

Consultation Report
Ceredigion County Council Draft Strategic Equality Plan 2024-28
Winter 2023



Contents

1. Introduction	2
2. Responses – comparison with Ceredigion demographics	3
3. Will our Equality Plan be effective?	5
Objective 1: To be an Exemplar Equal Opportunities Employer	5
Objective 2: To Foster Good Relations and Tackle Prejudice	11
Objective 3: To Ensure Engagement and Participation	15
Objective 4: To ensure Dignity, Respect and Access to Services	22
Objective 5: To provide Fair and Inclusive Education	29
4. Effect on the Welsh language	36
5. Conclusion	39

1. Introduction

This is a report on our recent public consultation exercise on the Council's fourth Strategic Equality Plan. The plan describes what we will do to achieve a fairer and more equal Ceredigion.

The public consultation on the draft Plan ran from 25 October 2023 to 31 December 2023.

People were invited to respond online or on paper. Paper copies could be collected from our libraries and leisure centres or requested by post via Clic. Large Print and Easy Read versions were also available. We promoted the campaign with posters, social media posts and a [press release](#). We also sent targeted emails to the stakeholders listed below.

- Ceredigion County Councillors
- Ceredigion Town and Community Council clerks
- Ceredigion Public Services Group
- PSB Poverty sub-group
- CAVO
- National Library of Wales
- Mid and West Wales Fire and Rescue Service
- Hywel Dda Health Board Community Outreach team
- Hywel Dda Maternity Voices
- Aberystwyth University
- University of Trinity Saint David, Lampeter
- Coleg Ceredigion
- Ceredigion Council Equalities Workgroup
- Armed Forces Veteran's Forum
- Ceredigion Carers and Community support team
- Children and Young People Service Provider Forum
- Ceredigion Family Centre Network
- Early Years, Childcare and Play providers group
- Mudiad Meithrin
- DASH (Disabilities and Self Help)
- RAY Ceredigion
- Ceredigion Council staff (via Microsoft Teams site)
- Ceredigion Disability Forum
- Ceredigion Food Poverty Network
- Young Farmers Clubs
- Ceredigion Youth Council
- Local Access Forum
- Housing Associations (Barcud and Wales & West Housing Association)
- 3rd sector Housing Support providers
- Age Cymru Dyfed
- Citizens Advice
- Dyfed Drug and Alcohol Service

2. Responses – comparison with Ceredigion demographics

43 respondents completed the online survey. No paper copies were returned. We knew that we'd receive a low, or no response from younger people. Therefore, we consulted with Ceredigion County Council Youth Council (16 young people) in October 2023. We have included their feedback in the comments at Section 3.

The tables below help us check if a broad range of people that match the population of Ceredigion have told us what they think. They also help us to see where we need to improve the way we engage with the different groups.

We have a good level of response from veterans, from people who have a disability and from gay, lesbian and queer people. We need to improve engagement with men, with people who are black or Asian, with people aged 25 years or under and people aged 65+.

A high number of people ticked 'prefer not to say'. This makes it more difficult to get a true picture of the range of people that answered the survey.

Age	Online survey responses	2021 Census
Under 16	0%	14%
16-24	0%	15%
25- 44	33%	19%
45-64	52%	26%
65+	10%	26%
Prefer not to say	5%	0%
Sex		
Female	65%	51%
Male	28%	49%
Prefer not to say	7%	0%
Sexual Orientation		
Heterosexual/straight	78%	84%
Gay, Lesbian or Queer	8%	2%
Bisexual	2%	3%
Another sexual orientation	0%	1%
Prefer not to say	12%	10%
National Identity		
British	51%	31%
Cornish	2%	0%
English	3%	14%
Northern Irish	0%	0%
Scottish	0%	1%
Welsh	39%	47%
Another National Identity	0%	7%
Prefer not to say	5%	0%

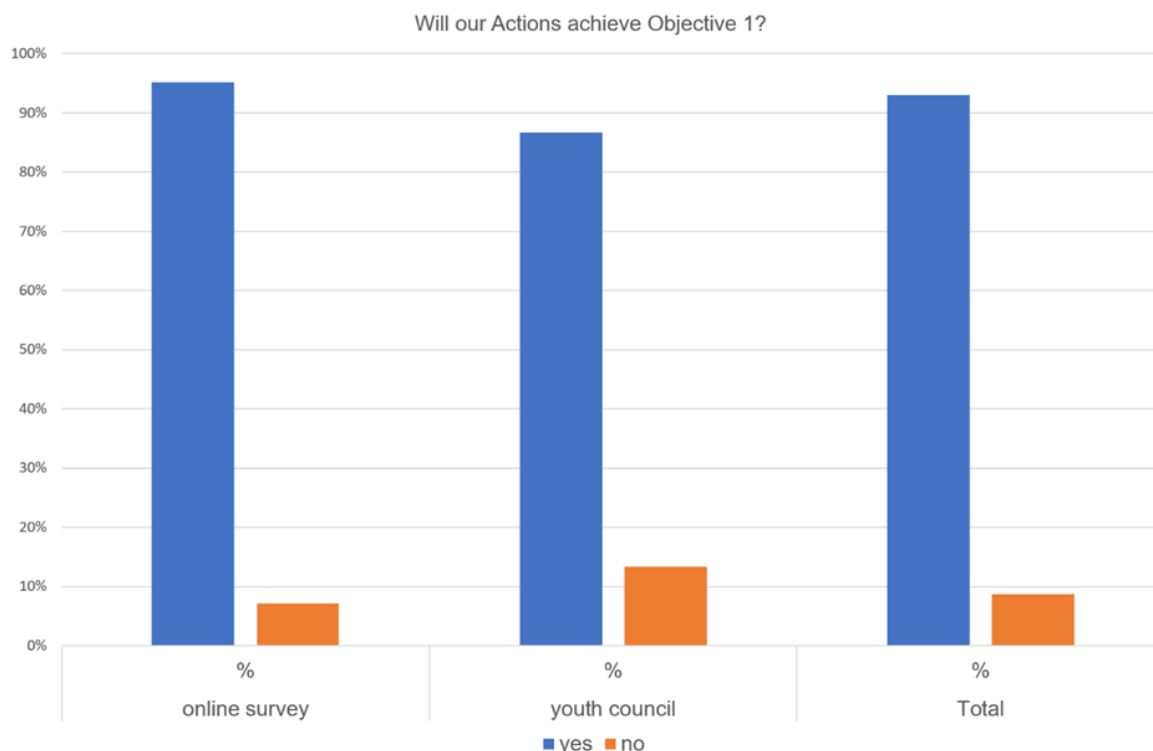
Ethnic Group	Online survey responses	2021 Census
Asian, Asian British or Asian Welsh	0%	1%
Black, Black British, Black Welsh, Caribbean or African	0%	1%
Mixed or Multiple ethnic	5%	1%
White	85%	96%
Another ethnic Group	0%	1%
Prefer not to say	10%	0%
Religion or Belief		
Christian	35%	47%
Buddhist	0%	1%
Hindu	0%	0%
Jewish	0%	0%
Muslim	0%	1%
Sikh	0%	0%
No religion	53%	43%
Other religion or belief	5%	1%
Prefer not to say	7%	7%
Veterans (previously served)		
Regular Armed Forces	10%	3%
Reserve Armed Forces	0%	1%
No	85%	96%
Prefer not to say	5%	0%
Disability		
Yes, my day-to-day activities are limited a lot	8%	9%
Yes, my day-to-day activities are limited a little	20%	13%
No	67%	78%
Prefer not to say	5%	0%
Language		
Understand spoken Welsh (only)	64%	8%
Speak Welsh	54%	45%
Read Welsh	54%	42%
Write Welsh	37%	38%
None of the above	17%	43%
Prefer not to say	12%	0%

Note: Welsh skills figures add up to more than the total due to the various combinations of skills

3. Will our Equality Plan be effective?

Objective 1: To be an Exemplar Equal Opportunities Employer

95% of people who answered the online survey, and 80% of the Youth Council agreed that this should be an Equality Objective for Ceredigion Council. A high number of people agreed that the actions in the plan would help us to achieve this objective. See graph below.



We asked the public, “Do you think that we could do more, or do things differently, to better achieve this objective?” Their answers, with our responses, are below.

	Comment	Ceredigion County Council Response
1	No, the main focus should be on delivering the actions in the Strategic Equality Plan.	Noted.
2	This survey is a Microsoft Form - yet the facilities this offers have not been used - a Welsh language option for example.	We provided a separate link to a Welsh version of the survey.
3	Yes, form a paid advisory group made up of representatives of the communities you are hoping to	We are very grateful to everyone in the community who give up their time to take part in our consultations. This includes, but

	Comment	Ceredigion County Council Response
	engage/support to advise on policy and delivery. These should not be existing staff.	is not limited to, existing staff. Unfortunately we are not able to pay people to do this. Please see our Engagement and Participation policy for more information.
4	Don't do proportional representation in the workforce, its counter productive and negates the best candidate for the job, irrespective of gender, sexual orientation or racial background	We believe that the Council workforce should represent the local population that it serves at all levels of the organisation.
5	It's OK publishing fine words but actually doing what you say would be a start.	We will start working on our reviewed Strategic Equality Plan on 1st April 2024. We will publish a progress report on our website every year so that people can check our progress.
6	I'm sorry, but I have little faith in the actual will of the councillors to make this happen. There are too many old men on the committees who are rather backward rather than forward thinking.	Please see response 5 above. We have a range of Member Champions. These are councillors who champion a particular issue or group. Cllr Catrin MS Davies is our Equalities Champion. Cllr Paul Hinge is our Armed Forces Champion. Cllr Alun Williams is our Age Friendly Champion and Cllr Wyn Thomas is our Learning Disabilities Champion.
7	The above sounds very bureaucratic, it doesn't do a lot to actually encourage equality in the workplace or change outdated practices or behaviours. -Governmental policy on wellbeing and equality only offers very little to employees in many circumstances, we shouldn't use this as a benchmark, but should aim to be more progressive & set a higher standard than the bare minimum required.	Noted. We aim to be progressive and to work to a high standard.
8	Yes. It is vital to consider the needs of those people who have electrosensitivity (ES) and electrical hypersensitivity (EHS) because they are unable to tolerate wi-fi and other	We understand that the scientific and medical communities are still investigating these conditions.

	Comment	Ceredigion County Council Response
	wireless technology and therefore have an inability to access many areas because their health is adversely affected. It is essential to provide areas free of wireless technology so that these people have equal opportunities.	We are a Disability Confident employer. This means that we try to attract and recruit disabled people and to keep and develop disabled employees. We highlight our Disability Confident commitment and what this means in terms of recruitment as part of our training programme for managers.
9	People with electromagnetic hypersensitivity (EHS) in Ceredigion (3-5% of the population) are currently excluded from working for the Council, unless they are able to work from home, owing to the presence of radiofrequency electromagnetic fields (RF-EMFs) from Wi-Fi in most workplaces. This particularly applies to teachers and librarians, who cannot work from home. The Council should be making a special effort to accommodate current and future (possible) employees with this disability.	Please see response 8 above
10	You mention gender and culture but there seems to be very little awareness of disability.	<p>Equalities training is mandatory for all council staff and includes disability awareness.</p> <p>We are a Disability Confident employer. This means that we try to attract and recruit disabled people and to keep and develop disabled employees. We highlight our Disability Confident commitment and what this means in terms of recruitment as part of our training programme for managers.</p>
11	Yes. Stop giving preference to Welsh speakers.	<p>The Welsh Language Standards put a legal duty on us to treat the Welsh language and the English language equally. We must support the use of the Welsh language and make it easier for people to use the Welsh language in their daily lives.</p> <p>However, we will now adopt a continuum approach to the attainment of language skills. We will expect successful candidates</p>

	Comment	Ceredigion County Council Response
		to show a steady improvement in their language skills.
12	Consider the impact of our recruitment practices re Welsh Lang standards in encouraging applicants from those with protected characteristics and whether more support could be offered to obtain the necessary standards in Welsh following appointment rather than as a pre-requisite.	Please see response 11 above.
13	Ceredigion has an ageing population - perhaps employ more people aged over 55?	Noted. On 31 st March 2023, 30.4% of our workforce were aged over 55. The ONS 2021 Census figures show that 40.3% of people in Ceredigion are over 55.
14	Just make sure that the BEST PERSON FOR THE JOB is appointed and paid equally with any other person who could/would be paid if they were to do that job. Don't overpay the higher management.	All appointments to paid employment with Ceredigion County Council are made on merit. Our selection criteria is based on the ability of the person to do the job as defined by the job description and person specification. We use a recognised Job Evaluation scheme to establish a fair and equal pay structure. This makes sure that the rates of pay for all jobs are evaluated in the same way.
15	Ensure the best person is appointed irrespective of age, gender etc	Please see response 14 above.
16	Yes you need to play to people's strengths.	Noted.
17	The practicality needs to be focused on, availability of public toilets for young families' toddlers and, for the older generation to feel confident knowing that they have the facilities close to them. Have confidence that pavements are safe to take mobility scooters, the focus has been on electric cars but how practical is this to the older generation. Ceredigion are very proactive to review any	A review of the Council's Toilet Strategy is included in our draft Equality Plan (action 4.9). The Highway Code states that powered wheelchairs and scooters should use pavements when they can. But they must not travel faster than 4mph and pedestrians must have priority.

	Comment	Ceredigion County Council Response
	issues, I feel they try to incorporate everyone with attempts to educate individuals in the process. The cost of childcare limits individuals' potential to progress return to work. The cut back on a provision on care will only impact the NHS in the longer term, investing in older people's care will only save money to keep them at home safe.	Our Childcare Sufficiency Assessment has shown us that the cost of childcare is a barrier to employment. Our Childcare Sufficiency action plan tries to address this. We are reviewing our day care, respite services and dementia services. We want to deliver care services at the right time and in the right place for the people who need them.
18	Publishing a pay gap and equality report is great, how will you respond to them if below expectations?	The reports that we publish are our way of monitoring the situation. The Gender Pay Report 2023 describes what we will do to address the pay gap and to increase the diversity of our workforce.

We asked Ceredigion Youth Council members what we could do to make the Council a fair place to work. Their comments, and our responses, are below.

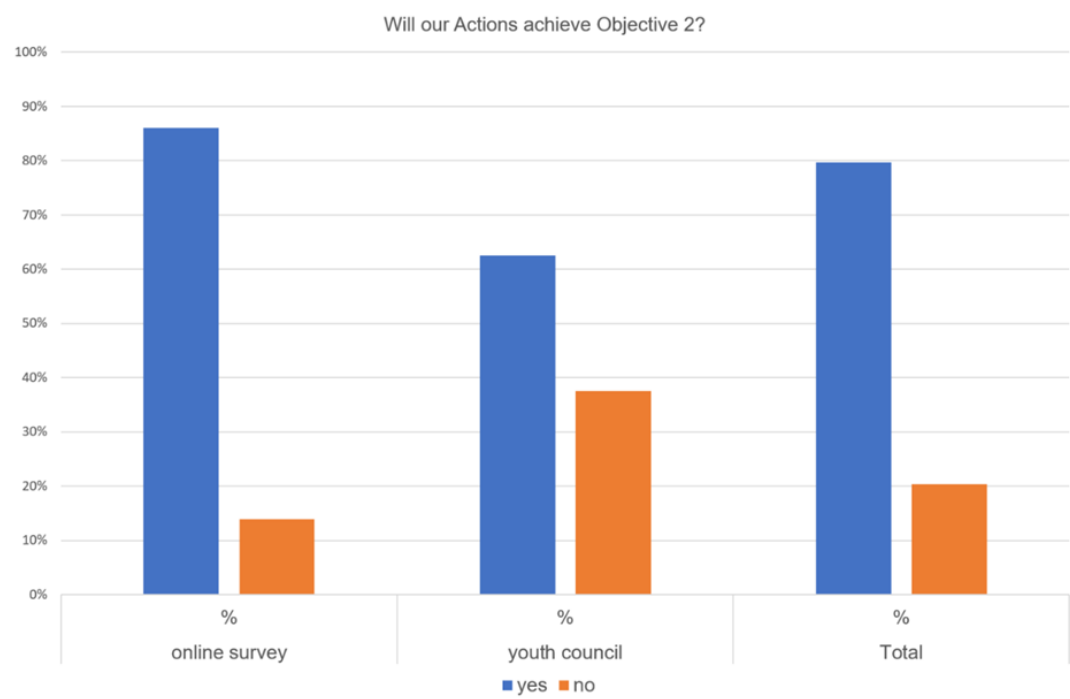
	Comments	Ceredigion County Council Response
19	Have equality with everyone whether that's gender or your background. Everyone equal pay	We agree that everyone should be paid equally. We use a recognised Job Evaluation scheme to establish a fair and equal pay structure. This makes sure that the rates of pay for all jobs are evaluated in the same way.
20	Equal pay	Please see response 19 above.
21	Prevent discriminatory speech between Welsh speaking and on Welsh speakers and have equal right, pay, voice and to ensure different people from different backgrounds get a say within the community.	We are committed to the Welsh Language Standards. All staff have to attend Welsh language awareness training. We aim to prevent discrimination against speakers of any language. We will continue to work with Ceredigion Disability forum and Ceredigion Youth Council. We hope that LGBTQ+ people and people from diverse ethnic communities will work with us too. We want people from different backgrounds to have a say in the work of the Council.
22	Ensure diversity, sicrhau bod dim (<i>ensure there is no</i>) pay gap.	Please see responses 19 and 21 above.
23	Equal pay and equal voices	Please see responses 19 and 21 above.

	Comments	Ceredigion County Council Response
24	Equal pay for both men and women, ensure diversity, all voices should be heard.	Please see responses 19 and 21 above.
25	Give minorities more of a voice and ensure fair treatment.	Please see response 21 above.
26	Report any bullying or racism or homophobia. Give everyone who wishes to join the council a fair chance. Ensure that there isn't a pay gap.	Agreed.
27	Zero tolerance for discrimination.	Agreed.
28	Consider the needs of everyone.	It is important that we consider everyone's needs. But we cannot meet everyone's needs, the needs of some people are in direct conflict with the needs of others.
29	All needs are met.	Please see response above.
30	Gwneud yn siŵr bod pobl o gwahanol cefndiroedd yn y gweithle. (<i>Making sure people from different backgrounds in the workplace</i>)	Agreed. This is included in the current draft form of our Equality Plan.
31	Ensure that jobs do not have bilingual as a need and more of a preference, as it's commonly seen as a need.	We are a bilingual organisation; some jobs have to be done by a Welsh speaker. However, we will now adopt a continuum approach to the attainment of language skills. We will expect successful candidates to show a steady improvement in their language skills.
32	Gwneud yn siŵr fod addysg yn hanfodol i addysg gweithwyr sut i drin pobl lleiafrifol yn hafal a theg. (<i>Making sure that education is essential to workers' education how to treat minority people equally and fairly.</i>)	All Council staff must complete Equality and Diversity training every 3 years.
33	Ensure that it's a comfortable environment, that also makes sure everyone gets treated with respect.	Agreed. Our Dignity at Work policy aims to achieve this.
34	Employ people with a minimum background check e.g. there is no requirements for a cleaner job. So	Ceredigion County Council only requests a DBS check when it is relevant to the job and when the law says that we have to. We also have to check that everybody we

	Comments	Ceredigion County Council Response
	everyone is able to be a part of the workforce.	employ is legally entitled to work in the UK and we ask for evidence of this.

Objective 2: To Foster Good Relations and Tackle Prejudice

95% of people who answered the online survey and 93% of the Youth Council agreed that this should be an Equality Objective for Ceredigion Council. 86% of people who answered the online survey agreed that the actions in the plan would help us to achieve this objective. But only 63% of Youth Council members agreed. See graph below.



We asked the public, “**Do you think that we could do more, or do things differently, to better achieve this objective?**” Their answers, with our responses, are below.

	Comment	Ceredigion County Council Response
1	Disability Inclusion: There's no mention of actions to support individuals with disabilities. Accessibility and inclusivity for all should be part of any plan to foster good relations and tackle prejudice. LGBTQ+ Inclusion: Specific measures to support and protect the	We are a Disability Inclusive employer. This means that all disabled people who meet the essential criteria of the job are guaranteed an interview. We are working to the social model of disability so that society becomes more inclusive. Our plan includes many actions to achieve this. For example, involving

	Comment	Ceredigion County Council Response
	LGBTQ+ community could be beneficial.	more disabled people and LGBTQ+ people in local politics and decision making.
2	You have forgotten the disabled again.	Please see response 1 above.
3	Spending limited financial resources on media campaigns to promote awareness on diversity and relevant? historical events demonstrates a total lack of understanding on what most people think is relevant in society	A very small percentage of the Council's budget is spent on these campaigns. They usually take the form of social media posts and bulletins to staff. We have covered topics like Armed Forces Day, Hate Crime awareness week, Transgender day of visibility and LGBT History month. Making people more aware of an issue can be the first step towards creating an environment where change is possible.
4	Keep six forms where they are - although difficult financially it will lead to the hollowing out of the county - families who can afford it will live within easy reach of Aberaeron. Sold more rural houses will sell to rich older incomers. This will create an even more unbalanced County.	This is outside the scope of this consultation. The topic was discussed by Scrutiny Committee on 28/09/23 and by Ceredigion Cabinet on 07/11/23. Please contact us for more information or visit the Council website: Ceredigion County Council Committee details - Learning Communities Overview and Scrutiny Committee
5	Avoid intrusive surveillance and censorship which inhibits free speech and the ability of people to engage with each other and share views for mutual understanding.	Unsure how this could contribute to this equality objective.
6	Talk to your customers. Listen to your customers. Stop the charades you call consultations. Stop dictating.	Noted.
7	Commit to end Ceredigion involvement in the arms industry	This is outside the scope of this consultation.
8	Time to tackle the prejudice against the Welsh language maybe? Recently have heard more arguments that state the council should not spend money on bilingual services as 'is a waste' but that attitude and prejudice needs to be worked on so it doesn't exist!	The Welsh Language Standards put a legal duty on us not to treat the Welsh language less favourably than English. We want to increase the use of Welsh in all aspects of public life in Ceredigion so that people can live, learn, belong and succeed through the medium of Welsh.

	Comment	Ceredigion County Council Response
9	Again, appoint the BEST PERSON FOR THE JOB.	<p>We believe that the Council workforce should represent the local population that it serves at all levels of the organisation.</p> <p>All appointments to paid employment with Ceredigion County Council are made on merit. Our selection criteria is based on the ability of the person to do the job as defined by the job description and person specification.</p>
10	You need to get more people with lived experience in the decision making positions	Agreed. We aim to achieve this by taking action to encourage proportionate representation in our workforce (action 1.2). Action 3.1 commits us to programmes and plans to increase representation in local politics and decision making (action 3.1)
11	It is so important that people are treated equally.	Agreed.
12	No - great efforts are continuously there to evolve with the times.	Noted.
13	Ensure that EDI training goes beyond the law and wins hearts and minds.	Agreed. We offer a range of Equality, Diversity and Inclusion training. We are working on a new format which aims to put the learner in the shoes of people with lived experience.
14	The Council should be more transparent, open and honest in its reporting, including where things haven't worked.	<p>Scrutiny plays an essential role in making sure that our decision process is accountable and effective.</p> <p>Our Overview and Scrutiny process gives Councillors the chance to examine the various functions of the council. Scrutiny committee members ask questions on how decisions are made. They consider whether services could be improved, and they make recommendations. The meetings are open to the public and minutes are published on our website.</p>

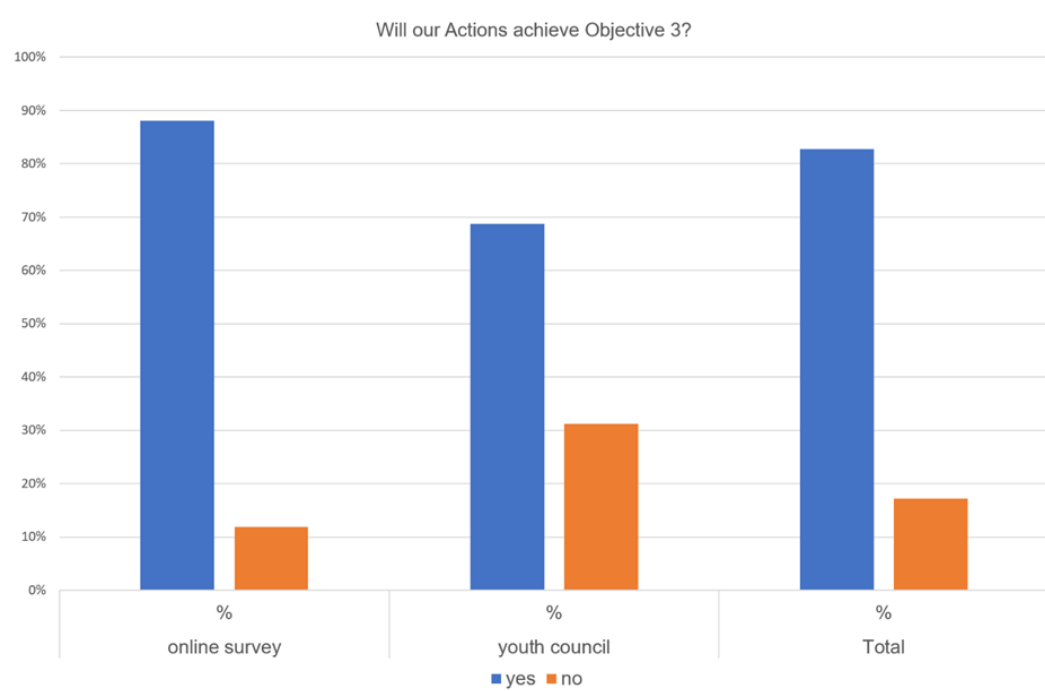
We asked Ceredigion Youth Council members what we could do to make Ceredigion a more respectful and friendly place. Their comments and our responses are below.

	Comment	Ceredigion County Council Responses
15	Good work environment, make sure any disturbances are dealt with	Agreed. We will continue to listen to our workforce to inform decision making (action 1.6). We will measure success by asking employees if they feel that the Council cares about their health and wellbeing.
16	Reinforce and educate about the importance of tolerance and equality.	Agreed. We offer a range of Equality, Diversity and Inclusion training. We are working on a new format which aims to put the learner in the shoes of people with lived experience.
17	To advocate and educate about acceptance of appearance, race, gender, sexuality and disability.	Please see response 16 above.
18	Agor ardaloedd saff er mwyn trafod unrhyw annhegwch mae person wedi'i wynebu. A gwneud yn siŵr fod pethau yn cael eu wneud i'r troseddwy. <i>(Open safe spaces to discuss any unfairness that people have faced. And make sure that something is done to the offenders.)</i>	Our Manager's Toolkit provides a step by step approach to supporting staff wellbeing. Our Dignity at Work policy sets out the procedure following a dignity at work complaint.
19	Place posters supporting LGBTQ rights as well as teaching in schools that bullying is wrong and to not discriminate against our peers.	We tend to use workforce policies (as above) and training rather than posters. All Council staff must complete Equality and Diversity training every 3 years.
20	Trust and equality.	Noted and agreed.
21	Less discrimination against English population within the workplace and schools. Especially with teachers being rude and discriminatory towards English students.	Discrimination against any nationality is against the law and will be treated as such in line with our Dignity at Work policy, Dignity at Work for Schools policy and individual schools' anti-bullying policies.
22	Everyone treated equally	Agreed. We hope that our Equality Plan will help to achieve this.
23	Ensure that people are taught from a young age that discrimination is wrong.	Agreed. We hope that updating anti-bullying policies in schools (action 5.3), our commitment to Victim Support's Hate Crime Charter (action 2.2) and media campaigns to promote awareness and

	Comment	Ceredigion County Council Responses
		celebrate diversity (action 2.5) will help to achieve this.
24	More education on equality from a young age.	Please see response 23 above.
25	Addysgu mwy am beidio discriminatio (<i>more education about being non-discriminatory</i>)	Please see response 23 above.
26	Addysgu pobl, cosbi pobl am anghydraddoldeb (<i>Educating people, punishing people for inequality</i>)	Please see response 23 above.
27	Respect.	Please see response 23 above.
28	Equality, no judgment.	Please see response 23 above.
29	More multi-cultural schools.	Our schools tend to reflect the culture of the staff, pupils and governors of the school. Some schools are more multi-cultural than others.

Objective 3: To Ensure Engagement and Participation

95% of responses to the online survey and 93% of the Youth Council agreed that this should be an Equality Objective for Ceredigion Council. 88% of people who answered the online survey agreed that the actions in the plan would help us to achieve this objective. But only 69% of youth council members agreed. See graph below.



We asked the public, “**Do you think that we could do more, or do things differently, to better achieve this objective?**” Their answers and our responses are below.

	Comments	Ceredigion County Council responses
1	There clearly is a need to feedback on the consultations that you undertake more promptly and clearly so people know what the outcome is and what was decided. Having seen the Council's Engagement and Participation Strategy, there is the intention of doing this, so I would encourage you deliver on that, it will help everyone. Some Councils do more on "you said we did", the Council could consider following suit and doing something similar, nothing big just a one-side in the reports that you produce stating clearly what you did as a result of the feedback.	<p>Agree. We hope you will agree that this document is an example of the “you said, we did” approach.</p> <p>We will use our new Engagement toolkit to continue to build on this approach (action 3.6). The importance of prompt and clear feedback is included in this toolkit.</p> <p>We also need members of the public to be aware of the length of time it takes for the Council to follow the democratic process properly.</p>
2	You must ensure that you have plurality of voices in relation to 'LGBT' issues. It is vital that you listen to organisations other than Stonewall - eg LGB Alliance, as a 'one size fits all' approach is not relevant to all.	Agreed. We use a range of resources to learn about LGBT issues and will continue to support local Pride events.
3	Too much time and effort demonstrating exactly how "Me too" fixated the UK institutions have become	Please read our equality survey engagement report 2023 . Appendix 3 shows the comments and examples of lived experience from people who live or work in Ceredigion.
4	Solve problems that actually exist rather than inventing new ones.	Please see response above.
5	Yes. Include the many people who are functionally disabled by electrosensitivity (ES) and are thereby excluded from many parts of society because of the threat to their health and wellbeing. They are a minority group whose urgent need for work, accommodation and a safe space are being ignored.	This is something that we need to understand better.

	Comments	Ceredigion County Council responses
6	<p>EHS is a disability, a functional impairment due to an inaccessible environment. The views of people with EHS in Ceredigion need to be taken into consideration by the Council when it makes decisions on the provision of wireless technologies in council premises and public spaces, such as the recent installation of Wi-Fi in Lampeter and other towns in the county, something which has greatly affected people with EHS in the county, increasing their sickness, pain, and suffering and making their lives – which are already challenging enough – more difficult. You need to work with suitable partners to establish an EHS stakeholder forum so that you can better understand and implement examples of good practice. This will be not just to the benefit of the most acutely affected, but also those more moderately (and often not consciously) affected, i.e. those demonstrating some level of electrosensitivity – as manifest in chronic sleep, fatigue, mental and/or physical health problems.</p>	<p>Please see response 6 above</p>
7	<p>Hurray! <i>We (disabled people)</i> exist. Next, the homeless. However, I am too familiar with "We consulted the (e.g.) Disability Forum [and then proceeded to ignore all their recommendations" to be entirely convinced.</p> <p>I suggest that in addition you host social events, invitations to citizens selected randomly but adjusted to ensure diversity. Provide food, to introduce people to a wide range of cuisines. But the main thing would</p>	<p>We want to develop the Disability Forum (action 3.2) and are grateful to the members who give up their time to work with us to help improve our services.</p> <p>We want to establish further stakeholder forums (actions 3.3 and 3.4). We will consider the suggested approach of meeting, chatting and making short films.</p>

	Comments	Ceredigion County Council responses
	be to facilitate meeting and chatting with Enable groups to make short films about their life in Ceredigion. Or perhaps why they came here if they are from elsewhere.	
8	You do too much online and too little face to face.	<p>We are aware of the need for face to face services. Our Hybrid working policy identifies work categories that range from 'in the workplace' 'partly at home/partly at the workplace' and 'roaming'.</p> <p>Our customer contact team offers a face to face service from our four major libraries, Aberystwyth, Aberaeron, Lampeter and Cardigan.</p> <p>Our aim is to be flexible in terms of where and when work is carried out and also to provide good services.</p>
9	Advertise opportunities to engage more widely.	<p>We promote opportunities on social media, on posters at our libraries and leisure centres, on our website and through targeted emails to specific groups.</p> <p>We have launched 'My Account.' This allows people to tell us if they want to know about engagement and consultation opportunities. We can then contact them direct.</p>
10	Elected members do not represent the diversity within Ceredigion - there is a lack of people who have moved into the county.	<p>We want to encourage more young people, women, disabled people, LGBTQ+ people and people from diverse ethnic backgrounds into local politics and decision making (action 3.1).</p> <p>The citizens of Ceredigion elect councillors. We promote diversity in line with the protected characteristics within the Equality Act 2010.</p>
11	Just 'developing the membership' of the disability forum is not enough - accessibility around Ceredigion for	Providing public transport that is affordable for the passenger as well as the transport provider is a huge challenge.

	Comments	Ceredigion County Council responses
	public transport is poor - in Llandysul there is 1 bus a day and that refused my wheelchair recently as the driver didn't know how to operate the wheelchair lift. Participation is non-existent if there is no transport!	<p>Please see action 4.10: We will work with partners to develop sustainable and affordable travel solutions.</p> <p>Although not inspirational, we feel that this action is realistic in the current economic climate.</p>
12	Foster greater knowledge and understanding about neurodiversity - both within our existing staff and for customers / future staff.	Council staff can book onto our training course 'Neurodiversity in the Workplace for Managers and HR Staff.' There are also 2 x 'Understanding Autism' e-learning modules.
13	It shouldn't matter what colour/age/sex/.... a person is if they are appropriate to do the job. Just get the BEST PERSON in post. It pointless to have 1 male/1 female/1 black/1 white.... person on the workforce if they cannot/will not do the job properly.	<p>We believe that the public sector workforce should represent the population that it serves at all levels of the organisation.</p> <p>All appointments to paid employment with Ceredigion County Council are made on merit. Our selection criteria is based on the ability of the person to do the job as defined by the job description and person specification.</p>
14	You need to do more with people, rather than for people. We need to be led by people who experience all these things rather than people who have no real understanding of the issues.	<p>Agreed. Our Through Age and Wellbeing services are delivered in line with the Social Services and Wellbeing (Wales) Act. This is a law that gives people more of a say in the care and support they received. It's about people making decisions about their care in partnership with professionals.</p> <p>In addition to this, all interview panels for jobs in social care includes someone with lived experience.</p>
15	If people do not participate how do we know what they want.	Agreed.
16	we need to educate individuals in education that it is worth going to work and not staying home to be on benefits the drive to be part of a community it lost meaning it has a massive impact on mental well	Agreed. This is not a specific action in our Equality Plan, but we do track the number of people who claim benefits because they are unemployed. We offer a range of services to help people into education, work or training.

	Comments	Ceredigion County Council responses
	being. Feeling lost & lonely - intergeneration should be made easier to coordinate	Some people cannot work because they have caring responsibilities or health issues. Our Carers and Community team help people in their communities to reduce feelings of loneliness and isolation.
17	ask for volunteers from members of protected characteristic groups to share their experiences and expectations	Agreed. We will do this with the current Disability Forum and a BAME forum and LGBTQ+ forum that we want to develop (actions 3.2, 3.3 and 3.4)
18	There needs to be a Womens stakeholder forum - women face inequality within minority groupings.	Comment noted.

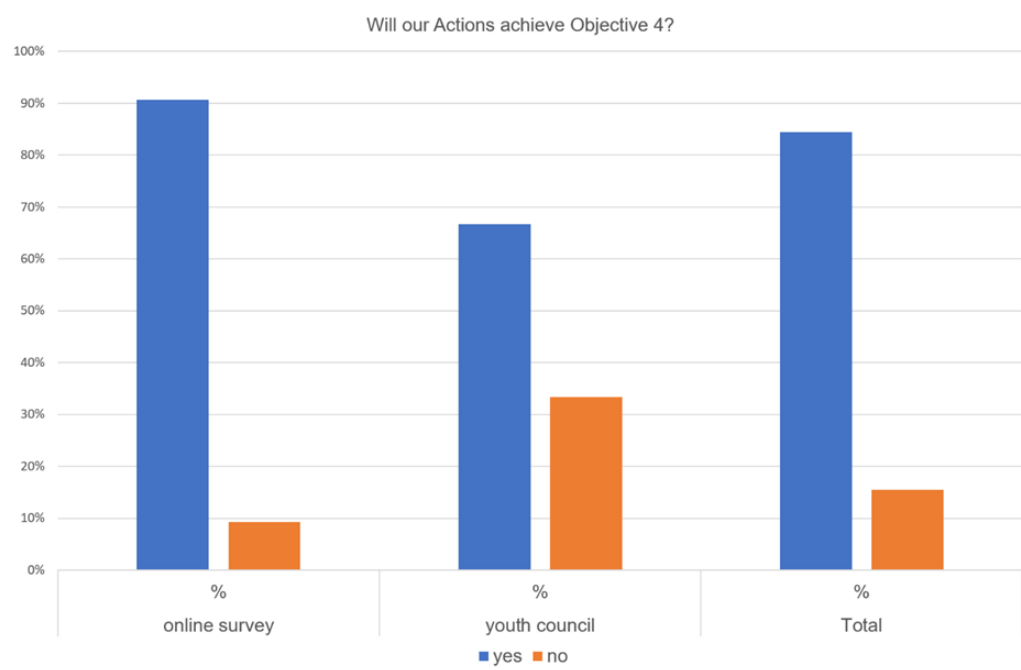
We asked Ceredigion Youth Council members how we could make it easier for people from different backgrounds to take part in decisions. Their comments and our responses are below.

	Comments	Ceredigion County Council Responses
19	Anonymous surveys	Noted, most of the council's surveys are anonymous.
20	More accessibility	Noted. We hope that the actions in our Equality Plan will help us to achieve this.
21	Sicrhau llefydd i bobl allu rhoi eu barn (<i>Ensure there are more places for people to give their opinion</i>)	<p>We are always looking for more ways to promote opportunities to engage with us and ask for people's opinion.</p> <p>We promote opportunities on social media, on posters at our libraries and leisure centres, on our website and through targeted emails to specific groups.</p> <p>We have launched 'My Account.' This allows people to tell us if they want to know about engagement and consultation opportunities. We can then contact them direct.</p>
22	Advertise it more, make more people aware.	Please see response 22 above.
23	Get people more chances to offer their opinions.	Please see response 22 above.
24	Ask for people opinions	Please see response 22 above.

	Comments	Ceredigion County Council Responses
25	Reach out to different groups and organisations, advertise it.	Please see response 22 above.
26	Easy to report discrimination or hate crime	We will continue to work with Victim Support and our Regional Community Cohesion Team to raise awareness of Hate Crime and make sure it is easy to report incidents of Hate Crime (action 2.2).
27	Gwneud yn siŵr fod lleisiau yn cael ei clywed. A ddim wedi'i anwybyddu. <i>(Making sure voices are heard. And are not ignored)</i>	Responses to engagement and consultation campaigns are usually included in reports to Ceredigion County Councillors. They make the final decision on changes to services and new policies. The minutes of all Youth Council meetings are presented to Ceredigion Cabinet.
28	Sicrhau bod lleisiau yn cael ei clywed. <i>(Ensure voices are heard)</i>	Please see response 28 above.
29	Make sure everyone's voice is taken into account, more chances to speak out.	Please see response 28 above. We are always looking for more ways to promote opportunities to engage with us and ask for people's opinion.
30	No judgment, make sure that things are accessible and safe.	Agreed. We hope that our Equality Plan will help to achieve this.
31	Anonymous speaking, to create a safe environment.	Most of the council's surveys are anonymous.
32	Anonymous surveys	Please see response 33 above. We will encourage council staff who carry out face to face consultations to take an anonymous box with them.
33	Have an anonymous box.	Please see response above.
34	Allow people to say their opinions in a way they're confident in, whether that's through an email, essay, speaking, motions (non-aggressive) etc.	We will include your suggestion in our new Engagement toolkit for staff.

Objective 4: To ensure Dignity, Respect and Access to Services

100% of responses to the online survey and 88% of the Youth Council agreed that this should be an Equality Objective for Ceredigion Council. 91% of respondents to the online survey agreed that the actions in the plan would help us to achieve this objective. But only 67% of youth council members agreed. See graph below.



We asked the public, “Do you think that we could do more, or do things differently, to better achieve this objective?” Their answers and our responses are below.

	Comments	Ceredigion County Council Responses
1	No, but I would emphasize the importance of making the Council's website more accessible.	Agreed. This is included in the plan (action 4.6).
2	Your 'Toilets for All' strategy MUST include the retention of single sex toilet facilities in all cases. You can add a third 'unisex' option for those that require them, but single sex toilets are a requirement by law - in schools for children over the age of 8 toilets must be segregated by sex by law. For public toilets, for safety, single sex must be provided unless	We will take this into account as part of the review of our Toilet Strategy (action 4.9)

	Comments	Ceredigion County Council Responses
	the toilet is single occupancy with enclosed washing facilities.	
3	Additional funds. There is limited infrastructure, it's difficult to access some services without cars. Also try not to be too prescriptive - the longer-term existing communities want to be left alone and enjoy living in isolation - urban incomers seem to want to be in communities and to monetise small holdings etc. For those who want to be left alone dignity and respect is realising they like and want to live more isolated lives.	Agreed. It is difficult to develop the infrastructure in the current financial climate. Council staff are based in each council run library, leisure centre and wellbeing centre but these are located in the towns. We do our best to bring services out to people who need them and to provide on-line services, where this is appropriate. We acknowledge the fact that not everyone can use on-line services.
4	Please make sure you also include environmental impact and conservation when building. You will say "of course" but take it seriously and don't allow finance to be the deciding factor. Put effort into identifying unused space that already exists in the towns. But also appoint a conservation officer and team to protect our built heritage. Don't allow that to be spoilt for all time because of current urgent need. Provide funds so that owners of historic buildings can carry out repairs sympathetically (no more uPVC) - build with an eye towards the future and to the past	<p>Most planning applications need some form of ecological survey and assessment, depending on the site and the proposal. All planning applications must include site specific biodiversity enhancements (as well as compensation and mitigation).</p> <p>We follow the principles of Planning Policy Wales which state that we should consider previously developed land and/or underutilised sites located within existing settlements first and sites on the edge of settlements at the next stage.</p> <p>Our Specialist Development Management officer (Built Heritage) is drafting a guidance note on windows in conservation areas and listed buildings. We don't have control over use of uPVC in dwellings in many conservation areas. This may change if Article 4(2) Direction is applied to more conservation areas.</p>
5	Stop online meetings and meet your customers face to face.	We recognise some of the shortcomings of meeting online. We are updating our technology so that we can improve the online experience.

	Comments	Ceredigion County Council Responses
		<p>We offer hybrid meetings so that people can attend in person or virtually.</p> <p>We are aware of the need for face to face services.</p> <p>Our Hybrid working policy identifies work categories that range from ‘in the workplace’ ‘partly at home/partly at the workplace’ and ‘roaming.’</p> <p>Our customer contact team offers a face to face service from our four major libraries, Aberystwyth, Aberaeron, Lampeter and Cardigan. Our Carers and Community support team are out meeting customers face to face on a regular basis.</p>
6	<p>Yes, urgently address the need for safe housing for people functionally disabled and currently rendered homeless and jobless by electrical hypersensitivity (EHS).</p>	<p>Electrical hypersensitivity is something that we need to understand better.</p>
7	<p>There is currently no housing provision for people with EHS in Ceredigion. Again, you need to work urgently with suitable partners to establish an EHS stakeholder forum so that you can better understand examples of good practice and swiftly implement appropriate, lasting solutions to the seriously unhealthy and inhumane housing situation faced by many of those with EHS today. The Council could, and should, be playing a leading role in adequately recognising this cohort and their fundamental rights and needs in this domain, helping to address the EHS housing emergency within the housing/homelessness crisis currently gripping the nation. Public transport is inaccessible to people</p>	<p>Please see response 6 above.</p>

	Comments	Ceredigion County Council Responses
	with EHS owing to the presence of Wi-Fi and smartphones on both buses and trains. They are, by and large, forced to curtail their movements/rely more so on others than they would like to (consider: isolation, reliance on others, lack of independence) and/or use their own transport, with all the costs, risks, and complexity that these things entail.	
8	The council has talked about doing these things for the last 20 years+ and there has been more procrastination and research than actually doing anything. The system of electing councillors reinforces the status quo. There is hardly any meaningful drive for change needed.	<p>Annual monitoring reports on our current Strategic Equality Plan show steady progress. These can be viewed on our website Strategic Equality Plan & Objectives - Ceredigion County Council. Paper copies can be provided on request.</p> <p>Our Equalities and Inclusion manager can meet with anyone who would like to go through these in more detail.</p> <p>Ceredigion citizens elect our Councillors in line with the Local Government and Elections (Wales) Act 2021.</p>
9	Good words but your past record suggests nothing will change.	Please see response above.
10	Stop charging for toilets. There's no dignity in that situation.	<p>Our last consultation on public toilets (2019) showed that 66% of respondents were willing to pay to use Public Conveniences. With the prospect of future budget cuts it is important to raise revenue in order to maintain these facilities.</p> <p>A review of our Toilet Strategy is included in our Equality Plan (action 4.9)</p>
11	Developing affordable travel solutions is key for the disabled community for access to services. I usually drive (in an adapted car, I'm a wheelchair user) and can access services but recently broke my ankle	<p>Providing public transport that is affordable for the passenger as well as the transport provider is a huge challenge.</p> <p>Please see action 4.10: We will work with partners to develop sustainable and affordable travel solutions.</p>

	Comments	Ceredigion County Council Responses
	and so am unable to drive. As such I can access absolutely nothing and am stuck in the house as there is a steep hill to the village, the leisure centre, the library and the bus stop. At the Bwca bws would collect me at the end of the road, but that service is no longer available.	Although not inspirational, we feel that this action is realistic in the current economic climate.
12	I believe that anyone who wishes to speak/write Welsh should be able to do so if possible, however, if appointing a Welsh speaking person above a better qualified non-Welsh speaker means that the job is done to a lower standard, then that is nonsensical. I also believe that it is wrong to force the speaking of Welsh on to people who do not wish to speak it. I do understand that by living in Wales, I will see/hear Welsh on a regular basis, but that should not mean that I am made to feel obligated to learn Welsh.	<p>We are a bilingual organisation; some jobs have to be done by a Welsh speaker. However, we will now adopt a continuum approach to the attainment of language skills. We will expect successful candidates to show a steady improvement in their language skills.</p> <p>Our policy is to ask people what their preferred language is and to continue in that language. If you have told us that your preferred language is English, this should be recorded, and we would continue to provide you with a service through the medium of English.</p>
13	Be open	We aim to be transparent and open with all Council business.
14	Be open and transparent about what you are doing, especially on housing and transport.	Please see response above.
15	Making cuts in care services will not allow for this, if you invest in providing care it keeps people safe in their home. Extra Care can enable people to live at home safely with provisions put in place to open up the communication between district nurses GP's etc making a saving for the NHS and the council in the long run. Delta well being service make a massive difference in the ageing populations lives, technology can be utilised further to keep people safe.	<p>The 2023-24 budget for our Through Age Wellbeing and Care service is £53m. We forecast an overspend of approximately £3.5m.</p> <p>The financial position is extremely challenging. Our Medium Term Financial Plan for 2024-25 indicates a budget gap of £8.5m and a savings requirement of £6.4m. However, we do recognise the benefits of an 'invest to save' approach.</p> <p>The Delta Connect service is funded by Welsh Government's Health and Social Care Regional Integration Fund 2022-2027</p>

	Comments	Ceredigion County Council Responses
		through the West Wales Regional Partnership Board.
16	Please add 'young people' to the success measure for Action 3.1.	Action 3.1 amended.

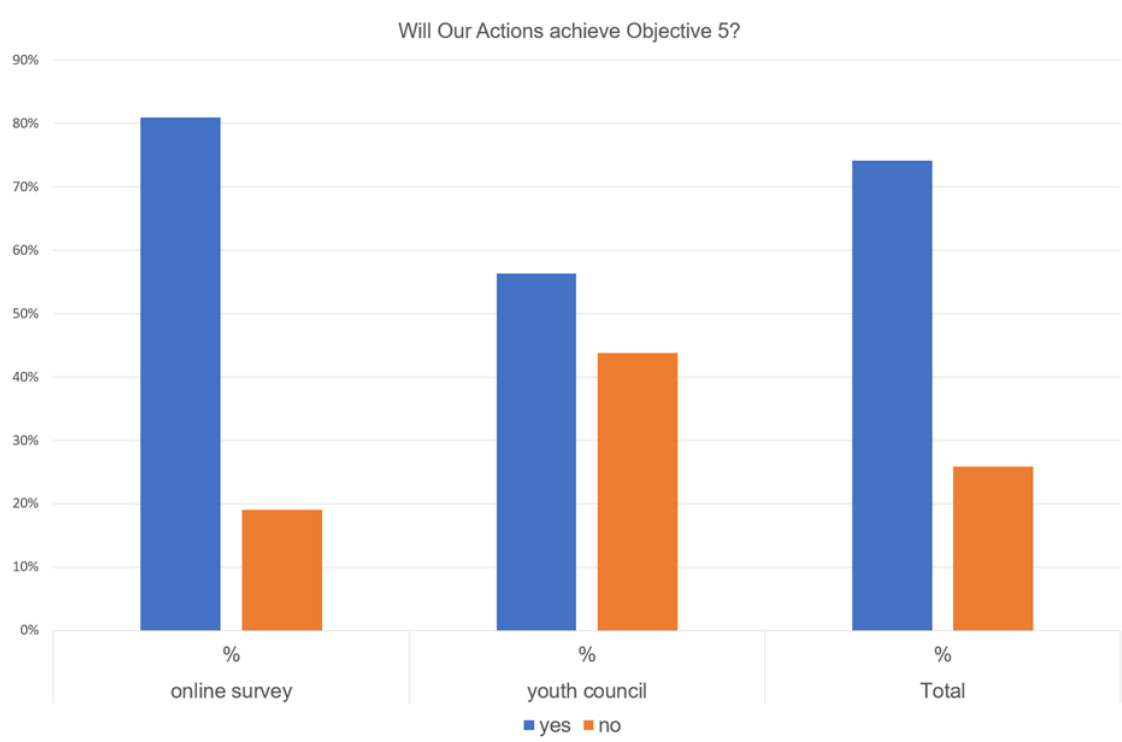
We asked Ceredigion Youth Council members how we could make it easier for people to access Council services. Their comments and our responses are below.

	Comments	Ceredigion County Council Response
17	Websites	Our website Cyngor Sir Ceredigion County Council is continually updated. We are always working to improve it and make it easier to use.
18	Ar lein neu rhif ffon gall ffonio am manylion <i>(Online or a phone number you can call for details)</i>	Please see response above. People can also ring the Council during our normal working hours.
19	Easy to read website which accommodates for people with disabilities.	Over 90% of our website has achieved the AAA standard of accessibility. The remaining 10% is due to the use of pdf documents which are almost impossible to make accessible. We will continue to improve the accessibility of our website under our new Equality Plan (action 4.6).
20	Bod ar cyfryngau cymdeithasol (Be on Social Media)	Our Welsh Facebook page – Cyngor Sir Ceredigion – has 2,00 followers. Our English Facebook page – Ceredigion County Council – has 16,800 followers. In addition to our main Council Facebook page, there are 15 Facebook pages run by individual Council services. Ceredigion schools also have their own Facebook pages. We have 2,600 followers of our Welsh X (formerly Twitter) account and 8,700 followers of our English X account. In addition to our main Council X account, there are 9 X accounts run by individual Council services.

	Comments	Ceredigion County Council Response
		Our Instagram account – caruceredigion has 1,600 followers. <i>(Figures were correct at 05/01/24)</i>
21	Social media, and accessibility for disabled people.	Please see response 20 above. We hope that our Equality Plan will further improve accessibility for disabled people.
22	More awareness of services available on social media bilingually	All Ceredigion County Council services and social media posts are bilingual.
23	More information in the languages. Polish, Romanie etc.	We can provide information in other languages on request.
24	Ensure there are ramps present for wheelchair users	All council buildings open to the general public are fully accessible. Accessibility is a prime consideration in the design of any new development.
25	Speak both English and Welsh	All Ceredigion County Council services are bilingual.
26	Talk about it in school flyers, adverts.	Noted.
27	Angen sicrhau fod accessibility yn dda. A ddim wedi neud yn wili nili. <i>(Need to ensure that accessibility is good. And not done willy nilly)</i>	Agreed. We hope that our Equality Plan will help us to achieve this.
28	Allow the option to have a home visit for people with mental health problems or disabilities.	Our social care team, part of our Through Age and Wellbeing service offer home visits.
29	Create online posts or news articles offering people opportunities.	We promote our services on our social media pages and in news articles released to the local press.
30	To create a forum or website where people could access these services online and anonymously. To advertise it to all ages, race etc. To make sure it's known to be equal and diverse.	Many of our services can now be accessed online. Unfortunately we cannot provide services to people who remain anonymous. Confidentiality is very important to us and we have strict data protection processes.
31	Ask disabled people what would best benefit them.	Ceredigion Disability Forum meets every 3 months. We do need to attract more people to join. This is included in our Equality Plan (action 3.2).

Objective 5: To provide Fair and Inclusive Education

95% of responses to the online survey and 88% of the Youth Council agreed that this should be an Equality Objective for Ceredigion Council. However, only 81% of respondents to the online survey agreed that the actions in the plan would help us to achieve this objective. Only 56% of youth council members agreed. See graph below.



We asked the public, “Do you think that we could do more, or do things differently, to better achieve this objective?” Their answers and our responses are below.

	Comments	Ceredigion County Council Response
1	The WG has not yet issued a 'trans guidance for schools' so it would be foolhardy to say you will implement it without seeing it's contents. The current trans toolkit in Ceredigion was withdrawn in 2020 when similar toolkits in the UK were subject to court challenge due to erroneous guidance which contradicted equality law. It is possible to treat young people with gender identity incongruence with respect but it must not be at the expense of the majority.	Agree, it is difficult to fully answer without trans guidance from Welsh Government. Pupil voice is key. We will follow Welsh Government guidance on provision of school toilets and changing facilities.

	Comments	Ceredigion County Council Response
	Toilet and changing facilities must remain single sex for the safety and dignity of ALL pupils.	
2	Points a & b are difficult to attain. The public, parents etc have not been made aware of the WG's trans guidance for schools. If a school has 1 child that identifies as a different sex than that of its birth then this must be reflected on the schools governing body?	<p>See response 1 above regarding trans guidance for schools.</p> <p>School governing bodies should represent the population for which the school caters. Each governing body follows Welsh Government Guidelines when recruiting governors. Applications are judged on merit and skills set.</p>
3	Too much emphasis on Welsh in education. This creates barriers to learning and does not make people feel equal. This means the policy is not inclusive and fair.	<p>We aim to educate pupils so that they are thoroughly bilingual by the time they leave the primary school. This means that pupils will be able to participate fully in the bilingual community of which they are a part.</p> <p>This is in line with the Welsh Government Curriculum for Wales and supports the Well-being of Future Generations (Wales) Act 2015.</p>
4	I don't understand how making English speaking children learn subjects in Welsh can be as productive in terms of achievement as learning in their first language. How can they understand what is to them an alien subject matter when they are perhaps struggling to understand the basic words in Welsh - never mind the technical words of the subject.	<p>There are disadvantages to being bilingual, but these are far outweighed by the advantages.</p> <p>International research confirms that bilingual children can think more creatively and tend to score higher in IQ tests than children who speak only one language.</p> <p>Around 40% of job descriptions in Wales need the ability to speak English and Welsh.</p> <p>On average, bilingual people earn between 8% and 10% more salary because of their ability to work in two languages (Dr Colin Baker, Bangor University).</p>

	Comments	Ceredigion County Council Response
5	Spend more time on majorities not minorities.	Minority groups tend to experience more disadvantage than majority groups. This creates inequality. The aim of our Equality Plan is to reduce inequality.
6	Too much time is spent dealing with minorities. It is out of all proportion.	See response 5 above.
7	ALN provisions in schools are poor. Trandep etc do not work! Parents having to pay for private tutors as provisions in schools aren't good enough. Education system isn't made for any children that aren't 'average'	ALN provision in Ceredigion schools has been monitored by the Local Authority and Estyn and found to be effective. Staff receive ongoing training for the delivery of effective and proven additional learning provision and inclusive strategies.
8	I discovered at that age of 59 that I, like my son, have ADHD. I have been waiting 2½ years for a diagnosis and the centre in Carmarthen don't even reply to emails. Do something to assist the health board to pick up speed. Engage an instructor to help people with their IT difficulties. Courses are good, but something less structured to answer occasional queries	Diagnosis of ADHD is a matter for Hywel Dda Health Board. Our team of Community Connectors offer regular drop in sessions across the county. They signpost people to the range of IT courses available and can also help with occasional enquiries at the time. Our Adult Learning team - Dysgu Bro, also offer drop in IT advice sessions. Please contact the Council to ask for the next drop in session in your area.
9	Schools should have internet capability hard-wired instead of wi-fi so that electrosensitive children and students are not excluded from education and other children are protected from any harms to their health. See bioinitiative.org for evidence of harms from wireless technology, including wi-fi, phones, masts and smartmeters.	Electrical hypersensitivity is something that we need to understand better.
10	Again, children with EHS in the county are excluded from school due to the presence of Wi-Fi, along with other wireless devices/systems. In August 2022 a UK Upper Tribunal recognised a child's EHS as an impairment that met the tests in the Equality Act and awarded an	Please see response above.

	Comments	Ceredigion County Council Response
	<p>Education Health Care Plan (EHCP). This ruling set a precedent and means that public bodies must take into account the discrimination resulting from their deployment of Wi-Fi and other wireless technologies. An excerpt from the hearing notes: “The child’s problem with electromagnetic radiation affects her life generally and limits her day-to-day activities—the Equality Act test. It applies at school, at home, and when she is out in the world. When at school, her problems with communication and making use of the computers are a direct result of the use of Wi-Fi in schools. [...] [The child’s] symptoms were not unique to a school environment. But when they occurred in that environment, they arose from the school’s choice of the medium for providing education. In those circumstances, some provision is required in order to render the education effective.” (Excerpts from Redacted Outcome Statement Nov. 2021, UK Tribunal Court.)</p>	
11	<p>It is difficult to answer this question as I feel more detailed information is needed on the educational opportunities available to children and young adults with ALN.</p>	<p>Noted. It is difficult for people that do not have lived experience to answer this question</p> <p>Please see information on our website Additional Learning Needs (ALN) - Ceredigion County Council</p>
12	<p>The education system is too inward looking. And not focused on climate breakdown and the need to educate our youth truthfully so they can be ready for the catastrophe that their lives will witness</p>	<p>As part of the new curriculum for Wales, there are 4 purposes. The focus of one of the these is to develop ethical and informed citizens of Wales and the world.</p>
13	<p>Everyone should have access to education.</p>	<p>Agreed.</p>

	Comments	Ceredigion County Council Response
14	<p>Angen cyfeirio at ddisgyblion difreintiedig fan hyn (PYD / RADY*) hefyd er mwyn sicrhau eu bod nhw yn gallu llwyddo yn yr un modd â phlant sydd ddim mewn sefyllfa difreintiedig (<i>You also need to refer to disadvantaged pupils here (FSM / RADY*) to ensure that they can succeed in the same way as children who are not in a disadvantaged position</i>)</p> <p>*RADY - Raising Attainment for Disadvantaged Youngsters</p>	<p>Our Deprivation and Equity Strategy is a new strategy for schools to support young people experiencing deprivation. It was approved by Cabinet on 14/02/2023. A report on its progress will be presented to the Schools and to the Learning Communities Overview and Scrutiny Committee each year.</p>
15	<p>You don't mention about supporting children from low-income families or from care homes.</p> <p>I have seen nothing about supporting older people to take advantage of digital technology so I don't know what "continuing to support" means.</p>	<p>Please see response 14 above.</p> <p>Our Through Age and Wellbeing teams support people in their homes to use i-pads to revisit childhood memories, play interactive games, check their waste collection dates, apply for pension credit, etc</p> <p>Our Adult Learning team - Dysgu Bro, also offer drop in IT advice sessions and digital literacy classes. These are widely advertised but your response shows us that we need work on promotion. Please contact the Council for more information.</p>
16	<p>How about 'creating a safe environment for those in education to be able to be themselves without fear of ridicule'?</p>	<p>Agreed. Everyone has the right to be free from discrimination, bullying and abuse in education settings.</p>
17	<p>Engage parents in educating their children and themselves to create a more inclusive and supportive community within the educational establishments - encourage children to be champions / challenge hateful behaviour</p>	<p>We collaborate with parents in meetings regarding challenging behaviour and are investing in Paul Dix's training, "When the Parent Change".</p> <p>Our Learning and Skills mentors work with students that need support with building positive relationships.</p>

We asked Ceredigion Youth Council members how we could make sure that education is fair and safe for everyone. Their comments and our responses are below.

	Comments	Ceredigion County Council Response
18	Safe spaces	All Secondary schools now have 'Hafan', a homely room at school that pupils can access for emotional and practical support.
19	Try to limit stigma to avoid bullying, safer space to report discrimination	The Governing Body approves the school's individual Anti-Bullying Policy which is available from the school on request. The Headteacher provides a termly report to the Governing Body on any bullying cases.
20	Have places to report hate crimes	We will continue to work with Victim Support to ensure that reporting hate crime in educational settings is a priority (action 4.2)
21	Third party services to help with hate crime and bullying.	Please see response above.
22	Don't allow teacher to bully students or harass them.	Agreed. Everyone has the right to be free from discrimination, bullying and abuse in education settings.
23	Ensure the safety and security of minority students and educate both students and teachers on important matters.	The values of respect, tolerance and kindness should form part of our school communities and cultures. Headteachers report on bullying cases each term. The reports are forwarded to the Council's Child Protection Officer. Welsh Government plan to strengthen the guidance on prejudice-related bullying. They will focus particularly on racist, Islamophobic and antisemitic incidents. Action 5.3 in our plan commits us to ensuring that local guidance reflects this.
24	Creating an accepting environment, to educate about diversity and hate crime in a safe environment.	Please see response 23 above.
25	Addysgu plant am ymddygiad derbyniol	Behaviour policies are in place in all schools, these are shared with parents and pupils. Schools participate in national

	<i>(Educate children about appropriate behaviour)</i>	<p>days, for example, Anti Bullying week. School police officers help to reinforce messages of acceptable behaviour.</p> <p>The well-being curriculum also reinforces these messages, teaching pupils about healthy relationships and making informed decisions.</p>
26	Hyfforddi athrawon <i>(train teachers)</i>	Trainee teachers use Mike Gershon's resources to help them support disadvantaged learners. They meet with our Rural and Pupil Deprivation officer to learn more about supporting pupils that are experiencing deprivation. They also have a session with NHS staff to discuss the mental health needs of pupils in schools.
27	Cosbi y rhai sy'n bwlio a hyfforddi athrawon <i>(Punish those who bully and train teachers)</i>	<p>Please see responses 23 and 26 above.</p> <p>We adopt a restorative approach to address inappropriate behaviour and give pupils the opportunity to discuss their actions and the consequences of their actions.</p>
28	Teach students that have no knowledge about this topic	As part of the new curriculum for Wales, there are 4 purposes. The focus of one of the these is to develop ethical and informed citizens of Wales and the world.
29	Educate children on societal issues from a young age.	Please see response 28 above.
30	Educate people at a young age	Please see response 28 above.
31	Cael toiledau unisex er mwyn fod ddim rhaid i pobl trawsrywiol ddefnyddio toiledau athrawon neu anabl. <i>(Have unisex toilets so that transgender people don't have to use teacher's toilets or disabled toilets)</i>	Until Welsh Government trans guidance is released we will safeguard and respect all pupils. It can be difficult to provide unisex toilets, especially in older buildings. Each case is discussed on an individual basis, pupil voice is essential.
32	Restructure the way lessons are taught to be more inclusive of all students.	Developing learners through the new curriculum is considering the stage of the pupil and not their age. This means that provision is provided at an appropriate level for all learners, ensuring that work is

		differentiated effectively. This is regardless of the subject or topic.
33	Less priority placed on academic intelligence	Please see 32 response above.

4. Effect on the Welsh language

We asked the public if they felt that our draft Plan 2024-28 will have an impact on opportunities for people to use the Welsh language and on the status of the Welsh language in the community. Their answers and our responses are below.

	Comments	Ceredigion County Council Response
1	Overall, I think the impact will be positive, it will create more opportunities and encourage people who speak Welsh to use it, and probably encourage those who don't to consider learning.	Noted.
2	As per my original comment - to demonstrate this. Please use alternative language support.	We provided a separate link to a Welsh version of the survey.
3	We should be encouraging the use of Welsh language not enforcing it.	The Welsh Language Standards put a legal duty on us to not treat the Welsh language less favourably than English. We must support the use of the Welsh language and make it easier for people to use their Welsh in their daily lives.
4	People will speak Welsh if they want to not because you want them to.	It is important that our Welsh speaking residents feel confident to use Welsh as part of their daily life. They have a right to do so in all manner of formal and informal situations. So, as a Council our Welsh language services must be accessible, of a high standard and easy to use.
5	Sometimes too much emphasis is given to the Welsh language. As a non Welsh speaking person in the county I sometimes feel in a minority and feel unincluded with lots of people speaking Welsh around me. Wales is a bilingual country; I am Welsh but don't speak the language. I sometimes feel discriminated	Our policy is to work bilingually, to ask people what their preferred language is and to continue in that language. If you have told us that your preferred language is English, this should be recorded, and we would continue to provide you with a service through the medium of English.

	Comments	Ceredigion County Council Response
	against because of the Welsh Language Policy.	
6	Too much emphasis given to welsh language	Please see responses above.
7	I am happy for anyone who wants to speak Welsh to do so. I am not happy for other people to be made to feel wrong that they do not speak Welsh.	Noted. This is not something that the Council condones.
8	it will ensure access to members in their language of choice	Agreed.
9	Mae hwn yn her parhaus a bydd angen sicrhau fod popeth sy'n cael ei wneud yn ddwyieithog a bod y Gymraeg yn ymddangos yn gyntaf ar unrhyw dull cyfathrebu <i>(This is an ongoing challenge, and you will need to ensure that everything is done bilingually and that the Welsh Language is shown first on any method of communication)</i>	Agreed. This is set out in our Welsh Language Policy Statement.
10	We need to make Welsh an opportunity not a barrier - as a Welsh speaker myself we are frequently most critical of our own level of Welsh and fear being judged by others however this inhibits genuine efforts to improve or to even engage in the first place.	Agreed.
11	This response is not related to this question. Equal opportunities monitoring form You are requesting information on 'gender' - the protected characteristic is 'sex' - the information you will glean from this question will be meaningless. You can ask a person's sex and in a further question, ask if they consider themselves to be 'transgender'. In the draft plan you say that in your mythical village of 100 : "1 person	Section 7 of the Equality Act 2010 says that you must not be discriminated against because of gender reassignment. Gender reassignment means proposing to undergo, undergoing or having undergone a process to reassign your sex. The Equality Act 2010 defines 'sex' as being either male or female. Under the Act, a person's legal sex is the sex

	Comments	Ceredigion County Council Response
	<p>whose gender is now different to what it was when they were born. 8 people would prefer not to tell you their gender identity." Nobody is born with a 'gender'. They are born a sex - male or female. Not everyone has a 'gender identity' - I do not have one: my sex is female. Many do not understand the notion of GI as it is a very recent phenomenon and many do not believe in it. The right not to believe is as valid as the right to believe in GI. It is possible that those 8 people who declined to tell you their gender identity do not subscribe to the notion of gender identity either, so rather than assume that they are too shy to reveal their GI and basing elements of your Plan on the assumption that there are more transgender individuals in the county than declared officially, work on the assumption that many people do not believe in the concept.</p>	<p>recorded on their birth certificate or their Gender Recognition Certificate.</p> <p>We agree that the right not to believe in gender identity is as valid as the right to believe in it, as long as this does not result in discrimination, harassment or victimisation.</p> <p>We will change our equalities monitoring form so that it asks about a person's 'sex', and in a further question asks about their 'gender identity'.</p>

5. Conclusion

We are very grateful to everyone who responded to our public consultation. As a result of the feedback we will:

- Amend action 3.1 to include 'young people' in the success measure.
- Find out more about Electrical Hypersensitivity (EHS).
- Encourage staff to take an anonymous feedback box to face to face consultations.
- Change our internal Engagement toolkit to offer more ways for people to tell us what they think when we consult with them.
- Amend specific actions under Objective 4 to include the term 'lived experience'.
- Change our equalities monitoring form so that it asks about a person's 'sex', and in a further question asks about their 'gender identity.'