

A Fair and Equal Ceredigion

2020-24

Ceredigion County Council Strategic Equality Plan



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Foreword

Equality related needs and issues seem to be in the news headlines almost on daily basis. It could be said that Equalities has never been more relevant or important in our communities and to the services that we deliver.

We have placed Equality at the heart of our service delivery and our values at Ceredigion County Council. This is why Equality is a cross-cutting theme in our Corporate Strategy. This Strategic Equality Plan applies across all sections of Ceredigion County Council and to all of the services that we deliver. We also take careful consideration of equality needs and issues with our decision making and have embedded Equalities into our Integrated Impact Assessments.

This Equality Plan has been built around three main sources of influence.

1. We have carried out a public survey on equality needs and issues, followed by a public consultation of the draft plan.
2. We have gathered evidence from the Equality and Human Rights Commission's '*Is Wales Fairer 2018?*' report.
3. We have carried forward ongoing work from our previous Strategic Equality Plan.

Ceredigion County Council has a key role to play in mainstreaming Equalities in the services that we provide, in the communities that we serve and with the people that we employ. We will aim to achieve this by implementing this Strategic Equality Plan. We will continue to place Equalities at the heart of what we do.

Eifion Evans
Chief Executive

Cllr. Ellen ap Gwynn
Leader and Equality Champion



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1. Introduction

This Strategic Equality Plan, (SEP), sets out how we, as Ceredigion County Council, will ensure that our actions are fair to all. Being treated fairly and with respect is relevant to all of us and to our families and friends. This plan is for 2020-24 and builds on our previous plans of 2012-16 and 2016-2020.

The plan was written after carrying out engagement with the public and key stakeholders as part of a Mid and West Wales partnership with other public service bodies during the summer of 2019. This included meetings with stakeholders, for example a focus group was held with Ceredigion Disability Forum. A joint survey was also undertaken to gather views on how people from different backgrounds experience six major areas of life.

- Education
- Work
- Living Standards
- Health
- Justice and personal Security
- Participation

The draft plan that was produced went out to public consultation during December and January 2019-20. This included Easy Read, children and young people and full versions of the draft plan. 93% of the consultation responses were in very strong or strong agreement with the five draft equality objectives. The final version of '*A Fair and Equal Ceredigion 2020-24 – Ceredigion County Council Strategic Equality Plan*,' was approved at Cabinet on the 17/3/2020.

The plan covers the following areas.

- Equalities
- The Wellbeing of Future Generations (Wales) Act 2015 and in particular the Wellbeing Goals of '*a more equal Wales*,' '*a Wales of cohesive communities*' and '*a Wales of vibrant culture and thriving Welsh language*.'

The first part of the plan sets the scene with background information on the people of Ceredigion as well as an outline of what we do as a County Council. An overview of equalities and the Equality Act 2010 is also covered. The next section sets out our five Equality Objectives. We describe how we will set actions and take steps to achieve our Equality Objectives. Finally the SEP includes details on how we will monitor and review annual progress and publish information. Appendix 2 includes our action plan on how we will implement our Equality Objectives and SEP.

1. An Exemplar Equal Opportunities Employer

To be an equal opportunities employer, with staff trained and aware of equality related needs and issues. To continue to close the gender pay gap.

2. Fostering Good Relations and Tackling Prejudice

To foster good relations between those who share a protected characteristic and those who do not by building community cohesion and tackling prejudice. Everyone should be able to live without the fear of violence and abuse and to be treated with respect.

3. Engagement and Participation

To ensure that we engage effectively with people who share protected characteristics. To enable people to influence decisions and to have the opportunity to participate in political and everyday life.

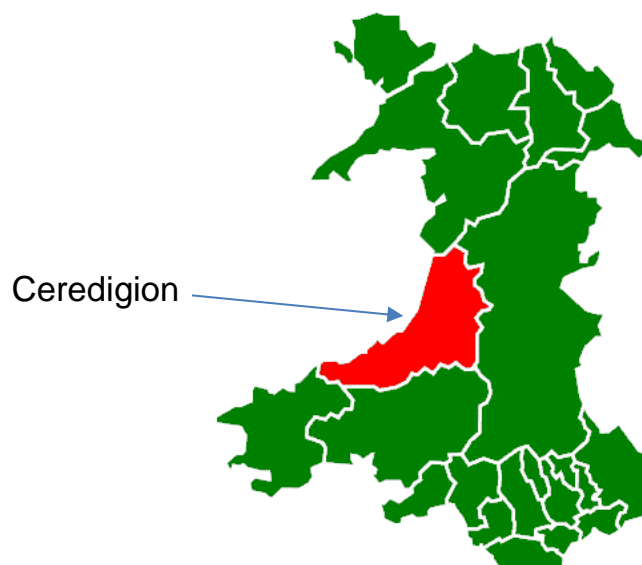
4. Dignity, Respect and Access to Services

To ensure fair and equal access to all services. We will do this by ensuring that people with protected characteristics are treated with dignity and also meeting their needs where they are different from the needs of other people.

5. Fair and Inclusive Education

We want to ensure that children and young people reach their full potential. The right to education and training should also ensure accessibility and an environment free from bullying or harassment. This also includes lifelong learning.

2. Ceredigion: Who we are, where we live and what Ceredigion County Council does



Ceredigion has a population of 73,000. Aberystwyth is the largest town with a population of 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 a number of internationally significant bodies, for example Aberystwyth University, the Lampeter Campus of the University of Wales Trinity St David and the National Library of Wales.

If we could shrink Ceredigion's population to a village of approximately 100 people there would be:

50 Males and 50 Females (2011 Census)

15 children aged under 16 (2011 Census)

60 people of working age (2011 Census)

25 people of pensionable age (2011 Census)

47 people able to speak Welsh (2011 Census)

97 people from a white background and 3 from a non-white background (2011 Census)

5-7 people would be Lesbian, Gay or Bisexual (Stonewall Cymru)

21 people with a limiting long term illness or disability (2011 Census)

11 people would be providing unpaid care (2011 Census)

58 people who were Christian, 2 person would be of other religion and 31 would have no religion (9 would prefer not to state their religion). (2011 Census)

10 households would be earning less than £10,000 per year and 6 households would be earning over £80,000 per year (CACI Pay-check 2013)

5 would be living in lone parent households (2011 Census)

When we consider the above image of the people of Ceredigion living together in a village of 100 people, we can appreciate the diversity of our population and the need to get on well together with dignity and respect. It is important that we ensure that marginalised or seldom heard groups of people are involved and have access to services.

Ceredigion County Council

Political

Ceredigion is made up of 40 electoral wards which are represented by 42 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 council currently employs 3,426 members of staff or the full time equivalent of 2,401 staff across 12 Service areas.

- Schools
- Legal and Governance
- Finance and Procurement
- Democratic Services
- People and Organisation
- Porth Cymorth Cynnar – community wellbeing and learning
- Porth Cymuned – specialist through age services
- Porth Ceredigion – targeted intervention
- Highways and Environmental Services
- Economy and Regeneration
- Customer Contact
- Policy and Performance

From the above list it can be seen that Ceredigion County Council needs to meet its equality responsibilities across a wide range of services, including service delivery to vulnerable people. This is why equalities is a cross-cutting theme in our Corporate Strategy 2017-22. Our Corporate Strategy states that, *'Equality is ensuring that everyone has equal opportunities to contribute to making Ceredigion a better place to live, work and enjoy. We commit to treating all citizens with respect, and to providing services and offering employment opportunities which are responsive to people's diverse needs.'* We will adopt this as **Ceredigion County Council's Equality Statement.**

3. Understanding our Equality Duties

Definition of Equality

The term 'equality' can mean different things to different people, so for clarity, when using this term, the Council will work to the definition provided by the Equalities Review "An equal society protects and promotes equality, real freedom and opportunity to live in the way people value and would choose, so that everyone can flourish. An equal society recognises people's different needs, situations and goals, and removes the barriers that limit what people can do and be."

The Equality Act 2010

The Equality Act 2010 brings together and replaces previous anti-discrimination laws within a single act. It simplifies and strengthens the law and makes it easier for people to understand and comply with it. The Act protects the rights of individuals and advances equality of opportunity for all.

The Equality Act 2010 includes a **general duty, (the public sector equality duty)**, on public sector organisations to have 'due regard' to the need to:

- **Eliminate unlawful discrimination, harassment and victimisation** and other conduct prohibited by the Act.
- **Advance equality of opportunity** between people who share a protected characteristic and those who do not.
- **Foster good relations** between people who share a protected characteristic and those who do not by tackling prejudice and promoting understanding.

The general duty ensures that equality considerations are built into the design of policies and the delivery of services and that they are kept under review. This will achieve better outcomes for all.

The Act explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected characteristic groups where these are different from other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The Equality Act describes fostering good relations as tackling prejudice and promoting understanding between people who share a protected characteristic and

those who do not. Meeting the duty may involve treating some people more favourably than others, as long as this does not contravene other provisions within the Act.

Who is the protected? The ‘protected characteristics’

Everyone is technically protected under the Equality Act, however, the general and specific public sector duties refer to people who have particular ‘protected characteristics.’ The law is designed to protect people who are discriminated in relation to these characteristics. The protected characteristics are –

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Disability
- Pregnancy and maternity
- Sexual orientation
- Religion or belief
- Marriage or civil partnership, but only in the respect of the requirement to have due regard to the need to eliminate discrimination.

Under the Act, it is unlawful to **discriminate**, **harass** or **victimise** someone because they have or are perceived to have a “protected characteristic” or are associated with someone who has a protected characteristic.

What behaviour is unlawful?

1. Discrimination

There are several types of discrimination.

Direct discrimination: This means treating someone less favourably than someone else because of a protected characteristic.

Direct discrimination by perception: This means treating one person less favourably than someone else, because you incorrectly think they have a protected characteristic.

Indirect discrimination: Indirect discrimination means putting in place, a rule or policy or way of doing things that has a worse impact on someone with a protected characteristic than someone without one, when this cannot be objectively justified.

Discrimination arising from disability: This means treating a disabled person unfavourably because of something connected with their disability when this cannot be objectively justified. This will only apply if you know or could reasonably have been expected to know that the person is disabled. A business does not have to know that

a person meets the legal definition of “a disabled person” just that he or she has an impairment which is likely to meet the definition.

2. Harassment

Harassment is unwanted behaviour related to a protected characteristic which has the purpose or effect of violating someone’s dignity or which creates a hostile, degrading, humiliating or offensive environment.

3. Victimisation

Victimisation is treating someone unfavourably because they have taken some form of action relating to the Equality Act, for example made a complaint under the Act or supported somebody who is doing so, such as appearing as a witness.

The Specific Public Sector Equality Duties for Wales

The Welsh Government introduced the ‘Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, setting out the requirements for Wales as follows:

- Equality Objectives
- Strategic Equality Plans
- Engagement
- Assessing Impact
- Equality Information
- Employer Information
- Pay Differences
- Staff Training
- Procurement
- Annual Reporting
- Publishing
- Review
- Accessibility

To read the legislation in full please click <http://www.equalityhumanrights.com/legal-and-policy/legislation/equality-act-2010>

Socio-Economic Duty

At the time of writing of this plan Welsh Government stated that the socio-economic duty would be commenced in the spring of 2020. This means that Ceredigion County Council as a listed public body will need to consider how decision making might help to reduce inequalities associated with socio-economic disadvantage. In broad terms the duty is a requirement to undertake a poverty impact assessment. We will take account of guidance when it is published and review our Integrated Impact Assessment process.

Schools Strategic Equality Plans

In accordance with the Equality Act 2010, schools are required to develop and publish Equality Objectives and Strategic Equality Plans. The Equality Objectives and Strategic Equality Plans of schools are separate to those of the Council. The authorities who form part of the South West and Mid Wales Learning Consortium, (ERW), have worked together, alongside the Welsh Local Government Association (WLGA) to develop guidance documents to support schools and governors.

Welsh Language Commitment

The promotion and use of the Welsh language is not included within the Equality Act, and is instead set out in the Welsh Language Measure 2011. However, in Ceredigion it is important to include the Welsh language alongside the wider protected characteristics to encourage a holistic approach to the needs of all communities in designing and delivering services. Both Equalities and the Welsh language are goals under the Wellbeing of Future Generations (Wales) Act 2015 – ‘*A more equal Wales,*’ and ‘*A Wales of vibrant culture and thriving Welsh Language.*’ Furthermore equalities and bilingualism are both cross-cutting themes in our Corporate Strategy 2017-22.

The Welsh Language Measure 2011 places an obligation on public sector to conform to a set of ‘standards’ and to treat the Welsh and English languages on the basis of equality. The Welsh Language Standards Annual Report will be maintained as a stand-alone document and subject to annual scrutiny to ensure that outcomes are delivered. The Welsh Language Commissioner regulates the implementation of this measure and associated standards.

4. Developing and setting our Equality Objectives

Ceredigion County Council is required to review its Equality Objectives for 2020-24. When setting our objectives we drew upon three main strands of evidence.

1. Strategic Equality Plan Survey Summer 2019 – Mid and West Wales Collaboration.

Public services in Mid and West Wales joined together to ask the public their views on Equalities. This included a survey and engagement events. The survey gathered views on how people from different backgrounds experience six major areas of life.

- Education
- Work
- Living Standards
- Health
- Justice and Personal Security
- Participation

The partnership included Ceredigion County Council, Carmarthenshire County Council, Pembrokeshire County Council, Powys County Council, Dyfed Powys Police, the Police and Crime Commissioner, Hywel Dda University Health Board, Powys Teaching Health Board, Mid and West Wales Fire and Rescue Service, Brecon Beacons National Park, Pembrokeshire Coast National Park.

2. The Equality and Human Rights Commission's '*Is Wales Fairer 2018?*'

The report seeks to answer the question, '*Is Wales Fairer?*' The evidence points to five significant findings.

Steps in the right direction have taken place.

Socio-economic disadvantage exists.

Disabled people are falling further behind.

Challenges to women's safety and career progression exist.

Race inequality persists.

To see the report please click

<https://www.equalityhumanrights.com/sites/default/files/is-britain-fairer-2018-is-wales-fairer.pdf>

3. Ceredigion County Council Strategic Equality Plan 2016-2020

The plan covered the below objectives.

- Equal Opportunities Employer
- Fostering Good Relationships
- Engagement and Participation

Fair and Inclusive Education
Dignity and Respect.

We have also reported annually on our progress in meeting these objectives.
To see the plan and annual reports please click

<http://www.ceredigion.gov.uk/your-council/strategies-plans-policies/equality-diversity/strategic-equality-plan-objectives/>

Taking the above evidence into account and weighing up with any other relevant information we have set the following Equality Objectives for 2020-24.

1. An Exemplar Equal Opportunities Employer

To be an equal opportunities employer, with staff trained and aware of equality related needs and issues. To continue to close the gender pay gap.

2. Fostering Good Relations and Tackling Prejudice

To foster good relations between those who share a protected characteristic and those who do not by building community cohesion and tackling prejudice. Everyone should be able to live without the fear of violence and abuse and to be treated with respect.

3. Engagement and Participation

To ensure that we engage effectively with people who share protected characteristics. To enable people to influence decisions and to have the opportunity to participate in political and everyday life.

4. Dignity, Respect and Access to Services

To ensure fair and equal access to all services. We will do this by ensuring that people with protected characteristics are treated with dignity and also meeting their needs where they are different from the needs of other people.

5. Fair and Inclusive Education

We want to ensure that children and young people reach their full potential. The right to education and training should also ensure accessibility and an environment free from bullying or harassment. This also includes lifelong learning.

We have not taken the approach of setting an objective for each protected characteristic but have set objectives based on the needs and issues that people with protected characteristics face. Where a specific protected characteristic is particularly disadvantaged we have recorded this in the below background information on each objective. We have also included specific actions in our action plan to address disproportionate or specific disadvantages faced by individual protected characteristics. Please see Table 1 in appendix 1 to see how our actions relate to Strategic Equality Objectives and the Protected Characteristics.

5. Ceredigion County Council Equality Objectives

Equality Objective 1: An Exemplar Equal Opportunities Employer

To be an equal opportunities employer, with staff trained and aware of equality related needs and issues. To continue to close the gender pay gap.

Mid and West Wales Equality Survey 2019

'Unless you do volunteering it is difficult to get work as some people look at learning disabilities as not being able to do anything. They do not have time to find out what we are like and that we can do some things well,' Ceredigion resident.

The top four groups in the survey rated as having worse experiences of **work** than the population as a whole were -

1. Disabled People
2. Older People
3. Pregnant or recently given birth
4. Black or Minority Ethnic (BME) People

Being disabled, an older person, BME or being pregnant or recently given birth were seen to have the worst experiences of employment. The survey also found that being transgender, a younger person or female also have negative experiences of work. Being a Welsh speaker or being male were perceived to have better experiences of work.

Equality and Human and Human Rights Commission (EHRC), 'Is Wales Fairer 2018?' – Key Findings

- Insecure employment is twice as high on average for those aged 16-24.
- Disabled people's employment rate is less than half that of non-disabled people.
- Seven out of ten mothers have had a negative or discriminatory experience during pregnancy, maternity or returning to work. Sexual harassment remains widespread in the workplace.
- Apprenticeships remain strongly gender segregated with under-representation from ethnic minorities and disabled people.
- A gender pay gap exists in Wales.

What do we want to achieve?

- We want to be a fair employer and to mainstream equalities in the workplace.
- We aim to have a diverse workforce and to remove barriers to employment.
- We want our staff to adopt the principles of the Equality Act 2010 and the Welsh Language Measure 2011.

How will we do this?

- We will continue to monitor and close gender pay differences. We will publish an annual Workforce Pay Gap Report.
- We will continue to gather workforce Equality and Welsh language skills data from new staff and voluntary data from existing staff.
- We will provide Equality and Welsh language training, information and support to staff.
- We will continue to follow the Disability Confident Scheme, (which welcomes job applications from disabled people and commits to making adaptations in the workplace).
- We will support employees who are pregnant or have recently given birth through our employment policies in line with the six areas of action under the *'Pregnancy and Maternity Discrimination in the Workplace: Recommendations for Change'* report.
- We will offer, where appropriate, flexi and part-time working to support parents and carers. We will revise our policies on flexi-working and work-life balance.
- We will work towards reducing gender segregation and under-representation of ethnic minorities and disabled people in apprenticeships, including working with our contractors through applying Community Benefits as core to all relevant Council procurement contracts.
- We will continue to implement our Modern Slavery Policy. This includes our commitment with our suppliers and contractors to meet Welsh Government's Code of Practice on Ethical Employment and Transparency in the Supply Chain, for example guarding against insecure employment contracts and securing workers' rights.

How will we know we are succeeding?

- We will report on progress on our Equality Objectives and our action plan annually in our Strategic Equality Plan (SEP) Monitoring Report.
- We will gather information on Equality and Welsh language training carried out by our staff and include this in our SEP Monitoring Report.
- We will gather information and produce an annual Workforce Pay Gap Report and an annual Workforce Equality Report.
- We will analyse and monitor the Welsh language skills audit in order to ensure that staff are supported to achieve the required level of training for their post.
- We will record the numbers of new EET, (education, employment and training), Community Benefit opportunities created on behalf of people who share a protected characteristic and those who do not.

Expected Outcomes

- We are an equal opportunities employer with a diverse workforce and are closing gender pay gaps.
- We will treat all employees fairly.
- We have staff who understand Equalities and how to remove barriers.

Equality Objective 2: Fostering Good Relations and Tackling Prejudice

To foster good relations between those who share a protected characteristic and those who do not by building community cohesion and tackling prejudice. Everyone should be able to live without the fear of violence and abuse and to be treated with respect.

Mid and West Wales Equality Survey 2019

'My town is great,' Ceredigion resident.

'Differences often lead to fear and ignorance of others causing disharmony,'
Ceredigion resident.

The top four groups rated as having worse experiences of **getting on well together in a community** than the population as a whole were -

1. Disabled People
2. Transgender People
3. BME People
4. Lesbian, Gay or Bisexual People

Being disabled, transgender, BME or LGB were seen to have the worst experiences of getting on well together in a community. Welsh speakers were believed to have the best experiences of getting on well together in a community. The other protected characteristics were perceived to have a broadly neutral experience of getting on well together.

Equality and Human and Human Rights Commission (EHRC), 'Is Wales Fairer 2018?' – Key Findings

- Loneliness, isolation and a reduced sense of belonging are significant issues facing older people, disabled people, carers, new parents, BME people and lesbian, gay or bisexual people.
- The number of recorded hate crimes has increased across all protected characteristics. There were spikes in race and religious hate crime following trigger events such as terrorist attacks and the EU referendum.
- There has been a sharp increase in the number of sexual and domestic violence offences.

What do we want to achieve?

- As a community leader we want to support communities in building community cohesion and resilience.
- We aim to support communities to build bridges between different groups of people, including between those who share a protected characteristic and those who do not.
- We want to support communities in building resilience and in tackling prejudice, for example tackling Hate Crime.

How will we do this?

- We will implement the Community Cohesion National Delivery Plan.
- We will continue to raise awareness of Hate Crime and to signpost potential victims to report and support services.
- We will continue to support work to increase reporting of domestic violence to Goleudy, (Victim Support).
- We will continue to train our staff in awareness raising of hate crime and domestic violence.
- We will monitor and respond to Community Cohesion tensions related to the Brexit process.
- We will signpost EU citizens living in Ceredigion to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support.
- We will continue to implement an annual media and public awareness campaign on Equality needs and issues. Examples could include International Women's Day, Hate Crime Awareness Week and Wear Red Day / Show Racism the Red Card.

How will we know we are succeeding?

- We will report on progress on our Equality Objectives and our action plan annually in our Strategic Equality Plan (SEP) Monitoring Report.
- We will monitor cohesion indicators for Ceredigion from the National Survey for Wales.
- We will monitor reporting levels of Hate Crime including spikes around Brexit or major incidents. We will also monitor reporting levels of domestic abuse.
- The numbers of staff who have successfully completed awareness raising training in tackling Hate Crime and domestic abuse.
- We will report on the number of Equality-related media campaigns undertaken.
- The number of EU nationals resident in Ceredigion making applications to the EU Settlement Scheme.

Expected Outcomes

- We are supporting communities that have good Community Cohesion and are resilient to threats such as hate crime, domestic abuse or community tensions.
- People have a sense of belonging and get on well with people from different backgrounds in their communities.
- EU nationals living in Ceredigion are aware of their rights and how to secure settled status.
- Communities in Ceredigion are resilient to tensions that may arise with different Brexit-related scenarios.

Equality Objective 3: Engagement and Participation

To ensure that we engage effectively with people who share protected characteristics. To enable people to influence decisions and to have the opportunity to participate in political and everyday life.

Mid and West Wales Equality Survey 2019

'I am a member of Our Voice Our Choice in Ceredigion. It is very important as not being listened to make us upset.'

The top three groups rated as having worse experiences of **influencing decisions** than the population as a whole were -

1. Younger People
2. Disabled People
3. BME People

Younger people, disabled people or people who are BME were seen to have the worst experiences of influencing decisions. Only people who are male or people who speak Welsh were perceived to have better experiences in influencing decisions than the population as a whole.

Equality and Human and Human Rights Commission (EHRC), 'Is Wales Fairer 2018?' – Key Findings

- Women remain under-represented among local election candidates and in public appointments. There is limited data on the representation of disabled people and people from ethnic minorities.

What do we want to achieve?

- We want to engage effectively with the people of Ceredigion, including people with protected characteristics. We will use the best engagement methods appropriate for specific circumstances.
- We want to ensure that people from the protected characteristics are able to influence decisions, including decisions on services and Ceredigion County Council policies.
- We want to support people from the protected characteristics to participate in political and public life.

How will we do this?

- We will engage with the people of Ceredigion, including those who are most marginalised, (young people, disabled people and BME people).
- We will review and extensively revise our Engagement Policy. This will include a range of engagement methods, depending on the situation: inform, consult, involve, collaborate and empower.
- We will implement our Children and Young Persons' Participation Strategy and take account of the United Nations' Convention on the Rights of the Child, (UNCRC), in our decision making process.

- We will continue to engage regularly with our School Councils and Youth Forums.
- We will continue to support the Ceredigion Disability Forum and adopt the principles of the Dream Team Learning Disability Charter.
- We will support programmes and plans to increase representation in local politics and decision making, particularly for women, disabled people or BME people.
- We will support engagement with 16 and 17 year olds if the voting age is lowered in Wales.
- We will review and revise our Integrated Impact Assessment process.

How will we know we are succeeding?

- We will report on progress on our Equality Objectives and our action plan annually in our Strategic Equality Plan (SEP) Monitoring Report.
- We will monitor our engagement activities.
- We will monitor the quality and frequency of completed Integrated Impact Assessments.
- Increased numbers of representative groups engaged with and attending forums, (for example Ceredigion Disability Forum).
- Increased numbers of people from marginalised groups participating in local elections and gaining public appointments, (women, disabled people and BME people).
- We will involve young people in influencing decisions.

Expected Outcomes

- The people of Ceredigion will feel that they can influence decisions, including young people, disabled people and BME people.
- A wide range of people are participating in local elections and gaining public appointments including women, disabled people and BME people.

Equality Objective 4: Dignity, Respect and Access to Services

To ensure fair and equal access to all services. We will do this by ensuring that people with protected characteristics are treated with dignity and also meeting their needs where they are different from the needs of other people.

Mid and West Wales Equality Survey 2019

'Older people tend to require more support, with an aging demographic and cuts in support services access is becoming more difficult for older people,' Ceredigion resident.

The top five groups rated as having worse experiences of accessing **social care services** than the population as a whole were -

1. Disabled People
2. Older People
3. Younger People
4. Transgender People
5. BME People

Other groups were perceived to have a neutral experience or a small negative experience of accessing social care services.

'Single young people cannot find any affordable housing that is secure and long term – disabled people can find it hard to find suitable accommodation' Ceredigion resident.

The top four groups rated as having worse experiences of accessing **housing** than the population as a whole were -

1. Younger People
2. Disabled People
3. Single People
4. Older People

Younger people were seen to have the worst experiences of housing, reflecting the difficulties of young people finding affordable housing. Disabled people, single people and older people were all seen to have worse experiences of housing, which may be due to the lack of accessible and suitably sized properties. Other groups were seen to have an approximately neutral experience of housing.

'I facilitate for a local self-advocacy group here in Ceredigion – and the biggest issue that arises for our members is how badly the public transport is run.'

Disabled people were rated as having a significantly worse experience of **transport**, with all other groups having a more or less neutral experience.

'The elderly and those with learning disabilities have difficulty with digital appliances,'
Ceredigion resident.

The top three groups rated as having worse experiences of **access to information and digital services** than the population as a whole were -

1. Older People
2. Disabled People
3. BME People

Younger people were perceived to have a much greater positive experience of accessing information and digital services. Other groups were perceived to have a broadly neutral experience.

'Disabled / elderly / young parents - all have access problems with stiles or getting to coastal paths or to the countryside,' Ceredigion resident.

Disabled people were believed to have a much worse experience of **leisure and access to coast and countryside**. Older people and or those who are pregnant or have recently given birth were perceived to be slightly worse off than the population as a whole. All other groups were seen to have a neutral experience.

Equality and Human and Human Rights Commission (EHRC), 'Is Wales Fairer 2018?' – Key Findings

- Disabled people face a shortage of accessible and adaptable houses and long delays in making existing homes accessible.
- Poor transport and digital infrastructure in rural areas is affecting people's ability to participate in all aspects of life, particularly households without cars, older people in rural areas and disabled people.

What do we want to achieve?

- We want to provide care and support services for those most in need. More adults re-abled in order to live quality independent lives for longer.
- We want to identify service needs of specific groups. We want to identify and remove barriers to accessing services.

How will we do this?

- We will facilitate access to information, advice and assistance via Porth Cymorth Cynnar, including Dewis and Family Information Services. We will also deliver accessible technology and community dementia friendly awareness sessions.
- We will provide targeted support such as "Cynllun Cyfeirio" and "Ymuno" projects to enable children with additional needs to attend mainstream activities.
- We will provide opportunity for people with learning difficulties to develop a range of life-skills that meets their needs (Total Communication, Creative Lifestyle Solutions, Llond Bol, and Community Support Base).
- We will develop specification and tender documentation for a new advocacy service, for learning disabilities, mental health and for older people.

- We will deliver a range of Health Intervention classes across all areas of the County, including complex chronic conditions for Cardiac, Mental Health, Pain Management (Escape) Cancers and Falls Prevention including the Postural Stability Instruction (PSI) Programme under the National Exercise Referral Scheme.
- Cylch Caron Project – we will establish community based care to meet health and housing needs that are fit for purpose.
- We will take forward the development of an Accessible Housing Register and work on ensuring Housing Options advice and services are accessible.
- We will consider the provision of access to public transport service for disabled people, older people and families with young children as part of any maintenance or improvement works undertaken.
- We will consider the needs of disabled people when maintaining or improving footways and carriageways (for example dropped kerbs), including public rights of way.
- We will continue to implement the Clutter Free Ceredigion campaign to raise awareness and reduce the number of footway obstructions in our towns such as A-Frame advertising boards.
- We will undertake accessible audits to ensure all members of the public can access Council Public Offices.
- We have achieved an accessibility rating of AA for our website and will work towards achieving a rating of AAA, including the provision of a readability toolbar.
- We will continue ongoing management of the coastal path to ensure that the path meets visitor expectations, including continued application of ‘Least Restrictive Access’ principles where possible.
- We will address equal access to play areas to support the play sufficiency action plan.
- We will ensure that our procurement policy and contract specifications include Equality and the Welsh language as standard information.
- We will continue to support community sports clubs to achieve the InSport Disability Award.
- We will continue the InSport development journey of Ceredigion Actif to deliver cultural change in attitude, approach and provision of leisure, physical activity, (including sport) and wider opportunities for disabled people.

How will we know we are succeeding?

- We will report on progress on our Equality Objectives and our action plan annually in our Strategic Equality Plan (SEP) Monitoring Report.
- The number of people referred to services and advice for Social Care.
- Increase in satisfaction levels of people applying for accessible housing, and approaching the Housing Options Team for information, advice and assistance.
- Sustain number of supported bus routes.
- Number of improvements to footways and carriageways which addresses accessibility issues.
- Number of businesses approached to raise awareness of footway obstructions.

- Number of accessible reviews undertaken and recommended improvements addressed.
- Number of recorded wheeled access users using the Ceredigion Coastal Path.
- Reduction in the number of complaints around inaccessibility of Council managed services.
- Number of sports clubs achieving the Insports Disability Award.
- We will develop a vision for Ceredigion County Council's Ceredigion Active achieving a gold standard Insport award. We will produce evidence through a number of mechanisms, (including a panel), and set criteria in which evidence is provided on the development of an inclusive culture.

Expected Outcomes

- Vulnerable service users feel that they are supported, they are treated with dignity and respect and their individual needs are met.
- Increase in the level of satisfaction that citizens have with Council services so that all people in Ceredigion are able to access services and maintain community links.

Equality Objective 5: Fair and Inclusive Education

We want to ensure that children and young people reach their full potential. The right to education and training should also ensure accessibility and an environment free from bullying or harassment. This also includes lifelong learning.

Mid and West Wales Equality Survey 2019

'Before I was diagnosed I found it hard with my lessons but as soon as I got help it was a bit better,' Ceredigion resident.

The top five groups rated as having worse experiences of **education** than the population as a whole were -

1. Disabled People
2. Transgender People
3. Pregnant of recently given birth
4. Older People
5. BME People
6. LGB People

Disabled people and transgender people were perceived to have the worst experiences of education. People who are pregnant or recently given birth, older people, BME and LGB were all believed to have negative experiences of education. Younger people and Welsh speakers were seen to have the best experiences of education. All other groups were believed to have a generally neutral experience of education.

Equality and Human and Human Rights Commission (EHRC), 'Is Wales Fairer 2018?' – Key Findings

- At GCSE level gaps persist for pupils in receipt of free school meals and children with additional learning needs.
- The proportion of young people that are not in education, employment or training, (NEET), has dropped in recent years.
- Young women, girls, lesbian, gay and transgender children and children with additional learning needs are more likely to be at risk of experiencing identity-based bullying.
- Participation in higher education has increased, but disabled people and people from ethnic minorities experience attainment gaps.
- Children with additional learning needs, white children and children of mixed ethnicity have higher than average exclusion rates.

What do we want to achieve?

- We want to ensure provision for the most vulnerable learners, for example Special Education Needs Resource Centres and the Pupil Referral Unit.
- Early interventions including the precise and detailed tracking of learner groups.

- We want to ensure that all schools review and update their Strategic Equality Plans.
- We want to build and maintain a fair and inclusive school communities and tackle identity-based bullying.

How will we do this?

- We will support schools to ensure that they review and update their Strategic Equality Plans (SEPs).
- We will support schools to tackle identity-based bullying and to implement the proposed Welsh Government Anti-Bullying Guidance and Toolkit once it is launched.
- We will improve provision and outcomes for children with additional needs by ensuring that ALN pupils make appropriate progress.
- We will improve provision and outcomes for looked after children in order to reduce identified attainment gaps.
- We will support minority ethnic learners to access the curriculum to ensure that they achieve their full potential, and increase attainment.
- We will develop targeted interventions for children in receipt of free school meals, and close any attainment gaps.
- We will undertake upgrades to school buildings on a needs basis in conjunction with individual school accessibility plans.
- We will ensure that all pupils benefit from developing bi-lingual skills in both Welsh and English.
- NEET (not in employment, education or training) – we will increase the opportunities and provisions for vulnerable young people who are supported by an alternative curriculum.
- We will support older people and disabled people to take advantage of digital technologies, and to recognise the benefits of being online.
- We will offer ‘Play Together,’ (Disability Awareness Training), courses for school pupils to raise awareness of impairments and how to involve friends in inclusive physical activities.

How will we know we are succeeding?

- All schools have implemented their Strategic Equality Plans.
- Identity-based bullying is tackled, victims receive support and restorative practice is applied to perpetrators.
- We will improve the achievement of special educational needs children at all key stages
- We will improve the achievement of looked after children at all key stages.
- We will increase the percentage of free school meal pupils achieving the core subjects indicator at KS3 and level 2 including Welsh, English and maths at KS4.
- Number of requests for school adaptations and number completed.
- We will reduce the numbers of KS4, (Key Stage 4), school leavers becoming NEET.
- The numbers of disabled people and older people in accessing training for digital literacy.

- The number of Play Together Disability Awareness Raising Training courses delivered and the number of school pupils who receive training.

Expected Outcomes

A high standard of education that is inclusive for all.

6. Our Equality Work in Ceredigion

Equality Statement

'Equality is ensuring that everyone has equal opportunities to contribute to making Ceredigion a better place to live, work and enjoy. We commit to treating all citizens with respect, and to providing services and offering employment opportunities which are responsive to people's diverse needs.'

The equality statement is embedded as a cross-cutting theme in our Corporate Strategy 2017-22.

How we will implement our Equality Objectives.

Action Plan – the plan sets out the steps that that we will take in meeting our Equality Objectives 2020-24. Each objective has a number of actions with nominated lead officers responsible for implementation, monitoring and reporting on progress. Please see Appendix 2 for a copy of the action plan.

Our **Gender Pay Report** is our separate action plan on gender pay and sets out our approach to recruitment, retention and development as well as the publication of pay differences. We also produce a **Workforce Equality Report**. To see the latest copies of the reports please click <http://www.ceredigion.gov.uk/your-council/strategies-plans-policies/equality-diversity/strategic-equality-plan-objectives/>

Lead officers from across our service areas are also members of our **Corporate Equality Working Group**. The group oversees the delivery of our Strategic Equality Plan and action plan and is responsible for mainstreaming equalities across Ceredigion County Council. The Corporate Equality Working Group is chaired by the Leader of the Council. The Leader is nominated as the **Equality and Welsh Language Champion**.

Engagement took place in drawing up our Strategic Equality Plan and also our Equality Objectives. Initially this was via a survey and engagement events in order to inform the drawing up of a draft plan. We then went out to consultation with the draft

plan. We also carry out engagement in our decision making and service delivery. This includes engagement with people who have protected characteristics and is embedded in our Integrated Impact Assessments. We also work with a range of community groups and networks, for example Ceredigion Disability Forum, Youth Council and the Carers Alliance Network. Our engagement policy and resources are currently under review.

Our **Integrated Impact Assessment Tool** combines 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. The tool helps officers and elected members to assess the impact a proposal will have on the well-being goals; to analyse the proposal to determine whether it is likely to discriminate or disadvantage people because of their protected characteristics; and to ensure that the Welsh Language is treated no less favourably than the English language in policy decisions.

The IIA tool is designed to assess the impact of proposals and help the Local Authority to –

- Consider relevant evidence in order to understand the likely or actual effect of policies and practices.
- Think about where we might be able to reduce negative impacts.
- Identify missed opportunities and to capitalise on positive impacts.

Having considered the evidence, the Local Authority must have ‘due regard,’ (give appropriate weight), to the results of the assessment. Our Integrated Impact Assessments are published on our website within the relevant council committee minutes.

Information

We aim to collect effective quantitative and qualitative equality data and information to inform our decision making and service delivery. We have an equality data resource for staff on our internal website. Our Integrated Impact Assessment Tool systematically gathers specific equality related data for each assessment. We also use a standard equality and diversity question set for engagement with the public and for monitoring the diversity of our staff.

Procurement

The procurement team includes the following statement in all commissioned or contracted services.

“Ceredigion County Council considers it essential that all organisations wishing to provide a product or service on its behalf are able to demonstrate that all reasonably practicable steps are taken to allow equal access and equal treatment in employment, service delivery and training for all. The service provider shall ensure that it complies

with all relevant requirements of the Equality Act 2010 and the Welsh Language Measure 2011, and any guidance or Codes of Practice issued by the Equality and Human Rights Commission or the Welsh Language Commissioner. The supplier is therefore required to provide the goods or services in a manner consistent with the Council's Strategic Equality Plan (SEP) and the Council's Welsh Language Standards. As such, the provider shall not unlawfully discriminate either directly or indirectly on such grounds of race, religion or belief, ethnicity, sex, age, disability, marital status, sexual orientation, gender reassignment, pregnancy / maternity and use of Welsh language. Whilst carrying out its activities the provider will give due regard to eliminate discrimination, harassment and victimisation; promote equality of opportunity and foster good relations."

Promoting knowledge, awareness and training

We have an equality and diversity e-learning module available for all staff. We also carry out equality and diversity training for managers and specific training such as Easy Read.

We have resources and information available on our internal website and also on our external website, (please click <http://www.ceredigion.gov.uk/your-council/strategies-plans-policies/equality-diversity/strategic-equality-plan-objectives/>).

We have an active campaigns calendar and participate in a range of national campaigns such as Hate Crime Awareness Week.

Accessible Formats

Our website is fully compliant to AA accessibility ratings and we are partially AAA compliant. We offer alternative or accessible formats to documents on request, for example large print or easy read.

We have a service level agreement with WITS, the Welsh Interpretation and Translation Service when support is required with languages other than Welsh and English.

Monitoring, Reviewing and Publishing Information

The action plan names key individuals responsible for implementing specific actions and monitoring progress. The Corporate Equality Working Group oversees the implementation of the strategic equality plan and the action plan. A Strategic Equality Plan Monitoring Report is published annually on our website, to see past reports please click <http://www.ceredigion.gov.uk/your-council/strategies-plans-policies/equality-diversity/strategic-equality-plan-objectives/> The strategic equality plan and the annual monitoring reports are scrutinised by Overview and Scrutiny Co-ordinating Committee and signed off by Cabinet.

We have published on our website a range of equalities information and documents including –

- Information on the Equality Act
- A Tackling Hate Crime Page
- Strategic Equality Plan
- Strategic Equality Plan Annual Monitoring Reports
- Gender Pay Reports
- Workforce Equality Reports

To go to our equality and diversity page please click

<http://www.ceredigion.gov.uk/your-council/strategies-plans-policies/equality-diversity/strategic-equality-plan-objectives/>

Appendices

Appendix 1 - Table 1: Actions that support the Protected Characteristics and the Equality Objectives

	An Exemplar Equal Opportunities Employer	Fostering Good Relations and Tackling Prejudice	Engagement and Participation	Dignity, Respect and Access to Services	Fair and Inclusive Education
Age	1.1, 1.3	2.1, 2.2, 2.4, 2.6	3.1, 3.2, 3.3, 3.5, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.2, 4.4, 4.5, 4.6, 4.8, 4.13, 4.14, 4.15, 4.17	5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 5.10, 5.12
Gender Reassignment	1.1, 1.2, 1.3	2.1, 2.2, 2.4, 2.6	3.1, 3.2, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.6, 4.15, 4.17	5.2
Sex	1.1, 1.2, 1.3, 1.6, 1.7, 1.8	2.1, 2.3, 2.4, 2.6	3.1, 3.2, 3.4, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.6, 4.15, 4.17	5.8
Race	1.2, 1.3, 1.7, 1.8	2.1, 2.2, 2.4, 2.5, 2.6	3.1, 3.2, 3.4, 3.7, 3.8, 3.9, 3.10	4.1, 4.6, 4.15, 4.17	5.2, 5.5
Disability	1.2, 1.3, 1.4, 1.7, 1.8	2.1, 2.2, 2.4, 2.6	3.1, 3.2, 3.4, 3.6, 3.7, 3.8, 3.9, 3.10, 3.11, 3.12	4.1, 4.3, 4.4, 4.6, 4.7, 4.8, 4.9, 4.10, 4.11, 4.12, 4.13, 4.14, 4.15, 4.16, 4.17	5.2, 5.5, 5.10, 5.12
Pregnancy and Maternity	1.1, 1.2, 1.3, 1.5, 1.6	2.1, 2.4	3.1, 3.2, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.6, 4.8, 4.10, 4.13, 4.15, 4.17	
Sexual Orientation	1.2, 1.3	2.1, 2.2, 2.4, 2.6	3.1, 3.2, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.6, 4.15, 4.17	5.2
Religion or Belief	1.2, 1.3	2.1, 2.2, 2.4, 2.6	3.1, 3.2, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.6, 4.15, 4.17	5.2
Marriage and Civil Partnership	1.2, 1.3	2.1, 2.4	3.1, 3.2, 3.7, 3.8, 3.9, 3.10, 3.11	4.1, 4.6, 4.15	

Appendix: 2 Action Plan

Objectives	Actions	Service	Out-comes We will continue to promote all available equal opportunities	Time-scale
<p>1. To be an Exemplar Equal Opportunities Employer.</p> <p>To be an equal opportunities employer, with staff trained and aware of equality related needs and issues. To continue to close the gender pay gap.</p>	<p>1.1 We will monitor and close possible gender pay gap differences. We will publish an annual Workforce Pay Gap Report.</p>	Geraint Edwards People and Organisation	Continue to close the gender pay gap.	2020-24
	<p>1.2 We will continue to gather workforce equality and Welsh language data from new staff and voluntary data from existing staff. We will publish an annual Workforce Equality Report.</p>	Geraint Edwards People and Organisation	Increased number of staff disclosing equality and Welsh language data.	2020-24
	<p>1.3 We will improve staff awareness of equality issues and the Public Sector Equality Duty through training.</p>	Debbie Ayriss People and Organisation	<p>Increased number of staff completing the mandatory Equality and Diversity e-learning.</p> <p>Increased number of managers completing Equality and Diversity training.</p> <p>Increased number of staff completing LGBT awareness training.</p>	Ongoing

<p>1.4 We will continue to promote and implement the Disability Confident Scheme, (which welcomes applications from disabled people and commits to making adaptations in the workplace).</p>	<p>Geraint Edwards People and Organisation</p>	<p>Increased number of appointments recorded as having a disability.</p>	<p>Ongoing</p>
<p>1.5 We will support employees who are pregnant or have recently given birth by adopting the six areas of action under the <i>'Pregnancy and Maternity Discrimination in the Workplace: Recommendations for Change,'</i> report.</p>	<p>Geraint Edwards People and Organisation</p>	<p>6 areas of action adopted.</p>	<p>Ongoing</p>
<p>1.6 We will offer, where appropriate, flexi and part-time working to support parents and carers. We will revise our policies on flexi-working and work-life balance.</p>	<p>Geraint Edwards People and Organisation</p>	<p>Revised flexi and agile working polices implemented.</p>	<p>Ongoing</p>
<p>1.7 We will work towards reducing gender segregation and under-representation of ethnic minorities and disabled people in apprenticeships, including working with our contractors through applying Community Benefits as core to all relevant Council procurement contracts.</p>	<p>Michael Pritchard Porth Cymorth Cynnar / George Ryley Finance and Procurement</p>	<p>Decreased gender segregation in apprenticeships. Increased BME and disabled apprentices.</p>	<p>Ongoing</p>
<p>1.8 We will continue to implement our Modern Slavery Policy. This includes our commitment with our suppliers and contractors to meet Welsh Government's Code of Practice on Ethical Employment and Transparency in the Supply Chain, for example guarding against insecure employment contracts and securing workers' rights.</p>	<p>George Ryley Finance and Procurement</p>	<p>Increased number of Modern Slavery Sessions delivered, increased number of staff attending. Increased number of Human and Child Trafficking session delivered.</p>	<p>Ongoing</p>

<p>2. Fostering Good Relations and Tackling Prejudice.</p> <p>To foster good relations between those who share a protected characteristic and those who do not by building community cohesion and tackling prejudice. Everyone should be able to live without the fear of violence and abuse and to be treated with respect.</p>	<p>2.1 We will work with the Regional Community Cohesion Co-ordinator to support a Ceredigion of cohesive communities.</p>	<p>Kay Howells Community Cohesion</p>	<p>Community Cohesion-framework to be developed and outcomes delivered.</p>	<p>Ongoing</p>
	<p>2.2 We will continue to raise awareness of hate crime and to signpost potential victims to report and support services.</p>	<p>Naomi McDonagh Policy and Performance and Kay Howells Community Cohesion</p>	<p>Increased number of Hate Crime awareness sessions delivered.</p> <p>Increased number of staff attended.</p>	<p>Ongoing</p>
	<p>2.3 We will continue to support work to increase reporting of domestic abuse to Goleudy, (Victim Support).</p>	<p>Donna Pritchard Porth Ceredigion / Amy Taylor VAWDASV Regional Co-ordinator</p>	<p>Increased number of staff completed VAWDASV e-learning</p> <p>Increased number of Ask and Act sessions completed.</p>	<p>Annual reporting</p>
	<p>2.4 We will monitor and respond to community tensions relating to the Brexit process.</p>	<p>Steffan Gruffydd Policy and Performance and Kay Howells Community Cohesion</p>	<p>Increased number of interventions and de-escalations.</p>	<p>Ongoing</p>
	<p>2.5 We will signpost EU citizens living in Ceredigion to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support.</p>	<p>Kay Howells Community Cohesion and Arwyn</p>	<p>Increased number of EU citizen's resident in Ceredigion who apply to the scheme.</p>	<p>Ongoing</p>

		Morris Customer Contact		
	2.6 We will continue to implement an annual media and public awareness campaign. Examples could include International Women’s Day, Hate Crime Awareness Week and Holocaust Memorial Day.	Communicati ons Team / Kay Howells	Increased number of campaigns undertaken.	Ongoing
3. Engagement & Participation. To ensure that we engage effectively with people who share protected characteristics. To enable people to influence decisions and to have the opportunity to participate in political and everyday life.	3.1 We will engage with the people of Ceredigion, including people with protected characteristics and link in to local, regional and national groups.	Michael Smith Policy and Performance and all service areas to implement	Engagement undertaken is meaningful. People are involved an can influence decisions – Engagement Annual Report	Ongoing
	3.2 We will revise and implement our Engagement Policy.	Michael Smith Policy and Performance	Engagement Policy published and implemented. Progress recorded in Engagement Annual Report	Publish Engagem ent Policy by summer 2020
	3.3 We will implement our Children and Young Persons’ Participation Strategy and take account of the United Nations’ Convention on the Rights of the Child, (UNCRC) in our decision making.	Nia Jones Democratic Services / Gwion Bowen Porth Cymorth Cynnar	Specific targets published in CYP Participation Strategy 2018-21. Progress recorded in CYP Participation Annual Report. E learning programme on UNRC under development,	Ongoing

		anticipated launch to staff 2020	
3.4 We will support programmes and plans to increase representation in local politics and decision making, particularly for women, disabled people or BME people.	Glynis Davies Electoral Services	Increased number of women, disabled people and BME people represented.	Ongoing
3.5 We will support engagement with 16 and 17 year olds if the voting age is lowered in Wales.	Glynis Davies Electoral Services / Gwion Bowen Porth Cymorth Cynnar	Targeted approach for promotion and raising awareness utilising Ceredigion Youth Council, Secondary Schools 6 th Forms, Further Education establishments, Youth Support Services, CYP Forums and Youth Service Social Media.	Start when required
3.6 We will continue to support the Ceredigion Disability Forum.	Michael Smith Policy and Performance	4 open meetings per year and 4 meetings with CCC. The voice of disabled people is heard and influential.	Ongoing

	3.7 We will maintain the equalities page on the council's website to signpost to relevant information and to publish our Strategic Equality plan and reports.	Michael Smith Policy and Performance	Up to date Equalities page on CCC website.	Ongoing
	3.8 We will monitor progress of the Strategic Equality Plan and produce and publish an annual monitoring report.	Michael Smith Policy and Performance and All Services to Implement	Number of Blue and Green Actions against total actions.	March each year
	3.9 We will review the Integrated Impact Assessment process.	Michael Smith Policy and Performance	Revised IIA process implemented	Spring 2020
	3.10 We will monitor and advise on Integrated Impact Assessments.	Michael Smith Policy and Performance	Number of IIAs that influenced changes against total IIAs	Ongoing
	3.11 To provide support and guidance to all council services to ensure that they implement the Welsh Language Standards, and to increase the availability and standard of Welsh medium services.	Carys Morgan Democratic Services	Welsh medium services are actively available to Welsh speakers	Ongoing
	3.12 We will adopt the principles of the Dream Team's Learning Disability Charter	All	Improved outcomes for people with learning disabilities.	Ongoing

<p>4. Dignity, Respect and Access to Services.</p> <p>To ensure fair and equal access to all services. We will do this by ensuring that people with protected characteristics are treated with dignity and also meeting their needs where they are different from the needs of other people.</p>	<p>4.1 We will facilitate access to information, advice and assistance via Porth Cymorth Cynnar, including Dewis and Family Information Services. We will also deliver accessible technology and community dementia friendly awareness sessions.</p>	<p>Cyra Shimell / Porth Cymorth Cynnar</p>	<p>Increased number of people assisted.</p> <p>Increased number of dementia friendly sessions delivered.</p>	<p>Ongoing</p>
	<p>4.2 We will provide targeted support such as “Cynllun Cyfeirio” and “Ymuno” Projects to enable children with additional needs to attend mainstream activities</p>	<p>Heulwen Davies and Elen James Porth Cymorth Cynnar / Cathryn Morgan Policy and Performance</p>	<p>Maintain the return rate of questionnaires at 50%, and maintain service rating of good or above at 84%.</p>	<p>Ongoing</p>
	<p>4.3 We will provide opportunities for people with learning disabilities to develop a range of life-skills that meets their needs (Total Communication, Creative Lifestyle Solutions, Llond Bol, Community Support Base).</p>	<p>Carys James and Nerys Lewis Porth Cynnar and Gillian Evans Schools</p>	<p>Increased number of people who have accessed advocacy services.</p>	<p>Ongoing</p>
	<p>4.4 We will develop specification documentation and tender documentation for new advocacy services for Learning Disabilities, Mental Health and for Older People.</p>	<p>Anna Henchie Porth Cynnal</p>	<p>Increased number of people who have accessed advocacy services.</p>	<p>Ongoing</p>

<p>4.5 We will deliver a bilingual range of Health Intervention classes across all areas of the county, including complex chronic conditions for Cardiac, Mental Health, Pain Management (Escape) Cancers and Falls Prevention including the Postural Stability Instruction (PSI) Programme under the National Exercise Referral Scheme.</p>	<p>Steve Jones Porth Ceredigion</p>	<p>Over 200 Health Intervention Classes held each month, all within 20 minutes travel time for all clients. 36,000 Activity Units per annum. Programmes built around the client in order to build life changing habits in keeping active & mental health wellbeing.</p>	<p>Ongoing</p>
<p>4.6 Cylch Caron Project – we will establish community based care to meet health and housing needs that are fit for purpose.</p>	<p>Nerys Lewis Porth Ceredigion</p>	<p>Identify the number of additional services required as part of the Cylch Caron Project.</p>	<p>Ongoing</p>
<p>4.7 We will take forward the development of an Accessible Housing Register and work on ensuring Housing Options advice and services are accessible.</p>	<p>Cerys Purches-Phillips Porth Ceredigion</p>	<p>Increased satisfaction levels of people applying for accessible housing.</p>	<p>Ongoing</p>

<p>4.8 We will consider the provision of access to public transport service for disabled people, older people and families with young children as part of any maintenance or improvement works undertaken.</p>	<p>Shan Witts Highways and Environment al Services</p>	<p>Work is currently being undertaken on improvement to bus shelters and stops along the T2/T5 route. We continue to support and facilitate the Welsh Government initiative affording free travel to all on weekends on the TrawsCymru network. Both interventions improve accessibility by means of infrastructure and service enhancements</p>	<p>Ongoing</p>
<p>4.9 We will consider the needs of disabled people when maintaining or improving footways and carriageways (for example dropped kerbs), including public rights of way.</p>	<p>Phil Jones Highways and Environment al Services</p>	<p>Increased number of improvements to footways which address accessibility issues.</p>	<p>Ongoing</p>
<p>4.10 We will continue to implement the Clutter Free Ceredigion Campaign to raise awareness and reduce the number of footway obstructions in our towns such as A-Frame advertising boards and wheelie bins.</p>	<p>Gerwyn Jones Highways and Environment al services and partners.</p>	<p>The Clutter Free Ceredigion Publications are shared / published on the Council's social media platforms on a</p>	<p>Ongoing</p>

		regular basis which provides for ongoing awareness raising.	
4.11 We will undertake accessible audits to ensure all members of the public can access council offices.	Lyndon Griffiths Economy and Regeneration	Increased number of accessible reviews undertaken and recommended improvements addressed.	Ongoing
4.12 We have achieved an accessibility rating of AA for our website and will work towards achieving a rating of AAA, including the provision of a readability toolbar.	Arwyn Morris Customer Contact	Increased levels of customer satisfaction.	Ongoing
4.13 We will continue ongoing management of the coastal path to ensure that the path meets visitor expectations, including continued application of 'Least Restrictive Access' principles where possible.	Eifion Jones Economy and Regeneration	Least restrictive access principles included within the Rights of Way Improvement Plan. £45k obtained from Council capital funding to replace footbridges which help comply with 1.2m width included within the "by all reasonable means" guidance on least restrictive access.	Ongoing

		<p>Identification of barriers to access is now included in all promoted routes leaflets; i.e. stiles gates, surfacing and route gradients etc.</p> <p>£160k grant obtained from WG to create all ability boardwalk along the river Teifi in Cenarth (3 year project)</p> <p>£25k obtained to upgrade path surfacing of footpath Aberaeron – all ability access promoted route literature to be prepared as part of this project.</p>	
<p>4.14 We will address equal access to play areas to support play sufficiency action plan</p>	<p>Cathryn Morgan Policy and Performance</p>	<p>Increased number of grant applications to CCC for play area improvement that are supported by policy/plans to provide accessible play space.</p>	<p>Annual Report</p>

	<p>4.15 We will ensure that our procurement policy and contract specification includes equality and Welsh language as standard information.</p>	<p>George Ryley Finance and Procurement and Carys Morgan Democratic Services</p>	<p>Percentage of contract specifications issued with Equality and Welsh Language requirements.</p>	<p>Ongoing</p>
	<p>4.16 We will continue to support community sports clubs to achieve the Insport Disability Award.</p>	<p>Steve Jones / Gemma Cutter Lifelong Learning and Culture</p>	<p>Increased number of volunteer / community projects to train and educate people to become more confident and develop more inclusive opportunities in our communities.</p>	<p>Ongoing</p>
	<p>4.17 We will develop a vision for Ceredigion Actif in achieving a gold standard Insport award.</p>	<p>Steve Jones / Gemma Cutter Lifelong Learning and Culture</p>	<p>Continue the journey and learning process for staff, partners & services from Ribbon to Gold status. To become an inclusive and visionary service for all standards.</p>	<p>Ongoing</p>

<p>5. Fair and Inclusive Education.</p> <p>We want to ensure that children and young people reach their full potential. The right to education and training should also ensure accessibility and an environment free from bullying or harassment. This also include lifelong learning.</p>				
	<p>5.1 We will support Schools to ensure that they review and update their Strategic Equality Plans (SEPs).</p>	<p>Nia James Schools</p>	<p>All Schools report and confirm completion of individual strategic equality plans during the Summer term at their governing body meetings.</p> <p>Schools have a Strategic Equality Plan in place.</p>	<p>Spring 2020</p>
	<p>5.2 We will support schools to tackle identity-based bullying and to implement the proposed Welsh Government Anti-Bullying Guidance and Toolkit once it is launched in the spring of 2020.</p>	<p>Angharad John / Kizzie Garner Schools</p>	<p>All schools to have reviewed their anti-bullying policy.</p> <p>Draft policy created for schools from the new anti-bullying guidance. Draft copy sent for consultation/approval of senior education staff ahead of being circulated to schools.</p>	<p>Start Spring 2020</p>

<p>5.3 We will improve provision and outcomes for children with additional learning needs, reduce the attainment gap between children without ALN and those with ALN.</p>	<p>Gillian Evans Schools</p>	<p>All pupils with ALN made appropriate progress according to need.</p> <p>Evidenced by data on the achievement of ALN children at all key stages.</p>	<p>Ongoing</p>
<p>5.4 We will improve provision and outcomes for looked after children in order to reduce identified attainment gaps.</p>	<p>Catrin Peche Schools</p>	<p>All LAC pupils made appropriate progress according to need.</p> <p>Evidenced by data on the achievement of looked after children at all key stages.</p>	<p>Ongoing</p>
<p>5.5 We will support minority ethnic learners to access the curriculum to ensure that they achieve their full potential, and increase attainment.</p>	<p>Carol Price Schools</p>	<p>Provision of ongoing Peripatetic support and/or intervention for targeted schools and coordinated action between stakeholders within the Local Authority.</p> <ul style="list-style-type: none"> •15% of pupils moved up a level with regard to EAL progress, with 1% making 2 or more levels of progress. 	<p>Ongoing</p>

		<ul style="list-style-type: none"> •64% of pupils are on code C-E, of these 61% are competent (D) or fluent (E) 	
5.6 We will develop targeted interventions for children in receipt of free school meals.	Vanessa Bowen / Gwion Dafydd Schools	<p>Targeted training provided for interventions e.g. Numeracy, language, ALN, thinking skills. Training also supports effective use of Hafan and FSM within Profile assessment. Conferences promote understanding and intervention on Bullying, Voice of the child, Health and Wellbeing.</p>	Ongoing
5.7 We will undertake upgrades to school buildings on a needs basis in conjunction with individual school accessibility plans.	Nia James Schools	<p>Request for capital will be undertaken upon receipt of school accessibility plans that highlight issues</p> <p>Number of school adaptations and number completed.</p>	Annual Report

<p>5.8 We will implement our Welsh in Education Strategic Plan</p>	<p>Silyn Roberts Schools</p>	<p>The Welsh in Education Strategic Plan is in place and continues until 2021 until the publication of WiESP 2021-2031. Plan implemented and outcomes monitored.</p>	<p>2023</p>
<p>5.9 NEET (not in employment, education or training) – we will increase the opportunities and provisions for vulnerable young people who are supported by an alternative curriculum.</p> <p>NEET - we will ensure that Community Benefits are applied as a core requirement to all relevant Council procurement contracts and that the % of Education, Employment and Training opportunities created increase on previous year.</p>	<p>Michael Pritchard Porth Cymorth Cynnar</p>	<p>Two new courses have been added to the alternative curriculum provision since September 2019. Good progress is being made, all appropriate CCC procurement contracts have community benefits as a core requirement. Progress will be measured when annual NEET data is available.</p>	<p>Ongoing</p> <p>Annual NEET data for WG</p>
<p>5.10 We will support older people and disabled people to take advantage of digital technologies, and to recognise the benefits of being online.</p>	<p>Denise Owen Lifelong Porth Cymorth Cynnar</p>	<p>Increased number of Dysgu Bro enrolments over 50. Increased number of over 50s enrolled on</p>	<p>Ongoing</p>

			digital literacy classes. Increased number of over 50s enrolled on digital literacy classes with a disability or additional learning need.	
	5.11 We will offer 'Play Together,' (Disability Awareness Training), courses for school pupils to raise awareness of impairments and how to involve friends in inclusive physical activities.	Steve Jones / Gemma Cutter Porth Cymorth Cynnar	In partnership with AYP & Sport Wales we will train school pupils & volunteers to learn how to adapt / involve others in sport & physical activity.	Ongoing