

Pecyn Dogfennau



Wendy Walters
Prif Weithredwr,
Chief Executive,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

DYDD MERCHER, 8 IONAWR 2020

AT: HOLL AELODAU'R PWYLLGOR CRAFFU CYMUNEDAU

YR WYF DRWY HYN YN EICH GALW I FYNYCHU CYFARFOD O'R **PWYLLGOR CRAFFU CYMUNEDAU** SYDD I'W GYNNAL YN **SIAMBR- NEUADD Y SIR, CAERFYRDDIN. SA31 1JP. AM 10.00 YB AR DYDD IAU, 16EG IONAWR, 2020** ER MWYN CYFLAWNI'R MATERION A AMLINELLIR AR YR AGENDA ATODEDIG.

Wendy Walters

PRIF WEITHREDWR



AILGYLCHWCH OS GWELWCH YN DDA

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PWYLLGOR CRAFFU CYMUNEDAU

13 AELOD

GRŴP PLAID CYMRU – 7 AELOD

- | | | |
|----|------------|------------------------------|
| 1. | Cynghorydd | Ann Davies |
| 2. | Cynghorydd | Handel Davies |
| 3. | Cynghorydd | Colin Evans |
| 4. | Cynghorydd | Jeanette Gilasbey |
| 5. | Cynghorydd | Betsan Jones |
| 6. | Cynghorydd | Alan Speake |
| 7. | Cynghorydd | Gareth Thomas (Is-Gadeirydd) |

GRŴP LLAFUR – 3 AELOD

- | | | |
|----|------------|------------------|
| 1. | Cynghorydd | Fozia Akhtar |
| 2. | Cynghorydd | Rob Evans |
| 3. | Cynghorydd | Shirley Matthews |

GRŴP ANNIBYNNOL – 3 AELOD

- | | | |
|----|------------|-----------------|
| 1. | Cynghorydd | Anthony Davies |
| 2. | Cynghorydd | Irfon Jones |
| 3. | Cynghorydd | Hugh Shepardson |

AGENDA

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2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATEB I UNRHYW EITEM AR YR AGENDA
3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)
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Mae'r dudalen hon yn wag yn fwriadol

Eitem Rhif 4

PWYLLGOR CRAFFU CYMUNEDAU
16^{eg} IONAWR 2020

**YMGYNGHORI YNGHYLCH STRATEGAETH Y GYLLIDEB REFENIW
2020/21 TAN 2022/23**

Atodiad A - Strategaeth ar gyfer y Gyllideb Gorfforaethol o 2020/21 tan 2022/23

Atodiad A (i) - Crynodeb effeithlonrwydd sy'n ymwneud â'r gwasanaethau Adfywio, Hamdden, Cynllunio a Thai (sector preifat)

Atodiad A (ii) - Twf Gwasgedd ar gyfer y gwasanaethau Adfywio a Chynllunio – dim ar gyfer y gwasanaethau Hamdden a Thai (sector preifat)

Atodiad B - Adroddiad Monitro Cyllideb sy'n ymwneud â'r gwasanaethau Adfywio, Hamdden, Cynllunio a Thai (sector preifat)

Atodiad C - Crynhoad o'r Taliadau sy'n ymwneud â'r gwasanaethau Adfywio, Hamdden, Cynllunio a Thai (sector preifat)

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod yr aelodau yn ystyried ac yn gwneud sylwadau ar gynlluniau strategaeth y gyllideb
- Bod yr aelodau yn ystyried ac yn gwneud sylwadau ar gynlluniau ar gyfer arbedion effeithlonrwydd yn eu meysydd gwasanaeth hwy, a glustnodir yn Atodiad A(i)
- Hefyd, bod yr aelodau'n cael gwahoddiad i gyflwyno unrhyw gynlluniau eraill ar gyfer arbedion effeithlonrwydd.
- Bod yr aelodau'n edrych yn fanwl ar y Gyllidebau Adrannol
- Bod yr aelodau'n cymeradwyo'r Crynhodau o'r Taliadau

Rhesymau:

- Yn ei gyfarfod ar 6^{ed} Ionawr 2020, bydd y Bwrdd Gweithredol yn ystyried Strategaeth y Gyllideb Refeniw o 2020/21 tan 2022/23 (Atodiad A) ac yn cymeradwyo'r adroddiad at ddibenion ymgynghori. Yn y cyfarfod caiff y wybodaeth ddiweddaraf ei rhoi ar lafar ynghylch unrhyw newidiadau neu gynlluniau penodol gan y Bwrdd Gweithredol, os bydd hynny'n briodol.

Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad:
NAC OES

Aelodau'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

- Cyng. Linda Evans (Tai)
- Cyng. Emlyn Dole (Datblygu Economaidd)
- Cyng. Peter Hughes-Griffiths (Diwylliant, Chwaraeon a Thwristiaeth)
- Cyng. David Jenkins (Adnoddau)

Y Gyfarwyddiaeth: Gwasanaethau Corfforaethol Enw'r Gyfarwyddwr: Chris Moore Awdur yr adroddiad: Randal Hemingway	Swydd: Pennaeth y Gwasanaethau Corfforaethol	Rhif Ffôn / Cyfeiriad E-bost: 01267 224886 RHemingway@sirgar.gov.uk
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EXECUTIVE SUMMARY
COMMUNITY SCRUTINY COMMITTEE
16th JANUARY 2020

REVENUE BUDGET STRATEGY CONSULTATION
2020/21 to 2022/23

The objective of the report is to allow members to consider the corporate budget strategy for the financial years 2020/21 to 2022/23 to consider the service delivery impact and options for the forthcoming years.

The report is set out as follows:-

Appendix A

- The attached report is a copy of the Revenue Budget Strategy 2020/21 to 2022/23 that has been presented to the Executive Board. As part of the budget consultation process the report is presented to this Scrutiny Committee for your consideration.
- The report provides members with an initial view of the revenue budget issues for the forthcoming year and also reflects departmental submissions.

Appendix B

Current budget extracts for the Regeneration, Leisure and Planning Services and non HRA Housing service.

Appendix C

Charging Digest for the Regeneration, Leisure and Planning Services and non HRA Housing service. The charges for 2020/21 have yet to be adopted and any change to the proposed charges will impact on the budget/efficiency proposals.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

<p>I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.</p> <p>Signed: Chris Moore Director of Corporate Services</p>						
Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NONE	YES	NONE	NONE	NONE	NONE

1. Policy and Crime & Disorder
 The budget is being prepared having regard to the Improvement Plan.

2. Finance
 The report provides an initial view of the Budget Strategy for 2020/21, together with indicative figures for the 2021/22 and 2022/23 financial years. The impact on departmental spending will be dependent upon the final settlement from Welsh Government and the resultant final Budget adopted by County Council.

CONSULTATIONS

<p>I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:</p> <p>Signed: Chris Moore Director of Corporate Services</p>	
<p>1. Local Member(s) – N/A 2. Community / Town Council – N/A 3. Relevant Partners – Consultation with relevant partners will be undertaken and results will be reported during the budget process. 4. Staff Side Representatives and other Organisations – Consultation with other organisations will be undertaken and results will be reported during the budget process.</p>	
<p>Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:</p> <p>THESE ARE DETAILED BELOW:</p>	
Title of Document	File Ref No. / Locations that the papers are available for public inspection
2020/21 3 year Revenue Budget	Corporate Services Department, County Hall, Carmarthen

Mae'r dudalen hon yn wag yn fwriadol

REPORT OF DIRECTOR OF CORPORATE SERVICES

Community Scrutiny Committee

16th January 2020

REVENUE BUDGET STRATEGY 2020/21 to 2022/23

(Copy of Executive Board report 06/01/20)

HEAD OF SERVICE & DESIGNATION.	DIRECTORATE	TELEPHONE NO.
C Moore, Director of Corporate Services	Corporate Services	01267 224121
AUTHOR & DESIGNATION	DIRECTORATE	TELEPHONE NO
R Hemingway, Head of Financial Services	Corporate Services	01267 224886

1. INTRODUCTION

- 1.1. Executive Board in July 2019 received a report on the Revenue Budget Outlook for 2020/21 to 2022/23 which appraised Members of the financial outlook and the proposals for taking forward the budget preparation for the three year period.
- 1.2. This report provides Members with the current view of the Revenue Budget for 2020/21 together with indicative figures for the 2021/22 and 2022/23 financial years. The report is based on officers' projections of spending requirements and takes account of the provisional settlement issued by Welsh Government on 16 December 2019 (this was later than normal, principally due to the General Election). It also reflects the current departmental submissions for savings proposals.
- 1.3. Whilst significant work has already been undertaken in preparing the budget, this is only an initial position statement which will be updated over the coming months as the budget is further developed, council members are engaged, public consultation takes place, and the final settlement is received from Welsh Government.
- 1.4. The report aims to cover the following eight areas in building up the budget strategy:
 - Welsh Government settlement indications
 - Current year budget performance
 - Budgetary pressures and validations
 - Impact on the Authority's budget requirement
 - Savings proposals
 - Consultation

- Reserves
- Conclusion and Council Tax requirement

2. PROVISIONAL

- 2.1.** The provisional settlement was announced on Monday 16th December 2019, the same day as Welsh Government set its own budget. Indicative figures for individual Local Authorities were provided for one financial year only, 2020/21, with no further information about future years' settlements.
- 2.2.** The Westminster Autumn Statement in September 2019 included several significant increases to English Budgets, including future spending for English schools and social care. Through the Barnett consequential, the Welsh Government revenue budget increased by £593 million for 2020/21, of which around £207 million is directly related to Local Government spending. However, it should be noted that a proportion of the headline increase merely represents a transfer of cost – and funding – from one area of HM Treasury to another in respect of key public sector pensions schemes. As such, not all of the headline figure represents a true increase.
- 2.3.** The main points of the Provisional Settlement 2020/2021 on an all Wales basis are as follows:

2.3.1. Local government revenue funding for 2019/20 set at £4.474 billion, an increase of 4.3% (£184 million) compared to 2019-20, but this is after transfers into the settlement which WG have included at £53 million.

2.3.2. Our analysis suggests there are however inconsistencies in this:

The settlement allows for £39 million of transfers in respect of increased teachers pensions costs for September 2019-March 2020 (7 months). The full year effect is approximately £28 million higher, which will need to be met from the improved settlement.

Similarly, WG provided £12 million in 2019/20 towards the cost of the September 2019 Teachers Pay Award, representing 1.75% of the 2.75% increase for the seven months of the financial year. This has been transferred in, leaving £9 million again to be met from the improved settlement.

2.3.3. Unlike previous years, there is no funding floor. Individual settlements as published range from +3.0% (Monmouthshire) to +5.4% (Newport).

2.4. The Settlement figures for Carmarthenshire are:

2.4.1. After adjustments for WG identified transfers, the increase in the provisional settlement is 4.4% (£11.548m). The Aggregate External Finance (AEF) therefore increases to £274.159m in 2020/21.

2.4.2. New responsibilities and transfers in:

- £4.443m for Teachers pensions, however only £2.403m has actually been transferred in
- £1.265m for the September 2019 Teachers pay award, of which only £738k has been transferred in. Nothing has been included for the potential September 2020 award.
- £130k for NHS funded nursing

These account for £5.8m or 2.2% of the overall increase in funding provided by Welsh Government

Previous years' budgets have seen a significant increase in inflationary and inescapable pressures, with only partial mitigation in the form of

improved settlements from Welsh Government. Whilst this settlement is unquestionably the most generous we have seen in recent times, the scale of pressures is so vast that there is a continued squeeze on Local Government finances. On the basis of this experience, and in the absence of any forward guidance for future years, the MTFP assumptions for 2021 and beyond have revised to allow an improved settlement of +2.0%, but increases to the assumed level of pay, price and other inescapable pressures, leading to a revised savings target of £16.5 million over the three year MTFP period.

2.5. Details of the Welsh Government Service Specific Grants were provided alongside the provisional settlement on 16 December 2019 at an all Wales level. Many remain at a broadly similar level, there are however some important updates:

- The social care workforce grant has been increased from £30m to £40m across Wales. We will look for details of this to understand whether the increase can be used in full towards the obvious and unavoidable service pressures.

Whilst the Chancellor's spending round statement did not confirm a figure for the National Living Wage increase, the OBR forecasts it will rise from £8.21/hour to £8.63/hour which will impact significantly on the cost of many commissioned services.

- A new Additional Learning Needs grant of £7.2m across Wales, details of which will be explored to identify what might be used towards the department's identified pressure of £400k
- An increase in Pupil Development Grant (PDG) of £8.6m – to be channelled through ERW - and PDG Access of £3.2m across Wales
- The temporary funding put in place for Ethnic, Minority Gypsy Roma Traveller Learners has been maintained at £10.0m but there is no information on whether the current distribution, which does not favour Carmarthenshire, is to be changed or not.
- An all-Wales reduction of £1.8m to the Sustainable Waste Management Grant, which will reduce the support for Carmarthenshire's core waste budgets by around £110k.

2.6 Due to the delays in the provisional settlement, the consequential impact on Welsh Government's budget finalisation and publication is likewise delayed. The final settlement is not due to be published until 25 February and therefore County Council will set the final budget on 3 March 2020.

3. BUDGET REQUIREMENT 2020/2021

3.1. Current Years performance (2019/20)

3.1.1. As the Authority's core spending requirements remains constant year on year, a review of current year's performance is important in identifying whether there are any underlying problems within the base budget

3.1.2. The current projection for the Revenue Outturn for 2019/20 (based on the October 2019 monitoring) is as follows

	£'000	£'000	£'000
Chief Executive	15,480	15,462	-18
Communities	98,308	99,291	983
Corporate Services	26,320	25,634	-686
Education and Children's Services	166,372	170,454	4,082
Environment	55,353	56,028	675
Departmental Expenditure	361,834	366,870	5,036
Cont from Dept/Earmarked Reserves		-323	-323
Capital Charges	-20,497	-21,697	-1,200
Levies and Contributions	9,976	9,976	0
Transfer to/ from Reserves	0	0	0
Net Expenditure	351,313	354,824	3,512

The main reasons for the departmental overspends are as follows:

- Chief Executive's Department: proposed savings in Corporate Health and Safety (290k) under review, offset by overachievement of rental income.
- Communities Department: overspends against budget in the areas of Older People, Physical Disabilities and Learning Disabilities.
- Education and Children's Services: forecast increase in school deficit balances (£3m), overspends in Special Educational Needs Statements, Education Other Than at School, school premises costs and a shortfall in the Music Service SLA income.
- Environment Department: overspends are primarily due to an increase in ALN pupil transport numbers and a shortfall in planning application income.

The Authority is currently forecasting a variance of £3.5m at the year-end, however £3m of this forecast overspend relates to school budgets and is currently under significant review with

Headteachers and Governors of relevant schools, supported by officers from Education and Corporate Services departments. Various recovery plans are being finalised, which in some cases will include agreement to licenced deficits to allow the school to repay the deficit balance over a period of up to five years.

Taking account of the schools position, the net outturn of the other council fund services is £0.5m, which will need to be met from general balances, should the forecasted overspend position materialise.

3.2. Validation

3.2.1. Validation reflects the changes in expenditure requirements to deliver the **current level** of services in future years. Primarily this is inflation, but also includes some service specific changes. The key validation factors are as follows:

	<u>2020/21</u> <u>Original</u>	2020/21 Proposed	<u>2021/22</u>	<u>2022/23</u>
General inflation	2.0%	2.0%	2.0%	2.0%
Electricity	5.0%	5.0%	5.0%	5.0%
Gas	5.0%	5.0%	5.0%	5.0%
Fuel	5.0%	5.0%	5.0%	5.0%
Pay Inflation - non teaching	2.0%	2.75%	2.75%	2.75%
Pay Inflation - Teaching	2.0%	2.75%	2.75%	2.75%
Levies	2.9%	5.7%	2.5%	2.5%
Pension Contributions	£209k	nil	nil	nil
Capital Charges	£250k	£250k	£500k	£500k



3.2.2. It is considered prudent to increase the assumption on future pay awards to 2.75% annual for all staff. Pay represents the single largest expenditure item for the council, and has seen gradual but rising increases over recent successive years. In addition, this increase reflects the NJC Union demands far in excess of previous years, the Teachers September 2019 award of 2.75% as well as the Chancellor’s announcement of a desire to reach a teachers’ starting salary of £30,000, which is likely to place upward pressure across all pay points over coming years.

3.2.3. Based on the latest triennial valuation of the Dyfed Pension Fund, it is pleasing to note that there is no requirement to increase the employer’s pension rate for NJC staff.

- 3.2.4. Furthermore, our draft budget builds in the full year impact of the September 2019 increase in Teachers Pensions Employer contributions. The increase from 16.48% to 23.6% is estimated to cost around £4.4 million, plus pay award increases (total £4.7m). The part year grant funding has been transferred into the settlement, however the remainder must be met from core funding.
- 3.2.5. We have received confirmation from the fire authority that their indicative budget assumes a levy increase of 5.71%. (£562k). This is based on the explicit understanding that firefighters pension cost increases continue to be met through direct grant award.
- 3.2.6. As a result of these factors, validation excluding Teachers Pensions is at a similar level to last year and adds £11.5m to the current year's budget.

3.3. Cost Reduction Programme

3.3.1. In anticipation of the settlement reductions, significant work in identifying further service efficiencies/rationalisation proposals has been undertaken.

3.3.2. The savings targets set for each financial year are as follows:

	2020/21 £m	2021/22 £m	2022/23 £m
Original targets (July Budget Outlook report)	8.524	8.381	8.210

Due to the more favourable settlement than anticipated when targets were set, the savings proposals have been updated which have allowed for the withdrawal of the schools efficiency savings which enables the Authority to support the full validation of inflationary factors for schools. The revised targets are:

	2020/21 £m	2021/22 £m	2022/23 £m
Updated targets (following Provisional Settlement)	5.279	5.930	5.209

3.3.3. Accordingly departments have developed a range of proposals, and these efficiencies are included in **Appendix A** of this report.

- The efficiency proposals are categorised as follows:
Managerial – Efficiencies that result in no perceivable change to the overall level of service delivery.

Policy – Efficiency or service rationalisation proposals that will directly affect service delivery.

	2020/21 £m	2021/22 £m	2022/23 £m
Managerial	4.553	4.510	3.925
Existing Policy	0.509	0.700	0.030
New Policy	0.217	0.262	0.644
Total	5.279	5.472	4.599
Shortfall	Nil	0.458	0.610

(Detail at **Appendix A**)

3.3.4. The summary sheet at Appendix A sets out the savings targets set for individual departments and the value of savings currently identified.

3.4. New Expenditure Pressures

3.4.1. New expenditure pressures are the combination of additional cost to meet existing service needs e.g. increased client base/greater service take up and the costs of meeting change in service provision e.g. policy changes.

3.4.2. The original budget outlook report included £4m per annum to meet growth pressures. This was against bids of over £10m which was unaffordable based on initial predictions of likely future settlements.

Current growth bids in excess of £12 million have been submitted by departments for 2020/21. Based on an evaluation of the value and unavoidable nature of pressures submitted, the previous allowance of £4 million will not be enough. In particular, the rising and unavoidable cost of social care provision and increase costs of compliance with recycling / waste services will contribute towards next year’s budget growth. Based on current information, the value allowed for, is £7.4 million.

A new funding line has been included to provide revenue resource to develop options for decarbonisation to respond proactively to the Climate Emergency declared in 2019. It is expected that this will subsequently require additional resources within the capital programme to take this agenda forward.

Information will be continue to be reviewed and updated between draft and final budgets, and where grant funding can be identified to meet any of these pressures in part or full, this will be adjusted.

The budget development process has been strengthened to consider previous years’ savings proposals that it has not been possible to deliver. This approach will further improve the

council's financial resilience. An adjustment has been made to base budgets of £842k.

The detail is provided at **Appendix B**.

3.5. Schools Delegated Budgets

3.5.1 The current budget strategy proposals adopted in February 2019 and maintained in the July 2019 Budget strategy report assumed a cash neutral settlement to schools. This required schools to identify their own efficiencies to meet known inflationary pressures, but provided relative protection when compared against the larger reductions allocated to other council departments.

Given the sharp decline in school balances in 2018/19 and the significant overspend position forecasted for 2019/20, there is significant focus on addressing the root causes of this, and to support individual schools to return to financial sustainability. It is recognised this will inevitably take some time to see the full effect of the changes being made, and therefore next year's budget provides known pressures and validation in full. This includes increases for the full year effects of teachers' pensions increased costs, provides core funding to replace previous grant for pay awards, plus an assumed award for September 2020. As a result, schools spending power is maintained between 2019/20 and 2020/21 with an increase of nearly £10 million to delegated budgets, as set out in the table below:

	£000s
Pay and price inflation estimated at 2%	2,593
Full year funding for teachers pensions	4,443
Replace grant 2019/20 grant with core funding	922
Pay award funding	1,279
Increased pupil numbers	560
Total	9,797

3.6. Internal Funding

3.6.1. Generally speaking whilst the use of reserves to support annual budgets should not be summarily discounted, it must be treated with caution. Funding on-going expenditure from such funds merely defers and compounds difficult financial problems to the

following year, increasing financial risk. One-off items of expenditure within any budget proposal lend themselves better for such funding support.

3.6.2. In deliberating this point however, members must bear in mind any **inherent risks** that may be built into the budget strategy. These include:

- Challenging Efficiency targets in the context of previously delivered savings
- Future inflation/interest rates
- Current economic and political climate, including one-year Welsh Government settlements
- Continuing uncertainty around Brexit
- Possible impact of significant increases to the National Living Wage and Teacher salaries
- Additional pressure on demand led Services

In spite of positive progress last year, this year there is no indication from Welsh Government in respect of future settlements, therefore it remains difficult to construct multi-year budgets in the absence of any clear forecasts.

3.6.3. The following table summarises the main categories of reserves held by the Authority.

	1 st April 2019 £'000	31 st March 2020 £'000	31 st March 2021 £'000	31 st March 2022 £'000
Schools Reserves	-393	-3,393	-2,393	-1,393
General Reserves	10,376	9,864	9,864	9,864
Earmarked Reserves	83,915	62,142	36,153	20,608

3.6.4. School Reserves

- Schools have delegated responsibility for the management of their own finances. The level of reserves held by an individual school at any point in time will depend on a number of factors including the level of contingency fund that the school governing body considers appropriate, and the particular plans each school has for expenditure. Officers have yet to be informed of any transfers to/from these reserves by individual schools for future years.
- Legislation allows schools to carry forward reserves from one financial period to another. The School Funding (Wales) Regulations 2010 requires schools to limit their accumulated reserves at year end to £50,000 for Primary

Schools and £100,000 for Secondary and Special Schools or 5% of their budget dependant on what is greater. School Improvement officers are currently working with schools to ensure they comply with the guidance. As at 31st March 2019, 39 primary, 6 secondary and 1 special schools were in deficit.

Schools are being supported through the current challenging deficit position. Recovery plans are being developed and will be implemented in agreement with the Directors of Corporate Services and Education. It is expected that the recovery phase will take a number of years to fully realise.

3.6.5. General Reserves

- In the changeable and challenging environment currently facing Local Government the Authority is committed to maintaining a reasonable level of General reserves or Balances. Whilst there is no prescribed minimum level for Balances, Council has previously deemed 3% of net expenditure as being a prudent level, which has been accepted by our Auditors as being reasonable.
- The overall level of balances is taken into consideration each year when the annual budget is set and has on occasions been utilised to augment expenditure/reduce council tax. The 2019/2020 budget was set on the basis of no transfers from the General Reserves. Based upon the October budget monitoring (outlined in paragraph 3.1.2 above) there could be draw of £512k against General Reserves and an increase of £3m to school deficit balances at the end of the current financial year.
- Given the likely draw on this reserve in the current year therefore it is deemed imprudent at this stage to assume any further support for future years budgets from the current General Reserves.
- Taking account of the reduction in General Reserves forecasted, consideration needs to be

given to how these balances are built back up over future years.

3.6.6. Earmarked Reserves

- The Authority holds earmarked reserves which have been set up to finance the delivery of specific projects, or in protecting the authority against future liabilities or issues. The reserves can be summarised as follows:

Reserve	31 March 2019	31 March 2020	31 March 2021	31 March 2022
	£'000	£'000	£'000	£'000
Insurance	11,401	11,451	11,501	12,051
Capital Funds	42,371	36,084	15,350	317
Development Fund	1,509	102	121	1,542
Corporate Retirement Fund	3,685	3,685	2,685	1,685
Joint Ventures	1,180	1,312	444	240
Other	23,769	10,508	6,052	4,773
TOTAL	83,915	63,142	36,153	20,608

- As can be seen from the table above the level of earmarked reserves fluctuates greatly year on year, and whilst the level in each fund is not an exact science it is based on an informed estimate and past experience of the likely call on the authority in future years in line with the intended purpose of each reserve. Great care must therefore be taken when considering utilising such funds for purposes other than those which they were created as this could lead to the Authority being faced with substantial unfunded liabilities in the future
- The budget proposals therefore assume nil contribution from reserves in support of the revenue budget in 2020/21 and a further analysis of the reserves held will be undertaken over the coming months with any further proposed utilisation being considered at the budget finalisation stage.
- Taking account of the proposals within this report, the Director of Corporate Services confirms that overall the estimated level of financial reserves (as indicated above) is adequate for the financial year 2020/21, with the General Reserves being at the minimum that

could be supported. However the Director is very conscious of the ongoing commitment to capital projects and of the demand on future services and therefore feels the reserves will need to be monitored closely going forward.

4. IMPACT ON THE AUTHORITY’S BUDGET STRATEGY

The table below provides an updated position on the current financial outlook taking account of the provisional settlement and also other recent validation changes.

4.1. The Current Financial Outlook (updated for the Provisional Settlement) is set out in the table below:

	Current MTFP		Proposed Financial Model		
	2020/21 £'000	2021/22 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000
Previous Year’s Budget	351,314	353,793	351,314	371,592	382,150
General Inflation	2,208	2,237	2,248	2,013	1,947
Pay Inflation	4,781	4,262	6,325	6,252	6,419
Transfers in & other*	2,028	1,773	7,110	2,224	2,270
Growth	3,000	3,000	9,582	6,000	5,500
Savings proposals	-7,742	-7,155	-5,279	-5,472	-4,599
Balance Available(+)/Further savings to be identified (-)	-1,797	-1,326	293	-458	-610
Net Expenditure	353,793	356,585	371,592	382,150	393,078
Funded by:					
Revenue Settlement	257,785	255,207	274,159	279,643	285,235
Council Tax Receipts	96,008	101,378	97,433	102,508	107,843
Council Tax Increase:	4.89%	4.89%	4.89%	4.89%	4.89%

*includes Teachers Pensions growth

4.2. The total of cost reductions now required for 2020/21 is £5.3m and for the 3 year period are estimated at £16.5m.

4.3. The 2020/21 draft budget currently includes a contingency sum of £293k, which will allow members scope to consider additional information forthcoming in respect of:

- 4.3.1. Responses to the consultation process;
- 4.3.2. Clarification of specific grants;
- 4.3.3. Further growth pressures not currently addressed;
- 4.3.4. Amendments/Updates in Validation figures; and
- 4.3.5. Changes arising from the final settlement

5. CONSULTATION

Budget consultation has been planned for the coming months and a summary of the individual approaches are as follows:

- 5.1. Members seminars. (7 & 9 January 2020)
- 5.2. The consultation process will commence online from 6 January 2019.
- 5.3. Town & Community Councils and commercial ratepayers consultation in January 2020.
- 5.4. Consultation with Scrutiny Committees during January 2020.
- 5.5. 'Insight' youth conference held on 21 November 2019.
- 5.6. Consultation with the Schools Budget Forum/Headteachers Forum in January 2020.
- 5.7. Trade Union Consultation meeting in 10 January 2020

6. WELLBEING OF FUTURE GENERATIONS (WALES) ACT 2015

6.1. In considering the budget proposals, members need to take into consideration the requirements of the Wellbeing of Future Generations (Wales) Act 2015. The Act requires that we must carry out sustainable development, improving the economic, social environmental and cultural well-being of Wales.

'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs'

- 6.2. In doing so, we must demonstrate the following 5 ways of working:
- Looking at the long-term so that we do not compromise the ability of future generations to meet their own needs
 - Understanding the root causes of the issues to prevent them recurring
 - Taking an integrated approach so that we look at all well-being goals and objectives of other services and partners

- Collaboration – Working with others in a collaborative way to find shared sustainable solutions
- Involving a diversity of population in decisions that affect them

6.3. Carmarthenshire's Well Being objectives:

Start Well

1. Help to give every child the best start in life and improve their early life experiences
2. Help children live healthy lifestyles
3. Continue to improve learner attainment for all
4. Reduce the number of young adults that are Not in Education, Employment or Training

Live Well

5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty
6. Create more jobs and growth throughout the county
7. Increase the availability of rented and affordable homes
8. Help people live healthy lives (tackling risky behaviour and obesity)
9. Support good connections with friends, family and safer communities

Age Well

10. Support the growing numbers of older people to maintain dignity and independence in their later years
11. A Council wide approach to support Ageing Well in Carmarthenshire

In a Healthy and Safe Environment

12. Look after the environment now and for the future
13. Improve the highway and transport infrastructure and connectivity
14. Promote Welsh Language and Culture

Governance

15. Building a Better Council and Making Better Use of Resources

7. CONCLUSION

- 7.1.** Currently the budget proposals assume the full delivery of all of the savings proposals submitted, together with the identification and delivery of the shortfall in savings proposals 2021/22, and 2022/23.
- 7.2.** Further cost reductions need to be identified and/or larger council tax increases be agreed to deliver a balanced budget for the latter two years.
- 7.3.** Given the scale of the pressures and forecasted budget gap, Council Tax increases have been maintained at the previous MTFP levels of 4.89% in each of the three financial years. This provides at least some mitigation to the savings proposals which the council needs to consider.

8. RECOMMENDATION

- 8.1.** Note the contents of the report and approve the 2020/21 to 2022/23 Budget Strategy as a basis for consultation, specifically seeking comments from consultees on the efficiency proposals in Appendix A.

Mae'r dudalen hon yn wag yn fwriadol

COMMUNITY SCRUTINY COMMITTEE
16th January 2020
Efficiency Summary

	ORIGINAL TARGETS			
	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Chief Executive	492	492	474	1,458
Education & Children	1,029	1,029	991	3,049
Schools Delegated	2,593	2,452	2,501	7,546
Corporate Services	205	205	197	607
Communities	2,814	2,813	2,708	8,335
Environment	1,391	1,391	1,339	4,121
	8,524	8,382	8,210	25,116

	REVISED TARGETS			
	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Chief Executive	492	492	432	1,416
Education & Children	860	1,029	904	2,793
Schools Delegated	-	-	-	0
Corporate Services	205	205	180	590
Communities	2,567	2,813	2,471	7,850
Environment	1,155	1,391	1,222	3,768
	5,279	5,930	5,209	16,418

Proposals					EXISTING POLICY PROPOSALS				NEW POLICY PROPOSALS				TOTAL PROPOSALS											
	MANAGERIAL				2020/21	2021/22	2022/23	Total	2020/21	2021/22	2022/23	Total	2020/21	2021/22	2022/23	Total								
	2020/21	2021/22	2022/23	Total													2020/21	2021/22	2022/23	Total	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000													£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Chief Executive	492	451	434	1,377	0	0	0	0	0	0	0	0	0	0	0	492	451	434	1,377					
Education	385	300	100	785	325	630	0	955	150	0	550	700	860	930	650	2,440								
Schools Delegated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Corporate Services	205	205	197	607	0	0	0	0	0	0	0	0	205	205	197	607								
Communities	2,457	2,522	2,267	7,245	75	50	0	125	35	74	69	178	2,567	2,646	2,336	7,549								
Environment	1,015	1,032	927	2,974	109	20	30	159	32	188	25	245	1,155	1,240	982	3,377								
	4,553	4,510	3,925	12,988	509	700	30	1,239	217	262	644	1,123	5,279	5,472	4,599	15,350								

	SHORTFALL - to be identified			
	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Chief Executive	0	41	-2	39
Education & Children	0	99	254	353
Schools Delegated	0	0	0	0
Corporate Services	0	0	-17	-17
Communities	0	167	135	302
Environment	0	151	240	391
	0	458	610	1,068

Department	2019-20 Budget	FACT FILE	'2020-21 Proposed	'2021-22 Proposed	'2022-23 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Chief Executive Department							
Chief Executive							
Regeneration division	2,806		118	118	113	349	<p>2020/21 - £50k increase in commercial income; £25k net effect of running costs following vacation of Nantyci Rural Development centre; £35k reduction within Economic Development activity (£15K from Community Development and External Funding budget, £10K from Rural Carmarthen, Ammanford Town Centres budget and £10k from Econ Dev Llanelli, Cross Hands , Coastal, Business infrastructure budget) ; £8k reduction in electricity within the Industrial estate.</p> <p>2021/22 - Service review.</p> <p>2022/23 - Continuous review of service / income generation / regional working</p>
Chief Executive Total			118	118	113	349	

Communities

Leisure

Pembrey Country Park	-118	Pembrey Country Park has been transformed into one of Wales's top visitor attractions providing a unique blend of coast and countryside. Eight miles of golden sands set against the spectacular backdrop of the Gower Peninsula and overlooking the coastal scenery of Carmarthen Bay. There is everything from caravan and camping, 550 acres of idyllic woodlands, a 130m long dry ski slope to the longest toboggan run in Wales - all providing a perfect family day out or a relaxing holiday in idyllic surroundings.	15	40	38	92	Increased Income (parking/campsite/café /ski)
Pendine Outdoor Education Centre	168	Pendine Outdoor Education Centre caters for up to 120 residential visitors at any given time, with a particular focus on primary school provision for Carmarthenshire schools. The experience is often the first opportunity for some young children to experience being away from home on a residential basis.	9	9	8	25	Increased income from Pendine Outdoor Education Centre (summer lettings)
Public Rights of Way	455	Carmarthenshire has the 4th largest Public Rights of Way (PRoW) network in Wales. Maintaining and improving the network brings significant tourism value to the County. It is a statutory duty to keep the definitive plan for the County updated and to ensure PRoW are open, accessible, and signposted.	7	7	7	21	Reduction in expenditure - Public Rights of Way
Sports - all	611	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities take place at local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months.	25	19.25	29	73	Increased income (more activity)
Llanelli Leisure Centre	235	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities take place at local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months.			50	50	New Llanelli Leisure Centre improved trading position
Llanelli Leisure Centre	235	Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres	6			6	Energy Efficiency saving from previously implemented project
Carmarthen Leisure Centre	-53	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities take place at local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months.	8.00	0.00	0.00	8	Carmarthen Energy Efficiency saving from previously implemented project
St Clears Leisure Centre	102	Salix funding has been secured to invest in more energy efficient lighting at our leisure centres		4		4	St Clears Energy Efficiency saving from previously implemented project
Llandovery Swimming Pool	113	Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres		2		2	Llandovery Pool Energy Efficiency saving from previously implemented project
Amman Valley leisure Centre	35	Salix funding has been secured to invest in more energy efficient lighting at our leisure centres	7	0	0	7	Amman Valley Energy Efficiency saving from previously implemented project
Theatres	427	Y Ffwrnes, The Miners Welfare Theatre and The Lyric form part of the Theatres portfolio. We are planning to undertake carbon trust energy assessments of all Cultural buildings, with a view to reducing costs through more efficient use and management of energy.			5	5	Building Energy savings
Theatres	427	Carmarthenshire Theatres manages the Miners' Ammanford, Lyric Carmarthen and Ffwrnes Llanelli and promotes a broad range of events and productions throughout the year for all age groups and interests. During the past 12 months a total in excess of 100,000 paying customers and participants visited and made use of our facilities. As Carmarthenshire's flagship theatre The Ffwrnes is increasingly establishing itself as one of Wales's leading Cultural and Entertainment venue. 266 visiting companies and hirers 400 performances/events 74,130 attendances 33,805 participants	0	13	10	23	Increased income - Theatres

Department	2019-20 Budget	FACT FILE	'2020-21 Proposed	'2021-22 Proposed	'2022-23 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Libraries	2,379	Carmarthenshire libraries provides an extensive choice of books, DVDs, CDs, online services, newspapers and magazines, there is something for everyone! With over half a million books on offer between 3 regional, 13 branch and mobile libraries you're never too far away from a centre of knowledge. Public access computers and Wi-Fi are available at all libraries. Carmarthenshire is the 4 th busiest Library service in Britain. There have been over 600,00 issues of books per year. Our new mobile service provides outreach services to rural parts of the County, linking up with various partners to deliver public information services online.	12	5	0	17	Procurement and cost efficiencies relating to stock and general operational costs
Museums	448	The Museums Service is made up of the County Museum at Abergwili, Parc Howard, The Museum of Speed, and Kidwelly Industrial Museum.	50			50	Review of management structure
Arts	68	Arts venues include Oriel Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne	0	10	10	20	Arts Development general savings around operational costs
Dylan Thomas Boat House	46	Arts venues include Oriel Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne	2	2	2	6	Increasing income with additional marketing
Total Leisure			140	110	159	409	

Communities Total**140 110 159 409****Environment Department****Planning**

Development Management	262	<ul style="list-style-type: none"> The Development Management Unit manages the statutory planning application process (including pre application and also discharge of conditions and variation of conditions post approval). The Unit deals with between 1700 and 1900 applications on average each year (roughly 150 cases per annum per Officer). The unit is also responsible for planning enforcement matters including enforcement of planning conditions and unauthorised development and built conservation matters, dealing with roughly 500 cases per annum. 	20	10	0	30	2020/21 - £20k : additional predicted income from new statutory Pre-application service. 2021/22 - £10k : additional predicted income from new statutory Pre-application service.
Minerals & Waste	128	<ul style="list-style-type: none"> The Team ensure that the significant aggregate resources and waste within Carmarthenshire are provided and managed in a sustainable way. This involves dealing with applications for waste and mineral workings/sites, dealing with enforcement matters relating to such sites and also required monitoring regarding the operation of such sites. The Team also undertake the above functions in whole or in part for another 7 Local Authorities in South and West Wales. 	10	0	0	10	Increase in income through various Service Level Agreements coupled with some savings to be made through reconfiguration of the Team which is aimed at improving the resilience of the Team going forward.
Forward Planning	567	<ul style="list-style-type: none"> Division responsible for producing and assisting with implementation, including on-going monitoring of plan delivery and on-going revision of evidence base, of all development plans which cover or part cover Carmarthenshire. These plans include: <ul style="list-style-type: none"> Spatial plans – the potential for plans to span more than one (or part of) County in future years the Local Development Plan which was adopted for Carmarthenshire in 2014 and Development Briefs for specific sites and areas - a number of which have now been produced for the County. Also involved in assisting with development and or disposal of Council owned land/property in relation to advising on potential uses and providing consultancy role regarding preparation of planning applications on behalf of the Council. 	3.5	0	0	3.5	General savings identified within the Forward Planning budget which are not related to the production of the LDP.
Divisional review	divisional budgets		0	35	35	70	Review of divisional management arrangements
Total Planning division			34	45	35	114	

Environment Total**34 45 35 114**

Department	19-20 Budget	FACT FILE	'2020-21 Proposed	'2021-22 Proposed	'2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Communities							
Libraries	2,379	Carmarthenshire libraries provides a wide variety of books, DVDs, CDs, online services, newspapers and magazines for the residents of Carmarthenshire. The libraries contain over half a million books between 3 regional, 13 branch and mobile libraries, furthermore, all libraries also have public access computers and Wi-Fi.	10	0	0	10	This proposal considers the potential to co-locate branch libraries with other businesses or premises to help reduce running costs and potentially increase visitor numbers.
Communities Total			10	0	0	10	

Department	2019-20 Budget	FACT FILE	'2020-21 Proposed	'2021-22 Proposed	'2022-23 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	

Communities

Y Gat (St Clears)	40	Arts venues include Oriel Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne Y Gât (formerly known as St. Clears Craft Centre) is an arts facility that also hosts the local library and an in house catering facility. The facility has an open gallery / shop area along with conference rooms facilities and studio spaces for local artists to hire.	10	35	0	45	Review of Business purpose of Y Gat with community partners (St. Clears) (Equalities Impact Assessment) The continued operation of the facility in-house has been reviewed and the conclusion is that the facility is unlikely to be viable in its current operational format as income growth has not been realised
Sport - all	611	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandoverly, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months.	25	19	29	73	Increased income (higher charges)

Communities Total

35 54 29 118

Mae'r dudalen hon yn wag yn fwiadol

GROWTH PRESSURES

APPENDIX A(ii)

	2020-2021 £'000	Description
<u>Chief Executive - Regeneration</u>		
Carbon Reduction Commitment	75	New role to pursue carbon reduction measures and small feasibility budget - to progress council's goal of becoming carbon neutral
TOTAL - Chief Executive - Regeneration	75	
<u>Environment - Planning</u>		
Local Development Plan	101	Legislative requirement arising from review and preparation of LDP, including evidence gathering, ICT and examination costs
Ash die back	100	To proactively manage diseased trees. Ash die back is a national issue.
TOTAL - Environment - Planning	201	
TOTAL - ALL	276	

<u>VALIDATION - UNDELIVERABLE SAVINGS PROPOSALS / INCOME TARGETS</u>		
Environment - Planning	325	Recent years have been overspent following a national trend of a reduction in the number of large scale planning applications which attract significant fees
TOTAL - Validation	325	

Mae'r dudalen hon yn wag yn fwiadol

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Summary

Division	Working Budget				Forecasted				Oct 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	
Regeneration & Property	12,229	-9,074	6,230	9,384	11,240	-8,154	6,230	9,316	-68
Planning	4,165	-2,354	284	2,094	4,471	-2,254	284	2,501	407
Leisure & Recreation	15,735	-8,286	4,559	12,008	15,446	-7,998	4,559	12,008	-0
Council Fund Housing	9,098	-7,964	243	1,377	9,342	-8,205	243	1,380	4
GRAND TOTAL	41,226	-27,679	11,316	24,863	40,499	-26,611	11,316	25,205	342

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Monitoring

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Division	Working Budget				Forecasted				Oct 2019 Variance for Year Forecasted for £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Regeneration										
Regeneration - Core Budgets										
Regeneration Management	319	0	0	319	292	0	0	292	-27	Staff time rechargeable to City Deal project
Parry Thomas Centre	31	-31	1	1	34	-33	1	1	0	
Betws wind farm community fund	87	-87	1	1	87	-86	1	1	0	
Welfare Rights & Citizen's Advice	132	0	2	134	132	0	2	134	0	
Llanelli Coast Joint Venture	140	-140	5	5	140	-140	5	5	-0	
The Beacon	149	-139	43	53	173	-163	43	53	0	
Econ Dev-Rural Carmarthen, Ammanford, Town Centres	380	0	7,125	7,505	380	0	7,125	7,505	-0	
Econ Dev-Llanelli, C Hands, Coastal,Business, Inf & Ent	440	0	45	486	440	0	45	486	-0	
Community Development and External Funding	470	0	132	603	470	0	132	603	-0	
Wellness	100	-75	11	36	191	-166	11	36	-0	
City Deal	1,123	-1,123	4	4	375	-375	4	4	-0	
Property	1,176	-42	-1,216	-81	1,127	-40	-1,216	-129	-47	Post vacant during year. Due to be filled.
Commercial Properties	31	-521	581	91	44	-681	581	-55	-147	High Occupancy Levels resulting in additional income
Provision Markets	566	-638	419	347	569	-579	419	408	61	Reduction in Lettings income due to market forces impacting rates achievable.
Renewable Energy Fund	0	-50	0	-50	0	-50	0	-50	-0	
Net Zero Carbon Local Authority	0	0	0	0	27	0	0	27	27	Costs associated with the authority's commitment to reduce carbon in the forthcoming years
Operational Depots	315	0	59	374	314	0	59	373	-1	
Administrative Buildings	2,740	-764	-2,320	-344	2,731	-729	-2,320	-317	27	Proposed rental income efficiency of £50k for Ty'r Nant is no longer achievable as building is in the process of being sold. This is partially offset by various small savings on supplies and services.
Industrial Premises	529	-1,567	801	-237	462	-1,610	801	-347	-110	High Occupancy Levels resulting in additional income
County Farms	73	-329	421	165	50	-306	421	165	-0	
Livestock Markets	58	-205	4	-142	19	-17	4	7	149	Anticipated shortfall in income collected at Nant Y Ci Mart
Externally Funded Schemes	3,368	-3,365	111	115	3,181	-3,177	111	115	-0	
Regeneration Total	12,229	-9,074	6,230	9,384	11,240	-8,154	6,230	9,316	-68	
Planning										
Planning Admin Account	333	-14	-97	223	836	-521	-97	219	-4	
Building Regulations Trading - Chargeable	475	-530	56	0	382	-438	56	-0	-0	
Building Regulations Trading - Non- chargeable	30	0	7	37	27	0	7	34	-3	
Building Control - Other	181	-5	13	189	163	0	13	177	-12	Vacant posts not expected to fill until Apr '20 at the earliest

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				Oct 2019 Variance for Year Forecasted for £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Minerals	353	-225	45	174	307	-183	45	169	-4	
Policy-Development Planning	567	0	34	601	577	-0	34	611	10	Overspend due to projected non-achievement of income - no longer carrying out consultancy work for other Depts. etc.
Development Management	1,536	-1,274	182	444	1,494	-786	182	890	446	WG set planning fees, but across Wales there is recognition that full cost recovery of planning services will not be achieved from planning fees alone. Most LPAs only cover on average 60% of their costs of delivering the development management service through fees, and the last increase in fees was in 2015. WG expect that at least part of the Development Management function should be met by Local Authorities themselves – to encourage development to come forward. Currently Carmarthenshire's Development Management section is budgeted to fund 78% of its costs through fees generated, this is currently being reviewed. WG have committed to review fees, but there is no known timetable for this workstream.
Tywi Centre	34	-34	9	8	77	-98	9	-12	-21	Projected surplus being generated from running training courses at the Tywi Centre
Conservation	405	-22	30	413	395	-16	30	409	-4	
Caeau Mynydd Mawr - Marsh Fritillary Project	133	-133	4	4	105	-105	4	4	-0	
Morfa Berwick S.106 fund	11	-11	0	0	0	0	0	0	0	
WPD Grid Connection S.106 Project	40	-40	1	1	40	-40	1	1	0	
Water Vole S.106 Project	2	-2	0	0	0	0	0	0	0	
GT South Wales Regional Aggregates Working Party	50	-50	0	0	50	-50	0	-0	-0	
GT Waste planning monitoring report	16	-16	0	0	16	-16	0	-0	-0	
Planning Total	4,165	-2,354	284	2,094	4,471	-2,254	284	2,501	407	
Leisure & Recreation										
Millenium Coastal Park	221	-105	969	1,085	226	-137	969	1,058	-27	One off Compensation income from Welsh Water
Burry Port Harbour	81	-149	45	-24	77	-141	45	-19	5	
Discovery Centre	37	-78	63	22	37	-80	63	19	-2	
Pennine Outdoor Education Centre	500	-333	76	243	423	-299	76	201	-43	Forecast reduction in Instructor hours to budget based on confirmed bookings
Pembrey ski shop	0	-40	0	-40	0	-38	0	-38	2	
Pembrey Ski Slope	344	-350	118	111	359	-356	118	121	9	
Sport & Leisure West	1	0	22	23	1	0	22	23	0	
Newcastle Emlyn Sports Centre	275	-129	24	169	270	-130	24	164	-5	
Carmarthen Leisure Centre	1,567	-1,606	618	579	1,556	-1,538	618	635	57	Forecasting lower sales volumes in income to budget

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

Tudalen 38

Division	Working Budget				Forecasted				Oct 2019 Variance for Year Forecasted for £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
St Clears Leisure Centre	141	-41	89	190	155	-43	89	202	12	Design fee costs to support Capital funding bid not budgetted
Bro Myrddin Indoor Bowling Club	0	0	75	75	0	0	75	75	0	
Sport & Leisure East	57	0	17	74	57	0	17	74	0	
Amman Valley Leisure Centre	846	-707	79	218	831	-745	79	166	-52	Forecasting higher sales volumes in income to budget
Brynamman Swimming Pool	0	0	7	7	0	0	7	7	0	
Llandovery Swimming Pool	197	-93	15	119	200	-88	15	128	9	
Garnant Golf Course	0	0	1	1	0	0	1	1	0	
Gwendraeth Sports Centre	0	0	4	4	0	0	4	4	0	
Dinefwr Bowling Centre	0	0	93	93	-0	0	93	93	-0	
Actif Communities	124	-22	0	103	124	-22	0	103	0	
Actif Facilities	336	0	0	336	336	0	0	336	0	
Actif health, fitness and dryside	0	0	0	0	2	0	0	2	2	
Specialist populations	54	-54	0	0	54	-54	0	-0	-0	
5 x 60 (E)	224	-281	9	-47	224	-281	9	-47	-0	
Dragon Sport (E)	120	-51	26	95	120	-51	26	95	-0	
LAPA Additional Funding (E)	26	-26	0	0	26	-26	0	0	0	
Sport & Leisure General	877	-58	44	863	884	-51	44	877	14	Free swim grant only approved for 6 months £14k
National Exercise Referral Scheme (E)	197	-192	8	13	183	-177	8	13	0	
Sport & Leisure South	54	-23	18	50	54	-23	18	50	0	
PEN RHOS 3G PITCH	24	-36	0	-12	16	-27	0	-10	1	
Llanelli Leisure Centre	1,275	-1,015	599	858	1,250	-984	599	865	7	
Coedcae Sports Hall	38	-14	3	28	39	-9	3	33	6	
ESD Rev Grant - Ynys Dawela	43	-43	2	2	43	-43	2	2	0	
Wales Coast Path Maintenance Fund (E)	66	-66	1	1	66	-66	1	1	0	
Country Parks General	460	0	73	533	456	-4	73	525	-8	
Outdoor Recreation - Staffing costs	229	0	89	319	275	0	89	364	45	Operational staffing and Agency costs linked to long term sickness and implementation of restructure. This variance is likely to reduce once fully implemented
Pembrey Country Park	650	-812	102	-61	656	-812	102	-55	6	
Llyn Lech Owain Country Park	85	-33	22	75	84	-52	22	53	-22	Forecasting higher income to budget due to sale of wood from planned Tree Felling
Pembrey Country Park Restaurant	334	-260	0	74	335	-261	0	75	0	
Carmarthen Library	444	-33	141	553	437	-20	141	559	6	
Ammanford Library	278	-16	43	304	275	-14	43	304	-0	
Llanelli Library	461	-35	110	536	464	-32	110	541	5	
Community Libraries	221	-9	202	414	223	-7	202	418	3	
Libraries General	1,070	-1	62	1,131	1,063	-1	62	1,124	-7	
Mobile Library	121	0	12	133	120	0	12	132	-1	
Carmarthen Museum, Abergwili.	179	-14	86	251	179	-16	86	248	-3	
Kidwelly Tinplate Museum	17	0	1	18	10	0	1	11	-7	

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				Oct 2019 Variance for Year Forecasted for £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Parc Howard Museum	98	-43	51	106	168	-118	51	101	-5	
Museum of speed, Pendine	71	-25	20	66	52	0	20	72	6	
Museums General	175	0	12	187	193	0	12	205	18	Unable to achieve vacancy factor
GT Great Places- Llanelli	132	-132	0	0	48	-48	0	0	0	
Archives General	133	-2	44	175	133	-2	44	176	0	
Arts General	39	0	14	53	5	0	14	19	-34	Vacant post being held pending Service review
St Clears Craft Centre	151	-88	46	108	143	-56	46	133	24	Forecast shortfall in income to budget in this newly established in-house catering facility
Cultural Services Management	82	0	11	93	82	0	11	93	0	
Laugharne Boathouse	147	-109	30	68	168	-116	30	83	15	Forecast overspend in casual Customer Service Assistant posts
Lyric Theatre	401	-311	66	156	343	-257	66	152	-5	
Y Ffwrnes	783	-480	170	473	703	-406	170	468	-5	
Ammanford Miners Theatre	59	-26	2	35	52	-17	2	37	2	
Entertainment Centres General	486	-46	83	523	489	-51	83	520	-2	
Oriel Myrddin Trustee	187	-187	0	-0	191	-191	0	0	0	
Oriel Myrddin CCC	108	0	37	146	118	0	37	156	10	Backdated NNDR costs £6k and Internal Design fees £4k supporting ACW grant bid
Motor Sports Centre - Pembrey	0	-82	0	-82	0	-82	0	-82	0	
Pendine Beach	5	-30	0	-25	5	-27	0	-22	3	
Beach safety	2	0	0	2	1	0	0	1	-1	
Leisure Management	400	0	5	405	360	0	5	365	-40	Vacant posts being held pending Service review
Leisure & Recreation Total	15,735	-8,286	4,559	12,008	15,446	-7,998	4,559	12,008	-0	
Council Fund Housing										
Independent Living and Affordable Homes	104	-45	64	123	80	-45	64	99	-24	Underspends on supplies and services
Supporting People Providers	6,495	-6,495	0	0	6,495	-6,495	0	-0	-0	
Rent Smart Wales Project (E)	18	-18	0	0	18	-18	0	0	0	
Syrian Resettlement Scheme (E)	0	0	2	2	-0	0	2	2	-0	
Local Housing Company	0	0	0	0	-0	0	0	-0	-0	
GT Pre Tenancy Training	16	-16	0	0	12	-11	0	0	0	
Home Improvement (Non HRA)	691	-297	121	515	673	-270	121	524	9	
Pennyryn Traveller Site	172	-127	14	59	169	-125	14	58	-0	
Landlord Incentive	13	-10	0	3	13	-10	0	3	-0	
Homelessness	156	-66	18	109	196	-105	18	109	-0	
Non-HRA Affordable Housing	0	0	0	0	0	0	0	0	0	
Non-Hra Re-Housing (Inc Chr)	160	0	4	164	160	0	4	164	-0	
Temporary Accommodation	492	-106	6	392	841	-455	6	392	-0	
Social Lettings Agency	782	-786	10	5	686	-672	10	24	19	Underachievement of income on housing benefits
Homes Into Homes WG Grant Scheme	0	0	0	0	-0	0	0	0	-0	
Home Improvement Loan Scheme	0	0	0	0	-0	0	0	-0	-0	

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Budget Monitoring as at 31st October 2019 - Detail Monitoring

Tuddalen 40

Division	Working Budget				Forecasted				Oct 2019	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Variance for Year Forecasted for £'000	
Houses Into Homes WG Loan Scheme	0	0	4	4	-0	0	4	4	-0	
Community Cohesion Fund Grant (H)	0	0	0	0	-0	0	0	-0	-0	
Homelessness Prevention Grant Programme	0	0	0	0	-0	0	0	-0	-0	
Council Fund Housing Total	9,098	-7,964	243	1,377	9,342	-8,205	243	1,380	4	
TOTAL FOR COMMUNITY	41,226	-27,679	11,316	24,863	40,499	-26,611	11,316	25,205	342	

APPENDIX C

CHARGING DIGEST - Housing Services

2018/19 Actual	2019/20 Budget	2020/21 Budget	Business Unit	Service Provided	2019/20 Charge Levied			2020/21 Proposed Charge			Comments	
					Fee £	Discounted Fee for LAW Affiliated £	Variation Fee £	Fee £	Discounted Fee for LAW Affiliated £	Variation Fee £		
3,780	49,905	50,903	Housing Multiple Occupation	Type of Property								
				Single Let	245.00		20.00	245.00		20.00	Affiliation fee not applicable. Phased out from June 2019.	
				2 Flats	367.00		20.00	367.00		20.00		
				3 Flats	490.00		40.00	490.00		40.00		
				4 Flats	612.00		60.00	612.00		60.00		
				5 Flats	734.00		80.00	734.00		80.00		
				6+ Flats	857.00		100.00	857.00		100.00		
				3 Sharing	388.00		20.00	388.00		20.00		
				4-6 Sharing	530.00		40.00	530.00		40.00		
				7-10 Sharing	673.00		60.00	673.00		60.00		
				11+ Sharing	816.00		80.00	816.00		80.00		
			Housing Act 2004 Notice Fees	Enforcement fee	75.00			75.00				Hourly fee
			Empty Properties/Houses into Homes	Land Registry Charge:								
				Loan Value £1-£149,999	50.00			50.00				
				Loan Value £150,000	70.00			70.00				
				Administration Fee:								
				Loan Amount								
				£0 - £50,000	295.00			295.00				
				£50,001 - £100,000	395.00			395.00				
				£100,001 - £150,000	495.00			495.00				
			Mobile Home Site Licensing	Set up Cost:								
				Initial Licence (Year 1)	306.30			306.30				
				Re-licence (Year 5)	0.00			0.00				
				Administration Cost of Licence:								
				Initial Licence (Year 1)	81.69			81.69				
				Re-licence (Year 5)	81.69			81.69				
				Cost per Pitch:								
				Initial Licence (Year 1)	9.92			9.92				
				Re-licence (Year 5)	9.92			9.92				

APPENDIX C
CHARGING DIGEST - Environment department

2018/19 Actual	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
14,260	13,500	13,770	<u>Planning</u> Administration	<u>Street Naming & Numbering:</u> House name change Add a name to an existing numbered Property House Naming or Numbering for one dwelling Development with NO street name [Residential & Commercial] Development with a NEW street name [Residential & Commercial]	35.00 £35.00 35.00 £35 per plot [1-5] £30 per plot [6-25] £25 per plot [26-75] £20 per plot [75+] £150 per street + £35 per plot [1-5] £30 per plot [6-25] £25 per plot [26-75] £20 per plot [76+]	35.00 £35.00 35.00 £35 per plot [1-5] £30 per plot [6-25] £25 per plot [26-75] £20 per plot [75+] £150 per street + £35 per plot [1-5] £30 per plot [6-25] £25 per plot [26-75] £20 per plot [76+]	Covers the cost of investigations and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations, production of plot to number schedules, and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations, consultations with Local Member(s) & Town & Community Councils, site notice/visit, and production of plot to number schedules, notifications to Royal Mail, internal and external organisations, customer confirmation, officer time and resources.

Total 1042

APPENDIX C

CHARGING DIGEST - Environment department

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
Tudalen 43				Property Conversion into Flats or Units [Residential & Commercial]	£35 + £15 per Flat/Unit	£35 + £15 per Flat/Unit	Covers the cost of investigations, production of flat/unit to number schedules, and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources.
				Amending schedule of development already issued following plot changes by developer	£35 per plot	£35 per plot	Covers the re-plan, amended plot to postal information, notification to Royal Mail, emergency services, other internal and external organisations, officer time and resources.
				Renaming a street at residents request or Naming a road where no name exists	£150 + £35 per property legal costs & replacement street nameplate costs	£150 + £35 per property legal costs & replacement street nameplate costs	Covers the cost of investigations, consultations and notifications to residents and internal council and external organisations including Royal Mail and emergency services, officer time and resources.
				Provision of official address confirmation for customer, solicitors and conveyancers	£30.00	£30.00	Covers the cost of (historic) investigations, officer time and resources.
				To add or change a commercial trading name to a business premises	No Fee	No Fee	This is because it is in the interests of the businesses and external organisations including Royal Mail to have up-to-date information
				Request to investigate any address anomaly	No Fee	No Fee	This is because it is in the interests of the residents and emergency services to have all anomalies corrected
				Issuing of amended address information following an error on the Council's LLPG database or Royal Mail PAF.	No Fee	No Fee	Where an error has occurred, it is not reasonable to apply a charge in order to correct an address database, except where the problem has arisen as a direct consequence of development occurring without the required planning and/or Building Regulation permissions

APPENDIX C
CHARGING DIGEST - Environment department

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
181,613	224,915	228,790	Minerals	<p>Provision of a case officer service in relation to mineral planning applications for new sites or extensions to existing sites</p> <p>Provision of a case officer service in relation to mineral planning applications for variation of conditions and applications for Periodic Review of Conditions</p>	<p>The Planning Application Fee (up to a maximum of £28,500 where SLA in place)</p> <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p>	<p>The Planning Application Fee (up to a maximum of £28,500 where SLA in place)</p> <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p>	<p>Includes discussions with applicants/agents, consultees and interested parties; preparation of detailed reports to Committee including recommendations; attendance at Committee meetings and Site Inspections; preparation of the Authority's case for any subsequent planning appeal and representation at any hearing or inquiry (provided the decision accords with the case officer recommendation).</p>

APPENDIX C

CHARGING DIGEST - Environment department

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
Tudalen 45				Pre application discussions with prospective applicants/agents	42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)	43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)	Fee to be refunded if it results in a planning application
					33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)	34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)	
					30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)	31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)	
				Preparation of Prohibition Orders	42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)	43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)	Includes attendance at any Appeal hearing/inquiry
					33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)	34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)	
	Monitoring mineral and landfill sites in accordance with an annual programme established (by agreement) under the provisions of the Town & Country Planning (Fees for Applications and Deemed Applications) (Amendment No 2) (Wales) Regulations 2006	The established monitoring fee (currently £330 for active sites and £110 for dormant sites)	The established monitoring fee (currently £330 for active sites and £110 for dormant sites)	Includes the preparation of reports of monitoring visits, identifying breaches of planning control and advising on appropriate action in respect of breaches of planning control			
	Additional site monitoring over and above that identified in the annual programme established at the beginning of each calendar year (by agreement)	30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)	31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)				

APPENDIX C
CHARGING DIGEST - Environment department

2018/19 Actual	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
Total 1046				<p>Taking of formal enforcement action considered to be expedient in relation to breaches of planning control identified at mineral sites</p> <p>Preparation and presentation of evidence at any Appeal hearings, inquiry or court proceedings (when not covered by a planning application fee)</p> <p>Any minerals/waste work not covered by any of the above categories</p>	<p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p>	<p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p>	

APPENDIX C

CHARGING DIGEST - Environment department

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
26,030	37,106	37,848	Development Management	Chargeable Pre-application and post consent advice in relation to Developments of National Significance (DNS) (Planning Wales Act 2015) and Nationally Significant Infrastructure Projects (NSIP) (Planning Act 2008)	Subject to individual planning performance agreements/Service level agreements	Subject to individual planning performance agreements/Service level agreements	process agreed at Full Council on the 25th January 2017
854,587	1,223,905	1,248,383		Provision of a case officer service in relation to all formal planning applications	The Planning Application fee (depending on the fee category relevant to the development proposal type, and subject to a maximum of £287,500) in accordance with The Town and Country Planning (Fees for Applications, Deemed Applications and Site Visits)(Wales) Regulations 2015 and The Town and Country Planning (Fees for Applications, Deemed Applications and Site Visits)(Wales)(Amendments) Regulations 2016	See attached breakdown of planning application fees	Includes discussions with applicants/agents, consultees and interested parties; preparation of detailed reports to Committee including recommendations; attendance at Committee meetings and Site Inspections; preparation of the Authority's case for any subsequent planning appeal and representation at any hearing or inquiry (provided the decision accords with the case officer recommendation)
479,852	530,199	540,803	Building Control	Building Regulation Charges	Costs on a case by case basis - quotations available directly from the Building Control Section	Costs on a case by case basis - quotations available directly from the Building Control Section	Some new charges to be added to our current list based on searches, demolitions and compliance shack applications. Still need to go through CMT first so are not ready to alter.
75	0	0	Forward Planning	Local Development Plan - Charge for Purchase	£75 per copy	£75 per copy	Fixed charge for the purchase of hard copies of the LDP
2,353	0	0		Provision of an internal Planning consultancy service through the production of Planning and Development Briefs, preparation and submission of Planning Applications (incl. supporting material) and other bespoke planning work to guide developmental considerations and assist in asset disposal.	Costs on a case by case basis - based on hourly rate of officers. Service provided in accordance with signed Service Level Agreements.	Costs on a case by case basis - based on hourly rate of officers. Service provided in accordance with signed Service Level Agreements.	Reflects the ongoing 'not for profit' consultancy arrangement. The delivery of the project subject to review in light of the statutory work commitments and the impact on generating income.

APPENDIX C
CHARGING DIGEST - Environment department

2018/19 Actual	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
0	5,195	5,299	Conservation - Common Land Fees	Correction of a mistake made by registration Authority	No fee	No fee	
				Correction of any other mistake that would not affect the extent of Common Land or Village Green, or what can be done by virtue of a right of common	166.20	169.80	Estimated 6 hours work
				Removing duplicate entry from register	No fee	No fee	
				Updating of names and addresses referred to in a register	27.70	28.30	Estimated 1 hours work
				Updating an entry to take in to account accretion or diluvion	27.70	28.30	Estimated 1 hours work
				Non- Registration of Common Land or Village Green	No fee	No fee	
				Waste Land of the Manor not registered as common land	No fee	No fee	
				Deregistration of certain land registered as common land or as town or village green	1108.00	1132.00	Estimated 40 hours work
79,125	34,371	35,058	Built Heritage skills training	Craft skills training	on application	on application	broad variety of prices depending upon the length of course & the level of knowledge imparted

Total 1048

APPENDIX C

Planning Application Fees in Wales

The fee should be paid at the time the Application is submitted.

All outline Applications

£380 per 0.1 hectare for sites up to and including 2.5 hectares	Not more than 2.5 hectares	£380 per 0.1 hectare
£9,500 + £100 for each 0.1 in excess of 2.5 hectares to a maximum of £143,750	More than 2.5 hectares	£9,500 + £100 per 0.1 hectare

Householder Applications

Alterations/extensions to a single dwelling, including works within boundary (such as domestic garages, garden sheds, gates, fences, boundary walls etc)	Single dwelling (excluding flats)	£190
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FULL APPLICATIONS (and First Submissions of Reserved Matters)

Alterations/extensions to two or more dwellings, including works within boundaries	Two or more dwellings (or one or more flats)	£380
New dwellings (up to and including 50)	New dwellings (not more than 50)	£380 per dwelling
New dwellings (for more than 50) £19,000 + £100 per additional dwelling in excess of 50 up to a maximum fee of £287,500	New dwellings (not more than 50)	£19,000 + £100 per additional dwelling

Erection of buildings (not dwellings, agricultural, glasshouses, plant nor machinery):

Increase of floor space	No increase in gross floor space or no more than 40m ²	£190
Increase of floor space	More than 40m ² but no more than 75m ²	£380
Increase of floor space	More than 75m ²	£380 for each 75m ² or part thereof to a maximum of £287,500

The erection of buildings (on land used for agriculture for agricultural purposes)

Site area	Not more than 465m ²	£70
Site area	More than 465m ² but not more than 540m ²	£380
Site area	More than 540m ²	£380 for first 540m ² + £380 for each 75m ² (or part thereof) in excess

Erection of glasshouses (on land used for the purposes of agriculture)

Gross Floor space	Not more than 465m ²	£70
Gross Floor space	More than 465m ²	£2,150

Erection/alterations/replacement of plant and machinery

• Site area Not more than 5 hectares £385 for each 0.1 hectare (or part thereof)	Not more than 5 hectares	£385 for each 0.1 hectare (or part thereof)
• Site area More than 5 hectares £19,000 + additional £100 for each 0.1	More than 5 hectares	£19,000 + additional £100 for each 0.1 hectare (or part thereof) in excess of

Applications other than Building Works

Car parks, service roads or other accesses On land used for or by a single undertaking, and where the development is required for a purpose incidental to the existing use of the land.	For existing uses	£190
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Waste (Use of land for disposal of refuse or waste materials or deposit of material remaining after extraction or storage of

minerals)

Site area	Not more than 15 hectares	£190 for each 0.1 hectare (or part thereof)
Site area	More than 15 hectares	£28,500 + £100 for each 0.1 hectare (or part thereof) in excess of

Operations connected with exploratory drilling for oil or natural gas

Site area Not more than 7.5 hectares £380 for each 0.1 hectare (or part thereof)	Not more than 7.5 hectares	£380 for each 0.1 hectare (or part thereof)
• Site area More than 7.5 hectares £28,500 + additional £100 for each 0.1	More than 7.5 hectares	£28,500 + additional £100 for each 0.1 hectare (or part thereof) in excess of 7.5 hectares up to a maximum of £287,500

Other operations (winning and working of minerals)

Site area	Not more than 15 hectares	£190 for each 0.1 hectare (or part thereof)
Site area	More than 15 hectares	£28,500 + £100 for each 0.1 hectare (or part thereof) in excess of 15 hectare up to a maximum of £74,800
Other operations (not coming within any of the above categories)	Any site area	£190 for each 0.1 hectare (or part thereof) up to a maximum of £287,500

Fees in respect of the monitoring of mining and landfill sites

The maximum number of site visits to any one such site for which a fee is payable under this regulation in any period of 12 months beginning with the date of the first visit during that period is:	where the site is an active site: 8	£330 (where the whole or a part of the site is an active site)
	where the site is an inactive site: 1	£110 (where the site is an inactive site)

APPENDIX C

Lawful Development Certificate (LDC)

Existing use or operation Same as Full		Same as Full
Existing use or operation - lawful not to comply with any condition or limitation		£190
Proposed use or operation Half the normal planning fee		Half the normal planning fee

Reserved Matters

Application for removal or variation of a condition following grant of planning permission		£190
Application for approval of reserved matters following outline approval		Full fee due or if full fee already paid then £385 due

Change of Use of a building to use as one or more separate dwelling houses, or other cases

Change of use of a single Dwelling to be used for two or more dwellings	Not more than 50 dwellings	£380 for each
	More than 50 dwellings	£19,000 + £100 for each in excess of 50 up to a maximum of £287,500
Change of use of a building for 1 or more separate dwellings	Not more than 50 dwellings	£380 for each
	More than 50 dwellings	£19,000 + £100 for each in excess of 50 to a maximum of £287,500
Other material change of use of building or land		£380

Fees for post submission amendments to major development applications

Post submission amendments		£190
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Application for a Non-material Amendment Following a Grant of Planning Permission

Applications in respect of householder developments		£30
Applications in respect of other developments		£95

Removal or Variation of a condition

Application for removal or variation of a condition following grant of planning permission		£190
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Renewal

Renew unimplemented permission within the time period		£190
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Advertising

Relating to the business on the premises		£100
Advance signs which are not situated on or visible from the site, directing the public to a business		£100
Other advertisements		£380

Enforcement Appeal

Fee based on the relevant fee category		
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Cross Boundary Applications

Where applications are made for planning permission, for approval of reserved matters or for certificates of lawful use or development which relate to land in the area of two or more local planning authorities, a fee is payable to each local planning authority. The fee payable is calculated in

CONCESSIONS - EXEMPTIONS FROM PAYMENT

For alterations, extensions, etc. to a dwelling house for the benefit of a registered disabled person		
An application solely for the carrying out of the operations for the purpose of providing a means of access for disabled persons to or within a building or premises to which members of the public are admitted		
Listed Building Consent		
Conservation Area Consent		
Works to Trees covered by a Tree Preservation Order or in a Conservation Area Hedgerow Removal		
If the proposal relates to works that require planning permission only by virtue of an Article 4 Direction of the Town & Country Planning (General Permitted Development) Order 1995, i.e. where the application is required only because of a direction or planning condition removing permitted		
If the application is for a lawful development certificate, for existing use, where an application for planning permission for the same development would be exempt from the need to pay a planning fee under any other planning fee regulation		
If the application is for consent to display an advertisement following either a withdrawal of an earlier application (before notice of decision was issued) or where the application is made following refusal of consent for display of an advertisement, and where the application is made by or on		
If the application is for consent to display an advertisement which results from a direction under Regulation 7 of the Control of Advertisements Regulations 1992, dis-applying deemed consent under Regulation 6 to the advertisement in question		
If the application is for alternate proposals for the same site by the same applicant, in order to benefit from the permitted development right in Schedule 2 Part 3 Class E of the Town and Country Planning (General Permitted Development) Order 1995		
If the proposal is the first revision of an application for development of the same character, on the same site, by the same applicant within 12 months of the date of original application if withdrawn or of the date of decision where planning permission has been refused?		
If the application is being made on behalf of a non-profit making sports club for works for playing fields not involving buildings then the fee is £385		
If the application is being made on behalf of a parish or community council then the fee is 50%		
If the application is an alternative proposal being submitted on the same site by the same applicant on the same day, where this application is of lesser cost then the fee is 50%		
In respect of reserved matters you must pay a sum equal to or greater than what would be payable at current rates for approval of all the reserved matters. If this amount has already been paid then the fee is £385		
If the application is for a Lawful Development Certificate for a Proposed use or development, then the fee is 50%		
If two or more applications are submitted for different proposals on the same day and relating to the same site then you must pay the fee for the highest fee plus half sum of the others		
Where an application relates to development which is within more than one fee category, the correct fee is simply the highest of the fees payable		
Where an application consists of the erection of dwellings and the erection of other types of buildings the fees are added together.		

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	2019/20 Charge Levied £	2020/21 Proposed Charge £	Comments	
64,095	51,733	52,767	COUNTRY PARKS					
			Pembrey Country Park					
			Riding Centre (Leased)	Riding Centre tacked horses				Livery tenant has 2 comps then all other staff & visitors pay
			Park hire					
			Events Field (old archery site)	Daily hire of: full field Weekly hire rate: full field	500.00 2500.00	500.00 2500.00	Rental charge will be applied for activities that do not come under the event bracket (below), for example: weddings; private functions; experiential marketing; caravan rallies with the appropriate insurances etc (in the hire agreement it will state the maximum number of campers for each field).	
			Monk's Head Field	Daily hire of: full field Weekly hire rate: full field	750.00 4500.00	750.00 4500.00		
			Medium Area of Land	Daily Hire Size to be agreed	300.00	300.00		
			Small area of land	Daily Hire Size to be agreed	150.00	200.00		
			Major Events within the Park this classifies as event footfall of over 5,000	Rates negotiable depending on scale and location of event				Charge set by Senior Outdoor Rec Manager, Events Manager and Event Co-ordinator to maximise events income taking into account the following (examples): size of event, area required, event profile, expected visitor numbers, disruption, time of year, the additional work required from the service, how well established or new event, charitable or commercial etc. Charge may also include park entry and/or participant entry fee.
			Events within the park organised by an external organiser (less than 5,000 footfall)	Commercial Charity/Non profit etc	Park entry to be charged per vehicle plus £2 per entrant Park entry to be charged per vehicle £27 per hour	2.40 Park entry to be charged per vehicle £27 per hour	New charge for events - with a footfall of less than 5000 people.	
Hourly Staff rate for External Events	Member of the team to help with external events			Charge to cover staff time before, during or after an event				
Events run by the events team within the park throughout the year	Price per ticket Tradestands at events	Max ticket price of £10 per head Trade stands max £50 per day, Food stalls max £100	Max price of £20 per head Max price £50 per day food stalls max £200 per day	Price will be dependant on event type and costs, which will be covered in event plan				
Guided Walks	Guided Walks for groups with Rangers	£54 for half a day	Max Price of £10 per head	Max number of 35 per ranger				
Fencing hire			£2 per unit					

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	2019/20 Charge Levied £	2020/21 Proposed Charge £	Comments
			Bins			General waste £20 per bin, Recycling £9 Glass £12	
			Commercial (Filming)	Full Day filming	500.00	500.00	Plus any rent for field etc
			Staff Service (Filming support)	Promoting the park in a positive manner Hourly Rate per Team member	See comments £27 per hour	£27 per hour	Discretionary by Senior Manager Manage public, environmental and film crew assistance fees to be agreed by a small group of officers as above
			Bushcraft activities		Adults Max £25 per day	Max £50 per day	New activity offering at all Country Parks, activity run by rangers
			Bushcraft activities		Children Max £10 per day	Max £25 per day	New activity offering at all Country Parks, activity run by rangers
			Conference Facilities		Max price of £100 per day	Max price of £100 per day	Room Hire charge only F&B offering will be etc
			Team Building Activities		Max price of £25 per person per day	Max £50 per day	New
			Birthday Party activities		Max £10 per child per head minimum of 10 children	Max £25 per head	New
			MCP field hire / events	Eisteddfod Fields hire			
				Daily hire of: Full Site (3 Fields)	500.00	500.00	Rental charge will be applied for activities that do not come under the event bracket for example weddings, private functions, experiential marketing, circus etc. Fee can be negotiated for larger events as per events charges for PCP
				Weekly hire rate: Full Site (3 Fields)	2500.00	2500.00	
				Charity rates			
				Daily hire of: Full Site (3 Fields)			
				Weekly hire rate: Full Site (3 Fields)			
				Event non commercial	Car parking	Car Parking	
				Events commercial	Car parking plus £2 per participant	Carparking plus £2.40 per head	
			North Dock	North Dock events hire	£25 per hour	£25 per hour	Cannot guarantee exclusivity
370,967	323,368	329,836	PCP Caravan and camp site (CCC)	upgraded facilities for 2019/20 season			
				Full Season (with electric)	1900.00	1940.00	1st March to 31st October
				Full Season (non electric)	1200.00	1230.00	1st March to 31st October
				Full Season (with Electric) Returning Customers	To be discontinued	15.00	1st March to 31st October
				Full Season (non Electric) Returning Customers	To be discontinued		1st March to 31st march
				Full season serviced plot	2300.00	2350.00	New offering
				Summer Season (with electric)	770.00	790.00	six weeks school holidays
				Summer Season (non electric)	550.00	550.00	six weeks school holidays
				Daily rate peak periods (with electric)	23.00	25.00	April -September 5th
				Daily rate peak periods (non electric)	20.00	21.00	April -September 5th

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	2019/20 Charge Levied £	2020/21 Proposed Charge £	Comments
			PCP General Camping	Daily rate off-peak (with electric)	19.00	23.00	March and September 5th -1st Nov
				Daily rate off-peak (non electric)	17.00	19.00	March and September 5th -1st Nov
				Serviced Peak	26.00	28.00	April -September 5th
				Serviced off peak	23.00	25.00	March and September 5th -1st Nov
				Cyclists/Walkers Peak	10.00	10.00	No Vehicle 1 man tent
				Cyclists/walkers off peak	7.50	7.50	No Vehicle 1 man tent
				Extra Vehicle	5.50	5.50	
				Per Extra Adult	5.00	5.00	
				Group bookings (bona fide charitable organisations e.g. Scouts, guides, church groups etc)	3.00	3.00	Off Peak only. Other times of year field hire will apply
				Rallies that are in fields across the Country Park minimum charge for 10 units, must sign Rally Agreement and have relevant insurances	£12 per unit (new charge)	£12 per unit or £3 vacant caravans	Marshalls/deputy marshalls for rallies of 20+caravans stay free of charge.
			Pitches for Seasonal Campsite staff (Site Wardens)	Free of Charge	Free of charge	Wardens to stay on site to provide 24 hour security/maintenance. New Warden's cabin being installed	
			Pitches for journalists and media positively promoting PCP	Senior Manager Discretion	Senior Manager Discretion	Signed by HOS	
			Beach access				
			Beach Key Fob Entry	£50 PER YEAR	£50 PER YEAR	Fisherman permit required	
			Memorial Bench				
			Brompton Seat	929.88	929.88	Available in MCP, PCP and LLO	
			Grafton Seat	1249.42	1249.42		
			Llyn Llech Owain				
			Catering			franchise in park	
			Millennium Coastal Park				
			Catering			Catering franchises along MCP	
			Burry Port Harbour			Charges now set by Burry Port Marina Ltd who have taken over the running of the Harbour since April 2018.	
			Catering				
			Discovery Centre				
			Catering			Building being leased to private operator for 2019/20	

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	2019/20 Charge Levied £	2020/21 Proposed Charge £	Comments
55,746	48,311	49,277	Ski Slope	Recreational Skiing			All Charges have been reviewed by evaluation of other premises and feedback from customers. Historically annual charges have made the Ski Instruction no inline with market pricing
				Adult - Rec Ski	13.10	13.00	
				Junior - Rec Ski	0.00	9.00	
				Adult - Own Equipment	9.50	10.00	
				Junior - Own Equipment	7.40	7.50	
				Student	8.40	8.50	
				Race Club		7.50	
73,001	85,234	86,939		OAP/UB40	8.40	8.50	
				7 day consecutive pass rec ski child		35.00	
				7 day consecutive pass rec ski adult		40.00	
				3 month pass for rec ski Jan, Feb March Child		150.00	
				3 month pass for rec ski Jan, Feb March Adult		170.00	
				Instruction			
				Adult Lesson	17.80	18.00	
			Junior Lesson	11.60	12.00		
			Adult Group Coaching Club	New offering for 2020	20.00		
			Kids Club	0.00	8.50		
			Kids Club block booking of 6 weeks		40.00		
			Ski Party		10.00		
			Adult Party	10.50	10.50		
			Junior Party	7.40	7.50		
22,406	12,350	12,597	Junior School Group	62.90	66.00		
			Extra person for Group	0.00	5.50		
			Private Lesson 1 person	39.80	35.00		
			Private Lesson 2 people	56.60	50.00		
			Private Lesson 3 people	73.30	65.00		
			Private Lesson 4 people	90.10	80.00		
			Private Lesson 5 people	0.00	95.00		
			Private Lesson 6 people	123.60	110.00		
			Adaptive Ski session		6.00		
			Adaptive ski private lesson		18.00		
			Passport to Ski Lessons				
74,232	81,612	83,244	Under 16 P2S 6 week course		60.00		
			Over 16 P2S 6 week course		90.00		
			Private 1-2-1 P2S 6 Week course		180.00		

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	2019/20 Charge Levied £	2020/21 Proposed Charge £	Comments	
Tudalen 55			Golf	Shop & servicing of equipment				
				Custom foot beds		60.00		
				Ski Servicing Full		35.00		
				Ski Servicing basic		25.00		
				Footbeds		45.00		
				Ski & Boot Hire		5.00		
				Slope Hire				
				All day both slopes		600.00		
				Slope hire full day		450.00		
				Slope hire half day		300.00		
				Slope hire 1 hour		100.00		
				Cycle Hire				
				2 hours - Adult		8.40	8.50	Reduced from 3hrs hire to 2hrs
				2 hours - Child		5.30	5.50	New charge
				4 hours - Adult		10.50	10.50	New charge
				4 hours - Child		7.40	7.50	New charge
				1 day - Adult		16.80	17.00	
				1 day - Child		10.50	11.00	
				Trailer		5.30	5.50	
				Tow along - per hr (inc helmet)		5.30	5.30	
				Adaptive bikes			5.00	
				Child seats - per hr (inc helmet)		3.80	3.80	
				4 Seater bikes			£15.00 per hour	
				Toboggan				
				1 Ride		2.70	3.00	
				10 rides			17.50	
				3 Rides		5.40	6.00	
				Pitch and Putt				
				Child, OAP & Unwaged (9 holes)		3.20	3.20	
				Child, OAP & Unwaged (additional 9 holes)		2.20	2.20	
				Adult		5.30	5.30	
				Adult (additional 9 holes)		3.20	3.20	
		Disc Golf						
		Child, OAP & Unwaged		2.70	2.70			
		Adult		3.70	3.70			
		Crazy Golf						
		Child, OAP & Unwaged		2.20	4.00			
		Adult		2.70	5.00			
		Family Ticket			17.50	2 adults and 3 children		

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2019/20 Charge Levied						2020/21 Proposed Charge						Comments						
Season Tickets (£)			Pay & Display (£)			SEASON TICKETS			Pay & Display Charges (£)			SEASON TICKETS			Pay & Display Charges (£)									
Millennium Coastal Parks																								
			97,032	125,056	127,557				Short stay			Long stay						Short stay			Long stay			
						per year	For 6 months (Oct-March)	up to 1 hr	up to 2 hrs	up to 4 hrs	up to 1 hr	up to 4 hrs	all day (max 8hrs)	per year	Lost tickets & change of car details as per lost policy	For 6 months (Oct-March)	up to 1 hr	up to 2 hrs	up to 4 hrs	up to 1 hr	up to 4 hrs	all day (max 8hrs)		
								1.10	1.70	2.70	1.10	2.70	3.20				1.10	1.70	2.70	1.10	2.70	3.20	No Increase due to car parking issues	
								To Be discontinued														Burry Port Harbour Motorhomes car park closed on H&S grounds, pending review		
						Boat & Trailer Season Ticket (Burry Port only)	55.00	10.00	N/A															12 month ticket as per policy with trailer to park within MCP
						MCP general car parks	£37.50 for one vehicle	10.00	20.00															12 month ticket as per policy with to park within MCP car parks
						Blue Badge Scheme Holders	Get additional 1 hr free with any ticket purchased in line with CCC parking policy						Get additional 1 hour free with any ticket purchased in line with CCC parking policy											

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2019/20 Charge Levied							2020/21 Proposed Charge							Comments		
Season Tickets (£)			Pay & Display (£)			SEASON TICKETS			Pay & Display Charges (£)				SEASON TICKETS			Pay & Display Charges (£)						
Pendine Beach Car Parking																						
			36,685	27,969	28,528		per year		For 6 months (Oct-March)	up to 1 hr	up to 2 hrs	up to 4 hrs			all day (max 8hrs)							More choice for users
						Car Park	N/A	N/A	N/A	1.10	1.70	2.70			3.20	NA	NA	NA	1.10	1.70	2.70	3.20
						Blue Badge Scheme Holders	Get additional 1 hr free with any ticket purchased in line with CCC parking policy							Get additional 1 hour free with any ticket purchased in line with CCC parking policy								

Outdoor Recreation Membership options

Bronze Option 1 Park no discounts normal charges apply
 Silver option £85 choose 2 parks 10% discount in F & B and Activities
 Gold Option £100 Choose 3 parks 10% discount in F & B And activities
 All the above are 12month passes for 2 vehicles registered at the same address

APPENDIX C

CHARGING DIGEST - Leisure
Country Parks Parking Charges

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2019/20 Charge Levied		2020/21 Proposed Charge		Comments
<u>Pay & Display Charges</u>			<u>Vehs displaying Disabled Blue Badge</u>			<u>Pay & Display Charges</u>	<u>Vehs displaying Disabled Blue Badge</u>	<u>Pay & Display Charges</u>	<u>Vehs displaying Disabled Blue Badge</u>	
£			£			£	£	£	£	
<u>Pembrey Country Park</u>										
179,353	181,748	185,383				<i>Cars & Coaches</i> April to September (9:00am-4:30pm)	5.50		5.50	All day £5.50. Up to 2 hours £3. No increase previously due to barrier system and improvement in the park. Free access for people who book a course of lessons at Country park for the hours of instruction
						April to September (4:30pm-9:00am)	3.50		3.00	
						October to March	3.50		3.50	
						<i>Pay & Display (outside car park)</i> Up to 2 Hours Up to 4 Hours	2.00 2.70		2.00 2.70	<i>Pay & Display (outside car park)</i>
						<i>Motorised 2 Wheeled Vehicles</i> April to September (9:00am-4:30pm)	As per vehicle price		As per vehicle price	
						October to March	As per vehicle price		As per vehicle price	
						15 minute drop off time for anybody dropping somebody off at Ski centre etc	No Charge			
85,111	85,657	87,370				<i>Season Tickets</i>				2 number plates per pass must live at same address.

APPENDIX C

CHARGING DIGEST - Leisure
Country Parks Parking Charges

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		2019/20 Charge Levied		2020/21 Proposed Charge		Comments
<u>Pay & Display Charges</u>			<u>Vehs displaying Disabled Blue Badge</u>				<u>Pay & Display Charges</u>	<u>Vehs displaying Disabled Blue Badge</u>	<u>Pay & Display Charges</u>	<u>Vehs displaying Disabled Blue Badge</u>	
£			£				£	£	£	£	
						Annual - First Time Buyers 12 month Annual Tickets	Price per year 55.00		55.00		12 month tickets to increase income all year if there is price increase it would be in the next charge after initial 12 months
						7 day pass Change of vehicle/Lost tickets	20.00 10.00		20.00 10.00		As per lost policy
						Annual Renewals Loyalty 12 month annual ticket	50.00		50.00		12 month tickets to increase income all year if there is price increase it would be in the next charge after initial 12 months. Loyalty will be for season tickets who were previous ticket holder in the past 12 months
						Oct - Mar	To be discontinued				
						Season Tickets 12 month ticket	25.00		25.00		12 month tickets to increase income all year if there is price increase it would be in the next charge after initial 12 months
						Season Tickets - October to March	To be discontinued				
						Lost tickets change of vehicle					
						1 Hour	1.10		1.10		When the car park P&D m/c can accommodate then the charges will change to the same charges as MCP/Pendine
					up to 3 hours	2.20		2.20			
					Over 3 hours	3.20		3.20			

Membership options on Car parks fees and charges pages

APPENDIX C

CHARGING DIGEST - Leisure
 Penine Outdoor Education Centre

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Service	Charge Levied 2019/20 £				Proposed Charge 2020/21 £			
				Schools		Non-Schools		Schools		Non-Schools	
				Carms	Out of County	Groups	Comment	Carms	Out of County	Groups	Comment
301,345	332,662	339,316	Bed and Breakfast	20.00	20.00	20.00	'All in' packages comprise 50% cost for activity instruction & 50% Food and Board. (*) VAT will only be charged on Food and Board - 50% of total net cost. 'Instructor led activities' are VAT exempt. Minimum numbers apply Free places for leaders (ratio 1: 12) Reduced rates may be offered under the following circumstances (Signed off by Snr Outdoor Rec Mgr): • To obtain a first time booking. • To increase out of season bookings. • To encourage customer loyalty. • During periods of lower demand at POEC.	20.00	20.00	>25.00	'All in' packages comprise 50% cost for activity instruction & 50% Food and Board. (*) VAT will only be charged on Food and Board - 50% of total net cost. 'Instructor led activities' are VAT exempt. Minimum numbers apply Free places for leaders (ratio 1: 12) Reduced rates may be offered under the following circumstances (Signed off by Snr Outdoor Rec Mgr): • To obtain a first time booking. • To increase out of season bookings. • To encourage customer loyalty. • During periods of lower demand at POEC.
			Day visit (no food) 2 activities *	>20.00	>25.00	>25.00		>20.00	>25.00	>25.00	
			* Mon-Fri lunch "All in"	168.00 (120.00 FSM)	210.00	245.00		175.00 (125.00 FSM)	220.00	255.00	
			4 day 'All in'	144.00 (102.00 FSM)	180.00	212.00		150.00 (106 FSM)	187.00	220.00	
			3 day 'All in'	112.50 (80.00 FSM)	142.50	160.00		118.00 (85.00 FSM)	150.00	168.00	
			Fri tea - Sun lunch (no activity)	73.00	86.00	90.00		78.00	90.00	95.00	
			Activities - 1/2 day rate min 8 in group or £72.00	>12.50	12.50	>20.00		>12.50	12.50	>20.00	
			Meals	3.50	3.50 child 4.50 adult	4.00 child 5.00 adult		3.50	3.50 child 4.50 adult	4.00 child 5.00 adult	
			Camping	6.00	6.00	6.00		6.00	6.00	6.00	
			Bunkhouse	10.00	10.00	10.00	Min numbers apply / Bring own bedding	10.00	10.00	12.00	Min numbers apply / Bring own bedding
				No VAT	Plus VAT	Plus VAT(*)		No VAT	Plus VAT	Plus VAT	

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CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Coedcae			Gwendraeth			St Clears				Coedcae		Gwendraeth		St Clears		Comments
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21		
£	£	£	£	£	£	£	£	£	£	£	£	£	£	£		
									Equipment Hire Charges							
																No squash at Coedcae
									3.00	3.20						No squash at Coedcae
									3.00	3.20						
									1.00	1.10						
									3.00	3.20						
									2.00	2.10						
													3.00	3.20		
													3.00	3.20		
									Holiday Activity Programme							
													N/A			With food
													N/A			With food
													16.30	21.00		Without food
													73.30	94.50		Without food

Note on Facility Hire: Where a customer applies to hire a facility on a commercial basis, the cost can be charged at up to 2.5 times that of the normal hire rate and charitable organisations may apply for up to 50% reduction for fundraising events.

Due to the commercial market that Sport & Leisure facilities operate within, it will be necessary to set offers at relevant times in the year and set 'bolt-on' options to allow customers that purchase selected combinations of products pre-set discounts. Where this is the case, this will require approval by the Sport & Leisure Management Team, will be minuted and consistent

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CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Carmarthen LC			Newcastle Emlyn				Carmarthen LC		Newcastle Emlyn		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£		£	£	£	£	
531,170	481,839	491,475	102,607	107,795	109,951	Health & Fitness Classes					
						Adult Activity Session (encompassing all mainstream sessions)	5.80	6.00	5.80	6.00	
						Junior Activity Sessions (u16)	3.70	4.00	3.70	4.00	
						Aquafit	6.30	6.50			
						Health / Fitness Club					
						Administration Fee	15.00	15.00	15.00	15.00	To be applied to other DD access memberships from 1st April 2020 (including Bronze)
						Online Incentive Administration Fee	10.00	10.00	10.00	10.00	To be applied to other DD access memberships from 1st April 2020 (including Bronze)
						Household Membership Administration Fee	30.00	30.00	30.00	30.00	Price hold - many competitors don't charge admin fee so increase would deter customers from joining
						Household Membership Online Incentive Administration Fee	20.00	20.00	20.00	20.00	Not able to implement prior - new
						Gym Session	5.80	6.00	5.80	6.00	
						Junior Gym Session	3.70	4.00	3.70	4.00	
						New Platinum All inclusive all times	34.30	35.00	34.30	35.00	
						OAP/Student Saver Scheme (Gym & Swim)	26.10	27.00	26.10	27.00	
						Fusion Household £365 (Gym, classes, swim all times monthly DD)	37.80	39.00	37.80	39.00	Product closed. Price increase for existing 365 members only
						Actif Household membership with access to bolt-on extras (Gym, classes, swim all times monthly DD)	43.00	45.00	43.00	45.00	
						Actif Household additional membership		6.00		6.00	

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Carmarthen LC			Newcastle Emlyn				Carmarthen LC		Newcastle Emlyn		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£		£	£	£	£	
						Triathlon Membership monthly DD (access to specified programme)	34.30	35.10	34.30	35.10	New Product
						Triathlon Membership Bolt-on monthly DD (core subscription required)	25.75	26.40	25.75	26.40	New Product
						Synrgy Membership monthly DD (access to specified programme)	23.00	23.60			
						Synrgy Membership Bolt-on monthly DD (core subscription required)	17.25	N/A			Now Included in all core gym memberships
						Junior Synrgy Membership monthly DD (access to specified programme)	14.80	N/A			Now Included in all core gym memberships
						Junior Synrgy Membership Bolt-on monthly DD (core subscription required)	10.80	N/A			Now Included in all core gym memberships
						Actif Towel	6.20	6.40	6.20	6.40	
						Actif RFID Wristband	4.80	5.00	4.80	5.00	
						Actif Water Bottle	2.50	2.60	2.50	2.60	
						Actif RFID Button	2.00	2.00	2.00	2.00	
						Actif Membership Card (Replacement)	2.00	2.00	2.00	2.00	
						Actif Locker Coin Keyring	1.00	1.10	1.00	1.10	
						Actif Gift Bundle (comprising towel, wristband, water bottle, button and Keyring)	14.50	14.50	14.50	14.50	
						CORPORATE PLATINUM - Gym, classes, swim all times monthly DD	29.30	30.00	29.30	30.00	
						GP Referrals - per visit for 16 weeks	2.00	2.00	2.00	2.00	Nationally agreed charge
						Health-related outreach session	3.30	3.60	3.30	3.60	Not included in previous report - community session
						Induction assessment for 'Pay as you go' customers	20.00	20.00	20.00	20.00	Price held as at top of comparable products
						Fitness Test/Programmes	20.00	25.00	20.00	25.00	Price held as at top of comparable products

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Carmarthen LC			Newcastle Emlyn				Carmarthen LC		Newcastle Emlyn		Comment					
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21						
£	£	£	£	£	£		£	£	£	£						
418,922	448,264	457,229				Health / Fitness Club										
						Gym & Sauna							8.70	9.00		
						Health Suite/Swim										
						Health Suite session										
						Recreation morning										
						Health Suite & Swim session						7.70	8.00			
						Swimming										
						Adult Swim Session						4.70	4.90			
						Jnr Swim Session						2.80	2.90			
						School Swim Session (per child)						2.30	2.35	2.30	2.35	£2.15 implemented Sept 2017. £2.20 to be implemented Sept 2018. £2.30 to be implemented Sept 2019 Not included in previous report - an optional extra for schools who may desire it
						Additional School Swim Instructor recharge						15.00	16.00	15.00	16.00	
						Family Swim Session (2 adults & 2 children)						12.20	12.70			
						Inflatable Session						4.70	4.00			
						BRONZE - Swim All Times monthly DD adult						24.10	25.00			
						CORPORATE BRONZE - Swim All Times monthly DD						21.60	22.00			
Annual Swim							160.00			For existing members only						
FAST session						5.80	6.00			New Product						
FAST Light Membership monthly DD (access to specified swim programme)						11.60	13.50			New Product						
FAST Light Membership Bolt-on monthly DD (core subscription required)						8.70	10.15			New Product						

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

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Carmarthen LC			Newcastle Emlyn				Carmarthen LC		Newcastle Emlyn		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£		£	£	£	£	
						FAST Membership monthly DD (access to specified swim programme)	23.20	27.00			
						FAST Membership Bolt-on monthly DD (core subscription required)	17.40	20.30			
						FAST Prime Membership monthly DD (access to specified swim programme)	34.80	40.50			New Product not yet introduced
						FAST Prime Membership Bolt-on monthly DD (core subscription required)	26.10	30.45			New Product not yet introduced
						<u>Swimming Instruction</u>					
						Junior / Adult Lessons Stage 1-7 Direct Debit	23.50	24.10			
						Stage 8 (3 - 4.5 hours)	42.50	43.50			
						Stage 9 (5 - 8 hours)	50.00	51.20			
						Stage 10 (8.5 - 10.5 hours)	50.00	51.20			New product
						Stage 11-12 (12-13.0 hours)	60.00	61.40			
						Stage 11-12 (13.5-16.5 hours)	65.00	66.50			New Product
						15-20 hours training	75.00	76.80			
						One to One Lessons (Scheme) - per 30 mins	14.80	15.20			
						One to One Lessons (External) - per 30 mins	42.00	43.00			
						<u>Lifeguard Course (All Sites)</u>					
						Pool Lifeguard Qualification (per course)	270.00	280.00			
						Automated External Defibrillator Training	50.00	51.20			

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

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Carmarthen LC			Newcastle Emlyn			Carmarthen LC		Newcastle Emlyn		Comment	
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21		
£	£	£	£	£	£	£	£	£	£		
134,689	188,196	191,960				Facility Hire - also see note below					
						Sports Hall - Full per 55 mins	45.30	46.40	45.30	46.40	
						Small Hall/Dance Studio	35.70	36.60			
						Conference room (All day)	131.00	135.00			
						Conference room Morning/Afternoon/ Evening	68.10	70.00			
						Multipurpose Room	23.10	24.00			
						Main Swimming Pool (1 lifeguard) per 55mins	94.40	96.80			
						Small Swimming Pool (1 lifeguard) per 55mins	35.40	36.30			
						Main Swimming Pool per Lane	11.80	12.10			
						Athletic Track (club - per hr)	45.30	48.00			
						Athletic Track (per person per hr)	4.80	6.00			
						Athletic Track Steward (1 Hour)		16.00			
						Athletic Track Steward (Half Hour)		8.00			
						Full Astroturf	58.00	60.00			
						Half Astroturf	34.70	36.00			
						Outside Netball Court	17.30	23.20			
						Football pitch - middle of track	35.90	38.00			
						Changing Facilities	21.00	21.50	21.00	21.50	
						Changing Facilities (per person)	2.00	2.90	2.00	2.90	New charge
						Function Rooms					
						Activity Room - Standard			23.10	23.70	
						Children's Birthday Parties					
						Per Child		10.20		10.20	Minimum of 10 children for dryside & minimum of 15 children wetside)

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Carmarthen LC			Newcastle Emlyn				Carmarthen LC		Newcastle Emlyn		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£		£	£	£	£	
						<u>Leisure Saver Scheme</u>					
						Go Actif Card (12 months)	13.00	14.00			
						Go Actif Card - Benefits (12 Months)	13.00	14.00			
						7 day leisure centre membership - Adult	15.50	15.90	15.50	15.90	
						7 day leisure centre membership - Child (<18)	10.50	10.80	10.50	10.80	
						7 day leisure centre membership - Family (up to 2 adults and 2 children)	26.00	26.60	26.00	26.60	
						<u>Hire Charges</u>					
						<u>Racket Sports</u>					
						Squash Racket Hire	3.10	3.20	3.10	3.20	
						Badminton Racket Hire	3.10	3.20	3.10	3.20	
						Short Tennis Racket	3.10	3.20	3.10	3.20	
						Table Tennis Bat Hire	3.10	3.20	3.10	3.20	
						Tennis Racket Hire	3.10	3.20	3.10	3.20	
						Football Hire	3.10	3.20	3.10	3.20	
						<u>Racket Sports</u>					
						Short Tennis (per court, 55 mins)	9.00	9.30	9.00	9.30	
						Squash (per court, per 40 mins)	6.80	7.00	6.80	7.00	
						Badminton (per court, per 55 mins)	9.00	9.30	9.00	9.30	
						Table Tennis (per table, per 55 mins)	6.80	7.00	6.80	7.00	
						Tennis (per court, per 55 mins)	9.00	9.30	9.00	9.30	

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Carmarthen LC			Newcastle Emlyn				Carmarthen LC		Newcastle Emlyn		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Budget	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£		£	£	£	£	
8,624	11,832	12,068				Children's Instructed Sessions					
						All Jnr Activity Courses per 55 mins	3.70	4.00	3.70	4.00	
						Direct Debit 'Active Young People' sessions - linked to membership	15.40	16.00	15.40	16.00	
						Direct Debit 'Active Young People' sessions - not linked to membership	15.40	16.00	15.40	16.00	
						Direct Debit (Actif Club) & Learn to swim					To be discontinued from 17/18
						Softplay Adventure Area					
						Play Zone (per 55 mins) under 3year olds	2.10	2.20	N/A		
						Play Zone (per 55 mins) under 3year olds and over	3.70	3.80	N/A		
						Unlimited Softplay Direct Debit (Linked to Membership)			2.10	2.20	
						Unlimited Softplay Direct Debit (Linked to Membership)			5.20	5.40	
						Holiday Activity Programmes					
						Full Day	21.00	25.00	N/A		With food
						Weekly	94.20	112.50	N/A		With food
						Full Day			16.30	21.00	Without food
						Weekly			73.30	94.50	Without food
						Sauna					
						Sauna (per 55 minute session)			7.20	7.40	

Note on Facility Hire: Where a customer applies to hire a facility on a commercial basis, the cost can be charged at up to 2.5 times that of the normal hire rate and charitable organisations may apply for up to 50% reduction for fundraising events

Due to the commercial market that Sport & Leisure facilities operate within, it will be necessary to set offers at relevant times in the year and set 'bolt-on' options to allow customers that purchase selected combinations of products pre-set discounts. Where this is the case, this will require approval by the Sport & Leisure Management Team, will be minuted and consistent

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CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment	
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21		
£	£	£	£	£	£	£	£	£		£	£	£	£	£	£		
Tudalen 71	293,889	300,648	306,661	8,731	8,932	9,110	327,398	334,928	341,627	Health & Fitness Classes							
										Adult Activity Session (encompassing all mainstream sessions)	5.80	6.00	5.80	6.00	5.80	6.00	
										Junior Activity Session(u16)	3.70	4.00			3.70	4.00	
										Aquafit	6.30	6.50	6.30	6.50	6.30	6.50	
										Health / Fitness Club							
										Administration Fee	15.00	15.00	15.00	15.00	15.00	15.00	To be applied to other DD access memberships from 1st April 2020 (including Bronze)
										Online Incentive Administration Fee	10.00	10.00	10.00	10.00	10.00	10.00	To be applied to other DD access memberships from 1st April 2020 (including Bronze)
										Household Membership Administration Fee	30.00	30.00	30.00	30.00	30.00	30.00	Price hold - many competitors don't charge admin fee so increase would deter customers from joining
Household Membership Online Incentive Administration Fee	20.00	20.00	20.00	20.00	20.00	20.00	Price hold - many competitors don't charge admin fee so increase would deter customers from joining										
Gym Session	5.80	6.00	5.80	6.00	5.80	6.00											
Junior Gym Session (u16)	3.70	4.00	3.70	4.00	3.70	4.00											

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£	£	£	£		£	£	£	£	£	£	
Tudalen 73	222,531	226,982	63,960	65,431	66,740	377,266	385,943	393,662	CORPORATE PLATINUM - Gym, classes, swim all times monthly DD	29.30	30.00	29.30	30.00	29.30	30.00	Nationally agreed charge Price held as at top of comparable products £2.15 implemented Sept 2017. £2.20 to be implemented Sept 2018. £2.30 to be implemented Sept 2019, £2.35 to be implemented Sept 2020.
									GP Referrals - per visit for 16 weeks	2.00	2.00			2.00	2.00	
									Health-related outreach session	3.30	3.60			3.30	3.60	
									Induction assessment for 'Pay as you go' customers	20.00	20.00			20.00	20.00	
									Fitness Test/Programmes	20.00	25.00			20.00	25.00	
									Health Suite/Swim							
									Health Suite session							
									Recreation morning Health Suite & Swim session					7.70	8.00	
									Swimming							
									Adult Swim Session	4.70	4.90	4.70	4.90	4.70	4.90	
									Jnr Swim Session	2.80	2.90	2.80	2.90	2.80	2.90	
									School Swim Session (per child)	2.30	2.35	2.30	2.35	2.30	2.35	
									Additional School Swim Instructor recharge	15.00	16.00	15.00	16.00	15.00	16.00	
Family Swim Session (2 adults & 2 children)	12.20	12.70	12.20	12.70	12.20	12.70										

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

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Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£	£	£	£		£	£	£	£	£	£	
									Inflatable Session	4.70	4.00	4.70	4.00	4.70	4.00	
									BRONZE - Swim All Times monthly DD adult	24.10	25.00	24.10	25.00	24.10	25.00	
									CORPORATE BRONZE - Swim All Times monthly DD	21.60	22.00	21.60	22.00	21.60	22.00	
									Annual Swim		160.00				160.00	For existing members only
									FAST session	5.80	6.00	5.80	6.00	5.80	6.00	
									FAST Light Membership monthly DD (access to specified swim programme)	11.60	13.50	11.60	13.50	11.60	13.50	
									FAST Light Membership Bolt-on monthly DD (core subscription required)	8.70	10.15	8.70	10.15	8.70	10.15	
									FAST Membership monthly DD (access to specified swim programme)	23.20	27.00	23.20	27.00	23.20	27.00	
									FAST Membership Bolt-on monthly DD (core subscription required)	17.40	20.30	17.40	20.30	17.40	20.30	
									FAST Prime Membership monthly DD (access to specified swim programme)	34.80	40.50	34.80	40.50	34.80	40.50	New Product not yet introduced
									FAST Prime Membership Bolt-on monthly DD (core subscription required)	26.10	30.45	26.10	30.45	26.10	30.45	New Product not yet introduced

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Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£	£	£	£		£	£	£	£	£	£	
Tudalen 75	26,445	26,973	0	0	0	179,782	183,917	187,595	Swimming Instruction							
									Junior / Adult Lessons Stage 1-7 Direct Debit	23.50	24.10	23.50	24.10	23.50	24.10	
									Stage 8 (3 - 4.5 hours)	42.50	43.50		43.50	42.50	43.50	
									Stage 9 (5 - 8 hours)	50.00	51.20			50.00	51.20	
									Stage 10 (8.5 - 10.5 hours)	50.00	51.20			50.00	51.20	
									Stage 11-12 (12-13 hours)	60.00	61.40			60.00	61.40	
									Stage 11-12 (13.5 hours)	65.00	66.50			65.00	66.50	
									15- 20 hours training	75.00	76.80			75.00	76.80	
									One to One Lessons (Scheme) - per 30 mins	14.80	15.20	14.80	15.20	14.80	15.20	
									One to One Lessons (External) - per 30 mins	42.00	43.00	42.00	43.00	42.00	43.00	
									Lifeguard Course (All Sites)							
									Pool Lifeguard Qualification (per course)	270.00	280.00	270.00	280.00	270.00	280.00	
									Automated External Defibrillator Training	50.00	51.20	50.00	51.20	50.00	51.20	
									Facility Hire - also see note below							
									Sports Hall - Full per 55 mins	45.30	46.40			45.30	46.40	
									Sports Hall - Double per 55					90.50	92.60	
									Sports Hall - Half per 55 mins							
Small Hall/Dance Studio	35.70	36.60			35.70	36.60										
Conference room (All day)																
Conference room Morning / Afternoon /Evening																
Multipurpose Room (per hr)	23.10	24.00			23.10	24.00										

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CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	
£	£	£	£	£	£	£	£	£		£	£	£	£	£	£	
									Main Swimming Pool (1 lifeguard) per 55mins	59.00	60.50	42.00	43.00	70.80	72.60	
									Small Swimming Pool (1 lifeguard) per 55mins	35.40	36.30	28.50	29.20	35.40	36.30	
									Main Swimming Pool per lane	11.80	12.10	11.80	12.10	11.80	12.10	
									Athletic Track (club - per hr)	45.30	48.00					
									Athletic Track (per person per hr)	4.80	6.00					
									Full Astro turf	58.00	60.00			45.10	46.15	
									Half Astro turf	34.70	36.00			24.10	24.70	
									Full 3G Pitch	76.80	78.60			76.80	78.60	New for AVLC pending new pitch
									Half 3G Pitch	46.10	47.20			46.10	47.20	New for AVLC pending new pitch
									Match hire (2 hrs)	92.10	94.30			92.10	94.30	New for AVLC pending new pitch
									Outside Netball Court	17.30	17.70					
									Grass Football pitch - middle of track	36.00	36.90					New charge
									Changing Facilities (per person)	2.00	2.90	2.00	2.90	2.00	2.90	New charge
									Function Rooms					23.10	23.70	
									Activity Room - Standard							
									Children's Birthday Parties							
									Per Child	9.95	10.20	9.95	10.20	9.95	10.20	Minimum of 12 children required (not yet implemented) 15 children Wetside

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CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

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Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment	
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget		Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21		
£	£	£	£	£	£	£	£	£		£	£	£	£	£	£		
Tudalen 77									Leisure Saver Scheme								
									Actif Card Points								
									Go Actif Card (12 months)	13.00	14.00	13.00	14.00	13.00	14.00		
									Go Actif Card - Benefits (12 Months)	13.00	14.00	13.00	14.00	13.00	14.00		
									7 day leisure centre membership - Adult	15.50	15.90	15.50	15.90	15.50	15.90		
									7 day leisure centre membership - Child (<18)	10.50	10.80	10.50	10.80	10.50	10.80		
									7 day leisure centre membership - Family (up to 2 adults and 2 children)	26.00	26.60	26.00	26.60	26.00	26.60		
							23,034	23,564	24,035	Hire Charges							
										Racket Sports							
										Squash Racket Hire	3.00	3.20			3.00	3.20	
										Badminton Racket Hire	3.00	3.20			3.00	3.20	
										Short Tennis Racket	3.00	3.20			3.00	3.20	
										Table Tennis Bat Hire	3.00	3.20			3.00	3.20	
										Tennis Racket Hire	3.00	3.20			3.00	3.20	
										Football Hire	3.00	3.20			3.00	3.20	
										Racket Sports							
										Short Tennis (per court, 55 mins)	9.00	9.30			9.00	9.30	
										Squash (per court, per 40 mins)					6.80	7.00	
										Badminton (per court, per 55 mins)	9.00	9.30			9.00	9.30	
										Table Tennis (per table, per 55 mins)	6.90	7.00			6.80	7.00	
									Tennis (per court, per 55 mins)	9.00	9.30			9.00	9.30		

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CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

Amman Valley LC			Llandovery SP			Llanelli Leisure Centre				Amman Valley LC		Llandovery SP		Llanelli Leisure Centre		Comment
2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	2018/19 Actual	2019/20 Budget	2020/21 Budget	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21	Charge Levied 19/20	Proposed charge 20/21		
£	£	£	£	£	£	£	£	£	£	£	£	£	£	£		
									Children's Instructed Sessions							
									All Jnr Activity Courses per 55 mins	3.70	4.00			3.70	4.00	
									Direct Debit 'Active Young People' sessions - linked to membership					15.40	16.00	
									Direct Debit 'Active Young People' sessions - not linked to membership					15.40	16.00	
									Holiday Activity Programmes							
									Full Day					21.00	25.00	With Food
									Weekly					94.50	112.50	With Food
									Full Day	16.30	21.00					Without food
									Weekly	73.35	94.50					Without food
									Sauna							
									Sauna (per 55 minute session)			7.20	7.40			

Note on Facility Hire: Where a customer applies to hire a facility on a commercial basis, the cost can be charged at up to 2.5 times that of the normal hire rate. Actif, partner and charitable organisations may apply for up to 50% reduction for fundraising events. Both will be require approval by the Actif Management Team

Due to the commercial market that Sport & Leisure facilities operate within, it will be necessary to set offers at relevant times in the year and set 'bolt-on' options to allow customers that purchase selected combinations of products pre-set discounts. Where this is the case, this will require approval by the Sport & Leisure Management Team, will be minuted and consistent

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CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
37,036	36,645	37,378	ARTS & THEATRES	Lyric			Charges proposed with sensitivity and knowledge of market to ensure sustainability of users
			Performances	Hire of Venue			
				Single performance hire:	1,040.00	1,070.00	Minimum 5 hour call. Inclusive of 3 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+.
				Single performance hire: Additional hours per hour	65.00	67.00	Up to an additional 5 hours per day. (Max 10 hour day)
				Fit-ups and Rehearsals:	585.00	600.00	Minimum 4 hour call. Inclusive of 3 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). Streamlined costs which are standardised across the venues. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+.
				Fit-ups and Rehearsals: Additional hours per hour	39.00	40.00	Up to an additional 6 hours per day. (Max 10 hour day)
				Full week hire	4,285.00	4,400.00	Inclusive of 3 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups.
			Conferences	Conferences	523.00	530.00	Minimum 4 hours. Includes projector, furniture, basic sound, basic lighting and technician/FoH staff. CCC departments qualify for 20% discount
				Conferences: Additional hours per hour	113.00	115.00	
			Classes & Workshops	Studio Hire Daytimes per hour	15.50	15.50	
				Studio Hire evenings & weekends per hour	25.50	25.50	

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CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
129,803	183,159	186,822	Y Ffwrnes	Hire of Venue			
			Performances	Main House Single performance hire:	1,040.00	1,070.00	Minimum 5 hour call. inclusive of 3 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+.
				Main House Single performance hire: Additional hours per hour	65.00	67.00	Up to an additional 5 hours per day. (Max 10 hour day)
				Main House Fit-ups and Rehearsals:	585.00	600.00	Minimum 4 hour call. Inclusive of 3 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). Streamlined costs which are standardised across the venues. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+.
				Main House Fit-ups and Rehearsals: Additional hours per hour	39.00	40.00	Up to an additional 6 hours per day. (Max 10 hour day)
				Main House Full week hire	4,285.00	4,400.00	Inclusive of 3 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups.
				Stiwdio Stepni Single performance hire:	520.00	530.00	Minimum 5 hour call. Inclusive of 1 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+.
				Stiwdio Stepni Single performance hire: Additional hours per hour	65.00	67.00	Up to an additional 5 hours per day. (Max 10 hours day)
				Stiwdio Stepni Fit-ups and Rehearsals:	273.00	280.00	Minimum 4 hour call. Inclusive of 1 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+.
				Stiwdio Stpeni Fit-ups and Rehearsals: Additional hours per hour	39.00	40.00	Up to an additional 6 hours per day. (Max 10 hours day)

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CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
				Stiwdio Stepni Full week hire	1,715.00	1,750.00	Hire charge is inclusive of 1 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups.
			Conferences	Main House Conferences	523.00	530.00	Minimum 4 hours. Includes projector, furniture, basic sound, basic lighting and technician/FoH staff. CCC departments qualify for 20% discount
		Main House Conferences: Additional hours per hour		113.00	115.00		
		Studio & Crochan Conferences		210.00	215.00	Minimum 4 hours. Includes projector, furniture, basic sound, basic lighting and technician/FoH staff. CCC departments qualify for 20% discount	
		Studio & Crochan Conferences: Additional hours per hour		51.00	53.00		
			Classes & Workshops	Studio & Crochan Workshops - Daytimes	15.50	15.50	
				Studio & Crochan Workshops - evenings & weekends per hour	25.50	25.50	
4,723	5,387	5,495	Miner's Theatre Performances	Monday to Sunday			
				Single performance hire:	357.00	360.00	Minimum 5 hour call. Inclusive of 1 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. Up to an additional 5 hours per day. (Max 10 hour day)
				Single performance hire: Additional hours per hour	32.50	33.00	
				Fit-ups and Rehearsals:	195.00	200.00	Minimum 4 hour call. Inclusive of 1 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. Up to an additional 6 hours per day. (Max 10 hour day)
Fit-ups and Rehearsals: Additional hours per hour	19.50	20.00					

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CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
				Full week hire	1,428.00	1,470.00	Hire charge is inclusive of 1 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups.
			Classes & Workshops	Workshops Hire Daytimes per hour	15.50	15.50	
				Workshops Hire evenings & weekends per hour	25.50	25.50	
116,436	78,643	80,216	All Theatres Misc Resources	Box Office Commission	5%	5%	Charged on the net box office takings
				PRS	Recharged to applicable tariff	Recharged to applicable tariff	Performing Rights Society recharge - tariffs varies according to type of show. Charged on the net box office takings
				Credit Card Commission	2%	2%	Charged on the net box office takings
				Tickets for Performances & Events	Price set according to individual contracts, taking into account factors such as venue capacity/artist fee/likely demand/time of year etc	Price set according to individual contracts, taking into account factors such as venue capacity/artist fee/likely demand/time of year etc	Tickets prices set in accordance with programming strategy, and with sensitivity and knowledge of market and local audiences. Occasional special initiatives (such as 'Pay What you Decide' or discounted/free tickets offered to specific community groups, offered to incentivise and develop or diversify audiences, and to be determined in line with audience development plans
				Additional discounts on hire charges for specific initiatives	Management discretion	Management discretion	Occasional special initiatives such as discounted/free venue hire offered to specific community groups, offered to incentivise and develop local community engagement and support, and to be determined in line with audience development plans
				Loyalty Card Scheme	5%	5%	5% bonus to Individual TSG Loyalty Card Holders (Agency Ticket sales are precluded from the Individual TSG Loyalty Card Scheme). Sales by registered Ticket Agents not applicable and are subject to negotiation
				Bank Holiday rates	Double rate	Double rate	All venue hire including performances, fit-ups and rehearsals, and additional hours, but excluding full week hires

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It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
				Overrun charges per hour	200.00	200.00	For hours exceeding the specified daily cap on venue hire (over 10 hrs)
				Marketing services recharges	By quotation + 15%	By quotation + 15%	e.g. radio or print advertising, e-mail or or social media campaigns etc
				Technical services & equipment recharges/contracted hire	By quotation + 15%	By quotation + 15%	e.g. piano tuning, special effects, technical equipment, additional technical staff
				Kiosk & Bar	Mark up to RRP	Mark up to RRP	
38,480	38,555	39,326	Dylan Thomas Boathouse	Entrance Fees			
				Entry Charges			
				Adults	4.75	4.95	
				Concessionary	3.75	3.95	
				Children (7 - 16)	2.00	2.20	
				Parties of 5 or more	10% discount	10% discount	
				Family Ticket (2 adults & 2 children)	12.50	12.50	
				Educational Party Visits. Winter months only		Free	
				Access to Writing Shed to the Public during Peak holiday periods. Photography allowed.	£2.50 per adult, Concessions £1.50 Children up to 16 free.	TBC	The Writing Shed to be manned and a ticket purchased at the Boathouse
				Tickets for Events	Price set taking into account factors such as venue capacity/ artist fee/likely demand/time of year etc	Same	Management discretion delegated
				Facility Hire			
				Access to the Writing Shed By professional Companies/individuals	£80 per hour, £40 for amateur groups/individ.	Same	Access hours by negotiation
				Per hour - Access for to the Boathouse for profit making filming & photography	£120 per hour	Same	

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2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
28,706 51,655	33,657 29,483	34,330 30,073		Per hour - Facility fees for private hire for functions/events (out of normal hrs) Bookshop Tearoom	£200 up to 3 hours and £50 per hour thereafter Mark up to RRP Prices vary according to menu. Target 3 x wholesale costs	Same Same Same	Potentially available as a wedding venue. TBC. Facility hire at management discretion.
1,770	1,655	1,688	Oriel Myrddin	Exhibitions & work on sale commissions Grant Aided Exhibitions Exhibited work Retail Area Exhibitions originated by gallery and made available to tour elsewhere Tickets for Events Hire of Studio Room hire /hr or part Room hire /session, morning, afternoon or evening Room hire all day Gallery Hire Evening 5pm -9pm (include one member of Staff) Deposit on Gallery hire School Artist Workshop Residencies Formal education visits to gallery (schools & colleges) Gallery led workshops for schools Gallery open workshops - Adults Gallery open workshops - Children Lectures			These will be taken to the Trustees for comment and any changes they may decide Retail mark-up at discretion of Manager with view to maximising profit whenever possible 500.00 45.00 - 250.00 25.00 40.00 managers discretion This can vary depending on the nature of the supporting external grant up to 10 students £30 11-20 students £60 21-25 students £75 half day £45 dependent on who delivers, outcome materials etc. whole day £60 - £100 weekend £100 w/s series £250 £5 - £35 dependent on who delivers, outcome materials etc. £2 - £5 suggested donations to the gallery are increasing
16,432	4,031	4,112					
90	223	228					
5,567	1,670	1,703					

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CHARGING DIGEST - Leisure

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2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
9,693	13,607	13,879	Carmarthenshire Centre for Crafts - Y Gat / The Gate	Studio Hire			
				Large Units	123.00	125.00	Option for Management Discretion
				Small Units	67.00	70.00	Option for Management Discretion
				Meeting Room Hire Community 'not for profit' organisations			
				Weekdays			
				Per hour in the day	15.00	17.00	Option for management discretion
				Per hour in the evening			
				Session of up to 4 hours	30.00	35.00	
				Full day	60.00	70.00	
				Weekends			
				Per hour in the day	20.00	22.00	
				Per hour in the evening			
				Session of up to 4 hours	40.00	45.00	
				Full day	70.00	75.00	
				Meeting Room Hire Commercial Users			
				Weekdays			
				Per hour in the day	17.00	20.00	
			Per hour in the evening	27.00	30.00		
			Session of up to 4 hours	45.00	50.00		
			Full day	65.00	70.00		
			Weekends				
			Per hour in the day	30.00	35.00		
			Per hour in the evening				
			Session of up to 4 hours	60.00	70.00		
			Full day	80.00	90.00		
29,547	6,732	6,867		Tea Room	Now "in-house". Prices vary according to menu. Target 3x wholesale costs. Menu & prices need reviewing.	Same	Menu development on-going.

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It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
17,104	13,609	13,881		Retail Area	Bought in stock. Mark up to RRP Exhibited work at sale or return 30% + VAT	Same	Also at Management discretion
				Tickets for Events	Price set taking into account factors such as venue capacity/ artist fee/likely demand/time of year etc	Same	At Management discretion

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It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
1,052	1,748	1,783	Archives	Bespoke Research Fees			
				Private	30.00 an hour	30.00 per hour	
				Commercial	45.00 an hour	45.00 per hour	
				Photocopying			
				Black & White A4	0.20	0.20	
				Black & White A3	0.30	0.30	
				Coloured A4	0.70	0.70	
				Coloured A3	1.20	1.20	
				Census Prints	1.00	1.00	
4,538	8,393	8,560	Library Service	Lending Fees			
				DVDs/Videos	2.00	2.00	no change as to encourage higher usage
				DVD Box sets	2.00	2.00	no change as to encourage higher usage
				CDs/Cassettes	1.00	1.00	no change as to encourage higher usage
53,853	40,747	41,562		Lettings Fees			
				per hour	15.00	15.00	no change
				per 2.5 - 4 hr session	38.00	38.00	no change
				per day 9am to 4:30pm	68.00	68.00	no change
				evening 5pm to 10pm	100.00	100.00	no change
				weekly rate for exhibitions	30% commission fee on any sales during the exhibition	30% commission fee on any sales during the exhibition	no change
				Gallery/Room Hire per week incl. public performance	£250 for non profit making organisation, £350 for profit making organisation	£250 for non profit making organisation, £350 for profit making organisation	no change
				Projector hire	£10 per hire session	£10 per hire session	no change
13,283	14,408	14,696		Fines			
					20p per day up to a maximum of £10 per item (adults only)	20p per day up to a maximum of £10 per item (adults only)	no change
				DVD's	£1 per day up to a maximum of £10 per item	£1 per day up to a maximum of £10 per item	no change

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2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
24,338	22,026	22,467		Photocopying			
				Black & White A4	0.20	0.20	no change as to encourage higher usage
				Black & White A3	0.30	0.30	no change as to encourage higher usage
				Coloured A4	0.70	0.70	no change as to encourage higher usage
				Coloured A3	1.20	1.20	no change as to encourage higher usage
				Scanning	1.00 per copy	1.00 per copy	no change as to encourage higher usage
				Bespoke Research Fees			
				Private	£30 per hour	£30 per hour	no change as to encourage higher usage
				Commercial	£45 per hour	£45 per hour	no change as to encourage higher usage
				Family history training sessions	£15 per hour	£15 per hour	no change
				Local history enquiries e.g newspaper searches, census searches	£5 per half an hour (under 30 mins - no charge, Over 30mins to a maximum of 2 hours charged at £5 per half hour)	£5 per half an hour (under 30 mins - no charge, Over 30mins to a maximum of 2 hours charged at £5 per half hour)	no change
				Makerspace room hire fees			
				per hour	15.00	15.00	no change
				per 2.5 - 4 hr session	38.00	38.00	no change
				per day 9am to 4:30pm	68.00	68.00	no change
				evening 5pm to 10pm	100.00	100.00	no change
				Weekly rate non-profit organisations	250.00	250.00	no change
				Weekly rate profit making organisation	350.00	350.00	no change
				Makerspace equipment hire per session			
				Green screen	10.00	10.00	no change
				Recording Equipment	10.00	10.00	no change
				Projector	10.00	10.00	no change
				Sewing Machine	10.00	10.00	no change

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2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments				
13,348	10,435	10,643	Museums	Instruction Fees (1st induction free)							
				Staff led	30.00	30.00	no change				
				Commercial	45.00	45.00	no change				
				3D printing charges							
				3D printing per minute	0.10p	0.10p	no change				
				Museum of Speed	2.00		Museum closed until Spring 2021. New charging schedule in preparation.				
				50,026	39,309	40,095	Venue Hire	Carmarthenshire Museum			
								Bishop's Library			Includes tables and chairs, where available. Not including hospitality/refreshments or equipment hire.
								Per hour (10am- 4.30pm)	15.30	22.00	Price increase reflects premium room
								per half day (up to 3 hours)	39.78	48.00	Price increase reflects premium room
per day (9am to 4:30pm)	68.34	75.00	Price increase reflects premium room								
Out of hours (morning) per hour	25.50	30.00	Price increase reflects premium room								
Out of hours (evening) fixed rate	104.55	110.00	Price increase reflects premium room								
Museum café/small meeting room											
Per hour (10am- 4.30pm)	15.30	15.60									
per half day (up to 3 hours)	39.78	40.60									
per day (9am to 4:30pm)	68.34	69.70									
Out of hours (morning) per hour	25.50	26.00									
Main Hall											
Per hour (10am- 4.30pm)	15.30	22.00	Price increase reflects premium room								
per half day (up to 3 hours)	39.78	48.00	Price increase reflects premium room								
per day (9am to 4:30pm)	68.34	75.00	Price increase reflects premium room								
Out of hours (morning) per hour	25.50	30.00	Price increase reflects premium room								
Out of hours (evening) fixed rate	104.55	110.00	Price increase reflects premium room								
Chapel											
Per hour (10am- 4.30pm)	15.30	15.60									
per half day (up to 3 hours)	39.78	40.60									
per day (9am to 4:30pm)	68.34	69.70									
Out of hours (morning) per hour	25.50	26.00									
Out of hours (evening) fixed rate	104.55	106.65									

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	Charge Levied 19/20 £	Proposed Charge 20/21 £	Comments
				Parc Howard			
				Stepney Gallery			
				Per hour (10am- 4.30pm)	15.30	22.00	Price increase reflects premium room
				per half day (up to 3 hours)	39.78	48.00	Price increase reflects premium room
				per day (9am to 4:30pm)	68.34	75.00	Price increase reflects premium room
				Out of hours (morning) per hour	25.50	30.00	Price increase reflects premium room
				Out of hours (evening) fixed rate	104.55	110.00	Price increase reflects premium room
				Neville Gallery			
				Per hour (10am- 4.30pm)	15.30	22.00	Price increase reflects premium room
				per half day (up to 3 hours)	39.78	48.00	Price increase reflects premium room
				per day (9am to 4:30pm)	68.34	75.00	Price increase reflects premium room
				Out of hours (morning) per hour	25.50	30.00	Price increase reflects premium room
				Out of hours (evening) fixed rate	104.55	110.00	Price increase reflects premium room
				Museums All/venue hire			
				Exclusive hire		200	In line with DTBH charge. Up to 3 hours and £106.65 per hour thereafter.
				Classes			20% discount on classes of 3+ bookings (minimum of half day booking) to attract business. 20% deposit on total anticipated hire fee.
				TV/Film location	255.00	260	
				Equipment hire, per event			
				Projector hire + screen		15.00	New charges
				Flipchart and pens		10.00	New charges
				Extension cable, cable covers		10.00	New charges
				Easel, each		10.00	New charges
				Portable induction loop		10.00	New charges
				Lectern		10.00	New charges
			Sales	Retail (all sites)			RRP or 100% costs excl.VAT
				Refreshments			RRP or 100% costs excl.VAT
				Supply of digital images	25.50	26.00	
				Image licence		75.00	New charge
				Arts / crafts sales			Exhibition galleries closed until Spring 2021
				Photocopying			
				Black & White A4	0.20	0.20	
				Black & White A3	0.30	0.30	
				Coloured A4	0.70	0.70	
				Coloured A3	1.20	1.20	
				Scanning	1.00	1.00	
				Research fees			
				Private/individual, per hour	30.00	30.60	
				Commercial, per hour	45.00	45.90	

Y PWYLLGOR CRAFFU - CYMUNEDAU
16 IONAWR, 2020

CYNLLUN BUSNES DRAFFT ADRAN CYMUNEDAU 2020 - 2023

(Dyfyniadau sy'n berthnasol i faes gorchwyl y Pwyllgor Craffu Cymunedau)

Pwrpas:

Rhoi cyfle i'r aelodau adolygu cynllun busnes drafft yr Adran ochr yn ochr â'r gyllideb.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Elfennau o'r cynllun busnes sy'n gysylltiedig â:-

- Hamdden
- Tai

Rhesymau:

- Integreiddio cynlluniau ariannol a chynlluniau busnes i sicrhau cynaliadwyedd y gwasanaethau
- Rhoi cyfle i'r Pwyllgorau Craffu oruchwylio a datblygu'r cynlluniau busnes a gynigir gan aelodau etholedig

(Roedd hyn hefyd yn cynnig ar gyfer gwella gan Swyddfa Archwilio Cymru)

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO: -

Cyng. Linda Evans (Tai)

Cyng. Peter Hughes-Griffiths (Diwylliant, Chwaraeon a Thwristiaeth)

Y Gyfarwyddiaeth Cymunedau Jake Morgan	Swyddi: Cyfarwyddwr y Gwasanaethau Cymunedol Rheolwr Perfformiad, Dadansoddi a Systemau	Rhifau ffôn / Cyfeiriadau E-bost: 01267 224697 jakemorgan@sirgar.gov.uk
Awdur yr Adroddiad: Silvana Sauro	Pennaeth Cartrefi a Chymunedau Mwy Diogel	01267 228897 SSauro@sirgar.gov.uk
Dyfyniadau ar gyfer: Jonathan Morgan	Pennaeth Hamdden	01267 228960 JMorgan@sirgar.gov.uk
Ian Jones		01267 228309 ljones@sirgar.gov.uk

COMMUNITY SCRUTINY COMMITTEE

16TH JANUARY, 2020

Subject and Purpose

Communities Departmental Draft Business Plan 2020 - 2023 (Extracts relevant to Community Scrutiny remit)

To give members an opportunity to review the draft Department's business plan alongside the budget.

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- The full business plan outlines the priorities for the department during 2020 - 2023.
- This version is an extract of the aspects relevant to Community Scrutiny.

It identifies the Elements of the business plan relating to:-

- Leisure – Page 17
- Housing – Page 23

Further work will be undertaken by the department following comments and engagement by Scrutiny and Executive Board Members. Feedback from staff group's to date has indicated that greater emphasis on an integrated Wellbeing related actions through the divisional plans would be welcomed. Ensuring the sustainability of services through different methods in the face of growing demand was also considered important by staff.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Jonathan Morgan**
Ian Jones

Head of Homes & Safer Communities
Head of Leisure

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	NONE	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations Act (2015) requires that functions of the council should maximise their contributions to the Well-being Objectives set by the Council.

(Our Well-being Objectives maximise our contribution to the seven Well-being Goals of the Act and demonstrate the five ways of working.)

2. Legal

See 1. Above

3. Finance

The Well-being of Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Page 58)

7. Physical Assets

See resources section of each Business Plan (Page 57)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jonathan Morgan
Ian Jones

Head of Homes & Safer Communities
Head of Leisure

1. Local Member(s) - None
2. Community / Town Council - None
3. Relevant Partners - None
4. Staff Side Representatives and other Organisations - None

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

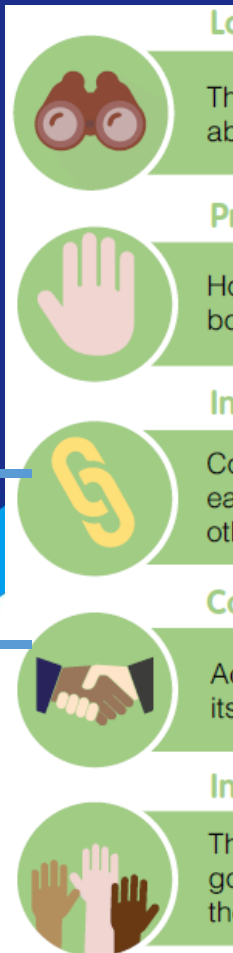
Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations Act		http://www.legislation.gov.uk/anaw/2015/2/contents/enacted
Carmarthenshire County Council's Well-being Objectives		https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf

Department for Communities

Departmental Business Plan for 2020/2023

(Draft version to accompany Budget Scrutiny, December 2019)

‘Life is for living, let’s start, live and age well in a healthy, safe and prosperous environment’



The Sustainable Development Principle

The Well-being of Future Generations (Wales) Act 2015 states that, we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales.

The **sustainable development principle** is....

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’

To show that we have applied the sustainable development principle we must demonstrate.....



The 5 Ways of Working (see Appendix 1)

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Purpose of the plan

This departmental business plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

This plan will be supported by more detailed Divisional Plans and Team Plans.

Executive Board Member Foreword

We have great pleasure in introducing the new Department for Communities Summary Business Plan for 2020/23. We are satisfied that this Business Plan provides a comprehensive overview of the Departmental performance. It also provides the Department's aims and objectives for 2020/23.



Cllr Jane Tremlett
Executive Board Member,
Social Care



Cllr. Peter Hughes Griffiths
Executive Board Member for
Culture, Sport and Tourism



Cllr. Philip Hughes
Executive Board Member for Public
Protection

Cllr. Linda Evans
Executive Board Member
for Housing

Sign Off

Cllr. Jane Tremlett
Cllr. Linda Evans
Cllr. Peter Hughes Griffiths
Cllr. Philip Hughes

Date:

Introduction by Director of Community Services



The directorate for Communities is one of the largest departments in the Authority employing over 2,000 people with overall spend close to £144 million. It generates nearly £50 million of income. The department is diverse, Adult Social Care, Environmental Health, Housing, Museums, libraries and leisure.

As we enter a new financial year the quality and performance of our whole department goes from a position of strength. Our challenge is to sustain our high levels of performance and to continue to implement policies and programmes that will secure progression in outcomes for the wellbeing of the people of Carmarthenshire.

Our Business Plans for 2020/2023 sets out exciting programmes of service activity and development. The main headlines of our ambition are summarised in this departmental overview, with more detailed actions and objectives in plans at divisional and service level.

Adult Social Care, Learning Disabilities, Mental Health and Safeguarding

I am pleased to be able to report that whilst there is increasing demand for services, Carmarthenshire County Council continues to provide a range of good quality Social Care Services.

In 2019 we faced an unprecedented level of pressure on budgets and services. In the last four years we exceeded all expectations in managing demand across adult social care with budgets underspending over the last two years and only a very small overspend in key pressure points. Despite this the recent inspection of older people found that **“people routinely told us they were satisfied with the services that helped them”**. CIW 2019.

In adult social care our primary pressure is in containing demographic growth of 3.4% in need and high levels of inflation in the care sector. Most spend is in the residential and domiciliary care sectors. Demographic growth is primarily from a growing population of older people, in particular those over 85 living with chronic illnesses. Despite this demographic growth the number of hours of domiciliary care has reduced by 4.5% since 2015. Had the service provision grown by population demographics we would require an estimated additional funding of £2.5 million a year. When put together with the effect of our

new more efficient commissioning model (introduced in 2015) the service would require an additional 5 million a year were it to commission the same number of hours as it did in January 2015. Beyond this year there are only limited savings to be taken from this area. A priority will be to make our in house service more efficient as its proportion of the overall domiciliary care market grows.

We have been less successful at the reduction in residential care but growth in the last two years of approximately 5.1% compares well against a population growth of 6.8% in the same period. However, inflation costs in the sector remain challenging as minimum wages continue to grow at a high annual rate. My view is that our overall numbers have some scope for further reduction as we improve systems that support people at home. A key priority will be to improve occupancy in our in house services to further contain costs.

We have prided ourselves on our ability to manage data with the Wales Audit Office (WAO) commenting last year that:

“The authority has experienced benefits of making data-led decisions – live modelling of “real time” adult social care activity, costs and service demand within the budget consultation process.” Further development of this work will help the authority and extend the benefits of data-led decisions to all service areas.”

However, our systems must modernise and in the next year we will fully implement our new software for our domiciliary care service improving the effective deployment of care workers to become more efficient.

Domiciliary care, when delivered efficiently, supports vulnerable adults to live independently at home for as long as possible. This saves money in hospital and residential care costs.

A new framework for domiciliary care provision will be a priority in the next 18 months. As part of this we will have a dialogue within the council as to what proportion of care should be delivered directly by the local authority. A prerequisite to increasing the proportion of care delivered through the local authority is by increasing efficiency.

During 2019-21, our now outdated management information database will be upgraded and implemented across children and adults social care which will deliver a substantial change for us in terms of technology. The new system upgrade, Eclipse will enable increased efficiency for workers and closer integration with our partner agencies. It will also enable us to demonstrate better management oversight of casework and crucially to be able to demonstrate this on the case record. We are not yet implementing the national WCCIS system as our analysis shows key shortfalls in the governance and functionality of this nationally procured system. We will keep a watching brief on this.

A wide range of services, information and advice for carers is now in place. However, feedback from carers indicate that there is much more to be done and this will be a priority in the coming year. The CIW agreed with this view during the recent inspection noting that we should “ensure a sufficient range of services to carers is available across the local authority”.

Historically, Carmarthenshire has spent too great a proportion of its budget on residential care for adults with mental health and/or learning disabilities. We have had more than 100 people in residential care placements over many years. We now have a programme in

place to provide tailored community services to the most vulnerable adults with a disability. Through this development of high support levels in the community, we have seen a reduction of 8% amongst the number of adults in a residential care setting. We expect several other high support community-living projects to be developed in the coming year. These will both reduce spend in out of county residential care and release funding for further investment in community support.

I am the Chair of the Mid and West Wales Regional Safeguarding Children's Board (CYSUR). This is a strategic partnership that consists of statutory and non-statutory agencies who have the responsibility to ensure the people and citizens of Mid and West Wales are appropriately safeguarded. The CYSUR Safeguarding Board works very closely with the Mid and West Wales Regional Safeguarding Board for Adults (CWMPAS).

The board has continued to mature in the last year with the all age agenda of adult and child safeguarding now firmly established and embedded into the board's structure and governance processes at an executive and sub group level.

Effective co-operation and challenge are part of everyday business ***“Safeguarding practice across a multi-disciplinary group is collaborative, there are good working relationships at strategic and operational levels”***. CIW 2019. The year has seen the completion and launch of a number of key projects including the regional Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) strategy Safer Lives, Healthier Relationships, the Regional Threshold Document for Adults at Risk and the Regional Training Strategy. All of these are now starting to directly impact upon safeguarding professional safeguarding practice.

Housing and Public Protection:

One in ten people in Carmarthenshire live in a council house. We are proud that we have been able to invest in these homes over many years so that they exceed the National Home Standard. This has continued through the year with over £10 million being spent on maintaining high quality secure, council owned homes.

Our major Health Impact Study will also shortly be published and demonstrates the significant impact our investment has had in improving people's health and wellbeing and the cost benefit for the health service.

This long term investment has given us the opportunity to invest in growing our housing stock enabling more people to live in secure, affordable homes that are a good standard. This allows for our affordable homes strategy to be ambitious and will increase the number of affordable homes by more than 1000 in the next 5 years.

I am delighted that we have exceeded the target in the last year and am proud that we have been buying homes from the open market back into the public sector at a rate of over one a week. Over 700 additional affordable homes have already been delivered.

Plans to start building homes again are now well advanced on a number of potential sites. A housing company has now been established which will further develop new options to buy, as well as rent. We have also been looking at innovation in terms of how we go

about designing, manufacturing and constructing potential new build homes, in conjunction with key partners.

Changes to the way that welfare benefits are administered and delivered have also been central to our thinking and plans are well advanced to mitigate the impact for our tenants. Our Universal Credit Action Plan will make sure support is in place when it is needed but will also promote some tenants taking more responsibility in managing their accounts and seeking opportunities in terms of training and employment.

There are many of our services that go relatively unseen but have played a significant role in people's lives. Examples include the numerous Moneywise and financial exploitation schemes to protect vulnerable people run by our Trading Standards Division, our Food Hygiene Service delivered by our Food, Safety and Health Team and the proactive way we are delivering homelessness services in the County.

Leisure and Culture:

Four years ago leisure was advancing plans to launch leisure as an arm's length trust. Since the decision was taken not to go down this route the service has gone from strength to strength.

This decision was supported by key capital investment decisions with this administration providing unprecedented capital investment in leisure, sport and culture. Our leisure centres have seen an investment of nearly a million pounds in Gym refurbishments which continues to see user numbers soar and income rising as we offer the best all-round experience in the county. With extended opening hours and family membership now available to children aged 11 and over and it costs less than £1.50 a day for a family to have unlimited access to pools, gyms and classes, this is great value and a real contribution to making Carmarthenshire's population healthy and active. Satisfaction levels are higher than ever and as a result we have more than 1000 extra paying members. This has led to us being shortlisted for the national UK active awards.

Work is needed in facilities in Llanelli and we will be investing more than £20 million for a new leisure centre on the Delta Lakes site. Work is ongoing to secure a development partner to deliver this ambitious scheme as part of the wider Wellness Village development at Delta Lakes. The new leisure centre aims to include Wales' only purpose built diving centre, whilst linking the coast with the town and providing the people of Llanelli with the best leisure facilities in the county. £1 million has also been secured to invest in Ammanford Leisure Centre's all weather pitch and car parking facilities later this year. Preliminary planning is already underway.

We have an ambitious Cycling Strategy supported by real investment in infrastructure, development and events. The Carmarthen Town velodrome has been fully restored to competition standard providing a venue in the county town for national competitions not seen for more than 50 years. The half million pound closed circuit cycle track investment on the edge of Pembrey Country Park is now open. Similarly, work is underway on the

Western end of the new cycle track in the Towy Valley, all of which will act as a catalyst for Carmarthenshire to become the cycling hub of Wales.

The opening of “Yr Orsaf” restaurant in Pembrey Country Park this Summer is part of a new £1.4million investment in facilities at the hugely popular park. Providing hot and cold food and refreshments, the café is in the heart of the park serving thousands of campers and day visitors in fantastic surroundings. It is amongst a host of improvements made as part of a two-year masterplan to develop the park as a major tourism destination within Carmarthenshire and Wales. £1.5million has already been invested in a 320-pitch camping and caravanning site including a new amenity block for guests. A new entrance system operating via number plate recognition and improved wi-fi has been installed, as well as the refurbishment of the main visitor centre. A Changing Places toilet facility has been installed at the Ski Centre, where a range of accessible bikes have also been made available for hire.

Just last year, a new National Closed Road Circuit was launched and has already hosted many major cycling events, including the OVO Energy Women’s Tour in June 2019. Still to come is improved bilingual signage and accessible toilets next to the main playground within the Park, funded by the Welsh Government’s Tourism Amenity Investment Support programme. Work on a new adventure golf course will also get underway soon, in time for the 2020 season.

We have also concluded the development of Burry Port Harbour with the private sector this year. Burry Port Marina Ltd (part of The Marine Group) take over management and maintenance responsibility for the harbour from the 1st April 2018, with a commitment to invest in new re-fuelling facilities, a new harbour office and café, along with a sustainable dredging solution for the harbour.

I was pleased to support the launch of the Carmarthenshire Culture Awards which attracted in excess of 150 nominations from members of the public for awards across 8 categories of culture and culminated in a celebration of excellence at the Ffwrnes Theatre, Llanelli on 6th April 2018.

Our library service is better used than ever with our new mobile service routes tested, reviewed and fully embedded to provide essential services for our rural areas. Our Libraries now meet all of the Welsh Public Library Standards 18 core entitlements in full, and of all the quality indicators Carmarthenshire fully met 6 and partially met 1. Visits to Carmarthenshire libraries are at an incredible 1,142,357 physical visits, and 273,173 virtual visits. I was proud to see that Llanelli library lends the 3rd highest number of books of any library in the United Kingdom. The new Library ‘Makerspace initiative’ launched at Ammanford Library, working in partnership with Fusion, Unloved Heritage, Communities 1st, Repair Café and Media and Film Youth workers, has drawn national recognition and praise for its innovative engagement.

A new museums strategy has now been agreed by members and is supported by capital funding to invest at the County Museum in Abergwili (£1m), and Parc Howard in Llanelli (£500k), along with a further £500k for a new Museums Collections store. Substantial

external investment has been secured to replace and enhance the museum of speed in Pendine with work due to start on site late in 2018. The development of the grounds at the county museum in Abergwili (providing a gateway for the new cycle path in the Towy valley) has secured funding for development in 2018 with the lease being finalised with the Tywi Gateway Trust to initiate this exciting scheme imminently.

The new Archive at the rear of Carmarthen Library is under development and the facility is expected to be open to the public in late 2019. This will provide access for the public to visit a state-of-the-art home for heritage documents that reflect the remarkable history of the county. This is a level of investment never seen before in our heritage and will provide a window into the county's history for future generations.

This is a level of investment never seen before in our heritage and will provide a window into the counties history for future generations.

Performance management remains strong with the WAO commenting in 2017

“that the Authority has well established and accessible performance management monitoring arrangement's in place, mainly through its performance management systems PIMS which is used to track and assess service changes and evaluate their impact.”

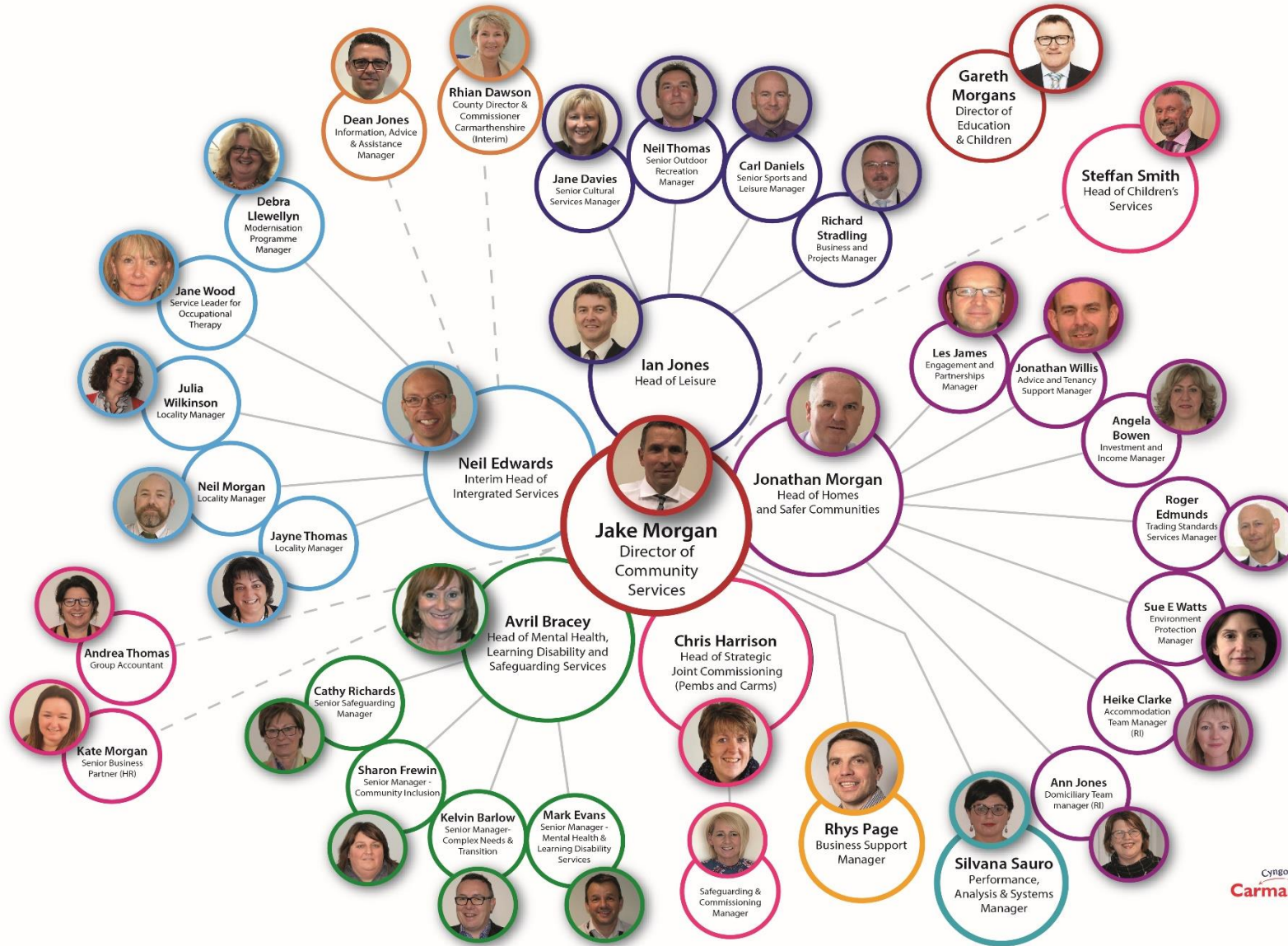
I am proud of our commitment and motivated workforce in particular the findings of the CIW 2019 that our social work practice was:

“characterised by compassionate practitioners working well to identify what matters to the person”.

Finally, I would like to thank all our staff and our partners for their continued hard work, dedication and professionalism, and for the continued support from the political administration. Together I am confident that we are well placed to meet the challenges of 2020-2021 and the years ahead.

Jake Morgan, Director for the Department for Communities

Management Team - Department for Communities
Strucutre Chart 2019



The vision for Carmarthenshire.....

'Life is for living, let's start, live and age well in a healthy, safe and prosperous environment'

Well-being of Future Generations Act

This places a well-being duty on specified public bodies across Carmarthenshire to act jointly and establish a statutory Carmarthenshire's [Public Services Board](#) (PSB). The Carmarthenshire PSB was established in May 2016 and is tasked with improving the economic, social, environmental and cultural well-being of Carmarthenshire. It must do so by undertaking an assessment of well-being in the County and then preparing a County Well-being Plan to outline its local objectives.

Carmarthenshire PSB's draft well-being objectives are:-

- **Healthy Habits:** people have a good quality of life, and make healthy choices about their lives and environment;
- **Early Intervention:** to make sure that people have the right help at the right time, as and when they need it;
- **Strong Connections:** strongly connected people, places and organisations that are able to adapt to change; and
- **Prosperous People and Places:** to maximise opportunities for people and places in both urban and rural parts of our County.

The Council's New Corporate Strategy 2018-2023

Our new Corporate Strategy consolidates the following plans into one document and it:

- supersedes the 2015-20 Corporate Strategy;
- incorporates our Improvement Objectives as required by the Local Government Measure 2009;
- includes our Well-being objectives as required by the Well-being of Future Generations (Wales) Act 2015. For the first time in Wales, there is a shared vision and set of goals for all public bodies to work towards, and our Well-being Objectives are set to maximise our contribution to these; and
- includes Carmarthenshire County Council's Executive Board key projects and programmes for the next 5 years as set out in '*Moving Forward in Carmarthenshire: the next 5 years*'.

The Council's Well-being Objectives

Start Well	<ol style="list-style-type: none">1. Help to give every child the best start in life and improve their early life experiences2. Help children live healthy lifestyles3. Continue to improve learner attainment for all4. Reduce the number of young adults that are Not in Education, Employment or Training
Live Well	<ol style="list-style-type: none">5. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty6. Creating more jobs and growth throughout the county7. Increase the availability of rented and affordable homes8. Help people live healthy lives (tackling risky behavior and obesity)9. Supporting good connections with friends, family and communities
Age Well	<ol style="list-style-type: none">10. Support the growing numbers of older people to maintain dignity and independence in their later years11. A Council wide approach to supporting Ageing Well in Carmarthenshire
In a Healthy and Safe Environment	<ol style="list-style-type: none">12. Looking after the environment now and for the future13. Improving the highway and transport infrastructure and connectivity14. Promoting Welsh Language and Culture
In addition a Corporate Objective	<ol style="list-style-type: none">15. Governance and Use of Resources

We are also committed to meeting the Council's Well-being Objectives. The key ones for the division are:

- ❖ Increase the availability of rented and affordable homes
- ❖ Help people live healthy lives (tackling risky behaviour and obesity)
- ❖ Support the growing numbers of older people to maintain dignity and independence in their later years

The department makes significant contributions to the following Objectives:-

- ❖ Help to give every child the best start in life and improve their early life experiences
- ❖ Help children live healthy lifestyles
- ❖ Reduce the number of young adults that are Not in Education, Employment or Training
- ❖ Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty
- ❖ Supporting good connections with friends, family and communities
- ❖ A Council wide approach to support Ageing Well in Carmarthenshire
- ❖ Promoting Welsh Language and Culture

Department for Communities Performance Management Framework

To ensure we know how well we are doing in delivering these, the Communities Department has adopted a performance management approach to ensure energy and effort is focused. As a Department we have 6 key themes to prioritise on how we will focus on working towards delivering an excellent service by:

- Supporting independence
- Keeping people safe
- Promoting health and well being
- Providing sustainable and efficient services with information, advice and signposting
- Encouraging people achieve their potential (Workforce and users)
- Delivering well managed, sustainable, efficient services that contribute to a prosperous economy

The Council's Core Values



Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership and accountability for our actions

Welcome to our Department

The Communities Department has five Divisions providing front line services to the people of Carmarthenshire and a Business Support Unit and Performance, Analysis & Systems Team that assist and provide support to the five divisions in delivering their services.

Each Division has full Business Plans containing full details within each Service Area. The Business Unit Plans included are as follows:

Leisure Services

Homes and Safer Communities

Mental Health, Learning Disability Services & Safeguarding

Integrated Services (Older Persons & Physical Disabilities)

Commissioning Services Division

Departmental Priorities

Ref	Department for Communities Priorities With Key Actions and Key Outcome Measures
1	Ensure that robust governance arrangements are in place in order for Llesiant Delta Wellbeing and Cartrefi Croeso (local authority trading companies) to meet their agreed business objectives
2	Reduce sickness within the department
3	Health and Wellbeing Pilot Project to target health and wellbeing interventions in 5 key areas of Communities, as well as DMT
4	Ensure the Welsh Language standards are embedded across the department
5	Support the agile working agenda across the department
6	Develop a health, well-being and sustainability action plan across the department
7	Develop a customer service rating across the department
8	Develop the 'Calon' brand for catering provision across the department
9	Delta Lakes Wellness and Life Science Village bringing together health, leisure, business and research

Profile for Leisure Services Division



The Leisure division has a net budget of around £11.5 million and as a whole employs over 400 staff. The division has a key role to play in improving the well-being of our population through early intervention within the health continuum and throughout the life-course. The service aims to ensure that people live healthy, challenged, progressive, and fulfilled lives together. We believe that people:

- Value good health & well-being;
- Value strong families, social interaction and belonging;
- Are always seeking a greater sense of being and purpose; and
- Want to learn and progress.

Our service aims are therefore aligned around these key areas.

The service is non-statutory in the main, although parts of the service are classed as statutory, namely: Library services; elements of Archives and Museums Services, and KS2 swimming provision for primary schools.

Achievements and current strengths

The first six months of 2019/20 has been another busy and productive time for the service. In June, Pembrey Country Park's closed road circuit hosted the finish of the Women's Tour of Britain Cycle race, which brought £350k into the local economy and reached a million people via social media links.

The Park continues to develop and prosper. The opening of 'Yr Orsaf', the new food and beverage facility, has proved to be a huge hit with existing and new users to the park. All food outlets (Yr Orsaf, Ski Café and Beach Café) in the Park achieved the 5 Star Food Hygiene Rating as well as providing a new approach to Food and Beverage provision.

In June 2019, the Park became the first venue in Wales to be the recipient of the Blue Flag Award and, for the first time, the Green Flag Award, the benchmark for parks and green spaces in the UK and beyond. Added to this, the Camping and Caravanning site was awarded a 3 Star Rating for Touring and camping by Visit Wales Grading scheme.

The installation of the new automatic number plate recognition (ANPR) barrier entry and egress system has helped with the visitor experience as has the integration into the day to day working practices and management plans of Pembrey Country Park and the Millennium Coastal Park of the Environment Act (Wales) S6 duty (maintaining and enhancing biodiversity and in so doing promote the resilience of ecosystems).

The re-leasing of the Discovery centre to the private sector has brought in capital investment and a much-improved catering offer for the Eastern end of the MCP, whilst helping improve the revenue position for the division.

Capital projects are underway as part of the improvement masterplan at Carmarthen Leisure Centre, with the replacement all weather pitch due to be re-open in November, whilst in Ammanford the completely re-furbished wet-side changing rooms are planned to be in use from the turn of the year. The re-structure of the service has helped bring additional focus for the Actif

Communities team which will help greatly in supporting our aspirations to regenerate areas of Llanelli with the new Wellness hub as part of wider developments at Delta Lakes, where design and business planning scheme is now almost complete.

In the Cultural Services, we've implemented the new Theatres structure, which is helping with the development of our 'community agenda' and the letting of social enterprise units in the Ffwrnes, with groups such as 'People Speak Up'. The collaboration arrangement with Llanelli Town Council for the management of Parc Howard Museum continues to work well, and good progress is now being made with the re-development of the Museum of Speed in Pendine.

We have again met the same high levels for the Welsh Public Library Standard measures, whilst the refurbishment of the Carmarthen reference library and IT suite has been completed. This will link up well with the new Archive building which has been completed and is now in the 3 month 'drying-out' phase before we return the collection. Our Library Services continue to set new standards across the UK, with the fantastic new 'MakerSpace' facility officially opened by Welsh Government Ministers and CCC members at Ammanford with another 'Makerspace' area on target for opening by the end of 2019 at Carmarthen library. Carmarthenshire Libraries have continued to perform well against the Standards framework, achieving 9 (of 10) quality indicators in full and 1 in part (partially met as we do not meet the target level of staff). All 12 core entitlements set by the library standards framework were met in full.

The Business and Projects Team continue to support the Head of Service, Senior Management Team, service area Managers and their teams in a range of key divisional, departmental and corporate functions. The team provide a full range of support functions from leading on divisional capital projects to assisting with event management and acting as a divisional link to corporate, departmental working groups and associated workflows. Recent key areas of work have included project managing the introduction of a new digital radio system into Pembrey Country Park, along with a new Adventure Golf Course which is due for completion in February 2020 and being part of the project working group overseeing capital projects in Carmarthen and Ammanford Leisure Centres. The team were also heavily involved in the coordination of the successful Women's Tour cycle race which took place within the County back in June 2019, as well as providing project/event management support and guidance on a number of capital schemes and corporate work streams currently ongoing across the three divisional service areas.

Key Areas for Improvement

Our focus for the next 6 months will be to deliver the following:

- * Development of Museums infrastructure staffing & buildings
- * Completion and opening of Archive
- * Phase 2 of Carmarthen LC Capital investment (Track and car parking)
- * Securing phased funding for phase 2 of Ammanford LC site masterplan (Track / All-weather pitch and parking)
- * Bringing an options appraisal forward for St Clears LC to bid for investment
- * Bringing an options appraisal forward for Pendine Outdoor Education Centre
- * Further improvements at Pembrey CP to include: Completion of phase 1 of Cycling Hub and BMX pump track; new Adventure Golf course, new toilets by main park playground and steam railway station, improved signage, re-furb of Ski and Activity Centre
- * Connecting with health transformation agenda, social prescribing model, place based approach in general and for Glan y Mor / Tyshia area specifically.

- * Concluding investment decision in relation to redevelopment of Oriel Myrddin Gallery
- * Digital transformation projects, including a mobile app for Actif Sport and Leisure service
- * Llandovery £350k refurbishment agreed
- * Implementation of catering review, with re-design of Carmarthen Leisure Centre offer specifically.
- * Repair of BP Harbour walls to commence in March 2020

Key Divisional Risks

Risk Ref	Identified Risk	Mitigating Action Ref
SS600018	Public staff and participant safety especially around water areas is a key consideration for the service.	
SS600019	Continuing political and public support as to the value and impact of Leisure is essential in order to develop such a critical yet largely non-statutory service such as Leisure.	
SS600020	The service has to deliver what people want. Understanding customer demand and adapting to meet these challenges are a key risk for the service.	
SS600021	Non-controllable external factors such as poor weather or unforeseen increases in utility costs are risks to the business that have to be managed quickly and effectively.	
SS600022	Maintaining a strong and positive public perception of services is essential in income generating areas where there is competition from the private sector.	
SS600023	Buildings infrastructure and environments must be safe and appropriate in order to manage the service effectively.	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
	<i>Service Head</i>			
1	Invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village	March 2022	Ian Jones	MF5- 61 WBO8 (Healthy Lives) PIMS - 12602
2	We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes. 1- Education, Development & Training; 2- Infrastructure and Facilities; 3-Marketing & Branding; 4-Tourism and 5 - Events	March 2023	Ian Jones	MF5 – Part 1 WBO8 (Healthy Lives) PIMS - 13195
3	Work with Town & Community Councils and other community organisations to look at ways to invest in upgrading Local leisure provisions	March 2023	Ian Jones	MF5 - Part 71 WBO2 (Children Healthy)

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				PIMS - 13105
4	Assist in developing a departmental catering manual to help standardise operating procedures across the Leisure Division	March 2020	Ian Jones	WBO8 (Healthy Lives) PIMS – 14025
	<i>Business and Project Manager</i>			
1	Customer care review undertaken for the division	March 2020	Richard Stradling	
2	Work alongside Workplace health and wellbeing champion to effect change in physical activity levels of targeted staff within the Communities department.	March 2020	Richard Stradling	WBO8 (healthy lives) PIMS - 14030
3	Work with TIC team and Service managers to effect improvements in service delivery and performance across the Leisure division.	March 2020	Richard Stradling	
	<i>Outdoor Recreation Services</i>			
1	We will deliver a £2million programme to re-develop Burry Port Harbour infrastructure. Repair of Harbour Walls at BP Harbour, and part of wider regeneration masterplan for the area	March 2023	Neil Thomas	MF5- 69 WBO8 (Healthy Lives) PIMS - 13201
2	Improve and develop wider infrastructure and facilities at Pembrey Country Park to enable it to become a first class facility for residents and visitors e.g. Signage; toilet facilities; website; ranger's depot; caravan storage facility; beach water-sports area; crazy golf; development of outdoor adventurous activity facilities	March 2020	Neil Thomas	MF5 – 67 WBO8 (Healthy Lives) PIMS – 13200
3	Work with community organisations to improve access to the network of footpaths and bridleways across the County (check – this unit is due to transfer over to Environment Dept in 2019/2020)	March 2020	Neil Thomas	MF5 – 68 WBO8 (Healthy Lives) PIMS - 14028
4	We will review the physical infrastructure and programming of Pendine Outdoor Education Centre.	March 2020	Neil Thomas	WBO2 PIMS -13945
	<i>Sports and Leisure services</i>			
1	Further improve the customer experience at our facilities through the delivery of a robust 'Service Improvement' strategy using international benchmarking standard 'Net Promoter Score' to monitor customer satisfaction.	March 2020	Carl Daniels	
2	Implement complete pathway of aquatics provision that enables participants to reach their full potential, including unified coaching model.	March 2020	Carl Daniels	WBO8 (Healthy Lives) PIMS - 13196
3	We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion.	March 2020	Carl Daniels	WBO11 (Ageing Well) PIMS – 14070

4	We will develop Carmarthen Leisure Centre facilities to include refurbishment of athletics facilities and the 3G astro turf pitch with upgrade to traffic infrastructure	March 2020	Carl Daniels	MFP – 62 WBO8 (Healthy Lives) PIMS - 14032
5	We will develop Ammanford Leisure Centre facilities with upgrades to changing facilities, traffic infrastructure and external sports facilities.	March 2020	Carl Daniels	MFP – 62 WBO8 (Healthy Lives) PIMS - 14033
	Cultural Services			
1	We will develop the 'Stordy Digidol' digital project to promote improved mental health in conjunction with show casing Carmarthenshire's heritage collections.	March 2021	Jane Davies	WBO14 (Culture) PIMS - 13287
2	Continued implementation of the Libraries Development Plan 2017 – 2022 with continuous improvement review in order to maintain excellent framework standards.	March 2022	Jane Davies	WBO14 (Culture) PIMS - 13288
3	We will deliver a transformation plan for the Carmarthenshire Museums service, to include development at Parc Howard, a review of Kidwelly museum and a new Museum of Speed in Pendine to improve the provision for residents and visitors. MF5-64	March 2022	Jane Davies	MF5 – 64 WBO14 (Culture) PIMS - 13289
4	We will further develop Oriel Myrddin to improve the provision for residents and visitors. MF5-64	March 2021	Jane Davies	MF5 – 64 WBO14 (Culture) PIMS - 13530
5	Deliver the plans for the transformation of Carmarthenshire Archive Service and its reinstatement at Carmarthen Library We will deliver a new archive repository and information hub for Carmarthenshire.	March 2023	Jane Davies	MF5 – 63 WBO14 (Culture) PIMS -13292
6	We will review and re-develop the Council's Theatre Services provision	March 2020	Jane Davies	MF5 – 66 WBO14 (Culture) PIMS -14103
7	We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili.	March 2023	Jane Davies	MF5 – 65 WBO14 (Culture) PIMS - 13290
8	Celebrate and promote Carmarthenshire's rich cultural and sporting achievements and diversity. Celebrate Carmarthenshire's Culture through the continuation of an annual Cultural Awards event and by supporting the development of the Town & Village of Culture.	March 2020	Jane Davies	MF5 – 70 WBO8 (Healthy Lives) PIMS -14037

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Profile for Homes & Safer Communities Division



The Homes & Safer Communities Division is made up of around 870 staff and has a turnover of £78 million for the Housing Revenue Account (HRA), £32 million for the Council Fund and a Capital Programme of £20 million. The Division is based in the three main residential areas of Ammanford, Carmarthen and Llanelli and serves a population of 183,000 people, and over 83,000 homes across the county.

As a division, we believe we will deliver a good service when it meets the following criteria:

- Providing accurate and timely housing advice
- Delivering the Carmarthenshire Homes Standard + and increasing the supply of affordable homes
- Protecting individuals from harm and promoting health improvement
- Ensuring the safety and quality of food chain to minimise risk to humans and animals
- Promoting a fair and just trading environment for businesses and citizens
- Improving the local environment to positively influence the quality of life and promote sustainability
- Getting better at what we do
- Delivering effective care and support services

Achievements and current strengths

We have delivered 191 new affordable homes as part of our ambitious five year Affordable Homes Delivery Plan so far in 2019/2020. This brings it to a total of 798. We have developed a 10 year council housing new build programme that will enable us to play a pivotal role in developing additional affordable homes and support wider Council priorities. Nearly £44m has been set aside for the next three years and it is planned to invest nearly £150m and deliver 900 new council homes

over the next ten years, in addition to what is already planned. It will also allow us to not only align with Cartrefi Croeso delivery but significantly contribute to key Council developments and regeneration initiatives to grow the economy across the County.

It is also important that access to existing social housing is as easy as possible. Canfod Cartref/Homefinder is a new system that puts you in control of where you want to live and where applicants 'bid' for properties. This is in place in a number of other councils and gives 'bidders' a real stake in their new home. This does not change the allocation policy in terms of who gets assistance, just how we go about letting the homes.

We have supported over 900 council tenants on to Universal Credit. We have carried out around 1600 Tenancy Support visits and collected £22,468,488.73 in rent, an increase of over a quarter of a million on 2018/19.

Four of our seven Local Authority Care Homes have recently been inspected by Care Inspectorate Wales complying with the Regulation and Inspection of Social Care (Wales) Act. The Inspection Reports clearly state that [“the care workers we observed and spoke to demonstrated that they were well supported, knew the needs of the people they cared for and the outcomes for people were being met”](#)

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There have been an improvement in occupancy rates. However this continues to fluctuate given the nature of the service. Dependency levels continue to rise within our service – an increase to Dementia Care is evident in all of our homes.

We are in the process of modernising our Domiciliary Care Service. We have introduced smart phone technology and have provided mobile phones to all our Domiciliary Care staff. This means that they will be able to receive their care rotas electronically in the near future.

Over £13m forecast to be spent to maintain the CHS+ in tenants' homes in 2019-20. We have managed improvements and lettings of 338 homes, including new homes added to our stock. A further 110 homes were in the process of having works completed, ensuring that void homes were available for letting as quickly as possible, striving to meet customers' expectations. We have kept the rent increase for 2019/20 at an average of 2.4%.

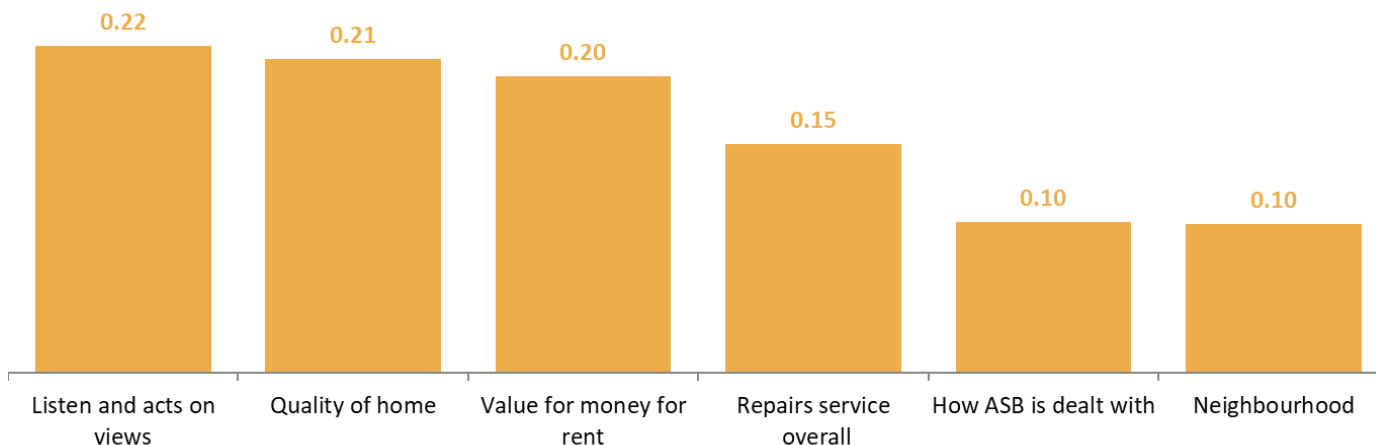
We conducted a STAR tenant satisfaction survey. A questionnaire was sent out to 5000 tenants selected at random by mail, e mail, online and text achieving an impressive 29% response rate. We have developed a 3 year programme of works to be carried out on estates, helping to improve the health and well-being of tenants. All Independent living schemes for over 55 follow rigorous health and safety weekly checks for the safety of the scheme including weekly alarm testing. We have developed a sheltered scheme newsletter with the first publication due Christmas 2019. We are working holistically recognising that the collaboration and input with health and leisure has an impact on the wellbeing of our tenants in sheltered schemes.

Our Taxi Licensing Team are working with taxi drivers regarding the safeguarding of passengers. This is in the news with the withdrawal of the Uber licence in London and again we are one step ahead. After much success in numerous national awards and competitions in 2016, the authorities Financial Exploitation Safeguarding Scheme (FESS) has been adopted and replicated by 36 local authorities nationwide. Authorities have further agreed to provide data for formal academic research into financial abuse in a project run in conjunction with Cardiff University led by Carmarthenshire County Councils Trading Standards Services. Implementation of the Buy with Confidence Scheme which will hopefully help underpin the long term strategy of achieving an equitable trading environment within the County for business and consumer.

Our Pest Control team received a TIC award in October 2018 for their achievements in demonstrating a project which reflected Transformation, Innovation and Change. [RHEOLI PLÂU - PEST CONTROL](#)

Key Areas for Improvement

A STAR action plan is being developed to help us understand and improve the overall satisfaction of our tenants.



We will ensure that all outstanding long term voids are issued to contractors. Homes will be brought back into use by the end of year and some programmed for completion during 2020. Measures have been taken to ensure sufficient resources have been identified to make these improvements. Ensure that the collaboration agreement with the Welsh School of Architecture is agreed. To enable works to commence on site for a pilot retrofitting scheme, installing existing homes with innovate technology to alleviate fuel poverty. Identify a potential Gypsy and Traveller site to be included in the deposit Local Development Plan by December 2019.

The Residential Care Home admission process now works alongside the broker. This is currently in its early stages but is working well in some areas. We currently have a working group looking at ways of improving the provision of day services and opportunities for older people across the County by making them more reflective of communities, and how they can help enhance community resilience.

To reinvigorate the Moneywise initiative, ensuring that it is once again utilised in Carmarthenshire schools, also to scope the possible expansion and implementation of the scheme to cater for other age/client groups. To identify areas in which the FESS project can be improved particularly in terms of awareness raising amongst potential partner organisations.

Key Divisional Risks

Risk Ref	Identified Risk	Mitigating Action Ref
SS300033	Maintain the Carmarthenshire Homes Standard (CHS) in the future	
SS300034	Deliver the affordable homes plan	
SS300035	Mitigate the effects of welfare reform and introduction of universal credit	
SS300036	Manage changes in regulatory requirements & new legislation with	

	specific focus in mitigating risk	
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★ Address & cross-reference any actions arising from these sections within the Key Actions section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
	Care and Support Services			
1	Deliver an investment programme for Care Homes and Sheltered Housing Schemes.	March 2020	Jonathan Morgan	MFP 54 WBO10 (Older People) PIMS – 14058
2	Ensure we fully comply with the Regulation and Inspection of Social Care (Wales) Act	December 2019	Jonathan Morgan	
3	Maintain and further develop a strong and sustainable in-house Council provision for domiciliary and residential care and continuing to make sure the market remains stable	March 2021	Jonathan Morgan	MFP 55 WBO10 (Older People) PIMS – 13225
4	Ensure smooth transition of Allied HealthCare Services into our in house Domiciliary Care delivery	March 2020	Jonathan Morgan	
5	Continue to improve the provision of day opportunities for older people across the County	March 2020	Jonathan Morgan	MF5 – 53 WBO10 (Older People) PIMS – 14057
	Partnership and Engagement Team			
1	We will make it easy and inviting for council tenants to get involved in shaping strategic decisions and improving services, through meaningful involvement and development of relevant tenant skills.	March 2020	Les James	MF5 48 WBO7 PIMS - 14024
2	We will work with regional partners to ensure community cohesion is co-ordinated throughout the region.	March 2021	Les James	WBO9 PIMS - 14041
3	We will develop a transformational master plan for the Tyisha ward which will address the concerns of residents and provide a sustainable future.	March 2020	Jonathan Willis	MF5-51&47 WBO7 PIMS - 14023
	Advice and Tenancy Support Team			
1	We shall implement key Homelessness Strategy actions to ensure vulnerable residents are supported appropriately including: <ul style="list-style-type: none"> New models of affordable single people accommodation Remodelling temporary and supported accommodation provision and exploring whether a 'Housing First' approach can be developed to support those with the most complex needs 	March 2020	Adele Lodwig	MF5 - 50 WBO5 (Poverty) PIMS - 14003
2	We will support all Council tenants through Welfare Reform changes and deliver a Universal Credit action	March 2021	Adele Lodwig	MF5 – 49 WBO7 (Homes)

	plan to maximise income and develop new training and employment opportunities			PIMS - 14022
	<i>Investment and Income Team</i>			
1	Review and Implement a revised transformational housing development programme that meets Housing Need as well as wider strategic regeneration initiatives including rural areas	March 2020	Jonathan Morgan	
2	<p>Continue develop 1,000 affordable homes in the County based on the concept of localism by both bringing empty properties back into use and undertaking new build.</p> <p>Actions linked to Well-being Objective Plan 7–</p> <ul style="list-style-type: none"> - Increase the number of homes managed through the Council's Social Lettings Agency - Work with property owners and bring empty homes back into use - Increase the Council Social Housing stock by buying private sector homes - Work with our Housing Association Partners to maximise Welsh Government Grant opportunities and increase the supply of homes where they are most needed - Increase the Council's Housing Stock by building new Council Homes - Maximise the opportunities for increasing the supply for affordable homes through the LDP (Local Development Plan) by providing new homes on site or by the use of commuted sums 	March 2021	Rachel Davies	MF5 - 44 Monitored in the PI – 7.3.2.24 WBO7 (Homes)
3	We will develop an ambitious new affordable homes plan which will deliver over 900 additional Council homes over the next 5-10 years.	March 2021	Rachel Davies	MF5-45 WBO7 PIMS - 14020
4	We will deliver the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents	March 2021	Jonathan Morgan	MF5-46 WBO7 PIMS - 13185
5	We will continue to assess options, and trial new technology to Council homes to better understand the potential for helping tenants to reduce their energy bills, improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government.	March 2020	Angela Bowen	WBO5 PIMS - 14002
	<i>Environmental Protection Team</i>			
1	We will continue to work with the Food Standard Agency to deliver realistic targets to satisfy the memorandum of understanding for animal feed.	March 2020	Sue Watts	WBO6 PIMS - 14019

2	We will continue to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County. This will be carried out by regular assessments and, where necessary, sampling programmes.	March 2020	Sue Watts	WBO8 (Healthy Lives) PIMS - 14026
3	We will monitor private water supplies to ensure safety for the residents in Carmarthenshire. The service will explore the possibility of extending the programme to testing for the presence of radon and remediation as necessary.	March 2020	Sue Watts	WBO8 PIMS - 14027
4	We will explore various options for possible delivery of treatment of care for pest control.	March 2020	Sue Watts	WBO8 PIMS - 14029
<i>Business and Consumer Affairs Team</i>				
1	We will promote financial literacy and protect vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS) and develop further partnership arrangements in respect to financial exploitation	March 2020	Roger Edmunds	WBO5 (Poverty) PIMS - 14007
2	We will Implement proceeds of crime across regulatory services to protect people	March 2020	Roger Edmunds	WBO9 (Good Connections) PIMS - 14045
3	We will continue to develop and deliver safeguarding awareness training sessions to licensed premises staff, in partnership with the Police and Security Industry Authority.	March 2020	Roger Edmunds	WBO9 (Good Connections) PIMS - 14051
4	We will continue to develop and deliver safeguarding awareness training to transport drivers, in partnership with the Police and Four Counties.	March 2020	Roger Edmunds	WBO9 (Good Connections) PIMS - 14052

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Profile for Mental Health, Learning Disability Services & Safeguarding Division



The division is made up of 290 staff and has a net budget of around £29.5 million. The division supports adults with learning disabilities, mental health and people with drug and alcohol problems. It also safeguards vulnerable adults and people who lack mental capacity in care homes and hospitals. The service also works with disabled children and young people aged between 16 and 25 as well as providing day services support to people in need of employment, leisure and personal development opportunities. The Community Inclusion provides and develops meaningful day opportunities for adults and young people.

Achievements and current strengths

We have improved services and support for carers by appointing a carers information and assessment officer to raise the profile of carers assessments, work closely with the IAA service and the third sector. The division has been well represented on the health led Mental Health and Learning Disability transformation programmes and fully engaged in these projects and subsequent consultation.

The Mental Health Transformation recently won an NHS award for collaboration. We have contributed to the regional Market Position Statement, Local Commissioning Strategy and the Local Area Plan. We have undertaken an accommodation needs survey which is informing collaborations/projects with housing and supporting people colleagues.

- We have received a TIC award for Learning Disabilities day service review. A framed certificate for our achievement in demonstrating a project which reflected Transformation, Innovation and Change. [GWASANAETH DYDD I BOBL AG ANABLEDDAU DYSGU - MHLD DAY SERVICES](#)
- We have established 6 walking and running groups across county, achievements include participating in the run for life and Swansea 10k, reduction in participant's weight, BP and Dress size.
- We have been successful in being chosen as a supplier of pottery to National Trust outlets.
- The pottery group have been commissioned to make figurines representing the Gorsedd Y Beirdd in preparation for the 2018 National Eisteddfod in Cardiff Bay.
- Pembrey Country Park has a new all-inclusive cycle hire scheme, namely '**Cycle For All**'. Thanks to the Integrated Care Fund, Welsh Government funding there are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, tricycles adult and child size, 4 seater family bikes and recumbent's.
- Maes Lliedi Day Service recently applied for and was successful in obtaining a sensory garden located in the grounds of Maes Lliedi. This was secured through the apprenticeship scheme run by Lloyd and Gravell and TRJ building firms.
- The Safeguarding processes have been redesigned to ensure compliance with the SSWB Act's requirements. The Local Operational Group is well established and well attended by partner agencies. As a result there is greater confidence in the multi-agency approach to safeguarding.

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- All senior managers are engaged in formal management development programmes. All team managers have engaged in a bespoke training programme to develop skills in managing people, performance and resources.

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
SS500022	Outcomes for young people and service capacity will be compromised if we do not have a seamless pathway from transition into adult care	
SS500023	Not delivering on savings will impact on future service provision	
SS500024	Individuals will not be safeguarded and a risk of legal challenge and financial penalty if we do not manage the DOLs referrals	
SS500025	Outcomes for individuals will be compromised and a risk of duplication and loss of funding if we do not collaborate with partner	
SS500026	Individuals will not be safeguarded or independence promoted if assessments and reviews are not completed	
SS500027	The number of adults going into residential care will increase and there will be an impact on financial savings if we do not develop alternative community provision	
SS500028	There will be over provision/poor outcomes for individuals if care/support plans and service delivery plans are not person centred and outcome focussed	
SS500029	A risk exists that the authority(as a key partner)could be liable to repay significant amounts of grant funding to the Area Planning Board for substance misuse with no prospect of recovering those amounts from third parties	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When ^{#1}	By Who	Well-being Objective
1	Develop a strategy and delivery plan to reduce the number of individuals in residential care	March 2020	Mark Evans/Kelvin Barlow	
2	Contribute to health led transformation programmes in mental health and redesign of services within learning disability	December 2019	Avril Bracey	WBO8 (Healthy Lives) PIMS – 13199 New Action on PIMS
3	Embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making	March 2020	Cathy Richards	WBO9 (Good Connections) WBO11 (Ageing Well) PIMS – 13218 New Action on PIMS
4	To implement a robust strategy for successfully managing new and historical DOLS applications	March 2020	Cathy Richards	SEP Directors Annual Report DAR14
5	Ensure that Community resilience, including ensuring vulnerable people have equal access to education, training and employment, will be a key objective of the Learning Disability day service transformation plan. This will include new models for service delivery	March 2022	Sharon Frewin	MF5 – 37 WBO4 (Neet) PIMS - 12540 SEP
6	Develop core services to support young people (15 – 25 yrs) who experience barriers to learning and employment due to a chronic condition	March 2020	Sharon Frewin	MF5 – 37 WBO4 (Neet) PIMS - 12535
7	To Review and implement updated safeguarding arrangements to ensure a consistent response to Adult at Risk reports both locally and regionally	March 2020	Cathy Richards	
8	Work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available.	March 2020	Avril Bracey	MF5 – 57 WBO10 (Older People) PIMS – 13226 DAR9 New Action on PIMS
9	Develop a response to the increased level of alcohol misuse in the Over 50s and the impact upon their health and wellbeing; including Alcohol related Brain Damage, alcoholic dementia and falls	March 2020	Kelvin Barlow	WBO9 (Good Connections) PIMS - 13215 New Action on PIMS
10	Review our disability service to ensure seamless transition and pathways from children to adults	March 2020	Kelvin Barlow	WBO9 (Good Connections) PIMS - 13204 New Action on PIMS
11	Continue to monitor and improve quality and	March 2020	Kelvin Barlow	Directors

	effectiveness of care planning and review processes to ensure Reviews for clients are undertaken to on an annual basis in accordance with regulation requirements			Annual Report DAR17
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Profile for Integrated Services (Older Persons & Physical Disabilities) Division



The division employs 123 Council staff and has a net budget of around £29 million from the Council Fund. The teams are based in the three defined locality areas of the County namely, Tywi /Teifi/Taf (also referred to as the 3Ts) Aman Gwendraeth and Llanelli. The County has an integrated Community Health & Social Care Service 'infrastructure'.

This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. The Service supports older people and people with physical disabilities to maintain their independence and wellbeing where and when possible in their own home. The case for integrated care is reinforced by the need to develop whole-system working across health and social care to address the complex needs associated with age related co-morbidity and frailty (including dementia).

Key among this is the vision as endorsed by the Welsh Government's strategic plan "A Healthier Wales":

The vision should be "of care organised around the individual and their family as close as home as possible, be preventative with easy access and of high quality, in part enabled via digital technology, delivering what users and the wider public say really matters to them. Care and support should be seamless, without artificial barriers between physical and mental health, primary and secondary care, or health and social care" (Parliamentary Review 2018)

The Plan is seeking "a seamless whole system approach to health and social care."

Seamless means *the realisation of services and information which are less complex and better co-ordinated for the individual; close professional integration, joint working and information sharing between services and providers to avoid transitions between services which create uncertainty for the individual.*

It is therefore instructive to note how progressive integrated services division is achieving this vision and meeting the seamless standards, as evidenced below, following the Care Inspectorate Wales (CIW) Inspection of older people services.

Achievements and current strengths

During the first half of 2019/2020, Integrated Services, as the principal division for services to older people, was inspected by the Care Inspectorate Wales (CIW) in collaboration with Healthcare Inspectorate Wales (HIW). The purpose of the inspection (the theme being *Prevention and promotion of independence for older adults (over 65) living in the community*) was to explore how well the local authority with its partners is promoting independence and preventing escalating needs for older adults.

As part of the two weeks Inspection, the Authority prepared a programme of interviews and meetings for the six inspectors. The findings of the detailed and rigorous Inspection are extremely noteworthy and provide an evaluation of the Division's strengths and priorities for improvement, some of which are departmental-wide.

Of particular note and satisfaction to the Division are:

- *Social workers and partners recognise adults are the best people to judge their own well-being*
- *Different professional disciplines work effectively together to support well-being and independence*
- *People who lack mental capacity can be confident assessment and decision making is made in the best interest of the individual*
- *There is an active approach to enabling people to receive a service in the language of their choice*
- *Staff are offered integrated health and social care training*
- *Staff feel supported by the management group*
- *There are many examples of collaborative thinking and working by health and social care managers*
- *Integrated posts provide good opportunity for shared understanding and collaborative working*
- *Health and social care staff work collaboratively towards a shared vision of addressing the needs of people in the community with a developing focus on prevention and the promotion of independence*
- *Some excellent initiatives are being driven to support communities to be more resilient in meeting the increasing needs of older people in the population*

In addition, the Report references evidence that the inspectors found. Some of the comments (not exhaustive) are as follows:

- *We found practice was characterised by compassionate practitioners working well to identify what matters to people. People routinely told us they were satisfied with the services that had helped them*
- *The quality of the assessments and care and support plans we reviewed captured what was important to people, were outcome focussed and strength based.*
- *We found practice was characterised by compassionate practitioners working well to identify what matters to the person. People routinely told us they were satisfied with the services that had helped them.*
- *Most staff we interviewed were positive about their jobs and talked enthusiastically about their work, The CIW staff survey (267 responses) recorded approximately 90% of staff felt supported by their managers and colleagues to do their job.*
- *From file reviews it was evident OT led assessment focussing on double handed support were thorough, balanced and represented people's best interest.*
- *Learning and Development opportunities were highly regarded by staff*
- *We found CCC worked collaboratively with partners*
- *We found CCC embraced relationships with the third sector*

In summary, the Division was very satisfied with the Inspection report and the commitment and compassion shown by our staff to the people of Carmarthenshire. This was conveyed to the Community Resources Team staff both by e mail and three celebratory CRT engagement events in September 2019.

Key Areas for Improvement

The priorities for improvement as identified by the CIW in its Inspection report were noted. Each of these has been considered with an Action plan developed by the Division to address and monitor their progress. These actions are reported through PIMS. Please find attached link to the PIMS report.

Well-being – we identified a need to ensure qualitative performance information is gathered across the directorate and this provides opportunity for learning across the service.
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People voice and choice – CCC need to ensure a sufficient range of services is available to carers across the Local Authority.

Partnerships, integration and co-production – we recommend that there should be an equity of services across all areas of the county.
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Prevention and early intervention – we identified a need to continue to connect communities to services through engagement with people and partners to help prevent escalation of need.
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The link to the Inspection Report is below: -<https://careinspectorate.wales/sites/default/files/2019-08/190807-carmarthenshire-en.pdf>

In addition to the CIW Inspection Report, Integrated Services has considered the Wales Audit Office Report - The 'Front Door' to Adult Social Care published September 2019.

All WAO recommended actions are reported through PIMS. Please find attached link to the PIMS report.

R1 Part 1 of the report sets out how authorities promote access to the 'front door' and provide information, advice and assistance to help people to improve their wellbeing and prevent their needs from deteriorating. To improve awareness of the front door we recommend that:

- local authorities: review their current approaches, consider their audience, and ensure that good-quality information is made available in a timely manner to avoid needs deteriorating and people presenting for assistance in 'crisis';
- work in partnership with public and third-sector partners to help ensure people accessing via partner referrals, or other avenues, are given the best information to help them;
- ensure that advocacy services are commissioned and proactively offered to those who need them at first point of contact; and
- to take local ownership and lead on the co-ordination and editing of local information published on Dewis Cymru locally.

R2 Part 2 of the report highlights weaknesses in authorities' assurance of the availability and quality of third-sector, preventative, community-based services that they signpost people to. We recommend that:

- local authorities: map the availability of preventative services in their area to better understand current levels of provision and identify gaps and duplication;
- involve third-sector partners in co-producing preventative solutions to meet people's needs and ensure people have equitable access to these services;

- work with third-sector partners to tailor and commission new services where gaps are identified; and
- work with partners to improve data to evaluate the impact of preventative services on individuals and the population more generally.

The link to the Inspection Report is below:-

<http://audit.wales/system/files/publications/Front-door-to-adult-social-care-english.pdf>

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
SS100021	Not delivering on financial efficiencies will compromise our ability to deliver future services and progress the modernisation a agenda	
SS100023	Failure to respond in a timely manner to "Careline" contact calls could result in compromised client safety	
SS100029	Failure to arrange the provision of a comprehensive Information, Advice and Assistance Service	
SS100030	There is a risk that the ICF grant for 2018/19 will be overspent by up to £650k	
SS100031	Health Board have stopped contributing to S.117 placements in residential care which is not legally compliant and has financial implications for the Local Authority	
SS100032	Failure to provide timely and responsive Domiciliary Care Provision to Adults with care and support needs	

★ Address & cross-reference any actions arising from these sections within the Key Actions section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
Improved population health and wellbeing				
1	We will make the IAA service as effective as possible, focussing on prevention and early intervention, working with community and third sector organisations, to achieve better outcomes for individuals. This includes making sure our service model is fit for purpose.	Dean Jones	March 2020	MF5-52a (Action also in Well-being Objective 9 & 10 & 11) PIMS -
2	We will improve the population health and well-being across the 3 tiers by continuing to implement a preventative framework with clear outcomes of each tier. Prevention Early intervention Promoting Independent Living	Julia Wilkinson	March 2020	WBO10 WBO11 PIMS -
3	We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness, tackle inequalities and poverty	Julia Wilkinson	March 2020	MF5-59 WBO11 WBO10 PIMS -
Better quality and more accessible health and social care services				
1	We will continue to develop and improve an effective re-ablement/rehabilitation service to achieve better personal outcomes.	Jane Wood/Vicky Stevenson	March 2020	WBO10 PIMS -
2	We will continue to review and improve our Intermediate Care service model and provision.	Debra Llewellyn/Sarah Cameron	March 2020	WBO10 WBO9 PIMS -
3	We will support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County.	Neil Morgan	March 2020	MF5-60 WBO11 WBO10 PIMS -
Higher value health and social care				
1	We will invest in the quality of our social work decision making and practice by providing appropriate guidance and training to ensure compliance with legislative requirements. This will include auditing case files and strengthening our evidence base to recording our management oversight of casework.	Joel Sven Martin/Jayne Thomas	March 2020	WBO10
2	We will further strengthen the provision and use of the Welsh language within social care services to be	Neil Edwards	March 2020	MF5-56 (Action also

	able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer'.			in Well-being Objective 14 & 10)
3	We will innovate and transform services through a learning culture and best practice approach	Neil Edwards	March 2020	WBO10
4	We will review the 10 year Strategic Plan in light of recent Welsh Government Legislation and guidance to ensure our services are aligned and continues improvement of our service models	Neil Edwards	March 2020	WBO10

A motivated and sustainable health and social care workforce

1	We will provide a supportive learning and development culture for our workforce to ensure they are equipped to meet the challenges of A Healthier Wales . This will also include an evaluation of the workforce challenges and the solutions.	Neil Edwards	March 2020	WBO10
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Profile for Commissioning Services Division



Established in 2015, is made up of around 25 staff and has a budget of approximately £1.3 million. Externally, the department commissions over 60 million pounds worth of social care services for adults. This includes care home provision, domiciliary care provision (including community based supported living services) day care and support provision and a range of third sector preventative service contracts. Significant among these are the care home contracts. Services provided under the Supporting People, Carers and Personalisation (direct payments) agendas also fall under the responsibility of the Commissioning Division.

Achievements and current strengths

Despite a number of staff changes, including staff vacancies the commissioning team has continued to progress a challenging work programme.

The commissioning division has actively been seeking the views of people who use the services that we commission. The Strategic Partnership Board for Carers has allowed the division to establish a forum, allowing us to take into account the needs of carers and involving them in the planning of services to achieve wellbeing goals. We have also undertaken a comprehensive engagement with key stakeholders including service users, parents/ carers and service providers to shape our draft Learning Disability Strategy.

The division has been working closely with Health colleagues to develop a joint approach to reviewing commissioned services across older people services; working collaboratively with independent and 3rd sector organisations has gone from strength to strength.

'The Fulfilled Lives' project is an example of a project that has been established through commissioned services, the project focuses on wellbeing outcomes and aims to find an alternative solutions in order to meet people's needs.

Demands and forward planning is now being discussed at a strategic level with intelligence being gathered using Housing Learning Improvement Network (Housing LIN) report and new Accommodation and Support Needs Mapping Form. A more integrated approach is being adopted to meet the immediate and longer term needs of individuals ensuring that commissioned services are delivered more efficiently and effectively. A clear process to audit the existing supported living providers has been developed in order to understand what is available and to identify potential efficiencies and gaps in service delivery. The compliance audits have shown a year on year improvement which sets the Division in good stead for the move to the Housing Support Grant as from April 2020.

We have continued to contribute to the regional commissioning agenda including the development of a pooled budget for care homes, review of advocacy services & the commissioning of Independent Professional Advocacy and taking a co-productive approach to the commissioning of more creative carers respite options.

Key Areas for Improvement

The commissioning division will be focusing on the re design of services to meet a preventative agenda, working collaboratively with Health, Independent Sector and 3rd Sector organisations with an objective of taking a holistic view of an individual's journey to create a pathway for people offering a menu of options providing the right service, at the right time in the right place.

In order for the division to meet future and long terms needs of people with a learning disability it is a priority for the commissioning division is to develop accommodation-based services that have the ethos of a progression model as its core purpose.

The division has planned a review of commissioning services for carers, linking to the regional programme of work to reflect the voice of carers and focusing on the needs of carers in order to capture the key principles around information, advice and assistance.

The move to the Housing Support Grant will require working closer with colleagues in both the Homes and Safer Communities and Education and Children's Services Divisions to ensure that services are developed strategically to deliver the aims of the grant which is to reduce homelessness in Carmarthenshire.

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
SS700016	Review our structures for the new commissioning division to ensure that it is fit for purpose and facilitates the development and sharing of expertise to ensure the continuity of service provision through joint working arrangements	
SS700021	To deliver savings through right size packaging and analysis of cost providers in the pan disability service areas as part of the Authority's budget management	
SS700022	Ensuring robust systems remain in place to identify early warning signs of market failure in order to avoid or reduce serious risks to service provision and the impact on service users	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

The priorities for the Commissioning Team are set within the context of the Social Services and wellbeing (Wales) Act, the Regulation and Inspection Act and Welsh Government policy guidance.

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
1	To develop a more strategic approach, to strengthen and develop the preventative network of services &	March 2020	Alun Jones / Chris	WBO11 (Ageing Well)

	build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers.		Harrison Alison Watkins	14067 MF5-58
2	To support people to recover so they can live independently as they are able and maximise people's independence where possible. This will include the development of intermediate care services, reablement, use of assistive technologies and a range of accommodation to enable people to live as independently as possible.	March 2020	Alison Watkins / Chris Harrison	
3	Commissioning strategy development which includes, older people, dementia, carers, learning disability, mental health, etc reflecting Welsh Government policy guidance and priorities of the Population Needs Assessment and the Area Plan.	March 2020	Alison Watkins / Chris Harrison	
4	To ensure effective and efficient contract management to ensure care & support providers comply with their duty to provide quality, reliable and safe services while securing value for money.	March 2020	Alun Jones / Alison Watkins	
5	To develop joint/ integrated commissioning arrangements in response to policy drivers and to support the transformation programme. (ref Commissioning Business case, IPC regional report-commissioning)	March 2020	Alison Watkins / Chris Harrison	
6	We will bring together a range of local and regional strategies and initiatives into a single county plan for carers	March 2020	Alison Watkins / Chris Harrison	Directors Annual Report DARA13 PIMS - 14253
7	Increase Direct Payments and use of citizen directed cooperatives at operational, commissioning and contracting levels	March 2020	Chris Harrison	Directors Annual Report DAR15 13815
8	To develop an overarching strategic commissioning document to guide commissioning policy and practice	March 2020	Chris Harrison	Directors Annual Report DAR16 13816
9	Ensure a sufficient range of services to carers is available across the local authority	March 2020	Alison Watkins / Chris Harrison	14476 OP/CIW2019
10	Ensure carers are aware of available support services	March 2020	Alison Watkins / Chris Harrison	14477 OP/CIW2019
11	Ensure a consistent consideration of the right to formal advocacy	March 2020	Alison Watkins /	14478 OP/CIW2019

			Chris Harrison	
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Review and Evaluation

Demonstrating the 5 ways of working

Case studies on the Well-being of Future Generations Act and our Projects	
Start Well	Aquatics Programme
Live well	<ul style="list-style-type: none">① Carmarthen Cycling Strategy① Affordable Housing
Age well	<ul style="list-style-type: none">① Financial Exploitation Safeguarding Scheme① Life Science and Wellness Village Fulfilled Lives Project

What others say

The CSSIW have evaluated our services as being generally effective and that:

“ *The local authority continues to benefit from strong leadership across adults and children’s services, with good stability and effective support for its workforce’.* ”

In our evaluation by the CSSIW for the last year they note that we have made:

“ *Good progress on the implementation of the Social Services and Well-Being (Wales) Act (SSWBA), and has placed significant importance and investment on ensuring new ways of working are understood by staff and partner agencies and embedded into practice. A project board is in place with a clear action plan aligned to the SSWBA, and key milestones have been and continue to be achieved.* ”

Giving our communities an active offer of language choice in assessment has been a priority and I am pleased that our progress has been recognised by the CSSIW where they judge that

“ *The Welsh Government ‘More than Just Words’ framework for the use of the Welsh language is being implemented effectively, with measures in place to ensure people have access to the services through their language of choice.* ”

Carwyn Young a Senior Officer from Sport Wales says:

“ *The benefits of Sport & Leisure being in the Communities Directorate are clearly apparent with the role that sport, and physical recreation can play to wider agendas being supported.*
There is therefore a real sense of optimism for the future. ”

Listening to staff's views

A staff survey was circulated during September 2017, the theme this year was communication, appraisal and engagement. Office staff were notified via email and hard copies/information distributed to non-office based staff.

There are 1886 staff within the department and the number of responses received were 653. This equates to 35%.

The number of respondents to the survey who have appraisals has increased by 5% from 2016.

Our goal is to ensure that everyone receives an appraisal which will benefit individuals, giving you clarity on performance, goals and support that may be needed. We have improved in the latest survey with over 80% of staff receiving reviews and it is our ambition that all staff will receive an appraisal.

Building on the success and positive feedback from our first Staff Engagement Event held in June 2018. A second Staff Engagement Event was held in the Parc Y Scarlets, Llanelli on the 4th April 2019. A group of approx. 400 non managerial staff were invited to the Event. There were 2 sessions held over a morning and afternoon for a period of 3 hours with a variety of non-managerial/front line staff from each division were in attendance.

The whole event was centred around the focus on staff health and wellbeing and how we all contribute and need to work more closely together in order to achieve this. Our guest speaker Mark Hodder talked about Positive Psychology, the science of happiness at work and home which is all to do with wellbeing and flourishing at work. This included some aspects of body language and emotions on the face and how we can overcome stress by giving people a greater sense of control. He distributed material on psychological safety at work and the sessions were very pictorial and engaging. His session was fully interactive and experiential.

Results Breakdown for Rating the Event

Before staff left the event they were asked to rate the event. Below is a breakdown of the results:

Staff Engagement Event 2019	Promoters	Passives	Detractors	Total Number Rated	Net Promoter Score
Morning	111 (87.4%)	15 (11.8%)	1 (0.79%)	127	87 Excellent
Afternoon	98 (77%)	25(20%)	5 (4)	128	93 Excellent
The whole event	209 (82%)	40 (16%)	6 (2%)	255	80 Excellent

Suggestions and Comments

Quote from Mark Hodder

“Life will give us the negative, it’s up to us to us to find the positive.”

Throughout the day staff were asked to note some of the positive and negative challenges from the session.

We looked at the proven ways to deal with negative events and thinking in life. We then move on to creating more positivity and how we can get the most from those moments.



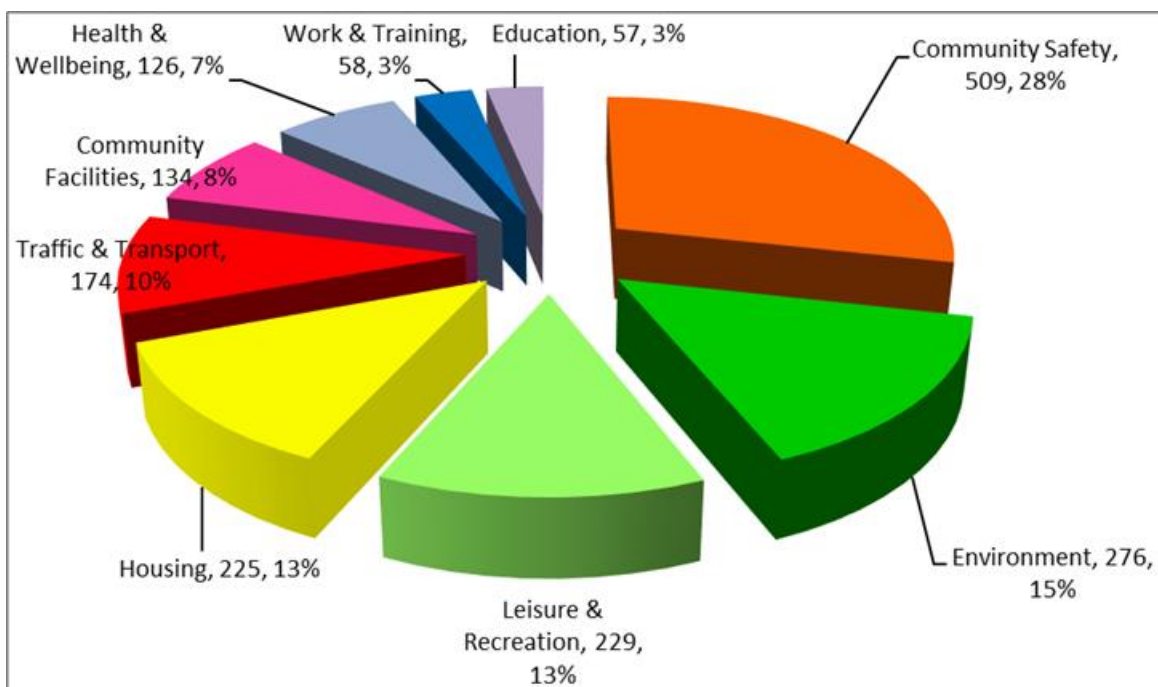
Listening to customers' views

An engagement process provided an opportunity for residents of the Ward of Tyisha to put forward their ideas for how two key housing areas could be regenerated.

Tyisha has the highest population density in Carmarthenshire, and over a quarter of its housing is social rented, in low demand and difficult to let. There is also a high proportion of maisonettes and flats which do not meet the needs of the community.

“Planning for Real” is a nationally recognised community planning process which uses a 3D model to enable residents to put their views forward under a range of Themes and then to go on to work together to identify priorities, and in partnership with local agencies develop an Action Plan for change. Over the summer months a programme of 15 events was organised with a total of 253 participants were recorded.

A total of 1788 individual suggestions were placed on the 3D model. The top 4 Themes:- Community Safety, Environment, Leisure & Recreation, and Housing, representing 69% of the total.



We conducted a Survey of Tenants and Residents (STAR) satisfaction survey. A questionnaire was sent out to 5000 tenants selected at random by mail, e mail, online and text achieving an impressive 29% response rate.

Satisfaction results:-

STAR Resident Satisfaction Survey 2019

About the survey

The survey was carried out between June and July 2019. A sample of 3,000 tenants received paper self-completion, bilingual questionnaires followed by a reminder approximately three weeks later for all those who had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records (1,702), and a text invitation to all mobiles (4,675). In total, 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall, (error margin +/- 1.5), including a 36% response rate for the core postal sample. A quarter of the total number of responses was collected online (25.3), and 82 surveys were completed in Welsh (49%). Please note that the survey results were weighted by age to ensure that they were representative of the tenant population over the main demographic and geographic characteristics.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results between groups, these are subjected to testing to discover if these differences are statistically significant. This tells us that we can be confident that the differences are real and not likely to be attributable to natural variation or chance.

Services overall

82%

satisfied with the service overall



1. Listen to views
 2. Quality of home
 3. Rent VFM
 4. Repairs service overall were the top key drivers that best predicted overall satisfaction
- Tenants aged under 25 or over 65 were the most satisfied
 - Satisfaction was much lower for 35-54 year-olds
 - Consistent with ARP Research benchmark of 83%
 - No single dominant 'key driver' of satisfaction
 - There were clusters of below average satisfaction in urban wards including in Llanelli and Carmarthen

82% satisfied with the service overall

79% satisfied with the quality of the home

77% satisfied with rent value for money

76% satisfied with service charge value for money

85% satisfied with neighbourhood as a place to live

66% satisfied with the grounds maintenance service

64% felt the Council listened and took their views into account

75% satisfied with repairs and maintenance overall

79% satisfied with the last completed repair

58% satisfied with the way the Council deals with ASB

The Home

79%

satisfied with the quality of the home



- Also consistent with ARP Research benchmark for Councils
- Carmarthen North and Llanelli wards had significantly lower satisfaction
- Tenants living in bungalows and flats were more satisfied than those living in houses
- The lowest ratings were for pre 1965 properties

Neighbourhood Services

85%

satisfied with neighbourhood as a place to live

66%

satisfied with the grounds maintenance service

- Rural areas such as Cynwyl Elfed, St Ishmael and Gorslws had almost unanimous satisfaction
- Satisfaction was significantly lower in urban areas of North and West Carmarthen, eastern Llanelli and Ammanford
- Grounds maintenance satisfaction was on par with other landlords

Value for Money

75%

satisfied with repairs and maintenance overall

79%

satisfied with the last completed repair

- Overall satisfaction consistent with benchmark, but the last completed repair rated a little lower than average
- Although a key driver, not as dominant an issue as it sometimes is for other landlords
- However, overall repairs satisfaction only 61-62% for under 50s

Repairs and Maintenance

77%

satisfied with rent value for money

76%

satisfied with service charge value for money

- In the top quartile for service charge value for money, but the bottom quartile for rent
- Some correlation between the quality of the home and value for money
- 35-49 year-olds have the lowest value for money ratings
- Only 15% supported the idea of linking rent to desirability of the area, support being lowest for younger tenants

Communication

64%



felt the Council listened and took their views into account

- Listening and taking account of tenants views has the strongest key driver of satisfaction
- Satisfaction was in the second quartile
- Satisfaction ten points higher for sheltered tenants 72% of new tenants also felt that they were listened to

Anti-social behaviour

58%

satisfied with the way the Council deals with ASB



- Dealing with ASB was a secondary key driver of satisfaction Broadly in line with ARP Research benchmark
- Satisfaction was lowest for 35-49 year-olds
- Some correlation between ASB satisfaction and rating for the neighbourhood overall

We have consulted with our residents, relatives and staff within care homes in relation to the choice of food offered and have reviewed our choice of menu options as a result.

One of the questions was: Do you have any suggestions on how we can improve the variety, choice, quality, and suitability of food we offer at the Care Home?

Here are some of the responses:

"More variety of menu."

"Soft food, should not only mean mash, scrambled egg and tin tomatoes."

"Milkshakes, snack on fruits"

"On occasions residents say they have eaten enough during the day and a light pudding may suffice eg Jelly and blancmange."

Adult Care Survey Results

Following implementation of the Social Services and Well-being Wales Act, Local Authorities are required to collect information about people who use their Social Care Services via an annual questionnaire.

The survey was conducted between November 2018 and January 2019. Recipients received the questionnaire via post after being randomly selected from our CareFirst system. All recipients had a support plan or were receiving services from the local authority.

The number of responses to the survey was 634. We received 608 surveys in English and 26 responses were received in Welsh.

- 89% felt that they live in a home that best supports their well-being
- 49% answered 'Yes' they could do the things that were important to them.
- 53% felt that they were part of a community.
- 86% were happy with the support they received from family, friends and neighbours.
- 83% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- 79% of people stated they thought they had the right information or advice when needing it.
- 78% of respondents were involved in decisions.
- 93% felt they were treated with dignity and respect.
- 85% were happy with the care and support they had received
- 70% made their own decision to live in the Care Home.

Below are some compliments from Leisure Services:

"The facilities are absolutely brilliant and the staff are incredibly helpful and very committed, too. As an over 60 I pay a very small annual fee which gives me a free lunchtime swim & a good discount on what are already very reasonably priced classes. There are other very good membership deals to suit whatever your circumstances. If I miss a week, I get a lovely email asking me if there is anything they can do to help me back into a routine. Can't fault the service provided."

"I have thoroughly enjoyed going through the NERS scheme and I have carried on going because the people there are very professional, supportive and friendly and I feel thoroughly safe there."

"The staff at reception were and are very helpful, and we're only too happy to help. I had a lot of questions which were all answered. I'm still finding my way round things. The staff at the poolside have been very helpful and can see when I need help and when I politely refuse. I also attend the balance class on a Tuesday morning, where I have found staff easy to talk to about some of the exercises."

Developing and supporting our people. This covers how we recruit, lead, manage, retain, support, communicate and develop our people.

Our Statement of Intent

We want our people to:

- Be professionally well trained and qualified, responsible and accountable for their actions and decisions.
- Be responsive to change and able to challenge and innovate.
- Embrace the culture, values and objectives of the department and the council.
- Have manageable workloads, effective and responsive systems and processes.
- Be empowered to make informed decisions and manage resources.

We believe that an effective service has people that:

- Are valued and respected.
- Are well trained, appropriately supported and competent.
- Have clear roles and responsibilities.
- Maintain manageable workloads.
- Are motivated and committed.
- Communicate and share information and knowledge.
- Are encouraged and supported to make decisions.
- Base their interventions and service improvement on evidence.

To strengthen the engagement within the Department two events have been held with People Managers in order to communicate key messages on our overall performance. Where we are and what our aims are as a Department. Discussions on how Well-being and Sustainability fits within our Department and what the key priorities are for the Department moving forward.

Key themes and feedback has been collated and a Well-Being and Sustainability Plan is being developed which will be embedded within each divisional business plan.

Rate Your Division as an Employer

Following on from the survey and the People Managers Event we asked a question to all staff if they would “Rate Your Division as an Employer” to understand their experience working in the department and Division. Instead of asking hundreds of online survey questions and doing in-depth calculations, we asked one powerful question:

“ *How likely would you be to recommend your division as an employer to someone you know? (rate your division by selecting a number of stars. 1 = Not at all likely and 10 = Extremely likely.* ”



So far we have had over 500 responses. Our aim is to reach 1,000 responses in order to then have a strong benchmark. Once we have reached this our intention is to repeat this exercise every 12 months to provide the core measurement for staff experience and predicts business growth.

Achievements Event

An event was held on the 11th October in the Crochan, Y Ffwrness, Llanelli recognising employees who make a difference in contributing to the health and wellbeing of themselves and others whilst at work. The Communities Departmental Management Team wanted to show appreciation to staff who are passionate, committed, motivational and inspiring to others in creating a positive working environment. Whilst providing excellent services ensuring we are living and working well in Carmarthenshire.



The Department asked staff to nominate colleagues that they thought should be recognised. We received an excellent response, 70 nominations were received in total. There were 5 categories, with 5 staff members receiving recognition within these categories. The achievements were awarded to staff by our motivational speaker Tina Evans, “Human on Wheels” a 32 year old local lady from the Gwendraeth area, who was diagnosed with Friedreich’s Ataxia, a life limiting condition at 16. You can find out more about Tina on her website: <http://humanonwheels.com/> .

Further Areas for Improvement

Performance Management Framework has been produced with the involvement of people from across the department, to give a clear and concise guide to:

- Our key objectives and priorities
- What we believe a good service looks like to us
- Our priorities for delivering a good service
- How we will use performance measures to continually improve

We have developed our approach to managing performance to ensure we balance the relationship between service demands, the allocation of resources and service user satisfaction. We will use measures to ensure we do the right thing and drive continuous improvement. Through this guide Managers and staff are clear about where they fit into this approach.

This approach will ultimately drive improvement and result in improved outcomes for service users. It will be managed through a monthly performance meeting chaired by the Director of Community Services.

Regulatory Recommendations

All recommendations are reported through our Performance & Improvement Monitoring System (PIMS) and are monitored and scrutinised by our audit committee. Below is a list of all the Regulatory Reports within our area of work:-

- ❖ How Local Government manages demand – Homelessness
- ❖ The housing adaptations report looks at whether public bodies, with responsibilities for delivering housing adaptations, have an effective strategic approach that delivers value for money
- ❖ Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities
- ❖ National review of domiciliary care in Wales
- ❖ CIW Inspection of Older Adult Services
- ❖ CIW Letter - areas for improvement
- ❖ Annual Improvement Report
- ❖ The 'front door' to adult social care

Resources

Budget Summary

Base Budget 2019-2020	Expenditure	Income	Net
	£k	£k	£k
Commissioning	922	-19	903
Homes & Safer Communities (Council Fund Housing)	35,891	-17,359	18,532
Integrated Services	47,308	-18,408	28,900
Leisure	19,450	-7,460	11,991
Mental Health, Learning Disability and Safeguarding	49,329	-14,182	35,148
Regional Partnership	1,083	-810	273
Total	153,985	-58,238	95,747

Savings and Efficiencies

Savings and Efficiencies	2019-2020 £k		2020-2021 £k	
	Managerial	Policy	Managerial	Policy
Commissioning				
Integrated Services				
Leisure				
Mental Health, Learning Disability and Safeguarding				
Regional Partnership				
Total				

Workforce Planning

① [Workforce Planning Toolkit](#) and [Divisional Profile](#) to help complete this section

Our aim is to identify learning & development activities that are more focused to make sure that staff's knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan. The priority levels in respect of workforce planning and development within our services are:

- Ensure workers receive all the necessary training in relation to the new Social Services and Well-being (Wales) Act 2014, and 'Signs of Safety' model of working. Impact of the implementation of the Social Services and Well-being (Wales) Act (SSWBA), along with 'Signs of Safety'. Training needed to equip staff for these changes.
- Ensure workers are equipped to meet our legal requirements to ensure adults are safeguarded and reduce risk

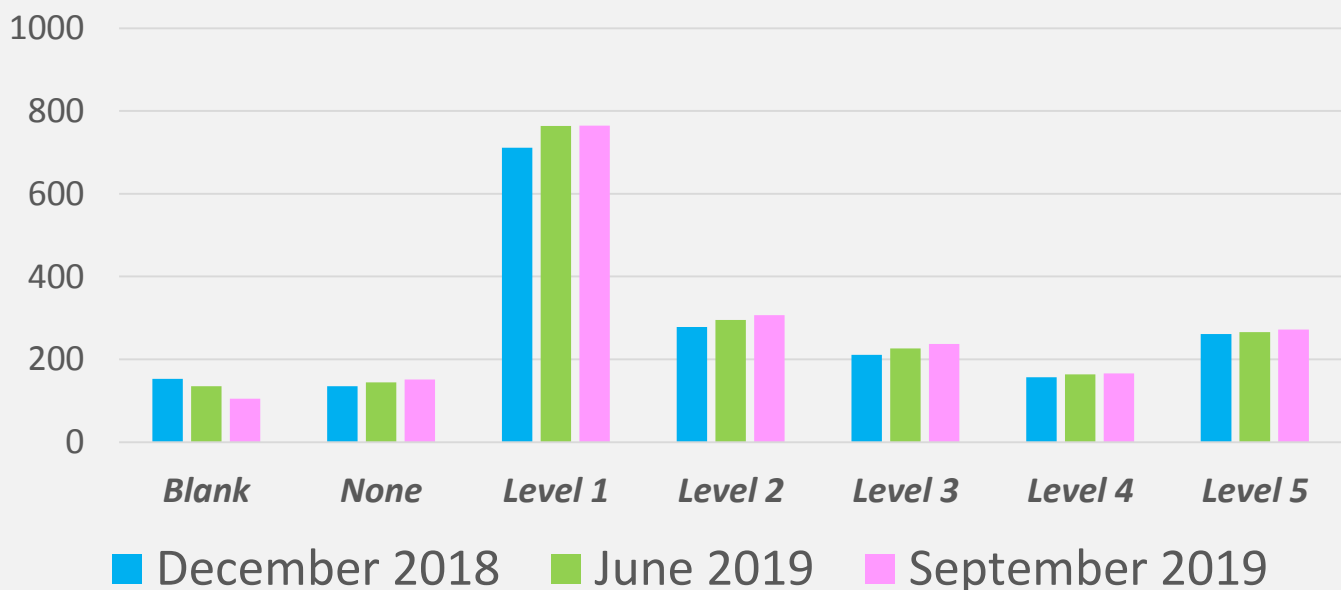
- Ensure we are able to maintain existing services and to meet the future needs of the service as identified in our business plan
- Enable individual members of staff the opportunity for development
- Enable managers to gain skills in mentoring and coaching
- Ensure workers are equipped in the use of IT and recording electronically
- Encourage the development of IT skills within our workforce to ensure we can utilise current technology and software to improve our efficiency and our customer experience
- A new requirement feedback (as part of the SSWBA) for LA's to send out annual questionnaires to all with a care and support plan as at 1st September each year (commencing Sept 2016) to obtain service user feedback which will be used to measure performance. Additional work involved in achieving this, along with revising forms and procedures to ensure they are compliant with the SSWBA.

A Departmental Workforce Plan is being drafted by the Departmental Management Team with support from HR staff.

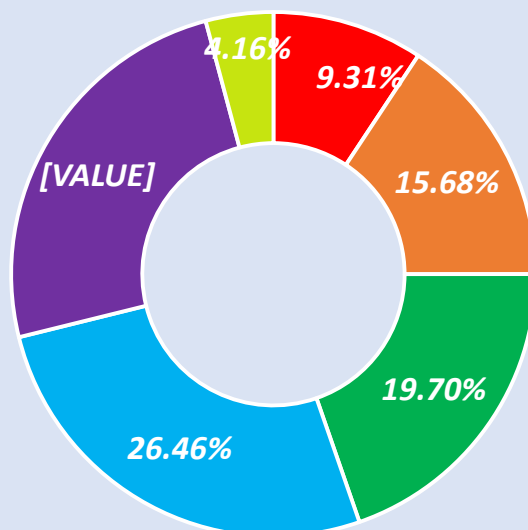
As noted above, our aim is to identify learning & development activities that are more focused to make sure that staff's knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan.

Communities Department Welsh Language Levels



Percentage of age profile for our Department for Communities workforce



■ 17-25 years old
 ■ 25-35 years old
 ■ 35-45 years old
■ 45-55 years old
 ■ 55-65 years old
 ■ 65+ years old

Business Cycle

Action	By When
Draft Department Plans 2019/20 – 21/22 to accompany draft budgets to Scrutiny. As a Council we need to integrate Strategic and Financial Planning, part of this is ensuring that draft budgets and business plans are considered at the same time.	December 2018
Refresh of Corporate Strategy Action Plans	December
2019/20 Divisional Plans	April
2019/20 Divisional Plan challenge programme with Executive Board Members	June

Decision Making

The following structure outlines Leadership and Governance for the Department for Communities and how we operate within the Council's decision making process. All major decisions and policies are made by the County Council.

Carmarthenshire County Council	74 elected members.
Executive Board	10 elected members, the Council's cabinet. Chaired by the leader, Cllr E. Dole
Our Executive Board members	Social Care & Health - Cllr Jane Tremlett (Independent) Public Protection – Cllr Philip Hughes (Independent) Culture, Sport and Tourism – Cllr Peter Hughes-Griffiths (Plaid Cymru) Housing – Cllr Linda Evans (Plaid Cymru)
Scrutiny Committees	The decisions that we make are also scrutinised by elected members. We have the following scrutiny committees:
Corporate Management Team (CMT)	Chaired by the Chief Executive and includes the Assistant Chief Executives and Directors
Departmental Management Team (DMT)	Communities Department, Chaired by the Director
Senior Management Service and Performance Meetings	Chaired by the Head of Services
Team Meetings	Each team within the division has team meetings which feed into the decision making process. Managers update their teams with decisions made through a combination of group meetings and individual 1-2-1's/supervision.

Key Departmental Measures

Leisure Services

Definition / Measure Reference (abbreviated definition is fine)	2017/2016	2018/19				2019/20		2020/21	Cost Measure (£)
	Our Result	Our Result	Quartile * to ****	Welsh Median	Welsh Best Quartile	Target set	Result (when available)	Target set (at EOY)	
LCL/001	The number of visits to Public Libraries during the year, per 1,000 population	7689	8151	****	4666	5422	7727	3838	
PAM/017	The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	8522	8401	***	9094	10190	8707		
PAM/040	Percentage of Quality Indicators (with targets) achieved by the library service	New	97.5				97.5		
PAM/041	The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme	45.6	55.1				50.0	56.7	
PAM/042	Percentage of NERS clients whose health had improved on completion of the exercise programme	New					New		

Homes and Safer Communities

Definition / Measure Reference (abbreviated definition is fine)	2017/2018	2018/19				2019/20		2020/21	Cost Measure (£) Welsh Median
	Our Result	Our Result	Quartile * to ****	Welsh Median	Welsh Best Quartile	Target Set	Result (when available)	Target set (at EOY)	
PAM/012	Percentage of households successfully prevented from becoming homeless	65.1	59.5	**	64.8	71.2	62.0	41.0	
PAM/013	Percentage of empty private properties brought back into use	6.90	7.40	****	4.14	7.40	7.46	3.63	
PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant	161	157	****	213	189	155	169	
PAM/023	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.91	95.77	****	95.49	96.96	93.00		
PAM/036	Number of additional affordable housing units delivered per 10,000	New	15.4				10.5	Tudalen	155

Definition / Measure Reference (abbreviated definition is fine)		2017/2018	2018/19			2019/20		2020/21	Cost Measure (£) Welsh Median	
			Our Result	Our Result	All Wales Comparative data			Target Set		Result (when available)
		Quartile * to ****			Welsh Median	Welsh Best Quartile				
	households									
PAM/038	Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	New	100.0				100.0			

Integrated Services (Older Persons & Physical Disabilities) Services

Definition / Measure Reference (abbreviated definition is fine)		2017/2018	2018/19			2019/20		2020/21	Cost Measure (£) Welsh Median	
			Our Result	Our Result	All Wales Comparative data			Target Set		Result (when available)
		Quartile * to ****			Welsh Median	Welsh Best Quartile				
PAM/024	Percentage of adults satisfied with their care and support	86.8	84.6				N/A			
PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	2.50	4.21			3.32	2.90	3.45		
PAM/026	Percentage of carers that feel supported	69.0	64.4				N/A			

Local Government Performance 2018-19

Annual bulletin on local authority performance. This bulletin contains information on a range of local authority services. The data highlights the overall level and range of performance across Wales. The full data set is available on our website.

<http://www.dataunitwales.gov.uk/local-authority-performance-2016-17>

There is an interactive tool which allows the public, councillors, officers and partners to easily compare councils' performance across Wales and over time. ["MyLocalCouncil"](http://www.mylocalcouncil.info) (www.mylocalcouncil.info)

Public Accountability Measures (PAM)

The table below shows the following information on measures that all 22 councils in Wales have to collect:-

- Our 2018/19 result and whether it has improved on our 2017/18 result
- Our quartile (star rating) compared to other Council's in Wales
- Our Rank position for 2018/19 compared to our Rank position for 2017/18

The measures published by all councils in Wales	Has our result improved from 2017/18 to 2018/19		How good is our 2018/19 result?	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Our 2018/19 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results											Best Results												
				Arrows start from our 2017/18 position											to our 2018/19 position												
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty																											
8	% of households successfully prevented from becoming homeless (PAM/012)	59.5	↓	★★	48.9																						82.4
WBO7 - Increase the availability of rented and affordable homes																											
9	% Private sector dwellings returned to occupation (PAM/013)	7.40	↑	★★★★	0.57																Same						14.07
10	Number of new homes created as a result of bringing empty properties back into use (PAM/014)	7	Not applicable	Not applicable	No comparative data available for this measure																						
11	Number of additional affordable housing units delivered per 10,000 households (PAM/036)	15.4	↑		Due November 2019																						
13	% of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038)	100.00	↔		Due November 2019																						
14	% of rent lost due to properties being empty (PAM/039)	2.9	↓	★	Comparative data only available for 10 authorities.																						
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																											
15	% of Quality Indicators (with targets) achieved by the library service (PAM/040)	97.5	↑		Due November 2019																						
16	Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,401	↓	★★	5201																						13340
17	% of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041)	55.1	↑		Due December 2019																						

Public Accountability Measures (PAM)

The table below shows the following information on measures that all 22 councils in Wales have to collect:-

- Our 2018/19 result and whether it has improved on our 2017/18 result
- Our quartile (star rating) compared to other Council's in Wales
- Our Rank position for 2018/19 compared to our Rank position for 2017/18

The measures published by all councils in Wales	Has our result improved from 2017/18 to 2018/19		How good is our 2018/19 result?	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st			
	Our 2018/19 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results												
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																												
18	% of NERS clients whose health had improved on completion of the exercise programme (PAM/042)	Result not available	Not applicable	Due December 2019																								
19	% Food establishments that meet food hygiene standards (PAM/023)	95.77	↓	★★★	92.28																					99.19		
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years																												
20	Days taken to deliver a Disabled Facilities Grant (PAM/015)	157	↑	★★★	298																					126		
21	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)	4.21	↓	Not applicable	No comparative data published for this measure																							
22	Percentage of adults satisfied with their care and support (PAM/024)	84.6	↓	Not applicable	No comparative data published for this measure																							
23	Percentage of carers that feel supported (PAM/026)	64.4	↓	Not applicable	No comparative data published for this measure																							

Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)
An explanation on all of the above results can be viewed on the relevant Well-being Objective *links to detail progress reports*.

- WG Quantative Performance Date Returns
- WG Aggregate Data Collection Returns
- WG Qualitative Performance Measures
- WG SSDA 900 - Physical Disability Register
- WG SSDA 901 - Learning Disability Register
- WG Adult Safeguarding Return
- CSSIW DoLs Return
- Local Authority Enforcement Monitoring System (LAEMS)
- Noise Return
- Drinking Water Inspectorate
- Licensing Return
- National Fraud Initiative
- Housing Assistance/Housing Grants
- Housing Standards
- Section 70 Return
- Dogs Trust
- Homeless Return
- Rent Agreement SAP
- Rough sleepers
- Stock Rent
- WHQS Part 1
- WHQS Part 2
- Rent Income Excellence Network
- HQN
- Rents, HB, DD, Former/Current Arrears
- Carmarthenshire County Council Corporate Strategy 2018 – 2023
- The Well-being of Future Generations (Wales) Act
- Housing (Wales) Act 2014
- The Social Services and Well-being Act (2014)
- West Wales Area Plan 2018-2023
- The Parliamentary Review
- A Healthier West Wales
- Welsh Language Standards under s 44 Welsh Language (Wales) measure 2011
- Freedom of Information Act 2000 (FOIA)
- Data Protection Act
- Equalities Act 2010
- Disability Acts
- Employment and Employee Acts
- Health & Safety at Work Act 1974 and subsequent respective legislation
- Environmental Protection Act 1990
- Clean Neighbourhood Act & Environment Act 2005
- Anti-Social Behaviour (Crime and Policing) Act 2014
- Police & Crime Act 2009
- One Wales Connecting the Nation, The Wales Transport Strategy
- Swansea Bay City Region Economic Development Strategy
- EU revised Waste Framework Directive 2008/98/EC
- Towards Zero Waste (WG's overarching waste strategy document).
- Ageing Well in Wales Plan
- Divisional Business Plans
- Air Quality Management Areas (AQMAs)

Appendix 1

Well-being of Future Generations Act 2015

This is a new Act introduced by the Welsh Government, which will change aspects of how we work. The general purpose of the Act is to ensure that the governance arrangements of public bodies for improving the well-being of Wales take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales in accordance with sustainable development principles.

A. The Sustainable Development Principle of the Act

The new law states that we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. **The sustainable development principle** is

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’

B. The Five Ways of Working required by the Act

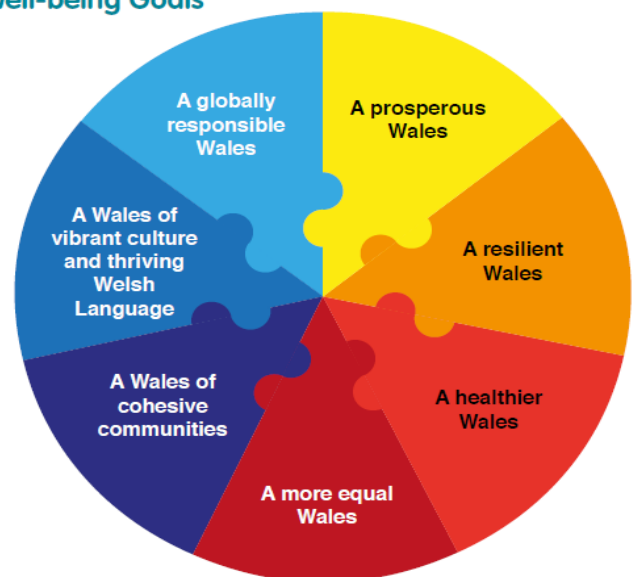
To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



As a public body subject to the Act we had to publish Well-being Objectives by the 31st March 2017

Appendix 2 Councils Well-being Objectives

How Services' join-up' in Carmarthenshire to deliver Well-being Objectives

		Well-being Objectives															
		Start Well				Live Well					Age Well		Environment		BBC		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Department	Head of Service	Best Start	Healthy Kids	Learning	NEET	Anti -Poverty	Jobs	Afford Homes	Healthy Adults	Good Connections	Independence	Age Well	Environment	Highways & Transp	Welsh Lang & Culture	BBBC+MBUR	
Chief Executives	Linda Rees Jones																✓
	Paul Thomas						✓										✓
	Noelwyn Daniel									✓				✓			✓
Regeneration Wendy Walters					✓	✓	✓		✓		✓	✓			✓	✓	
Corporate Services	Randal Hemmingway																✓
	Helen Pugh					✓	✓										✓
Community	Avril Bracey				✓				✓	✓	✓	✓					
	Chris Harrison										✓	✓					
	Neil Edwards								✓	✓	✓	✓					
	Jonathan Morgan					✓	✓	✓	✓	✓	✓						
	Ian Jones		✓						✓					✓	✓		
Education and Children's Services	Andi Morgan	✓	✓	✓	✓	✓				✓		✓				✓	
	Simon Davies	✓	✓	✓			✓		✓	✓		✓	✓			✓	
	Aeron Rees	✓	✓	✓	✓	✓	✓					✓				✓	
	Steffan Smith	✓	✓	✓	✓	✓				✓		✓					
Environment	Jonathan Fearn			✓			✓	✓	✓			✓					✓
	Linos Quelch		✓				✓	✓	✓			✓	✓				
	Stephen Pilliner	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	✓			
	Ainsley Williams		✓									✓	✓				

Key



= Lead Role



= Supporting

Tudalen 161

Appendix 3 - 5 Ways of Working

Which of the 5 Ways of working have we met?		Strong Partial None	How much work do we still need to do to meet these ways of working?
A	Looking at the long term so that we do not compromise the ability of future generations to meet their own needs	Partial	<ul style="list-style-type: none"> To manage the health and wellbeing of the population of Carmarthenshire's Localities and maintain the independence of our older adult population for as long as possible, integrated community services provide a wide range of services and interventions across the three 'offer' areas. We want Carmarthenshire to be a place that is the most active and healthy in the UK by getting More people, More active, More often. Leisure Services aims to deliver 6 key Outcomes for residents and visitors to the County: <ul style="list-style-type: none"> - Outcome 1: Supporting independence - Outcome 2: Keeping Safe - Outcome 3: Improving Health & Well Being - Outcome 4: Information, Advice and Signposting - Outcome 5: People achieve their potential (Workforce and users) - Outcome 6: Well Managed, sustainable, efficient services that contribute to a prosperous economy Providing homes suitable to individual needs. Meeting current and future needs. We are building what we need. Creating jobs, training and opportunities and boosting the economy. Our new assessment process focuses on the five elements of assessment, one of which considers the strengths and assets of the person, their support network and community to meet their own needs, thus preventing people becoming too reliant on statutory services. In addition, we are developing sustainable communities, including spice time credits and social prescription services.
B	Understanding the root causes of the issues to prevent them reoccurring	Partial	<ul style="list-style-type: none"> Developing a new Homeless Strategy will help to shape and develop services for people who are homeless, threatened with homeless, and those in need of housing advice to prevent Homelessness. Population needs assessment has been completed which has looked at the needs of those with care and support and carers with support and to consider preventative services to reduce and delay the development of care and support needs. The next stage over the next 12 months is to produce a regional area plan to develop further preventative services to reduce and delay the development of care and support

			<p>needs.</p> <ul style="list-style-type: none"> • The Swansea Bay Economic Regeneration Strategy and the City Deal 2016-2035 have examined some of the fundamental issues that need to be addressed to ensure economic success in the future. • Our Wellbeing of Future Generations assessment work will help us identify some of the main areas of concern.
C	Taking an integrated approach so that we look at all well-being goals and objectives of other services and partners	Strong	<ul style="list-style-type: none"> • A CSSIW inspection (July 2016) recognised <ul style="list-style-type: none"> - Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partner's completion of Joint Assessment Frameworks. • Public Services Board • Wales Audit Report • The County has an integrated Community Health & Social Care Service 'infrastructure'. This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. • The local authority has set up a regional partnership board made up of three local authorities, and the health board amongst others. The strategic priorities of the board are: <ul style="list-style-type: none"> - Information, Advice and Assistance - Integration of mental health and learning disabilities - Integrated systems (WCCIS) - Pooled budget arrangements - Integrated commissioning arrangements
D	Collaboration - Working with others in a collaborative way to find shared sustainable solutions	Strong	<p>'Wellness and Life Science Village' at Delta Lakes, Llanelli. To enable the Project to achieve its aim a number of core stakeholders have come together to work with Carmarthenshire County Council to maximise joint benefits:</p> <p>Central to the development will be the creation of a Wellness Hub and Community Health Hub. The Wellness Hub will incorporate state of the art leisure and recreation facilities and will provide a welcome point for visitors to the village. The Community Health Hub will comprise business development, research, education and training and community healthcare. In addition to these elements, the proposals also include rehabilitation facilities, Assisted Living accommodation, care facilities and a Wellness Hotel.</p> <ul style="list-style-type: none"> • The Well-being of Future Generations (Wales) Act 2015 establishes a statutory board, known as a Public Service Board (PSB), in each local authority area in Wales. • The local authority is part of the regional safeguarding board which is made up four local authorities, two health boards and one police

			<p>force amongst others. The board is developing collaborative approaches to safeguarding arrangements, including but not limited to working jointly on safeguarding enquiries and setting threshold on when matters are reported to the safeguarding team within the Authority.</p> <ul style="list-style-type: none"> • The West Wales Care Partnership was established under the Social Services and Wellbeing (Wales) Act, and the Partnership brings together Carmarthenshire, Ceredigion and Pembrokeshire County Councils, Hywel Dda University Health Board, colleagues from the third and independent sectors and service users and carers with a remit to transform care and support in the region and increase the pace of integration. • Part 9 of the Act required the creation of new Regional Partnership Boards (RPBs) with specific duties to promote the integration of care and support services. The RPBs cover the areas of each of the seven Local Health Boards in Wales. • The RPB has identified 5 strategic priorities and ‘pace setter’ agencies which will lead on implementation for the region. These are as follows: <ul style="list-style-type: none"> - Integrated commissioning (focusing on older adults services): (Pace setter: Pembrokeshire County Council) - Pooled funds: (Pace setter: Carmarthenshire County Council) - Remodelling mental health and learning disability services: (Pace setter: Hywel Dda University Health Board) - Information, Advice and Assistance: (Pace setter: Pembrokeshire County Council) - Implementation of the Welsh Community Care Information System (WCCIS) (Pace setter: Ceredigion County Council)
E	<p>Involvement a diversity of population in decisions that affect them</p>	Partial	<ul style="list-style-type: none"> • There is service user representation on both the regional safeguarding board and the regional partnership board. One of the focus for this year will be the development of a citizen panel who can input into changes in practice and process. • Our Well-being Assessment consultation had over 2,500 responses for Carmarthenshire residents. • Continuing a wide scale of consultation with our service users, staff, stakeholders, parents/carers and with the people of Carmarthenshire to meet the current and future needs to make Carmarthenshire a happy, safer, healthier place to live.

Y PWYLLGOR CRAFFU - CYMUNEDAU

16^{ed} Ionawr 2020**CYNLLUN BUSNES ADRANNOL Y PRIF WEITHREDWR 2020/2023****(Dyfyniadau sy'n berthnasol i faes gorchwyl y Pwyllgor Craffu - Cymunedau)****Pwrpas:**

Rhoi cyfle i'r aelodau adolygu cynllun busnes yr Adran.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:**Elfennau o'r cynllun busnes sy'n gysylltiedig â:-****Adfywio****Rhesymau:**

- Integreiddio cynllunio ariannol a busnes.

(Roedd hyn hefyd yn cynnig ar gyfer gwella gan Swyddfa Archwilio Cymru)

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: NAC OES**YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO: - Cyng. Emlyn Dole (Arweinydd); Cyng. David Jenkins****Y Gyfarwyddiaeth
Prif Weithredwr****Awdur yr Adroddiad:
Dyfyniadau ar gyfer:
Adffywio****Jason Jones****Swyddi:****Pennaeth Adfywio****Rhifau ffôn: / 01267225936****Cyfeiriadau E-bost:
JaJones@sirgar.gov.uk**

Community Scrutiny Committee
16th January 2020

Subject and Purpose

Chief Executive's Departmental Business Plan 2020/2022
(Extracts relevant to Community Scrutiny remit)

To give members an opportunity to review the Department's business plan.

BRIEF SUMMARY OF PURPOSE OF REPORT.

The attached is an extract from the full Chief Executive's Department Business Plan which is relevant to the Community Scrutiny's remit. It identifies the elements of the business plan relating to the **Regeneration** Division.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :
Signed: Jason Jones (Head of Regeneration)

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	YES	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

The Well-being Future Generations Act (2015) requires that functions of the council should maximise their contributions the Well-being Objectives set by the Council.

2. Legal - See 1. above

3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

4. ICT

The Digital Transformation Strategy sets out the Council's strategic digital priorities and aspirations and outlines what we plan to do to achieve our vision for a Digital Carmarthenshire

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Section 4)

7. Physical Assets

See resources section of each Business Plan (Section 4)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jason Jones - Head of Regeneration

1. Local Member(s) - None

2. Community / Town Council - None

3. Relevant Partners - None

4. Staff Side Representatives and other Organisations - None

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

Title of Document	Locations that the papers are available for public inspection
Well-being of Future Generations Act	Well-being of Future Generations (Wales) Act 2015
Corporate Strategy 2018-2023 (Incorporating Carmarthenshire's Well-being Objectives and Improvement Objectives)	Corporate Strategy 2018-2023

Mae'r dudalen hon yn wag yn fwriadol

Chief Executive's Department

Draft Departmental Business Plan

2020 – 2023

Extract for Community Scrutiny



'Life is for living, let's start, live and age well in a healthy, safe and prosperous environment'

December 2019

The Sustainable Development Principle

The Well-being of Future Generations (Wales) Act 2015 states that, we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The *sustainable development principle* is....

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’

To show that we have applied the sustainable development principle we must demonstrate.....

The 5 Ways of Working (see Appendix 1)

Long term



The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention



How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration



Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration



Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement



The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

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The Purpose of this Plan



This Departmental Business Plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

Executive Board Member/s Foreword

We are satisfied that this Business Plan provides us with a view of the Department's performance during the past year and its plans for future years. We also feel that delivery of the outcomes contained in this Business Plan will ensure that we are making progress on the commitments we have made in our 5 Year Plan – *'Moving Forward in Carmarthenshire'* which has been incorporated in the *Corporate Strategy* and meets our obligations under the *Well-being of Future Generations Act*.

Executive Board Members Responsible:

	Cllr Emlyn Dole – Economic Development – Swansea Bay City Deal, Marketing & Media, Public Services Board
.....	
	Cllr David Jenkins - Property/Asset Management and Major Projects, Statutory Services (Coroners, Registrars, Electoral, Lord Lieutenancy), Customer Services, Armed Forces
.....	

1. Departmental Overview

Introduction by Wendy Walters - Chief Executive

In January 2018, Carmarthenshire County Council's Executive Board presented its key aspirations for the next 5 years – '[Moving Forward in Carmarthenshire: the next 5 years](#)'. This plan identified a number of key projects and programmes that the Council will strive to deliver over the next five years. It seeks to continuously improve economic, environmental, social and cultural well-being in the County. Given this direction, the Council published a [Corporate Strategy](#) that consolidated and aligned our existing plans

This Departmental Business Plan shows how my Department will play its role in delivering the *Corporate Strategy*. In particular:-

- *Creating more jobs and growth throughout the County:*
- *Tackling poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty*
- *Promoting the Welsh Language and Tourism*
- *Building a Better Council*

Regeneration is the Council's number one priority. The Swansea Bay City Deal provides a once in a generation opportunity to significantly enhance prosperity in the County. Alongside this significant programme, the Council will also undertake a number of county based developments with a focus on rural areas and market towns. The Council is also very aware of the role it plays as a community leader and will commit to developing effective partnerships and ensure engagement with a range of stakeholders who are working for the good of Carmarthenshire. We aim to build an even better Council that serves the residents of the County to the best of its ability.

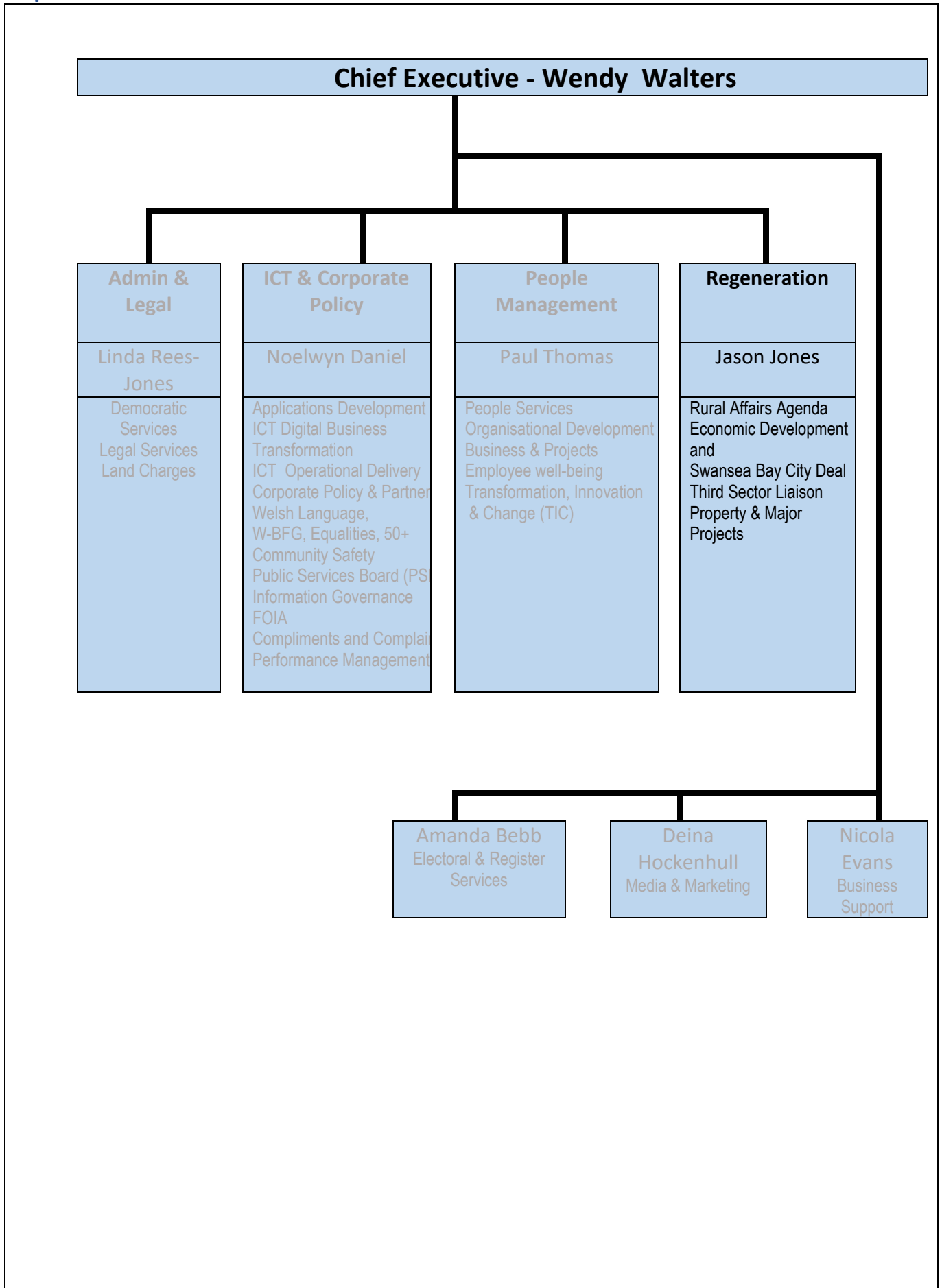
My Department will lead on the delivery of the expectations of the Well-being of Future Generations Act 2015, in particular the expectations it has for core activities such as Corporate Planning, Performance Management and Workforce Planning. We will also develop the application of the 5 Ways of Working required by the Act:-

1. *Long Term*
2. *Prevention*
3. *Integration*
4. *Collaboration*
5. *Involvement*



Wendy Walters - Chief Executive

Department Structure



2. Strategic Context

2.1 National Well-being Goals

For the first time in Wales, the Well-being of Future Generations (Wales) Act 2015, provides a shared vision for all public bodies to work towards. See **Appendix 1** for an ABC guide to the Act. Our well-being objectives, which are incorporated in our Corporate Strategy, are designed to maximise our contribution to the shared national goals.

2.2 The Council's Corporate Strategy 2018-23 (incorporating Our Well-being Objectives 2019/20)

In particular the Department supports the following Well-being Objectives:-

Well-Being Objective	Jason Jones	Linda Rees-Jones	Noelwyn Daniel	Paul R Thomas
Start Well				
1. Help to give every child the best start in life and improve their early life experiences				
2. Help children live healthy lifestyles				
3. Continue to improve learner attainment for all				
4. Reduce number of young adults that are Not in Education, Employment or Training	✓			
Live Well				
5. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty	✓		✓	
6. Creating more jobs and growth throughout the county	✓			
7. Increase the availability of rented and affordable homes				
8. Help people live healthy lives (tackling risky behaviour and obesity)				
9. Supporting good connections with friends, family and safer communities			✓	
Age Well				
10. Support the growing numbers of older people to maintain dignity and independence in their later years				
11. A Council wide approach to supporting Ageing Well in Carmarthenshire			✓	
In a Healthy and Safe Environment				
12. Looking after the environment now and for the future	✓			
13. Improving the highway and transport infrastructure and connectivity				
14. Promoting Welsh Language and Culture			✓	✓
In addition a Corporate Objective				
15. Better Governance and Use of Resources		✓	✓	✓

2.3 The County of [Carmarthenshire Well-being Plan - The Carmarthenshire We Want \(2018-23\)](#)

How is the Department contributing to the Public Sector Board's Well-being Plan?

The Well-being Objectives of the Carmarthenshire PSB are not intended to address the core services and provision of the individual partners, rather they are to enhance and add value through collective action. The statutory partners of the PSB (Council, Health Board, Fire & Rescue Service and Natural Resources Wales) each have to publish their own Well-being Objectives. [See PSB Progress Reports](#)

Healthy Habits: people have a good quality of life, and make healthy choices about their lives and environment

- We have continued to fully support staff to maintain a healthy life style, including proactive and preventative actions and education to raise awareness on key health topics and, where necessary, ensuring the careful management of staff sickness absences in the interest of the staff and the provision of services

Early Intervention: to make sure that people have the right help at the right time; as and when they need it

- 50 volunteer Wellbeing Champions have recently been trained and will now be working to encourage and motivate their colleagues in the divisions, developing clubs, teams, activities and corporate messages which improve mental and physical health & wellbeing
- We have supported Managers to better manage mental health issues in the workplace by rolling out a new development programme and signing up to the Time to Change pledge
- The Wellness Village project has taken a major step forward this year with the release of outline planning consent in August 2019 and progression of design development work for zone 1 to RIBA Stage 3.

Strong Connections: strongly connected people, places and organisations that are able to adapt to change

- We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life, and encourage and Support the county's organisations to make the Welsh Language an increasingly natural medium for their Services. MF5-8
- A proposed "Digital Connectivity Action Plan for Carmarthenshire" has been drafted and we have worked with Welsh Government, Openreach, Mobile providers and other relevant stakeholders to inform the proposed Action Plan. We are also leading on behalf of Carmarthenshire on the Swansea Bay City Deal Digital Infrastructure project, ensuring the needs of the County are at the forefront of plans for the regions Digital Connectivity
- Successfully maximised opportunities for our communities to create jobs and growth (Afror and Leader)

Prosperous People and Places: to maximise opportunities for people and places in both urban and rural parts of our county

- We have supported engagement with the residents and stakeholders of the Tyisha ward to enable the development of a Community Regeneration Masterplan for the ward
- We have published the Council's Moving Rural Carmarthenshire Forward report and recommendations
- Successful launch of the new Rural Regeneration Strategy and establishment of the 10 Towns initiative.

2.4 Department Specific Acts/Strategies

Department Specific Act/Strategy	Subject to Annual Report?	
	Yes/No	*Possible to address FG Law
<i>Future Generations Compliant?</i>		
The County of Carmarthenshire's Well-being Plan 2018-2023	Yes	
Moving Forward in Carmarthenshire: the next 5 -years	Yes	
The Digital Technology Strategy	Yes	
The Digital Transformation Strategy	Yes	
The Digital Schools Strategy	Yes	
Corporate Strategy	Yes	
Annual Report	Yes	
<i>Pre Future Generations Compliant</i>		
Strategic Regeneration Master Plan 2015-30 – Transformations		
<i>'Our People' / 'Ein Pobol'</i>		
General Data Protection Regulation Act		
Welsh Language Standards under s44 Welsh Language (Wales) measure 2011		
Equality Act 2010		
Freedom of Information Act 2000 (FOIA)		

*NOTE: When Strategies/Plans are refreshed or Annual Reports are published you should address the FG Act/5WOW requirements so that they are compliant with the Act.

3. Summary Divisional Plan

Regeneration Summary Divisional Plan - Jason Jones

Divisional Profile

This Division seeks to address the needs of the economy and communities within Carmarthenshire and delivery of jobs and growth is the one of the key priorities. The division contributes to the delivery of the policies and strategies for the Swansea Bay City Region Deal, which includes the Life Science and Wellness Village planned for Delta Lakes. The service is also delivering our strategic Regeneration Plan for Carmarthenshire and its key transformational projects. The Division also delivers the management of land assets of the Council, taking a strategic commercial view to ensure the portfolio is managed to meet the Council's economic development needs. Within this remit the Strategic Asset Management team handles the preparation and implementation of a strategic approach to the Council's corporate asset objectives and management of the property resources. The division is also responsible for the Council's Geographic Information Service (GIS) which provides an effective Geographical Information Systems and Gazetteers service which gives accurate and timely information for key service users and systems.

Major Current Strengths/highlights for the year so far

- Successfully maximised opportunities for our communities to create jobs and growth (Afror and Leader)
- Successful launch of the new Rural Regeneration Strategy and establishment of the 10 Towns initiative.
- Grant Support for SMEs: CREF -15 projects fully completed and open for business resulting in a total investment to date into the rural economy of £3.58m with a view to creating 122 jobs over the next three years. TCPDF: 7 projects that will result in a total investment into the Carmarthenshire economy of £5.41m with the potential to accommodate 192.5 jobs.
- External funding secured for key strategic developments in Llanelli town centre and for the redevelopment of Llandeilo Market hall.
- The Wellness Village project has taken a major step forward this year with the release of outline planning consent in August 2019 and progression of design development work for zone 1 to RIBA Stage 3.
- The Regional Skills and Learning Partnership (RLSP), led by Economic Development, launched the Regional Employment & Skills Plan for South West & Mid Wales.
- Carmarthen Market Hall was named the best market in Wales by Slow Food Cymru.
- The GIS team achieved a Gold Exemplar award (2019) for the quality of data produced and held.
- Facilitated redevelopment of Grade I Listed Guildhall in Carmarthen town centre, bringing ground floor back into use as a café bar and retaining the historic first floor courtroom in its original condition.
- Negotiate lease terms with for the previously underutilised Discovery Centre, North Dock, Llanelli to facilitate redevelopment resulting in an improved quality and diversity of offer, attracting visitors from further afield.
- Negotiated the sale of Parc Amanwy administrative building in Ammanford and subsequent purchase of larger adjacent Ty Parcyrhun, enabling 113 members of staff to relocate into an environment that is far more conducive to agile working environment.

Key Areas for Improvement

(including Regulatory Report (WAO/FG), Member T&F, TIC and Consultation Findings; addressing bottom quartile results, etc.)

Councils do more to develop community resilience and self-help (*Regulatory Recommendation WAO/NR59 PIMS ref 14406*)

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
	All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored 16+) (3. Service High Risk (scored 12+) – see Divisional Plan)	
CRR190014	Delivery of the Wellness Project (Outcomes/Budget) <small>Score = 16</small>	Action 2
CRR190023	No deal Brexit- <small>Score = 16</small>	Action 13
CRR190013	Delivery of City Deal (Outcomes/Budget) <small>Score = 16</small>	Action 3

5 Ways of Working ([Self-Assessment Review Scorecard](#) / [FG Framework](#))

1. Long Term	<i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> Wellness Village has received £60,000 of funding from the Department for Business, Energy and Industrial Strategy to fully fund a heat network feasibility study to explore options for sustainable low carbon heat and energy recovery Our Strategic regeneration plan for Carmarthenshire 2015-2030 – Transformations sets out our focus for the next 15 years The RLSP supports the transition of the region and its economy with the appropriate digital skills including through the Swansea Bay City Deal to secure high skill, high wage sustainable jobs for the future To break the cycle of deprivation in Tyisha, the Council have prioritised the area and embarked on a programme which will focus on long term transformational change. Development of Rural Town Growth Plans for next 10 years through ten towns initiative Short term needs in terms of capital receipts generated from property disposals are balanced with a clear process for the sale of surplus assets that will continue to be utilised in the long term.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> The Wellness Village will offer a broad spectrum of education and training programmes to address critical skills shortages in areas such as medicine, physiotherapy, nursing and occupational therapy Pendine Attractor Project - main contract works commenced January 2019, frames of both hostel and museum buildings currently being erected with works scheduled for completion in Autumn 2020. Margaret St Road Junction - BT and Road widening works completed. Carmarthen Wetlands / Y Morfa works have been re-tendered and works will now commence later in January. Ongoing business support being provided to area businesses which has resulted in 50 jobs being created in first half of 19/20. Jackson`s Lane - EB approval obtained to proceed with developer led scheme, currently

	<p>finalising legal agreement with developer who will then attempt to secure appropriate revised consents for project delivery.</p> <ul style="list-style-type: none"> • The Community of Tyisha has been engaged in exercises to identify the issues which are important to the Community and key partners have been engaged to turn the issues into solutions and priorities, which will in turn be developed into in a Community Masterplan • The Council has disposed of land at under vale where is can be seen that the purpose for which the disposal is being made is likely to contribute to the promotion or improvement of the economic, social or environmental wellbeing of the whole or part of its area, or any person resident or present in its area.
Planned Improvement for 20/21 - we will: (link to action plan)	<ul style="list-style-type: none"> • Development of a delivery plan for taking forward the work and on-going engagement with the community will be developed for Tyisha and Glanymor (see Action 1 in ICT/CP) • Deliver the Regional Employment & Skills Plan (see Action 12 below)
2. Prevention	<i>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> • In its design and configuration of services and pathways, the Village aims to instigate a shift from ‘illness’ to ‘wellness’ by addressing the wider determinants of health, such as education, employment and health promotion and prevention • The Welsh Government ARFOR Programme aims to boost the use of the Welsh Language in our local business. Grants are being offered to SMEs in the food/drink sector and in our creative sector to create jobs and growth. • The Tyisha area is one of the most deprived areas in Carmarthenshire and has continued to deteriorate, with the levels of crime and anti-social behaviour being some of the highest in Carmarthenshire. There are now key programmes that are being delivered in the area, focusing on preventative support.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • The Village will provide community-based health services to provide care closer to home • Linking the economy and Welsh language through provision of key grants to Carmarthenshire SMEs in the food, drink and creative sectors • The RLSP supports individuals to gain skills which allow them to make a positive contribution to the economy which in turn will improve wellbeing.
Planned Improvement for 20/21 - we will: (link to action plan)	<ul style="list-style-type: none"> • Enhancement of national exercise referral scheme (NERS) • Developing the Rural Agenda with key stakeholders (see Action 7 below)
3. Integration	<i>Considering how well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> • Leisure, health, education and businesses will be co-located in a pioneering ‘street’ concept to foster collaborative working and integration of services • Regional Learning and Skills Partnership (RLSP) has ambitious plans to develop the ways education and training are delivered in the region.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • It is proposed to locate a Health Technology Hub within the Clinical Delivery Centre to provide clinical, training and digital healthcare activities across the region, with a particular focus on rural and sparsely populated areas to minimise health inequity

	<ul style="list-style-type: none"> The RLSP links skills and education to the needs of communities and businesses
Planned Improvement for 20/21 - we will:	<ul style="list-style-type: none"> Deliver the Regional Employment & Skills Plan (see Action 12 below)
4. Collaboration	<i>Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> Joint leisure and health stakeholder workshops have enabled the co-design of spaces within the Wellness Hub and Clinical Delivery Centre. Through the Swansea Bay City Deal (SBCD) Governance Structure we are collaborating with our neighbouring authorities and the Health Boards, Trinity Saint David and Swansea Universities to deliver the overall economic vision of the region. This also entails working on emerging regional policies. RLSP work with individual sectors to identify the skills needs related to the low-carbon Wales policy to ensure that businesses are well equipped to capitalise on the opportunities this brings. The Council has supported community led regeneration and local ownership and management of assets through coordinating Community Asset transfers
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> In particular, the gym and hydrotherapy pool have been co-designed by CCC leisure and Hywel Dda professionals with the aim of improving health referral pathways Completion of the Yr Egin development 100 assets transferred into local ownership
Planned Improvement for 20/21 - we will: (link to action plan)	<ul style="list-style-type: none"> Continue to develop Carmarthenshire City Deal Projects and the emerging regional strategic agenda. (Action 3 below) Continue to consider asset transfers to support community led regeneration (Action 21 below)
5. Involvement	<i>Importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> Third sector information event held in October, attended by 15 voluntary organisations, with a follow-up consultation survey issued to explore opportunities for involvement at the Village Ongoing facilitation of Town Centre Regeneration Forum in Carmarthen, Task Forces in Ammanford & Llanelli (to assist in the development and delivery of regeneration master-plans for those towns) Work on developing a community masterplan in Tyisha is well advanced with a report with recommendations having been developed. Once agreed, a delivery plan for taking forward the work and on-going engagement with the community will be developed.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> Completion of the “Planning for Real” engagement exercise identified a number of issues as important which have been shared with the community. The next stage involved the group commissioning further work involving experts in planning and urban design to develop a master plan using the results of the engagement exercise. Key partners have now been engaged to turn the issues, solutions and priorities identified by residents and businesses into a master plan for the area. (ICT&CP Action Plan PIMS 14005)
Planned Improvement for 20/21 - we will:	<ul style="list-style-type: none"> Continued work with the third sector and other stakeholders (Actions 1 & 2 below) Ongoing facilitation of Town Centre Regeneration (Action 5 below)

Divisional Summary Action Plan

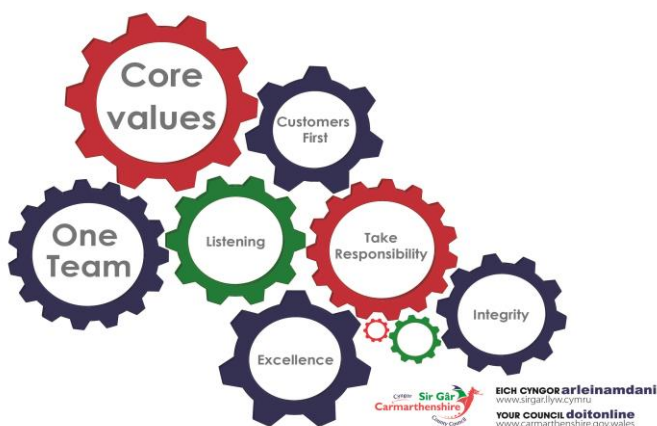
Ref #	Key Actions and Measures	By When#1	By Who	WBO Ref	5WOW (LT/P/Int/C/Inv)	✓ If Key action to go forward to 20/21 Dept BP
1	We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. MF5-80 (Also in Well-being Objective 11) PIMS 14006	31/03/2021	Rhian Phillips	WBO5/C2	LT/P/Int/C/Inv	✓
2	As part of the City Deal we will deliver a whole-site project plan for the Life Science and Wellness Village, to include design and build, service/business planning, public engagement and securing private sector financing to ensure benefits maximisation and ongoing sustainability. MF5-72a CRR190014 PIMS 12985	31/03/2024	Sharon Burford	WBO6/A1	LT/P/Int/C/Inv	✓
3	We will fulfil the expectations and aspirations of the Swansea Bay City Deal and take on board any opportunities that emerge MF5-72 CRR190013 PIMS 14010	31/03/2023	Helen Morgan	WBO6/A3	LT/Int/C/Inv	✓
4	We will deliver the Carmarthen, Ammanford & Rural transformational plan and deliver initiatives and projects including Pendine attractor; Llandeilo Market Hall; Carmarthen wetlands and Jacksons Lane development PIMS 13162	31/03/2021	Mike Bull	WBO6/B1	LT/Int/C/Inv	✓
5	We will deliver the Cross Hands Growth Zone, Llanelli and the Coastal Belt Transformational Plan and deliver initiatives and projects including Targeted Regeneration Investment, Llanelli; Cross Hands East Phase 2; Strategic Employment Site; Employment Programmes. PIMS 13164	31/03/2021	Steffan Jenkins	WBO6/B3	LT/P/Int/C/Inv	✓
6	We will deliver both the Rural Enterprise and Transformation Commercial Property Development Funds worth £16.66 million (£7.5 million from the Council and circa £9.16 million private sector investment).	31/03/2021	Mike Bull	WBO6/C1	LT/Int/C/Inv	✓
7	We will consider opportunities to work with other local authorities and partners to establish a Rural Deal to focus on rural regeneration. PIMS 14013	31/03/2021	Helen Morgan	WBO6/C2	LT/Int/C/Inv	✓
8	We will support local SMEs via Pareto engagement, business grants and the Bucanier Programme	31/03/2021	Steffan Jenkins	WBO6/C1	LT/Int/C/Inv	✓
9	We will support Employability Programmes via Workways and Communities 4 Work.	31/03/2021	Steffan Jenkins & Jane Lewis	WBO6/C1	LT/P/C/Inv	✓
10	We will consider options for ensuring the most effective use of the Council farm estate to	31/03/2021	Emily Hughes	WBO6/C4	LT/P/C/Inv	✓

Ref #	Key Actions and Measures	By When#1	By Who	WBO Ref	5WOW (LT/P/Int/C/Inv)	✓ If Key action to go forward to 20/21 Dept BP
	support affordable farming initiatives. PIMS 13174					
11	We will establish regeneration initiatives to focus on the development of the rural market towns in the County via the 10 Towns initiative. PIMS 13175	31/03/2021	Stuart Walters	WBO6/C5	LT/P/C/Inv	✓
12	We will deliver the £30million Skills and Talent Initiative to ensure the County fully benefits from the opportunities that will be created through the £1.3 billion investment through the Swansea Bay City Deal. PIMS 13176	31/03/2023	Jane Lewis	WBO6/D1	LT/P/Int/C/Inv	✓
13	We will investigate and monitor the impact of Brexit on the economy of Carmarthenshire via the Brexit Risk and Opportunities Register. PIMS 14015 CRR190023	31/03/2021	Helen Morgan	WBO6/E1	LT/P/Inv	✓
14	We will maximise external funding in order to realise county wide economic activities PIMS 14016	31/03/2021	Rhian Phillips	WBO6/F1	LT/P/C/Inv	✓
15	We will ensure communities receive maximum support through the role of the Funding Bureau and the LEADER / rural function. PIMS 14017	31/03/2021	Rhian Phillips	WBO6/F2	LT/P/C/Inv	✓
16	We will ensure the Council uses its stock and assets to facilitate economic development within the County. PIMS 13180	31/03/2021	Jason Jones	WBO6/F4	LT/P/C/Inv	✓
17	We will lead on and complete all land acquisitions required to facilitate strategic highway schemes such as Cross Hands Economic Link Road and Towy Valley Cycleway.PIMS13181	31/03/2021	Jason Jones	WBO6/F5	LT/C/Inv	✓
18	We shall reduce energy consumption (kWh) / carbon emissions (tonnes) in the Council's existing non-domestic building portfolio. MF5-13 PIMS 13251	31/03/2021	Stephen Morgan	WBO12/C1	LT/P/C/Inv	✓
19	We will identify and deliver energy efficiency projects within the Council's existing, non-domestic buildings.PIMS13252	31/03/2021	Kendal Davies	WBO12/C2	LT/P/C/Inv	✓
20	We will develop a clear plan for a route towards being net zero carbon within 12 months (As per Notice of Motion at County Council –Feb.2019) PIMS14082	31/03/2021	Stephen Morgan	WBO12/C4	LT/P/C/Inv	✓
21	We will ensure the Council makes the most efficient and effective use of all of its community based assets and where necessary and appropriate transfer ownership of assets to other community groups and interested stakeholders. MF5-15 PIMS13301	31/03/2021	Stephen Morgan	WBO15/A10	LT/P/Int/C/Inv	✓
22	We will undertake a review to consider options for the most effective delivery of depot provision across the County including options for shared facilities with other public sector partners. MF5-11 PIMS 13303	31/03/2021	Stephen Morgan	WBO15/A11	LT/C/Inv	✓
23	We will continue to develop strong links between Service Asset Management Plans and	31/03/2021	Stephen Morgan	WBO15/B4/2	LT/C/Inv	

Ref #	Key Actions and Measures	By When#1	By Who	WBO Ref	5WOW (LT/P/Int/C/Inv)	✓ If Key action to go forward to 20/21 Dept BP
	the Corporate Asset Management Plan PIMS 13321					✓
24	We will manage and make best use of the Council's property and assets with a focus on rationalising office accommodation and sharing with other partners as well as facilitating community ownership of assets for community benefit. PIMS14142	31/03/2021	Stephen Morgan	WBO15/B6/6	LT/P/C/Int/Inv	✓
Key Measures of success						
	Jobs created with Regeneration assistance (Eco9D/001) <i>(2018/19 Result -419.0 jobs; 2019/20 Target 377.0 jobs)</i>	TBC	Stuart Walters	WBO6		✓
	Jobs accommodated with Regeneration assistance (EconD/002) <i>(2018/19 Result -111.0 jobs; 2019/20 Target 83.0 jobs)</i>	TBC	Stuart Walters	WBO6		✓
	The number of people placed into jobs with Regeneration assistance (EconD/003) <i>(2018/19 result - 137.0 Jobs; 2019/20 Target 122.0)</i>	TBC	Stuart Walters	WBO6		✓
	The number of people helped into volunteering with Regeneration assistance (EconD/005) <i>(2018/19 Result 960 Target 2019/20 -581)</i>	TBC	Stuart Walters	WBO6		✓
	The level of Private Sector Investment / external funding secured (£) (EconD/008) <i>(2018/19 Result 16205882 ; 2019/20 Target 9498731)</i>	TBC	Stuart Walters	WBO6		✓

4. Department Resources

Core Values



and accountability for our actions

Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership

Budget Summary

See accompanying Agenda re draft Budget

Savings and Efficiencies

See accompanying Agenda re draft savings and efficiencies

Key Workforce Planning Issues

 [Workforce Planning Toolkit](#) to help complete this section

Need to identify:

1. Current workforce issues? To be determined.
2. Future business priorities and implications on the workforce? To be determined.
3. What is your Development Plan to address the gap implications? (between 1 & 2 above)

5. Departmental Key Measures

Definition / Measure Reference		2018/19			2019/20		2020/21	Cost Measure (£)
		All Wales Comparative data			Target set	EOY Result	Target set	
		Our Result	Quartile * to ****	Welsh Median				
Regeneration								
1	Jobs created with Regeneration assistance (<i>EconD/001</i>)	419.0	Not Applicable		377.0	TBC	TBC	
2	Jobs accommodated with Regeneration assistance (<i>EconD/002</i>)	111.0	Not Applicable		83.0	TBC	TBC	
3	The number of people placed into jobs with Regeneration assistance (<i>EconD/003</i>)	137.0	Not Applicable		122.0	TBC	TBC	
4	The number of people helped into volunteering with Regeneration assistance. (<i>EconD/005</i>)	960	Not Applicable		581	TBC	TBC	
5	Private Sector Investment / external funding secured (£) (<i>EconD/008</i>)	16205882	Not Applicable		9498731	TBC	TBC	
6	Percentage performance against target to generate capital receipts to support the capital program (<i>2.1.2.12</i>)	68.27	Not Applicable		100.00	TBC	TBC	

Well-being of Future Generations Act 2015

This is a new Act introduced by the Welsh Government, which will change aspects of how we work. The general purpose of the Act is to ensure that the governance arrangements of public bodies for improving the well-being of Wales take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales in accordance with sustainable development principles.

A. The Sustainable Development Principle of the Act

The new law states that we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. **The sustainable development principle is**

'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'

B. The Five Ways of Working required by the Act

To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



Eitem Rhif 7

Y PWYLLGOR CRAFFU - CYMUNEDAU
16^{ed} Ionawr 2020

CYNLLUN BUSNES ADRANNOL YR AMGYLCHEDD 2020/2023

(**Dyfyniadau** sy'n berthnasol i faes gorchwyl y Pwyllgor Craffu - Cymunedau)

Pwrpas:

Rhoi cyfle i'r aelodau adolygu cynllun busnes yr Adran ochr yn ochr â'r gyllideb.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Elfennau o'r cynllun busnes sy'n gysylltiedig â:-

- Cynllunio
- Eiddo

Rhesymau:

- Integreiddio cynllunio ariannol a busnes.

(Roedd hyn hefyd yn cynnig ar gyfer gwella gan Swyddfa Archwilio Cymru)

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO: - Cyng. Mair Stephens (Dirprwy Arweinydd)

Y Gyfarwyddiaeth Amgylchedd	Swyddi:	Rhifau ffôn / Cyfeiriadau E-bost:
Ruth Mullen	Cyfarwyddwr Amgylchedd	01267 224647 RMullen@sirgar.gov.uk
Awdur yr Adroddiad: Dyfyniadau ar gyfer:		
Llinos Quelch	Pennaeth Cynllunio	01267 228918 lquelch@sirgar.gov.uk
Jonathan Fearn	Pennaeth Eiddo	01267 246244 JFearn@sirgar.gov.uk

Community Scrutiny Committee

16th January 2020

Subject and Purpose

Environment Departmental Business Plan 2020/2023

(Extracts relevant to Community Scrutiny remit)

To give members an opportunity to review the Department's business plan alongside the budget.

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- The full business plan outlines the priorities for the department during 2020 - 2023.
- This version is an extract of the aspects relevant to Community Scrutiny. It identifies the Elements of the business plan relating to:-
 - Planning
 - Property

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Llinos Quelch**

Head of Planning

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	NONE	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

The Well-being Future Generations Act (2015) requires that functions of the council should maximise their contributions the Well-being Objectives set by the Council.

(Our Well-being Objectives maximise our contribution to the seven Well-being Goals of the Act and demonstrate the five ways of working.)

2. Legal

See 1. above

3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Section 5 – Page 23)

7. Physical Assets

See resources section of each Business Plan (Section 5)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Llinos Quelch

Head of Planning

1. Local Member(s) - None

2. Community / Town Council - None

3. Relevant Partners - None

4. Staff Side Representatives and other Organisations - None

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations Act		Well-being of Future Generations (Wales) Act 2015
New Corporate Strategy 2018-2023 (Incorporating Carmarthenshire's Well-being Objectives and Improvement Objectives)		https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf

Environment Department

Draft Business Plan 2020 – 2023 (Extract for Community Scrutiny Committee)



'Life is for living, let's start, live and age well in a healthy,
safe and prosperous environment'

Date

The Sustainable Development Principle


The Well-being of Future Generations (Wales) Act 2015 states that, we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The *sustainable development principle* is....

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’

To show that we have applied the sustainable development principle we must demonstrate.....


The 5 Ways of Working (see Appendix 1)

Long term




The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention




How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration




Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration



Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement



The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

Contents

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5. Departmental Key Measures	30
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The Purpose of this Plan

This Departmental Business Plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

Executive Board Member/s Foreword

By Councillor(s)

We have great pleasure in introducing the new Department for Environment Summary Business Plan for 2019/20. We are satisfied that this Business Plan provides a comprehensive overview of the Departmental performance over the past year. It also provides the Department's aims and objectives for 2019/20.



Cllr. Hazel Evans
Executive Board Member - Environment

Sign off



Cllr. David Jenkins
Executive Board Member – Resources

Sign off



Cllr. Mair Stephens

Executive Board Member - Human Resources, Efficiencies and Collaboration

Sign off



Cllr. Philip Hughes

Executive Board Member - Public Protection

Sign off



Cllr. Linda Evans

Executive Board Member - Housing

Sign off



Cllr. Cefin Cambell

Executive Board Member – Communities and Rural Affairs

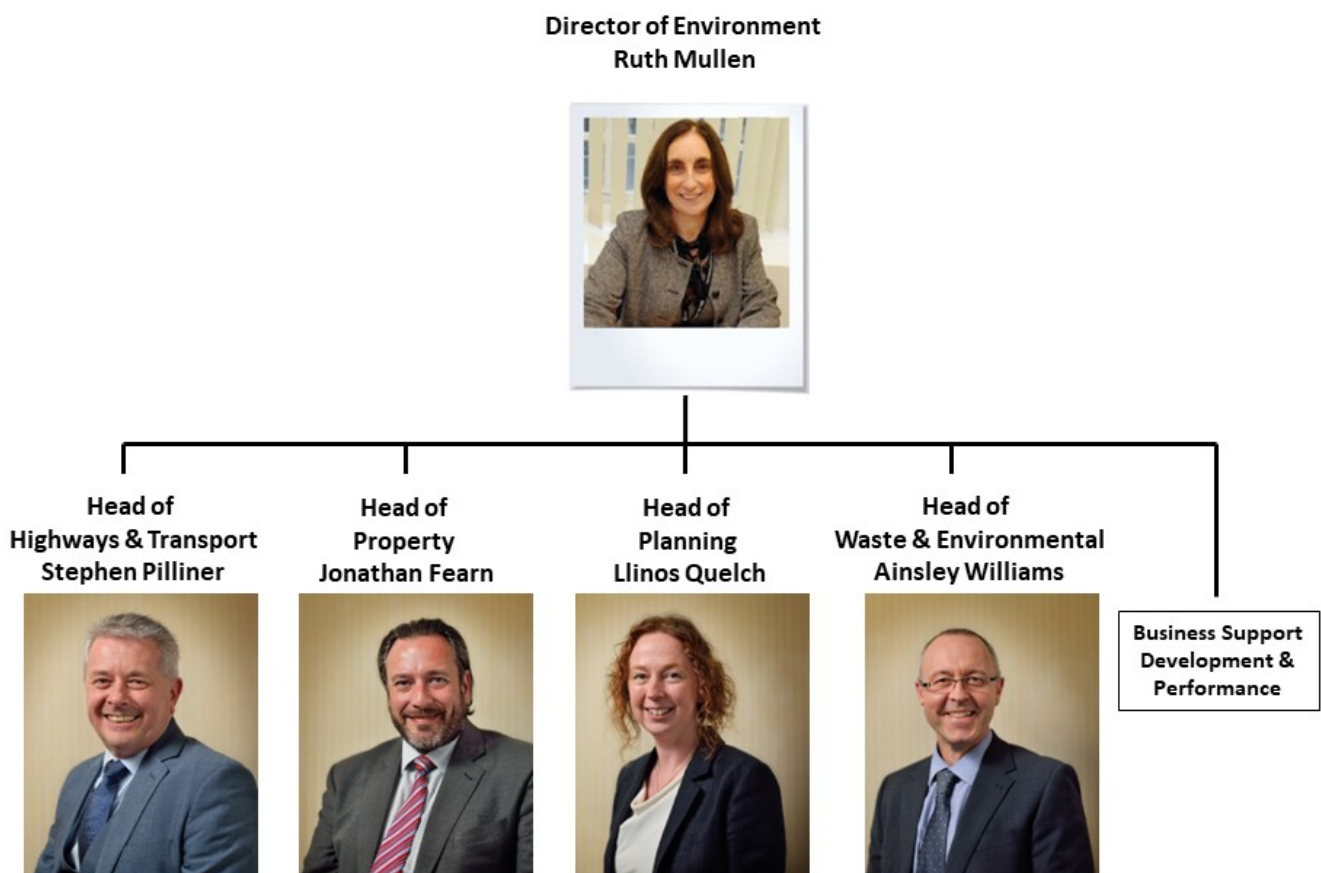
Sign off

1. Departmental Overview

Introduction by Director

I am pleased with the progress that has been made in the delivery of service throughout the Environment Department in 2019/20. This has been against a background of organisational change and significant resource challenges. Our Business Plans for 2020-2023 set out an exciting programme of service activity and development. The main headlines of our ambition are summarised here in this departmental overview, with more detailed actions and objectives set out in more detailed plans at divisional and service level.

Departmental Senior Management Structure



2. Strategic Context

2.1 National Well-being Goals

For the first time in Wales, the Well-being of Future Generations (Wales) Act 2015, provides a shared vision for all public bodies to work towards. See **Appendix 1** for an ABC guide to the Act. Our well-being objectives, which are incorporated in our Corporate Strategy, are designed to maximise our contribution to the national shared vision goals.

2.2 The Council's [Corporate Strategy 2018-23](#) (incorporating Our Well-being Objectives 2019/20)

- Bringing Plans Together: the Corporate Strategy consolidates four plans into one document
- In particular the Department supports the following Well-being Objectives :-

Well- Being Objective	Steve Pilliner	Jonathan Fearn	Ainsley Williams	Llinos Queich
Start Well				
1. Help to give every child the best start in life and improve their early life experiences	✓			
2. Help children live healthy lifestyles	✓		✓	✓
3. Support and improve progress and achievement for all learners	✓	✓		
4. Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways				
Live Well				
5. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty	✓			
6. Creating more jobs and growth throughout the county	✓	✓		✓
7. Increase the availability of rented and affordable homes		✓		✓
8. Help people live healthy lives (tackling risky behaviour and obesity)	✓	✓		✓
9. Supporting good connections with friends, family and safer communities	✓			
Age Well				
10. Support the growing numbers of older people to maintain dignity and independence in their later years	✓			
11. A Council wide approach to supporting Ageing Well in Carmarthenshire	✓	✓	✓	✓
In a Healthy and Safe Environment				
12. Looking after the environment now and for the future	✓		✓	✓
13. Improving the highway and transport infrastructure and connectivity	✓			
14. Promoting Welsh Language and Culture		✓		
In addition a Corporate Objective				
15. Better Governance and Use of Resources	✓	✓	✓	✓

2.3 The County of [Carmarthenshire Well-being Plan - The Carmarthenshire We Want \(2018-23\)](#)

How is the Department contributing to the Public Sector Board's Well-being Plan?

The Well-being Objectives of the Carmarthenshire PSB are not intended to address the core services and provision of the individual partners, rather they are to enhance and add value through collective action. The statutory partners of the PSB (Council, Health Board, Fire & Rescue Service and Natural Resources Wales) each have to publish their own Well-being Objectives

Healthy Habits: people have a good quality of life, and make healthy choices about their lives and environment

Early Intervention: to make sure that people have the right help at the right time; as and when they need it

Strong Connections: strongly connected people, places and organisations that are able to adapt to change

Prosperous People and Places: to maximise opportunities for people and places in both urban and rural parts of our county

2.4 Department Specific Acts

Department Specific Acts	Annual Report /Action Plan? (Add Link to it)
<p><i>FG Compliant</i></p> <ul style="list-style-type: none"> • The Well-being of Future Generations (Wales) Act 2015 • Environment (Wales) Act 2016 • 	
<p><i>Pre FG Compliant</i></p> <ul style="list-style-type: none"> • Welsh Language Standards under s 44 Welsh Language (Wales) measure 2011 • Freedom of Information Act 2000 (FOIA) • Data Protection Act 1998 • Equalities Act 2010 • The Employment Act 2008 and Employee Acts • Health & Safety at Work Act 1974 and subsequent respective legislation <p>Highways and Transport</p> <ul style="list-style-type: none"> • Highways Act 1980 • Road Traffic Act 1991 • Traffic Management Act 2004 • Flood and Water Management Act 2010 • New Roads and Street Works Act 1991 • Land Drainage Act 1991 • Local Authorities' Cemeteries Order 1977 	

Tudalen 197

<ul style="list-style-type: none"> • Environmental Protection Act 1990 • Anti-Social Behaviour (Crime and Policing) Act 2014 • Police & Crime Act 2009 <p>Property</p> <ul style="list-style-type: none"> • Landlord and Tenant Act 1954 • Occupier’s Liability Act 1984 <p>Waste & Environmental</p> <ul style="list-style-type: none"> • Clean Neighbourhood Act & Environment Act 2005 <p>Planning</p> <ul style="list-style-type: none"> • Carmarthenshire Local Development Plan 2014 • Town and Country Planning Act 1990 • Planning (Wales) Act 2015, including various secondary legislation published post-January 2016 • Historic Environment (Wales) Act 2015 	
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NOTE: When Strategies/Plans are refreshed or Annual Reports are published you should address the FG Act/5WOW requirements so that they are compliant with the Act.

2.5 Department Specific Strategies

Department Specific Strategy	Annual Report /Action Plan? (Add Link to it)
<p><i>FG Compliant</i></p> <ul style="list-style-type: none"> • Carmarthenshire County Council Corporate Strategy 2018 – 2023 	
<p><i>Pre FG Compliant</i></p> <ul style="list-style-type: none"> • Swansea Bay City Region Economic Regeneration Strategy 2013 -2030 • Ageing Well in Wales Plan • Strategic Regeneration Plan for Carmarthenshire • Carmarthenshire’s Vision for Sustainable Services for Older People for the Next Decade • Digital Transformation Strategy • Divisional Business Plans • Moving Forward in Carmarthenshire: the next 5-years • Transformations: Strategic Regeneration Plan for Carmarthenshire – 2015-2030 • Affordable Homes Delivery Plan 2016 - 20 • Wildlife And Countryside Act 1981 	

Highways and Transport

- One Wales Connecting the Nation, The Wales Transport Strategy
- The National Transport Plan
- All Wales Road Safety Framework 2013
- The Local Transport Plan
- Regional Bus Network Strategy
- Integrated Parking Strategy
- Walking and Cycling Strategy
- National Parking Standards
- Fleet Strategy & Fleet Road Risk Strategy
- The Learner Travel (Wales) Measure
- Guidance for Local Authorities on Public Rights of Way 2016
- Carmarthenshire Rights of Way Improvement Plan

Property

- Corporate Asset Management Plan
- Office Accommodation Programme
- Affordable Homes Delivery Plan 2016 - 20
- Digital Transformation Strategy 2017 - 2020
- RICS Guidance Notes
- RICS Practice Statements
- RICS Rules of Conduct
- RICS Valuation - Professional Standards (Red Book)
- MEP Programme.

Waste & Environmental

- EU revised Waste Framework Directive 2008/98/EC
- Waste (England and Wales) (Amended) Regulations 2012.
- Towards Zero Waste (WG's overarching waste strategy document).
- Sustainable Drainage Systems (SuDS)

Planning

- Carmarthenshire Local Development Plan 2014
- Planning Policy Wales
- All Technical Advice Notes (TANs) and various circulars
- Air Quality Management Areas (AQMAs)

NOTE: When Strategies/Plans are refreshed or Annual Reports are published you should address the FG Act/5WOW requirements so that they are compliant with the Act.

3. Summary Divisional Plans

The Environment Department has four Divisions providing front line services to the people of Carmarthenshire and a Business Support Unit and Performance, Analysis & Systems Team that assist and provide support to the four divisions in delivering their services.

Each division has full business plans containing full details within each service area.

The Division Profiles included are as follows:

- Highways & Transport Division
- Property Division
- Waste & Environmental Division
- Planning Division

Departmental Key Risks		
	RISK DESCRIPTION	RESPONSIBLE OFFICER
Risk 1	Non-compliance with Contract Procedure Rules. Our Contract Procedure Rules have been written to set clear rules for the procurement of goods, services and works, so that we can obtain best value for money, whilst ensuring a system of openness, transparency and non-discrimination where the accountability of the procurement process is beyond reproach.	Ruth Mullen
Risk 2	Marketing high standards of governance in relation to Information Management.	Ruth Mullen
Risk 3	IT Development/ investment and a system that is fit for purpose, that enables access to management information to inform business decisions.	Ruth Mullen
Risk 4	Fee income levels not meeting budget targets.	Ruth Mullen
Risk 5	Reduction in Welsh Government grant funding	Ruth Mullen
Risk 6	Demographic growth increasing pressure and costs for all front line services.	Ruth Mullen

Risk 7	Succession/ workforce planning and staff retention	Ruth Mullen
Risk 8	Reduction in resources resulting in not meeting stakeholder expectations.	Ruth Mullen
Risk 9	Ability to plan and react to increase in incidents and effect of climate change, within available and limited resources.	Ruth Mullen
Risk 10	Increased demands from new statutory requirements without required revenue support.	Ruth Mullen

DRAFT

Divisional Profile



The **Property Division** is responsible for the management of the Council's existing and future property portfolios. This involves using our own resources or working with partners to provide property maintenance, property design, construction and facilities management expertise for the Council. The Division employs around 700 staff with a large number of part-time cleaners which reduces the Full Time Equivalent (FTE) number to around 290. The Council's substantial property portfolio includes 1,409 buildings with a current asset value of over £1.22 Billion, of which £470m is housing property.

The **Property Maintenance** Team is responsible for the repair, maintenance and improvement of the majority of the Council's facilities and provides expert advice on the Council's property related health & safety responsibilities recommending good practice and developing policy and procedure to ensure that it complies with legislative requirements. Through our New Homes Team we manage the refurbishment and letting of the Council's homes. We employ a large team of operatives to deliver direct property maintenance as well as working with a range of contractors to deliver the maintenance needs of the Council's buildings. Approximately 65% of the Section's work relates to Housing Property and 35% for non-housing.

The **Property Design** Team is responsible for designing and delivering major capital investment projects including: the 21st Century Schools Programme; physical regeneration projects; The Carmarthenshire Homes Standard including the new build Affordable Homes Housing schemes; care home, sheltered schemes, leisure improvements, major refurbishment works to other council assets and corporate new projects;. The Section also responsible for managing and delivering the South west Wales Regional property related construction-related frameworks on behalf of four other adjoining Authorities, other public bodies and participating bodies.

The **Facilities Management** team ensure that the buildings they support are open and operational on the days they are needed. They provide a link between the building occupiers and the support provided by other parts of environment and other agencies in maintaining a safe workplace. Facility Management provides a and out of hours keyholding service for a range of buildings. The Cleaning Services section of Facilities Management provide a high-quality cleaning service to its clients in a cost-effective manner

Major Current Strengths

Property Design Team

- The Property Design Team was restructured in 2018/19 to align with the ongoing high volume of property design work for the Authority and partners. Recruitment is ongoing.
- The Team continues to manage the South West Wales Regional Construction Framework on behalf of a wide range of West Wales' public sector organisations.
- The Property Design Team continues to deliver a wide range of new facilities to improve the assets available for the Council's services. During 2019/20 we completed
 - Pontyberem CP School
 - Ysgol Emlyn Kitchen upgrade

- Ysgol Dyffryn Aman Kitchen Upgrade
- re-modelling of the 2nd & 3rd floors of 3 Spilman Street
- External re-furbishment works of block 14 Parc Dewi Sant
- Refurbishment of Block 4 Parc Dewi Sant
- Amman Valley Leisure Centre Wet side refurbishment
- Lift upgrades at Block 2 , Parc Dewi Sant
- New Carmarthenshire Archive and Carmarthen Library Upgrade
- First phase of the New Affordable Homes Scheme at Dylan, Llwynhendy
- First phase of the New Affordable Homes Scheme at Garreglwyd, Pembrey
- Internal CHS Works to 222 Homes
- External works and rendering to 130 homes
- Re-roofing of 130 homes
- Makeover of Llys yr Ysgol Sheltered Housing Scheme
- Extension to Ty'r Gelli Resource Centre

In addition we currently have the refurbishment of and extension of Ysgol Llangadog and Ysgol Pantycelyn on site as well as , the new build schemes at Ysgol Pum Heol, Pendine Attractor Project and the continuation with those currently under construction including :

- Second and third phases of the New Affordable Homes Scheme at Dylan, Llwynhendy
- Second phase of the New Affordable Homes Scheme at Garreglwyd, Pembrey

During 19/20 we also tendered and let the projects scheduled below , all of which are programmed to commence on site during the first two quarters of 2020.:

- Renovation of Abergwili Museum
- Additional infants classroom at Ysgol Bynea
- Additional infants classroom at Ysgol Saron
- Additional infants classroom at Ysgol y Ddwylan
- New Build Affordable Homes at Glanmor Terrace, Burry Port
- New Build Affordable Homes at Gwynfryn, Ammanford
- New Build School for Ysgol Gorslas
- New build school for Ysgol Pembre
- New build school for Ysgol y Castell
- Retail Units at Jackson's Lane , Carmarthen
- Re-furbishment works at Llandeilo Market
- Market Street, Llanelli re-development to provide Affordable homes apartments and retail/commercial units
- Re-development of the former YMCA, Llanelli to provide Affordable homes apartments and retail/commercial units
- New South West Wales Regional Contractors Framework valued at £1billion

We are currently in the process of developing approximately a further 18 project for tendering within the next 12 months

Property Maintenance Team

- Increased communication between Property Maintenance and Strategic Asset Management has brought improvements to the service.
- The Division continues to work in collaboration with the Homes and Safer Communities Division to be an integral part of the Affordable Housing strategy by helping to deliver the Stock Increase Scheme. This involves carrying out improvement works and then letting properties that have been brought into the Council's housing stock.
- The Property Maintenance Team continues to support the Next Steps programme, which provides 4 weeks of work experience with local construction firms and apprentice appointments for the winning candidates. For the first time, 2 of the successful candidates have been recruited by the Maintenance Team as electrical apprentices.
- We have employed five additional Maintenance Technicians to undertake multi skilled works to the authorities Housing and Non Housing stock.
- We assist CYFLE and CCTAL in supporting shared apprentices in the County, to develop skilled operatives for succession planning.
- We are continually supporting and developing staff through arranged training courses e.g. working at Height, Manual Handling, First Aid, Construction Design and Management Regulations 2015.
- Working closely with colleagues in Communities we have undertaken health and safety related works to ensure the compliance of Lady Stepney Pendine Education Centre and St Clears Leisure Centre.
- Provide 365-day / 24-hour maintenance service through on call officers / operatives and contractors.
- The Team has specialists in and dedicated knowledge of the Authorities buildings. We know how the existing systems operate, problem solve in order to rectify the issues at a minimum cost, coupled with many years of a building up relationships and trust.
- We react to emergency situations from initial notification to completion of Project, e.g. Fire Damage, flooding, burst pipes etc.

Facility Management

A good understanding of the properties and systems they support and the activities and processes carried out there.

Key Areas for Improvement

(including Regulatory Report (WAO/FG), Member T&F, TIC and Consultation Findings; addressing bottom quartile results, etc.)

Property Maintenance Team

- We need to invest in additional resources to improve procurement practices and ensure consistent and cost-effective purchasing to support our in-house building maintenance activity (WOW 1)
 - Work is continuing on the Mechanical & Electrical Contract and we are in consultation with Corporate Procurement colleagues on a recent NPS arrangement for certain elements of the work (FM Services Phase 2 – Mechanical Services).
 - The LHS (London Housing Consortium) arrangement for Commercial Roofing has not provided Contractors within the South/West Wales Regions for works up the value of £250k and this may be now subject to a stand-alone Carmarthenshire procurement exercise.
 - A recent NPS arrangement for the supply of domestic gas and oil boilers has not delivered value for money compared with the current arrangement with CHIC (Central Housing Investment Consortium) arrangement.

- Re-alignment of the Property Maintenance and Property Design Teams need to be fully implemented and strengthened through the recruitment of additional resources. (WOW 1 & 2)
- Need for a robust dashboard of measures/management information to make informed business decisions.
- Progress on IT enhancements/improvements required to enable further efficiencies in the Housing Repairs Project.
- Structure of new expanded Division needs to be completed and vacant posts need to be filled across the Division to enable full resource to deliver work demands, including in building maintenance, property audits, property management and design.

Property Design Team

- We need to invest in additional resource in the Framework management team, to be fully funded by income generation, to ensure compliance with SLA agreements and contract requirements regionally particularly in relation to community benefits, KPI's etc
- Need to continually engage with the market to recruit into current vacant post to ensure full implementation of the re-alignemnt of the seccion
- Continually engage with scheme sponsors and end users and develop new systems of working and monitoring projects

5 Ways of Working ([Self-Assessment Review Scorecard](#) / [FG Framework](#))

1. Long Term	<i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> • The Swansea Bay Regeneration Strategy is set for a 2013-30 timespan & Swansea Bay City Region City Deal 2016-35.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • We are working with local and regional shared apprentice schemes and also developing our own graduate and apprenticeship programmes to help with succession planning and to encourage training and employment for the next generation of construction professionals. • Comprehensive realignments of the Property Design and Property Maintenance Sections has been approved, which will encourage clear and efficient working processes whilst at the same time developing improved succession planning. <p>Property Maintenance has traditionally been more focussed on reacting to immediate maintenance needs but is moving towards a longer-term approach to property maintenance. A “one property” approach to condition and property risks and the greater use of condition data will help to inform a more strategic approach to maintenance choices.</p> <p>A TIC review of the Design Processes within Property design have led to changes in the delivery process of major capital and grant related schemes, although further work in soime areas is still required .</p>

Planned Improvement for 20/21 - we will: (link to action plan)	Action 3 below.
2. Prevention	<i>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives</i>
How good are we at this?	Strong
Self-Assessment Review:	We have undertaken a review of Property Maintenance with a view to moving to a more planned, rather than reactive, service. Coupled with the already embedded asset management process and improved Service Asset Management Plans, this should ensure that future maintenance is more cost effective and takes better account of future, rather than just immediate requirements.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • We have undertaken a review of Property Maintenance with a view to moving to a more planned, rather than reactive, service. Coupled with the already embedded asset management process and improved Service Asset Management Plans, this should ensure that future maintenance is more cost effective and takes better account of future, rather than just immediate requirements. • The re-alignment process within the Property Design and Property Maintenance Teams will aim to reduce the continued loss of well trained and developed staff to external companies and organisations, thus retaining their services through incentives such as succession planning opportunities that will enhance and support the Authority's future property related projects aspirations in future years. • An end to end lean systems review of the Council's Property Design function and related processes was under taken in 2018. This has reviewed the initiation, design and completion of property related projects with all Departments in order to clarify and develop a better understanding of roles and responsibilities of all parties. • The Property HandyVan Service was introduced several years ago for non-housing property maintenance. Through remodelling the service in this was we have focussed on getting it right first time and getting to the root of the problem. The principles are now being rolled out as part of the Housing Repairs project.
Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below.
3. Integration	<i>Considering how well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies</i>
How good are we at this?	Strong
Self-Assessment Review:	We work with other local authorities as part of the South West Wales Regional Frameworks for both contractors and Property related professional services.

What difference have we made? (as a result of WFG Act)	
Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below
4. Collaboration	<i>Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> • Our Property Division continue to work with all departments in the authority and external contractors to deliver property related schemes.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • The Property Design Team leads and administers the South West Wales Regional Frameworks for both contractors and Property related professional services. • The Division contributes to the Welsh Government's Ystadau Cymru and The Consortium of Local Authorities in Wales (CLAW) collaborative discussions <p>Lead a Mid & West Wales Asset Collaboration Group on behalf of the Welsh Government's Ystadau Cymru, covering 4 Public Services Boards: Carmarthenshire, Pembrokeshire, Ceredigion and Powys, with a view to identifying joint working opportunities.</p>
Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below
5. Involvement	<i>Importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	We continue to consult with internal and external customers on all design projects.
What difference have we made? (as a result of WFG Act)	The Property Records Team is collating information on community assets in conjunction with Community and Town Councils and the third sector, to support the Public Service Board's Well-being Plan.
Planned Improvement for 20/21 - we will: (link to action plan)	Action 1 below.

Divisional Summary Action Plan

Ref #	Key Actions and Measures	By When ^{#1}	By Who	WBO Ref	5WOW (LT/P /Int/C /Inv)
A	Xxx Business Unit			WBOX X	
1	<p>Continue to identify development / disposal / service opportunities as they arise and facilitate the generation of Capital Receipts by:</p> <ul style="list-style-type: none"> Continuing the implementation of the Councils Office Accommodation Strategy including agile working which aims to reduce the number of buildings and increase the efficiency of the portfolio. <p>Continuing to work with Town and Community Councils and Third Sector organisations on asset transfer to allow local ownership of assets.</p>	31/03/2022	Jonathan Fearn	WBO 15	
2	Develop, implement and monitor compliant procurement exercises for the Division, working in conjunction with the Corporate Procurement Unit.	31/03/2022	Jonathan Fearn		
3	Continue the roll out the Housing Repairs. Review new working model to deliver a more timely, flexible and efficient multi-skilled repairs service and finalise an implementation plan for extending the service countywide, including appropriate multi-skilling training for all our responsive/ preventative maintenance operatives.	31/03/2022	Chris Derrick		
4	Continue to develop mobile working technology and our works management systems for our workforce to enable them to work in an agile and cost effective way including implementation of the 'Total Optimise' Job scheduling and appointment module within our Works Management IT system.	31/03/2021	Chris Derrick		
5	Ensure that risks relating to all premises owned or occupied by CCC are suitably & sufficiently identified & managed.	31/03/2022	Andrew Rees		
6	Develop & implement a hub for all property related services, frameworks & gateway management functions for both within the Authority, regional partners & potential external clients	31/03/2021	Hywel Harries		
7	<p>Contribute to delivering the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents by:</p> <ul style="list-style-type: none"> Developing new homes with innovative technologies Developing new buildings with new technologies to limit energy usage Develop schemes with the aim of achieving zero carbon status in line with the Authority's agenda 	31/03/2021	Hywel Harries		
Risks and Control Actions					

Risk 1	Non-compliance with Contract Procedure Rules. Our Contract Procedure Rules have been written to set clear rules for the procurement of goods, services and works, so that we can obtain best value for money, whilst ensuring a system of openness, transparency and non-discrimination where the accountability of the procurement process is beyond reproach.	Jonathan Fearn
Control Action 1	"Executive Board Member meeting held on 24th March 2016 resolved to continue with the existing arrangements for : <ul style="list-style-type: none"> • servicing & maintenance of fixed mechanical & electrical plant & equipment • provision of sewerage services • arboricultural work • commercial roofing until a compliant procurement exercise was established "	Jonathan Fearn
Risk 7	Succession/ workforce planning and staff retention	Jonathan Fearn
Control Action 7	Reintroduction of apprenticeships, re-training of existing workforce to become multi-skilled. Creation of a suitable multi-skilling apprenticeship with one of our Training partners. Making a business case for recruitment based on reduced use of Framework Contractors.	Jonathan Fearn
Risk 3	IT investment/ Development -Lack of investment funding / in-house capacity to develop IT system improvements and enhancements to deliver more efficient ways of agile/mobile working.	Jonathan Fearn
Control Action 3	A robust invest to save case will need to be made to demonstrate the deliverable cost savings of new ways of working.	Jonathan Fearn
Risk 19	Some key officers and qualified staff are continuing to leave the organisation for better paid positions with other authorities which has had a significant impact on the Section in recent years and has affected service delivery considerably and at significant cost due to the need to engage with external support.	Jonathan Fearn
Control Action 19	The re- alignment of the section along with a Review of current and proposed job profiles and grades allocated in line with Single Status and Job Evaluation exercise has been undertaken which will hopefully address these issues during the forthcoming recruitments drive . Consider market supplements, where appropriate	Jonathan Fearn
Key Performance Measures		
	PAM/037 - Average number of calendar days taken to complete all housing repairs. 2020/21 Target TBC	Jonathan Fearn

If a longer-term project, also include a 2020/21 Milestone

Divisional Profile



Planning Division – Planning is a positive, proactive process which is essential in order to guide and facilitate development, regeneration and improvement which provide the fabric for an inclusive, culturally diverse, safe and healthy society. It aims to ensure that development and use of land in urban and rural areas takes into account the public interest and that it sustains and enhances the natural and built environment.

The Division is responsible for determining planning applications, actioning enforcement regarding land use activates, determining listed building proposals, monitoring works to protected trees and hedgerows, regulating minerals and waste activities and for maintaining Carmarthenshire’s Common Land Register. It also administers adherence to Building Regulations within the County – striving to ensure that buildings are safe and fit

for purpose. The Division also has the statutory responsibility for ensuring that the County has an up to date, effective and relevant development plan – and therefore the Carmarthenshire Local Development Plan was adopted in December 2014. These various functions are provided through the following business units: Development Management and Built Heritage, Forward Planning, Minerals & Waste Planning, Rural Conservation & Building Control.

All of these functions the Division undertake whilst recognising the importance of sustaining and enhancing the natural and built environment. The Division therefore has a key role in helping the Authority meet the requirements of the Environment (Wales) Act 2016 and Historic Environment (Wales) Act 2016.

The Planning (Wales) Act 2015 has resulted in a number of legislative changes for planning throughout Wales and reasserts the primacy of planning as an effective tool in delivering economic aspirations, in a proactive way that also seeks to protect other diverse and material interests, including that of taking the Welsh language into account in plan making and decision making generally. As such the planning system is one of the most powerful tools available to any Local Authority to achieve community objectives, which cover every aspect of peoples’ lives. The Service has a key role to play in helping local communities to adapt to the effects of new development. To this end the use of Section 106 Agreements help towards meeting affordable housing and other infrastructure and locally specific requirements arising from a development as well as where necessary being used to safeguard habitats and species of both national and European importance.



Major Current Strengths

- We have continued to implement national and local policies in all land use decision making (both through delegated decisions on planning applications and those reported to Planning Committee) and in doing so ensure that we are contributing to the regeneration objectives set for the County (incl. City Deal). (WOW 1 & 3)
- All teams within the Planning Division have continued to contribute to the regional policy planning forum and national planning policy debates and policy formulation as they arise throughout the year. This year it has included feeding back on matters such as housing deliverability, the national development framework and delivery of the Built Heritage (Wales) Act. (WOW 1 & 4)

- The Rural Conservation Team is a highly adaptable, multi skilled and experienced team, and able to deliver practical solutions to a range of environmental issues, including natural resource management. (WOW 1 & 4)
- The Building Control Unit continue to maintain a network of more than 70 local partners including agents, consultants and other construction professionals to ensure the delivery of a high standard of service. (WOW 4)
- The Division's Forward Planning prepare the Regional Waste Monitoring report for South West Wales, and have done so now for a number of years.
- Focus within the Forward Planning Unit is now on the preparation of the preparation of the replacement LDP due for adoption by the end of 2021.
- The Minerals & Waste Unit continues to be widely regarded as a Centre of Excellence for mineral and waste planning in South Wales. This strength is founded on the considerable experience and knowledge base of key staff within the Unit. The Unit provides the Technical Secretary for the South Wales Regional Aggregates Working Party, the Regional Co-ordinator for the South West Wales Annual Waste Monitoring Report and the Chair/Secretary of the POSW Minerals and Waste Topic Group. (WOW 4)
- All Units within the Division continue to work in partnership and collaboratively with colleagues across the Council and other organisations to deliver sustainable projects with multiple benefits. An example of this is the work towards providing and managing suitable habitat for marsh fritillary butterfly through the Caeau Mynydd Mawr Special Area of Conservation project is an on-going commitment and received a UK award 'Winner in the Excellence in Planning for the Natural Environment' in the Royal Town Planning Institute Planning Excellence Awards 2018. It received this award because it facilitates a structured solution for developments within the economic growth area, delivering the necessary mitigation required and ensuring that each development is compliant with the legislation. (WOW 1 & 4)

Key Areas for Improvement

(including Regulatory Report (WAO/FG), Member T&F, TIC and Consultation Findings; addressing bottom quartile results, etc.)

- We need to increase the emphasis on planning for workforce development, internal succession and staff development. (WOW 1 & 2)
- Planning Services need to continue to improve on achieving a coordinated response to complaints which need to be dealt with under different legislative frameworks – therefore involving other Services and Divisions. (WOW 2 & 4)
- Future Local Development Plan review requirements set within legislation require funding provision to be put in place to ensure statutory obligations are met. These obligations will include significant evidence gathering requirements and the re-drafting of elements, or all of the current LDP to ensure it is fit for purpose moving forward. The legislative requirements in relation to the preparation of a Sustainability Appraisal/Strategic Environmental Assessment and Habitat Regulations Assessment as prescribed under European Law will be important evidential requirements. (WOW 1 & 2)
- Continue to work across CCC departments to raise awareness of both the Resilience Goal in the Well Being and Future Generation (Wales) Act 2015 and the Environment (Wales) Act 2016. (WOW 1 & 2 & 4)

5 Ways of Working ([Self-Assessment Review Workbook](#) / [FG Framework](#))

1. Long Term	<i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> Our current Local Development Plan sets out our long-term approach to land use planning until 2021 - and impacts the direction of growth opportunities beyond that period.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> Continue to monitor the effectiveness of the LDP and to take forward the considerations of the Review Report in the preparation of the Revised LDP which needs to be in adopted by the end of 2021. We take the lead in developing the Council's Environment Act Forward plan and reporting on delivery of this. The review of its first three-year Forward Plan is to be published on CCC's website at the end of December 2019. Actions included in this will make a long-term difference in CCC's working practices, plans and policies, ensuring that it delivers its S.6 Biodiversity Duty set out in the Environment Act (Wales).
Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below
2. Prevention	<i>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> Reflecting the S.6 Biodiversity Duty placed on CCC under the Environment (Wales) Act 2016 , and particularly within the planning system, the section is seeking to ensure that adverse impacts on the natural environment are where ever possible prevented.
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> We continued to implement and revisit the outcomes of the TIC Review process across the Division to improve ways of working. With the restructure of the Development Management and Built Heritage function having been completed the continued focus in the coming year will be on implementation. Performance management and how the Unit delivers on its core values and operating principles, including a focus on its behaviour culture, need to be further considered. With a new senior management structure in place the group will meet regularly to identify not only whether outcomes from the TIC process need to be revisited but to take on board and action feedback from clients, including that received as a result of agent away days and the Council's formal complaints process.
Planned Improvement for 20/21 - we will: (link to action plan)	Action 2 below
3. Integration	<i>Considering how well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies</i>

<i>How good are we at this?</i>	Strong
Self-Assessment Review:	We work with various other services to deliver multi-disciplinary solutions to various issues (including enforcement matters).
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • Our monitoring and review of the Local Development Plan goals and objective will take into account the goals and objectives of other services and partners in so far as they have land use requirements. • Continue to monitor the implementation of the LDP and will as part of the Revision process ensure integration with the ICS and the Carmarthenshire Local Well-being Plan. • We work with various other services to deliver multi-disciplinary solutions to various issues (including enforcement matters).
Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below
4. Collaboration	<i>Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives</i>
<i>How good are we at this?</i>	Strong
Self-Assessment Review:	<ul style="list-style-type: none"> • Collaboration remained key in taking forward the Revised LDP 2018 - 2033 and in developing land use plans and strategies both at county and regional level. Discussion has occurred throughout the year with various stakeholder (internal and external) along with discussions with adjoining local authorities (sharing good practice etc.).
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • Our Planning Minerals and Waste section provide a minerals and waste planning service to 7 other Local Authorities. • Our Forward Planning Team and Planning Officers are working in partnership with stakeholders to facilitate the delivery of land allocations included in the local development plan. • Collaboration remains key in taking forward future revisions to the Local Development Plan and in developing other land use plans and strategies both at county and regional level. • Keep under review existing Service Level Agreements with regards minerals and waste and further pursue additional SLAs • Engage with landowners/developers to understand delivery/non-delivery issues in relation to land allocations – use this evidence to inform the future version of the LDP. • Ensure effective ongoing collaboration with regards to planning policy across the region and beyond utilising long established cross border structures and examining opportunities for future joint and collaborative working (particularly in terms of joint research). <p>The Built Heritage Team currently supports the delivery of the Conservation and Built Heritage function of the Brecon Beacons National Park. Other opportunities in tis area will be explored.</p> <p>Rural Conservation facilitates the Carmarthenshire Nature Partnership and works collaboratively with another 22 environmental organisations across Carmarthenshire, developing a Nature Recovery Plan for the county.</p> <p>The section also facilitates CCC’s response to ash die-back working with colleagues across the authority.</p>

Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below
5. Involvement	<i>Importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area</i>
How good are we at this?	Strong
Self-Assessment Review:	Action 7 below
What difference have we made? (as a result of WFG Act)	<ul style="list-style-type: none"> • The Local Development Plan (LDP) sets out the spatial vision for the future of Carmarthenshire (excluding that area within the Brecon Beacons national Park) and a framework for the distribution and delivery of growth and development. • The LDP Plan has a direct effect on the lives of every resident of the County as well as major implications on investment programmes, other plans and strategies, communities and landowners alike. Community engagement continues to be a key element in producing and implementation of this plan. • We will continue to monitor the implementation of the LDP and will as part of the Revision process ensure a wide involvement regarding any revisions to the LDP.
Planned Improvement for 20/21 - we will: (link to action plan)	Action 7 below

Divisional Summary Action Plan

Ref #	Key Actions and Measures	By When ^{#1}	By Who	WBO Ref	SWOW (LT/P/Int/Inv)
1	With the restructure now complete focus during the coming year will be on the implementation of agreed principles and other measures that may be needed to ensure consistency of management and decision making across the Unit. Recommendation from the Strategic Review due January 2020 will affect the actions already set out in this part of the Divisional Plan and therefore actions and target date are subject to change	31/03/2021	Llinos Quelch	WBO12	
2	We will implement the tree strategy to improve the environment and mitigate the effects of air and noise pollution in our more populated areas. MF5-23 This strategy will link with the Council's approved Tree Management Procedure, and will apply primarily to trees on land owned or managed by CCC, but could equally well apply to other land e.g. land managed by other members of the Public Service Board, and Town and Community Councils. This action will enhance and sustain both our natural and our built spaces. There is also a need to look at Ash Die back during the coming years.	31/03/2021	Llinos Quelch	WBO12 & MF5-23	
3	We will review the Council's Rural Buildings Policy. Policies in the LDP relating to the re-use of rural buildings, together with relevant SPG will be reviewed as part of the LDP review process. The appropriate re-use of these buildings can contribute to the circular economy and a reduction in both the creation of waste and the demand for new building materials.	31/03/2021	Llinos Quelch	WBO12 & MF5-22	
4	We will formalise our process for dealing with all pre-application enquiries, both statutory and discretionary, including the receipt of fee income where appropriate. This will include Built Heritage enquiries.	31/03/2021	Llinos Quelch	WBO12	
5	We will continue to review the implementation and effectiveness of the Dangerous Structures Policy.	31/03/2021	Llinos Quelch	WBO12	
6	We will continue to deliver the Caeau Mynydd Mawr SAC Marsh Fritillary project, consistent with SPG, which aims to ensure the management of at least 100ha of Marsh Fritillary habitat in perpetuity.	31/03/2021	Llinos Quelch	WBO12	
7	Through monitoring the delivery of the Council's Forward Plan, we will evidence how Carmarthenshire County Council is meeting its Biodiversity and Ecosystem Resilience Duty under Section 6 of the Environment (Wales) Act, reporting on outcomes achieved to WG. We will evidence links between this work and the requirements of the Well Being of Future Generations (Wales) Act 2015.	31/03/2021	Llinos Quelch	WBO12	
8	We will implement and monitor the adopted Local Development Plan (LDP) in accordance with the statutory requirements and the content of the agreed Monitoring and Implementation Framework.	31/03/2021	Llinos Quelch	WBO12	
9	We will produce and publish the Annual Monitoring Report (AMR) in relation to the LDP by the 31 st October 2020.	31/10/2021	Llinos Quelch	WBO12	
10	We will continue with the preparation of the revised LDP in accordance with statutory provisions and consult on the Preferred Strategy late 2018 and the Deposit Version late 2019. Progress in relation to the Revised LDP timetable will be monitored twice yearly.	31/03/2021	Llinos Quelch	WBO12 & MF5-20	
11	We will continue to maintain and where possible develop the internal Planning delivery/advice service.	31/03/2020	Llinos Quelch	WBO12	

12	We will continue to maintain and where possible develop the internal planning delivery/advice service that will raise awareness of the WCFG goals and the authorities and the biodiversity duty placed on the Authority under the Environment (Wales) Act 2016, and how these should be addressed as part of the planning application.	31/03/2021	Llinos Quelch	WBO12	
13	We will continue to monitor and where appropriate manage the use of monies raised through developer contribution including s106 agreements. As a consequence we will ensure monies are appropriately used and that there is an efficient turn around in the use of funds.	31/03/2021	Llinos Quelch	WBO12	
14	We will continue to improve working relationships and develop Service Level Agreement with other Local Authority partners through the continued identification of "better ways of working", prioritising the Minerals & Waste service in order to provide a more efficient and effective service to our customers.	31/03/2021	Llinos Quelch	WBO12	
15	We will consider the opportunities of extending the provision of Mineral & Waste services to other Local Planning Authorities in South Wales under Service Level Agreements or as specific projects in order to generate additional income & to underpin a resilient business unit over the long term which can continue to provide an efficient and effective service to our customers.	31/03/2021	Llinos Quelch	WBO12	
16	Development of the WG sponsored pilot project for the involvement of Members in the Pre-application process.	31/03/2021	Llinos Quelch	WBO12	
17	We will continue to implement the Local Development Order for Llanelli Town Centre as part of a co-ordinated strategic approach to regeneration within the town centre.	31/03/2021	Llinos Quelch	WBO12	
18	We will implement the recommendations of the Environmental & Public Protection Task & Finish review of the maintenance provision of highway hedgerows and verges.	31/03/2021	Llinos Quelch	WBO12	
19	Over the course of the next 18 months the Built Heritage function will be reviewed to consider whether there is any scope regarding fee generating opportunities (e.g. training, advisory service etc.).	31/03/2021	Llinos Quelch	WBO12	

Risks and Control Actions

Risk 23	Failure to ensure a joined up decision making structure where necessary feedback and comments are sought and fully considered.		Llinos Quelch		
Control Action 23	Explore opportunities for ensuring that the other appropriate inputs are sought and that the functions (including Forward Planning, Rural Conservation and Enforcement) are robust and better able to meet current demands.		Llinos Quelch		
Risk 4	Fee income levels not meeting predicted budget targets.		Llinos Quelch		
Control Action 4	Keep under review fee targets throughout the year – minimise any claw back of fees due to target dates not being met. Consider any additional income sources (e.g. discretionary pre application fees)		Llinos Quelch		
Risk 24	Failure to perform Statutory functions; Failure of CCC to comply with Section 6 of Environment Act		Llinos Quelch		

Control Action 24	Assist other services to understand their obligation in relation to section 6 of the Environment Act.	Llinos Quelch
Risk 25	Statutory function whilst supporting the unit will at key stages impact negatively on the delivery of revenue raising initiatives. This will curtail the current offer and the ability to broaden the added value benefits accrued across the authority.	Llinos Quelch
Control Action 25	Consider potential mechanisms to provide resilience a restructure of the Business Unit; Consider staffing and structures including a dedicated team to deliver a broader consultancy role centred on a value added planning service.	Llinos Quelch

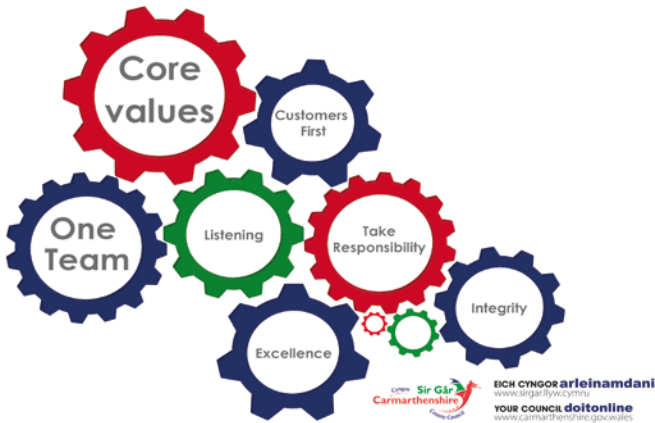
Key Performance Measures

21	PAM/018 - Percentage of all planning applications determined in time	Target 75%	Llinos Quelch	WBO12	
22	PAM/019 - % of planning appeals dismissed	Target 69%	Llinos Quelch	WBO12	

DRAFT

4. Department Resources

Core Values



Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership and accountability for our actions

Budget Summary

To be provided by Finance

Savings and Efficiencies

To be provided by Finance

Key Workforce Planning Issues

 [Workforce Planning Toolkit](#) to help complete this section

Key Workforce Planning Issues

The New Corporate Strategy (2018 -2023) and the People Strategy (2014 – 2019) define the Council’s drive for a flexible organisational structure that will invariably affect the shape of the workforce and alter the skill requirements across the Council. Effective leadership needs to demonstrate the 6 key leadership behaviours in order to engage our workforce to deliver high standards of service. Our People Strategy describes our intentions as we progress towards a period of increasing change, including Local Government re-organisation, and sets out the vision for our staff:

“A workforce that is innovative, skilled, motivated, well informed, high performing, proud to work for Carmarthenshire County Council and committed to delivering high quality services to the public”

Our aim is to identify learning & development activities that are more focused to make sure that staff’s knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan. The priority levels in respect of workforce planning and development within our services are:

- Ensure we are able to maintain existing services and to meet the future needs of the service as identified in our business plan.
- Enable individual members of staff the opportunity for development.
- Enable managers to gain skills in mentoring and coaching.
- Ensure workers are equipped in the use of IT and its use to promote agile working.
- Encourage the development of IT skills within our workforce to ensure we can utilise current technology and software to improve our efficiency and our customer experience.

5. Departmental Key Measures

Definition / Measure Reference (abbreviated definition is fine)	2017/18	2018/19				2019/20		2020/21	Cost Measure (£)
	Our Result	Our Result	All Wales Comparative data			Target set	Result (when available)	Target set (at EOY)	
			Quartile * to ****	Welsh Median	Welsh Best Quartile				
Property Services Division									
PAM/037 - Average number of calendar days taken to complete all housing repairs	n/a	14.6	**	13.6	9.6	14		TBC	
Planning Division									
PAM/018 - % of all planning applications determined in time	71.2	72.6	*	89.3	91.5	75.0		TBC	
PAM/019 - % of planning appeals dismissed	57.9	71.4	***	68.0	72.1	70		TBC	

Well-being of Future Generations Act 2015

This is a new Act introduced by the Welsh Government, which will change aspects of how we work. The general purpose of the Act is to ensure that the governance arrangements of public bodies for improving the well-being of Wales take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales in accordance with sustainable development principles.

A. The Sustainable Development Principle of the Act

The new law states that we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. **The sustainable development principle is**

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’

B. The Five Ways of Working required by the Act

To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



Mae'r dudalen hon yn wag yn fwriadol

**PWYLLGOR CRAFFU CYMUNEDAU
DYDDIAD: 16 IONAWR 2020**

PWNC:

CANLYNIADAU AROLWG TENANTIAID Y CYNGOR (STAR) (2019)

Y Pwrpas:

Rhoi gwybod i aelodau am ganlyniad Arolwg Bodlonrwydd Tenantiaid y Cyngor a chadarnhau'r ffordd ymlaen.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Ystyried canlyniadau arolwg bodlonrwydd tenantiaid STAR a darparu sylwadau ar y wybodaeth sydd yn yr adroddiad.

Y Rhesymau:

- Defnyddio'r canlyniadau i lunio'r ddarpariaeth gwasanaeth ar gyfer y dyfodol a pharhau i ddarparu'r hyn sydd wir o bwys i'n tenantiaid;
- Rhoi cyfle i aelodau ystyried canlyniadau'r arolygon; a
- Meincnodi sut rydym yn cymharu â darparwyr tai cymdeithasol eraill yng Nghymru.

**Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor
er mwyn gwneud penderfyniad:**

NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyngorydd Linda Evans (Deiliad y Portffolio Tai)

Y Gyfarwyddiaeth - Cymunedau

Enw Pennaeth y Gwasanaeth:
Jonathan Morgan

Awdur yr Adroddiad:
Les James

Swydd:

Pennaeth Cartrefi a Chymunedau
Mwy Diogel

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**EXECUTIVE SUMMARY
COMMUNITY SCRUTINY COMMITTEE
16TH JANUARY, 2020**

COUNCIL TENANT SURVEY (STAR) RESULTS (2019)

What is the purpose of this report?

To inform members of the outcome of the Council Tenant Satisfaction Survey and confirm the way forward.

What is the context?

This report gives details on the results of our 2019 STAR council tenant satisfaction survey, delivered by ARP Research. The report includes results for general needs and sheltered housing tenants. Throughout the report the survey data has been broken down and analysed by various categories, including geographical area and various equality groups, with tests to check if any of the differences are statistically significant. The results have also been benchmarked against ARP Research's own database of local authority STAR surveys.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall. A quarter of the total number of responses were collected online (513), and 82 surveys were completed in Welsh (4%).

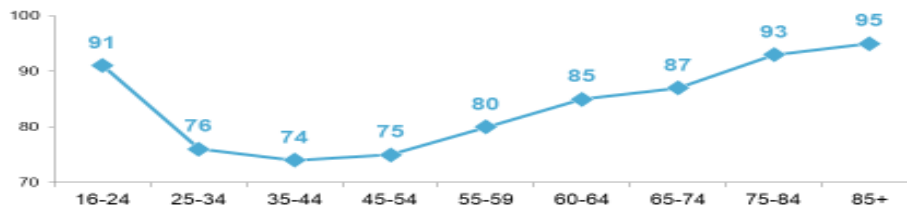
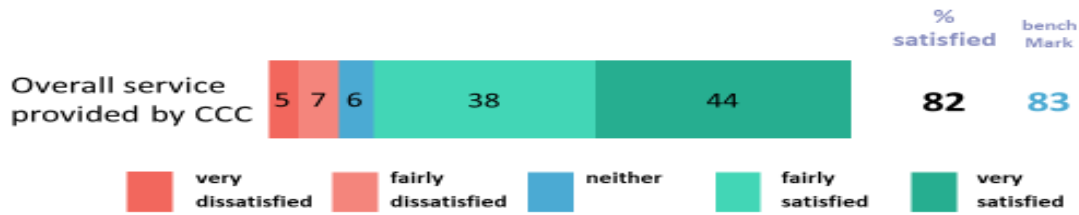
Tenants were asked a range of questions on how satisfied or dissatisfied they were with aspects of the service provided by us. These questions are standard STAR 'core questions'. By asking these core questions, we are asking exactly the same questions as other social landlords and therefore can compare our results with other landlords.

There are five possible responses to these questions: very satisfied, fairly satisfied, neither, fairly dissatisfied and very dissatisfied. For benchmarking purposes, the "very satisfied" and "fairly satisfied" responses are added together to produce an overall satisfaction" figure for the service.

What are the headline results?

82% were satisfied with the overall service we provide;
79% were satisfied with the overall quality of their home;
77% were satisfied with the rent we charge provides value for money;
76% were satisfied with the value for money of service charge;
64% were satisfied we listen and act on tenant views;
75% were satisfied with repairs and maintenance overall;
79% were satisfied with last completed repair;
85% were satisfied with their neighbourhood as a place to live;
66% were satisfied with the grounds maintenance service; and
58% were satisfied with the way we deal with anti-social behaviour.

Overall satisfaction

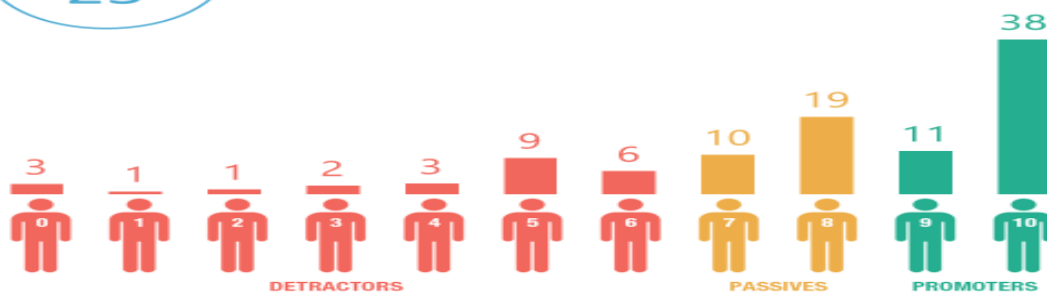


- Sheltered housing tenants satisfaction was 87%;
- There was 88% satisfaction amongst new tenants;
- Tenants who had been with us 3-10 years had the lowest satisfaction;
- Tenants living in houses were less satisfied than the average (79%).

The survey also included a “Net Promoter Score” (NPS) question as an additional measure of customer loyalty and satisfaction. The NPS for the council tenants was 25, which is typical of similar landlords.



Net Promoter Score



A ‘key driver’ analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the top three factors most closely associated with overall tenant satisfaction were:

- Listening to views and acting upon them;
- Quality of home; and
- Value for money of rent.

How do we compare with others?

The table below compares our current satisfaction rates with other social housing providers in Wales for some of the key questions:

Tenant Satisfaction across the housing sector in Wales¹				
Question	Housing Assoc.	Voluntary Transfer	Retained Councils	CCC
Satisfaction with service	90%	83%	78%	82%
Satisfaction with repairs and maintenance	81%	78%	71%	75%
Satisfaction with listening and acting on tenants views	76%	73%	61%	64%

What are the next steps?

- Carrying out further in-depth analysis at ward level;
- Understanding more of what went well – rather than focusing on what goes wrong;
- Better understanding of 58% satisfaction score for ASB, examining the links with the Police, our partnership working and how we can manage and improve expectations;
- Engaging with tenants on how to better listen to their views and act on them;
- Carrying out further analysis for the 34-54 age group who were less satisfied than others;
- Understanding how we improve satisfaction on the last repair completed and value for money of rent;
- Linking our complaints, compliments and members' representations with the survey results;
- Feeding the results back to tenants through our communication planning; and
- Carrying out a further survey in 18 months' time.

DETAILED REPORT ATTACHED?

YES
Full Survey results

¹ Welsh Government 2019

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Jonathan Morgan Head of Homes and Safer Communities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	NONE	NONE	NONE	NONE

2. Finance

We have seen, over the last few years from Welsh Government, an increasing move to tie in tenant engagement with the award of the Major Repairs Allowance (MRA) Grant. The MRA grant is worth £6m to the Authority.

We are confident that the work we are carrying out fully protects this funding stream in relation to tenant engagement.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jonathan Morgan Head of Homes and Safer Communities

1. **Local Member(s)** n/a
2. **Community / Town Council** n/a
3. **Relevant Partners-** our tenant consultation groups have been fully involved in the development of the survey.
4. **Staff Side Representatives and other Organisations** - relevant staff have been fully involved in the development of this survey.

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THERE ARE NONE

Mae'r dudalen hon yn wag yn fwriadol

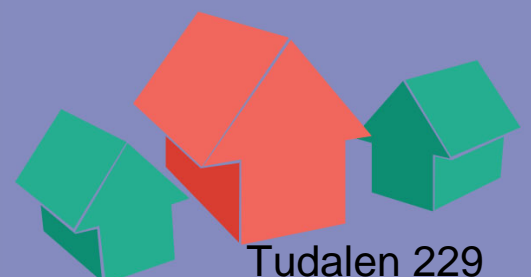


STAR Resident Satisfaction Survey 2019



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Tudalen 229

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1. Introduction

Background

This report details the results of Carmarthenshire County Council's 2019 STAR tenant satisfaction survey, delivered by ARP Research. This report includes results for general needs and sheltered tenants. Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups, with tests to check if any of the differences are *statistically significant*. The results have also been benchmarked against ARP Research's own database of local authority STAR surveys.



This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys.
www.housemark.co.uk/star

About the survey

The survey was carried out between June and July 2019. A sample of 5,000 tenants received paper self-completion, bilingual questionnaires followed by a reminder approximately three weeks later for all those who had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records (1,702), and a text invitation to all mobiles (4,675). In total 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall, (error margin +/- 1.9), including a 36% response rate for the core postal sample. A quarter of the total number of responses was collected online (513), and 82 surveys were completed in Welsh (4%). Please note that the survey results were weighted by age to ensure that they were representative of the tenant population over the main demographic and geographic characteristics.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be attributable to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary

Bench mark	Satisfaction	
83%	82%	satisfaction overall
79%	79%	quality of home
83%	77%	value for money of rent
71%	76%	value for money of service charge
63%	64%	listens and acts on views
76%	75%	repairs & maintenance overall
83%	79%	last completed repair
86%	85%	neighbourhood as a place to live
66%	66%	grounds maintenance service
61%	58%	deals with anti-social behaviour

Overall satisfaction

1. Overall, around four out of five tenants were satisfied with the services provided by Carmarthenshire County Council (82%), including 44% that were 'very satisfied'. At the opposite end of the scale, only 12% of tenants were dissatisfied. When benchmarking against other Councils in ARP Research's database, Carmarthenshire's score was consistent with the median of 83% (section 3).
2. When analysed by stock general needs tenants were less satisfied than their peers in sheltered accommodation (82% v 87%), which is the pattern one would typically expect to see.
3. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (90%). However, unlike most other STAR surveys, the very youngest respondents aged under 25 were also very satisfied (91%) with the lowest satisfaction of 74% being apparent amongst 35-54 year-olds.
4. The survey also included a "Net Promoter Score" (NPS) question as an additional measure of customer loyalty and satisfaction. The NPS for the Council tenants is 25, which is typical of similar landlords.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the top four factors most closely associated with overall tenant satisfaction were:
 - Listening to views and acting upon them (64% satisfied, section 7)
 - Quality of home (79%, section 4)
 - Value for money of rent (77%, section 5).
 - Repairs and maintenance overall (75%, section 6)
6. The top three key drivers were largely neck and neck with one another; with listening to tenant's views and acting upon them, (section 7), was only slightly ahead of the quality of the home, (section 4), and rent value for money (section 5). This would suggest a relatively balanced perspective amongst the Council tenants with no single core component of the service playing an outsized role in determining general satisfaction.

Listening to tenants

7. Listening and acting upon tenants' views was the primary key driver of overall satisfaction for respondents, so it was positive to find that the Council's performance regard this compares favourably with its peer group where satisfaction was one point above the benchmark for tenants as a whole (64% v 63% median), and it would only need to increase by a further percentage point more to move into the top quartile. However, it is important to point out that for this driver one in five respondents was still dissatisfied in this regard; this equated to (19%), around half of whom were 'very dissatisfied' (9%, section 7).

The home

8. The majority of tenants were satisfied with the quality of their home (79%), including 38% that were 'very satisfied'. At the opposite end of the scale one in seven was dissatisfied (14%). The result was equal to the benchmark median for other similar landlords (section 4).
9. There were also some significant differences by property type, although these were heavily linked to stock type and/or the age profile of tenants, with respondents in bungalows and flats significantly more satisfied than those in houses (88%, 83% and 73% respectively). Satisfaction was also significantly lower for older properties pre-1965 (74%).

2. Executive summary

10. Tenants in Carmarthen Town North were significantly less happy with their homes, as were those in the Llanelli wards of Felinfoel, Bynea and Lliedi.

Value for money

11. Rent value for money was one of three main key drivers, but the 77% satisfaction score was distinct in that it was six points below the ARP benchmark median of 83%. However, many other respondents were unsure, with only 12% being actively dissatisfied (section 5).
12. There was a large difference in satisfaction between the over 64s (88%) and 35-49 year-olds (64%), with some correlation between value for money and quality of the home ratings.
13. The Council are looking to tackle the issue of fairness; one potential option may be to grade some rents by the popularity of the area. This proposal did not garner a great deal of support from respondents however, as only one in seven agreed with the idea (15%).
14. Unlike most other STAR surveys, the service charge value for money rating was on par with that for rent (76%), meaning that it was well above the expected average of 71%.

Repairs and maintenance

15. Three quarters of respondents were satisfied with the repairs and maintenance service overall (75%), which is very close to the benchmark median of 76%. However, this did mean that around a fifth of the sample were still dissatisfied with this service as a whole (18%, section 6).
16. Indeed, although the last completed repair was rated higher (79% satisfied), the gap between the two measures was lower than one would normally expect, meaning that the last completed repair was rated 4 points below the ARP benchmark median putting the Council in the bottom quartile of landlords.

Neighbourhood

17. Satisfaction with the neighbourhood is another area where the Council is largely on par with its peers as 85% of the sample were satisfied, one point below the benchmark median. Furthermore, of those who were satisfied, 53% were 'very satisfied' with where they live. Indeed, only 10% of the sample were actively dissatisfied with their neighbourhood (section 8).
18. Once again, the urban areas of North and West Carmarthen as well as most of the wards in eastern Llanelli had lower than average satisfaction with the area, as did four wards around Ammanford.
19. Two thirds of the sample were satisfied with the grounds maintenance service, which whilst low in comparison to other ratings in the survey findings, was actually at the level expected amongst similar landlords (benchmark median 66%). That said, a fifth were actively dissatisfied, the majority of whom were 'very dissatisfied' (11%).
20. How anti-social behaviour (ASB) is dealt with was quite important to residents, as this emerged as a key driver of satisfaction overall, albeit not as important as other aspects of the service. Around three out of five respondents were satisfied regarding this issue (58%), the majority of whom were 'very satisfied' (30%). Whilst a fifth were dissatisfied (19%), it is important to highlight that a larger proportion were ambivalent (23% 'neither', section 9).



3. Services overall



1. listen to views

2. quality of home

3. rent VFM

4. repairs service overall

were the top **key drivers** that best predicted overall satisfaction



Tenants aged under 25 or over 65 were the most satisfied



Satisfaction was much lower for 35-54 year-olds



Consistent with ARP Research benchmark of 83%



No single dominant 'key driver' of satisfaction



There were clusters of below average satisfaction in urban wards including in Llanelli and Carmarthen

3. Services overall

Overall satisfaction with the services that the Council provided to its tenants was generally good, with around four out of five tenants claiming to be satisfied, including 44% that were 'very satisfied'. At the opposite end of the scale, only 12% of tenants were actively dissatisfied. Furthermore, when benchmarking against other Councils in ARP Research's STAR database, Carmarthenshire was within a single percentage point off the 83% median score.

When analysed by stock, general needs tenants were less satisfied than their peers in sheltered accommodation (82% v 87%), which is the pattern one would typically expect to see. The difference between these two scores was large enough to be considered as 'statistically significant' at the 95% confidence level, which means that a statistical test showed that we can be quite confident enough that the difference was not due to chance.

The results were also comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm. As was expected, there was a substantial age difference with older respondents claiming to be more satisfied than those who were younger. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (90%). However, unlike most other STAR surveys the very youngest respondents aged under 25 were also very satisfied (91%), where the lowest satisfaction of 74% was more apparent amongst 35-54 year-olds. This pattern continued across the majority of other measures within the survey.

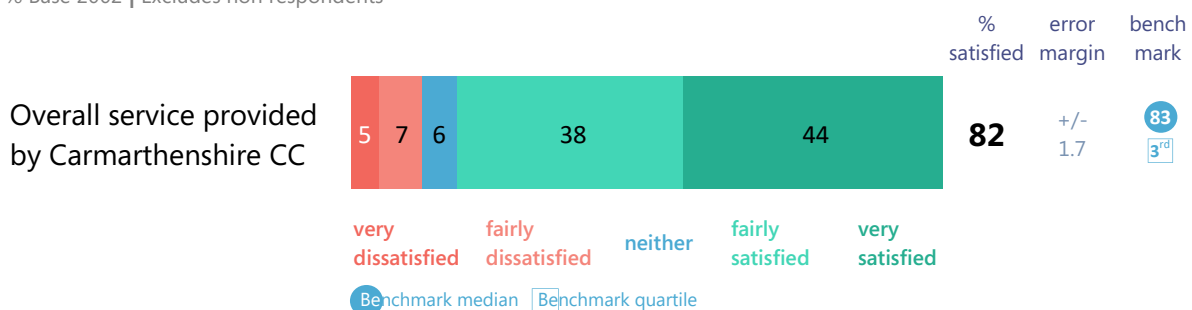
In addition, there was also a difference in overall satisfaction which was dependent on a tenant's length of tenancy, with those in their first year significantly more satisfied than average (88%), whilst those with 3-10 years tenure had the lowest satisfaction (79%). This pattern also continued throughout the rest of the results, and it is notable that many of these medium-term tenants would also be in the middle age groups noted above.

There was also a geographic variation in the results as summarised in the map and table on the following pages. Map 3.2 summarises the wide range of overall satisfaction scores, whilst table 3.3 also indicates those areas that differed from the norm by a statistically significant margin. However, care should be taken when interpreting some results by area due to the small sample size for some, and it is useful to note that wards with fewer than 10 responses are not included here.

As expected, there were clusters of below average satisfaction in Llanelli and Carmarthen (excluding Carmarthen Town South), with significantly low scores in Carmarthen North (68%) and Lliedi (76%), as well as between those two towns in Pontyberem (74%).

3.1 Overall satisfaction

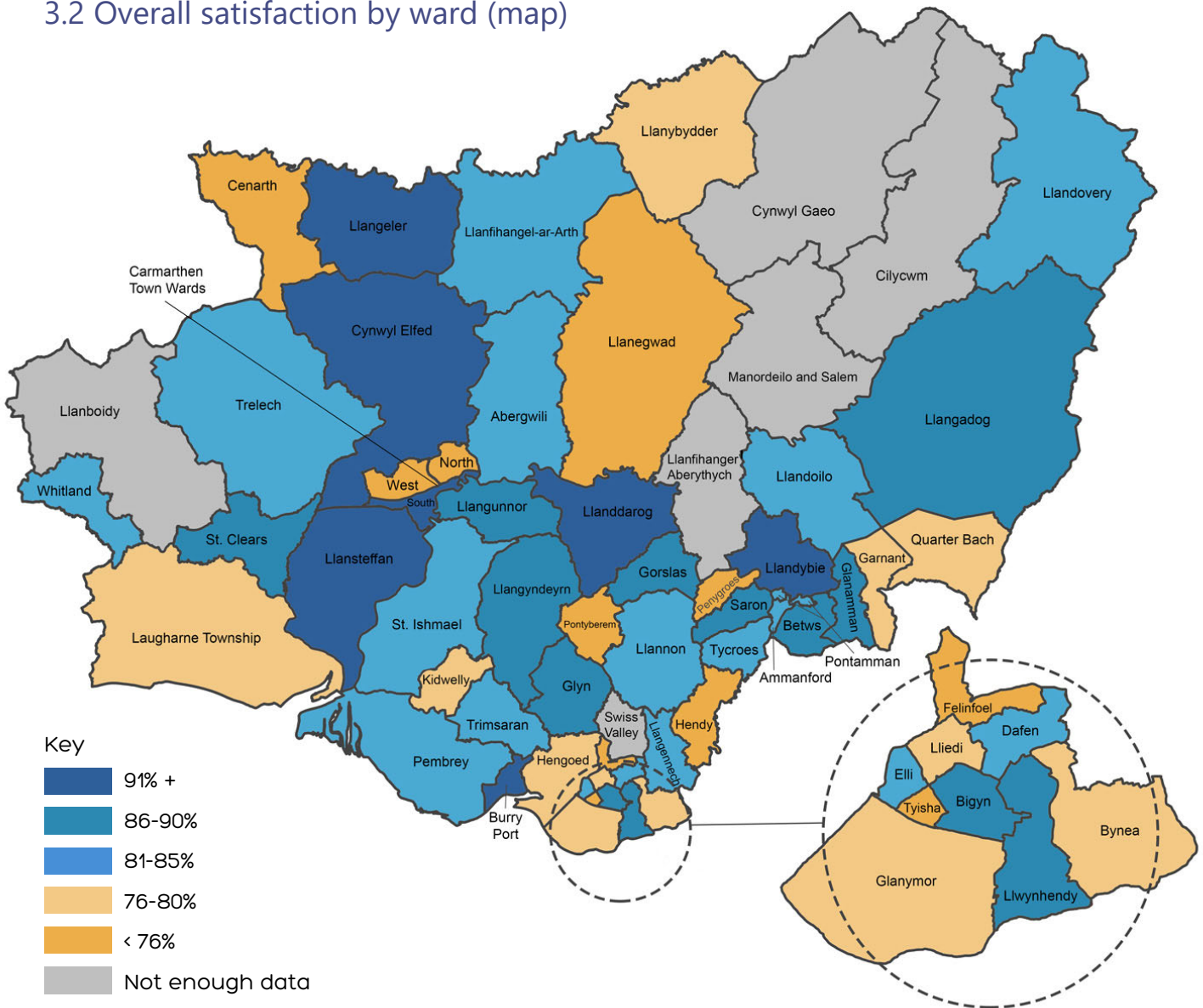
% Base 2002 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	5	7	6	39	43	82	+/- 1.7
Sheltered	109	3	2	8	35	52	87	+/- 6.3

3. Services overall

3.2 Overall satisfaction by ward (map)



The only other finding of note from further sub-group analysis was that respondents living in houses were significantly less satisfied than average at the 95% confidence level (79%), whereas those living in bungalows were significantly more satisfied (88%). That's said, the significant difference between the two is most likely linked to the age profile of tenants in each property type.

To learn more about the overall score a 'key driver' analysis was also carried out, using a statistical test known as a 'regression'. This was used to determine which opinion-rating statements in the questionnaires were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link, (although there may be one), but it does highlight the combination of opinion-rating statements that are the best predictors of overall satisfaction. The analysis identified six key drivers for tenants as presented in chart 3.4.

The top three key drivers were largely neck and neck with one another, where listening to tenant's views and acting upon them (section 7) was only slightly ahead of the quality of the home (section 4) and rent value for money (section 5). This would suggest a relatively balanced perspective amongst the Council tenants with no single core component of the service playing an outsized role in determining general satisfaction.

3.3 Overall satisfaction by ward

	% satisfied			% satisfied			NPS		
	Base	Overall satisfaction	Net Promoter Score	Base	Overall satisfaction	Net Promoter Score			
Overall	2087	82	25	2087	82	25			
Abergwili	16	81	42	Llandybie	52	93	34		
Ammanford	32	83	46	Llanegwad	16	72	26		
Betws	21	88	30	Llanfihangel Ar Arth	36	83	9		
Bigyn	65	90	27	Llangadog	14	90	13		
Burry Port	41	93	41	Llangelor	50	92	40		
Bynea	57	79	9	Llangennech	65	84	36		
Carmarthen North	90	68	-8	Llangunnor	47	86	34		
Carmarthen South	40	96	41	Llangyndeyrn	56	86	46		
Carmarthen West	27	75	6	Llannon	54	84	30		
Cenarth	11	69	16	Llansteffan	14	100	15		
Cynwyl Elfed	12	93	79	Llanybydder	33	80	44		
Dafen	44	81	31	Lliedi	48	76	18		
Elli	15	81	30	Llwynhendy	120	87	35		
Felinfoel	46	75	4	Pembrey	48	84	16		
Garnant	34	79	35	Penygroes	20	71	-4		
Glanamman	36	86	25	Pontaman	28	84	13		
Glanymor	116	78	-1	Pontyberem	42	74	15		
Glyn	25	89	31	Quarter Bach	37	76	25		
Gorslas	70	88	41	Saron, Ammanford	59	86	35		
Hendy	22	69	23	St Clears	30	88	42		
Hengoed	37	79	21	St Ishmael	14	81	43		
Kidwelly	51	76	3	Trelech	10	85	30		
Laugharne	23	76	33	Trimsaran	46	83	37		
Llanddarog	19	93	47	Tycroes	24	82	26		
Llandeilo	23	81	33	Tyisha	55	70	3		
Llandovery	41	82	21	Whitland	25	85	48		

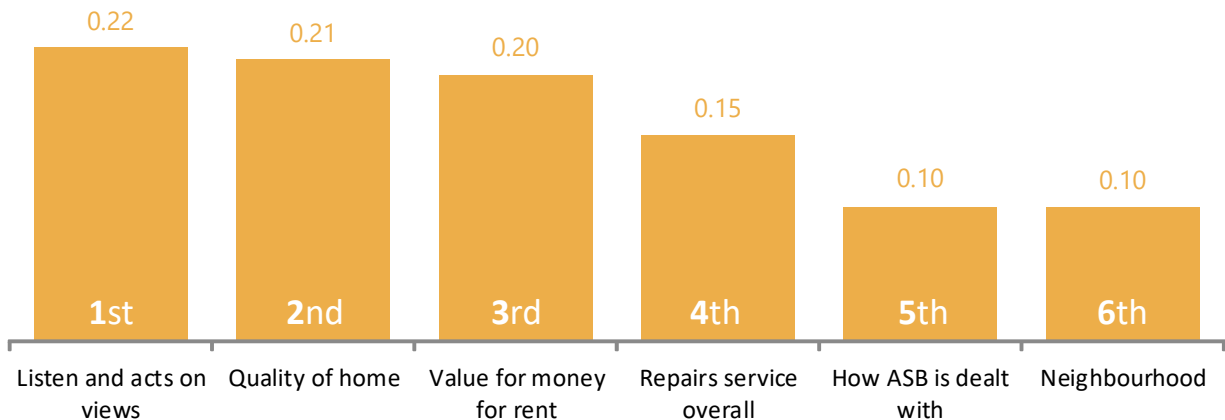
Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

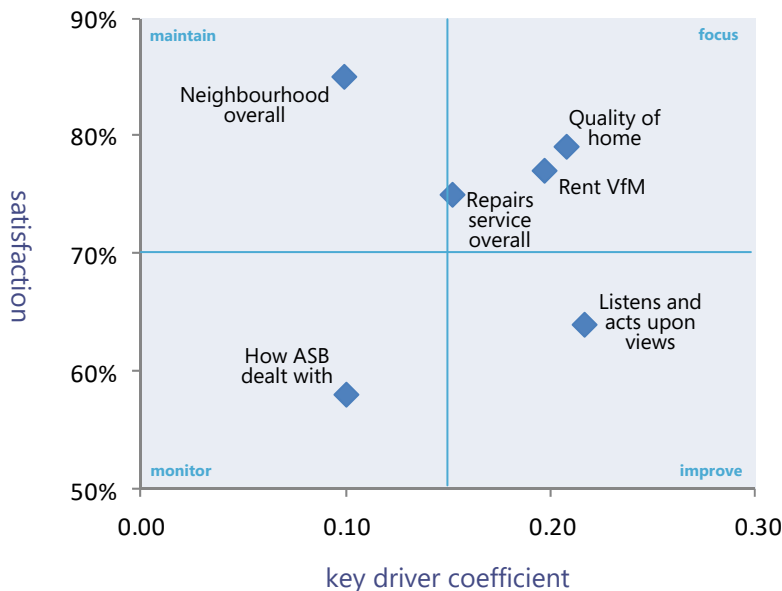
3. Services overall

3.4 Key drivers - overall satisfaction

R Square = 0.589 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.5 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

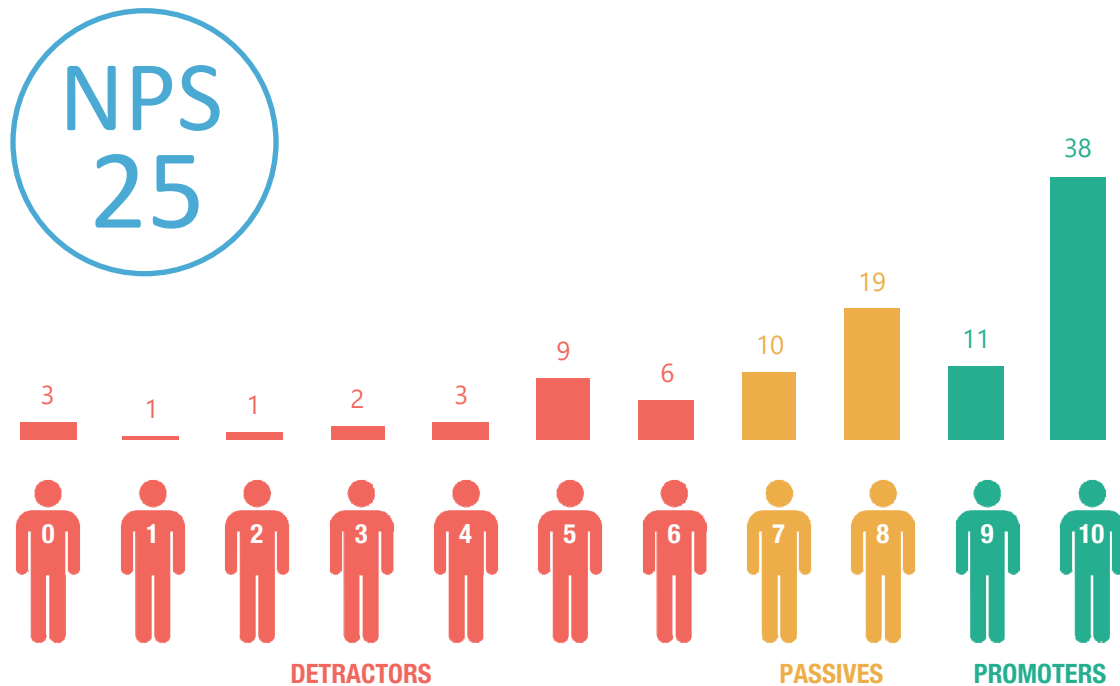
It is very common across tenant surveys for the repairs and maintenance service to be on the list of drivers. It is noteworthy that despite satisfaction with the last completed repair being rated a little lower than most other scores relative to the benchmarks (section 6), it was by no means the strongest key driver. However, it should be noted that the strongest theme of the key drivers, namely having one's views listened to and acted upon, is very often linked to repairs and maintenance.

Finally, the survey also included a "Net Promoter Score" (NPS) question as an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend the Council as a landlord to family or friends, and this was used to identify 'promoters' and 'detractors' to calculate an overall Net Promoter Score (see sidebar for more information). The NPS amongst tenants in the sample was 25, which is very typical of the average NPS in the sector.

3. Services overall

3.6 Likely to recommend Carmarthenshire CC (Net Promoter)

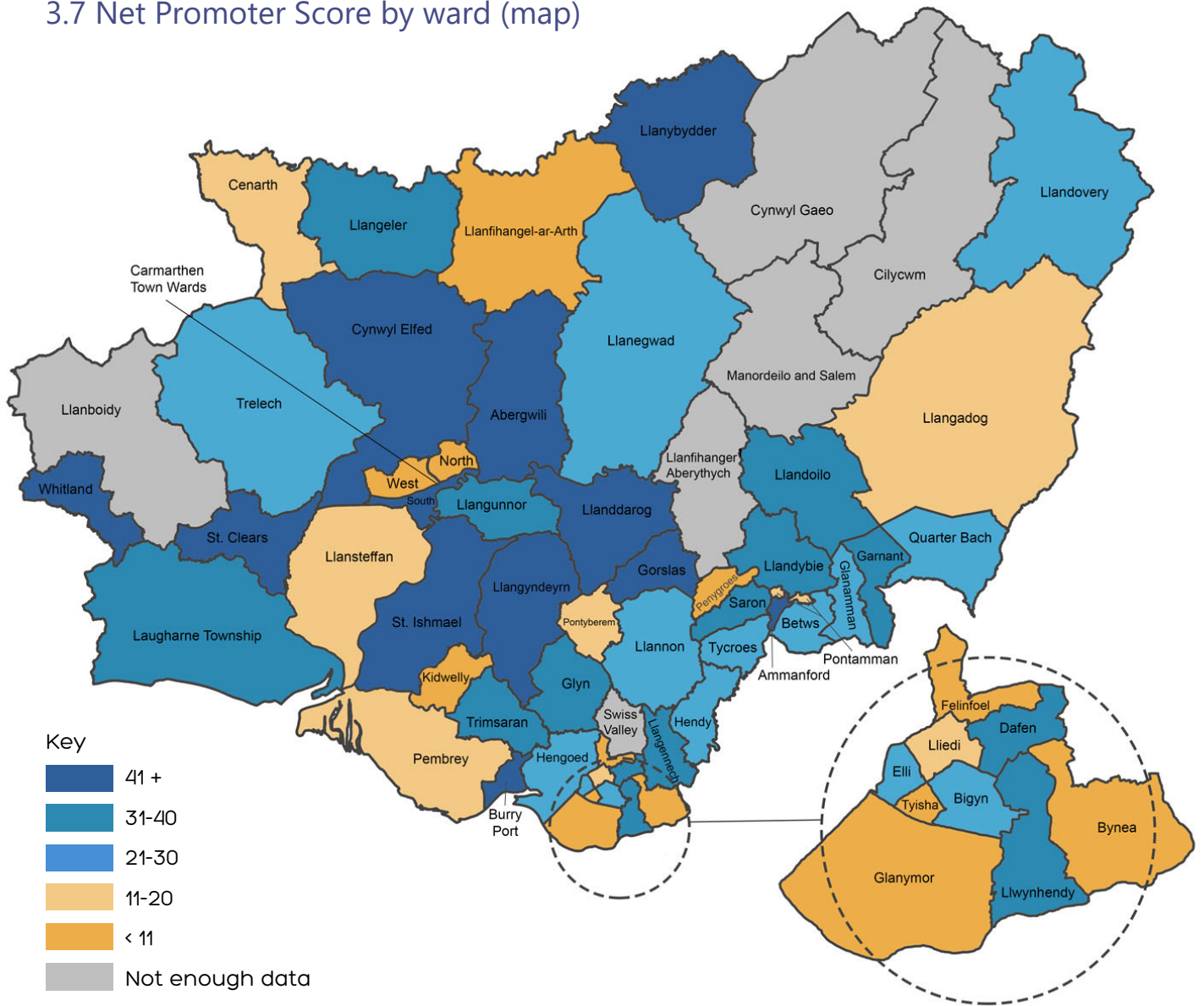
% Base 2057 | Excludes non respondents.



The pattern of the NPS by age was very similar to the overall satisfaction score, with the lowest being 13 amongst 35-54 year-olds, rising to 37 for the over 65s. The NPS was particularly low in Carmarthen North (-8), although this is probably to be expected due to the similarly low overall satisfaction score there. However, the NPS was also negative (-1) in the Glanymor ward, which is more surprising in the context of the satisfaction score that this group gave (78%), and the fact that it was one of the largest wards in the sample. The only other question in the survey, where this group differed from the norm was in the rating for their neighbourhood as a place to live (section 8), so it is possible that the exact nature of the NPS recommendation question is particularly relevant here.

This question employed the Net Promoter methodology, which is a widely used tool used across many different business sectors to gauge customer loyalty and is typically measured on an 11-point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100. As a point of reference across various sectors, the typical NPS score is 5-10 in industry, and around 20-30 for social housing overall.

3.7 Net Promoter Score by ward (map)









4. The home

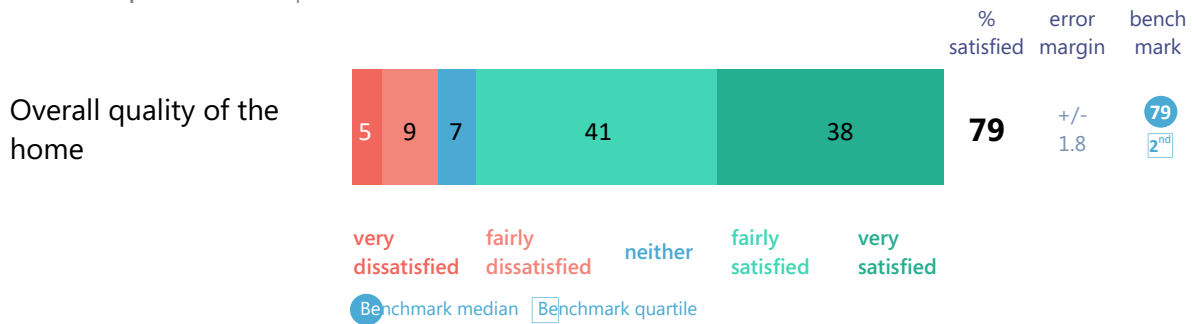
79%

satisfied with the
quality of the home

-
-  Also consistent with ARP Research benchmark for Councils
 -  Carmarthen North and Llanelli wards had significantly lower satisfaction
 -  Tenants living in bungalows and flats were more satisfied than those living in houses
 -  The lowest ratings were for pre 1965 properties
-

4.1 Satisfaction with the quality of the home

% Base 2075 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	5	10	7	41	37	78	+/- 1.8
Sheltered	109	2	1	5	30	63	93	+/- 4.8

Satisfaction with the quality of the home was the second strongest key driver that best predicted overall satisfaction for the current sample. As such, it was positive to find that the majority were satisfied regarding this aspect (79%), including 38% that were 'very satisfied'. Furthermore, the result was equal to the benchmark median for other similar landlords (79%), placing Carmarthenshire Council in the second quartile. There were still some 14% of tenants that were dissatisfied, however, including 5% that were 'very' dissatisfied with their home.

Once again there was significant variation in this score between the two stock types, with tenants in sheltered accommodation significantly more satisfied than those in general needs (93% v 78%). The difference in stock will also account for the significant difference by age, with older tenants significantly more satisfied (91% of those aged 65+), whereas the youngest age group were significantly less satisfied than average (68% of the under 35s). However, satisfaction was significantly lower still for those aged 35 – 49 (65%).

There were of course some differences in the results when analysing the tenants' results by ward. From table 4.2 it clearly shows that the respondents in Cynwyl Elfed thought very highly of their homes in terms of quality (93%), as did those in Burry Port, Whitland and Carmarthen Town South (91%, 90% and 86% respectively). In contrast, those in Carmarthen Town North and were significantly less happy (63%), as were those in the Llanelli wards of Felinfoel (63%) Bynea (64%) and Lliedi (69%).

There were also some significant differences by property type, although this was heavily linked to stock type and/or the age profile of tenants, with respondents in bungalows and flats significantly more satisfied than those in houses (88%, 83% and 73% respectively). The age of the property also had an impact on this score, with tenants in older properties (pre 1945) significantly less satisfied than average (73%), as were those in properties built between 1945 and 1964 (74%). In contrast, satisfaction was significantly higher than average amongst people living in properties built between 1991 and 2005 as well as those constructed between 1975 and 1990 (88% and 87% respectively).

Once again, respondents in their first year as a tenant were significantly more satisfied than average (83%), whereas the opposite was true for those who had been a tenant for 3 – 5 years (73%) or 6 – 10 years (76%).

4. The home

4.2 Satisfaction with the home by ward

	% satisfied			% satisfied	
	Base	Quality of the home		Base	Quality of the home
Overall	2087	79	Overall	2087	79
Abergwili	16	70	Llandybie	52	80
Ammanford	32	84	Llanegwad	16	86
Betws	21	83	Llanfihangel Ar Arth	36	77
Bigyn	65	83	Llangadog	14	92
Burry Port	41	91	Llangeler	50	86
Bynea	57	64	Llangennech	65	84
Carmarthen Town North	90	63	Llangunnor	47	87
Carmarthen Town South	40	86	Llangyndeyrn	56	79
Carmarthen Town West	27	75	Llannon	54	85
Cenarth	11	62	Llansteffan	14	100
Cynwyl Elfed	12	93	Llanybydder	33	86
Dafen	44	80	Lliedi	48	69
Elli	15	91	Llwynhendy	120	78
Felinfoel	46	63	Pembrey	48	85
Garnant	34	83	Penygroes	20	76
Glanamman	36	82	Pontaman	28	83
Glanymor	116	75	Pontyberem	42	68
Glyn	25	92	Quarter Bach	37	83
Gorslas	70	87	Saron, Ammanford	59	83
Hendy	22	81	St Clears	30	92
Hengoed	37	66	St Ishmael	14	86
Kidwelly	51	64	Trelech	10	76
Laugharne	23	73	Trimsaran	46	82
Llanddarog	19	77	Tycroes	24	82
Llandeilo	23	91	Tyisha	55	70
Llandovery	41	78	Whitland	25	90

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Value for money

77





%

satisfied with rent value for money

76

%

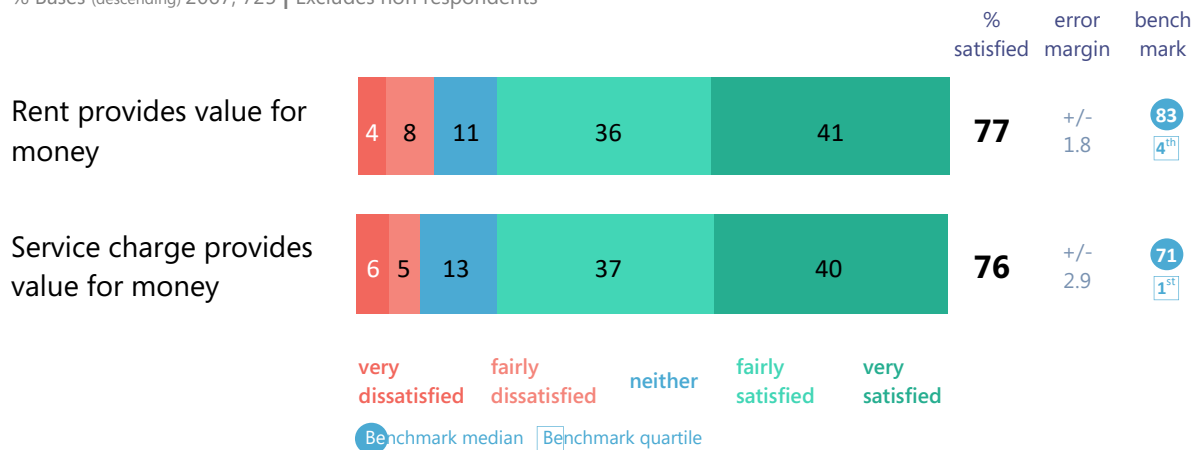
satisfied with service charge value for money

-  In the top quartile for service charge value for money, but the bottom quartile for rent
-  Some correlation between the quality of the home and value for money
-  35-49 year-olds have the lowest value for money ratings
-  Only 15% supported the idea of linking rent to desirability of the area, support being lowest for younger tenants

5. Value for money

5.1 Value for money

% Bases (descending) 2067, 725 | Excludes non respondents



Rent

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	5	9	11	37	40	76	+/- 1.9
Sheltered	109	2	6	4	29	59	89	+/- 5.9

Service charge

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	6	5	14	37	38	76	+/- 1.9
Sheltered	109	5	8	6	35	46	81	+/- 7.4

In the context of the pressure on living standards and welfare benefit reform, value for money is always going to be an important topic, where satisfaction with the value for money of the rent emerges as a key driver of tenant satisfaction overall (chart 3.4).

As such, whilst it was pleasing to find the vast majority of tenants were satisfied with this topic (77%), when compared with the benchmark median of 83%, Carmarthenshire appears in the bottom quartile compared to its peers, one of only two findings in the survey that was not broadly comparable to the median. However, the remaining tenants were split equally between respondents that were merely equivocal (11%) and those that were actively dissatisfied (12%).

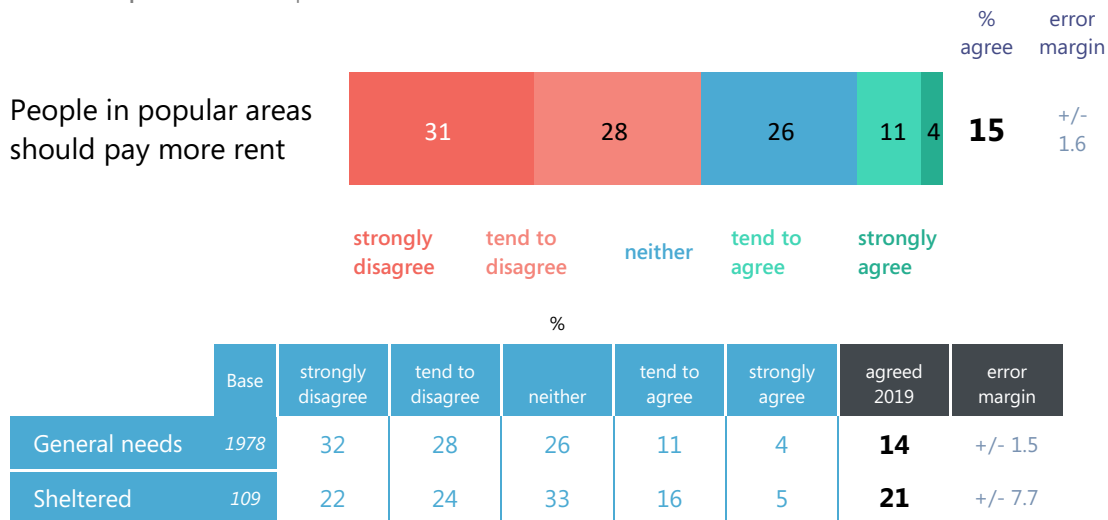
As expected, sheltered tenants were the most satisfied group (89%), the vast majority of whom were 'very satisfied' (59%). General needs tenants were somewhat less satisfied (76%) but even then, the majority were 'very satisfied' (40%). This also explained why respondents in bungalows were significantly more satisfied than average with their rent (83%), whereas satisfaction amongst those in houses was significantly lower (73%).

The lowest rating by age group was given by 35-49 year-olds (64%), mirroring the same pattern seen throughout the survey findings. In comparison, 88% of the over 64s were satisfied that their rent represented value for money.

A full breakdown of responses by ward is provided in table 5.3 and it is immediately apparent that satisfaction was significantly lower than average in Carmarthen Town North and Lliedi (67% and 69% respectively), two areas where respondents also rated the quality of their home significantly lower than average (table 4.2)

5.2 Pay more for popular areas

% Base 1788 | Excludes non respondents



Once again, those in their first year of tenancy were significantly more satisfied than average (86%) compared with those who had been a tenant for 6 – 10 years (71%).

The Council is looking to tackle the issue of fairness and one potential option might be grading some rents by the popularity of the area. As such, a question was included in the survey asking tenants if they agreed that people living in popular neighbourhoods should pay more rent. This possible proposal did not garner a great deal of support from respondents as only one in seven agreed with the idea (15%). Indeed, the majority actively disagreed (59%), including 31% who ‘strongly disagreed’ (chart 5.2).

The level of agreement was a little higher for sheltered tenants (21%) and indeed amongst all tenants aged 65 or over. In comparison, fewer than one in ten of the under 35s felt the same way.

A full breakdown by ward is again provided in table 5.6 including an indication of which area differed significantly from the norm, however as previously stated care should be taken when interpreting some results by area due to the small sample size for some. More than a fifth of respondents in Llanegwad agreed it was a fair thing to do (22%) and when test results were run again at the 90% confidence level, agreement was also significantly higher than average in Cynwyl Elfed (26%). There was an interesting difference in Carmarthen Town with respondents in the South significantly more supportive of the idea than those in the West (18% v 8%).

In addition to the rent, most tenants also pay a service charge and as we have seen those that do were typically more satisfied than those who did not. Service charges can often be less well understood or potentially contentious, to the extent that value for money ratings are normally a little lower in comparison with those for rent. However, this is not the case for Carmarthenshire where three quarters of tenants satisfied with the value for money for their service charge (76%), only one point less than the equivalent score for rent (chart 5.1). In addition, this result was well above the level expected with a benchmark median of 71% for other similar landlords, placing Carmarthenshire in the top quartile of providers.

Like the rating for rent, satisfaction was lower amongst general needs tenants compared with those in sheltered accommodation (76% v 81%), however the difference between the two is not as pronounced as is often seen.

The pattern of responses by ward was interestingly different to the equivalent one for rent, with any significant variation only true at the 90% confidence level (table 5.3).

5.3 Satisfaction with value for money by ward

	% satisfied				% satisfied		
	Base	Rent value for money	Service charge value for money		Base	Rent value for money	Service charge value for money
Overall	2087	77	76	Overall	2087	77	76
Abergwili	16	74	100	Llandybie	52	79	67
Ammanford	32	91	89	Llanegwad	16	72	75
Betws	21	80	100	Llanfihangel Ar Arth	36	67	94
Bigyn	65	79	64	Llangadog	14	83	100
Burry Port	41	94	77	Llangeler	50	84	85
Bynea	57	75	91	Llangennech	65	84	90
Carmarthen North	90	67	41	Llangunnor	47	82	89
Carmarthen South	40	77	84	Llangyndeyrn	56	77	80
Carmarthen West	27	76	41	Llannon	54	84	75
Cenarth	11	69	31	Llansteffan	14	94	94
Cynwyl Elfed	12	74	74	Llanybydder	33	79	56
Dafen	44	81	87	Liedi	48	69	74
Elli	15	91	100	Llwynhendy	120	77	56
Felinfoel	46	74	86	Pembrey	48	74	91
Garnant	34	86	0	Penygroes	20	71	49
Glanamman	36	83	84	Pontaman	28	85	71
Glanymor	116	72	71	Pontyberem	42	68	64
Glyn	25	90	92	Quarter Bach	37	70	65
Gorlas	70	81	78	Saron, Ammanford	59	75	73
Hendy	22	83	57	St Clears	30	73	80
Hengoed	37	78	54	St Ishmael	14	68	80
Kidwelly	51	59	77	Trelech	10	85	84
Laugharne	23	73	76	Trimsaran	46	80	72
Llanddarog	19	84	73	Tycroes	24	76	51
Llandeilo	23	74	65	Tyisha	55	66	77
Llandovery	41	72	87	Whitland	25	89	93

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

5.6 People in popular areas should pay more rent by ward

	% agreed			% agreed	
	Base	Pay more for popular areas		Base	Pay more for popular areas
Overall	2087	15	Overall	2087	15
Abergwili	16	6	Llandybie	52	18
Ammanford	32	23	Llanegwad	16	22
Betws	21	15	Llanfihangel Ar Arth	36	24
Bigyn	65	16	Llangadog	14	10
Burry Port	41	11	Llangeler	50	21
Bynea	57	20	Llangennech	65	21
Carmarthen Town North	90	13	Llangunnor	47	23
Carmarthen Town South	40	18	Llangyndeyrn	56	16
Carmarthen Town West	27	8	Llannon	54	17
Cenarth	11	11	Llansteffan	14	43
Cynwyl Elfed	12	26	Llanybydder	33	17
Dafen	44	7	Lliedi	48	14
Elli	15	7	Llwynhendy	120	11
Felinfoel	46	19	Pembrey	48	15
Garnant	34	8	Penygroes	20	5
Glanamman	36	6	Pontaman	28	7
Glanymor	116	17	Pontyberem	42	5
Glyn	25	10	Quarter Bach	37	15
Gorslas	70	19	Saron, Ammanford	59	14
Hendy	22	0	St Clears	30	12
Hengoed	37	15	St Ishmael	14	6
Kidwelly	51	7	Trelech	10	9
Laugharne	23	8	Trimsaran	46	21
Llanddarog	19	16	Tygroes	24	9
Llandeilo	23	11	Tyisha	55	12
Llandovery	41	22	Whitland	25	7

Significantly **lower** than average
(95% confidence*)

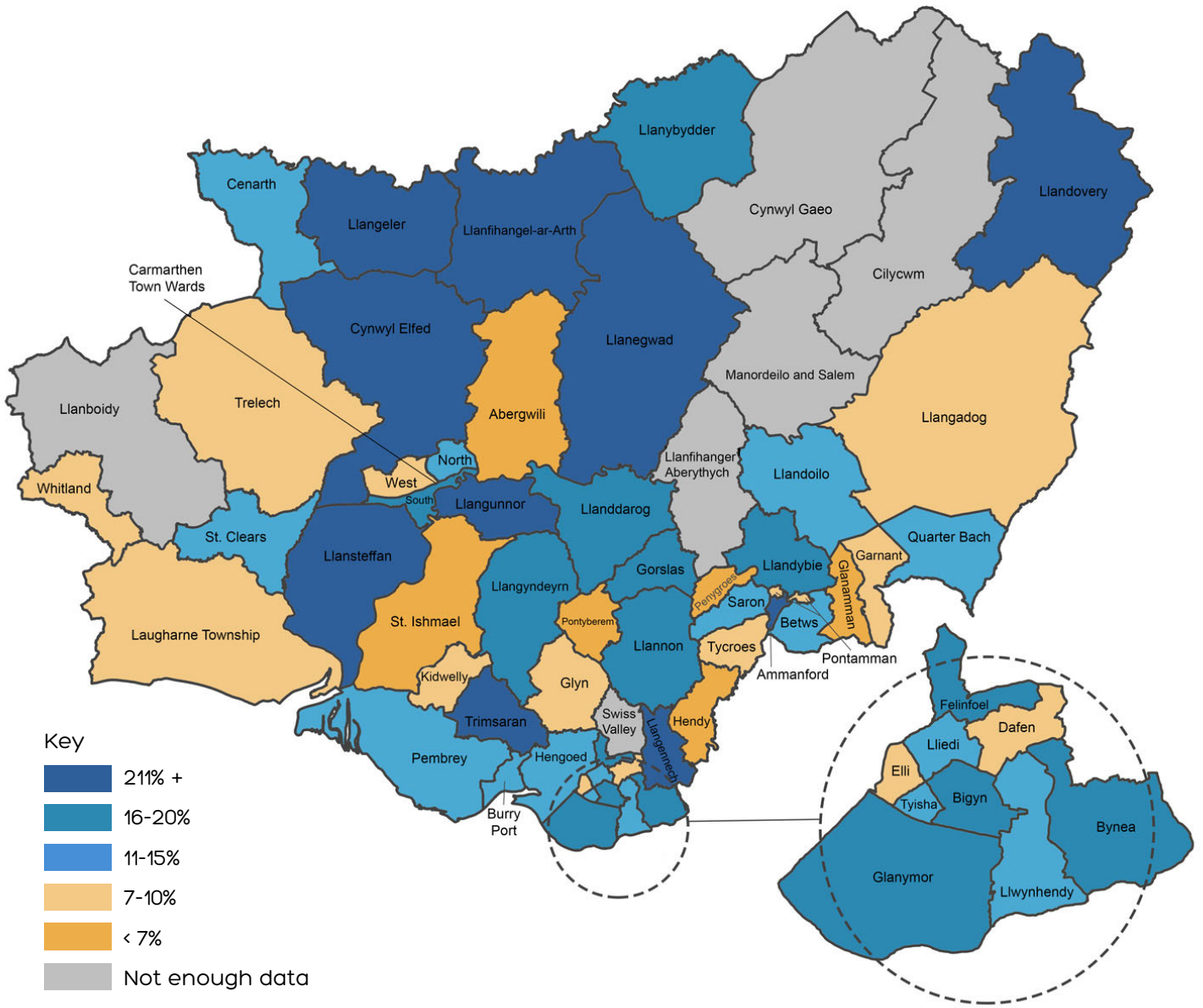
Significantly **higher** than average
(95% confidence*)

Significantly **lower** than average
(90% confidence*)

Significantly **higher** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

5.7 People in popular areas should pay more rent by ward





6. Repairs and maintenance

75

%

satisfied with repairs and maintenance overall

79

%

satisfied with the *last completed* repair

B Overall satisfaction consistent with benchmark, but the last completed repair rated a little lower than average



Although a key driver, not as dominant an issue as it sometimes is for other landlords

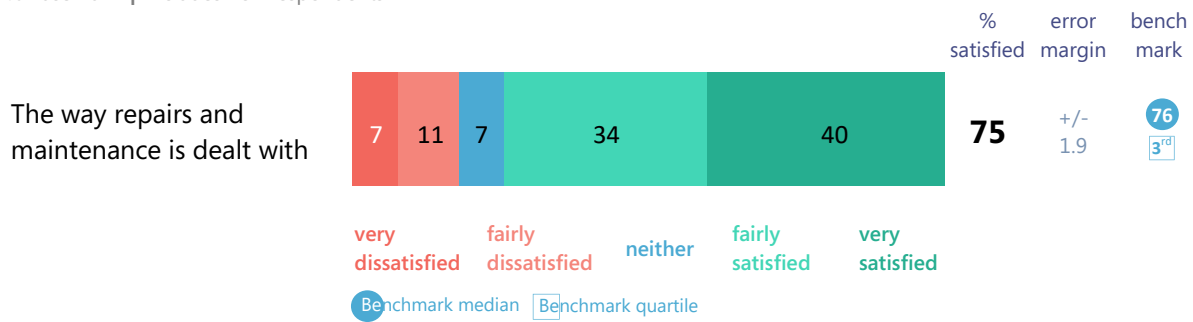


However, overall repairs satisfaction only 61-62% for under 50s

6. Repairs and maintenance

6.1 Overall repairs satisfaction

% Base 2071 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	8	11	7	34	40	74	+/- 1.9
Sheltered	109	5	4	7	35	49	84	+/- 6.9

The repairs and maintenance service is typically one of the most important aspects of service provision for residents, which is reflected in the fact that this was a key driver of satisfaction overall for tenants (chart 3.4). As such, it was pleasing to find three quarters of respondents were satisfied with this service (75%), which is very close to the benchmark median of 76%. However, this did mean that around a fifth of the sample were still dissatisfied with this service as a whole (18%).

Once again there was a significant difference in this result by stock, with sheltered tenants significantly more satisfied than general needs (84% v 74%). Also, mirroring other results throughout the survey, older tenants were significantly more satisfied than average with the repairs and maintenance service overall, (86% amongst the over 65s), where those aged under 35 or 35–49 were significantly less so (61% and 62% respectively).

There was also a notable and significant variation by property type, with those in bungalows and flats significantly more satisfied with the service than those living in houses (83%, 80% and 68% respectively).

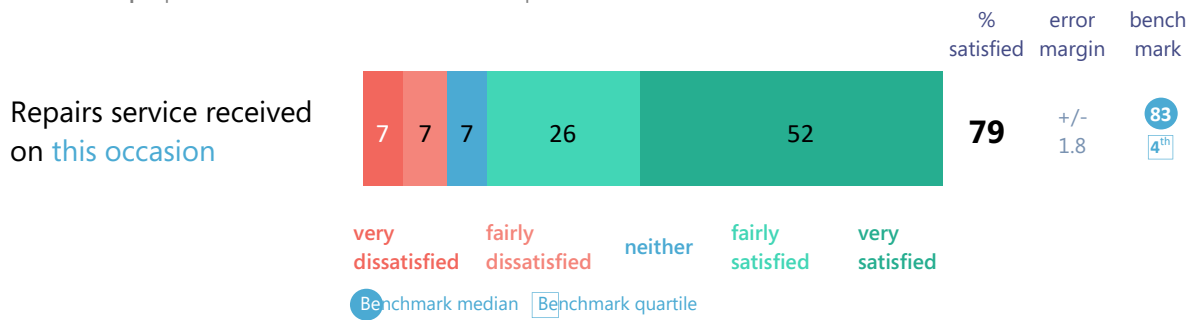
Some significant differences in this result were also apparent by ward, where satisfaction was significantly higher than average (in Llansteffan (110%), Trimsaran (88%) and Carmarthen Town South (87%). In contrast, satisfaction was significantly lower than average in Lliedi (60%), Pontyberem (62%), Bynea (63%), Carmarthen Town North (67%) and Kidwelly (69%), a pattern which is similar to the rating for quality of the home.

When rating the repairs and maintenance service overall, tenants will obviously factor in their experience of cyclical maintenance and improvement work, and multiple previous experiences with responsive repairs. When the scope is restricted, and recent users of the repairs service were asked to rate their *last* completed repair, satisfaction was four points higher than the overall score (79% v 75%), with the proportion that were 'very satisfied' also much higher (52% v 40%). That said, this was rated four points below the benchmark median of 83% putting the Council in the bottom quartile of providers.

6. Repairs and maintenance

6.2 Last repair

% Base 2063 | Repair in last 12months. Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	7	8	7	27	52	79	+/- 1.8
Sheltered	109	7	5	6	24	59	83	+/- 7.1

Whilst there was no significant difference in this result by stock, sheltered tenants were again more satisfied than those in general needs however the difference between the two was not as stark as typically seen in other surveys (83% and 79%). Nevertheless, older tenants (aged 65+) were significantly more satisfied than the youngest respondents aged under 35 (87% v 68%).

Four wards rated the service they received for their last repair significantly lower than average including Lliedi (62%) and Kidwelly (63%), two areas where respondents were also significantly less satisfied than average with the repairs service overall. Of the two wards that rated this significantly higher than average, one was Carmarthen Town South (92% satisfied), an area which also rated the repairs service overall significantly higher than average.



A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

6. Repairs and maintenance

6.3 Satisfaction with repair by ward

	% satisfied				% satisfied		
	Base	Repairs & maintenance overall	Last repair		Base	Repairs & maintenance overall	Last repair
Overall	2087	75	79	Overall	2087	75	79
Abergwili	16	65	68	Llandybie	52	84	86
Ammanford	32	76	82	Llanegwad	16	71	79
Betws	21	86	88	Llanfihangel Ar Arth	36	70	83
Bigyn	65	76	80	Llangadog	14	91	91
Burry Port	41	91	87	Llangeler	50	74	82
Bynea	57	63	74	Llangennech	65	75	76
Carmarthen North	90	67	71	Llangunnor	47	83	88
Carmarthen South	40	87	92	Llangyndeyrn	56	80	85
Carmarthen West	27	62	72	Llannon	54	74	89
Cenarth	11	67	88	Llansteffan	14	100	95
Cynwyl Elfed	12	87	91	Llanybydder	33	67	71
Dafen	44	70	76	Lliedi	48	60	62
Elli	15	91	100	Llwynhendy	120	72	78
Felinfoel	46	74	66	Pembrey	48	68	69
Garnant	34	72	82	Penygroes	20	65	78
Glanamman	36	77	83	Pontaman	28	86	88
Glanymor	116	75	80	Pontyberem	42	62	68
Glyn	25	90	87	Quarter Bach	37	75	85
Gorlas	70	88	87	Saron, Ammanford	59	83	77
Hendy	22	58	72	St Clears	30	77	78
Hengoed	37	74	82	St Ishmael	14	77	77
Kidwelly	51	69	63	Trelech	10	83	85
Laugharne	23	67	71	Trimsaran	46	88	84
Llanddarog	19	78	90	Tycroes	24	63	65
Llandeilo	23	84	86	Tyisha	55	56	68
Llandovery	41	63	76	Whitland	25	83	82

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

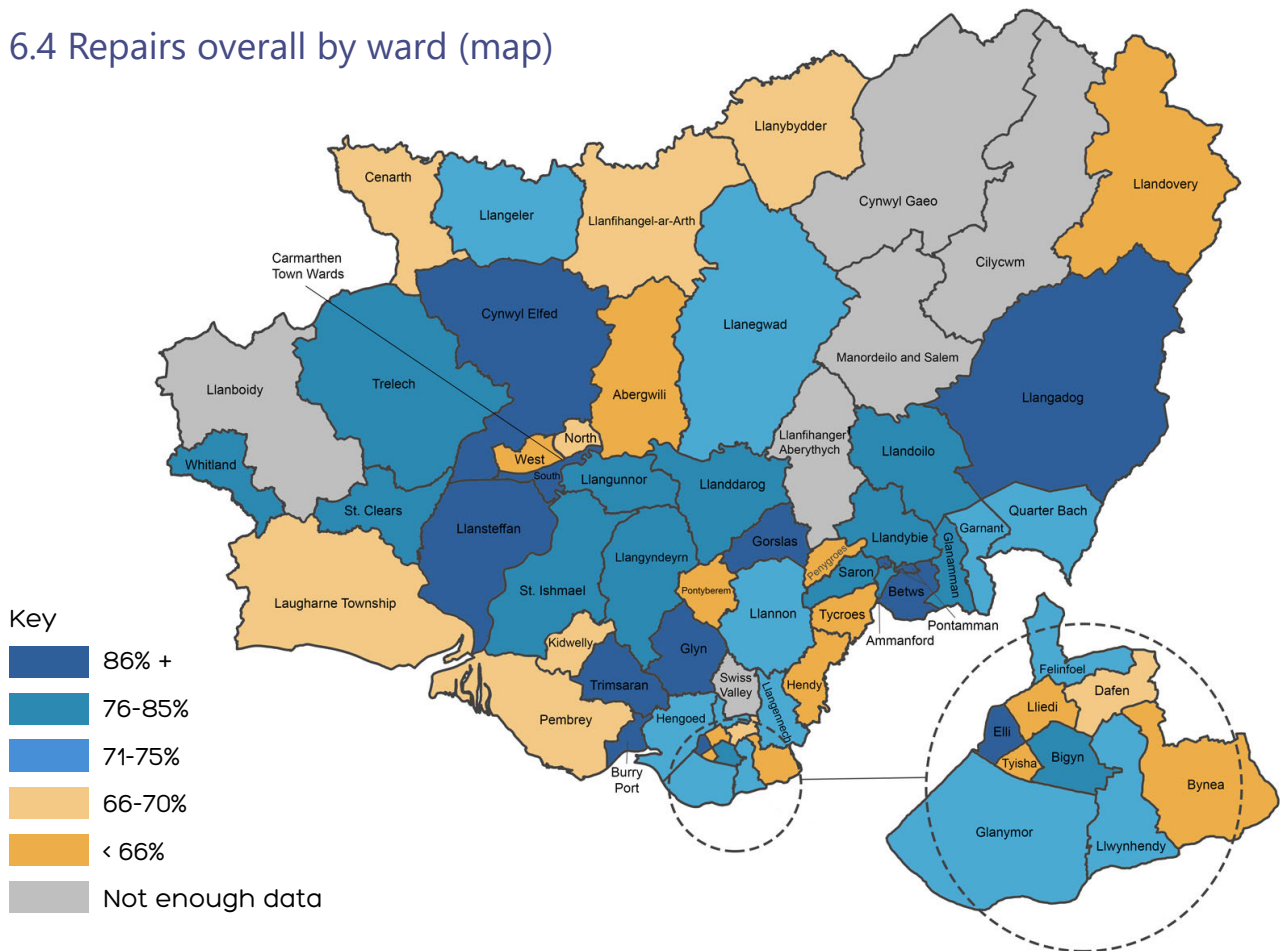
Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

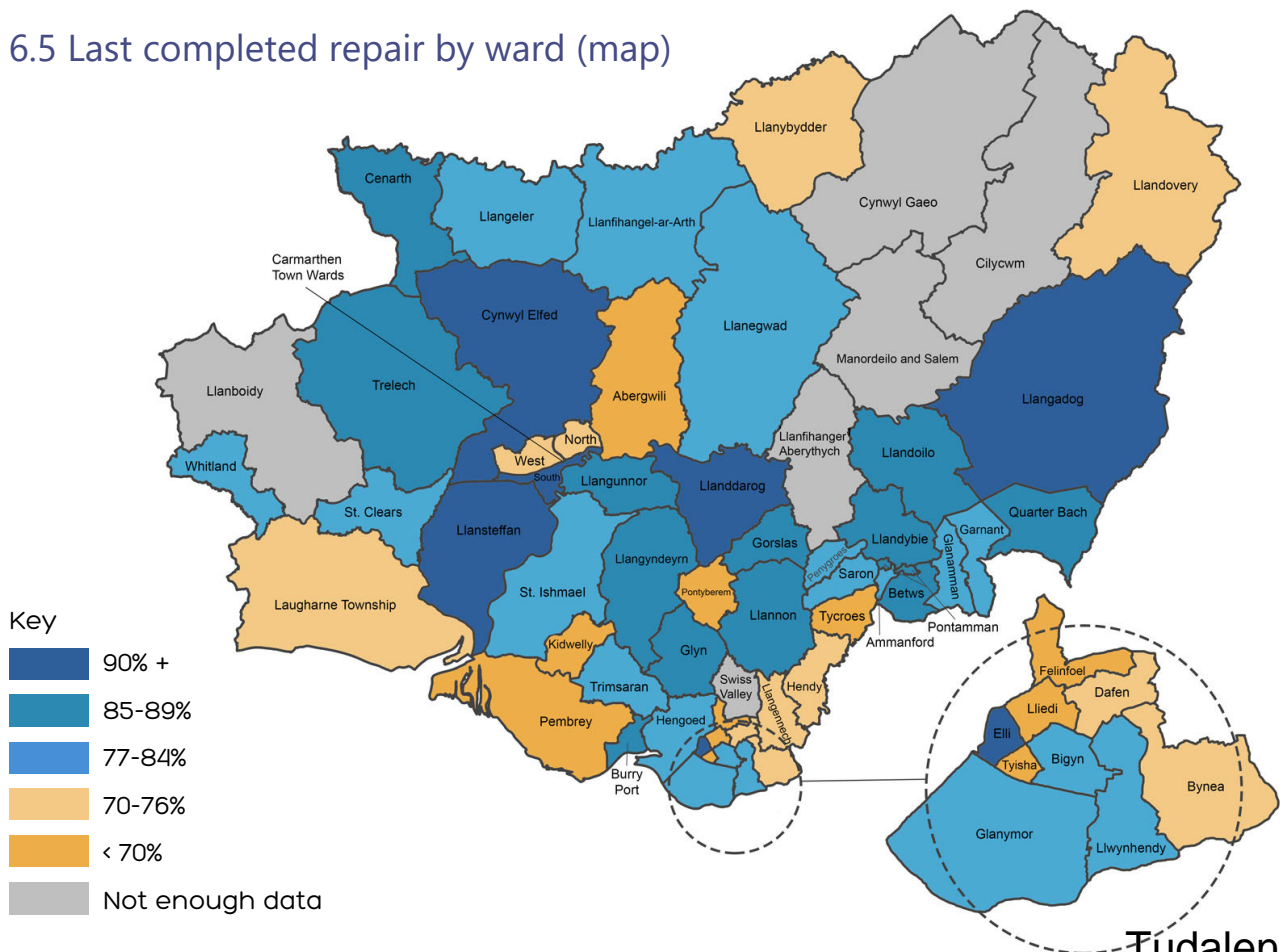
* See appendix A for further information on statistical tests and confidence levels

6. Repairs and maintenance

6.4 Repairs overall by ward (map)



6.5 Last completed repair by ward (map)





7. Communication

64%

felt the Council listened and took their views into account



Listening and taking account of tenants views has the strongest key driver of satisfaction



Satisfaction was in the second quartile



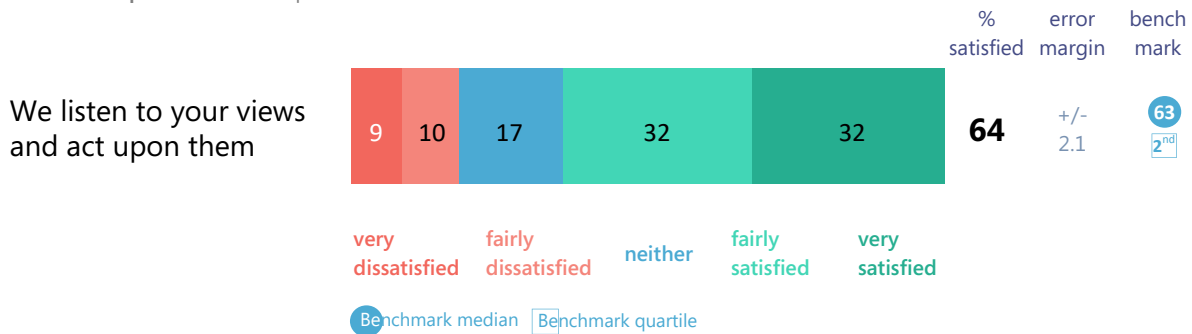
Satisfaction ten points higher for sheltered tenants



72% of new tenants also felt that they were listened to

7.1 Communication

% Base 2048 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	9	10	17	32	32	64	+/- 2.1
Sheltered	109	4	6	17	40	34	74	+/- 8.2

Listening and acting upon tenants' views was the primary key driver of overall satisfaction for respondents, so it was positive to find the Council's performance for this compared favourably with its peer group, with satisfaction one point above the benchmark for tenants as a whole (64% v 63% median), and it would only need to increase by a further percentage point to move into the top quartile. However, it is important to point out that one in five respondents was still dissatisfied (19%), around half of whom were 'very dissatisfied' (9%).

Consideration of this result takes into account experience from other similar surveys. This has shown that when respondents answer this question, they are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation.

Once again, sheltered tenants were more satisfied, with around three out of four respondents in this group happy that their views were listened to and acted upon, which is ten-points higher than the equivalent score for general needs. Indeed, only one in ten of sheltered tenants expressed any dissatisfaction.

One of the main differences by sub-group was again by age, with older tenants aged 65 or over giving significantly higher ratings than other respondents (76% satisfied). In contrast, those aged under 35 were significantly less satisfied (58%), as were those aged 35 – 49 (50%). There was little of note to emerge from further sub-group analysis other than respondents in their first year as a tenant of Carmarthenshire were significantly more satisfied than average (72%).

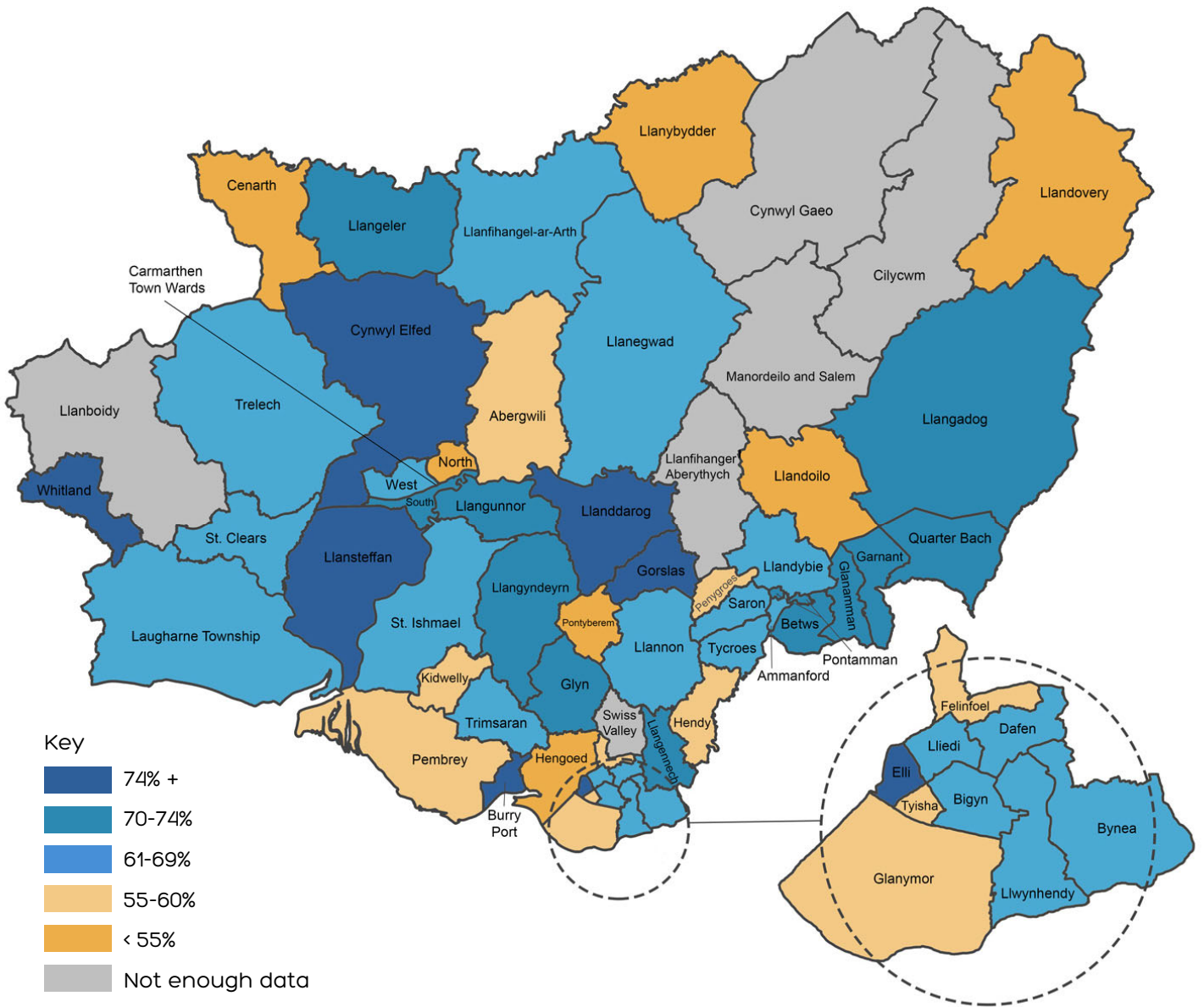
7.2 Satisfaction that listen to views and act on them by ward

	% satisfied			% satisfied	
	Base	We listen to your views and act upon them		Base	We listen to your views and act upon them
Overall	2087	64	Overall	2087	64
Abergwili	16	56	Llandybie	52	69
Ammanford	32	66	Llanegwad	16	65
Betws	21	74	Llanfihangel Ar Arth	36	63
Bigyn	65	65	Llangadog	14	70
Burry Port	41	84	Llangeler	50	70
Bynea	57	67	Llangennech	65	73
Carmarthen Town North	90	53	Llangunnor	47	72
Carmarthen Town South	40	74	Llangyndeyrn	56	72
Carmarthen Town West	27	66	Llannon	54	63
Cenarth	11	50	Llansteffan	14	89
Cynwyl Elfed	12	80	Llanybydder	33	53
Dafen	44	62	Lliedi	48	61
Elli	15	86	Llwynhendy	120	65
Felinfoel	46	58	Pembrey	48	55
Garnant	34	74	Penygroes	20	57
Glanamman	36	72	Pontaman	28	71
Glanymor	116	55	Pontyberem	42	54
Glyn	25	70	Quarter Bach	37	71
Gorslas	70	75	Saron, Ammanford	59	63
Hendy	22	57	St Clears	30	63
Hengoed	37	44	St Ishmael	14	66
Kidwelly	51	55	Trelech	10	68
Laugharne	23	62	Trimsaran	46	67
Llanddarog	19	86	Tycroes	24	63
Llandeilo	23	52	Tyisha	55	55
Llandovery	41	47	Whitland	25	87

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

7.3 Satisfaction that listen to views and act on them by ward (map)





8. Neighbourhood services



Rural areas such as Cynwyl Elfed, St Ishmael and Gorslas had almost unanimous satisfaction



Satisfaction was significantly lower in urban areas of North and West Carmarthen, eastern Llanelli and Ammanford

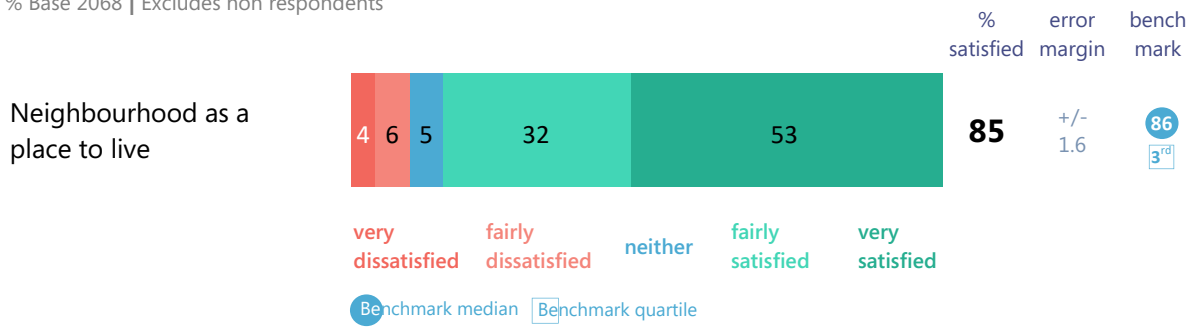


Grounds maintenance satisfaction was on par with other landlords

8. Neighbourhood services

8.1 Neighbourhood

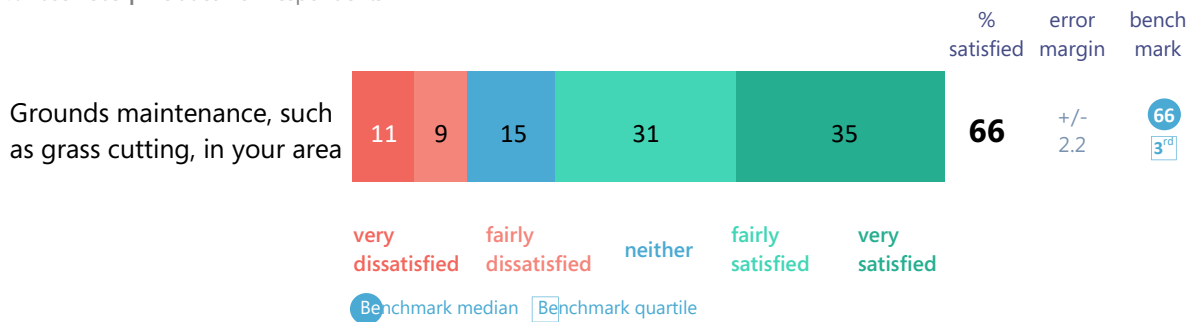
% Base 2068 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	4	6	6	32	52	84	+/- 1.6
Sheltered	109	2	4	4	27	64	91	+/- 5.4

8.2 Grounds maintenance

% Base 1805 | Excludes non respondents



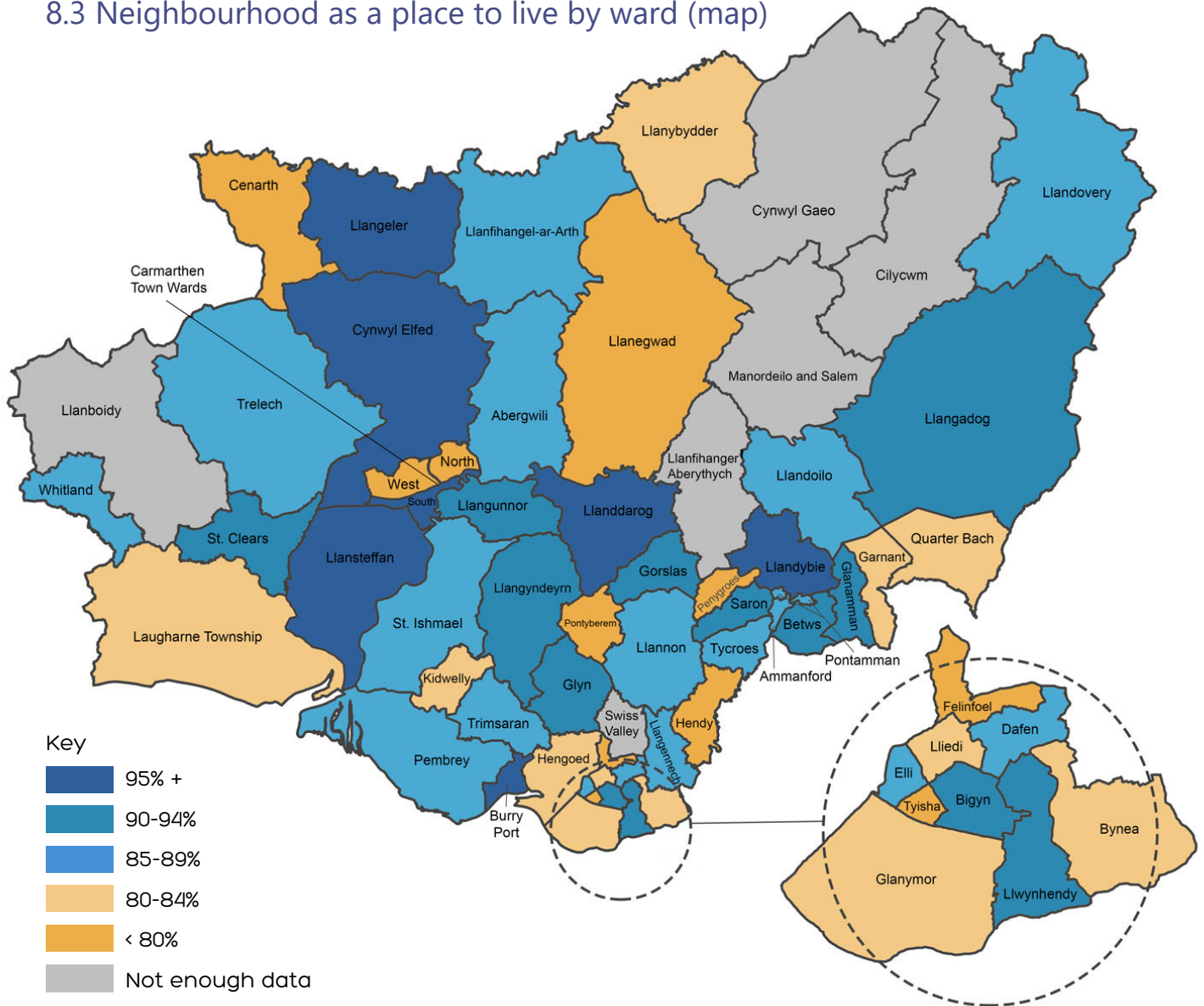
	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	11	9	15	31	34	65	+/- 2.1
Sheltered	109	4	9	6	32	49	81	+/- 7.4

Satisfaction with the neighbourhood is another area where the Council is largely on par with its peers as 85% of the sample were satisfied, one point below the benchmark median. Furthermore, of those who were satisfied, 53% were 'very satisfied' with where they live. Indeed, only 10% of the sample were actively dissatisfied with their neighbourhood.

As expected, there was some variation in this score by ward (map 8.3), and in some cases the difference was deemed to be significant (table 8.5).

Once again the urban areas of North and West Carmarthen as well as most of the wards in eastern Llanelli had lower than average satisfaction with the area, with the wards of Tyisha (65%), Carmarthen Town North (67%), Glanymore (76%) and Llwynhendy (80%) below the average by a statistically significant margin.

8.3 Neighbourhood as a place to live by ward (map)



It was also notable that four of the wards around Ammanford also had lower neighbourhood satisfaction, with Saron and Penygroes being rated statistically poorer (84% and 72% respectively) at the less strict 90% confidence level.

More positively, respondents in Cynwyl Elfed (100%), St Ishmael (100%), Gorslas (96%), Elli (95%) and Llangeler (92%) were significantly more satisfied than average with their neighbourhood.

As seen elsewhere in the results, older tenants had significantly higher levels of satisfaction (92% of those aged 65 or over), compared with the youngest age group (79% of those aged under 35), where those aged 35 – 49 were again the least satisfied (78%).

When considering how tenants rate their neighbourhoods, one potential variable is the grounds maintenance service. Two thirds of the sample were satisfied with this service, which whilst low in comparison with other ratings in the survey findings, was actually at the level expected amongst similar landlords (benchmark median 66%). That said, a fifth were actively dissatisfied, the majority of whom were 'very dissatisfied' (11%).

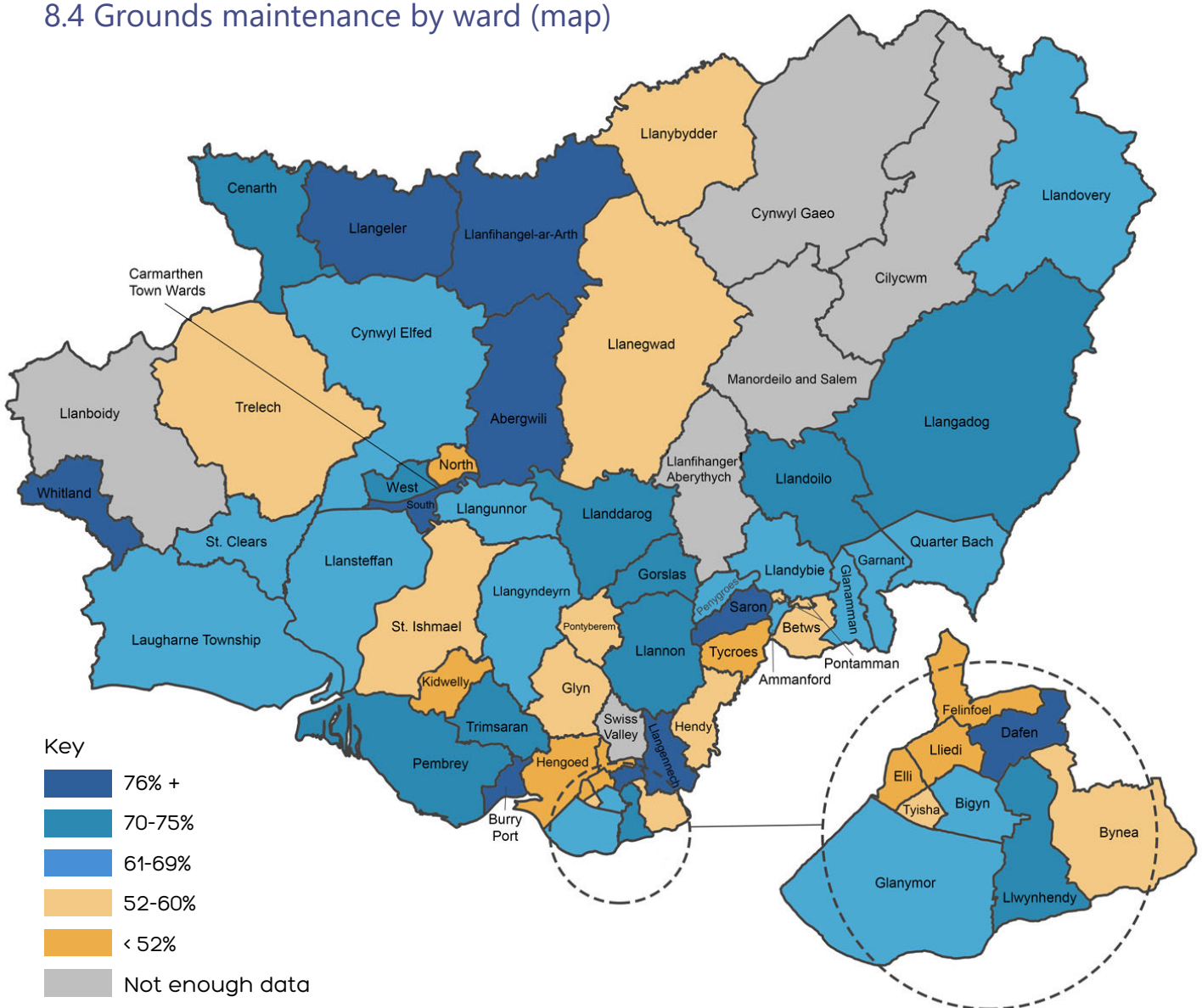
8. Neighbourhood services

Sheltered tenants were again significantly more satisfied than those in general needs (81% v 65%), which will also partly explain the significant difference by age (75% of over 65s satisfied v 58% of those aged 35-49).

As expected, this varied by ward, with the full breakdown displayed in table 8.4. Interestingly, except for Carmarthen Town North respondents, none of the respondents who were significantly less satisfied with their neighbourhoods, rated the grounds maintenance service significantly lower than average. That said, there were some large differences from 45% in Carmarthen Town North to 92% in Llangeler.

There was also an interesting difference when analysed by length of tenure, with those in their first year as tenants of Carmarthenshire CC significantly more satisfied with the grounds maintenance service (77%). However, this dropped to only 68% amongst those in their second year, and lower still for those who have been a tenant for 3-5 years (61%).

8.4 Grounds maintenance by ward (map)



8. Neighbourhood services

8.5 Satisfaction with the neighbourhood by ward

	% satisfied				% satisfied		
	Base	Neighbourhood	Grounds maintenance		Base	Neighbourhood	Grounds maintenance
Overall	2087	85	66	Overall	2087	85	66
Abergwili	16	91	85	Llandybie	52	91	68
Ammanford	32	89	63	Llanegwad	16	72	56
Betws	21	74	60	Llanfihangel Ar Arth	36	85	82
Bigyn	65	75	61	Llangadog	14	91	74
Burry Port	41	88	76	Llangeler	50	92	92
Bynea	57	86	60	Llangennech	65	96	76
Carmarthen North	90	67	45	Llangunnor	47	92	66
Carmarthen South	40	86	81	Llangyndeyrn	56	82	68
Carmarthen West	27	78	74	Llannon	54	85	72
Cenarth	11	90	70	Llansteffan	14	94	69
Cynwyl Elfed	12	100	67	Llanybydder	33	90	53
Dafen	44	87	78	Lliedi	48	81	51
Elli	15	95	48	Llwynhendy	120	80	75
Felinfoel	46	79	48	Pembrey	48	91	70
Garnant	34	94	66	Penygroes	20	72	66
Glanamman	36	85	65	Pontaman	28	82	58
Glanymor	116	76	69	Pontyberem	42	85	60
Glyn	25	90	53	Quarter Bach	37	92	67
Gorlas	70	96	70	Saron, Ammanford	59	84	81
Hendy	22	86	58	St Clears	30	98	64
Hengoed	37	79	48	St Ishmael	14	100	52
Kidwelly	51	78	46	Trelech	10	93	52
Laugharne	23	93	61	Trimsaran	46	85	75
Llanddarog	19	84	71	Tycroes	24	89	51
Llandeilo	23	91	72	Tyisha	55	65	57
Llandovery	41	84	61	Whitland	25	90	79

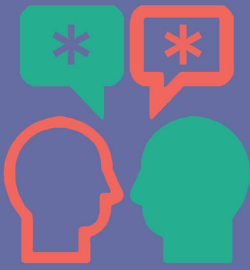
Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



9. Anti-social behaviour

58 % satisfied with the way the Council deals with ASB



Dealing with ASB was a secondary key driver of satisfaction



Broadly in line with ARP Research benchmark



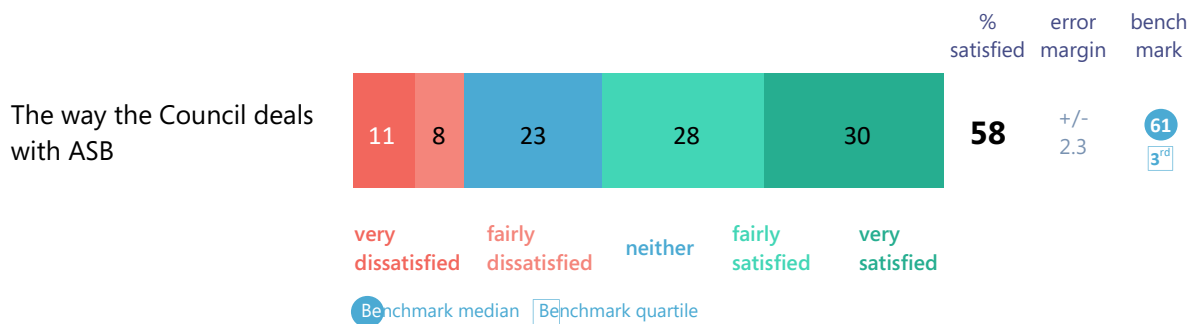
Satisfaction was lowest for 35-49 year-olds



Some correlation between ASB satisfaction and rating for the neighbourhood overall

9.1 ASB overall

% Base 1768 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2019	error margin
General needs	1978	11	8	23	28	30	58	+/- 2.2
Sheltered	109	7	8	21	27	37	64	+/- 9.0

How anti-social behaviour (ASB) is dealt with was quite important to residents, with this emerging as a key driver of satisfaction overall, albeit not important as other aspects of the service (fifth, out of six, chart 3.4).

Around three out of five respondents were satisfied with this (58%), the majority of whom were 'very satisfied' (30%). Whilst a fifth were dissatisfied (19%), it is important to highlight a larger proportion were ambivalent (23% 'neither') perhaps suggesting a lack knowledge/experience of this aspect of the service.

As expected, sheltered tenants were more satisfied than those in general needs (64% v 58%) with the difference statistically significant but only at the 90% confidence level. This result will explain the significant difference by age with older tenants more satisfied than the youngest age group (69% 'satisfied' amongst over 65s v 51% amongst the under 35s). That said, satisfaction was lowest amongst those aged 35 – 49 (50%).

There were some significant differences by ward with the pattern broadly similar to that seen for the rating of the neighbourhood in that respondents in Carmarthen Town North and Tyisha were significantly less satisfied than average, (44% and 51% respectively) as were those in Hengoed (40% and Llandovery (36%) although the latter was only significant at the 90% confidence level. In contrast, satisfaction was significantly above average in Cynwyl Elfed and Llangeler (92% and 80%), two wards that were also significantly more satisfied than average with their neighbourhood as a place to live (table 7.3).

The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

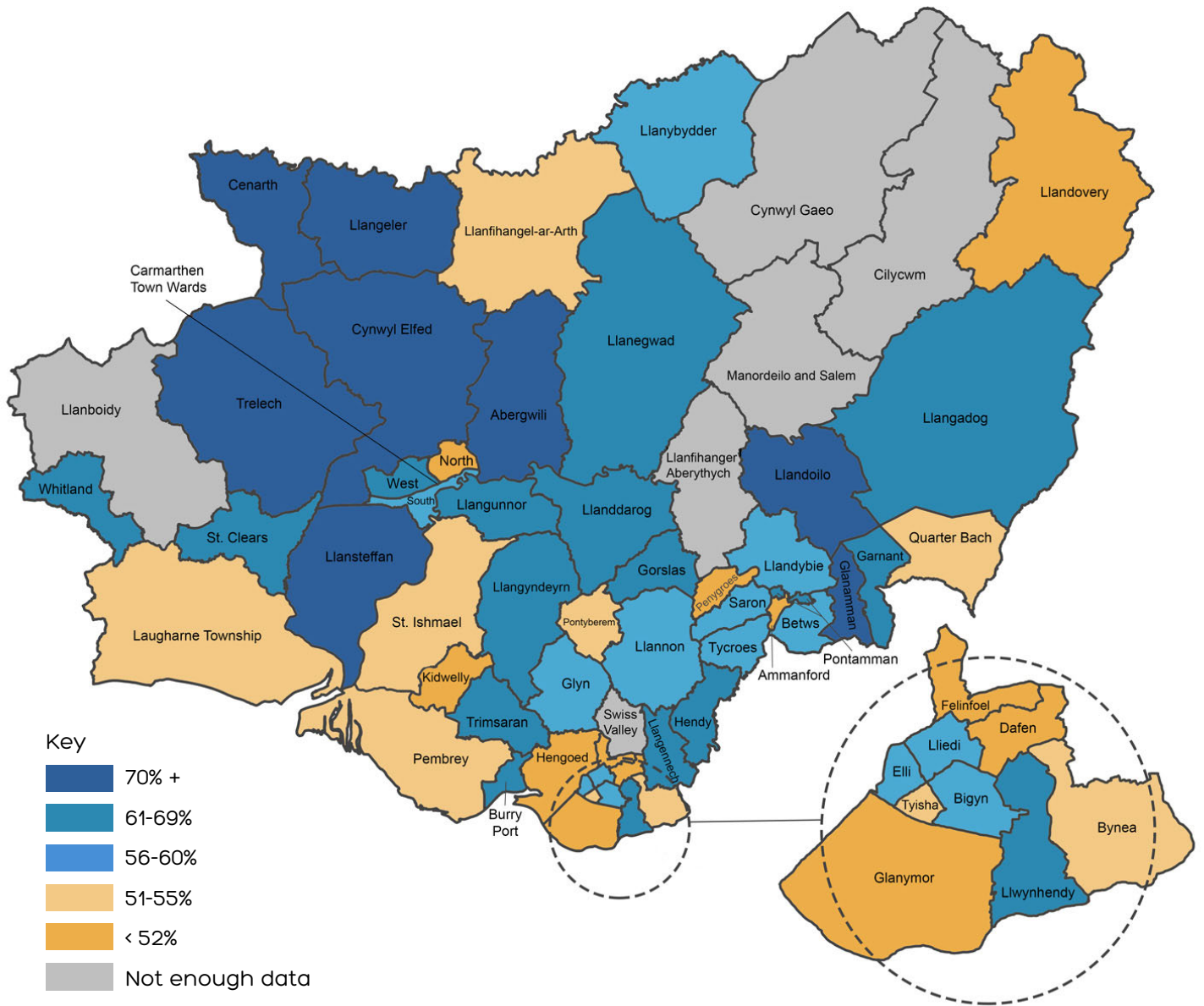
9.2 Satisfaction with the way the Council deals with ASB by ward

	% satisfied			% satisfied	
	Base	The way the Council deals with ASB		Base	The way the Council deals with ASB
Overall	2087	58	Overall	2087	58
Abergwili	16	70	Llandybie	52	59
Ammanford	32	50	Llanegwad	16	64
Betws	21	59	Llanfihangel Ar Arth	36	51
Bigyn	65	58	Llangadog	14	63
Burry Port	41	62	Llangeler	50	80
Bynea	57	53	Llangennech	65	62
Carmarthen Town North	90	44	Llangunnor	47	64
Carmarthen Town South	40	57	Llangyndeyrn	56	65
Carmarthen Town West	27	68	Llannon	54	57
Cenarth	11	79	Llansteffan	14	76
Cynwyl Elfed	12	92	Llanybydder	33	56
Dafen	44	49	Lliedi	48	57
Elli	15	58	Llwynhendy	120	66
Felinfoel	46	48	Pembrey	48	55
Garnant	34	67	Penygroes	20	46
Glanamman	36	70	Pontaman	28	64
Glanymor	116	50	Pontyberem	42	55
Glyn	25	59	Quarter Bach	37	54
Gorslas	70	64	Saron, Ammanford	59	60
Hendy	22	67	St Clears	30	67
Hengoed	37	40	St Ishmael	14	53
Kidwelly	51	45	Trelech	10	73
Laugharne	23	51	Trimsaran	46	63
Llanddarog	19	69	Tycroes	24	59
Llandeilo	23	79	Tyisha	55	51
Llandovery	41	36	Whitland	25	69

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

9.3 Satisfaction with the way the Council deals with ASB by ward (map)





10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.9 and 10.10 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub-groups are small, so many observed differences may simply be down to chance. To help navigate these results, they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 Ward

% Base 2087

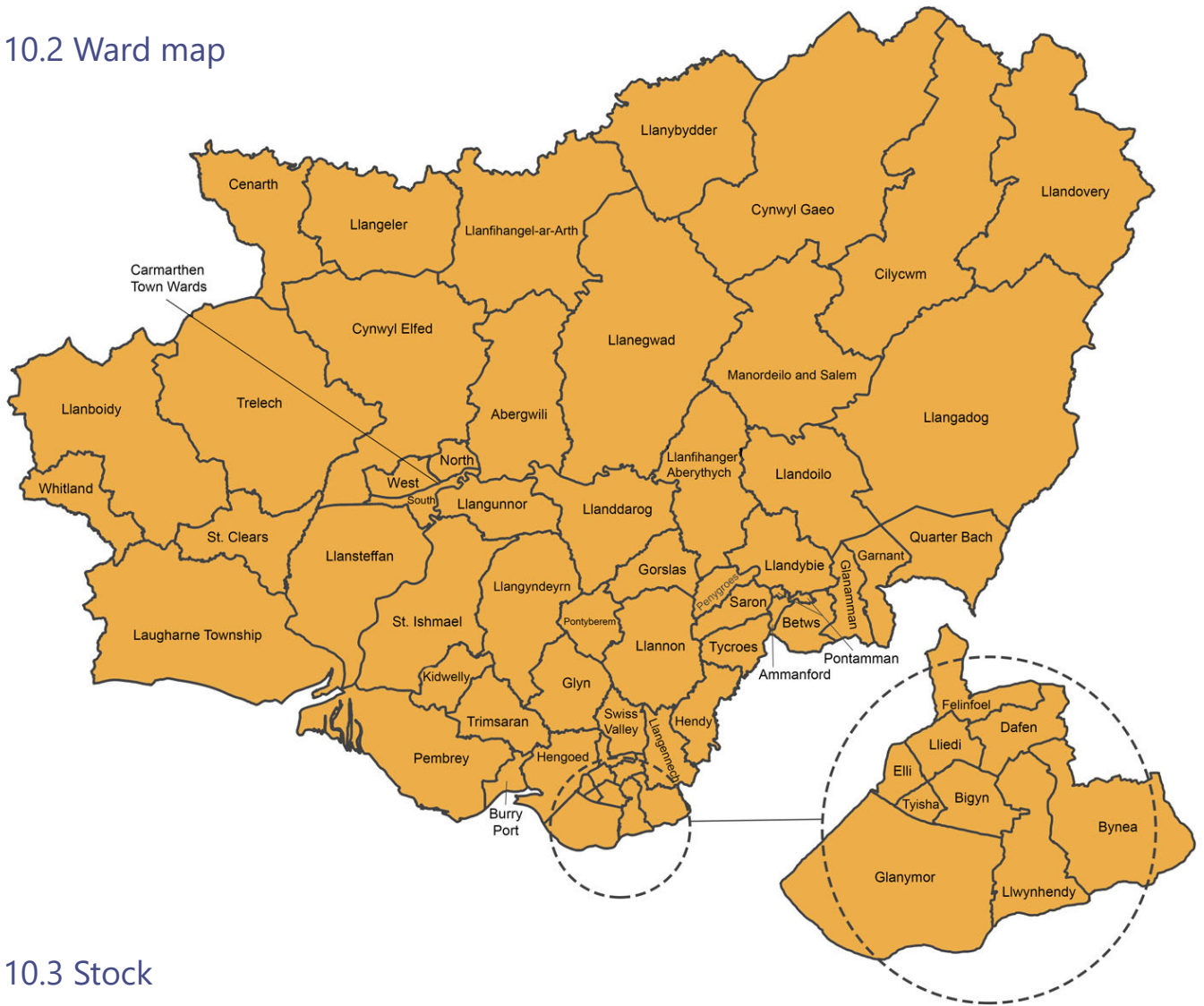
	Total	%
Abergwili	16	0.8
Ammanford	32	1.5
Betws	21	1.0
Bigyn	65	3.1
Burry Port	41	2.0
Bynea	57	2.7
Carmarthen Town North	90	4.3
Carmarthen Town South	40	1.9
Carmarthen Town West	27	1.3
Cenarth	11	0.5
Cilycwm	7	0.3
Cynwyl Elfed	12	0.6
Cynwyl Gaeo	2	0.1
Dafen	44	2.1
Elli	15	0.7
Felinfoel	46	2.2
Garnant	34	1.6
Glanamman	36	1.7
Glanymor	116	5.6
Glyn	25	1.2
Gorslas	70	3.4
Hendy	22	1.1
Hengoed	37	1.8
Kidwelly	51	2.4
Laugharne	23	1.1
Llanboidy	7	0.3
Llanddarog	19	0.9
Llandeilo	23	1.1
Llandoverly	41	2.0

	Total	%
Llandybie	52	2.5
Llanegwad	16	0.8
Llanfihangel Aberbythych	8	0.4
Llanfihangel Ar Arth	36	1.7
Llangadog	14	0.7
Llangeler	50	2.4
Llangennech	65	3.1
Llangunnor	47	2.3
Llangyndeyrn	56	2.7
Llannon	54	2.6
Llansteffan	14	0.7
Llanybydder	33	1.6
Lliedi	48	2.3
Llwynhendy	120	5.7
Manordeilo & Salem	4	0.2
Pembrey	48	2.3
Penygroes	20	1.0
Pontaman	28	1.3
Pontyberem	42	2.0
Quarter Bach	37	1.8
Saron, Ammanford	59	2.8
St Clears	30	1.4
St Ishmael	14	0.7
Swiss Valley	3	0.1
Trelech	10	0.5
Trimsaran	46	2.2
Tygroes	24	1.1
Tyisha	55	2.6
Whitland	41	2.0

Tudalen 271

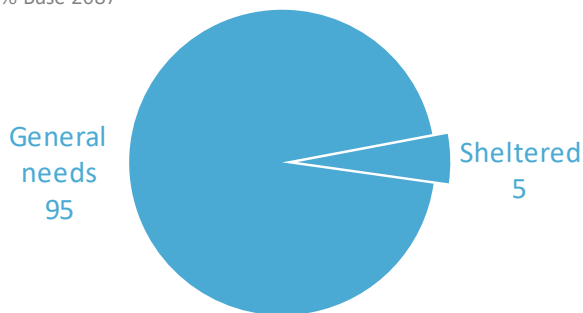
10. Respondent profile

10.2 Ward map



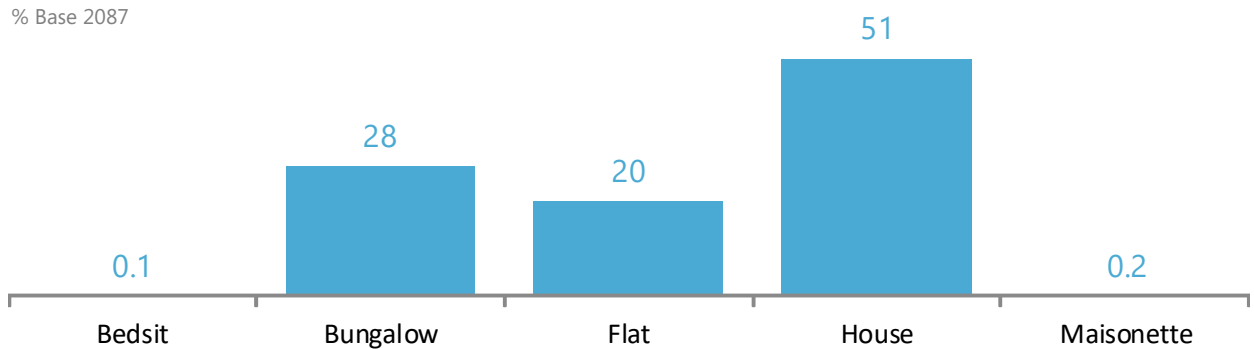
10.3 Stock

% Base 2087



10.4 Property type

% Base 2087

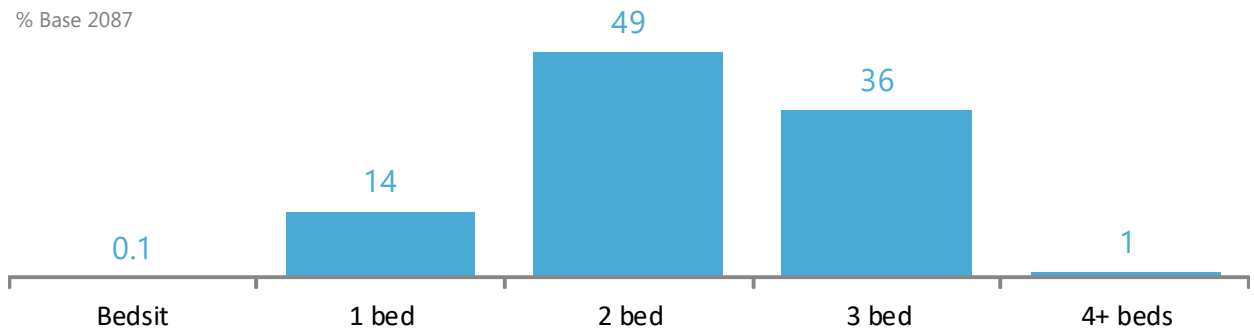


Tudalen 272

10. Respondent profile

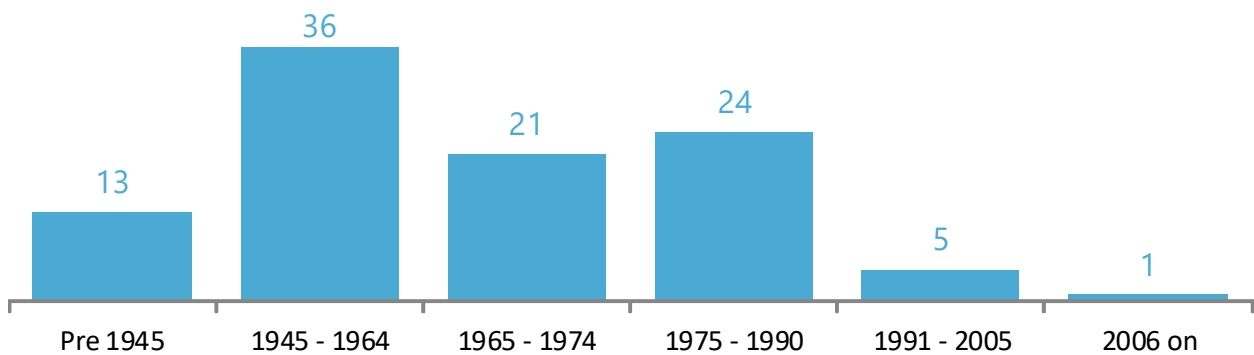
10.5 Property size

% Base 2087



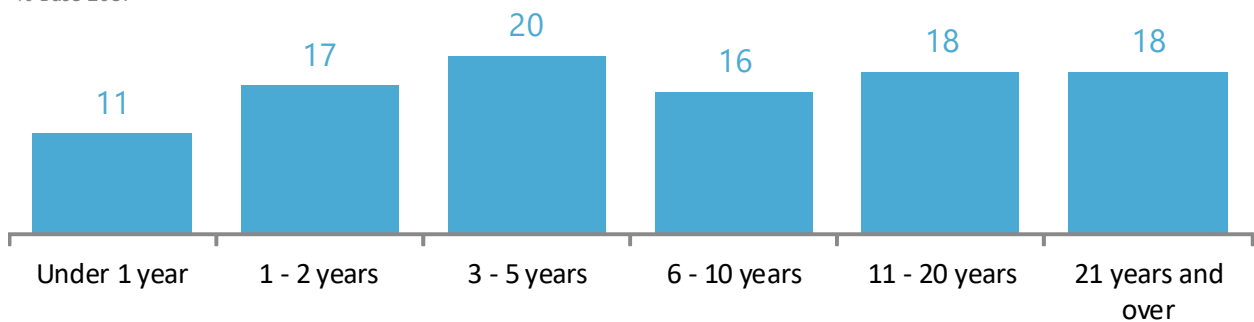
10.6 Property age

% Base 2087



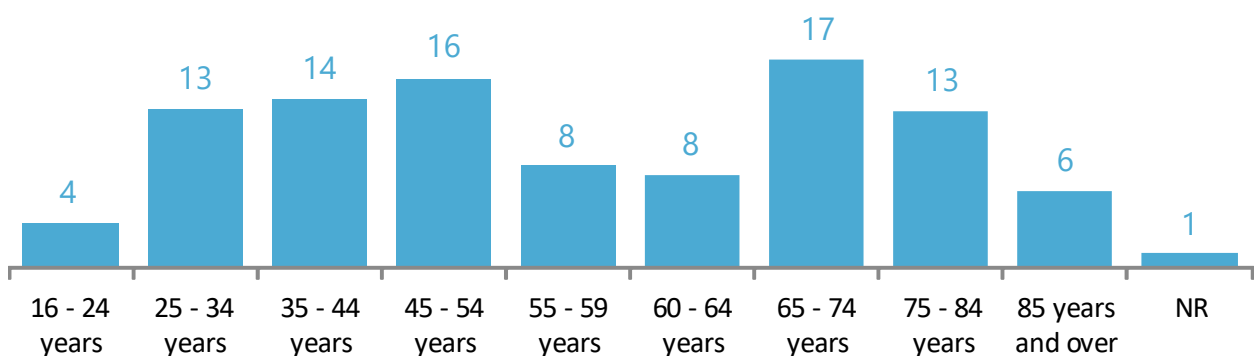
10.7 Length of tenancy

% Base 2087



10.8 Main tenant age

% Base 2087 | This variable has been weighted.



10. Respondent profile

10.9 Core questions by age

	Overall	% positive			
		16-34	35-49	50-64	65+
Base:	2087	350	438	511	763
Service overall	82	80	72	82	90
Quality of home	79	68	65	81	91
Rent value for money	77	73	64	75	88
Service charge value for money	76	60	42	69	85
Listens to views and acts upon them	64	58	50	64	76
Repairs & maintenance service	75	61	62	77	86
Neighbourhood as a place to live	85	79	78	83	92

10.10 Core questions by gender

	Overall	% positive	
		Male	Female
Base:	2087	844	1237
Service overall	82	83	82
Quality of home	79	83	76
Rent value for money	77	78	77
Service charge value for money	76	75	79
Listens to views and acts upon them	64	66	64
Repairs & maintenance service	75	78	72
Neighbourhood as a place to live	85	85	85

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the HouseMark STAR survey methodology, with the most appropriate questions for the Council being selected by them from the STAR questionnaire templates. The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions. The questionnaires were printed in both Welsh and English as black and white A4 sheets accompanied by a bilingual covering letter.

Fieldwork

The survey was carried out between June and July 2019. Paper self-completion, bilingual questionnaires were distributed to a sample of 5,000 tenants, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records (1702), and a text invitation to all mobiles (4,675), regardless of whether they had also received a postal copy. In total 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

Response rate

In total 2,087 tenants took part in the survey, which represented a 29% response rate overall (error margin +/- 1.9) including a 36% response rate for the core sample of 5,000. A quarter of the total number of responses was collected online (513), whilst 82 surveys were completed in Welsh (4%).

Weighting

The results were weighted in order to be representative by age and having done so, the other demographic and property variables were also broadly representative.

Data presentation

Readers should take care when considering percentage results from some of the sub-groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level and are determined by the sample size and the distribution of scores. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared with one another (e.g. between demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when several different questions all demonstrate the same pattern but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings may have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions of respondents who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, concurrent with a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people, then the error margins are bigger. This means that the *combined* error margins for the two ratings under comparison may be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items included in the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core STAR questions are benchmarked against ARP Research’s STAR database, with the benchmarking group being 12 separate local authorities with STAR surveys over the previous 2.5 years.



Appendix B. Example questionnaire



EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

31 Mai 2019

Anwyl (name)

Arolwg Bodlonrwydd Tenantiaid: rhowch wybod eich barn!

Mae gwrandao ar farn ein tenantiaid yn bwysig i ni. Mae'r arolwg amgaeedig wedi cael ei anfon at filoedd o'n tenantiaid, a gallwch wneud gwahaniaeth go iawn drwy rannu eich barn chi ynghylch eich cartref a'r gwasanaethau yr ydych chi eu darparu fel eich landlord. Caiff y wybodaeth bwysig hon ei defnyddio i helpu i wella'r gwasanaethau hyn yn y dyfodol. Bydd pawb sy'n llenwi'r arolwg yn cymryd rhan yn awtomatig yn ein cystadluaueth i ennill 3 gwobr o £100 mewn tocynnau siopa neu 3 tocyn i Barc Gwledig Pen-bre!

Os ydych chi denant yn y cyfeiriad hwn, neu'n gymar, yn briod neu'n ofalwr i'r tenant, byddem yn ddiolchgar iawn pe gallech dreulio ychydig funudau'n llenwi'r arolwg, gan ddefnyddio'r amlen radbotst amgaeedig i'w ddychwyld. Nid oes angen i chi ddefnyddio stamp. Fel dewis arall, gallwch gwblhau'r arolwg ar-lein trwy'r ddolen www.arsurveys.co.uk/cc gyda'ch côd: 9999XX

Y dyddiad cau yw **Dydd Gwener 21 Mehefin 2019**.

Rydym wedi gofyn i gwmni annibynnol o'r enw ARP Research gynnal yr arolwg hwn ar ein rhan, yn unol â rheolau diogelu data (GDPR) a Chôd Ymddygiad y Market Research Society. Ni chedwir unrhyw gyswilt rhwng eich atebion a'ch hunaniaeth yn nat'r arolwg. Mae unrhyw beth yr ydych chi dweud wrth ARP Research yn gwbl gyfrinachol.

Os oes gennych unrhyw gwestynau neu bryderon ynghyd â'r arolwg hwn, neu os oes angen copi arnoch mewn fformat arall, mae croeso i chi ffonio ARP Research ar 0800 020 9564. Diolch am gymryd rhan, a phob lwc yn y gystadluaueth!

Yn gywir



Jonathan Morgan
Pennaeth Cartrefi a Chymunedau Diogelach / Head of Homes and Safer Communities

Cartrefi a Chymunedau Mwy Diogel

Adran Cymunedau
3 Heol Spilman, Caerfyrddin, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Neuadd y Dref, Heol Iscennen, Rhydaman, SA18 3BE

Homes and Safer Communities

Department for Communities
3 Spilman Street, Carmarthen, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Town Hall, Iscennen Road, Ammanford, SA18 3BE

Corporate member of
Health Challenging Wales

BUDDSODDYMWR
MEWN POBL

INVESTORS
IN PEOPLE

Mae Cyngor Sir Caerfyrddin yn croesawu gobeithaeth yn Gymraeg neu yn Saesneg | Carmarthenshire County Council welcomes correspondence in Welsh or English

Arolwg Bodlonrwydd Tenantiaid 2019

Dychwelyd Erbyn:
Dydd Gwener 21 Mehefin

1 Wedi ystyried popeth, pa mor fodlon neu anfodlon ydych chi ar y gwasanaeth a ddarperir gan y Cyngor fel eich landlord?

Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Pa mor fodlon neu anfodlon ydych chi ar y canlynol:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
a. Ansawdd cyffredinol eich cartref	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Bod eich rhent yn darparu gwerth am arian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Eich cymdogaeth fel lle i fyw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Y ffordd rydym yn ymdrin â gwaith atgyweirio a gwaith cynnal a chadw yn gyffredinol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Y gwasanaeth a gawsoc ar gyfer eich atgyweirad diwethaf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ein bod yn gwrandao ar eich barn ac yn gweithredu arni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Pa mor fodlon neu anfodlon ydych chi ar y canlynol:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn	Ddim yn berthnasol
a. Bod eich taliadau am wasanaethau yn rhoi gwerth am yr arian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Y gwaith cynnal a chadw'r tir, megis torri gwair, yn eich ardal chi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Y ffordd y mae'r Cyngor yn ymdrin ag ymddygiad gwrthgymdeithasol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 I ba raddfa ydych chi'n cytuno neu'n anghytuno y dylai pobl sy'n byw mewn cymdogaethau poblogaidd dalu mwy o rent?

Cytuno'n gryf	Tueddu i gytuno	Y naill na'r llall	Tueddu i anghytuno	Anghytuno'n gryf	Dim barn
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Ar raddfa o 1 i 10, pa mor debygol fydddech chi o argymhell y Cyngor fel eich landlord i'ch teulu neu'ch ffrindiau? 0 = ddim yn debygol o gwbl, 10 = tebygol iawn?

0 1 2 3 4 5 6 7 8 9 10

Dim yn debygol Tebygol iawn

www.arsurveys.co.uk/cc
eich côd: 9999XX

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www.sirgar.llyw.cymru

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

31 May 2019

Dear (name)

Tenant Satisfaction Survey: tell us what you think!

Listening to the views and opinions of our tenants is very important to us. The enclosed survey has been sent to thousands of our tenants, and you can make a real difference by telling us what you think of your home and the services we provide as your landlord. This important information will be used to help improve these services in future. As a thank you, all completed surveys will automatically be entered into a free prize draw to win 3 prizes of £100 in vouchers or 3 passes to Pembrey Country Park!

If you are the tenant at this address, or their partner, spouse or carer, we would be really grateful if you could take a few minutes to fill in the survey using the enclosed freepost envelope to return it. You don't need to use a stamp. Alternatively, you can complete the survey online by entering the link www.arsurveys.co.uk/cc with your code: 9999XX

The closing date is **Friday 21 June 2019**.

We have asked an independent company called ARP Research to carry out this survey on our behalf in line with data protection rules (GDPR) and the Market Research Society Code of Conduct. No link between your answers and your identity will be retained in the survey data. Anything you tell ARP Research is completely confidential!

If you have any questions or concerns about this survey, or need a copy in an alternative format, please call ARP Research on 0800 020 9564. Thank you for taking part, and good luck in the prize draw!

Yours sincerely



Jonathan Morgan
Pennaeth Cartrefi a Chymunedau Diogelach / Head of Homes and Safer Communities

Cartrefi a Chymunedau Mwy Diogel

Adran Cymunedau
3 Heol Spilman, Caerfyrddin, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Neuadd y Dref, Heol Iscennen, Rhydaman, SA18 3BE

Homes and Safer Communities

Department for Communities
3 Spilman Street, Carmarthen, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Town Hall, Iscennen Road, Ammanford, SA18 3BE

Corporate member of
Health Challenging Wales

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Tenant Satisfaction Survey 2019

Return by:
Friday 21 June

1 Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by the Council as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. With your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. With the way we generally deal with repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. With the service you received on your last repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. That we listen to your views and act upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 How satisfied or dissatisfied are you :

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. That your service charge provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With the grounds maintenance service, such as grass cutting, in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. With the way the Council deals with anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 How much do you agree or disagree that people living in popular neighbourhoods should pay more rent?

Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 How likely would you be to recommend the Council as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

0 1 2 3 4 5 6 7 8 9 10

Not at all likely Extremely likely

www.arsurveys.co.uk/cc
your code: 9999XX

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Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

The results were weighted by age to be representative of the tenant population as a whole.

Appendix C. Data summary

	Frequency	% overall	% valid
Q1 Overall satisfaction with the housing service provided by the Council as your landlord			
	<i>Base: 2087</i>		
1: Very satisfied	877	42.0	43.8
2: Fairly satisfied	769	36.8	38.4
3: Neither	121	5.8	6.0
4: Fairly dissatisfied	143	6.9	7.1
5: Very dissatisfied	92	4.4	4.6
N/R	85	4.1	
Q2a With the overall quality of your home			
	<i>Base: 2087</i>		
6: Very satisfied	797	38.2	38.4
7: Fairly satisfied	844	40.4	40.7
8: Neither	137	6.6	6.6
9: Fairly dissatisfied	192	9.2	9.3
10: Very dissatisfied	105	5.0	5.1
N/R	13	0.6	
Q2b That your rent provides value for money			
	<i>Base: 2087</i>		
11: Very satisfied	841	40.3	40.7
12: Fairly satisfied	747	35.8	36.1
13: Neither	218	10.4	10.5
14: Fairly dissatisfied	172	8.2	8.3
15: Very dissatisfied	89	4.3	4.3
N/R	21	1.0	
Q2c With your neighbourhood as a place to live			
	<i>Base: 2087</i>		
16: Very satisfied	1092	52.3	52.8
17: Fairly satisfied	656	31.4	31.7
18: Neither	112	5.4	5.4
19: Fairly dissatisfied	123	5.9	5.9
20: Very dissatisfied	85	4.1	4.1
N/R	18	0.9	
Q2d With the way we generally deal with repairs and maintenance			
	<i>Base: 2087</i>		
21: Very satisfied	830	39.8	40.1
22: Fairly satisfied	713	34.2	34.4
23: Neither	153	7.3	7.4
24: Fairly dissatisfied	221	10.6	10.7
25: Very dissatisfied	154	7.4	7.4
N/R	16	0.8	
Q2e With the service you received on your last repair			
	<i>Base: 2087</i>		
26: Very satisfied	1078	51.7	52.3
27: Fairly satisfied	545	26.1	26.4
28: Neither	145	6.9	7.0
29: Fairly dissatisfied	153	7.3	7.4
30: Very dissatisfied	142	6.8	6.9
N/R	24	1.1	
Q2f That we listen to your views and act upon them			
	<i>Base: 2087</i>		
31: Very satisfied	658	31.5	32.1

Appendix C. Data summary

	Frequency	% overall	% valid
32: Fairly satisfied	659	31.6	32.2
33: Neither	356	17.1	17.4
34: Fairly dissatisfied	195	9.3	9.5
35: Very dissatisfied	180	8.6	8.8
N/R	39	1.9	

Q3a That your service charge provides value for money

Base: 835

36: Very satisfied	287	13.8	39.6
37: Fairly satisfied	267	12.8	36.8
38: Neither	93	4.5	12.8
39: Fairly dissatisfied	38	1.8	5.2
40: Very dissatisfied	40	1.9	5.5
41: Not applicable	86	4.1	
N/R	1275	61.1	2.8

Q3b With the grounds maintenance service, such as grass cutting, in your area

Base: 2087

42: Very satisfied	636	30.5	35.2
43: Fairly satisfied	552	26.4	30.6
44: Neither	267	12.8	14.8
45: Fairly dissatisfied	161	7.7	8.9
46: Very dissatisfied	189	9.1	10.5
47: Not applicable	239	11.5	
N/R	43	2.1	

Q3c With the way the Council deals with anti-social behaviour

Base: 2087

48: Very satisfied	536	25.7	30.3
49: Fairly satisfied	487	23.3	27.5
50: Neither	409	19.6	23.1
51: Fairly dissatisfied	148	7.1	8.4
52: Very dissatisfied	188	9.0	10.6
53: Not applicable	266	12.7	
N/R	53	2.5	

Q4 How much do you agree or disagree that people living in popular neighbourhoods should pay more rent

Base: 2087

54: Strongly agree	64	3.1	3.6
55: Tend to agree	197	9.4	11.0
56: Neither	466	22.3	26.1
57: Tend to disagree	504	24.1	28.2
58: Strongly disagree	557	26.7	31.2
59: No opinion	271	13.0	
N/R	28	1.3	

Q5 How likely would you be to recommend the Council as a landlord to family or friends

Base: 2087

60: 0 - Not at all likely	51	2.4	
61: 1	15	0.7	
62: 2	24	1.1	
63: 3	43	2.1	
64: 4	54	2.6	
65: 5	181	8.7	
66: 6	116	5.6	

Appendix C. Data summary

	Frequency	% overall	% valid
67: 7	197	9.4	
68: 8	387	18.5	
69: 9	217	10.4	
70: 10 - Extremely likely	773	37.0	
N/R	30	1.4	
R5 Net Promoter Score (NPS)		<i>Base: 2087</i>	
71: Promoters	990	47.4	
72: Passives	584	28.0	
73: Detractors	483	23.1	
N/R	30	1.4	
D101 Stock		<i>Base: 2087</i>	
74: General needs	1978	94.8	
75: Sheltered	109	5.2	
N/R	0	0.0	
D102 Ward		<i>Base: 2087</i>	
76: Abergwili	16	0.8	
77: Ammanford	32	1.5	
78: Betws	21	1.0	
79: Bigyn	65	3.1	
80: Burry Port	41	2.0	
81: Bynea	57	2.7	
82: Carmarthen Town North	90	4.3	
83: Carmarthen Town South	40	1.9	
84: Carmarthen Town West	27	1.3	
85: Cenarth	11	0.5	
86: Cilycwm	7	0.3	
87: Cynwyl Elfed	12	0.6	
88: Cynwyl Gaeo	2	0.1	
89: Dafen	44	2.1	
90: Elli	15	0.7	
91: Felinfoel	46	2.2	
92: Garnant	34	1.6	
93: Glanamman	36	1.7	
94: Glanymor	116	5.6	
95: Glyn	25	1.2	
96: Gorslas	70	3.4	
97: Hendy	22	1.1	
98: Hengoed	37	1.8	
99: Kidwelly	51	2.4	
100: Laugharne	23	1.1	
101: Llanboidy	7	0.3	
102: Llanddarog	19	0.9	
103: Llandeilo	23	1.1	
104: Llandovery	41	2.0	
105: Llandybie	52	2.5	
106: Llanegwad	16	0.8	
107: Llanfihangel Aberbythych	8	0.4	
108: Llanfihangel Ar Arth	36	1.7	
109: Llangadog	14	0.7	
110: Llangeler	50	2.4	
111: Llangennech	65	3.1	

Appendix C. Data summary

	Frequency	% overall	% valid
112: Llangunnor	47	2.3	
113: Llangyndeyrn	56	2.7	
114: Llannon	54	2.6	
115: Llansteffan	14	0.7	
116: Llanybydder	33	1.6	
117: Lliedi	48	2.3	
118: Llwynhendy	120	5.7	
119: Manordeilo & Salem	4	0.2	
120: Pembrey	48	2.3	
121: Penygroes	20	1.0	
122: Pontaman	28	1.3	
123: Pontyberem	42	2.0	
124: Quarter Bach	37	1.8	
125: Saron, Ammanford	59	2.8	
126: St Clears	30	1.4	
127: St Ishmael	14	0.7	
128: Swiss Valley	3	0.1	
129: Trelech	10	0.5	
130: Trimsaran	46	2.2	
131: Tycroes	24	1.1	
132: Tyisha	55	2.6	
133: Whitland	25	1.2	
N/R	0	0.0	

D103 Property type

Base: 2087

134: Bedsit	2	0.1	
135: Bungalow	586	28.1	
136: Flat	425	20.4	
137: House	1069	51.2	
138: Maisonette	4	0.2	
N/R	0	0.0	

D104 Property size

Base: 2087

139: Bedsit	2	0.1	
140: 1 bed	295	14.1	
141: 2 bed	1012	48.5	
142: 3 bed	751	36.0	
143: 4+ beds	27	1.3	
N/R	0	0.0	

D105 Property age

Base: 2087

144: Pre 1945	266	12.7	
145: 1945 - 1964	760	36.4	
146: 1965 - 1974	440	21.1	
147: 1975 - 1990	506	24.2	
148: 1991 - 2005	94	4.5	
149: 2006 on	20	1.0	
N/R	0	0.0	

D106 Length of tenancy

Base: 2087

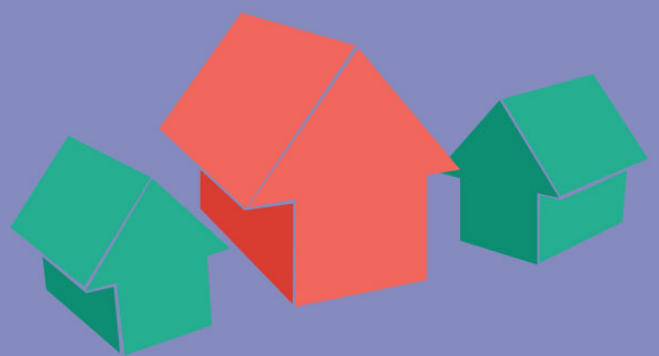
150: Under 1 year	234	11.2	
151: 1 - 2 years	346	16.6	
152: 3 - 5 years	416	19.9	

Appendix C. Data summary

	Frequency	% overall	% valid
153: 6 - 10 years	333	16.0	
154: 11 - 20 years	380	18.2	
155: 21 years and over	378	18.1	
N/R	0	0.0	
D107 Pay a service charge		<i>Base: 2087</i>	
156: Yes	835	40.0	
157: No	1252	60.0	
N/R	0	0.0	
D108 Gender		<i>Base: 2087</i>	
158: Male	844	40.4	
159: Female	1237	59.3	
N/R	5	0.2	
D109 Main Tenant Age Group		<i>Base: 2087</i>	
160: 16 - 24 years	77	3.7	
161: 25 - 34 years	274	13.1	
162: 35 - 44 years	290	13.9	
163: 45 - 54 years	325	15.6	
164: 55 - 59 years	175	8.4	
165: 60 - 64 years	159	7.6	
166: 65 - 74 years	360	17.2	
167: 75 - 84 years	269	12.9	
168: 85 years and over	134	6.4	
N/R	25	1.2	
D110 Main Tenant Age Group [simple]		<i>Base: 2087</i>	
169: 16-34	350	16.8	
170: 35-49	438	21.0	
171: 50-64	511	24.5	
172: 65+	763	36.6	
N/R	25	1.2	
D111 Sample		<i>Base: 2087</i>	
173: Main sample	1769	84.8	
174: Additional sample	318	15.2	
N/R	0	0.0	
D112 Methodology		<i>Base: 2087</i>	
175: Paper	1468	70.3	
176: Email	290	13.9	
177: SMS	249	11.9	
178: Web	79	3.8	
N/R	0	0.0	
D113 Start language		<i>Base: 2087</i>	
179: Welsh	86	4.1	
180: English	2001	95.9	

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	0	0.0	



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Registered in England and Wales, No. 07342249.



Tudalen 286

Eitem Rhif 9

PWYLLGOR CRAFFU CYMUNEDAU
DYDDIAD: 16 IONAWR, 2020

Y PWNC:
SAFONAU LLYFRGELLOEDD CYHOEDDUS CYMRU 2017-2020

Y Pwrpas:

Llyfrgelloedd Sir Gaerfyrddin / Adroddiad Asesu Blynyddol 2018-19

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Monitro perfformiad y Gwasanaeth Llyfrgelloedd yn erbyn y 6ed Fframwaith Asesu Ansawdd ar gyfer Safonau Llyfrgelloedd Cyhoeddus Cymru fel y cynhwyswyd yn y Ffurflen Flynyddol ar gyfer 2018/19.

Y RHESYMAU:

Galluogi aelodau i arfer eu rôl graffu i fonitro perfformiad y gwasanaeth llyfrgell.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor
er mwyn gwneud penderfyniad:

NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyngorydd P. Hughes-Griffiths (Deiliad y Portffolio Ddiwylliant, Chwaraeon a Thwristiaeth)

Y Gyfarwyddiaeth

Cymunedau

Enw Pennaeth y Gwasanaeth:

Ian Jones

Awdur yr Adroddiad:

Mark Jewell

Swyddi:

Pennaeth Hamdden

Rheolwr y Gwasanaethau
Llyfrgelloedd

Rhifau ffôn:

01267 228309 / 01554 744328

Cyfeiriadau E-bost:

ljones@sirgar.gov.uk

MJewell@sirgar.gov.uk

COMMUNITY SCRUTINY COMMITTEE

DATE: 16TH JANUARY, 2020

SUBJECT:

WELSH PUBLIC LIBRARY STANDARDS 2017-2020

Sixth Assessment Framework for Welsh Public Library Standards: Annual Return 2018/19

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The Public Libraries and Museums Act 1964 sets out the statutory duties of public library authorities to "provide a comprehensive and efficient library service" and makes it a duty of the Welsh Ministers "to superintend and promote the improvement" of public library services in Wales.

In accordance with these statutory requirements the Welsh Government has completed its assessment of Carmarthenshire's library service Annual Return for 2018/19.

This is the second year of assessment under the sixth framework.

The external validator, in consultation with a Reference Group comprising Welsh Government officials and three heads of library services, found that:

- **Carmarthenshire met all of the 12 core entitlements in full.**
- **Of the 10 quality indicators with targets, Carmarthenshire achieved 9 in full, and 1 in part, and is one of only four authorities to achieve at this level.**

Carmarthenshire has continued to perform well against the standards framework in its second year. Library use has generally increased, with Carmarthenshire recording some of the highest per capita performances for visits, membership and adult use.

Carmarthenshire continues to meet the target for easy access to service points, through its network of regional, community, branch and mobile libraries.

The authority is also continuing to invest strongly in the service, with plans to extend the successful Makerspace initiative to two further libraries, and to further develop its new mobile library provision, in line with the aspirations of its Library Strategy.

Carmarthenshire has maintained its performance in this second year of the sixth framework, with no significant change on 2017/18, and remains one of the highest achieving authorities overall.

DETAILED REPORT ATTACHED :

YES

IMPLICATIONS

EICH CYNGOR arleinamdani
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www.carmarthenshire.gov.wales

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Ian Jones Head of Leisure

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Ian Jones Head of Leisure

1. Local Member(s) - N/A
2. Community / Town Council – N/A
3. Relevant Partners - N/A
4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

Title of Document	File Ref No.	Locations that the papers are available for public inspection
WPLS Carmarthenshire Assessment Report		\\ntcarmcc\cfp\Leisure & Culture\Cultural Services\Libraries\WPLS\2018-19

Mae'r dudalen hon yn wag yn fwriadol

Welsh Public Library Standards 2017-2020: Carmarthenshire

Annual Assessment Report 2018/19

This report has been prepared based on information provided in Carmarthenshire's annual return, case studies and narrative report submitted to the Museums, Archives and Libraries Division of the Welsh Government.

1 Executive summary

Carmarthenshire met all of the 12 core entitlements in full.

Of the 10 quality indicators with targets, Carmarthenshire achieved 9 in full, and 1 in part, and is one of only four authorities to achieve at this level.

Carmarthenshire has continued to perform well against the standards framework in its second year. Library use has generally increased, with Carmarthenshire recording some of the highest per capita performances for visits, membership and adult use. Greater consideration within the return of the factors underlying variations in usage would nevertheless help in understanding the implications for future performance. The authority is also continuing to invest strongly in the service, with plans to extend the successful Makerspace initiative to two further libraries, and to further develop its new mobile library provision, in line with the aspirations of its Library Strategy.

- Carmarthenshire submitted four case studies demonstrating the positive impact of the service on its local communities.
- Most areas of usage have increased, with Carmarthenshire recording some of the highest per capita performances for physical and virtual visits, library membership, and adult book loans.
- Investment in up-to-date reading materials remains strong, with Carmarthenshire one of only five services now meeting the requirements for QI 9, and continuing to record the highest acquisitions spend of any library service in Wales.
- Staffing levels overall have increased slightly, but remain below the target level; the service continues to meet the requirements for qualified staff, one of only six authorities to do so.
- Total revenue expenditure has increased again in 2018/19, with Carmarthenshire continuing to invest appropriately in its library provision.

2 Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against these areas. A narrative assessment of the authority's performance is provided in Section 3.

2.1 Core entitlements

Carmarthenshire continues to meet all the 12 core entitlements in full. Partnerships remain integral to the promotion and delivery of services, in implementing the vision set out in the service's Library Strategy 2017-22.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Carmarthenshire is achieving 9 in full, and one in part.

Quality Indicator	Met?	
QI 3 Support for individual development:		Met in full
a) ICT support	✓	
b) Information literacy and skills training	✓	
c) E-government support	✓	
d) Reader development	✓	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	✓	
ii) Better with Books scheme	✓	
iii) Designated health & well-being collection	✓	
iv) Information about healthy lifestyles and behaviours	✓	
v) Signposting to health & well-being services	✓	
QI 6 all static service points offer events/activities for users with special requirements	✓	Met in full
QI 7 Location of service points	✓	Met in full
QI 9 Up-to-date and appropriate reading material		Met in full
Acquisitions per capita	✓	
or Materials spend per capita	✓	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✓	
or Spend on Welsh per capita	x	
QI 11 Online access:		Met in full
a) i) Public access to Internet	✓	
ii) Wi-Fi provision	✓	
QI 12 Supply of requests		Met in full
a) % of requests satisfied within 7 days	✓	
b) % of requests satisfied within 15 days	✓	
QI 13 Staffing levels and qualifications:		Partially met
i) Staff per capita	x	
ii) Qualified staff per capita	✓	
iii) Head of service qualification/training	✓	
iv) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

Carmarthenshire has maintained its performance in this second year of the sixth framework, with no significant change on 2017/18, and remains one of the highest achieving authorities overall. More detailed commentary within the return would however help clarify the factors influencing variations in usage and performance.

2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during 2017/18 or 2018/19. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Carmarthenshire carried out its children's user survey in October 2017 and is yet to conduct an adult's survey in this framework.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	96%	=3/13	60%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a		38%	88%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	98%	=7/20	80%	97%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. Carmarthenshire provided four such case studies:

- Sewing Club – an evening club, using the library's resources and sewing machines, supported by library staff, with a diverse membership of varying ages and abilities. The club provides a valued social activity where older members can pass on skills, gaining in confidence and self-esteem, and younger members can learn in a relaxed environment. Feedback demonstrates the social and well-being benefits of attending.
- Mobile Services – the benefits of the combined mobile and Yr Hwb partnership service, bringing library resources and support services to more isolated communities. In some areas the mobile visits have become the focus for wider community activities, e.g. local cuppa clubs. For one young mother the combined service allows her to use the library, access advice and support, and meet socially with others from the area.
- Day Centre Visits – working with a Day Centre for adults with learning disabilities who now visit Ammanford Library twice weekly for Makerspace sessions supported by library staff. Interactive storytelling sessions have been particularly successful in building self-awareness, independence and self-esteem. For one individual the sessions have helped her gain in confidence and engage with the rest of the group.
- Digital Inclusion – working with partners the service offers free digital support sessions in some branch libraries, where attendees are able to learn new skills and access free online training. For one older couple, the sessions have helped them to use an iPad to communicate online with family and friends and access resources and information. The sessions were also an opportunity for them to make new friends, and introduced them to a wider range of online classes and learning opportunities.

2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table summarises Carmarthenshire's position for 2018/19. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Figures from the first year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator	Rank	Lowest	Median	Highest	2017/18	
QI 1 Making a difference					[Framework 5]	
a) % of adults who think that using the library has helped them develop new skills	n/a	24%	82%	96%	86%	
c) health and well-being	n/a	33%	62%	94%	85%	
d) enjoyable, safe and inclusive	n/a	90%	97%	100%	98%	
QI 2 Customer satisfaction					[Framework 5]	
a) 'very good' or 'good' choice of books	n/a	81%	91%	98%	90%	
b) 'very good' or 'good' customer care	n/a	93%	99%	100%	95%	
c) 'very good' or 'good' IT facilities	n/a	65%	91%	95%		
d) 'very good' or 'good' overall	n/a	93%	97%	99%	95%	
e) users aged 16 & under rating out of ten	9.1	=9/13	8.5	9.3	9.5	8.7
QI 5 User training						
a) attendances per capita	57	4/22	13	30	208	60
c) informal training per capita	272	8/22	15	199	433	473
QI 6 attendances at events per capita	327	8/22	91	295	689	245
QI 8 Library use ¹						
a) visits per capita	6,524	2/22	2,596	3,969	7,170*	6,137
b) virtual visits per capita	1,627	3/22	345	885	2,205	1,539
c) active borrowers per capita	89	20/22	58	150	251	155
QI 10 Welsh issues per capita ²	636	11/22	95	602	1,424	575
QI 11 Online access						
b) Computers per capita ³	11	7/22	5	10	14	12
c) % of available time used by the public	25%	=11/22	14%	25%	63%	20%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	17	18/21	3	30	214	16
b) total volunteer hours	1,530	11/21	90	1,477	9,806	1,206
QI 14 Operational expenditure						
a) total expenditure per capita	£19,449	1/22	£7,181	£12,145	£19,449	£17,771
b) % on staff,	47%	22/22	47%	62%	78%	48%
% on information resources	13%	=10/22	8%	13%	21%	14%
% on equipment and buildings	3%	17/22	0.4%	4%	25%	3%
% on other operational costs	37%	1/22	0.3%	16%	37%	34%
c) capital expenditure per capita	£7,044	2/22	£0	£467	£8,829	£0
QI 15 Net cost per visit	£1.29	20/22	£1.18	£1.82	£2.52	£1.25

¹ figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision

QI 16 Opening hours ⁴						
(iii) a) % hours unplanned closure of static service points	0.04%	17/22	0.00%	0.00%	0.25%	0.06%
b) % mobile stops / home deliveries missed	0.64%	13/20	0.00%	0.28%	7.99%	2.95%

² per 1,000 Welsh speaking resident population; figures from 2017/18 reports corrected following a calculation error

³ per 10,000 resident population ⁴ Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance with the first year of the sixth framework (2017/18).

3.1 Meeting customer needs (QI 1-5)

Carmarthenshire conducted its children's user survey in 2017, but has yet to undertake its adult survey within this framework. All static libraries continue to provide the full range of support for individual development, with health and well-being also well-supported. Attendance at pre-arranged training sessions has fallen slightly in 2018/19, reflecting the closure for refurbishment of sections of Carmarthen Library during the period, but still remain high per capita. Numbers helped by informal training have also continued to fall significantly, although still above the median level – some additional consideration of the factors at work here would be merited.

3.2 Access and use (QI 6-8)

Carmarthenshire continues to meet the target for easy access to service points, through its network of regional, community, branch and mobile libraries. Events and activities for users with special requirements are provided at all main service points, and overall attendance at library events has continued to improve, in line with the enhanced mobile and makerspace offer. Other areas of usage have also increased in 2018/19, with Carmarthenshire recording some of the highest per capita performances for physical and virtual visits, library membership, and adult book loans. Numbers of active borrowers are however down on 2017/18, reflecting system changes as the service prepared to migrate to the all-Wales LMS, and book issues to children have also fallen, and in contrast to other areas of usage are among the lowest in Wales. It is noted that systems issues may be affecting reporting of children's book loans, and the service is looking actively at measures to improve performance in this area.

3.3 Facilities and services (QI 9-12)ⁱ

Although materials expenditure has fallen slightly in 2018/19, the authority continues to invest strongly in up-to-date reading materials, maintaining the highest acquisitions spend per capita of any library service in Wales. Budget allocations for children's resources and for material in the Welsh language have also increased, improving performance in these areas, and both QI 9 and 10 are fully met. This investment continues to be reflected in the increasing issues of Welsh language resources. PC provision has fallen slightly, due to closure of the IT suite in Carmarthen during refurbishment work, although usage rates have improved on 2017/18. Performance in relation to supply of requests has broadly been maintained, and the requirements of QI 12 are still met.

3.4 Expertise and capacity (QI 13-16)

Overall staff levels have increased slightly in 2018/19, although the service still fails to meet the target for staff per capita. Numbers of qualified staff have been maintained at 2017/18 levels, with Carmarthenshire one of only six to achieve the stipulated target in this area. Qualified leadership is in place, and the service continues to invest in staff training and professional development, at an improved level, with a welcome commitment to the Welsh language training and mentoring of staff. Numbers of volunteers have also risen slightly, with 17 volunteers contributing an average 90 hours each to the service.

Total revenue expenditure has increased in 2018/19 with Carmarthenshire recording the highest per capita spend on library provision, an investment that is reflected in high levels of access and use. Opening hours have also increased slightly, and the target here is now comfortably met, with extended unstaffed opening hours offered at two service points.

4 Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. Carmarthenshire's narrative again focuses on the delivery of its vision for the service, noting how this addresses the Universal Offers which themselves link to Government policy. The key role of partnerships is evident in delivering against a number of strategic priorities – promoting reading, supporting the digital agenda and lifelong learning, and contributing the health and well-being of local communities. More explicit reference to Welsh Government priorities and goals would however further evidence its contribution.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Carmarthenshire notes plans to extend the successful Makerspace initiative at Carmarthen and Llanelli. Further developments to the new mobile library service are referenced, working with new partners and introducing Saturday / late evening availability to meet the needs of people living in rural communities. There are also plans to review how access at branches can be enhanced, working with partners, and through new self-service technologies. The refurbishment of Carmarthen Library and delivery of amalgamated Reference and Archive services is cited as a key ongoing development.

6 Conclusion

Carmarthenshire has continued to perform well against the standards framework in its second year. Library use has generally increased, although the numbers benefiting from training (formal and informal) continue to fall. Greater consideration within the return of the factors underlying these changes would help in understanding what this means for future performance. Carmarthenshire nevertheless records some of the highest per capita performances for visits, membership and adult use. The authority is also continuing to invest strongly in the service, with plans to extend the successful Makerspace initiative to two further libraries, and to further develop its new mobile library provision, in line with the aspirations of its Library Strategy.

ⁱ E-resources purchased through centrally-funded subscriptions have been excluded from acquisitions figures for QI 9 in 2018/19 to ensure that the standard accurately reflects individual authority strategy, investment and performance. In some cases this has impacted on achievement against the standard in comparison with 2017/18. CIPFA Statistics Returns continue to include figures for centrally-procured resources.

PWYLLGOR CRAFFU CYMUNEDAU 16^{eg} IONAWR 2020

Adroddiad Monitro Cyllideb Cyfalaf a Refeniw 2019/20

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y Pwyllgor Craffu yn derbyn yr Adroddiad Monitro Cyllideb ar gyfer y Gwasanaethau Tai, Adfywio, Cynllunio ac Hamdden a Chwaraeon, ac yn ystyried y sefyllfa cyllidebol.

Rhesymau:

- I ddatgan sefyllfa bresennol y gyllideb i'r Pwyllgor ar 31^{ain} Hydref 2019, ynglyn â 2019-20.

Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES

Aelodau'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

- Cyng. Linda Evans (Tai)
- Cyng. Emlyn Dole (Datblygu Economaidd)
- Cyng. Peter Hughes-Griffiths (Diwylliant, Chwaraeon a Thwristiaeth)
- Cyng. David Jenkins (Adnoddau)

<p>Y Gyfarwyddiaeth: Gwasanaethau Corfforaethol</p> <p>Enw Cyfarwyddwr y Gwasanaeth: Chris Moore</p> <p>Awdur yr adroddiad: Chris Moore</p>	<p>Swydd:</p> <p>Cyfarwyddwr y Gwasanaethau Corfforaethol</p>	<p>Rhif Ffôn / Cyfeiriad E-bost:</p> <p>01267 224120 CMoore@sirgar.gov.uk</p>
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EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 16th JANUARY 2020

Revenue & Capital Budget Monitoring Report 2019/20

The Financial monitoring Report is presented as follows:

Revenue Budgets

Appendix A

Summary position for the Community Scrutiny Committee. Services within the Community Scrutiny remit are forecasting a £342k overspend.

Appendix B

Report on the main variances on agreed budgets.

Appendix C

Detail variances for information purposes only.

Appendix D

The HRA is predicting to be underspent by £333k for 2019/20.

Capital Budgets

Appendix E

Details the main variances on capital schemes, which shows a forecasted net spend of £42,943k compared with a working net budget of £44,671k giving a £-1,728k variance. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed.

Appendix F

Details all Capital Regeneration Schemes

Appendix G

Details all Capital Leisure Schemes

Appendix H

Details all Capital Housing General Fund (Private Housing) Schemes

Appendix I

Details all Capital Housing HRA (Public Housing) Schemes

Appendix J

Savings Monitoring Report

DETAILED REPORT ATTACHED?

YES – A list of the main variances is attached to this report.

IMPLICATIONS

<p>I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.</p> <p>Signed: Chris Moore Director of Corporate Services</p>						
Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	NONE	NONE	NONE	NONE

3. Finance

Revenue - The Regeneration & Property, Planning, Leisure & Recreation and Non-HRA Housing Services show a net variance of £342k against the 2019/20 approved budgets and the HRA Housing Service is predicting to be underspent by £333k.

Capital - The capital programme shows a variance of -£1,728k against the 2019/20 approved budget.

Savings Report - The expectation is that at year end £50k of Managerial savings put forward for 2019/20 will not have been delivered however Policy savings are projected to be on target

CONSULTATIONS

<p>I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:</p> <p>Signed: Chris Moore Director of Corporate Services</p>	
<p>1. Local Member(s) – N/A 2. Community / Town Council – N/A 3. Relevant Partners – N/A 4. Staff Side Representatives and other Organisations – N/A</p>	
<p>Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:</p> <p>THESE ARE DETAILED BELOW:</p>	
Title of Document	File Ref No. / Locations that the papers are available for public inspection
2019/20 Budget	Corporate Services Department, County Hall, Carmarthen

Mae'r dudalen hon yn wag yn fwriadol

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Summary

Division	Working Budget				Forecasted				Oct 2019 Forecasted Variance for Year £'000	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Regeneration & Property	12,229	-9,074	6,230	9,384	11,240	-8,154	6,230	9,316	-68	175
Planning	4,165	-2,354	284	2,094	4,471	-2,254	284	2,501	407	463
Leisure & Recreation	15,735	-8,286	4,559	12,008	15,446	-7,998	4,559	12,008	-0	0
Council Fund Housing	9,098	-7,964	243	1,377	9,342	-8,205	243	1,380	4	64
GRAND TOTAL	41,226	-27,679	11,316	24,863	40,499	-26,611	11,316	25,205	342	703

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Main Variances

Tudalen 302

Division	Working Budget		Forecasted		Oct 2019 Forecasted Variance for Year £'000	Notes	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Regeneration & Property							
Regeneration - Core Budgets							
Property	1,176	-42	1,127	-40	-47	Post vacant during year. Due to be filled.	-0
Commercial Properties	31	-521	44	-681	-147	High Occupancy Levels resulting in additional income	-79
Provision Markets	566	-638	569	-579	61	Reduction in Lettings income due to market forces impacting rates achievable.	49
Net Zero Carbon Local Authority	0	0	27	0	27	Costs associated with the authority's commitment to reduce carbon in the forthcoming years	90
Administrative Buildings	2,740	-764	2,731	-729	27	Proposed rental income efficiency of £50k for Ty'r Nant is no longer achievable as building is in the process of being sold. This is partially offset by various small savings on supplies and services.	50
Industrial Premises	529	-1,567	462	-1,610	-110	High Occupancy Levels resulting in additional income	-57
Livestock Markets	58	-205	19	-17	149	Anticipated shortfall in income collected at Nant Y Ci Mart	157
Planning							
Building Control - Other	181	-5	163	0	-12	Vacant posts not expected to fill until Apr '20 at the earliest	1
Policy-Development Planning	567	0	577	-0	10	Overspend due to projected non-achievement of income - no longer carrying out consultancy work for other Depts. etc.	12
Development Management	1,536	-1,274	1,494	-786	446	WG set planning fees, but across Wales there is recognition that full cost recovery of planning services will not be achieved from planning fees alone. Most LPAs only cover on average 60% of their costs of delivering the development management service through fees, and the last increase in fees was in 2015. WG expect that at least part of the Development Management function should be met by Local Authorities themselves – to encourage development to come forward. Currently Carmarthenshire's Development Management section is budgeted to fund 78% of its costs through fees generated, this is currently being reviewed. WG have committed to review fees, but there is no known timetable for this workstream.	483
Tywi Centre	34	-34	77	-98	-21	Projected surplus being generated from running training courses at the Tywi Centre	-13
Leisure & Recreation							
Millenium Coastal Park	221	-105	226	-137	-27	One off Compensation income from Welsh Water	-23
Pendine Outdoor Education Centre	500	-333	423	-299	-43	Forecast reduction in Instructor hours to budget based on confirmed bookings	5
Carmarthen Leisure Centre	1,567	-1,606	1,556	-1,538	57	Forecasting lower sales volumes in income to budget	38
St Clears Leisure Centre	141	-41	155	-43	12	Design fee costs to support Capital funding bid not budgetted	-3
Amman Valley Leisure Centre	846	-707	831	-745	-52	Forecasting higher sales volumes in income to budget	-55
Sport & Leisure General	877	-58	884	-51	14	Free swim grant only approved for 6 months £14k	14

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Main Variances

Division	Working Budget		Forecasted		Oct 2019 Forecasted Variance for Year £'000	Notes	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Outdoor Recreation - Staffing costs	229	0	275	0	45	Operational staffing and Agency costs linked to long term sickness and implementation of restructure. This variance is likely to reduce once fully implemented	16
Llyn Lech Owain Country Park	85	-33	84	-52	-22	Forecasting higher income to budget due to sale of wood from planned Tree Felling	-20
Museums General	175	0	193	0	18	Unable to achieve vacancy factor	24
Arts General	39	0	5	0	-34	Vacant post being held pending Service review	-35
St Clears Craft Centre	151	-88	143	-56	24	Forecast shortfall in income to budget in this newly established in-house catering facility	16
Laugharne Boathouse	147	-109	168	-116	15	Forecast overspend in casual Customer Service Assistant posts	11
Oriel Myrddin CCC	108	0	118	0	10	Backdated NNDR costs £6k and Internal Design fees £4k supporting ACW grant bid	0
Leisure Management	400	0	360	0	-40	Vacant posts being held pending Service review	-29
Council Fund Housing							
Independent Living and Affordable Homes	104	-45	80	-45	-24	Underspends on supplies and services	-6
Social Lettings Agency	782	-786	686	-672	19	Underachievement of income on housing benefits	0
Other Council Fund Housing	8,212	-7,134	8,576	-7,489	9		70
Other Variances					-23		-12
Grand Total					342		703

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

Tudalen 304

Division	Working Budget				Forecasted				Oct 2019 Forecasted Variance for Year £'000	Notes	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Regeneration											
Regeneration - Core Budgets											
Regeneration Management	319	0	0	319	292	0	0	292	-27	Staff time rechargeable to City Deal project	-33
Parry Thomas Centre	31	-31	1	1	34	-33	1	1	0		0
Betws wind farm community fund	87	-87	1	1	87	-86	1	1	0		0
Welfare Rights & Citizen's Advice	132	0	2	134	132	0	2	134	0		0
Llanelli Coast Joint Venture	140	-140	5	5	140	-140	5	5	-0		-0
The Beacon	149	-139	43	53	173	-163	43	53	0		-0
Econ Dev-Rural Carmarthen, Ammanford, Town Centres	380	0	7,125	7,505	380	0	7,125	7,505	-0		0
Econ Dev-Llanelli, C Hands, Coastal,Business, Inf & Ent	440	0	45	486	440	0	45	486	-0		0
Community Development and External Funding	470	0	132	603	470	0	132	603	-0		0
Wellness	100	-75	11	36	191	-166	11	36	-0		-0
City Deal	1,123	-1,123	4	4	375	-375	4	4	-0		-0
Property	1,176	-42	-1,216	-81	1,127	-40	-1,216	-129	-47	Post vacant during year. Due to be filled.	-0
Commercial Properties	31	-521	581	91	44	-681	581	-55	-147	High Occupancy Levels resulting in additional income	-79
Provision Markets	566	-638	419	347	569	-579	419	408	61	Reduction in Lettings income due to market forces impacting rates achievable.	49
Renewable Energy Fund	0	-50	0	-50	0	-50	0	-50	-0		-0
Net Zero Carbon Local Authority	0	0	0	0	27	0	0	27	27	Costs associated with the authority's commitment to reduce carbon in the forthcoming years	90
Operational Depots	315	0	59	374	314	0	59	373	-1		-2
Administrative Buildings	2,740	-764	-2,320	-344	2,731	-729	-2,320	-317	27	Proposed rental income efficiency of £50k for Ty'r Nant is no longer achievable as building is in the process of being sold. This is partially offset by various small savings on supplies and services.	50
Industrial Premises	529	-1,567	801	-237	462	-1,610	801	-347	-110	High Occupancy Levels resulting in additional income	-57
County Farms	73	-329	421	165	50	-306	421	165	-0		0
Livestock Markets	58	-205	4	-142	19	-17	4	7	149	Anticipated shortfall in income collected at Nant Y Ci Mart	157
Externally Funded Schemes	3,368	-3,365	111	115	3,181	-3,177	111	115	-0		0
Regeneration Total	12,229	-9,074	6,230	9,384	11,240	-8,154	6,230	9,316	-68		175
Planning											
Planning Admin Account	333	-14	-97	223	836	-521	-97	219	-4		-8
Building Regulations Trading - Chargeable	475	-530	56	0	382	-438	56	-0	-0		-0
Building Regulations Trading - Non- chargeable	30	0	7	37	27	0	7	34	-3		-3
Building Control - Other	181	-5	13	189	163	0	13	177	-12	Vacant posts not expected to fill until Apr '20 at the earliest	1

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

Division	Working Budget				Forecasted				Oct 2019 Variance for Year Forecasted for £'000	Notes	August 2019 Variance for Year Forecasted for £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Minerals	353	-225	45	174	307	-183	45	169	-4		-8
Policy-Development Planning	567	0	34	601	577	-0	34	611	10	Overspend due to projected non-achievement of income - no longer carrying out consultancy work for other Depts. etc.	12
Development Management	1,536	-1,274	182	444	1,494	-786	182	890	446	WG set planning fees, but across Wales there is recognition that full cost recovery of planning services will not be achieved from planning fees alone. Most LPAs only cover on average 60% of their costs of delivering the development management service through fees, and the last increase in fees was in 2015. WG expect that at least part of the Development Management function should be met by Local Authorities themselves – to encourage development to come forward. Currently Carmarthenshire's Development Management section is budgeted to fund 78% of its costs through fees generated, this is currently being reviewed. WG have committed to review fees, but there is no known timetable for this workstream.	483
Tywi Centre	34	-34	9	8	77	-98	9	-12	-21	Projected surplus being generated from running training courses at the Tywi Centre	-13
Conservation	405	-22	30	413	395	-16	30	409	-4		-2
Caeau Mynydd Mawr - Marsh Fritillary Project	133	-133	4	4	105	-105	4	4	-0		0
Morfa Berwick S.106 fund	11	-11	0	0	0	0	0	0	0		-0
WPD Grid Connection S.106 Project	40	-40	1	1	40	-40	1	1	0		0
Water Vole S.106 Project	2	-2	0	0	0	0	0	0	0		0
GT South Wales Regional Aggregates Working Party	50	-50	0	0	50	-50	0	-0	-0		0
GT Waste planning monitoring report	16	-16	0	0	16	-16	0	-0	-0		0
Planning Total	4,165	-2,354	284	2,094	4,471	-2,254	284	2,501	407		463
Leisure & Recreation											
Millenium Coastal Park	221	-105	969	1,085	226	-137	969	1,058	-27	One off Compensation income from Welsh Water	-23
Burry Port Harbour	81	-149	45	-24	77	-141	45	-19	5		6
Discovery Centre	37	-78	63	22	37	-80	63	19	-2		0
Pennine Outdoor Education Centre	500	-333	76	243	423	-299	76	201	-43	Forecast reduction in Instructor hours to budget based on confirmed bookings	5
Pembrey ski shop	0	-40	0	-40	0	-38	0	-38	2		-1
Pembrey Ski Slope	344	-350	118	111	359	-356	118	121	9		4
Sport & Leisure West	1	0	22	23	1	0	22	23	0		0
Newcastle Emlyn Sports Centre	275	-129	24	169	270	-130	24	164	-5		-3
Carmarthen Leisure Centre	1,567	-1,606	618	579	1,556	-1,538	618	635	57	Forecasting lower sales volumes in income to budget	38

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

Tudalen 306

Division	Working Budget				Forecasted				Oct 2019 Forecasted Variance for Year £'000	Notes	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
St Clears Leisure Centre	141	-41	89	190	155	-43	89	202	12	Design fee costs to support Capital funding bid not budgetted	-3
Bro Myrddin Indoor Bowling Club	0	0	75	75	0	0	75	75	0		0
Sport & Leisure East	57	0	17	74	57	0	17	74	0		0
Amman Valley Leisure Centre	846	-707	79	218	831	-745	79	166	-52	Forecasting higher sales volumes in income to budget	-55
Brynamman Swimming Pool	0	0	7	7	0	0	7	7	0		0
Llandoverly Swimming Pool	197	-93	15	119	200	-88	15	128	9		3
Garnant Golf Course	0	0	1	1	0	0	1	1	0		0
Gwendraeth Sports Centre	0	0	4	4	0	0	4	4	0		0
Dinefwr Bowling Centre	0	0	93	93	-0	0	93	93	-0		0
Actif Communities	124	-22	0	103	124	-22	0	103	0		1
Actif Facilities	336	0	0	336	336	0	0	336	0		0
Actif health, fitness and dryside	0	0	0	0	2	0	0	2	2		0
Specialist populations	54	-54	0	0	54	-54	0	-0	-0		0
5 x 60 (E)	224	-281	9	-47	224	-281	9	-47	-0		6
Dragon Sport (E)	120	-51	26	95	120	-51	26	95	-0		-6
LAPA Additional Funding (E)	26	-26	0	0	26	-26	0	0	0		0
Sport & Leisure General	877	-58	44	863	884	-51	44	877	14	Free swim grant only approved for 6 months £14k	14
National Exercise Referral Scheme (E)	197	-192	8	13	183	-177	8	13	0		-0
Sport & Leisure South	54	-23	18	50	54	-23	18	50	0		0
PEN RHOS 3G PITCH	24	-36	0	-12	16	-27	0	-10	1		0
Llanelli Leisure Centre	1,275	-1,015	599	858	1,250	-984	599	865	7		-4
Coedcae Sports Hall	38	-14	3	28	39	-9	3	33	6		3
ESD Rev Grant - Ynys Dawela	43	-43	2	2	43	-43	2	2	0		-0
Wales Coast Path Maintenance Fund (E)	66	-66	1	1	66	-66	1	1	0		-0
Country Parks General	460	0	73	533	456	-4	73	525	-8		-7
Outdoor Recreation - Staffing costs	229	0	89	319	275	0	89	364	45	Operational staffing and Agency costs linked to long term sickness and implementation of restructure. This variance is likely to reduce once fully implemented	16
Pembrey Country Park	650	-812	102	-61	656	-812	102	-55	6		8
Llyn Lech Owain Country Park	85	-33	22	75	84	-52	22	53	-22	Forecasting higher income to budget due to sale of wood from planned Tree Felling	-20
Pembrey Country Park Restaurant	334	-260	0	74	335	-261	0	75	0		1
Carmarthen Library	444	-33	141	553	437	-20	141	559	6		4
Ammanford Library	278	-16	43	304	275	-14	43	304	-0		-0
Llanelli Library	461	-35	110	536	464	-32	110	541	5		3
Community Libraries	221	-9	202	414	223	-7	202	418	3		-2
Libraries General	1,070	-1	62	1,131	1,063	-1	62	1,124	-7		-0
Mobile Library	121	0	12	133	120	0	12	132	-1		-0
Carmarthen Museum, Abergwili.	179	-14	86	251	179	-16	86	248	-3		4
Kidwelly Tinplate Museum	17	0	1	18	10	0	1	11	-7		-0

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

Division	Working Budget				Forecasted				Oct 2019 Forecasted Variance for Year £'000	Notes	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Parc Howard Museum	98	-43	51	106	168	-118	51	101	-5		3
Museum of speed, Pendine	71	-25	20	66	52	0	20	72	6		6
Museums General	175	0	12	187	193	0	12	205	18	Unable to achieve vacancy factor	24
GT Great Places- Llanelli	132	-132	0	0	48	-48	0	0	0		-0
Archives General	133	-2	44	175	133	-2	44	176	0		7
Arts General	39	0	14	53	5	0	14	19	-34	Vacant post being held pending Service review	-35
St Clears Craft Centre	151	-88	46	108	143	-56	46	133	24	Forecast shortfall in income to budget in this newly established in-house catering facility	16
Cultural Services Management	82	0	11	93	82	0	11	93	0		0
Laugharne Boathouse	147	-109	30	68	168	-116	30	83	15	Forecast overspend in casual Customer Service Assistant posts	11
Lyric Theatre	401	-311	66	156	343	-257	66	152	-5		-2
Y Ffwrnes	783	-480	170	473	703	-406	170	468	-5		6
Ammanford Miners Theatre	59	-26	2	35	52	-17	2	37	2		4
Entertainment Centres General	486	-46	83	523	489	-51	83	520	-2		-8
Oriel Myrddin Trustee	187	-187	0	-0	191	-191	0	0	0		0
Oriel Myrddin CCC	108	0	37	146	118	0	37	156	10	Backdated NNDR costs £6k and Internal Design fees £4k supporting ACW grant bid	0
Motor Sports Centre - Pembrey	0	-82	0	-82	0	-82	0	-82	0		0
Pendine Beach	5	-30	0	-25	5	-27	0	-22	3		6
Beach safety	2	0	0	2	1	0	0	1	-1		-1
Leisure Management	400	0	5	405	360	0	5	365	-40	Vacant posts being held pending Service review	-29
Leisure & Recreation Total	15,735	-8,286	4,559	12,008	15,446	-7,998	4,559	12,008	-0		0
Council Fund Housing											
Independent Living and Affordable Homes	104	-45	64	123	80	-45	64	99	-24	Underspends on supplies and services	-6
Supporting People Providers	6,495	-6,495	0	0	6,495	-6,495	0	-0	-0		-0
Rent Smart Wales Project (E)	18	-18	0	0	18	-18	0	0	0		0
Syrian Resettlement Scheme (E)	0	0	2	2	-0	0	2	2	-0		0
Local Housing Company	0	0	0	0	-0	0	0	-0	-0		0
GT Pre Tenancy Training	16	-16	0	0	12	-11	0	0	0		-0
Home Improvement (Non HRA)	691	-297	121	515	673	-270	121	524	9		64
Pennyryn Traveller Site	172	-127	14	59	169	-125	14	58	-0		-4
Landlord Incentive	13	-10	0	3	13	-10	0	3	-0		3
Homelessness	156	-66	18	109	196	-105	18	109	-0		4
Non-HRA Affordable Housing	0	0	0	0	0	0	0	0	0		-7
Non-Hra Re-Housing (Inc Chr)	160	0	4	164	160	0	4	164	-0		-4
Temporary Accommodation	492	-106	6	392	841	-455	6	392	-0		14
Social Lettings Agency	782	-786	10	5	686	-672	10	24	19	Underachievement of income on housing benefits	0
Houses Into Homes WG Grant Scheme	0	0	0	0	-0	0	0	0	-0		-0
Home Improvement Loan Scheme	0	0	0	0	-0	0	0	-0	-0		0

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Variances

Tudalen 308

Division	Working Budget				Forecasted				Oct 2019 Forecasted Variance for Year £'000	Notes	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Houses Into Homes WG Loan Scheme	0	0	4	4	-0	0	4	4	-0		-0
Community Cohesion Fund Grant (H)	0	0	0	0	-0	0	0	-0	-0		-0
Homelessness Prevention Grant Programme	0	0	0	0	-0	0	0	-0	-0		-0
Council Fund Housing Total	9,098	-7,964	243	1,377	9,342	-8,205	243	1,380	4		64
TOTAL FOR COMMUNITY	41,226	-27,679	11,316	24,863	40,499	-26,611	11,316	25,205	342		703

Housing Revenue Account - Budget Monitoring as at 31st October 2019

	Working Budget	Forecasted Actual	Oct 2019	Notes	August 2019
	£'000	£'000	Variance for Year £'000		Forecasted Variance for Year £'000
Expenditure					
Expenditure					
Repairs & Maintenance					
Responsive	1,802	1,721	-81		50
Minor Works	3,022	3,022	0		0
Voids	3,375	3,421	45		13
Servicing	1,687	1,816	128	Anticipated expenditure based on profiled spend to date. Includes breakdown costs within servicing	0
Drains & Sewers	139	130	-9		-1
Grounds	749	749	0		0
Unadopted Roads	105	105	0		0
Supervision & Management					
Employee	4,614	4,614	0		47
Premises	1,433	1,433	-0		6
Transport	64	55	-9		-10
Supplies	819	819	-0		-25
Recharges	2,253	2,252	-1		0
Provision for Bad Debt	504	490	-14		-0
Capital Financing Cost	14,542	14,209	-333	Forecast reduction in interest rate applicable	-212
Central Support Charges	1,652	1,652	0		0
Total Expenditure	36,761	36,488	-273		-134

Housing Revenue Account - Budget Monitoring as at 31st October 2019

	Working Budget	Forecasted Actual	Oct 2019	Notes	August 2019
	£'000	£'000	Variance for Year £'000		Forecasted Variance for Year £'000
Income					
Rents	-41,199	-41,090	108	Underachievement of rental income due to higher void loss than budgeted	189
Service Charges	-706	-754	-48	Based on Financial statements, week 31 data. Overachievement of service charges	1
Supporting People	-79	-79	0		0
Interest on Cash Balances	-102	-102	0		0
Grants	-245	-245	0		0
Insurance	0	-171	-171	Settlement of R&M insurance claims	-183
Other Income	-531	-480	51	Underachievement of income from Commission on Sales relating to the collection of water rates and Fees recoverable	93
Total Income	-42,862	-42,922	-60		101
Net Expenditure	-6,101	-6,434	-333		-32

HRA Reserve	£'000
Balance b/f 01/04/2019	14,314
Budgeted movement in year	6,101
Variance for the year	333
Balance c/f 31/03/2020	20,748

Capital Programme 2019/20

Capital Budget Monitoring - Report for October 2019 - Main Variances

	Working Budget			Forecasted			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
DEPARTMENT/SCHEMES								
REGENERATION	16410	-4525	11885	16050	-4175	11875	-10	No Major Variances.
COMMUNITIES								
- Leisure	5,915	-129	5,786	5,898	-129	5,769	-17	No Major Variances.
- Private Housing	2,367	-396	1,971	2,397	-396	2,001	30	No Major Variances.
- Public Housing	31,267	-6,238	25,029	29,776	-6,478	23,298	-1,731	
Sewerage Treatment Works Upgrading	184	0	184	90		90	-94	The treatment works refurbishment schemes are with Highways and Transport Engineers to develop detailed programme and estimated costs. Design fees only in 2019/20, with works to start in 2020/21.
Sheltered Housing Investment	1,999	0	1,999	1,492	0	1,492	-507	The works at one complex is not commencing until January 2020, with the majority of expenditure falling in 2020-21.
Rendering and External Works	1,970	0	1,970	1,772	0	1,772	-198	Rendering and wall tie renewal at one site not commencing until the fire safety works are completed.
Stock Condition Survey 2019/20 - County Wide	150	0	150	28	0	28	-122	Survey to be undertaken in-house and will commence in 2020/21.
Station Road / Tyisha Masterplan	1,000	0	1,000	555	0	555	-445	Significant preparation work being undertaken in terms of the major regeneration works planned. Fully costed plans to be developed with strategic partner(s) in early part of 2020 that will confirm detailed financial profile for overall development.
Assisted Living Schemes	300	0	300	25	0	25	-275	Slight delay in development of one supported housing scheme in Llanelli area.
Other Projects with Minor Variances	25,664	-6,238	19,426	25,814	-6,478	19,336	-90	
TOTAL	55,959	-11,288	44,671	54,121	-11,178	42,943	-1,728	

Mae'r dudalen hon yn wag yn fwriadol

Regeneration

Capital Budget Monitoring - Scrutiny Report for October 2019

		Working Budget			Forecasted			Variance for year £'000	Comment
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
Llanelli JV General	Ongoing	102	0	102	102	0	102	0	
Swansea Bay City Region Projects	Ongoing	2,788	0	2,788	2,788	0	2,788	0	
County Wide Regeneration fund 2015-16 Onwards		3,200	0	3,200	3,200	0	3,200	0	
Rural Enterprise Fund	Mar-21	481	0	481	481	0	481	0	
Transformation Commercial Property Development Fund	Mar-21	819	0	819	819	0	819	0	
Purchase of Grillo Site, Burry Port	Mar-20	1,900	0	1,900	1,900	0	1,900	0	
Llanelli, Cross Hands & Coastal Belt Area		3,357	-868	2,489	3,407	-928	2,479	-10	
Cross Hands East strategic Employment Site Ph1	Mar-20	837	0	837	827	0	827	-10	
Opportunity Street (Llanelli)	Ongoing	524	0	524	524	0	524	0	
Llanelli Regeneration Plan	Ongoing	17	0	17	17	0	17	0	
Cross Hands East Phase 2	Ongoing	1,979	-868	1,111	2,039	-928	1,111	0	
Ammanford, Carmarthen & Rural Area		5,382	-2,657	2,725	4,969	-2,244	2,725	0	
Ammanford Town Centre Regeneration	Mar-20	-5	0	-5	20	-25	-5	0	
Coastal Communities - Parry Thomas Centre, Pendine	Completed	65	0	65	65	0	65	0	
Carmarthen Town Regeneration - Jacksons Lane	Ongoing	17	0	17	82	-65	17	0	
Laugharne Carpark	Ongoing	208	0	208	208	0	208	0	
Pendine Iconic International Visitors Destination	Ongoing	4,506	-2,500	2,006	4,003	-1,997	2,006	0	
Margaret St - Retaining Wall & Road Widening	Mar-20	72	0	72	72	0	72	0	
Carmarthen Western Gateway & Wetlands	Ongoing	10	-29	-19	10	-29	-19	0	
Opportunity Street (Ammanford Hwb)	Completed	10	0	10	10	0	10	0	
Ammanford Regeneration Development Fund	Sep-20	180	0	180	180	0	180	0	
TAIS - Pendine Attractor Sand Area	Ongoing	160	-128	32	160	-128	32	0	
Llandeilo Market Hall	Ongoing	159	0	159	159	0	159	0	
Burry Port Coastal Risk & Regeneration Project	Mar-20	1,000	-1,000	0	1,003	-1,003	0	0	
Acquisitions of County Buildings	Mar-20	339	0	339	339	0	339	0	
Town Centre Loan Scheme	Mar-20	242	0	242	242	0	242	0	
NET BUDGET		16,410	-4,525	11,885	16,050	-4,175	11,875	-10	

Leisure

Capital Budget Monitoring - Scrutiny Report for October 2019

		Working Budget			Forecasted			Variance for year £'000	Comment
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
Swansea Bay City Region Projects	Ongoing	11	0	11	11	0	11	0	
Leisure Centres		921	0	921	921	0	921	0	
Carmarthen Leisure Centre & Track	Mar-20	326	0	326	326	0	326	0	
Amman Valley Leisure Centre Masterplan	Ongoing	595	0	595	595	0	595	0	
Countryside Recreation & Access	Ongoing	178	0	178	160	0	160	-18	
Libraries & Museums		1,676	0	1,676	1,677	0	1,677	1	
County Museum Roof, Abergwili	Ongoing	500	0	500	500	0	500	0	
Carmarthenshire Archives Relocation	Completed	1,095	0	1,095	1,096	0	1,096	1	
Carms Museums Collections	Ongoing	30	0	30	30	0	30	0	
Parc Howard Master Plan	Ongoing	51	0	51	51	0	51	0	
Parks		1,084	0	1,084	1,084	0	1,084	0	
Burry Port Harbour Dredging	Completed	1	0	1	1	0	1	0	
Closed Circuit Track	Completed	30	0	30	30	0	30	0	
Burry Port Harbour Wall - 2017-2026	Ongoing	1,016	0	1,016	1,016	0	1,016	0	
Cwmamman AFC Ground Improvements	Mar-20	37	0	37	37	0	37	0	
Country Parks & Golf Courses		2,045	-129	1,916	2,045	-129	1,916	0	
Pembrey Country Park - Strategic Infrastructure Development	Ongoing	246	0	246	246	0	246	0	
Pembrey Country Park - Visitor Hub and Café	Completed	1,303	0	1,303	1,303	0	1,303	0	
TAIS - Pembrey Country Park - Amenity Block & Signage	Mar-20	114	-89	25	114	-89	25	0	
Pembrey Country Park - Cycling Hub	Ongoing	232	-40	192	232	-40	192	0	
Pembrey Country Park - Miniature Golf Course (Development Fund)	Ongoing	150	0	150	150	0	150	0	
NET BUDGET		5,915	-129	5,786	5,898	-129	5,769	-17	

Housing G.F.(Private Sector)**Capital Budget Monitoring - Scrutiny Report for October 2019**

		Working Budget			Forecasted		
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Private Sector Housing - Capital Receipts	Ongoing	0	-32	-32	0	-32	-32
Renewal Assistance	Mar-20	90	-90	0	90	-90	0
Disabled Facility Grants	Ongoing	2,031	0	2,031	2,031	0	2,031
ART Homes (Property Appreciation Loan)	Completed	0	-28	-28	0	-28	-28
Travellers Sites General	Mar-20	0	0	0	30	0	30
ENABLE - Adaptations to Support Independent	Mar-20	246	-246	0	246	-246	0
NET BUDGET		2,367	-396	1,971	2,397	-396	2,001

Variance for year £'000	Comment
0	
0	
0	
0	
0	
30	
0	
30	

Housing H.R.A.(Public Sector)

Capital Budget Monitoring - Scrutiny Report for October 2019

		Working Budget			Forecasted		
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Public Sector Housing External Funding	Ongoing	0	-6,190	-6,190	0	-6,210	-6,210
Sewage Treatment Works Upgrading	Sep-20	184	0	184	90	0	90
Internal and External Works (Housing Services)	Ongoing	31	0	31	31	0	31
Internal and External Works (PROPERTY)		12,637	0	12,637	11,932	0	11,932
Sheltered Housing Investment	Ongoing	1,999	0	1,999	1,492	0	1,492
Voids To Achieve The CHS (VOI)	Ongoing	4,014	0	4,014	4,014	0	4,014
Planned M&E Works (PSW)	Ongoing	680	0	680	680	0	680
Internal Refurbishment (PKB)	Ongoing	1,178	0	1,178	1,178	0	1,178
Housing Minor Works (HMO)	Ongoing	1,504	0	1,504	1,504	0	1,504
Rendering and External Works (EXP & EXI)	Ongoing	1,970	0	1,970	1,772	0	1,772
External Insulating over Render	Ongoing	0	0	0	0	0	0
Re-Roofing - Council Dwellings	Ongoing	1,292	0	1,292	1,292	0	1,292
Environmental Works (Housing Services)	Ongoing	273	0	273	284	0	284
Adaptations and DDA Works (Building Services)	Ongoing	2,040	0	2,040	2,040	0	2,040
Programme Delivery and Strategy		602	0	602	441	0	441
CHS Programme	Ongoing	198	0	198	198	0	198
Stock Condition Survey 2019/20 - County Wide	Ongoing	150	0	150	28	0	28
Risk Reduction Measures	Ongoing	254	0	254	215	0	215
Housing Development Programme (New builds & Purchase of Private Dwellings for Hsg Stock)		15,452	0	15,452	14,910	-220	14,690
Strategic Regeneration Schemes	Ongoing	1,115	0	1,115	1,115	0	1,115
Council New Build	Ongoing	8,775	0	8,775	8,770	0	8,770
Rural Housing Needs For Capital Programme	Ongoing	0	0	0	8	0	8

Variance for year £'000	Comment
-20	
-94	The treatment works refurbishment schemes are with Highways and Transport Engineers to develop detailed programme and estimated costs. Design fees only in 2019/20, with works to start in 2020/21.
0	
-705	
-507	The works at one complex is not commencing until January 2020, with the majority of expenditure falling in 2020-21.
0	
0	
0	
0	
-198	Rendering and wall tie renewal at one site not commencing until the fire safety works are completed.
0	
0	
11	
0	
-161	
0	
-122	Survey to be undertaken in-house and will commence in 2020/21.
-39	
-762	
0	
0	
-5	
8	

Housing H.R.A.(Public Sector)

Capital Budget Monitoring - Scrutiny Report for October 2019

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Station Road / Tyisha Masterplan	Ongoing	1,000	0	1,000	555	0	555
Assisted Living Schemes	Ongoing	300	0	300	25	0	25
Self Build	Ongoing	15	0	15	15	0	15
Wellness Village	Ongoing	50	0	50	5	0	5
ICF Main Capital Programme		48	-48	0	48	-48	0
NET BUDGET		31,267	-6,238	25,029	29,776	-6,478	23,298

Variance for year £'000	Comment
-445	Significant preparation work being undertaken in terms of the major regeneration works planned. Fully costed plans to be developed with strategic partner(s) in early part of 2020 that will confirm detailed financial profile for overall development.
-275	Slight delay in development of one supported housing scheme in Llanelli area.
0	
-45	
0	
-1,731	

Mae'r dudalen hon yn wag yn fwriadol

2019-20 Savings Monitoring Report
Community Scrutiny Committee
16th January 2020

1 Summary position as at : 31st October 2019

£50 k variance from delivery target

		2019-20 Savings monitoring		
		2019-20	2019-20	2019-20
		Target	Delivered	Variance
		£'000	£'000	£'000
Chief Executive	(Community Services Scrutiny)	254	204	50
Communities	(Community Services Scrutiny)	332	332	0
Environment	(Community Services Scrutiny)	46	46	0
		632	582	50

2 Analysis of delivery against target for managerial and policy decisions:

Managerial
Policy

£50 k Off delivery target
£0 k ahead of target

	MANAGERIAL			POLICY		
	2019-20	2019-20	2019-20	2019-20	2019-20	2019-20
	Target	Delivered	Variance	Target	Delivered	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Chief Executive	254	204	50	0	0	0
Communities	300	300	0	32	32	0
Environment	46	46	0	0	0	0
	600	550	50	32	32	0

3 Appendix J(i) : Savings proposals not on target

Appendix J(ii) : Savings proposals on target (for information)

Department	2018-19 Budget	FACT FILE	'2019-20 Proposed	'2019-20 Delivered	'2019-20 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		
MANAGERIAL - OFF TARGET							
Chief Executive							
Regeneration							
Admin Buildings	2,381	Energy, rates, telephone and cleaning costs for Administrative Office buildings including St David's Park	97	47	50	£47k : Savings on the running costs of the Council's office accommodation following vacation and subsequent sale or rental & £50k rental of Ty'r Nant offices.	£50k income target on rental of Ty'r Nant no longer achievable following decision to sell the property. This is partly being covered in the current year by savings on supplies and services.
Total Regeneration			97	47	50		
Chief Executive Total			97	47	50		

Communities Total

POLICY - OFF TARGET

Department	18-19 Budget	FACT FILE	'2019-20 Proposed	'2019-20 Delivered	'2019-20 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		

NOTHING TO REPORT

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2019-20 Delivered	2019-20 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	
MANAGERIAL - ON TARGET						
Chief Executive						
Regeneration, Policy & Property						
Industrial Premises	-914	Rental income and costs of managing the Council's 400 industrial units, which provide business accommodation supporting 2,000 jobs in the County	10	10	0	Above-inflation increase in income target
Carbon Reduction Programme	277	Payments under the Government's Carbon Reduction Commitment	35	35	0	Reduction in CRC payments
Economic Development Division	1,541	Economic Development Division forms part of Carmarthenshire County Council's Chief Executive Department. Led by the Director of Regeneration and Policy, it plays a fundamental role in regenerating both Carmarthenshire and the Region through investment and support. Economic Development is an extremely proactive service which has to constantly change to address the needs of Carmarthenshire's businesses and communities through the Integrated Community Strategy as well as addressing and contributing to the delivery of the policies and strategies of the newly formed Swansea Bay City Region, European Commission, UK and Welsh Governments.	112	112	0	Supporting of severance application. Continue to work with external funding partners to maximise income streams. Continue to review the contributions to current programmes and activities.
Total Regeneration			157	157	0	
Chief Executive Total			157	157	0	

Communities**Leisure**

Pembrey Country Park	-43	Pembrey Country Park has been transformed into one of Wales's top visitor attractions providing a unique blend of coast and countryside. Eight miles of golden sands set against the spectacular backdrop of the Gower Peninsula and overlooking the coastal scenery of Carmarthen Bay. There is everything from caravan and camping (with electric), 550 acres of idyllic woodlands, 130m long dry ski slope to the longest toboggan run in Wales - all providing a perfect family day out or a relaxing holiday in idyllic surroundings.	40	40	0	PCP Efficiency saving from previously implemented Invest 2 Save project - no impact on service delivery
Pembrey Country Park	-43	Pembrey Country Park has been transformed into one of Wales's top visitor attractions providing a unique blend of coast and countryside. Eight miles of golden sands set against the spectacular backdrop of the Gower Peninsula and overlooking the coastal scenery of Carmarthen Bay. There is everything from caravan and camping (with electric), 550 acres of idyllic woodlands, 130m long dry ski slope to the longest toboggan run in Wales - all providing a perfect family day out or a relaxing holiday in idyllic surroundings.	25	25	0	Increased Income - combination of Campsite / parking / events
Dinefwr Bowls Club	5	The Indoor Bowls in Ammanford is being managed by a local management board on a reducing subsidy from the authority.	5	5	0	Dinefwr Bowls - last year of reducing subsidy
Gwendraeth Leisure Centre	3	Gwendraeth Sports Centre has a 4 court hall, 2 squash courts; and multi function room. Management has recently been transferred to a community group generating savings of circa £16k. Future community asset transfer via long term lease will deliver further savings.	11	11	0	Gwendraeth LC - saving from already agreed asset transfer
Carmarthen Leisure Centre	-53	Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres	6	6	0	Carmarthen LC Energy Efficiency saving from previously implemented project - no impact on service delivery
Carmarthen Leisure Centre	-53	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in 2017/2018.	21	21	0	CLC increased income - combination of new products and increased usage
Amman Valley Leisure Centre	51	Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres	5	5	0	Amman Valley LC Energy Efficiency saving from previously implemented project - no impact on service delivery
Amman Valley Leisure Centre	51	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in 2017/2018.	15	15	0	AVLC increased income - combination of new products and increased usage
Llanelli Leisure Centre	214	There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in 2017/2018.	13	13	0	Llanelli LC increased income - combination of new products and increased usage

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2019-20 Delivered	2019-20 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	
Pembrey Ski & Activity Centre	38	Pembrey Ski Centre compliments the wider Country park. It has a 130m dry ski slope, one of few left across Wales, and the longest toboggan run in Wales. There is scope to develop the centre for adreniline based activities and an improved catering offer	15	15	0	Pembrey Ski & Activity Centre - new income streams from adrenaline based activities and improved catering offer
Theatres	848	Carmarthenshire Theatres manages the Miners' Ammanford, Lyric Carmarthen and Ffwrnes Llanelli and promotes a broad range of events and productions throughout the year for all age groups and interests. During 2017/18 a total in excess of 100,000 paying customers and participants visited and made use of our facilities. As Carmarthenshire's flagship theatre The Ffwrnes is increasingly establishing itself as one of Wales's leading Cultural and Entertainment venue. 266 visiting companies and hirers 400 performances/events 74,130 attendances 33,805 participants	29	29	0	Reduced agency staffing costs & Increased income - Theatres
Libraries	2,421	Carmarthenshire libraries provides an extensive choice of books, DVDs, CDs, online services, newspapers and magazines, there is something for everyone! With over half a million books on offer between 3 regional, 13 branch and mobile libraries you're never too far away from a centre of knowledge. Public access computers and Wi-Fi are available at all libraries. Keeping up to date with technology there is now the Playstation 4 available at Llanelli, Carmarthen and Ammanford library. Carmarthenshire is the 4 th busiest Library in Britain. There have been over 600,00 issues of books per year. Promoting a new mobile service in January 2017 as an out of reach service, linking up with various partners to deliver this new service.	5	5	0	Libraries - cost efficiencies and income generation through room hire
Arts	249	Arts venues include Oriol Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne	10	10	0	Arts Venues - reduced costs & increased income
Total Leisure			200	200	0	
Homes & Safer Communities						
Council Fund Housing	1,160	The Housing Options and Advice Team receive over 30,000 calls a year for housing related advice. One of the duties of the team is to assist homeless households with rehousing. Interim accommodation is used whilst completing an investigation into our statutory duty to rehouse. B&Bs were historically used to provide temporary accommodation while the investigation was undertaken. However, this was costly and often not the most appropriate type of accommodaton. We now procure/lease properties from the private rented sector which is better vale and allows us to place households in appropriate accommodation. Lease contracts are currently being reviewed so that they are fit for purpose and provide better value for money. There are also identified oppourtunties to increase the income of the section through fees and recharges.	100	100	0	Realignment of funding for existing posts as a result of utilisation of Homelessness Prevention Grant and reassessment of Housing Revenue Account support
Total - Homes & Safer Communities			100	100	0	
Communities Total			300	300	0	

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2019-20 Delivered	2019-20 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	
Environment Planning						
Development Management	211	<ul style="list-style-type: none"> The Development Management Unit manages the statutory planning application process (including pre application and also discharge of conditions and variation of conditions post approval). The Unit deals with between 1700 and 1900 applications on average each year (roughly 150 cases per annum per Officer). The unit is also responsible for planning enforcement matters including enforcement of planning conditions and unauthorised development and built conservation matters, dealing with roughly 500 cases per annum. 	12.5	12.5	0	£10k : additional predicted income from new statutory Pre-application service; £2.5k : reduction in meeting costs.
Minerals & Waste	134	<ul style="list-style-type: none"> The Team ensure that the significant aggregate resources and waste within Carmarthenshire are provided and managed in a sustainable way. This involves dealing with applications for waste and mineral workings/sites, dealing with enforcement matters relating to such sites and also required monitoring regarding the operation of such sites. The Team also undertake the above functions in whole or in part for another 7 Local Authorities in South and West Wales. 	10	10	0	Increase in income through various Service Level Agreements coupled with some savings to be made through reconfiguration of the Team which is aimed at improving the resilience of the Team going forward.
Forward Planning	548	<ul style="list-style-type: none"> Division responsible for producing and assisting with implementation, including on-going monitoring of plan delivery and on-going revision of evidence base, of all development plans which cover or part cover Carmarthenshire. These plans include: <ul style="list-style-type: none"> Spatial plans – the potential for plans to span more than one (or part of) County in future years the Local Development Plan which was adopted for Carmarthenshire in 2014 and Development Briefs for specific sites and areas - a number of which have now been produced for the County. Also involved in assisting with development and or disposal of Council owned land/property in relation to advising on potential uses and providing consultancy role regarding preparation of planning applications on behalf of the Council. 	3.5	3.5	0	General savings identified within the Forward Planning budget which are not related to the production of the LDP.
Rural Conservation	377	Conservation of the natural environment.	2	2	0	Reduction in travel costs.
Planning Admin.	325	<ul style="list-style-type: none"> Budget covers Head of Service functions along with business and administrative support to all functions within the Planning Division including: Development Management & Built Heritage (incl. Enforcement); Building Control, Rural Conservation, Waste and Minerals, Forward Planning (Development Plans) . Functions include general research and policy work, publishing and printing, business planning, budget planning, orders and payments, monitoring, health and safety, IT systems and licenses, general procurement. 	9.3	9.3	0	£5.3k : Reduction in translation and postage budgets; £2k : Use QGIS by 2019/20, can reduce mapinfo license annual fee for 10 users; £2k : revised contract with scanner/printer company.
Planning Admin.	See above	-----"	4	4	0	Increase street Name and Numbering fees which hasn't been done for a number of years
Building Control	148	<ul style="list-style-type: none"> The Building Control Unit has overall responsibility for the management and administration of building control compliance in accordance with statutory requirements. 	5	5	0	Start charging for demolition notices. Other LAs charge between £200 and £400 for these, no extra work as do this work already but for free. Checking number per annum. Had 11 last year but we know there are far more that should be getting permission - by checking weekly list more business could be picked up
Total Planning division			46	46	0	
Environment Total			46	46	0	

POLICY - ON TARGET**Community Services**

Y Gat	51	Y Gat (formerly known as St. Clears Craft Centre) is an arts facility that also hosts the local library and a franchise catering operator. The facility has an open gallery / shop area along with conference rooms facilities and studio spaces for local artists to hire.	14	14	0	Business review of Y Gat (St. Clears)
Libraries	2,421	Carmarthenshire libraries provides a wide variety of books, DVDs, CDs, online services, newspapers and magazines for the residents of Carmarthenshire. The libraries contain over half a million books between 3 regional, 13 branch and mobile libraries, furthermore, all libraries also have public access computers and Wi-Fi.	10	10	0	This proposal considers the potential to co-locate branch libraries with other businesses or premises to help reduce running costs and potentially increase visitor numbers.
Parc Howard	52	Parc Howard Museum is located within the listed Mansion house at Parc Howard, Llanelli. The costs of running Parc Howard are shared between Carmarthenshire County Council and Llanelli Town Council.	8	8	0	This proposal considers revised opening hours for the Museums, reducing overall opening periods, especially during the Winter months when visitor numbers drop off significantly. Feedback is welcomed on revised opening hours (times / days and seasonally) to improve the efficiency of the service.
Community Services Total			32	32	0	

Mae'r dudalen hon yn wag yn fwiadol

PWYLLGOR CRAFFU CYMUNEDAU 16EG IONAWR 2020

Diweddariad Gweithredu Craffu

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Hoelio sylw ar y cynnydd sy'n cael ei wneud mewn perthynas â'r camau, y ceisiadau neu'r atgyfeiriadau a gofnodwyd yng nghyfarfodydd blaenorol y Pwyllgor.

Rhesymau:

- Er mwyn i'r aelodau gyflawni eu dyletswyddau craffu mewn perthynas â monitro perfformiad.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: NAC OES

Aelod y Bwrdd Gweithredol sy'n gyfrifol am y Portffolio: *DDIM YN BERTHNASOL*

<p>Y Gyfarwyddiaeth: Prif Weithredwr</p> <p>Enw Pennaeth y Gwasanaeth: Linda Rees-Jones</p> <p>Awdur yr adroddiad: Kevin Thomas</p>	<p>Swyddi:</p> <p>Pennaeth Gweinyddiaeth a'r Gyfraith</p> <p>Swyddog Gwasanaeth Democraidaidd</p>	<p>Rhifau Ffôn / Cyfeiriadau E-bost:</p> <p>01267 224010 lrjones@sirgar.gov.uk</p> <p>01267 224027 kithomas@sirgar.gov.uk</p>
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EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 16TH JANUARY 2020

Scrutiny Actions Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Community Scrutiny Committee Reports and Minutes	Meetings from September 2016 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?Committeed=186

Mae'r dudalen hon yn wag yn fwriadol

Community Scrutiny Committee Actions 2018-2019

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
CS 001 - 18/19	11th May, 2018	Action	Draft New Corporate Strategy Members to be provided with statistics detailing the numbers of welsh speakers and learners employed by the authority, with specific attention if possible to the numbers of front line library staff	The requested information has been provided to the Committee members	L. Evans	Completed
CS002 - 18/19	11th May, 2018	Recommendation	Draft New Corporate Strategy	Recommended to the Executive Board that the Strategy be endorsed - Referred to the Executive Board on the 4th June, 2018 and Council on the 13th June where the report was accepted	R. James	Completed
CS003- 18/19	11th May, 2018	Recommendation	Homelessness Strategy	Recommended to the Executive Board that the Strategy be approved - Referred to Executive Board on the 4th June where the report was accepted	J. Morgan	Completed
CS003- 18/19	11th May, 2018	Recommendation	Amendment to the Private Sector Renewal Policy	Recommended to the Executive Board that the amendment to the Policy be approved - Referred to Executive Board on the 4th June where the report was accepted	J. Morgan	Completed
CS004 - 18/19	11th May, 2018	Action	Amendment to the Private Sector Renewal Policy A report is to be presented to a future meeting of the Committee on the work undertaken subsequent to the Committees previous Task and Finish Group on empty properties	A report is to be presented to a future meeting of the Scrutiny Committee (possibly in September/October) in relation to the progress on empty properties following the Task and Finish Group's previous work. The Report was presented to the Committee meeting held on the 21st September, 2018.	J. Morgan	Completed
CS005- 18/19	11th May, 2018	Recommendation	Revised Cwmarthenshire Local Development Plan 2018-2033 Draft Delivery Agreement It was recommended to the Executive Board that the report be adopted	Referred to Executive Board on the 4th June and Council on the 13th June where the report was adopted	I. Llewellyn	Completed
CS006 - 18/19	11th May, 2018	Recommendation	Draft Supplementary Planning Guidance - Wind and Solar Energy - Carmarthenshire Local Development Plan It was recommended that the report be adopted for consultation	Report was considered by Council on the 13th June 2018 where it was approved for public consultation	I. Llewellyn	Completed

Community Scrutiny Committee Actions 2018-2019

Tudalen 330

CS007-18/19	11th May, 2018	Recommendation	Community Scrutiny Committee Forward Work Programme 18/19 The Report be adopted subject to: 1. The Task and Finish Group on Empty Properties not being progressed. 2. The LDP Preferred Strategy Report being moved form July to the end of 2018. 3. A seminar being arranged for all members on the the work of the Task Groups set up for Ammanford and Llanellii and to report on regeneration within Carmarthen Town	1. The Task and Finish Group on Empty Properties not being progressed. 2. The LDP Preferred Strategy Report being moved from July to the end of 2018. The Strategy is scheduled for consideration at the 23rd November, 2018 meeting 3. A seminar is being arranged for all members on the work of the Task Groups set up for Ammanford and Llanellii and to report on regeneration within Carmarthen Town. Arragements are being made for the seminar to be held at the end of 2018/early 2019. Seminar has been arranged for the 30th January, 2019	K. Thomas K. Thomas S. Walters	Completed Completed Completed
	25th June, 2018	Recommendation	Carmarthenshire Arts Strategy: It was recommended to the Executive Board that the Strategy be adopted.	The report was considered and approved by the Executive Board at its meeting held on the 2nd July, 2018.	J. Davies	Completed
	25th June, 2018	Action	Carmarthenshire Arts Strategy: Discussions to be undertaken with the Education Department as the Strategy Progressed in relation to the following suggested fifth key objective: 'Identify ambitions, talents and skills through our schools to further sustain our cultural strategic priorities'.	Discussions have been held with the Education Department	J. Davies	Completed
CS009-18/19	25th June, 2018	Action	Draft Carmarthenshire County Council's Annual Report for 2017/18 The Education and Children Department be requested to ensure the re-establishment of the Anti Bullying Steering Group is undertaken as soon as possible following publication by the Welsh Government of new documentation and policies regarding bullying	The Committee's request has been forwarded to the Director of Education and Children Services	K. Thomas	Completed

Community Scrutiny Committee Actions 2018-2019

CS010 - 18/19	25th June, 2018	Action	Draft Carmarthenshire County Council's Annual Report for 2017/18 Details are to be provided to members of the Committee on the numbers of people helped to learn Welsh through the 'Lift Programme' and who continued to use Welsh	The requested information has been provided	H. Morgan	Completed
CS011 - 18/19	25th June, 2018	Action	Draft Carmarthenshire County Council's Annual Report for 2017/18 Members of the Committee to be provided with details of the Beacon Bursary Scheme	The requested information has been provided to the Committee members by e-mail	S. Walters	Completed
CS 012- 18/19	25th June, 2018	Action	Draft Carmarthenshire County Council's Annual Report for 2017/18 To examine the possibility of installing reflectors on pillars etc and increasing the size of signs at the Millenium Coastal Park at North Dock Llanelli to aid the visually impaired	Reflective tape has been placed on all the bollards, and the Outdoor Recreation Service is in the process of installing at least 92 reflectors on the cycle track from Pembrey Country Park to Bynea to provide better visibility Seeking grants to review signage across MCP.	I. Jones	Completed Completed
CS 013- 18/19	25th June, 2018	Action	Draft Carmarthenshire County Council's Annual Report for 2017/18 The Committee is to be provided with the National Survey For Wales' results in relation to the three bullet points on page 106 of the report where the results were to be made available later in the year	The results will be provided to the Committee when available. The results were reported to Council in October 2018 and forwarded to Members of the Committee by e-mail on the 2nd November	I. Jones / S. Sauro	Completed
CS014- 18/19	25th June, 2018	Recommendation	Draft Local Development Order - Llanelli Town Centre the report was recommended to the Executive Board	Executive Board at its meeting held on the 2nd July Resolved To recommend the report to Council. The Report was considered and adopted by Council on the 11th September 2018	I. Llewellyn I. Llewellyn	Completed
CS015 - 18/19	25th June, 2018	Recommendation	Affordable Bungalows within Carmarthenshire. The report was adopted and a Task and Finish Group is to be established to examine the provision of affordable Bungalows in Carmarthenshire	The Committee formally appointed its Task and Finish Group at its meeting held on the 21st September, 2018	K. Thomas	Completed

Community Scrutiny Committee Actions 2018-2019

Tudalen 332

CS017-18/19	21st September, 2018	Action	Community Scrutiny Task & Finish Review 2014/15 Update - Empty Properties in Carmarthenshire 1. Officers to examine the feasibility of the list of empty properties being broken down by wards. 2. A letter be sent to members asking them to provide the department with details of any properties within their wards not appearing on the current list		J. Morgan	Completed - Information to be provided to all members by end of November 2018 at the latest
CS017-18/19	21st September, 2018	Recommendation	Annual Monitoring Report 2017/18 - Adopted Carmarthenshire Local development Plan The Report was accepted and recommended to the Executive Board/Council for adoption prior to submission to the Welsh Government	The report and its recommendations were accepted by the Executive Board and Council at their meetings held on the 24th September and 10th October respectively and was forwarded to the Welsh Government by the 31st October deadline	L. Quelch/I. Llewellyn	Completed
CS018-18/19	4th October, 2018	Action	Home Checker Visits to Homes - An e-mail to be sent to members providing a breakdown of the home checker visits by ward and who undertook the visits.	Information by ward breakdown and a map has been sent to scrutiny members regarding the home check visits. We are not in a position to provide information on all 7,500 MoT visits as these are mainly routine schedule visits. The data is not held on any one particular system and would involve processing each individual entry.	Jonathan Morgan/Les James	Completed
CS019-18/19	4th October, 2018	Recommendation	Annual Performance Report Planning - the report to be forwarded to the Welsh Government by the 31st October, 2018	The report was forwarded to the Welsh Government by the 31st October deadline	Llinos Quelch	Completed
CS020-18/19	23rd November, 2018	Recommendation	Regional Homelessness Strategy The Report is to be presented to the Executive Board on the 17th December, 2018 with a recommendation of approval	the report was adopted by the Executive Board and referred to Council on the 9th January 2019 for formal adoption Council adopted the rpeort on the 9th January	Jonathan Morgan	Completed
CS021-18/19	23rd November, 2018	Action	Revenue and Capital Budget Monitoring Report 2018/19 Members of the Committee to be provided with details of the profit share agreement with Burry Port Harbour Ltd on the operation of the Harbour Dredger	Information shared with members: "The lease will be subject to a rent calculated from 1/4/18 to 31/3/21 as 15% of the annual mooring income, and thereafter, as a base rent of £30,000 (Exclusive of VAT) or 15% of the annual mooring income due to the tenant in each given year, whichever is higher. The base rent will be subject to a CPI annual increase".	I. Jones	Completed

Community Scrutiny Committee Actions 2018-2019

CS022-18/19	13th December, 2018	Recommendation	Revenue Budget Strategy Consultation 2019/20 - 2021/22 The Executive Board be requested to give consideration to funding the estimated £150k cost to primary schools of providing school swimming lessons	This was reported to the Executive Board on the 4th February, 2019 and not progressed	R. Hemingway	Completed
CS023-18/19	13th December, 2018	Action	Communities Departmental Draft Business Plan 2019/20 - 2022 Members of the Committee to be provided, by e-mail, with a copy of the Leisure Division's principles on the promotion of sustainability and healthy eating	Copy of Communities Dept Catering document outlining 'Purpose, vision and principles' forwarded to members 2nd January, 2019.	I. Jones	Completed
CS024-18/19	13th December, 2018	Action	Chief Executive's Departmental Business Plan 2019/2022 The reference to Sterling Health Security Holdings Limited to be removed from Section 4 of the plan relating to Collaboration	The action has been completed	H. Morgan	Completed
CS025-18/19	23rd January, 2019	Recommendation	Housing Revenue Account Budget and Housing Rent Setting for 2019/20 The Committee resolved to endorse the report recommendations for adoption by the Executive Board/Council	The Executive Board on the 4th February amended the recommendations which were subsequently appointed by Council on the 20th February	C. Moore	Completed
CS026-18/19	23rd January, 2019	Recommendation	The Carmarthenshire Homes Standard Plus (CHS+) Business Plan 2019-2022 The Committee resolved to recommend to the Executive Board/Council adoption of the report recommendations	The Executive Board on the 4th February, and Council on the 20th February adopted the report recommendations	J. Morgan	Completed
CS027 - 18/19	23rd January, 2019	Recommendation	Our approach to Tenant Involvement The Committee resolved to recommend to the Executive Board adoption of the Tenant Involvement Plan	the report is scheduled for consideration by Executive Board on the 4th March The report was considered and approved by the Executive Board on the 4th March 2019	J. Morgan	Completed
CS028-18/19	14th February	Recommendation	Housing Revenue Account Budget and Housing Rent Setting for 2019/20 The Committee resolved to endorse the amended recommendation of the Executive Board for adoption by the Council	Council adopted the amended recommendation at its meeting held on the 20th February, 2019	C. Moore	Completed

Community Scrutiny Committee Actions 2018-2019

Tudalen 334

CS029 - 18/19	14th February	Recommendation	<p>Universal Credit Full Programme Rollout in Carmarthenshire</p> <p>1. an update on the rollout be submitted to the Committee in six months.</p> <p>2. the DWP and CAB be invited to attend the meeting</p>	the Report has provisionally been scheduled for the 19th November, 2019	J. Morgan	Completed
CS030 - 18/19	14th February	Action	<p>Fire Safety Management in Sheltered Housing and General Needs Blocks of Flats</p> <p>1. To provide members of the Committee with details of those Sheltered Housing / Blocks of flats in their wards which had 'hard wire' alarm systems</p> <p>2. To give consideration to including the issues raised by members within the Fire Information Leaflet being produced for tenants</p>	<p>1. Schedule provided of Housing properties fitted with communal Fire Alarm Systems. As part of the Carmarthenshire Homes Standard all housing properties are fitted with a combination of hard wired Smoke / Heat / Carbon Monoxide Alarms.</p> <p>2. Issues raised have been included in the final tenant information leaflet, compiled by Property and Homes & Safer Communities and now issued by Homes & Safer Communities.</p>	J. Fearn	Completed
CS031 - 18/19	28th March	Recommendation	<p>Draft Supplementary Planning Guidance - Wind and Solar Energy and Highways Design Guide Adopted Carmarthenshire Local Development Plan</p> <p>It was recommended to the Executive Board/Council that the report recommendations be adopted</p>	<p>The Report recommendations were adopted by the Executive Board on the 1st April, 2019.</p> <p>The report is due to be submitted to Council on the 15th May 2019 for adoption</p>	L. Quelch	Completed
CS032 - 18/19	28th March	Recommendation	<p>Quarter 3 - 1st April - 31st December 2018 Performance Monitoring</p> <p>To request the Education and Children Department to consider funding the estimated £150k cost incurred by primary schools in providing swimming lessons as part of the KS2 Curriculum</p>	<p>E-Mail forwarded to the Director and EBM for Education and Children and the EBM for Resources on the 8th April drawing their attention to the Committee's decision</p> <p>The Director of Education and Children's Response to the request was circulated by e-mail to members on the 11th April, 2019</p>	K. Thomas	Completed
CS033 - 18/19	28th March	Action	<p>Quarter 3 - 1st April - 31st December 2018 Performance Monitoring</p> <p>To submit a report to a future meeting on the 'Homes as Power Stations' project</p>		Jonathan Morgan	In Progress

Community Scrutiny Committee Actions 2018-2019

CS034-18/19	28th March	Action	Revenue and Capital Budget Monitoring Report 2018/19 Caeau Mynydd Mawr Marsh Fritillary Butterfly - To receive an outline on project income and expenditure	the requested information was e-mailed to members on the 8th April	Linos Quelch	Completed
CS035 - 18/19	28th March	Action	Revenue and Capital Budget Monitoring Report 2018/19 To arrange for a report on income generation within the Planning Division to be submitted through the political process	The report is currently on hold pending the completion of the Strategic Review being undertaken of the Planning Service	Linos Quelch	In progress
CS036 - 18/19	9th May	Recommendation	Corporate Strategy 2018-23 - Draft Update June 2019 To request the Executive Board to consider funding the £150k cost to primary schools in providing swimming lessons as part of the Key Stage 2 curriculum	Currently progressing through the political process	Kevin Thomas	In Progress
CS037 - 18/19	9th May	Action	Corporate Strategy 2018-23 - Draft Update June 2019 To provide members of the Committee with an update on the delivery of Y Stordy - The Council's new archives building	the requisite update has been e-mailed to the Committee	Richard Stradling / Jane Davies	Completed
CS038 - 18/19	9th May	Action	Corporate Strategy 2018-23 - Draft Update June 2019 To provide members of the Committee with details on the number of properties brought back into use following its previous Task and Finish Group	Empty property update report to be provided at future Community Scrutiny	Jonathan Morgan	In progress
CS039-18/19	9th May	Recommendation	Revised Cramarthenshire Local Development Plan 2018-2033 Recommended to Council that the Draft Pre-Deposit Strategy Report be adopted	The Strategy was adopted by Council at its meeting on the 15th May, 2019	Linos Quelch / Ian Llewellyn	Completed

Mae'r dudalen hon yn wag yn fwriadol

Community Scrutiny Committee Actions 2019-2020

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
CS 01 - 19/20	2nd July 2019	Recommendation	Building More Council Homes - Our Ambition and Plan of Action To Provide members, by e-mail, with the affordable home activity per ward	Details of a affordable home activity per ward to be circulated to members asap	Jonathan Morgan	In Progress
CS02 - 19/20	2nd July 2019	Recommendation	Building More Council Homes - Our Ambition and Plan of Action To Provide members, by e-mail, with details of the discussions being undertaken on the feasibility of limiting the number of times a planning application could be re-newed on a plot of land	an e-mail response has been provided to the Committee	Linos Quelch	Completed
CS03-19/20	2nd July 2019	Action	Building More Council Homes - Our Ambition and Plan of Action the plan be recommended to the Executive Board for Adoption	1. The plan was accepted by Exececutive Board on the 29th July, 2019 and recommended to Council for adoption 2. The Plan was adopted by the Council on the 11th October 2019	Jonathan Morgan	Completed
CS04-19/20	2nd July 2019	Recommendation	Draft Carmarthenshire County Council's Annual Report for 2018/19 To seek a more appropriate symbol, rather than a smiley face, to demonstrate the measure of success	Symbol amended	Gwyneth Ayres	Completed
CS05 -19/20	2nd July 2019	Action	Draft Carmarthenshire County Council's Annual Report for 2018/19 The Head of Leisure to explore the option co-ordinating a meeting with key agencies to explore the potential for promoting fishing opportunities across the County	Meeting of Key Partners arranged for late September, 2019 A Development session for members was held on the 19th November	Ian Jones	Completed
CS06- 19/20	2nd July 2019	Action	Draft Carmarthenshire County Council's Annual Report for 2018/19 Tto recommend to the Executive Board the adoption of the Draft Annual Report	The report was considered by the Executive Board on the 23rd September 2019 and was subsequently adopted by Council on the 9th October, 2019	Gwyneth Ayres	Completed

Community Scrutiny Committee Actions 2019-2020

CS07-19/20	3rd October 2019	Recommendation	<p>Annual Performance Report 2018/19 (Planning)</p> <p>The Preport was approved for submission to the Welsh Government by the 31st October 2019</p>	<p>the report was considered and approved by the Executive Board at its meeting held on the 23rd September and by the Council on the 9th October.</p> <p>The report was submitted to the Welsh Government by the 31st October</p>	Llinos Quelch	Completed
CS08-19/20	3rd October 2019	Recommendation	<p>Annual Monitoring Report 2018/19 Adopted Carmarthenshire Local Development Plan</p> <p>to recommend to the Executive Board/Council that the fourth annual monitoring report be approved for both submission to the Welsh Government and published on the Council's website by the 31st October</p>	<p>the report was considered and approved by the Executive Board at its meeting held on the 23rd September and Council on the 9th October.</p> <p>The report has been published on the Council's website</p>	Ian Llewellyn	Completed
CS09- 19/20	3rd October 2019	Recommendation	<p>Quarter 1 - 1st April to 30th June 2019 Performance Monitoring Report</p> <p>A report is to be sent to members providing an explanation for why 16 of the actions in the report had been provided with amended target dates</p>	<p>the report has been e-mailed to members</p>	Ian Jones / Jason Jones / Llinos Quelch	Completed
CS10 - 19/20	3rd October 2019	Action	<p>Revenue and Capital Budget Monitoring Report 2019/20</p> <p>to provide members with an explanation on the anticipated £55k budgetary shortfall at the Nant y Ci Livestock Market</p>	<p>the information was provided by e-mail on the 29th October and updated at a Development Session held on the 19th November</p>	Helen Morgan / Jason Jones	Completed
CS11- 19/20	16th October	Action	<p>Revised Carmarthenshire Local Development Plan 2018-2033</p> <p>to provide members with details on the use of recycled materials by the construction industry</p>	<p>an e- mail detailing the requested information was sent to members on the 18th October</p>	Llinos Quelch	Completed

Community Scrutiny Committee Actions 2019-2020

CS12 - 19/20	16th October	Recommendation	<p>Revised Carmarthenshire Local Development Plan 2018-2033</p> <p>Recommended to Council:- 1. the plan be approved for formal consultation; 2.the SPG for the Burry Inlet and the Caeau Mynydd Mawr Special Area of conservation be approved for consultation concurrent with the Draft Deposit LDP</p>	<p>1. Considered by Executive Board on the 21st October for referral to Council for consideration</p> <p>The Plan was considered by Council on the 13th November, 2019 and approved for consultation</p>	Linos Quelch	Completed
CS13 - 19/20	19th November	Recommendation	<p>Universal Credit full service update for Carmarthenshire</p> <p>To convene a Member Seminar on the roll out of Universal Credit within Carmarthenshire</p>	Seminar to be arranged shortly	Jonathan Morgan	In progress
CS14 - 19/20	19th November	Action	<p>Revenue and Capital Budget Monitoring Report 2019/20</p> <p>to provide a breakdown of general costs associated with the free swim grant and the recent reduction in funding,</p>	Information has been provided to members of the Committee by e-mail	Ian Jones	completed

Mae'r dudalen hon yn wag yn fwriadol

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS**SCRUTINY COMMITTEE: COMMUNITY****DATE OF MEETING: 16th JANUARY, 2020**

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
HRA Budget Service Charges and Rent Setting 2020/21	Chris Moore – Director of Corporate Services	Due to the late receipt of financial information from the Welsh Government there has been insufficient time to finalise the report for the meeting. The report will now be considered at a special meeting	5 th February 2020
Carmarthenshire Home Standards Plus (HRA Business Plan 2020-2023)	Jonathan Morgan – Head of Homes and Safer Communities	Due to the late receipt of financial information from the Welsh Government there has been insufficient time to finalise the report for the meeting. The report will now be considered at a special meeting	5 th February 2020

Mae'r dudalen hon yn wag yn fwriadol

COMMUNITY SCRUTINY COMMITTEE

16TH JANUARY 2020

FORTHCOMING ITEMS FOR NEXT MEETING TO BE HELD ON 5TH FEBRUARY 2020

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Proposed Agenda Item	Background	Reason for report
HRA Budget Service Charges and Rent Setting 2020/21	As part of the Annual Budget preparation setting process, the Committee is consulted on the proposed HRA Budget Service Charges and Rent Setting for the 2020/21 budgetary period.	The report will provide members of the Committee with the opportunity to consider and comment on the budget settlement, relevant departmental service budgets and efficiency savings and to make any suggested recommendations for change for consideration by the Executive Board and Council.
Carmarthenshire Home Standards Plus (HRA Business Plan 2020-2023)	As part of the Annual Budget preparation process the Committee is consulted on the proposed Carmarthenshire Home Standards Plus (HRA Business Plan for the budgetary period 2020-2023) which explains its vision and detail and what it means for tenants.	The report will provide members of the Committee with the opportunity of commenting on the CHS+ Business Plan, and the financial and delivery programme over the next three years and to make any suggested recommendations for change for consideration by the Executive Board /Council and onward submission to the Welsh Government.

Mae'r dudalen hon yn wag yn fwriadol

Community Scrutiny Committee – Forward Work Programme 2019/20

Community Scrutiny Committee – Forward Work Programme 2019/20									
9 th May 19	2 nd July 19	3 rd October 19	16 th October 19	19 th Nov 19	12 th Dec 19 Moved to 16 th January	16 th Jan 20	5 th Feb 20	20 th Feb 20 cancelled	2 nd April
Community Scrutiny FWP 18/19	Council's Annual Report	Budget Monitoring 2019/20	Carmarthenshire Local Development Plan 2018-2033	Universal Credit – Update report	Revenue Budget Consultation 2020/21 - 2022/23	HRA Budget Service Charges and Rent Setting 2020/21 – (moved to 5 th Feb 2020)	HRA Budget Service Charges and Rent Setting 2020/21 -	Choice Based Lettings – Update (moved to 2 nd April)	Q3 Performance Management Report for 2019/20
Corporate Strategy 2019/20	Building More Homes Business Plan	Q1 Performance Management Report for 2019/20		Budget Monitoring 2019/20	5 Year Capital Programme Budget Consultation (to be considered at P& R Scrutiny Committee)	Carmarthenshire Home Standards Plus (HRA Business Plan 2020-2023)(moved to 5 th Feb 2020)	Carmarthenshire Home Standards Plus (HRA Business Plan 2020-2023)		Budget Monitoring Report 2019/20
Scrutiny Actions Update		Annual Performance Report (Planning Services)			Communities Departmental Business Plan	Welsh Public Library Standards Annual Report 2018/19: Carmarthenshire			Choice Based Lettings Update
Revised Carmarthenshire Local Development Plan 2018-2033 Draft Pre-Deposit		Local Development Plan – Annual Monitoring Report			Chief Executive's Departmental Business Plan	Budget Monitoring Report 2019/20			

Preferred Strategy									
Topic 346		Complaints and Compliments – Annual Report			Environment Departmental Business Plan	STAR: Standardised Tenant & Residents Survey Results			
		Community Scrutiny Annual Report 2018/19			Scrutiny Actions Update				

<p>OTHER REPORTS TO BE INCLUDED:</p> <ul style="list-style-type: none"> LDP – Deposit Plan – Considered at Special Meeting in October 2019
<p>TASK AND FINISH REVIEW</p> <p>Task and Finish to be determined at a later date</p>
<p>Site Visits</p> <ul style="list-style-type: none"> Regeneration Projects e.g. Crosshands, Pendine, Wellness Centre Leisure Facilities Theatres Museums/Libraries St Clears Leisure Centre – confirmed for Friday 24th May

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20 as at 30th October 2019

Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
QUARTERLY PERFORMANCE REPORT	Wendy Walters Chief Executive	HR	Yes	N/A
STRATEGIC EQUALITIES REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Communities & Rural Affairs	Yes	20 th January 2020
COMPLAINTS AND COMPLIMENTS ANNUAL REPORT	Wendy Walters Chief Executive	Deputy Leader	All Sept	
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	20 th April 2020
UNREASONABLE COMPLAINTS POLICY	Wendy Walters, Chief Executive/Noelwyn Daniel	Deputy Leader	No	11 th May 2020

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
ANNUAL PROGRESS REPORT - DIGITAL TRANSFORMATION STRATEGY 2017-2020	Noelwyn Daniel - Head of ICT & Corporate Policy	Deputy Leader	APRIL	MAY
SICKNESS ABSENCE UPDATE	Paul R Thomas – Assistant Chief Executive	Deputy Leader	June – monitoring report	
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	June	July
TRANSFORMATION INNOVATION AND CHANGE ANNUAL REPORT	Paul R Thomas – Assistant Chief Executive Jon Owen – TIC MANAGER	Deputy Leader	OCT	OCT
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
DIVERSITY CALENDAR	Wendy Walters Chief Executive	Communities & Rural Affairs	Yes	20 JANUARY 2020
BRING YOUR OWN DEVICE POLICY	Noelwyn Daniel - Head of ICT & Corporate Policy	Deputy Leader	Yes	20 JANUARY 2020
ARMED FORCES COVENANT AND DEFENCE RECOGNITION SCHEME	Noelwyn Daniel - Head of ICT & Corporate Policy	Resources	Yes	20 JANUARY 2020
DATA BACK UP POLICY	Noelwyn Daniel - Head of ICT & Corporate Policy	Resources	Yes	20 EBRILL 2020
ANNUAL REVIEW OF COUNCILLORS' & CO-OPTED MEMBERS' ALLOWANCES SCHEME	Gaynor Morgan Democratic Services		Democratic Services Cttee MARCH	
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Chief Executive	Resources	As and when required	
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	AS AND WHEN REQUIRED
CITY DEAL UPDATE (INCLUDING LIFE SCIENCE & WELLNESS PROJECT)	Wendy Walters Chief Executive	Leader		As & When Required

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PENDINE OUTDOOR EDUCATION CENTRE OPTIONS APPRAISAL	Ian Jones – Head of Leisure	Culture Sport & Tourism	No	18/11/2019
PARKING ORDERS OBJECTIONS	Ian Jones – Head of Leisure	Culture Sport & Tourism	No	18/11/2019
ST CLEARS L.C. OPTIONS APPRAISAL	Ian Jones – Head of Leisure	Culture Sport & Tourism	No	18/11/2019

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
ENVIRONMENTAL PROTECTION SERVICE DELIVERLY PLAN 2019/20 & ANNUAL REPORT 18/19	Jonathan Morgan - Head of Homes and Safer Communities	Public Protection	Yes	18/11/2019
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan - Head of Homes and Safer Communities	Housing	Yes	03/02/2020
CBL – CANFOD CARTREFI (Update on 1 st year)	Jonathan Morgan - Head of Homes and Safer Communities	Housing	Yes	20/04/2020
DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20	Jake Morgan – Director of Communities	Social Care & Health	Yes	13/07/2020
DOG BREEDERS LICENCE UPDATE	Jonathan Morgan - Head of Homes & Safer Communities	Public Protection	NO	13/07/2020

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	RESOURCES	N/A	APRIL JUNE SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY OCT JAN
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
COUNCIL TAX BASE	Chris Moore / Helen Pugh	RESOURCES	N/A	DEC
Council Tax Reduction Scheme	Chris Moore / Helen Pugh	RESOURCES	N/A	FEB
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV
HIGH STREET RATE RELIEF	Chris Moore / Helen Pugh	RESOURCES	N/A	End May/ early June
CORPORATE RISK REGISTER	Chris Moore / Helen Pugh	RESOURCES	– Audit Committee March & SEPT	

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
FINANCIAL PROCEDURE RULES	Chris Moore /Helen Pugh	RESOURCES	TBC – Audit Committee	
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	RESOURCES	HOUSING	FEB
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY/SEPT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

EDUCATION & CHILDREN

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
Modernising Education Programme Proposal to change the nature of provision at Ysgol Rhys Prichard	Simon Davies – Head of Education Access to Education	Education & Children	Yes	18 November 2019
Modernising Education Programme Proposal to change the nature of provision at Ysgol y Ddwylan, Ysgol Griffith Jones, Ysgol Llangynnwr and Ysgol Lllys Hywel.	Simon Davies – Head of Education Access to Education	Education & Children	Yes	18 November 2019
Modernising Education Programme – Consultation Document – Proposal to relocate Ysgol Heol Goffa to new site and increase its capacity from 75 to 120	Simon Davies – Head of Education Access to Education	Education & Children	Yes	18 November 2019
LA Education Services Self Evaluation	Aneirin Thomas – Head of Education	Education & Children	Yes	February 2020

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019**ENVIRONMENT**

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board

WORKING DRAFT

PWYLLGOR CRAFFU CYMUNEDAU

Dydd Mawrth, 19 Tachwedd 2019

YN BRESENNOL: Y Cynghorydd F. Akhtar (Cadeirydd)

Y Cynghorwyr:

F. Akhtar, C.A. Davies, W.R.A. Davies, H.L. Davies, R.E. Evans, W.T. Evans (In place of D.C. Evans), S.J.G. Gilasbey, B.W. Jones, H.I. Jones, S. Matthews, H.B. Shepardson, G.B. Thomas and A.Vaughan Owen

Hefyd yn Bresennol:

Cynghorydd L.D. Evans – Aelod y Bwrdd Gweithredol dros Tai
Cynghorydd P. Hughes- Griffiths – Aelod y Bwrdd Gweithredol dros Diwylliant, Chwaraeon a Thwristiaeth

Yr oedd y swyddogion canlynol yn gwasanaethu yn y cyfarfod:

I. Jones, Pennaeth Hamdden
J. Morgan, Pennaeth Cartrefi a Chymunedau Mwy Diogel
H. Morgan, Rhelwr Datblygu Economaidd
J. Edwards, Rheolwr Datblygu & Treftadaeth Adeiledig
A. Thomas, Gyfrifydd Grwp
S. Walters, Rheolwr Datblygu Economaidd
M. Brookfield, Arweinydd Polisi Tai
A. Lodwig, Arweinydd Tim
K. Thomas, Swyddog Gwasanaethau Democrataidd

Siambr, Neuadd y Sir, Caerfyrddin. SA31 1JP. - 10.00 yb - 12.45 yp

1. YMDDIHEURIADAU AM ABSENOLDEB

Cafwyd ymddiheuriad am absenoldeb gan y Cynghorydd C. Campbell – Yr Aelod o'r Bwrdd Gweithredol dros Gymunedau a Materion Gwledig.

2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATEB I UNRHYW EITEM AR YR AGENDA

Ni ddatganwyd unrhyw fuddiannau personol.

Ni chafwyd dim datganiadau ynghylch chwip waharddedig.

3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)

Nid oedd cwestiynau gan y cyhoedd wedi dod i law.

4. GWASANAETH LLAWN Y CREDYD CYNHWYSOL - Y WYBODAETH DDIWEDDARAF

Atgoffwyd y Pwyllgor ei fod, yn y cyfarfod a gynhaliwyd ar 14 Chwefror 2019 (gweler Cofnod 5), ar ôl rhoi ystyriaeth i adroddiad ynghylch cyflwyno Credyd Cynhwysol yn Sir Gaerfyrddin, wedi gwneud cais am adroddiad diweddarau mewn chwe mis gan estyn gwahoddiadau i'r Adran Gwaith a Phensiynau ac i Gyngor ar

Bopeth Sir Gaerfyrddin fod yn bresennol. Yn unol â'r penderfyniad hwnnw estynnodd y Cadeirydd groeso i Adele Lodwig a Maria Brookfield o Is-adran Tai y Cyngor i'r cyfarfod, ynghyd â Menna Davies – Adran Gwaith a Phensiynau a Hayley Price a Suzanne Gainard – Cyngor ar Bopeth Sir Gaerfyrddin.

Yna cafodd y Pwyllgor adroddiad diweddar ar effaith credyd cynhwysol ar denantiaid y cyngor ynghyd â chyflwyniadau gan y rhai a enwir uchod ynghylch cyflwyno Credyd Cynhwysol yn Sir Gaerfyrddin o safbwynt eu sefydliadau unigol, er enghraifft:-

- Yr Adran Gwaith a Phensiynau – cyflwyno a gweithredu Credyd Cynhwysol, gan gynnwys trefniadau presennol ar gyfer hawlwr newydd a'r broses ymfudo a reolir erbyn Rhagfyr 2023 ar gyfer yr holl hawlwr presennol sy'n cael taliadau gan y gronfa waddol.
- Cyngor ar Bopeth Sir Gaerfyrddin – darparu cyngor a chymorth i hawlwr presennol budd-daliadau y gronfa waddol sy'n newid i gredyd cynhwysol a'r holl hawlwr newydd mewn amrywiaeth o ffyrdd, er enghraifft wyneb yn wyneb, gan gynnwys cyfweiliadau yn y swyddfa ac ymweliadau cartref, gwe-sgwrs, gwasanaeth ffôn cenedlaethol a chymorth TG, a hynny er mwyn gallu cwblhau ffurflenni ar-lein. Roedd y cyngor hwnnw'n cynnwys asesiadau unigol a chyngor ynghylch a fyddai'n fuddiol i hawlwr presennol budd-daliadau barhau ar y budd-daliadau hynny neu drosglwyddo i gredyd cynhwysol.
- Is-adran Tai Sir Gaerfyrddin – mabwysiadu dull rhagweithiol ar gyfer ei thenantiaid drwy ddarparu cyswllt cynnar ac adnabod unrhyw un a allai, o bosib, fod mewn risg o dan y trefniadau newydd. Sefydlwyd tîm cyn-denantiaeth i helpu ac i gefnogi darpar denantiaid i reoli eu harian a'u tenantiaethau. Roedd hynny'n cynnwys cyflwyno hawliadau am fudd-daliadau'n gynnar er mwyn sicrhau bod taliadau'r budd-daliadau'n dechrau ar yr un pryd â dechrau'r denantiaeth, gan nad oedd modd ôl-ddyddio'r taliadau.

Cafodd aelodau'r Pwyllgor gyfle i holi cwestiynau ynghylch yr adroddiad/cyflwyniadau a oedd yn cynnwys y canlynol:-

- Cyfeiriwyd at y defnydd cynyddol o fanciau bwyd yn Sir Gaerfyrddin, fel y nodwyd yn yr adroddiad. Cydnabuwyd er bod defnydd o'r banciau bwyd wedi cynyddu, nid cyflwyno'r Credyd Cynhwysol sydd i gyfri'n gyfan gwbl am hyn. Fodd bynnag, nodwyd bod y broses gwneud cais am gredyd cynhwysol yn gymhleth, yn enwedig yn ystod y camau cynnar pan nad oedd hawlwr yn cael taliadau. Yr amser rhwng cyflwyno cais am hawliad a'r taliad cyntaf yw 5 wythnos ar gyfartaledd, ac mae hwnnw'n cael ei dalu ar ffurf ad-daliad. Cyfeiriwyd hawlwr oedd yn wynebu caledi ariannol yn ystod y cyfnod hwn at fanciau bwyd a phosibiliadau eraill er mwyn cael cymorth. Roedd taliadau ymlaen llaw o hyd at 100% ar gael, a byddai'r rhain yn cael eu had-dalu dros gyfnod o 12 mis. Yn ogystal, cydnabuwyd er nad oedd dechrau'r cynllun wedi bod yn llwyddiannus, gan arwain o bosib at gynnydd yn y nifer oedd yn defnyddio banciau bwyd, y gobaith oedd bod dileu'r cyfnod aros cychwynnol o 7 niwrnod cyn y gellid dechrau'r hawl i gael Credyd Cynhwysol wedi lleihau'r angen hwn.
- Gan gyfeirio at gwestiwn ynghylch cefnogi gwaith ymchwil Llywodraeth Cymru ar effaith Credyd Cynhwysol ar Gynllun Gostyngiadau'r Dreth Gyngor ac ôl-ddyledion rhent yng Nghymru, roedd hynny'n golygu bod holl

Awdurdodau Lleol Cymru yn darparu ffigurau incwm ar gyfer rhent chwarterol i'r Llywodraeth. Hefyd, roedd Sir Gaerfyrddin wedi ysgrifennu at bob un o'i 957 o denantiaid sy'n cael Credyd Cynhwysol (ar 30 Medi 2019) yn gofyn am eu profiadau o'r system newydd.

Cydnabuwyd nad oedd lefel ôl-ddyledion rhent yr awdurdod ar ôl cyflwyno'r Credyd Cynhwysol wedi cynyddu yn unol â'r rhagfynegiadau gwreiddiol. Roedd y Cyngor mewn sefyllfa well na rhai o'r awdurdodau lleol eraill yng Nghymru. Gallai hynny fod o ganlyniad i ddull rhagweithiol y Cyngor o ran darparu cyngor a chymorth wedi'u teulwra i'w denantiaid oedd fwyaf agored i niwed er mwyn llywio'r system hawliadau newydd.

- Mewn ymateb i gwestiwn ynghylch rhoi cymorth i gyn-filwyr, cadarnhawyd bod tîm cyn-denantiaeth y Cyngor yn rhoi cyngor ac arweiniad i gyn-filwyr sydd mewn angen, gan gynnwys eu gallu i gael mynediad at gyllid a rheoli cyllideb. Roedd mesurau hefyd ar waith i helpu i leihau ôl-ddyledion rhent/stopio'r broses o ran ôl-ddyledion i gyn-filwyr â phroblemau iechyd meddwl. Roedd yr Adran Gwaith a Phensiynau wedi hyfforddi staff yn ei chanolfannau gwaith i roi cyngor a chymorth i gyn-filwyr a, lle bo angen, roeddynt yn gallu gofyn i gyn-filwyr eraill am gymorth ychwanegol. Roedd y Cyngor Sir a'r Adran Gwaith a Phensiynau yn aelodau o Gyfamod y Lluoedd Arfog.
- Cyfeiriwyd at yr effaith niweidiol bosibl ar y bobl sydd ar fudd-daliadau ac sy'n rhannu eu cartrefi ag aelodau eraill o'r teulu sy'n hawlio budd-daliadau. Nodwyd bod gan y Cyngor drefniadau i roi cymorth i unigolion o'r fath drwy ddarparu 'gwasanaeth cofleidiol' i fodloni eu hanghenion unigol.
- Cyfeiriwyd at y sefyllfa anarferol eleni lle roedd 53 o wythnosau pan oedd rhent yn daladwy ond gan fod credyd cynhwysol yn cael ei dalu bob pedair wythnos galendr, roedd hawlwr yn colli wythnos. Tynnwyd sylw'r Gweinidog at y sefyllfa ac roedd y sefyllfa'n cael ei harchwilio ar hyn o bryd.
- Cadarnhawyd bod pobl ddigartref yn gymwys i gael credyd cynhwysol a chymorth o ran cael llety.
- Nodwyd nad oedd y cyfrif diweddar o ran pobl ddigartref wedi dod o hyd i unrhyw dystiolaeth o hynny'n digwydd. Fodd bynnag, os oedd aelodau'n ymwybodol o bobl ddigartref neu berson yr effeithiwyd arno gan ddigartrefedd, gofynnwyd iddynt gysylltu â'r is-adran tai er mwyn i'r lefel briodol o gymorth gael ei darparu.
- Mewn ymateb i gwestiwn ynghylch trefniadau staffio yn y Tîm Cymorth Tenantiaeth, cadarnhawyd bod cyllid ar gyfer dwy swydd gan Lywodraeth Cymru ar fin dod i ben ond roedd ceisiadau wedi cael eu cyflwyno i'r Cyfrif Refeniw Tai ariannu eu costau parhaus yn sgil y cymorth gwerthfawr roeddent yn ei ddarparu.
- Mewn ymateb i gwestiwn ynghylch y cymorth sydd ar gael ar gyfer Cymunedau Du, Asiaidd a Lleiafrifoedd Ethnig, cadarnhawyd bod ymholiadau a dderbyniwyd gan Is-adran Tai y Cyngor oddi wrth aelodau o'r gymuned honno yn cael eu cyfeirio at y ganolfan Cyngor ar Bopeth, a oedd â'r darpariaethau a'r dulliau priodol i roi cymorth, gan gynnwys llinell iaith bwrpasol.
- Cyfeiriwyd at y tri chyflwyniad a gafodd y Pwyllgor y bore hwnnw, ac awgrymwyd bod cyflwyniad tebyg yn cael ei roi i holl aelodau'r Cyngor, a hynny drwy seminar i'r holl aelodau, er mwyn iddynt fod yn ymwybodol o gyflwyno Credyd Cynhwysol yn Sir Gaerfyrddin.

Diolchodd y Cadeirydd i'r cynrychiolwyr am eu cyflwyniadau ac am ddod i'r cyfarfod.

PENDERFYNWYD YN UNFRYDOL fod trefniadau'n cael eu gwneud ar gyfer cynnal seminar i aelodau ar gyflwyno Credyd Cynhwysol yn Sir Gaerfyrddin.

5. ADRODDIAD MONITRO CYLLIDEB CYFALAF A REFENIW 2019/20

Bu'r Pwyllgor yn ystyried adroddiadau Monitro Cyllideb Refeniw a Chyllideb Gyfalaf 2019/20 y Gwasanaethau Tai, Adfywio, Cynllunio a Hamdden ar gyfer y cyfnod hyd at 31 Awst 2019. Nodwyd y rhagwelid gorwariant o £703k yn y gyllideb refeniw, tanwariant o £169k yn y gyllideb gyfalaf, a thanwariant o £32k yn y Cyfrif Refeniw Tai.

Codwyd y cwestiynau/materion canlynol ar yr adroddiad:-

- Cyfeiriwyd at yr ymweliadau safle a wnaethpwyd ym mis Mai 2019 â Chanolfan Hamdden Sanclêr, Y Gât a Chanolfan Addysg Awyr Agored Pentwyn. Gofynnwyd am y wybodaeth ddiweddaraf ynghylch unrhyw gynnydd a gyflawnwyd ers yr adeg honno ar eu datblygiad yn y dyfodol.

Dywedodd y Pennaeth Hamdden fod ymchwiliadau/adroddiadau'n cael eu gwneud ar hyn o bryd ynghylch opsiynau ar gyfer y tri lleoliad ac y byddai hyn yn destun proses ddemocrataidd y Cyngor maes o law.

O ran Canolfan Hamdden Sanclêr, roedd model gweithredu newydd yn cael ei archwilio a'r gobaith oedd y byddai modd bod yn rhan o drefniant partneriaeth gyda'r cyngor cymuned. Dywedwyd bod angen gwneud dros £600k o waith i ddiweddarau'r cyfleuster ac roedd cais cyfalaf yn cael ei baratoi er mwyn ystyried ei gynnwys yn rhan o raglen gyfalaf 5 mlynedd y Cyngor. Er y byddai'r cais hwnnw'n dod o dan flwyddyn 5 yn y rhaglen petai'n cael ei dderbyn, y gobaith oedd y byddai unrhyw amrywiadau i'r rhaglen yn gallu caniatáu i'r cais gael ei ddwyn ymlaen.

O ran y sefyllfa yn y Gât, roedd ymgynghoriadau ar waith gyda'r Cyngor Cymuned ynghylch y modd y gweithredir y lle yn y dyfodol. Roedd llawer o opsiynau'n cael eu hystyried ar gyfer Canolfan Addysg Awyr Agored Pentwyn, ac roedd gwaith ymgynghori ar waith gydag ysgolion ynghylch y math o gyfleuster yr hoffent weld yn cael ei ddarparu.

- Cyfeiriwyd at y gorwariant arfaethedig o £463k yn yr Is-adran Gynllunio a gofynnwyd am eglurhad ynghylch pa fesurau oedd yn cael eu cyflwyno i fynd i'r afael â'r diffyg ariannol, a oedd wedi bod yn broblem dro ar ôl tro yn y blynyddoedd blaenorol.

Dywedodd y Rheolwr Datblygu a Threftadaeth Adeiledig er bod y gorwariant arfaethedig yn sylweddol, roedd yr is-adran yn ymwybodol o nifer o geisiadau cynllunio oedd i ddod a byddai ffioedd y rheiny yn helpu i leihau'r gorwariant. O ran mynd i'r afael â'r gorwariant dibaid, roedd hynny'n cael ei archwilio'n lleol ac yn genedlaethol. Yn lleol, roedd ystyriaeth yn cael ei rhoi i gyflwyno polisi codi tâl yn ôl disgrisiwn a allai gynnwys tâl am gyngor cyn cynllunio.

Yn genedlaethol, roedd newid yn y ddeddfwriaeth yn 2015 yn golygu mai'r awdurdodau lleol oedd yn gyfrifol am y gwaith a'r costau cysylltiedig o ran penderfynu ynghylch cynlluniau mawr megis ffermydd gwynt er bod y ffioedd ar eu cyfer yn daladwy i Lywodraeth Cymru. Ar hyn o bryd roedd Llywodraeth Cymru yn archwilio lefel y ffioedd cynllunio, lle gallai cynnydd drwyddi draw fod yn bosibl, ynghyd â phennu taliadau cynllunio ar sail adennill costau yn llawn. Yn ogystal roedd sylwadau wedi cael eu gwneud i Lywodraeth Cymru dros nifer o flynyddoedd i gyflwyno ffioedd uwch ar gyfer ceisiadau cynllunio ôl-weithredol a thaliadau am gamau gorfodi. Fodd bynnag, nid oedd amserlen wedi cael ei phennu ar gyfer unrhyw newidiadau i'r drefn ffioedd cynllunio yng Nghymru.

- Mewn ymateb i gwestiwn ynghylch y cynnydd o £79k yn y refereniw disgwyltiedig o eiddo masnachol y Cyngor, roedd hynny oherwydd bod lefelau uwch na'r disgwyl o ddeiliadaeth yn y sir ac roedd galw mawr am yr unedau.
- O ran Prosiect y Fargen Ddinesig, y sefyllfa bresennol ynghylch 11 prosiect y Fargen oedd bod 3 wedi cael eu cyflwyno i Lywodraeth Cymru a Llywodraeth y Deyrnas Unedig i'w cymeradwyo ac roedd disgwyl i ddau arall gael eu cyflwyno erbyn diwedd y flwyddyn gyfredol.
- Mewn ymateb i gwestiwn ynghylch y gorwariant arfaethedig o £14k ar nofio am ddim ar gyfer plant o dan 16 oed ac i oedolion dros 60 oed, roedd hynny'n gysylltiedig â gostyngiad yn lefel y grant a roddwyd i'r awdurdod gan Chwaraeon Cymru. Oherwydd y gostyngiad hwnnw roedd angen i'r Cyngor archwilio'r modd roedd y cynllun yn gweithredu, a gallai hyn arwain at lai o amseroedd ar gael i fynd i nofio am ddim.
- Mewn ymateb i gwestiwn ynghylch y gorwariant o £12k yng nghyllideb Cynllunio a Datblygu Polisi, roedd hynny'n gysylltiedig â gwaith ymgynghori a ddarparwyd gan yr Uned Blaen-gynllunio i adrannau eraill y Cyngor. Fodd bynnag, gan fod y rhan fwyaf o amser yr Uned yn cael ei neilltuo i ddatblygu'r Cynllun Datblygu Lleol diwygiedig, nid oedd ganddi'r gallu i gyflawni ei rôl ymgynghori ac roedd hyn wedi arwain at lefelau llai o incwm.
- Mewn ymateb i gwestiwn ynghylch y tanwariant arfaethedig o £33k ar daliadau digolledu, dywedodd y Pennaeth Cartrefi a Chymunedau Mwy Diogel fod hynny'n gysylltiedig â'r arian a dalwyd i denantiaid i'w digolledu pan fyddai gwaith yn cael ei wneud yn eu cartrefi.
- Roedd yr amrywiant o £737k ar brosiect Cyrchfan Ymwelwyr Rhyngwladol Eiconig Pentywyn yn gysylltiedig â'i ailbroffilio ac roedd disgwyl iddo gael ei gyflawni ar amser ac o fewn y gyllideb.

PENDERFYNWYD YN UNFRYDOL Iofnodi cofnodion cyfarfod y Pwyllgor oedd wedi'i gynnal ar 16 Hydref 2019 gan eu bod yn gywir.

6. EITEMAU AR GYFER Y DYFODOL

Bu'r Pwyllgor yn ystyried rhestr o'r eitemau a fyddai'n cael eu hystyried yn ei gyfarfod nesaf ym mis Rhagfyr 2019.

PENDERFYNWYD YN UNFRYDOL dderbyn y rhestr o'r eitemau i'w hystyried yng nghyfarfod nesaf y Pwyllgor ym mis Rhagfyr 2019.

7. LLOFNODI YN GOFNOD CYWIR GOFNODION Y CYFARFOD A GYNHALIWYD AR:

7.1. 3YDD HYDREF, 2019

PENDERFYNWYD YN UNFRYDOL Iofnodi cofnodion cyfarfod y Pwyllgor oedd wedi'i gynnal ar 3 Hydref, 2019 gan eu bod yn gywir.

7.2. 16EG HYDREF, 2019

PENDERFYNWYD YN UNFRYDOL Iofnodi cofnodion cyfarfod y Pwyllgor oedd wedi'i gynnal ar 16 Hydref 2019 gan eu bod yn gywir.

CADEIRYDD

DYDDIAD