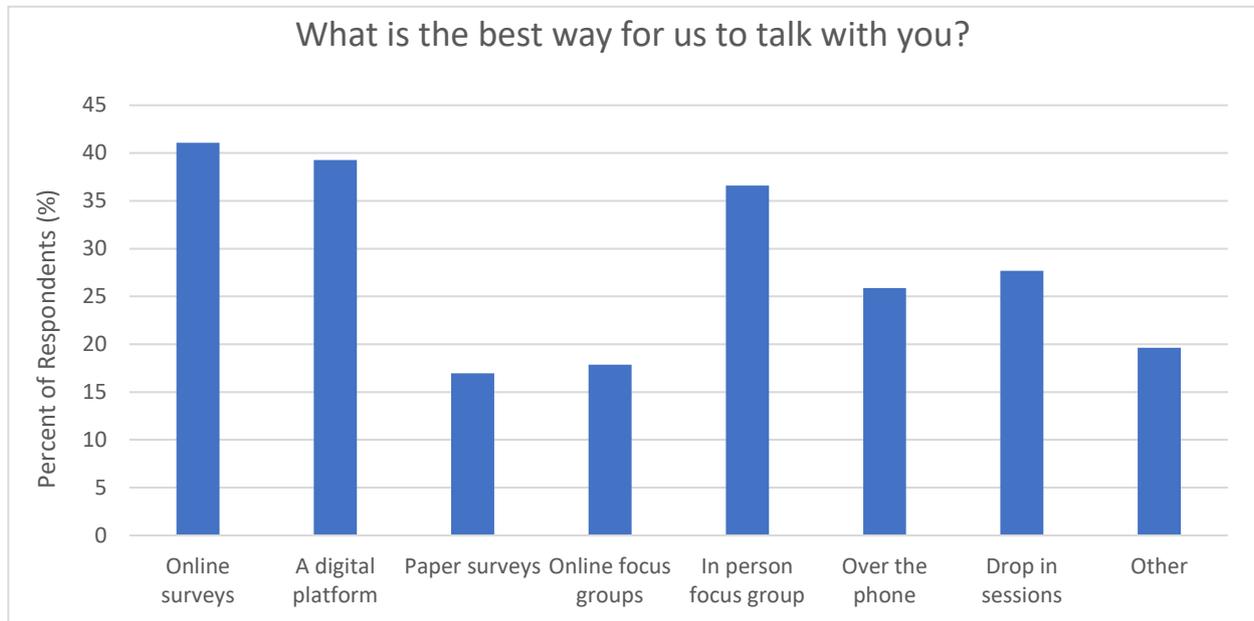
There is a demonstrable change in opinion when considering what we have said we will do to engage with residents going forward. A small majority still feel 'Unhappy' or 'Extremely Unhappy' with the way that we will engage with them at 52%.

The AIS for this question is -63, a 35-point increase from the previous question. This demonstrates that while the majority feel negatively, the strength of this opinion is significantly less.

There was a strong response in both questions of those who were neither happy nor unhappy with the way that we engage. This will be something to continue to monitor as part of our aim of continuous engagement.

Question 3

We want to make sure that the way we design our engagement exercises suit residents, are accessible and capture responses representative of our demographics. We asked residents what method was the most suited to their individual needs.



This shows us that a mixed method of online and in-person engagement, paper surveys and talking on the telephone continues to be the best way for us to engage with residents.

Qualitative Responses

We entered a free text field to ensure that residents could share specific feedback in terms of how they would like us to engage with them in the future. Here is a synopsis of those results:

- Hold engagement exercises outside of working hours.
- Be accessible over the phone, via email and in the office.
- Offer face to face appointments at a time to suit us.
- Attend sessions organised by local community groups.
- Use groups that residents trust such as WWDAS and Daybreak.
- Send written material through the post.

Social Media

As well as considering qualitative material submitted through the survey, we have looked through the feedback that has been given via comments on our social media posts. Some of these expressed disappointment in the responsiveness of Ceredigion County Council. It was clear that residents want to feel heard and that the Council is responding to what they tell us.

In total the social media posts received:

- 17 likes
- 5 laughing reactions
- 39 comments
- 41 shares

Conclusions

It is recognised that the number of responses is disappointing, in response to those who have taken time to respond. We have implemented the following changes to our Engagement and Participation Policy to reflect the valuable feedback that we have received:

- Investigate the feasibility of setting up in-person focus groups across the county with an emphasis on engaging with existing groups that are known and utilised by residents.
- Create a clearer emphasis on the need to feedback the results of engagement with residents.
- Create performance measures to monitor our progress towards our aim of improving engagement and participation across Ceredigion.

We are pursuing the goal of continuous engagement. This will enable us to check in with residents across Ceredigion regularly and ask if they are happy with the way that we engage with them and what improvements we could potentially make. We want residents to feel valued and that they can influence local decisions.

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An integrated tool to inform effective decision making



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

1. PROPOSAL DETAILS: Policy change

Proposal Title	Talking, Listening and Working Together – Engagement and Participation Policy of Ceredigion County Council				
Service Area	Policy and Performance	Corporate Lead Officer	Alun Williams	Strategic Director	Barry Rees
Name of Officer completing the IIA	Cathryn Morgan	E-mail	cathryn.morgan@ceredigion.gov.uk	Phone no	01545 570881

Please give a brief description of the purpose of the proposal

‘Talking, Listening and Working Together’, Ceredigion County Council’s draft Engagement and Participation Policy sets out our corporate approach to engagement and participation with the people of Ceredigion. Our current Community Engagement Policy dates from 2012 and needs to be replaced to take account of new methods of engagement and recent legislation and guidance.

This revised policy has been written in compliance with the Equality Act 2010, the Well-being of Future Generations (Wales) Act 2015 and the Local Government and Elections (Wales) Act 2021. The aim is to improve the way that we engage with the public.

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

The general public.

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

Author	Decision making stage	Version number	Date considered	Brief description of any amendments made following consideration
Michael Smith	Scrutiny	1	14/10/21	
Cathryn Morgan	Scrutiny	2	12.09.2022	

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COUNCIL STRATEGIC OBJECTIVES: Which of the Council's Strategic Objectives does the proposal address and how?				
Boosting the Economy	<p>Engagement is a cross-cutting theme in our Corporate Strategy 2017-22. The Corporate Strategy states that, <i>'Our policies for the future will encourage collaboration and partnership working with all interested stakeholders. We consider effective interaction with our communities as an essential component to securing a healthy and vibrant society.'</i></p> <p>The proposed updated Engagement and Participation policy therefore addresses all four of the Council's Strategic Objectives.</p>			
Investing in People's Future				
Enabling Individual and Family Resilience				
Promoting Environmental and Community Resilience				

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

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

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

Sustainable Development Principle	Does the proposal demonstrate you have met this principle? If yes, describe how. If not, explain why.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the principle?
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<p>Long Term Balancing short term need with long term and planning for the future.</p>	<p>Our engagement will include conversations about people's long term ideas, needs and issues as well the engagement that takes place over the short term. Good engagement with children and young people needs to happen in order that the needs of future generations can be met.</p>	<p>Well-being of Future Generations Act (Wales) 2015 guidance documents.</p>	<p>Implement the Engagement Policy and associated Action Plan.</p>
<p>Collaboration Working together with other partners to deliver.</p>	<p>We are active partners in a range of engagement partnerships that exist or are becoming established. This will enable us to share best practice, resources and to carry out shared engagement activities.</p>	<p>Partnership meetings (e.g. Ceredigion Public Services Board and sub-groups, Ceredigion Children and Young People Service Provider Forum).</p>	<p>Implement the Engagement Policy and associated Action Plan.</p>
<p>Involvement Involving those with an interest and seeking their views.</p>	<p>Involvement is synonymous with engagement. We aim to involve all relevant stakeholders. This could be people across Ceredigion or specific stakeholders, including people with the Protected Characteristics as outlined in the Equality Act and seldom heard groups. We will use the best method of engagement depending on the situation. We will engage in a timely way in which the views of stakeholders can influence outcomes and decisions. We will also provide feedback to stakeholders on any engagement that we carry out.</p>	<p>Meetings with stakeholders and stakeholder groups (e.g. Disability Forum, Carers Alliance, Youth Council).</p>	<p>Implement the Engagement Policy and associated Action Plan.</p>
<p>Prevention</p>	<p>Engaging with people and service users is a very effective way to identify, eliminate and reduce the</p>	<p>Well-being of Future Generations Act (Wales)</p>	<p>Implement the Engagement Policy and associated Action Plan.</p>

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<p>Putting resources into preventing problems occurring or getting worse.</p>	<p>effects of any problems or for people to be part of the solution in overcoming barriers. When engagement takes place at a very early stage this can prevent problems from happening at all.</p>	<p>2015 guidance documents.</p>	
<p>Integration Positively impacting on people, economy, environment and culture and trying to benefit all three.</p>	<p>Engagement is a cross-cutting theme in our Corporate Strategy. An aim of this Engagement Policy is to mainstream engagement across Ceredigion County Council. We will also work with other public bodies on the integration of the National Well-being Goals and Organisational Well-being Objectives through the Public Services Board.</p>	<p>Ceredigion County Council Corporate Strategy. Ceredigion PSB Local Well-being meetings.</p>	<p>Implement the Engagement Policy and associated Action Plan/</p>

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

Well-being Goal	Does the proposal contribute to this goal? Describe the positive or negative impacts-	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the goal?
3.1. A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs.	Mainly neutral, but there will be a positive impact if good engagement is carried out with local businesses and stakeholders.	National Principles for Public Engagement in Wales	Implement the Engagement Policy and associated Action Plan.
3.2. A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).	Mainly neutral, but there will be a positive impact if good engagement is carried out with stakeholders.	National Principles for Public Engagement in Wales	Implement the Engagement Policy and associated Action Plan.
3.3. A healthier Wales People's physical and mental wellbeing is maximised and health impacts are understood.	Mainly neutral, but there will be a positive impact if good engagement is carried out with stakeholders.	National Principles for Public Engagement in Wales	Implement the Engagement Policy and associated Action Plan.
3.4. A Wales of cohesive communities Communities are attractive, viable, safe and well connected.	Good engagement will improve trust between the Local Authority and members of the community, this will improve community cohesion.	National Principles for Public Engagement in Wales	Implement the Engagement Policy and associated Action Plan.
3.5. A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental well-being.	Mainly neutral, but there will be a positive impact if good engagement is carried out with stakeholders.	National Principles for Public Engagement in Wales	Implement the Engagement Policy and associated Action Plan.

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<p>3.6. A more equal Wales People can fulfil their potential no matter what their background or circumstances.</p> <p><i>In this section you need to consider the impact on equality groups, the evidence and any action you are taking for improvement.</i></p> <p><i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i></p> <p><i>These include the protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or beliefs, gender, sexual orientation.</i></p> <p>Please also consider the following guide:: Equality Human Rights - Assessing Impact & Equality Duty</p>	<p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p>	<p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to involvement box within this template. Please also consider the general guidance.</i></p>	<p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p>																
<p>Age Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> <table border="1" data-bbox="76 1098 786 1471"> <thead> <tr> <th></th> <th>Positive</th> <th>Negative</th> <th>None/ Negligible</th> </tr> </thead> <tbody> <tr> <td>Children and Young People up to 18</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>People 18-50</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> <tr> <td>Older People 50+</td> <td style="text-align: center;">✓</td> <td></td> <td></td> </tr> </tbody> </table>		Positive	Negative	None/ Negligible	Children and Young People up to 18	✓			People 18-50	✓			Older People 50+	✓			<p>It will have a positive effect as it sets out specific actions that we will take to engage with people of all ages.</p>	<p>The policy sets out how we will continue to engage appropriately with children and young people.</p> <p>It also addresses the risk of digital exclusion, by ensuring a mix of online, in-person and paper based engagement.</p> <p>The development of better ways to engage online will make it easier for people to</p>	<p>Implement the Engagement Policy and associated Action Plan.</p>
	Positive	Negative	None/ Negligible																
Children and Young People up to 18	✓																		
People 18-50	✓																		
Older People 50+	✓																		

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					have their say out of working hours.	
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Disability Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)				It will have a positive effect as it sets out specific actions that we will take to engage with people with a disability.	The policy sets out the importance of providing documents in alternative formats on request, for example large print or Easy Read. It also addresses the risk of digital exclusion, by ensuring a mix of online, in-person and paper based engagement. The policy has taken into account feedback received from the Disability Forum coordinator on how we can improve the way we engage with people with a disability.	Implement the Engagement Policy and associated Action Plan.
Hearing Impairment	Positive	Negative	None/ Negligible			
	✓					
Physical Impairment	Positive	Negative	None/ Negligible			
	✓					
Visual Impairment	Positive	Negative	None/ Negligible			
	✓					
Learning Disability	Positive	Negative	None/ Negligible			
	✓					
Long Standing Illness	Positive	Negative	None/ Negligible			
	✓					
Mental Health	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			

Transgender Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)				It will have a positive effect as the Council does not currently engage with transgender people as a specific group.	The policy sets out how we will improve engagement with specific stakeholder groups, including transgender people.	Implement the Engagement Policy and associated Action Plan.
Transgender	Positive	Negative	None/			

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			Negligible	and this needs to be addressed.		
	✓					
Marriage or Civil Partnership Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)				This policy is about how the Council engages with the general public. People who are married or in a civil partnership are protected in the workplace by the Equality Act 2010. Equal rights in the workplace is covered by Ceredigion Council's Work Live Balance Policy (currently under review).		
Marriage	Positive	Negative	None/ Negligible			
			✓			
Civil partnership	Positive	Negative	None/ Negligible			
			✓			
Pregnancy or Maternity Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)				It will have a positive effect as the Council does not specifically engage with people who are pregnant or have recently given birth and this needs to be addressed.	The policy sets out how we will improve engagement with specific stakeholder groups, including people who are pregnant or have recently given birth.	Implement the Engagement Policy and associated Action Plan.
Pregnancy	Positive	Negative	None/ Negligible			
	✓					
Maternity	Positive	Negative	None/ Negligible			
	✓					
Race Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)				It will have a positive effect as the Council does not specifically engage with people from different ethnic	The policy sets out how we will improve engagement with specific stakeholder groups, including people from different ethnic backgrounds.	Implement the Engagement Policy and associated Action Plan.
White	Positive	Negative	None/ Negligible			

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	✓			groups and this needs to be addressed.		
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					
Asian / Asian British	Positive	Negative	None/ Negligible			
	✓					
Black / African / Caribbean / Black British	Positive	Negative	None/ Negligible			
	✓					
Other Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					

Religion or non-beliefs Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓)				It will have a positive effect as the Council does not specifically engage with people who have different religious beliefs and this needs to be addressed.	The policy sets out how we will improve engagement with specific stakeholder groups, including people who have different religious beliefs.	Implement the Engagement Policy and associated Action Plan.
Christian	Positive	Negative	None/ Negligible			
	✓					
Buddhist	Positive	Negative	None/ Negligible			
	✓					
Hindu	Positive	Negative	None/ Negligible			
	✓					
Humanist	Positive	Negative	None/ Negligible			
	✓					
Jewish	Positive	Negative	None/ Negligible			
	✓					

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Muslim	Positive	Negative	None/ Negligible			
	✓					
Sikh	Positive	Negative	None/ Negligible			
	✓					
Non-belief	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			
	✓					

Sex Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)				It will have a positive effect as the Council does not specifically engage with men and women as different stakeholder groups and this needs to be addressed.	The policy sets out how we will improve engagement with specific stakeholder groups, including men and women separately.	Implement the Engagement Policy and associated Action Plan.
Men	Positive	Negative	None/ Negligible			
	✓					
Women	Positive	Negative	None/ Negligible			
	✓					

Sexual Orientation Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓)				It will have a positive effect as the Council does not specifically engage with people with different sexual orientation and this needs to be addressed.	The policy sets out how we will improve engagement with specific stakeholder groups, including people with different sexual orientation.	Implement the Engagement Policy and associated Action Plan.
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/ Negligible			
	✓					



Gay Women / Lesbian	Positive	Negative	None/ Negligible			
	✓					
Heterosexual / Straight	Positive	Negative	None/ Negligible			
	✓					

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

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

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

The updated policy aims to be inclusive and accessible and therefore will promote equality of opportunity.

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

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

The updated policy will help to reduce discrimination, harassment and victimisation by supporting inclusivity and accessibility across the protected characteristics by ensuring that their voice is heard and feeds into decisions taken by Ceredigion County Council.

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

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

If people feel that their voices are heard and that they are able to influence decision making, this will contribute to a sense of belonging and higher levels of community cohesion.

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

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

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

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

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

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The updated policy will help to promote participation and aims to include all stakeholders including people at a socio-economic disadvantage.

What evidence do you have to support this view?

People being effectively involved in decision making will help to drive improvements which would have a positive impact on socio-economic factors.

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

Implement the Engagement and Participation Policy and associated Action Plan.

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3.7. A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh Language are promoted and protected. <i>In this section you need to consider the impact, the evidence and any action you are taking for improvement. This in order to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language Measure 2011.</i>				Describe why it will have a positive/negative or negligible impact.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Will the proposal be delivered bilingually (Welsh & English)?	Positive	Negative	None/ Negligible	This is a Corporate policy and will be published bilingually. Engagement and participation exercises will be delivered bilingually.	Compliance with the Council's commitment to the Welsh Language Standards.	
	Yes					
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	This is a Corporate policy and will be published bilingually. Engagement and participation exercises will be delivered bilingually.	Compliance with the Council's commitment to the Welsh Language Standards.	
	✓					
Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh?	Positive	Negative	None/ Negligible	This is a Corporate policy and will be published bilingually. Engagement and participation exercises will be delivered bilingually.	Compliance with the Council's commitment to the Welsh Language Standards.	
	✓					
How will the proposal treat the Welsh language	Positive	Negative	None/ Negligible	This is a Corporate policy and will be published	Compliance with the Council's commitment to	

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no less favourably than the English language?	✓			bilingually. Engagement and participation exercises will be delivered bilingually.	the Welsh Language Standards.	
Will it preserve, promote and enhance local culture and heritage?	Positive ✓	Negative	None/ Negligible	Enabling people to feel able to influence decisions affecting their local area can increase a sense of belonging that relates to increase appreciation of local culture and heritage.		

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

4.1 Actions.

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

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

4.3. Monitoring, evaluating and reviewing.

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

The Engagement and Participation Policy Action Plan includes an annual reporting process.

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

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

Risk Description	Impact (severity)	Probability (deliverability)	Risk Score
The Engagement and Participation Policy is not adopted.	3	1	4
The Engagement and Participation is not implemented effectively	3	2	6

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

The proposal is cross-cutting across all service areas.

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

An integrated tool to inform effective decision making



6. SIGN OFF			
Position	Name	Signature	Date
Service Manager	Diana Davies		
Corporate Lead Officer	Alun Williams		
Strategic Director	Barry Rees		
Portfolio Holder	Cllr Matthew Vaux		