



CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

Bydd cyfarfod hybrid y CABINET yn cael ei gynnal ar'
Dydd lau, 23ain Medi, 2021 am 11 am

Dolen gyswllt: Emma Wilkins – Uned Busnes y Cyngor
(Rhif ffôn. 07385401935)

Os bydd cynghorwyr neu aelodau o'r cyhoedd yn dymuno cael cyfle i annerch y Cabinet am unrhyw fater ar yr agenda isod, rhaid iddyn nhw ofyn am gael gwneud hynny erbyn canol Dydd Mawrth, 21 Medi 2021. Rhaid iddyn nhw hefyd gadarnhau ai yn y Gymraeg neu yn y Saesneg y byddan nhw'n annerch.

Nodwch mai'r Cadeirydd biau'r penderfyniad i ganiatáu'r cais am annerch y Cabinet. Bydd pob cais yn cael ei ystyried ar sail y materion sy'n cael eu trafod ar yr agenda, buddiant y cyhoedd/y Cynghorydd ynglŷn â phob mater, a'r gofynion o ran y materion sydd i'w trafod ar y diwrnod hwnnw. I wneud cais, anfonwch e-bost i UnedBusnesGweithredolaRheoleiddiol@rctcbc.gov.uk

MATERION I'W TRAFOD

1. DATGAN BUDDIANT

Derbyn datganiadau o fuddiannau personol gan Gynghorwyr, yn unol â gofynion Cod Ymddygiad y Cyngor.

Nodwch:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, mae **rhaid** iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

2. ADRODDIAD BLYNYDDOL CYFARWYDDWR Y GWASANAETHAU CYMDEITHASOL

Derbyn adroddiad Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant sy'n cyflwyno'r drafft cyntaf o Adroddiad Cyfarwyddwr y Gwasanaethau Cymdeithasol. Mae hyn yn rhoi cyfle i drafod yr adroddiad cyn i'r cynnwys gael ei gyhoeddi ar gyfer ymgynghoriad cyhoeddus.

(Tudalennau 5 - 62)

3. ADOLYGU'R GORCHYMYN DIOGELU MANNAU CYHOEDDUS MEWN PERTHYNAS Â SYLWEDDAU MEDDWOL (GAN GYNNWYS ALCOHOL) YN RHCT

Derbyn adroddiad y Cyfarwyddwr - Iechyd a Diogelwch y Cyhoedd a Gwasanaethau Cymuned sy'n gofyn i'r Cabinet gymeradwyo Gorchymyn Diogelu Mannau Cyhoeddus newydd i Rionda Cynon Taf. Mae hyn yn ogystal â rhoi gwybod i'r Aelodau am ganlyniadau'r ymarfer ymgynghori cyhoeddus i adolygu Gorchymyn Diogelu Mannau Cyhoeddus 2018 a chadarnhau cefnogaeth y cyhoedd a rhanddeiliaid ar gyfer Gorchymyn newydd sy'n rheoli ymddygiad gwrthgymdeithasol yn ymwneud â sylweddau meddwol yn Rhondda Cynon Taf.

(Tudalennau 63 - 158)

4. ADRODDIAD MONITRO BLYNYDDOL YR ARDOLL SEILWAITH CYMUNEDOL

Derbyn adroddiad Cyfarwyddwr Gwasanaeth Materion Ffyniant a Datblygu, sy'n ceisio cymeradwyaeth y Cabinet mewn perthynas â chynnwys Adroddiad Monitro Blynnyddol yr Ardoll Seilwaith Cymunedol a'r newidiadau arfaethedig i Restr Rheoliad 123. Mae'r adroddiad hefyd yn rhoi gwybod i'r Cabinet am y camau cyn y cam craffu sydd wedi'u cyflawni gan y Pwyllgor Craffu - Cyllid a Chyflawniad mewn perthynas â'r Ardoll Seilwaith Cymunedol.

(Tudalennau 159 - 178)

5. STRATEGAETH DWRISTIAETH RHCT

Derbyn adroddiad y Cyfarwyddwr Materion Ffyniant a Datblygu sy'n gofyn i'r Cabinet gymeradwyo ffurfioli Strategaeth Dwristiaeth ddrafft RhCT.

(Tudalennau 179 - 268)

6. ADRODDIAD EFFAITH ADDASU TAI TRIVALLIS A DIWEDDARIAD YNGLŶN Â GWAITH PARTNERIAETH EHANGACH RHWNG RCT A TRIVALLIS I DDARPARU CARTREFI WEDI'U HADDASU I RAI O'N PRESWYLLWYR SYDD FWYAF AGORED I NIWED

Derbyn adroddiad y Cyfarwyddwr Materion Ffyniant a Datblygu sy'n rhoi diweddariad i'r Aelodau am y dulliau arloesol y mae Trivallis wedi'u defnyddio i wario ei gyllideb addasiadau ar gyfer 2020/2021 yn sgil y pandemig Covid 19, a derbyn diweddariad ynglŷn â'r gwaith partneriaeth ehangach rhwng RhCT a Trivallis.

(Tudalennau 269 - 284)

7. TRAFOD CADARNHAU'R CYNNIG ISOD YN BENDERFYNIAD

"Bod y cyfarfod hwn yn cadw aelodau o'r wasg ac aelodau o'r cyhoedd allan o ystafell y cyfarfod, dan Adran 100A(4) o Ddeddf Llywodraeth Leol (fel y'i diwygiwyd), yn ystod trafod yr agendwm nesaf, ar y sail y byddai'n debygol o olygu datgelu gwybodaeth eithriedig yn ôl diffiniad paragraff 14 o Ran 4 o Atodlen 12A i'r Ddeddf."

8. GWASANAETHAU MAETHU - LWFANSAU RHIENI MAETH

Derbyn adroddiad Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant sy'n cynnwys gwybodaeth wedi'i heithrio sy'n rhoi

gwybodaeth i'r Cabinet ynglŷn â'r newidiadau arfaethedig i ffioedd a lwfansau rhieni maeth er mwyn sicrhau bod cysondeb a thegwch i rieni maeth yn RhCT, ac i ofyn i'r Cabinet gymeradwyo rhoi polisi newydd ar waith o ran ffioedd a lwfansau rhieni maeth.

(Tudalennau 285 - 318)

**9. CYNON VALLEY WASTE DISPOSAL COMPANY LIMITED AC
AMGEN RHONDDA LIMITED - CYFARFOD CYFFREDINOL
BLYNYDDOL**

Derbyn adroddiad Cyfarwyddwr y Gwasanaethau Cyfreithiol sy'n cynnwys gwybodaeth eithriedig sy'n rhoi cyfle i Aelodau archwilio datganiadau ariannol Cynon Valley Waste Disposal Company Limited ac Amgen Rhondda Limited (y Cwmnïau) sydd i'w cyflwyno i Gyfarfodydd Cyffredinol Blynnyddol y Cwmnïau.

(Tudalennau 319 - 376)

10. MATERION BRYS

Trafod unrhyw faterion brys y mae'r Cadeirydd yn eu gweld yn briodol.



Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu

Cylchrediad:-

Y Cynghorwyr: Y Cynghorydd A Morgan (Cadeirydd)
Y Cynghorydd M Webber (Is-gadeirydd)
Y Cynghorydd R Bevan
Y Cynghorydd A Crimmings
Y Cynghorydd M Norris
Y Cynghorydd J Rosser
Y Cynghorydd R Lewis
Y Cynghorydd C Leyshon
Y Cynghorydd G Hopkins

Swyddogion: Chris Bradshaw, Prif Weithredwr
Christian Hanagan, Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu
Nigel Wheeler, Cyfarwyddwr Cyfadran – Ffyniant, Datblygu, a Gwasanaethau Rheng-flaen
Paul Mee, Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant
Richard Evans, Cyfarwyddwr - Materion Adnoddau Dynol

David Powell, Cyfarwyddwr Materion Eiddo'r Cyngor
Simon Gale, Cyfarwyddwr Materion Ffyniant a Datblygu
Andy Wilkins, Cyfarwyddwr y Gwasanaethau Cyfreithiol
Barrie Davies, Cyfarwyddwr Gwasanaethau Cyllid a Digidol
Louise Davies, Cyfarwyddwr – Iechyd a Diogelwch y Cyhoedd, a
Gwasanaethau'r Gymuned
Gaynor Davies, Cyfarwyddwr Addysg a Gwasanaethau
Cynhwysiant
Derek James, Cyfarwyddwr Gwasanaeth – Materion Ffyniant a
Datblygu
Paul Griffiths, Cyfarwyddwr Gwasanaeth – Gwasanaethau Cyllid a
Gwella
Neil Griffiths, Head Of Financial Services - Community & Children's
Services

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23RD SEPTEMBER 2021

DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2020-21

REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDERS CLLR HOPKINS and CLLR LEYSHON

Author: Paul Mee

1. PURPOSE OF THE REPORT

- 1.1 The Social Services and Well-being (Wales) Act 2014 includes in Part 8 a Code of Practice with regards to the role of the Director of Social Services.
- 1.2 This replaces Statutory Guidance issued in June 2009 regarding the Duties and Accountabilities of Directors of Social Services in Wales and includes an ongoing requirement for the Director of Social Services to publish an Annual Report.
- 1.3 The Code of Practice states that the Director of Social Services must prepare and publish an annual report about the exercise of the Local Authority's social services functions and that this annual report must be published as soon as reasonably practicable after the end of a financial year.
- 1.4 The annual report must evaluate the performance of the Local Authority in relation to the delivery of its social services functions in respect of that year and include lessons learned. It must also set out objectives in relation to promoting the wellbeing of people who need care and support, and carers who need support, for the forthcoming year.
- 1.5 The purpose of this report is to present the final draft of this revised reporting framework for consideration prior to its publication.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Approve the Rhondda Cynon Taf Director of Social Services Annual Report (Appendix 1).

3. REASONS FOR RECOMMENDATIONS

- 3.1 To meet the statutory requirements on the Director of Social Services in respect of the publication of the annual report.

4. BACKGROUND

- 4.1 The Director of Social Services must prepare and publish an Annual Report about the exercise of the Local Authority's Social Services functions. This annual report must be published as soon as reasonably practicable after the end of a financial year and address the following requirements:

- It must evaluate the performance of the local authority in relation to the delivery of its social services functions in respect of that year and include lessons learned.
- It should be presented in such a way as to set out how the Local Authority has achieved the four quality standards described in the *Code of Practice in relation to the performance and improvement of social services in Wales* issued under 145 of the Act.
- It must include details of the extent to which the authority has acted in accordance with relevant requirements for assessing and meeting needs (Part 3 and 4 of the Social Services and Wellbeing (Wales) Act 2014)
- It must set out how the Local Authority has exercised relevant requirements contained in the code of practice so as to provide:
 - a) Assurances in terms of structural arrangements within the Local Authority that enable good governance and strong accountability.
 - b) Assurances in relation to effective partnership working via Partnership Boards.
 - c) Assurances in relation to safeguarding arrangements.
 - d) Information in relation to the performance of the handling and investigation of complaints and representations.
 - e) A response to any inspections undertaken in relation to social services functions.

- 4.2 It is important that the views of service users in relation to the way the Local Authority has discharged its social services functions are included in the annual report. People, including children, who have experience of using care and support services, the parents of children who have care and support needs, and carers in the local authority area must be engaged in the process of producing an annual report and the annual report must set out how the Local Authority has engaged with people in its production.

- 4.3 Annual reports are a way for local authorities to demonstrate accountability to citizens and should, therefore, be accessible to people, including service users. The Director of Social Services should, therefore, ensure

that annual reports are not overly long and are written in a clear and concise way.

- 4.4 To ensure effective accountability, the annual report must be presented to the Council by the Director of Social Services, a copy of the published annual report sent to Welsh Ministers and copies made available on the local authority website.

5. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

- 5.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full assessment is not required at this time.

6. WELSH LANGUAGE IMPLICATIONS

- 6.1 The Welsh Government is committed to the delivery of high-quality health, social services and social care services that are centred on users' needs. *More than just words* is its strategic framework to realise this aim.
- 6.2 Directors of Social Services are, therefore, required to provide an update on Welsh language provision and their implementation of *More than just words* as part of the annual report.

7. CONSULTATION/INVOLVEMENT

- 7.1 A draft report was considered by the Health and Well-being Scrutiny Committee on 19th July and the Children and Young People Scrutiny Committee at their meeting on 21st July 2021. In addition the report has been shared with key partners and stakeholders in the region and with our staff.

8. FINANCIAL IMPLICATION(S)

- 8.1 There are no financial implications associated with this report.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 9.1 The Annual Director's report is required under Part 8 of The Social Services and Well-being (Wales) Act 2014.

10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 10.1 The Annual Director's Report publishes the delivery, performance, risks and planned improvements of the Social Services function in the Council. As such it provides the public with a summary of the Directorates performance in meeting the corporate priorities for its Social Services.

11. CONCLUSION

- 11.1 The Director of Social Services Annual Report 2020/21 sets out how the Council's Social Services performed last year, highlighting the direction and priorities we have set for the year ahead.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23RD SEPTEMBER 2021

DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2020-21

**REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES IN
DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDERS CLLR
HOPKINS and CLLR LEYSHON**

Background Papers

The Social Services and Well-being (Wales) Act 2014, Part 8

Officer to contact:

Paul Mee

Tudalen wag

**Rhondda Cynon Taf
County Borough Council**

DRAFT VERSION

**Director of Social Services
Statutory Annual Report
2020-21**

June 2021

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1. Introduction

- 1.1 This report is prepared as a statutory requirement under the Code of Practice issued under Part 8 of the Social Services and Well Being (Wales) Act 2014. It describes how we have exercised our functions, our performance during the year, and developments and action taken to further improve our services and support.
- 1.2 The summary reflects progress against priorities set out in the previous annual report. It differs from previous reports insofar as it also contains a specific chapter setting out our response to the Covid-19 pandemic, which has spanned the entire year. The report also sets new priorities for the coming year as part of our ongoing programme of continuous improvement.
- 1.3 Social care is one of the Council's most important functions and a significant responsibility. We have a skilled and experienced workforce committed to meeting the needs for our residents for care and support and, where necessary, protecting them from harm. Our goal is not only to keep people safe but also to improve their well-being. This includes older people who we help to live safely and independently in their own home for as long as possible. And we help children and young people to get the best possible start in life to be able to fulfil their potential.

Our priorities and values

- 1.4 A significant part of what we do is governed by law. This includes the Social Services and Well Being (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015, both of which have requirements for action to improve people's wellbeing and prevention through partnership and collaboration between organisations. Listening to, and involving, people in decisions which affect them, and the way services are designed and operated is also a priority.
- 1.5 We are committed to meeting the care and support needs of all those who need our help, and the wider community, particularly:
 - People with learning disabilities
 - Older people with complex needs and long-term conditions, including dementia.
 - Carers, including young carers.
 - Families and individual members of families
 - Children with complex needs due to disability and illness.
 - People with mental health issues.
 - People with physical impairment and / or sensory impairments
 - People who have experienced adverse childhood experiences.
- 1.6 We know the following are important to people:
 - Helping to meet people's needs and doing what matters to them.
 - Preventing problems from happening in the first place.
 - Where problems occur, preventing them from getting worse.
 - Providing people with good quality information, advice, and assistance.
 - Helping people to access services and support so they can connect with others in their community.
 - Working closely with other organisations to providing seamless delivery of services.
- 1.7 Our broad approach is to prevent problems from happening in the first place or, if problems have occurred, to stop them from getting worse. We work towards maximising people's independence, providing the minimum support they need to live safely, preferably in their own

home. We do this by working with other organisations and by developing more integrated services.

- 1.8 Ensuring more young people with complex disabilities can live as independently as possible in their own homes is a priority, as is creating opportunities for them to engage in education, training, culture, and the arts, thus helping them to grow in independence. Overall, the Council aims to help our residents to be active and healthy, benefitting from our leisure facilities, theatres, libraries and heritage sites, parks, and open spaces.
- 1.9 We are committed to children having the best start in life, with opportunities to fulfil their potential. Helping children who become looked after by us is a particular priority. Our core values are:
- All children have a right to a family life. Where possible, this should be within the child's birth family.
 - Where it is not possible for a child to live with their birth parents, we will explore alternatives within their wider birth family or family friends.
 - Where children need to be looked after by us as their local authority, our aim is for them to be placed with a safe, stable, and loving alternative family.
 - Where possible, children will be placed with their siblings.
 - When decisions are made about the permanent placement of a child, their ethnic origin, cultural background, religion, and language will be respected.
 - Permanence and stability is important to give a sense of belonging, and to the continuity of relationships as well as the continuity of where the child lives.

What is in this report?

- 1.10 This report provides an overview of our performance in 2020-21. It explains what we have delivered through our day-to-day services, and developments during the year to enable us to do more to meet people's needs now and in the future. Given the exceptional circumstances of the pandemic, which extended over the whole year, this year's report also includes a summary of our response. We are accountable to the residents of Rhondda Cynon Taf and this report helps us to fulfil this by being open about what we are doing and why, and what we have achieved.
- 1.11 **Part 2** provides an overview of what our Adult Services and Children's Services delivered and achieved during the year. The impacts of the pandemic and how we responded is described in **Part 3**, while **Part 4** explains how people are shaping our services and what we do.
- 1.12 **Part 5** explains how we work with people and what we have done to improve their well-being. It also says what we have done to protect and safeguard people from abuse, neglect and harm, and to help people develop and maintain healthy domestic, family and personal relationships.
- 1.13 **Part 6** explains how we operate as a department including our workforce, our financial resources and how we plan, and our partnership working with other organisations. On the last page of this report, **Part 7** provides sources of information for further reading if required.

2. Overview of performance

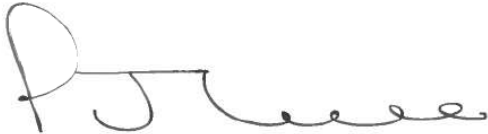
- 2.1 I am pleased to present my first statutory annual report as Group Director for Community and Children's Services. In doing so, I must pay tribute to my predecessor, Giovanni Isingrini, who led the service throughout 2020 and for several years previously.
- 2.2 The last year, which has been dominated by the pandemic, has been unprecedented. The outbreak of Covid-19 in January 2020 led to the first national lockdown on 24 March 2020, immediately before the start of the period covered by this report. The entire year has been one of immense challenge, responding to the considerable impacts it has had, not only on the children, young people, families, and older people who rely on our services, but also on our staff and their families. At the outset, I must pay tribute to them for the incredible way they respond to the crisis and their dedication and commitment to doing as much as possible to continuing to deliver services and support in unprecedented circumstances. My thanks also extend to many other staff from other parts of the Council and the many volunteers from our communities who helped us in social care, and to the Council's elected members for their support.
- 2.3 We were under no illusion about the impact the pandemic would have. Our main priorities were to
- Keep our most vulnerable people, with care and support needs, safe and well in the community.
 - Maintain our essential services.
 - Ensure the flow through hospital so that people who are the most unwell can be cared for.
 - Develop a community service that can respond quickly to help people who may be isolated and in need of support, such as the new hubs.
- 2.4 The pandemic struck as we were in the process of writing the annual report for 2019-20. The seriousness of the outbreak was matched by the magnificent response of our staff and many others. However, the challenges ahead were recognised, and so too was the potential for it to get much worse before it got better, which indeed it did. In the last report, we outlined what steps we were taking in response to the pandemic and explained a more detailed report on how we responded would be included in this year's report. Part 3 of this report is dedicated to our Covid-19 response, highlighting the impacts on people who use our services, on our staff, and the action taken to continue to deliver care throughout the year.
- 2.5 Throughout the pandemic, we continued to engage with people who use our services and the public more generally using a variety of contact methods. This included surveys, virtual meetings, telephone contact and, where necessary, face to face contact, taking steps to minimise the risk to individuals, their families, and our staff.
- 2.6 We have listened to people's views. Thanks to the commitment and efforts of our teams, we were able to maintain some level of services which play a vital role in helping individuals, such as those for people with learning disabilities, families, and their carers so they could get help for respite and in crisis situations.
- 2.7 As a result of views expressed, we also changed our original decision to decommission two residential care homes and will refocus their use to help meeting the increasing demand for care and support for people with complex needs, including dementia, for respite care, and to allow reablement in residential settings.
- 2.8 Through our Wellbeing Pathway for children and young people, we have developed a more integrated approach for delivering services and support. The integrated service provision of

our Community Wellbeing and Resilience service enabled it to be proactive in responding effectively to the challenges of the pandemic.

- 2.9 Improving young people's access to information, advice, and guidance was one of the priorities for the year. Given the pandemic, we stepped up our developments. In the first national lockdown, and with the involvement of staff, we undertook a rapid transformation of the way we delivered services. We assessed the needs and requirements of young people who were confined to their homes and used the information to reallocate resources and to develop contingency plans. We were able to make a virtual youth services offer within 72 hours of lockdown commencing and this was followed up by many more developments including a radical overhaul of our online information and advice and interactive issues-based support via a chat service, zoom sessions, Instagram, and Facebook Live sessions. Our Resilient Families service also used innovative ways to support families across the County. Following risk assessment, staff continued their face to face work where appropriate.
- 2.10 Foster carers play a vitally important role in caring for some of our most vulnerable children. During the pandemic, foster carers stepped up to the challenge and supported young people despite the difficulties that pandemic restrictions inevitably caused. I am immensely grateful for the role they have played.
- 2.11 The pandemic has also had a significant impact on unpaid carers within our communities. Many carers found their roles changed significantly overnight, with the normal support networks unavailable, whilst others took on caring roles for the first time. I am also hugely grateful to support provided by our unpaid carers and we have had to find new ways of supporting carers of all ages and this support will need to continue into the future.
- 2.12 Despite the challenges of the pandemic, we saw slightly fewer children needing to be added to the Child Protection Register during the year, and a small but welcome reduction in the number of children who needed to be taken into care. We will continue to devote attention to safely reducing the number of children looked after as a priority.
- 2.13 Everyone will be fully aware of the profound impact the Covid-19 pandemic has had on care homes. Despite this, all care homes continued to provide care and support to their residents throughout the pandemic. While there has been a real focus on protecting vulnerable adults in care homes, we should not lose sight of the support and services that are given to vulnerable adults in the community – those in living supported accommodation and those receiving day services and respite and domiciliary care at home.
- 2.14 We continue to work in partnership with [Cwm Taf Morgannwg University Health Board](#) and our commissioned providers to support individuals, with care and support needs, to discharge safely from hospital and ensure people were able to return home from hospital as quickly as possible.
- 2.15 Our teams continued to work closely with our partners. We supported our independent providers of residential and domiciliary care and support in several ways. At the request of the Cwm Taf Morgannwg University Health Board, we created additional temporary step-down recovery beds to support an anticipated surge in patients admitted to hospitals because of coronavirus and who then need to be discharged.
- 2.16 Our new Assistive Technology Service, which started just before the first lockdown, uses technology to provide a 24-hour response to support people in their own homes for non-medical emergencies through our Mobile Responder Service. Over the course of the year, the Mobile Responder Service made more than 5,500 visits, providing a variety of support from assisting with non-injured falls and emergency personal care. This prevented more than 3,800 calls being made to emergency services, thus making a significant contribution to reducing the demand on those already-stretched services.

[Click here to enter text.](#)

- 2.17 With the help of our partners, we have also managed to keep on track our programme of work to refocus the use of our residential care homes and to develop more modern housing which can support the needs of residents as they get older. Our second Extra Care development in Aberaman opened in May 2020 and our third, which is in Pontypridd, is on schedule for completion this summer.
- 2.18 Our ability to manage through the pandemic is testament to the dedication, commitment, and efforts of our staff, not only in social services but across the whole of the Council, and to the support we received from elected members. Being faced with an unprecedented situation required rapid responses to considering and implementing different ways of doing this, and faster decision making, both of which happened. We have learnt much from the experience, and we will utilise this to maintain some of the changes we have made, to develop further ways of improving the care and support we provide to the County's residents, and the support we provide to our staff, who underpin everything we do.

A handwritten signature in black ink, appearing to read 'Paul Mee', with a stylized, flowing script.

Paul Mee
Group Director for Community and Children's Services

3. Our response to the Covid pandemic

- 3.1 This section summarises the Council's response to the pandemic between March 2020 and April 2021, the pressures we faced, and the action taken, with the fundamental aim of maintaining care and support to those who need it. In doing so, we are putting on record the huge efforts made by all our staff, the many local volunteers who helped us, and the changes made to ways of working to continue to deliver as much care and support as possible to those who needed it.

The start of the challenge

- 3.2 At the start of the lockdown, the only operational and administrative buildings which remained open were those required to support social care, homelessness, and frontline service provision. Working from home using remote technology was the default position for most staff, with a significant council-wide lesson learnt; when necessary, a huge amount can be achieved in an extremely short time if everyone pulls together.
- 3.3 Within a week, the council enabled more than 3,000 workers to have the technology to work from home. This change which would typically have taken a few years to achieve in normal operating circumstances.
- 3.4 Throughout the pandemic, the response by our staff across adult and children's services prioritised the most vulnerable and their carers to stay safe and well in the community, responding to urgent and immediate care and support requirements, and safeguarding. The Emergency Duty Team (EDT) which provides cover and a professional response for emergencies outside normal working hours remained fully functional throughout the pandemic, receiving an increase in the number and complexity of calls.
- 3.5 Proactively supporting care providers, including residential care homes, to respond to the risks associated with the coronavirus to deliver quality services safely was also vital. Risk assessments were undertaken for any face-to-face contact with families, and staff were provided with personal protective equipment. The priorities were safeguarding children, supporting children looked after and residential homes, and continuing work with other organisations such as courts.

The impact on our staff

- 3.6 Most key service functions continued but with reduced staffing levels, where on average, more than 1,600 Council staff were unavailable for work due to sickness or underlying health conditions, self-isolating; shielding or living with someone who needs to be shielded. However, many staff offered to undertake different roles.
- 3.7 Around 3,000 employees responded to a council-wide survey to say they would undertake work in the care sector and in other essential services. At that point, 365 members of staff were assigned to the Care sector and another 200 assigned to the Community Hubs.
- 3.8 What we noticed was a significant increase in meals for elderly people, with 635 people receiving daily meals in their homes, emergency childcare for those most vulnerable, with on average 420 children attending the provision provided by the Council for critical workers and vulnerable learners daily, 130 of whom are vulnerable.
- 3.9 Despite the impact of the pandemic, staff continued to provide social care services to vulnerable people in difficult circumstances in people's own homes, residential homes, nursing homes, supported living and hostels. However, we quickly recognised the potential impact on staff, many of whom were working in difficult circumstances. The Council arranged a Well-

Being Helpline and counselling service to help staff who were feeling worried, anxious, or isolated. Mindful of the same pressures on others, the services were also made available to staff working for independent care providers. As we emerge from the pandemic, we are mindful about the potential ongoing impact on our staff.

The impact on adults needing support

- 3.10 The Council's Adult Services and its providers had been supporting more than 4,000 vulnerable people in their homes and in care settings every day since the outbreak started. Inevitably, there had been disruption to some services, and this was expected to continue for the foreseeable future.
- 3.11 Assessments of people's needs continued to take a person-centred approach as far as practicable. Workloads across Adult Services remained high, and caseloads become increasingly more complex and as result waiting lists in some service areas have developed/been exacerbated. However, these have continued to be risk assessed and the priority status of those people waiting for a service reviewed. Plans are in place to reduce these waiting lists. External support was commissioned in response to the need for more assessment.
- 3.12 Everyone will be fully aware of the profound impact the Covid-19 pandemic has had on care homes. Despite this, all care homes continued to provide care and support to their residents throughout the pandemic. The separation from family and friends has been a difficult issue for many people living in care homes who in normal circumstances would have contact with relatives and friends. The Council, and care home providers, recognised the importance of visiting to residents and their families, and we continued to review risk assessments and arrangements for visiting through the pandemic in light of Welsh Government Guidance and a Covid-19 outbreak at individual care home. The Council and care home providers supported opportunities, where possible, with virtual visits and calls through various forms of technology to ensure residents, where possible, remain connected with family members.
- 3.13 During the year all Supporting Living providers have been required to deliver new and innovative ways of working to mitigate the negative impact on service delivery, including managing additional "stay back" for those accessing day service pre-pandemic and the use and roll out digital technology. All providers have been highly successful managing Covid-19 throughout the pandemic. The service has facilitated multiple moves, reassessments, and hospital discharges. Individuals have also been supported to maintain positive contact with families and friends in line with guidance, which has resulted in consistently safe schemes with happy and healthy individuals who are now able to see their loved ones face-to-face once more.
- 3.14 Delivering domiciliary care at home during the pandemic has been immensely challenging. Our priority was delivering care and support to those who relied on us. Our dedicated front-line workers had to work within national guidance and we needed to protect people who were receiving support, their carers, and our staff against transmission of the virus. Over the course of the year, some individual care and support packages were affected, which may have impacted on either the frequency or the timing of the visits. Although, we put in place the necessary precautions to minimise disruption to services and to be to deliver care and support services safely.
- 3.15 During the pandemic, Adult Services continued to provide reduced day service provision, including the successful introduction of outreach services for older people, depending on need and risk throughout the pandemic. The situation was similar for respite services. We have now started to reopen day services and respite further as the pandemic eases, although our offer is still reduced compared to pre-covid provision and this will continue until existing guidance

changes or more service provision is made available. To counter this, we have continued to ensure, where required, that there is alternative care and support at home for people affected by the reduced service offer.

- 3.16 Hospital discharges continued to be prioritised. Adult Services staff assisted the NHS with step-down services for people leaving hospital to give hospitals more capacity to deal with Covid 19 patients. The Council's new Extra Care facility in Aberaman opened at the beginning of May and people started moving in. The facility also provided some temporary respite accommodation to enable step up/down from people's own homes where needed.
- 3.17 The period since the beginning of December 2020 was demanding, the Additional Winter Protection Plan funds made available by the Welsh Government were utilised to increase social work assessment and home care capacity, which had a positive impact on discharges. Care homes were supporting the admission of patients from hospital where they could provide appropriate care safely. That said, further outbreaks and subsequent national restrictions placed on admissions was limiting care home placements, particularly those for nursing and dementia. This meant some discharges took much longer to complete.
- 3.18 Between the end of October and 31st March 2021, 655 hospital discharges were supported. The success of this response was considered testament to the strength of the established partnership with the health board and providers.
- 3.19 As part of the coordinated national effort to cope with the pandemic, we reported weekly to the Welsh Government. The reports considered our ability to operate, our ability to place adults with a care plan into residential care, and our ability to provide care to people in their own home. We rated our status on each as green, amber or red.
- 3.20 Our ability to operate was green if we had some staff absent but where we could still manage to provide cover for most services. It was amber when some staff were absent, and we were still able to provide cover but where some services were being moderately affected. The red status would have reflected significant numbers of staff absent with cover available only for critical services.
- 3.21 Fortunately, we did not find ourselves in the red zone at all. During the year the most challenging times were from May to mid-July and then from November to mid-January, where we classified our status as amber, which mirrored the more challenging period of responding to the pandemic.
- 3.22 The pattern was broadly similar for our assessment of our ability to place adults who had a care plan into residential care and to provide care at home.
- 3.23 The amber status for providing care at home reflected high demand for home care as people with more complex care packages were supported to live at home rather than in a care home. This put pressure on supply and capacity in some areas of the county at "peak call" times. Where necessary, support was provided by the in-house Support @Home Service as a short-term measure where there was a lack of capacity in the independent sector. This helped avoid significant delays to care being delivered.
- 3.24 For placements into residential care, the amber status reflected limited capacity across residential and dementia residential care capacity due to some homes not accepting admissions and delays by the NHS to test patients prior to discharge and before admitting them from the community. There was a limited number of available short-term respite beds, in particular for people with dementia. The position reflected the limited capacity across the nursing care sector and in particular dementia nursing.

The impact on carers needing support

- 3.25 The pandemic had a considerable impact on most carers. Some people and their carers decided to decline services because of concerns about infection. As the pandemic continued, the incidence of this decreased, resulting in more people asking for help and less reluctance to reduce the level of care and support at home.
- 3.26 What we were able to do was to ensure a range of support to carers, including one-to-one telephone support to carers throughout the pandemic, virtual support activities such as social events, learning events. and opportunities to improve mental and physical wellbeing. Project staff have also delivered various packs with at-home activities including art and wellness packs.
- 3.27 The “Happy @ Home” grant allowed carers to apply for up to £300 for items to boost their wellbeing at home. This proved extremely popular. Personal protective equipment was also distributed for carers to use.
- 3.28 The Carers Counselling service experienced high demand, and successfully obtained short-term additional funding until the end of March 2021 to help to reduce the waiting list.
- 3.29 A pilot project launched in 2020 to improve the uptake of, and process for, carer assessments, called “Carer Conversations” was audited, highlighting excellent practice, and identifying areas of further work.

The impact on children needing support

- 3.30 Children’s Services, the (School) Attendance & Wellbeing Service and individual schools kept in touch with the most vulnerable children and families. The Council’s education psychologists and specialist teachers provided support, advice and guidance to individuals and families who needed it to help cope with what were stressful and uncertain times.
- 3.31 The aim was to resume the full range of services as soon as practically possible. Plans were made to review safeguarding issues with more direct contact with children, families, and adults, review the emotional wellbeing and mental health of children, young people, adults, and families, complete court work and review care and support plans..
- 3.32 In summary, statistics for the year show the increased demand on services but, at the same time and despite the restrictions and challenges of the pandemic, encouraging progress in meeting the needs of children and young people.
- 3.33 Children’s Services experienced a 10% increase in the number of contacts in the previous year (17,782). Of these, 786 related to a safeguarding issue.
- 3.34 At the start of the reporting period covered by this report, 31 March 2020, there were 717 children in the county who were being looked after. By the end of the reporting period, on 31 March 2021, the number had fallen to 695; a 3% decrease.
- 3.35 The rate in children looked after per 10,000 population has fallen from 143.1 to 138.7. Over the course of the year, there was a 17% decrease in the number of children who became looked after during the year. There was a 25% increase in the number of children looked after who left care, and a 20% increase in the number of care leavers requiring support.
- 3.36 Over the year, 592 children were added to the Child Protection Register, which is a small reduction (1%) from the previous year. The number of children on the register at the start of

the reporting period was 463. While the number increased during the year, by the end of March this year it had fallen to 425; an 8% decrease.

- 3.37 Staff from the Council's Youth Participation and Engagement Services helped in the Council's children's homes, working with children and young people during the working week, evenings, and weekends. This strengthened the working relationships between teams and has informed future service improvements as part of the service's recovery plan. Additional help was also commissioned to increase the capacity of social work in Intensive Intervention Services, which was suffering from vacancies.
- 3.38 Child Protection Conferences and Children Looked After reviews were taking place virtually, attended by partner organisations and family members where possible. Youth Engagement and Participation Service staff remained in secondary schools and the learner pathway was still in place to ensure young people who are struggling to return to school have the support to do so, and to re-engage with school and learning.
- 3.39 Over the course of the year, weekly reports were also submitted to the Welsh Government for Children's services. Similar to adult services, we were asked to assess our ability to operate according to a traffic light system, where we were in green if we had some staff absence, but were managing to provide cover for most services, amber if we had staff absent and some services were moderately affected, but were still able to provide cover. The red status, which didn't occur, was where significant numbers of staff were absent and we were only able to cover critical services.
- 3.40 Apart from a brief period in both June and August when we were in amber, the rest year was assessed as green demonstrating a high degree of resilience in our service delivery even when the pandemic was at its most challenging.

What have we learnt?

- 3.41 We have learnt a lot since March 2020. We know that whilst contingency planning is important, new thinking is needed to ensure that we are agile enough to respond, accepting that it is possible to transform some areas of business almost immediately. We also know that a crisis can bring out the best in people, strengthening joint working / team working, a "can do" approach, and an "all in this together" philosophy.
- 3.42 We have had to make decisions and act quickly. We know that priority setting is vital to deploying resources effectively, particularly when having to match limited capacity to needs, but with the ability to flex to manage uncertainty, and recognising that leadership is about being prepared to allow risks to be taken. We should never underestimate the importance of keeping in touch with service users and carers to help ensure they receive the help they need.
- 3.43 Throughout the pandemic both Adult Services and Children's Services continued to deliver against their statutory duties. The period however has shown us what we can do over and above merely adhering to those duties.
- 3.44 Although the pandemic has had so many negative impacts, the experience has generated considerable learning about ways of working, organisational culture, and ability to change and adapt. Equally if not more important, a spotlight has been shone on the vital role social care plays in helping people to live safely and as independently as possible. Hopefully, this will result in greater recognition and appreciation of the value of staff who deliver care with rewards to strengthen the sector and its workforce.

4. How are people shaping our services?

- 4.1 Reaching out to people who use our services and to the public more widely to get their views on the needs of people and on future services and support is a central to the way we work. The restrictions imposed during the pandemic have made it challenging to do this over the last year.
- 4.2 Within Social Services, and across the Council, huge efforts were made to keep in touch with people through information and awareness raising, social media, surveys, and feedback questionnaires. Inevitably, there were fewer face to face meetings during this year, but they did take place when necessary for people's wellbeing or to ensure their safeguarding. We have also made considerable use of personal telephone contacts and virtual meetings over the internet.

What did we plan to do in 2020-21?

- 4.3 We said we would:
 - Develop and fully implement, across all Service Areas, a systematic and collaborative process for capturing the views of service users and their families about the impact of our support and services and inform service development and change.
 - Continue to promote engagement with children and young people and partner agencies to ensure coproduction and that the voice of the child is heard including developing an action plan to meet the needs of young people identified within the "Your Voice" survey.

Capturing the views of those who use our services and their families

- 4.4 We capture feedback on our services in different ways. They include the use of feedback forms and surveys to measure the quality of our services and to determine what outcomes we achieve for people to meet their care and support needs. Letters received with compliments or complaints are also recorded, with the latter being reviewed to identify what might be done to further improve our services. Our services are also regulated and are therefore subject to inspection by the Regulator, the Care Inspectorate Wales.
- 4.5 During Autumn 2020, as part of the development of our Learning Disability Transformation Programme, we engaged people with a learning disability and their family and carers along with social work and care staff and our commissioned providers to learn from their experiences through the pandemic and to explore their perspectives on current and future service delivery offers, in particular day opportunities. This engagement activity will be built upon and inform development of learning disability service in 2021/22
- 4.6 In September 2020, we undertook a "Parenting through Covid-19" survey. It sought to establish what support families may need as a direct result of the pandemic. The survey was widely circulated via our partner organisations and digital platforms. The findings informed our work to re-commission parenting services from September 2021.
- 4.7 Informal surveys via social media platforms and well as discussions on a one-to-one basis during case work has helped to capture their views of the impact of the pandemic on children and young people, their families and wider community.
- 4.8 Our Youth Engagement and Participation Service provided opportunities for young people to complete several consultation activities during the pandemic. These included informal surveys and formal consultation events. A formal consultation was rolled out in June 2020 to capture the views of young people on the support offered by the service throughout the lockdown. We also promoted the Children's Commissioner for Wales' "Coronavirus and Me" All-Wales surveys in June 2020 and February 2021.

- 4.9 One example of our work to capture feedback from users of services and the public more generally included online and offline consultation with more than 1,000 people (n=1,044). Respondents were asked to state which services they would want to protect from an increase in fees and charges in 2021-22. Most respondents (55%) felt charges for adult social care non-residential care services should be one of the services for which fees and charges should be frozen. Respondents were also provided with a list of Council services and asked to choose which services should be protected and prioritised for any additional resources in 2021-22. The top 3 services that respondents wanted to protect and prioritise were: Children's Social Care Services (95.5%); Schools (92.1%); Public Health (91.9%).

Engaging with children and young people

- 4.10 The regular meetings of our "Your Voice" survey sub-groups as part of action to take forward the findings of the 2018 survey were suspended because of the pandemic. The work was able to resume in summer 2020. To reduce duplication during a period of uncertainty, the sub-groups were subsumed into the established Youth Support Services Strategy sub-groups, and an action plan covering both. The groups meet quarterly, and work is underway across all domains to ensure the pre-identified and emerging needs of young people are being met.
- 4.11 We have explored the development of a mobile phone application to connect social care teams and care experienced young people who are aged 16 and over. A scoping exercise has been commissioned to establish the potential benefits and how it could be used. Social care staff and care experienced young people were involved in interviews and discussions to inform a report for the region. The findings of the report will inform the next steps.
- 4.12 Informal engagement with young people was conducted during street-based sessions across the county borough. Staff engaged with young people they met on the streets, asking them what opportunities, provision, and activities they would like to see in their local area once lockdown restrictions have eased. The discussions have informed the service's recovery plan for the coming year.

How people have influenced our decisions

- 4.13 The extensive public consultation we undertook on the future of our eleven Council-run residential care homes is a good example of us listening to people's views. Our original proposal was to keep seven of the homes open, refocusing them on meeting complex needs (including dementia), residential reablement and respite care. We proposed to decommission four homes.
- 4.14 As a result of feedback received during our engagement and consultation activities, we decided to keep two more homes open: Garth Olwg in Church Village and Ystradfechan in Treorchy. They will also be refocused to help meet increasing demands for care and support for people with complex needs, including dementia, for respite care to help carers, and to allow residential reablement.













What do people think of our services?

- 4.15 We analyse the findings of reviews, evaluations, the results of surveys, the views expressed in consultations and people's comments when they contact us with complaints or to compliment us and use the information to further improve the services we deliver. Both our Adults Services and Children's Services teams undertake self-assessment exercises. These assessments ensure we monitor what we are achieving and where we can improve.
- 4.16 The following table provides the results of this year's survey for Adult Services, comparing data over the last five years. The survey was based on a sample of adults aged 18 and over who

had a care and support plan on the day the sample was drawn. It measures things which people tell us are important to them.

Table 1: Key service quality measures, Adult Services, 2017-18 to 2020-21

(%)

	Statement	2017 - 2018	2018 - 2019	2019 - 2020	2020 - 2021	Change this year/last
1	I live in a home that supports my wellbeing	89	93	92	94	
2	I can do the things that are important to me	50	77	85	86	
3	I feel a part of my community	52	69	77	74	
4	I am happy with support from my family, friends, neighbours	88	97	96	93	
5	I feel safe	79	94	95	92	
6	I know who to contact about my care and support	79	83	87	85	
7	I have received the right information or advice when I needed it	75	91	92	92	
8	I have been actively involved in discussions about how my care and support was provided	78	90	88	92	
9	I was able to communicate in my preferred language	94	95	95	96	
10	I was treated with dignity and respect	91	97	99	98	
11	I am happy with the care and support I have received	84	97	97	96	
12	It was my choice to live in a residential care home	60	56	57	61	

Source: Rhondda Cynon Taf County Borough Council














Note: Percentages based on adults who answered each question with "Yes" or "Sometimes". Figures have been rounded.

4.17 In five of the measures, there were slight improvements from last year. In six of the measures, the survey results show a slight reduction in the levels of confidence. This could well be linked to peoples' experiences of the pandemic, feeling less safe and less connected to their community and families/neighbours.

4.18 The following table provides the results of this year's survey for Children's Services and those from the four previous years. The survey was based on children who had a care and support plan on the day the sample was drawn.

Table 2: Key service quality measures, Children's Services, 2017-18 to 2020-21

%)

	Statement	2017-2018	2018-2019	2019-2020	2020-2021	Change this year/last
1	I live in a home where I am happy	99	98	97	98	
2	I am happy with the people I live with	99	99	97	100	
3	I can do the things I like to do	100	96	96	97	
4	I feel I belong in the area where I live	92	92	92	94	
5	I am happy with my family, friends, and neighbours	97	98	95	98	
6	I feel safe	99	96	97	97	
7	I know who to speak to about my care and support	94	94	95	94	
8	I have had the right information or advice when I needed it	92	89	90	95	
9	My views about my care and support have been listened to	98	93	92	93	
10	I have been able to use my everyday language	99	98	98	99	
11	I was treated with respect	98	98	98	97	
12	I am happy with the care and support I have had	97	96	97	97	
13	I have had advice, help and support that will prepare me for adulthood (16 and 17 year-olds only)	86	90	77	82	

Source: Rhondda Cynon Taf County Borough Council

Note: Percentages based on children who answered each question with "Yes" or "Sometimes". Figures have been rounded.

4.19 Of the thirteen service quality measures, performance was better this year in nine and slightly lower this year in two. In the context of the challenges of a pandemic when children and young people would have had their education, family and social lives affected, these results show some signs of encouragement.

4.20 More than 4 out of 5 parents (84%) said they had been actively involved in all decisions about how their child's/children's care and support was provided, maintaining last year's performance which was also 84%.

4.21 In 2020-21, 37 carers responded to our questionnaire. The key highlights were:

- 20 (54%) said they were able to live in a home that best supported their well-being

- 8 (22%) said that they could do the things that are important to them whereas 14 (38%) said that this was true sometimes

Complaints and compliments

4.22 Where, occasionally, we have not been able to meet people's expectations, we use the feedback to learn what we can do better. Where necessary, we make changes to do this. The following table summarises the number of complaints and compliments received this year and in the four previous years.

Table 3: Number of complaints and compliments received, Adult Services and Children's Services, 2016-17 to 2020-21

		2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Adult Services	No, of complaints received	82	51	56	54	25
	No, of compliments received	102	102	124	93	91
Children's Services	No, of complaints received	106	114	32	59	29
	No, of compliments received	62	41	39	59	93
Total	No. of complaints received	188	165	88	113	54
	No. of compliments received	164	143	163	152	184

Source: Rhondda Cynon Taf County Borough Council

4.23 This year saw the lowest number of complaints in the last 5 years and the highest number of compliments. Given the challenges of maintaining services and delivering new support during the pandemic and the impact it has had on residents, this is encouraging. It is, without doubt, a reflection on the huge efforts by staff from across the Council.

Welsh language

4.24 In 2011, the last Census for which results are available, nearly 28,000 people who live in the county speak Welsh, which is slightly more than 1 in 10 of the population. The results of this year's Census will, in due course, reveal whether this has changed and if so, to what extent. However, irrespective of the actual number, we are committed to giving people the opportunity to receive services and services funded by us in Welsh. In 2021 when the results of the Census are available, we will further consider steps to enhance this.

4.25 As an example of our current commitment, this year, an active offer to provide the service in Welsh was made in 99.9% of the 7,010 new assessments of care and support needs for adults; with the offer accepted in 123 cases. For assessments of adult carers' needs, the offer was made in each of the 374 cases.

[Click here to enter text.](#)

- 4.26 Our approach reflects the Welsh Language Standards and the Welsh Government's "Follow-on Strategic Framework for Welsh Language Services in Health and Social Services." The Council's tender and contract processes list all the applicable Welsh Language Standards required of services we commission, which ensures the Welsh Language is an integral part of commissioning. Monitoring officers ensure compliance as part of our monitoring of independently run care homes.

5. Promoting and improving the wellbeing of people we help

- 5.1 In addition to the care and support we provide from our own services, we work closely with many other organisations to help vulnerable children, young people, adults, and families. Our goal is to meet their care and support needs and to help them to improve their wellbeing.
- 5.2 Our work is framed by action set out in the Cwm Taf Regional Plan 2018-23ⁱⁱ, which identifies what we need to do to meet the needs of our population. Aside from the challenges of helping people through the pandemic, which were highlighted earlier in this report, we now face many challenges in meeting people's ongoing needs. There is increasing demand for our services, and we expect further increases in future. We are continuing to see people who need help with more complex needs.
- 5.3 This section of the report summarises action taken over the course of the year to deliver services and support and on what we planned to do this year to improve how we help meet people's needs. It also reflects some adjustments to service delivery considering restrictions imposed to manage the pandemic.

(a) Working with people to define and co-produce personal well-being outcomes that people wish to achieve

What did we plan to do in 2020-21?

- 5.4 We said we would:
- Review the delivery of integrated services for children, young people and families delivered by the Community Wellbeing and Resilience Service.
 - Improve access to information, advice and assistance provision for children, young people and families within local communities.
 - Implement the new universal needs-based Early Years delivery model in RCT.
 - Develop a model of support for Kinship Carers.

How far did we succeed and what difference did we make?

Reviewing the delivery of integrated services

- 5.5 Our integrated Community Wellbeing and Resilience Service was proactive in responding effectively to the challenges of the pandemic. New delivery methods of, and pathways for, delivering support were developed. The creation of the Wellbeing Pathway for Children and Young People alongside schools and the Attendance and Wellbeing Service is a good example. It has resulted in a single pathway to support children and young people, and families with the return to school.
- 5.6 Similar ways of using an integrated approach were developed during the lockdown to help identify vulnerable children and families who were not maintaining contact with their school(s). Our use of Capita One system across the service facilitated good communication across teams when families are receiving a package of interventions from different sources. Other developments include virtual play sessions by the Children and Young People's Service in response to needs identified by the Resilient Families Service.

- 5.7 The Welsh Government's White Paper which seeks to strengthen regional partnership working emphasises the importance of more work to deliver more integrated services. This agenda will continue develop as strategic partners explore how the needs of adults, children and carers can be met by pulling together. Ensuring our staff can share the experience of joint working will be important along with those areas of improvement we are committed to, such as the development of community services that support people to live longer in their own homes.

Improving access to support

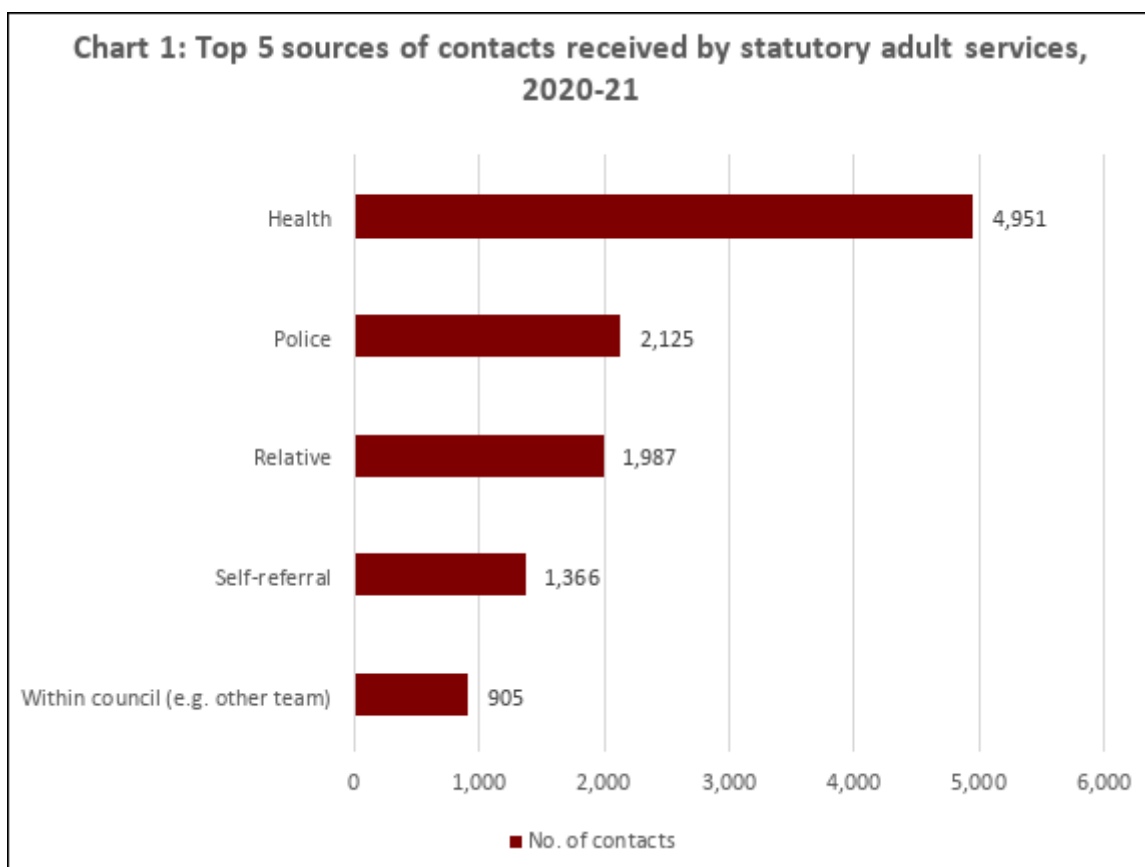
- 5.8 Improving young people's access to information, advice, and guidance was set as one of the priorities for the year. The pandemic meant we needed to accelerate our work and introduce developments faster than initially planned. During the first national lockdown, we undertook a rapid transformation of the way we delivered services. To do this required the active engagement of staff across the service to effect cultural change. The work was supported by managers who were confident to let staff take calculated risks in effecting the changes. We focused on those who use our services, assessing the needs and requirements of young people who were confined to their homes. This information was then used to reallocate resources and to develop contingency plans.
- 5.9 Our previous work on service innovation, and the confidence of our staff in understanding the needs of young people, resulted in a virtual youth work offer being available to young people within 72 hours of the lockdown commencing. The realigned, online, offer was a significant increase in the volume of information, advice, and guidance, as well as universal activities available to young people via the website (www.wicid.tv) and social media platforms (Facebook, Twitter, Instagram, and YouTube). The offer was delivered by our Youth Engagement and Participation Service with significant contributions from our partners, including sexual health teams, substance misuse organisations, and commissioned providers.
- 5.10 The service became available 24 hours a day every day on our website. It became a "one stop shop" for all the information a young person may need, with signposting to other sites where necessary. In addition, interactive issue-based support was offered through chat service, zoom sessions, Instagram, and Facebook Live sessions. With the help of professional teams and partners, information online underwent a radical overhaul. This resulted in up-to-date support spanning all the issues young people may have been experiencing in lockdown. Our monitoring data shows significant levels of online engagement with users in addition to the 1:1 support for over 1,000 young people delivered remotely.
- 5.11 Our Resilient Families Service Parenting Team used innovative ways to support families across the county. Parenting, and the Talk and Play Team, posted weekly videos on the Family Information Service Facebook pages. These pages were viewed far and wide. Between April and September, a wide range of video materials were filmed and posted to our Family Information Service Facebook page. They included 38 parenting support videos and 2 pre-recorded parenting programmes. Other videos included 27 to help parents with a child's early language, 35 story time videos and 15 song time videos. Between them, they had a combined total of nearly 83,000 views.
- 5.12 The level of engagement highlighted the need for the Resilient Families Service to develop its own website to ensure the online presence remains as interactive and accessible as possible. The Parenting Team has also adapted pilot programmes to deliver these online with small groups of parents. These proved successful and have been rolled out to cover broader parenting programmes. The team also linked with community groups such as Valley Kids and CBS to provide regular weekly online support sessions.

New Early Years delivery model

- 5.13 The new needs-based delivery model for Early Years services, for those aged 0-7 years, is a joint pilot project by the Welsh Government and the Cwm Taf Morgannwg Public Services Board. It is exploring how services might be reconfigured within existing budgets to achieve more integration and effective transition between services. It is also aiming for better coordination, planning, and commissioning of services.
- 5.14 Unfortunately, the pandemic delayed the start of the Resilience and Wellbeing Health programme, which is the final part of the model to be implemented, until the beginning of October. An external evaluation of the formative stages of the project has been commissioned and a report is expected in May 2021.

Information, Advice and Assistance Services for adults

- 5.15 Adult Services' First Response Service has been fully operational throughout the pandemic, along with Adult Services' Single Point of Access (SPA) - our Information, Advice and Assistance Service. Maintaining and enhancing this core function prevented any disruption to this service for Rhondda Cynon Taf residents and provided a single point of contact for professionals.
- 5.16 During the year, we received 12,176 contacts for adult services. The top five sources of referral can be seen in the following chart.



Source: Rhondda Cynon Taf County Borough Council

- 5.17 We provided 9,369 adults with information, advice, and assistance.
- 5.18 We completed 7,010 new assessments of care and support needs for adults.

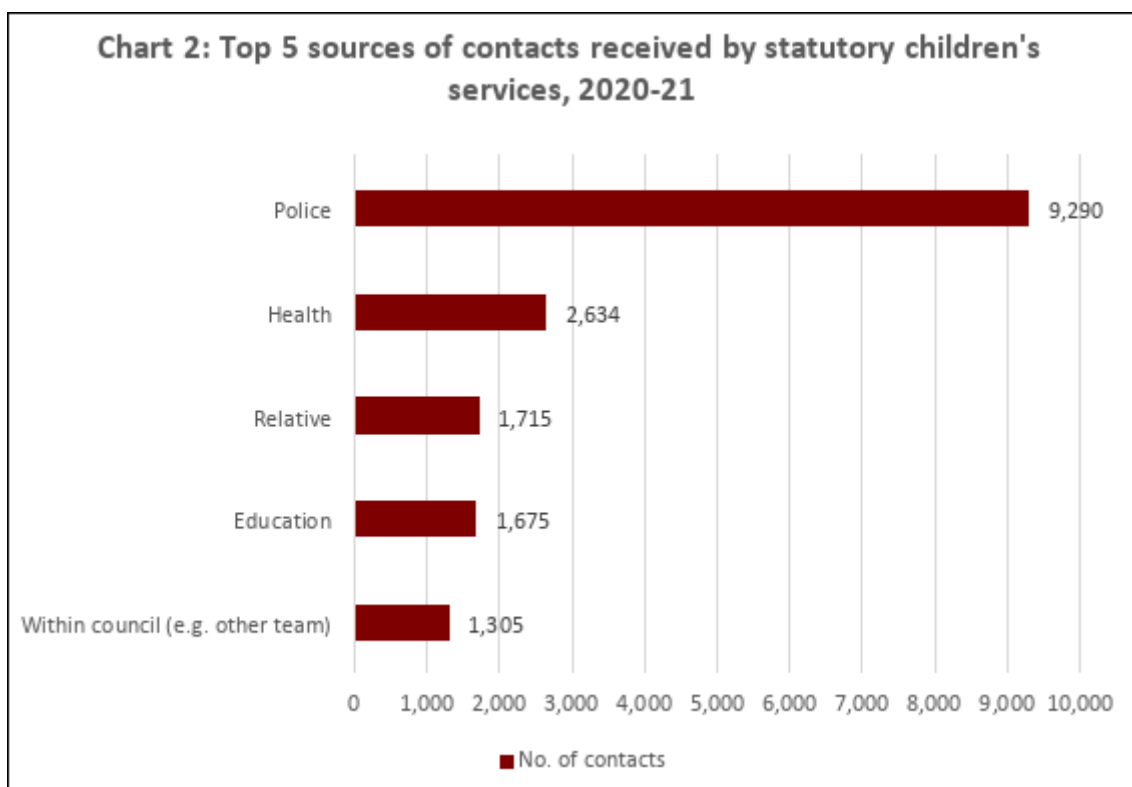
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5.19 During the year, 2,983 care and support plans were reviewed. This is lower than the 3,787 reviewed the previous year. Of all reviews in 2020-21, 35% were completed within an agreed timescale, which is a slight increase on the figure of 32% in 2019-20.

5.20 We started 1,473 services for adults during the year, the majority of which (1,033) were for domiciliary care. Of the remainder, 433 were for residential care and 7 for day care services.

Information, Advice and Assistance Services for children and young people

5.21 During the year, we received 19,489 contacts with children's social services, a 10% increase on the number of contacts in the previous year (17,782). In 98% of cases, a decision on the need for advice or assistance was made by the end of the next working day. The top five sources of referral can be seen in the following chart.



Source: Rhondda Cynon Taf County Borough Council

5.22 We provided information, advice, or assistance to 8,110 children and families. This compares to 5,261 the previous year and 5,670 in 2018-19. This is an increase of 54% over the total provided in the previous year.

5.23 Over the course of the year, 4,987 new assessments were undertaken. In 18% of cases, the needs could only be met by way of a care and support plan. In most cases (64%), the individual's needs could be met by other means while in the remaining 18% of cases, it was determined there were not eligible needs to meet.

5.24 The number of children with a care and support plan on 31 March 2021 was 1,609.

5.25 A review of 5,213 children's care and support plans and provision of financial support were due during the year. Of these, 1,837 were for children looked after and 1,136 were child protection cases. We completed 83% of all reviews due within the statutory timescales.

Supporting carers

5.26 Carers of all ages play a vital role. Their own wellbeing is also important and sometimes they too need to be supported in what they do. We are committed to doing as much as we can to help. Our priorities include:

- Identifying carers of all ages and recognising the vital contribution they make to looking after people who need support.
- Providing up to date, relevant, and timely information, advice and assistance to all carers.
- Providing support to meet the needs of all carers.
- Giving carers a voice, with more choice and control over their lives.

5.27 Back in June 2019, Care Inspectorate Wales identified the following priorities for improvement:

- To consistently recognise carers' roles and to ensure the voice of the carer is heard; with improved support for carers tailored to enable them to achieve their own wellbeing outcomes.
- Ensure teams working with people with longer term needs satisfactorily manage the volume of work and ensure people's needs are appropriately reviewed.

5.28 In response, we appointed a strategic lead for carers. This means responsibility for all carers and related issues, including young carers, young adult carers and adult carers, now sits under one person, which has enabled us to bring about a more co-ordinated approach to supporting carers. Our staff now work flexibly across all the services we provide for carers.

5.29 In Adult Services, our new "Carers Conversation", which we developed to improve our engagement with carers and what we offer, became more important during the pandemic because carers became even more isolated. An improved dialogue has proved effective at supporting them, leading to better conversations, an uptake in assessments, increased support, and improved outcomes. We have kept in touch with more than 1,500 carers via a newsletter which has provided them with Covid-19 related advice and information, including an offer of PPE in the earlier stages of the pandemic. We also launched a small grant programme to support carers. This has proved successful, and we are planning to continue it in future years.

5.30 During the year, we received 193 referrals for information, advice, and assistance for adult carers, either self-referrals or from professionals making the referral on behalf of them.

5.31 There were 374 needs assessment for carers over the course of the year, which is an increase of 14% on the figure of 328 undertaken the previous year. Of the assessments made, 56 were met with a care and support plan. The needs of 229 carers could be met by other means and in 89 cases, the assessments determined there were no needs to meet.

5.32 During the year, 67 care and support plans for adult carers were due for review, of which 31% were reviewed within the statutory timescales to which we work.

Supporting Kinship Carers

5.33 Our planned model of support is not yet been implemented but the service is continuing to work towards this. A consultation exercise has been undertaken with kinship carers in the county to inform the approach and the model will be developed based on the priorities that are identified by the carers.

Supporting young carers

- 5.34 Helping young carers is also a key priority. We have a dedicated Young Carer Assessor in the Information, Advice and Assistance function of Children's Services. This helps ensure we meet our statutory obligations for the assessment and monitoring of young carers. We have also achieved greater integration between our carers team and the services of Action for Children, which we commissioned specifically to support young carers. We also have a dedicated support worker for young adult carers aged 18-25.
- 5.35 Since the first lockdown, the Action for Children service was based primarily on virtual support. However, individual face-to-face support continued to be provided for the most vulnerable young carers. In between lockdowns, group sessions were able to restart, providing a break away from home for some young people. Every month since March 2020, Action for Children posted to young carers different packages, including games, equipment, treats and gifts to help them through what were difficult times.
- 5.36 During the year, we received 76 referrals for young carers or from professionals making the contact on their behalf. We provided information, advice, and assistance in 70 cases.
- 5.37 We undertake assessments of young carer's needs and, where necessary, prepare care and support plans. After plans have been put in place, we are also required to undertake reviews of existing plans within a set timescale. The pandemic had a significant impact. Assessments had to be completed over the telephone. This is not ideal as it hampered our efforts to form a working relationship with the family, but it did enable immediate needs to be identified and support to be provided or referrals made. During the year, we undertook 66 assessments of the need for support for young carers. This is less than the 87 undertaken the previous year. Of these, 59% resulted in the preparation of a care and support plan. This compares with 71% in 2019-20.
- 5.38 During the year, 117 care and support plans and support plans for young carers were due to be reviewed during the year, of which 97% were reviewed within statutory timescales. Due to pandemic restrictions, reviews were completed by telephone and enabled our staff to carry out welfare checks and to identify any support needed.

Resilient Families Service

- 5.39 Our Resilient Families Programme responds to people's needs by delivering support as early as possible after the need has been identified. Our Assessment Brokerage and Review Team undertakes assessments of families referred, creating an individual plan for each family. It also reviews the plan to ensure the work has been done. Working in partnership with other organisations, it aims to resolve problems without the need for statutory services.
- 5.40 Our Families Plus Team works with families where the children are at the edge of needing formal, statutory, care. Intensive support is provided to reduce the level of risk within the family. We have another specialist team which works with any family where the learning, physical or neuro-developmental needs of a child is impacting on family life. Our Parenting Support Team focuses on the development of early language and communication skills through play as well as helping families to develop their parenting skills to manage their children's needs in a productive and positive way.
- 5.41 When the pandemic hit, we reconfigured the service. Face to face contacts were restricted to families at highest risk. This was done using a risk assessment system based on needs; for example, families who needed continual support, those who needed some support and periodic contact to check how they were, which could be done virtually, and families for whom support could be suspended temporarily. The latter were earmarked for contact when

lockdown was lifted. Some families said they did not want virtual support and opted to wait for restrictions to be lifted. As the lockdown extended, families' needs escalated. We reviewed our risk assessments of families fortnightly. Where face to face contact was necessary, steps were taken to protect the health of families, children, and our staff.

- 5.42 Before the pandemic, two Community Hubs were operating in the county with several others in development. The Resilient Families Service had established a presence in the Community Hubs, trialing drop-in sessions and information for families to provide information advice and assistance. These were also trialed in local schools to highlight the service and what it can provide. This activity had to stop during the first lock down when face to face contact ceased and the operation of Community Hubs was suspended.
- 5.43 In response to the pandemic, seven Community Resilience Hubs were set up by the Council in March 2020 to co-ordinate support for the most vulnerable individuals and families including those required to shield during the pandemic. The Resilient Families Service and the Youth Engagement and Participation Service were key partners in setting up this new support. The Resilient Families Service modified its operations to link with the Hubs to help deliver food parcels, activity packs, and to help families with other needs, such as collecting prescriptions. The service also linked with community groups to provide families with iPads for home-schooling and Christmas presents. During 2020-21, our community resilience service worked through 3,962 cases and closed 3,865 (97.5%).
- 5.44 Plans to expand the number of venues used for community support were affected by the pandemic and led us to focus on maintaining contact with existing venues. For much of the year, community-based support was not possible. However, most families identified as having high needs received interventions online. Where possible, opportunities were provided for families in communities where they live after involvement with the service. The community support element of the service held 131 community-based sessions and 518 one to one support sessions. The total number of contacts with the team was 1,476, with 129 families accessing the Resilient Families' Service. Four young carers were also supported.

Case Study – Resilient Families Service

The service received a family referral from our Children's Services. The mother, who was isolated from family, was struggling to cope with her son, for whom she was the sole carer. Her mental health was affecting her emotional wellbeing and had led to self-harm. She was struggling with routines and setting boundaries for her son. An intervention worker was allocated to help the mother to build her parenting skills. Moving closer to her family was also a priority for her.

Help was given to develop the mother's confidence and self-esteem and to reduce her social isolation. She was referred to New Pathways, which supports people with mental health issues. She was also put in touch with the local Councillor for the area where she has support networks to support a potential move. The support worker secured 15 hours of pre-school education placement to give the mother a break, and worked with her to reduce anxieties and the trigger points (e.g. leaving the house, crowds) and how she could overcome them. Action was also taken, amongst other things, to provide health visitor support and to promote her son's development.

Over the weeks, the mother left her home more often, still feeling anxious on times but not as much as before. She is continuing to do the daily living tasks such as shopping and daily recreational activities with her son by going to the local park and for walks. She is very happy with the support received. She said that when she received a call from the intervention worker, she would smile, knowing that she was receiving appropriate help and was being listened to. She felt she had built enough resilience to end her involvement with the service but if needed, will re-engage.

Engaging with Children Looked After

- 5.45 The National Advocacy Framework ensures all children and young people have access to, and an “active offer” of, advocacy. This ensures they know when and why decisions are made about their care and how to get help in making sure professionals know their wishes and feelings and take account of them in decision making.
- 5.46 We are required to conduct a review meeting within 28 days of a child becoming looked after or after having an unplanned change of placement, and further reviews after 3 and 6 months. There are also requirements for children who receive a series of short breaks. Family plans, which are prepared by our Integrated Family Support Service are held three times per year.
- 5.47 The pandemic changed the way the advocacy service worked. Most advocacy “visits” were conducted virtually by telephone or video calls. This caused relatively little disruption to the older young people as this happened before Covid and many prefer this form of communication. It was more difficult for children under 8 years of age.
- 5.48 The advocacy provider Tros Gynnal reported that 61 “active offer” referrals were received during the year; 52 meetings took place, and 42 young people were helped with issues-based advocacy by an independent professional advocate. Most of the active offers (47) were to children on the child protection register. Every young person referred for an active offer was contacted within 48 hours. Just under 9 out of 10 (87%) were seen within 5 working days.
- 5.49 In all, 132 children and young people were referred for issues-based advocacy in 2020-21, 80 of whom were first time users of the service. 60 were children looked after and 56 were on the child protection register. Self-referral was most frequently the means of accessing the service (76) followed by social services (38) and Independent Reviewing Officers (12), who are appointed for every child in care.

Direct Payments

- 5.50 Direct payments give people an opportunity to have more choice, control and independence in managing their own care and support needs. Our role is to promote Direct Payments to help people to take up the option of managing their own arrangements. It doesn't work for everyone, but we have seen a steady growth in the number of people using this option over the last few years.
- 5.51 The following table shows the progress we have made in supporting the uptake of Direct Payments over the past five years:

Table 4: Take-up of Direct Payments, RCT, 2016-17 to 2020-21

(number)

Children's Services		Adult Services	
2016-17	127	2016-17	339
2017-18	134	2017-18	358
2018-19	154	2018-19	373
2019-20	172	2019-20	402
2020-21	167	2020-21	400

Source: Rhondda Cynon Taf County Borough Council

- 5.52 The table shows the take up of direct payments for both adults and children in 2020-21 was almost the same as that in the previous year. The percentage of children with a care and support plan on 31 March 2021 where needs are met via Direct Payment (167) is 10.4% of all children with a care and support plan. The percentage of adults with a care and support plan on 31 March 2021 where needs are met via Direct Payment (400) is 10.2%.
- 5.53 Adult Services' First Response Service has been fully operational throughout the pandemic, along with Adult Services' Single Point of Access (SPA) - our Information, Advice and Assistance Service. Maintaining and enhancing this core function prevented any disruption to this service for Rhondda Cynon Taf residents and provided a single point of contact for professionals.

What are our priorities for 2021-22?

- Continuously evaluate and develop our early help service
- Strengthen family support services that safely prevent entries to care
- Continue to embed the new carers conversation approach to ensure the support offered to unpaid carers to maintain their caring role and quality of life is personalised to individual need
- Continue to empower more people to commission their own care and support through greater promotion of direct payments
- Further enhance commissioning and delivery models to improve access to, and support engagement in, early intervention and prevention services for children and young people and families to reduce the demand for statutory services.

(b) Working with people and partners to protect and promote people's physical and mental health and emotional well-being

What did we plan to do in 2020-21?

5.54 In 2020-21, we said we would:

- Continue to support children into adulthood, focusing on reducing the figures for year 11, 12, and 13 school leavers not in education, employment, or training by reviewing the joint working arrangements between the Youth Engagement and Participation Service, schools, education data team, Careers Wales, and training providers.

- Implement a new model of Community Mental Health Services

How far did we succeed and what difference did we make?

Supporting independent living

- 5.55 Funding from the Welsh Government enabled us to enhance our telephone-based “Lifeline” service by including a Mobile Responder service. It started in January 2020 just before the pandemic, using assistive technology to provide a 24-hour mobile response service to support people in their own homes by responding to non-medical emergencies. The service has a dedicated team of domiciliary care workers who have received specialist training to support non-injured fallers.
- 5.56 The new model is a whole system approach focused on promoting independence. The Mobile Responders assist in situations such as falls where no injury is reported, but where there is difficulty getting back up, or personal care emergencies, and for welfare checks. It means unnecessary calls to the Welsh Ambulance Service can be avoided as can unnecessary admission to hospital.
- 5.57 The service has provided a critical response to individuals who would otherwise have needed a paramedic or an informal carer to provide support. It has been invaluable in helping to keep people safe at home, particularly during the pandemic. It has also provided families with reassurance their loved ones will receive the right response in the event they trigger their Lifeline.
- 5.58 In 2020-21, the service undertook 5,528 visits after being called out. The team provided a variety of support ranging from assisting with non-injured falls and emergency personal care. They attended 97% of all calls withing 1 hour of receiving the request. Their work meant 3,842 calls to emergency services were avoided, thus making a significant contribution to reducing the demand on those already-stretched services.

Case Study – Assistive Technology

Responders attended a property after the “Lifeline” alarm was triggered. There was no verbal response from Mrs A, who is over 80 and who lives alone. Upon arrival, responders found Mrs A, who is also blind, had fallen and was on the bedroom floor.

Responder staff carried out a risk assessment and established Mrs A had not sustained any injuries. They proceeded to help her from the floor using specialist equipment and ensured she was safe and well. Following their observations and discussions with Mrs A’s sister, the responders felt that, because Mrs A was so unsteady on her feet and risked further falls, more regular, ongoing, help was required to help her with performing daily tasks. A referral was made directly to the StayWell @Home2 out of hours access point as the call was completed on a Saturday. They arranged for the Council’s Support @home Rehabilitation service to help Mrs A with the essential tasks during her morning routine, such as washing, dressing and preparing breakfast.

Following this intervention, an ongoing service review was commissioned for Mrs A as it became apparent that she had not been managing for a long period of time. If this had not been addressed by the Mobile Responders with an onward referral, Mrs A may have hit a crisis point, which could have potentially resulted in an admission and a more costly social care intervention.

- 5.59 The service was disrupted by the pandemic, as the initial lockdown restrictions started to ease in July 2020, we were able to resume full implementation of our new “Lifeline+” assistive

technology service. While the first response element of the service continued to operate flexibly throughout the period and provided a level of resilience and reassurance to residents, our plans to introduce the proactive calling element had to be delayed. In early 2021, we started to undertake wellbeing calls to individuals who have previously received an enabling service and who had left the care of Adult Services. The telephone calls check a person's wellbeing and aims to detect any change in the individual's circumstances before a crisis develops. The project is initially working with small numbers and is being developed as a "proof of concept", linked to our use of Assistive Technology as part of regional transformation developments.

Preventing unnecessary admissions to hospital

5.60 Our "Stay well@ Home 2" service, which commenced in early 2020, is designed to meet people's needs at home. It helps to prevent admission to hospital wherever possible thus reducing the demands on the NHS.

5.61 The service continued during the pandemic although there was a marked change in the demand for support, so the service was reduced operationally to reflect this. Full operation, 7 days a week including out of hours, restarted at the beginning of July. We worked with our partners to develop and implement winter plans. The continuing pandemic meant the service was an important means of to reducing unnecessary attendance to hospital by helping people to remain safely at home. This helped reduce demand on the already stretched Royal Glamorgan Hospital and on the Welsh Ambulance Service.

5.62 After assessment the services which might be offered include:

- Domiciliary care.
- Occupational therapy assessments, which can result in provision of equipment, information and advice, and a programme of rehabilitation.
- RCT Vision Products which can deliver equipment, move furniture, or fit a "keysafe" to enable services to access an individual's home.
- Temporary accommodation by way of "Step-up beds" when 24-hour care is required to avoid an admission hospital.
- Home nursing, which can support an individual's health needs in their home.
- The health board's "Your Medication" team which assess pharmaceutical needs.
- Community services such as Age Connect and Care and Repair to support services to be able to keep someone safe at home.

5.63 The model has, via a Single Point of Access, extended the access to services by GPs, District Nurses, and the Welsh Ambulance Service from 5 days a week to 7 days a week, with extended opening hours to 8.00 p.m. The ability to access assessment and rapid response preventative and rehabilitative services helps avoid any unnecessary conveyancing or admissions to hospitals.

Case study – Stay well@Home2 service

The Single Point of Access received a telephone call from a GP asking for a package of support for a 78-year-old who had a urinary tract infection. The person was very unwell and unable to get up and move themselves. The GP was considering admitting the person to hospital. A privately arranged care provider was already involved for the purpose of giving medication. The GP prescribed antibiotics, which it was agreed the care provider would ensure the person would take as required. Within two and half hours of the beginning of the initial phone call with the GP:

- *The necessary assessments were conducted with the GP and with family involvement.*

- *An occupational therapist visited the house. Equipment was provided to supplement the care package and to help to support the person to move about. A mobile commode was also provided.*
- *A package of care and support was arranged for four times a day as requested, which began the same evening.*
- *Vision Products visited the house the same evening to bring the person's bed downstairs.*

The immediate outcome was the person avoided the need to be admitted hospital. At the two-week review, they were able to move around with only the use of a stick and the care package was reduced.

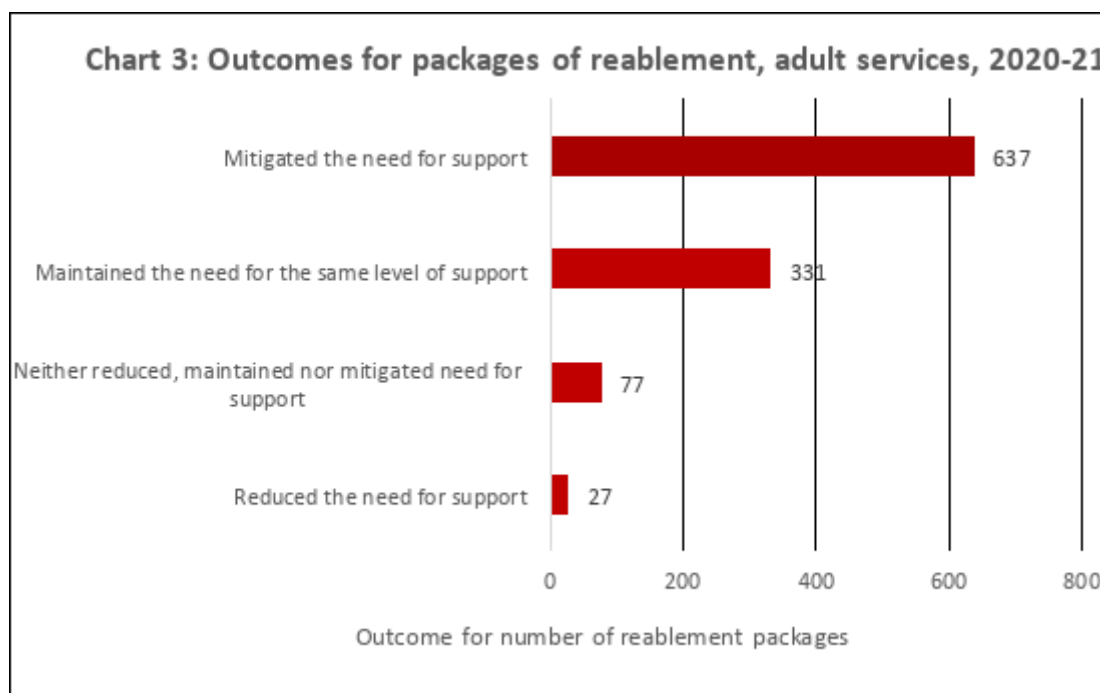
- 5.64 The target for assessing the situation and agreeing a response with the referring professional is within 4 hours from being notified by the Single Point of Access. This year, 94% of referrals achieved the target. Referrals to third sector community services such as Age Connect and Care and Repair are also made 'in hours' to help statutory agencies to be able to keep someone at home. Feedback from professionals and people who have been supported by a service has been positive. 98% of professionals rated the service as "Good" or "Excellent". 90% of people who were supported and 92% of carers also rated the service received as "Good" or "Excellent".
- 5.65 There has been additional pressure on adult services from looking after more poorly residents with complex needs at home to avoid a hospital admission. Pressures have also been experienced because of people being discharged earlier from hospital who would, pre-pandemic, have remained in hospital for a longer treatment time or recovery period. This did result in some waiting lists increasing during the year, although towards the end of the period covered by this report, they did start to reduce. Assessments and delivering services also require more time due to the requirements of PPE and risk assessments. We have seen "urgent" orders for aids and equipment more than double over the past year, and requests for equipment which reflect more complex needs on the part of those who need care and support. We have prioritised those who are most in need.

Delayed transfers of care

- 5.66 We have continued to work closely with the Cwm Taf Morgannwg University Health Board to reduce delays in people being discharged from hospital. It remains one of our priorities.
- 5.67 At the start of the period covered by this report, the Cwm Taf Morgannwg University Health Board asked the Council to create additional temporary step-down recovery beds to support an anticipated surge in patients admitted to hospitals and who then need to be discharged from hospital. In response, we used our Danymynydd home in Porth and our Bronllwyn home in Gelli to create dedicated additional bed capacity. Both these homes had the smallest numbers of residents, which therefore minimised the impact on individuals. After discussion with their families and carers, all residents were moved safely to other homes.
- 5.68 As it turned out, the anticipated surge in demand for additional bed capacity did not materialise and only a small number of admissions were made to Danymynydd and Bronllwyn at the height of the pandemic. Considering this, and after consultation with residents and their families, and in their best interests, the temporary residents living there were transferred to other residential care homes. This enabled us to utilise our limited resources more effectively, providing additional support to our other residential care homes.
- 5.69 The demands for hospital discharge continues to be challenging but since January this year, had stabilised. A number of outbreaks of Covid-19 in care homes had limited placement opportunities, which meant some discharges have taken longer to complete.

Reablement

- 5.70 Reablement helps people to remain living in their home safely and independently by providing intermediate care and rehabilitation services, specialist equipment and aids and, if necessary, adaptations to the home. It is available to anyone aged 18 and over and is free of charge up to six weeks. If support is needed longer, charges are made in accordance with our policy on charging for non-residential social servicesⁱⁱ.



Source: Rhondda Cynon Taf County Borough Council

- 5.71 Our Reablement Service completed packages of support for 1,072 people over the course of the year, which is almost the same as the 1,058 assisted the previous year. The outcomes of the packages of packages of reablement support completed during the year are highlighted in the above chart.
- 5.72 During the year, we reviewed and redesign our Support @Home Service to develop a new intake model to support people to return to independence as soon as is appropriate and be less dependent on commissioned services. This new service will be introduced on a phased basis in 2021/22.

Community Mental Health Services

- 5.73 During year we continued to work in partnership with Health to jointly provide Community Mental Health Services, although our work to implement a new model has been delayed due to the pandemic. The Council's Independent Living Service was re-prioritised to offer support to the Community Mental Health Teams and provide additional support and monitoring for people during Covid-19. During the pandemic we continued to support the development of the Dewi Sant Hospital site to offer joined up Community Mental Health Services and the Taf Community Mental Health Team will move there to in June 2021.

- 5.74 We also reviewed and launched a new dedicated hospital Advanced Mental Health Practitioner (AMHP) provision across our CMHT Service and combined rotas to offer more sustainability for community based support across Rhondda and Taf.

What are our priorities for 2021-22?

- Develop our therapeutic services for children who are looked after
- The community well-being and resilience service will continue to proactively support the emotional wellbeing and mental health of children, young people, families and staff as a result of the pandemic
- Continue to invest in reablement and intermediate care services to enable recovery and independence or prevent escalation of need increasing
- Continue to work with Health to complete review and redesign Community mental health services to provide responsive access and effective mental health support.
- Build on the learning over the Covid-19 pandemic to maximise the continued use of new technology and ensure services are accessible and available to people and their families

(c) Taking steps to protect and safeguard people from abuse, neglect or harm

What did we plan to do in 2020-21?

5.75 In 2020-21, we said we would:

- Implement the Cwm Taf Morgannwg Safeguarding Work Plan.
- Continue to work towards reducing the number of children looked after, reducing numbers as per Welsh Governments reduction initiative.
- Promote engagement with children looked after and partners agencies to ensure co-production and that the voice of children and young people is heard.
- The implementation of Liberty Protection Safeguards.

How far did we succeed and what difference did we make?

5.76 Safeguarding people and reducing the chances of them encountering harm takes a variety of forms. Most of our statutory work in social care is about ensuring that we safeguard the most at risk, children and older people in particular. In addition to those areas which we have detailed in this section of the report we have also been engaged in delivering improvements where people face other forms of harm.

5.77 Prior to the pandemic Rhondda Cynon Taf along with other communities faced a period of heavy rainfall and flooding, leading to some families seeing their homes unfit for habitation and many experienced a risk to their wellbeing.

5.78 The Council's Community Development Team, as part of its work under the Integrated Care Fund, is developing Community Rest Places. This is an emergency response for each electoral

ward identifying community leaders and accessible community venues for potential emergency rest places in event of floods or other emergencies for refreshments, access to advice and possible overnight stays should home not be habitable. Once finalised this will be used to produce ward level emergency response plans for 2021-22.

Safeguarding

5.79 Where information gathered from a referral of a child or young person or from an assessment results in a social worker suspecting the child is suffering or likely to suffer significant harm, a strategy discussion meeting is held. The discussion leads to a decision whether to initiate enquiries under Section 47 of the Children Act 1989. These are commonly known as “Section 47 enquiries” and local authority social workers have a duty to lead them, supported by the police, health professionals, teachers and other relevant professionals as part of a multi-agency approach. The enquiries decide whether action is necessary to safeguard the child and to promote their welfare, and what type of action.

5.80 In 2020-21, a total of 2,134 initial strategy meetings for children were concluded. The number of strategy meetings held during the year which progressed to Section 47 enquiries was 1,517, and 616 of the enquiries completed during the year progressed to an initial Child Protection Conference.

5.81 During the year, Children’s Services undertook the following audits:

- Case audit in our Community Wellbeing and Resilience Service on rates of contact with young people and families, quality of case recordings and compliance with processes, and the step-up and down processes.
- Intensive Intervention Service which considered samples of cases in which children are subject to Section 76 of the Social Services and Wellbeing (Wales) Act 2014, and a sample of contacts received via the Multi-Agency Safeguarding Hub and our Information, Advice and Assistance Service to understand the increase in proportion of referrals where there was no further action.
- Review of Revocation of Placement Orders
- Case audit in our Edge of Care services on rates of contact with children, young people and families, evidence of recognition of risk, planning, safeguarding action, and evidence that additional support/resources that families/ children might require are being identified and sourced.
- Case audit in our Reviewing Service on observation of staff practice in Initial and Review Conferences and Children Looked After Reviews
- Quality of Care reports have been provided by our Fostering Service in relation to Fostering and Children’s Homes and there has been an audit of placement ends and placement stability between April 2020 and mid-February 2021.
- Case audit in our Youth Offending Service on service user engagement and self-evaluation processes and a Transition Policy which includes a trauma informed approach.
- Case audit in our Emergency Duty Team Service on child protection medicals, strategy meetings and related issues during out of normal working hours.

In addition to the above, several individual audits of children's cases were undertaken and the organisation that reviewed our children looked after strategy included a deep dive into 70 cases. Supervision audits were also undertaken to ensure staff support. The team has also contributed to Safeguarding Board Child Practice Reviews and multi-agency audits, such as the management of safeguarding cases involving domestic abuse, and multi-agency review of data identifying an increase in re-registration rate.

Child protection

- 5.82 During the year, 592 children were added to the Child Protection Register, which is marginally less (-1%) than the 598 added during 2019-20. In the same period, 629 children were removed from the register.
- 5.83 On 31 March 2021, 426 children in the area were on the Child Protection Register. This compares to 464 a year earlier; a decrease of 8%. This continued a downward trend from 498 in March 2019 and 502 in March 2018.
- 5.84 Children who were placed on the register during the year for reasons of neglect reduced from 198 in 2019-20 to 188 this year. Those on the register because of emotional abuse increased from 296 in 2020 to 321 this year.

Supporting children looked after

- 5.85 The total number of children being looked after at 31 March 2021 was 695, a 3% decrease on the total of 717 who were being looked after a year earlier.
- 5.86 Over the course of the year, 148 children became looked after, a 17% decrease on the previous year (179 in 2019-20).
- 5.87 The rate in children looked after per 10,000 population has fallen from 143.1 to 138.7.
- 5.88 During the year, we commissioned the Institute of Public Care to undertake an independent evaluation of our strategy for looked after children. The study work, which reflects our approach to continuous improvement, focused on the way our existing approach was:
- Continuing to improve the edge of care support for families to safely prevent children from needing to become looked after.
 - Safely helping children to leave statutory care to go home or into a Special Guardianship Order / adoptive / kinship placement and to support them to thrive there.
- 5.89 The report made the following recommendations:
- Further exploration, development, and co-production of an evidence-based model of social work practice - a clear strength based and outcome focused model of intervention which is consistent across the service and underpins the "RCT way of working".
 - Review and development of pre-birth services, which can prevent separation at or soon after birth.
 - Review and overhaul of the support offer to parents who have had children removed from their care and/or are care experienced.
 - Exploration and further development of the support offer to children and young people at the edge of care and those returning home, including work towards a more integrated approach with partner agencies.

- Development of a coherent reunification strategy and approach.
- Strengthened arrangements for supporting kinship and Special Guardianship Order carers.

5.90 We will take forward the findings of report, in the 2021-22 financial year.

Fostering

5.91 Recruiting and retaining foster carers is a challenge and there is a significant financial impact in having to use independent foster agencies. There can also be a risk of instability for the child, who may have to move out of their local area, change schools, friendship groups and support networks. The lack of local authority foster carers can lead to a lack of suitable placements for children who may have a range of complex needs, resulting in poor placement matching and instability. A dedicated recruitment telephone line, in addition to a new regional fostering website and live web-chat function helps potential applicants.

During the year we registered 11 new mainstream RCT foster carers, a much smaller number than what is required but an impressive 45% increase on the prior year's performance.

5.92 Our new training and support package became operational in April 2020, providing a development route for foster carers to increase their skills and knowledge. We have Pioneer Foster Carers who offer peer support and advice to approved foster carers and assist with the skills development of prospective carers. We also have a therapeutic training programme for all foster carers called "Confidence in Care".

Adoption

5.93 During the year, 20 adoption placements were made. This is less than the figure of 27 recorded the previous year, and the figures in the previous two years of 45 and 31, respectively.

Adult Safeguarding

5.94 During the year, the Adult Safeguarding Team received 4,714 reports of an adult suspected of being at risk of abuse or neglect. Of these, 2,999 (63.6%) were received directly from the police. The total number of reports received was approximately 7% higher than the 4,378 reports received the previous year. This reversed slightly the declining trend that had been seen in 2018-19 (4,699 reports) and 2017-18 (5,060 reports).

5.95 Of the 4,714 reports 49% were suspected cases of neglect and 28% emotional or psychological abuse.

5.96 Adult protection enquiries were made in 574 cases (12%). In nearly 9 out of ten cases (89%), the enquiry was completed within 7 days. This is a slight improvement on the 2019-20 figure of 84.7%. In 204 cases, it was determined that additional action needed to be taken.

5.97 In Adult Services, a decision was made with our safeguarding partners to suspend routine audit work during the pandemic. However, one audit was undertaken during the year - the "Effectiveness of Adult Safeguarding During Covid", which was a retrospective audit of 30 cases from the first 10 months of the pandemic, with positive outcomes.

Liberty protection safeguards

5.98 We work in partnership with Merthyr Tydfil County Borough Council on matters relating to the deprivation of people's liberty and the associated safeguards. Despite the challenges of the pandemic, the need for virtual assessments, we achieved a greater number of assessments

this year than the previous one. However, a waiting list is still in operation, albeit reduced in length. We have allocated additional funding to clear outstanding assessments in readiness for the implementation of the new Liberty Protection Safeguards. These will replace the current Deprivation of Liberty Safeguards in England and Wales. The date for implementation, which was October 2021, has been put back to April 2022.

What are our priorities for 2021-22?

- Demonstrate progress in implementing the recommendations of the evaluation of our strategy for supporting children looked after.
- Implement the Cwm Taf Morgannwg Safeguarding Annual Plan, specifically to deliver against the three identified strategic priorities:
 - i. Ensure an effective response to the impact of the Covid-19 pandemic – this concerns our approach to multi agency working; completing those task that were delayed due to the pandemic; re-engaging with vulnerable isolated people; learning from the experiences at our care homes and the well-being of our workforce and responding to the expected increase in demand.
 - ii. Strengthening safeguarding links to other partnerships in the region – this recognises safeguarding is everyone's business and working arrangements need to be strengthened with the Community Safety partnership and Together for Mental Health partnerships in particular
 - iii. An improved approach to public protection concerns – very much our core activity and identifies several key areas for service development – exploitation, modern slavery and trafficking and contextual safeguarding.
- Work with Partners to deliver new Liberty Protection Safeguards from April 2022

(d) Encouraging and supporting people to learn, develop and participate in society

What did we plan to do in 2020-21?

5.99 We said we would:

- Present options for the remodeling of learning disability day services
- Further build a presence of the Resilient Families Service and the Children and Young People Service within the Community Hubs to raise awareness of services on offer and deliver support activities within localities.

How far did we succeed and what difference did we make?

Learning Disability Day Services

5.100 We recognise the vital role day services play in the lives of people with learning disabilities, their families and their carers. We were able to provide some day services throughout the pandemic and successfully introduced outreach services for older people as an alternative means of delivery. Services and support were delivered based on assessed need and risk. As we end the reporting year, our offer is still reduced compared to pre-covid provision and

this will continue until existing guidance changes or more service provision is made available. To counter this, we continue to ensure that where required, there is alternative care and support at home for people affected by the reduced service.

- 5.101 During the pandemic, we launched our Learning Disability Transformation project, which will help improve what we offer to people with a learning disability. At the heart of its development is working with individuals and the development of a citizen's panel. This will inform the implementation of the project as will what we do to engage with people who have a learning disability, their parents and their carers about the experience with advocacy and support during the pandemic. It will also cover Direct Payments and our current day service offer. We also have ongoing training and development in hand which is looking into alternative ways of working for our staff, focusing on building on the strengths of the people we support.
- 5.102 The reform of our day services will be considered by the Council's Cabinet in July 2021. This will continue our engagement on a new service delivery model.

Community Hubs

- 5.103 Community Hubs provide a range of services in one or more closely located buildings in priority neighbourhoods. Bringing services together provides a better service and create economies of scale for staffing and building costs, which makes them more sustainable. The Hubs use the neighbourhood network of third sector providers to enhance the range of support services. We established a Resilient Families Service presence in the Community Hubs, as we have outlined elsewhere in this report. Our activities had to stop during the first lock down when face to face contact ceased and the operation of Community Hubs was suspended.
- 5.104 In response to the pandemic, at the end of March 2020, seven Community resilience Hubs were set up across the county to co-ordinate support for the most vulnerable individuals and families. Excellent links were established with Adult Services, including the development of new pathways to provide residents with a coordinated professional service. This included low level, but essential, support such as medication collection, food deliveries, dog walking, welfare calls etc., providing a critical lifeline for Shielders, in particular.
- 5.105 Whilst the Community Resilience Hubs was managed outside of Adult Services a joined up approach was essential as we recognised there were some individuals who were shielding and would require more support as a short-term preventative measure. This second group were identified as:
- not requiring a longer-term care and support plan, but required someone to safely cross the threshold
 - had for various reasons lost their usual support mechanisms and couldn't manage with the main volunteer service
 - had become temporarily unwell or unable to support themselves
- 5.106 For those residents an "enhanced" volunteer service was developed on a temporary basis managed by Adult Services to support those individuals and prevent the need for longer term services. Using redeployed staff, Adult Services coordinated this support until the pandemic pressures eased, or other support was identified.

Community-based support

- 5.107 We have three Community Co-ordinators operating in the Cynon, Taff Ely, and Rhondda parts of the County. The posts are funded by the Welsh Government's Integrated Care Fund. Another co-ordinator work with primary care practices across the whole area. The coordinators engage with people in communities and provide information, advice and

signpost to local community groups, activities, and services, building strong local networks. As such, they complement our development of Community Hubs.

5.108 In total during 2020-21, Community Co-ordinators responded to direct requests from 3,956 residents and co-ordinated the following responses over the year:

- 2,829 were allocated to a member of Council staff.
- 282 were allocated to a Community Resilience Volunteer.
- 343 were referred to partner organisations.

5.109 The impact of this has been to reduce the need for the intervention of statutory services, reducing the risk of the NHS facing additional pressures and providing information and support to vulnerable residents during the pandemic.

What are our priorities for 2021-22?

- Children's Services will review its participation strategy, making sure that service user's experiences of the service are heard and that they help shape future developments
- The looked after education service will commence implementation of the Additional Learning Needs Act reforms
- Children's Services will review its participation strategy, making sure that service user's experiences of the service are heard and that they help shape future developments
- Subject to Cabinet approval, Adult Services will continue to engage with people with a learning disability, their families and carers, staff and partners to co-produce a new day opportunities strategy.
- Work with partners and specialist organisations to specifically target and engage with groups of clients who have a disability or learning disability to increase referrals into employment support.

e) Supporting people to safely develop and maintain healthy domestic, family and personal relationships

What did we plan to do in 2020-21?

5.110 We said we would:

- Further build a presence of all Community Well-being and Resilience services within the Community Hubs to raise awareness of service on offer for and deliver support to activities within localities.
- Review commissioning activities considering the further developments around the Children and Communities Grant and funding flexibilities/alignment.
- Secure ministerial approval for the Early Years transformation proposals and the implementation of a universal needs-based approach for Early Years services across RCT.

How far did we succeed and what difference did we make?

Building a presence in Community Hubs

- 5.111 Our work on Community Hubs and steps we took to manage the impact of Covid on their operation and on the people who use them was covered in previous sections of the report.

Reviewing commissioning

- 5.112 The pandemic was a significant influence on approach to review commissioning. Our priority was to ensure financial stability for third sector providers during the pandemic. Therefore, we decided to postpone action to finalise the 2020-21 contracts. Instead, we rolled over 2019-20 contracts for the first half of the year. This gave us the opportunity to work alongside our existing providers to develop innovative and bespoke joint service-delivery models, which were responsive to the emerging needs of families because of lockdown. It also gave us time to assess what was required and what was possible for the remainder of the financial year, and to review and finalise 2020-21 contracts in time for implementation this period.
- 5.113 This year, we rationalised contracts for Women's Aid and Citizen's Advice Bureau where both organisations had contracts with two different funding streams: the Children and Communities Grant and the Housing Support Grant. For the Citizen's Advice Bureau, we extended the action to encompass several other contracts it had with a number of different service areas across the Council. The result is a single contractual arrangement with the Council.
- 5.114 We also moved to an outcomes-based commissioning model, re-organising and refocusing our staffing and capacity within the Commissioning Team. The team, now renamed the Funding Flexibilities Team forms part of the broader Programme Alignment Team. Because all seven of the programmes within the Children and Communities Grant sit in one Directorate, which is supported by a single Commissioning Team and a central finance team, our administrative functions are already lean. We have made further efficiencies in terms of reducing the administrative burden associated with attaching specific staff posts to individual grants for reporting purposes and by utilising joint commissioning across programmes to reduce the number of individual contracts which require monitoring. During the year, the Funding Flexibilities Team played a pivotal role in ensuring that developments and changes to grant funding arrangements were communicated to stakeholders.

Transforming Early Years support

- 5.115 Ministerial approval for piloting the transformation of the Early Years provision was received at the start of the financial year. The pilot, which spans the Cwm Taf Morgannwg area, includes the reorganisation of Health Visiting services in the county. The Wellbeing and Resilience Health Programme was launched in October 2020. It aims to provide enhanced health visiting services across the county. Underpinning the programme is the Resilient Families Service as the single integrated delivery model for family support in the area.
- 5.116 After a training needs analysis in autumn 2020, 49 Health visitors and 20 nursery nurses were trained for the Resilience and Wellbeing programme. Between January and March this year. New contracts have been issued for Health Visiting and Resilient Families Service Health specialists including Specialist Health Visitors, Community Nursery Nurses, Midwives, Speech and Language Therapist and Occupational Therapist. This will reinforce partnership working arrangements. The new approach integrates work across Council services, Health and third sector services.
- 5.117 Inevitably, the pandemic had a significant impact on the delivery of the programme due to reduced staff numbers, the need for some staff to be redeployed, and minimal opportunities for face-to-face contacts.

5.118 In the period 1 October 2020 to 31 March 2021:

- 487 children aged 20 months received an assessment; 4 were referred to specialist services for further assessment and support, i.e. paediatrician, neurodevelopmental team, educational psychology, enhanced play team.
- 137 antenatal contacts were made during this period.
- 460 children were referred to the Resilient Families Service: 144 for specific early intervention and assessment, and 316 for family support.
- Of the 316 referred for family support, 138 (43%) were identified by as requiring universal health visitor support, 157 (50%) for enhanced support and 21 (7%) for intensive support.

5.119 The number of referrals was lower than anticipated due to restrictions on face-to-face visits because of the pandemic. The health visiting service restarted face to face visits in mid-April, and an increase in referrals to RFS is anticipated over the next year.

What are our priorities for 2021-22?

- Work alongside partners to develop our continuing transformation strategy in relation to Early years Provision
- To continue to improve the resilience of residents and communities by working in partnership to strengthen the Neighbourhood Networks model, ensuring residents have the opportunity to influence decisions, activities and services in their communities which promote health and well-being.

(f) Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

What did we say we would do in 2020-21?

5.120 We said we would:

- Implement the Trauma Recovery Model in internal residential and foster care services.
- Work with providers to develop placement sufficiency in line with our Placement Commissioning Strategy/ Market Position Statement.
- Further improve the capacity and performance of independent domiciliary care providers to put in place sustainable local solutions.

How far did we succeed and what difference did we make?

Implementing the Trauma Recovery Model

5.121 The Trauma Recovery Model is an evidence based structured approach to help professionals care for traumatised young people and vulnerable adults and support them towards recovery. It is particularly useful to help those young people who have complex needs, including children who have been exposed to multiple adverse childhood experiences.

5.122 Our work to embed this approach commenced in early 2020 with a series of workshops for all staff in our residential children's homes and a selection of social workers across front-line services and fostering. Our Educational Psychology team and Therapeutic Families Team for children who are looked after also attended the training. They also undertook specific training on the enhanced case management approach. Another event was planned but was unable to take place due to the pandemic. However, in the interim, our providers offered virtual consultation sessions to staff to help work to embed the model to continue across our children's services provision. The approach is now our preferred model of practice within our three children's homes. Its implementation in our fostering service has been delayed because of Covid but will be progressed as soon as circumstances allow.

Develop placement sufficiency

5.123 We developed a placement commissioning strategy in late 2019 and published a Market Position statement this year. The strategy sets priorities for development in our placement service for children looked after and what we commission from external providers to 2022.

5.124 It draws together the different strands of placement commissioning. This creates a clear vision which underpins our approach to commissioning and thus ensures our corporate planning is suitably aligned. Our priority areas are to:

- Recruit more foster carers able to meet the more complex needs of children and young people.
- Provide more in-house residential placements in the local area to meet need.
- Provide better support packages to carers to encourage them to apply for Special Guardianship Orders rather than be kinship foster carers.
- Provide a range of accommodation for 16+ and care leavers.
- Improve our commissioning processes for external placements, including integrated commissioning with key partners.
- Develop a reunification model to return young people safely to their family members.

5.125 Our goal is to develop placement sufficiency helps to address the Welsh Government's concerns about placements being made by local authorities out of their own county. While there will occasionally be a need for a placement to be made outside Rhondda Cynon Taf, this will be based on meeting the specific needs of the child or young person.

5.126 Our Carn Ingli children's residential home in Aberdare is an example of how we are avoiding the need for children to be placed outside the county. It was developed in 2019 with additional financial support from the Welsh Government. It provides transitional accommodation for children whose needs are best met through a specified model of care. The home has adopted a trauma informed approach to offer positive interventions and stability to the young people who are accommodated there. Placements can be at the point of crisis intervention or where breakdowns in occur in other placements. Due to Covid, the home provided fewer placements than project this year. That said, for four of the children placed there during the year, it helped avoid the alternatives, which was placement outside Wales or no other placement identified or available to meet their needs.

5.127 During the year, we carried out engagement meetings with providers to discuss our placement commissioning strategy and market position statement. With Covid there were minimal opportunities to meet. We now have a programme of virtual engagement events planned for the beginning of the 2021-22 year as part of our efforts to increase our level of engagement with fostering and residential providers across the County to achieve our goal.

Supporting independent domiciliary care providers

- 5.128 The pandemic caused us to change our plans to address this priority during the year. While our intention was to work with independent sector domiciliary care providers to further improve capacity and performance by putting in place sustainable local solutions, we instead focused on providing support – advice, guidance and financial – to help them manage through the pandemic and to cope with its impact.

Helping children with complex needs

- 5.129 A concept paper was developed in summer 2020 to consider the region's needs for residential accommodation for children looked after who have more complex emotional needs. These young people do not meet the thresholds for interventions by Child and Adolescent Mental Health Services ("CAMHS") but do require more intensive and specialist interventions in psychologically informed environments to support their wellbeing. Capital funding of £55,000 has been made available within the region to support a feasibility study to explore the viability of such a service.
- 5.130 At the time of writing this report, we and our regional partners are awaiting approval of a bid for funding to support the development of a model of safe accommodation for children and young people with the most complex emotional needs. This responds to the work of the Children's Commissioner for Wales and the 'No Wrong Door' Report, which was published in July last year.
- 5.131 We have also been working with our regional partners to commission a third sector provider to deliver therapeutic interventions for children looked after. The support is designed to help children who are in foster care with consistent placement breakdown and children and young people who have plans for adoption. The service has been tendered and it is hoped a contractor will be appointed with a view to services commencing in summer 2021.

Providing better accommodation options for older people

- 5.132 Over recent years, we have been implementing a £50 million investment plan to develop 300 Extra Care places across RCT as a modern form of housing which can better meet the support needs of residents as they get older.
- 5.133 In December 2020, after an extensive consultation exercise, a decision was made on the future of the Council's residential care homes. The seven care homes proposed to stay open would be refocused on complex needs (including dementia), residential reablement and respite care. These would be joined by two more homes, Garth Olwg in Church Village and Ystradfechan in Treorchy. While originally earmarked for closure, as a result of feedback from the public consultation, they would also remain open and be refocussed on complex needs (including dementia), residential reablement and respite care.
- 5.134 The proposal to decommission the residential care home at Danymynydd, Porth, and to redevelop the site to provide for a new 60-bed housing scheme was also agreed by the Council. This is line with our commitment to modernising accommodation options for older people by using the Extra Care housing approach. Funding for the redevelopment was agreed by the Council's Cabinet in March 2021. Demolition of the home is planned for May this year. Subject to planning approval, construction is due to start in the Autumn.
- 5.135 In December 2020, there were 37 residential care homes in the County, of which 11 were operated by the Council. The number of homes increased by one since the previous year when the Fairfields Care Home with 19 residential and residential dementia beds opened in June in Trealaw. The total number of homes will now reduce to 35 because of the number of Council-run homes reducing from eleven to nine.

- 5.136 We have made considerable progress on developing new models of accommodation for older people, to meet rising demand and people's expectations. It responds to the Cwm Taf Joint Commissioning Statement for Older People's Services (2015-2025), which helped identify what accommodation and support people will need in future. We are using Extra Care to rebalance our accommodation provision from institutional residential care.
- 5.137 Our third Extra Care accommodation, the 60 apartment Cwrt yr Orsaf facility in Pontypridd, is due to be completed in summer 2021. This follows our first development in Talbot Green in 2016 and second in Aberaman which opened in May 2020. In our new venture, we have worked closely with Linc Cymru, our partner on the project, and the contractor. Despite the significant challenges posed by the pandemic, solid progress has been made and it is still scheduled to open in summer this year.
- 5.138 Due to planning restrictions on the Council's Bronwydd site in Porth, we explored alternative locations for a 60-apartment facility. As mentioned above, the decision was made this year to decommission the residential care home at Danymynydd, Porth and to redevelop the site for this purpose.
- 5.139 For our development in Treorchy, options continue to be considered with our partners Linc Cymru and the Cwm Taf University Health Board. Progress has been delayed by the pandemic and our need to prioritise progress on the above schemes. Our discussions with partners on the development discussions will restart in the coming year. The same will happen for our planned development in Mountain Ash, where our initial development options did not prove to be feasible.

Learning disabilities

- 5.140 We have undertaken further work to develop supported housing schemes to help people with learning disabilities to live more independently in their communities. A new development in Treorchy was completed in Autumn 2020 and residents moved in from January 2021 after telecare equipment had been installed.
- 5.141 The development of supported housing in Mountain Ash continued to make good progress through the pandemic and is scheduled to complete in late spring 2021. In preparation for this, in January this year, we started to make assessments of new tenants with the aim of people moving in over the Summer.
- 5.142 As part of our strategy to remodel our residential care homes, which is highlighted earlier in this report, we have decommissioned our Bronllwyn care home in Gelli. We will develop the site to provide additional specialist accommodation with care to support people with learning disabilities in adulthood and older age.

What are our priorities for 2021-22?

- Develop close to home accommodation services for looked after young people.
- Continue to work with domiciliary care providers to restart development of an outcomes based domiciliary care approach and to ensure there is sufficient provision available at the right level to meet demand and deliver good quality home care
- Continue to work with Linc Cymru to deliver the Council's extra care housing development programme and enable more people to live independently in their own home

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- Work with Housing Strategy to continue to develop a range of modern fit for purpose supported housing options for people that meets their assessed needs and is supported, where possible, by access to community facilities

6. How we do what we do

Our workforce and how we support their professional roles

- 6.1 The past 12 months has been like no other. We have always said that our workforce is our most important asset without whom high-quality services could not be delivered. Their resilience and dedication at a time of great uncertainty and challenge has been incredible. We continue to need an adequate workforce of well-trained, experienced staff with the right skills and approach needed to work with citizens and effectively in partnership with other organisations, and this challenge will remain with us for some time and especially in the context of how we continue to respond to the pandemic.
- 6.2 In last year's report we said we would:
- Develop a recruitment and retention strategy specifically for Children Services to ensure sufficiency of skilled staff.
 - Development of overarching workforce development strategy for Adult Services.
 - Reduce sickness/absence rates.
- 6.3 Recruitment and retention of qualified social workers remains a significant challenge for Children's Services, which is further exacerbated by shortages in the labour market of qualified and experienced social work practitioners. The focus on the pandemic means that this work remains a priority as we plan the next 12 months.
- 6.4 At the time of writing this report, the Children's Service's Intensive Intervention service had approximately 30 Social Work/Senior Practitioner vacancies. This equates to a vacancy rate of 29%. The vacancy rate has remained consistently high at around 30% for a time, which places the workforce under sustained pressure.
- 6.5 Despite the pressure of vacancies there has been some excellent performance over the year responding to the pandemic. Inevitably, there have been unintended consequences, which includes national issues with recruitment and retention at the same time as additional demands falling on services.
- 6.6 A review of pay for social workers is underway, and we have maintained arrangements for the payment of an interim market supplement. We plan to consult on the outcome of the review in June 2021. A wider review of workforce development is planned later in the year after implementation of the pay review.
- 6.7 The increasing levels of activity and demand being managed by our services and the anticipated further increase in demand as we emerge from the Covid 19 pandemic; will make the financial pressure on the service unsustainable and will cause a considerable pressure on the financial position of the authority.
- 6.8 The Council's five-year Workforce Planⁱⁱⁱ which is in place until 2022 is the framework for our approach and drives the improvements we are seeking in our workforce across adults and children's social services. It has five aims:
- Developing a flexible and agile workforce that shares organisational knowledge.
 - Recruiting and retaining the best talent to create a diverse workforce.
 - Leadership and management development.
 - Enabling a high performing, engaged, and committed workforce.
 - Supporting the health and well-being of our workforce to maximise attendance.

- 6.9 As part of the development of the Council's budget for 2021-22 it was agreed that £50,000 would be allocated for Well-being support programmes to be developed and extended, which will support those working in social care alongside their colleagues across the organisation.
- 6.10 Our staff are without doubt our most valued asset – they are the front face of the Council and represent and uphold our key values as public servants. We recognise the challenges faced by staff and have ensured that we continue to support their welfare and wellbeing. The additional resource proposed will enable us to expand upon the current support programmes we have in place and further develop these programmes across the workforce.
- 6.11 A staff well-being week was held in December 2020, which included a programme of events designed to give staff the opportunity to focus on their physical and emotional wellbeing given the impact of the Pandemic. Feedback is being considered as part of the Workforce Strategy to maintain the focus on the wellbeing of staff during the pandemic.
- 6.12 In Adult Services the social care workforce has been extraordinary during the pandemic, and it has had a significant impact on people working in social care; particularly those working in residential care. Whilst we have started to notice some stabilisation in staff absence and signs of an improvement, the intense pressure on these workers and the impact on their current and future mental health and wellbeing continues to be a source of concern.
- 6.13 We have kept our elected Members updated of the work undertaken with Human Resources to ensure our staff is appropriately supported, via counselling, wellbeing, and Occupational Health Services to ensure our workforce is appropriately supported. This work has been of assistance to staff across adult and children's social services.
- 6.14 Some examples to date included:
- Human Resources staff allocated to specific employees to keep in touch with via telephone on a weekly basis (where identified as in need of specific support).
 - Care homes given direct access to a senior counsellor for specialised support where staff experienced sudden or traumatic events.
 - A new dedicated wellbeing helpline available to all staff to access via telephone or email. The wellbeing line offers support for both employee physical and mental wellbeing covering a range of topics such as mental and physical wellbeing, nutrition, sleep, and weight management.
 - Occupational Health have continued to provide a clinical service for counselling, nurse, doctor, physiotherapy, and health surveillance via telephone (and more recently a restricted face to face appointments).
 - A dedicated area was created on RCT Source with a range of support information for staff e.g. information of Covid-19 guidance, wellbeing area, nutrition, sleep and working from home.
 - A dedicated 7-day Covid testing booking line for key workers and their families was introduced to increase the availability of testing capacity.
 - Occupational Health have introduced the flu campaign, in support of the national drive to encourage people to take up the flu vaccine.
- 6.15 This work has continued in the short term, but over the medium to longer-term, we remain concerned about the physical and mental toll the pandemic will have taken, and we are examining new ways with Human Resources and Health to mitigate the impact of the pandemic

on this workforce group. Social Care Wales is also expediting the wellbeing theme of the national integrated workforce strategy and it is going to be vitally important that all the support mechanisms are in place to aid workforce recovery.

- 6.16 We continue to provide strategic support for the development of the workforce which is also supported by our performance Management framework which defines expectations at all levels to include Staff supervision. Supervision is in place at all levels and is considered effective in terms of case management.

What are our priorities for 2021-22?

- 6.17 We are planning to:

- Deliver services anticipating demand associated with the pandemic will impact local families.
- Have an engaged, motivated, and healthy workforce with the physical resources they need to do their job effectively, and able to access to resources which support and strengthen their emotional and physical resilience.
- Deliver an attractive recruitment campaign for Adult and Children's Services.
- Develop a pay structure that reflects qualifications, responsibilities, and the ability to take on more complex /challenging work.
- Develop an agile working environment across Adults and Children's Services which optimises the way we work.
- Invest in IT systems to support connectivity.

- 6.18 As members of the Cwm Taf Morgannwg Social Care Workforce Development Partnership, we will implement the annual workplan for 2021- 22. This sets out a number of priorities, most of which will be incorporated into local actions:

- Enable the workforce to meet regulatory requirements for qualification and/or registration.
- Supporting the training, development, and qualification of social care managers.
- Implementing qualifying and post-qualifying programmes for social work.
- Support frontline social care workers to develop their skills.
- Supporting developments which lead to digital solutions for the delivery of learning, development, and qualifications.
- Equipping our workforce to work effectively alongside carers and raising awareness of good practice in carer needs assessments.

Our financial resources and how we plan

- 6.19 The Council continues to support and prioritise Adult and Children's Services but within significant cost pressures. This is evident in the budget decisions taken by elected Members.

- 6.20 To manage these ongoing budget pressures, we continue to focus for example on prevention services, promoting independence, right sizing care packages, improved use of technology and maximising the use of grant monies to support new opportunities.
- 6.21 We also have in place Quality Assurance Panels to oversee commissioning decisions to ensure challenge and consistency in the quality of assessment outcomes and cost- effective care. The funding of joint packages of care with the NHS continue to be robustly challenged. Arrangements for learning disability cases are being reviewed with NHS colleagues to address existing backlogs and to ensure decisions are timelier and people's needs, and outcomes are met by the most appropriate and cost-effective care package.
- 6.22 Our Specialist Placements Panel oversees specialist accommodation and community-based decisions and monitors individual case move-on.
- 6.23 In Children's Services the service continues to implement robust and manageable budget strategies to ensure timely identification of budget efficiency and such processes include a rigorous scrutiny process via our Group Management Team of which the Head of Finance is a member.
- 6.24 The Council budget for 2021-22, included £1,359,000 for education and inclusion services, £200,000 for Public Health and Protection to increase resilience in the service and allow additional resources to be employed, and an additional £50,000 would be allocated for Well-being support programmes.
- 6.25 The overall budget proposed an increase of £8,689,000 for Community and Children's Services from £162,681,000 in 2020-21 to £171,370,000, which includes social care, to help alleviate the key pressures that we face, and to help focus on supporting our recovery.
- 6.26 In addition to consulting with elected members we also did an extensive public consultation which included:
- An online questionnaire with 1,044 survey responses received.
 - A virtual engagement session with members of the Older Persons Advisory Group and Disability Forum.
 - The Council's Finance and Performance Scrutiny Committee and the School Budget Forum were consulted, and engagement with the Community Liaison Committee.
 - We held 5 virtual sessions and spoke to pupils from St John Baptist Church In Wales High School, Aberdare Community School, Mountain Ash Comprehensive School and Y Pant Comprehensive School. We also engaged with learners from Coleg Y Cymoedd in Aberdare, Rhondda and Treforest campuses.
 - Over 1,100 people were engaged in the phase 1 budget consultation process.

Our partnership working, political and corporate leadership, governance, and accountability

- 6.27 Social Services continues to remain a priority for the Council, receiving strong and proactive support from the Cabinet Members for both Adults and Children's services, especially in the past year as we have responded to the challenge of the pandemic.
- 6.28 The engagement and involvement of elected members is positive. Naturally, much of their scrutiny has been focused on the response to the pandemic ensuring democratic oversight to

ensure that we have kept people safe and services on track, and this has been the case with the Children and Young People Scrutiny Committee and also the Health and Wellbeing Scrutiny Committee.

6.29 In last year's report we said we would:

- Contribute to more joint learning between health and social care staff as part of a joint evaluation and learning framework for the Welsh Government's Transformation Fund
- Work with Third sector partners to consider alternative service models, such as social enterprise and user led organisations such as co-operatives.

6.30 Our Corporate Plan for 2020 – 2024 sets out the Council's overall vision and contains three specific objectives to which social care services and our partnership working will continue to contribute. Whilst this strategic direction is important operationally, we have been managing the additional demands and priorities on our work during 2020-21.

6.31 We are accountable through a variety of mechanisms including:

- Monthly performance reviews and quality assurance checks
- Regular discussions with Cabinet Members and senior staff
- Reports to Council Cabinet, Scrutiny Committees, and Corporate Parenting meetings
- Regular engagement with staff by operational and senior managers to improve communications and to allow concerns, developments, suggestions, and ideas to be discussed.

6.32 During the past year we have also reported weekly, from early May 2020 to the end of March 2021, to Welsh Government on the managed response to the pandemic, how we have responded to a range of contacts from the public and the ability of the service to keep adults and children safe.

6.33 Partnership working to improve services and to achieve efficiencies remains an important part of our work in both Adult and Children's Services. We continue to play a significant part in the:

- Regional Partnership Board, which includes Merthyr Tydfil County Borough Council, Bridgend County Borough Council, the Cwm Taf University Health Board, and colleagues from Housing and Third Sector organisations.
- Work of the regional Safeguarding Board, which has continued to deliver opportunities for improvements in practice both within and between agencies.

6.34 To ensure a robust regional cross agency response to the pandemic a regional partnership governance structure was established to deliver the Welsh Government's Test, Trace, Protect programme. In August 2020, we published a COVID-19 Prevention and Response Plan, as an over-arching strategic plan setting out the approach to prevention and response. The Action Plan supporting the strategy was to compliment Public Health Wales' objectives to:

- Prevent the spread of disease through contact tracing and case management.
- Ensure sampling and testing of different people in Wales.
- Secure population surveillance.

- 6.35 We have also continued to make a significant contribution to the work of the Cwm Taf Morgannwg Safeguarding Board. During the past year working in partnership, for example, the Board has continued its work in sharing the learning of reviews and audits, developed a regional response to the Welsh Government's National Action Plan on Child Sexual Abuse, and undertaken work to assess how the region can better respond to suicide and self-harm.
- 6.36 We continue to lead the Cwm Taf Reflect Project, which works with young women who have had children removed from their care, and the Regional Advocacy Service, and also chair the "Together for Mental Health" Partnership Board for Children and Young people working with South Wales Police on the implementation of the Early Action Programme.

What are our priorities for 2021-22?

- To accelerate the pace of integration of health and social care services across the Cwm Taf Morgannwg region to enhance integrated planning and service delivery of health and social care services with Cwm Taf Morgannwg University Health Board.
- To review the projects and programmes delivered through Integrated Care Fund and Transformation Funding to ensure they are delivering the outcomes we need and that essential services are sustainable going forward.
- Continue to support the Test Trace Protect programme, supporting the Regional Strategic Oversight Group and Incident Management Team established to coordinate and oversee our response to the pandemic.

7. Sources of information

7.1 This page provides links to sources of information on the services and support mentioned in this report.

Services and support

7.2 For support in the area:

- Adult Social Services Care and Support
<https://www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/AdultSocialServicesCareandSupport/AdultSocialServicesCareandSupport.aspx>
- Children and Families
<https://www.rctcbc.gov.uk/EN/Resident/ChildrenandFamilies/ChildrenandFamilies.aspx>
- You can search “Dewis Cymru” for community-based services to support you and your family <https://www.dewis.wales/>

Council meetings

7.3 Full information on councillors and meetings of the Council is available on the Council’s website: <https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/CouncillorsCommitteesandMeetings.aspx>.

7.4 Meetings of the Cabinet, the Children and Young People Scrutiny Committee and the Health and Wellbeing Scrutiny Committee are particularly relevant to this report. Agendas, papers, and decision reports can be accessed via the following web pages:

- Cabinet:
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/Cabinet.aspx>
- Children and Young People Scrutiny Committee
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/ChildrenandYoungPeopleScrutinyCommittee.aspx>
- Health and Wellbeing Scrutiny Committee
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/HealthandWellbeingScrutinyCommittee.aspx>

References

ⁱ Your Life Your Care (April 2018) A survey of the views of looked after children and young people aged 4-18yrs in Rhondda Cynon Taf

ⁱⁱ Charging for Non-Residential Social Services policy

<https://www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/Helpoliveathome/RelatedDocuments/ChargingforNonResidentialSocialServices.pdf>

ⁱⁱⁱ Workforce Plan 2017-2022, Rhondda Cynon Taf

<https://www.rctcbc.gov.uk/EN/Council/WorkforcePlan/RelatedDocuments/WorkforcePlan20172022.pdf>

Tudalen wag



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23rd SEPTEMBER 2021

RCT INTOXICATING SUBSTANCES (INCLUDING ALCOHOL) PUBLIC SPACES PROTECTION ORDER REVIEW

REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSION WITH CLLR RHYS LEWIS, CABINET MEMBER FOR STRONGER COMMUNITIES, WELL-BEING AND CULTURAL HERITAGE

Author(s): Laura Dando, Acting Senior Community Safety Officer

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to seek Cabinet approval for a new Public Space Protection Order (PSPO) for Rhondda Cynon Taf. In addition, to inform Members of the outcomes of the public consultation exercise undertaken to review the 2018 PSPO and establish public and stakeholder support for a new PSPO which controls alcohol and intoxicating substance related anti-social behaviour in Rhondda Cynon Taf, including two defined exclusion zones to control intoxicating substance use (including alcohol) within Pontypridd and Aberdare Town Centres.

2. RECOMMENDATIONS

It is recommended that the Cabinet:

- 2.1 Note the findings of the review of the PSPO established in 2018 and the public and key stakeholder feedback in relation to the establishment of a Public Spaces Protection Order (PSPO) to include prohibitions and requirements to control alcohol and intoxicating substances related anti-social behaviour.
- 2.2 Subject to recommendation 2.1, approve a new PSPO for the whole County Borough to control alcohol and intoxicating substance related anti-social behaviour which includes two defined exclusion zones to control intoxicating substance use (including alcohol) in public places within Aberdare and Pontypridd Town Centres.

- 2.3 Approve alterations to the boundary of the 2018 Intoxicating Substances Zone (Appendix 2) in Pontypridd to include the area around Taff Vale Flats in Lower Graig, the area outside Ty Pennant, Pontypridd and the underpass area adjacent to Pontypridd Bus Station.
- 2.4 Approve a new Public Spaces Protection Order (PSPO) for a 3 year period to include the same conditions as the 2018 PSPO and give delegated authority to the Director, Public Health, Protection and Community Services to produce the final PSPO relating to Intoxicating Substances including Alcohol and ensure its publication on the Council's website.
- 2.5 Agree to retain the fine for fixed penalties issued for contraventions of the PSPO at £100.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To continue to provide an additional tool for the Community Safety Partners including South Wales Police to manage and address issues of alcohol and intoxicating substance related anti-social behaviour across Rhondda Cynon Taf with particular controls in place for the Pontypridd and Aberdare Town Centres.

4. BACKGROUND

LEGAL CONTEXT

- 4.1 In October 2014 the [Anti-Social Behaviour, Crime and Policing Act](#) was enacted, introducing new powers including the use of Public Space Protection Orders (PSPOs). These orders are flexible and can be applied to a broad range of issues, with Local Authorities having the ability to design and implement their own prohibitions or requirements where certain conditions are met. The Home Office's statutory guidance states that PSPOs should be used responsibly and proportionately, only in response to issues that cause ASB and only where necessary to protect the public.
- 4.2 A PSPO is intended to protect a designated public space from persistent or continuing anti-social behaviour which is having a detrimental effect on quality of life. For a Local Authority to make a PSPO it must be satisfied on reasonable grounds that two conditions are met.
 - a) That activities carried on in a public place within the Authority's area have had a detrimental effect on the quality of life of those in the locality, or;

- b) It is likely that activities will be carried on in a public place within the area and that they will have such an effect.

And that the effect, or likely effect, of the activities:

- a) Is, or is likely to be, of a persistent or continuing nature;
- b) Is, or is likely to be, such as to make the activities unreasonable, and;
- c) Justifies the restrictions imposed by the notice.

4.3 In 2018, following a consultation period, Cabinet approved the Intoxicating Substances (Including Alcohol) PSPO which designated the whole of Rhondda Cynon Taf as a “Controlled Drinking Zone” and the areas of Aberdare and Pontypridd Town Centres as designated “Intoxicating Substances Exclusion Zones” (Please see a full copy of the 2018 PSPO at Appendix 1 and Exclusion Zone maps at Appendix 2 & 3).

4.4 The order took effect from September 2018 with the following conditions, breach of which constitutes an offence.

4.5 Within the “Controlled Drinking Zone” which consists of the entire Borough of Rhondda Cynon Taf, it is;

- (i) A prohibition at any time on any person(s) in a public place consuming alcohol or having an alcohol container, who without reasonable excuse continues drinking, or fails to surrender intoxicating alcohol when asked to stop by an Authorised Officer unless an exemption listed in 7. below to this Order applies.

Within the designated “Intoxicating Substance Exclusion Zones” of Aberdare Town Centre and Pontypridd Town Centre, denoted in the maps (Appendix 2 & 3);

- (ii) A prohibition at any time on any person(s) to consume, ingest, inhale, inject, smoke or otherwise use Intoxicating Substances in a public place unless an exemption listed in 6(iii) or 7 to this Order applies.

4.6 It was agreed that the maximum fixed penalty notice (FPN) of £100 shall be issued by an authorised Officer for any breach of the above prohibitions.

4.7 The 2018 Order was authorised for the maximum 3 year period.

4.8 The current Intoxicating Substances (Including Alcohol) PSPO has been in place since September 2018 and as such came to an end on 1st September 2021. The Local Authority was therefore required to

undertake a consultation period in order to ascertain whether a new order is warranted.

ASSESSMENT

- 4.9 The proposals in this report need to be considered as part of a wide range of measures to tackle complex problems such as anti-social behaviour and street drinking. The PSPO is a useful tool but on its own, it is not a solution to resolve issues.
- 4.10 The Council have well established and strong partnership links with South Wales Police and other support agencies and we will continue to strengthen these relationships to ensure that we use the most appropriate tools available to tackle such behaviour on a case by case basis.
- 4.11 The RCT Community Safety Team are currently in discussions with South Wales Police in order to develop more streamlined reporting processes to make it easier for members of the public to report incidents of street drinking and additional enforcement procedures to ensure that repeat offenders are dealt with in a more robust manner.
- 4.12 One of the benefits of a PSPO is to prevent and disrupt anti-social behaviour by enabling Enforcement Officers to remove alcohol from a situation where disorder is likely to occur. The PSPO prohibits the consumption of alcohol and intoxicating substances within the Town Centre areas and enables Enforcement Officers to issue Fixed Penalty Notices for breaches of the PSPO powers. If an individual complies with the request, then no offence is committed and no Fixed Penalty Notice is issued.
- 4.13 The vast majority of individuals who are approached by an Enforcement Officer comply with an Officer's request to cease drinking and dispose of or hand over intoxicating substances like alcohol. As a result, the Local Authority have only been required to issue 21 FPNs for breach of the PSPO since 2019, which is quite a low number.
- 4.14 In addition to FPNs, other complimentary powers can also be utilised alongside the PSPO to tackle anti-social behaviour and street drinking i.e. Anti-Social Behaviour Warnings, Civil Injunctions and Community Protection Notices for individuals who continually consume alcohol within the prohibited areas, as well as the Police's Dispersal Orders and Public Order legislation.
- 4.15 In 2018, the original PSPO, designated Aberdare and Pontypridd Town Centres as 'Intoxicating Substances (Including Alcohol) Zones and provided heightened enforcement opportunities by making the 'consumption, injection, inhalation, ingestion, smoking or use' of

intoxicating substances or alcohol prohibited. These areas were chosen because the data analysis indicated higher than average levels of alcohol related Anti-Social Behaviour in these wards compared to other areas of RCT.

- 4.16 This is still the case in RCT, with Aberdare and Pontypridd Town Centres having the highest number of alcohol related ASB overall between the financial years of 2017/18 and 2020/21. This can be seen in Fig 1 below which shows the top 10 highest ranked Wards for Alcohol Related ASB Occurrences logged by South Wales Police. (For the complete data set see Appendix 4).

Fig 1

Alcohol Related ASB in RCT - Highest 10 Wards 2017-2021

Ward	2017-18	2018-19	2019-20	2020-21	TOTAL
Aberdare East	35	24	19	17	95
Pontypridd	17	10	16	12	55
Treforest	9	6	5	29	49
Trallwng	16	7	10	3	36
Porth	11	3	7	13	34
Pentre	8	9	7	9	33
Graig	7	10	6	5	28
Tylorstown	5	6	2	15	28
Maerdy	10	2	1	14	27

- 4.17 The data shows the Aberdare East and Pontypridd wards ranked as 1st and 2nd highest wards for alcohol related ASB in 2017/18, 18/19 and 19/20 with an anomaly in 20/21 where they are ranked as 2nd and 10th. However, this inconsistency is likely to be COVID-19 related and a reflection of Town Centres being unusually quiet due to extended periods of lockdown restrictions which reduced footfall in these areas.
- 4.18 The Treforest data shows that it has the 3rd highest level of Alcohol Related ASB by ward in total, however this figure was distorted during 2020/21 by the behaviour of a single resident of Treforest who continually breached COVID regulations by holding gatherings at his property. This individual has since been moved on and the figures should therefore return to a more typical rate in the 2021/22 financial year.
- 4.19 Whilst the original 2018 Intoxicating Substances (Including Alcohol) PSPO has been active, it has been noted by South Wales Police Officers and Local Elected Members that although the Pontypridd Intoxicating Substances Exclusion Zone encompasses the majority of

the Town Centre area, there are locations on the boundaries of the map which have been identified as hot spots for street drinking and substance misuse and would benefit from inclusion in the 'zone'. These areas include the lower Graig area, the area around Ty Pennant and the green spaces leading from Pontypridd Bus Station to Tyfica Road via the underpass.

- 4.20 The Graig area which borders Pontypridd Town Centre is ranked highly in the Alcohol Related ASB figures during the 2017/18, 18/19, 19/20 timeframes and is within the top 10 figures in total. Anecdotal evidence from the Ward Member suggests that alcohol related ASB often crosses the ward boundaries and takes place in the Lower Graig area, as such the elected member has requested that this area is included in the Pontypridd Exclusion Zone (See Appendix 13).
- 4.21 The area leading from Mill Street, past the Ty Pennant building has also been included in the proposal to extend the boundary of the Pontypridd Exclusion Zone. This suggestion mirrors the area designated by the South Wales Police Section 35 Direction to Leave Map. This area is used regularly by members of the public as one of the main routes of access into Pontypridd Town Centre and the local Neighbourhood Policing Team have made informal representations to request that this area is included to aid enforcement of the PSPO.
- 4.22 It is proposed that the green spaces leading from Pontypridd Bus Station to Tyfica Road via the underpass are included into the mapped Intoxicated Substances Exclusion Zone because the area has been linked to alcohol related anti-social behaviour occurrences in the past and there is a recent history of drug paraphernalia being found at this location.
- 4.23 During the consultation period, consideration was given to including Coedpenmaen Common, Berw Road Fields and Taff Meadow in Treforest into the Pontypridd Intoxicating Substances Exclusion Zones as requested by Pontypridd Town Council. However, after consultation with South Wales Police, it was decided that whilst we acknowledge that there have been isolated incidents of alcohol related anti-social behaviour at these locations, the number and frequency of occurrences can be managed by utilising the County Wide PSPO powers.
- 4.24 The impact of the PSPO on alcohol related ASB incidents to date is difficult to pinpoint. The tables below (Fig 2 and 3) show the number of anti-social behaviour incidents in Aberdare and Pontypridd Town Centres for the financial years from April 2017- April 2021. The figures are split into 'All ASB' and 'Alcohol Related ASB'.

- 4.25 Alcohol related ASB data has been extracted from Police data and includes the number of ASB occurrences with an alcohol flag attached on the crime recording system.
- 4.26 The number of 'All ASB' incidents in both Town Centres did begin to decline steadily from the implementation of the PSPO in 2018, however in 2020-2021 penalties for breaching COVID regulations were introduced and these were counted in with the ASB figures, this inclusion has skewed the data somewhat.

Fig 2.

All ASB in Aberdare East and Pontypridd Wards 2017 - 2021

Financial Year	Aberdare East	Pontypridd	Total
2017-2018	459	176	635
2018-2019	393	142	535
2019-2020	320	136	456
2020-2021	550	167	717

- 4.27 The number of 'Alcohol Related ASB' incidents in both Town Centres have reduced overall since the implementation of the PSPO in 2018, from a total of 52 incidents to 29 incidents.

Fig 3.

Alcohol Related ASB in Aberdare East and Pontypridd Wards 2017 – 2021

Financial Year	Aberdare East	Pontypridd	Total
2017/18	35	17	52
2018/19	24	10	34
2019/20	19	16	35
2020/21	17	12	29

5. CONSULTATION

- 5.1 The full consultation report is available at Appendix 5. The public consultation took place between the 2nd October 2020 and 30th October 2020. The consultation period was unfortunately interrupted by the COVID-19 pandemic and face to face consultation was therefore replaced by online data collection to ensure the safety of all involved.
- 5.2 The methodology adopted included an online questionnaire, a webpage outlining the proposals and a "what you need to know" fact sheet. Promotion of the questionnaire was undertaken via social media and the press.

- 5.3 Key stakeholders were contacted via email and asked to provide open responses regarding the proposed PSPO extension.
- 5.4 The key findings arising from the 134 questionnaire responses to the public consultation can be summarised as follows:
- 86% of respondents said that they saw alcohol related anti-social behaviour as a problem in their area. (88% in the Pontypridd area, 82% in the Aberdare area);
 - 69% of respondents said that they were aware that there is a PSPO in place within RCT, in Pontypridd and Aberdare Town Centres;
 - 28% of respondents said that they have seen a decrease in the levels of alcohol related anti-social behaviour in Aberdare Town Centre with 64% saying that they had not seen a decrease within the area;
 - 21% of respondents said that they have seen a decrease in the levels of alcohol related anti-social behaviour in Pontypridd Town Centre with 64% of respondents saying that they have not seen a decrease within the area;
 - 54% of respondents agreed that the PSPO has or is likely to have a positive impact on the quality of life in RCT (57% in Aberdare, 51% in Pontypridd);
 - 34% thought that the PSPO is unlikely to have a positive impact (27% in Aberdare, 40% in Pontypridd).
- 5.5 Public perception remains that alcohol consumption in public spaces within RCT is a problem, particularly in the two principal town centres of Aberdare and Pontypridd. Misuse of other substances is also reported.
- 5.6 There is public support for retaining PSPO restrictions within the Borough and in the town centres of Aberdare and Pontypridd with the majority of respondents agreeing that the PSPO will have a positive impact on both town centres.
- 5.7 In addition to the online consultation and engagement events, key stakeholders were notified of the Local Authority's intention to review the PSPO by email. They were invited to provide open responses to the consultation by expressing their thoughts on the current PSPO, the proposed extension and inviting suggestions about how the PSPO could be improved.

These included:

- All Community & Town Councils in Rhondda Cynon Taf;
- South Wales Police;
- Police & Crime Commissioner for SW Police;
- All neighbouring Local Authorities;

- The Assembly Members and Members of Parliament for Rhondda Cynon Taf;
- Unison, Unite & GMB;
- All County Borough Councillors for Rhondda Cynon Taf;
- Youth Council;
- Older Persons Advisory Group.

8 email responses were received from key stakeholders. Responses were received from the following organisations:

- South Wales Police;
- Pontypridd Town Council;
- Cllr Heledd Fychan MS representing Pontypridd Town Ward;
- Vikki Howells MS representing the Cynon Valley;
- Hirwaun and Penderyn Community Council;
- Caerphilly County Borough Council;
- Cllr Jayne Brencher representing the Graig Ward.

- 5.8 3 responses were obtained from Officers of South Wales Police (SWP).
- 5.9 The SWP Superintendent for Communities and Partnerships stated that she lends her support to the extension of the current PSPO for a further 3 years and has suggested improvements that could be made to the enforcement opportunities currently available to the Police and Local Authority (See Appendix 6).
- 5.10 The SWP Taff Sector Local Policing Inspector fully supports the extension of the Exclusion Zones for a further 3 years (See Appendix 7).
- 5.11 The SWP Cynon Sector Local Policing Inspector has expressed firm support for the proposed 3 year extension of the Borough Wide Controlled Drinking Zone along with the classification of Aberdare Town Centre as an 'Intoxicating Substances Exclusion Zone' (See Appendix 8).
- 5.12 Vikki Howells, MS representing the Cynon Valley agreed with the proposal and offered her full support to the extension of the PSPO in Aberdare Town Centre (See Appendix 9).
- 5.13 Pontypridd Town Council supports a Borough wide extension of the PSPO, however they had some reservations regarding the current enforcement processes and they have made suggestions for improvements that could be made if the PSPO is extended.

- 5.14 Members of Pontypridd Town Council also suggested an extension of the Intoxicating Substances (Including Alcohol) Zone to cover areas owned/maintained by the Town Council including Coedpenmaen Common, Berw Road Fields and Taff Meadow in Treforest (See Appendix 10).
- 5.15 Cllr. Heledd Fychan, MS of Pontypridd Town ward, although in agreement with the extension of the PSPO expressed that she would like to see the Local Authority increasing their resourcing of the PSPO enforcement and an extension of the Intoxicating Substances (Including Alcohol) Zone into the neighbouring streets (See Appendix 11).
- 5.16 Hirwaun and Penderyn Community Council have indicated that they agree to the extension of the PSPO in its current form (See Appendix 12).
- 5.17 Cllr Brencher representing the Graig Ward fully supports the extension of the PSPO as a vital tool in the efforts to ensure that Pontypridd is a safe place for families. However, she has concerns about current reporting processes being challenging to use and has made a request to widen the Pontypridd Exclusion Zone to include the Taff Vale Flats area in the prohibited area because she sees alcohol related anti-social behaviour crossing the town centre boundaries into the Lower Graig area (See Appendix 13).
- 5.18 Caerphilly County Borough Council state that they have no objection to the extension of the PSPO for a further 3 years (See Appendix 14).
- 5.19 Overall, the stakeholders were in agreement with the proposals, with concerns raised by some as outlined above and improvement measures suggested regarding the enforcement of the PSPO.
- 5.20 Other observations arising from the consultation process can be summarised as follows:
- (i) Concerns were raised by both Pontypridd Town Council and Cllr Heledd Fychan MS regarding the concentration of support services located in Pontypridd Town Centre. Both suggested that a review of the location of these services is needed (See Appendix 10 & 11).
- 5.21 Given the evidence and public support for the existing prohibitions and restrictions and the supportive responses from SW Police along with the majority of other stakeholders, the Council can confidently proceed with the necessary arrangements to establish a new PSPO, subject to any amendments that Members may wish to consider following the consultation.

5.22 Members may also wish to consider undertaking the need for a new high profile awareness campaign to ensure that the requirements and prohibitions of the PSPO are publicised and fully understood by residents and businesses.

5.23 Members are requested to consider a proposed commencement date of 1st October 2021.

6. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

6.1 The Council must be able to demonstrate that a PSPO is a necessary and proportionate response to the problems caused by persons under the influence of intoxicating substances including alcohol in public places in the Authority's area and that those activities have had or are likely to have a detrimental effect on the quality of life of those in the locality.

6.2 An Equality Impact Assessment screening was undertaken when the 2018 Intoxicating Substances (Including Alcohol) PSPO was initially proposed and following a recent review, the findings remain as below.

6.3 The Council balances the interests of the population which is adversely affected by the anti-social behaviour of people under the influence of substances in our communities with the reasonable expectation of those who wish to take intoxicating substances or enjoy alcohol responsibly without undue controls. As a population level intervention, the equality impact assessment conducted does not indicate that any group of individuals will be disproportionately affected due to a protected characteristic. With regard to the concerns of young people, the age limit to purchase alcohol is 18 and it is already an offence for a person aged 18 or over to purchase alcohol on behalf of an underage person. To that end, the PSPO does not place any further adverse impact on the rights of young people.

6.4 The Council is required to balance the interests of those who chose to ingest intoxicating substances and the interests of the wider population and business proprietors in Aberdare and Pontypridd Town Centre who are adversely affected by crime and disorder that may arise. The approach of the wider Cwm Taf Substance Misuse Strategy is for all agencies to encourage people with substance misuse issues to engage with services where appropriate. Appropriate substance misuse training for authorised officers has been undertaken as part of the lead in period for commencement of the original Order and will be refreshed for officers as part of any decision to designate a PSPO. This would accompany specific enforcement guidance to ensure that an appropriate range of actions and interventions, not merely the issue of

fixed penalty fines, are available to officers who identify people with substance misuse issues.

- 6.5 The consultation responses support the legal test that the proposed PSPO is a proportionate and necessary action. However, in order to balance the wider needs of the population, the provisions of the proposed Order would not apply to a person in a public place who:
- (i) Ingests a substance capable of stimulating or depressing the central nervous system for a valid and demonstrable medical purpose e.g. prescribed medication;
 - (ii) Ingests tobacco products (e.g. cigarettes) or vaporisers;
 - (iii) Ingests alcohol within the curtilage of a premises licensed for the sale or supply of alcohol.

7. WELSH LANGUAGE IMPLICATIONS

- 7.1 A Welsh Language Impact Assessment has been completed and the main findings are listed below.
- 7.2 The impact of the proposal to introduce a new Intoxicating Substances (Including Alcohol) PSPO is neutral.
- 7.3 As is standard, all signage, posters and promotional material regarding the PSPO will be produced in both Welsh and English and checked with the RCTCBC Translation Department before being published.
- 7.4 Opportunities to speak to Welsh speaking members of staff from RCTCBC and South Wales Police will be provided if requested. Both RCTCBC and SWP have identified officers who speak Welsh fluently and will be able to converse with members of the public if they chose Welsh as their medium.

8. CONSULTATION / INVOLVEMENT

- 8.1 A public consultation was undertaken between the 2nd October 2020 and 30th October 2020. The consultation period was unfortunately interrupted by the COVID-19 pandemic restrictions and face to face consultation was therefore replaced by online data collection to ensure the safety of all involved.
- 8.2 The methodology adopted included an online questionnaire, a webpage outlining the proposals and a “what you need to know” fact sheet. Promotion of the questionnaire was undertaken via social media and the press.
- 8.3 Key stakeholders (including RCT Community and Town Councils, SWP, SWP PCC’s Office, Neighbouring Local Authorities, Assembly

Members and Members of Parliament for RCT, Relevant Unions, All County Borough Councillors of RCT and the Older Person's Advisory Group) were contacted via email and asked to provide open responses regarding the proposed PSPO extension (See Appendix 15).

- 8.4 All responses to the consultation have been referred to in the above document and a full report of the public consultation along with all key stakeholder replies have been included in the appendices attached.

9. FINANCIAL IMPLICATION(S)

- 9.1 The Council must consider how it will enforce the prohibitions and requirements introduced under the PSPO, as the failure to enforce the Order will undermine its effect. This is particularly the case for the town centres subject to Intoxicating Substance Exclusion Zone controls.
- 9.2 In order to enforce the prohibitions of the Exclusion Zones, the Council have already erected signage throughout Pontypridd and Aberdare town centres which is adequate and will not need replacing. However, new signage will need to be produced to reflect the extended Intoxicating Substances Exclusion Zone boundary in Pontypridd town centre if agreed. The original 4 signs will be replaced and 3 additional signs will be erected at entry points to the boundary of the area where the prohibitions apply at a cost of approximately £30 per sign.
- 9.3 To ensure the Order is monitored effectively, there will be a need to ensure Enforcement Officers funded through existing resources continue to be duly authorised to monitor and enforce compliance alongside Police Constables.

10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 10.1 Under section 59 of the [Anti-Social Behaviour, Crime and Policing Act 2014](#) (the 'Act'), a local authority may make a PSPO if satisfied on reasonable grounds that two conditions are met.
- 10.2 The first condition is that:
- a) Activities carried on in a public place within the Authority's area have had a detrimental effect on the quality of life of those in the locality, or;
 - b) It is likely that activities will be carried on in a public place within that area and that they will have such an effect.
- 10.3 The second condition is that the effect, or likely effect of the activities:
- a) Is, or is likely to be, of a persistent or continuing nature;

- b) Is, or is likely to be, such as to make the activities unreasonable, and;
 - c) Justifies the restrictions imposed by the notice.
- 10.4 A PSPO is an order that identifies the public place referred to in the restricted area and:
 - a) Prohibits specified things being done in the restricted area;
 - b) Requires specified things to be done by persons carrying on specified activities in that area, or;
 - c) Does both of those things.
- 10.5 The only prohibitions or requirements that may be imposed are ones that are reasonable to impose in order:
 - a) To prevent the detrimental effect referred to above from continuing, occurring or recurring, or;
 - b) To reduce the detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.
- 10.6 A PSPO order must identify the activities referred to above, detail the offence of non-compliance with it and specify the period for which it has effect. It may not have effect for a period of more than 3 years.
- 10.7 The Act requires that before it can make a PSPO the Council must carry out the *necessary consultation*, the *necessary publicity* and the *necessary notification*. The consultation process described in this report has discharged these duties in respect of consultation, publicity and notification. In addition, the Council has consulted with SW Police and other stakeholders and notified the Community Councils across Rhondda Cynon Taf. The Council, having fulfilled these obligations under the Act is therefore able to proceed to making the PSPO should it wish to do so.

11. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

- 11.1 The proposals in this report are consistent with the priorities of the Council's Corporate Plan, in particular *"Place – creating neighbourhoods where people are proud to live and work"*.
 - *Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe.*
- 11.2 These proposals are also consistent with the Well-being Goals under the Wellbeing of Future Generations (Wales) Act 2015:

- *A healthier Wales – a society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood;*
- *A Wales of cohesive communities – attractive, viable, safe and well connected communities.*

12. CONCLUSION

- 12.1 There remains a problem in RCT with alcohol related anti-social behaviour, crime and disorder and the reported perception of the public is that this is a significant issue that warrants specific controls.
- 12.2 Having regard to the legal tests, there are reasonable grounds for the Council to establish a new PSPO which makes the whole Borough of RCT a ‘Controlled Drinking Zone’ and includes prohibitions on intoxicating substance use, including alcohol, in public places in the ‘Intoxicating Substances Exclusion Zones’ within the town centres of Pontypridd (including the Lower Graig area, the area around Ty Pennant, and the green spaces leading from Pontypridd Bus Station to Tyfica Road via the underpass) and Aberdare only.
- 12.3 Cabinet is now asked to consider the responses to the public consultation and make a decision in relation to creating a new Borough Wide PSPO with two Exclusion Zones in Aberdare and Pontypridd Town Centres (including the Lower Graig area, the area around Ty Pennant, and the green spaces leading from Pontypridd Bus Station to Tyfica Road via the underpass) accounting for any amendments required following consideration of the consultation response.

Other Information:-

2018 Intoxicating Substances (Including Alcohol) PSPO Cabinet Report

Relevant Scrutiny Committee

Public Service Delivery, Communities & Prosperity Scrutiny Committee (Crime and Disorder);
Health and Well-being Scrutiny Committee.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23rd SEPTEMBER 2021

REPORT OF DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR RHYS LEWIS, CABINET MEMBER FOR STRONGER COMMUNITIES, WELL-BEING AND CULTURAL HERITAGE

**PUBLIC SPACES PROTECTION ORDER
(INTOXICATING SUBSTANCES INCLUDING ALCOHOL)**

Background Papers

- a) Public Spaces Protection Orders (Intoxicating Substances including Alcohol) – Report of Director of Public Health, Protection and Community Services in discussion with the relevant Portfolio Holder, Councillor Rhys Lewis: 19th December 2017
- b) Anti-social Behaviour, Crime and Policing Act 2014 – Chapter 12
- c) Anti-social Behaviour, Crime and Policing Act 2014: Reform of anti-social behaviour powers: statutory guidance for frontline professionals. Home Office: July 2014
- d) Public Spaces Protection Orders- Guidance for Councils (Local Government Association, May 2017)

Officer to contact:

Louise Davies, Director of Public Health, Protection and Community Services.
Tel. No. 07799132101

Gary Black, Community Safety and Strategic Partnerships Service Manager,
Tel No. 07792805965

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL (CONTROLLED DRINKING ZONE
INCLUDING EXCLUSION ZONES FOR THE CONSUMPTION OF INTOXICATING SUBSTANCES
INCLUDING ALCOHOL) PUBLIC SPACES PROTECTION ORDER 2018**

Rhondda Cynon Taf County Borough Council ("the Council") in exercise of its powers under Section 59 of the Anti-Social Behaviour Crime and Policing Act 2014 ("the Act") hereby makes the following Public Spaces Protection Order:

1. This Order may be cited as the "Rhondda Cynon Taf County Borough Council (Controlled Drinking Zone including Exclusion Zones for the consumption of intoxicating substances including alcohol) Public Spaces Protection Order 2018" (the "Order").
2. This Order comes into force on 1st September 2018 and shall have effect and remain in force for a period of three years from that date.
3. This Order creates a controlled drinking zone within the whole of the Rhondda Cynon Taf County Borough (hereinafter referred to as the "Controlled Drinking Zone") and areas known as "Intoxicating Substance Exclusion Zones" (comprising of Aberdare and Pontypridd town centres and as more particularly delineated edged red on the plan attached to Schedule 1 to this Order).
4. In making this Order the Council is satisfied that the following conditions, as outlined in the Act, have been met in that:-
 - a) Activities carried out within the Controlled Drinking Zone (which includes the Intoxicating Substance Exclusion Zones) through the use of intoxicating substances have had a detrimental effect on the quality of life of those in the locality, and it is likely such activities will be carried out within that area and have such an effect; and
 - b) the effect or likely effect of these activities is or is likely to be, of a persistent or continuing nature and that these activities are unreasonable and justifies the restrictions imposed by this Order.

OFFENCES

5. The effect of this Order is to impose the following condition within the Controlled Drinking Zone:
 - (i) A prohibition at any time on any person(s) in a public place consuming alcohol or having an alcohol container, who without reasonable excuse continues drinking, or

fails to surrender intoxicating alcohol when asked to stop by an Authorised Officer unless an exemption listed in 7. below to this Order applies.

6. The effect of this Order is to impose the following condition within the Intoxicating Substance Exclusion Zones:

- (i) A prohibition at any time on any person(s) to consume, ingest, inhale, inject, smoke or otherwise use Intoxicating Substances in a public place unless an exemption listed in 6(iii) or 7. to this Order applies.
- (ii) "Intoxicating Substances" means substances with the capacity to stimulate or depress the central nervous system (and includes alcohol and what are commonly referred to as 'legal highs').
- (iii) Exemptions apply in cases where the Intoxicating Substances are used for; a valid and demonstrable medicinal use; given to an animal as a medicinal remedy; are cigarettes (tobacco) or vaporisers or are food stuffs regulated by Food, Health and Safety legislation.
- (iv) Persons within the Intoxicating Substance Exclusion Zones who breach the prohibition at 6(i) of this Order shall surrender all Intoxicating Substances in his/her possession to an Authorised Officer.

7. Exemptions

- (i) The prohibitions in 5(i) and 6(i) (in relation to alcohol consumption) of this Order do not apply to such activities at:
 - (a) premises (other than Council-operated licensed premises) authorised by a premises licence to be used for the supply of alcohol;
 - (b) premises authorised by a club premises certificate to be used by the club for the supply of alcohol;
 - (c) a place within the curtilage of premises within paragraph 7(i)(a) or 7(i)(b);
 - (d) premises which by virtue of Part 5 of the Licensing Act 2003 (the "Licensing Act") may at the relevant time be used for the supply of alcohol or which, by virtue of that Part, could have been so used within the 30 minutes before that time;
 - (e) a place where facilities or activities relating to the sale or consumption of alcohol are at the relevant time permitted by virtue of a permission granted under section 115E of the Highways Act 1980 (highway-related uses); and
 - (f) Council-operated licensed premises when the premises are being used for the supply of alcohol, or

within 30 minutes after the end of a period during which the premises have been used for the supply of alcohol.

8. For the purposes of this Order:

“Authorised Officer” means a police constable, community support officer or a person authorised by the Council for the purposes of enforcing this Order;

“club premises certificate” has the meaning given by section 60 of the Licensing Act;

“premises licence” has the meaning given by section 11 of the Licensing Act;

“supply of alcohol” has the meaning given by section 14 of the Licensing Act; and

premises are “council-operated licensed premises” if they are authorised by a premises licence to be used for the supply of alcohol and —

(a) the licence is held by Rhondda Cynon Taf County Borough Council in whose area the premises (or part of the premises) are situated, or

(b) the licence is held by another person but the premises are occupied by Rhondda Cynon Taf County Borough Council or are managed by or on behalf of Rhondda Cynon Taf County Borough Council.

9. It is an offence for a person to engage in activity which they are prohibited from doing by effect of this Order or fail to comply with a requirement to which a person is subject by effect of this Order.

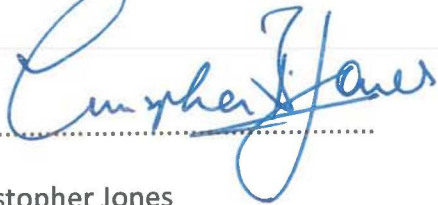
PENALTIES

10. A person who is guilty of an offence under this Order is liable on summary conviction to a fine not exceeding level 2 on the standard scale.

11. A Fixed Penalty Notice may be issued by an Authorised Officer to a person who breaches this Order, offering them the opportunity of discharging any liability to conviction for the offence by payment of a fixed penalty.

THE COMMON SEAL OF RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

Was hereto affixed in the presence of



Christopher Jones

Director, Legal & Democratic Services

AWDURDOD/ AUTHORITY	
Cynllun Dirprwyo/ Scheme of Delegation	
DYDDIAD/ DATE	
ARDYSTIWYD GAN/ CERTIFIED	ASW

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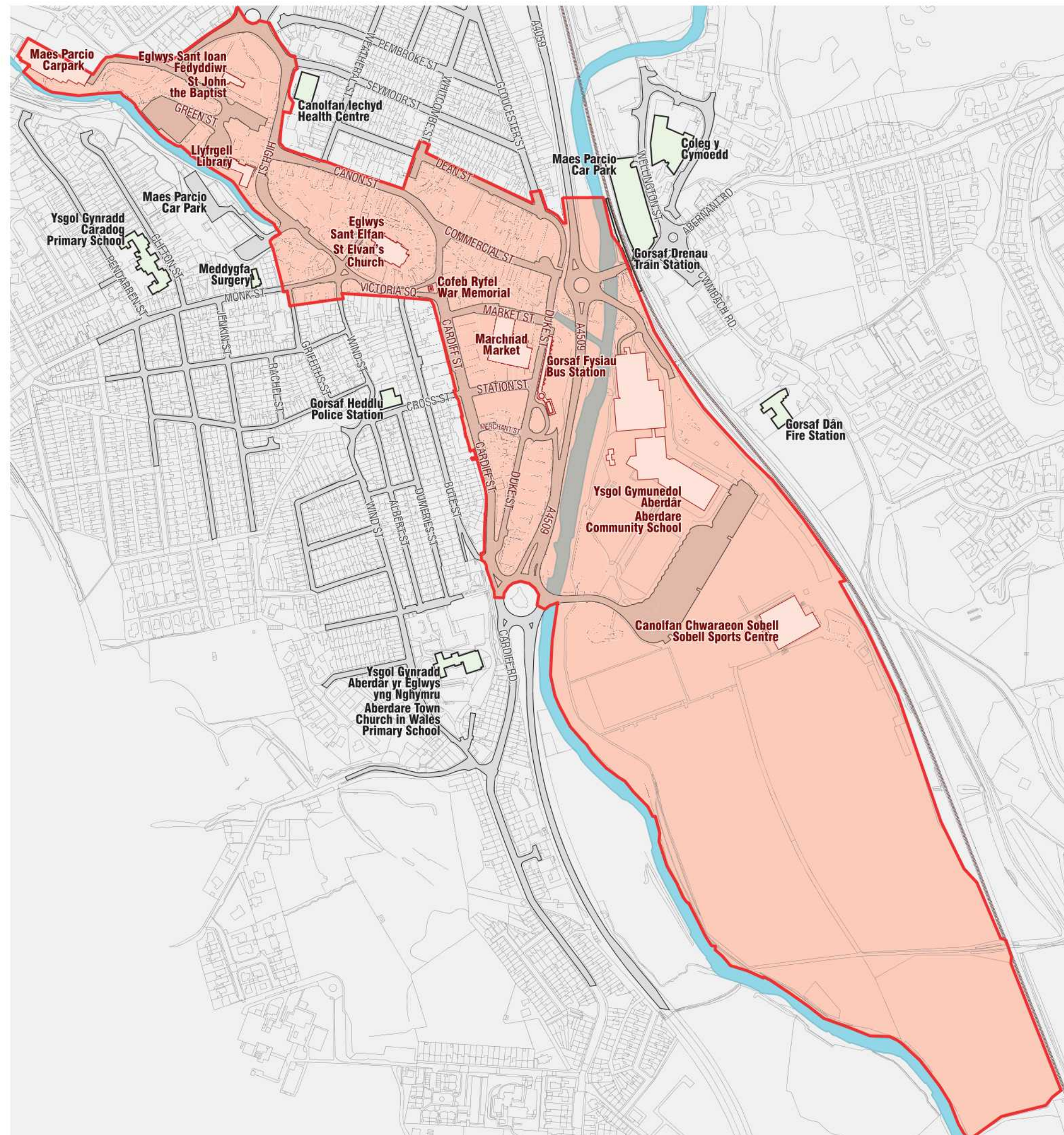


SCHEDULE 1

INTOXICATING SUBSTANCES EXCLUSION ZONES

**[Maps showing Aberdare and Pontypridd Town Centres being the Intoxicating Substances
Exclusion Zones edged in red.]**

Canol Tref Aberdâr Aberdare Town Centre



Hysbysiad Cyfreithiol / Legal Notice

RHONDDA CYNON TAF

GORCHYMYN DIOGELU MANNAU CYHOEDDUS (PARTH YFED A REOLIR GAN GYNNWYS PARTHAU LLE GWAHERDDIR DEFNYDDIO SYLWEDDAU MEDDWOL GAN GYNNWYS ALCOHOL) 2018 DEDDF YMDDYGIAD GWRTHGYMDEITHASOL, TROSEDDU A PHLISMONA 2014

(CONTROLLED DRINKING ZONE INCLUDING EXCLUSION ZONES FOR THE CONSUMPTION OF INTOXICATING SUBSTANCES INCLUDING ALCOHOL) PUBLIC SPACES PROTECTION ORDER 2018 ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

Effaith y Gorchymyn yma yw gorfodi'r amod canlynol o fewn y **Parthau Lle Gwaherddir Sylweddau Meddwol**:


1. Gwahardd ar unrhyw adeg unrhyw berson(au) rhag yfed/cymryd, llyncu, mewnanadlu, chwistrellu, ysmygu neu ddefnyddio **Sylweddau Meddwol** mewn man cyhoeddus oni bai fod eithriad sy'n cael ei restru yn 6(iii) neu 7. i'r Gorchymyn yma'n gymwys.
2. Mae "**Sylweddau Meddwol**" yn golygu sylweddau sydd â'r gallu i ysgogi neu iselhau'r system nerfol ganolog (ac mae'n cynnwys alcohol a'r hyn y cyfeirir atyn nhw yn gyffredinol fel 'anterthau cyfreithiol').
3. Mae eithriadau'n berthnasol mewn achosion lle mae'r **Sylweddau Meddwol** yn cael eu defnyddio at ddibenion dilys a meddyginaethol (a bod modd profi hyn); yn cael eu rhoi i anifeiliaid fel meddyginaeth, yn sigarennau (tybaco) neu anweddwy'r (vaporisers) neu'n fwydydd wedi'u rheoleiddio gan ddeddfwriaeth Bwyd, Diogelwch ac Iechyd.

Bydd personau o fewn y **Parthau Lle Gwaherddir Sylweddau Meddwol** sy'n torri'r gwaharddiad yn 6(i) o'r Gorchymyn yma yn **ildio'r holl Sylweddau Meddwol** sydd yn eu meddiant ac yn eu rhoi i Swyddog Awdurdodedig.

The effect of this Order is to impose the following condition within the **Intoxicating Substance Exclusion Zones**:

1. A prohibition at any time on any person(s) to consume, ingest, inhale, inject, smoke or otherwise use **Intoxicating Substances** in a public place unless an exemption listed in 6(iii) or 7. to this Order applies.
2. "**Intoxicating Substances**" means substances with the capacity to stimulate or depress the central nervous system (and includes alcohol and what are commonly referred to as 'legal highs').
3. Exemptions apply in cases where the **Intoxicating Substances** are used for; a valid and demonstrable medicinal use; given to an animal as a medicinal remedy; are cigarettes (tobacco) or vaporisers or are food stuffs regulated by Food, Health and Safety legislation.

Persons within the Intoxicating Substance Exclusion Zones who breach the prohibition at 6(i) of this Order **shall surrender all Intoxicating Substances** in his/her possession to an Authorised Officer.

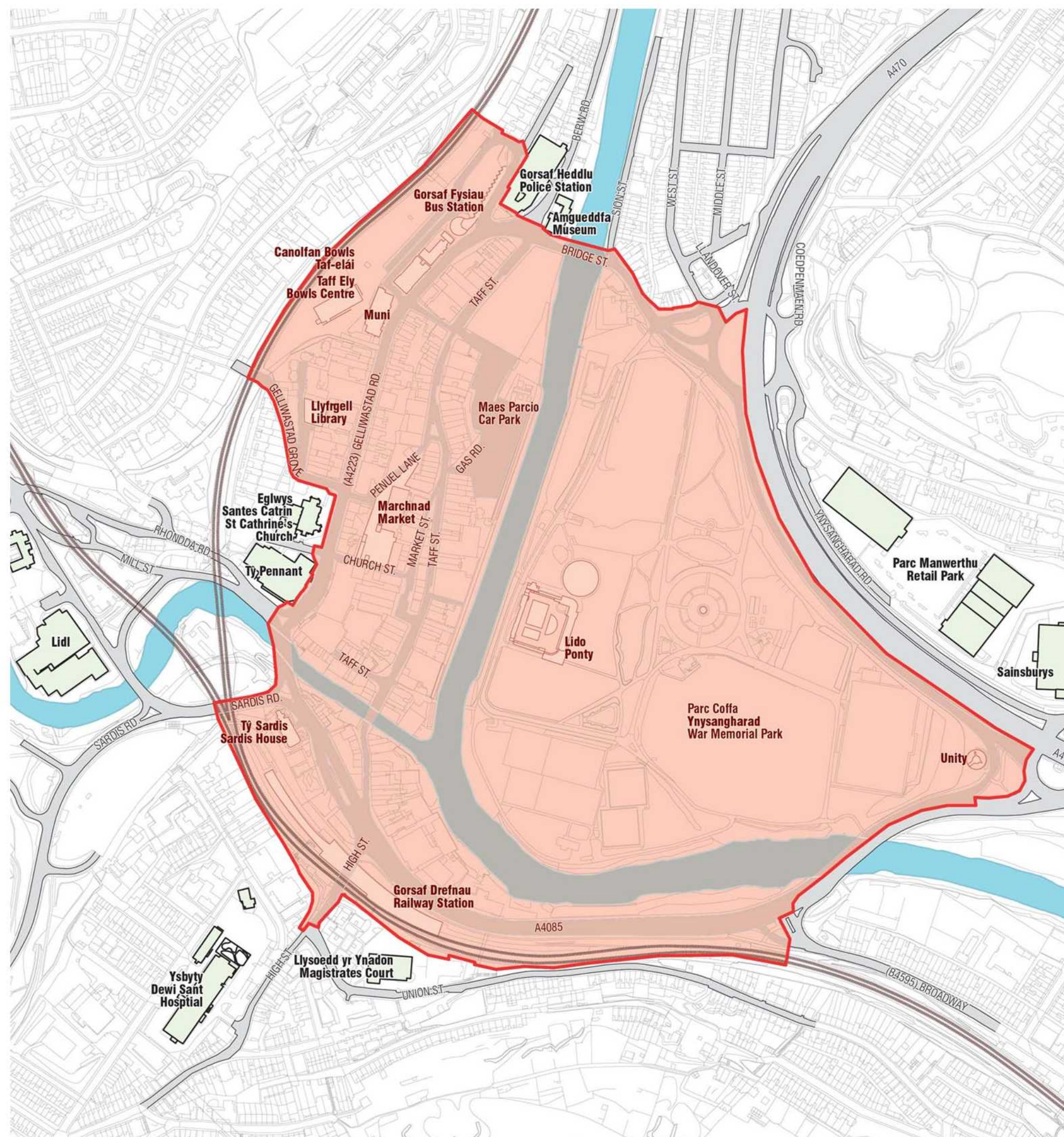
 **Parthau Lle Gwaherddir Sylweddau Meddwol**
Intoxicating Substance Exclusion Zone

Hawlfraint y goron a hawliau cronfa ddata 2016 Arolwg Ordnans 100023458
Crown copyright and database rights 2016 Ordnance Survey 100023458

Am ragor o wybodaeth, ewch i:
<http://fymhethau.rctcbc.gov.uk/>

For further information, please visit:
<http://my.rctcbc.gov.uk>

Canol Tref Pontypridd Pontypridd Town Centre



Hysbysiad Cyfreithiol / Legal Notice

RHONDDA CYNON TAF

GORCHYMYN DIOGELU MANNAU CYHOEDDUS (PARTH YFED A REOLIR GAN GYNNWYS PARTHAU LLE GWAHERDDIR DEFNYDDIO SYLWEDDAU MEDDWOL GAN GYNNWYS ALCOHOL) 2018 DEDDF YMDDYGIAD GWRTHGYMDEITHASOL, TROSEDDU A PHLISMONA 2014

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3. Mae eithriadau'n berthnasol mewn achosion lle mae'r **Sylweddau Meddwol** yn cael eu defnyddio at ddibenion dilys a meddyginaethol (a bod modd profi hyn); yn cael eu rhoi i anifeiliaid fel meddyginaeth, yn sigarennau (tybaco) neu anweddwy (vaporisers) neu'n fwydydd wedi'u rheoleiddio gan ddeddfwriaeth Bwyd, Diogelwch ac Iechyd.

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3. Exemptions apply in cases where the **Intoxicating Substances** are used for; a valid and demonstrable medicinal use; given to an animal as a medicinal remedy; are cigarettes (tobacco) or vaporisers or are food stuffs regulated by Food, Health and Safety legislation.

Persons within the Intoxicating Substance Exclusion Zones who breach the prohibition at 6(i) of this Order **shall surrender all Intoxicating Substances** in his/her possession to an Authorised Officer.

 **Parthau Lle Gwaherddir Sylweddau Meddwol**
Intoxicating Substance Exclusion Zone

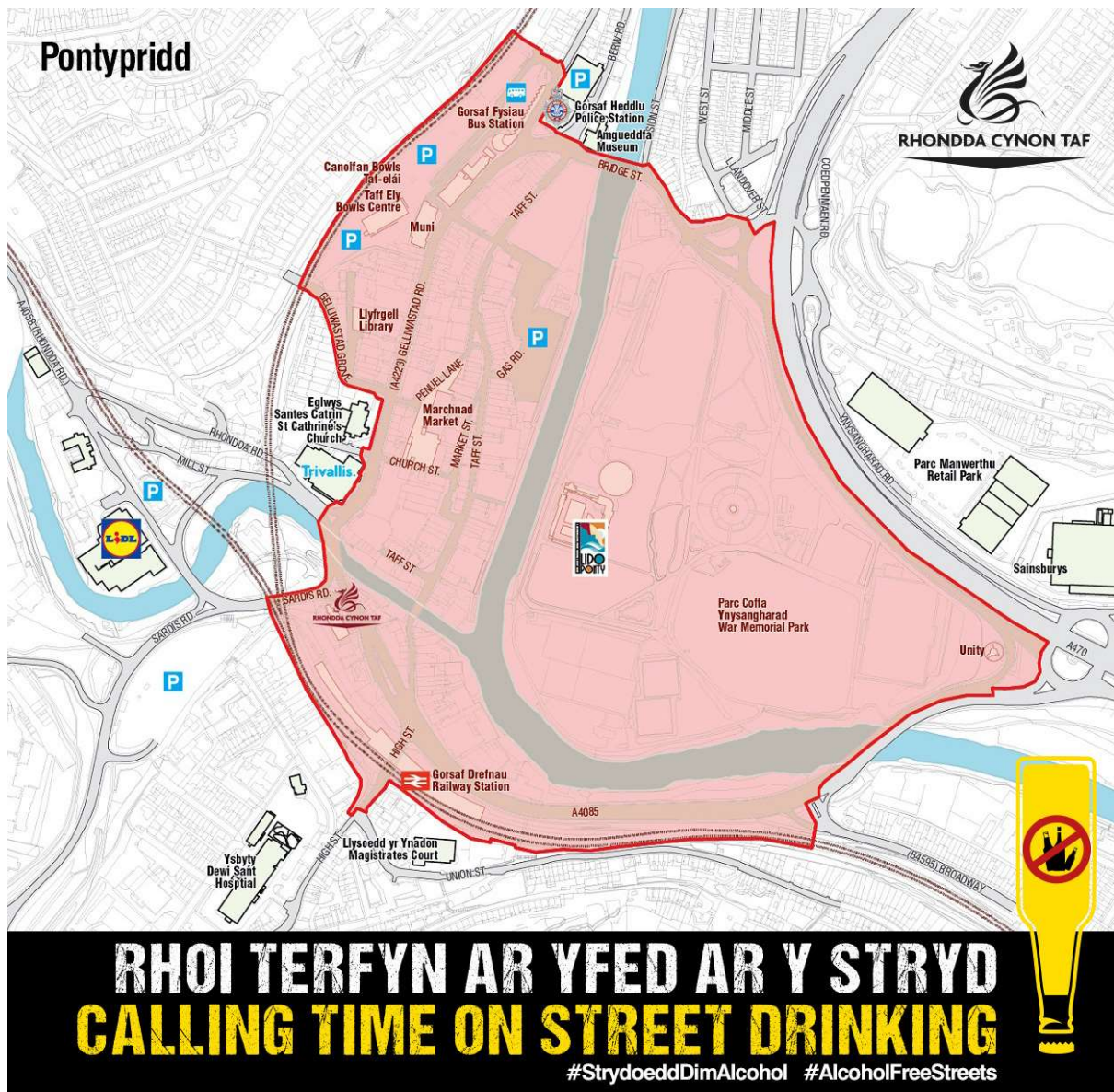
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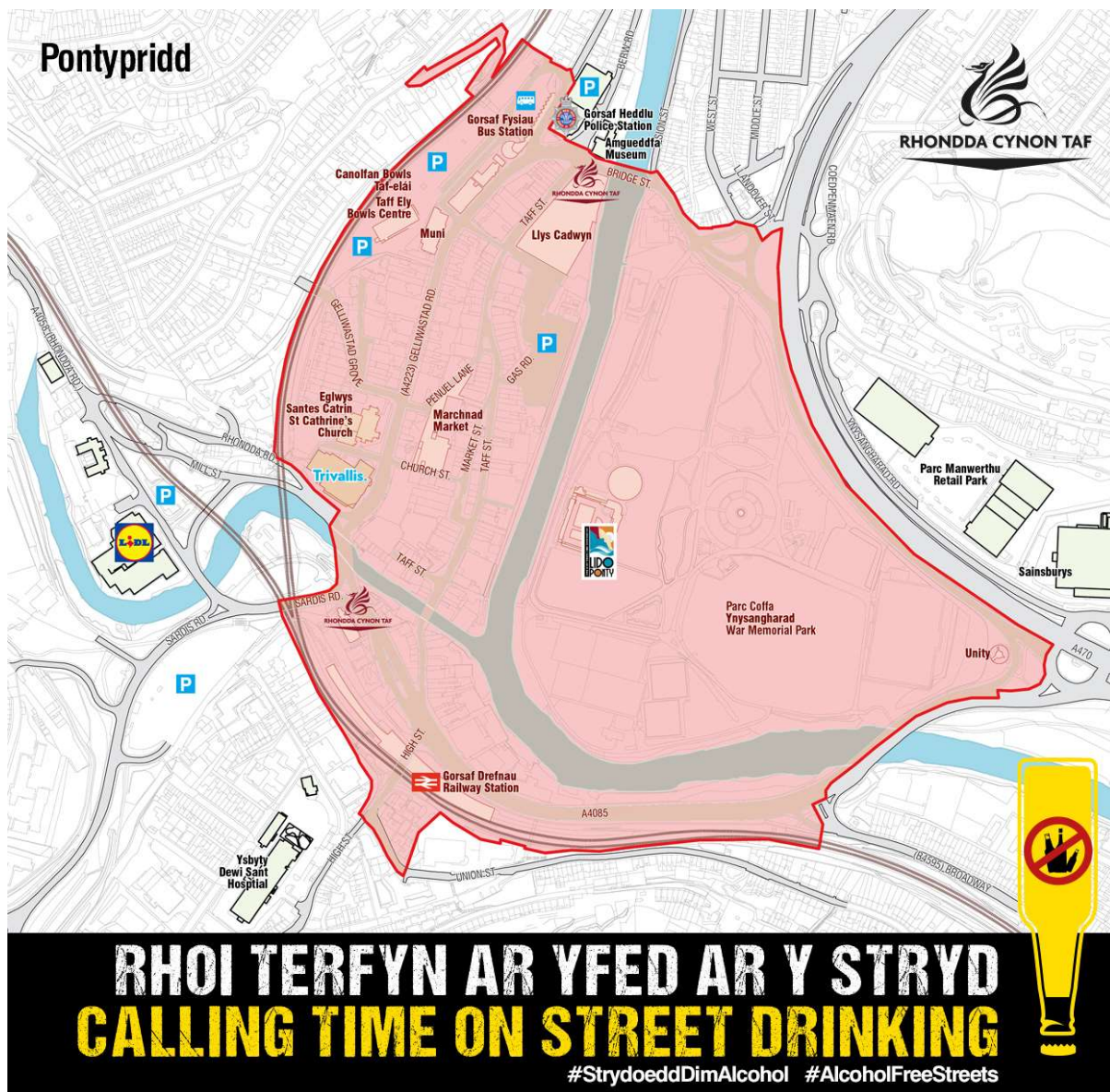
For further information, please visit:
<http://my.rctcbc.gov.uk>

Tudalen wäg

2018 Pontypridd Intoxicating Substances (Including Alcohol) Exclusion Zone



Proposed 2021 Pontypridd Intoxicating Substances (Including Alcohol) Exclusion Zone



Aberdare Intoxicating Substances (Including Alcohol) Exclusion Zone



Tudalen wag

Graph to show Alcohol Related ASB in RCT by Ward 2017 – 2021

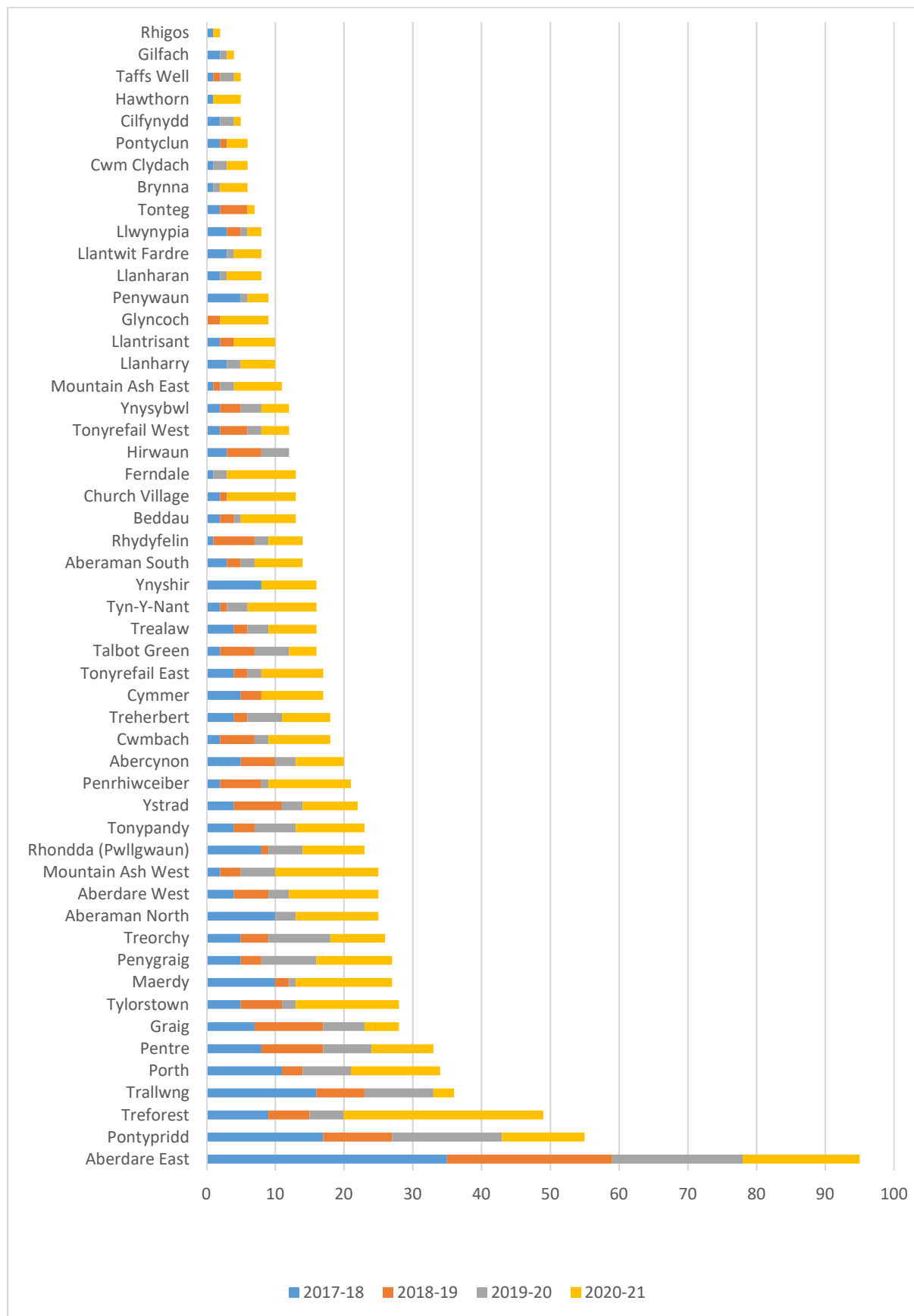


Table to show Alcohol Related ASB in RCT by Ward 2017 – 2021

Mapped_Beat	2017-18	2018-19	2019-20	2020-21	TOTAL
Aberaman North	10	0	3	12	25
Aberaman South	3	2	2	7	14
Abercynon	5	5	3	7	20
Aberdare East	35	24	19	17	95
Aberdare West	4	5	3	13	25
Beddau	2	2	1	8	13
Brynna	1	0	1	4	6
Church Village	2	1	0	10	13
Cilfynydd	2	0	2	1	5
Cwm Clydach	1	0	2	3	6
Cwmbach	2	5	2	9	18
Cymmer	5	3	0	9	17
Ferndale	1	0	2	10	13
Gilfach	2	0	1	1	4
Glyncoch	0	2	0	7	9
Graig	7	10	6	5	28
Hawthorn	1	0	0	4	5
Hirwaun	3	5	4	0	12
Llanharan	2	0	1	5	8
Llanharry	3	0	2	5	10
Llantrisant	2	2	0	6	10
Llantwit Fardre	3	0	1	4	8
Llwynypia	3	2	1	2	8
Maerdy	10	2	1	14	27
Mountain Ash East	1	1	2	7	11
Mountain Ash West	2	3	5	15	25
Penrhiwceiber	2	6	1	12	21
Pentre	8	9	7	9	33
Penygraig	5	3	8	11	27
Penywaun	5	0	1	3	9
Pontyclun	2	1	0	3	6
Pontypridd	17	10	16	12	55
Porth	11	3	7	13	34
Rhigos	1	0	0	1	2
Rhondda (Pwllgwaun)	8	1	5	9	23
Rhydyfelin	1	6	2	5	14
Taffs Well	1	1	2	1	5
Talbot Green	2	5	5	4	16
Tonteg	2	4	0	1	7

Tonypandy	4	3	6	10	23
Tonyrefail East	4	2	2	9	17
Tonyrefail West	2	4	2	4	12
Trallwng	16	7	10	3	36
Trealaw	4	2	3	7	16
Treforest	9	6	5	29	49
Treherbert	4	2	5	7	18
Treorchy	5	4	9	8	26
Tylorstown	5	6	2	15	28
Tyn-Y-Nant	2	1	3	10	16
Ynyshir	8	0	0	8	16
Ynysybwl	2	3	3	4	12
Ystrad	4	7	3	8	22

Tudalen wag

RCT Public Spaces Protection Order
Intoxicating Substances (Including Alcohol)
Consultation
2021

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EXECUTIVE SUMMARY

- This report presents the findings of the consultation regarding a possible 3 year extension of the existing RCT Public Spaces Protection Order (PSPO) to control alcohol related anti-social behaviour in Rhondda Cynon Taf with the inclusion of 2 defined exclusion zones to control intoxicating substance use (including alcohol) in Pontypridd and Aberdare Town Centres.
- The intended consultation plan was hampered by the COVID-19 pandemic and as such the planned public engagement element of the consultation had to be altered to take this into account. The process of engagement was therefore undertaken via electronic means of communication rather than the more preferable face to face basis.
- The public consultation ran from 2nd October 2020 until 30th October 2020.
- A webpage was set up to provide information on the proposals and consultation events, frequently asked questions, maps of the current exclusion zones and links to the online questionnaire.
- Other methods involved an officer from the Community Safety Team attending the online OPAG group to speak to those involved in the local 50+ forums to ask their views and experiences.
- Key Stakeholders and local businesses were contacted directly by email to provide them with the opportunity to comment on the proposed 3 year PSPO extension.
- The consultation was promoted via RCT's Social Media accounts and press releases.
- Respondents were able to conduct an online questionnaire, email the Consultation inbox and/or write to the freepost address.
- Overall, 134 **people** engaged directly in the consultation process and 8 agencies engaged.
- Of the 134 questionnaire respondents, 86% of respondents said that they saw alcohol related anti-social behaviour as a problem in their area.
- 88% of respondents said that they saw alcohol related anti social behaviour as a problem in the Pontypridd area, 82% said they saw it as a problem in the Aberdare area.
- 69% of respondents said that they were aware that there is a PSPO in place within RCT, in Pontypridd and Aberdare Town Centres.

- 63% of respondents said that they had not seen a decrease in the levels of alcohol related anti social behaviour in Pontypridd and Aberdare Town Centres.
- 28% of respondents said that they have seen a decrease in the levels of alcohol related anti social behaviour in Aberdare Town Centre with 64% saying that they had not seen a decrease within the area.
- 21% of respondents said that they have seen a decrease in the levels of alcohol related anti social behaviour in Pontypridd Town Centre with 64% of respondents saying that they have not seen a decrease within the area.
- 54% of respondents agreed that the PSPO has or is likely to have a positive impact on the quality of life in RCT. 34% thought that the PSPO is unlikely to have a positive impact.
- In Aberdare 57% of respondents thought that the PSPO has or is likely to have a positive impact on the quality of life in the area with 27% disagreeing.
- In Pontypridd 51% of respondents thought that the PSPO has or is likely to have a positive impact on the quality of life in the area with 40% disagreeing.

Response breakdown

- 134 questionnaire responses (online and hardcopy) were received.
- 8 emails from stakeholders (including SWP Cynon Sector Local Policing Inspector, SWP Taff Sector Local Policing Inspector, SWP Superintendent for Communities and Partnerships, Vikki Howells MS representing the Cynon Valley, Pontypridd Town Council, Cllr Heledd Fychan MS representing Pontypridd Town Centre Ward, Hirwaun & Penderyn Community Council, Caerphilly County Borough Council)
- 5 people attended the OPAG meeting and took part in a discussion with an Officer from the Community Safety Partnership.

1. INTRODUCTION

- 1.1 This report presents the findings of the consultation regarding the existing Public Spaces Protection Order (PSPO) to control alcohol related anti-social behaviour in Rhondda Cynon Taf with the inclusion of 2 defined exclusion zones to control intoxicating substance use (including alcohol) in Pontypridd and Aberdare Town Centres.
- 1.2 Section 2 outlines some brief background.
- 1.3 Section 3 details the methodology.
- 1.4 Section 4 presents the results from the questionnaire.
- 1.5 Section 5 provides responses from stakeholders.

2. BACKGROUND

2.1 The proposals are;

1. To commit to a 3 year extension of the existing Public Space Protection Order (PSPO) with the whole County Borough of Rhondda Cynon Taf being a Controlled Drinking Zone. This does not ban or make it illegal to carry alcohol or to drink alcohol in a public place as long as drinking is done responsibly.
2. To keep the existing Intoxicating Substance Exclusion Zones in the defined areas within **Pontypridd Town Centre** and **Aberdare Town Centre** (refer to the enclosed Maps) for a further 3 year period. This prohibits persons in these areas from ingesting, inhaling, injecting, smoking or otherwise using intoxicating substances in public places.
3. To allow consumption of alcohol in the exclusion zones only where the activity is undertaken at a premises or within the boundaries of the premises which is authorised for the supply of alcohol.
4. That the fixed fine is set at **£100** (the maximum allowed).

2.2 What are Public Spaces Protection Orders (PSPOs)?

Public Spaces Protection Orders are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. The order could also be used to deal with likely future problems. The Antisocial Behaviour Crime and Policing Act 2014 allows councils to introduce these orders, after consultation with communities and other interested parties. The orders must be reviewed every three years to ensure they are still necessary.

2.3 What does the Borough wide PSPO mean?

The aim of the PSPO is to provide Local Authorities with the necessary powers to introduce restrictions upon activity and behaviours deemed to be anti-social and occurring in "public spaces". A PSPO is designed to restrict and prohibit certain behaviours. It is intended that the consumption of alcohol in public spaces will be restricted with a condition that enables a police officer or other enforcement officer to request that a person who is causing anti-social behaviour whilst in possession of alcohol, to stop drinking alcohol. It will also give the police/enforcement officer the right to seize the alcohol. If someone refuses to comply with the request of the police/enforcement officer to stop drinking and to hand over any containers believed to contain alcohol he/she commits a criminal offence. Once introduced a PSPO can be enforced by both the Local Authority (authorised personnel) and

the police and any breach of the order is a criminal offence which can be discharged via fixed penalty notice (£100) or up to £1000 fine upon prosecution.

2.4 Is the borough wide PSPO a ban on drinking alcohol?

No. A drinker's behaviour is the consideration in any action taken by those who enforce the order. It is not intended that those who are sensibly drinking will be subjected to these order's requirements. Home Office guidance reinforces this. However, the drinking of alcohol in the Exclusion Zones will be prohibited, other than in relation to an activity, premises or curtilage authorised to be used for the supply of alcohol by licence or club premises certificate or permission granted under section 115E of the Highways Act 1980.

2.5 What do we mean by Intoxicating Substances?

Intoxicating Substances will be defined as substances with the capacity to stimulate or depress the central nervous system. (this includes alcohol and what are commonly referred to as "legal highs"): Exemptions shall apply where the substances are used for a valid and demonstrable medical use, given to an animal as a medicinal remedy, are cigarettes (tobacco) or vaporisers or are food stuffs regulated by Food, Safety or Health legislation.

2.6 What are the benefits of this PSPO?

The main benefits are to reduce street drinking that is having a negative impact on communities and the environment, whilst reducing harmful consumption of alcohol and protecting vulnerable people.

2.7 Where are the exclusion zones?

The Intoxicating Substance (Including Alcohol) Exclusion Zones are in Pontypridd Town Centre and Aberdare Town Centre. See maps below.

2.8 Aberdare Exclusion Zone for Intoxicating Substances



Figure 1

2.9 Pontypridd Exclusion Zone for Intoxicating Substances

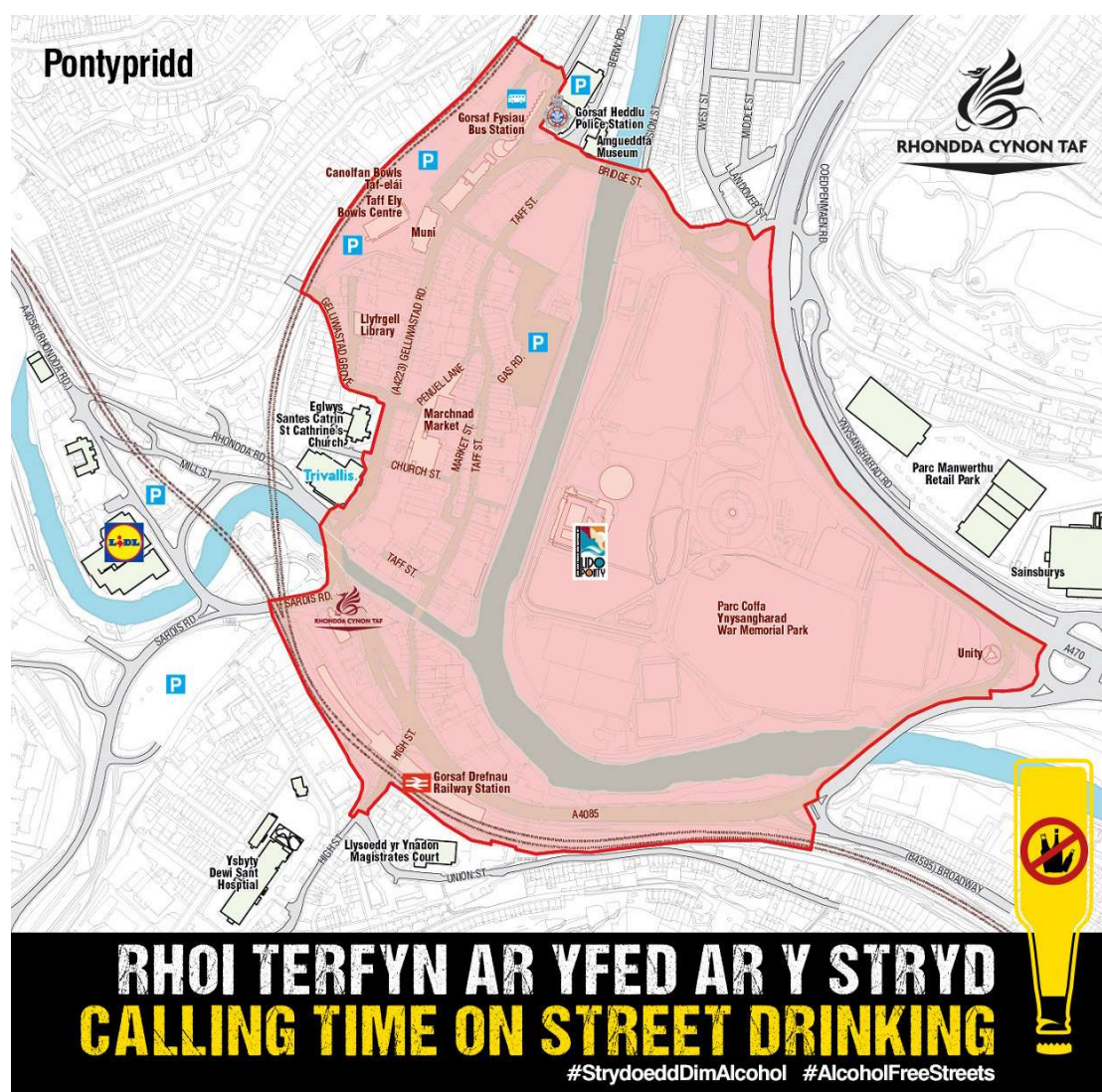


Figure 2

3 METHODOLOGY

- 3.1 The public consultation ran for 4 weeks, from the 2nd October 2020 to 30th October 2020.
- 3.2 The aim of the consultation was to gather the views of residents, traders and key stakeholders in the Aberdare and Pontypridd areas specifically as they would be directly affected by the proposals. The consultation was open to all members of the public.
- 3.3 The following methods were used to consult with stakeholders;
- A questionnaire
 - Meetings with the Older Person's Advisory Group
 - An email to traders in Pontypridd and Aberdare Town Centres via the respective Business Improvement District Organisations (BID) inviting open responses
 - An email to key stakeholders inviting open responses
 - A dedicated email address (consultation@rctcbc.gov.uk) and freepost address if needed.
- 3.4 The following responses were received;
- 134 questionnaire responses (online and hardcopy)
 - 8 emails from stakeholders (including SWP Cynon Sector Local Policing Inspector, SWP Taff Sector Local Policing Inspector, SWP Superintendent for Communities and Partnerships, Vikki Howells MS representing the Cynon Valley, Pontypridd Town Council, Cllr Heledd Fychan MS representing Pontypridd Town Centre Ward, Cllr Jayne Brencher representing Graig Ward, Hirwaun & Penderyn Community Council, Caerphilly County Borough Council)
 - 5 people attended the OPAG meeting and took part in the discussion

4 Questionnaire Results

- 4.1 134 responses were received to the questionnaire.
- 4.2 There were 77 responses relating to Pontypridd and 56 responses relating to Aberdare.

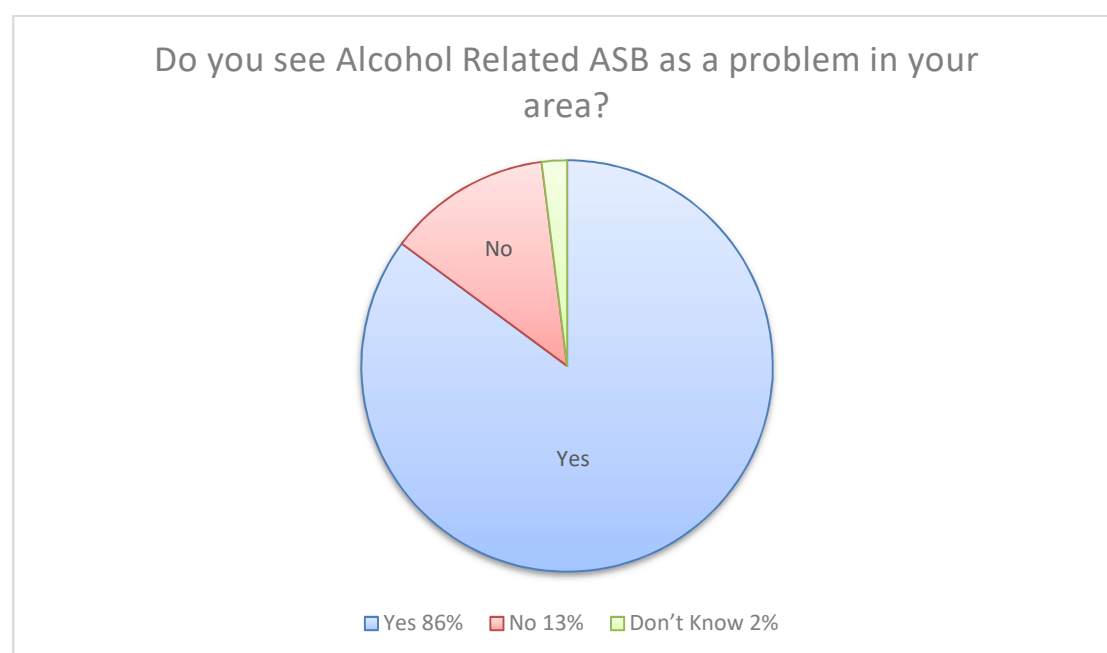


Figure 3

- 4.3 86% of all respondents said that they saw alcohol related anti social behaviour as a problem in their area (88% in Pontypridd 82% in Aberdare).

69 comments were received, including the following themes:

Locations

Pontypridd

Pontypridd Train Station
Around Player's Bar at the top of Taff Street
Lanpark Road
Mill Street
Ynysangharad Park
Taff Street
Outside Lloyds Bank in Taff Street
Graig
Lidl
Benches near Nat West Bank
Seat near Llys Cadwyn

Benches by Shepards Pharmacy
Behind St David's Uniting Church

Aberdare

Aberdare Bus Station
Ynys Park
Outside B&M
Library Square
Tesco Car Park
Outside Lloyds Bank
Burtons
Gadlys Pit Car Park
Aberdare Skatepark
Robertstown Bridge

Other Locations

Treforest – Near Otley Arms and Vets
Barry Sidings
Footpath between Tesco Upper Boat and Maesyfelin

Impact

Feeling unsettled waking past people who are drinking and on drugs
Feeling intimidated
Damage
Feeling uncomfortable
Feeling unsafe
Unsettling for the elderly and people with young children

A selection of comments can be found below. For the list of full comments, please see Appendix 1.

Comments included:

"All the time. It is a disgrace that so many groups of young teenagers hang around Pontypridd Bus Station, near Tesco express and other parts in gangs. Clearly drunk at times and some clearly on drugs (hard to notice notice cannabis). So many time idiots on bikes ride in the bus station with no regard for people waiting. I suspect the intimidating factor of these gangs deters people from visiting the town centre."

"As someone who is resident and enjoys an evening at a pub myself, it's not the consumption of alcohol but the location. The public area is not the place to do it and I think it's intimidating and causes unnecessary poor feeling with in our community"

"Can be quite intimidating for residents when drunks are sat on benches around the town."

“Due to the current Public Houses 2200 hours restriction this is getting worse. have noticed youths gathering around different supermarkets from where they have purchased the alcohol previously.”

“Even more alarming is the obvious rise in people wandering around town under the influence of drugs and even openly taking and dealing in drugs on the streets. I have reported several incidences I have seen to pc sos and 101.”

“Quite alot of under age drinking in our local parks. Bottles and cans left everywhere sometimes the bottles are broken.”

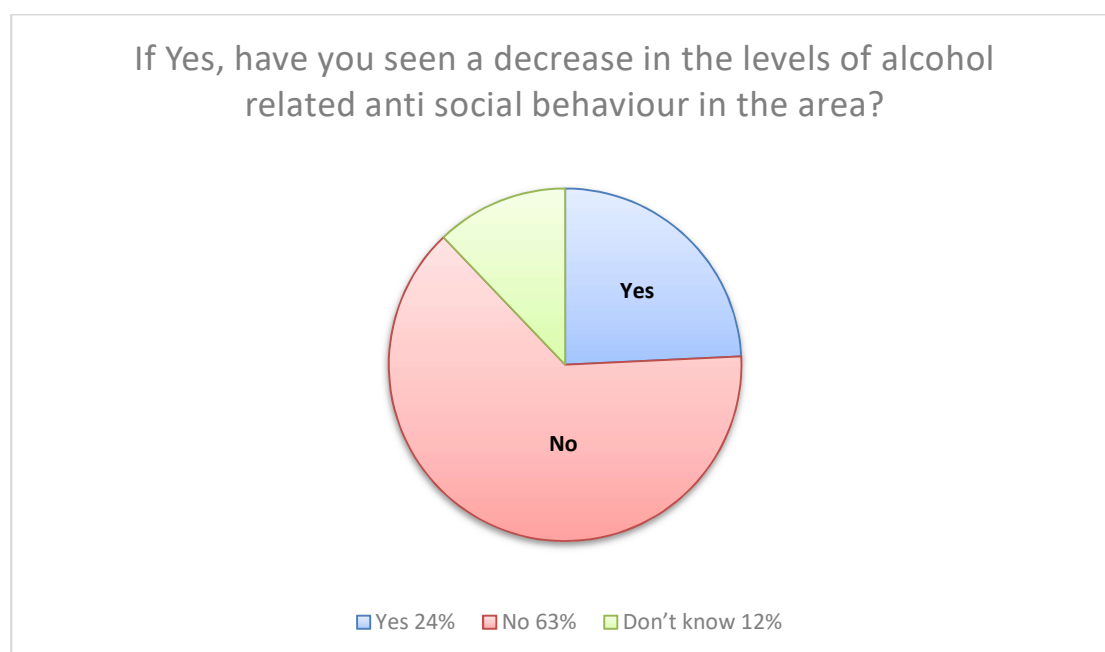


Figure 4

- 4.3 Of the respondents who said that they saw ASB in their area, 63% of respondents said that they had not seen a decrease in Anti Social Behaviour, with 24% saying that they had.

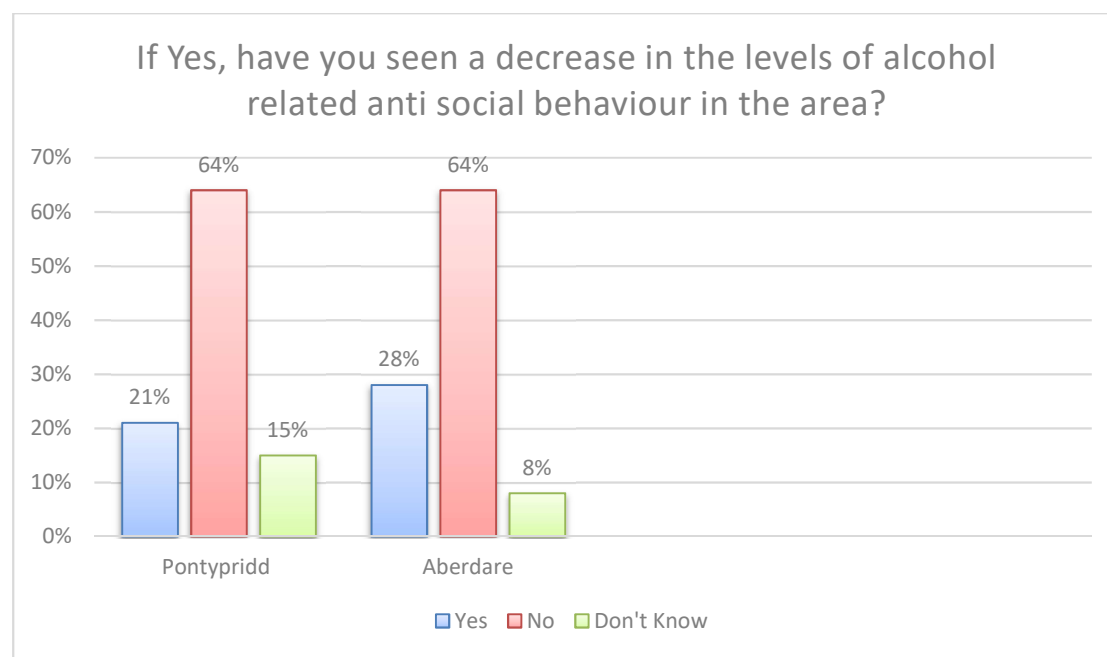


Figure 5

Categories:

Levels are the same
Levels are getting worse
Offenders have moved on to other areas

A selection of comments can be found below. For the list of full comments, please see Appendix 1.

Comments Included:

"All it has done is to push the anti social behaviour away from the town and into the surrounding streets and alleyways. Particularly St catherines church"

"Exactly the same"

"I'm unsure whether the use of alcohol has reduced but the use of drugs in public places is definitely increasing"

"I have not witnessed much of a reduction in these areas with nobody enforcing the PSPO."

"Seeing an increase in my end of town"

"Nothing changes drunks and drugged ruin the towns."

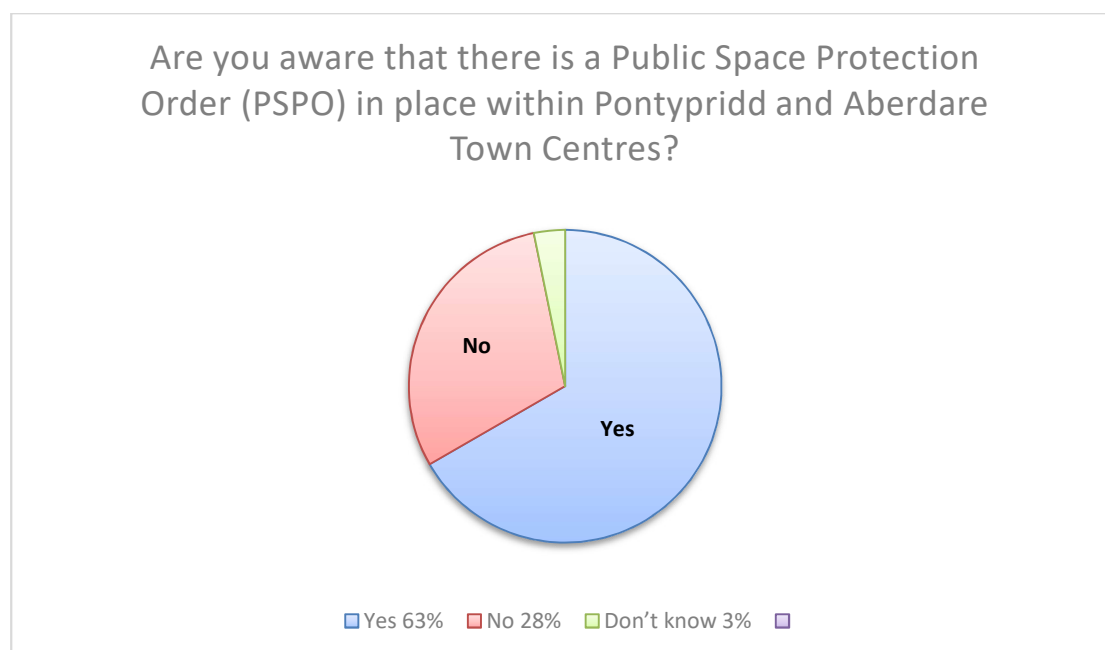


Figure 6

- 4.4 When asked if they were aware that there was a Public Space Protection Order (PSPO) in place in Pontypridd/Aberdare 69% said that they were aware.

26 comments were received which including the following themes:

Themes:

Lack of enforcement
PSPO is ignored / doesn't make a difference
Unaware of PSPO until taking part in consultation
Aware but concerned about enforcement

A selection of comments can be found below. For the list of full comments, please see Appendix 1.

Comments included:

"However it doesn't seem to be enforced strictly."

"I recall this was in place but honestly thought the time had lapsed and not renewed, you would never think this order was still in place if you walked through the town day or night."

"I wasn't aware of PSPO until I came across this survey on RCT website."

"It doesn't work. There isn't enough police presence to enforce it."

"It's not being challenged or enforced."

“Yes, but do not see this enforced at the areas stated above. The PSPO is a great idea, but pointless if its not enforced.”

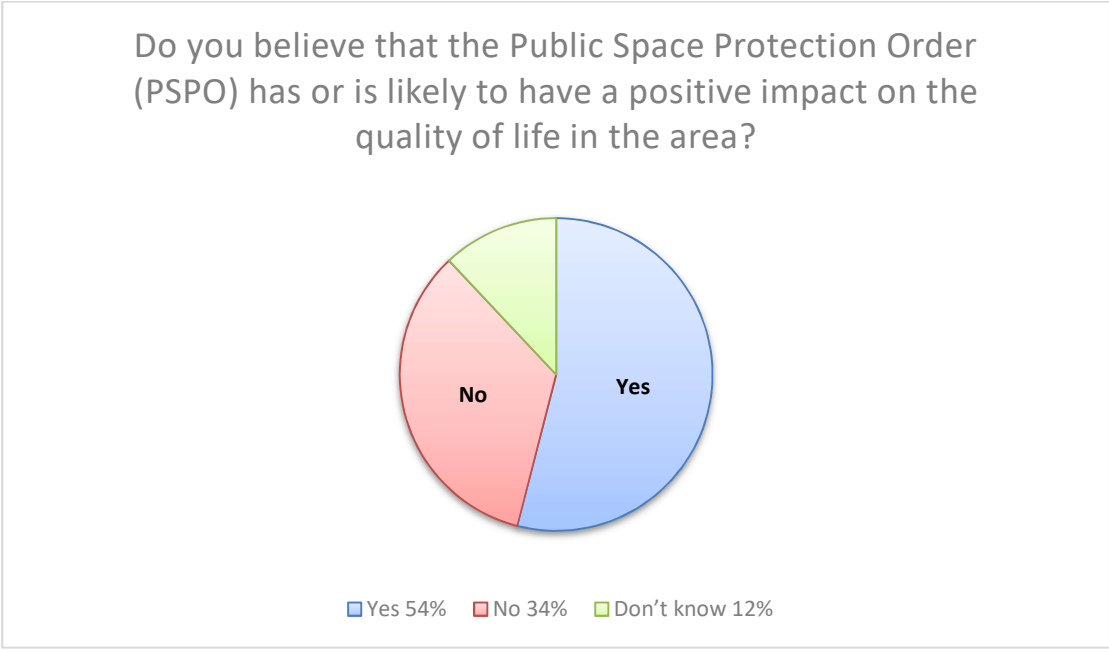


Figure 7

4.5 When asked whether they believe that the PSPO has or is likely to have a positive impact on the quality of life in this area, 54% of respondents said Yes with 34% saying No.

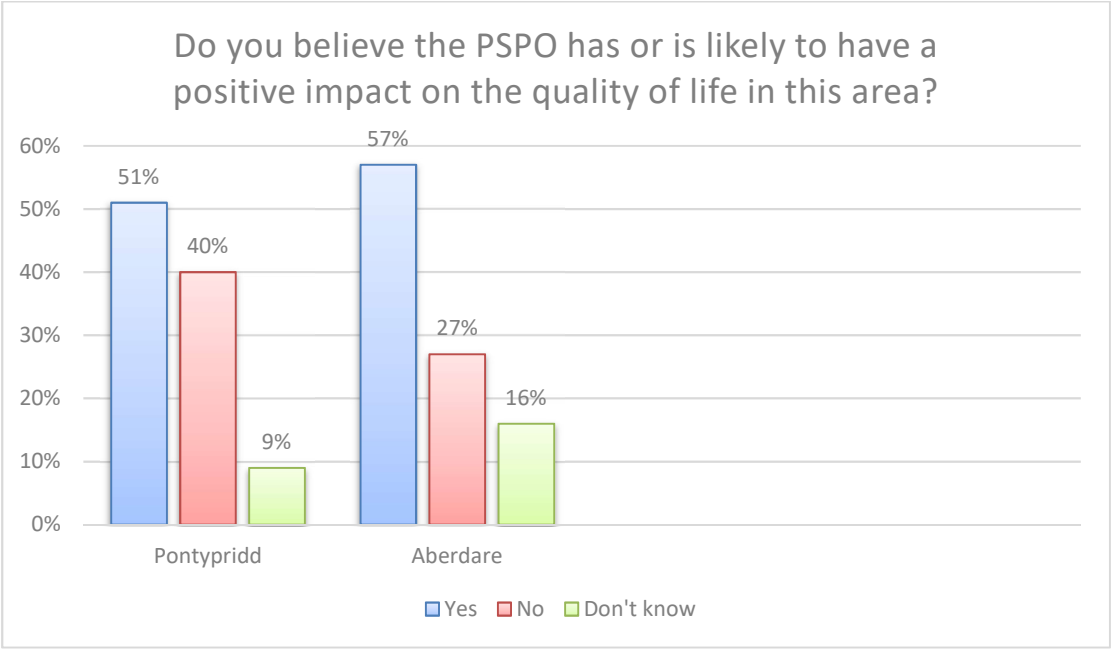


Figure 8

- 4.6 51% of respondents thought that it would have a positive impact in Pontypridd and 57% thought that it would have a positive impact in Aberdare.

78 responses were received, a selection of comments can be found below. For the list of full comments, please see Appendix 1.

Comments included:

“I fully agree with implementation of these orders”

“I have witnessed no changes in some individuals behaviour while I have worked in Pontypridd, I feel that some individuals believe they can carry on behaving this way in our town as there is no deterrent to stop them and they can continue to behave this way.”

“I see this pushing the issue of public drinking into more residential based areas where the impact / detriment could be higher. At least in a town centre there is a presence of policing there to prevent anti social behaviour. Does this order really target the root cause it's intending to? Or just sweep the issue somewhere else.”

“I think the PSPO would have a positive impact on the quality of life in the areas concerned. It would be helpful to be able to access information regarding the impact since the PSPO was introduced eg. number of incidents when alcohol has been confiscated, number of fines issued. Feedback from police.”

“If patrolled properly and relevant fines given.”

“Needs to be brought in to other towns in rhondda cynon taff”

Note: All comments from all questions will be provided to Cabinet Members and Officers to inform the decision making process.

5 Engagement Events

OPAG

- 5.7 An Officer from the Community Safety Partnership team attended an online Older Person's Advisory Group meeting via Microsoft Teams on 19th October 2021 where they spoke to the group about the PSPO consultation and provided members with information about how to undertake the PSPO survey.

Public Engagement

A series of Zoom Public Engagement Opportunities were arranged and advertised via Social Media, however, these events were subsequently cancelled due to a lack of interest from the public.

6 Key Stakeholder Responses

- 6.1 8 emails were received from key stakeholders including SWP Cynon Sector Local Policing Inspector, SWP Taff Sector Local Policing Inspector, SWP Superintendent for Communities and Partnerships, Vikki Howells MS representing the Cynon Valley, Pontypridd Town Council, Cllr Heledd Fychan MS representing Pontypridd Town Centre Ward, Hirwaun & Penderyn Community Council, Caerphilly County Borough Council)

- 6.4 3 responses were obtained from Officers of South Wales Police (SWP).

The SWP Superintendent for Communities and Partnerships stated that she lends her support to the extension of the current PSPO for a further 3 years and has suggested improvements that could be made to the enforcement opportunities currently available to the Police and Local Authority.

The SWP Taff Sector Local Policing Inspector fully supports the extension of the Exclusion Zones for a further 3 years.

The SWP Cynon Sector Local Policing Inspector has expressed firm support for the proposed 3 year extension of the Borough Wide Controlled Drinking Zone along with the classification of Aberdare Town Centre as an 'Intoxicating Substances Exclusion Zone'.

- 6.5 Vikki Howells MS representing the Cynon Valley agreed with the proposal and offered her full support to the extension of the PSPO in Aberdare Town Centre.

- 6.6 Pontypridd Town Council supports a Borough wide extension of the PSPO, however they had some reservations regarding the current enforcement processes and they have made suggestions for improvements that could be made if the PSPO is extended.

Members of Pontypridd Town Council also suggested an extension of the Intoxicating Substances (Including Alcohol) Zone to cover areas owned/maintained by the Town Council including Coedpenmaen Common, Berw Road Fields and Taff Meadow in Treforest.

- 6.6 Cllr. Heledd Fychan MS of Pontypridd Town ward, although in agreement with the extension of the PSPO expressed that she would like to see the Local Authority increasing their resourcing of the PSPO enforcement and an extension of the Intoxicating Substances (Including Alcohol) Zone into the neighbouring streets.

- 6.7 Cllr Brencher representing the Graig Ward fully supports the extension of the PSPO as a vital tool in the efforts to ensure that Pontypridd is a safe place for families. However, she has concerns about current reporting processes being challenging to use and has made a request to

widen the Pontypridd Exclusion Zone to include the Taff Vale Flats area in the prohibited area.

- 6.8 Hirwaun and Penderyn Community Council have indicated that they agree to the extension of the PSPO in it's current form.
- 6.9 Caerphilly County Borough Council state that they have no objection to the extension of the PSPO for a further 3 years.
- 6.10 Overall, the stakeholders were in agreement with the proposals, with concerns raised by some as outlined above.

Note: Full Key Stakeholder responses will be provided to Cabinet Members and Officers to inform the decision making process.

Appendix 1**Q4 Do you see Alcohol Related ASB as a problem in your area?**

Alcohol related ASB
Aberdare Bus Station, Skatepark & under the bridge nearby, Robertstown bridge, Ynys fields,
Alcohol and substance misuse
All the time. It is a disgrace that so many groups of young teenagers hang around Pontypridd Bus Station, near Tesco express and other parts in gangs. Clearly drunk at times and some clearly on drugs (hard to notice notice cannabis). So many time idiots on bikes ride in the bus station with no regard for people waiting. I suspect the intimidating factor of these gangs deters people from visiting the town centre. I had an ex girlfriend who feel unsafe in Pontypridd and that is not right. Instead of a consultation just hurry up and sort the problem.
Always at 10am in morning
Always in ponty park and the train station
And also drugs.
And drug related Anti social behaviour!
Anti-social behaviour is an issue within the PSPO boundaries, in particular at The Ynys playing fields on weekends with teenagers drinking and damaging sporting facilities. There is also adults drinking throughout the day on the wall opposite Lloyds Bank throughout the week with no Police presence tackling this issue or enforcing the PSPO.
As someone who is resident and enjoys an evening at a pub myself, it's not the consumption of alcohol but the location. The public area is not the place to do it and I think it's intimidating and causes unnecessary poor feeling with in our community
Can be quite intimidating for residents when drunks are sat on benches around the town.
Congregating Mill Street behind Alfreds is not a good look for Pontypridd drinking alcohol or looking drug induced.
Constantly issues on lanpark road (where I live) and when shopping in the town centre. Particularly by mill street and the park.
Continually outside of Tesco express, on the benches opposite M&S, outside NatWest. Mostly all comes from that hostel down Mill St but there's loads of children too
Despite the PSPO in place there are still problem areas namely Mill Street, near Nat West Bank, back of St David's Uniting Church and also in the park
Drinking in the street, leaving pubs with bottles
Due to the current Public Houses 2200 hours restriction this is getting worse.have noticed youths gathering araound different supermarkets from where they have purchased the alcohol previously.

Embarrassing. Peeing,swearing,fighting. The list goes on ... x
Even more alarming is the obvious rise in people wandering around town under the influence of drugs and even openly taking and dealing in drugs on the streets. I have reported several incidences I have seen to pc sos and 101.
Even though the anti alcohol in the town centre was introduced many months ago I still see some people walking freely through Aberdare town centre drinking cans of alcohol. Under age drinking still continues within the bus station early evenings onwards and I never see any enforcement officers present to curb this behaviour
Every day.
Heavily drunk/drugged up individuals doing nothing but causing trouble.
I do not see alcohol related anti-social behaviour as a problem during the day time. However have witnessed on many occasion alcohol related anti social behaviour on weekend nights, particularly around the top of Pontypridd high street (near Weatherspoons, Skinny Dog etc).
I have lived in Pontypridd for 15 years, since January 2019 I have worked in one of the financial businesses in the area and I have seen this problem getting worse on a weekly basis, I have witnessed drug use, people passed out through either alcohol/ drugs and begging. I feel increasingly on edge when walking to and from work and have recently purchased an attack alarm as I have had individuals approach/ shout across to me, Many customers have spoke about how 'rough' they feel the town is getting and that while they are queuing with their monies to deposit in our branch that they do not feel safe! There are individuals constantly shouting/swearing as they are walking through the town as they are drunk /staggering, I do not believe fear is an experience that we should be having in our own town centre.
I have seen ASB previously but due to limiting my movements in the community due to Covid-19 I have not seen ASB recently.
I live in Ton Pentre and I visit Pontypridd town centre occasionally. I have not seen any alcohol related anti-social behaviour there.
I lived in the flats above pep and co and constantly experienced and witnessed people being drunk, fighting, screaming and arguing sloth of the time coming from the patriot or coming from the other side of Pontypridd. Your no alcohol zones are regularly being used as drinking spots especially the bus station. I have reported it in the past and nothing was done.
I often see people around Treforest drinking in the street. It looks terrible and causes antisocial behaviour like damage to property theres often vomit on the streets and groups of people congregate drunk outside shops...on Mill Street and near the Otley Arms and Vets in Treforest
I use pontypridd train station every day for work and most days theres people drinking on the station and is very unsettling i dread changing trains at pontypridd due to this and also people who are on drugs hang around the station which is also upsetting.

In the evening at the bus station, the Ynys car park and during the day in the town near BM store
It is a problem everywhere. People lose senses when drunk, alcoholic drinks are stronger these days
Just drugs
Library square and surrounding car parks are an issue, police ignore and drive past.
Lots of people hanging around the town centre and bus station late at night drinking and taking drugs. Not a nice thing to see for us or our children
No more than any other town. I personally dont understand why places like the Market Tavern in Market Street Aberdare, cant have an outside barriered drinking area after 6pm Mon to Saturday and after 4pm on a Sunday. It wouldn't attract anti social behaviour. Or even be allowed to use the Market st car park aftthe side of the market. This could be used all day then.
Now seeing an increase in drinking at Barry Sidings, on community footpath, is it overspill from town park not sure?
Often see groups of intoxicated people on the seats outside B&M and on the seating opposite Lloyds Bank.cThis is often very intimidating especially during the day. Do not go to town in the evenings don't feel safe.
Particularly in the area around Player's bar at the top of Taff St. The man who owns that has been running bars/pubs for years and each time, his establishments turn into a breeding ground for anti social behaviour and drugs. I fail to understand why the council continue to allow him to own establishments in Pontypridd.
People can be a bit loud after having a drink but I don't see it as a problem. There are people who will spoil it but don't punish the entire town for a small number of people making a fool of themselves. Just pick them up fine them and be done with it.
People drinking alcohol in benches by Shepard's pharmacy frequently
People drinking on the streets(and drugs)
People in the town centre drunk or on drugs makes an uncomfortable shopping experience
Please extend this restriction to Treforest
Pontypridd park and Mill street areas especially outside homeless shelter where have witnessed drug taking and dealing.
Quite alot of under age drinking in our local parks. Bottles and cans left everywhere sometimes the bottles are broken.
Regularly in the skate park. I have witnessed gangs of up to 100 there drinking, smoking blow and taking gas.
Repeatedly seen alcohol being drunk on the streets of Aberdare and in the area of the library.
Should ban it throughout RCT. I will not go through main st of mountain ash alone after dark.

Still happening although there is a noticeable improvement in Pontypridd town centre. The culprits have moved outside of town, car park by Lidl's for example drink there then come back into town tanked up
Still individuals in the town centre are often visible drinking alcohol
Taff street Pontypridd at all hours anti social behaviour ,drink and drug related issues clean it up it's disgusting.
The issues with alcohol related anti social behaviour are minimal
The only problem is the congregation of drug takers and serious alcoholics near Burtons . There are always people using the seats in that area outside the chemist and they can be intimidating
There are still groups of young people hanging around aberdare and Pontypridd bus station in the evening. Often drinking and smoking. Intimidating passengers waiting for their bus. Also there has been a rise in day drinkers causing a nuisance in the bus station. This is generally the alcoholics.
There are still people drinking alcohol in areas of Aberdare. Now they can't sit in the town centre they are sitting by the river behind the library and on the wall on the pavement leading to the Gadlys Pit car park.
There are too many incidents of alcohol being consumed in and around Pontypridd Town Centre
There are usually a number of people sat on the benches near Burton's menswear drinking, I appreciate that the amount of people doing this has declined since the new rule was put in place but it still happens .
There is still people hanging around usually under 18s drinking in bus station or side streets
There is widespread drinking on the streets. Some of the pubs in town take no responsibility for drunken behaviour of customers. My sister is regularly intimidated by drinkers at the pub on her street.
There is a wider community problem with drinking spots. Drinkers congregate in the evening on the footpath between Tesco Upper Boat and Maesyfelin intimidating female shoppers for example.
There's so much alcohol related ASB in the Graig...any day of the week but particularly Friday Saturday and Sunday nights. It makes me not want to leave my house after dark, which in the winter limits me massively as I don't drive and walk everywhere
They seem to "afraid" to confront the ones actually causing problems. Pcso's and enforcement officers target people causing minor inconvenience (or even in my experience making accusations and threats where no crime has happened i.e. littering) rather than tackle the ones causing the problem. As they are more confrontational.
Two males drinking on the new seats on the new bridge in to the park. One of them stood up and urinated over the side of the bridge. Young people drinking in the bus station. Male urinating under the bridge by the bus station. Male under the influence sitting under the bridge by the bus station. All separate incidents in the last few weeks.

Very bad. Drink and drugs is an ongoing issue. Embarrassing when I take the children.
We seem to have a growing problem regarding ant social behaviour in our town and park, whether by drink or drugs. It is very unsettling for elderly and mothers and grandparents with young children. The swearing and abuse between one and another is disgusting. Apart from sitting in a controlled environment I really don't think drink should be allowed in town or parks.
With covid restrictions in place there is no. But before covid the only time u did see it was from the local druggies and homeless people of the cynon valley in the day time. The evenings seemed to be quite unless some people went on a day session instead (which is going to be more specific to the times we are currently in). All the 2 town centers listed don't have the culture like cardiff bay where drinks in front of the pubs in seating areas push for a quite 1 or 2. Aberdare has the culture get pissed as fast as u can before stop tap
Yes on the cricket field in Treorchy
Young people around skate park on weekends from late afternoon. Alcohol and drug problem, is really awful. Lots of anti social and intimidating behaviour. Is a real shame.
Young people gathering in the town, Ynys and other areas
Youths congregate in the bus station, tesco car park and under the arch in the middle car park (opp Wetherspoons) on a regular basis. People are still seen drinking cans on weekends outside B&M and the library. Granted this has reduced since the social distancing measures have come in. People outside pubs smoking and urinating on public footpath, smoking areas should be at the rear of the premises.

Q5 Are you aware that there is a Public Space Protection Order (PSPO) in place within Pontypridd and Aberdare Town Centres?

Awareness of PSPO
And it's thanks to this order that street drinking and anti social behaviour has decreased.
Are the offenders aware though. Haven't seen signs stating this but doesn't seem to be enforced.
But no one is enforcing it
Doesn't stop them.
Drinks in bags and pockets if these people are not allowed to drink how are they in such states
Even with these orders in place they are just ignored and not policed
However it does not make a difference. It is all lip service from the council. If RCT took the matter serious they would be no gangs of underage drinking going on. As above sort the issue out rather than using consultation to delay doing your jobs.

However it doesn't seem to be enforced strictly.
I am aware but it is not getting enforced. I have been in regular contact with the police cllr forey and Vicki howells but nothing is happening. I have been promised a meeting with Jordan Kelly but they never take place
I believe it should be common sense but I was not aware it was a law
I didn't know until coming across this consultation, largely because I do not spend my time day drinking in Ponty park (or at all actually).
I don't think it is being properly monitored. I often see police cars outside the building at the end of Mill Street but the people living there still make a nuisance of themselves by drinking outside and in the doorway of the Celtic club.
I have witnessed people drinking while stood around our financial area, from orange juice cartons, large pop bottles, I have also seen people drinking from spirit bottles!
I recall this was in place but honestly thought the time had lapsed and not renewed, you would never think this order was still in place if you walked through the town day or night.
I think perhaps this a good thing because children are easily influenced by what they see.
I wasn't aware of PSPO until I came across this survey on RCT website.
I've lived here for 6 years and only now I'm aware of it and I think it's ridiculous.
If this is in place as the questionnaire states, this isn't really sign posted or displayed prominently.
Ignored by residents however
Im aware of the order but it isnt working i travel to and from cardiff and pontypridd station is by far the worst for drinking and drugs i have ever seen.
In name only, basically as someone who works in Pontypridd I see it nearly every lunchtime and it appears that it's ignored by everyone, including authorities.
It doesn't work. There isn't enough police presence to enforce it.
It is non effective in its current form in Aberdare !
It really doesn't seem to make a difference to the level of street drinking witnesses in the town centre.
It's not being challenged or enforced.
No signs are on displayed , make it a offence to drink in public in the Pontypridd area not just the park ,bus stops ,train station
Nobody about to enforce the order.If you approach the offenders all you get is abuse.
Nobody to enforce it though.
Not aware of it being policed
Not being enforced strongly enough.
Not being policed
Not enforced. Absolute waste of time.
Not made much difference

Once again the councils knee jerk reaction is to blanketedly stop everyone from drinking in a public place because it is the easier option instead of targeting those responsible for any antisocial behaviour
The entire main shopping area.
There has been an improvement since lockdown because the benches are covered
Where's the signage? Where's the enforcement? Not seen any evidence of alcohol free zones in Ponty at all.
yes but they are not enforced
Yes but who enforces it!!
Yes I had read about it previously but this survey has reminded me of it.
Yes, but do not see this enforced at the areas stated above. The PSPO is a great idea, but pointless if its not enforced.
Yes, I have seen it breached almost daily. I have NEVER seen it enforced. Even after reporting it my self.

Q6 Have you seen a decrease in the levels of alcohol related anti social behaviour in the area?

Have you seen a decrease in the levels?
Alfreds car park still a regular meeting place for people drinking alcohol or look as if they've been taking drugs.
All it has done is to push the anti social behaviour away from the town and into the surrounding streets and alleyways. Particularly St catherines church
Although there are still some who drink in the town centre there are now fewer people who do, although I'm unsure if that is because of the order or due to the current covid restrictions.
Due to lockdown
Exactly the same
Getting worse
Getting worse
Haven't been into Pontypridd town centre since flooding.
I am hoping some more police patrols / enforcement can be in Pontypridd as my concern is that the anti social behaviour will increase even more.
I have but it may be due to Covid-19 regulations and restrictions.

I have not seen a change myself, however due to lockdown have spent much less time than usual in the areas where this would most probably be most pertinent. I would ordinarily spend time playing tennis using the courts at Ponty park during the summer months - I haven't this summer. However, there were many occasions last summer where groups of people were intoxicated and being a general nuisance. Even though they were drinking alcohol, they were taking drugs (I know this for fact because they kept shouting at each other about it) so the issue was heightened due to the mixture of the two. I expect drugs are a bigger part to play due to the unpredictable effects.

I have not witnessed much of a reduction in these areas with nobody enforcing the PSPO. I witness people drinking daily in Aberdare Town Centre going unchallenged. I also believe that the social housing programme within the Town Centre will not help this situation. The Boot Hotel, Natwest Bank, Black Lion Hotel, Palladium, Little Theatre, opposite Lynx hairdressers and the old Council Office in Griffith Street is bringing undesirable residents into the Town Centre. A rethink of this approach is required by the local Housing Associations and Council. We are slowly turning Aberdare Town Centre into a 'social housing estate' which was the failed strategy post World War 2 up to the 60/70s. These Estates struggled with high levels of poverty, anti social behaviour, low aspiration and neglect for decades and it has taken many years to slowly improve the reputations of such estates. The same mistake is being made within Aberdare Town Centre all over again.

I'm unsure whether the use of alcohol has reduced but the use of drugs in public places is definitely increasing

If anything I have seen an increase in antisocial behaviour as they actually get a sense of security and feel invincible

Increased due to non enforcement.

It hasn't worked as they just drink outside the prohibited area. Plus stopping drinking of alcohol in the streets doesn't make up for the lack of support needed for those who often are the ones drinking in public. It has been used more as a scapegoat to punish the less fortunate especially the homeless.

It is still happening at present, the council staff patrolling the streets see easier targets with people parking and would rather avoid confrontations with the people drinking

No one seems to care

Not prior to covid

Nothing changes drunks and drugged ruin the towns.

Only since the coronavirus social distancing and other restrictions.

Personally I think further measures are needed to restore the town back to a safe environment for the general public to use ,as a resident of Pontypridd for the last 45 years I have never seen it this bad ,homeless begging, drunks on benches, drug use in public places ,PSPO is all well and good ,but additional measures are needed to reclaim our town for our local people and the future of small business in our area to succeed going forward.

See comment above.
Seeing an increase in my end of town
Worse now than ever. See more women and couples behaving in a very vulgar manner.

Q7 Do you believe that the Public Space Protection Order (PSPO) has or is likely to have a positive impact on the quality of life in the area?

Positive difference in quality of life
Are people taking notice of it? I think probably not, unless you have people patrolling constantly to make sure it is adhered to. I have seen no evidence of this.
As I said previously you are penalising the majority for the actions of the minority
As it isn't enforced
As long as areas are patrolled and enforcement used where it is not complied with
Drugs. Sort that out. Sick of walking past heroin needles not just the Stella cans and getting broken bottles stuck in my shoes.
especially on weekends there are plenty of officers on the street and numerous people already intoxicated are still drinking on the streets.
Hopefully as long as it is enforced
However they move to Treforest
I fully agree with implementation of these orders
I have seen or heard anything about it and the drunks are still causing issues. But covid has made a massive difference and improved the situation.
I have witnessed no changes in some individuals' behaviour while I have worked in Pontypridd, I feel that some individuals believe they can carry on behaving this way in our town as there is no deterrent to stop them and they can continue to behave this way.
I see this pushing the issue of public drinking into more residential based areas where the impact / detriment could be higher. At least in a town centre there is a presence of policing there to prevent anti-social behaviour. Does this order really target the root cause it's intending to? Or just sweep the issue somewhere else.
I think it's just going to enforce the beliefs of the residents that the council would rather waste time on silly things like this rather than face some of the bigger issues hitting the town.
I think public transport should be alcohol free as well
I think the PSPO would have a positive impact on the quality of life in the areas concerned. It would be helpful to be able to access information regarding the impact since the PSPO was introduced eg. number of incidents when alcohol has been confiscated, number of fines issued. Feedback from police.

I Would hope so if there was no ban it would be even worse.
I would say no. I am unclear how this provides an additional deterrent to civil penalties available for antisocial behaviour. I would feel safer knowing that action would be taken against someone causing antisocial behaviour than possibly them just having alcohol removed from person. Additionally, particularly during lockdown I would like to think that families/friends could enjoy a socially distance picnic or the like with an alcoholic beverage or two (enjoyed sensibly!) without being prohibited from doing so or without being fearful of receiving a fine for simply enjoying a drink on a nice day. I do appreciate that these are not really the people the order has been introduced for but of course they would/could be impacted. Generally, it's often the same people/group causing the same sorts of issues and nuisances. The local police and/or patrolling pcsos will often know them quite well. More action should be taken to remedy the behaviour. For example, more readily apply penalties for antisocial behaviour itself. It's quite easy for these people to just pop to Tesco and buy some more alcohol.
If actually actioned/policed and those responsible punished
If applied consistently and enough enforcement officers are on the streets
If consistently enforced
If enforced I believe the PSPO is likely to have a positive impact, but that task is getting more difficult with the Housing Strategy within Aberdare Town Centre attracting people who are not working to live in the town centre, who are then more likely to drink and take drugs around the town in the day. With a limited Police presence within the Town Centre this will be a pointless strategy. I have lived in Aberdare for 40+ years and have worked in the Town Centre for the last 8 years and witness the issue every day. I have seen a decline in the Town Centre within the last 2/3 years. PSPO needs enforcing. Much broader thinking required though around the housing strategy within the Town.
If it is enforced yes
If patrolled properly and relevant fines given.
If policed properly
If there is an effort for it to be enforced
It doesn't seem to be enforced or the staff levels are not sufficient to enforce it.
It is ignored and not enough community officers present to enforce it. No security or community officers in the park.
It is never enforced-same as parking on pavements in Graigwen area - never enforced - they do what they want.
It might do if it was actually enforced and better publicised.
It should do if they were enforced
It should do, but needs to be better enforced
It should do, I certainly hope it will continue. It is not a good advert for our town for visitors to see people under the influence of drugs or alcohol.

Much of the anti social behaviour is either people coming out of pubs, fighting and shouting or is drugs related, preventing people having picnics in the park with a glass of wine has not stopped it being full of drug addicts. I think rct need to reprioritise and tackle the people openly taking drugs in the area. I just don't think having alcohol free areas has any meaningful impact, people still leave the pubs and walk up the Graig from the pubs singing and kicking bins and doors and fighting at closing time etc. It's still unpleasant in the town centre at the weekend with drunk people falling out of pubs, a rethink is needed
Needs to be brought In to other towns in rhondda cynon taff
Needs to be enforced, homeless shelter on mill street attracts people who are using drugs and alcohol freely in public outside the shelter and in the adjacent subway, intimidating behaviour and it's never enforced.
No because the council and local authorities do little to combat the problem and turn a blind eye to gangs in the town centre.
Nobody to enforce the order.
Not unless the police enforce it.
Only if enforced
Only if enforced by CEOs or PCSOs.
People feel much safer around the down centre.
People would be happier to shop locally which will benefit the local economy.
Should cover all public spaces not just the town centre. I see so much drinking on street corners and local playing fields taking place where people ACTUALLY live, and not just in the town centre. The law should cover all outside spaces, unless it's private property, ie gardens etc
Situation needs to be addressed regarding this anti social behaviour.
So difficult to police and in Britain, poor behaviour due to alcohol is imbedded in certain types of people. And also needles and gas canisters being thrown on the streets and not just in the area mentioned.
Still too many drug addicts and alcoholics.
The target group do not care. It doesn't stop drinking in the town centre particularly bus station
The use of effects of alcohol needs to be better understood by the people who consume it. Via a educational talk or videos to the public and show how they are while under the influence of alcohol. This may give the culture shock required to get people to change
There are people who enjoy going to the park with a picnic and enjoy an alcoholic drink with it and this causes no problem. The issue is the druggies and people coming into Pontypridd from other areas spoiling it for the minority...therefore having a negative impact. Maybe you should just ban the problem people from town
Think I've said my bit ,action is needed

This would work if people were aware and it was monitored/enforced. I don't think the police have the resources to monitor or enforce this in the towns, it would need LA enforcement. The police are already stretched in more serious crimes.

Though it may have moved the sight of people drinking in public away from the centre it hasn't addressed the underlying issues that have caused a rise in antisocial behaviour in the town centre

Yes but the area needs to be widened

Yes definitely if the order worked and policed but its not as i see it every day.

Yes if it is enforced

Yes if it's policed and should apply to all public parks in county

Yes, but only if it is regularly enforced.

Tudalen wag

Subject: FW: AMENDMENT : RCT Intoxicating Substances (Including Alcohol) PSPO Consultation 2021

From:

Sent: 28 May 2021 16:30

To:

Subject: RE: AMENDMENT : RCT Intoxicating Substances (Including Alcohol) PSPO Consultation 2021

Hi

The below in yellow and red are our responses from SWP.

Andy – Thank you so much for putting this together for SWP.

1. The name of your agency/department. – South Wales Police
2. Is your agency aware of the Intoxicating Substances (Including Alcohol) PSPO I.e. That the whole of RCT is a 'Controlled Drinking Zone' and Pontypridd and Aberdare Town Centres are 'Intoxicating Substances Exclusion Zones'? yes
3. Does your agency/department support the extension of the RCT borough wide 'Controlled Drinking Zone' for a further 3 years? yes
4. Does your agency/department support the extension of the 'Intoxicating Substances Exclusion Zones' in Pontypridd and Aberdare Town Centres for a further 3 years? yes
5. In your opinion, what elements of the current PSPO work? There has been an increase in awareness regarding the powers around the PSPO and as such, SWP have seen an increase in the submission of ASB referrals and sharing of occurrences to local authority for FPN enforcement (19 since summer 2020)
6. Are there any improvements that your agency/department would like to suggest for consideration if the PSPO is extended for a further 3 years? Maintain the awareness around the PSPO – could there be a consideration of an 'Operation Luscombe' style enforcement...tiered approach where repeat offenders are placed onto the CPW / CPN pathway and pointed to intervention services if appropriate or breaches become police enforceable at the time of the offence
7. Please include any figures/anecdotal evidence that your agency The current wording of the PSPO is confusing with interpretation of the offence not made clear.

I would request clarity of wording the offence - For the Town Centres:

Persons must not be in possession of an open container of alcohol in a public place within the PSPO zone (except on licensed premises or on a designated area where a pavement licence is in force).

Persons must not consume alcohol in a public place within the PSPO zone (save on licensed premises or on a designated area where a pavement licence is in force).

Is the act of possession / consumption the offence? Or is the offence as follows;

- It is an offence to continue to drink alcohol in PSPO zone when asked not to do so by a police officer, PCSO or any other authorised person.
- It is also an offence to fail to surrender any alcohol, in an open container, to a police officer, PCSO or any other authorised person when asked to do so.

It is important to stress that the consumption of alcohol in a public space cannot be banned, failing to comply with an officer's request to stop drinking and/or surrender alcohol is an offence

Kind regards

Ka



Karen Thomas

Uwcharolygydd | Superintendent

Cymunedau a Hartneriaethau | Communities and Partnerships

Heddlu De Cymru | South Wales Police ☐: Ext: | Mobile:

Tudalen wag

Dando, Laura

Subject: FW: PSPO Stakeholder Consultation

From: Sent: 21 July 2021 15:10

To:

Subject: FW: PSPO Stakeholder Consultation

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Laura,

Apologies for the delay I have been extremely busy taking over the LPI role for Taff. Please see comments below...

I am employed by South Wales Police and I am currently the Local Policing Inspector for the TAFF Sector of Mid Glamorgan. I am fully aware of the PSPO and the benefits that it provides as an enforcement tool to my officers that are policing Pontypridd Town Centre. The PSPO provides evidence to support other aspects of enforcement for my organisation in regards to ASB legislation, Community Protection Notices and Community Protection Warnings. My only observation is that my organisation bears the brunt of enforcement due to being best equipped to deal with the potential confrontational situations when dealing with subjects and alcohol. I fully support the extension of the exclusion zones for a further 3 years.

Regards



□:

Leigh Parfitt  @SWPTaff

Rhingyll Heddlu 3273 | Police Sergeant 3273

URhs Glamorgan Canol | Mid Glamorgan BCU

Gorsaf Heddlu Pontypridd | Pontypridd Police Station

Dirprwy Arolygydd Taf | Deputy Inspector Taff

Heddlu De Cymru | South Wales Police



/SWPolice



@SWPolice



@SWPolice



/SWPTV

Dando, Laura

Subject: FW: PSPO Stakeholder Consultation

From: Sent: 19 July 2021 16:24

To:

Subject: RE: PSPO Stakeholder Consultation

Hello,

I am the sector local policing Inspector covering the Cynon valley.

I confirm that my staff are aware of the fact that the whole of RCT is a 'controlled drinking zone' and importantly that Aberdare town centre is an 'intoxicating substance exclusion zone.'

I firmly support the extension of the RCT borough wise 'controlled drinking zone' for a further three years along with Aberdare town centre continuing to be classed as an 'intoxicating substances exclusion zone' for a further three years.

For context the Aberdare town centre is the subject of an ongoing OSARA and the fact that it is within the scope of an intoxicating substances exclusion zone has provided additional enforcement options and in my opinion lent to a reduction in both crime and anti-social behaviour at the location.

I feel that the PSPO has led to a reduction in street drinking thereby reducing crime and anti-social behaviour and in doing so protecting vulnerable people.

I feel that the current PSPO is fit for purpose and has worked well in its current form and as stated has led to a reduction in crime and ASB.

Regards

John Sullivan

T/Insp

Aberdare police station

Vikki Howells MS

Aelod o'r Senedd dros
Cynon Valley

Member of the Senedd for
Cynon Valley


Senedd Cymru

Bae Caerdydd, Caerdydd, CF99 1SN
Vikki.Howells@senedd.cymru
senedd.cymru/Vikki.Howells

Welsh Parliament

Cardiff Bay, Cardiff, CF99 1SN
Vikki.Howells@senedd.wales
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Laura Dando
RCT Community Safety Partnership
Public Health, Protection & Community Services
Ty Elai
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Tonypany
Rhondda Cynon Taf
CF40 1NY

0300 200 6565 

@Senedd 

@SeneddWales 

/SeneddWales 

Wednesday, 9th April 2021

Dear Laura,

I am writing concerning the extension of the PSPO in Aberdare Town Centre.

Prior to the PSPO in the town centre there was a significant and longstanding problem with a group of individuals drinking throughout the day on benches outside Shepherd's Pharmacy, and on the steps at Crown Buildings car park.

Since being elected as Member of the Senedd (formally Assembly Member) for Cynon Valley in May 2016, constituents regularly raised their concerns with me and this was also a problem which was visible to myself and my staff team on a daily basis. The PSPO has been very successful both as a deterrent and in giving the police the powers they need to tackle such drinking if it occurs.

Recent anecdotal evidence shows an increase in ASB particularly amongst youth in Aberdare Town Centre, and Aberdare Bus Station. Older people tell me that they have an increased feeling of vulnerability in these areas. Despite this, drinking in the town centre has not been a problem since the introduction of the PSPO and therefore it is vital that the PSPO is extended in order to prevent a return to those previous problems and allow the police to focus on other forms of ASB.

My recommendations with regards to improvements would be that the number Anti-Social Behaviour Orders are made public. This, in turn would ensure transparency and offer residents some form of confidence that PSPO's are working and achieving the desired outcome.

I therefore, give my full support to the PSPO being extended in Aberdare Town Centre.

Kind regards,



Vikki Howells MS
Member of the Senedd for Cynon Valley

Tudalen wag



Civic Offices,
133, Berw Road,
Pontypridd, CF37 2AB
T: 01443 490740
E: info@pontypriddtowncouncil.gov.uk

14th June 2021

Dear Laura,

Thank you for your recent email regarding the Intoxicating Substances PSPO review.

The Town Council met recently to discuss this matter and a wide ranging and constructive discussion took place. As you would expect several views were expressed and Town Councillors have instructed me to respond to the specific questions in the consultation as follows:

Name

Pontypridd Town Council

Are we aware of the PSPO and that RCT is a 'controlled drinking zone' and specific areas (including Pontypridd Town) are 'Intoxicating Substances Exclusion Zones'?

Yes, Town Councillors (some of whom are also County Councillors) were aware of these zones.

Does the Town Council support the extension of the borough wide 'controlled drinking zone' for a further 3 years?

Yes, the Town Council supports a borough wide zone extension subject to the comments below.

Does the Town Council support the extension of the 'Exclusion Zone' in Pontypridd for a further 3 years?

Yes, the Town Council does support the extensions in the above questions but with reservations and comments set out below.

In your opinion what elements of the current PSPO work?

The Town Council welcomes the extension of the PSPO but have concerns that it is not adequately enforced. This in turn leads to frustrations amongst members of the public, local councillors, local businesses and indeed the police themselves.

Having the PSPO in place sets an expectation as to the type of safe and welcoming community that we wish to cultivate in Pontypridd Town Centre. This is to be welcomed. However, if there is limited enforcement then this means the PSPO is a meaningless exercise and those expectations are not met.

Are there any improvements the Town Council would suggest for consideration if the PSPO is extended for a further 3 years?

The Town Council would make the following points in the strongest terms:

1. There must be an improvement to enforcement if the PSPO is continued.
2. The Town Council would like the area covered by the PSPO in Pontypridd to be extended to cover areas owned/maintained by the Town Council to be included (i.e. Coedpenmaen Common is a problem area; Berw Road Fields and Taff Meadow in Treforest).
3. There should be a renewed information campaign to raise awareness that these areas are alcohol free; members of the public should be reminded and empowered to report any breaches.
4. There should be a review of all agencies working in/around Pontypridd Town Centre as it is felt one of the primary reasons for these breaches is individuals visiting these premises and being allowed to drink/smoke etc.
5. There should be regular meetings with local representatives, Town Councillors, Police and RCT Cabinet Members to review the effectiveness of the PSPO. There is little point in the Order if no enforcement takes place or local members are not informed and consulted on a regular basis.

Include any figures/anecdotal evidence that the Town Council has obtained in relation to the PSPO

There is concern that enforcement of the PSPO will focus on the wrong individuals (e.g. families enjoying a glass of wine in the park rather than those carrying cans and drinking on Taff/Mill St).

Several Town Councillors have seen individuals openly carrying cans in the town centre despite the PSPO. This is unacceptable but these individuals clearly feel immune from being challenged for breaching the Order. If there is no enforcement, why should they worry?

A Town Councillor has been informed that there is no anti-social behaviour in the town. The number of recent incidents clearly disproves that assertion. A Town Councillor has been present in meetings

with local police in which the evidence of offences and ASB in the Town Centre has been listed and discussed.

Kind Regards

A J Graham

Tony Graham

Chief Executive/Town Clerk

Tudalen wag

Dando, Laura

Subject: FW: Background to the current RCTCBC Intoxicating Substances (Including Alcohol) PSPO / Cefndir Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) presennol CBSRhCT mewn perthynas â Gwahardd Sylweddau Meddwol (gan gynnwys Alcohol)

From: >

Sent: 10 June 2021 21:24

To:

Subject: Fwd: Background to the current RCTCBC Intoxicating Substances (Including Alcohol) PSPO / Cefndir Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) presennol CBSRhCT mewn perthynas â Gwahardd Sylweddau Meddwol (gan gynnwys Alcohol)

- Your name: Councillor Heledd Fychan, Pontypridd Town Ward
- Are you aware of the Intoxicating Substances (Including Alcohol) PSPO I.e. That the whole of RCT is a 'Controlled Drinking Zone' and Pontypridd and Aberdare Town Centres are 'Intoxicating Substances Exclusion Zones'? Yes
- Do you support the extension of the RCT borough wide 'Controlled Drinking Zone' for a further 3 years? Yes and no. Yes if it proves to be more effective than it has been and is properly resourced by the Council to deliver, no if the scheme continues as is and is mainly left to the police to implement.
- Do you support the extension of the 'Intoxicating Substances Exclusion Zones' in Pontypridd and Aberdare Town Centres for a further 3 years? Same answer as above. Even today, people were openly drinking in the town centre and anti social behaviour is a real problem. The PSPO has not solved the problems facing Pontypridd.
- In your opinion, what elements of the current PSPO work? When the police enforce, it has been effective but they are not adequately supported by the enforcement officers of the council due to lack of resource. I don't think it is the right solution for the wider problems facing the town.
- Are there any improvements that you would like to suggest for consideration if the PSPO is extended for a further 3 years? Properly resource; greater awareness; if to continue, extend to nearby streets too but with resource to enforce as when enforced it does push ASB into residential areas. Removal of Mill Street Hostel and other support services from the town centre would make the biggest impact.
- Please include any figures/anecdotal evidence that you have obtained in relation to the PSPO. I have witnessed on too many occasions people drinking in the town centre, at all times of day. I know from local police they are frustrated by lack of support from RCT in terms of enforcement, and that much of the work has fallen to them. We need to be mindful when looking at data of lockdown not providing an accurate picture. ASB still a huge problem in our town. People have gotten fed up of reporting to 101, thinking nothing will change. Instead, they avoid our town centre. The Cabinet Member has refused my requests for a meeting to discuss this issue so I very much hope this consultation will be listened to.

Dando, Laura

Subject: FW: RCT Intoxicating Substances (Including Alcohol) PSPO Consultation 2021

From: Sent: 19 May 2021 16:46

To: Subject: RE: RCT Intoxicating Substances (Including Alcohol) PSPO Consultation 2021

Dear Sir/Madam

Following the review of your Intoxicating Substances consultation our Cllrs have indicated that the PSPO should remain as it is. Kind regards

Emma Nemes

Executive Officer to Hirwaun & Penderyn Community Council

Hirwaun Village Hall, High Street, Hirwaun, CF44 9SL

(My office hours are Monday to Thursday)

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Dando, Laura

Subject: FW: Pontypridd PSPO Review

From:

Sent: Friday, 30 July 2021, 16:16

To:

Subject: Pontypridd PSPO Review

I fully support the extension of this order as it is a vital tool in our efforts to ensure that Pontypridd is a safe place for families.

However, I have three key concerns

Firstly the extension of the zone to include the Taff Vale flats area .This has become a meeting place unseen for those accessing town from the train station and probation service etc.I have witnessed groups drinking and informed Trevallis.

Secondly and critically,it is vital that we educate the public on trains and buses and in posters at entrance points to the town. Perhaps a social media campaign with local partners such as the Town Council and BIDS.

A quick and reliable reporting system linked to the shop system as there is sometimes a challenge using 101 system and the public and local businesses are unsure who to contact .Data becomes unreliable due to this.

The summer holidays are an important period for local businesses and we need to ensure all agencies are fully engaged on improving Pontypridd's image as a family friendly location.

The removal of catalysts in the longterm such as Pobl which is poorly located and a key part of the equation. I hope this illustrates the importance of the current order and the need to extend for a further 3yrs. Many thanks.

Jayne Brencher

Graig Ward

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Dando, Laura

Subject: FW: RCT Intoxicating Substances (Including Alcohol) PSPO Consultation 2021

From: Hartshorn, Robert
Sent: 17 May 2021 09:43
To: >
Cc:
Subject: FW: RCT Intoxicating Substances (Including Alcohol) PSPO Consultation 2021

Hello,

Thank you for your email. I am responding on behalf of Caerphilly County Borough Council to your consultation.

We have no objection to the extension of the PSPO for a further 3 years.

As a neighbouring Local Authority we do not have detailed local knowledge of the operation of the existing PSPO and so have no comments to offer in that regard. However, we can advise that within our own county borough we have similar PSPOs in place and find them a valuable additional tool to assist in keeping our communities safe.

Thank you for the opportunity to comment.

Regards

Robert Hartshorn

Pennaeth Diogelu'r Cyhoedd, Gwasanaethau Cymunedol a Hamdden | Head of Public Protection,
Community & Leisure Services
Cyngor Bwrdeistref Sirol Caerffili | Caerphilly County Borough Council

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Gallwch ohebu mewn unrhyw iaith neu fformat. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.
Correspondence may be in any language or format. Corresponding in Welsh will not lead to any delay.

PUBLIC SPACE PROTECTION ORDER **INTOXICATING SUBSTANCES** INCLUDING ALCOHOL

Good Morning,

The current RCT Intoxicating Substances (Including Alcohol) PSPO is due to be reviewed in September 2021 and as such, the RCT Community Safety Partnership are commencing a period of consultation with key stakeholders to establish whether the PSPO should be extended for a further 3 year period. This will be part of a wider public consultation to be launched later in the year.

We see this as an opportunity to evaluate the existing PSPO in order to strengthen its remit and enforcement powers, as well as to ensure that it is fit for purpose and as robust as possible. We therefore invite you to make comment on your agency's experience of the PSPO, whether this be positive or to provide insight into elements of the PSPO or service delivery which could be improved upon.

I have included information on the current PSPO for your information.

I would be grateful if you could arrange for a response to be returned to PublicHealthCommunitySafety@rctcbc.gov.uk no later than 11/6/21. You are welcome to write an open ended comment, but please aim to include the following details in your reply –

- The name of your agency/department.
- Is your agency aware of the Intoxicating Substances (Including Alcohol) PSPO i.e. That the whole of RCT is a 'Controlled Drinking Zone' and Pontypridd and Aberdare Town Centres are 'Intoxicating Substances Exclusion Zones'?
- Does your agency/department support the extension of the RCT borough wide 'Controlled Drinking Zone' for a further 3 years?
- Does your agency/department support the extension of the 'Intoxicating Substances Exclusion Zones' in Pontypridd and Aberdare Town Centres for a further 3 years?
- In your opinion, what elements of the current PSPO work?
- Are there any improvements that your agency/department would like to suggest for consideration if the PSPO is extended for a further 3 years?
- Please include any figures/anecdotal evidence that your agency has obtained in relation to the PSPO.

Many thanks for your assistance,

Laura Dando

Bore da,

Mae disgwyl i'r Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) cyfredol mewn perthynas â Gwahardd Sylweddau Meddwol (gan gynnwys Alcohol) yn RhCT gael ei adolygu ym mis Medi 2021. Yn sgil hyn, mae Partneriaeth Cymunedau Diogel RhCT yn cychwyn cyfnod o ymgynghori â rhanddeiliaid allweddol i nodi a ddylid ymestyn y Gorchymyn am gyfnod o 3 blynedd arall. Bydd hyn yn rhan o ymgynghoriad cyhoeddus ehangach a fydd yn cael ei lansio nes ymlaen yn y flwyddyn.

Dyma gyfle i werthuso'r Gorchymyn cyfredol er mwyn cryfhau ei gylch gwaith a'i bwerau gorfodi, yn ogystal â sicrhau ei fod yn addas i'r diben ac mor gadarn â phosibl. Rydyn ni felly yn eich gwahodd chi i gynnig eich sylwadau ar brofiad eich asiantaeth o'r Gorchymyn, p'un a yw hyn yn gadarnhaol neu i roi mewnwleidiad i elfennau o'r Gorchymyn neu'r ddarpariaeth gwasanaeth y gellid eu gwella.

Rwyf wedi cynnwys gwybodaeth am y Gorchymyn cyfredol er gwybodaeth ichi.

Byddwn i'n ddiolchgar pe byddai modd i chi ddychwelyd eich ymateb ar e-bost: CymunedauDiogel@rctcbc.gov.uk erbyn 11/6/21. Mae croeso i chi ysgrifennu sylwadau penagored, ond byddwch cystal â chynnwys y manylion canlynol yn eich ymateb -

- Enw'ch asiantaeth / adran.
- A yw'ch asiantaeth yn ymwybodol o'r Gorchymyn Diogelu Mannau Cyhoeddus mewn perthynas â Sylweddau Meddwol (Gan gynnwys Alcohol), h.y. Bod RhCT gyfan yn 'Barth Yfed a Reolir' a bod Canol Tref Pontypridd a Chanol Tref Aberdâr yn 'Barthau Gwahardd Sylweddau Meddwol'?
- A yw'ch asiantaeth/adran yn cefnogi'r bwriad i ymestyn y 'Parth Yfed a Reolir' ledled Bwrdeistref RhCT am 3 blynedd arall?
- A yw'ch asiantaeth/adran yn cefnogi'r bwriad i ymestyn y 'Parthau Gwahardd Sylweddau Meddwol' yng Nghanol Tref Pontypridd a Chanol Tref Aberdâr am 3 blynedd arall?
- Yn eich barn chi, pa elfennau o'r Gorchymyn cyfredol sy'n gweithio'n dda?
- A yw eich asiantaeth/adran yn dymuno awgrymu unrhyw welliannau i'w hystyried os yw'r Gorchymyn yn cael ei ymestyn am 3 blynedd arall?
- Cofiwch gynnwys unrhyw ffigurau / tystiolaeth anecdotaidd sydd gan eich asiantaeth mewn perthynas â'r Gorchymyn.

Diolch yn fawr iawn am eich cymorth.

Laura Dando

Background to the current RCTCBC Intoxicating Substances (Including Alcohol) PSPO

What are the current PSPO restrictions in Rhondda Cynon Taf?

The existing Public Space Protection Order (PSPO) designates the whole County Borough of Rhondda Cynon Taf as a Controlled Drinking Zone. This does not ban or make it illegal to carry alcohol or to drink alcohol in a public place as long as drinking is done responsibly.

The current PSPO also denotes 'Intoxicating Substance Exclusion Zones' in Pontypridd Town Centre and Aberdare Town Centre (defined areas of Pontypridd and Aberdare Town Centre - refer to the enclosed Maps). The Order prohibits persons in these areas from ingesting, inhaling, injecting, smoking or otherwise using intoxicating substances in public places.

The consumption of alcohol in the exclusion zones is only allowed where the activity is undertaken at a premises or within the boundaries of the premises which is authorised for the supply of alcohol.

A fixed fine of £100 has been set for breaches of the order (the maximum allowed).

What are Public Spaces Protection Orders (PSPOs)?

Public spaces protection orders are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. The order could also be used to deal with likely future problems. The Antisocial Behaviour Crime and Policing Act 2014 allows councils to introduce these orders, after consultation with communities and other interested parties. The orders must be reviewed every three years to ensure they are still necessary.

What does the Borough wide PSPO mean?

The aim of the PSPO is to provide Local Authorities with the necessary powers to introduce restrictions upon activity and behaviours deemed to be anti-social and occurring in "public spaces". A PSPO is designed to restrict and prohibit certain behaviours. In Rhondda Cynon Taff County Borough, the consumption of alcohol in public spaces is currently restricted with a condition that enables a police officer or other enforcement officer to request that a person who is causing anti-social behaviour whilst in possession of alcohol, to stop drinking alcohol. It also gives the police/enforcement officer the right to seize the alcohol. If someone refuses to comply with the request of the police/enforcement officer to stop drinking and to hand over any containers believed to contain alcohol he/she commits a criminal offence. The PSPO can be enforced by both the local authority (authorised personnel) and the police and any breach of the order is a criminal offence which can be discharged via fixed penalty notice (£100) or up to £1000 fine upon prosecution.

Is the borough wide PSPO a ban on drinking alcohol?

No. A drinker's behaviour is the consideration in any action taken by those who enforce the order. It is not intended that those who are sensibly drinking will be subjected to these order's requirements. Home Office guidance reinforces this.

However, the drinking of alcohol in the Exclusion Zones will be prohibited, other than in relation to an activity, premises or curtilage authorised to be used for the supply of alcohol by licence or club premises certificate or permission granted under section 115E of the Highways Act 1980.

What is meant by Intoxicating Substances?

Intoxicating Substances will be defined as substances with the capacity to stimulate or depress the central nervous system. (this includes alcohol and what are commonly referred to as "legal highs"): Exemptions shall apply where the substances are used for a valid and demonstrable medical use, given to an animal as a medicinal remedy, are cigarettes (tobacco) or vaporisers or are food stuffs regulated by Food, Safety or Health legislation.

What are the benefits of this PSPO?

The main benefits are to reduce street drinking that is having a negative impact on communities and the environment, whilst reducing harmful consumption of alcohol and protecting vulnerable people.

Where are the Intoxicating Substance Exclusion Zones?

The Intoxicating Substance Exclusion Zones are in Pontypridd Town Centre and Aberdare Town Centre. See maps below. The existing Public Space Protection Order (PSPO) covers the whole County Borough of Rhondda Cynon Taf being a Controlled Drinking Zone.

Cefndir Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) presennol CBSRhCT mewn perthynas â Gwahardd Sylweddau Meddwol (gan gynnwys Alcohol)

Pa gyfyngiadau sydd ar waith ar hyn o bryd yn Rhondda Cynon Taf o ran y Gorchymyn Diogelu Mannau Cyhoeddus?

Mae'r Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) presennol yn dynodi pob rhan o Fwrdeistref Sirol Rhondda Cynon Taf yn Barth Yfed a Reolir. Dydy hyn ddim yn gwahardd cario alcohol neu yfed alcohol mewn mannau cyhoeddus neu'i gwneud hi'n anghyfreithlon i wneud hynny, cyn belled â bod yr unigolyn/unigolion yn yfed yn gyfrifol.

Mae'r Gorchymyn cyfredol hefyd yn dynodi 'Parthau Gwahardd Sylweddau Meddwol' yng Nghanol Tref Pontypridd a Chanol Tref Aberdâr (ardaloedd penodol yng Nghanol Tref Pontypridd a Chanol Tref Aberdâr - cyfeiriwch at y Mapiau sydd wedi'u cynnwys). Mae'r Gorchymyn yn gwahardd unigolion yn yr ardaloedd yma rhag amlyncu, anadlu, chwistrellu, ysmegu neu ddefnyddio sylweddau meddwol mewn mannau cyhoeddus.

Caiff yfed alcohol yn y parthau gwahardd ei awdurdodi dim ond pan fo'r gweithgaredd hwnnw yn cael ei wneud mewn adeilad neu ffiniau adeilad sydd wedi'i awdurdodi i'w ddefnyddio ar gyfer cyflenwi alcohol.

Mae dirwy benodedig o £100 wedi'i gosod ar gyfer achosion o dorri'r gorchymyn (dyma'r uchafswm sy'n cael ei ganiatáu).

Beth yw Gorchmynion Diogelu Mannau Cyhoeddus (PSPOs)?

Bwriad gweithredu gorchmynion diogelu mannau cyhoeddus yw delio â niwsans neu broblem benodol mewn ardal benodol sy'n niweidiol i ansawdd bywyd y gymuned leol, trwy osod amodau, mae rhaid i bawb gydymffurfio â nhw, ar ddefnydd yr ardal. Mae modd defnyddio'r gorchymyn yma gyda phroblemau tebyg yn y dyfodol. Mae Deddf Ymddygiad Gwrthgymdeithasol, Troseddau a Phlisma 2014 yn caniatáu i gynghorau gyflwyno'r gorchmynion yma, ar ôl iddyn nhw ymgynghori â chymunedau ac eraill sydd â diddordeb. Mae rhaid adolygu'r gorchmynion bob tair blynedd i sicrhau eu bod nhw'n angenrheidiol.

Beth yw nod Gorchymyn Diogelu Mannau Cyhoeddus Bwrdeistref Sirol gyfan?

Nod y Gorchymyn fydd rhoi'r pwerau angenrheidiol i Awdurdodau Lleol gyflwyno cyfyngiadau ar weithgareddau a ffyrdd o ymddwyn yr ystyrir eu bod nhw'n wrthgymdeithasol mewn 'mannau cyhoeddus'. Mae Gorchymyn Diogelu Mannau Cyhoeddus wedi'i gynllunio i atal a gwahardd ffyrdd penodol o ymddwyn. Yn Rhondda Cynon Taf, mae yfed alcohol mewn mannau cyhoeddus wedi'i atal ar hyn o bryd, gydag amod sy'n rhoi'r pŵer i swyddogion yr heddlu a swyddogion gorfodi eraill ofyn i unigolyn sy'n ymddwyn yn wrthgymdeithasol ac sydd ym meddiant alcohol, i roi'r gorau i'w yfed. Mae hefyd yn rhoi'r pŵer i swyddogion yr heddlu/swyddogion gorfodi

atafaelu'r alcohol. Os bydd yr unigolyn yn gwrthod rhoi'r gorau i yfed alcohol, ar ôl i swyddog yr heddlu/swyddog gorfodi ofyn iddo wneud hynny, ac yn gwrthod rhoi unrhyw gynwysyddion sydd, ym marn y swyddog, yn cynnwys alcohol, bydd ef/hi yn torri'r gyfraith. Mae modd i'r Gorchymyn ei orfodi gan yr Awdurdod Lleol (gweithwyr ag awdurdod) a'r heddlu. Os caiff unrhyw amodau o'r Gorchymyn eu torri, bydd hyn yn drosedd ac yn arwain at ddirwy o £100 (drwy Hysbysiad Cosb Benodedig), neu ddirwy o hyd at £1,000 os caiff yr unigolyn ei erlyn.

A ydy'r Gorchymyn wedi'i orfodi ledled y fwrdeistref yn gwahardd yfed alcohol?

Nac ydy. Caiff ymddygiad y person sy'n yfed alcohol ei ystyried gan y rhai sy'n gorfodi'r gorchymyn wrth iddyn nhw gymryd unrhyw gamau gweithredu. Does dim disgwyl i'r unigolion sy'n yfed alcohol yn synhwyrol fod yn destun gofynion y gorchymyn. Mae canllawiau'r Swyddfa Gartref yn atgyfnerthu hyn.

Serch hynny, fydd dim modd yfed alcohol yn y parthau gwahardd, heblaw mewn perthynas â gweithgaredd, adeilad neu gwrtil mangre sydd wedi'u hawdurdodi i'w defnyddio ar gyfer cyflenwi alcohol trwy drwydded neu dystysgrif mangre clwb neu ganiatâd sydd wedi'i roi o dan adran 115E o Ddeddf Priffyrdd 1980.

Beth yw Sylweddau Meddwol?

Mae Sylweddau Meddwol yn golygu sylweddau sydd â'r gallu i ysgogi neu iselhau'r system nerfol ganolog. (mae hyn yn cynnwys alcohol a'r hyn y cyfeirir atyn nhw yn gyffredinol fel 'anterthau cyfreithiol'): Bydd eithriadau'n berthnasol lle mae'r Sylweddau'n cael eu defnyddio at ddibenion dilys a meddygol (a bod modd profi hyn), yn cael eu rhoi i anifeiliaid fel meddyginiaeth, yn sigarennau (tybaco) neu anweddwy (vaporisers) neu'n fwydydd wedi'u rheoleiddio gan ddeddfwriaeth Bwyd, Diogelwch neu lechyd.

Beth yw buddion y Gorchymyn yma?

Prif fuddion yw lleihau yfed alcohol ar y stryd sy'n cael effaith negyddol ar gymunedau a'r amgylchedd, wrth leihau defnydd niweidiol o alcohol a diogelu pobl sy'n agored i niwed.

Ble mae'r Parthau Gwahardd Sylweddau Meddwol?

Mae'r Parthau Gwahardd Sylweddau Meddwol wedi'u lleoli yng Nghanol Tref Pontypridd a Chanol Tref Aberdâr. Gweler y mapiau isod. Mae'r Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) presennol yn dynodi pob rhan o Fwrdeistref Sirol Rhondda Cynon Taf yn Barth Yfed a Reolir.

Aberdare Exclusion Zone for Intoxicating Substances
Parth Gwahardd Sylweddau Meddwol Aberdâr

Figure 1
Ffigur 1



Figure 2
Ffigur 2





RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23 SEPTEMBER 2021

CIL ANNUAL MONITORING

REPORT OF THE DIRECTOR PROSPERITY AND DEVELOPMENT IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER COUNCILLOR ROBERT BEVAN

Author(s): Jim Bailey, Head of Planning

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to seek Cabinet's approval in respect of the contents of the CIL Annual Monitoring Report and the proposed changes to the Regulation 123 List.
- 1.2 To advise Cabinet of the pre scrutiny by the Finance and Performance Scrutiny Committee in respect of the Community Infrastructure Levy.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Cabinet:
 - (1) Approve the CIL Annual Monitoring Report (Appendix A).
 - (2) Approve the Regulation 123 List (Appendix B) for publication on the Council website for a period of 28 days and consultation as set out in paragraph 5.8.
 - (3) Approve the subsequent adoption of the Regulation 123 List if no adverse comments are received.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To enable the Council to continue to operate a Community Infrastructure Levy in accordance with the statutory regulations.

4. BACKGROUND

- 4.1 The Community Infrastructure Levy Regulations 2010 (as amended) require the Council to produce an **annual report detailing CIL income and expenditure** (Appendix A). Set out in paragraph 5.2 below is the details of the sixth of these annual reports since the Council introduced CIL in December 2014.
- 4.2 The Community Infrastructure Levy Regulations 2010 (as amended) also require the Council to publish an Infrastructure List (known as the Regulation 123 List). The List should set out the infrastructure, which the Council considers it is likely to apply CIL revenue to.
- 4.3 At the meeting of the Cabinet held on 23 July 2015, Members agreed the process for formulating, monitoring and revising the Regulation 123 list, which includes that the relevant Scrutiny Committee/Group review the operation of the list and consider the annual 123 list and annual CIL financial monitoring report and make recommendations to Cabinet where appropriate.

5. MATTERS FOR CONSIDERATION

CIL INCOME & EXPENDITURE

- 5.1 The Regulations require that CIL income must be split into three parts:
- 80% to be applied to infrastructure to support growth of the Council's area (known as the 'Strategic CIL' and is to be spent on items on the Regulation 123 List).
 - 15% to be passed to the Community/Town Council in whose boundary the development that paid CIL is located for the provision of local infrastructure improvements of other measures that support the development of the area.
 - 5% to be applied towards implementation and ongoing administration.
- 5.2 The total CIL income received in 2020/21 was £176,332.59
- 80% as Strategic income = £24,481.84 *
 - 15% Local income = £150,320.64
 - 5% Administration income = £1530.12

*(*80% Strategic income is less than the 15% Local income due to the amount being off-set against the infrastructure balance until the cost of the new primary school at the Llanilid development has been met.)*

Strategic income carried forward from 2019/20 was £768,195.08
Balance of strategic CIL income £792,676.92

- 5.3 The **annual monitoring report** at Appendix A provides a breakdown of the CIL receipts received and the distribution of 15% of CIL receipts to Community/Town Councils.
- 5.4 There has been no expenditure of Strategic CIL income to date however, Cabinet agreed on 20th September 2018 to spend £395,000 of Strategic CIL on Ffynnon Taf Primary School. The project will include a new build extension (4 classrooms and a hall) and refurbishments to the current school buildings for school and community use. The £395,000 Strategic CIL money was proposed to be spent by end 2020/21, however, due to a delay, the CIL money will be spent by the end of 2021/22.

THE REGULATION 123 LIST

- 5.5 Whilst two amendments are needed to the Council's updated **Regulation 123 List** (considered at Cabinet on 17th November 2020) the broad thrust of the List remains the same as it proposes transportation and education projects that support and mitigate the growth anticipated through the Council's Local Development Plan. The proposed changes to the List are set out in Appendix C.
- 5.6 There is one proposed change to the transportation project part of the List:
- Remove the Mountain Ash Cross Valley Link as it has progressed without the need for CIL funding.
- 5.7 There is one proposed change to the education project part of the List:
- Remove the new/additional education provision to serve Station Road, Church Village as this infrastructure project is to be funded by S106 education contributions
- 5.8 It is recommended that Cabinet approve the updated **Regulation 123 List** (Appendix B) for publication on the Council web-site for 28 days and if there are no adverse comments received then the 123 List can be adopted. It is further recommended that the notification of the consultation be sent to all elected Members, Town and Community Councils and to the Members of the Council's Developers Forum.

6.0 PRE SCRUTINY

- 6.1 As outlined within the Committee's Terms of Reference, pre-scrutiny and Members of the CIL is a role placed on the Finance and Performance Scrutiny Committee.

- 6.2 In light of this role, pre-scrutiny on the CIL was undertaken by the Committee on the 8 September 2021 prior to Cabinet's consideration.
- 6.3 Members of the Finance and Performance Scrutiny considered the contents of the report on the 8 September 2021 and the minutes are shown at Appendix D.

7. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

- 7.1 There are no direct implications as a result of this financial report, however, the equality and diversity implications of any infrastructure schemes that will be funded by CIL will be considered in the development of those projects.

8. WELSH LANGUAGE IMPLICATIONS

- 8.1 There are no direct implications as a result of this financial report, however, the Welsh Language Impact Assessment of any infrastructure scheme that will be funded by CIL will be considered in the development of those projects.

9. CONSULTATION / INVOLVEMENT

- 9.1 As set out in paragraph 5.8 above.
- 9.2 The CIL Annual Monitoring Report was presented to the Finance and Performance Scrutiny Committee on 8 September 2021 and Members agreed the recommendations as listed above in paragraph 2.1.

10. FINANCIAL IMPLICATION(S)

- 10.1 No additional budget requirements and the CIL receipts and spend for the year 2020/21 is set out at Appendix A.

11. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 11.1 The report and appendices have been prepared in accordance with the Community Infrastructure Levy Regulations 2010 (as amended).

12. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 12.1 Infrastructure funded through CIL will support the Building a Strong Economy and Creating Neighbourhoods Where People are Proud to Live and Work priorities in the Corporate Plan.

13. CONCLUSION

- 13.1 CIL receipts were relatively low during 2020/21 (albeit the Llanilid development continues to generate CIL 'in kind' through the facilitation of a new school as part of the development) which is believed to be as a result of development being curtailed during the Covid-19 pandemic, however, it should be noted that for those significant sites in CIL residential Charging zones 2 and 3 that are not already built or already benefiting from planning permission there are strategic sites that should be forthcoming in the near future. There are also a small number of sites that are unlikely to come forward in the near future due to significant deliverability and viability concerns. It is proposed to undertake a full review of the operation of CIL as part of the forthcoming review of the Council's Local Development Plan.
- 13.2 The Regulation 123 List is considered appropriate to assist in funding schemes that support growth in the County Borough.

Other Information:-

Relevant Scrutiny Committee: Finance and Performance

Contact Officer: Jim Bailey Head of Planning

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23 SEPTEMBER 2021

**REPORT OF THE DIRECTOR PROSPERITY AND DEVELOPMENT IN
DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER
COUNCILLOR ROBERT BEVAN**

Item:

Background Papers

Officer to contact: Jim Bailey, Head of Planning



rhondda cynon taf
community infrastructure levy

ardoll seilwaith cymunedol

Regulation 62
Monitoring Report 2020/21

Regulation 62 – Monitoring Report 2019/20

Background

Rhondda Cynon Taf (RCT) Council's Community Infrastructure Levy (CIL) Charges took effect on 31 December 2014 and the Council is both a CIL Charging and a CIL Collecting Authority. Regulation 62 of the CIL Regulations 2010 (as amended) requires CIL Charging Authorities to produce an annual report detailing CIL income and expenditure. This is Rhondda Cynon Taf's sixth annual report covering the period 1 April 2020 to 31 March 2021.

Allocation of CIL

CIL income is required to be allocated as follows:

- Up to 5% of CIL can be applied towards implementation and ongoing administration
- 15% of CIL (excluding surcharges) is passed to the Community/Town Council in whose boundary the development that paid the CIL is located, for the provision of local infrastructure improvements or other measures to support the development of the area (referred to as local CIL).
- 80% of CIL is to be applied to strategic infrastructure to support the growth of the CIL Charging Authority's area (referred to as Strategic CIL).

Total CIL Income

Total CIL income in 2020/21 was £176,332.59

Details of each CIL receipt and how it is apportioned is attached at Appendix A.

Strategic 80% (to be spent on items on Regulation 123 List)

Strategic Income in 2020/21 was £24,481.84 *

Strategic income carried forward from 2019/20 was £768,195.08

Balance of Strategic CIL income £792,676.92

Local 15%

Local CIL income in 2020/21 was £150,320.64*

Rhondda Cynon Taf has 12 Community/Town Council areas, which are: Gilfach Goch, Hirwaun, Llanharan, Llanharry, Llantrisant, Llantwit Fardre, Pontyclun, Pontypridd, Rhigos, Taffs Well, Tonyrefail and Ynysybwl

Local CIL (15%) income received between 1st April 2020 and 30th September 2020 was £75,012.86 passed to the relevant Community/Town Council in October 2020.

£75,307.78 received between 1st October 2020 and 31st March 2021 passed to the relevant Community/Town Council in April 2021.

Balance for areas where there is no Community/Town Council 2020/21 was £2,218.36

The amount passed to each Community/Town Council is set out in Appendix B.

Administration 5%

Administrative Income in 2020/21 was £1530.12

Administrative income carried forward from 2019/20 was £47,793.05

Balance of Administration Income £49,323.17

CIL carried forward to 2021/22

The amount of CIL carried forward to 2021/22 is set out in the following table:

CIL CARRIED FORWARD	AMOUNT
Strategic CIL	£792,676.92
Local CIL	£75,307.78 (paid in April 2021) Areas where there is no Town/Community Council £2,218.36
Administrative CIL	£49,323.17

*(*80% Strategic income is less than the 15% Local income due to the amount being off-set against the infrastructure balance until the cost of the new primary school at the Llanilid development has been met.)*

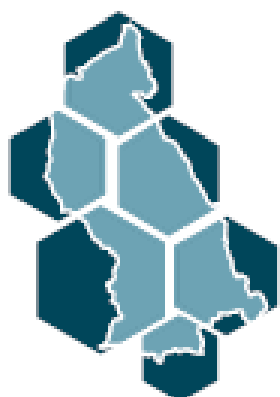
Appendix A –CIL INCOME RECEIVED IN 2020/2021

Date received	Planning Application Reference	Site Address	CIL Charge Development Type	Community/ Town Council	Amount	Admin	Strategic	Local (Community/ Town Council)
05/06/20	18/0334/16	Land North A473, Llanilid	Zone 3	Llanharan	£72,865.14	£0	£0	£72,865.14
12/06/20	19/0606/10	18 Forest Hills Drive, Talbot Green	Zone 3	Llantrisant	£7160.00	£358	£5728.00	1074.00
08/09/20	19/0606/10	18 Forest Hills Drive, Talbot Green	Zone 3	Llantrisant	£7158.05	£357.90	£5726.44	1073.71
04/11/20	18/0334/16	Land North A473, Llanilid	Zone 3	Llanharan	£72,865.14	£0	£0	£72,865.14
11/03/21	18/1199/10	Pavilion, Cowbridge Road, Talygarn, Pontyclun	Zone 3	Pontyclun	£16,284.26	£814.22	£13,027.40	£2442.64

*Note: Under Regulation 88, surcharges cannot be apportioned to community/town councils and must be split 5% administration and 95% strategic infrastructure.

Appendix B – CIL INCOME LOCAL INFRASTRUCTURE COMMUNITY/TOWN COUNCILS

Community/Town Council	15% received in 2020/21 to be passed to local council	Amount paid in October 2020	Amount paid in April 2021	Balance
Gilfach Goch	£0	£0	£0	£0
Hirwaun	£0	£0	£0	£0
Llanharan	£145,730.28	£72,865.14	£72,865.14	£0
Llanharry	£0	£0	0	£0
Llantrisant	£2147.72	£2147.72	£0	£0
Llantwit Fardre	£0	£0	£0	£0
Pontyclun	£2442.64	£0	£2442.64	£0
Pontypridd	£0	£0	£0	£0
Rhigos	£0	£0	£0	£0
Taffs Well	£0	£0	£0	£0
Tonyrefail	£0	£0	£0	£0
Ynysybwl	£0	£0	£0	£0
Non-Community Council/Town Council area	£0	£0	£0	£2,218.36 (carried forward from 19/20) to be spent in Aberaman South Ward



rhondda cynon taf
community infrastructure levy
ardoll seilwaith cymunedol

Regulation 123 List of Infrastructure
List Updated xx September 2021

In accordance with the requirement of Community Infrastructure Levy Regulations 2010 (as amended) the following table comprises the Rhondda Cynon Taf County Borough Council Infrastructure List. The list includes the infrastructure the Council considers it is likely to apply Community Infrastructure Levy (CIL) revenue to:

Education Projects:

- New/additional education provision to serve the land at Mwyndy / Talbot Green;
- New/additional education provision to serve Trane Farm, Tonyrefail;
- New/additional education provision to serve Taffs Well
- New/additional education provision at the former open cast site north of A473, Llanilid

Transportation Projects:

- Provision of the A473/A4119 Talbot Green to Ynysmaerdy Relief Road;
- A4119/A4093 roundabout, Tonyrefail – signalised junction and active travel improvements
- Llanharan By-pass
- Cynon Gateway (A465)
- South Coed Ely Link Dualling - upgrade the A4119 between Talbot Green and Coedely to dual carriageway standard
- A4119 Castell Mynach signalised junction
- Llanharan Community Route – Construction of new active travel routes
- Trefforest Industrial Estate – Construction of new active travel routes
- Trefforest Industrial Estate - New Railway Station
- Aberdare – Hirwaun extension of passenger rail services
- A473 between Tonteg roundabout and Upper Boat Roundabout

Please note:

The Regulation 123 list is not prioritised and projects can be added to the list or removed at the discretion of the Council, subject to appropriate consultation.

The inclusion of a project or type of infrastructure on the list does not signify a commitment from the Council to fund (either in whole or part) the listed project or type of infrastructure. The order of the list does not imply any preference or priority

Infrastructure not contained within the Regulation 123 List may be required by developer contributions or in-kind via a section 106 agreement. Such contributions will accord with Regulation 122 and 123 of the Community Infrastructure Levy Regulations 2010

Community Infrastructure Levy (CIL) Consultation

Background

Rhondda Cynon Taf County Borough Council is a Community Infrastructure Levy (CIL) Charging Authority. Since its CIL charges took effect on 31st December 2014, it has published a Regulation 123 list on its web-site.

The Regulation 123 list is a list containing infrastructure projects that may be fully or partly funded by CIL.

There are no proposed changes to the Council's Regulation 123 list as set out in the following table:

Infrastructure Requirement	Proposed Amendment	Reason For Amendment
Education Projects:		
New/additional education provision to serve the land at Mwyndy / Talbot Green;	To remain unaltered	N/A
New/additional education provision to serve Trane Farm, Tonyrefail	To remain unaltered	N/A
New/additional education provision to serve Station Road, Church Village	To remove	Infrastructure project is to be funded by S106 contributions.
New/additional education provision to serve Taffs Well	To remain unaltered	N/A
New/additional education provision at the former open cast site north of the A473, Llanilid	To remain unaltered	N/A
Transportation Projects:		
Provision of the A473/A4119 Talbot Green to Ynysmaerdy Relief Road	To remain unaltered	N/A
A4119/A4093 roundabout, Tonyrefail – signalised junction and active travel improvements	To remain unaltered	N/A
Llanharan By-Pass	To remain unaltered	N/A
Cynon Gateway (A465)	To remain unaltered	N/A
Mountain Ash Cross Valley Link	To remove	Scheme has progressed without CIL funding

South Coed Ely Link Dualling - upgrade the A4119 between Talbot Green and Coedely to dual carriageway standard	To remain unaltered	N/A
A4119 Castell Mynach signalised junction	To remain unaltered	N/A
Llanharan Community Route – Construction of new active travel routes	To remain unaltered	N/A
Trefforest Industrial Estate – Construction of new active travel routes	To remain unaltered	N/A
Trefforest Industrial Estate – New railway station	To remain unaltered	N/A
Aberdare – Hirwaun extension of passenger rail services	To remain unaltered	N/A
A473 between Tonteg Roundabout and Upper Boat Roundabout	To remain unaltered	N/A

**EXTRACT FROM THE DRAFT MINUTES OF THE FINANCE AND
PERFORMANCE SCRUTINY COMMITTEE 8TH SEPTEMBER 2021 –**

***These Minutes are Subject to Approval at the next meeting of the Committee ***

The Director of Prosperity and Development presented his report to Members to seek Committee's comments to be forwarded onto Cabinet in respect of the contents of the CIL Annual Monitoring Report and proposed changes to the regulation 123 List.

In accordance with the Community Infrastructure Levy Regulations 2010 (as amended), the Director attached to his report at Appendix A the CIL Annual Monitoring Report detailing the CIL income and expenditure. Also attached to the report as Appendix B was the Regulation 123 List, which required Members' approval for publication on the Council website for a period of 28 days consultation.

The Director referred Members to paragraph 5.2 of the report and advised Members that the total CIL income received in 2021/22 was £176,332.59. This included:-

- 80% as Strategic income = £24,481.84
- 15% Local income = £150,320.64
- 5% Administration income = £1530.12

The Director emphasised that the 80% Strategic income is less than the 15% Local income due to the amount being off-set against the cost of the new primary school at the Llanilid development as this was a CIL payment in lieu of a financial contribution.

A further reference was made to paragraph 5.4 of the report and the Director explained that there had been no expenditure of Strategic CIL income to date, however, he emphasised that Cabinet agreed on 20th September 2018 to spend £395,000 of Strategic CIL on Ffynnon Taf Primary School. Members were informed that the project will include a new build extension (4 classrooms and a hall) and refurbishments to the current school buildings for school and community use. The £395,000 Strategic CIL money is proposed to be spent by the end 2021/22.

Members were further informed of the proposed changes to the regulation 123 List, however, the broad thrust of the List remains the same as it proposes highway and education projects that support and mitigate the growth anticipated through the Council's Local Development Plan. Members were referred to Appendix C for the proposed changes.

The Director advised Members that there was one proposed change to the transportation project part of the List, which is to remove the Mountain Ash Cross Valley Link as it has progressed without the need for CIL funding. There was also one proposed change to the education project part of the List, which was to remove the new/additional education provision to serve Station Road, Church Village as this infrastructure project is to be funded using S106 education contributions

Following this, Members had the opportunity to scrutinise the report.

Councillor Caple queried whether the Council was able to use the CIL funding towards flooding prevention infrastructure in light of Storm Ciara and Storm Dennis. The Director advised Members that in theory it could be used, however, he reminded Members that the purpose of the CIL was for new infrastructure to support growth identified in the Local Development Plan.

Mr Fish, the Voting Parent / Governor Representative, queried what happens to the CIL commitment in light of the changes to Church Village. The Director advised that any CIL received isn't linked to the impact of the development it is received from and it is for the Council to spend strategically on infrastructure anywhere with the County Borough.

Discussions continued and Councillor James noted his concern that there is an Area such as Church Village that had substantial growth in terms of housing where the educational provision would be removed and other areas that do not have the same level of growth but continue to receive funding. Councillor James also queried what impact would be made on CIL with the Welsh Government's review of the roads being built throughout Wales. The Director advised that in terms of educational provision in Church Village, the removal had no reflection on the new educational provision in that area and the education provision previously referred to in the 123 List would get developed without the need for CIL funding. The Director also advised that the Council was currently undertaking a review of the Local Development Plan and that the review would look at where the growth pressure is in that area and what education provision is needed to meet that growth. In terms of the Welsh Government's review of the road building strategy, the Director advised that the role of the CIL and the Regulation 123 List is to identify what infrastructure is necessary to mitigate the impact of developments in the future and whether changes to the List need to be made in light of the Welsh Government's announcement will remain under review.

Councillor Bradwick queried the size of the school to be built at Llanilid and questioned whether a £1million would be sufficient to build a new school. The Director advised that Persimmon would build the whole school at their cost but whatever the total cost of their development is it would be subtracted from their overall CIL liability.

Councillor Yeo noted that CIL contributions should be invested across the County Borough as a whole and that all aspects of the County Borough should be treated the same. Councillor Yeo also noted the importance of reviewing how much CIL is being paid, the percentage of the CIL and the importance of getting value for money in light of the vast amount of houses being built. The Director acknowledged that a large amount of houses being built does have an impact on the wider Llanilid area and emphasised that in addition to the school, Persimmon are obligated to deliver a village centre, which will include new shops, a medical practice etc.

Discussions continued and Councillor James clarified that he is not against development elsewhere in the County Borough but that the point of the CIL is to help with the growth element and to tackle it within the Local Development Plan. He noted that as in Appendix B most of the areas proposed are in the south of the County Borough.

Following discussion, Members **RESOLVED** to:

1. Present the CIL Annual Monitoring Report (Appendix A) to Cabinet for approval;
2. Present the Regulation 123 List (Appendix B) to Cabinet for proposed publication on the Council website for a period of 28 days and consultation; and,
3. Agree for the Committee's comments and Feedback to be reported back to the next meeting of the Cabinet.

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23 SEPTEMBER 2021

RHONDDA CYNON TAF TOURISM STRATEGY

REPORT OF THE DIRECTOR OF PROSPERITY AND DEVELOPMENT IN DISCUSSIONS WITH THE CABINET MEMBER FOR ENTERPRISE DEVELOPMENT AND HOUSING (CLLR ROBERT BEVAN)

Author: Ian Christopher Strategic Manager, Prosperity & Development

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to set out the results of the public consultation exercise carried out on the draft Rhondda Cynon Taf (RCT) Tourism Strategy.
- 1.2 In addition, this report seeks approval from the Cabinet to formalise the draft RCT Tourism Strategy.

2. RECOMMENDATIONS

It is recommended that the Cabinet:

- 2.1 Consider the responses to the public consultation exercise undertaken in respect of the draft RCT Tourism Strategy and determine whether any amendments are required to the proposals, other than those already adopted into the Strategy.
- 2.2 Approve the draft RCT Tourism Strategy (subject to any amendments that are required as per 2.1 above) as the official strategic document that will underpin the Council's tourism priorities and efforts.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To deliver upon the Council's commitment to develop and promote RCT as a visitor destination, as set out in RCT Council's Corporate Plan 2020-2024, "*Making a Difference*" to develop a tourism offer that encourages people to come to the County Borough and includes attractions such as

the Rhondda and Abernant Tunnels, the Zip World Tower, Royal Mint Experience, The National Lido for Wales and a Welsh Coal Mining Experience at the Rhondda Heritage Park. To support businesses to develop a range of complementary services to the attractions in RCT including offering accommodation in our town centres, such as boutique hotels, quality bed and breakfast and Airbnb locations.

- 3.2 To produce a key strategic document and set of priorities, that focus on delivering this commitment for future years, from which action plans can be produced, and resources allocated to deliver the identified and agreed priorities.

4. BACKGROUND

- 4.1 Between 2014 and 2019, Wales welcomed record numbers of visitors. This is reflected in RCT's visitor numbers, with 1.5 million-day visitors in 2019 and more than 500,000 overnight stays, contributing to just over £179 million to the RCT economy. Over 9% of the workforce in Wales were employed via the tourism sector, with 2000 Full Time Equivalent (FTE) roles supported by tourism in RCT.
- 4.2 It is clear that tourism has the potential to be the main driver of the local economy and source of employment in certain parts of the County Borough, and that a formalised Strategy is required to underpin and direct all tourism related operations.
- 4.3 On 23 July 2019 members from the Finance & Performance Scrutiny Committee provided comment and approved the proposed direction of the RCT Tourism Strategy which replaced Destination Rhondda Cynon Taf 2014 - 2020.
- 4.4 As a result a draft Tourism Strategy was drafted with the overall objective as set out below.
- 4.5 To maximise the opportunities that marrying our fantastic landscape and heritage with the changing face of tourism presents, the draft RCT Tourism Strategy recommended targeting efforts in the following areas:
 1. Product & Attractions
 2. Accommodation
 3. Accessibility, Infrastructure & Connectivity
 4. Skills & Employment
 5. Experience
- 4.6 On 24 March 2020 a Delegated Decision was made to pass the draft RCT Tourism Strategy for public consultation. However, it was on

condition that any form of consultation would only commence when it was deemed appropriate in light of the situation posed by COVID-19.

- 4.7 The effects of the COVID-19 pandemic were global, causing a complete, and in some cases, devastating shut down of the Tourism and Hospitality sector, and this meant that it was not deemed appropriate for public consultation to take place until 17 May 2021.
- 4.8 On 17 May 2021 a five-week consultation was launched, which asked residents, business owners and visitors for their thoughts in relation to the content of the draft RCT Tourism Strategy. The consultation closed on 18 June 2021.
- 4.9 On 20 July 2021 the draft RCT Tourism Strategy went to the Finance and Performance Scrutiny Committee, where it was agreed the Strategy could be reported to the Cabinet for final approval.

5. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

- 5.1 A full Equality Impact Assessment including socio-economic duty has been carried out and this can be found at Appendix A.
- 5.2 The review panel agreed that the development of the Visit RCT (Draft) Tourism Strategy will promote equality and diversity, by opening opportunities for tourism businesses to engage with protected characteristics by gaining an understanding of what benefits can be made to welcome a more diverse tourism trade.
- 5.3 The membership to the Visit RCT Hub is free and will be used as a vehicle to disseminate key information to tourism businesses on best practice and initiative on ensuring equality, diversity and socio-economic duty is met to create a More Equal Wales.

6. WELSH LANGUAGE IMPLICATIONS

- 6.1 A Welsh Language Impact Assessment has been carried out and this can be found at Appendix B.
- 6.2 The review panel agreed that this impact assessment considers how it could increase positive impacts on the Welsh language. The strategy already references the Welsh language at various stages, highlighting its importance to us as a Council and our local partners as we drive forward our tourism offer.

7. CONSULTATION / INVOLVEMENT

- 7.1 As previously mentioned, on the 24 March 2020, a Delegated Decision was made to initiate a public consultation exercise on the draft RCT Tourism Strategy.
- 7.2 Below is a summary of the key findings of the consultation on the proposed RCT Tourism Strategy. The full consultation report can be seen in Appendix C. Overall, the consultation shows that respondents are supportive of the draft Tourism Strategy and its content and welcome the proposals.

Draft RCT Tourism Strategy Consultation

- 7.3 The 5-week consultation period ran from the 17 May 2021 – 18 June 2021. The main method of data capture was an online questionnaire. Supplementary to this, a dedicated email address and contact number was supplied via the RCT Consultation website page, that could be used if respondents did not or could not complete the survey via the online questionnaire.
- 7.4 Promotion of the consultation was focussed on residents, business owners, tourism stakeholders and visitors. Both targeted and organic social media campaigns were employed, together with a dedicated press release and digital promotion via the Council's website. Tourism related partners and businesses were also contacted and supplied with a direct web link to the online questionnaire.
- 7.5 The summary of the feedback is as follows:
- 321 responses to the online consultation were received.
 - 55% of respondents said they were responding as a resident of RCT, whilst 40% said they were responding as a visitor.
 - 87% of respondents said they either 'Strongly Agree' or 'Agree' with the vision for the RCT Tourism Strategy.
 - Respondents were asked to provide comments for their answer whether they agreed with the vision. The overarching, main comments talked about RCT having many areas of natural beauty, that as a destination RCT has lots of potential and that we need to build upon and promote our experiences and attractions.
 - 90% of respondents said they either 'Strongly Agree' or 'Agree' with the statement that RCT's 'landscape', 'culture' and 'heritage' are our key strengths when looking to develop and drive forward a tourism offer.
 - Respondents were asked to provide further comments on their chosen answer to the above question. Of the comments provided, the main themes showed an overall agreement with the statement

with praise being given in particular to the landscape and outdoor spaces on offer within RCT.

- Respondents were directed to the 5 key themes that are identified within the draft Strategy as priority areas to focus upon, Products and Attractions, Accommodation, Accessibility, Infrastructure and Connectivity, Skills and Employment, Experience. Respondents were asked if they felt there were any other themes they felt should be considered. Of the responses received to this question, the common themes that were identified were “Advertisement / Promotion”, “Environmental/Sustainability Considerations”, however it worth noting these elements are referenced within the draft Strategy but not as dedicated priority area.
- Respondents were given details of the objectives for each of the themes identified and asked whether they agree with these. The results show that the majority of respondents (Over 89%) agreed with each of the aims outlined.

7.6 Following the consultation exercise, despite the large majority of feedback being positive and in agreement with the contents of the Strategy, some common underlying themes were noted, and as such the draft RCT Tourism Strategy has been updated to take these into account. These include reference to:

- ‘Motorhomes’, whereby an inclusion has been inserted within the ‘Accommodation’ theme, to capture their rise in popularity.
- ‘Marketing and promotion’, to signify the importance of more targeted campaigns that promote RCT as a destination, which utilise the availability of digital tactics such as social media.

7.7 Other amends have also been included to reflect key updates from when the Strategy was initially written, such as reference to:

- ‘Zip World Tower’, as the visitor attraction is now open to the general public, and this is the correct brand for the product/site.
- The Council’s Corporate Plan “Making a Difference” (2020 – 2024), and it’s tourism focused priorities, which replaced the previous Corporate Plan “The Way Ahead” (2016 – 2020).
- Up-to-date and relevant statistics for both the Employer’s Skill Survey Wales Report (2019) and Global Adventure Tourism Marketing Report (2020 – 2030), replacing previous versions, from which statistics had been referenced.
- ‘Bryn Gobaith Farm’ under the ‘Experience’ theme, has been removed, as it’s offering no longer fits with the context of this Strategy.

The updated draft RCT Tourism Strategy (Welsh) can be seen at Appendix D and the draft RCT Tourism Strategy (English) can be seen at Appendix E.

8. FINANCIAL IMPLICATION(S)

- 8.1 There are no direct financial implications in formalising the RCT Tourism Strategy, but as the opportunities are developed, the financial implications will be fully assessed, and where appropriate reported and the necessary approvals sought.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 9.1 There are no current legal implications, but as the opportunities are developed, the legal implications will be fully assessed.

10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 10.1 The delivery of this draft RCT Tourism Strategy will contribute to the Council's corporate priorities:
- People – are independent, healthy, and successful.
 - Places – where people are proud to live, work, and play.
 - Prosperity - creating the opportunity for people & businesses to be innovative, be entrepreneurial and fulfil their potential & prosper.
- 10.2 RCT Council's Corporate Plan 2020-2024, "*Making a Difference*" identifies positioning RCT as a visitor destination, developing a tourism offer that encourages people to come to the County Borough and includes attractions such as the Rhondda and Abernant Tunnels, the Zip World Tower, Royal Mint Experience, The National Lido for Wales and a Welsh Coal Mining Experience at the Rhondda Heritage Park. It identifies that we as a Council will support businesses to develop a range of complementary services including offering accommodation in our town centres, such as boutique hotels, quality bed and breakfast and Airbnb locations.
- 10.3 The draft RCT Tourism Strategy's primary objective is to increase and sustain the economic growth of tourism in RCT, encouraging skills development and providing well paid secure employment for the local workforce. Tourism product development, especially in the outdoors (trails development, for example) will have an associated outcome of providing wellbeing opportunities for residents, enabling greater access to their outdoors and green leisure corridors.
- 10.4 The Sustainable Development Principle and five ways of working have been incorporated into the RCT Tourism Strategy in the following ways:

- Long term - Immediate short-term tourism developments shall take into account long term requirements. For example, well paid, sustainable job creation and the consideration of biodiversity and eco systems management within tourism product planning
- Integration - Integration of wellbeing plans and goals from different organisations will be taken into account by undertaking partnership working. Wellbeing Tourism has been identified as a theme to explore further within the Strategy
- Collaboration & Involvement - The Tourism Strategy will involve a number of relevant partners and organisations in its delivery and collaborate with them to ensure strategic objectives are met.
- Prevention - By working with the right people at the right time, as identified in the “Next Steps” section of the Tourism Strategy, we will seek to mitigate against any risks and problems presenting themselves to achieve the best possible wellbeing outcomes for our communities by implementing actions to deliver against the strategic tourism objectives

10.5 This approach makes a direct contribution to the seven national well-being goals, in particular:

- A Healthier Wales (allowing greater access to the outdoors through trails and product development)
- A Prosperous Wales (providing an environment within which home-grown tourism businesses can flourish)
- Resilient and cohesive communities (the unique selling point of our Destination is our communities and the warm welcome they provide to visitors. The Tourism Strategy will support the vibrancy of such communities through localised infrastructure, connectivity and product development)
- A Wales of vibrant culture and thriving Welsh Language (our culture will be celebrated as a reason to visit RCT and opportunities have been identified for bespoke Welsh Language tourism packages to be developed).

10.6 The Tourism Strategy will also seek to address priorities within:

- Prosperity For All: The National Strategy 2017
- The Environment (Wales) Act 2016
- Cardiff Capital Region City Deal & Valleys Task Force Delivery Plans
- Our Cwm Taf – Public Service Board (PSB) Well-Being Plan 2018-2023
- Rural Development Programme (RDP) – Cwm Taf Local Development Plan

11. CONCLUSION

- 11.1 A RCT Tourism Strategy has been produced, which highlights key tourism related priorities and will be used to underpin all work and effort, ensuring a coordinated and integrated approach – this is currently in draft format.
- 11.2 This report sets out the results of the public consultation exercise carried out on the draft RCT Tourism Strategy, identifying that overall, respondents are supportive of the Strategy and its contents, and welcome the proposals.
- 11.3 The draft RCT Tourism Strategy has been updated to incorporate some minor amends (brought about from comments put forward during the consultation and from Finance and Performance Scrutiny Committee) and it is recommended in this report that the Cabinet endorses this Strategy document.

Other Information:-

Relevant Scrutiny Committee

Finance & Performance Scrutiny Committee.

Contact Officer:

Ian Christopher, Strategic Manager (07795 391 855)

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23 SEPTEMBER 2021

**REPORT OF THE DIRECTOR PROSPERITY AND DEVELOPMENT IN
DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER
COUNCILLOR ROBERT BEVAN**

Item:

Background Papers

Officer to contact: Ian Christopher, Strategic Manager (07795 391 855)

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EQUALITY IMPACT ASSESSMENT FORM INCLUDING SOCIO-ECONOMIC DUTY

(Revised March 2021)

Please refer to the current Equality Impact Assessment guidance when completing this document. If you would like further guidance please contact the Diversity and Inclusion Team on 01443 444529.

An equality impact assessment **must** be undertaken at the outset of any proposal to ensure robust evidence is considered in decision making. This documentation will support the Council in making informed, effective and fair decisions whilst ensuring compliance with a range of relevant legislation, including:

- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010.

This document will also contribute towards our duties to create a More Equal Wales within the

- Well-being of Future Generation (Wales) Act 2015.

The [‘A More Equal Wales – Mapping Duties’](#) guide highlights the alignment of our duties in respect of the above-mentioned legislation.

SECTION 1 – PROPOSAL DETAILS

Lead Officer: Nerys Royal

Service Director: Derek James

Service Area: Prosperity and Development

Date: 03/09/2021 (Updated)

1.a) What are you assessing for impact?

Strategy/Plan	Service Re-Model/Discontinuation of Service	Policy/Procedure	Practice	Information/Position Statement
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.b) What is the name of the proposal?

Rhondda Cynon Taf (RCT) Tourism Strategy

1.c) Please provide an overview of the proposal providing any supporting links to reports or documents.

Over the last five years (minus 2020 where the COVID-19 global pandemic stopped all travel/business), Wales has welcomed record numbers of visitors. This is reflected in RCT's visitor numbers, with 1.5 million-day visitors in 2019 and more than 500,000 overnight stays. Over 9% of the workforce in Wales is now employed in tourism. It is one of the country's fastest growing sectors and it is estimated that tourism was worth just over £179 million to the RCT economy in 2019 and employed more than 2000 people. It is clear that tourism has the potential to be the main driver of the local economy and source of employment in large parts of the County Borough.

The RCT Tourism Strategy is a strategic document that will be used to underpin tourism related actions and efforts within RCT, with the goal of enhancing, increasing and sustaining the visitor economy, establishing RCT as a premier destination in

the UK for “experience” based visits and vacations. It will replace the Destination Rhondda Cynon Taf 2014-2020 document.

Appendix 1 - Draft RCT Tourism Strategy 2021

Appendix 2 - FP Scrutiny Committee Draft RCT Tourism Strategy 2021 Report

Appendix 3 - Draft RCT Tourism Strategy Consultation Report

- 1.d) Please outline where delivery of this proposal is affected by legislation or other drivers such as code of practice.

The delivery of the RCT Tourism Strategy will support the Council's commitment to develop and promote RCT as a visitor destination, as set out in RCT Council's Corporate Plan 2020-2024, “Making a Difference” to develop a tourism offer that encourages people to come to the County Borough and includes attractions such as the Rhondda and Abernant Tunnels, the Zip World Tower, Royal Mint Experience, The National Lido for Wales and a Welsh Coal Mining Experience at the Rhondda Heritage Park. To support businesses to develop a range of complementary services to the attractions in RCT including offering accommodation in our town centres, such as boutique hotels, quality bed and breakfast and Airbnb locations.

The delivery of the RCT Tourism Strategy will contribute to the overarching Council corporate priorities:

- People – are independent, healthy, and successful.
- Places – where people are proud to live, work, and play.
- Prosperity – creating the opportunity for people & businesses to be innovative, be entrepreneurial and fulfil their potential & prosper.

The Sustainable Development Principle and five ways of working have been incorporated into the RCT Tourism Strategy in the following ways:

- Long term – Immediate short-term tourism developments shall take into account long term requirements. For example, well paid, sustainable job creation and the consideration of biodiversity and eco systems management within tourism product planning.

- Integration – Integration of wellbeing plans and goals from different organisations will be taken into account by undertaking partnership working. Wellbeing Tourism has been identified as a theme to explore further within the Strategy.
- Collaboration & Involvement – The Tourism Strategy will involve a number of relevant partners and organisations in its delivery and collaborate with them to ensure strategic objectives are met.
- Prevention – By working with the right people at the right time, as identified in the “Next Steps” section of the Tourism Strategy, we will seek to mitigate against any risks and problems presenting themselves to achieve the best possible wellbeing outcomes for our communities by implementing actions to deliver against the strategic tourism objectives.

The Strategy makes a direct contribution to the seven national wellbeing goals, in particular:

- A Healthier Wales (allowing greater access to the outdoors through trails and product development)
- A Prosperous Wales (providing an environment within which homegrown tourism businesses can flourish)
- Resilient and cohesive communities (the unique selling point of our Destination is our communities and the warm welcome they provide to visitors. The Tourism Strategy will support the vibrancy of such communities through localised infrastructure, connectivity and product development)
- A Wales of vibrant culture and thriving Welsh Language (our culture will be celebrated as a reason to visit RCT and opportunities have been identified for bespoke Welsh Language tourism packages to be developed).

The Tourism Strategy will also seek to address priorities within:

- Prosperity For All: The National Strategy 2017
- The Environment (Wales) Act 2016
- Cardiff Capital Region City Deal & Valleys Task Force Delivery Plans
- Our Cwm Taf – Public Service Board (PSB) Well-Being Plan 2018-2023
- Rural Development Programme (RDP) – Cwm Taf Local Development Plan

1.e) Please outline who this proposal affects:

- Service users ☒
- Employees ☒

- Wider community ☒

SECTION 2 – SCREENING TEST – IS A FULL EQUALITY IMPACT ASSESSMENT REQUIRED?

Screening is used to determine whether the initiative has positive, negative or neutral impacts upon protected groups. Where negative impacts are identified for protected groups then a full Equality Impact Assessment is required.

Please provide as much detail as possible of how the proposal will impact on the following groups, this may not necessarily be negative, but may impact on a group with a particular characteristic in a specific way.

Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011

The Public Sector Equality Duty requires the Council to have “due regard” to the need to eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity between different groups; and foster good relations between different groups. Please take an intersectional approach in recognising an individual may have more than one protected characteristic.

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
Age (<i>Specific age groups i.e. young people or older people</i>)	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on age.</p> <p>Gravity Family Bike Park offer Children’s bike coaching lesson as well as an Over 50’s bike club.</p> <p>Zip World Tower has a Zip line (The Big Red) which caters 5 years plus as well as the main Zip Line – Phoenix which has no maximum age limit.</p>	<p>Consultation Report Draft Tourism Strategy June 2021</p> <p>BIG RED ride Mini Zipline Zip World</p>

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		<p>The National Lido of Wales, Lido Ponty caters for all age groups from newborn to no upper age group.</p> <p>Regular social media blogs are written and reflex demographic groups such as A Staycation with something for all the family, which includes exploring the mountains, visiting parks, shops, and activities to suit all ages.</p> <p>The ambition is to ensure all partners are inclusive of all age groups in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	<p>The National Lido Of Wales, Lido Ponty - Swim (rctcbc.gov.uk)</p> <p>A Staycation with something for all the family Visit Rhondda Cynon Taf, South Wales (rctcbc.gov.uk)</p>
Disability <i>(people with visible and non-visible disabilities or long-term health conditions)</i>	Positive	AWCME (A Welsh Coal Mining Experience) is a fully accessible site to those with any physical impairments. There are accessible toilet facilities with Blue badge	Consultation Report Draft Tourism Strategy June 2021

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		<p>parking. There is clear signage for pregnant and anyone with disabilities before riding the DRAM. The tour guides are also brief to point these signs out.</p> <p>The National Lido of Wales, Lido Ponty – is fully accessible with accessible changing facilities with a portable hoist, bed, shower, and toilets. To access the swimming pool, they have an ARJO Huntley accessible hoist and a pool pod which allows a disabled user to be lowered into the pool in a wheelchair. They have sensory groups that use the facilities. There are lifts to the upper floors and ramp access to the Lido complex.</p> <p>YWMP (Ynysangharad War Memorial Park) is wheelchair accessible around the park with access to the football and bowls pavilion with a lift to the 2nd floor. Both have accessible toilets.</p>	

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		<p>Green Meadows Riding Centre – Are registered with the Riding for the Disabled Association and have recently added extra bridleway trails for people with disabilities.</p> <p>Gravity Family Bike Park have accessible toilets and changing facilities on site, along with blue badge parking.</p> <p>Visit RCT Tourism Hub members receive regular communication from the Council and its partners such as Business Wales. One highlighted the FREE bespoke service for employers: Disabled People's Employment Champions which was passed on to the hub members. (August 2021)</p> <p>The ambition is to ensure all partners are inclusive of all disabilities in the practices they partake in. Working with Visit Wales and using their accessibility statement to introduce individual access statements for RCT's products and to support</p>	<p>Riding for the Disabled Association (RDA) - Enriching lives through horses</p>

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		partners with providing a public access statement. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.	
Gender Reassignment <i>(anybody who's gender identity or gender expression is different to the sex they were assigned at birth including non-binary identities)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on gender reassignment. All tourism products are accessible regardless of gender identity.</p> <p>Staff at businesses trained with regards to how to deal with this. i.e. someone using a toilet (i.e. male or female) that they identify with. Sourcing and provision of this training.</p> <p>Signage and information/data capture not solely aimed at male or female.</p> <p>Are they? How do we know? Are there adequate gender neutral toilets. Have staff had training to</p>	Consultation Report Draft Tourism Strategy June 2021

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		<p>ensure they are not misgendering on the phone or in person. Again what is the Council's responsibility in facilitating training etc. Following training, also attractions could be proactive in displaying the rainbow flag.</p> <p>Intention to support Pride events in RCT and to be included in the Rhondda Pride. Council's facilities promoting LGBTQ+ inclusivity - the Progress Flag is flown outside building i.e. Llys Cadwyn to highlight RCT is LGBTQ+ inclusive.</p>	
Marriage or Civil Partnership <i>(people who are married or in a civil partnership)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on marital status. All tourism products are accessible regardless of marital status.</p> <p>Dare Valley Country Park are licensed for Wedding and Civil Partnership</p>	Consultation Report Draft Tourism Strategy June 2021

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		The ambition is to ensure all partners are inclusive of all Marriage or Civil Partnerships in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.	
Pregnancy and Maternity <i>(women who are pregnant/on maternity leave)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on whether a woman is pregnant. Certain products (i.e., attractions may have terms and conditions that do not allow access based on health and safety grounds), but 'tourism' overall is accessible to those who are pregnant or on maternity/paternity leave.</p> <p>AWCME have the provisions for mother and baby feeding requirements as well as parent and child changing facilities.</p> <p>Gravity Family Bike Park have family parking spaces and the</p>	Consultation Report Draft Tourism Strategy June 2021

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		<p>accommodation have family room available.</p> <p>The National Lido of Wales, Lido Ponty and YWMP have parent and baby changing facilities.</p> <p>The ambition is to ensure all partners are inclusive of any pregnancy and maternity actions in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	
Race <i>(ethnic and racial groups i.e. minority ethnic groups, Gypsy, Roma and Travellers)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on race. All tourism products are accessible all ethnic and racial groups.</p> <p>The New Visit RCT Visitor Guide has been updated and the opportunity was taken to make sure the images used reflexed the spectrum of ethnicity that RCT has to offer.</p> <p>The ambition is to ensure all partners are inclusive of all ethnic and race in</p>	Consultation Report Draft Tourism Strategy June 2021

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.	
Religion or Belief <i>(people with different religions and philosophical beliefs including people with no beliefs)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on religion or belief. All tourism products are accessible to people with different religions and philosophical beliefs</p> <p>Soul Spice, The Bunch of Grapes, The Blueberry Inn, Janet's Authentic Northern Chinese Restaurant are some examples of eateries that are full vegan or offer vegan options.</p> <p>The ambition is to ensure all partners are inclusive of all Religion or Belief in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	<p>Consultation Report Draft Tourism Strategy June 2021</p> <p>Eat Out Vegan Wales :: Rhondda Cynon Taf</p>

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
Sex <i>(women and men, girls and boys)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on sex. All tourism products are accessible to people of all sexes.</p> <p>The ambition is to ensure all partners are inclusive of all sexes in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p> <p>Gravity Family Bike Park offer women only bike and coffee groups.</p>	Consultation Report Draft Tourism Strategy June 2021
Sexual Orientation <i>(bisexual, gay, lesbian, straight)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate groups based on sexual orientation. All tourism products are accessible to people of all sexual orientation.</p> <p>Loaded Burger and Fries in Gelli nominated for the Entrepreneur of Excellence Award. The business was recognised for its outstanding effort to make LGBTQ+ people feel safe and at ease whilst visiting and</p>	<p>Consultation Report Draft Tourism Strategy June 2021</p> <p>The independent restaurant supporting the LGBTQ+ community and equality in the Valleys - Wales Online</p>

<u>Protected Characteristics</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		<p>working at the venue. Not only is this a substantial award, it's the first time anyone from the Rhondda has been nominated.</p> <p>Rhondda Pride – host live and online events throughout the year with well-known local artists, singers, Drag Queens, and Kings.</p> <p>The National Lido of Wales, Lido Ponty and AWCME along with other venues and attractions take part in the Pride Cymru event where LGBTQ+ colours are shone on to the venue in support of the cause.</p> <p>The ambition is to ensure all partners are inclusive of all Sexual Orientation in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	<p>RCT Pride South Wales Everything you need to know about the first Rhondda Pride - Wales Online</p>

In addition, due to Council commitments made to the following groups of people we would like you to consider impacts upon them:

	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
Armed Forces Community <i>(anyone who is serving, has served, family members and the bereaved)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate the Armed Forces Community. All tourism products are accessible to all from the Armed Forces Community, and in certain instances discounts offered to these groups.</p> <p>RCT Council offers free access to all leisure facilities for currently serving personnel and offer free swimming for Veterans. By talking to and building relationships over time, we are able to gain a greater understanding of our Armed Forces veterans and are able to shape our services to better meet their needs.</p> <p>The ambition is to ensure all partners are inclusive of the Armed Forces Community in the practices they partake in. As a Tourism Team we will</p>	Consultation Report Draft Tourism Strategy June 2021

		research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.	
Carers <i>(anyone of any age who provides unpaid care)</i>	Positive	<p>The Strategy and any forthcoming plans will not alienate those that provide care. All tourism products are accessible to all carers, and in certain instances discounts offered to these groups.</p> <p>The Coliseum Theatre and Park & Dare are members of the Hynt scheme which offer free care tickets (if applicable).</p> <p>The ambition is to ensure all partners are inclusive of the Carers in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	<p>Consultation Report Draft Tourism Strategy June 2021</p> <p>RCT Access Information (rct-theatres.co.uk)</p>

If the initial screening test has identified negative impacts then a full equality impact assessment (section 4) **must** be undertaken. However, if after undertaking the above screening test you determine a full equality impact assessment is not relevant please provide an adequate explanation below:

N/A

Are you happy you have sufficient evidence to justify your decision?

Yes ☒

No ☐

Name: Nerys Royal

Position: Tourism Advisor

Date: 03.09.21 (Updated)

Please forward a copy of this completed screening form to the Diversity and Inclusion Team.

PLEASE NOTE – there is a separate impact assessment for Welsh Language. This must also be completed for proposals.

Section 3 Socio-economic Duty needs only to be completed if proposals are of a strategic nature or when reviewing previous strategic decisions. Definition of a 'strategic nature' is available on page 6 of the Preparing for the Commencement of the Socio-economic Duty Welsh Government Guidance.

SECTION 3 – SOCIO-ECONOMIC DUTY (STRATEGIC DECISIONS ONLY)

The Socio-economic Duty gives us an opportunity to do things differently and put tackling inequality genuinely at the heart of key decision making. Socio-economic disadvantage means living on a low income compared to others in Wales, with little or no accumulated wealth, leading to greater material deprivation, restricting the ability to access basic goods and services.

Please consider these additional vulnerable groups and the impact your proposal may or may not have on them:

- Single parents and vulnerable families
- Pensioners
- Looked after children
- Homeless people
- Students
- Single adult households

- People living in the most deprived areas in Wales
- People with low literacy and numeracy
- People who have experienced the asylum system
- People misusing substances
- People of all ages leaving a care setting
- People involved in the criminal justice system

<u>Socio-economic disadvantage</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
Low Income/Income Poverty <i>(cannot afford to maintain regular payments such as bills, food, clothing, transport etc.)</i>	Positive	<p>The Strategy and any forthcoming plans will promote the development of infrastructure, employment and skills opportunities and bring additional income into the locality - from all of which this group can benefit.</p> <p>Valleys Regional Park (VRP) supports all who live in, work in or visit The Valleys. The VRP has unique landscapes which holds the promise of memorable experiences for everyone: from family members of all ages, to walkers, to fitness enthusiasts, to those who want to make new friends or volunteer.</p> <p>The National Lido of Wales, Lido Ponty – is affordable with children under 16 years are free and adults £2 per session.</p> <p>Zip World Tower have a litter picking scheme where local people can gain discounted or free tickets to the attraction.</p> <p>The ambition is to ensure all partners are inclusive of people on Low Income in the practices they partake</p>	<p>Consultaion Report Draft Tourism Strategy June 2021</p>

<u>Socio-economic disadvantage</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
		in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.	
Low and / or No Wealth <i>(enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provisions for the future)</i>	Positive	<p>Visit RCT has walking suggestions that have little or no cost and would also help with health and mental wellbeing. RCT is also a certified Dark Sky region and can be viewed with little or no equipment.</p> <p>RCT have a number of Parks within the county that are all free to enjoy all year round.</p> <p>The National Lido of Wales, Lido Ponty has a playground Lido Play which is complete free to use.</p> <p>The ambition is to ensure all partners are inclusive of people on Low and or No Wealth in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	Consultaion Report Draft Tourism Strategy June 2021

<u>Socio-economic disadvantage</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
<u>Material Deprivation</u> <i>(unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, hobbies etc.)</i>	Positive	<p>The Strategy and any forthcoming plans will promote the development of infrastructure, employment and skills opportunities and bring additional income into the locality - from all of which this group can benefit.</p> <p>South Wales Metro will offer discounted/concessionary tickets</p> <p>Zip World Tower have a litter picking scheme where local people can gain discounted or free tickets to the attraction.</p>	<p>Consultaion Report Draft Tourism Strategy June 2021</p>

<u>Socio-economic disadvantage</u>	Does the proposal have any positive, negative or neutral impacts	Provide detail of the impact	What evidence has been used to support this view?
<u>Area Deprivation</u> <i>(where you live (rural areas), where you work (accessibility of public transport))</i>	Positive	<p>The Strategy and any forthcoming plans will promote the development of infrastructure, employment and skills opportunities and bring additional income into the locality - from all of which this group can benefit.</p> <p>One of the key themes in the Strategy is the landscape and looking how we can develop these areas, such as the development of Zip World Tower which has created jobs as well as focus on the area. Transportation infrastructure such as the South Wales Metro is already being discussed, extending valley lines into more rural areas such as Hirwaun.</p>	Consultaion Report Draft Tourism Strategy June 2021
Socio-economic background <i>(social class i.e. parents education, employment and income)</i>	Positive	<p>The Strategy and any forthcoming plans will promote the creation of more employment opportunities and improving skills within the local area to support local tourism</p> <p>The ambition is to ensure all partners are inclusive of people's socio-economic background in the practices they partake in. As a</p>	Consultaion Report Draft Tourism Strategy June 2021

		Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.	
Socio-economic disadvantage <i>(What cumulative impact will the proposal have on people or groups because of their protected characteristic(s) or vulnerability or because they are already disadvantaged)</i>	Positive	<p>The Strategy and any forthcoming plans will look to create opportunities for socio-economic disadvantaged people, not only in terms of jobs and opportunities, but also enable them to participate in activities that may not have been accessible in the past.</p> <p>The ambition is to ensure all partners are inclusive of people's socio-economic background in the practices they partake in. As a Tourism Team we will research and collate as many examples as possible of good practice, training opportunities and guest speakers for the VisitRCT Tourism Hub meetings.</p>	Consultaion Report Draft Tourism Strategy June 2021

SECTION 4 – FULL EQUALITY IMPACT ASSESSMENT

You should use the information gathered at the screening stage to assist you in identifying possible negative/adverse impacts and clearly identify which groups are affected.

- 4.a) In terms of disproportionate/negative/adverse impacts that the proposal may have on a protected group, outline the steps that will be taken to reduce or mitigate the impact for each group identified. **Attach a separate action plan where impacts are substantial.**
- 4.b) If ways of reducing the impact have been identified but are not possible, please explain why they are not possible.
- 4.c) Give sufficient detail of data or research that has led to your reasoning, in particular, the sources used for establishing the demographics of service users/staff.
- 4.d) Give details of how you engaged with service users/staff on the proposals and the steps taken to avoid any disproportionate impact on a protected group. Explain how you have used feedback to influence your decision.
- 4.e) Are you satisfied that the engagement process complies with the requirements of the Statutory Equality and Socio-economic Duties?
Yes ☐ No ☐

SECTION 5 – MONITORING AND REVIEW

- 5a) Please outline below how the implementation of the proposal will be monitored:

The RCT Tourism Strategy is a partnership document that will underpin the actions and efforts relating to tourism in RCT. The Strategy has been passed via Scrutiny and will be presented to Cabinet in due course. Already a RCT Strategic Steering Group has been established featuring the key players from within the wider tourism industry, as well as a RCT Tourism Hub, whose membership is open to all stakeholders that have a vested interest in tourism in RCT. Both these groups will drive forward the objectives of the Strategy and in turn monitor any plans/actions that are developed.

- 5b) When is the evaluation of the proposal due to be reviewed?

The RCT Tourism Strategy is due to be reported to Cabinet in September 2021. Once approved/formulised suitable action plans will be devised. No formal dates have been set for these yet.

- 5c) Who is responsible for the monitoring and review of the proposal?

RCT Council's Tourism Team will be responsible for evaluating and reporting to the Strategic Steering Group on any action plans that are derived from the Strategy.

- 5d) How will the results of the monitoring be used to develop future proposals?

Each theme within the Tourism Strategy will require a set action plan, within which a number of actions/proposals will be put forward. Some actions/proposals will be dependent on others and so it is uncertain at this point how results of the monitoring will be used to develop future proposals until the action plans are produced. What is evident is that the future proposals within the Strategy will look to positively influence STEAM related figures (in relation to tourism - i.e. visitor numbers, visitor spend, FTEs, etc.), the mechanism used to compare economic data between local authorities within Wales.

SECTION 6 – REVIEW

As part of the Impact Assessment process all proposals that fall within the definition of ‘Key Decisions’ must be submitted to the Review Panel. This panel is made up of officers from across Council Services and acts as a critical friend before your proposal is finalised and published for SLT/Cabinet approval.

If this proposal is a Key Decision please forward your impact assessment to Councilbusiness@rctcbc.gov.uk for a Review Panel to be organised to discuss your proposal. The EqlA guidance document provides more information on what a Key Decision is.

It is important to keep a record of this process so that you can demonstrate how you have considered equality and socio-economic outcomes. Please ensure you update the relevant sections below

Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
Consultation Comments	Date Considered	Brief description of any amendments made following consultation

SECTION 6 – SUMMARY OF IMPACTS FOR THE PROPOSAL

Provide below a summary of the impact assessment. This summary should be included in the equality and socio-economic impact section of the Cabinet report template. The impact assessment should be published alongside the report.

SECTION 7 – AUTHORISATIONS

Lead Officer:

Name:

Position:

Date:

I recommend that the proposal:

- Is implemented with no amendments ☐
- Is implemented taking into account the mitigating actions outlined ☐
- Is rejected due to disproportionate negative impacts on protected groups or socio-economic disadvantage ☐

Head of Service/Director Approval:

Name:

Position:

Date:

Please submit this impact assessment with any SLT/Cabinet Reports.

WELSH LANGUAGE IMPACT ASSESSMENT TOOL

This Welsh Language Impact Assessment (WLIS) tool enables RCT Council to consider the principles and requirements of the [Welsh Language Standards \(No.1\) Regulations 2015](#) to ensure compliance with the [Welsh Language \(Wales\) Measure 2011](#).

Stage 1 – Information Gathering

NOTE: As you complete this tool you will be asked for **evidence to support your views**. Please see [Welsh Language Impact Assessment Guidance](#) for more information on data sources.

Proposal Name:	Rhondda Cynon Taf Tourism Strategy
Department	Prosperity and Development
Service Director	Derek James
Officer Completing the WLIA	Ian Christopher and Nerys Royal
Email	ian.christopher@rctcbc.gov.uk nerys.royal@rctcbc.gov.uk
Phone	Work Mobile: 07795391855 & 07385401887
Brief Description	<p>Over the last five years (minus 2020 where the COVID-19 global pandemic stopped all travel/business), Wales has welcomed record numbers of visitors. This is reflected in RCT's visitor numbers, with 1.5 million-day visitors in 2019 and more than 500,000 overnight stays. Over 9% of the workforce in Wales is now employed in tourism. It is one of the country's fastest growing sectors and it is estimated that tourism was worth just over £179 million to the RCT economy in 2019 and employed more than 2000 people. It is clear that tourism has the potential to be the main driver of the local economy and source of employment in large parts of the County Borough.</p> <p>The RCT Tourism Strategy is a strategic document that will be used to underpin tourism related actions and efforts within RCT, with the goal of enhancing, increasing and sustaining the visitor economy, establishing RCT as a premier destination in the UK for "experience" based visits and vacations. It will replace the Destination Rhondda Cynon Taf 2014-2020 document.</p>

Date	31/08/21 (Updated)
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	Service Users, Employees, Wider Community.
What are the aims of the policy, and how do these relate to the Welsh Language?	The RCT Tourism Strategy is a strategic document that will be used to underpin tourism related actions and efforts within RCT, with the goal of enhancing, increasing and sustaining the visitor economy, establishing RCT as a premier destination in the UK for “experience” based visits and vacations. Within the Strategy are key themes and some of these will have a positive impact on the use of the Welsh Language – Employment and Skills which will look to offer jobs and training featuring the Welsh language, Experience which will encourage all stakeholders to deliver a ‘Welsh’ offering and welcome, Infrastructure, Accessibility and Connectivity which will encourage the promotion of Welsh locations and areas, not to mention Marketing and Promotion which will be bilingual and targets towards particular audiences.
Who will benefit / Could the policy affect Welsh language groups? If so, list them here.	Business owners, residents the local communities and even the visitors themselves will benefit from the Strategy. In terms of Welsh language groups, the Strategy will identify opportunities within Employment and Skills sector, thus allowing these groups to work with local education providers or the businesses themselves to provide Welsh Language skills to the local workforce within the Tourism sector.
Current linguistic profile of the geographical area(s) concerned	<p>Every ten years the nation sets aside one day for the Census, a count of all people and households. The Census is a key source of information about the number of people who can speak Welsh.</p> <p>The 2011 Census¹ indicated that of the 225,555 residents living in the County Borough, 12.3% (27,779) were able to speak Welsh. This can be compared to the all-Wales figures that showed of the 2,955,841 residents living Wales, 19.0% (562,016) were able to speak Welsh.</p> <p>The Annual Population Survey² collects information about respondents’ Welsh speaking ability and includes a question on how often people speak Welsh.</p> <p>The Annual Population Survey for the quarter ending September 2020, reported that 19.3% of respondents living in the County Borough said they could speak Welsh, this is compared to the all-Wales percentage of 28.8% of respondents. This can be further broken down to the data contained in the table that follows.</p>

		Welsh Language Skills of Residents – (%)			
			County Borough of Rhondda Cynon Taf	Wales	
		Can Read Welsh	18.2%	25.8%	
		Can Write Welsh	16.7%	23.5%	
		Can Understand Spoken Welsh	23.5%	33.0%	
Other relevant data or research	Consultation Report Draft Tourism Strategy June 2021				

Stage 2 – Impact Assessment

In this section you need to consider the impact, the evidence and any action you are taking for improvement. This is to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language (Wales) Measure 2011.

Please note there is a separate impact assessment for Equality and Socio-Economic duty that must also be completed for policy proposals.

Remember that effects that are positive for some groups could be detrimental to others - even among Welsh language groups. Consider the effects on different groups. For example, a proposal may be beneficial to Welsh learners, but not to Welsh speakers.

Will the proposed action affect any or all of the following?

	Does the proposal have any positive, negative or neutral impacts?	Describe why it will have a positive/negative or neutral impact on the Welsh language.	What evidence do you have to support this view?	What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?
<p>Opportunities for persons to use the Welsh language</p> <p>e.g. staff, residents and visitors</p> <p>The rights of Welsh speakers and learners to use Welsh when dealing with the council and for staff to use Welsh at Work</p>	<p>Positive/ Negative/ Neutral</p> <p>Positive</p>	<p>The Strategy has a positive impact on the Welsh language by offering many opportunities to promote and use the Welsh Language within the Tourism Sector.</p> <p>One of the strengths of tourism in Wales is its unique identity and the Welsh language is an important component of this.</p>	<p>Promote the Welsh language and culture Business Wales (gov.wales)</p> <p>Iaith Gwaith (welshlanguagecommissioner.wales)</p> <p>National Eisteddfod of Wales National Eisteddfod</p>	<p>Work with stakeholders and local educational institutions to offer Welsh Language courses.</p> <p>Research examples of best practice whereby a 'Welsh' welcome is offered for business owners to follow/base operations.</p> <p>Encourage stakeholders to realise the benefits of the</p>

				<p>Welsh Language through Guest Speaker at the RCT Tourism Hub and/or promote free opportunities through regular communication to Hub members.</p> <p>Encourage businesses to use the Welsh Language Commissioner's Iaith Gwaith badges and lanyards so that Welsh speaker and learners can identify staff that can provide Welsh Language services.</p> <p>Develop a course with Council Visitor Attraction staff to integrate learning basic Welsh phrases into their provision/tours i.e. A Welsh Coal Mining Experience staff would be taught how to say Bore da and Prynhawn Da and small other phrases as part of their guide around the site.</p> <p>Recruit more Welsh speaking staff at our visitor attraction sites to ensure a</p>
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				<p>Welsh language offer is always available.</p> <p><i>Following the feedback received via the consultation we could</i></p> <p>Work with the National Eisteddfod to ensure opportunities to use the Welsh language within Council settings, tourism attractions and businesses are strengthened as we maximise the benefits the Eisteddfod has to offer our area and ebb its effects (gwaddol) in the longer term by promoting the use of the Welsh Language with our key stakeholders. We need to learn from the experiences of neighbouring local authorities on how they maximised the opportunities post Eisteddfod.</p>
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Stage 2 – Impact Assessment

Will the proposed action affect any or all of the following?				
	Does the proposal have any positive, negative or neutral impacts?	Describe why it will have a positive/negative or neutral impact on the Welsh language.	What evidence do you have to support this view?	What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Numbers and / or percentages of Welsh speakers e.g Welsh Medium Education / Study Opportunities. Links with the Welsh Government's Cymraeg 2050 Strategy / RCTCBC Five Year Welsh Language Strategy	Positive	<p>A theme within the Strategy is linked to Employment and Skills, and with the creation of more jobs, and more diverse roles, Welsh language requirements are likely to be focussed upon as like many other countries, bilingualism adds to not only the appeal (to visitors) but also the service offered (by businesses).</p> <p>As referenced visitors are usually intrigued and fascinated by the language, and so maybe encouraged to learn the language through the various opportunities that exist.</p>	Promote the Welsh language and culture Business Wales (gov.wales)	<p>Work with stakeholders and local educational institutions to offer Welsh Language courses.</p> <p>Liaise with visitor businesses to explain the importance of recruiting Welsh speaking employees, and/or offering work placed courses to learn within the role.</p>
Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life in work and in the community Actively encourage and promote the use of our services in Welsh	Positive	The Strategy will look to drive more visitors to the area than ever before, and as such this provides a platform to display and offer the Welsh language to more and more people/groups.	Promote the Welsh language and culture Business Wales (gov.wales)	Look to develop more appropriate signage schemes to help direct visitors into and within RCT, and all signage will be bilingual.

<p>to see an increase in demand over time</p>		<p>Visitor businesses will get the opportunity to promote their Welsh uniqueness through their offerings – be it via experience, language, produce, services, products and/or culture.</p>	<p>Annual Population Survey - Ability to speak Welsh by local authority and year (gov.wales)</p>	<p>Encourage stakeholders to provide a 'Welsh' welcome/offering, starting with the use of simple vocab by public facing staff. Support will be offered to educate/train stakeholders.</p> <p>Taking opportunities to promote the Welsh language when engaging with visitors via marketing/communication, such as email, social media or face to face.</p> <p>Develop a campaign so that visitors can learn basic phrases before visiting our area. We could provide sections online that include phonetic spellings and recordings of certain phrases for visitors and residents to learn.</p> <p>Develop a campaign around the National Anthem and its connection to RCT.</p>
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Stage 2 – Impact Assessment

Will the proposed action affect any or all of the following?

	Does the proposal have any positive, negative or neutral impacts?	Describe why it will have a positive/negative or neutral impact on the Welsh language.	What evidence do you have to support this view?	What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?
<p>Compliance with the Council's Statutory Welsh Language Standards e.g increasing or reducing the Council's ability to deliver services through the Medium of Welsh.</p> <p>Consider the rights of Welsh speakers to use Welsh when dealing with the Council and for staff to use Welsh at Work</p>	Positive	<p>Supporting the Welsh language in tourism is a vital component, with regards to culture and heritage which is a key driver within the Strategy and for tourism into Wales.</p> <p>Consideration will need to be given to the use of bilingualism in areas outside of Wales as this can often been seen as a negative within the industry, especially when working with the Travel Trade. However, it does support its uniqueness to its customers, through Product and Culture of Wales, and as such the Welsh language will be promoted as extensively as possible In line with the</p>	Promote the Welsh language and culture Business Wales (gov.wales)	<p>Signage will be a key element as part of the Strategy, and as such all new signage will be bilingual therefore complying with the Welsh Language Standards.</p> <p>Bilingual correspondence is sent from the Tourism Team unless language choice is given (Welsh or English).</p> <p>Any booking app to be procured by the Council to support its Tourism strategy will comply with the Welsh Language Standards.</p>

		requirements of the Welsh Language Standards.		The Council will seek to recruit Welsh speaking casual tourism staff to ensure that when offering services to the public at Council events we are compliant with Standards 35 and 36
Treating the Welsh language, no less favourably than the English language	Neutral			
<u>Stage 3 - Strengthening the proposal</u> <p>Having listed actions in section 2 which may mitigate any negative impacts or better contribute to positive impacts – please record below which ones you will imbed into the policy proposal and who will be responsible for them.</p> <p>Also consider is the proposal necessary? Would it be possible to meet demand without any new developments? Could other existing provision be used? Where should the development be?</p>				
What are you going to do?		When are you going to do it?		Who is responsible?
Assist and encourage the development of tourism related roles within the area, supporting the creation of well paid, secure jobs within the industry for residents, identifying the benefits of including Welsh Language skills/qualifications within these roles.		As part of an Action Plan that will be formulated once the Strategy has been approved.		RCT Council Tourism Team

Offer training and development opportunities for visitor businesses to upskill their workforce so that they offer a basic level of Welsh, that can be utilised within the business.		
Promote Culture, Heritage and Landscape, through developing experiences that complement the Welsh uniqueness that RCT has to offer.	As part of an Action Plan that will be formulated once the Strategy has been approved.	RCT Council Tourism Team (with assistance of RCT Council Marketing Team)
<p>Ensure the Welsh Government's Helo Blod Service is promoted amongst visitor businesses so that they can take advantage of the free to use service the Welsh Government offers to promote the use of the Welsh language within their businesses.</p> <p>Research and/or implement the following</p> <ul style="list-style-type: none"> - Iaith Gwaith materials - Basic phrases course with visitor attraction staff - Basic phrases online project - National Anthem project - Recruit more Welsh speaking tourism staff - National Eisteddfod opportunities. 	As part of an Action Plan that will be formulated once the Strategy has been approved	RCT Council Tourism Team (with assistance of RCT Council Marketing and Welsh language Teams)
If ways of reducing the impact have been identified but are not possible to implement, please explain why. Give sufficient detail of data or research that has led to your reasoning.		
What was identified?	Why is it not possible?	
n/a	n/a	

Stage 4 – Review

As part of the Welsh Language, Equalities and Socio Economic Duty Impact Assessment Process all proposals that fall within the definition of Significant Key Decision should present at the Officer Review Panel. This panel is made up of officers from across Council Services and acts as a critical friend before your report is finalised and published for SLT/Cabinet approval.

If this proposal is a Key Strategic Decision please forward your impact assessment to CouncilBusiness@rctcbc.gov.uk for an Officer Review Panel to be organised to discuss your proposal. [See our guidance document](#) for more information on what a Significant Key Decision is.

For all policy proposals, whether it is a Significant Key Decision or not you are required to forward this assessment to Welsh Language services in the first instance for some initial guidance and feedback.

It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable Welsh language considerations wherever possible. Please ensure you update the relevant sections below

Welsh Language Services Comments	Date Considered	Brief description of any amendments made following Welsh Language Services feedback
<p>This is a detailed impact assessment which lists many of the intended positive impacts this proposal will have on the Welsh Language.</p> <p>Welsh Language Services encourage you to consider further the following -</p> <ul style="list-style-type: none">- Ways in which Council may contribute to the agenda within its own visitor attraction sites, which form part of the tourism offer in RCT- How the council may maximise the opportunities the National Eisteddfod present to the tourism sector in RCT and use of the Welsh language amongst fluent speakers and learners.	23/08/2021	As part of an Action Plan that will be formulated once the Strategy has been approved these comments will be taken in to consideration and capitalised upon especially with the National Eisteddfod coming to RCT.

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- Explore projects that could increase opportunities for persons to use the Welsh language, such as visitor attraction sites using basic phrases with all guests, recruiting Welsh speakers to provide Welsh language services to Welsh speaking visitors and sharing Iaith Gwaith materials with council and key stakeholders.		
Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
Consultation Comments	Date Considered	Brief description of any amendments made following consultation
<p>Many comments were received by members of the public on how we could improve our Welsh language offer. The vast majority concentrated on the following areas</p> <ul style="list-style-type: none"> - recruiting Welsh speaking tour guides at our visitor attractions sites, - encouraging businesses and the Council to use the Commissioner's Iaith Gwaith logos and lanyards, - develop a fully bilingual app and booking system, - develop opportunities for the Council to teach basic phrases to visitors as part of visitor attraction sites (such as Bore Da/ Prynhawn Da and Diolch /Shwmae) - capitalise on the many benefits the National Eisteddfod could have on the Welsh language 		We've updated the impact assessment to take account of these main areas.

Stage 5 – Monitoring, Evaluating and Reviewing

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

The RCT Tourism Strategy is a partnership document that will underpin the actions and efforts relating to tourism in RCT. The Strategy has been passed via Scrutiny and will be presented to Cabinet in due course. Already a RCT Strategic Steering Group has been established featuring the key players from within the wider tourism industry, as well as a RCT Tourism Hub, whose membership is open to all stakeholders that have a vested interest in tourism in RCT. Both these groups will drive forward the objectives of the Strategy and in turn monitor any plans/actions that are developed.

Each theme within the Tourism Strategy will require a set action plan, within which a number of actions/proposals will be put forward. Some actions/proposals will be dependent on others and so it is uncertain at this point how results of the monitoring will be used to develop future proposals until the action plans are produced. What is evident is that the future proposals within the Strategy will look to positively influence STEAM related figures (in relation to tourism - i.e. visitor numbers, visitor spend, FTEs, etc.), the mechanism used to compare economic data between local authorities within Wales.

RCT Council's Tourism Team will be responsible for evaluating and reporting to the Strategic Steering Group on any action plans that are derived from the Strategy, as well as collating data for the STEAM Report.

Stage 6 – Summary of Impacts for the Proposal

Provide below a summary of the impact assessment. This summary should be included in the Welsh Language Considerations section of the SLT/Cabinet report template. The impact assessment should be published alongside the report.

A Welsh Language Impact Assessment has been completed and the main findings are as follows -

The RCT Tourism Strategy and its aims will have a positive effect on the Welsh Language, Welsh speakers and Welsh learners, and any future Plans or developments that come from the formulation of the RCT Tourism Strategy will comply fully with the Welsh Language Measure 2011 and the Welsh Language Standards.

With a specific focus on key themes including Skills & Employment, Accessibility, Infrastructure & Connectivity, as well as Experience, not to mention an underlying emphasis on Culture and Heritage, promotion of the Welsh language will be central throughout all themes, demanding

continuous focus from Council staff and its partners/stakeholders and will be a constant when progressing plans attributed to the Strategy.

Stage 7 – Sign Off			
Name of Officer completing the WLIA	Nerys Royal	Service Director Name:	Derek James
Position	Tourism Adviser	I recommend that the proposal: (Highlight decision)	Is implemented with no amendments
			Is implemented taking into account the mitigating actions outlined
			Is rejected due to disproportionate negative impacts on the Welsh language
Signature	Nerys Royal	Service Director Signature	
Date	03.09.21	Date	

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Consultation Report

Draft Tourism Strategy

June 2021



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Tudalen 233



RHONDDA CYNON TAF

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EXECUTIVE SUMMARY

- This section provides a summary of the main findings from the consultation.
- The purpose of the consultation was to gather views on the Draft Tourism Strategy proposal.
- The consultation was conducted in-house. The consultation period ran from the 17th May 2021 – 18th June 2021.
- 321 responses to the online consultation were received.
- 55% of respondents said they were responding as a resident of Rhondda Cynon Taf (RCT) whilst 40% said they were responding as a visitor.
- 87% of respondents said they either 'Strongly Agree' or 'Agree' with the vision for the tourism strategy.
- Respondents were asked to provide comments for their answer whether they agreed with the vision. The following are the overarching, main themes identified in the open responses,
 - Agree: RCT has many areas of natural beauty
 - Agree: RCT needs to build upon and promote its experiences and attractions
 - Agree: RCT has lots of potential to build upon tourism offers
- 90% of respondents said they either 'Strongly Agree' or 'Agree' with the statement that RCT's 'landscape', 'culture' and 'heritage' are our key strengths when looking to develop and drive forward a tourism offer.
- Respondents were asked to provide further comments on their chosen answer to the above question. Of the comments provided, the main themes showed an overall agreement with the statement with praise being given in particular to the landscape and outdoor spaces on offer within RCT.
- Respondents were directed to the 5 key themes that are identified within the draft strategy as priority areas to focus upon, Products and Attractions, Accommodation, Accessibility, Infrastructure and Connectivity, Skills and Employment, Experience. Respondents were asked if they felt there were any other themes they felt should be considered. Of the responses received to this question, the overarching common themes that were identified are as follows:
 - Advertisement / Promotion of tourism offers: A number of comments identified the requirement to boldly advertise and promote the tourism

offers within RCT to a wider audience. The use of media / tv and a focus on tourists entering via airports were also identified.

- Environmental considerations / sustainability of tourism offers: There were also a number of comments that noted the requirement to ensure that the environmental impact of tourism is considered as well as ensuring the sustainability of tourism attractions.
- Hospitality Sector / Accommodation: A number of comments highlighted the importance of focusing on providing suitable accommodation offers within the borough. A number of respondents were owners of motorhomes and a particular theme emerged from these respondents in relation to having adequate spaces to park vehicles and access facilities within RCT.
- Respondents were given details of the objectives for each of the themes identified and asked whether they agree with these. The results show that the majority of respondents (Over 89%) agreed with each of the aims outlined.
- Respondents were invited to provide any comments in relation to their selection of answers in the above question. The following are the overarching, main themes identified in the open responses:-
 - Accommodation: Several comments were again provided by owners of motorhomes for this section. The comments again highlighted requirements for suitable locations to park vehicles and have access to facilities close to attractions.
 - Accessibility / Infrastructure: There were also a number of comments that highlighted the importance of having tourism offers that were easily accessible across the borough although the impacts of infrastructure on the environment and a desire to ensure the natural beauty of areas remains unaffected also came through in these comments.
 - Inclusion of local people: A number of comments made by residents responding to the survey indicated a desire for tourism to be inclusive of residents and not solely for the requirements of visitors from outside the area.

1. INTRODUCTION

- 1.1 This report presents the findings of a consultation on the Draft Tourism Strategy proposal.
- 1.2 Section 2 outlines the background to the proposal and the draft vision that was consulted on.
- 1.3 Section 3 details the methodology used.
- 1.4 Section 4 presents an analysis of the consultation results.

2. BACKGROUND

- 2.1 Over the last five years, Wales has welcomed record numbers of visitors. This is reflected in RCT's visitor numbers, with 1.5 million-day visitors in 2019 and more than 500,000 overnight stays. Over 9% of the workforce in Wales is now employed in tourism. It is one of the country's fastest growing sectors and it is estimated that tourism was worth just over £179 million to the RCT economy in 2019 and employed more than 2000 people. It is clear that tourism has the potential to be the main driver of the local economy and source of employment in large parts of the County Borough.
- 2.2 Evidently the tourism industry is changing. People are moving away from traditional package holidays and instead are increasingly piecing together their own getaways, predominantly through the internet, seeking an 'experience' based break or holiday with the ubiquitous opportunity for a once in a lifetime selfie.
- 2.3 To maximise the opportunities that marrying our fantastic landscape and heritage with the changing face of tourism presents, the Draft Tourism Strategy recommends that we target our efforts in the following areas:
 - 1. Product & Attractions
 - 2. Accommodation
 - 3. Accessibility, Infrastructure & Connectivity
 - 4. Skills & Employment
 - 5. Experience

3. METHODOLOGY

- 3.1 The purpose of the consultation was to gather views on the Draft Tourism Strategy proposal.
- 3.2 The consultation period ran from 17th May 2021 – 18th June 2021.
- 3.3 An online survey was designed and made available via the council's consultation webpages. Social Media was used to promote the survey and shared via the councils Twitter page. Contact was made directly with businesses signed up to the Tourism Hub.
- 3.4 321 responses to the questionnaire were received. The results are outlined in this report.

4 CONSULTATION RESULTS

- 4.1 Respondents were asked to what extent they agree with the vision for tourism set out in this strategy?

“To establish RCT as the premier destination in the UK for ‘experience’ based visits and vacations, showcasing our first class landscape, culture and heritage.”

The results show that 87% of respondents either Strongly Agree or Agree with the vision.

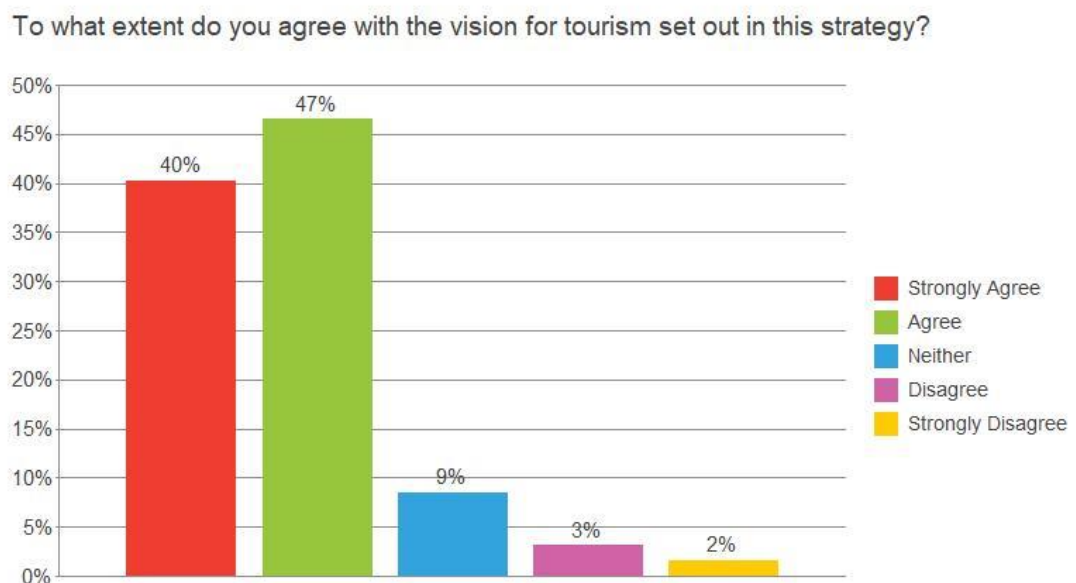


Figure 1 – Agreement with vision for strategy

- 4.2 Respondents were asked to provide any comments in relation to their answer and of those received, the following themes emerged:

Natural beauty of area

Comments were made highlighting the advantages the natural landscapes provide in RCT. Respondents felt that the variety and geography of the borough was a unique selling point. Comments included:

“This area has an outstanding geography and such variety, most people are unaware of this as they may have had no reason to visit. Drawing the attention of the media through events and experience-based activities would draw attention to what we have to offer. Sports events, cycling, triathlons, marathons and music or food festivals appeal to lots of age groups.”

“Our landscape & countryside is second to none.”

“RCT must play to its strengths, dynamic, countryside, mountains fresh and the weather.”

“We have majestic mountains, wonderful waterfalls and spectacular scenery. All of it easily accessed from the main towns.”

Experiences / Attractions valuable asset

Another theme that emerged in this section was that RCT should build upon the attractions in place and strive to provide good experiences and a variety of experiences based on the resources the local areas have to offer.

“We have to have product which will encourage more than just a day visit to the area, which means several large attractions to keep visitors busy enough to stay and experience the environment and communities over a sustained period.”

“Have holidayed for many years with my family in the French Alps and often commented that we could be doing similar at home and that we should be doing more to promote and use our landscape etc. Activities in France included paragliding, canyoning, white water rafting, treetops, zip wires, gorge walking/scrambling, cycling, walking, waterfalls, paddle boarding, museums, world war heritage sites and graves etc.”

“I love the lido and the views for walks”

“People are drawn to new and exciting experiences and days out. For example, beautiful scenery or wild swimming spots posted on Instagram attract many people to go out and experience this for themselves.”

Potential to build upon

There were also a number of comments that showed agreement with the aims of the strategy but also indicated that the areas within RCT that had lots of potential to be improved and built upon.

“I was born in RCT and have returned on many an occasion. I know that there is lots to do and see in the area and what wonderful scenery there is to be seen. Encouraging tourism is key to re-building local business especially now post-Covid.”

“There is a lot of unused potential (e.g. lack of marked trails) in the hills surrounding the Rhondda and towns which are in need of refurbishments.”

“RCT is a gorgeous part of the world and can offer a great deal. Investment in the local infrastructure needs to be made to match this vision.”

- 4.3 Respondents were asked to indicate to what extent they agree that RCT’s landscape, culture and heritage are our key strengths when looking to develop and drive forward a tourism offer. The majority of respondents (90%) ‘Strongly Agreed’ or ‘Agreed’ with this statement.

To what extent do you agree that RCT’s ‘landscape’, ‘culture’ and ‘heritage’ are our key strengths when looking to develop and drive forward a tourism offer?

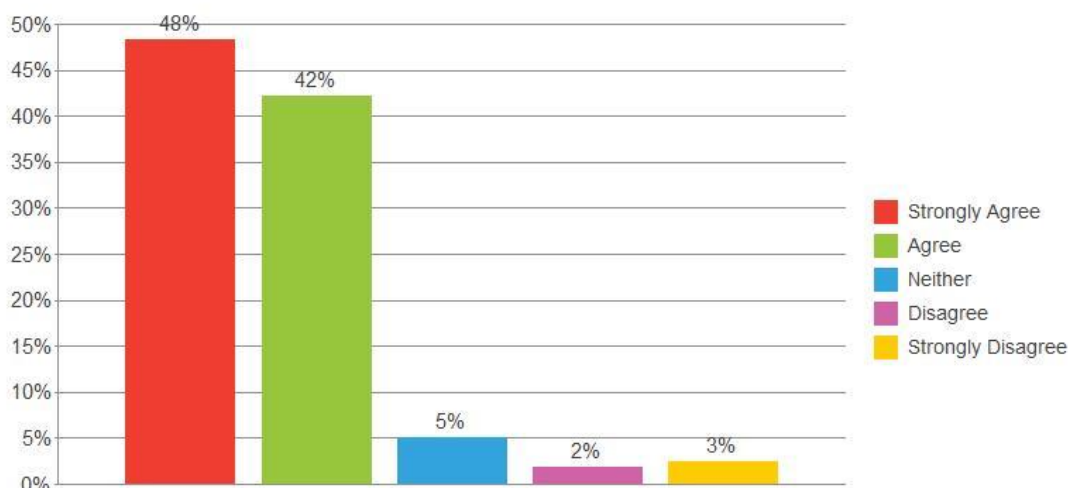


Figure 2 – Agreement with RCT’s key strengths

Of those that strongly agree or agreed, some comments included:

"I Completely agree with this. We do have a beautiful landscape, although certain areas could do with a clean-up, and an interesting heritage and culture. We should definitely take advantage of this."

"RCT has so much mining heritage and amazing scenery that could be promoted."

"During lockdown and having to stay local I have found so many additional places of beauty in the landscape that I didn't know about before. Past culture of mining especially is very interesting to me and I have always loved going for a day out to learn more."

"We have beautiful landscapes and scenery and this should be developed alongside the historical events linked to them."

- 4.4 There were some comments that agreed with the statement, however they also indicated further ways in which they felt RCT could enhance its offer.

"Our countryside is stunning and awe inspiring. But our people litter and don't value where we live. This needs to change and there needs to be a stronger litter picking workforce..."

"The area has the foundation to build on I agree. However, you need to step up and promote what's on offer, poor signage throughout RCT is an issue."

"RCT has all 3 categories in abundance, although awareness across the rest of the UK and Europe is very low. Other Celtic nations, particularly Scotland and Ireland have established both national and regional identities based on these 3 categories, which are recognisable worldwide but Wales and RCT have so much to offer but often overlooked for Tourism."

- 4.5 Respondents were shown the 5 key themes that have been identified within the draft strategy as priority areas to focus upon and were asked if there were any others they felt should be considered.

Of the comments received in this section, the following themes emerged:

Advertising / Promotion

Comments were made in relation to the promotion and advertisement of the tourism offers within RCT. Some comments indicated the benefits of ensuring that a wide range of events are held and promoted widely. There were also comments made regarding the promotion / signposting of local attractions.

“Promote Big events to draw people into the area who may then come back in the future, cycling or running events, live comedy or music festivals. We need a Greenman or Food festival like Abergavenny, Real ale Octoberfest idea.”

“Signposting Walking routes and signage natural beauty community.”

“Community. Engaging more with local communities to encourage better collaboration that will in-turn produce better outcomes..”

“Promotion of all the above.”

“Advertising and showing people what is out there.”

Environment / Sustainability

The environment and ensuring that tourism offers are sustainable and with a focus on nature and the ecology of local areas also emerged as a common theme in the comments for this section.

“Environmental impact. We need keep all these things sustainable for future generations..”

“Ensuring that it is eco- friendly and sustainable.”

“Sustainability with a focus on reducing the impact on the environment of encouraging mass tourism.”

“Sustainability should be number one - promoting active travel, cycle parking at every attraction and disincentive to car driving.”

“Ecology. Rewilding and reforestation could add to the attractions of the landscape”

Hospitality / Accommodation (including Motorhomes)

There were also comments relating to the hospitality and accommodation offers provided within RCT and the importance of ensuring these offers are well supported and promoted.

“Food is an important part of the visitor experience and there is a lack of appealing places to eat near many really beautiful outdoor areas.”

“Where does hospitality fit in this - lots of good pubs and restaurants as well as cafe's.”

“Accommodation is sadly lacking, infrastructure awful..”

“More hotels need to bring people in”

“Hospitality - encouraging local businesses & accommodation providers to develop their hospitality skills in relation to welcoming visitors and helping them with information and advice. Becoming ambassador’s for the region!.”

- 4.6 There were also a number of comments made in relation to accommodation provision for motor homeowners.

“More diverse types of accommodation are needed, I would like to see a dedicated motor home park”.

“Facilities for motorhomes and camper and near to town centres. These tourists can provide a year-round source of income for businesses and tend to prefer more central parking due to the fact that they are much less manoeuvrable than the cars which tow caravans. Hence remote campsites are much less suitable for their needs.”

“Under ‘Accommodation’, please bear in mind the needs of the Motor homer, which does not mean campsites. What we need is suitable places to park during the day (so that we can spend time and money in towns and attractions) and continental-style Aires to stay overnight and/or empty our waste. Please refer to the CAMPfRA website.”

“Campsites and motorhome parking for short stops.”

- 4.7 Respondents were given details of the objectives for each of the themes identified and asked whether they agree with these. The results shown that the majority of respondents (over 89%) agreed with each of the aims outlined.

	Yes (%)	No (%)	Don't know (%)
Product and Attractions – “build upon our existing visitor products and attractions to develop a number of high-quality unique visitor offerings, that can create itineraries and packages, to provide short and long stay opportunities.”	93.2	4.2	2.6
Accommodation – “increase the amount of accommodation available in the County Borough which needs to be of high quality, varied in nature and will also appeal to a wide range of visitors.”	89.7	5.8	4.5

Accessibility, Infrastructure and Connectivity – “develop transport links and public transport availability, car parking, signage, accessible facilities and an understanding how they interconnect.”	97.1	1.6	1.3
Skills and Employment – “encouraging the development of tourism related skills and supporting the creation of well paid, secure jobs within the industry for local residents.”	95.1	2.3	2.6
Experience – “provide a first class, positive and unique experience which visitors will want to repeat and tell others about.”	97.4	1.0	1.6

Figure 3 – Agreement with objectives for each theme

- 4.8 Respondents were asked to provide any comments in relation to their answers for this section. Of the comments received, the following themes emerged:

Accommodation (incl. Motorhome)

The provision of suitable accommodation emerged as a theme in this section. Once again, the provision of accommodation / suitable locations for motorhome owners also became a prevalent theme.

“We need more, good quality accommodation within RCT.”

“Accommodation is in very short supply and needs to be improved to keep people in RCT for more than day trippers. If they can stay local they will shop and eat local too.”

“Accommodation is not that readily available, are there any camp sites or glamping sites?”

“Remember that accommodation isn't just hotels, B&Bs, campsites - it means accommodation for motorhome tourism too.”

Accessibility / Infrastructure

The accessibility of the local area and the need for visitors to be able to easily access any tourism offers was highlighted by a number of comments in this section. There were also a number of comments made in relation to the impacts any changes to infrastructure may have on the environment and the number of cars being used in local areas with an

emphasis on the requirement for adequate public transport options for residents and visitors.

“Accessibility throughout the Rhondda needs to be urgently looked into. Lack of public car parks at treorchy for visitors/shoppers.”

“Accessibility needs to be in line with Wales Gov climate change strategy. Walking and cycling most important, public transport next, with private car journeys last. This applies to staff and supplier journeys as well as visitor journeys.”

“Ensure that infrastructure and connectivity has a focus on being able to use transport into RCT rather than out of RCT to the likes of Cardiff, Swansea etc.”

“As much as possible, travel by private transport should be discouraged. We don't want more roads and traffic.”

“Public transport links are especially important as it would be beneficial to the area as a whole to improve these.”

Inclusion of local people

There were a number of comments made in relation to the importance of involving local people and gaining the buy in of local residents as a vital factor in ensuring any tourism offers are successful. The importance of jobs being accessed by local people also emerged as a theme in this section. Some comments included:

“I feel that the creation of jobs for local people is of great importance.”

“If this is to be done well and we are to attract the right people into the tourism roles from the first contact person (the most important) to the, waiter/waitress, B&B owner or tourism product manager then all have to have the same welcoming ethos and be trained how best to serve the customer and this can't be done on the cheap. All roles need to be trained and paid a good wage so that the best people are attracted to the jobs..”

“In terms of experience, using the local population to converse with tourists will make an experience more memorable. For example advertising new activities to residents as well as tourists will ensure residents will meet tourists as residents will then go to these new or improved activities.”

“Attractions...need to be accessible to locals.”

- 4.9 Respondents were asked to provide any other comments they may have in relation to the draft strategy. The following themes emerged in the comments:

Promotion of the area

The benefits of promoting the offer available within RCT and the importance of advertising events and attractions was highlighted by a number of comments. Suggestions were made for avenues to further promote the tourism offers in the area through airports and utilising media outlets.

"We must sell & project ourselves with positive words and images and stop talking about deprivation and coal. There are only an aging small population that remember coal yet we're still banging on about it. we must advertise what beauty & nature & community we have."

"Advertise your amazing Lido and initiatives like the Big Run - both wheelchair accessible and welcoming !"

"It is a really exciting plan, hope the tunnel goes ahead in Abernant! Will need more coverage on the media, Weatherman walking style or wildlife programs to introduce the area to the wider world. Have noticed S4C do a lot of outdoor activities coverage, be great to get them on board. Good luck!"

"Let's promote our fabulous Rhondda at Cardiff and Bristol airport, Cardiff rail station, offer easy transport links and sightseeing packages to visitors including walking tours, half a day, full day, two sat, weeklong etc."

"I live in Rhondda Cynon Taff and it's a beautiful place with a beautiful name and it needs to be front and centre of all literature promoting the area!"

Motorhomes

Owners of motorhomes who responded to the survey made a number of comments once again highlighting their requests for the provision of parking / facilities to access in the borough.

"Please consider the use of Aires - overnight parking for self-contained motorhomes, with or without basic services, for a modest fee. Aires can be sited on car parks which are not needed at night (e.g. car parks at visitor attractions). They provide a parking space only, so do not allow the use of tents, awnings, BBQs etc. However Aires encourage motorhomers to stay in an area thus accessing visitor attractions and local amenities and boosting the local economy."

"It would be great to see your area activity encouraging Motorcaravan tourists by providing 'Aires' as an alternative to traditional campsites. These can easily be set up by allowing overnight parking of Motorcaravans in car parks that would otherwise empty overnight."

“Offer a range of parking and servicing options for motorhome and campervan users, who are self contained and wanting easy and good value places to stay where we can spend our time and money supporting your region's business.”

“I am a Motorhome owner and have visited your area when my son was at university in Pontypridd. I struggled to find anywhere to park up for the night when we came down to see him. A Motorhome aire which consists of somewhere to park with access to fresh water and toilet emptying facility would be extremely useful and would bring in a huge number of Motorhomers.”

Agree / Support for strategy

There were a number of comments highlighting respondent's support and enthusiasm for the aims and objectives set out in the strategy. These were from residents and visitors.

“As a very passionate 'RCT' man its really good to see and feel RCT's ambition to make it happen. Why can't we be up there with the best. The legacy of a first-class environment will be job security and bright future for the county.”

“I think as a whole it is a fantastic project if done thoroughly and correctly.”

“I think it is a really good strategy to revive the economy of a beautiful area.”

“Very satisfied by the suggestions and look forwards to seeing them come to fruition.”

“We have as much to offer as many other destinations in Wales. This is very promising for the area.”

“I think it is excellent and very well thought-out. I hope that tourism in the area really takes off.”

“Excellent idea to promote tourism as the area returns to its natural beauty and landscape.”

- 4.10 Respondents were asked to identify whether they were a resident / visitor / business or other. The results show that the majority of respondents were residents in RCT (55%) although a high number were responding as visitors (40%).

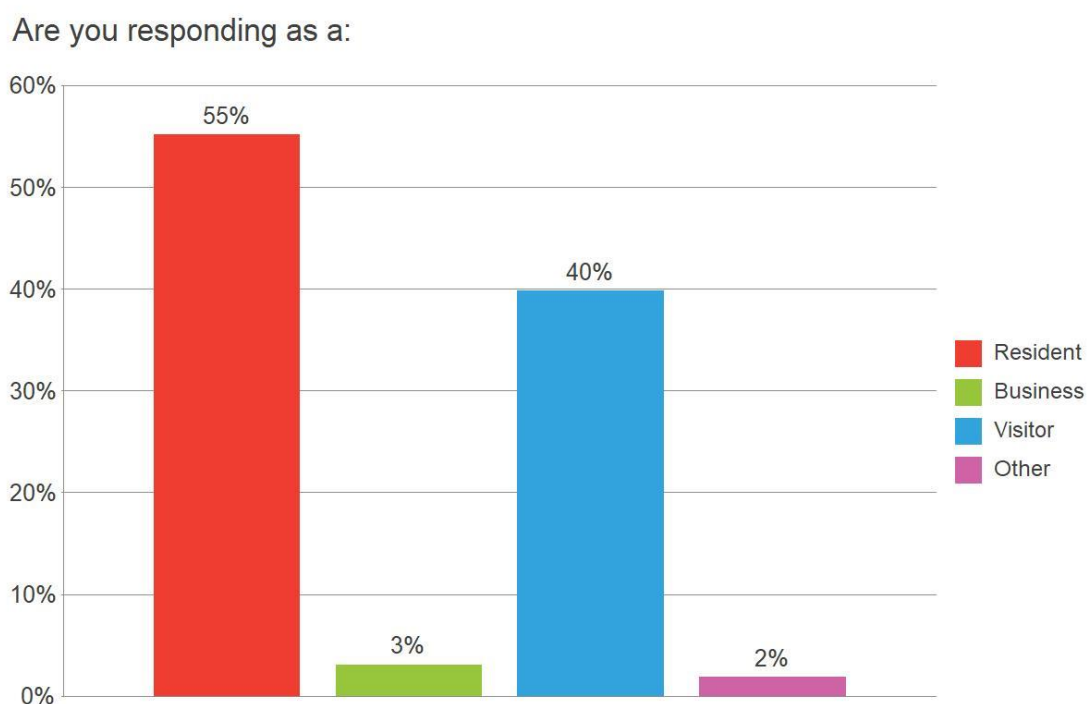


Figure 4 – Respondent information

Equalities

4.11 Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics like the ones above. Respondents were asked whether or not the strategy would affect them because of their:

- Gender,
- Age,
- Ethnicity,
- Disability,
- Sexuality,
- Religion / belief,
- Gender identity,
- Relationship status,
- Pregnancy and
- Preferred language

4.12 Comments received were split into the following categories and a selection of comments can be found below:

Gender

“ safety - being female there is always a security aspect to be concerned over. I love walking Clydach Lakes and you get to know local walkers. If*

*we attract tourists to the lakes how exactly will we ensure walkers stay safe? As we know from recent events, women's safety is a matter we need to address. I would love to see some additional security measures up on the walk from the bottom lake to the top lake * safety is a concern. If we attract tourists we need to ensure and additional people at places used by residents will remain safe...."*

"i'm transgender, toilets are always a concern. gender neutral bathrooms should be important in all our tourism places."

Accessibility / Disabilities

"Accessibility and a changing places toilet would be great for everyone"

"Accommodation is often not accessible, parking and public transport options are a long way from tourist facilities. Pontypridd train station has awful access for disabled, as well as being an intimidating place for women, older & younger people, etc."

"Accessibility is a big factor with public transport links"

"Disability: Ample accessible parking at attractions is important to me"

"Ensure any employment created is accessible, available and inclusive to all of the above"

"You have successfully addressed disability with your accessibility at the Lido / Ponty Park ! Thank you !"

Welsh language

"Welsh should be promoted and everyone included regardless of any differences"

"Stop putting everything in Welsh it really puts off our English friends they find it demeaning!"

"As a Welsh learner I would like to see more use of the Welsh language in RCT, I feel this is another aspect of culture and heritage that visitors are often unaware of when visiting Wales and could give other UK residents and Europeans a wider understanding of its history."

"I think it is important that the Welsh language is promoted during this. For example, if there are going to be additional signs out up, they should have both English and Welsh on them."

Sexuality / LGBTQ+

"If the strategy focused more on working with communities then it would be able to recognise where those with different characteristics could play

more of a role. For example there is a strong lgbtq+ community here... is their voice represented in some of the thinking behind events which could encourage visitors?"

Welsh Language

- 4.13 Under the Welsh Language Measure 2011 and Welsh Language Standards the Council has a legal duty to look at how its decisions impact on the Welsh Language. Respondents were asked if they felt the strategy could impact opportunities for people to use and promote the Welsh Language (Positive or Negative) and if in any way it treats the Welsh Language less favourably than the English Language.
- 4.14 They were also asked to comment on how positive effects could be increased, or negative effects be decreased. A selection of comments can be found below:

Signage, Information and Welsh speaking staff

"After living for some years in a country that had signs in a dual language (Canada) you need to strongly encourage the Welsh language culture"

"All information and staff should be bilingual, with Welsh as first option."

"Besides signage in Welsh you might want to consider Welsh speaking guides at the tourist centres"

"Continue to provide Welsh and English mediums for communications, signage and perhaps also more opportunities to educate locals and visitors about the Welsh language."

"Ensure all tourist sites are bilingual and spaces for Welsh speaking communities are created. As a Welsh learner it would be great to access this information at tourist sites to help my language learning and for new spaces/sites to be created for the Welsh speaking community I can participate in"

Sports

"A positive would be to help those language with popular Welsh phrases and/history of an area! Well developed sports clubs are also a way of making improvements as lots of people visit for game days and when they see the start of the clubs would not want to return !"

Heritage and Culture

"Although I understand the push for Welsh as a language, I value Wales as a place more. Bringing tourism to the area and allowing people the

opportunity to learn about our heritage and communities should be a priority over what language the toilet signs are.”

“Anything which promotes the Welsh language is to be applauded. Any opportunities to introduce visitors to the Welsh language and Welsh culture would be great. Having lived in Wales, and having Welsh-speaking family, I know that some visitors see the use of the Welsh language as some sort of barrier, failing to recognise that it is a living language and the first language of many residents. Providing information about the culture would be beneficial.”

Promotion of the Welsh Language

“As a non welsh speaker, I think it’s a positive to promote the language but not to impact on opportunities of non welsh speakers.”

“..... I believe the strategy should positively impact and promote the Welsh language and its historical significance. It’s language is Wales unique selling point, it differentiates us from the other parts of the UK, we need to weave this into our tourism industry to promote and develop Wales as a unique country with its own identity, culture, history and landscape.”

“Every opportunity should be taken in delivering the objectives to promote the Welsh Language e.g. signage, bilingual tours, welsh history”

“Foreign visitors often expect us to speak Welsh and are interested in the language would be good to promote it where we can”

“Gives an opportunity to promote the Welsh language in the borough . I think using Welsh more would be beneficial to the tourism offering .”

“Having just returned from a holiday in North Wales I can say I found the promotion of the Welsh language & culture there to be both fulsome and a unique selling point that was appreciated by visitors (English & Welsh alike) and definitely a positive!”

Other

“Encourage S4C to make programs in RCT.”

“I don’t know if it would have a positive or negative effect on Welsh language; I would hope it can be positive to some degree by promoting Welsh culture and identity to enhance the experience and educate visitors to the area”

“I don’t think the Welsh Language would be treated less favourably and I’m sure opportunities for those people whose native tongue is Welsh should be encouraged if they wish to speak the language.”

“If the strategy is implemented mindfully then it could increase opportunities to promote Welsh and Welsh language learning. The usual bilingual signage etc helps. Promoting Welsh food and menus and local sourcing could help culturally too.”

Strategaeth Dwristiaeth

RHONDDA CYNON TAF

Croeso





Mae Rhondda Cynon Taf (RhCT) yn enwog ledled y byd am ei rôl ganolog yn y chwyldro diwydiannol ac rydyn ni'n parhau i fod yn falch o'n treftadaeth gyfoethog a'n hanes diwylliannol. Fodd bynnag, nawr bod y pyllau glo wedi mynd, mae ein tirwedd wedi dychwelyd i ehangder harddwch naturiol syfrdanol sydd cystal ag unrhyw dirwedd yn y wlad. Yr unig wahaniaeth rhwng tirwedd RhCT a'r rheini sydd eisoes yn gyrchfannau twristiaeth mawr yw bod ein tirwedd ni ar y cyfan yn dal i fod yn gyfrinach!

Mae gan y Cyngor gynlluniau uchelgeisiol ar gyfer twristiaeth ac mae'r strategaeth yma'n ceisio sefydlu RhCT fel:

"Y prif gyrchfan yn y DU ar gyfer ymweliadau a gwyliau yn seiliedig ar "brofiad", gan arddangos ein tirwedd, diwylliant a'n treftadaeth o'r radd flaenaf."

Yn ganolog i'r weledigaeth yma mae cryfder ein tirwedd naturiol, ein diwylliant a'n treftadaeth. Mae ein tirwedd yn syfrdanol ac yn sefyll ochr yn ochr ag unrhyw un o gyrchfannau mwyaf poblogaidd y DU. Mae ein hanes cymdeithasol a'n hasedau treftadaeth yn adrodd stori am arloesedd, dyfeisgarwch a chymunedau angerddol y Cymoedd. Mae'r elfennau unigryw, cadarnhaol a deniadol yma'n gosod sail y bydd modd i'r Strategaeth yma adeiladu amlyn nhw a'u gwella.

Er mwyn cyflawni'r weledigaeth yma mae angen i ni weithio'n strategol i osod RhCT fel rhywle lle mae'r canlynol yn wir:

- ▶ Rydyn ni ar flaen y gad o ran twristiaeth antur, gan ddefnyddio ein tirwedd unigryw i greu atyniadau newydd a chyffrous ochr yn ochr â sefydlu RhCT fel y lle amlwg i ymweld â hi ar gyfer gweithgareddau antur/adrenalin.
- ▶ Ni yw'r prif gyrchfan i bawb sy'n ceisio ffordd o fyw egniol, gan wneud y mwyaf o fuddion ein tirweddau rhagorol.
- ▶ Rydyn ni'n gwneud y mwyaf o'n diwylliant a'n treftadaeth ffyniannus, a fydd o fudd i drigolion ac i dwristiaid.
- ▶ Nid lle i aros yn unig yw ein llety ond mae'n brofiad ynddo'i hun.
- ▶ Bydd y bwyd, diod, atyniadau ac achlysuron rhagorol a fydd wrth wraidd ein cynnig yn cael eu darparu a'u cyrchu'n lleol.
- ▶ Mae ein calendr yn llawn o'r achlysuron lleol gorau a'r achlysuron mawr ym myd y celfyddydau a chwaraeon.
- ▶ Yn y bôn, mae RhCT yn gyrchfan gydag ymdeimlad o ddrama ac mae'n rywle lle mae straeon ein gorffennol arloesol yn cael eu hadfywio gan gynnig profiad cyfoes o'r radd flaenaf i ymwelwyr.

Pam rydyn ni'n gwneud hyn?

Dros y pum mlynedd diwethaf mae Cymru wedi croesawu'r nifer uchaf erioed o ymwelwyr. Caiff hyn ei adlewyrchu yn niferoedd ymwelwyr RhCT – cafwyd y nifer uchaf erioed o ymwelwyr* yn 2019, sef 1.5 miliwn o ymwelwyr yn ystod y dydd a thros 500,000 o arosiadau dros nos*.

Mae dros 9% o'r gweithlu yng Nghymru bellach yn cael ei gyflogi ym maes twristiaeth. Mae'n un o'r sectorau sy'n tyfu gyflymaf yn y wlad ac amcangyfrifir bod twristiaeth werth £179 miliwn* i economi RhCT yn 2019 ac wedi cyflogi dros 2000 o bobl. Mae'n amlwg bod gan dwristiaeth y potensial i fod yn brif ysgogydd yr economi leol ac yn ffynhonnell cyflogaeth mewn rhannau helaeth o'r Fwrdeistref Sirol.

Beth sydd angen i ni'i wneud?

Mae'n amlwg bod y diwydiant twristiaeth yn newid. Mae pobl yn symud i ffordd o wyliau parod traddodiadol ac yn lle hynny maen nhw'n mynd ati i greu eu gwyliau eu hunain fwyfwy, gan drefnu trwy'r rhyngwrwyd yn bennaf. Maen nhw'n chwilio am wyliau yn seiliedig ar "brofiad" sy'n cynnig cyfle i gymryd hunlun unigryw.

Er mwyn gwneud y mwyaf o'r cyfleoedd sy'n codi wrth gyfuno ein tirwedd a'n treftadaeth wych ag wyneb newidiol twristiaeth, mae'r strategaeth yma'n argymhell ein bod yn targedu ein hymdrechion yn y meysydd canlynol:

- ▶ 1. Cynnryrch ac Atyniadau
- ▶ 2. Llety
- ▶ 3. Hygyrchedd, Seilwaith a Chysylltedd
- ▶ 4. Cyflogaeth a Sgiliau
- ▶ 5. Profiad

*STEAM Summary 2019 RCTCBC, GTS (UK) Ltd

Cynnyrch ac Atyniadau

Mae'n hanfodol ein bod ni'n adeiladu ar ein cynnyrch a'n hatyniadau presennol i ymwelwyr trwy ddatblygu cyrchfannau newydd o safon uchel. Mae llwyddiant 'economi ymwelwyr' RhCT yn dibynnu ar fod â nifer fawr o gynigion safon uchel ac unigryw i ymwelwyr lle mae modd creu rhaglenni a phecynnau teithio ar gyfer arosiadau hir a byr.

Er mwyn gwireddu'n huchelgais o fod y prif gyrchfan yn y DU ar gyfer ymweliadau a gwyliau yn seiliedig ar "brofiad", mae angen i ni ddatblygu cyfres o atyniadau strategol sy'n adnabyddus yn genedlaethol. Rhain fydd yr angor i'r cynnig llawn sydd gyda ni i ymwelwyr. Atyniadau fel Zip World a datblygiad posibl Twnnel Cwm Rhondda yw'r union bethau sydd eu hangen aron ni i ddenu pobl o bob cwr i'r ardal.

Bydd datblygiad yr atyniad newydd, Zip World Tower, ar hen safle Glofa'r Tŵr yn Rhigos yn rhoi hwb enfawr i'n cynnig twristiaeth. Serch hynny, mae'n hanfodol ein bod ni'n gwarchod rhag ymwelwyr sy'n defnyddio Zip World Tower yn unig ac yna'n dychwelyd adref heb ymweld ag unrhyw rannau eraill o'n hardal, heb wario arian yn ein cymunedau a rhoi hwb i'r economi leol.

Mae nifer y bobl sy'n ymweld â RhCT yn cynyddu bob blwyddyn ond mae'r mwyafrif helaeth sy'n dod yn ymweld am y dydd. Er mwyn sicrhau'r buddion economaidd mwyaf posibl i'n cymunedau yn y sector twristiaeth, mae angen i ni greu'r amodau lle mae'r ymweliadau dydd hynny yn cael eu troi'n arosiadau dros nos, a'r arosiadau dros nos yn troi'n wyliau penwythnos ac yn y pen draw, bydd RhCT yn cael ei sefydlu fel gyrchfan o bwys ar gyfer gwyliau llawn.

Mae'n hanfodol felly ein bod ni'n sefydlu cyfres o atyniadau a fydd yn annog ymwelwyr i ymgymryd â nifer o weithgareddau dros fwy nag un diwrnod. Mae eisoes gyda ni nifer o atyniadau yn RhCT sy'n cyflawni'n dda – mae Lido Cenedlaethol Cymru - Lido Ponty, Taith Pyllau Glo Cymru ym Mharc Treftadaeth Cwm Rhondda, Profiad y Bathdy Brenhinol a Distyllfa Wisgi Penderyn i gyd yn gweld niferoedd cadarn o ymwelwyr. Er ei bod yn bwysig parhau i gefnogi a datblygu'r rhain yn y dyfodol, mae angen hefyd i atyniadau ychwanegol gael eu datblygu a fydd yn arddangos ein huchelgais i fod yn brif gyrchfan sy'n seiliedig ar brofiad.

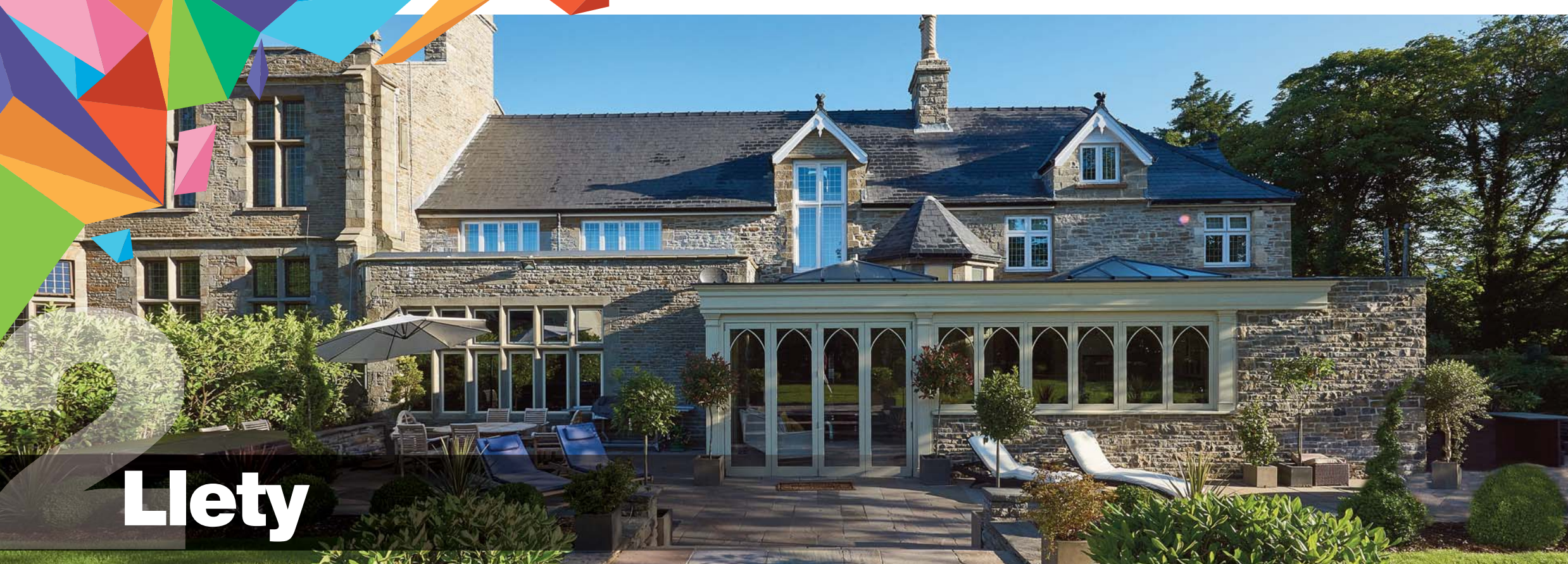
Gall y rhain fod ar sawl ffurf. Mae modd i ni efelychu atyniadau sy'n llwyddiannus mewn rhannau eraill o'r DU ac Iwerddon, megis Zip World a phontydd rhaff uchel. Mae modd i ni wneud y mwyaf o'r adnoddau sydd gyda ni eisoes megis datblygu Twnnel Cwm Rhondda fel y twnnel hiraf o'i fath yn Ewrop, a'r cronfeydd dŵr syfrdanol sydd gyda ni sydd, ar y cyfan, wedi'u cuddio rhag y cyhoedd. Mae hefyd yn bwysig ein bod ni'n dod o hyd i gynnyrch ac atyniadau arloesol a fydd yn ein rhoi ar flaen y gad ym maes twristiaeth antur a hamdden awyr agored.

Bydd angen llunio cynlluniau gweithredu i nodi'r meysydd lle mae modd datblygu atyniadau newydd a lle bo hynny'n briodol, gweithio gyda darparwyr sy'n arwain y sector fel bod modd eu cyflawni.

Yn ogystal â chyflawni'r atyniadau mawr yma, mae'n bwysig ein bod ni'n sicrhau'r budd a'r defnydd mwyaf posibl o'n hasedau ar raddfa lai, fel Llyn Cwm Clydach a Chrochendy Nantgarw, gan fod ganddyn nhw rôl sylweddol wrth ddarparu cynnig cyflenwol ac ychwanegol ochr yn ochr â'n prif atyniadau.

Mae Cyfoeth Naturiol Cymru hefyd wedi nodi'r angen i annog mynediad i ddefnyddwyr ar ei dir, nid yn unig i gysylltu cymunedau lleol â'u tirwedd yn rhan o'r agenda Teithio Llesol ac lechyd a Lles ond hefyd i annog presenoldeb gwarchodaeth mewn coedwigaeth ynysig ac amgylcheddau gwledig. Mae agor llwybrau coedwigaeth yn cyflwyno cyfleoedd sylweddol i dwristiaid archwilio ardaloedd a oedd gynt yn anhygyrch iddyn nhw, a chyfle i osod seilwaith i wasanaethu'r ymwelwyr hynny.





Llety

Bydd ein cynnig llety yn amrywio o westai boutique moethus i dai bynciau a chyfleusterau carafanio o safon. Er mwyn sicrhau ein bod ni'n cyflawni ein huchelgais i gynyddu nifer yr ymwelwyr sy'n aros yn RhCT yn sylweddol, mae'n hanfodol ein bod ni'n gweld cynnydd yn nifer y cyfleusterau llety sydd ar gael yn y Fwrdeistref Sirol. Mae angen i'r llety fod o safon uchel, yn amrywiol ei natur a fydd hefyd yn apelio at ystod eang o ymwelwyr.

Yn seiliedig ar y ffigurau cyfredol, does gan RhCT ddim digon o leoedd gwely na llety i fodloni nifer bresennol yr ymwelwyr sy'n teithio i RhCT. Gyda phrosiectau posibl fel Zip World Tower yn datblygu yn yr ardal, mae disgwyl y bydd nifer yr ymwelwyr yn cynyddu'n sylweddol ac felly mae datblygu llety ychwanegol yn hanfodol er mwyn manteisio ar y cynnydd cysylltiedig mewn gwariant.

Mae cyfle i ddarparu cynnig llety unigryw sydd wedi'i deilwra'n benodol i'r math o dwristiaeth a'r lleoliadau rydyn ni'n ceisio'u hyrwyddo a'u datblygu. Mae twristiaid antur yn gwerthfawrogi'r profiad y gall cynigion gwahanol fel 'glampio' ei ddarparu ac mae cynnydd yn y defnydd o gartrefi modur a llety 'Airbnb' yn ein hardal yn dangos bod galw am ystod o lety hunanddarpar. Dyma gyfle felly i'r economi leol yng nghymunedau'r cymoedd gael hwb sylweddol wrth i'r eiddo presennol gael ei addasu i ateb y galw cynyddol gan ymwelwyr.

Mae cyfleoedd i ystyried datblygu gwestai a all wasanaethu nifer fawr o dwristiaid mewn trefi allweddol fel Pontypridd. Mae modd hefyd cydnabod trefi fel Aberdâr yn dref dwristiaid wrth borth ein tirwedd 'antur' a Pharc Cenedlaethol Bannau Brycheiniog.

Mae'r cynnig llety yn RhCT yn cynyddu ac yn cryfhau wrth i westai presennol fel Neuadd Llechwen a'r Premier Inn ehangu eu capasiti ac wrth i newydd-ddyfodiaid i'r farchnad fel y gwesty boutique moethus yn Neuadd Glan-elái dynnu sylw at ba mor llwyddiannus y gall cynnig o safon fod.

Mae cyfleoedd cyllido ar gael trwy Barc Rhanbarthol y Cymoedd a Chroeso Cymru ac mae'r rhain yn helpu i hwyluso'r gwelliannau i'r cyfleusterau gwesty ym Mharc Gwledig Cwm Dâr a Cardiff Arms Bistro yn Nhreorci. Serch hynny, mae'n bwysig bod y momentwm yn cael ei gynnal a bod yr holl gyfleoedd i gael cyllid yn cael eu defnyddio i'r eithaf.



Hygyrchedd, Seilwaith a Chysylltedd

Mae llwyddiant cyrchfan twristiaeth yn dibynnu ar ei seilwaith a'i chysylltedd. Mae cysylltiadau trafniadaeth ac argaeledd trafniadaeth gyhoeddus, cyfleusterau parcio ceir, arwyddion, cyfleusterau hygyrch a deall sut maen nhw'n cydgysylltu yn hanfodol er mwyn sicrhau profiad cadarnhaol i ymwelwyr.

Mae gan RhCT seilwaith a chysylltedd da â'r A470 (Ffordd Cambrian), yr A465 a'r M4, sy'n cysylltu RhCT â Chaerdydd a Chasnewydd yn y De, Abertawe yn y Gorllewin a thua'r gogledd drwy Ganolbarth Lloegr, gan deithio trwy rai o'r tirweddau mwyaf hardd sydd gan Gymru i'w cynnig. Mae cyrchfannau fel Bryste a Chaerfaddon o fewn awr a hanner i ddalgylch RhCT ac mae'r A465 yn cysylltu RhCT â'r Fenni, Trefynwy, a Chanolbarth Lloegr. Mae hyn yn gosod RhCT yn ffafriol o fewn Prifddinas-Ranbarth Caerdydd.

Erbyn 2022/23, bydd cysylltedd i mewn i RhCT, ac o fewn RhCT ei hun, yn cael ei wella'n sylweddol trwy'r Metro a Thrydaneiddio Rheilffordd y Cymoedd. Mae Trafnidiaeth Cymru wedi nodi buddion fel amseroedd teithio gwell, amodau gwell i gymudwyr a chyfleusterau gorsaf wedi'u hadnewyddu. Bydd deuli'r A465 yn gwella hygyrchedd i Ogledd Cwm Cynon.

Mae angen cydnabod hefyd bod gan y cynnydd yn nifer yr ymwelwyr sy'n dod i RhCT y potensial i arwain at faterion fel y rhai a welir bellach mewn lleoedd fel y Storey Arms ym Mannau Brycheiniog. Yma, mae nifer fawr o ymwelwyr â Phen y Fan yn gorod parcio dros ymylon y briffordd gan nad yw seilwaith y cyfleusterau parcio a'r drafnidiaeth gyhoeddus bellach yn addas.

Mae'n bwysig bod cynlluniau strategol yn cael eu datblygu i nodi cyfleoedd i ddarparu meysydd parcio newydd i wasanaethu'r atyniadau newydd i ymwelwyr sy'n cael eu rhagweld gan y strategaeth yma. Bydd yn gynyddol bwysig bod Metro De Cymru yn cael ei ddefnyddio yn y ffordd orau bosibl gan gynnig trafniadaeth integredig a fydd yn annog ymwelwyr i deithio ar drafnidiaeth gyhoeddus a defnyddio dulliau teithio carbon isel eraill.

Dylid datblygu seilwaith i wasanaethu anghenion ymwelwyr gan gynnwys cyfleusterau toiled. Mae angen mynd i'r afael hefyd â'r her o wneud atyniadau treftadaeth ac antur yn hygyrch i bawb wrth ddatblygu ein cynlluniau cyflawni.

Mae seilwaith a fydd yn cyflawni uchelgais lleihau carbon y Cyngor yn hanfodol a bydd angen datblygu, gweithredu a chynnal cynlluniau ar gyfer atebion cynaliadwy arloesol a "gwyrd". Dylid ymchwilio i gyllid a fydd yn cefnogi mentrau carbon niwtral er mwyn rhoi cyfle i RhCT arwain y ffordd ym maes arloesedd twristiaeth werdd. Mae cyfle i dreialu mentrau, megis lleoedd i aros sy'n garbon niwtral, sy'n cydbwethu mesurau a chamau gweithredu carbon effeithlon sy'n diogelu bioamrywiaeth ac yn rheoli systemau eco yn effeithiol.

Mae angen archwilio rôl seilwaith digidol ymhellach gyda'r bwriad o roi RhCT ar flaen y gad o ran cyrchfannau sydd wedi'u cysylltu'n ddigidol. Dylid ymchwilio i'r defnydd o dechnoleg symudol er mwyn galluogi platfform cadw lle integredig sy'n caniatáu trefnu tocynnau, pecynnau a theithlenni ar-lein trwy wefan dwristiaeth RhCT.



Sgiliau a Chyflogaeth

Er mwyn gwella'r economi twristiaeth yn RhCT mae angen annog datblygiad sgiliau sy'n gysylltiedig â thwristiaeth a rhoi cymorth i greu swyddi diogel â chyflog da yn y diwydiant ar gyfer trigolion lleol.

Mae Llywodraeth Cymru wedi nodi twristiaeth fel un o'r naw Sector Blaenoriaeth sy'n sail i Economi Cymru. Mae twristiaeth yn RhCT werth dros £179* miliwn i'r economi leol, ac felly mae'n hanfodol bod cymunedau'n dod yn effro i bwysigrwydd manteisio ar y buddion sydd i'w cael o nifer gynyddol o ymwelwyr, a bod busnesau lleol yn datblygu sgiliau a fydd o fudd i'r sectorau gwasanaethau i gwsmeriaid a thwristiaeth. Mae Cynllun Corfforaethol RhCT 2020-2024, "Gwneud Gwahaniaeth" ac "Ein Cwm Taf", sef Cynllun Llesiant y Bwrdd Gwasanaethau Cyhoeddus, yn nodi pwysigrwydd datblygu'r cynnig Twristiaeth gan fod yn gefn i fusnesau yn y rhanbarth, a chydabod bod cryfder y cynnig i ymwelwyr yn RhCT yn deillio o'n cymunedau lleol.

Yn ôl adroddiad data Arolwg Sgiliau Cyflogwyr: 2019 Cymru, roedd 1,100 o swyddi gwag yn y sector Gwestai a Bwyta yn 2019 oherwydd prinder sgiliau. Gyda'r hyfforddiant a'r cymorth cywir, bydd cyfleoedd sylweddol yn cyflwyno'u hunain er mwyn i bobl a busnesau lleol ffynnu mewn diwydiant twristiaeth bywiog. O ystyried natur y cynnig twristiaeth sy'n seiliedig ar antur a thirwedd sy'n debygol o ffynnu, mae potensial i ystod eang o gyfleoedd a swyddi lletygarwch ddod ar gael yn yr union leoedd yn RhCT lle mae cyfleoedd am gyflogaeth wedi achosi'r her fwyaf.

Wrth i'n cynnig twristiaeth ffynnu mae'n naturiol y bydd cyfran fawr o'r sawl sy'n ymweld â RhCT yn dod yma am y tro cyntaf ac efallai y bydd eu canfyddiad o'n cymunedau a'n tirwedd o'r hen faes glo wedi'i ragfarnu gan straeon hen ffasiwn ac ystrydebol. Mae'n hanfodol felly, ochr yn ochr ag amgylchedd corfforol a naturiol o ansawdd uchel, bod angen i'r gwasanaeth i gwsmeriaid maen nhw'n ei dderbyn fod o'r ansawdd uchaf tra'u bod nhw yma. Mae'n hollbwysig nad yw swyddi lletygarwch yn swyddi israddol ac mae angen i bobl sy'n gweithio yn y sector gael eu hyfforddi a'u gwerthfawrogi'n dda er mwyn darparu'r profiad gorau posibl i gwsmeriaid ac ymwelwyr.

Fel pwynt gwerthu unigryw, mae cyfleoedd i hyrwyddo'r defnydd o'r Gymraeg yn y sectorau lletygarwch a llety a darparu sgiliau Cymraeg i'r gweithlu lleol.

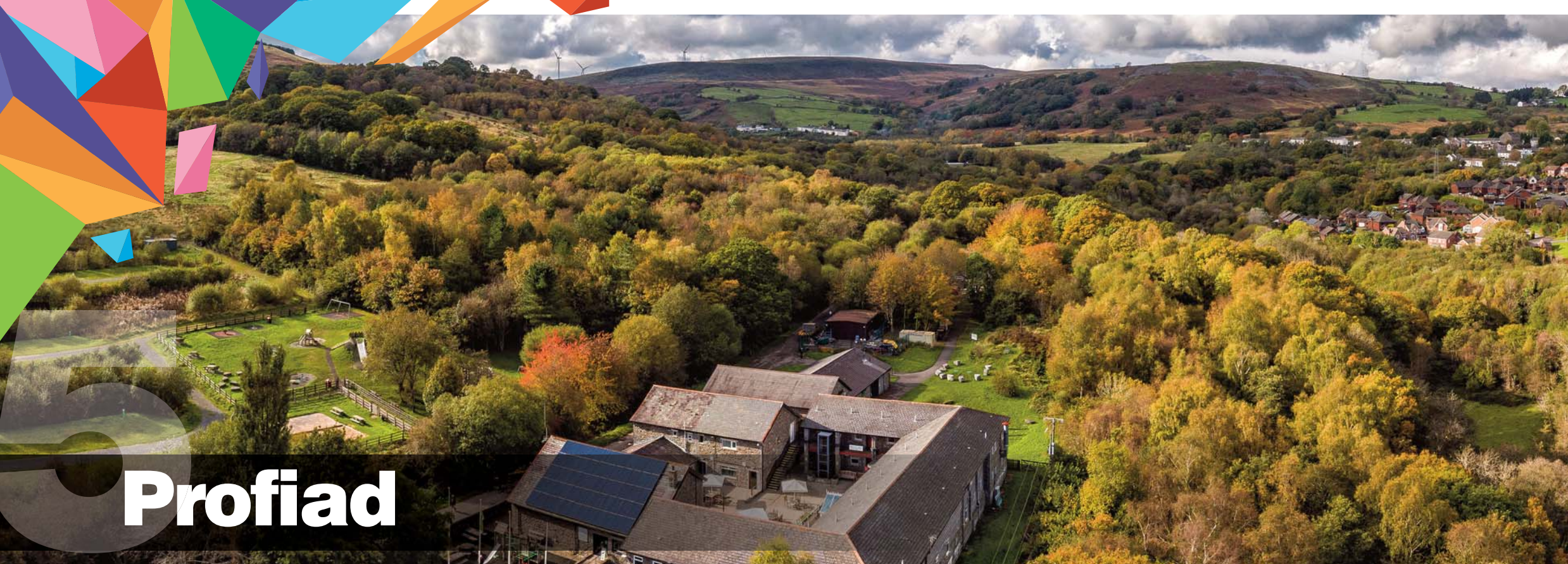
**STEAM Summary 2019 RCTCBC, GTS (UK) Ltd*

Mae gwaith gwyb eisoed wedi'i wneud o fewn RhCT i ganolbwyntio ar ddatblygu sgiliau a sefydlu swyddi. Mae ein carfan Adnoddau Dynol yn rhoi cymorth i fusnesau lleol trwy roi cyngor, arweiniad a dangos y ffordd o ran datblygu'r gweithlu. Mae cyfle i ddatblygu hyn ymhellach gyda ffocws penodol ar swyddi sy'n gysylltiedig â thwristiaeth er mwyn manteisio i'r eithaf ar y swyddi newydd sy'n dod i'r sector, fel y rhai yn yr atyniadau gweithgaredd awyr agored fel Zip World Tower.

Gan weithio gyda phartneriaid fel Coleg y Cymoedd a Phrifysgol De Cymru, mae cyfleoedd i ymgymryd â gwaith i nodi prinder sgiliau yn y sector a datblygu cyrsiau a fydd yn darparu'r sgiliau sy'n ofynnol gan y diwydiant ac yn hwyluso datblygiad entrepreneuriaid twristiaeth o'r ardal.

Mae llawer o atyniadau twristiaeth yn y Fwrdeistref Sirol yn defnyddio gwirfoddolwyr ac mae hyn yn fuddiol nid yn unig i'r atyniad ei hun ond hefyd i'r gwirfoddolwyr sy'n treulio amser mewn amgylchedd lle mae modd iddyn nhw ddatblygu sgiliau i'w defnyddio mewn cyflogaeth yn y dyfodol. Mae gan wirfoddoli nifer o fuddion cymdeithasol a buddion o ran lles, a dylid ymchwilio i gyfleoedd gyda phartneriaid yn y trydydd sector.





Profiad

Mae Profiad y Cychfan wrth wraidd twristiaeth RhCT. Bydd RhCT yn darparu profiad cadarnhaol, unigryw o'r radd flaenaf y bydd ymwelwyr am ei ailadrodd a dweud wrth eraill amdano.

Mae ymwelwyr yn dod i gymoedd De Cymru a RhCT yn benodol am eu cefn gwlad rhagorol a'i amgylchedd unigryw. Mae modd i ni adeiladu ar hyn ymhellach, gan wneud y mwyaf o botensial profiadau antur gan fod Adroddiad y Farchnad Dwristiaeth Antur Fyd-eang (2020-2030) yn rhagweld twf o 11% yn y farchnad antur yn fyd-eang erbyn 2030.

Mae'n bosibl i RhCT osod ei hun fel prif gyrchfan profiad ymwelwyr ar gyfer antur (gan gynnwys twristiaeth antur ddiwylliannol a gweithgareddau antur), twristiaeth awyr agored, adrenalin a gweithgareddau, a fydd yn gwella ein cynnig twristiaeth trwy gydol y flwyddyn.

Dylen ni ddatblygu pecynnau a rhaglenni teithio sy'n seiliedig ar brofiad a fydd yn bodloni pob rhan o brofiad yr ymwelydd (bwyta, yfed, gwneud ac aros) a lle bo'n berthnasol, manteisio i'r eithaf ar berthnasoledd ac atyniadau trawsffiniol.

Er mwyn gosod RhCT fel prif gyrchfan ym Mharc Rhanbarthol y Cymoedd, dylid datblygu brand twristiaeth clir ac unigryw er budd y sector cyfan gan gynnwys atyniadau, llety, cymunedau a gwasanaethau lleol. Bydd sefydlu'r brand a'i ddatblygu'n dibynnu'n fawr ar gyfranogiad gan bartneriaethau.

Dylai cynlluniau gael eu datblygu i wneud y mwyaf o'r cyfleoedd sy'n cael eu cyflwyno gan themâu twristiaeth sy'n dod i'r amlwg, fel Twristiaeth Llesiant sydd eisoes wedi'i nodi'n farchnad sy'n dwyn elw gan ddarparwyr llety fel Neuadd Glan-elái a darpar fusnesau fel Fferm Bryn Gobaith. Dylid hefyd ymchwilio i botensial hel achau a phecynnau sy'n hyrwyddo'r Gymraeg a'r diwylliant lleol.

Mae cyfleoedd amlwg i adeiladu ar y rhaglen gadarn o achlysuron yn RhCT gan weithio gyda Croeso Cymru ac Uned Digwyddiadau Mawr Llywodraeth Cymru er mwyn dod ag achlysuron arbenigol a mawr i RhCT. Bydd hyn yn ei dro yn cyflwyno nifer gynyddol o ymwelwyr i'r ardal.

Mae profiad y cychfan yn cychwyn cyn i ymwelydd gyrraedd RhCT. Mae cyfleoedd i ail-frandio a gosod RhCT yn ffafriol ar-lein trwy ddarparu mecanwaith i drefnu a chynllunio ymweliad a theithlen cyn cyrraedd. Bydd ailddatblygu'r wefan dwristiaeth i gynnwys swyddogaethau fel mapio rhyngweithiol a'r gallu i brynu tocynnau ar gyfer theatrau ac atyniadau yn helpu i gydlynw'r cynnig i ymwelwyr a fydd yn rhoi profiad didrafferth cyn iddyn nhw gyrraedd.

Gan ymateb i ofynion ymwelwyr a thrigolion, bydd ailddatblygu gwefan dwristiaeth RhCT yn cynnwys systemau mapio rhyngweithiol, swyddogaeth e-fasnach a systemau cadw lle i wella profiad y cwsmer a'r ymwelydd. Bydd marchata llefydd penodol i'r bobl gywir yn cynyddu'r ymwybyddiaeth o'r pethau yma ymhlith y bobl sydd â diddordeb yn yr hyn sydd gan RCT i'w gynnig yn ogystal â'r bobl hynny sy'n fodlon teithio a gwario. Yn ogystal â hynny, bydd y cyfryngau cymdeithasol a marchnata digidol yn cynnig rhagor o gyfleoedd i ymgysylltu â'r grwpiau yma.





Y Camau Nesaf

Mae Strategaeth Dwristiaeth RhCT yn ddogfen bartneriaeth ac rydyn ni'n argymhell y dylid ei chyflwyno trwy sefydlu Bwrdd Twristiaeth Strategol RhCT yn ogystal â goruchwyliaeth gan broses Craffu'r Cyngor a phenderfyniadau'n cael eu gwneud gan y Cabinet. Dylai'r Bwrdd Strategol gynnwys cynrychiolwyr o Gyngor RhCT yn ogystal â busnesau mawr o'r Sector Twristiaeth yn RhCT ac wedi'i ategu, lle bo hynny'n briodol, gan gynrychiolwyr o'r diwydiant ehangach.

Bydd Cyngor RhCT yn gyfrifol am werthuso ac adrodd i'r Grŵp Llywio Strategol, gan drefnu cyfarfodydd a diwygio neu addasu'r Strategaeth yma yn y dyfodol. Bydd Cyngor RhCT yn arwain ar y gwaith o gasglu data twristiaeth a'i arolygu i lywio adroddiadau Model Gweithgarwch Twristiaeth Economaidd Scarborough (STEAM) yn y dyfodol a bydd yn sicrhau bod data economaidd mewn perthynas â STEAM yn cael ei rannu gyda'r Grŵp Llywio Strategol.

Bydd adroddiadau ar y Cynllun Gweithredu Twristiaeth yn cael eu paratoi bob chwarter. Bydd Strategaeth Dwristiaeth RhCT a'r cynllun gweithredu cysylltiedig yn cael ei hadolygu'n flynyddol gyda mewnbwn gan Bwyllgorau Craffu a'r Grŵp Llywio Strategol.

RHONDDA CYNON TAF

Tourism Strategy

Tudalen 261

Croeso



Rhondda Cynon Taf (RCT) is renowned the world over for its pivotal role in the industrial revolution and we can still boast of a rich heritage and cultural history. However, now that the coal mines have gone, our landscape has returned to a breath-taking expanse of natural beauty that will rival any landscape in the country. The only difference between RCT’s landscape and those that are already major tourism destinations is that ours is for the most part a secret!

The Council has ambitious plans for tourism and this strategy sets out to establish RCT as:

“The premier destination in the UK for “experience” based visits and vacations showcasing our first class landscape, culture and heritage.”

Central to this vision is the strength of our natural landscape, culture and heritage. Our landscape is breath-taking and stands alongside any of the more tried and tested destinations in the UK and our social history and heritage assets tell a story of innovation, ingenuity and impassioned Valleys communities. These unique selling points provide a foundation on which this Strategy will build upon and enhance.

To deliver this vision we need to work strategically to position RCT as a place where:

- ▶ We are at the cutting edge of adventure tourism, using our unique landscape to create new and exciting attractions alongside establishing RCT as the go to place for existing adventure and adrenalin activities.
- ▶ We are the premier destination for all those seeking an active lifestyle, maximising the benefits of our outstanding landscapes.
- ▶ Our thriving culture and heritage is maximised to the full, benefiting residents and tourists alike.
- ▶ Our accommodation is not just a place to stay but is an experience in its own right.
- ▶ That the excellent food, drink, attractions and events that will be at the heart of our offer are locally provided and sourced.
- ▶ Our calendar has the very best in local and major events across all the arts and sports.
- ▶ That fundamentally, RCT is a destination with a sense of drama and place where the narrative of our pioneering past is reinvented to provide a first class, contemporary visitor experience.

Why are we doing this?

Over the last five years, Wales has welcomed record numbers of visitors. This is reflected in RCT’s visitor numbers, with 1.5 million day visitors* in 2019 and more than 500,000 overnight stays*.

Over 9% of the workforce in Wales is now employed in tourism. It is one of the country’s fastest growing sectors and it is estimated that tourism was worth just over £179 million* to the RCT economy in 2019 and employed more than 2,000 people*. It is clear that tourism has the potential to be the main driver of the local economy and source of employment in large parts of the County Borough.

What do we need to do?

Evidently the tourism industry is changing. People are moving away from traditional package holidays and instead are increasingly piecing together their own getaways, predominantly through the internet, seeking an ‘experience’ based break or holiday with the ubiquitous opportunity for a once in a lifetime selfie.

To maximise the opportunities that marrying our fantastic landscape and heritage with the changing face of tourism presents, this strategy recommends that we target our efforts in the following areas:

- ▶ 1. Product & Attractions
- ▶ 2. Accommodation
- ▶ 3. Accessibility, Infrastructure & Connectivity
- ▶ 4. Skills & Employment
- ▶ 5. Experience

*STEAM Summary 2019 RCTCBC, GTS (UK) Ltd



**Parc Rhanbarthol
y Cymoedd**



**Valleys
Regional Park**

Product & Attractions

It is essential that we build upon our existing visitor products and attractions by developing new high quality destinations. The success of the RCT visitor economy depends upon having a number of high quality, unique visitor offerings, that can create itineraries and packages to provide short and long stay opportunities.

To fully realise our ambition of being the premier destination in the UK for “experience” based visits and vacations we need to develop a suite of strategic, nationally renowned attractions that will act as an anchor for our whole visitor offer. Attractions such as Zip World and the potential development of the Rhondda Tunnel are just what we need to bring people to the area from far and wide.

Our tourism offer will receive a massive boost through the development of the new Zip World Tower attraction at the former Tower Colliery site in Rhigos. However, it is critical that we guard against visitors solely using Zip World Tower and returning to where they came from without visiting and experiencing any other parts of our area, spending in our communities and boosting the local economy.

Visitor numbers to RCT are growing year on year but the vast majority that come are day visitors. To truly maximise the economic benefits to our communities of the tourism sector we need to create the conditions whereby those day visits are converted to overnight stays, overnight stays become weekend breaks and eventually RCT is established as a major destination for full blown holidays.

It is therefore critical that we establish a series of attractions that will encourage visitors to undertake multiple activities over more than one day. We already have a number of attractions in RCT that perform well, with the National Lido of Wales – Lido Ponty, a Welsh Coal Mining Experience at Rhondda Heritage Park, Royal Mint Experience and Penderyn Whisky Distillery all seeing strong visitor numbers. Whilst it is important to continue to support and develop these in the future, we also need to see additional attractions developed that will showcase our ambition to be a premier experience based destination.

These can take a range of forms. We can replicate attractions that we know are successful in other parts of the UK and Ireland such as Zip World and high wire rope bridges. We can maximise the untapped resources we already have such as developing the Rhondda Tunnel as the longest of its kind in Europe and the stunning reservoirs we have that are for the most part hidden from the public. It is also important that we find innovative products and attractions that will put us at the cutting edge of adventure based tourism and outdoor leisure.

Action plans will need to be produced to identify the areas where new attractions can be developed and where appropriate, work with sector leading providers to enable their delivery.

Alongside the delivery of these major attractions it is important that we maximise the benefit and use of our smaller scale assets such as Clydach Vale Lake and Nantgarw Chinaworks as they have a significant role to play in providing a complementary and additional offer alongside our major attractions.

Natural Resources Wales has also identified the need to encourage user access on its land, not only to connect local communities with their landscape as a part of the Active Travel and Health and Wellbeing agenda but also to encourage a guardianship presence in isolated forestry and rural environments. The opening of forestry routes presents significant opportunities for tourists to explore areas previously inaccessible to them and install infrastructure to service those visitors.



Accommodation

Our accommodation offer will range from high end boutique hotels to quality bunkhouses and caravanning facilities. To ensure we deliver on our ambition to significantly increase the amount of visitors that stay in RCT it is critical that we see an increase in the amount of accommodation available in the County Borough which needs to be of high quality, varied in nature and will also appeal to a wide range of visitors.

Based on current figures, RCT does not have enough bed spaces or accommodation available to satisfy the existing visitor numbers travelling to RCT. With projects such as Zip World Tower developing in the area, it is expected that visitor numbers will significantly increase and therefore the development of additional accommodation is vital to capitalise on the associated increased visitor spend.

There is an opportunity to provide a unique accommodation offer that is bespoke to the type of tourism and locations we are seeking to promote and develop. Adventure tourists appreciate the experience that quirky offers such as 'glamping' can provide and with the upward trend of motorhome usage including the rise of Airbnb in our area demonstrates that there is a demand for a range of self-catering accommodation. This provides an opportunity for a significant boost to the local economy in valleys communities as existing property is repurposed to meet an increasing visitor demand.

There are opportunities to explore the development of hotels that can service large numbers of tourists in key towns such as Pontypridd and towns like Aberdare can be increasingly recognised as a tourist town at the gateway to our 'adventure' landscape and the Brecon Beacons National Park.

The accommodation offer in RCT is growing and strengthening with existing hotels such as Llechwen Hall and Premier Inn expanding their capacity and new entrants to the market such as the high class boutique hotel at Lanelay Hall highlighting how successful a quality offer can be.

Funding opportunities are available through Valleys Regional Park and Visit Wales and these are helping to facilitate the improvements to the hotel accommodation at Dare Valley Country Park and the Cardiff Arms Bistro in Treorchy. However, it is important that this momentum is maintained and all opportunities for funding are maximised.



Accessibility, Infrastructure and Connectivity

The success of a tourism destination is reliant upon its infrastructure and connectivity. Transport links and public transport availability, car parking, signage, accessible facilities and understanding how they interconnect is vital to ensure a positive visitor experience.

RCT has good infrastructure and connectivity to the A470 (Cambrian Way), A465 and M4, enabling convenient links to Cardiff and Newport in the South, Swansea in the West and northwards through to the Midlands, travelling through some of the most scenic landscapes Wales has to offer. Destinations such as Bristol & Bath are within an hour and a half catchment of RCT and the A465 connects RCT to Abergavenny, Monmouth, and the Midlands positioning RCT favourably within the Cardiff Capital Region.

By 2022/23, connectivity into and within RCT will be significantly improved via the Metro and Valleys Lines Electrification. Transport for Wales have indicated benefits such as improved travel times, better commuter conditions and renovated station facilities. Dualling of the A465 will improve accessibility to the North Cynon Valley.

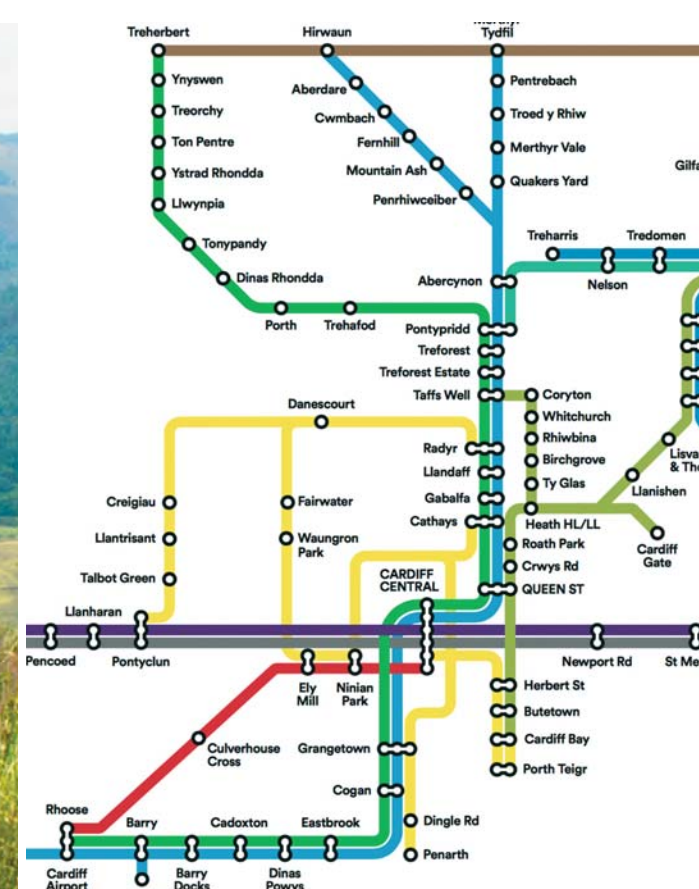
It also needs to be recognised that increases in visitors accessing RCT has the potential to lead to issues such as those now seen at places like Storey Arms in the Brecon Beacons where large numbers of visitors to Pen y Fan are having to park indiscriminately over the highway verges as parking infrastructure and public transport have not kept up.

It is important that strategic plans are developed identifying opportunities for new car parks to be provided to serve the new visitor attractions envisaged by this strategy and it will be increasingly important that the implementation of the South Wales Metro is maximised through an integrated transport offer that will encourage visitors to arrive by public transport and other low carbon means of travel.

Infrastructure to serve the needs of visitors should be developed including toilet facilities and the challenge of making heritage and adventure attractions accessible to all needs to be addressed in the development of our delivery plans.

Infrastructure that will deliver against the Council's carbon reduction ambition is vital and plans for innovative, "green" sustainable solutions for implementation and maintenance will need to be developed. Funding to support carbon neutral initiatives should be investigated to provide RCT with an opportunity to lead the way in green tourism innovation. There is an opportunity to pilot initiatives, such as carbon neutral places to stay, which intertwine carbon efficient measures and actions which protect biodiversity and manage eco systems effectively.

The role of digital infrastructure needs to be explored further with a view to placing RCT at the forefront of digitally connected destinations. The use of mobile technology should be investigated to enable an integrated booking platform allowing for the online booking of tickets, packages and itineraries through the RCT tourism website.



Skills & Employment

Improving the tourism economy in RCT means encouraging the development of tourism related skills and supporting the creation of well paid, secure jobs within the industry for local residents.

Welsh Government has identified tourism as one of the nine Priority Sectors which underpin the Economy of Wales and with tourism in RCT worth over £179 million* to the local economy, it is vital that communities become aware of the importance of capturing the benefits of increased visitors and local businesses develop skills which will benefit the customer service and tourism sectors. RCT Council's Corporate Plan 2020-2024, "Making a Difference" and "Our Cwm Taf", the Public Services Board Well-being Plan identifies the importance of developing the Tourism offer while supporting businesses within the region, and acknowledging that the strength in RCT's visitor offer stems from our local communities.

According to the Employer Skills Survey: 2019 Wales Data report, there were 1,100 vacancies within the Hotel & Restaurant sector in 2019 due to skill shortages. With the right training and support, significant opportunities will present themselves for local people and businesses to thrive in a vibrant tourism industry. Given the nature of the adventure, landscape based tourism offer that is likely to flourish there is potential for a wide range of hospitality roles and jobs to become available in the very places in RCT where employment opportunities have been most challenging.

As our tourism offer flourishes it is natural that a large proportion of visitors to RCT will be coming here for the first time, and their perception of our ex-coalfield communities and landscape may be prejudiced by outdated and stereotyped anecdotes. It is therefore critical that alongside a high quality physical and natural environment, the customer service they receive whilst they are here needs to be of the highest quality. It is paramount that hospitality jobs are not second rate jobs, and in order to provide the best customer and visitor experience possible we need people working in the sector to be well trained and valued.

As a unique selling point, there are opportunities to promote the use of the Welsh Language within the hospitality and accommodation sectors and provide Welsh Language skills to the local workforce.

Great work has already been undertaken within RCT to focus on skills development and job creation. Our Human Resources team supports local businesses by providing advice, guidance and signposting for workforce development. There is now an opportunity to develop this further with a specific focus on tourism related roles to maximise the benefit of new job roles coming into the sector such as those from outdoor activity attractions like Zip World Tower.

Working with partners such as Coleg y Cymoedd and The University of South Wales, there are opportunities to undertake work to identify skills shortages within the sector and develop courses which will provide the skills required by the industry and facilitate the development of home grown tourism entrepreneurs.

Many tourism attractions in the County Borough use volunteers and this is beneficial not only to the attraction itself but also to the volunteers, who can develop a skillset that can be taken forward into future employment. There are many social and wellbeing benefits to volunteering and opportunities should be investigated with third sector partners.

*STEAM Summary 2019 RCTCBC, GTS (UK) Ltd





Experience

The destination experience is at the heart of RCT tourism. RCT will provide a first class, positive and unique experience which visitors will want to repeat and tell others about.

Visitors are coming to the South Wales valleys and RCT in particular for its spectacular countryside and unique environment and we can build on this further, maximising the potential of adventure experiences with the Global Adventure Tourism Market Report 2020-2030 predicting a further 11% growth in adventure market globally by 2030.

It is possible for RCT to position itself as a premier visitor experience destination for adventure (both cultural and activity adventure tourism), outdoor, adrenaline and activity tourism, which will enhance our year round tourism offer.

We should develop experience based packages and itineraries covering all parts of the visitor experience (eating, drinking, doing and staying) and where appropriate maximise the benefits of cross boundary relationships and attractions.

In order to position RCT as a premier destination within the Valleys Regional Park a clear and distinct tourism brand should be developed to benefit the whole of the sector including attractions, accommodation, communities and local services. Establishing and developing the brand will rely heavily on partnership buy-in.

Plans should be developed to maximise the opportunities presented by emerging tourism themes such as Wellbeing Tourism which is already being identified as a lucrative market by accommodation providers such as Lanely Hall. The potential of genealogy and packages which promote the Welsh Language and local culture should also be investigated.

There are clear opportunities to build on the strong programme of events in RCT and work with Visit Wales and Welsh Government's Major Events Unit to bring specialist and major events to RCT which in turn will introduce an increased number of visitors to the area.

The destination experience begins prior to a visitor getting to RCT. There are opportunities to re-brand and position RCT favourably online by providing a mechanism to book and plan a visit and itinerary before arriving. Redeveloping the tourism website to include initiatives such as interactive mapping and the ability to book tickets in theatres and attractions will help to co-ordinate the visitor offer and provide a hassle free, pre-visit experience.

Responding to visitor and resident requirements, the redevelopment of the tourism website for RCT will incorporate interactive mapping, e-commerce functionality and booking systems to improve the customer and visitor experience. Marketing campaigns targeting areas and demographics that are 'warm' to RCT will enable greater promotion to audiences that are interested in what RCT has to offer, and those visitors that are willing to travel and spend, with social media and digital marketing offering further opportunities to engage and interact with such groups.





Next Steps

The RCT Tourism Strategy is a partnership document and it is recommended that it should be delivered through the establishment of a RCT Strategic Steering Group in addition to the oversight from the Council's Scrutiny process and decision making by Cabinet. The Strategic Steering Group should be comprised of RCT Council representatives alongside major players from the Tourism Sector in RCT supplemented, where appropriate, by representatives from the wider industry.

RCT Council will be responsible for evaluating and reporting to the Strategic Steering Group on the Tourism Action Plan, organising meetings and amending or adapting this Strategy in the future. RCT Council will lead on tourism data collection and surveying to inform future STEAM reports and will ensure that economic data in relation to STEAM is shared with the Strategic Steering Group.

The Tourism Action Plan will be reported upon quarterly. The RCT Tourism Strategy and associated action plan will be reviewed annually with input from Scrutiny Committees and the Strategic Steering Group.



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23rd SEPTEMBER 2021

TRIVALLIS HOUSING ADAPTATION IMPACT REPORT AND AN UPDATE ON WIDER PARTNERSHIP WORKING BETWEEN RCT AND TRIVALLIS TO PROVIDE ADAPTED HOMES FOR SOME OF OUR MOST VULNERABLE RESIDENTS

**REPORT OF THE DIRECTOR OF PROSPERITY AND DEVELOPMENT IN
DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER (CLLR
ROBERT BEVAN)**

Author(s): Derek James, Service Director of Prosperity and Development

1. PURPOSE OF THE REPORT

1.1 The purpose of the report is to provide:

- Members with an update on the innovative methods used by Trivallis in order to spend their 2020/2021 Adaptations Budget as a result of the Covid 19 Pandemic.
- Members with an update on the wider partnership working that has taken place between RCT and Trivallis in order to provide adapted homes for some of our most vulnerable residents across RCT.

2. RECOMMENDATIONS

It is recommended that the Cabinet:

- 2.1 Note that Trivallis have utilised the housing adaptations budget for 2020/2021, following approval from the council, in a more flexible and innovative way that has delivered much needed adapted properties for our communities.
- 2.2 Recognise the wider partnership work that has taken place between RCT and Trivallis in order to provide adapted homes for some of our most vulnerable residents across RCT.

- 2.3 Agree for Trivallis to continue to operate this model of delivery, subject to officer approval, for the housing adaptations budget for 2021/2022, in order to deliver adapted properties for our communities in response to the Pandemic.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The 2021/2022 housing adaptations budget for homes within Trivallis's housing stock is £1.4m. However, due to ongoing Covid-19 issues, Trivallis had limited time and access to people's homes and as such were unable to deliver their adaptations service as planned. This resulted in Trivallis being unable to spend the full allocated budget by the end of the financial year.
- 3.2 In order for Trivallis to fully spend the adaptations budget, the RSL had approval from RCT to use the remaining funding (£561,668) in a more flexible way ensuring maximum impact for the community.

4. BACKGROUND

- 4.1 As part of the local authority stock transfer in December 2007, an agreement was put in place with RCT Homes (now Trivallis) to work in partnership with the local authority to undertake works of adaptations to their housing stock to help meet the changing needs of tenants' access and mobility requirements. To support this, it was agreed that the assessment work would be prioritised and driven by the Occupational Therapists within the Local Authorities Adult Services department. These teams would use their understanding of the client's physical capabilities and needs to design adaptations to the properties. An annual sum of **one million pounds plus yearly inflation** would be utilised to support the implementation of this adaptations programme
- 4.2 The system has operated well over the last 13 years with the local authority carrying out assessments, prioritising clients' needs and referring to Trivallis to carry out these works.
- 4.3 However, the impact of the Covid-19 pandemic resulted in a reduction of assessments by the Councils Community Occupational Therapists. The lockdown also prevented all non-emergency work in vulnerable people's homes, who were self-isolating, from progressing.
- 4.4 As a result, it was forecasted that Trivallis would have a **42%** underspend in the adaptation budget for the financial year 2020/2021.

- 4.5 To address this significant underspend, Trivallis approached the Council for approval to use the forecasted underspend in a more flexible and innovative way which would still support the delivery of much needed adapted properties for our communities.

5.0 APPROVED PROPOSAL

- 5.1 Trivallis had currently spent £27,331 of the adaptations budget, with a planned spend of £838,381 by the end of the financial year. This resulted in a projected underspend of **£561,668**.

- 5.2 Trivallis proposed to spend the remaining budget in the following ways:

- **Tender for additional contractors to complete additional shower rooms** - Two additional contractors would complete 42 shower rooms at a cost £189,000.
- **Adapting current voids** - This approach would increase ground floor adapted properties available to support increasing need. The focus would be on high demand areas and aligned to need. Considerations would be made to improving access to sheltered schemes by providing or improving identified ramped areas and automatic door entry to outside spaces for tenants with poor mobility.
- **To explore options to introduce fully adapted new homes across the stock** - this work would be led by demand and customer need. While this could have a considerable budget spend it would provide new adapted properties within the housing stock for particularly vulnerable people whose needs are not being met through current provision. This investment would also remain within the housing stock for future allocations.

- 5.3 The above proposals were approved by the council in September 2020 based on the rationale that the 2020/2021 budget would be fully spent, whilst creating an opportunity to test out new approaches to meeting the needs of our communities.

6.0 EVALUATION OF APPROACH: PROJECTS DEVLIVERED **Adapted shower rooms**

- 6.1 Shower room conversions are an area of high need and a large number Occupational Therapist referrals are made requesting this work. In addition to those already in the programme for the remainder of the year, Trivallis were able to complete on time, on target and on

budget **forty-two** additional bathrooms to fully adapted shower room conversions.

- 6.2 These works have had a positive impact on vulnerable tenants who have reported an improvement in not only their safety whilst bathing but also a positive impact on their mental health as they no longer need to worry about personal hygiene.

Improve Access to Sheltered Accommodation

- 6.3 In order to meet the needs of sheltered tenants and to promote ease of access, level access paths and ramps were installed at Garth Wen Bungalows. Automated doors were also installed across **ten** sheltered complexes.
- 6.4 This is highly effective in solving accessibility issues, as those with disabilities are able to enter the building with ease and without complication.
- 6.5 The original estimate for the additional shower rooms cost circa. £189,000, however the actual spend was £207,786.00. The additional spend is attributed to the specific needs of tenants and extra associated works to facilitate the adaptations. The additional costs were met by Trivallis.

Adapting Current Voids

- 6.6 Traditionally, Trivallis has looked to let homes without proactively considering major adaptations in suitable properties. Where properties have become void, they are generally not fully adapted, and those that have partial adaptations, including walk in showers and stair lifts, do not fully meet the needs of residents.
- 6.7 A focus group was set up to scope potential voids and the demand for accessible housing in the area. The group considered each property to ensure it met the criteria set out in the Lifetime Homes Standard and consulted with the Councils Homefinder Team to identify the demand for adapted properties. It was established that there was a high demand in both Rhydyfelin and Llanharan areas and as a result, these areas offered the highest benefit to residents.
- 6.8 Three properties were selected from this assessment:
1. 75 Park View, Llanharan.
 2. 76 Park View, Llanharan.
 3. 120 Morien Crescent, Rhydyfelin.

- 6.9 Consideration was given to identifying applications via the Councils Allocations Scheme and ensuring the fully adapted specification met the requirements of those most in need.
- 6.10 On completion, Trivallis partnered with Councils Homefinder Team, who promoted the project and were able to advertise the high-quality solution. The adverts highlighted the extensive range of adaptations that this specialist project delivered, including a scooter store and being fully wheelchair accessible throughout. Demand for these homes was at unprecedented levels and resulted in excess of 200 bids for the adapted properties.
- 6.11 This approach, which was a new innovative option, has been well received and found to be beneficial in the applicant's decision making. The three successful applicants have now occupied their new homes. An example of the feedback received by Trivallis is below: -

"I had numerous falls in my previous home, and I feel much safer in my new home."

"I am excited about having a height adjustable kitchen and the improvement has enhanced my independence."

Fully Adapted New Homes

- 6.12 The adaptation budget enabled the Elm Road, Llanharry Scheme to be brought forward providing capital funding alongside ICF. The Elm Road, Llanharry site was identified as an ideal location for Supported Housing. The new development is to be utilised for individuals with high level autism.
- 6.13 Currently, there are a number of individuals who are placed in high cost out of county placements which they no longer need, this proposal is to develop a small closer-to-home scheme for individuals with complex needs.
- 6.14 This will enable those who were previously council residents to return to the area and be closer to family and their original community. At the time of concept, there were 17 individuals in specialist placements in out of county establishments whose needs could potentially be met in alternative ways and this project will support this. Some of these individuals are jointly funded with Health who are supportive of this project.
- 6.15 The Elm Road, Llanharry development will provide modern purpose-built housing options for individuals with complex autism who require higher levels of care and support. The development of a fully adapted

and accessible scheme will enable Social Services to meet the needs of individuals and provide greater choice and independence.

The property will be comprised of:

- 5 en-suite bedrooms.
- 1 self-contained flat (attached to the building).
- 2 communal areas.
- communal kitchen.
- A 'safe-space' that a resident can utilise should they need to be isolated.
- Staff office/accommodation.

6.16 The scheme is a high priority for the council and the works are estimated to be completed within the 2021/2022 financial year.

Proposal

6.17 The projects delivered, outcomes achieved and feedback from some of our most vulnerable residents in RCT has been very positive evidencing the success of the way in which Trivallis have utilised the adaptations budget in order to meet the needs of our communities.

6.18 This successful outcome has led to the proposal for Trivallis to continue to operate this model of delivery in 2021/2022, subject to officer approval, in order to deliver adapted properties for our communities in response to the Pandemic.

7.0 ADAPTED HOMES: SCHEMES DELIVERED IN PARTNERSHIP

7.1 The Councils Housing Strategy Department continues to work closely with Trivallis to provide adapted affordable accommodation. There are 7 schemes being developed through the Social Housing Grant (SHG) and a further 2 schemes that have progressed to stage 2 for Integrated Care Funding (ICF), these schemes collectively provide 18 adapted units across RCT.

7.2 **Ilan Avenue** is a development of 2 x two bedroom bungalows in the high demand area of Rhydyfelin. This is an innovative development using Modern Methods of Construction (MMC) which will provide much needed high quality, fully adapted, bariatric housing. The scheme is being funded through SHG (£411,489), Council contribution through Commuted Sums (£40,000) and private finance by Trivallis (£148,000). The estimated completion date for this scheme is November 2021.

7.3 **Library Court** is a conversion of existing unused commercial space into 2 specially adapted, bariatric units in the high demand area of Rhydyfelin. The scheme is being funded through SHG (£135,494) and

private finance by Trivallis (£99,193). The estimated completion date for the scheme is August 2021.

- 7.4 **Glyntaff Close** is a development consisting of 7 bungalows, again in the high demand area of Rhydyfelin. The development is being funded with SHG (£1,163,505) and private finance by Trivallis (£634,773) and has an estimated completion date of August 2023.
- 7.5 **YGG Tonyrefail** is a general needs development with a mixture of 18 different property types and includes 1 x two bedroom bungalows. The scheme is being funded through SHG (£1,905,000) and private finance (£1,516,000) and is estimated for completion in August 2023.
- 7.6 Housing Strategy had been working closely with other Council service areas to identify a suitable housing option to meet the complex needs of a family requiring a 4 bedroom, fully adapted wheelchair bungalow. Due to the complexities of the family's physical needs and the shortage of suitable adapted properties in the area, the housing options available were extremely limited. Housing Strategy worked with Trivallis who identified a property on the open market that could be converted to meet the needs of the family. The scheme is being funded through SHG (£285,000), Council contribution through Commuted Sums (£45,183) and private finance (£73,208). The scheme is due for completion in November 2021.
- 7.7 **Penygraig Junior School** is a general needs development with a mixture of 27 different property types, which include a two bedroom bungalow and a three bedroom adapted house. The scheme has received SHG (£2,572,624) and private finance by Trivallis (£1,478,265) and is due for completion in August 2022.
- 7.8 Housing Strategy approached Trivallis asking them to consider purchasing an ex Council property as part of a mortgage rescue, homelessness case. The occupier of the property fell into arrears due to a marital breakdown and as a result was unable to continue paying the mortgage. The occupier has a disabled child and the property had received extensive adaptations via the Disabled Facilities Grant (£53,014). Due to the extensive needs of the child and the adaptations already in place, it was advised that it would be difficult to find an alternative suitable property within the current social housing stock. The Council and Trivallis worked closely together to identify a resolution with the result of Trivallis purchasing the property. This has not only assisted the family but has also added an additional adapted unit to the social housing stock. This scheme was funded through SHG (£45,177) and private finance by Trivallis (£33,714).
- 7.9 Housing Strategy has worked closely with Trivallis to develop two bids to be submitted to the Integrated Care Fund (ICF). Both bids propose

to deliver 2 fully adapted, bariatric bungalows to allow for the proactive planning of temporary accommodation. The properties can be utilised by any presenting need and will enable more timely hospital discharge. The properties are being proposed to help meet a need to **reduce delayed transfer of care (DToc)** for people who are unable to return to their existing homes as they are no longer suitable. The properties will provide temporary housing for people who either require an alternative, permanent home or whilst they are waiting for adaptations to be carried out to their existing property. The total costs of the schemes are £739,682 of which £179,682 is being requested from ICF. One of the schemes forms part of a wider general needs development which has already received SHG (£821,732) and private finance by Trivallis (£724,505). This scheme will also require SHG (£180,000). The second scheme is a smaller development on land already owned by Trivallis and will require SHG (£180,000). The estimated completion date for both properties is August 2022.

- 7.10 Over the past year whilst the pandemic has brought a number of challenges to the delivery of schemes, it is pleasing to see that the schemes due to be delivered for 2020/2021, continue to progress well and remain on programme.

8. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

- 8.1 There is no requirement for an Equality Impact Assessment including the socio-economic duty with this report.

9. WELSH LANGUAGE IMPLICATIONS

- 9.1 There is no requirement for a Welsh Language Impact Assessment with this report.

10. CONSULTATION / INVOLVEMENT

- 10.1 There is no requirement for a consultation exercise with this report.

11. FINANCIAL IMPLICATION(S)

- 11.1 Of the £561,000 adaptations budget, £521,695 has been spent by the end of the 31st March 2021 as a result of this new way of working, with the remaining £39,305 committed to be spent on the Elm Road Scheme within the 2021/2022 financial year.

12. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 12.1 Under section 23.7 of the Housing Stock Transfer Agreement, it states that 'if in any future year the £1.4m is deemed to be in excess of the figure required, then the figure for that year may be reduced in consultation with the council', hence why approval from the council was required in order for the adaptations budget to be used in an innovative way.
- 12.2 Discussions have also taken place with Legal Services and Finance to consider the legal implications and legislation and it is considered that the arrangements and terms and conditions of this funding can be administered under the council's lawful powers.

13. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

- 13.1 The adaptations budget will contribute to the delivery of all three of the Council's Corporate Plan priorities of economy, people and place. The Scheme will also assist the Council to contribute to three of the seven wellbeing goals that 'The Well Being of Future Generations (Wales) Act 2015' puts in place as follows:
1. A healthier Wales
 2. A prosperous Wales
 3. A Wales of cohesive communities

14. CONCLUSION

- 14.1 The report demonstrates how Trivallis have utilised the 2020/21 adaptations budget underspend, built up due to Covid-19 restrictions, in a more flexible and innovative way, whilst testing out new approaches to meeting the needs of our communities.
- 14.2 The projects delivered, outcomes achieved and feedback from some of our most vulnerable residents in RCT has been very positive evidencing the success of the way in which Trivallis have utilised the adaptations budget and the continued partnership working between the Council and Trivallis in order to meet the needs of our communities.
- 14.3 This successful outcome has led to the recommendation that SLT agree for Trivallis to continue to operate this model of delivery in 2021/2022, in order to deliver adapted properties for our communities in response to the Pandemic

Appendix 1: Sheltered access - Garth Wen

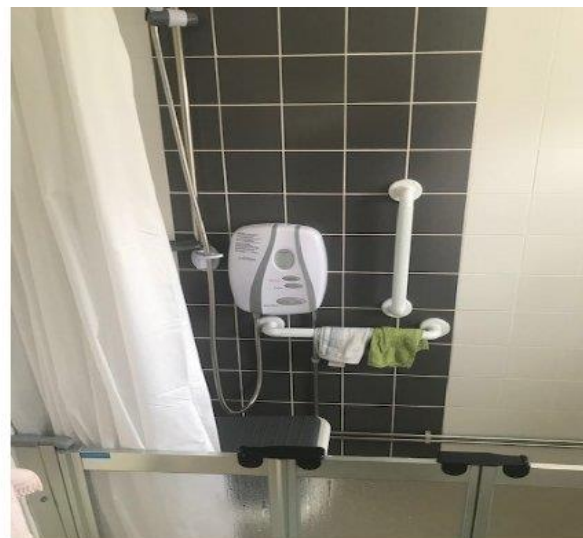
Before



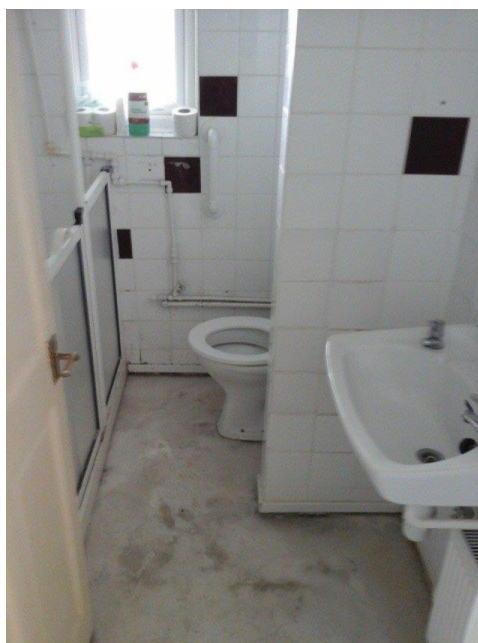
After



Appendix 2 - Shower room conversions



Appendix 3, Morien Crescent - Before



Morien Crescent - After



Appendix 4 - Ilan Bungalows

Before



After



Other Information:-

Relevant Scrutiny Committee

Public Services Delivery, Communities & Prosperity

Contact Officer: *Derek James* Tel: (01443) 281115

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

23rd SEPTEMBER 2021

**REPORT OF THE DIRECTOR OF PROSPERITY AND DEVELOPMENT IN
DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER (CLLR
ROBERT BEVAN)**

Item:

Background Papers

None

Officer to contact: Derek James, Service Director of Prosperity and
Development

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